



Contents

1. Introduction ..... 2

2. Definitions ..... 2

3. Supplier Requirements..... 3

4. Supplier Evaluation Process ..... 6

Appendix A: Supplier Acknowledgement

UNCONTROLLED IF PRINTED

## 1. Introduction

This document pertains to Hartsville and Oklahoma City locations of RBC. The expectations and requirements described in this manual apply to all suppliers of production products. Suppliers must meet all applicable requirements specified herein.

The purpose of this Supplier Quality Manual (SQM) is to assist our Suppliers in understanding the purchasing expectations and quality requirements for products and/or services supplied to RBC Bearings. The manual is also a tool to assist RBC Bearings in complying with ISO 9001 standards and to develop our Suppliers.

This Supplier Quality Manual will communicate the operating principles, general expectations, requirements, and procedures of RBC Bearings. Acceptance of all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content.

These guidelines are provided as supplement to, and do not replace or alter, any purchase agreement terms and conditions which are included as requirements of applicable drawings, specifications, and/or other contractual documents. This manual describes minimum requirements for which the Supplier has responsibility; however, system improvements that exceed the requirements specified within this manual are always encouraged.

Through implementation and adherence to the standards stated herein, RBC Bearings looks forward to a long and mutually beneficial relationship with our Suppliers.

## 2. Definitions

2.1 Counterfeit Parts – A suspect part identified as a copy or substitute without the legal right or authority to do so or a part whose material, performance or characteristics are knowingly misrepresented by a supplier in the supply chain, including the lowest level of separately identifiable items. Counterfeit Parts include, but may not be limited to:

- Parts not containing the proper internal construction that is consistent with the desired, produced, or ordered part;
- Used, refurbished, or reclaimed parts represented as new product;
- Parts with a different package style, type, or surface plating/finishing other than the required or ordered product;
- Parts not successfully completing the full production and/or test flow of the Original Component Manufacturer (OCM) or Original Equipment Manufacturer (OEM) that are represented as completed product; and,
- Parts sold or delivered with modified labeling or markings intended to

misrepresent the form, fit, function, or grade of the intended product.

- 2.2 Production Part Approval Process (PPAP) – A valuable tool for establishing confidence in component suppliers and their production processes. PPAPs:
- Defines the approval process for new or revised parts, or parts produced from new or significantly revised production methods;
  - Verifies that the supplier understands all customer engineering design specifications and requirements, and
  - Confirms that the process is capable of consistently producing product meeting those requirements during an actual production run at the quoted production rate.

- 2.3 Material Certificates – Records of Material/Performance Tests. This includes copies of all the certification documents for all materials, heat treat specifications, and coatings listed on print.

### 3. Supplier Requirements

- 3.1 RBC Bearings believes it is necessary that all functions within RBC Bearings and their business associates operate on a “Zero Defects” philosophy. We must both strive for a fundamental quality system that provides for continuous improvement in:

- a. Demonstrating its ability to consistently provide quality service that meets customer and applicable regulatory requirements;
- b. Addressing customer satisfaction through the effective application of the system, including processes for continual improvement and prevention of nonconformity;
- c. Employee empowerment, especially for innovative action to improve the company’s performance; and,
- d. Orderly change management that will maintain a high level of service in an effort to accommodate technological change and for continual improvement of technical skill and capability.

- 3.2 RBC requires consistent quality. Zero-defect products are required from Suppliers. Any deviation from this will result in rejection and return of the product to the Supplier with subsequent charges attached. Even after acceptance of a shipment, RBC Bearings reserves the right to return any material that proves to be defective.

- 3.3 RBC Bearings expects our Supplier’s Top Management to share our commitment

to meet or exceed our customer's quality expectations through continuous improvements. It is also expected that they will give their full support to the relationship that exists between our companies and demonstrate flexibility in assisting RBC Bearings in meeting all our customer's requirements.

