



OUR EXPERIENCE | YOUR SOLUTION

June 28, 2019

Supplier Handbook

About Gems Sensors -

Gems™ Sensors & Controls is a leading manufacturer of a broad portfolio of liquid level, flow sensors, pressure switches & sensors, miniature solenoid valves, solid-state electronics and fluidic systems. Decades of application engineering experience has given Gems the knowledge required to deliver tailored products that measure up to today's most sophisticated and critical applications. Working around the world with global resources, and to exact customer application and manufacturing requirements, products from Gems Sensors & Controls are used in almost every industry from medical to waste water treatment, semiconductor fabrication to off-highway vehicles and HVACR to food and beverage.

Gems Sensors is a division of Fortive Corporation, a fortune 500 company with a presence around the globe. Gems Sensors & Controls has manufacturing facilities in North America, Europe, and Asia and supports sales, engineering and service offices around the world. Gems Sensors has the resources to support your design and manufacturing requirements anywhere you call home.

Supplier Code of Conduct

Supplier will comply with all laws and regulations applicable to their business, as well as the standards of its industry, including those pertaining to the manufacture, pricing, sale, distribution, labeling, import, and export of merchandise. Without limiting this requirement, Supplier will not: (A) violate, misappropriate or infringe upon the intellectual property rights of Fortive and its subsidiaries or any third party; or (B) engage in any activities which would violate any applicable laws and regulations relating to (1) bribery or illegal payments, (2) laws against unfair competition, (3) unfair and deceptive trade practices, (4) the environment, (5) health and safety, (6) international trade, including exports and imports, (7) data privacy, (8) money laundering, (9) employment, (10) contracting with governmental entities, or (11) medical devices, if applicable. **For more information, please visit: www.fortive.com/suppliers**

PURPOSE OF DOCUMENT

The purpose of this document is to elaborate on the expectations Gems Sensors has of its suppliers. The intent is to improve the accuracy and efficiency of our inbound product and enable more timely payment of invoices.

1. QUALITY - GEMS EXPECTATION IS THAT ...

A. DPPM (PPM)

Gems Sensors expects that all suppliers achieve a DPPM (defective parts per million) level of **2500 or better**. A suppliers DPPM level will be monitored monthly using a rolling 3-month basis.

$$DPPM = \frac{\text{Quantity Rejected}}{\text{Quantity Received}} * 1000000$$

B. SUPPLIER CORRECTIVE ACTION REQUESTS (SCAR)

Gems Sensors will generate a NCR (non-conformance report) for any material that doesn't meet Gems Sensors drawings and /or specifications. Supplier will be notified of the discrepant material via a NCR form or a SCAR (Supplier Corrective Action Request) form. A SCAR will require a supplier to submit a formal written corrective action to address the non-conformance. The necessity for a SCAR will be evaluated by Gems Sensors and will take into account potential impact to production costs, quality costs, performance, reliability, safety, and customer satisfaction. The supplier is expected to complete all the sections of the SCAR form with correct information and provide additional supporting documents where applicable. The completed SCAR form must be returned via email within 20 (twenty) days from the issue date for timely closure.

Gems Sensors will disposition the discrepant material as; use-as-is, return to vendor, sort, or rework based on severity and production requirements.

An example of a SCAR and a NCR Form is included in the Appendix

C. QUALITY RETURNS (RMA)

RMA (Return Material Authorization) process:

- 1) Gems Sensors will contact supplier to request a RMA # via a RMA request form. The Supplier is expected to have the RMA#, shipping account number and shipping address back within 48 hours after the initial request was issued.
- 2) Gems Sensors will generate a DM (debit memo) using the information from the RMA form.
- 3) The supplier will receive a copy of the DM from Gems Sensors ERP system for return of parts.
NOTE: The DM does NOT authorize the supplier to send replacement material
- 4) The buyer will issue a separate PO to the supplier for the replacement material if required.
- 5) Gems Sensors will take the debit against open invoices for the supplier.

Sorting/Rework

- 1) Should Gems Sensors need to sort or rework material; Gems Sensors will bill the supplier at a rate of \$35 per hour for sorting and any other rework charges incurred.
- 2) Alternatively, the supplier can send a representative within 24 hours to sort or rework the material at Gems Sensors facility.

