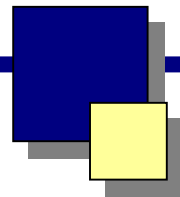


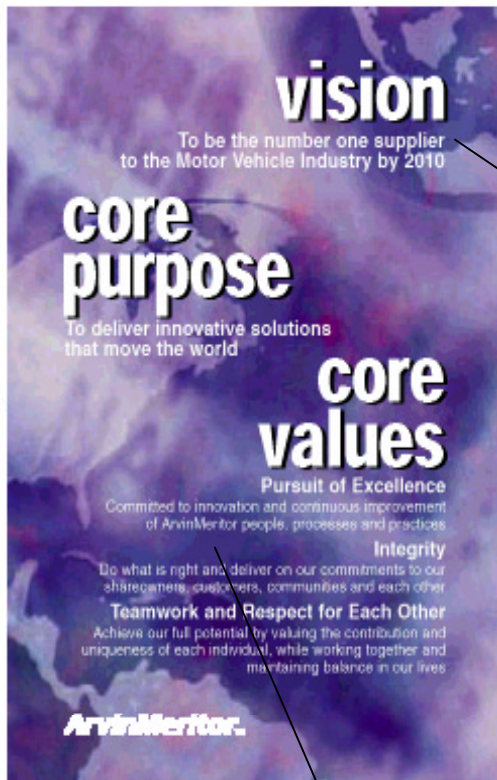
ArvinMeritorTM

**Supplier
Quality System
Requirements
Manual**



QUALITY POLICY

To be the number one supplier to the motor vehicle industry by providing exceptional services, product quality, innovative solutions and value to our customers



VISION

To be the number one supplier to the Motor Vehicle Industry by 2010

CORE PURPOSE

To deliver innovative solutions that move the world

CORE VALUES

Pursuit of Excellence

Committed to innovation and continuous improvement of ArvinMeritor people, processes and practices

Integrity

Do what is right and deliver on our commitments to our shareholders, customers, communities and each other

Teamwork and Respect for Each Other

Achieve our full potential by valuing the contributions and uniqueness of each individual, while working together and maintaining balance in our lives

TABLE OF CONTENTS

1.0	INTRODUCTION.....	4
	1) SCOPE	
	2) PURPOSE	
	3) GENERAL	
	4) SUPPORTING DOCUMENTS	
2.0	SUPPLIER APPROVAL AND MANUFACTURING PLANNING.....	6
	1) SUPPLIER APPROVAL	
	2) PLANNING FOR PRODUCT AND SERVICE QUALITY	
	3) PRE-AWARD MEETING	
	4) SPECIAL CHARACTERISTICS	
	5) ENGINEERING PROTOTYPE SAMPLE SUBMISSION	
	6) MANUFACTURING PROCESS REVIEW	
	7) PRODUCTION PART APPROVAL PROCESS	
	8) VERIFICATION REVIEWS OF PURCHASED PRODUCT	
	9) WARRANTY	
	10) CHANGES TO APPROVED PRODUCT AND PROCESSES	
	11) ANNUAL LAYOUT AND VALIDATION	
3.0	MANUFACTURING CONTROL.....	9
	1) DIES, PATTERNS, MOULDS, SPECIAL TOOLING AND RETURNABLE PACKAGING	
	2) NONCONFORMANCE REPORT/NON-CONFORMING SERVICE	
	3) CONTAINMENT STATUS	
	4) INCOMING QUALITY AND SUPER INCOMING QUALITY MEETINGS	
	5) NONCONFORMING PRODUCT DEVIATIONS FOR SPECIFIED TIME PERIOD AND QUANTITY	
	6) CERTIFICATES OF CONFORMANCE/CAPABILITY DATA SUMMARY	
	7) PRODUCT IDENTIFICATION AND PACKAGING	
	8) DELIVERY PERFORMANCE EXPECTATION	
	9) SUB-SUPPLIER CONTROL	
	10) APPLICABLE ADMINISTRATIVE CHARGES FOR NON-CONFORMANCES	
4.0	REVISION RECORD.....	13
	APPENDIX A.....	SUPPORTING DOCUMENTS
	APPENDIX B	SUPPLIER PRE-AWARD MEETING CHECKLIST
	APPENDIX C	SUPPLIER REQUEST FOR PRODUCT AND PROCESS CHANGE
	APPENDIX D	ACRONYMS
	APPENDIX E	DEFINITIONS

1.0 Introduction

1.1 Scope

The details stipulated within this manual are intended as the minimum mandatory requirements for “approved” production goods and service suppliers to ArvinMeritor Inc., its subsidiaries and affiliates, irrespective of their global location.

