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# Supplier Quality Manual

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# Supplier Quality Manual

## General Quality Agreement

By and Between

[Legal Entity Supplier] [Place of registration/Headquarter]  
[GST number/Registration Number]  
[Legal Address]

- hereinafter referred as “Supplier”

and

BRADY COMPANY INDIA PVT. LTD.  
No. 26(P), Survey No. 41,  
Konappana Agrahara, Begur Hobli,  
Electronic City Phase 2  
Bangalore-560100  
Karnataka, India

- hereinafter referred as “Brady”

- Revision History

Rev	Date	Description of Changes
0	July-19	Initial Release
01	Sept-19	Additional Requirement of Counterfeit and ethical behavior is added
02	Oct-19	Top Management Signature is added

Approved By

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# Supplier Quality Manual

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## **1.0 Introduction:**

This Supplier Manual provides an overview for the general policy, requirements, and expectations for doing business with Brady Corporation (herein referred to as Brady) and all its businesses and affiliates. Understanding the processes and expectations outlined in this manual will not only reduce risk of supply chain disruptions, but will also help Brady and its suppliers increase our competitive industry position and ensure our continued success. These requirements can best be satisfied through the practice of:

- Mutual respect and cooperation
- Free exchange of information, including business goals and objectives.
- Timely and complete provision of information required for compliance
- Agreement on evaluation and performance
- Commercial competitiveness and new business opportunities
- Effective management and control system
- Joint continual improvement activities
- Acceptance of respective responsibilities

## **1.1 Scope**

The elements of this manual apply to all suppliers global or local of finished goods, production materials (raw materials or components), as well as any outside processes or services where applicable to any global or local Brady business.

In the event this Supplier Manual is translated into other languages other than English, such translations are for convenience only and the English version shall control

## **1.2 Responsibilities**

**Supplier** – It is the responsibility of the supplier to review and understand this manual and any other applicable documents as part of the acceptance of purchase orders from Brady. The supplier should obtain any referenced documents to ensure full compliance with all applicable requirements

**Brady Sourcing** – Brady sourcing is the primary contact for all agreements with the supplier. Brady sourcing will assure that the product requirements are clearly communicated to and agreed upon by and between Brady and the supplier. Outside of formal Purchase Orders, Brady Sourcing personnel are the only personnel authorized to enter into binding purchase commitments. In the event that a supplier communicates with personnel outside of Brady sourcing, such communications are not binding upon Brady. Brady sourcing should be a part of, or informed of all conversations with suppliers to assure clear, consistent messages are provided.

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## **2.0 Supplier Approval**

Brady will initiate Supplier Selection/Development activities in support of its business needs. Supplier selection will be as below.

1. Identify business need
2. Identify Potential supplier
3. Supplier screening qualification
4. Supplier Negotiation
5. Final selection & approval
6. Supplier onboarding
7. Transactions, Monitoring, feedback

### **2.1 Supplier Selection and Approval Process**

Led by sourcing team, along with Cross Functional Team support, Brady has defined a process to select and approve suppliers. During the selection process, Brady looks for suppliers that show strong quality processes, financial stability, provide exceptional support, cost competitive and operate in an environment that fosters continual improvement.

The following documents/processes will be considered when doing business with Brady

1. Non-Disclosure Agreement
2. Supplier Self Survey
3. Minimum requirement of ISO 9001:2015 or approved by Brady Quality if Non ISO organization. IATF 16949:2016 or AS 9100 D is added advantage
4. On site assessment if required by Brady cross functional team
5. GST registrations
6. Any other commercial documents as required by Brady
7. PPAP submission once the part is approved by Brady (Basic minimum is Level 3 submission)

## **2.2 Ethics and Business Conduct**

At Brady we endeavor to be a company that our customers, employees and investors can trust to do the right thing, time and time again. We differentiate ourselves not only by our products, but also by how we conduct business and our reputation. The Brady code of ethics policy helps us understand and maintain the highest standards of integrity by which we strive to do business. For more information on Brady's code of ethics, go to [www.bradycorp.com](http://www.bradycorp.com). Brady expects supplier to maintain the highest standards of integrity and to be striving to follow Brady code of ethics. Brady prohibits the use of forced labor and human trafficking in the work place and expects supplier to abide by the same standards.