D. SUPPLIER DEVIATION REQUESTS

In certain instances, it may be permissible for the supplier to temporarily deviate from drawing requirements and specifications. Supplier may request a SRW (Supplier Request for Waiver) form. The SRW form must provide all required and pertinent information concerning the requested deviation. If non-conforming material is associated with the SRW, the supplier is responsible for the segregation of the non-conforming material until SRW approval is granted. Any discrepant material received at Gems Sensors without an approved SRW may be rejected and returned to the supplier at the supplier's expense with all additional handling and shipping costs incurred by the supplier. Once a SRW is

approved, all material shipped with the allowed deviation must be accompanied by a copy of the signed and approved SRW.

An example of a SRW Form is included in the Appendix

2. ENVIRONMENTAL HEALTH & SAFETY

Gems Sensors is committed to conducting its business in an environmentally responsible manner, in compliance with all applicable environmental, health and safety laws and regulations, and in a manner that promotes pollution prevention and protects the health and safety of our associates, customers, and members of our local communities worldwide. Gems Sensors expects Suppliers to demonstrate a commitment to responsible environmental stewardship, and workplace health & safety including:

A. Compliance with Environmental Health & Safety Laws

Suppliers must comply with all applicable local, provincial/state, and national/federal environmental health & safety laws, regulations, and directives. Suppliers must have a management system, program or other mechanism(s) to enforce, monitor, and continuously improve compliance with environmental health and safety requirements. including those relating to:

- i) Worker health & safety
- ii) The management and disposal of hazardous materials;
- iii) Contaminants in air, soil or water;
- iv) The protection of natural resources, wildlife and wetlands; and
- v) Recycling.

B. Pollution Prevention and Resource Reduction

Suppliers must strive to reduce eliminate or prevent waste of all types, by conserving materials and modifying their production or maintenance or facility processes. Suppliers must also work to reduce the volume and toxicity of products throughout the life cycle.

C. Environmental Consideration in Business Decision-making

Suppliers are to work with their own sub-suppliers to assess and address environmental and sustainability issues within their supply chains.

D. Assessment and Improvement of Environmental Practices

Suppliers are to implement environmental management systems or similar programs to focus on continuously monitoring and improving their performance. Well-designed “key performance indicators” and meaningful short- and long-term improvement targets are essential.

E. Occupational Safety

Suppliers must be committed to providing personnel with a safe place to work and making appropriate safety equipment available. They must ensure that personnel are trained and qualified to perform their work functions safely prior to initiating any work for Gems. Suppliers must have or subscribe to a written safety and health program.

F. Occupational Injury and Illness

Suppliers must have procedures and systems to manage, track and report:

- i) occupational injuries and illnesses;
- ii) exposure of workers to chemical, biological and physical agents; and
- iii) violations and fines from the Occupational Safety and Health Administration or corresponding local regulatory agencies.
- iv) Such procedures and systems must include provisions to: (a) encourage worker reporting; (b) classify and record injury and illness cases; and (c) investigate cases and implement corrective actions.
- v) All Fatalities, injuries, illnesses, property damage, vehicle incidents and near-misses occurring on Gems Sensors property while delivering services must be reported immediately to Gems EHS Management.

3. ON-TIME DELIVERY (OTD)

Gems Sensors expects that our suppliers maintain 95% on-time delivery or better. We work with our suppliers to achieve this goal through such programs as Kanban and VMI. Gems Sensors encourages suppliers to provide suggestions that will allow them to attain this goal.

A. PO Due date

PO (purchase order) requested dates are the date that product is expected at Gems Sensors dock, it is not the ship date. Suppliers are measured against the shipment requested date, not shipment promise date.

B. PO Quantity

Gems Sensors reserves the right to return any product shipped in excess of the quantity ordered. If the quantity shipped is less than the quantity ordered, supplier must obtain buyer approval in writing to close the order. Supplier adherence to this process will be tracked in a quality database as product is received. Suppliers will be notified of violations.

4. MATERIAL REPLENISHMENT PROGRAMS

Gems Sensors operates its material replenishment primarily via a Kanban system. The Kanban system utilizes a blanket PO with standard release quantities (bins) and set lead times (Just-in-time). The purpose of the Kanban program is to ensure an optimal flow of material. Gems Sensors identifies parts to be on the Kanban program based on usage and cost. Kanban quantities (also called releases or bins) are set quantities, which are predetermined between Buyer and Supplier.