ArvinMeritor’s focus includes a commitment from suppliers of production parts and services, chosen to provide timely, valued goods and services. Win/win relationships strengthened by success, remain a cornerstone in meeting changing customer expectations.

1.2 Purpose

The purpose of this document is to communicate ArvinMeritor’s requirements for the structure of fundamental quality management systems of those companies that supply goods and product/process related services to ArvinMeritor.

ArvinMeritor requires that its suppliers:

- a) Acknowledge that achievement of ZERO DEFECTS is a fundamental objective for quality and delivery performance.
- b) Manage facilities, processes, quality systems and personnel to consistently and cost effectively produce products and furnish services that meet the needs of ArvinMeritor and its customers.
- c) Develop and implement Advanced Product Quality Planning practices and procedures in accordance with the requirements of QS-9000, including the AIAG Advanced Product Quality Planning and Control Plan reference manuals, in order to assure that all ArvinMeritor requirements are met.
- d) Provide objective evidence that all supplied products and services satisfy all AIAG Production Part Approval Process requirements including acceptable process capabilities for all Special/Control Characteristics that have been established.
- e) Utilize appropriate statistical techniques for on-going process control and improvement (as established in the AIAG “Fundamental Statistical Process Control” reference manual).
- f) Be committed to continuous process improvement by emphasising reduction of part to part variation and the elimination of all waste.
- g) Conduct its operations in conformance with, or to exceed, all applicable environmental laws and regulations of the jurisdictions in which the supplier does business.
- h) Meet the requirements of the ArvinMeritor user plant with regard to the use, control and supply of returnable packaging.

1.3 General

The ArvinMeritor Supplier quality system requirements are based upon the latest edition of QS9000 Quality System Requirements. These ArvinMeritor requirements are an integral and legally binding aspect of the ArvinMeritor Purchase Order. Although this does not alter or reduce any other requirements of the contract, it is intended to provide a concise understanding of ArvinMeritor quality expectations.

This document supersedes all previous Rockwell Automotive, Meritor Automotive and Arvin Industries documentation on the subject of, or relating to, Supplier Quality Assurance (as identified in section 4.0, revisions 1,2 and 3 of this manual).

1.4 Supporting Documents

It is the responsibility of ArvinMeritor's suppliers, both present and potential, to obtain and maintain the current issue of all the QS 9000 related documents (see appendix A).

If you have comments or questions regarding ArvinMeritor's Supplier Quality System Requirements manual, please submit via email address: sqsr@arvinmeritor.com.

2.0 Supplier Approval and Manufacturing Planning

2.1 Supplier Approval

Present and potential suppliers to ArvinMeritor, Inc. must operate within a comprehensive quality system. Suppliers shall provide written confirmation and objective evidence of third party certification, to ISO 9000, QS-9000, TS-16949, or an equivalent nationally recognized standard.

Goal of Supplier compliance requires Suppliers to achieve compliance within a defined period of time not to exceed 18 months from the effective date of this sanctioned document. Minimum Supplier compliance shall be certification by an accredited certification body to a current version of the ISO 9000 Quality Management Series of Standards, excluding ISO 9003; plus any requirements specified by ArvinMeritor. Assessment by an OEM or an OEM approved second party will be recognized as meeting Supplier compliance requirements to 2.1.

Non QS-9000 or TS-16949 compliant quality systems must conform to the requirements specified in the following AIAG Reference Manuals: Advanced Product Quality Planning (APQP), Production Part Approval Process (PPAP), Failure Mode and Effects Analysis (FMEA), Measurement Systems Analysis (MSA), and Statistical Process Control (SPC). Additional requirements are noted in this Supplier Quality System Requirements Manual, and others may be communicated by ArvinMeritor as our needs or the needs of our customers change.

