

Isuzu North America Corporation

Purchasing Manual

ISUZU

INAC

Isuzu North America Corporation



Version 2.0
2023

This Isuzu North America Corporation (INAC) Supplier Purchasing Manual has been reviewed, approved and signed by the Purchasing leadership.

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ISUZU MANUFACTURING PLANT INFORMATION

Receiving docks open from 6:00AM-2:00PM EST Monday thru Friday
Plants are contract manufacturing by Builtmore (Shyft group)

NGAS PLANT #5

1055 Mikesell St.
Charlotte, MI 48813
- Class 3-5 Trucks

FTR Plant #12

1023 Reynolds Rd.
Charlotte, MI 48813
- Class 6-7 Trucks

Isuzu North America Corporation Purchasing Manual

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1. Introduction

The Isuzu North America Corporation (INAC) Purchasing Manual (PM) serves as a guide for aiding Suppliers in understanding the key elements of INAC Purchasing requirements and expectations. The PM sections are the minimum practices that Supplier facilities are required to effectively implement.

These requirements apply to ALL SUPPLIERS of:

- Production Materials
- Production or Service Parts Distribution Centers
- Port Installed Options (PIO) *post assembly plant part installation*

All INAC Suppliers are required to meet or exceed all INAC stated or implied Purchasing requirements identified in this document. Use of the words “shall” and “must” indicate that the statement is a requirement.

It is INAC’s mission to provide our customers with defect-free products and services and to supply them at the lowest total cost and delivery timing. This goal can only be achieved with the support and commitment between you, our Supplier, and us. Clear, concise expectations and requirements will make the Supplier-Customer relationship more rewarding and effective for all.

When referenced, INAC includes, but is not limited to, the products produced by ISUZU, Builtmore (contract manufacturer) and at Assembly Ports where PIO parts are received and installed.

All INAC Suppliers are required to support any identified INAC priorities.

Quality Policy

Isuzu North America Corporation (INAC) is devoted to the building of innovatively designed, durable and high quality trucks. INAC is committed to the achievement of zero-defect production with continuous improvement and customer focus.

AIAG Documents

All AIAG specific documents referenced can be obtained by contacting AIAG at their latest phone number. Documents can also be ordered by accessing AIAG on the web at www.AIAG.org.

Note to Suppliers:

This manual is not intended to be comprehensive and “all-encompassing”; however, certain circumstances will prompt questions. If you have any questions regarding any part of this manual, you are encouraged to contact your respective INAC Purchasing personnel. Referenced documents within’ this PM can be found at the ISUZU website (<http://www.iszapurchasing.com>).

2. Purpose

The purpose of this PM is to provide a uniform method to communicate general requirements, expectations, customer specific requirements and guidelines to the INAC Supply Chain.

3. North America Procurement and Supply Chain (INAC-P) Vision

The INAC-P Vision is to develop world-class procurement and supply chain team members providing the best in logistics, quality, new product development and competitiveness to the INAC facilities.

4. North America Procurement and Supply Chain (INAC-P) Responsibilities

All raw material and components are obtained through the corporate purchasing process. All raw materials and component parts will be classified by product type to develop consistency across all Suppliers within that product line and INAC facilities.

5. Quality Management System

All Suppliers to INAC are expected to be certified to the latest version of ISO9001, IATF16949 and/or VDS 6 standards by an accredited third party registrar. Non-compliance to this expectation may have an impact on future business. Reference separate INAC Supplier Quality Manual (INACManual001) located at the ISUZU website (<http://www.iszapurchasing.com>).

For Materials Management/Delivery, compliance to the AIAG Materials Management Operations Guidelines Logistical Evaluation (MMOG/LE) assessment is preferred to support an effective materials management and delivery system is in-place at the Supplier manufacturing location through completion of the MMOG/LE assessment questions. This document can be found on the AIAG website www.AIAG.org.

6. Supplier On-Boarding Process (New Supplier/Program Process)

A new Supplier is defined as a Supplier and/or Supplier location who has never done business with INAC or is a past Supplier who has not supplied product to INAC within the last five years. Suppliers are required to register their business as a potential Supplier by visiting the following site (<http://www.iszapurchasing.com>) and completing the Supplier Profile (INACForm033) and questionnaire (INACForm032). It is the Supplier's responsibility to keep this information updated and current. INAC must have a signed Non-Disclosure Agreement in place with a Supplier prior to any intellectual information exchange. Suppliers shall also acknowledge that international-related technical information provided by INAC is subject to export control laws and regulations of the United States.

