



Supplier Quality Certification Program

Recognition of Supplier Quality Performance: Certification

Certification is the recognition earned by a supplier who demonstrates the ability to provide excellent levels of quality performance. In addition, the supplier has systems in place to assure continued quality and reliability.

Supplier Benefits:

- First consideration for new business at Alto-Shaam/Enthermics.
- Early engineering involvement and engagement during concept and idea generation.
- Recognition by Alto-Shaam/Enthermics.
- Value add requests for Production Part Approval Process requirements.

Alto-Shaam Benefits:

- Products/Services that consistently meet Alto-Shaam/Enthermics requirements.
- Streamlined and effective Production Part Approval Process.

Certification and Re-Certification:

- Supplier Certification and Re-Certification are a “backwards” look at a supplier’s performance to give them credit for meeting Alto-Shaam/Enthermics expectations. Suppliers are certified for a one-year period. Supplier candidates for Re-Certification must demonstrate their ability to sustain their performance at or above Alto-Shaam’s/Enthermics’ Supplier Certification requirements.

To be Certified, a supplier must meet the following criteria:

- Evidence of a sound and effective quality management system.
- Product/Service quality levels meet or exceed Alto-Shaam/Enthermics requirements.
- Evidence of sound and effective methods to support a robust Production Part Approval Process.

The criteria can be achieved by meeting the following conditions:

Quality Management System (QMS) Assessment

The assessment score for a supplier on the most recent audit, if available, must be ≥ 30 with all critical questions scoring 1 from an on-site or virtual assessment to be considered for the Certification recognition. The supplier shall maintain a Quality Management System that conforms to the requirements of ISO 9001, ISO 13485, or other quality standard approved by customer; or demonstrate a robust Quality Management System that provides evidence of sound quality best practices.

Quality Performance

Exceptional Quality performance must be demonstrated across a Comprehensive Quality Scorecard that is comprised of scoring related to Warranty Cost, Corrective Actions (CA), Defects Per Unit (DPU), Returns to Vendor (RTV), and Defective Parts Per Million (DPPM). The overall Comprehensive Quality Score must be >90 and the Supplier must have at least one year of full production supply history to be considered for potential Certification.

Production Part Approval Process (PPAP)

To achieve Certification recognition, a supplier must demonstrate positive PPAP capabilities and understanding of the expectations and outputs of PPAP and all of its elements. Once Certification recognition is achieved by a supplier, the supplier is responsible for retention of all PPAP documentation and is required to only submit a Part Submission Warrant (PSW) and limited required documentation in accordance with the Alto-Shaam/Enthermic's PPAP Decision Matrix based on Component Risk. The supplier shall retain PPAP documentation, per warrant requirements, at appropriate locations, including the manufacturing site, and make readily available to Alto-Shaam upon request.

Failure to maintain all criteria listed above (i.e., failure to maintain Quality Management System, degradation to Quality performance, to provide PPAP documentation upon request by Alto-Shaam) will result in loss of Certification recognition. To be considered for Certification again, the supplier must provide evidence through properly implemented and documented Corrective Action proving effectiveness; however, consideration for recertification shall remain at the sole discretion of Alto-Shaam.

*NOTE: Delivery and Cost Performance are additional factors taken into consideration to be considered for certification and are at the sole discretion of Alto-Shaam in our decision to extend admittance to the Certification Program.