2.2 Planning for Product and Service Quality

The Advanced Quality Planning process utilized, is intended to identify for the ArvinMeritor C₂C (Concept to Customer) Project Team¹:

- a) Plan to meet and exceed customer expectations (both internal & external).
- b) All potential and real risks that affect product integrity.
- c) All opportunities to incorporate mistake-proofing techniques (poka-yoke) in accordance with a Zero Defect objective.
- d) Early identification of changes in product or manufacturing processes.
- e) Adherence to minimum required capabilities for all product significant characteristics.

¹ Refer to Appendix E for definition of ARM C₂C Project Team

2.3 Pre-Award Meeting

A Pre-Award Meeting for present and potential suppliers offering new products or services shall be required prior to Purchase Order issuance (unless formally deviated by the ArvinMeritor C₂C Project Team based upon historical evidence of successful adherence to Pre-Award requirements). Technical, quality, manufacturing, engineering, purchasing, delivery, and business issues shall be reviewed during this meeting to provide the supplier with a thorough understanding of ArvinMeritor requirements.

Example format illustrating the top level review, which may be supported by more detailed checklists - see Appendix B, Supplier Pre-Award Meeting Checklist.

2.4 Special Characteristics

In accordance with the requirements of QS-9000, ArvinMeritor shall agree to identify special characteristics utilizing the customer's special characteristics symbols. In the event that the design is considered a "black box" item, ArvinMeritor shall utilize its own symbols.

Existing product and service designated features which have been established prior to January 1996, will be expected to attain a 100% conformance level with a corrective action plan to achieve a process capability greater than 1.33 Cpk.

2.5 Engineering Prototype Sample Submission

Engineering prototype parts with documentation of specification conformance shall be submitted by the supplier for engineering validation testing to the stipulated ArvinMeritor site as instructed by the ArvinMeritor C₂C Project Team. Each sample or prototype, at a minimum, must be accompanied by a completed dimensional results report, material test results report, and performance test results report as described in the AIAG PPAP manual. Specific instructions, in addition to these stated requirements, will be agreed and documented via the Pre-Award Meeting.

2.6 Manufacturing Process Review

At the discretion of the ArvinMeritor C₂C Project Team (based upon risk assessment), a systematic and sequential review of a supplier's manufacturing process may be conducted at the supplier's facility prior to AIAG PPAP submission. These reviews are typically known as Process Sign-Off's, Run at Rates, etc. The process to be utilized for the review may be a customer specified process (e.g., DaimlerChrysler's "PSO") or ArvinMeritor's "Part/Process (PAPA)" audit process, as determined by the ArvinMeritor C₂C Project Team. This review, if required, will be completed as part of the quality planning and manufacturing processes for new and/or significantly changed products.

2.7 Production Part Approval Process

All production part sample submissions shall be in accordance with the requirements stipulated by the ArvinMeritor C₂C Project Team and/or the AIAG PPAP manual. In the absence of any specific instructions, the supplier shall default to a level 3 PPAP submission.

PPAP submissions will go to ARM Plant / Site SQA (Supplier Quality Assurance).

Any shipment of production product without first obtaining either a signed, approved PPAP part submission warrant (PSW) or an approved engineering deviation, shall classify the shipment as defective product.

Conditions under which the supplier may be required to resubmit a Part Submission Warrant (PSW) are clearly stated in the AIAG PPAP manual. Failure to comply with these requirements shall make the supplier fully responsible for those costs resulting in failures attributable to the change.

NOTE: In situations that involve product/components designated as safety/critical, no deviations/concessions shall be permitted on features that affect the functionality/reliability of the product without the appropriate validation and customer approvals.

2.8 Verification Reviews of Purchased Product

The supplier shall allow both ArvinMeritor and its customers the right to verify, at the supplier's premises that the product and subcontracted product(s) conform to specified requirements. Prior to conducting such verification reviews, the responsible ArvinMeritor contact shall specify both the arrangements and method of performing the reviews.