## **2.3 Sub Supplier Management**

Brady expects its supplier to manage the quality of their suppliers / subcontractors and follow the business ethics. Supplier shall not change their supplier / subcontractor without written approval from Brady after PPAP sign off. Any unfavorable impact (financial or otherwise) resulting from unacceptable quality, deliver, cost or unauthorized change of their suppliers, will be the responsibility of the supplier.

## **2.4 Social accountability and Sustainability**

Brady selects business partners who comply with local law and internationally acceptable fair and safe labor practices. Brady expects suppliers to comply all the local law, regulation, legal requirements which have effect of law.

Brady takes a comprehensive approach to sustainability, focusing on the sustainability of the company, our customers, and the communities in which we operate. We work with our customers and suppliers to reduce packaging waste and recycle materials. Our goal is to provide a quality product and services with as little impact on the environment as possible.

Brady also expects its suppliers to be committed to Environmental Compliance and Sustainability and the supplier agrees to support Brady's ongoing sustainability efforts as they evolve. At minimum supplier shall have ISO 14001:2015 certificate or equivalent system approve by Brady.

At minimum all finished goods, raw materials or components supplied by supplier / subcontractor shall meet ROHS2 requirement wherever applicable. In the event asked by Brady, supplier shall provide third party report on ROHS2. In case Brady customer asks for REACH compliance, supplier shall provide REACH declaration or any substance not meeting REACH / SVHC 201, supplier shall declare the same to Brady. Brady expects its supplier to meet global conflict mineral policy and if asked by Brady, shall provide the declaration in prescribed format.

## **2.5 Business Continuity Plan**

Brady expects its suppliers to have Business Contingency Plan to keep Brady lines run and in turn not to stop customer line. Business contingency plan can address below as basic but not limited to:

1. Key Equipment/Machine Failures
2. Material shortage
3. Labor Shortage
4. Political agitations
5. Recurring Natural disasters
6. Labor strikes
7. Fire accidents
8. Major accidents at Supplier
9. Utility Interruptions

Supplier shall submit the formal report on Business Continuity Plan if asked by Brady. Brady expects its suppliers to evaluate the Continuity Plan at minimum annually to ensure that things are in place.

## **3.0 Supplier Monitoring and Improvement**

### **3.1 Supplier Scorecard and Performance Evaluation**

Brady will monitor and rank suppliers on a quarterly basis using the supplier scorecard. The score card is intended to evaluate supplier performance by Brady sourcing. This score card is one of the criteria to award the new opportunities or business. The score card comprises of following criteria but not limited to Delivery, Quality, Cost, disruptions of production line including yard holds at Brady as well as Brady customers, premium freight, special status by Brady for quality and delivery, dealer returns, warranty, field failures and response for quality and delivery failures. It is expected by Brady that supplier shall take corrective actions (preferably 8D process) when scored card is not meeting Brady expectations. Corrective action report shall be submitted to Brady sourcing team within 14 working days.

Scorecards can be circulated electronically. Supplier can at point in time ask for duplicate copy of the scorecard from sourcing.



## **3.2 Continual Improvement**

Brady embraces continual improvement and expects the supplier to do the same. The supplier's management should take a lead role by adopting continual improvement as a key element of their business plan. Supplier continual improvement activities are taken into account in Brady's supply strategy.

Brady suppliers are expected to create and maintain continual improvement plans focused on, but not limited to, enhancing Quality, Delivery, Cost, and Service performance for Brady and by assuring key personnel are trained and can apply the following or similar techniques: Lean Manufacturing, parts per million analyses (DPPM), disciplined problem solving, benchmarking, disciplined statistical analysis, which might include Six Sigma, etc. If required Brady will assist in the same.

## **3.3 Supplier Development**

Brady encourages a collaborative relationship with its suppliers. This alliance allows Brady Sourcing to work closely with its suppliers which will assist in leveraging both companies' efforts. These efforts include improving product quality and delivery, reducing costs and lead time, and improving new product development.

## **4.0 Quality Expectations**

### **4.1 Quality System Requirements**

It is expected that Brady supplier shall have basic minimum quality management system implemented which is ISO 9001:2015 by accredited certification body or any other system approved by Brady. Unless otherwise specified by Brady following sequence shall be applied to achieve this requirement

1. Compliance to ISO 9001:2015 through second-party audit
2. Compliance to ISO 9001:2015 through third-party audit

Supplier shall ensure that ISO 9001:2015 certification shall have the accreditation mark of recognized IAF MLA (International Accreditation Forum Multilateral Recognition Arrangement) member and where the accreditation body's main scope includes management system certification to ISO/IEC 17021.

