

# Fastco Industries, Inc.



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## Fastco Industries, Inc. Contact List

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## Introduction and Scope

Fastco has published this manual in an effort to aid our supply base in providing quality products and services by communicating our expectations. The design and operation of the supplier's system must control and continuously improve product quality, service and price. These elements are essential to continue as an acceptable Fastco supplier.

Unless waived by Fastco, the supplier's quality management system shall be registered to the latest revision of QS9000 or TS16949 and its associated documents. (E.g. PPAP, APQP, FMEA, SPC, MSA etc.)

It is the desire of Fastco to purchase products and services primarily from QS9000 or TS16949 certified suppliers that have A2LA, NAVLAP, CNLA or 17025 accredited labs. There is a consistency in the quality of service and products produced in these quality systems. Fastco is only as consistent and as predictable as its suppliers in this respect. Fastco reserves the right to request copies accreditations, compliance audits and corrective action plans for our review.

The scope of these requirements apply to our key suppliers only. Key suppliers are defined as suppliers that have a critical part in the manufacture of Fastco product and those suppliers that process a significant volume of Fastco product.

## 1.0 Quality System Requirements

- 1.1 Drawings and Specifications: It is Fastco's responsibility to provide the supplier a Fastco print that details the job and the specifications for the provided service. It is the supplier's responsibility to have available the most current OEM and consensus standards for the provided service. It is also our expectation that the print and the associated specifications are fully understood by those persons in its organization directly responsible for assuring compliance with stated requirements. If copies of prints are needed, these can be obtained through the Fastco estimating or quality control departments. If OEM specifications are needed, these are usually available from the organization that issued the specification or a specification service organization. These may also be provided by Fastco if available. If there is any clarification or interpretation required, it is the suppliers' responsibility to contact Fastco to ensure all requirements are fully understood before the commencement of production. Fastco has systems in place to ensure that changes to requirements are properly communicated. Fastco also provides shop travelers/prints as well as purchase orders with each shipment of parts to ensure that our expectations are clearly understood. It is the supplier's responsibility to ensure that these documents are reviewed and understood before production begins.
- 1.2 Process Change Control: Suppliers must have written authorization from Fastco quality control prior to incorporating any changes to production that affect form, fit, function, durability, or appearance of any product produced for Fastco Industries. Fastco quality control will give direction as to how the product incorporating the change will be identified and shipped to Fastco. The supplier's quality system must ensure removal of all obsolete information and disposition of all affected product.
- 1.3 Lot Control: The integrity of our lot must be controlled throughout the supplier's processes. The supplier must have a system in place to ensure 100% compliance to this requirement. The lot number of Fastco product is clearly detailed on the purchase order and traveler and must be used as the primary identification number through all processes used by the supplier.
- 1.4 Adherence to Government Regulations: Suppliers are responsible for ensuring that all materials and processes that are used in the processing or manufacturing of Fastco product are in compliance with Federal, State, and Local government requirements regarding environmental, toxic and hazardous waste, mechanical, electrical and electromagnetic devices. Fastco must be informed when a hazardous material is used in the processing of its product. Fastco may require disclosure of technical information to support reporting activities such as the International Material Data System.
- 1.5 Qualification of Personnel: The supplier shall have competent and trained personnel performing production and inspection operations. The quality system must provide for the qualification of these people at these specific operations. The supplier shall have training records detailing all individual and group training activities.

- 1.6 **Measurement and Test Equipment:** The supplier shall provide inspection and test facilities and equipment for measurement of the conformance of their product or service to the required specifications. All measuring and test equipment, including production tools and gages, shall be checked prior to use and at established intervals to ensure continued accuracy. Calibrations shall be in accordance with nationally recognized measurement standards. Calibration records must be maintained and available for review if requested.
- 1.7 **Product Protection and Preservation:** The supplier is required to provide controls to ensure all Fastco product is protected against damage, contamination, and corrosion during the production operation and subsequent storage and shipment. The product is to be stored in the original containers provided by Fastco. The supplier must also have all Fastco product properly identified through its entire process. Use of these containers for purposes other than the transportation and storage of Fastco product is viewed as a violation of good business ethics.