All new Suppliers are subject to a North America Supplier Quality Audit (A/B-Audits) either with an on-site A-Audit or an A-Audit completed remotely and also before PPAP submission for the B-Audit form. The audits will be conducted at the discretion of the INAC-Purchasing personnel that is considering a potential Supplier for new business. Suppliers must also agree to providing information to perform a Financial Analysis and Risk Assessment. Additionally, all new Suppliers are required to complete a W-9 Form and associated Accounts Payable Forms to permit the set-up of a Supplier ID. Supplier On-Boarding is a defined and structured process involving Purchasing, Quality, Engineering, and Manufacturing working together to bring a new Supplier into our system with limited disruptions.

7. Supplier Production Controls

Production controls need to be established to prevent, or at a minimum, detect an unacceptable part, condition, scheduling or delivery concern. Once an unacceptable part is removed from the production process it should be isolated to prevent inadvertent re-entry into the acceptable part flow. First-In, First-Out (FIFO) product handling should be standard with traceability provided or certified as required.

- Sub-supplier controls need to be established and maintained.
- Staff training is to be performed and documented. All re-training should be documented in the same manner required for initial training.
- Change due to engineering changes, process changes, and employee changes must be strictly monitored to assure no defects escape into the acceptable part flow.

- If a problem is detected internally, immediately determine the effect on INAC and contact your INAC Purchasing, Delivery and/or Supplier Quality representative at once.
- **Continuous Improvement:** The Supplier is expected to continuously improve their operations. However, no process changes can be made without following the proper procedure outlined above.

8. North America Supplier Quality/Delivery Audits (A/B-Audit & MMOG/LE)

The INAC-Purchasing A/B-Audits are used to assess the Supplier's capability and process in accordance with their Quality Management System. If a Supplier is ISO 9001, IATF 16949 and/or VDA 6 registered to the latest standard, and in good standing, INAC personnel may choose not to perform an on-site audit. Please reference independent requirements for the INAC Supplier Quality Manual (INACManual001) and INAC Materials Management and Delivery Manual (INACManual002) on the ISUZU website (<http://www.iszapurchasing.com>).

Additionally, a materials management and delivery system audit may be required if Supplier does not comply with the latest version of the AIAG MMOG/LE assessment results. Upon request, MMOG/LE audit results to be made available to INAC personnel.

9. Terms and Conditions

Basic Policy

The INAC General Terms and Conditions (INACForm043) are part of the quotation package. A submission of a quotation or proposal in response to an RFQ constitutes an acceptance of Isuzu's General Terms and Conditions.

The General Terms and Conditions constitute the entire agreement between supplier and purchaser with respect to the matters contained in this document and supersedes all prior oral or written representations and agreements.

A copy of the current General Terms and Conditions is sent to the Supplier with the Blanket Purchase Order and available on the ISUZU website (<http://www.iszapurchasing.com>).

10. Purchase Order (P.O.) – System Generated

9.1 Basic Conditions

- A system generated blanket P.O. will be issued for production and is the individual part pricing contract.
- The P.O. will specify the part number(s), part name(s), price(s), effective date(s), expiration date(s) and payment terms.
- One P.O. will list all parts per supplier by program. An updated P.O. will be issued to the supplier every time the price or effective date changes.
- The terms and price included in the P.O. will apply to every shipment within the effective dates of the P.O.

9.2 Process

- The P.O. will be issued after the supplier and INAC agree on all the terms and conditions of the parts to be supplied.
- After receipt of the P.O., the supplier should verify the content; sign the P.O. and return one copy within five working days to the appropriate commodity buyer at INAC.