Basic Program expectations:

- Suppliers are expected to carry at least the negotiated minimum inventory levels to meet fluctuating demands.
- Gems Sensors will issue a master blanket PO for each item on the Kanban program and will issue a release (Kanban PO) as necessary to replenish internal inventory. The Kanban PO will have its own identifying PO number and will deduct off the master blanket PO.
- Product liability will be determined by LTA (Long Term Agreement), not by PO quantity.
- The due date for all Kanban PO's will be based on a set lead time agreed to by the Supplier and Buyer. This is the JIT (just-in time) lead time. The due date (or request date) is the date product is due at Gems Sensors dock.
- Detailed program requirements may be further defined in a Long-Term Agreement

4. COST / PURCHASE PRICE VARIANCE (PPV) / VALUE ADD/VALUE ENGINEERING (VA/VE)

Gems Sensors expects suppliers to support Gems Sensors ability to sell product at a competitive rate. Gems Sensors actively encourages and desires to participate in cost reduction efforts and for these efficiencies to be shared between Gems Sensors and the Supplier. Examples of these activities include: kaizen events, material evaluation, enhanced manufacturing processes and tooling, etc.

5. SUPPLIER PERFORMANCE

Gems Sensors evaluates suppliers based on quality, delivery, cost, and customer service.

- Gems Sensors Score card - Suppliers performance in regard to quality and delivery may be communicated to suppliers via a Gems Sensors Score Card transmitted on a periodic basis.
- Gems Sensors SCIP (supplier continuous improvement plan) – Gems Sensors may engage key suppliers in a detailed review of their overall performance metrics.

Gems Sensors also engages suppliers in several other material management programs such as VMI (vendor managed inventory), consignment and third-party consignment. Suppliers will be expected to consider participation in these programs as requested by Gems Sensors.

6. PURCHASE ORDER CONFIRMATION

Suppliers are expected to confirm receipt of each PO with buyer within 48 (forty-eight) hours of release of the PO. Failure to confirm receipt of a purchase order will be assumed to imply acceptance.

Buyer's Standard Terms and Conditions of Purchase ("Terms") apply. The Terms are located at <http://www.gemssensors.com/CustomerSupport/Terms-and-Conditions>.

7. NATIONAL DEFENSE RATING

Gems Sensors may issue a PO with US Defense Priority requirement. In the event of a PO being rated as a Defense Priority, Supplier will be advised of the DPAS rating and is required by U.S. law to follow the provisions of the DPAS regulation (15 CFR 700). Detailed requirements for a DPAS rated order can be found at: <<http://www.gemssensors.com/en/Customersupport/Terms-and-Conditions/>>

8. INVOICING AND PAYMENT

Payment of invoices, less any amounts in dispute, will be made at **net 90 days check/wire transfer** or **net 60 days credit card** from the date of acceptable invoice(s), unless otherwise negotiated in writing. International wires are also an option. In order for payment to be made promptly, the supplier must send the commercial invoice directly to Gems Sensors in one of the following means:

- fax: (860) 793-4383 Attn: Accounts Payable
- email: accountspayable@gemssensors.com
- mail: Attn: Accounts Payable
1 Cowles Road
Plainville, CT 06062 USA

Invoices included with the physical goods will not be processed.

Invoices must include the following:

- Invoice date
- Supplier name and remit to address
- Gems Sensors PO number(s)
 - if the shipment is a kanban release, this is the specific release number, NOT the blanket order number
- Gems Sensors part number(s)
- Quantity shipped (in the same unit of measure as on the PO)
- Price (in same currency as on PO, usually US dollars)
- Packing slip number / reference number that ties each invoice to a specific shipment

An example of an acceptable invoice is included in the Appendix.