## **2.0 Sample Approval/ Process Certification**

- 2.1 Fastco provides a checklist of its requirements along with a print of the part, which details the part and process during the quotation phase. This checklist includes a request for quote for the processing of a part. Any comments or exceptions the supplier may have relative to the processing of the part must be listed on this document. This is also the tool that is used by Fastco to communicate changes to processing requirements. The checklist is signed by a Fastco representative and must be signed and returned by the supplier's representative.
- 2.2 Fastco requires Control Plans and FMEA's for each type of process being run (i.e. neutral harden, case harden, zinc plate, organic plating etc.). The Fastco supplier development coordinator and PPAP coordinator will monitor the availability of these documents and request them as necessary.
- 2.3 Fastco will alert the supplier in writing once Fastco has approved samples. Typically this will be done once Fastco's customer approves the samples.
- 2.4 Fastco requires that each process performed be certified to ensure conformance to specifications. It is expected that each lot number run be certified and sent with the shipment. Electronic submission of certifications is acceptable provided they are received in a timely manner that does not hinder shipment to Fastco customers. Variable data certifications are typically required, but process certifications may be accepted by special negotiations.

## **3.0 Nonconforming product at Supplier Location**

- 3.1 When the supplier has detected a nonconformance to specifications, the supplier must determine the extent of the problem and take prompt action to correct the condition and prevent the shipment of all nonconforming material. The supplier must notify Fastco quality control of any suspect quality problems in shipments already released.
- 3.2 When correction of nonconforming material involves a special salvage operation or request for deviation, the supplier must obtain prior Fastco quality control approval. A detailed plan of the operation is required.

- 3.3 Significant process changes can only be initiated after written approval from Fastco Industries is obtained. Fastco also requires suppliers to inform it when a significant process event (such as a power outage) occurs that may affect product quality. Fastco quality control must be alerted in writing when these types of events occur. Fastco requires that these parts be quarantined and written authorization be given for their release. Fastco has sorting systems in place that may be able to detect defective product, but it must be alerted.

#### **4.0 Nonconforming product discovered at Fastco**

- 4.1 If product is rejected at Fastco receiving or through subsequent usage of the product, Fastco quality control notifies the supplier promptly and arranges for the disposition of the product. The generation of a corrective action request (CAR) to the supplier is typically required. This request for corrective action is in the form of an eight-discipline report.
- 4.2 All rejections and/or returns shall be applied to the suppliers PPM rating, detailed in the following section. If Fastco reworks the product at another processor due to time constraints, the product is considered a rejection and the rejection will be applied to the original supplier's PPM rating. The supplier is given every opportunity to rework rejected product when this is possible. It must be noted, however, that our customer dictated schedule must be maintained, and that supplier rework may not be possible in every instance.
- 4.3 Costs involved in the return shipment to the supplier, all rework activities performed by Fastco or its customer, and any expedited freight charges are the responsibility of the supplier.

#### **5.0 Supplier Evaluation**

- 5.1 The suppliers included in the scope of this manual are rated on a monthly basis. The rating is based on the degree to which the supplier's facilities, equipment, people, and quality control systems are judged adequate to process parts and materials to Fastco specifications. This is a general evaluation and is used as one indicator of performance. The overall satisfaction of Fastco as a customer is determined by many factors that are not all addressed in this evaluation.

#### **6.0 APQP Activities**

- 6.1 Fastco industries and its suppliers are required to implement Advanced Product Quality Planning practices as outlined in the AIAG Advanced Product Quality Planning and Control Plan Manual. This is a systematic exercise to analyze the processes that go into manufacturing a product and establish the steps necessary to assure that the product satisfies all customer requirements.

#### **7.0 Continuous Improvement**

- 7.1 The supplier is expected to be committed to continuous improvement of quality, service, and price. The design and operation of the supplier's system to control and improve product and service quality are essential elements of its status as an acceptable Fastco supplier.

#### **8.0 Summary**

This manual is a general guideline of Fastco's expectations as a customer. Fastco also works with its suppliers to resolve specific issues that may arise in the day-to-day transactions of our partnership. Fastco does its best to provide the supplier feedback concerning its satisfaction of the supplier's product and service. It is imperative that the concerns of the supplier are communicated to Fastco and that these issues are addressed. In order to produce a world-class product, Fastco relies on its suppliers for their input in this work. Fastco looks on its suppliers as the experts for their processes. It is our desire to work with our suppliers as much as possible to achieve the value and quality that Fastco and its suppliers need to remain competitive in the world marketplace.