It is recommended to have IATF 16949:2016 certification which will be added advantage to supplier.

### **4.2 Statutory and Regulatory Requirements**

Supplier shall ensure that the products, processes and services provided to Brady shall conform to current applicable statutory and regulatory requirements in the country of receipt, the country of shipment and the customer-identified country of destination if required. In the event Brady defines special controls for certain products with statutory and regulatory requirements, supplier shall ensure that they are implemented and maintained as defined including at their supplier.

## **4.3 Documentation Review**

Supplier must carefully review Brady drawings and related specifications to ensure understanding and confirmation that the supplier can meet any such requirements. Supplier shall clarify all the doubts with Brady sourcing team before submitting the quote or samples or production parts. All issues that are not covered on the existing drawings or specifications (e.g. ROHS requirements, compliance requirements etc.) shall be communicated through Purchase Order, revised drawing, Engineering Change or Deviation. It is expected from supplier that all terms and conditions of Purchase Order is fulfilled. Supplier shall ensure that correct and current version of drawings or specification document is available and all other documents are discarded.

Any deviation in the process which may impact the product quality shall be communicated to Brady and take prior approval before shipping. The impact of unauthorized deviation (cost, special inspection, third party inspection, field failures, complaints or any other) at Brady or at Brady's customer shall be debited to supplier. Supplier shall retain the Inspection reports, drawings, specifications, purchase orders with proper traceability for minimum 1 year after part obsolescence.

Supplier shall ensure bear minimum documentation requirements during shipping the parts to Brady as below which is mandatory.

1. Commercial Invoice with Correct Purchase order number mentioned
2. Inspection report/test reports/COC
3. Traceability sticker on the part with proper batch number, date of manufacturing
4. ROHS sticker / ROHS report/COC
5. Any other documents as per GST process or regulatory requirements

## **4.4 New Project Development**

Brady Expects supplier to follow New Product Development process as part of their quality planning activities. Brady requires that the supplier use a formal product/process planning process that generates documentation called for in the Production Part Approval Process (PPAP) as part of Quality Planning on manufactured components. Qualification requirements are defined and documented by a Brady qualification team on the Brady PPAP form.

Retention period for PPAP is same as mentioned in section 4.3.

## **4.5 Quality/Process Control**

Suppliers are responsible for ensuring all items meet Brady's specifications, regardless of their process sources (i.e. sub-tier supplier or subcontractor). Brady

reserves the right to have visibility and approval of any subcontract operations or sub-suppliers.

## **4.6 Critical Characteristics**

Inspection dimensions and performance characteristics have a significant influence on product fit, performance, service life, and manufacturability. Critical characteristics, identified by unique symbols on Brady drawings and specification, have a critical role in the functionality of the part or material in Brady products and are identified to denote where additional submission elements, approval requirements, and / or controls exist. Critical characteristics could be specific dimensions, adhesive shear, tensile strength, flammability or any other attribute that is considered essential to the functionality and marketability of the product.

At a minimum, Brady expects suppliers to demonstrate that processes for critical characteristics are stable and in control. Stability must be demonstrated through control charts or equivalent means.

## **4.7 Material Traceability**

As applicable, the supplier may be required to establish a lot traceability system that tracks raw material lot / batch numbers to the finished product lot / batch numbers including traceability to inspection records.

## **4.8 Intellectual Property**

Any development or other research undertaken on behalf of Brady will be viewed by Brady to be Brady's intellectual property. Any software or other invention or discovery in tangible media will be viewed as work for hire with all the rights vesting in Brady. Additional issues with intellectual property will be provided in non-disclosure agreement (NDA), or other contractual documents provided by Brady.

While partnering with its suppliers, Brady views its corporate logo and namesake as a valuable investment, one that Brady will protect. As a result, the use of Brady's name, logo, or likeness by a supplier is not allowed unless provided in writing by Brady.

## **4.9 Cost Management**

Brady desires to do business with strategic partners that provide the best overall value. That value is defined as the highest valued products at the lowest evaluated cost. Proper management of total cost throughout the supply chain is critical to Brady and our CI initiatives.

Total cost reduction is considered an integral part of the long term success of Brady and its suppliers and is now incorporated as a component of Brady's assessment of Supplier performance.

From time to time, the supplier may be required to provide full-cost disclosure to Brady. Supplier agrees to support this request and any information shared with Brady will be kept in strictest confidence.