2.9 Warranty

Requirements for warranty are identified on ArvinMeritor's Purchase Orders. The ArvinMeritor C₂C Project Team may review/identify other specific warranty requirements at the Pre-Award Meeting.

2.10 Changes to Approved Product and Processes

Changes to approved product or processes must follow AIAG PPAP requirements. In addition the appropriate ArvinMeritor procurement representative shall be notified of intentions to change a product or process if the change has a cost impact. (Appendix C illustrates a sample document against which the request for change should be submitted for approval). Written approval from ARM Plant / Site SQA must be received prior to change implementation.

2.11 Annual Layout and Validation

The ArvinMeritor C₂C Project Team shall be responsible for identifying, during the Pre-Award Meeting, the supplier's annual submission requirements. The user plant quality team will be responsible to ensure the supplier's adherence to the annual submission requirements. The stipulated annual submission requirement shall include those requirements of ArvinMeritor's customers and be in accordance with the customer declared requirements.

3.0 Manufacturing Control

3.1 Supplier Tooling (Dies, Patterns, Molds, Special Tooling) and Returnable Packaging

The supplier shall establish preventive/predictive maintenance procedures on all tooling. Evidence of procedure execution shall be made available upon request. All Supplier tooling shall be permanently marked so that the ownership of each item is visually apparent.

Preventive/predictive maintenance schedules and tool history records shall be documented and available for review.

Where applicable, the ArvinMeritor C₂C Project Team shall instruct the supplier as to the relevant design and build standards that have to be adhered to.

3.2 Nonconformance Report/Non-Conforming Service

A nonconformance report (e.g. DMN, QPR, Inspection Report) is issued when an ArvinMeritor user plant receives material or service that fails to conform to applicable quality and delivery specifications. Within 24 hours of receipt of the nonconformance report, the supplier is required to submit a formal, interim corrective action plan to the ArvinMeritor user plant. At a minimum, this action plan shall identify the problem, the immediate containment actions that have been instituted and the potential root cause(s) of the problem.

A completed corrective action plan (e.g. 8-D), listing root cause, corrective actions, verification of corrective action, and system prevention actions must be submitted no later than thirty (30) days after receipt of nonconformance report.

Costs associated with shipping, handling, processing, reworking, inspecting, and replacing defective material including the costs of value-added operations prior to its discovery shall be charged to, and paid by, the supplier.

3.3 Containment Status

Suppliers who are notified that they have been placed on “containment status”, due to continued poor performance and/or failure to achieve goals and objectives, will be required:

- a) To establish and communicate to ArvinMeritor a plan for containment.
- b) To communicate the manner in which product shall be identified as quality assured/inspected by container and individual product.
- c) To provide on-site support, in conjunction with ArvinMeritor personnel, to ArvinMeritor’s Customers, as required, as part of the containment action.
- d) In those circumstances that prevent the supplier from providing expedient and efficient containment actions, the supplier shall utilize the services of a third party inspection body to reinforce containment action plans.
- e) To accept all costs associated with shipping, handling, processing, reworking, inspecting, and replacing defective material including the costs of value-added operations prior to the discovery of the non-conformance.

3.4 Incoming Quality (IQ) and Super Incoming Quality (Super IQ) Meetings

Suppliers who do not meet ArvinMeritor’s performance expectations may be selected to attend an IQ Meeting. IQ Meetings are plant led meetings designed to drive suppliers to identify the systemic/management issues that need to be addressed in order to put effective closure to an issue(s). The criteria upon which a supplier may be invited to an IQ Meeting include, but are not limited to, unsatisfactory:

- a) PPM Performance
- b) Delivery Performance
- c) Number of nonconformance reports
- d) Corrective Action analysis/response
- e) Recurring Issues
- f) PPAP Performance
- g) ArvinMeritor Customer complaint/rejection

An outcome of the IQ Meeting is a mutually, agreed to action plan with realistic goals and targets against which the supplier is monitored to effective closure of the issue. Action plans that exceed 90 days duration may require the supplier’s justification and may warrant interim IQ meeting reviews.

