

# Supplier Handbook

Revised: May 2011



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## *Royal Technologies Mission Statement*

*Royal Technologies' goal is to perform better tomorrow than we did today.  
Our mission is to deliver a perfect product, on time, under cost control.  
We are committed to our customer, ourselves, and to our fellow workers to make our opportunities a successful reality.*

## **I. GENERAL INFORMATION**

### **A. ISO 9001-2000**

1. Royal Technologies now requires suppliers of materials and services used in the manufacture of our products to be third party certified to a current version of ISO 9001-2000 or TS 16949 unless otherwise approved by Royal Purchasing. Suppliers are required to show evidence of compliance with this requirement.

### **B. Safety**

1. The Hazardous Communication Act requires proper labeling as well as Material Safety Data Sheets on all products covered under this act.
2. Royal Technologies has contracted its MSDS services thru 3E Company. This company maintains an MSDS library thus Royal Technologies Suppliers should not send any MSDS information to Royal Technologies

### **C. Appointments**

1. Royal Technologies requests that you call in advance to schedule an appointment with the individual with whom you wish to meet.
  - See *Appendix A* for Royal Purchasing & Shipping contact list

### **D. NAFTA Reporting**

1. In an effort to comply with our NAFTA requirements, suppliers are accountable for certifying all goods shipped to Royal Technologies. It is imperative that the HS classification number and the description of the product match the parts or materials shipped, (see *Appendix B*).

### **E. Supplier Contact List**

1. Suppliers may be required to supply Royal Purchasing with a list of their key contacts to insure 24 hour coverage, (see *Appendix C*)

## II. MATERIAL ORDERING

### A. Ordering Method

1. Royal Technologies commitment to the supplier is to balance orders to the best of Royal Technologies ability, allowing Royal Technologies production schedule to mirror that of our customers. The delivery schedules that are provided to the suppliers are based on:
  - Royal Technologies customers' firm orders and forecast
  - Royal Technologies inventory levels and production schedule
  - Other minor adjustments
2. Royal Technologies issues either a blanket or a regular purchase order:
  - Regular purchase orders will be issued on an as needed basis, i.e., for spot buys (see *Appendix D*)
  - Blanket purchase orders outlining forecast needs are issued and will be supported by individual material releases as required. (see *Appendix E*)
  - Purchase orders will not be mailed; consider the faxed copy as the original copy
3. Material releases for blanket purchase orders:
  - The supplier delivery schedule for all blanket orders will be faxed on a weekly basis and/or as needed, indicating any changes or additions to delivery quantities and dates (see *Appendix F*)
  - Suppliers are responsible for confirming only exceptions to new and revised purchase orders or delivery schedules within 24 hours
  - Kanban and consignment programs are encouraged and utilized where applicable
4. Raw material and fabrication requests can be requested by suppliers from Royal purchasing. This can be used for planning purposes. Unless otherwise specified and agreed to by Royal Purchasing, the standard material and fabrication authorization is two (2) weeks of fabricated (finished) goods and an additional two (2) weeks of raw materials.

### B. Supplier Lead-Times

1. Royal Technologies will make every effort to adhere to the supplier's quoted lead-time. It is the supplier's responsibility to notify Royal Technologies purchasing department in writing of any changes.

### C. Delivery

1. Purchase order and delivery schedule due dates are the dates that Royal Technologies requires the product in house:
  - Royal Technologies delivery policy is zero days late and three days early. This will fulfill Royal Technologies requirement of on time delivery
  - The supplier shall prepare contingency plans to protect against interrupted supply of product in the event of an emergency (i.e.

utility interruptions, labor shortages, key equipment failure) and have these available upon request.

- Partial and over-shipments must receive approval from the Royal Technologies Materials Planner prior to making a shipment. This may result in short/delayed payment or return of product to the supplier at their expense.
- Where delivery is FOB supplier, Royal Technologies will pay for the initial delivery charge. Subsequent partial deliveries are the suppliers' responsibility.

#### **D. Late Shipment Notification**

1. Suppliers shall communicate any possible late shipments to Royal Technologies Materials Planner as soon as a problem is acknowledged

#### **E. Non-Conforming Material Report (NCMR)**

1. NCMR's can be issued for the following reasons: (see *Appendix G*)
  - All incoming product that does not comply with physical or functional specifications
  - Product mislabeling, including incorrect counts and incorrect paperwork
  - Early (beyond 3 day window) or Late shipments
  - Shipping to the wrong location
  - Damaged shipments where supplier pays freight
2. Price of the product, and costs associated with non-conforming material will be borne by the supplier.
3. The supplier will be contacted for a return material authorization number (RMA) and replacement.
4. Initial response and containment is expected within 24 hours of notification. Long term corrective action responses must be submitted in 8D format and are due 7 days from issue. (see *Appendix H*).

#### **F. Sorting**

1. Third party sorting done at Royal Technologies facilities will only be done by Royal designated and approved sources
2. Royal Technologies suppliers can pick up and replace defective product with certified material/parts only. Suppliers are not allowed to sort product at Royal Technologies without Purchasing department approval.

#### **G. Charge Back Rates**

1. Suppliers are required to supply a quality product on time and shipped by specified carriers indicated on Royal Technologies purchase order and releases. Failure to comply will result in a monetary penalty not limited to the following actual costs:
  - Shipping and documentation discrepancies will be billed at \$100.00 for first occurrence, \$200.00 for the second occurrence, and \$400.00 for each subsequent occurrence within a 6-month time frame – effective 12-1-10.

- Sorting rates are debited at a minimum of \$40.00 an hour. 3<sup>rd</sup> Party sorting will be debited at a minimum of cost
- Press down time can result in a minimum charge of \$65.00 an hour
- Premium freight will be debited at a minimum of cost
- All issued NCMR's can include a \$100 processing fee

## **H. Purchase Order Terms and Conditions**

### 1. Requirements of purchase order acceptance:

- Refer to *Appendix I* for Royal Purchase Order Terms & Conditions
- It is important to note these terms and conditions, as they are **NOT** printed on the purchase order, faxed or mailed to the supplier
- Acceptance of any Royal Technologies purchase order, indicates acceptance of said terms and conditions
- The Royal Technologies purchasing department must approve any deviation to these terms and conditions

## **I. Material Obsolescence**

Where applicable, Royal Technologies will communicate balance out timing. Suppliers will have 90 days from the date of notification within a calendar year (whichever is less) to file any claims with Royal Purchasing.

## **J. Price Changes**

1. Price Change requests must be submitted for approval 30 days prior to shipment of product.

### III. PACKAGING REQUIREMENTS

#### A. General Information

1. Part protection, quality and cost effectiveness are the most important aspects of packaging. These items should be kept in mind at all times during the design and maintenance of packaging. Royal Technologies expects to receive quality, damage free parts.
2. It is the supplier's responsibility to insure that the packaging will adequately protect the product. If it fails to do this or is deemed inadequate, it is the supplier's responsibility to redesign, re-test and gain approval for new packaging.
3. Royal Technologies, when necessary, will request that packaging lot sizes be changed to accommodate the manufacturing schedule.
4. Single cartons/containers that are physically handled must **not** exceed 35 pounds.
5. Normal receiving hours at all Royal Technologies facilities are from 7:00 A.M. to 7:00 P.M. Monday through Friday. Suppliers may be requested to adjust delivery dates/times to better accommodate Royal receiving schedules.

