



ARTAZN LLC  
2500 Old Stage Road  
Greeneville, TN 37745

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

# SUPPLIER MANUAL



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## Purpose:

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

## General:

Suppliers shall have internet access and e-mail capability.

## Artazn Business Management Policy:

Safety, Quality, and Environmental stewardship are integral to ARTAZN's history, its culture, and its future. Customer expectations drive ever-improving product quality and variety upon a foundation of ARTAZN's business management system that fosters innovation.

**Value:** We believe Safety performance, a Commitment to Quality, and Environmental Compliance are wellsprings of value, to be pursued, improved, and celebrated.

**Stewardship:** We value the communities in which we operate and the resources they provide. Our integrated systems will ensure that pollution prevention and waste minimization is a priority.

**Customer Commitment:** We listen to our customers, their needs, and consistently deliver valuable products.

**Continuous Improvement:** Our Business Management System, atop ISO 14001 and IATF 16949, requires developing objectives and targets that ensure continuous innovation and process improvements.

**Leadership:** We share a vision that unites us, and we lead our industry in expanding the positive impact of Zinc in society.

**Market Flexibility:** We participate in established market channels where it is most efficient, and will confidently pioneer new markets should innovation require it and society appreciate it.

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## **Invoicing:**

All invoices should be sent via email to:

[ap@artazn.com](mailto:ap@artazn.com)

## **Government Regulatory Compliance:**

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 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://iadexinc.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 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.



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## **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. All Chemical and Metals shipments must include Certificate of Analysis with each shipment. Suppliers should provide current Safety Data Sheets (SDS) for all chemicals as any updates occur.

## **Labeling:**

It is desired that all product shipped to Artazn LLC should be identified with barcode labels in accordance with AIAG standards for ACSCII 2 and Dataworks bar 39 font. Labels should be legible and unobstructed and include scannable fields for Artazn LLC part number, PO number, quantity, and packing list number. Item description and unit of measure fields are acceptable as text as per sample label:



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Part No.	P001270 *P001270*	Quantity	24 *24*
Description	FRP-0.1250 X 23 ID X 108 LNG		Unit of Measure EA
P.O.Number	123456 *123456*	Packlist No.	54321 *54321*
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 any individual category score of less than 80 may be requested to provide a corrective action report utilizing the 8D method to ensure a structured problem-solving process. 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 of non-conforming material at Artazn and implement containment at their facility 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



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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 level 3 is the default level for all submissions unless otherwise specified by the authorized Artazn representative.

## **Product Change:**

All suppliers shall notify an ARTAZN Quality representative prior to any changes in product, production process, material, packaging, suppliers, company ownership, plant management or changes of manufacturing facility location, a minimum of 30 days prior to change. -Automotive suppliers of direct material with a product or process change must adhere to notification timing to support Artazn customer requirements and or Customer Specific Requirements (CSR) as noted on the CSR appendix table.

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

Suppliers should ensure that proof of liability insurance has been provided to Artazn purchasing prior to their arrival. On site suppliers must also insure they have read, understood, signed and returned FR-ENVI-122: Subcontractor Environmental Rules, prior to arrival, available at:

<https://artazn.com/resources/>. 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,



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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, from whom they will receive further instructions.

### **3<sup>rd</sup> Party Calibration and Testing Services:**

External/commercial/independent laboratory facilities used for inspection, test, or calibration service suppliers shall have a defined laboratory scope that includes the capability to perform the required inspection, test or calibration. This must be demonstrated by either:

1. Accreditation to ISO/IEC 17025, or national equivalent, and include the relevant inspection, test, or calibration service in the scope of the accreditation certificate; and all certificates of calibration or test reports shall include the mark of the national accreditation body.
  
2. Documentation of Lab Scope to include the following:
  - a. Technical procedures performed (Reference List).
  - b. Personnel competency requirements (Min Training).
  - c. List of tests performed. (List all test performed, i.e. tensile, hardness, chemistry etc.)
  - d. Statement of Test Capability (i.e. "traceable back to relevant standard: ASTM, NIST etc.")
  - e. Customer requirements (reference Artazn PO for customer requirements)
  - f. Statement to confirm records are retained controlled and reviewed (i.e. doc control process).





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## 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.

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

Customer Specific Requirements APPENDIX TABLE	
Littlefuse	Rev C ; 6/30/2020
MTA S.P.A.	Rev 2; 1/17/2022
Jacobsen Industries	Rev H; 4/2/2019
Shinsho Corporation (PEC)	Rev J; 2/28/2022
Protectron Electromech	Rev 2; 2/12/2022
Rassini	Rev G/3; 9/8/2019
Audio Ohm	Rev 6; 7/8/2019



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REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
1	Document Creation	R. Daugherty	9/24/2020
2	Add COA to packaging requirements	R. Daugherty	2/4/2021
3	Quality Policy removed; Business Management Policy added. Labeling: Updated instructions. Subcontractors: Added reference to Subcontractor environmental Rules	R. Daugherty	9/17/2021
4	Updated PPAP section to default Level 3 requirements.	R. Daugherty	6/10/2022
5	Updated Supplier Performance section to revise minimum score requirements by category. Revised Non-Conforming Material and Product Change sections for clarity. Added Customer Specific Requirements (CSR) Table.	R. Daugherty	9/13/2022
6	Added section: 3d Party Calibration and Testing Services	R. Daugherty	10/4/2022
7	Correct error on Invoicing Section	R. Daugherty	4/12/2023