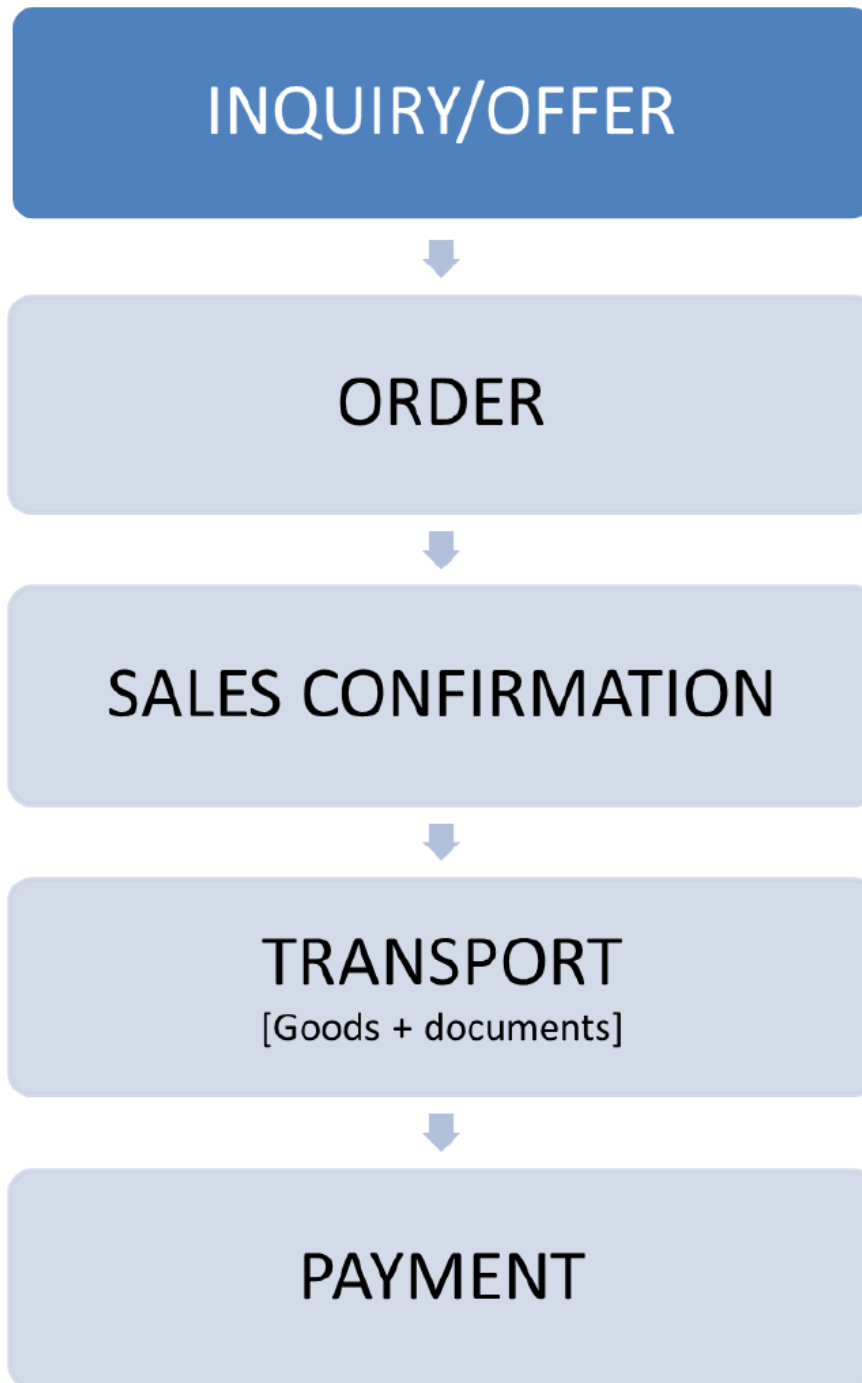


# BUFAB SUPPLIER MANUAL

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# Inquiry and Order handling

## **Inquiry/offer**

Always use our inquiry number when offering.

Please be very accurate and clear when you submit your quotation.

Any differences or variations from the requirements in our inquiry have to be clearly explained in the offer, (production remarks).

## **Order**

Please note that our order identification number consists of seven figures, where the three first figures identify the Bufab buyer and the rest is a running sequence.

If you haven't advised any production alternations, we expect a shipment confirming exactly to our order.

Time of delivery stated on our purchase order = time of dispatch.

Quantity variations must be agreed prior to shipment.

## **Sales confirmation**

Please send your sales confirmation with reference to our order number by e-mail to Bufab buyer stated on our order.