If special arrangements must be made outside of these receiving hours contact the purchasing department.

6. Suppliers will be requested to submit a Packaging Declaration Form for any new product. If subsequent packaging related issues arise, it is the supplier's responsibility to redesign, retest and gain approval for new packaging using the same form (See *Appendix J*)

#### B. Labeling

1. The supplier shall identify each product shipped, including interior bags and boxes, to Royal Technologies by following AIAG labeling standards,(see *Appendix K*).
2. Required information on each AIAG label is as follows:
  - Date
  - Exact Royal Technologies part number as it appears on the PO
  - Quantity/Box
  - Lot Number
  - Bar code
  - Description
  - Revision Level
3. The supplier's name and address labels must be white with black lettering. Adhesive labels cannot be used on returnable totes. All

exterior container labels must be clearly visible from the outside of the pallet. No labels are to be placed on the top of boxes.

4. Packing slips must be included with every shipment. The Royal Technologies part # must appear on the packing slip exactly as it is stated on the PO. They are to be placed on the side of the container, not on top of the container.
5. Packing slips should be located on the first container of every shipment.

*Example:* 1 of 2            2 of 2  
              1 of 3            2 of 3  
              1 of 4            2 of 4

*Note: Always on the No. 1 pallet*

6. For pallet load shipments, the packing slip should be placed in the upper left-hand corner of the box on the short side of the pallet.
7. Tare weight for all packaging must be noted on container.
8. For all product shipped in returnable containers it is the supplier's responsibility to remove any old labels before making shipments unless other arrangements are agreed upon with Royal Purchasing.

### **C. Palletization**

1. The maximum pallet size for Royal Technologies is 48" X 45". The minimum pallet size is 44" X 35", 44" x 44" is preferred.
2. Plastic or wood pallets must have a minimum of 3.6" and maximum of 4.5" clearance for fork entry and have a four-way fork entry. Pallet deck boards should be spaced close enough to provide maximum support to prevent product damage and ensure a safe work environment. All pallets must allow for the fit of a skid jack (no double runners). Maximum skid height with product is 48". Maximum height for chip board shipments is 36".
3. Mixed pallets are not acceptable. Purchasing must approve exceptions.
4. Overhang is not acceptable, because it could degrade the packaging. Interlocking and overhang will reduce stacking strength by up to 45% causing packaging failure and resulting in product damage.
5. Maximum pallet weight for a gaylord is 1700 pounds and bagged raw material is 1100 pounds, (i.e. 20/55 pound bags per pallet).
6. Partial pallet loads are acceptable when shipped in a safe manner.

7. Containers should be secured to the pallet for transportation by plastic/steel banding or stretch wrap.
8. Stretch wrap shall be transparent so that labels are visible and can be scanned.
9. Corner posts are to be used when necessary to protect the product from damage.

#### **D. Expendable Packaging**

1. Materials used for packaging parts that are not intended to be reused at a later date for the same purpose are considered expendable, i.e. corrugated board, fiberboard, plastic bags, bubble wrap and foam.
2. Expendable packaging shall be designed to preserve part quality during transportation and in-plant handling.
3. Royal Technologies promotes recycling, thus the use of recyclable material such as corrugated board and paper are preferred. Loose fill materials such as polystyrene peanuts or shredded paper shall not be used.
4. In an interest of safety, Royal Technologies prohibits the use of staples as a way to fasten or close any container. This applies to all Royal Technologies facilities. Staples are not allowed in boxes used for packaging, sub-components, parts, or any item that directly or indirectly supports manufacturing plants. Tape and glue are considered preferred processes for closing boxes. Any exceptions need Royal Technologies purchasing department approval before shipment arrival.

#### **E. Freight**

1. It is Royal Technologies preference that all pricing be FOB Royal Technologies dock.
2. Suppliers must contact the Royal shipping department (see contact list *Appendix A*) at least 24 hours in advance to confirm routing instructions and correct class code for any freight that is to be paid by Royal Technologies. The supplier will be responsible for the difference in freight cost if Royal has not previously approved shipment.
3. Any expedited freight that is the responsibility of Royal Technologies must have prior written approval from the purchasing department.

## IV. QUALITY SYSTEM

### A. Quality Planning

1. Tools such as Design Failure Mode and Effects Analysis (DFMEA), Process Failure Mode and Effects Analysis (PFMEA), and Process Flow Charts should be used when defining the characteristics to be controlled and to assure that production of quality products continue through the life of the product.
2. Critical quality characteristics must be statistically controlled initially through short term process capability studies with a minimum Ppk of 1.67 / 30 piece minimum. A continual improvement of process capability is expected.
3. The supplier is responsible for developing a control plan for all products manufactured for Royal Technologies when required. This control plan must include the following information organized in a material flow sequence from incoming material to packaging and shipping:
  - Part number and part name
  - Brief description of each process step
  - Identification of product process characteristics
  - Process monitoring methods including process/product specifications
  - Evaluation method
  - Sample size and frequency
  - Analysis method
  - Reaction plans for out of control conditions and nonconforming materials
  - Personnel responsible
  - Rework/repair methods

Control plans must be submitted to Royal Technologies for approval prior to sample submission. Any changes to the control plan after approval must be submitted to Royal Technologies.

### B. Sample Submission

1. Suppliers are responsible to perform the required inspection and testing in order to validate initial sample parts, including:
  - Material certifications
  - Environmental safety test results if applicable
  - Dimensional analysis as required
2. Royal Technologies requires the supplier to process a 300 piece minimum run, unless otherwise specified, on production tooling.

Capability analyses as necessary are to be performed on parts from this run.

### C. Production Part Approval Process Report (PPAP)

1. Unless specified differently Royal Technologies suppliers are required to use a Level III PPAP submission, using AIAG standard guidelines. All PPAP submissions are to be sent directly to the [designated Royal representative](#) and must include all required information. A minimum of six samples, unless otherwise specified, is required with a completed PPAP report. **The six samples and the PPAP paperwork must be submitted and disposition executed by Royal Technologies prior to shipping production parts unless special arrangements have been made with Royal purchasing.** Sample submission is also required when material, tooling, engineering or significant process changes are made, unless otherwise authorized by Royal Technologies. If tools move to another supplier location, notification to Royal Technologies purchasing department is required. Royal Technologies will determine if sample submission is required.

