



**AVERY  
DENNISON**

Fastener  
Solutions

# Supplier Requirements Manual

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**Supplier Definition:** Suppliers are defined as organizations that are providers of : a) production materials, b) production, service and component parts directly to Avery Dennison, c) 3rd Party Sorting Companies and 4) calibration services

Suppliers are not defined as indirect or providers or services that add no manufacturing value which include, but not limited to, distributors, logistics, tooling and equipment

**Supplier Evaluation and Selection Process** Factors Considered by Avery Dennison when selecting suppliers include:

- Suppliers shall be in compliance to Avery Dennison Global Supplier Standards located at :
- [https://fastener.averydennison.com/content/dam/averydennison/fastener/Documents/Global\\_Supplier\\_Standards.pdf](https://fastener.averydennison.com/content/dam/averydennison/fastener/Documents/Global_Supplier_Standards.pdf)
- Quality Management System: Automotive and business critical suppliers, shall be at a minimum registered to the latest version of ISO9001, prefer IATF16949
- Quality Management System: Non-automotive and non-business critical suppliers, are encouraged to operate their Quality systems in conformance to the most current revision of ISO 9001, IATF 16949 and ISO 14001 or as contractually agreed upon. Testing and calibration facilities shall adhere to ISO/IEC 17025
- Financial Stability: Suppliers must demonstrate that they have the necessary financial resources.
- Product Quality and Performance: Suppliers must demonstrate a track record of providing quality products or services on time, to schedule, and at a high level of customer service.
- Product Price and Service: Price and service relative to other current or potential suppliers
- Compliance to Industry Standards and Regulatory Requirements (i.e. REACH, RoHS, Conflict Minerals, California (USA) Proposition 65, etc) located at:
- <https://fastener.averydennison.com/content/dam/averydennison/fastener/Documents/Regulatory-Statutory-Requirements.pdf>
- Compliance to regulatory and statutory requirements established by Avery Dennison included in the applicable Customer Specific Requirements

The first step in the supplier evaluation is for the supplier to complete a Supplier Profile (Form PUR F06). This form is used to collect preliminary information about the organization.

Suppliers are required to provide a current copy of their Quality Certification if applicable.

Depending on the response to the Supplier Profile and the nature of the product or service you provide, a self audit or an on-site audit may be performed by an Avery Dennison Supplier Evaluation Team to determine compliance.

**Suppliers not registered to current revisions of an internationally recognized Quality Management System (i.e. ISO 9001, IATF 16949, ISO/IEC 17025 or ISO 14001) may be audited for conformance.**

## **Supplier Performance Evaluation**

Avery Dennison will monitor the performance of each supplier relative to our requirements for the following:

- Product Quality
- Service
- Delivery

If problems are detected Avery Dennison will issue a Supplier Corrective Action Request (SCAR). Avery Dennison's Supplier Corrective Action Request process is described in further detail in the section titled Supplier Corrective and Prevent Actions.

Overall supplier performance is reviewed on a quarterly basis and includes the assessment of:

- Quality Performance
- Delivery Performance
- Service
- Response to Supplier Corrective Action Request

If a supplier's overall performance is unsatisfactory a SCAR will be sent to the supplier requesting immediate corrective action. The supplier may be placed in a Probationary status and may be restricted from quoting new opportunities until such time as the supplier demonstrates the corrective action plans were implemented with improved results. If the supplier fails to provide a corrective action or the actions taken were not successful in improving the defect to an acceptable level the supplier may be removed from the Approved Supplier's List subject to business conditions.

## **Change Notification Requirements**

Avery Dennison requires suppliers to provide at minimum 6 month notification in changes to the following:

- Relocation of Manufacturing
- Process or product changes that may affect the ability of the product to meet the requirements of the purchase order or as it applies to the use of product or services supplied.

Avery Dennison requires suppliers to provide immediate notification in changes to the following:

- Loss of Quality Management System certification
- Change in financial situation and/or level of services and support
- Regulatory classification (UL, Mil Spec, OSHA, DOT, HMIS, etc.)
- Changes in their points of contact for senior management and quality contact

## **Quality Requirements**

### **Specifications**

Where applicable, Avery Dennison will document specifications through the Purchase Order. Specifications are controlled by revision level which will be referenced on the Purchase Order. It is the responsibility of the supplier to maintain document control of the specification and to provide product or service conformant to the purchasing document.

### **First Article Inspection**

Unless otherwise agreed to, inspection data sheets are to be submitted with first article samples of parts from first production, after specification revision and prototype runs. These parts must conform to print and/or written specifications. It is the responsibility of the supplier to request a deviation prior to submission of the parts.

## **Defective Material**

Purchased materials found not to meet specification either at incoming inspection or in process may be returned to the supplier. Returns are for credit only unless otherwise instructed by the Avery Dennison buyer. A Supplier Corrective Action Request may be submitted to the supplier. It is the responsibility of the supplier to investigate root cause and implement corrective action to prevent recurrence. Results are to be reported on the Avery Dennison Supplier Corrective Action Request form and returned by the specified date.