9. PACKAGING AND LABELING

Each package/carton in the shipment should contain a label that specifies the following:

- Supplier name
- Country of Origin
- Gems Sensors PO number(s)
 - if the shipment is a kanban release, this is the specific release number, NOT the master blanket PO number
- Gems Sensors part number(s) and revision
- Date of manufacture
- Quantity in box

In addition, the shipment should contain, at a minimum, the following paperwork:

- Commercial invoice (international shipments only)
- Packing list
- CoC (Certificate of Conformance),
- CoO (Country of Origin certification)
- Material certifications and secondary operations certifications
- Mill certification (as applicable)
- Other paperwork as required by Gems Sensors

Documents should be attached to outside of box, with one set of duplicate documents inside the carton. If shipment contains multiple cartons, the paperwork should be included in one carton clearly marked "paperwork enclosed". An example of each of these documents is included in the Appendix.

Maximum allowable weight for each package is **25 (twenty-five) pounds**. All goods shall be packaged and packed by Supplier adequately to ensure arrival at destination in an undamaged condition. All international shipments must be boxed and contents rust-protected and otherwise protected to prevent damage in transit and meet all export shipping requirements.

Notice to all Non-Domestic Suppliers: Per U.S. import regulations, all parts must be marked with Country of Origin; all stainless-steel parts must include a material certification, traceable to the manufacturing mill, with each shipment

An example of an acceptable Packing List, COC, and Material Certification is included in the Appendix

10. FREIGHT TERMS

Gems Sensors standard freight terms for domestic shipments will be by Gems Sensors assigned carrier as FCA Origin, Freight Collect, unless specifically stated otherwise in any Long-Term Agreement between Supplier and Buyer. Shipping terms for international shipments are FCA, Port of Origin, Freight Collect, per INCOTERMS 2010, unless specifically stated otherwise in any such Long-Term Agreement.

In addition, Supplier is expected to follow shipping instructions as listed in Gems Sensors freight routing guide, unless otherwise instructed in writing. The routing guide is located on the Gems Sensors web site at: < <http://www.gemssensors.com/en/CustomerSupport/Terms-and-Conditions> >

11. DRAWINGS AND QUOTING

Gems Sensors provides 2D drawings to control fit and form of parts. It is Gems Sensors expectation that all parts provided will meet ALL of the drawings requirements (including material requirements and notes). Changes that will improve availability or cost of the product may be submitted by Suppliers for review by Gems Sensors. If requested change is accepted the drawing will be revised to include the change. Parts supplied must meet current Gems drawings.

Any quote submitted without exceptions noted will be assumed to meet ALL drawing requirements.

12. SUB-CONTRACTING

Gems Sensors must be notified at time of quotation of any primary process or procedure not performed directly by the Supplier. Additionally, Supplier must notify Gems Sensors of any changes to fabrication processes and sub-contract sources. New FAI units may be required. Supplier is responsible to manage the quality and liability of their sub-contracted suppliers.

13. GEMS PART QUALIFICATION PROCESS (GPQP)

Gems Sensors uses GPQP (Gems Part Qualification Process) for approval of any new parts. The first time Gems Sensors is receiving a part or revision level from that supplier, part is considered new. A part is considered new until the part has received Final Acceptance by Gems Sensors. This requires for the supplier to submit FAI (first article inspection) sample parts along with the package of documentation called as GPQP package. GPQP level would be requested at the time FAI PO is placed and GPQP level will be indicated on the FAI PO. Submission requirements for different GPQP levels are located in GPQP handbook which could be found on Gems Sensors website. There are 3 (three) levels of GPQP, namely A, B, and C that Gems Sensors could request, out of these C is the simplest and A is the most complex. GPQP level is determined based on the part complexity and criticality of the part to Gems Sensors application. Upon submission of GPQP package and samples, Gems Sensors will make the determination on the approval or rejection of the part and will notify the supplier. This process may require more than 1 (one) sample unit be submitted and in many cases this process may take several months. Any production quantities of parts produced prior to final acceptance of a part are the responsibility of the supplier, unless alternate arrangements have been made in writing by Gems Sensors and the supplier.

The transition period to ramp up to full production volumes of a new part may often take as long as 6 months, or longer, while Gems Sensors uses up any pre-existing commitments.

14. SUPPLIER CERTIFICATIONS

Gems Sensors prefers, and in some instances may require, Suppliers be at a minimum of ISO or AS certified or in the process of obtaining such certification.

15. COMPLIANCE WITH LAWS AND REGULATIONS

It is Gems Sensors expectation that suppliers comply with all applicable laws and regulations.