**NOTE: Regardless of the submission level, all supporting documentation must be maintained and available at the supplier's location.**

2. The Production Part Approval Process must include the following information:
  - Part number
  - Part name
  - Revision level/engineering change date
  - Supplier name and address
  - Number the characteristics sequentially and list each one on the report
  - Dimensions (including tolerances)
  - Actual measurement results
  - Critical/significant characteristic designation
  - Measurement method plus gauge R & R
  - Date of completion
  - Statistical data on key characteristics
  - Person performing the layout
  - Indicate accept/reject status
  - [IMDS : Automotive](#)
  - [MBDC : Furniture](#)
  - [CQI : Automotive Plating / Heat Treat / Coating](#)

**Note:** Refer to the latest AIAG manual for details as to when a PPAP must be supplied.

#### **D. Product Verification**

1. Layout inspection is required to be performed during sample submission to ensure continuing conformance to all Royal Technologies requirements. In addition to ensuring that products manufactured continue to meet requirements, a complete layout inspection may be requested. It is the supplier's responsibility to ensure that initial samples conform to all dimensional materials and functional specifications prior to submitting to Royal Technologies.
2. Annual validation may be required in some cases. Royal purchasing will contact any suppliers that need to meet this criteria.

#### **E. Material Certification**

1. Material used in Royal Technologies product is controlled by industrial standard specifications or by OEM specifications. Suppliers must ensure compliance to all drawing and engineering specifications related to materials.
2. Tests must be performed by an accredited supplier or an accredited independent test laboratory to ensure that all requirements of the Royal Technologies standards relating to materials, components, assemblies and systems are achieved.
3. Material certifications must contain actual test data. Suppliers are required to keep this information. Royal Technologies will request material certifications from suppliers when needed.
4. Failure to supply certifications on production or pre-production sample submission materials will delay invoice or tooling payments and approvals until such time as certifications are received.
5. In concurrence with lot control requirements, test data by lot control number must be maintained in a manner allowing traceability to finished components.

#### **F. Engineering Standards**

1. It is the supplier's responsibility to have the latest applicable OEM specifications, and be in compliance with the specified requirements.

2. Validation testing must be performed by the supplier prior to the start of production. This verifies that components produced using production tooling meet the engineering standard requirements.

#### **G. Statistical Methods**

1. The use of Statistical Process Control (SPC) is mandatory for all safety, critical and significant product characteristics. When the designated item is not readily measurable or requires destructive testing, statistical controls must be instituted on key process parameters. Suppliers of raw materials with safety and critical designations are required to retain traceable statistical evidence of ongoing process capability and characteristics with a minimum Cpk of 1.33. This data must be available to Royal Technologies upon request.

#### **H. Engineering Change Notice**

1. When an ECN is implemented, it's the supplier's responsibility to identify the first 5 shipments of material shipped to Royal Technologies. A tag must be placed on each container so it can be seen from the outside of the skid/pallet, or on the outside of single containers next to the part identification number identifying revision level change.

#### **I. Contract Review**

1. The supplier is required to review contracts and amendments with Royal Technologies.

#### **J. Design Control**

1. Engineering changes are made only when authorized by Royal Technologies, or Royal Technologies' customers.

## V. SUPPLIER MEASUREMENT SYSTEM

### A. Points

1. The Royal Technologies supplier measurement system point structure provides 1000 points available annually. See scoring sheet (1.) for monthly and annual point breakdowns.
  - R1 – Preferred suppliers score a minimum of 930 points, or 93%
  - R2 – Qualified suppliers score a minimum of 840 points, or 84%
  - R3 – Conditional suppliers score less than 840 points, or less than 84%. Supplier's senior management will be expected to present their recovery plan to the Royal team upon request. All future business will be placed on HOLD.
  - Reference *Appendix L* for Supplier Performance Scoring Sheet

### B. Monthly Measurements

1. Delivery is measured on a monthly basis and is calculated by taking the number of late and or early shipments and dividing them by the number of shipments made during that month. The result becomes the percentage. There are 30 points available each month, 360 available annually. See scoring sheet (2.) – *Appendix L* on how points are awarded.
2. PPM is measured on a monthly basis and is calculated by taking the total number of units/pounds rejected divided by the total number of units/pounds received, multiplied by one million. There are 30 points available each month, 360 available annually. See scoring sheet (3.) – *Appendix L* on how points are awarded. When defective material is found the following criteria will be utilized to determine the actual quantity to count against PPM:
  - Supplier to sort suspect material at Royal Technologies within an appropriate timeframe. A debit will be issued for non-conforming parts found. Only parts found to be defective during the sort will count against the supplier's PPM.
  - Royal Technologies to sort suspect material on-site. A debit will be issued for non-conforming parts found and any other related costs (see page 6 charge back rates). Only parts found to be defective during the sort will count against the supplier's PPM.
  - Third party to sort suspect material at Royal Technologies. A debit will be issued for non-conforming parts found. Only parts found to be defective during the sort will count against the supplier's PPM.
  - The entire lot of the suspect material is returned to the supplier. A debit will be issued for the total quantity. The entire quantity will count against the supplier's PPM.

3. Corrective action is measured on a monthly basis and is calculated by determining if a corrective action was issued to the supplier for the month. If no corrective action was issued full points will be awarded. If a corrective action was issued, and the supplier completed the corrective action adequately and on time, ½ of the available points will be awarded. If the corrective action is late or inadequate, no points will be awarded. 10 points are available monthly, 120 annually. See scoring sheet (4.) – **Appendix L** on how points are awarded. The number of corrective actions issued during a month does not change the point structure. (i.e. if one out of two corrective actions is late zero points will be awarded).

### C. Quarterly Measurements

1. Commercial performance will be measured on a quarterly basis and is calculated by taking the total number of dollars saved divided by the total number of dollars purchased for the quarter. The result becomes the percentage.
2. Savings can include but are not limited to cost decreases, improvement to process, discount term negotiating, and value added. There are 80 points available annually (20 points per quarter). See scoring sheet (5.) – **Appendix L** on how points will be awarded.
3. Service is measured on a quarterly basis and will encompass supplier communication, responsiveness, and documentation accuracy. Suppliers are encouraged to be involved in documentation that supports their performance. There are 80 points available annually (20 points per quarter). See scoring sheet (6.) – **Appendix L** for examples and point details.

### D. Social Responsibility Statement

Royal Technologies requires all suppliers to be compliant with all applicable laws/ordinances as they pertain to:

- Child and/or forced labor
- Health and safety issues
- Discrimination
- Sexual harassment
- Appropriate working hours and conditions
- Fair and reasonable compensation

Any indication that these laws/ordinances are not being followed will result in the suspension of any/all business between Royal Technologies and an offending supplier.

## VI. FINANCE

### A. Invoice Requirements

1. The following information should be indicated on all invoices:
  - Date
  - Invoice number
  - Packing slip or BOL number
  - Purchase order number
  - Pricing per unit of measure
  - Royal Part number
  - Quantity shipped
  - Remit to address
  - Distinguish between taxable and non-taxable items
  - Subtotal before taxes and freight
  - Final total
  - Terms
  - Line # and release # where applicable
2. Incomplete/inaccurate invoices will delay payment and the negotiated payment terms will begin from the date of which the corrected invoice is received. This may also result in a processing fee and a negative impact to the supplier's monthly score sheet.
3. Royal would prefer suppliers to send their invoices electronically to: [royalap@royaltechnologiescorp.com](mailto:royalap@royaltechnologiescorp.com)  
This method not only saves on paper, but streamlines supplier payment processing.