If the supplier’s performance at, or subsequent to, the IQ Meeting has been deemed “unacceptable” by the user ArvinMeritor plant and Corporate STA, the supplier may be nominated to participate in the Super IQ Meeting.

The Super IQ Meeting is a corporate led activity involving the Executive Management of both ArvinMeritor and the Supplier.

At the discretion of ArvinMeritor, once a supplier has reached the IQ/Super IQ Meeting levels, the supplier may be prohibited from bidding upon “new” business or may have their current business resourced.

3.5 Nonconforming Product Deviations for Specified Time Period and Quantity

It is the policy of ArvinMeritor **not** to accept product that does not meet the requirements of the applicable drawings and specifications. Requests for deviations on non-conforming product shall be submitted to the ArvinMeritor user plant for review and approval and to obtain Customer approval, as required, prior to shipment.

A deviation request shall be accompanied by an action plan identifying root cause and steps to implement a permanent corrective action. The date of quality assured product availability with confirmation of the product traceability, and the manner in which product is identified should be included in the action plan.

NOTE: See ArvinMeritor SQSR, sub-section 2.7, Production Part Approval Process, for clarification regarding safety related items.

3.6 Certificates of Conformance/Capability Data Summary

A signed certificate of conformance, certificate of analysis, and/or capability data summary may be required to accompany each shipment of specified components or materials. The certificate of analysis must contain the actual results of physical testing and/or measurements specified by the contract. At a minimum, SPC data must be documented on special/control characteristics. Specific guidance will be given by ArvinMeritor user plant and or during Pre-Award Meeting.

3.7 Product Identification and Packaging

Each container, rack, box, or pallet of material shipped to ArvinMeritor shall be identified as instructed by the ArvinMeritor user plant or any unique requirements will be specified by the ArvinMeritor C₂C Project Team at the Pre-Award Meeting.

Identification shall permit traceability back to specific supplier manufacturing and inspection records. Safety related identification criteria shall conform, at minimum, to all legal, and/or ArvinMeritor customer requirements. No exceptions to this requirement shall be permitted unless acknowledged in writing by the ArvinMeritor C₂C Project Team at the Pre-Award Meeting.

In order to ensure that the supplier's products are transported in a manner that prevents damage, deterioration, etc., suppliers are responsible for maintaining written instructions, detailing proper packaging, storage, and shipping of its products that conform to the ArvinMeritor user plant requirements.

3.8 Delivery Performance Expectation

The supplier shall provide 100% conformance to the delivery requirements as specified by the ArvinMeritor user plant. Costs incurred as a result of delivery non-conformance shall be the responsibility of the supplier.

When notified of a delivery non-conformance, a supplier shall provide a formal corrective action report in line with the established ArvinMeritor nonconformance reporting process.

3.9 Sub-Supplier Control

Each ArvinMeritor supplier is also responsible for the control and continuous improvement efforts of its suppliers. Sub-suppliers that furnish production goods and services must implement and document appropriate controls. On a periodic basis, the supplier shall review sub-supplier controls, quality management systems, and improvement plans.

ArvinMeritor suppliers shall require their suppliers to conform to the requirements specified herein. For the purpose of sub-supplier development, ISO 9000, QS-9000, AVSQ, EAQF, or VDA6, as applicable, are acceptable systems.

ArvinMeritor reserves the right to visit sub-suppliers as required.

3.10 Applicable Administrative Charges for Non-conformances

A mandatory minimum charge of \$100.00 USD (or equivalent) shall be imposed for the following.

- a) Nonconformance Report (e.g. DMN, QPR) or Non-Conforming Service.
- b) Non-Conforming Product Deviation Requests.
- c) PPAP Submission Rejections or shipments of unapproved product.
- d) Delivery Performance Failures (in addition to any actual costs associated with the failure).