Avery Dennison reserves the right to hold suppliers responsible for costs associated with defective materials. Examples are but not limited to the following:

- Rework and/or repair
- Overtime to meet Avery Dennison customer's schedule
- Production downtime at Avery Dennison
- Downtime at Avery Dennison customer
- On-line containment
- Handling or storage of suspect or non-conforming material
- Customer returns and charge backs
- Premium freight
- Travel costs incurred by Avery Dennison personnel
- Disposition of scrap
- Sorting of suspect parts at Avery Dennison location or by third party
- Lab testing and /or verification
- Administrative costs

This includes lost value of Avery Dennison product made with the defective material and costs associated with corrective actions associated with Avery Dennison customers.

## **Supplier Corrective and Preventative Actions**

If product and/or service deficiencies are identified, our Supplier Corrective and Preventive Action system is used to coordinate resolution. Avery Dennison will work with Suppliers to help address root cause and implement permanent corrective action.

### **Timing:**

Unless otherwise specified, a Supplier Corrective Action Request (SCAR) will be acknowledged by the Supplier with an initial response within one (1) business day of receipt

Weekly updates of the SCAR will be sent to Avery Dennison, with a final response due within 15 business days from the initial receipt

If additional time is required, the Supplier will contact the Avery Dennison buyer to request an extension.

In cases where discrepant product needs to be returned to the Supplier for product evaluation, the Supplier will make the necessary arrangements to have the product returned at the cost of the Supplier

All costs associated with the SCAR including (but not limited to) shipping/handling, Avery Dennison Customer charge backs and line down situations, will be recovered by Avery Dennison from the Supplier

Failure to comply with the above requirements may result in the removal of the Supplier from the Avery Dennison's Approved Supplier List.

Avery Dennison reserves the right to alter or skip steps in this process depending on the nature of the discrepancy, the supplier's response and the supplier's past performance. Avery Dennison will forward any alterations to this process to the Supplier on a case-by-case basis.

## Requirements:

Suppliers are required to provide the following for all SCARs issued against them:

- Identification of Root Cause
- Escape Point
- Disposition Actions
- Corrective Action to Prevent Recurrence
- Verification that the Corrective Action was Effective
- Obtain Avery Dennison acceptance of the completed SCAR

## Material Certifications

It is the responsibility of the supplier to provide a Certificate of Conformance, or Certificate of Analysis, or a material test report from an accredited ISO 17025 laboratory for the raw materials and special processes associated with each lot of product shipped. The supplier is required to retain a copy of all certifications for traceability through the lot numbers on the shipping label. In addition to the applicable requirements specified the following requirements apply to chemicals.

- A Safety Data Sheet (SDS) is to be included for each product shipped
- The lot number is to be clearly marked on each container for non-bulk supplied product. For bulk supplied product it is to be marked on the Certificate of Analysis (COA).
- For product with a shelf life of one year or less, each container of product must be clearly marked with a "Use By" date.
- Packaging must be adequate to prevent damage during transit, storage and subsequent processing. Damaged containers will not be accepted and remain the responsibility of the carrier
- Where applicable, suppliers are responsible for ensuring that product is not exposed to temperatures that might adversely affect the product, and for labeling products indicating the appropriate storage requirements
- Chemical and resin suppliers are encouraged to maintain retains for at least 1 year from date of shipment.



## **Packing List Requirements**

All shipments must include a packing list. The packing list is to be located on the outside of the first carton of the shipment, or on the outside of the stretch wrap or shrink-wrap material securing the load to the pallet. The packing list should be placed in a transparent envelope if possible and marked as containing the packing list.

At a minimum the packing list must contain the following information:

- Date of shipment
- Method of shipment (UPS, LTL, Truckload, etc.)
- Supplier name and address
- Ship-to address
- Purchase order number. If more than one purchase order is included in the shipment, a separate packing list must be provided for each PO
- Line number of the purchase order
- If applicable - Avery Dennison part number and revision level
- Quantity in Avery Dennison unit of measurement
- Number of cartons in the shipment

## **Invoice Requirements**

At a minimum the supplier's invoice must include the following information:

- Purchase Order number
- Avery Dennison part number
- Quantity billed
- Unit price
- Unit of measure
- Terms
- Remit to address

These Supplier Requirements have been established by the Avery Dennison Fastener Division headquarters and these requirements apply to all of our suppliers worldwide.

Avery Dennison Corporation

Fastener Division

224 Industrial Road

Fitchburg, MA 01420 USA

Tel: 800 225 5913

[fastener.usa@averydennison.com](mailto:fastener.usa@averydennison.com)

Revision History	Date	Revision
Original Release to new ISO9001:2015 & IATF TS16949	11/7/17	0
Revise Supplier Definition	2/22/18	1
Include reference to statutory and regulatory requirements in section in the "Supplier evaluation and selection process" section.	4/26/18	2
Revised Supplier Definition, fixed typos, added verbiage to better clarify requirements in several sections. Added hyperlink to Regulatory and statutory requirements and Standards.	03/06/2019	3