11. Manual P.O/Spot Buy Drop-In Purchase Order (P.O.)

11.1 Basic Conditions

- The Manual/Drop-In P.O. will be used to procure special parts or tooling.
- The Manual/Drop-In P.O. is issued after the supplier and INAC agree on terms and details of the specified order.
- Supplier will receive one original of the manual/drop-in P.O. **Supplier should submit invoice referencing the manual purchase order number to the INAC Purchasing Department.**
- A Manual/Spot Buy Drop-In Purchase Order is used for an urgent request for a part.
- Reasons for issuing a Manual/Spot Buy Drop-In Purchase Order include:
 - Inventory loss
 - Part Change
 - Change in Production Schedule
 - Tooling
- The Manual/Spot Buy Drop-In Purchase Order will not show up on your weekly Delivery Order Report.
- The Manual/Spot Buy Drop-In Purchase Order will not be transmitted via EDI.

The Manual/Spot Buy Drop-In Purchase Order will be initiated by the Material Control Administrator or Purchasing Buyer and will be sent by email with a PDF copy of the information.

12. Service Parts

Any communication or questions regarding ISUZU service parts should be directed to:

American Isuzu Parts Distribution Network
1400 S. Douglass Road
Anaheim, CA 92806
(714) 935-9300

13. Prototype Parts

Any communication or questions regarding ISUZU prototype parts should be directed to:

Prototype Department
Isuzu Technical Center of America, Inc.
46401 Commerce Center Drive
Plymouth, MI 48170
(734) 455-7595
www.iszapurchasing.com/prototypeparts

14. Payments

Production Parts

14.1 Basic Conditions

- This policy applies to all parts paid against system Purchase Orders.

- Payment to suppliers is made on a “PARTS RECEIVED” basis. INAC will not require or reference a supplier invoice for payment of production parts. Therefore, there is NO NEED to submit invoices for payment of these parts.
- INAC will close its Parts Receipts at the end of each month.
- INAC will issue an “Accounts Payable Report” (AP Report) at the same time the production parts payment is issued. This report will be emailed to the supplier with the bank payment advice.
- The AP Report is calculated based on the purchase order and the quantity of parts shipped and received per the packing list, ASN information or Bill of Lading.
- Supplier’s accounting department should be able to reconcile and apply payment in conjunction with the INAC AP Report.
- Payment made by wire transfer/ACH will be on the 2nd day of the 2nd month following shipment. Payment made by check will be made on the 25th of the month following shipment.
- **Questions and/or concerns need to be sent to Isuzu’s Purchasing Administration team no later than 30 days upon receipt of payment.**

14.2 Discrepancies/Questions

- If you have discrepancy questions regarding your AP Report, the following procedure is required:
 - ◇ Contact INAC Plymouth-Purchasing Department
 - ◇ If there are missing parts’ payments, provide INAC Purchasing with a written notice of the proposed corrections including: packing list number, ASN number, part number, part quantity and FOB/FCA date.
- INAC will verify the proposed corrections and any adjustments will be reflected in the following month’s AP Report and payment.
- **Questions and/or concerns need to be sent to Isuzu’s Purchasing Administration team no later than 30 days upon receipt of payment.**

14.3 Adjustments

- Individual Price Adjustment memos and individual Quantity Adjustment memos are created as they arise.
- Quantity Adjustments are created as a result of shipping errors, plant receiving errors or supplier quality issues.
- Price Adjustments are issued as a result of a price change.

15. Standard Claim Package

Claim Packages sent by INAC Purchasing will include a copy of all supporting documentation:

- Supplier Cost Recovery Form
- Man-hours for plant personnel
- Third party service invoices
- Cost of other parts damaged as a result of non-conforming parts
- Other costs relating to the non-conformance which include but are not limited to shipping, customer travel expense to Supplier location, downtime, etc.
- Supplier Quality or Delivery Corrective Action Request form
- A pre-numbered acknowledgement copy of the letter to be signed and returned to INAC by the listed due date
- Other relevant supporting documentation
- Claim Package may include an administrative fee from INAC’s Manufacturing site for processing the claim.

- If the signed acknowledgement or an appeal response is not received by the due date (approximately 30 days from the date of the letter), the claim amount will be automatically deducted from the next scheduled Supplier payment.
- The Supplier should direct all claim charge appeals in writing to the Executive Manager of INAC Purchasing.

16. Tooling and Special Parts

16.1 Basic Conditions

- This policy applies to Tooling or Special parts ordered by a manual purchase order.
- Payment to suppliers is made based on supplier invoice.