4.0 Revision Record

Rev. #	Date	Revision Change
Initial	Jan. 15, 1996	Initial Issue
1	Nov. 11, 1996	Various Additions, Deletions And Changes In Italics, Noted ¹
2	May 21, 1998	Verified Conformance to QS-9000, Revision 3. Removed Italics For Rev. #1, Added Italics For Rev. #2, Changes/Additions Noted ² . Changes – Rockwell to ArvinMeritor, Purpose, Dies..., Supplier Approval, Production Part Approval Process, Industrialisation Agreement, Defective Material..., Deviations, Certificates of Conformance, Sub-supplier Control, Appendix A Address - Brazil, Delivery Performance Expectations. Additions - Annual Layout and Validation Section, Process Sign-off Section, Applicable Penalties Section, Appendix C - Acronyms.
3	Dec. 20, 1999	Consolidation of Light Vehicle System and Heavy Vehicle System Supplier Quality Requirements and overall revision of the document.
4	July 1, 2001	Changed from Meritor to ArvinMeritor and Product Development Team to ArvinMeritor C ₂ C Project Team throughout document. Page 2 updated to new quality policy and clarified; Page 3 – Table of Content; changed section titles 2.3 Pre-Award Meeting; section 2.4 Special Characteristics; 3.2 Non-conformance Report; 3.5 Nonconforming Product Deviations...; Appendix C Supplier Request...; eliminated appendix D, changed Appendix D to E, Appendix F to E Page 4 – Purpose clarified; Page 6 – section 2.1 revised; section 2.2 revised and added; section 2.4 clarified and added; section 2.5, 2.6, 2.7 clarified; section 2.10 revised; section 3.2 updated; section 3.3 clarified; section 3.4 clarified and updated; section 3.5 clarified and modified; section 3.6 clarified; section 3.8 clarified and updated; section 3.9 & 3.10 updated. Appendix A - changed ArvinMeritor website address; Appendix C modified; Appendix D & E updated.

Appendix A

Supporting Documents

The following publications are available from the Automotive Industry Action Group (AIAG). These documents contain information that is mandatory for suppliers to ArvinMeritor:

- Quality System Requirements QS - 9000
- Quality System Assessment (QSA)
- Production Part Approval Process (PPAP)
- Advanced Product Quality Planning and Control Plan (APQP)
- Potential Failure Modes and Effects Analysis (FMEA)
- Measurement Systems Analysis (MSA)
- Fundamental Statistical Process Control (SPC)

These documents can be purchased from:

Canada/United States

Automotive Industry Action Group
26200 Lahser Road, Suite 200
Southfield, MI 48034
United States of America
Phone: (248) 358-3570/3003
Fax: (248) 358-3253
Web: www.aiag.org

Europe

Carwin Continuous Ltd.
Unit 1 Trade Link,
Western Avenue,
West Thurrock, Grays
Essex RM20 3FJ
United Kingdom
Phone: 44 (0) 1708 861 333
Fax: 44 (0) 1708 867 941
Web: www.carwin.co.uk/qsfront.htm

Asia

Local source for Japanese translation
For QS 9000 and QSA listed below.¹
Use America's source for English copies
Of the other required documents.
Japanese Industrial Standard
Japanese Standards Association
1-24, Akasaka 4, Minato-ku,
Tokyo 107-8440, Japan
Phone: 81 3 3583 8002
Fax: 81 3 3583 0462

Brazil

IQA-Instituto de Qualidade Automotiva
Alameda dos Aicas, 95.
Indianapolis, Sao Paulo,
Brazil CEP 04086-000.
Phone/Fax: 55-11-5051-8971
Email: webmaster@iqa.org.br

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FAPM
6th Floor, Perpetual Trustees Building
10 Rudd St.
Canberra City GPO Box 295
Canberra, ACT 2601
Phone: 61-6-247-4177
Fax: 61-6-257-4651

Mexico

Instituto Mexicano de Normalizacion Y
Certificacion A.C.
Manuel Maria Contreras N° 133
1er. Piso, Col. Cuauhtemoc. C.P. 06470
Mexico D.F.
Phone: 52-5-546-4546
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China

China Automotive Technology &
Research Center (CATARC)
PO Box 59, Tianjin, China 3000162
Phone: 86 22 2437 3100 x6305
Fax: 86 22 2437 5351

Contact Information

Additional copies of ArvinMeritor's SQSR Manual are available from ARVINMERITOR'S website, located at: <http://supplier.ArvinMeritor.com>.

