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SUPPLIER QUALITY MANUAL

Dear Supplier:

This Manual is provided to you as a Supplier of product or services to Dometic, to be used in conjunction with, the Purchase order, the Print, Specification, Purchasing Term and Conditions and any other documents related to specifying the product or service requested.

Please review the Manual in full and return a signed copy of this page to Dometic Sourcing or Supplier Quality. Items not applicable to your scope of business are to be excluded as appropriate.

I hereby confirm that I have read the Dometic Supplier Quality Manual and shall apply the requirements as defined.


Suppliers Name: _____

Signature: _____


Name of Signature _____

Position: _____


Date _____

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1 General

1.1 Purpose:

The purpose of this manual is to communicate the Dometic general philosophy, requirements and expectations to Suppliers of direct materials, Services, Traded Product, special processes and finished goods. Direct materials are defined as raw materials and purchased components or sub-assemblies that become part of end products made by Dometic.

This manual details the minimum quality system requirements of Dometic's Supplier Lifecycle Management Process and explains the Supplier Evaluation and Approval, part/product approval, process controls and ongoing Supplier communication. Compliance with this manual is mandatory and assures Dometic that Suppliers have minimum systems in place to meet necessary requirements.

1.2 Scope:

This manual applies to all Suppliers providing Dometic with materials, products, processing and related services, including intra-company Suppliers, and when applicable, to Supplier sub-tier sources that forms part of the finished product or impacts the finished products quality. Other requirements are defined through the Dometic contract, Purchase Order, drawings, including applicable engineering specifications and process specifications, or long-term agreement(s). Items not applicable to the Suppliers scope are to be excluded as appropriate.

1.3 General:

In this manual, the terms "shall" and "must" mean that the prescribed action is mandatory, "should" means that the described action is necessary and expected with some flexibility allowed in the method of compliance, and "may" means that the described action is permissible or discretionary.

Questions concerning this manual should be directed to your respective Dometic Sourcing or Quality Contacts.

1.4 Dometic Group

Further information relating the Dometic Group History, Organization, industry Segments supplied, Product portfolio, etc., can be found on the Company's Website:

<https://www.dometic.com>

1.5 Dometic Quality Guideline


Dometic is the undisputed Global Industry Leader in Mobile Living.

Our mission statement Mobile Living Made Easy is all about providing products, solutions and services that exceed the expectations of our customers and stakeholders.

Our aim is to always be the end-customer's First Choice...

We will achieve this through:

- Smart and reliable products with outstanding design
- Being passionate, embracing change, acting responsibly and building together
- Cost-efficient and fact-based management
- Employee engagement, accountability and responsiveness

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- Attention to detail and focus on continuous improvement
- and day-by-day ... Striving towards Zero Defects...

... in Everything We Develop, Manufacture and Deliver to our Customers!

As a business partner and one of the most important parts of our entire value chain you have a major impact on the development of Dometic and its future. We count on your entire commitment, dedication and contribution to Dometic's continuous improvements!

1.6 The Dometic Way – Our Shared Values


Our values reflect the heart and soul of Dometic. They define what it takes to work at Dometic and how we do things. They give guidance to how we interact with Customers, Suppliers and Colleagues around the world, our shared values is a compass when we continue to develop and grow.

Four core values provide direction for our leaders and employees. These four core values and what they mean in practice are defined in the Dometic Way.



The Dometic Way

1. We put health and safety first, act with high integrity and have high ethical standards in everything we do
2. We are passionate about our products and their quality and we show attention to detail
3. We are fast and responsive towards customers, but we know when to say "No"
4. We understand the end-users of our products
5. We focus on what is best for the company as a whole
6. We are performance driven and always strive towards continuous improvements
7. We stick to our word and we work as a team

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1.7 Purchasing Policy

The process of purchasing products or services involves the definition of both technical and commercial issues. Technical definitions are the specifications for products or services required from the Supplier. Commercial issues comprise the business discussions and agreements by which the technical requirements are satisfied. Dometic engineering and manufacturing personnel are responsible for specifying technical requirements. Sourcing (Purchasing) personnel are responsible for managing commercial issues.

Dometic commits to provide the following:

- Fair and equal treatment for all Suppliers
- An equal opportunity for Suppliers to quote
- An opportunity for Suppliers to evaluate and respond to changes in Dometic requirements

1.8 Dometic Expectations of Suppliers

The foundation for any positive Supplier-Customer relationship starts with clear communication and an understanding of the customer's expectations. Dometic expects the following from our Suppliers:

1.8.1 to conduct business ethically, without attempt to influence through gifts, entertainment, or favors that would create a conflict of interest.

1.8.1.1 Suppliers to the Dometic Group shall agree to comply with the Dometic Code of Conduct. If suppliers use subcontractors for the production of the Dometic Group products, it is the responsibility of the supplier to require that the subcontractor complies with the provisions in the Code of Conduct. On request, the supplier shall be able to inform Dometic which subcontractors they use and how they ensure the compliance with the Code of Conduct.


1.8.1.2 Reference Dometic Code of Conduct <https://www.dometic.com/en/se/about-us/our-company/sustainability/code-of-conduct> Alternative languages can be found at this link (see For Business Partner)

1.8.2 to advise Dometic of product and technology alternatives that would improve the purchase value.

1.8.3 to partner with Dometic to produce sustainable products and follow sound environmental practices per the relevant regulatory requirements.

1.8.4 to review and know all Dometic requirements related to the product or service they are providing to allow products to comply with established specifications, for example:

- Engineering and Material specifications
- Drawings
- Industry standards
- Legal and Regulatory Standards and Environmental requirements

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- Products and services must meet 100% of all requirements

1.8.5 to contact Dometic when they do not understand a requirement or are not clear on the use of their product within the Dometic product assembly.

1.8.6 to demonstrate the following in documents in the official language of Dometic (English). Translations of original documents prepared in alternate languages shall be the same revision level and carry the same revision level designator (1, 2, 3, A, B, C etc.):

- Compliance with design requirements
- Compliance with process control and capability requirements
- Full compliance with all documented requirements

1.8.7 to comply with and develop improvement plans based on the Dometic certification requirements.

1.8.8 to maintain adequate controls over their Suppliers to ensure the integrity of the product or service provided. It is expected that Suppliers will deploy, and be able to demonstrate this deployment, to their supply chain, expectations and controls similar in rigor to those presented here.

1.8.9 to have a quality system in place that addresses design, drawing control, qualification, and pre-production activities, as well as on-going production

1.8.10 be required to maintain process and product/service documentation. Change control systems must react to changes in a timely and accurate fashion.

1.8.11 assist Dometic in problem resolution activities related to their products and services. This requirement includes advising Dometic on the proper use of their product and service, and investigating problems involving interactions with other components in the Dometic system. The Suppliers are expected to have the expertise and resources to perform effective root cause analysis.


1.8.12 notify Dometic and obtain approval prior to any changes to their product or process. In all cases, written approval by Dometic is required prior to implementing any change.

1.8.13 notify Dometic of any substantive changes to the Supplier's quality management system or personnel.