## **4.10 Design Support**

During the design phase and during the supplier selection process, suppliers may work with Brady engineers or authorized personnel, reviewing part models or component drawings. During this process, suggestions to change part geometry, materials, etc. that will allow suppliers to provide parts of higher quality or better consistency are strongly encouraged.

It is Brady's expectation that Approved, and especially Preferred Suppliers, are willing to participate in new product development activities. This is key to Brady's Supplier Integration philosophy, and all collaborative design activities will be conducted under the terms of Brady's non-disclosure agreement.

## **4.11 Tooling**

It is expected that suppliers will procure tooling on behalf of Brady. Suppliers are expected to maintain and repair tooling at their expense in order to keep it in an acceptable state capable of producing components / products that meet Brady requirements.

Any specifications, drawings, information, tools, molds, masks, jigs, dies and other materials furnished to the supplier or funded or paid for by Brady (whether separate or as a part of the unit price) shall belong to Brady. These "Assets" shall be clearly marked as Brady property.

## **4.12 Right of Access**

Brady reserves the right, upon reasonable advanced notice, to access the applicable areas of all facilities at any level of the supply chain involved in any purchase order and to all applicable records. Additionally, this access right must be granted to Brady's customers and Government or Regulatory Agency representatives.

# **5.0 Communication Requirements**

## **5.1 Supplier Communication**

Brady encourages a strong and open communication process whether it is through email, face-to-face meetings, phone calls, internet meetings, or other means. Formal communication, as may be required for notice provisions or for other legally significant communication, should be performed in writing as prescribed by Brady.

Any communication with respect to approvals, deviations, Engineering Change, Quotation submission or any other communication which is related to product quality shall be in writing and proper approval shall be taken from Brady.

The preferred language for communication is English until unless specified and agreed mutually by Brady and Supplier.

## **5.2 Purchase Order or Contract Agreement**

Product specific requirements should be communicated on Purchase Orders (PO). Product drawings called out on PO's may specify characteristics that affect the fit, form, and function of the product. Product configuration will be specified by the prints / drawings. Acceptance of the PO is an acceptance of the standard Terms and Conditions. In addition, the supplier is required to advise Brady of any delays or changes to existing or future orders in a proactive manner.

Verbal orders or those made without a supporting PO will not be honored. As a supplier of goods and services to Brady, any action that you take or commitments that supplier make without a Brady PO is done at supplier own risk. Brady will not be responsible for costs incurred without a PO.

It is expected that the supplier will respond to requests for quotation ("RFQ") within the stated deadline or by the end of the next business day.

## **5.3 Revisions**

Any revision to the product requirements will be communicated through the Brady sourcing organization using revision levels called out on PO's. It is the supplier's responsibility to review PO's to ensure that up-to-date revisions of product requirements are utilized by their manufacturing. In case of non-compatibility, it is the supplier's responsibility to request from Brady an updated specification. The supplier is not allowed to deliver previous revision level components, except by written agreement with the pertinent Brady plant sourcing / quality team.

## **5.4 Invoices**

In order for the supplier to be paid effectively and efficiently Brady utilizes a strict invoice payment procedure. The lack of a PO number, incorrect quantity and / or price, lack of contact information, sending the invoice to the incorrect email address, etc., will result in a no payment situation. Should Brady alter its methodology in managing accounts payable, the supplier will be notified in advance, and Brady will provide clarification / training as deemed appropriate.

## **5.5 Request for Information**

Upon request, and within a reasonable period of time, the supplier will provide information regarding products and or product compliance initiatives as described in Brady Corporation's Global Compliance Policy, which are inclusive, but not limited to, a list of components and processes (including sub-tier suppliers), description of the product manufacturing process, country of origin (including sub-tier suppliers), restricted and reportable materials disclosure (RoHS, REACH, Conflict Minerals, California Proposition 65, MSDS, etc.), IMDS if required, Full material declaration as requested by Brady customer. These items have become as important as functionality and quality in marketing products in many regions of the globe. Therefore, failure to provide the requested information can compromise Brady sales along with the pull through for the supplier. Compliance and provision of compliance information is considered a condition of doing business. For more information on or to receive a copy of Brady Corporation's Global Compliance Policy contact the Brady sourcing team.