Gems Sensors has strict policies regarding Equal Opportunity Employment, Conflict Minerals, ROHS compliance, counterfeit parts, anti-dumping, mercury, and export and import regulations.

16. SUPPLIER VISITS

Gems Sensors expects suppliers to allow Gems Sensors personnel to visit Supplier's site(s) as required. Gems Sensors also expects that Suppliers will visit Gems Sensors on a periodic basis to support business needs.

Gems Sensors Standard Terms and Conditions of Purchase are located on our web site

Glossary of Terms:

- **Cold Start Lead Time** – Length of time for Gems Sensors to receive the first Kanban release quantity when issuing a new blanket purchase order.
- **Discrete Purchase Order**- A Discrete Purchase Order # is 6 digits long and typically begins with the number eight (8) and is for a specific quantity of parts to be delivered on a specified date. Also referred to as a Standard PO.
- **GPQP** – Process used by Gems for qualification of parts (Gems Part Qualification Process).
- **JIT Lead Time** – Length of time for Gems Sensors to receive a kanban quantity from a supplier when releasing it from an existing master blanket purchase order. This time-period includes supplier order processing time as well as shipment time (days in transit).
- **Kanban** – A material pull system in which a customer (Gems Sensors) signals suppliers that material is required.
- **Kanban Agreement** – Document which outlines the responsibilities of the supplier and Gems Sensors.
- **Kanban Bin Quantity** (release quantity) – Predetermined release quantity based on usage, JIT lead time and safety stock.
- **Kanban Card** – Internal document which contains part information, used as an internal signal.
- **Kanban Release Order** – A Kanban Release Purchase Order # is 6 digits long and typically begins with the number five (5) and will decrement the quantity on the master blanket purchase order. An example of a Kanban release order is included in the Appendix.
- **Master Blanket Purchase Order** – An estimated quantity of product required over an extended period of time. Due date on this type of order is the intended date for the order to have shipped complete. A Master Blanket Purchase Order number is 6 digits long and typically begins with the number two (2).
- **P-card** – Gems Sensors preferred method of payment is a purchasing card (p-card), also referred to as a credit card.
- **Processing Lead Time** – Length of time for supplier to internally restock a new manufacturing lot.
- **Supplier Continuous Improvement Plan (SCIP)** – Process used by Gems Sensors to identify opportunities for supplier improvement.
- **Supplier Quality Engineer (SQE)** - Primary point of contact for all quality related issues and correspondence. Supplier Corrective Action Requests, Supplier Deviation Requests, and any quality related requirements must be managed in coordination with the Supplier Quality Engineer and the Buyer.
- **Supplier Scorecard** – A tool to measure a supplier’s quality and delivery performance.

APPENDIX

Important Note: These are EXAMPLES only, not required formats. The required content for these documents is listed in the main section of this document.

1) Example of Invoice

Invoice

Sold Gem Sensors & Controls
 To: 1 Cowles Road
 Plainville, CT 06062
 United States

Ship Gem Sensors & Controls
 To: 1 Cowles Rd
 Plainville, CT 06062
 United States

Invoice Number:	48389	Salesman:	House
Invoice Date:	03/10/11	Terms:	
Customer:	GEM	Packing List:	48389
Order No:	16153	PO Number:	451153

Item	Quantity	Description	Revision	Unit Price	Amount
1	800	225257 2 pin Deutsch wire assy	C	\$ / EA	\$
Sub-total:					\$
Sales Tax:					\$0.00
Shipping Charges:					\$0.00
Invoice Total:					\$
Paid To Date:					\$0.00
Balance Due:					\$

2) Example of Certificate of Compliance (C of C)

Date / /

To: Gems Sensors & Controls

We hereby certify that the parts supplied on your purchase order # conform to the material specifications and/or drawings furnished with the order. Test reports, or certification of test reports covering material use on file at our plant subject to examination.