1.8.14 notify Dometic of any and all situations that may negatively impact the supplied product's quality, reliability and safety; Dometic design and/or production; or any other matter described in this manual

2 Supplier Lifecycle Management Structure

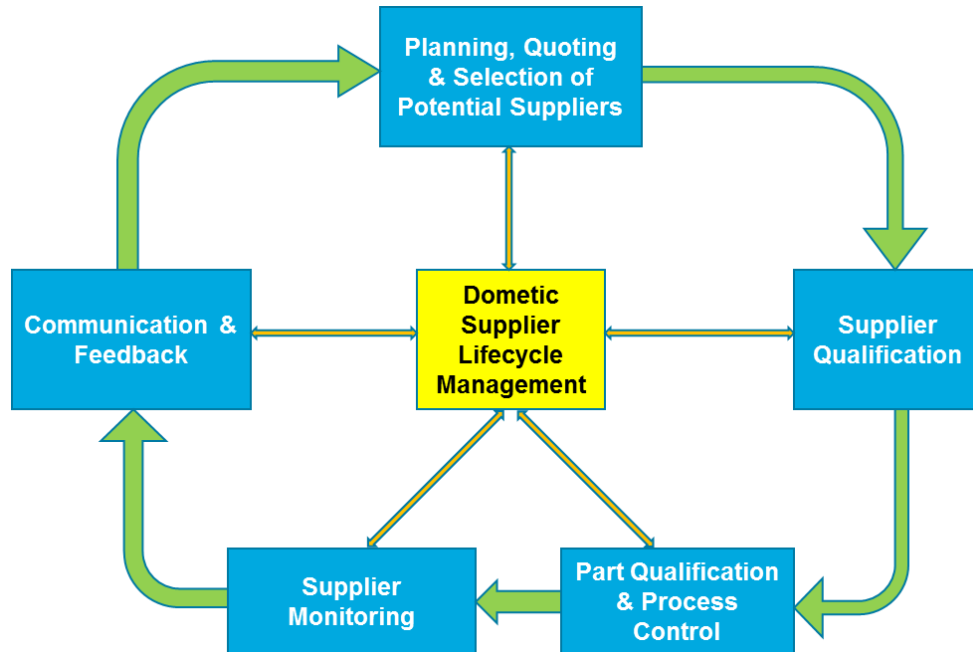
Dometic continually enhances its position as a world-class Supplier of product and services that make Mobile Living Easy. To maintain this leadership, the mission of Dometic is to establish world-class practices for all purchased materials, products, and services. The organization's Supplier quality management requirements are governed within the Supplier Lifecycle Management structure. Dometic is committed to developing and fostering Supplier relationships that will deliver industry-leading safety, quality, reliability, and value to our customers.


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In pursuit of this mission, Dometic has developed a comprehensive Supplier management program, as illustrated in the Supplier Lifecycle Management Structure below. The Supplier control process ensures that the quality of the supplied materials, products, or services meets Dometic specified purchase requirements.

Dometic will select and partner with Suppliers who are committed to working together toward a common goal and who share our commitment to the best practices outlined in this Supplier Quality Manual. These best practices and Supplier’s performances are continuously monitored with business reviews, Supplier scorecards, key performance indicator (KPIs) metrics, and assessments.

Initial evaluation requirements to be a supply chain partner with Dometic requires all Suppliers of raw materials, components, finished devices, special processes, software, catalog items, and services, as well as third party manufacturers used by Dometic and its subsidiaries, to be approved prior to the issuance of contracts based on the evaluation of the Supplier’s quality system. All Suppliers must be approved by Dometic, regardless of approvals by customers or other entities.



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3 Planning, Quoting and Selection of Potential Suppliers

3.1 Planning and Quoting

Dometic offers and develops a broad portfolio of market-leading products and is committed to providing its Customers solutions that make Mobile Living Easy. Key to this effort is a focused and effective product development process that includes the manufacturing of world-class product throughout the global network of supply chain manufacturing sites worldwide.

Dometic shall determine the quality and product specification requirements for the product/service the Supplier must meet per the Contract requirements.

Before committing to supply any product or service to Dometic, the Supplier will hold a Business and Technical review for the Dometic requirements related to the product. This is essential to ensure that the product or service requirements are defined, order requirements are understood, and the Supplier has the ability to meet the defined requirements per the acceptance of the Dometic Purchase Order.

3.2 Supplier Selection

The process of selecting Suppliers for materials, components, finished products or services is an integral part of Dometic's commitment to delivering world-class Products to our customers.

Our principal interest is to ensure that the selected Suppliers are aligned with Dometic's quality, technology and business goals. The Supplier selection process is also used to identify potential risks in the supply chain, so that risks can be mitigated or eliminated prior to production.


When selecting a Supplier, Dometic will evaluate both existing and new Suppliers. The key areas evaluated are:

Quality - Capability to repeatedly produce product which meets or exceeds the technical and quality requirements of Dometic.

Technology - Technical capability and commitment to advancing process technologies in support of Dometic's strategic direction.

Service - Capability to meet Dometic's production, delivery and service requirements with a demonstrated high level of support and responsiveness.

Value - Competitive pricing, cost reduction capabilities (VA/VE) and active participation in Supply Chain initiatives.

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4 Supplier Evaluation and Qualification

4.1 Evaluation

The level of evaluation within the selection process is based upon the potential risk of the sourcing decision, as determined by a number of factors, including but not limited to Supplier history and the requirements of the particular material, component, assembly, service or finished product to be purchased.

4.2 Supplier Assessment Process

The Potential Supplier Assessment (PSA), Self-Assessment and Audit criteria are intended to assess a supplier's sustainability (ESG), quality system, process control capability and are not absolute descriptions of what is required to assure quality in products and services. Assessed suppliers must have either a Self-Assessment or an audit performed as related risk level.

4.2.1 Potential Supplier Assessment (C-F-SQ-014)

The Potential Supplier Assessment is completed by the supplier independently and is reviewed by Dometic to understand supplier's capabilities related to Sustainability (ESG), Quality Management System(s) and determines if an audit or a self-assessment is required. The PSA can also grant immediate approval for those suppliers who qualify up to 120 days until an audit or self-assessment can be completed.

At any point during this process Dometic may request supporting documentation (i.e. Quality Manual, Quality Management Procedures, ISO cert, Quality Objectives) and reserve the right to request an audit.

4.2.2 Supplier Self-Assessment (C-F-SQ-001 Dometic Supplier Audit / Assessment)

When an audit is not required a Self-Assessment is completed by the supplier independently and is reviewed by Dometic to understand supplier's capabilities related to Sustainability (ESG), Quality Management System(s).


At any point during this process Dometic may request supporting documentation (i.e. Quality Manual, Quality Management Procedures, ISO cert, Quality Objectives) and reserve the right to request an audit.

4.2.3 Audit (C-F-SQ-001 Dometic Supplier Audit / Assessment)

Dometic and/or its customers, due to product/process complexity or criticality, may elect to conduct an audit to assess a Supplier's product and process capabilities. As a result, corrective actions may be issued. These audits could include:

4.2.3.1 Quality Management System (QMS) – if necessary, as a result of (or in conjunction with) product or process capability assessments, to determine whether the Supplier's quality management system meets one or more of the applicable standards and is functioning effectively.

4.2.3.2 Sustainability and Environment, Social, Governance – to determine if Supplier is enhancing positive work environment related to Human Rights and Labor, Health and Safety, Environment, Governance including integrity and anti-corruption.

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- 4.2.3.3 Business and Manufacturing Operations – to determine whether the Supplier has the financial resources, production capacity, and other business resources needed to fulfill Dometic volume production needs and continuity of supply.
- 4.2.3.4 Continuous Improvement Initiative – to determine the Suppliers culture, method and skills are present to actively pursue continual improvement.
- 4.2.3.5 Technology Assessment – to determine whether the Supplier has the needed technical resources, including production and inspection equipment, facilities, engineering resources, Dometic- specified computer aided design language/format, electronic commerce capability, etc.
- 4.2.3.6 Sub-Tier Supplier Control – to evaluate the effectiveness of the Suppliers sub-tier management processes and ensure that products or services procured from sub-tier sources and delivered to Dometic conform to all applicable Dometic requirements.

4.3 Supplier Qualification Status

Once the Review of the Supplier is complete, Dometic will make a determination based upon the Evaluation and Assessment to the Status of the Supplier.