### B. Discounts

1. Royal Technologies encourages negotiated discount payment terms. It is recommended that all suppliers discuss this option with the purchasing department.

### C. Credit References

1. See *Appendix M* for Royal Technologies credit references

## ROYAL TECHNOLOGIES SUPPLIER HANDBOOK

### APPENDIX LISTING

- A - Royal Technologies Purchasing Department Contact List
- B - NAFTA
- C - Supplier Information Form
- D - Regular Purchase Order
- E - Blanket Purchase Order
- F - Material Release Schedule
- G - NCMR (Non Conforming Material Report)
- H - 8D Problem Response Format
- I - Purchase Order Terms & Conditions
- J - Packaging Declaration Form
- K - Standard Label Format
- L - Supplier Performance Scoring Sheet
- M - Royal Credit References
- N - Revision Log

***Royal Technologies Purchasing Department Contacts***

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**Director of Purchasing**

**Phone#: 616-669-3393**

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**Purchasing Manager**

**Phone #: 616-669-3393**

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**Buyer**

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**Materials Planner**

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**Gina Senkus**

**Materials Planner**

**Phone #: 616-667-4195**

**E-mail: [gina.senkus@royaltechnologiescorp.com](mailto:gina.senkus@royaltechnologiescorp.com)**

**Shipping Facility Contacts:**

**Highland: 616-669-3393 x4005**

**Corporate Grove: 616-669-3393 x3020**

**Quincy: 616-669-3393 x2067**



**SUPPLIER INFORMATION FORM**

Complete and return a copy of this form to:

Attn: Purchasing Department  
 Royal Technologies  
 3765 Quincy St.  
 Hudsonville, MI 49426

Phone: 616-669-3393  
 Fax: 616-896-0290  
 E-mail:

Supplier Name: \_\_\_\_\_  
 Plant Address: \_\_\_\_\_  
 Sales Address: \_\_\_\_\_

<b>First shift Contacts:</b>	<b>Names</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail Address</b>
General Manager				
Materials Manager				
Production Manager				
Quality Manager				
Customer Service				

<b>Second shift Contacts:</b>	<b>Names</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail Address</b>
Shipping				
Production				
Quality				

<b>Third shift Contacts:</b>	<b>Names</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail Address</b>
Shipping				
Production				
Quality				

Standard Work hours: 1<sup>st</sup> shift: \_\_\_\_\_  
 2<sup>nd</sup> shift: \_\_\_\_\_  
 3<sup>rd</sup> shift: \_\_\_\_\_

Shipping Hours: \_\_\_\_\_

Emergency contact during non standard business hours:

Name: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Pager: \_\_\_\_\_  
 Mobil: \_\_\_\_\_

Does facility have union? Yes \_\_\_ No \_\_\_

If yes, which union affiliation? \_\_\_\_\_

Contract expiration date: \_\_\_\_\_

Current facility registrations: \_\_\_ QS-9000 \_\_\_ ISO-9000 \_\_\_ ISO-14000 \_\_\_ VDA 6.1 \_\_\_ ISO/TS-16949 \_\_\_ Other

Please provide a copy of all certificates.

Are you a certified Minority Owned Business? \_\_\_ Yes \_\_\_ No

Certificate Attached? \_\_\_ Yes \_\_\_ No

Are you EDI capable? \_\_\_ Yes \_\_\_ No

Signature: \_\_\_\_\_ Title: \_\_\_\_\_  
 Date: \_\_\_\_\_



3765 Quincy Street  
 Hudsonville, MI 49426  
 p 616.669.3393 f 616.896.0290  
 www.royaltechnologiescorp.com

**PURCHASE ORDER**

PURCHASE ORDER	PO TYPE	PAGE
57819	Regular	1

PO DATE	BUYER	SHIP VIA	FOB	TERMS
12/07/07	Tim Ford	SHIP PICK MTHD	FOB	2% 10DAY, NET 30
		FREIGHT CLASS:		

**SUPPLIER**

**SHIP TO**

561  
 CONTACT  
 Royal Tech Corp. Supplier  
 1234 MAIN ST  
 ANYTOWN MI 12345

3  
 \*ROYAL CENTER\*  
 ROYAL TECHNOLOGIES  
 3765 QUINCY  
 HUDSONVILLE MI 49426  
 (616) 669-3393

Fax# 616-555-1212 FX

<input type="checkbox"/>	FAX SENT PRIOR DO NOT DUPLICATE	<input type="checkbox"/>	VERBAL PLACED PRIOR DO NOT DUPLICATE
--------------------------	---------------------------------	--------------------------	--------------------------------------

LINE	ITEM REVISION DESCRIPTION	DUE DATE	QUANTITY DUE	U/M	UNIT PRICE	EXTENDED PRICE
1	MATERIAL DESCRIPTION OF PARTS	01/01/86	1.000	LB	1.2300	1.23
					Total:	1.23

The Royal Technologies supplier handbook is available online at <http://www.royaltechnologiescorp.com/suppliers>. Please reference this for terms and conditions.

COMMENTS: OUR PURCHASE ORDER NUMBER MUST APPEAR ON INVOICE, B/L BUNDLES, CASES, PACKING LIST AND CORRESPONDENCE.

Tim Ford 12/07/07  
 Authorized Signature Date

\_\_\_\_\_  
 Manager Signature Date



3765 Quincy Street  
 Hudsonville, MI 49426  
 p 616.669.3393 f 616.896.0290  
 www.royaltechnologiescorp.com

Appendix E

**PURCHASE ORDER**

PURCHASE ORDER	PO TYPE	PAGE
57819	Blanket	1

PO DATE	BUYER	SHIP VIA	FOB	TERMS
12/07/07	Tim Ford	SHIP PICK MTHD	FOB	2% 10DAY, NET 30
		FREIGHT CLASS:		

**SUPPLIER**

561  
 CONTACT  
 Royal Tech Corp. Supplier  
 1234 MAIN ST  
 ANYTOWN MI 12345

**SHIP TO**

3  
 \*ROYAL CENTER\*  
 ROYAL TECHNOLOGIES  
 3765 QUINCY  
 HUDSONVILLE MI 49426

Fax# 616-555-1212

FAX SENT PRIOR DO NOT DUPLICATE

VERBAL PLACED PRIOR DO NOT DUPLICATE

LINE	ITEM DESCRIPTION	REVISION	EFFECTIVE DATE	EXPIRATION DATE	BLANKET QUANTITY	U/M	UNIT PRICE
1	MATERIAL		01/01/86	01/01/86	1.000	LB	1.2300
<p>The Royal Technologies supplier handbook is available online at <a href="http://www.royaltechnologiescorp.com/suppliers">http://www.royaltechnologiescorp.com/suppliers</a>. Please reference this for terms and conditions.</p>							
						Total:	1.23

COMMENTS: OUR PURCHASE ORDER NUMBER MUST APPEAR ON INVOICE, B/L BUNDLES, CASES, PACKING LIST AND CORRESPONDENCE.

