



ARTAZN LLC  
2500 Old Stage Road  
Greeneville, TN 37745

[artazn.com](http://artazn.com)

# SUPPLIER MANUAL



## Table of Contents

Purpose.....	3
General.....	3
Lock Box, Wire and ACH Information.....	4
Government Regulatory Compliance.....	4
Quality Management system.....	5
Purchase Orders.....	5
Packaging.....	6
Labeling.....	6
Supplier Performance.....	7
Non-conforming Material.....	7
Production Part Approval Process.....	8
Product Change.....	8
On Site Contractors, Visitors and Logistic Personnel.....	8
Risk.....	9
Revision History.....	10
Reference Documents.....	10



## **Purpose:**

This document details Artazn LLC expectations and requirements of its suppliers.

## **General:**

Artazn LLC Quality Policy: ARTAZN is committed to providing outstanding value to our customers while complying with the requirements and maintaining the effectiveness of the Quality Management System. We will meet and exceed customer expectations through relentless focus on process control, prevention, detection, correction, and continuous improvement.

Artazn LLC will conduct business in compliance with all applicable federal, state, local and foreign country laws. We also expect our employees and others we do business with to conduct their activities with honesty, integrity and high ethical standards.

Suppliers shall have internet access and e-mail capability.



## Lockbox, Wire and ACH Transfer Information:

**a) LOCKBOX:**

Artazn LLC  
P.O. Box 745393  
Atlanta, GA 30384-5393

**b) OVERNIGHT MAIL LOCKBOX:**

Bank of America Lockbox Services  
Artazn LLC  
Lockbox 745393  
6000 Feldwood Road  
College Park, GA 30349

**c) WIRE TRANSFER INFORMATION:**

Name: Artazn LLC  
Acct# 223015356351  
Routing Dom. Wire: 026009593  
Routing ACH/EFT: 053904483  
Swift Code International Wires: BOFAUS3N (BOFAUS6S if incoming is not USD)  
BAML  
200 North Tryon Street  
Charlotte, NC 28202

## Government Regulatory Compliance:

Suppliers shall comply with all applicable government regulations. These regulations relate to the health and safety of workers, protection of the environment, the control of toxic and hazardous materials, labeling and free trade. Detailed requirements are included in Artazn purchase order terms and conditions at: <https://jadexinc.com/supplier-terms-conditions/>

Automotive suppliers must also flow down any customer specified controls as may be identified for certain products.

## Quality Management System:

Suppliers shall maintain a quality management system (QMS) which includes accreditation to ISO 9001:2015. As appropriate, Automotive suppliers must also either be accredited to IATF 16949 or have a plan to do so. Compliance to Minimum Automotive Quality Management System Requirements (MAQMSR) is desired as part of the interim plan.

Artazn LLC or a designated third party may conduct (2<sup>nd</sup> party) audits of the Supplier at the supplier's facility as part of the Supplier Approval Process or at any time as such action may be required.

## Purchase Orders:

Artazn LLC purchase orders (PO) will reference part number, description, price and any additional requirements including material specifications as well as shipping instructions. Your written or electronic acknowledgement is required and constitutes acceptance of a legally binding contract between our companies. Purchase order terms and conditions are available on line at: <https://jadexinc.com/supplier-terms-conditions/>



### Packaging:

Packaging requirements shall be mutually agreed upon with details determined during the quotation process. All shipments must include a packing slip and/or bill of lading which include a packing slip number (to be referenced on the invoice), Artazn purchase order number, Artazn part number and quantity shipped.

### Labeling:

All product shipped to Artazn LLC must be identified with barcode labels in accordance with AIAG standards for ACSCII 2 and Dataworks bar 39 font. Labels must be legible and unobstructed, they must include fields for Artazn LLC part number, description per purchase order, PO number, quantity, unit of measure and packing list number, as per sample label:

Part No.	P001270	Quantity	24
	<b>*P001270*</b>		<b>*24*</b>
Description	FRP-0.1250 X 23 ID X 108 LNG	Unit of Measure	EA
P.O.Number	123456	Packlist No.	54321
	<b>*123456*</b>		<b>*54321*</b>
Supplier	ACME Supply		



## **Supplier Performance:**

Suppliers are expected to supply product with zero defects and 100% on time delivery.

Monthly Scorecards are maintained and any supplier with a combined score of 80 or less will be requested to provide corrective actions. Quality performance is 50% of the score and is measured by three categories: 1-Quality performance, delivered product conformity to requirements; 2-Customer disruptions, yard holds or stop ships; 3-Quality Management certification. Delivery performance is 50% of the score and is measured by three categories: 1-Order received on time; 2-Order quantity received in full; 3-Premium freight.

## **Non-conforming Material:**

Material, products and services deviating from the specified requirements will be dealt with on an individual basis. Suppliers shall provide disposition within 24 hours of notification of a non-conformance. Suppliers shall report their disposition of returned product within 48 hours of receipt. Upon request the supplier shall provide a corrective action report utilizing the 8D method to ensure a structured problem-solving process. Artazn LLC requests that the 8D report is submitted within the agreed time. The supplier defines, verifies, implements and validates the required corrective actions and verifies the effectiveness. Artazn LLC reserves the right to verify the corrective actions on site at the supplier.



## **Production Part Approval Process (PPAP):**

Artazn LLC uses the Production Part Approval Process to confirm that the supplier understands the design specifications and has a process capable of producing product to meet these requirements. PPAP requirements vary based on the submission level assigned to a supplier and/or part number. Raw materials require a PPAP Level 4.

## **Product Change:**

Suppliers shall notify an ARTAZN Quality representative prior to any changes in product, production process, material, packaging, suppliers, company ownership, plant management and changes of manufacturing facility location and shall not implement changes without written approval.

## **On Site Contractors, Visitors and Logistic Personnel:**

All on site work must be scheduled with the appropriate ARTAZN representative. Upon arrival all contractors will receive a Contractor Environmental, Health and Safety Requirements brochure (VA-SAFE-01). Additionally, no materials, chemicals, cleaners, etc., are to be introduced to any drains without prior approval from your ARTAZN representative.





All visitors shall make appointments with the appropriate ARTAZN representative prior to arriving. Upon arrival all visitors should report to the main entrance guard station. Among other requirements visitors will be provided a Visitor Environmental, Health and Safety Requirements brochure (VA-SAFE-02).

All delivery and pick-up drivers are required to check in with the on-duty security guard via intercom at East Gate entrance. Drivers will receive instructions from the on-duty security guard.

## **Risk:**

Artazn LLC suppliers shall prepare a business continuation plan (e.g. utility interruptions, fire, flood, storm damage, temporary or limited data loss, chemical spills, air/ water contamination, earthquakes, tornados, hurricanes, storm surges, complete data loss, pandemic) to reasonably protect the supply of product if a supplier's facility cannot continue to operate. Suppliers shall notify the Artazn LLC buyer within 24 hours about a major production interruption which risks the delivery of a Purchase Order. Suppliers shall communicate the nature of the problem and take immediate actions to assure supply of product to Artazn LLC.



ARTAZN LLC  
2500 Old Stage Road  
Greeneville, TN 37745

[artazn.com](http://artazn.com)

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
1	Document Creation	Robert Daugherty	9/24/20

REFERENCE DOCUMENTS	
Document Number	Document Title
VA-SAFE-02	Visitor Environmental, Health and Safety Requirements
VA-SAFE-01	Contractor Environmental, Health and Safety Requirements