Sales confirmation must include the following:

- BUFAB P/O Number
- Order row
- QTY; Price; QTY/box
- Delivery time
- Payment term / Delivery term
- Your reference number

## **Transport**

Please be aware of our instructions concerning shipment. Always use the Forwarding Agent we have stated, if nothing else has been agreed.

If you run into problems concerning shipment - Please contact Your Bufab purchase contact.

## **Invoice**

The invoice shall be sent when goods are dispatched. If the goods is shipped by sea the invoice shall be sent the same day as the bill of lading is issued.

Preferable the invoice shall be sent by email to each Bufab Company invoicing email. If invoice, for some reason, cannot be sent by email, invoice has to be sent by mail. (Invoice shall never be sent together with the goods.)

Mandatory requirements for the invoice are:

- Bufab's Purchase Order Number
- Supplier invoice number
- Supplier name and address
- Supplier VAT and Registration number
- Supplier Bank Details – account number and IBAN, BIC/SWIFT
- Customer name, address and VAT number
- Invoiced Quantity
- Invoiced Price
- Item description
- Country of origin – with ISO code
- Currency
- Sampling -; Tooling -; Certificate -; Documentation costs in separate lines (not including in product price)
- Payment term
- Total amount
- Delivery/dispatch date
- Shipping term
- A copy of Bill of Lading shall be sent together with the invoice if goods are shipped by sea.

Optional information, but good to have:

- Bufab's Purchaser name
- Supplier Reference name
- 

## Delivery delays

Always inform Your Bufab Purchase contact about any problems that may cause delays.

Always advise new delivery times for outstanding order balances.

# Packaging instructions

## General

Bufab requires all your cargo to be delivered on wooden pallets. The pallets, collars or cartons used must be strong enough to resist long distance transportation and storing.

If not using collars, the package must be securely wrapped with tensile plastic.

Bufab have the right to invoice all cost which is caused by not fulfilling instructions according to this document.

Bufab will refuse any claims caused by not fulfilling this document.

For items with odd products size, shape etc. where it's not possible to follow this document there shall be a written agreement with Bufab.

Date 2022-04-27

## Packing regulations

Cardboard packaging material for products

For all shipments appropriate packing material are to be chosen. Small dimension parts (Washers/nuts/screws <6mm) must be packed in a polythene bag within the cardboard box.

Selection of the cartons should be to save space and reduce empty space inside the box (to prevent broken or damaged boxes during shipments and storing)

The box must close firmly when packed. Preferred is to have the box secured with glue or tape to prevent boxes to open during transport.

Products treated with oil or similar substances must be packed in extra polythene bags to prevent package material to become weakened during transport and storage.

Product without treatment must be packed in VCI bag or similar to prevent the parts against rust.

Damaged packages during loading and transport caused by insufficient packaging that is not accepted by insuring companies must be covered by the supplier.

Number of parts/box etc. given in our purchase orders must be strictly followed. Deviations must be approved by the purchasing department in Bufab.

Bulk goods must generally be delivered in packaged units in stable cartons maximum weight 15 kg with information on the number of units and the content (see label information below)

## Labels

For articles with expiration date, that date must be stated on the label.

Labels must be easy to understand and read. The following information is required for Bufab-specific orders. Size 75mm x 52mm

- BUFAB LOGO ( see below example black and white logo is accepted)
- DIN/ISO standard number if applicable
- Bufab P/N (according to our order)
- Order No (according to our order)
- Description (according to our order)
- Supplier No
- Material strength class if applicable
- Surface treatment if applicable
- Dimensions
- Box Quantity
- Country of origin
- Batch number MANDATORY for parts with certificate

	
Description: ISO 14583-TX20 A4-80 M4 x 8 WAXED	Box QTY. 500
Bufab P/N  14583A40400880W	Order No. 2625971 Supplier No. 6121 Batch No. 2625971 Treatment Order No. <Empty>
Customer P/N  SBA116040/0080	Country of Origin MALAYSIA Mfg date: 2012-04-17

## Pallets

All packages are to be loaded onto undamaged and technically intact EURO pallets according to standard UIC (data sheet 435-2) dimensions 800 x 1200mm. Wood humidity of maximum 18% is accepted.



Packages are to be loaded compact and secured. Packing should be planned to prevent slipping and with no protrusion parts outside the pallet.

Maximum height of palletized units including pallet is 800mm.

Total weight of a single palletized unit may not exceed 900 kg.

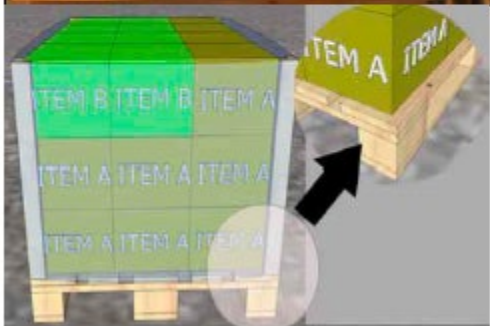
## Packing pallets

Articles may not be divided into part loads between several pallets and packages.