- 3.4 On-Time Delivery – RBC Bearings requires all Suppliers to provide 100% on-time delivery performance with the correct quantity and pricing agreed upon. Monitoring of performance levels in this area will be formally monitored during management review; however, more frequent review may be specified at RBC Management's discretion.
- 3.5 Supplier Quality Requirements
- a. The following process changes, to include sub-tier suppliers, must be submitted and approved by RBC prior to change taking effect:
    - a. Change in manufacturing location
    - b. Change in special processes (heat treat, coating, etc.)
  - b. Process change, once approved, will be validated through PPAP process; level PPAP will be decided by RBC quality based on risk of change.
  - c. Suppliers of RBC Bearings are requested, but not required, to be compliant to the ISO 9001:2015 international quality standards
  - d. Each article delivered under a purchase order must be identified with a part number or other such identification means. All purchased materials and services are subject to inspection for compliance to the purchase order and all applicable quality requirements.
  - e. No material or process substitutions, quantity variations, or splits from the PO may be made without prior written authorization from RBC Bearings.
  - f. Information concerning the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data will be communicated to the Supplier when they quote the job, on the PO and/or on the supplementary documents from RBC Bearings.
  - g. All Suppliers to RBC Bearings must have a lot identification system that distinguishes one lot from another when shipping finished product. Each lot of material should be clearly identified on the product (where applicable) and/or on the product packaging. All material lots should be traceable to raw or component material lots as identified by the Supplier's supplier.

- h. PO will designate material certifications required for acceptance of product. Material certifications, to include heat treat and coating certifications, will be emailed to [hvmatcert@rbcbearings.com](mailto:hvmatcert@rbcbearings.com) or [okmatcert@rbcbearings.com](mailto:okmatcert@rbcbearings.com) dependent on location.
- i. Suppliers are fully responsible for the quality of their products/services, including their sub-tier Suppliers. Both are responsible for ensuring that the quality of their products/services meets all RBC Bearings requirements, specifications, and drawings, as identified on the PO. Zero defects are expected from our Suppliers
- j. The Supplier shall ensure that nonconforming product is identified and controlled to prevent unintended use or delivery. The Supplier shall not ship nonconforming materials without prior authorization by RBC Bearings.
- k. Process change requests and PPAP requirements are not applicable to vendors that have not been provided an RBC print and/or RBC design sign off of internal print. (E.g. grease, fittings, off-the-shelf nuts and washers are not subject to these requirements)

### 3.6 Record Retention

- a. Suppliers and sub-tier Suppliers shall establish and maintain records to provide evidence of conformity to requirements.
- b. Records shall remain legible, readily identifiable, and retrievable.

### 3.7 Production Part Approval Process (PPAP) Requirements

- a. PPAP POs will be issued for the following:
  - 1<sup>st</sup> production of new product
  - Following process change approval
  - As deemed necessary by RBC per RBC customer requirements
- b. Level required will be designated on the PPAP PO and will be based upon RBC's determination of risk. PPAP level requested mandates the document submission requirements for approval; however, all PPAP documents must be maintained by supplier regardless of submission requirement.
  - Level 1:
    1. PSW

- Level 2:
  1. PSW
  2. Dimensional Results (3 pcs)
  3. RBC Design Record (bubble print)
    - i. If RBC vendor print has not been issued, it is supplier's responsibility to ensure RBC design engineering has stamped approval on supplier print prior to PPAP.
  4. PPAP Samples
    - i. PPAP Samples must be serialized to reference dimensional results.
    - ii. PPAP samples may be shipped with 1<sup>st</sup> production order unless otherwise directed by RBC.
  5. Material certifications
    - i. Raw material certifications for all components
    - ii. Heat Treat certifications
    - iii. Coating certifications
- Level 3:
  1. All Level 2 Requirements
  2. Process Flow Diagram
  3. PFMEA
  4. DFMEA (if design responsible)
  5. Control Plans
  6. Capability studies (if applicable)
  7. MSA (if applicable)
  8. List of checking aids
  9. Appearance approval report
  10. Master sample photo documentation of PPAP parts
- Level 4:
  1. In absence of specific direction, L4 consists of:
    - i. PSW
    - ii. Dimensional Results (1 pc)
    - iii. Design Record
    - iv. PPAP sample
  2. L4 documentation may be modified by specific PO request to remove or add required document submission.
- Level 5:
  1. On-site review of all PPAP documentation conducted by RBC quality representation.