16.2 Process

- Supplier should submit invoices to the INAC Purchasing office:
 - ◊ Tooling: Attn: Commodity Buyer
 - ◊ Special Parts: Attn: Purchasing Administration
- Supplier invoice should reference the manual purchase order number.
- Upon receipt of supplier invoice, INAC will verify the invoice content, and process the individual invoice for payment.
- The payment for tooling will be issued from the INAC-Anaheim office after receipt of the invoice and the completed tooling package. Tooling Package includes:
 - Tooling Invoice
 - Tooling PO
 - Tooling Notice (INACTLG001)
 - Tooling Asset Weight & Log (INACTLG002)
 - Tooling Maintenance Agreement (INACTLG003)
 - Copy of PPAP approval
- All questions regarding payment of these invoices should be directed to INAC Purchasing Administration.

16.3 Amortized Tooling

- Term and piece price will be negotiated between supplier and the INAC Commodity Buyer.
- Prior to the amortization period, Supplier should submit the following:
 - Completed Tooling Notice. Notice should indicate that tools are “amortized”.
 - Tooling Quote
 - PPC Charts

Tools and Fixtures owned by INAC must be marked/tagged “Property of ISUZU” or with a tracking label if required by INAC. This must be visually documented as requested by INAC personnel.

NOTE: Please forward a copy of this payment section to the Accounts Receivable Department within your company.

17. Tooling Management

The Supplier shall establish and implement a system for tooling management including the following:

- Maintenance and repair facilities and personnel
- Unique identification for tooling
- Storage and recovery
- Set-Up
- Tool change programs for perishable tools
- Tool modification, including tool design documentation
- Tool condition (wear, dimensional integrity, etc.) verification

Tools and Fixtures owned by INAC must be marked/tagged "Property of ISUZU" or with a tracking label if required by INAC. This must be visually documented as requested by INAC personnel.

Relocation

- If tooling must be relocated for any reason, the Supplier MUST notify INAC Purchasing in advance of the relocation and wait for authorization.
- Supplier is required to complete Tooling Notice indicating "Transfer From" and "Transfer To" addresses, the effective date of the transfer and the INAC tool numbers affected, along with backup (i.e. shipping documents).

Disposal of Tooling

- Supplier must request tooling disposition with a written request (stating reason for disposal) and a completed Tooling Notice. This information should be submitted to INAC Purchasing.
- Supplier is responsible for notification to INAC Purchasing of any relocation/transfer of tooling BEFORE said tooling is moved.

18. Preventive Maintenance

The Supplier shall identify key process equipment/fixtures and shall develop an effective planned total preventative maintenance system in order to prevent delivery or quality failures. The total preventative maintenance system should utilize predictive maintenance methods to continually improve the effectiveness and the efficiency of the identified key process equipment.

19. Engineering Changes

Basic Policy

- Engineering changes can be requested from several different sources including supplier, manufacturing personnel, quality engineers, or design engineers.

Documents and Definitions (Engineering Changes)

- Engineering Change Request (ECR) form (INACForm004)
 - ◇ Used for changes to a future model part, current part or existing part or a part that is not currently in production to change the drawing requirements of the part.
- Engineering Change Notice for Drawing (CND)

- ◇ Document released with a drawing that summarizes and approves the changes made to a drawing. Also can reference the ECR number of the proposal which led to the change. CND is recognized by a number series (Number, Alpha, Alpha, Alpha, Number, Number), i.e. 4ABC23.
 - ◇ The CND will indicate the effective point of the change, the reason for the change, the types of parts being changed (i.e. pilot parts, production parts), the model to which the change applies, the drawing number, and a summary of the change.
 - Engineering Change Summary (ECS)
 - ◇ Document that is released with a drawing which shows changes made to the Engineering Parts List. Also can reference CND change number. ECS is recognized by a number series (Alpha, Alpha, Alpha, Number, Number), i.e. HAJ01.
 - ◇ The ECS will indicate the effective point of the change, the reason for the change, the types of parts being changed, the model to which the change applies, the drawing number, the part numbers affected.
 - Supplier Engineering Change Response (SCR) Form (INACForm049)
 - ◇ Document used to indicate lead-time for an engineering change. This is the form of communication between the Supplier and INAC Purchasing.
 - ◇ Supplier is responsible for indicating engineering change lead-time, PPAP submission date and possible ship date.
 - Supplier Request Sheet (SRS or Deviation Request) form (INACForm005)
 - ◇ Document initiated by a supplier to deviate from INAC's drawing specifications.
 - ◇ Reasons for using a Supplier Request Sheet (SRS) are as follows:
 - Part has a small deviation from drawing specifications – but is believed to be usable (Deviation)
 - Supplier has advanced information from engineering but has not received Isuzu approved drawing (Pre-Implementation)
 - Lead-time for engineering change exceeds parts needed timing (Deviation)
 - Parts not off production tooling and/or process after “Production part due date” as specified by Isuzu (Deviation)
- REMINDER:** If parts deviate from current INAC drawings, a Supplier Request Sheet is **REQUIRED**. No shipments of incorrect parts should be made without an approved Supplier Request Sheet. The SRS should be submitted to the INAC Commodity Buyer and/or Supplier Quality Engineer.
- CR(VA) Proposal Form (INACForm050)
 - ◇ Used for change proposals to a current production part. This form is usually initiated by the Supplier.