Articles with a weight of more than 100kg are to be packed singly onto a pallet.

Articles with less weight than 100kg are accepted onto a mixed pallet.

Number of mixed pallets should be kept to a minimum. The parts must be well divided and clearly marked for easy identification when arrived to our warehouse.



Stacking pallets is only allowed when it is 100% guaranteed that the goods and the delivered packaging will not be damaged.

## Delivery note

Every shipment must contain both goods and original delivery notes. The document must be visible and easy to read.

The delivery note must include the following information:

- Supplier name and address
- Customer name and address
- Our Purchase order number
- Supplier number
- Bufab part number
- Country of origin
- Item description
- Delivered quantity
- Number of packages in delivery with descriptions (box, pallet, ...)
- Net weight of consignment
- Total weight of consignment

All this information is to be found in all our purchase orders.

## Pack list

When a delivery consists of several packages or pallets the delivery note for each shipment must have a packing list including the following order information:

- Supplier name and address
- Customer name and address
- Our Purchase order number
- Our Purchase Order number
- Package or/and pallet number
- Bufab Part number
- Delivered Quantity
- Number and content of each individual package
- Each unit (package / pallet) must also have a pack list/content list
- Number of packages in delivery with descriptions (box, pallet, ...)
- Net weight of consignment
- Total weight of consignment

## Original documents

Please send the original documents to the Bufab Company stated on the purchase order. (See appendix regarding contact information.)

2 Commercial invoices  
2 Packing list  
2 Bill of lading  
2 Certificate of Origin (GSP)  
2 Insurance Policy

## Forwarding agent

Use forwarding agent according to Bufab's routing order.

## Additional regulations:

Additional to the regulations above we will inspect and report shipments in case of:

- missing or incorrect order number
- missing or incorrect article number



- delivery of incorrect goods
- missing required test certificate
- missing delivery note
- over and under delivery of more than 10%
- Missing certificate or other agreed documents.

Deviations will be reported and will reflect back on our supplier assessment.

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# Quality Manual

## General requirements

### As a supplier to Bufab we expect you to:

- ✓ Offer engineering and technical support to Bufab when this is requested.
- ✓ Have the resources necessary (people, property, facilities, equipment, and materials) to supply the products required to accommodate Bufab's production schedule.
- ✓ Make a review of product related requirements prior starting production, and ensure that your organization has the ability to meet the defined requirements.
- ✓ Implement a written internal control plan for each and every item.
- ✓ Specify every special requirement such as machine sorting, PPAP, packaging etc. in your sales confirmation.
- ✓ Have a traceability system for the products that ensure that you can find the material charge used as well as when, where, how the product is manufactured.
- ✓ Mark the labels with our PO number and/or your number as the search key for the traceability of each batch.
- ✓ Maintain the drawings and standards in a system to be sure no one will be able to use wrong issue by mistake.
- ✓ Never ship parts with deviations unless you have a written Deviation Approval from us.
- ✓ Initial samples with test report, must always be reported on Bufab document and cover all requirements in drawing/standard.
- ✓ Choose sub suppliers (e.g. for raw material or outsourced processes) that fulfil the expectations from Bufab.
- ✓ Evaluate your sub suppliers continuously in order to be sure they still fulfil your (our) requirements.

## Initial Samples

Initial Samples can be ordered by Bufab as type Bufab A, Bufab B or PPAP. Requirements for Bufab A and B are attached to the order. PPAP:s must follow the requirements in the AIAG PPAP manual. All documentation must be in English.

Initial Samples will be ordered by email from our ADS (Article Documentation System). Instructions for response is given in the email.

NOTE: All documents must be submitted by replying to the order email with subject line intact. Do not send documents to our purchasing or quality departments other than as copies (cc:)

## Certificates

Certificates such as 3.1 is normally ordered in the same manner as Initial Samples, by email from our ADS. Certificates should be sent as reply to original email without changing the subject line at the time of delivery.

Batch no must be included on the box label as well as the certificate as stated in EN 10204.

NOTE: We cannot release received goods if the certificates are missing. This will reflect in your OTD statistics.

## Quality Complaints

Any deviation from specifications will result in a rejection and return of the product to the supplier with subsequent charges attached. Payment by Bufab shall not constitute acceptance. Even after

acceptance of a shipment, Bufab reserves the right to return any material that proves to be defective for full credit. Defective material shall be returned at the supplier's expense and account debited accordingly. Additional charges for sorting, administrative fees and other related costs (extra transport, end customer charges, etc.) will also be added.