Part Number:

Rev Level:

Part Name:

**** This document must be signed by an officer of the supplier ****

3) Example of Material Certification

CERTIFICATE OF TEST

Page 01 of 01

Certification Date
22-FEB-2009

CUSTOMER ORDER NUMBER

25162

Invoice Number
S180269

CUSTOMER PART NUMBER

SOLD TO:

SHIP TO:

Description: 6061-T6511 EXTRUDED BAR AMS QQA 200/8, QQA 20
 1-1/4 X 2 RECT X 12' R/L Line Total: 779 LB
 HEAT: 686303 ITEM: 513741

Specifications:
 QQ A 200/8 ASTM B221 06 ASME SB 221 98
 AMS QQ A 200/8 UNS 96061

ALUMINIUM CHEMICAL ANALYSIS

DESCRIPTION:

	SI	FE	CU	MN	MG	CR	ZN	TI
MIN	0.4		0.15		0.8	0.04		
MAX	0.8	0.7	0.4	0.15	1.2	0.35	0.25	0.15

OTHERS : EACH TOTAL
 0.05 0.15 AL REMAINDER

RCPT: R392893

MILL :

COUNTRY OF ORIGIN :

MECHANICAL PROPERTIES

DESCRIPTION	YLD STR KSI	ULT TEN KSI	%ELONG IN 02 IN	%RED IN AREA	HARDNESS BHN
	54.8	58.3	11.5		

DESCRIPTION	YLD STR KSI	ULT TEN KSI	%ELONG IN 02 IN	%RED IN AREA	HARDNESS
	53.9	57.4	12.5		

The above data were transcribed from the manufacturer's Certificate of Test after verification for completeness and specification requirements of the information on the certificate. All test results remain on file subject to examination.

We hereby certify that the material covered by this report will meet the applicable requirements described herein, including any specification forming a part of the description.


The willful recording of false, fictitious, or fraudulent statements in connection with test results may be punishable as a felony under federal statutes.

Material did not come in contact with mercury while in our possession.

MANAGER, QUALITY ASSURANCE

5) Example of Kanban Release Order

Contract Number refers to the parent Blanket order number that release is pulling from



Gems Sensors Inc.
Cowles Road
Plainville, CT 06062

Tel: 860-747-3000
Fax: 860-747-4544

KanBan Release

Note: P.O. must accompany shipment

Contract	Page
202955	1 of 1
Purchase Order	P.O. Date
452963	03/16/11
Terms	
Net Days	
Shipping Method	
Buyer	Vendor #
Buyer Email	
@gemsensors.com	

SHIP TO	GEMS Sensors Inc. 1 Cowles Road Plainville CT 06062 United States
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Line	Product/Description	Requested Date	U/M	Original Qty.	Open Qty.	Unit Price	Amount
1.00	9411010 HSG ALUM PS61	03/23/11	EA	200	200	\$:	\$
Kanban ID:30536Suppl.Loc.:P561-B .							

*Certification required that all material furnished under this purchase order shall be free from contamination by mercury.

*Gems Sensors is not responsible for any charge not listed on this PO.

*Certificate of compliance and packing slip must accompany.

Order Total:

The Buyer and Seller agree to be bound by the terms and conditions referenced in the next sentence in connection with the purchase of the Goods (the "Terms"). These terms are located Buyer's website that can be found at <http://www.gemsensors.com/content.aspx?id=4648> and are subject to change. Seller is advised to review Buyer's website from time to time when it receives a new order for goods.

6) NCR form

Originator Enters Data in Blue		Supplier Information											
Double click on PN and/or Supplier Name to get more information													
ADD NEW SCAR	NCR No: 5368	TRACAR:											
Originated By: Donald Satak	Today's Date: 3/17/2014	VCODE:											
Part Number: 10388		Supplier Name:											
Part Description: Pipe Plug BSC .75# NPT 316SS		Supplier Contact:											
Qty Rejected: 6	Supplier:	Address:											
Internal Comments: Not a solid plug		208 HIGH STREET											
Print NCR	**When finished with Blue area entry, print this form and place with material												
Problem Description		Town: RANDOLPH	State: MA Zip Code: 02368										
<table border="1"> <thead> <tr> <th>istic</th> <th>Gage Method</th> <th>Print Requirement</th> <th>Actual Reading</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		istic	Gage Method	Print Requirement	Actual Reading	Comments						Phone Number:	Fax Number:
istic	Gage Method	Print Requirement	Actual Reading	Comments									
Record: 1 of 1		Email:											
Find SCAR Report	SCAR Response Received:	Attempts to get Supplier RMA											
Print Supplier SCAR	SCAR Approved:	Email First Request	First Attempt:										
Print Shipping Memo	Supplier Corrective Action Rejected	Email Second Request	Second Attempt:										
Delete Record***	Rejected By: Date Rejected:	Email Third Request	Third Attempt:										
Exit	Reason for rejection:	Supplier RMA#:	Materials Manager Notified										
		When?											