Tim Ford 12/07/07  
 Authorized Signature Date

\_\_\_\_\_  
 Manager Signature Date



3765 Quincy Street  
 Hudsonville, MI 49426  
 p 616.669.3393 f 616.896.0290  
 www.royaltechnologiescorp.com

Appendix F

# Supplier Delivery Schedule

Fax#

616-555-1212

DATE	CONTACT	SUPPLIER	PURCHASE ORDER	PO TYPE	PAGE
12/07/07	CONTACT	561 Royal Tech Corp. Supplier	57819	BLANKET	1
SHIP VIA	FOB	FREIGHT CLASS			
SHIP PICK MTHD	FOB				

LIN	ITEM DESCRIPTION	REVISION	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	DUE DATE/ QUANTITY	LAST RCVD
*	*****											
*	SHIP TO:	13 *CORPORATE GROVE - NORTH*	*									
*		ROYAL TECHNOLOGIES	*									
*		2905 CORPORATE GROVE DRIVE	*									
*		HUDSONVILLE, MI 49426	*									
*	*****											
1	MATERIAL		01/01/86									
			1									
			1-1									

0

COMMENTS: OUR PURCHASE ORDER NUMBER MUST APPEAR ON INVOICE, B/L BUNDLES,  
 CASES, PACKING LIST AND CORRESPONDENCE.

Tim Ford  
 Authorized Signature

12/07/07  
 Date

**ROYAL TECHNOLOGIES CORPORATION  
Non-Conforming Material Report**

<b>Supplier:</b>	<b>Supplier contact:</b>
<b>NCMR Number:</b>	<b>Date Issued:</b>
<b>Item Number:</b>	<b>Item Description:</b>
<b>Qty Received:</b>	<b>Date Received:</b>
<b>Qty Rejected:</b>	<b>Lot Number:</b>
<b>P.O. Number:</b>	<b>Purchasing Contact:</b>

**Description of Discrepancy**

**Comments:**

**Written corrective action due within 7 business days of date issued**  
(only if checked)

---

**Royal Technologies Purchasing Only**

<b>Supplier:</b>	<b>Corrective Action Date:</b>	<b>Received:</b>
<input type="checkbox"/> <b>Corrective Action Late</b>	<b>Linked to CCN#:</b>	

# 8D Response Report

<b>WHO IS EFFECTED BY THE PROBLEM?</b>		<b>Date Notified:</b>		<b>8D No.:</b>
<b>Company:</b>		<b>Date Open:</b>		Royal
<b>Location:</b>		<b>Initial Response:</b>		
<b>Part No./Code</b>		<b>Target Close Date:</b>		
<b>Product Name:</b>		<b>Revision Date(s):</b>		
<b>Product Tool ID:</b>		<b>Actual Close Date:</b>		

<b>D1 TEAM MEMBER NAMES/TITLES:</b>		<b>D2 PROBLEM STATEMENT/DESCRIPTION (quantify) (one defect per 8D)</b>		
<b>Champion:</b>				
<b>Team Leader:</b>				
<b>Team Members:</b>				

<b>D3 CHOOSE AND VERIFY INTERIM CONTAINMENT ACTION(S) (ICA):</b>		<b>Target Date:</b>	<b>Actual Date:</b>
HOW DID YOU VERIFY THE EFFECTIVENESS OF THE ICA?			

<b>D4 DEFINE AND VERIFY ROOT CAUSE(S):</b>	
HOW DID YOU VERIFY THE ROOT CAUSE(S)?	

<b>D5 CHOOSE AND VERIFY PERMANENT CORRECTIVE ACTION(S) (PCA):</b>	
HOW DID YOU VERIFY THE EFFECTIVENESS OF THE PCA?:	

<b>D6 IMPLEMENT AND VALIDATE PERMANENT CORRECTIVE ACTION(S) (PCA):</b>		<b>Target Date:</b>	<b>Actual Date:</b>
HOW WILL YOU VALIDATE THE PCA?			

<b>D7 SYSTEM PREVENTION ACTIONS TO PREVENT RECURRENCE:</b>		<b>Target Date:</b>	<b>Actual Date:</b>
<b>Mistake Proofing:</b> How are you going to ensure it can't happen again?			

**HAS CORRECTIVE ACTION/IMPLEMENTATION BEEN REVIEWED AGAINST DOCUMENTS?**  
 Check boxes that apply:  Control Plan  FMEA  Flowchart  Proc./Work Instr.  Add to Internal Audit

**D8 TEAM AND INDIVIDUAL RECOGNITION:** Recognize the collective efforts of the team.

## Royal Technologies Purchase Order Terms and Conditions

**1. Acceptance.** (A) This Purchase Order may be accepted only on the terms and conditions stated on the face and reverse sides hereof. Seller's written acceptance or the commencement of any work, performance of any services, or the shipment of goods hereunder by Seller shall constitute acceptance of this Purchase Order and all of its terms and conditions, irrespective of whether Seller shall have returned the acceptance copy hereof. Purchaser specifically objects to the inclusion of any different, additional or inconsistent terms or conditions by Seller in acknowledging and accepting this Purchase Order. If Seller attempts to expressly condition its acceptance of this Purchase Order upon Purchaser's acceptance of such different, additional or inconsistent terms and conditions, neither Purchaser's acceptance of delivery or any part of the goods or payment therefore shall constitute acceptance of such different, additional or inconsistent terms and conditions. (B) If Seller's proposal or other term of offer contains terms additional to, different from or inconsistent with the terms and conditions herein, the Purchaser's acceptance of Seller's proposal or offer is hereby expressly conditioned upon Seller's assent to all of the terms and conditions contained in this Purchase Order. (C) This Purchase Order supersedes and cancels all prior communications between Purchaser and Buyer, except to the extent specifically shown on the face hereof, and, once accepted by Seller, in a manner approved above, constitutes the sole and entire agreement of the parties respecting the subject matter described on the face of this Purchase Order. (D) ANY ATTEMPTED ACKNOWLEDGEMENT OF THE ORDER CONTAINING TERMS AND CONDITIONS INCONSISTENT WITH OR IN ADDITION TO THOSE STATED HEREIN IS NOT BINDING UPON BUYER UNLESS SPECIFICALLY ACCEPTED BY BUYER IN WRITING.

**2. Prices.** The prices shown on the face hereof shall be the total price payable by Purchaser for the goods and/or services shown thereon, and no charge shall be made by Seller for packing, freight, taxes, storage or other extra charges unless and only to the extent that same has been provided for on the face hereof. Purchaser shall be entitled to set off any amount owing at any time from Seller to Purchaser or any of its affiliated companies against any amount payable at any time by Purchaser in connection with this order.