19.1 Document Combinations and Flow

Basic Flow of Engineering Changes

- Design change proposal comes from initiator, either Supplier, manufacturing, or engineering. Proposal comes in the form of an ECR or VA.
- Formal engineering change is issued by ISUZU engineering.
- Supplier will receive a combination of the following engineering change documents from INAC Purchasing:

- ◇ CND
- ◇ ECS
- ◇ Drawing
- ◇ Supplier Engineering Change Response Form
- ◇ RFQ
- Negotiation of the Engineering Change involves:
 - ◇ Determining a possible changeover date of the parts. This is the date the supplier has new parts (reflecting the change) available for shipment.
 - ◇ Determining the PPAP requirements and submit date.
 - ◇ Determining if a Production Trial Run (PTR) form is required and deciding quantity of parts and date of shipment along with any special labeling for parts/containers.
- After negotiations are completed, **Supplier is responsible for informing INAC Purchasing of changeover (breakpoint) timing ASAP.** Timing should be communicated using the Supplier Engineering Change Response (SCR) Form (INACForm049). This form should indicate lead-time, PPAP submit date and ship date to INAC. The form should be signed, dated and sent back to the INAC commodity buyer indicated and the Supplier Quality representative.
- As soon as timing information is modified in the system, the Supplier's Blanket Purchase Order, forecast and orders will reflect the new timing.

Basic Flow of Supplier Request Sheets

- All Supplier Request Sheets should be submitted as far *IN ADVANCE* of parts shipment date as possible.
- Supplier Request Sheets should be submitted to INAC Commodity Buyer *and* Supplier Quality Engineer.
- Supplier should refer to the routing on the bottom of the Supplier Request Sheet form for direction.
- If Supplier is ready to ship parts, and has not received approved copy of Supplier Request Sheet:
 - ◇ Supplier should hold shipment
 - ◇ Supplier should contact their INAC commodity buyer and Supplier Quality Engineer ASAP

20. Notification of Changes

Required Documents

- Supplier is required to notify INAC of any changes to the parts they supply, the part production process, production location, shipping FOB/FCA location, company contact information, and any other such changes that affect parts supplied or business communication.

Note: Any changes to parts or their production process must be submitted to INAC Quality using the documents described (SRS or PCR) a minimum of 12 weeks prior to the change implementation, or longer if it is expected that the time needed by INAC Quality to qualify the change will surpass 12 weeks. For instance, changes requiring extensive testing or that involve discontinuation of a part, component, or material. INAC Quality must approve the change before changed parts or parts from a changed process are shipped from the Supplier. **Failure to provide proper notification or get the needed INAC approval may result in expediting fees and/or significant production downtime costs.**

- An INAC Process Change Request (PCR) form (INACForm006) must be submitted to INAC Supplier Quality Engineer for changes to the supplier's production process. See the Quality tab section in this manual for details.