#### 4. Supplier Evaluation Process

4.1 Suppliers may be evaluated by the following means:

- a. Supplier on-site audit,
- b. Supplier questionnaire,
- c. CAR response time;
- d. PO receipt on-time;
- e. PO receipt accuracy.

4.2 Supplier Corrective Action Report (SCAR) Criteria

- a. All Suppliers to RBC Bearings will be subject to provide SCARs when they are deemed necessary by RBC Bearings or any customer of RBC Bearings.
- b. Supplier Corrective Action Reports shall be critiqued and reviewed with the Supplier until a satisfactory SCAR is submitted or the Supplier is removed from the Approved Supplier List (ASL).
- c. Suppliers not consistently meeting the milestone dates listed on SCARs may be subject to the following:
  1. Withholding payment until SCAR is completed,
  2. Scheduling a supplier audit, and
  3. Supplier removed from the Approved Supplier List
- d. If a Supplier consistently misses milestone dates, as listed on the SCAR, they may be classified as being in breach of such supplier's obligations. As a result, RBC reserves the right to terminate any and all orders and to put the Supplier on a payment hold, as applicable.
- e. Any Supplier who is not on the ASL will not be awarded new orders or the possibility of new business. If a Supplier is determined to be unacceptable, the Materials Manager will initiate the appropriate actions to find other qualified resources prior to the removal of the Supplier from the ASL. In the event a Supplier is a mandated source by an RBC Bearings customer, customer's approval will be required.

4.3 Supplier Classification

- a. Suppliers who are on the RBC Bearings ASL will be classified as "Approved". Suppliers who have a non-approved status will be classified as



“Not Approved” Any Supplier can go through the approval process.

- b. Addition to ASL is determined by individual RBC site vendor evaluation process. This process may include, but is not limited to:
- Supplier self assessment
  - On-site audit
  - Supplier maintenance of 3<sup>rd</sup> party quality systems accreditation

4.4 Products and/or services provided by Suppliers must be at the highest quality level of quality.

- a. The Supplier shall ensure that nonconforming product is identified and controlled to prevent unintended use or delivery. The Supplier shall not ship nonconforming materials without prior authorization by RBC Bearings.
- b. The Supplier is responsible for notifying RBC Bearings of any changes in product and/or process. Any changes in the manufacturing facility location must also receive approval for such change.
- c. Suppliers of RBC Bearings are required to communicate all information related to the job to any Supplier they use to produce RBC Bearings products. This includes, but is not limited to Nondisclosure Agreements and Counterfeit Parts Prevention Procedures.
- d. Suppliers are fully responsible for the quality of their products/services, including their sub-tier Suppliers. Both are responsible for ensuring that the quality of their products/services meet all RBC Bearings requirements, specifications, and drawings, as identified on the PO. Zero defects are expected from our Suppliers.





Revised by: Anna Wallace

Date: 7/14/2023

Approved by: Matt Geddings

Date: 8/8/2023

**Appendix A: Supplier Acknowledgement**

Dear Supplier,

RBC has developed this Supplier Quality Manual in an effort to communicate, clarify and document our requirements to all current and future suppliers. It is requested that Supplier representatives sign and date this acknowledgement.

We, the undersigned, hereby acknowledge the receipt of the RBC Supplier Quality Manual, Revision \_\_\_\_\_, and understand and agree to the contents and conditions specified therein.

**Supplier Information:**

Supplier Name	
Supplier Site Location	
Supplier Facility Address	
Supplier Quality Manual Revision	
Supplier Representative Name	
Supplier Representative Title	
Supplier Contact Phone Number	
Supplier E-mail Address	
Supplier Signature/Date	



Hartsville, SC  
SUPPLIER QUALITY MANUAL

UNCONTROLLED IF PRINTED  
STANDARD OPERATING PROCEDURE  
QMN-4.2.2-1002  
REV – 8/8/2023

UNCONTROLLED IF PRINTED