**3. Deliveries.** Deliveries are to be made to Purchaser's designated plant. Deliveries shall be made only at the times and in the quantities and manner specified on schedules furnished by Purchaser. Purchaser shall have no liability for payment for material or items delivered to Purchaser that are in excess of quantities specified in the delivery schedules and the Seller has no authority to fabricate based on forecasts. Purchaser may from time to time change or temporarily suspend shipping schedules, change means of transportation or otherwise temporarily suspend Seller's performance hereunder, by notifying Seller a reasonable time in advance. Seller shall pay whatever additional costs, expenses, consequential losses or damages Purchaser sustains due to Seller's untimely delivery. All shipments are at the risk of the seller regardless of the F.O.B. point, unless otherwise agreed to in writing by an authorized representative of Purchaser.

**4. Packaging and Labeling.** All goods must be packaged in the manner specified by Purchaser and shipped in the manner and by the route and carrier designated by Purchaser. Purchaser will not receive material unless it is tagged or marked with Purchaser's part number and quantity on each package. Packing slips should be enclosed with all shipments showing order number, part number and quantity. If Purchaser does not specify the manner in which the goods must be packaged, Supplier shall package the goods so as to avoid any damage in transit. If Purchaser does not specify the manner of shipment, route or carrier, Seller will ship the goods at the lowest possible transportation rates. Any additional freight, cartage or other costs incurred directly or indirectly as a result of Seller's failure to observe the conditions set forth in this paragraph will be for Seller's account.

**5. Warranties.** All goods supplied and/or performed pursuant to this Purchase Order shall be delivered free and clear of any security interest, lien or encumbrance of any kind, shall conform with all applicable drawings, specifications, descriptions and samples furnished to or supplied by Purchaser, shall be free from defects in material or workmanship, patent and latent, and shall be of merchantable quality and fit for the intended purpose with the meaning of the Uniform Commercial Code. There shall be no exclusions from Seller's liability for incidental and consequential damages on account or failure of Seller's goods or work to conform to the above warranties.

**6. Remedies.** Nothing herein shall exclude any other rights or remedies to which Purchaser is otherwise entitled by law. Seller shall pay all costs, including reasonable attorney's fees, incurred by Purchaser in enforcing the terms of this Purchase Order.

**7. Books and Records.** Seller agrees that its manufacturing plant(s) and its books, documents, papers and records, or such part of any manufacturing plant(s) as may be engaged in the performance of this Order shall at all reasonable times be subject to examination and audit by any person designated by the Purchaser.

**8. Inspections.** All goods and/or work supplied hereunder shall be subject to Purchaser's rights of inspection and rejection. Rejected materials will be held for Seller's instruction and at Seller's risk and, if requested by Seller, shall be returned for credit or refund at Seller's expense. Rejected goods shall not be replaced except when specifically ordered by Purchaser in writing. Purchaser reserves the right upon request to inspect the material on Seller's premises. Purchaser shall have the right to make use of defective materials in such manner as it deems advisable when necessary to meet Purchaser's contractual obligations to its customers, without waiving any right or remedy which Purchaser may have with respect to such materials. Payment prior to inspection shall not be deemed a waiver of Purchaser's right to inspect and reject or revoke acceptance. Inspection, testing, acceptance, nor use of material (or the absence thereof) shall be deemed a waiver of Purchaser's right to revoke acceptance with respect to goods containing latent defects.

**9. Cancellation or Suspension.** (A) Purchaser reserves the right by written notice to the Seller at any time prior to delivery to cancel this Order, in whole or in part, without cause. In the event of a cancellation by Purchaser as provided herein, and if the goods which are the subject of this Order are manufactured specifically for Purchaser and are not saleable to others in the ordinary course of the kind of business in which Seller engages, then Purchaser shall reimburse Seller for the costs of direct labor and of materials for all completed items and work-in-process (less salvage value) and costs of materials procured specifically for this Order and which are not standard items usable in other applications (less salvage value). Any claim on account of cancellation must be submitted by Seller within thirty (30) days of the date of the notice of cancellation and must be supported by cost data in such form and detail as may reasonably be required by Purchaser. (B) In the event that Seller is in breach or if Purchaser determines that Seller will not be able to fulfill its obligations under this Order, Purchaser may immediately cancel this Order without any liability beyond the agreed purchase price of any acceptable items delivered to Purchaser prior to cancellation. In such event, Seller shall be liable to Purchaser for damages resulting from the breach, including consequential and incidental damages and reasonable attorney's fees. In no event shall Purchaser's obligations upon termination exceed those Purchaser would have had to Seller in the absence of cancellation.

**10. Change.** Purchaser may at any time, by written order, make changes in or addition to any one or more of the following: (A) drawings, designs, or specification, (B) method of shipment or packaging; (C) time and place of delivery. If any such change causes an increase or decrease in the cost of, or the time required for performance of any part of the effort under this order, an equitable adjustment shall be made in the price or delivery schedule or both, and this order shall be modified in writing accordingly. Any claim by Seller for adjustment under this clause must be asserted within thirty (30) days from date of receipt by Seller of the notification of change. Where the cost of property made obsolete or excess as the result of a change is included in Seller's claim for adjustment. Purchaser will have the right to take title thereto and to prescribe the manner of disposition of such property.

**11. Material Furnished by Purchaser.** Any material furnished by Purchaser, on other than a charge basis, in connection with this order, shall be deemed as held by the Seller on consignment, unless otherwise specified. All such material not used in the manufacture of the covered products shall, as directed, be returned to Purchaser at Purchaser's expense and, if not accounted for or so returned, shall be paid for by Seller.

## Royal Technologies Purchase Order Terms and Conditions

**12. Tools.** (A) All dies, tools, gauges, fixtures, molds, patterns and/or like material furnished by the Purchaser for production of the goods or material covered by this order shall remain the sole property of the Purchaser. Seller shall at all times cover said items with full fire and extended coverage insurance and upon request furnish to Purchaser evidence of said coverage. Purchaser reserves the right at any time and, for any reason to demand or visit the premises of Seller to reclaim possession of same. Upon conclusion of order, said items of tooling shall be promptly returned to Purchaser at Purchaser's expense, in as good condition as when received, ordinary wear and tear excepted. (B) Unless otherwise herein agreed, when Seller furnishes special dies, tools gauges, fixtures, molds, patterns and/or like materials that are necessary for the particular production of the goods or materials covered by this order, Purchaser will have the option (but not the obligation) to take possession and title to such items upon paying to the Seller the unamortized cost thereof; provided further that this option shall not apply if the material or goods hereby ordered are the standard product of the Seller, or if substantial quantities of like goods or materials are being sold by Seller to others. (C) Seller shall not employ any dies, tools, gauges, fixtures, molds, patterns and/or like material furnished by Purchaser for Seller's benefit or the benefit of others without Purchaser's prior written consent.

