

			<h2>Customer Specific Requirements</h2>
QMS PQ9	Rev A	Date 08-29-17	<b>Procedure Authority: Quality Assurance Manager</b>

**Purpose:** This procedure was created to describe and direct our actions related to “Customer Specific Requirements” (CSR’s)<sup>1</sup>.

**Scope:** The process includes collection and controlling CSR documents, as well as reviewing CSR’s, incorporating provisions, and responding to new and/or changing requirements, as well as newly discovered requirements.

**Responsibility:** The Quality Manager is responsible for administering this procedure. Execution of some CSR specifics may be the responsibility of associated department managers.

**Definitions:**

<sup>1</sup>Customer Specific Requirements (CSR) = usually a published manual (electronic or hard copy), with requirements supplemental to those expressed on blueprints, engineering specs, purchase orders, and other customer generated documents.

**Reference Documents:**

**Procedure:**

1. When a CSR is brought to our attention, the Quality manager must be notified of its existence and its relevance regarding new, existing or potential customers.
2. Upon notice, the Quality manager will obtain the CSR and manage it according to its relevance as follows:

Relevance	Action			
	Review to identify Gaps	Ensure Process Owner Awareness	Document Control	Incorporate into our QMS
New Customer	X	X	X	X
Existing Customer	X	X	X	X
Potential Customer	X	X		

3. During a review process, if a gap is recognized, adjustments to our current QMS practices will be made accordingly. If the requirement cannot be met, the customer will be notified and both companies will collectively pursue a possible reconciliation.

**Procedure continued:**

4. For new and existing customers, the CSR will be controlled such to enable access to all parties concerned. For potential customers, the CSR will be filed for reference as appropriate.
5. In the course of normal business and as questions arise; the most recent CSR will be the basis for all related actions and decisions. As mentioned above, the Quality Manager will ensure the most recent version is accessible. Any questions or concerns regarding CSR's should be directed to the Quality Manager, or a multidisciplinary team.
6. Periodically, the Quality Manager will ensure that the most current revision is available and is documented for organizational purposes. See example page 3.

*Note: The list shown in this procedure (page 3), is for illustrative purposes only and may not be reflective of the current list maintained by the Quality manager.*

7. Our obligation to adhere to CSR's is understood and reasonable efforts will be made to keep up with changes. However, it's increasingly difficult to ensure absolute compliance, as CSR changes are of a perpetual nature. With this in mind, any lapse identified, will be customarily addressed, and efforts put forth to minimize further oversights.

***AMENDMENT RECORD***

<b>Revision</b>	<b>Date</b>	<b>Details</b>	<b>Authority</b>
A	08-29-17	Originated	E. Ide

**Note:** The list below is a photo, for illustration purposes only, the Quality manager will maintain the actual list of “Customer Specific Requirements”, and can be made available upon request.

### BMC - Customer Specific Requirements

Key: A = Automotive Customer, T = Tool Room Customer, P = Production Customer, N = NC Customer

Cust ID	Customer		Last Sale	CSR
C199993	AAA TOOL AND MACHINE		T 08/10/17	No special requirements
C100202	ADIENT ELDON INC	A P	07/28/17	<a href="http://www.adient.com/suppliers/supplier-expectations">http://www.adient.com/suppliers/supplier-expectations</a>
C199992	AGRI-FAB, INC		T 08/18/17	No special requirements
C100361	BECKWOOD CORP		P 04/12/16	No special requirements
C100262	BIG 3 PRECISION		P 04/28/17	No special requirements
C100319	Bodine Aluminum		N 04/06/17	No special requirements
C100079	CATERPILLAR, INC.		N 08/25/17	<a href="https://supplier.cat.com/wps/portal/catconnect/supplierLogin">https://supplier.cat.com/wps/portal/catconnect/supplierLogin</a>
C100080	CENTRAL ILLINOIS MFG. CO.		P 08/25/17	No special requirements
C100082	CENTRAL MOLONEY, INC.		P 07/28/17	No special requirements
C100084	CHELAR TOOL & DIE, INC.		T 08/25/17	No special requirements
C100276	ConAgra Foods EBS		T 02/18/16	No special requirements
C100378	CONTINENTAL CASTING, LLC		N 08/18/17	No special requirements
C100227	COOPER-STANDARD	A P	08/25/17	Global Supplier Quality Manual
C100245	DAVLAN Engineering, Inc.		T 06/27/16	No special requirements
C100267	Dura Automotive	A P	08/25/17	Global Supplier Quality Manual
C100310	EAGLE WATERJET, INC		T 10/18/16	No special requirements
C100185	EATON CORPORATION		N 08/25/17	Global Supplier Excellence Manual
C100232	EHRHARDT TOOL AND MACH.		T 07/28/17	No special requirements
C100282	ELECTROLUX SHARED SERVICE		P 08/25/17	No special requirements
C100317	ELITE TOOL LLC		T 06/23/16	No special requirements
C100311	GECOM Corp.		T 07/25/17	No special requirements
C100380	GMP METAL PRODUCTS		P 04/24/17	No special requirements
C100188	GOODRICH CORPORATION		P 08/25/17	MP1004-2, ASQR-01, and UTASCM-PR003-00
C100254	HUBBELL POWER SYSTEMS		P 08/25/17	No special requirements
C100222	HYDRO-GEAR		N 08/18/17	Supplier Manual
C199995	ITW SHAKEPROOF		P 08/25/17	No special requirements
C100126	ITW Shakeproof Automotive		P 02/12/16	No special requirements
C100271	MAHLE-FILTER SYSTEMS	A P	08/25/17	Productive Material Supplier Guide
C100343	MiTek Industries, Inc		P 04/06/17	No special requirements
C100137	MOTOR APPLIANCE CORP.		P 04/07/16	No special requirements
C100288	NIDEC MOTOR CORPORATION		T 05/21/15	No special requirements
C100177	NIDEC MOTOR CORPORATION		T 08/25/17	No special requirements
C100329	OILGEAR COMPANY		N 08/25/17	No special requirements
C100105	ORSCHLON COMPANY LLC	A P	07/14/17	Supplier Quality Manual
C100157	PLASTICS MOLDING CO.		P 08/25/17	No special requirements
C100019	SIERRA INTERNATIONAL		P 08/25/17	No special requirements
C100278	SLPT GLOBAL PUMP GROUP		N 08/03/17	No special requirements
C100072	STANLEY SECURITY SOLUTION		P 08/25/17	Supplier Quality Manual
C100110	TBDN Tennessee Company	A P	08/25/17	Supplier Quality Assurance Manual
C100034	TG MISSOURI	A P	08/25/17	Supplier Quality Assurance Manual
C100398	THE OILGEAR COMPANY		N 05/23/17	No special requirements
C100396	THIEL TOOL & ENGINEERING		P 06/22/17	No special requirements
C100256	THOMAS & BETTS		T 03/28/17	No special requirements
C100037	TIER-RACK CORPORATION		P 05/31/17	No special requirements
C100313	TOOL SPECIALTIES COMPANY		T 06/27/17	No special requirements
C100308	TOYOTA BOSHOKU AMERICA		T 08/25/17	Supplier Quality Manual
C010062	Verlok		P 07/14/17	No special requirements

**Note:** The Quality Manager will update this list, as appropriate, to capture those customers with specific requirements. The actual CSR will be the basis for related actions, practices and decisions specific to the respective customer.