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## **5.6 Change Management**

Supplier shall not change any product specification, fit, form or function of any product without prior approval from Brady Quality Team. Supplier shall make such request to Brady sourcing / purchase team to take it further. Once approved by Brady, it may call for re PPAP which need to be followed and approval from Brady shall be obtained. Any damage (cost or any other form) because of unauthorized changes shall be the responsibility of the supplier and Brady shall not pay for the same.

## **5.7 End of Life of the Product**

Suppliers must notify Brady of intentions to discontinue supply of products or services at least six months before a "last time buy" order will be accepted with Brady designed products. The supplier will continue to provide the discontinued product to Brady for a minimum of 12 months or until Brady can qualify and approve an alternate product or supplier. Any End of Life initiated by Brady or its customers will be communicated to supplier accordingly. In case Brady's customer (OEM) is requesting for support for spare parts, supplier shall support the same till OEM communicates to stop supply. The minimum time is for 10 years.

## **5.8 Forecasting**

Brady purchase team shall provide the rolling forecast at least 3 months. Supplier shall acknowledge the same prepare further activities accordingly. Supplier shall ensure to supply the material as per the commitment without stopping Brady's line. Any damage (cost or other form) because of delay in supply shall be supplier's responsibility and Brady shall not pay for the same. Supplier can have separate agreement for keeping the safety stock for Brady which shall be mutually agreed and signed off.

At minimum supplier shall be able to communicate with Brady via email.

## **5.9 Sub Supplier Management**

It is supplier responsibility to flow down these requirements to their suppliers and ensure these are implemented. Supplier shall have a process of managing and evaluating their suppliers.

## **6.0 Packaging and Logistics Requirements**

Packaging and logistic requirements will be called out on Brady specific requirements as referenced in the product specifications, drawings, PO's and / or any other form of communication. Suppliers are requested to use Brady freight providers. Suppliers will be responsible to adhere to all laws and regulations associated with import compliance, including proper documentation, country of origin requirements, and identification of products that may be subject to special governance of the US or local governments. If the product is UL approved and the same is requested by



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Brady, proper packaging and traceability as per UL requirement shall be followed and implemented.

## **6.1 Delivery**

A Supplier's ability to consistently deliver product on-time to the PO due date is an expectation and requirement to do business with Brady. All suppliers are evaluated through a scorecard and on-time delivery is a key component of that performance evaluation.

### ***Product Lead-Time***

Supplier lead-time for purchased products drives the material planning process and placement of purchase orders to Suppliers. The lead-time needs to be identified and agreed upon between Brady and the supplier. The supplier is expected to have continuous improvement activities in place to actively reduce the lead-time as much as possible and proactively communicate any changes to the lead-time by contacting the Brady Sourcing team member of record.

### ***Shipping***

Suppliers are required to ship product via the logistical instructions that appear on the PO. In most cases, this means that the terms are FOB / Ex works shipping point. In those unique instances where special conditions are required, the Brady Sourcing team member of record will confirm and approve any exceptions to the normal method of transportation. Supplier is expected to immediately contact the Brady Sourcing team member of record with any carrier related problems or delays.

### ***Support Documentation***

Shipments are required to have the proper supporting documentation, including, at a minimum, a packing list indicating the Brady PO number, Brady part number(s), part revision level, quantity, unit of measure, country of origin, and box X of Y, if in multiple packages.

## **6.2 Packaging**

The supplier is expected to meet the shipping, packaging, and label requirements as specified by the applicable Brady location. If not specifically stated in a Brady document it is the supplier's responsibility to design and develop packaging and internal dunnage to withstand the given transportation mode.

Unless otherwise agreed upon with Brady, suppliers should ensure that product packaging and pallet unit are capable of passing International Safe Transit Association (ISTA) requirements. Specifically, shipping packages should be tested to the specific ISTA requirement, depending on package type and weight. All pallets must be ISPM 15 compliant including 10+2 ISF for ocean shipments.

## **7.0 Part Qualification**

### **7.1 Product Certification Process**

Brady may utilize a modified Production Part Approval Process (PPAP) incorporated into the Part Qualification process. This modified process allows Brady to make the Part Qualification Process simple, flexible and adaptable according to the requirements of the product and / or component.

The PPAP process may be used to qualify both new purchased parts and changes to existing parts or the manufacturing process and / or equipment. How and when a PPAP is applied is defined by specific situations called out in the PPAP requirements procedure. If a PPAP is required for a purchased part material, or product the supplier will be informed by Brady.