- A Supplier Request Sheet (SRS) form (INACForm005) must be submitted to INAC Purchasing or Quality for temporary deviations of a part from its drawing. See the Engineering & Model Change or Quality tab section for details.
- An Engineering Change Request (ECR) form (INACForm004) must be submitted to INAC Purchasing or Quality for Supplier requested changes to parts which require a drawing change. See the Engineering & Model Change tab section in this manual for details.
- A Supplier Engineering Change Response (SCR) form (INACForm049) must be submitted to INAC Purchasing after the Supplier receives an ECS/CND from Isuzu. See Engineering & Model Change tab section for details.
- A Cost Reduction (CR/VA) Proposal sheet (INACForm050) must be submitted to INAC Purchasing for approval and documentation of any cost saving ideas. A CR can be issued for either part production process changes or design related cost saving proposals.
- Changes to Supplier contact information must be submitted to INAC Purchasing Buyer on a "Supplier Profile" form (INACForm033). This includes changes in:
 - Sales representative
 - Quality representative
 - Production Control representative
 - Accounts Receivable representative
 - Production plant address change
 - FOB/FCA shipping address change
 - Remittance address change

21. Supplier Performance Monitoring/Quarterly Scorecard

The purpose of Supplier Performance is to identify the Supplier's conformance to INAC standards using a Quarterly Supplier Scorecard which is emailed to Suppliers. Parts and services furnished to INAC are expected to meet and maintain zero defects and 100% on-time delivery. Supplier Performance to the INAC identified priorities is monitored. This data will be used for sourcing decisions by the INAC Purchasing Department. If the Supplier's performance does not meet the expectations of INAC, the Supplier could be placed on New Business Hold (INACProc003) or removed from the supply base. The Supplier can request additional copies of the Quarterly Supplier Scorecard containing Quality, Delivery and Customer Service performance by contacting INAC Quality or Purchasing personnel.

NOTE: The Quarterly Supplier Scorecard, which is emailed to Suppliers, is not available on the ISUZU website at this time. Scorecards are typically emailed the month after the Quarter ends.

Key items measured in the Quarterly Scorecard are:

- Quality Parts Per Million (PPM)
- Quantity Of Quality Concerns
- On-Time Delivery
- Customer Service

See the separate INAC documents for additional information in the Supplier Quality Manual (INACManual001) and Delivery Manual (INACManual002) on the ISUZU website.

22. Control of Customer - Supplied Product

If ISUZU provides product for incorporation into the Supplier's product or related activities, the Supplier shall establish and maintain documented procedures for the control, verification, storage and maintenance of INAC product. Any such product that is lost, damaged, or is otherwise unsuitable for use shall be recorded and reported to INAC Purchasing. INAC owned returnable packaging is included in this specific requirement.

An affixed tag specifically containing the part number and/or ISUZU name to identify ownership is the preferred approach. However, this requirement may be met by using a Supplier designated number cross-referenced with clear traceability back to ISUZU.

23. INAC Materials Management and Delivery Manual

The below highlighted items/topics can be found in the supporting INAC Materials Management and Delivery Manual (INACManual002) on the ISUZU website for further reference and greater details of additional requirements/expectations of Suppliers: (<http://www.iszapurchasing.com>) .

- Delivery Rating Criteria
- Product Traceability Requirements
- Claims Procedures
- Product Delivery/Quality Concern
- Delivery Corrective Action Requirements
- Supplier Performance Monitoring/Quarterly Scorecard
- Packaging and Shipping
- Identification, Preservation, Packaging and Packing
- Distributor Requirements
- Control of Isuzu Supplier Product
- Isuzu Customs/USMCA Operations
- Itochu Automobile America, Inc. (transportation)
- Key Delivery/Shipping Points (informative communication)

24. INAC Supplier Quality Manual

The below highlighted items/topics can be found in the supporting INAC Supplier Quality Manual (INACManual001) on the ISUZU website for further reference and greater details of additional requirements/expectations of Suppliers: (<http://www.iszapurchasing.com>) .

- Product Delivery/Quality Concern
- Delivery and Quality Corrective Action Requirements for Suppliers
- Advanced Product Quality Planning (APQP)
- Repeat Product Delivery/Quality Concern
- Supplier Cost Recovery
- Supplier Performance Monitoring/Quarterly Scorecard
- Warranty and Cost Recovery
- Product Shelf Life
- Record Retention
- Sub-Tier Supplier Quality

You may reference our website at www.iszapurchasing.com

Forms are periodically updated; please always confirm with INAC Purchasing that you are using the most current form or access the ISUZU website!