Appendix B SUPPLIER PRE-AWARD MEETING CHECKLIST

Supplier	Date
Parts / Families Being Submitted	

Checklist of items for Discussion

Part Specific Requirements	Production Part Approval Process (PPAP)
<p>MATERIAL FLOW</p> <ul style="list-style-type: none"> <input type="checkbox"/> Manufacturing Location <input type="checkbox"/> Capacity <input type="checkbox"/> Release System <input type="checkbox"/> Electronic Data Interchange (EDI) requirements <input type="checkbox"/> Transportation <input type="checkbox"/> Packaging <input type="checkbox"/> Coatings & Rust Prevention Requirements <input type="checkbox"/> Material Safety Data Sheets <input type="checkbox"/> Service Requirements / Delivery <p>ENGINEERING/KEY CHARACTERISTICS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Supporting Documents (Attachments) <input type="checkbox"/> QCC Sheets and Symbology <input type="checkbox"/> Material and Process Specifications <input type="checkbox"/> Tolerancing, GD&T and Part I.D. <input type="checkbox"/> Change Request Procedure <input type="checkbox"/> Warranty / Product Liability <input type="checkbox"/> Divisional / Plant specific Design & Build Standards <p>QUALITY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Prototype Quality / PIST / PIPC <input type="checkbox"/> Quality Planning Requirements <input type="checkbox"/> Capability / SPC Requirements <input type="checkbox"/> Rating System <input type="checkbox"/> Known Problems <input type="checkbox"/> Cost Recovery Mechanism <input type="checkbox"/> Return Material Policy <input type="checkbox"/> Corrective Action System (DMN) <input type="checkbox"/> Responsiveness to Problems <input type="checkbox"/> Record Retention <input type="checkbox"/> Manufacturing Process Review (PSO, Run @Rate, etc.) <p>TOOLING</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tool Ownership / Identification <input type="checkbox"/> Part Processing <input type="checkbox"/> Gage Requirements 	<p>REQUIREMENTS FOR PART APPROVAL</p> <ul style="list-style-type: none"> <input type="checkbox"/> Part Submission Warrant (PSW) <input type="checkbox"/> Appearance Approval Report (AAR) <input type="checkbox"/> Design Records <input type="checkbox"/> Engineering Change Documents <input type="checkbox"/> Dimensional Results <input type="checkbox"/> Material, Performance and Durability Test Results <input type="checkbox"/> Process Flow Diagram <input type="checkbox"/> Process Failure Mode and Effects Analysis (Process FMEA) <input type="checkbox"/> Design Failure Mode and Effects Analysis (Design FMEA) <input type="checkbox"/> Control Plan <input type="checkbox"/> Initial Process Studies <input type="checkbox"/> Quality Indices <input type="checkbox"/> Size of Process Study Lot _____ <input type="checkbox"/> Measurement system analysis <input type="checkbox"/> Qualified Laboratory Documentation <input type="checkbox"/> Checking Aids / fixtures <input type="checkbox"/> Sample Product <p style="margin-left: 40px;">Sample Size _____ Submission Level _____</p> <ul style="list-style-type: none"> <input type="checkbox"/> Master Sample <p>PPAP RESUBMISSION CRITERIA</p> <ul style="list-style-type: none"> <input type="checkbox"/> Engineering change to design records, specifications or materials <input type="checkbox"/> Use of optional construction or material <input type="checkbox"/> New or Modified Tools, Dies, Moulds, Patterns <input type="checkbox"/> Refurbishment or rearrangement of existing tooling or equipment <input type="checkbox"/> Tooling or equipment transfer from a different location <input type="checkbox"/> Subcontractor change for parts, materials, services <input type="checkbox"/> Production resumes after tooling has been inactive for one year <input type="checkbox"/> Any change in process or method of manufacture <input type="checkbox"/> Change in Test / Inspection Method <input type="checkbox"/> Following a ArvinMeritor request to suspend shipment due to a quality concern <input type="checkbox"/> Annual Validation Requirements <p style="margin-left: 40px;">Describe: _____</p>
Supplier Attendees	ArvinMeritor Attendees