The Supplier will be classified as:

4.3.1 Approved

If the Supplier meets the evaluation requirements, they will be added to the Dometic Approved Supplier Listing for the associated facility and product family.

4.3.2 Probationary

A Qualified Supplier may be placed in Probationary Status based upon the ongoing monitoring. When in Probationary status, the Supplier shall not be considered for any new business. The Supplier is required to take actions that resolve the Probationary status.


A new Supplier to Dometic may be qualified as Probationary upon completion of its initial evaluation if deficiencies are found but are not deemed substantial enough to fail the supplier. No orders for saleable product are placed until all deficiencies are resolved.

A Probationary Supplier that fails to improve or implement the required actions will be evaluated for Disqualification.

4.3.3 Not Approved / Disqualified

A Supplier who fails to pass the evaluation shall be given the Status of “Not Approved” for an initial evaluation or “Disqualified” if they failed a re-evaluation.

A Supplier may be offered the opportunity to correct the reasons for the failed Assessment and re-submit through the assessment process again.

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A Probationary Supplier who fails to address the Probationary concerns shall be evaluated for Disqualification

4.4 Compliance to Contractual Requirements

Upon accepting a Dometic Contract (Reference PO Master Terms and Conditions), the Supplier is responsible for compliance to all contract (e.g. engineering drawing, specification, purchase order) requirements. All documents, drawings and specifications, regardless of origin, are applicable to the Supplier when specified in the contract or documents referenced in the contract, and are required to be used at all levels of the supply chain. Unless otherwise specified in the contract, the document revision in effect on the date of issue of the contract applies to the contract. Neither audit, surveillance, inspection nor test made by Dometic or its customer(s), at the Suppliers facilities, at any sub-tier facilities, or upon receipt at Dometic, relieves the Supplier of the responsibility to furnish acceptable products or services that conform to all contract requirements; nor does it preclude subsequent rejection by Dometic or its Customers.

4.5 Control of Sub-Tier Suppliers

The Supplier, as a recipient of the contract, is responsible for meeting all requirements, including work performed by the Supplier's sub-tier Suppliers (also known as Sub-Suppliers or subcontract Suppliers). When the Supplier uses sub-tier sources to perform work on products and/or services scheduled for delivery to Dometic, the Supplier shall include flow down on contracts, to its sub-tier sources, all of the applicable technical and quality requirements contained in the Dometic Contract, including system requirements, regulatory requirements, the use of Dometic designated sources, and the requirement to document and control 'key characteristics' and/or 'key processes', and to furnish certifications and test reports as required. Dometic and its customers reserve the right-of-entry to sub-tier facilities, subject to proprietary considerations.

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5 Product Qualification and Process Control

5.1 Reference Manuals

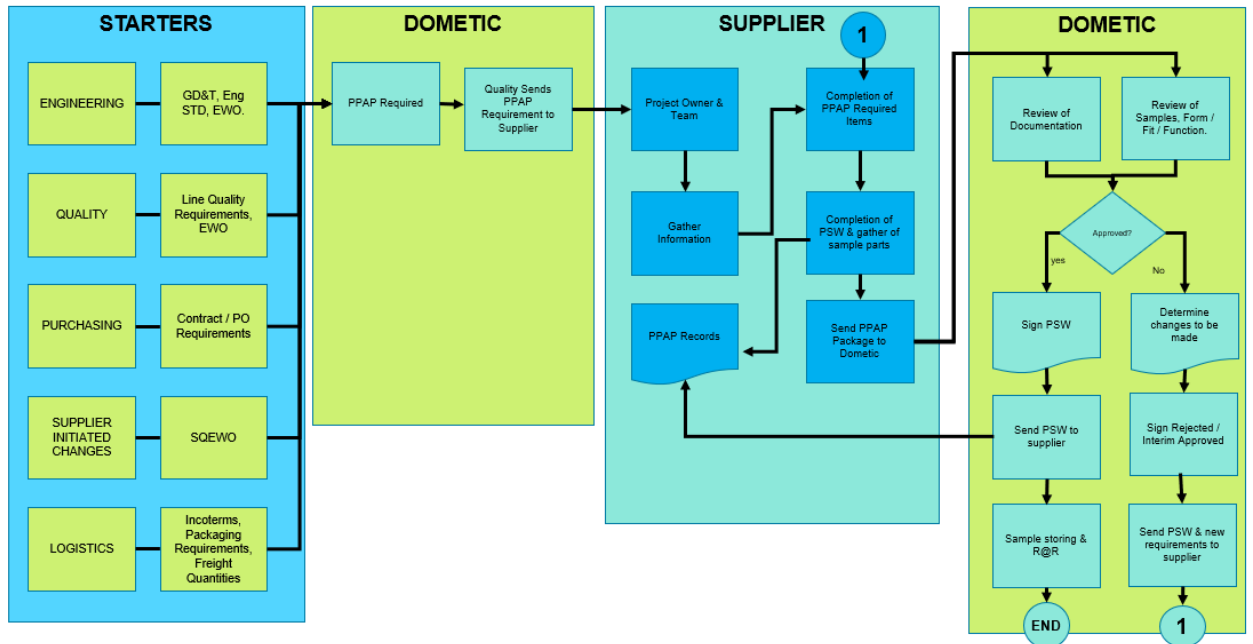
Dometic utilizes the AIAG Core tools as reference for its Product Qualification and Process Control processes and it is recommended that the Supplier obtain the current revisions of the following for their own reference.


The AIAG Core Tools Manuals are:

- Advanced Product Quality Planning (APQP) and Control Plan
- Production Part Approval Process (PPAP)
- Potential Failure Mode and Effect Analysis (FMEA)
- Measurement System Analysis (MSA)
- Statistical Process Control (SPC)

5.2 Product Qualification

This section defines the generic requirements for production part qualification and approval, known as the Production Part Approval Process (PPAP). The purpose is to determine if all Dometic design and specification requirements are properly understood by the Supplier and that the manufacturing processes have the capability to consistently meet these requirements.



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PPAP shall apply to all internal or external organizations supplying production parts, service parts, production materials or bulk materials. Exceptions are determined by local Dometic Quality representative and documented with explanation.

The level of submission is determined by the Product Risk. See table 5.2 below.


Table 5.2

Risk Category	High Safety Critical Items / Special Process Products / Traded Product / Single or Sole Sourced supplier	Level 3	Level 3 (Optional On-site)
	Medium Components / Assemblies / Kits/ Processes not defined as High Risk	Level 4	Level 3
	Low Consultant / Packaging / Printed Materials (manuals, labels, decals)	Level 1	Level 2
		Distributor	Manufacturer
		Type of Supplier	

5.2.1 Production Part Approval Process

Suppliers shall submit the PPAP Package to Dometic regarding its part production prior to shipment of the first production run under the following circumstances, unless specifically waived in writing:

- Making a new part or product. New parts or products may require multiple submissions (e.g. pilot, pre-production, and production).
- Product modified by an engineering change to design records, specifications, or material on an approved Engineering Change Order (ECO).
- Use of another optional process or material than was used in a previously approved part.
- Production from new or modified tools (except perishable tools), dies, molds, patterns, including additional or replacement tooling.
- Production following refurbishment or rearrangement of existing tooling or equipment.
- Production following any change in process or method of manufacture.
- Production from tooling and equipment transferred to a different plant location or from an additional plant location.
- Change of source for any subcontracted parts, materials or services (for example, heat treating, plating).

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- Product re-released after the tooling has been inactive for volume production for twelve (12) months or more (automotive products). All other products may extend the inactivity period to 24 months.
- Following a customer request to suspend shipment due to a Supplier quality concern.

If the Supplier is uncertain as to whether a change requires a PPAP Submission, the Supplier shall notify their respective Dometic contact for clarification.

