

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

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

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

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

**Definitions:**

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

**Reference Documents:**

**Procedure:**

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

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

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

**Procedure continued:**

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

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

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

***AMENDMENT RECORD***

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

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

**PMC - Customer Specific Requirements**

Key: A = Automotive Customer

Cust ID	Customer	Last Sale	CSR
20116	Advanced Machine & Tool	08/21/17	No special requirements
20125	Airtex Products, LP	04/22/16	No special requirements
20210	Bachman Machine Company	07/27/17	No special requirements
20243	Black & Company #07	08/24/17	No special requirements
20259	Bluffton Motor Works, LLC	01/26/17	No special requirements
20275	Capsonic Automotive	A 08/17/17	<b>Capsonic Automotive &amp; Aerospace Supplier Manual</b>
20278	Central Illinois Mfg. Co.	07/27/17	No special requirements
20288	Combined Systems, Inc.	07/31/17	No special requirements
20297	Crane Merchandise Systems	08/22/16	No special requirements
20295	Defense Finance &	01/31/17	No special requirements
20359	Dura Automotive	A 02/28/17	<b>Dura Global Supplier Quality Assurance Manual</b>
21357	Emerson Hermetic Motor	08/25/17	No special requirements
20565	Empire Comfort Systems	09/23/16	No special requirements
20976	Insta Trim Boat Leveler	08/24/17	No special requirements
21032	Kayser Automotive Systems	A 08/14/17	<b>Kayser Quality Assurance Agreement</b>
21089	Keihin North America	A 09/21/16	<b>Keihin Supplier Quality Manual</b>
21095	Kilgore Flares Co. LLC	08/25/17	No special requirements
21202	Kostal Mexicana	A 02/24/17	<b>Kostal Quality Guideline for Suppliers</b>
21305	Machine Products Corp.	08/22/17	No special requirements
21997	Mahle Filter Systems	A 12/30/16	<b>Mahle Productive Material Supplier Guide</b>
21358	Motores Reynosa S.A.DE CV	08/25/17	No special requirements
20912	Nidec Motor Corp	07/31/17	<b>Nidec Automotive Supplier Quality Manual</b>
21615	Orscheln Products L.L.C.	A 08/15/17	<b>Orscheln Supplier Quality Manual</b>
21634	Ortech	A 06/16/17	<b>Ortech supplier Quality Manual</b>
21321	Regal Beloit America	01/24/17	No special requirements
21828	Repro Parts, Inc.	A 06/28/17	No special requirements
21903	SAIC - Crane	03/30/16	No special requirements
21902	SAIC Oak Ridge	03/30/16	No special requirements
21937	Siemens Wind Power Ltd.	06/29/17	No special requirements
21980	Star Mfg. International	07/27/17	No special requirements
21990	Talleres Mecanicos	08/15/17	No special requirements
21987	TBDN Tennessee Company	A 08/22/17	<b>TBDN Supplier Quality Assurance Manual</b>
21242	Toledo Molding & Die, Inc	05/31/16	No special requirements
20591	TOPS PRODUCTS	08/25/17	No special requirements
22700	VonWeise	08/22/17	No special requirements
21625	WGE Equipment Solutions	08/22/17	No special requirements

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