Comments:

Appendix C

SUPPLIER REQUEST FOR PRODUCT OR PROCESS CHANGE

- Request for Process Change **Date:** _____
 Request for Product Change

*** A corrective action report and modified process control plan must be submitted with request.**

Supplier Name: _____ Requestor Name: _____
Supplier Plant: _____ Requestor Title: _____
Address: _____ Requestor Phone: _____
City/State: _____
Part Number: _____ Revision: _____
ArvinMeritor Plants(s) Affected: _____ Quantity: _____

Description of Change requested: (Be specific, Include marked drawing if applicable)

Reason for Change: _____

Piece Price affected?

- Yes Comments: _____
 No _____

Supplier Signature: _____ **Date:** _____

ArvinMeritor Response:

- Request Denied Request Approved

Comments _____

ArvinMeritor Signature: _____ Date _____

Appendix D

<u>ACRONYM</u>	<u>MEANING</u>
A2LA	American Association for Laboratory Accreditation
AIAG	Automotive Industry Action Group
APQP	Advanced Product Quality Planning
ARM	ArvinMeritor
AVSQ	ANFIA Valutazione Sistemi Qualita (Italy)
C ₂ C	Concept to Customer
CVA	Commercial Vehicle Aftermarket
CVS	Commercial Vehicle Systems
DMN	Defective Material Notice
EAQF	Evaluation Aptitude Qualite Fournisseur (France)
EXH	Exhaust
FMEA	Failure Mode and Effects Analysis
GD&T	Geometric Dimensioning and Tolerancing
I.D.	Identification
IQ	Incoming Quality (Meeting)
ISO	International Organization for Standardization
LVA	Light Vehicle Aftermarket
LVS	Light Vehicle Systems
OEM	Original Equipment Manufacturer
PIPC	Percent of Critical or Significant Characteristics with Cpk indexes greater than or equal to 1.33 for the production phase (Ford Motor Co.)
PIST	Percent of Inspection Points, which satisfy the Tolerances, indicated on the design drawing (Ford Motor Co.)
PAPA	ArvinMeritor Part and Process Audit
PPAP	Production Part Approval Process
PPM	Parts Per Million
PSO	Process Sign-Off (DaimlerChrysler)
PSW	Part Submission Warrant (form CFG-1001)
QCC	Quality Control Characteristics
QSA	Quality System Assessment
QPR	Quality Problem Report
RC	Roll Coater
SPC	Statistical Process Control
SQA	Supplier Quality Assurance
STA	Supplier Technical Assistance
Super IQ	Super Incoming Quality (Meeting)
USD	United States Dollar
VDA	Verband der Automobilindustrie (Germany)

Appendix E

Definitions

ArvinMeritor C₂C Project Team: a core, cross-functional team comprised of ArvinMeritor personnel from the following functional areas: Product Engineering, Manufacturing Engineering, Quality Engineering, Sales & Marketing, and Project Management (where applicable), with intermittent facilitating support from other functional areas such as Purchasing, IT, Logistics, Finance, etc. The C₂C Project Teams primary purpose is to manage/coordinate activities associated with new product development/launch, major/significant engineering changes, product and/or process changes, and product transfers in order to ensure that all of ArvinMeritor's and/or its Customer's requirements are properly planned, communicated, executed and met.

Cpk: This is the capability index that accounts for process centering.

Ppk: This is the performance index that accounts for process centering.

Part/Process Audit (PAPA): an audit performed by Corporate STA that focuses primarily on a specific process at the supplier location.

Pre-Award Meeting: a meeting conducted with the supplier and a cross functional ArvinMeritor team (prior to contract award) that is designed to determine a supplier's capability to satisfy ArvinMeritor's requirements in the areas of Tooling, Quality, PPAP, Engineering, Drawings, etc.

Nonconformance Report: form used to document and communicate to the supplier their quality, delivery and other performance issues by the ArvinMeritor user plant. Examples of non-conformance reports include, but not limited to are, DMN, QPR, and Inspection Report.

Revised by:

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Title

Approvals

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July 1, 2001
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July 1, 2001
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July 1, 2001
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