5.2.2 Production Part Approval Process Submission Requirements

Reference AIAG PPAP Manual, for complete list of submission requirements for each level of PPAP.

Reference the AIAG APQP Manual for related guidance on associated product and process design and methodology techniques.

When PPAP is required by Dometic contract, the Supplier shall submit to the table (table 5.2.2) below based upon the Product Group. Other submission requirements can also be requested by the Dometic in writing.

All Submission must be submitted via the **C-F-SQ-008 Dometic PPAP Workbook**. Alternative forms, Except the Dometic PSW, may be used to meet the requirements defined in the **C-F-SQ-008 Dometic PPAP Workbook** unless prior written authorization is provided by Dometic Quality representative. Also, Reference AIAG PPAP Manual for applicable forms and instructions.

NOTE: THE PPAP SUBMISSION PARTS AND SAMPLES MUST BE TAKEN OR MADE FROM ACTUAL PRODUCTION TOOLING AND/OR PROCESSES UNLESS OTHERWISE APPROVED IN WRITING BY DOMETIC SQE/SDE.

Depending on the PPAP level selected, the following activities are to be completed. Exclusion are to be submitted on C-F-SQ-012 PPAP Request form (embedded in Dometic PPAP Workbook C-F-SQ-008).

Table 5.2.2

Item	Requirement	Level 1	Level 2	Level 3	Level 4	Level 5
1	Design Record	R	S	S	*	R
	• for proprietary components / details	R	R	R	*	R
	• for all other components / details	R	S	S	*	R
2	Engineering Change Document if any, if none, a memo stating as such	R	S	S	*	R
3	Dometic Corporation Engineering Approval if required, if none, a memo stating as such	R	R	S	*	R
4	Design FMEA, (if none exists with Supplier a memo stating as such)	R	R	S	*	R



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5	Process Flow Diagram	R	R	S	*	R
6	Process FMEA	R	R	S	*	R
7	Control Plan	R	R	S	*	R
8	Measurement System Analysis Studies	R	S	S	*	R
9	Dimensional Results	R	S	S	*	R
10	Material, Performance Test Results	R	S	S	*	R
11	Initial Process Studies	R	R	S	*	R
12	Qualified Laboratory Documentation	R	S	S	*	R
13	Appearance Approval Report, (if no appearance items exists, a memo stating as such)	S	S	S	*	R
14	Sample(s) From layout.	R	S	S	*	R
15	Master Sample	R	R	R	*	R
16	Checking Aids	R	R	R	*	R
17	Records of Compliance, with Dometic-Specific Requirements	R	R	S	*	R
18	Shipping Label	R	R	S	*	R
19	Packing Method	R	R	S	*	R
20	Asset Tags	R	R	S	*	R
21	Dometic Specific Requirements	S	S	S	S	R
22	Part Submission Warrant (PSW)	S	S	S	S	R
23	Sub-Supplier / Component PPAP	S	S	S	S	R

S: Submission required

R: Supplier to complete and retain


*: Supplier to complete and make available upon request

5.3 Process Control

This section defines the basic requirements for Suppliers to control their manufacturing processes.

5.3.1 Special Characteristics

The Supplier shall demonstrate conformity to those special characteristics designated by Dometic through means of documentation and appropriate control methods. In addition to any special characteristics identified by Dometic, the Supplier shall also review, identify, document, and control other product and process characteristics that are key to achieving quality.

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5.3.2 Error Proofing

The Supplier should use error-proofing devices and techniques as a form of process control; especially for repetitive functions, difficult task prone to mistakes, Safety Critical features or where the cost of the error is high.

Examples:

- **A change in Die design**
In some operations (for example in stamping, drilling), a die can be placed incorrectly. That error can result in product quality issues and in damage done to the die.

The use of guide pins of different sizes and locations can ensure it only “fits” in one direction

- **A change in a fixture design**
The part being worked on can be placed the wrong way into a fixture, with resulting quality issues.

Modify the fixture in order to make it impossible to place the part incorrectly. The design of the part itself could be changed, for the same effect.

- **Sensors that prevent processing under certain conditions**
The most common sensors are:
 - Limit switch – convenient when a part is in contact with a tool/fixture.
 - Proximity sensor – a good solution when a part is/might be at a certain distance.
 - Infrared sensor – appropriate for checking presence from a distance.
- **Vision system**
A vision system captures images, analyzes them, and triggers an action in pre-determined cases. It does not require contact with the product.

They detect that a part is poorly positioned, that a component (or labeling element) is missing, that a step was done before another, etc. As a response, it might sound an alarm, or it might make it impossible to proceed (often by stopping a piece of equipment) until a positive change is made.


5.3.3 Work Instructions

The Supplier shall have documented work instructions, Inspection requirements and Process control instructions, as necessary, for all employees having responsibilities for the operation of the processes that impact product quality. These instructions shall be maintained current and accessible for use at the workstation.

5.3.4 Training

The Supplier shall ensure that all employees having responsibilities for the operation of the processes that impact product quality are to be trained and qualified to perform the required tasks. Training records, Certification and Competence matrices, as appropriate, are to be maintained.

5.3.5 Control of Monitoring and Measuring Devices

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The Supplier shall determine the monitoring and measurement to be undertaken and the measuring devices needed to provide evidence of conformity of product determined requirements. As a minimum, where necessary to ensure valid results, measuring equipment shall:

- A) Be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded; and
- B) Be identified to enable calibration status to be determined.

5.3.6 Preventative Maintenance

The Supplier should identify key process equipment and provide resources for machine/equipment maintenance activities and develop an effective planned total preventative maintenance system.

5.3.7 Shelf-Life Control

With each delivery of materials or products that have a limited or specified shelf life, the Supplier shall furnish data that show:

- (a) the cure or manufacture date,
- (b) expiration date or shelf life,
- (c) lot or batch number,
- (d) when applicable, any special handling or storage requirements.

Unless otherwise specified by contract, for all shelf life limited materials or product delivered to Dometic, the remaining shelf life shall be a minimum of 75% of the total life of the material.

5.3.8 Regulatory Requirements

For regulatory requirements such as FMVSS 302, material requirements such as specific resins, and other non-data/dimensional characteristics identified as Key Control Characteristics, proof of compliance such as Material Data Sheet or Certificate of Compliance is required with the PPAP submission, when requested by Dometic. It does not need to be sent with each shipment unless otherwise specified and no statistical monitoring is required.


5.3.9 Process Validations

Where the results of a process cannot be fully verified by subsequent inspection and test, process validation can be used to demonstrate that when a process is operated within specified limits, it will consistently produce product complying with predetermined (design and development) requirements. The process shall be validated with a high degree of assurance and approved according to established procedures for process capabilities.

If a validation is not performed or statistical capability requirements cannot be met for Critical features, 100% inspection is required.

The Supplier will be responsible to monitor and control process validations per their master validation plans.

NOTE: In cases where the only method of inspection would be destructive testing, validation is required, as 100% inspection would destroy all produced product.

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The following is a Reference List of Processes that typically require Validation. This list is not deemed exhaustive.

- Annealing
- Casting
- Coating (e.g. anodizing)
- Compression Molding
- Crimping
- Dipping
- Extrusion
- Filling
- Forging
- Heat Treat
- Injection Molding
- Mass Finish (only when a finish is dictated)
- Mixing
- Passivation/Electro-polish (EP)
- Plastic Bonding/Molding, or other types of bonding such as metallic bonding
- Sintering
- Software Controlled Processes
- Test Methods (e.g. Non-Destructive Testing (NDT), mechanical testing)
- Soldering
- Welding
- Foaming
- PCBA full process
- Painting/silk screening

5.3.10 Run at Rate

A Run at Rate evaluation may be required to prove that quality and capacity requirements can be accomplished. During a Run at Rate audit, the supplier proves and demonstrates that the manufacturing process is capable to produce parts according to quality requirements at the quoted production rate.


