

<b>Document Name:</b> Vendor Tracking System	<b>Level:</b> III	<b>Control Number:</b> 406-003-13  TS 7.4.1, 7.4.1.1, 7.4.1.2.	<b>Revision Date:</b> 4/12/05
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**Purpose:**

The purpose of this work instruction is to

- Evaluate, select, develop and monitor suppliers through the following indicators:
  - Their ability to meet customer requirements.
  - Delivered product quality
  - Customer disruptions & field returns
  - Delivery schedule performance (including premium freight).
  - Special status customer notification related to quality or delivery issues
  - Define the type and extent of control exercised by Tweddle over its vendors.
  - Perform supplier development with the goal of supplier compliance to TS-16949 using ISO9001:2000 as a first step in achieving this goal.
  - Product & or material conformity to applicable regulatory requirements.
- Establish and maintain quality records of acceptable vendors.

**Scope:**

The scope of this work instruction is any supplier that supplies Tweddle Litho Company with products that directly affect quality, and are not covered by the Vendor Rating System Work instruction.

**Responsibilities:**

The Executive Vice President of Purchasing has the responsibility for approving, issuing and maintaining this work instruction.

**Reference Documents and Data:**

- 406-004 Acceptable Vendor List Maintenance Work Instruction
- 413-001 Nonconforming Product Procedure
- 414-001 Corrective Action Procedure
- 414-002 Preventive Action Procedure

**Records:**

- 406-005 Acceptable Vendor List
- 414-003 Corrective Action Request
- 704-001 Tweddle Litho Company purchase order
- Packing Lists

**Procedure:**

See Attached

Revision Number	Date	Description of Change
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2	11/3/96	Inserted guidelines on writing a CAR against a vendor in the Results section. Added Reference documents 414-001 and 414-002, and Record 414-003.
3	10/22/97	Inserted more specific language on the responsibilities for tracking delivery under this system. Added Record 406-032 & 406-033 Changed name of record 502-012
4	11/23/98	Changed the responsibility in the delivery tracking section to Accounts Payable Accountant from the Purchasing Assistant
5	10/14/99	Deleted Records 704-002 and 704-003
6	12/21/00	Add the QS 9000 requirements 4.6.2.1 & 4.6.2.2 to the procedure in the purpose, delivery, and certified quality system sections
7	7/23/01	Changed the wording to be stronger regarding Tweddle's goal of QS9000 Section 1 Compliance for VTS vendors.
8	8/29/01	Added the following wording to the Quality System section "All vendors are required to be certified by an accredited certification body to a current version of the ISO 9000 Quality Management Series of Standards (excluding ISO 9003) by the end of calendar year 2002."
9	10/11/01	In response to CAR 773, we changed the guidelines for writing a CAR against Berlitz regarding on-time delivery.
10	12/10/02	Removed the Delivery Performance Worksheet- Bindery, Removed the Use of a Certified Quality System Section
11	7/21/03	Removed the Quality Incident Report, Completely rewrote the Delivery Section, Removed the wording in the "Results" Section regarding when a Corrective Action Request is written against Berlitz regarding On-Time delivery.
12	10/13/03	Changed Berlitz to new name of Bowne.
13	4/12/05	Update to TS16949 Standard

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**Macro view of the system**

The vendors will be tracked in two categories: quality & delivery. The procedures for tracking each category are detailed below:

**Quality**

For products, follow the Nonconforming Product Procedure. For Services, submit a Corrective Action Request to the Total Quality Manager.

**Delivery**

Deliveries will be tracked in the following manner:

For paper purchases, the buyer will submit a Corrective Action Request for every month where there is a late delivery by a paper supplier.

For all import purchases, delivery nonconformances will be tracked by submitting a Corrective Action Request filled out by a member of the department that generated the requisition or the buyer.

For all vendors that are not covered by one of the methods above, delivery nonconformances will be tracked by submitting a Corrective Action Request filled out by a member of the department that generated the requisition.

**Results**

At the end of the fiscal year and at the end of the first six months of the fiscal year, the Buyer will pull all of the information from the year together to draw some conclusions about the vendor's performance. Vendors that can be described by the following statements will have a Corrective Action Request written against them in accordance with the Corrective Action Procedure and/or Preventive Action Procedure:

- A vendor has two nonconformances in delivery and/or quality that directly affected the customer within a three month period, and the Buyer and Executive Vice President of Purchasing agree that these

nonconformances require a Corrective Action Request.

- A vendor has any three nonconformances in delivery and/or quality within a three month period, and the Buyer and Executive Vice President of Purchasing agree that these nonconformances require a Corrective Action Request.

- The Buyer, at any time, deems it necessary, due to nonconformances, to write a Corrective Action Request against a vendor.

The Buyer will use all of this information to develop the Acceptable Vendor List as indicated in the Acceptable Vendor List Maintenance Work Instruction.