7) SCAR form



SCAR No.	5623	Date Issued	10/9/2014
Corrective Action Requested within 21 calendar days after the issued date noted above.			
Guidelines are provided under each section on how to fill this form. If you have any questions, please reach out to Zulma Torres or Kamini Gupta at Gems Sensors & Controls. Contact information is shown at the bottom of the page.			
Supplier			
Contract	MARK/FRANK		
Part Number & Rev.	220927		
Description	Magnet tube Assy		
Qty Returned	33		
Supplier RMA			
1. Explanation of the NON-CONFORMANCE: Exterior surface finish does not appear completely polished. Violation of Note 2?			
<ul style="list-style-type: none"> a. What is the problem as reported by the Quality Engineer or Receiving Inspector? b. Write drawing specification and actual measurements or visual defect. c. Add a picture that shows the defective part. 			
Interim containment actions: The intent of doing containment is to prevent Gems from receiving additional parts with defects) and to identify any parts with identical or similar defects) that might have shipped prior to this discovery or might even exist in the Parts Gems had already shipped to the customer.			
Containment of parts at Supplier		Result	Date
a. In Stock		To be filled by Supplier within 48 hours.	
b. Parts in transit			
2. Root Cause analysis: <ul style="list-style-type: none"> a. What's wrong and why? <ul style="list-style-type: none"> i. Has the failure mechanism been identified? (Physical, Human, Organizational) ii. Did the investigation lead to improve the problem description? b. What is the difference and what changed? c. Why the problem has not been noticed at the time it occurred? d. Why it escaped the inspection system? e. Determine why the problem escapes to the customer? f. "Employee Error" is not acceptable. 			

LEVEL + FLOW + PRESSURE + TEMPERATURE + SOLENOID VALVES


Note: Causes need to be verified or proved, not determined by "educated" guess.

Target date:	Implementation date:
3. Corrective Actions: <ul style="list-style-type: none"> a. Must address Root cause/escape. b. Actions that permanently eliminate the root cause of the problem. c. Is the customer protected? d. Will all the defects be detected and prevented from being shipped? 	
Target date:	Implementation date:
4. Evidence of Corrective Actions: <ul style="list-style-type: none"> a. What evidence do you have that this will resolve the problem at the root-cause level? b. Please provide documentation, for example, inspection reports, training records, control plans, work instructions, pictures (before & after). 	
5. Preventive action: <ul style="list-style-type: none"> a. Has the team modified the system, practices, procedures and specifications standards that allowed the problem to occur and escape? b. What specific documents and process change have been established? 	
Target date:	Implementation date:
Written By:	Date Received:
Title:	Approved Date:

Please email this form to Kamini Gupta at kamini.gupta@gemsensors.com and Zulma Torres at zulma.torres@gemsensors.com within the Gems Quality group for timely processing.

8) SRW form

I



Gems
Sensors & Controls
Our Experience • Your Solution

Supplier Request for Waiver

Waiver No.

Gems Sensors
1 Cowles Road
Plainville CT
06062

Part Number	<input style="width: 80%;" type="text"/>	Revision	<input style="width: 80%;" type="text"/>
Part Description	<input style="width: 100%; height: 20px;" type="text"/>		
Supplier	<input style="width: 100%; height: 20px;" type="text"/>		
Requirement	<input style="width: 100%; height: 20px;" type="text"/>		
Deviation	<input style="width: 100%; height: 20px;" type="text"/>		
Reason for waiver	<input style="width: 100%; height: 20px;" type="text"/>		
Qty of Deviant Parts	<input style="width: 100%; height: 20px;" type="text"/>		
Corrective Action	<input style="width: 100%; height: 30px;" type="text"/>		
Comments	<input style="width: 100%; height: 40px;" type="text"/>		

Requested by	Date	Company
_____	_____	_____
Approved by	Date	Company
_____	_____	_____