Run at Rate evaluations apply to new production initiation, a major process change, or a production relocation (moving to other site or facility), which are all PPAP-mandatory changes.

5.3.11 Lot Control and Traceability

Suppliers shall have controls in place to provide product traceability through their process, from raw materials to the finished end product at the OEM. Each shipment to Dometic must be identified to provide lot traceability in the event of a quality issue.

It is recommended that the size of lots be controlled to be as small as reasonably practical to minimize the exposure to the end customer if a recall is required.

5.3.12 Control and Release of Dometic Furnished Documents

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Documents furnished by Dometic to the Supplier are furnished solely for the purpose of doing business with Dometic. Proprietary documents may be furnished to the Supplier in hard copy, electronic or other media. The Supplier is responsible for controlling and maintaining such documents to preclude improper use, loss, damage, alteration and/or deterioration.

Unless authorized by the Dometic Sourcing in writing, the Supplier shall not transmit or furnish any Dometic furnished documents, or copies of such documents, to anyone outside the Supplier's business organization except to a sub-tier source used by the Supplier for performance of work on the Dometic Contract. The Supplier shall return to Dometic, or purge electronic copies of, all proprietary documents with the last delivery of products or services on the contract. Dometic may request the Supplier to furnish objective evidence or certification that proprietary documents have been purged. The Supplier is responsible to ensure this requirement is applied to their sub-tier sources in receipt of Dometic proprietary documents.

5.3.13 Acceptance Activities

5.3.13.1 Incoming Acceptance:

Each Supplier shall establish and maintain procedures for acceptance activities. Acceptance activities include inspections, tests, or other verification activities. Supplier will document acceptance or rejection of incoming product. Special Characteristics must be treated as described in this manual or as approved by SQE/SDE.

5.3.13.2 In-Process Acceptance:

Each Supplier shall have in-process acceptance procedures to ensure that in-process product is controlled until the required inspection and tests or other verification activities have been completed.

5.3.13.3 Final Acceptance:

Each Supplier shall have procedures for finished product acceptance to ensure that each production unit, lot, or batch of finished product meets Dometic's acceptance criteria. Finished product shall be adequately controlled until released.

5.3.13.4 Sample Size Selection:


Samples sizes should be selected to ensure valid results and be based on a Statistically valid Sampling plan.

5.3.14 Non-Conforming Material / Product

The Supplier shall establish and maintain procedures to control product that does not conform to Dometic specifications. These procedures must address the identification, documentation, evaluation, segregation, and disposition of nonconforming product, including the need for an investigation, which is to be documented.

At no time should a Supplier knowingly ship nonconforming product without specific prior approval by Dometic. If a supplier ships nonconforming product without approval by Dometic SQE/SDE a Supplier Corrective Action shall be issued.

The Supplier shall have control systems in place to prevent nonconforming product from being mixed with conforming product. In the event these systems fail and nonconforming product escapes through the Supplier acceptance process, the Supplier shall immediately notify the Dometic contact person in order to

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allow Dometic to investigate and take containment action. Supplier shall fully cooperate in any investigation of containment action(s).

The Supplier shall have procedures covering disposition of nonconforming product. Reworked product shall include documentation of reviews and decisions, as well as the production and inspection requirements used to ensure parts are conforming. Nonstandard rework needs to be approved by Dometic before shipment.

In the event that Supplier defects are discovered at Dometic, the parts/components in question will be identified and segregated to preclude further use. Dometic will make a determination of the next steps to be made in the process based on several criteria, including the defect's criticality, quantity, cost, and other factors. Based on this evaluation, Dometic will determine whether the:

- Non-Conformances are accumulated and returned to the Supplier in accordance with plant procedures.
- Supplier must provide RMA # to Dometic
- Supplier sorts the Non-Conformances at Dometic.
- Supplier reworks Non-Conformance at Dometic.
- Dometic scraps the material with vendor RMA.

Where nonconforming product is discovered at Dometic, or which would potentially causes a field action or recall, the Supplier is subject to a possible monetary penalty and maybe disqualified as a Supplier. Non-conforming supplied product will result in Dometic debiting the Supplier, at a minimum, for the returned product sent to Dometic.

5.3.15 Control of Reworked Product

Rework is defined as additional operations that are not part of the basic production process flow, which will bring product in full compliance with applicable drawings and specifications. Instructions for rework, including re-inspection requirements, shall be accessible to and utilized by the Suppliers appropriate personnel. All rework shall be documented and accepted by Supplier's quality department.

Repair is defined as using alternative manufacturing methods, materials, or processes which *may not* bring product into full compliance with applicable drawings and specifications. Repairs are not allowed without written approval from Dometic.


Reworked or Repaired product shall be clearly identified in a manner to visually identify it as reworked or repaired product.

5.3.16 Source Inspection

Supplier's products or services may be subject to source inspection by Dometic, representatives of Dometic or regulatory agencies. Source inspection requirements will be included on the contract and may apply to any and all operations performed by the Supplier or the Supplier's sub-tier sources. The Supplier shall provide necessary access, equipment and resources required to effectively accomplish source inspection.

5.3.17 Third Party Sorting

The Supplier may elect or be required to use a third party/rework/service company to support Dometic production. Expenses incurred for sorting are the responsibility of the Supplier. Written work instructions must be provided by the Supplier prior to starting any third party campaign. A copy of the work instructions and result of the campaign must be supplied to Dometic Quality Assurance as an official record.

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Any sort company selected by the Supplier shall be subject to approval by the Dometic Sourcing and Supplier Quality.

5.3.18 Purchasing Controls

The Supplier shall establish and maintain controls on the purchase of components used in the manufacture of product to ensure conformance to specified requirements, including controls such as dimensional inspection, analytical testing and/or visual inspection of packaging, labeling, and shipping containers, as required.

The Supplier shall maintain documentation that clearly describes the quality requirements for components and shall require component sources to notify the Supplier of all proposed changes in component manufacturing prior to making any change. As part of Supplier change notification requirements, Dometic shall participate in the review and approval of all component source changes.

If a Supplier subcontracts a portion of its manufacture or inspection of components to sub-tier Suppliers the requirements, including change control, defined in this document shall be furnished to those Suppliers, with Dometic knowledge and approval, through purchase order requirements. The Supplier remains responsible for all acts or omissions of the sub-tier Supplier with whom it contracts.

5.3.19 Poor Quality Costs

Dometic reserves the right to recover costs from the supplier associated with Poor Quality.


For nonconforming products supplied to Dometic, including those that reach a Dometic customer, the Supplier may be requested to cover the costs to correct the nonconformance. Typical Incidents that could incur charges are:

- Non-conformance Occurrence
- Supplier Corrective Action including delays to responses
- Sorting, rework, and/or handling fees for actual time associated with defective components or assemblies.
- Shipping and/or replacement expedite fees.
- Cost of scrapping and recycling Supplier's nonconforming parts/components.
- Customer and/or Dometic assigned charges relating directly to poor quality, part replacement or line stoppage, may be deducted from accounts payable based on Dometic terms and conditions.
- Customer/end user charges will be passed through at cost.
- Failure to submit Return Material Authorization (RMA) within 5 business days of request from Dometic.

Supplier Corrective Action Request/Returned Material Authorization issues may be appealed by the Supplier in writing to a Dometic Quality Representative. All appeals must include the disciplined problem solving information and must be supported with data. Verbal appeals will not be considered.

5.3.20 Packaging, Labeling, Delivery & Record Retention

Preservation, packaging, labeling, and shipping methods must comply with common industry practices, and Dometic requirements specified on the contract.