The supplier is responsible for ensuring that the sourced product meets all the requirements identified both on the part print and all other referenced documents. If a PPAP is required, all product is considered unapproved until the PPAP submission is formally approved by the Brady Division sourcing the product and requesting the PPAP submission.

## **7.2 First Article Inspection (FAI)**

Brady requires First Article Inspection (FAI) on many of our new parts and even changes to existing parts. FAI is typically a dimensional or performance related inspection performed by the supplier on a production ready part to verify compliance with our specifications prior to production trials and orders. Each shipment shall accomplish with the inspection report without which Brady shall not inward the material.

## **7.3 Nonconformance material handling**

It is supplier responsibility at their premises to ensure that nonconformance materials are handled well and shall not mix with regular material. Supplier shall ensure that proper labelling and separate location for nonconformance materials. Any damage (cost or other form) shall be the responsibility of supplier.

## **8.0 Problem Resolution**

### **8.1 Containment Action**

Supplier shall promptly respond to the complaints raised by Brady quality team. Containment action shall be at place immediately not to stop Brady line. In case supplier is not responding or difficult to arrange for containment action Brady shall depute a person for segregation or re inspection of the material. In such cases all costs incurred by Brady shall be debited to supplier. If the material can't be used, Brady will inform supplier and supplier shall take back the material from Brady premises. If defective materials are not taken back within 7 working days by supplier, Brady shall scrap these Materials and all the costs shall be debited to supplier at actuals.

### **8.2 Corrective and Preventive Action**

Supplier shall submit a corrective and preventive actions are submitted to Brady quality team within 14 working days after receipt of complaint. Supplier can use 8D process approach to solve the problem or any other method approved by Brady. Supplier shall take approval from Brady quality team on the submitted corrective action report with the proof. Supplier shall provide traceability of improved lot once the corrective actions are implemented. If required supplier shall allow Brady quality team to verify the implemented corrective actions. Brady shall assist supplier in training on 8D process or any other as part of vendor development. For these supplier can contact Brady sourcing team.



## **8.3 Location of Nonconformance occurred**

### ***Detected at Supplier***

When non-conformance is detected, the supplier is expected to determine the extent of the problem and take prompt action to correct the condition and prevent the shipment of all non-conforming material. The supplier should notify Brady of any "use as is" or "repair" non-conformances to the requirements of the Brady Purchase Order. "Use as is" and "repair" dispositions should be submitted to Brady prior to implementation, and further work should not be performed until directed by Brady.

Supplier should immediately notify the appropriate Brady Sourcing team member of record of any suspected quality problems in shipments already released and the corrective action being taken to eliminate the quality problem in the future.

### ***Detected at Brady Site***

When non-conforming material is detected at Brady, a Quality Notification (QN) and Corrective Action Request (CAR) will be created and Brady Sourcing / Quality / Purchase team will promptly notify supplier and arrange for material disposition. Costs incurred in returning shipments to supplier or reworking non-conforming material at Brady are the responsibility of the supplier. These costs include, but are not limited to, material, shipping, handling, Brady direct and indirect labor, and contracted services.

### ***Detected through Customer Complaints***

Reimbursement for costs associated with non-conforming product directly attributable to a supplier that is passed through to the customer or is required to be paid by Brady to the customer is expected. Reimbursement may include the cost of the product plus handling allowance, shipping, labor, and administrative costs incurred by Brady.

## **9.0 Prevention of Counterfeit parts and Ethical Behavior**

### **9.1 Prevention of Counterfeit parts**

Supplier shall plan, implement and control appropriate process to prevent counterfeit parts or suspected counterfeit parts supplied to Brady. In the event supplier comes to know that counterfeit parts are supplied to Brady, supplier immediately has to inform Brady sourcing or quality team about the same with batch details and date of supply. Counterfeit prevention process can consider below at minimum

1. Training of appropriate persons
2. Part obsolescence program
3. Sub supplier controls
4. Proper traceability system
5. Verification and test methodology
6. Quarantine the suspected parts



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In case counterfeit parts are observed at Brady or at customer all the expenses incurred by Brady to resolve the issue will be debited to supplier.

## **9.2 Ethical Behavior**

It is important that supplier shall understand the ethical behavior as per clause 2.2 and communicate the same within supplier’s organization as well as sub supplier organization.

### **Disclaimer**

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### **Acknowledgement**

**Supplier Name:**

**Managing Director/General Manager:**

**Signature:**

**Quality Manager:**

**Signature:**

**Date:**

**Company Seal:**