

Document Owner: Purchasing Manager

INTRODUCTION

Campbell Grinder Company - Expectations:

To exceed in meeting our customer expectations, it is imperative to have a solid relationship with our suppliers. The intent of the supplier manual is to prevent miscommunication between Campbell Grinder Company and our suppliers.

Campbell Grinder Company has the following expectations for suppliers:

1. 100% on time delivery
2. Zero Defects
3. Continual Improvement
4. Safety / Government / Regulatory Requirements are achieved

We also expect that your suppliers meet these minimum requirements. It is your responsibility to manage your supply base, in the same manner.

PURPOSE

This CGC Supplier Manual covers the minimum quality requirements for CGC suppliers. This manual does not replace individual agreements or specifications, but represents the minimum upon which other requirements and expectations may be built.

SCOPE

This document applies to all suppliers of Campbell Grinder Company that supply product for production purposes. A "Hard" copy of this manual is given to a supplier, at the time they are requested to fill out the Supplier Approval - Self Evaluation Questionnaire. It is expected that the supplier understands and uses this manual. Additional copies and updates can be obtained from our website at: <http://www.campbellgrinder.com/pdf/CGCSUPPLIERMANUAL.pdf>. Also on the website CGC Terms and Conditions of Purchase are located at <http://www.campbellgrinder.com/pdf/CGCTCPURCHASE.pdf>. It is the responsibility of the supplier to check periodically for any changes to this manual. Any questions should be directed to the Purchasing or Quality department at Campbell Grinder Company.



ACCEPTANCE OF THIS ORDER

Confirmation of receipt and acceptance of this order is required within 5 days or as shown on the PO (Purchase Order). Acceptance of any order certifies applicable governmental and safety constraints are met. All requirements are to be flowed down to any subcontractors or suppliers of yours impacting this agreement.

Please fax a signed copy to (231) 798-6466 or email a response to the name on the PO.

ORDER CHANGE OR CANCELLATION

Orders may not be altered. Any changes in quantity, due date or any cancellations or substitutions must first be authorized in writing with our purchasing department. Campbell Grinder Company reserves the right to adjust delivery dates as needed.

INSPECTION REQUIREMENTS

Acceptance of any order grants consent for on-site inspection, upon reasonable notice, by us, our customer, or representative. This inspection shall not be used by you as evidence of effective control of quality by you or your subcontractor and verification by us shall not absolve you of the responsibility to provide acceptable product nor shall it preclude subsequent rejection by us.

Parts produced to Campbell Engineering Drawings

All products manufactured to Campbell Engineering Drawings must be fully inspected before shipment. Critical parts with tight tolerance dimensions (generally 0.0005" or less) are subject to re-inspection by Campbell (or a third party designated by Campbell) to verify conformity.

Purchased Products (Catalog Items)

Catalog items are to be fully inspected by the manufacturer. Distributors will perform part number and quantity of packaging inspections to insure product shipped matches product ordered.

PART STAMPING (IDENTIFYING) PROCEDURE

Items manufactured to Campbell Grinder prints must have the part number and revision level letter (if any) stamped, etched, or otherwise permanently marked on each part. Normally the print will indicate where the part number and revision letter should be located. However, if it does not, never stamp on a tight tolerance surface. (When in doubt, call Campbell Grinder Engineering or purchasing.)

Details too small (or fragile) may be bagged and identified as above on a tag.



NON-CONFORMING PRODUCT

Any non-conforming product will be returned for repair/replacement at the supplier's expense, or repaired/replaced by Campbell grinder, and back charged, at the sole discretion of Campbell Grinder. Non-conforming product may result in the issuance of a Corrective Action at the discretion of any authorized Campbell Grinder employee. Any supplier failing to promptly resolve a Corrective Action risks having their status changed to "unapproved". (During our ongoing Supplier Evaluation Process, we give special consideration to how quickly a Supplier solves problems.)

LABELING PACKAGING

Our Purchase Order or RMA number must be visible on all incoming packages. Campbell Grinder Shipping/Receiving accepts no product shipped against a "Verbal Order" (or someone's name). Orders shipped against a "Verbal Order" risk being refused, with the shipper responsible for all freight charges.

(Contact our Shipping/Receiving department for an RMA number when shipping test samples or any "no charge" items.)

SHIPPING AND HANDLING PRODUCT

Parts should be packaged according to industrial standards including any regulatory initiatives from the U.S. Department of Transportation (DOT) and other applicable governmental authorities. All Chemicals and fluids shipped to Campbell Grinder must be marked with the appropriate OSHA and DOT labeling.

To receive payment, our Purchase Order No. must appear on your Packing List and Invoice.

Campbell Grinder Receiving Dept. accepts deliveries 7:00am to 5:00pm Monday thru Friday. Deliveries at other times are by special arrangement only as approved by an authorized Campbell Grinder employee or representative.

PRODUCT WARRANTY

Warranty period for all products purchased by Campbell Grinder Company used for production purposes (manufacturing Campbell machines), will begin on the date our customer signs off on their machine.

Suppliers are encouraged to be ISO 9001 certified.