**13. Limitation on Purchaser's Liability -- Statute of Limitations.** In no event shall Purchaser be liable for anticipated profits or for incidental or consequential damages. Purchaser's liability on any claim of any kind for any loss or damage arising out of or in connection with or resulting from this Purchase Order or from the performance or breach thereof shall in no case exceed the price allocable to the goods or services or unit thereof, which gives rise to the claim. Purchaser shall not be liable for penalties of any description. Any action resulting from any breach on the part of Purchaser as to the goods or services delivered hereunder must be commenced within one year after the cause of action has accrued.

**14. Patents.** Seller shall indemnify Purchaser and its customers against and hold them harmless from all demands, claims, suits, liabilities, damages, judgments, costs and expenses, including attorney's fees resulting from any alleged infringement of any United States or foreign patent with respect to the goods or work supplied hereunder.

**15. Services.** If this order covers the performance of labor or the rendering of a service for or to the Purchaser (including installation), Seller agrees to indemnify and protect Purchaser against all liability, claims, suits, damages, judgments, or demands, including attorneys fees, for injuries or damages to any person or property growing out of the performance of work by Seller. Seller further agrees to provide insurance coverage with limits satisfactory to Purchaser for workmen's compensation, employers liability, general liability (bodily injury and property damage) and automotive liability (bodily injury and property damage) and to provide evidence of such coverage to Purchaser. The providing of such insurance coverage and evidence of the same shall not be in satisfaction of Seller's liability hereunder, or in any manner modify Seller's indemnification of Purchaser.

**16. Compliance with Laws.** Seller represents and warrants that all goods supplied and/or services provided hereunder shall be manufactured, transported, delivered, and performed in compliance with all applicable Federal, State and Local statutes, ordinances, and regulations, as amended from time to time, including, without limitation, the Fair Labor Standards Act, the Occupational Safety and Health act, the Vietnam Era Veterans Readjustment Act, the Rehabilitation Act of 1973, 41 C.F.R. Section 1.13 relating to the Utilization of Minority Business Enterprises and all statutes, executive orders and regulations relative to equal employment opportunity and product safety. Seller specifically agrees not to discriminate against any employee or applicant for employment based on race, religion, sex, age, marital status, sexual orientation, or natural origin.

**17. Confidentiality.** All specifications, documents, and prototype articles delivered by Purchaser to Seller are the property of Purchaser. They are delivered solely for the purpose of Seller's performance of this Order and on the express condition that neither they nor the information contained therein shall be disclosed to others nor used for any purpose other than in connection with this Order without the prior express written consent of the Purchaser. Such specifications, documents, and articles are to be returned to Purchaser promptly upon its written request. Such request may be made at any time during or after completion of Seller's performance. The obligations under this clause will survive the cancellation, termination, or completion of any order.

**18. Indemnification.** Seller shall defend, indemnify and hold harmless Purchaser (including shareholders, directors, officers, employees, and agents) against all damages, claims or liabilities and expenses (including attorney's fees) arising out of or resulting in any way from any defect in the goods or services purchased hereunder, or from any act or omission of Seller, its agents, employees or subcontractors. This indemnification shall be in addition to the warranty obligations of Seller.

**19. Title and Security Interests.** If full or partial payment is made to Seller prior to the delivery of all goods or the performance of all services hereunder, title to all goods identified to this Order at the time of such payment or thereafter shall pass to Purchaser, and Seller shall be deemed a bailee of all goods remaining in its possession, but in no event shall the risk of loss pass to Purchaser until the goods are delivered to the destination specified herein and accepted. Seller agrees to maintain insurance coverage in types and amount satisfactory to buyer for all goods that are or become so identified at any time to this Order. Additionally, Seller grants to Purchaser a security interest in all goods that are or may become so identified, which security interest shall be in addition to all other rights of Purchaser under this Order or applicable laws, and Seller agrees to execute financing statements or such other documents as Purchaser may reasonably require to perfect and protect that interest.

**20. Subcontracts and Resales.** If the face of this Purchase Order indicates that this Order is being issued pursuant to the terms and conditions of a specific obligation between Purchaser (as a Vendor) and another party, Seller shall be subject to such terms and conditions to the same extent as Purchaser, including, without limitation, the matters of delivery time, specifications, liquidated damages, payment and warranties. If the goods shown on the face hereof are completed products which are to be resold by Purchaser in the condition purchased, without further processing, assembly or other manufacture, Seller shall indemnify, defend and hold Purchaser harmless from all demands, claims, suits, liabilities, damages, judgments, costs and expenses, including attorney's fees, with respect to any injury to or death of any person or property damage based upon an allegation that such products are defective in materials, workmanship or design, or in any other respect.

**21. Causes beyond Purchaser's Control.** This Order is subject to modification or cancellation by Purchaser in the event of fires, accidents, strikes, labor disputes, governmental acts, or any other conditions, whether of the class of causes enumerated above or otherwise beyond Purchaser's control. In such event, Purchaser shall have no obligation or liability of any kind to Seller on account of such cancellation or modification. Causes beyond Purchaser's control shall include (but is not limited to) governmental action or failure of the government to act where such actions is required, strike or other labor trouble, fire, or unusually severe weather.

**22. Assignment.** Seller may not delegate its duties nor assign its obligations hereunder without the prior written consent of Purchaser.

**23. Governing Law.** This Purchase Order shall be governed by and interpreted in accordance with the laws of the State of Michigan.

