


KWALITEITSMANAGEMENTSYSTEEM ISO 9001:2015 - HTM PSM B.V.		
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Order confirmation;

The supplier shall, unless otherwise agreed, confirm the purchase order in writing to HTM PSM B.V. within five working days after receiving the order. If the supplier fails to do so, a single reminder will be send with the request to confirm within the next two working days.

Open order lines;

The supplier will receive a notification when past due order lines are detected. The supplier is expressly requested to respond in writing within 48 hours to submit a statement of new delivery dates. If the amended delivery date is accepted by the Purchasing department of HTM PSM B.V., the changed date will be processed within our ERP system. HTM PSM B.V. reserves the right to reject any changed delivery dates. Any rejected late deliveries will impact the delivery performance.

Delivery Performance;


The delivery performance is measured as following;

- CLIP; based on the confirmed (agreed) delivery date

The baseline that HTM PSM B.V. uses is a minimum of 96% on time delivered order lines

Remarks;

- The delivery performance measurement is calculated by comparing the number of on time delivered order lines against the total number of delivered order lines, within a monthly time span.
- HTM PSM B.V. defines the delivery date as the moment when the shipment is physically delivered by HTM PSM B.V. and not the moment then the supplier offers the shipment to the Carrier for shipment. This is regardless of the agreed upon delivery method (i.e. Ex Works).
- If the delivery date is not met due to influences outside the reach of the supplier, then these lines will, after approval by HTM PSM B.V., not have a negative impact on the supplier performance rating.
- Order lines that are delivered later than the confirmed date will influence the Supplier performance negatively. This does not relieve the supplier of the obligation to report in advance that order lines are not able to be delivered on or before the latest agreed delivery date.

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Quality Performance:

The quality performance is measured as follows;

- The number of non-conforming quantities is compared to the total amount of delivered items within a monthly time span.

The baseline that HTM PSM B.V. uses is a maximum of 2% non-conforming products

Remarks:

- If a supplier complaint is unjustified, it will not be included in the supplier's quality performance, after approval by HTM PSM B.V.
- If the quality performance on an annual basis is less than 98%, HTM PSM B.V. will request the supplier to propose and plan corrective actions to increase the quality performance to at least 98%.
The corrective actions plan(s) must be submitted to HTM PSM B.V. for approval. If no improvements are measurable after the implementation of these corrective actions, HTM PSM B.V. reserves the right to charge the supplier for any initial costs incurred due to inferior quality.
If there is no structural improvement of the measurable quality performance, HTM PSM B.V. will notify the supplier that it is removed from the HTM Approved Supplier List.
- A deterioration of the overall Supplier performance could result in increased (on-site) audits and increased incoming goods inspections at HTM.

Processing HTM PSM B.V. purchase orders:


- By sending an order confirmation, the supplier confirms that the Purchase Order requirements, including any provided additional documents and requirements are understood and will be fully complied with.
- HTM PSM B.V. reserves the right to randomly inspect deliveries.
- The supplier ensures that the use of “counterfeit parts” is excluded in its complete production process including sub tiers. If the supplier finds that a third party is guilty of counterfeit parts in any way, the supplier must immediately inform HTM PSM B.V.

Data retention

Unless otherwise agreed, the supplier must retain all relevant documentation for a minimum of 7 years. HTM PSM reserves the right to request data at any time.

Right of access

At any given moment, the end user, direct customer to HTM, HTM PSM and their regulatory authorities are entitled to enter the premises where the relevant purchase order has been placed. Right to view concerns the purchase order(s) and all relevant documents and processes.

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The following is applicable only for all value added suppliers

- If there are changes planned to the existing production processes, the supplier must obtain written approval from HTM PSM B.V. prior to the implementation of these changes.
- When requested on the Purchase Order, the supplier shall produce and retain a measurement report of one item per Purchase Order line (unless otherwise agreed) with all manufactured dimensions. The measurement report shall include the following;
 - Supplier name and address
 - Purchase Order number and line
 - Item number
 - Dimensional and/or textual requirements
 - Measurement results
 - Used measurement equipment with registration number
 - Date and sign-off
- The Supplier shall identify the measured item with traceability to the measurement report, including item serial number if applicable.
- The Supplier shall submit the measurement report during shipment to HTM PSM B.V. digitally to certificates.PSM@htm-technologies.com
- 100% verification applies to all key characteristic requirements. Unless otherwise agreed, these measurements do not have to be submitted to HTM PSM but needs to be retained at the Supplier and available when requested.
- Any non-conformances detected during the production process shall be communicated immediately with the HTM PSM Purchaser. Non-conforming parts shall not be delivered to HTM PSM without written approval. Any oral agreement must always be confirmed in writing.
- Any non-conformances detected after the delivery to HTM PSM, including rejected measuring equipment, shall be communicated immediately through a Notice of Escape with the HTM PSM Purchaser. The supplier must state the impact and scope of the non-conformance.
- Non-conforming parts must be clearly marked during delivery with reference to the written approval.