For all complaints, we require short term containment and corrective actions, root cause analysis and long term preventive action within the deadlines defined in the complaint e-mails.

## **Verification of products and Processes**

Bufab reserves the right to verify the products on the supplier's premises by their representatives and our customer and/or their representative. This can be done by different kinds of audits and the supplier will be notified in a timely fashion.

## **Supplier Assessment**

Bufab supply base will consist of organizations supportive of our business needs. Bufab utilizes controlled methods through which suppliers are evaluated, selected, developed and monitored. Criteria for assessment and selection of suppliers for placement on Bufab's Preferred Suppliers List is based on the supplier's abilities to meet our specific supplier requirements.

## **Supplier Performance**

All complaints sent to suppliers will be reported into Bufab's Quality Deviation System. On a monthly basis the purchasing department will present internal reports based on this and follow up the suppliers that cannot meet our requirements. On a regular basis Bufab will call these suppliers for meetings and will expect that the top management is involved and can show us their action plans to solve the problem. New Business Hold status will be raised based on the supplier's performance and their ability to solve the problems.

## **Quality Management System**

Our approved suppliers are required to be certified to the ISO 9001 Quality Management System by an accredited 3rd party registration body (or be able to demonstrate assessment and approval by a system audit made by Bufab following the customer specific requirements to use suppliers without Quality Management system certification). Supplier Quality System shall be formally documented, implemented and maintained to ensure that supplier's products conform to the identified purchase specifications, engineering or material specifications and/or contract requirements. The system should be defined and documented in the supplier's own Quality Manual. This manual should be made available to Bufab for review upon request.

## **Product Quality**

Suppliers are fully responsible for the quality of their products including their sub-suppliers. Both are responsible for providing products that meet all Bufab requirements, specifications, and drawings as identified on the purchase order and that the products are free from defects.

## **Hydrogen embrittlement**

Hydrogen embrittlement is a phenomenon that require special attention as it can cause big costs and a dangerous environment

- Items sensitive to hydrogen embrittlement must be taken care of in order to reduce the risk of failure to a minimum. It should be done by controlling the full production process, from raw material to finished plated products
- For standard fasteners this should be done in acc with ISO 15330 (testing) and ISO 4042 (baking)
- For non-standard items it must be done in a similar way, at your choice, unless our product specification includes specific requirements about testing and baking.

- 
- This means that we require you to perform a hydrogen embrittlement relief process (baking) plus testing as long as you not, via testing are sure no baking is needed.
  - If a relevant reference item is used to test the process on regular basis, we accept such tests as valid for a group of products. (relevant reference item means same: diameter/ material/ heat treatment/ pickling time/ inhibitor in pickling acid/ coating type/ coating thickness/ time between coating and baking/ baking duration/ baking temperature/ intermediate baking as well as conversion coating and any sealant/top coat).
  - Evidence of performed testing/baking must be retained and be submitted to Bufab upon request.
  - For Initial Samples and PPAP, test result according to ISO 15330 Chapter 9 should be included in the documentation.
  - As supplier you are responsible to handle this regardless if we point it out in our purchase order or not.
  -
- If you will not fulfil this, or propose any changes on the product instead, contact our purchaser.

## Logistics

The following transport and packaging regulations are independent of the Incoterms used, and our purchasing conditions in general.

### Fundamental principles

Shipments under 35 kg in weight should always be packed and considered parcel goods.

Shipments over 35 kg may be sent by parcel service or as palletized goods, whatever is considered most cost effective for Bufab.

Missing freight documents will make us refuse the goods. Costs incurred due to this will be at suppliers account.

All deliveries to Bufab are to be executed in accordance with the agreed delivery conditions. This will not affect the risk-aspect according to our purchasing conditions.

Notification of higher transportation costs due to the use of express-services, such as

Air-freight, Express parcels, courier services, etc., need to be communicated in advance. Extra costs can only be accepted if in advance approved by Bufab personnel.

Returned goods is to be booked by instruction from supplier. Delivery from Bufab will be on EXW-basis, and pick-up deadline after goods is ready will be:

14 days (Within Europe)

30 days (Outside Europe)

Pallets that deviate from the European pallet standard (EUR-pallets, EPAL), will not be accepted. Repacking costs that arise because of wrong or poor quality pallets, will be at supplier's expenses.

### Supplementary documents

The entire freight and belonging documentation should be handed over to the assigned forwarder in accordance with the contract.

### Consignment documentation

Every shipment is to be handed over to the forwarder with a transport order.

This one is to include:

- Consignor (supplier) address
- Consignee address
- Commercial Invoice
- Complete Packing list
- Number of packages in delivery with descriptions (box, pallet,
- Net weight of consignment
- Total weight of consignment
- GSP certificate (if applicable)