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5.3.20.1 Labeling Standard

The Dometic Sourcing will provide the Supplier with the necessary specifications. All Supplier labels, bar codes and serialization of products must meet the requirements of Dometic documents 3311956.000 and 3311956.001 to the latest revision provided by the Dometic Sourcing, in addition for direct materials, use item part number and description from the purchase order.

When the products are distributed to Retail Customers as instructed by Dometic Sourcing, Dometic Suppliers should follow label drawing PN 3104200.005 that outlines UPC / EAN bar code for the stores.

Alternate local requirements may apply, based on Dometic requirements.

5.3.20.2 Delivery

The Supplier shall systematically inform Dometic of any delay in delivering product and provide a new dispatch date. The Supplier is responsible for additional transport costs due to delays.

5.3.20.3 Shipping Guidelines (Ref Appendix A& B)

In any instance where Dometic is financially responsible for inbound freight charges, shipments must be made in accordance with the routing instructions of Dometic. Any unapproved deviation from these instructions will result in charge back of excess cost to the Supplier.

5.3.20.4 Packaging Guidelines

Suppliers must design packaging to enable product to be shipped in such a way as to prevent damage during shipment. Damaged parts resulting from defective/insufficient packaging, will be charged to the Supplier.

Supplier initiated packaging or cost improvement is encouraged but must be reviewed and approved by the respective Dometic Supplier Quality Engineer unless otherwise delegated by the respective Operations Manager.


Suppliers should provide expendable packaging or returnable containers, where appropriate. Expendable materials and packaging must meet local and national standards for safe disposable and/or recycling.

All packaging must be received at Dometic in a condition to be handled and distributed. Cardboard shall not overhang the edges of the skids.

5.3.20.5 Preservation

In order to detect deterioration, the condition of the product in stock should be assessed at appropriate planned intervals. The Supplier should use an inventory management system to optimize inventory turns over time and should ensure stock rotation, such as "first-in-first-out" (FIFO).

5.3.20.6 Record Retention

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The Supplier shall retain quality records for a time period specified by the Dometic Contract or related reference documents. Upon request, the Supplier shall be capable of retrieving and delivering required records to Dometic within forty-eight hours from time of request by Dometic.

6 Supplier Monitoring

The Dometic evaluation system uses a number of factors, such as Quality, Delivery and Service, to develop an overall Supplier performance rating. This rating serves as an objective measure to determine whether Dometic expectations have been met.

At the discretion of Dometic, the Dometic Sourcing representative may elect to address the Suppliers performance deficiencies using multiple methods. A meeting with the Suppliers management may be required. A Supplier documented corrective action and improvement plan shall be submitted to Sourcing and Quality.

6.1 Performance Metrics

6.1.1 Quality

Supplier quality performance will be measured by DPMO (Defects Per Million Opportunity).

DPMO (Defects Per Million Opportunity)	
Product / Process Risk Category	Ppm Goal
Safety Critical, Traded Product, Single Source, Special Process	0
Components, Assemblies, Service, Packaging, Printing	<1000

Supplier's quality performance in addition may be measured though one or more of the following:


- Defects at Receiving PPM (Parts Per Million)
- % of Lots delivered with defective product
- Warranty Costs / PPM
- PPAP first time submission pass
- Corrective Action Response performance (Time to containment)
- Repeat concerns
- Recalls due to Supplier
- On Time Delivery

A target objective will be defined in agreement with Dometic Quality.

Zero non-compliances are required for Safety, Legal and Compliance concerns.

6.1.2 Delivery

A suppliers Delivery performance may be measured on its ability to deliver the correct amount of product/service within a defined time frame to the Dometic Facility.

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Other Metrics may be defined in agreement with Dometic Supply Chain.

A target objective will be defined in agreement with Dometic Supply Chain.

6.1.3 Service

A suppliers Quality Performance may be measured though one of the following:

- Corrective Action Response performance


Other Metrics may be defined in agreement with Dometic Supply Chain.

A target objective will be defined in agreement with Dometic Supply Chain.

6.1.4 Periodic Audits

There will be an ongoing review of Supplier performance to determine frequency and type of subsequent audit requirements. Dometic may audit a Supplier's product or process capabilities when (but not limited to):

- Based on Supplier risk classification as defined by Dometic
- There is expansion of Supplier scope, including risk level of product.
- Periodic onsite audits of critical and key Suppliers are called for.
- There is an insufficient response in one or more elements of the Supplier Assessment Survey or a Supplier Corrective Action Report (CAR).
- Significant changes occur, such as: facility changes, workforce turnovers, etc.
- There is a significant drop or downward trend in the Supplier's Quality, Delivery or Service rating (Scorecard).
- Existing product issues affect delivery or critically timed product launches.
- A significant quality issue occurs, and additional review is warranted to confirm corrective actions.
- Post assessment activities through the SCAR process.

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7 Communications & Feedbacks

7.1 Communications

While the processes in this manual attempt to reduce the number of individuals a Supplier must work with, the need for speedy and efficient resolution of issues may require some direct communications. In general, the following contact points should be used when contacting Dometic on certain issues.

Primary Contact: The Supplier's Sourcing is the primary contact for all commercial matters.

Warranty/Field Returns: Contact the name provided with a field return directly.

Supplier Quality and Development Issues: Supplier Quality (plant quality) should be contacted for resolution of product issues.

7.2 Problem Solving and Supplier Corrective Action


Should a Supplier not conform to requirements as outlined in this manual or product quality standards, Dometic may request a Supplier to submit a formal written corrective action, **C-F-SQ-006 CAR 8D**, to address specific non-conformances identified at either a plant or in the field. The need for a formal corrective action request will be evaluated in terms of potential impact upon production costs, quality costs, performance, reliability, safety, and customer satisfaction. Suppliers shall be expected to fully comply with these requests. Supplier CAR form may be used with approval from Dometic Supplier Quality Engineer / Supplier Development Engineer.

Suppliers should use a closed loop disciplined corrective action process whenever a problem is encountered internally or upon notification from Dometic. The preferred method is 8D.

Detailed instructions for the 8D Steps are in the Guidelines tab of the 8D form (C-F-SQ-006 CAR).

Responses to the CAR shall be within the following stipulated time, unless otherwise approved by Dometic:

Required Action	Timeline (from initial notification by Dometic)
Acknowledge receipt of notification and communicate to Dometic the immediate containment actions to be taken.	<i>Within 24 hours One (1) business day</i>
Provide an update of the containment plan to protect Dometic during the interim period. This update must include: <ul style="list-style-type: none"> Confirmation from the Supplier that all suspect product, in process, in stock, in transit, and potentially at any Dometic site, by lot number, Dometic contract number, and quantity has been identified. Additional specific containment actions needed to be taken by the Supplier and/or Dometic. 	<i>Within 72 hours Three (3) business days</i>

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Submit the Completed Corrective Action Plan, including those actions completed. Also include the Permanent Corrective Action Plan to prevent recurrence of the same problem and similar problems *Within 5 business days*

NOTE: all planned items must have dates of when the action is to be completed and all completed actions should have completion dates and be supported by documented evidence the action was completed.

If there is no evidence, the action did not occur.

Submit Completed Corrective Action Plan, providing evidence that all actions have been implemented. *Within 30 business days*

Also include the Permanent Corrective Action Evidence

Submit a Verification of Effectiveness showing that all actions taken have eliminated the Concern reported. *Per a Statistically valid Sample size
Timing usually within 6 Months of initial concern*

NOTE – this is not a verification of implementation.

The corrective action process provides for Dometic approval of the proposed corrective action, as well as verification of the effectiveness of the proposed actions after implementation of changes is complete.

7.3 Change Control


The Supplier shall be responsible for controlling changes and notifying the Dometic purchaser of all changes to the approved part design, manufacturing process, or site. No Changes are to be implemented without Dometic's prior approval.