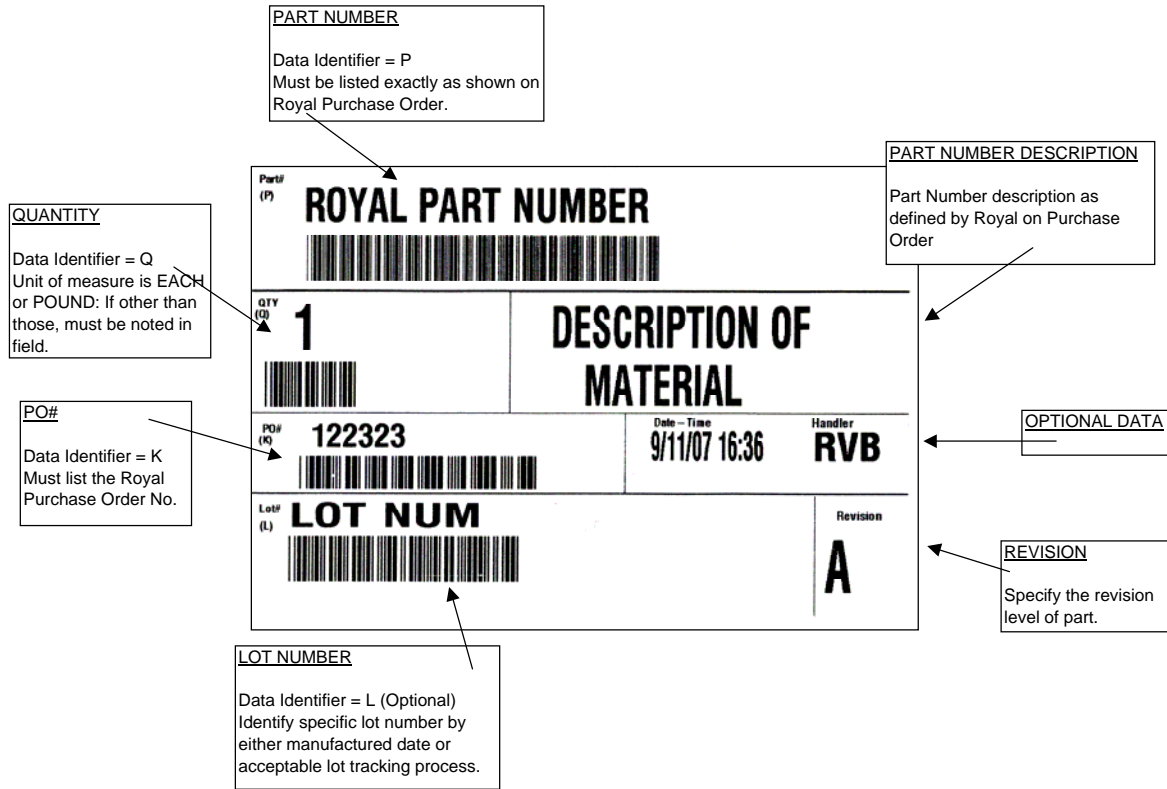


# Packaging Declaration Form

1. Date	2. Preliminary <input type="checkbox"/>			Change <input type="checkbox"/>	Final <input type="checkbox"/>	Deviation <input type="checkbox"/>
3 Supplier						
Street				4. Packaging Contact		
City, State, Zip				Street		
Supplier Code				Phone		City, State, Zip
						Phone
5. Royal Technologies Part Number			Description		6. Part Piece Wt.	
Program Name						
7. Reasons for deviation (if applicable)						
8. Expendable <input type="checkbox"/>				Returnable <input type="checkbox"/>		
9. Primary Container Dimensions						
Length		Width/Dia.		Height		
10. Container Code		11. If DEVI, please explain				
12. Pieces per Container						
13. Package Material Type						
15. Package Wt.		14. If OTHR please explain				
16. Dunnage Material						
17. Secondary Container/Palletized Load Dimensions						
Length		Width/Dia.		Height		
18. Container Code		19. If DEVI, please explain				
20. Pieces per Container/Pallet						
21. Package Material Type						
23. Tare Wt.	24. Gross Wt.	22. If OTHR please explain				
25. Dunnage Material						
26. Type of Securement Stretch Wrap <input type="checkbox"/>		27. Total Packaging Cost per Piece				
Banding <input type="checkbox"/>						
Other:						
29. Comments						
30. Signature				Date		
RETURN TO: ROYAL TECHNOLOGIES BUYER						
ROYAL TECHNOLOGIES USE ONLY						
QUALITY APPROVAL _____						
MANUFACTURING APPROVAL _____						
PURCHASING APPROVAL _____						
Comments						

Royal Technologies

SUPPLIER SHIPPING / BAR CODE LABEL EXAMPLE



**Royal Technologies Supplier Measurement**

**Scoring Sheet**

Monthly Measurements	
<b>Delivery</b>	<b>Points Awarded</b>
100%	30
99%	28
98%	24
97%	18
96%	10
< 95%	0
<b>PPM</b>	<b>Points Awarded</b>
0	30
< 50	28
< 250	24
< 500	18
< 750	10
≥ 750	0
<b>Corrective Action</b>	<b>Points Awarded</b>
N/A	10
On-time & Acceptable	5
Late	0

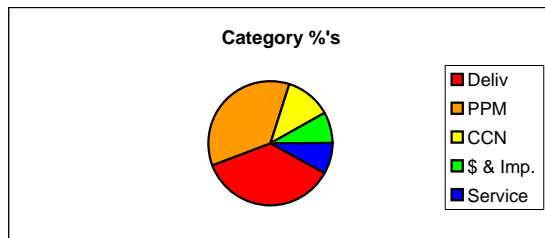
1. →

Status	POINTS	
	Monthly	Annually
R1	65-70	930-1000
R2	59-64	840-929
R3	53-58	760-839
	360(delivery) = 30/month 360(PPM) = 30/month 120(CCN) = 10/month	80 Commercial/yr 80 Service/yr

← 2.

R1->	-Inclusion in quoting, (if applicable) -Reduced goal for Commercial -93% of available points
R2-> :	-Neither R1 or R3 criteria apply. -Monitor/Develop progress towards R1 -84% of available points
R3 ->	-Re-evaluate as Royal supplier -Management action plans -76% of available points

← 3.



← 4.

Yearly Measurements	
<b>Commercial</b>	<b>Points Awarded</b>
Price Reduction & Imp. of Process (% of total purchases)	
4%	80
3%	65
2%	50
1%	35

← 5.

Imp. of Process

- Innovation
- Value added

Communication:

- Meeting/Involvement with Customers
- Technical support
- Information exchange

Responsiveness:

- Quoting
- Sample requests
- Order Changes/Add
- Flexibility

Documentation:

- Packing slip discrepancies
- Correct ship to
- PPAP accuracy
- Label Compliant

<b>Service</b>	<b>Points Available</b>
Communication	30
Responsiveness	30
Documentation	20

← 6.

# Royal Technologies Corp.

3765 QUINCY ST. • HUDSONVILLE, MI 49426 • (616) 669-3393 • FAX (616) 896-0290

2002

Attention: Credit Department

The following are Royal Technologies credit references per your request.

Royal Technologies is a manufacturer of injection molded components established in 1987.

FED I.D. 38-2726351

**Action Fabricators**

5333 33<sup>rd</sup> street SE  
Suite # C  
Grand Rapids, MI. 49512  
Phone # (616) 957-2032  
Fax # (616) 957-1367  
Contact: Jon Rudolph

**Uniform Color Corporation**

942 Brooks Ave  
Holland, MI. 49423  
Phone # (800) 442-6567  
Fax # (800) 272-6567  
Contact: Kerry DeWey

**Shoreline Container**

41450 North 136<sup>th</sup> Ave.  
Holland, MI. 49422-1993  
Phone # (616) 399-2088  
Fax # (616) 399-7240  
Contact: Denise Bathke

**Bank Reference:**

Comerica Bank  
Phone # (616) 776-6375  
Fax # (616) 776-7885  
Contact: Thomas Stritzinger

## Appendix N

### Revision Log

Revision – May 2011

- Added Social Responsibility Statement to V. Supplier Measurement System

Revision – December 2010

- Updated Charge Back Rates and Procedures – effective 12-1-10

Revision – March 2010:

- Updated terms (Appendix I)

Revision – February 2009:

- Added Packaging Declaration Form - Appendix J
- Updated Non Conforming Material Report – Appendix G
- New 8D Problem Response Form added – Appendix H
- Section VI: Finance A.3 – Electronic invoicing added
- Supplier Performance scoring updated (Section V: C)
- Material ordering clarified (Section II: A.4)
- Material Obsolescence clarified (Section II: I)
- Recovery Plan expectations (Section V: A)
- Added Shipping contacts numbers to Contact List – Appendix A