7.3.1 Change Control Process

The Supplier shall have a process to ensure that the relevant versions of applicable documents furnished by Dometic (as well as those specified of external origin) are available at the point of use.

The Supplier shall be responsible for the timely review, distribution and implementation of all Dometic engineering standards/specifications and changes in accordance with the schedule required by Dometic. Timely review should be as soon as possible and shall not exceed two working weeks. The Supplier shall maintain a record of the date on which each change has been implemented in production. Implementation shall include updated documents.

7.3.2 Supplier Change Requests (C-F-SQ-007 Supplier Change Notification)

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Suppliers shall not make changes to their processes, location, facilities, equipment, material, product design (or any change which may affect product design or function per the design FMEA) without written approval from Dometic Engineering, Sourcing and Quality for the following:

- Correction of a discrepancy on a previously approved part or product
- Production from new, additional, replacement or modified tools, dies, molds, patterns, etc.
- Any planned changes by the Supplier to the design, process or manufacturing location, such as:
 - A) Use of other material than was used in previously approved part or product.
 - B) Production from new, additional, replacement or modified tools, dies, molds, patterns, etc.
 - i. Consumable tooling is excluded. The supplier must monitor tool life to ensure compliant product
 - C) Production following upgrade or rearrangement of existing tooling or equipment
 - D) Production from tooling and equipment transferred to a different plant, site or from an additional plant
 - E) Change of sub-tier Supplier for parts, nonequivalent materials, or services (e.g. heat treating, plating, etc.)
 - F) Product produced after tooling has been inactive for production for 12 months or more.
 - G) Change to test/inspection method – new technique (no effect on acceptance criteria)
 - H) For bulk materials: new source of raw material from new or existing Supplier, or change in product appearance attributes, etc.
 - I) Use of any non-conventional manufacturing methods such as electro-discharge machining (EDM), electro-chemical machining (ECM), laser or abrasive water jet metal cutting, flame spray coatings, etc.

These changes may require PPAP as required.


Before submitting to Dometic a request for a permanent change to a Supplier-controlled design, the Supplier shall review the FMEA and Control Plan, as applicable, to ensure that all the process-related issues have been addressed and resolved. Dometic may require the Supplier to submit an updated FMEA and Control Plan prior to approval of such permanent changes. Dometic may also require other portions, or all, of the related qualification process to be repeated. In some cases, Dometic may elect to review Supplier proposed permanent changes at the Supplier's facility.

To request a permanent engineering change, the Supplier will present change on the **C-F-SQ-007 Supplier Change Notification (SCN)**, including FMEA and Control Plan, to Dometic Sourcing, Quality and Engineering representatives, and if approved, the change will go through the Dometic process for engineering changes.

To request a one-time or temporary deviation. Suppliers will present the change on the **C-F-SQ-007 Supplier Change Notification (SCN)**, including FMEA and Control Plan, to Dometic Sourcing, Quality and Engineering representatives. Approval will be granted through the Dometic deviation process alone, or by written approval from the Dometic Sourcing agent, including Engineering and Quality followed by the aforementioned deviation.

7.3.3 E-Business Requirements

Some Dometic divisions currently use and are continually expanding the use of electronic business tools to facilitate day to day activities using electronic linkages between Dometic internal operations as well as Dometic Suppliers and Customers. Contracts, delivery schedules, notification of product

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rejections, requests for corrective action, etc. may be transmitted to Suppliers electronically, and Dometic expects that Suppliers will adopt these tools to reduce errors and improve efficiency. For a list of e-business requirements and opportunities contact the Dometic Sourcing.

7.3.4 Electronic Documents

The accuracy and authenticity of electronic documents and forms submitted to Dometic is of highest importance. The following rules apply and may be subject to review by Dometic at the Suppliers facilities.

- The issue of electronic documents and application of electronic signatures must be under the direct control of the individual whose name appears on the electronic document.
- The electronic signatures may only be applied at the place where the individual is located and the individual must have direct access and responsibility for the products or services described in the electronic document.
- The application of the electronic signature certifies that the signature (individual) represents an authorized company official.

7.3.4.1 Product Certification: Country of Origin and NAFTA

Dometic is required, by law to maintain documentation to substantiate the country of origin for all products and parts thereof. In order to meet this obligation, the Supplier must be able to supply a country of origin affidavit and/or a NAFTA Certificate of Origin (as applicable) upon request.

7.4 Confidentiality

All information shared with Suppliers is considered confidential. Disclosure of any Dometic confidential material, outside Dometic, will be grounds for immediate Supplier dismissal. Suppliers are expected to sign a binding confidentiality agreement.

7.5 Continual Improvement


Suppliers should define a process for continual improvement. A copy of the Supplier's continual improvement program shall be furnished to Dometic upon request.

7.6 Supplier Development

Dometic may select Suppliers for Development based upon opportunities for improvement and potential impact to the organization. These can be a result of Quality concerns or in certain circumstances as a result of a positive relationship and desire to improve, Typical examples are;

- Strategic growth Suppliers
- Provider of critical parts
- Key to manufacturing flow
- Performance issues

Suppliers selected for development projects shall have a willingness to change, improve and show evidence of internal continuous improvements efforts.

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Supplier development activities at Dometic involve working closely with key Suppliers to achieve the following Supplier results:

- Process control improvement
- Quality system improvement
- Product quality improvement
- Supply Chain effectiveness improvement
- Lead time improvement
- Productivity improvement
- Corrective Action and Problem Solving

The amount of Supplier development activity varies and will be assessed by Dometic Supplier Quality Engineering


Initiating and performing Supplier development activities with a Supplier involves the following activities:

- Management involvement and business group sponsorship
- Cross-functional teaming
- Project Selection
- Supplier Selection
- Team Review of Supplier Self-Assessment
- Surveillance Audit
- Implementation
- Post Audit

Management involvement from the Supplier as well as the Dometic business group site is vital to the success of the Supplier development project. Dometic selects Suppliers for development who present the best opportunity for improvement and the greatest potential impact to the organization.

8 REVISION HISTORY:

Rev	Revised by:	Date Released	Description of Change
A	M. Bowers	1 st October 2018	Initial release of Supplier Quality Manual.
B	A. Pollard	1 st June 2019	Updated Dometic Core Values and Clarifications
C	A. Pollard	4 th January 2021	Added Run @ Rate, PPAP and DPMO, removed Appendix A & B Shipping guidelines for Dometic US.

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9 Appendix A (Example Shipping Guidelines, US RV Division)

January 02, 2020

Dear International Supplier:

Brokerage and ISF Instructions

Thank you for your continued support and for maintaining a professional and valued business relationship with Dometic Corporation. Two key components of our successful supply chain are active **purchase order management** and complete compliance with the **Importer Security Filing (ISF)**.

Our forwarder, SCAN GROUP/TRANSGROUP, DHL EXPRESS or UPS INTL, actively manages our purchase orders and documents the ISF. They will reach out to you periodically to verify PO's are ready to ship and to collect the completed ISF form. They are available to assist you with any of the data elements (listed below) that we require you as our vendor, to complete on the ISF form. The ISF form (enclosed) must be completed no later than the ship date from your shipping location as this form must be filed by our forwarders with U.S. Customs and Border Protection at least 72 hours prior to the ocean vessel departure.


ISF 10 data elements:

- IMPORTER OF RECORD
- CONSIGNEE (NAME AND ADDRESS)
- BUYER (NAME AND ADDRESS)
- SHIP TO (NAME AND ADDRESS)
- SELLER (NAME AND ADDRESS)
- MANUFACTURER (NAME AND address)
- COUNTRY OF ORIGIN (FOR GOODS BEING SHIPPED)
- COMMODITY HTS CODE (MINIMUM OF 6 DIGITS IN LENGTH)
- CONTAINER STUFFING LOCATION (NAME AND address)
- CONSOLIDATOR LOCATION (NAME AND address)

Please be sure to provide an accurate and completed ISF Form and verify all HTS codes and Country of origin are listed. Our expectation is that you provide to our forwarder SCAN GLOBAL / TRANSGROUP, DHL EXPRESS or UPS INTL with all of the detailed invoice and logistics information sufficient for seamless ocean transportation.

Prior to completion of the ISF, please secure the Freight Forwarder's Bill of Lading data at the lowest level (i.e., the regular, straight/simple bill of lading or house bill of lading). After completion of the ISF, please forward an electronic copy of all documents (Bill of Lading, Commercial Invoice, Packing List, and ISF) to **EXPEDITORS INTERNATIONAL** ORD-Dometic@expeditors.com.

Failure to follow the instructions above could result in serious consequences for Dometic Corp., including, but not limited to, missed sailings, possible loss or damage to material, penalties and/or fines. In instances where Dometic is fined because of late, incomplete or erroneous data transmission by the Supplier, the party required to provide the ISF information will bear responsibility for the full amount of the fine, as per our purchase order terms and conditions, and/or authorization to return material.

 QUALITY MANAGEMENT SYSTEM DOCUMENT	REV #: C	DOCUMENT: C-M-SQ-001	
	PAGE:	Page 32 of 35	EFFECTIVE DATE: 4th January 2021
	OWNER:	SUPPLIER QUALITY	
	TITLE:	SUPPLIER QUALITY MANUAL	

Brokerage Instructions

Please ensure that EXPEDITORS INTERNATIONAL is shown as the notify party on all bills of lading for Dometic Corp:

Notify party: EXPEDITORS INTERNATIONAL
849 Thomas Drive
Bensenville, IL 60106
#(630) 595-3770

Regards,

Anna Jontz
Customs Compliance Analyst

Dometic Corporation
Columbia Centre 1
5600 N River Rd Suite 250 Rosemont IL 60018
Ph 847-447-7203 | anna.jontz@dometic.com | www.dometic.com



10 Appendix B

Dometic Corporation International Routing Instruction Template – January 2020


Dometic Corp International Routing Instruction

Dear Supplier,

We wish to advise you DOMETIC CORP has made special arrangements with the following Freight Forwarder listed below for both Air /Ocean to begin handling all future shipments.

- OCEAN FREIGHT
- AIRFREIGHT (All over 150kgs **MUST** be quoted)
 -  For Asia shipment that will be handling by SCAN GLOBAL/TRANSGROUP or DHL EXPRESS
 -  For Europe shipment that will be handling by UPS International Forwarding or DHL EXPRESS
- Parcel/Express—DHL EXPRESS/UPS Parcel

This affects all new shipments booked on or after Jan. 02, 2020, the primary responsibility for the Dometic Corp account resides at the origin office as shown below. In the event you have any questions or additional information is required, please feel free to contact Dometic Transportation and Compliance US. ALL bookings will be made through the local Forwarding office;

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Freight Forwarding contact info here

Note** **Please contact UPS for Parcel shipments up to 110lbs/ 50kg (Max. total shipment weight); For shipment 500lbs/250kgs (Max. total shipment weight), please contact Dometic US for DHL Express competitive rate;**

Please also note our special requirements for Import shipments to Dometic USA (Corporation):

- At the time of booking, supply PO number, destination, item-level shipment detail including part number and piece count to the accommodating forwarder.
- All bills of lading must be noted “**EXPRESS RELEASE**”.
- **MANDATORY - Supply Dometic Freight Forwarder, with a copy of the commercial invoice and packing list in English at the time of each shipment to include the following information:**
 - Purchase Order Number
 - Product/Item Number/SKU
 - COMPLETE Product Description
 - ECCN = EAR99
 - Product Quantity
 - Product/Unit Price
 - Total Product/s Value
 - HTS Classification
 - Product Weight

- **Contact information for Importer/Exporter including:**
 - Company Name
 - Company Contact
 - Company Phone Number
 - Company Email / Company Fax Number if available

- In order to comply with US Customs rules and regulations, we are attaching additional information regarding ISF filing and Customs Brokerage. **It is required that you follow these instructions for all shipments destined to Dometic USA via ocean carrier.**




Transgroup ISF
FORM.xls



ISFv.11 Dometic ISF
UPS Form.xls




[Importer of Record:](#)

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- ❖ # 32-0145464 Dometic Corporation - 2320 Industrial Parkway Elkhart In 46516
- ❖ Consignee name and delivery address must be listed on the Commercial Invoice.

Notify party: EXPEDITORS INTERNATIONAL

849 Thomas Drive
Bensenville, IL 60106
#(630) 595-3770

-  Import Brokerage/Daily Contact - Alejandro Cano / Teresa Martinez
#(630) 787-4707 ORD-Dometic@expeditors.com
-  Import Brokerage/Back up - Jamie Poviliatis
#(630) 227-4707 ORD-Dometic@expeditors.com
-  Import Brokerage/Escalation - Lidia Wrona
#(630) 616-2305 Lidia.Wrona@expeditors.com

- ❖ English description of each imported commodity
- ❖ Must use HEAT TREATED pallets
- ❖ ALL containers must be clean and free of pests
- ❖ Please copy all commercial documents to the Dometic email address below:
intl_frt_forwarders@dometic.com

Kind Regards from the US Transportation Logistics Group,

Customs Compliance Group

Todd Logan
Dometic Group
Director of Transportation
PH, 574-266-4789 Mobile: 407-312-5813
Email: todd.logan@dometic.com


Anna Jontz
Dometic Group
Customs Compliance Analyst
Ph 847-447-7203
Email: anna.jontz@dometic.com |

11 Appendix C

Applicable Documents

The following documents are referenced within this manual and may be applicable to the extent specified by Dometic in the contract and applicable reference documents. Copies may be obtained from the sources shown. It is the Suppliers responsibility to obtain applicable documents and to ensure that current revisions are maintained and available to its operations.

Document	Document Title	Available From
ISO 9001	Quality Management System Requirements (General)	www.ansi.org

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		www.iso.ch
ISO/TS 16949	Quality Management System Requirements (Automotive)	www.ansi.org www.aiag.org
IATF 16949	Quality Management System Requirements for Automotive production and relevant service parts organizations	www.aiag.org www.iatfglobaloversight.org
APQP	Advanced Product Quality Planning & Control Plan Manual	www.ansi.org www.aiag.org
PPAP	Production Part Approval Process Manual	www.ansi.org www.aiag.org
SPC	Statistical Process Control Manual	www.ansi.org www.aiag.org
MSA	Measurement System Analysis Manual	www.ansi.org www.aiag.org
FMEA	Potential Failure Mode & Effects Analysis Manual	www.ansi.org www.aiag.org
CQI-20 and CQI-21	Effective Problem Solving Guideline	www.ansi.org www.aiag.org
ISO 9004	Quality Management Systems – Guidelines for Performance Improvements	www.ansi.org www.iso.ch

Dometic:

Document	Document Title	Available From
C-F-SQ-001	Dometic Supplier Audit / Assessment	Dometic
C-F-SQ-006	CAR 8D	Dometic
C-F-SQ-007	Supplier Change Notification (SCN)	Dometic
C-F-SQ-008	Dometic PPAP Workbook	Dometic

Forms and Exhibits

Many of the required forms are available in the respective AIAG core tools manuals and other reference documents.

Form Number	Form Title	Available From
CFG-1001	Part Submission Warrant	See PPAP Manual
CFG-1003	PPAP-Dimensional Results	See PPAP Manual
CFG-1004	PPAP- Material Test Results	See PPAP Manual
CFG-1005	PPAP- Performance Test Results	See PPAP Manual