



Materials for the Future

Hanwha Azdel

HANWHA AZDEL – LYNCHBURG

Supplier Quality Manual

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Forward / Introduction

Suppliers are responsible for the quality of their products and services.

The goal of Hanwha Azdel Supplier Requirements Manual is to communicate clearly the conditions for doing business regarding quality with Hanwha Azdel and to develop systems that drive continuous improvement, prevent defects, reduce variation and waste in the entire supply chain. Information presented in this manual takes precedence, unless officially notified by Hanwha Azdel.

Our suppliers are expected to have zero quality incidents and zero disruptions, provide products with zero defects, and have flawless delivery performance and on time responsiveness to issues.

Type 1 Materials: are designated materials that become a part of the products sold by Hanwha Azdel.

Scope of this manual applies to the product quality of all suppliers of Type 1 production materials.

The original of this manual is a controlled document. Copies of the Hanwha Azdel Supplier Requirements Manual distributed to suppliers, printed, or downloaded are considered uncontrolled and will not be automatically updated.

Suppliers to Hanwha Azdel are responsible for obtaining and following this document via Hanwha Azdel's supplier page at www.HanwhaAzdel.com. Suppliers are required to check the website periodically for revisions and updates to this document.

Suppliers are responsible for ensuring that products and services they supply conform to the latest revision of this document.

Failure to include reference to Hanwha Azdel Supplier Requirement Manual in a request for quote, purchase order or supply agreement does not excuse Suppliers from compliance.

Standard Requirements – Quality

To be a supplier to Hanwha Azdel, all suppliers must meet our requirements for quality.

Our standard requirements include:

1. **Quality Management System:** Suppliers must have a documented and implemented quality management system and agree to on-site assessments. Suppliers may be required to be registered to ISO 9001:20xx, IATF 16949:20xx, or complete a self-assessment before becoming an approved supplier to Hanwha Azdel.
2. **Corrective Action:** In the event of a quality issue related to a supplier's products, the supplier will be required to provide a written corrective action report, submitted via email.
3. **Hazardous Materials:** All information related to Hazardous Materials, and the fulfillment of all governmental and safety requirements must be provided by the suppliers. Suppliers will be required to submit Safety Data Sheets (SDS) for all identified items.
4. **Managing Change:** Suppliers must agree to notify Hanwha Azdel of any intended process change and obtain Hanwha Azdel's approval prior to implementation. Suppliers must also make this a condition of their own entire supply chain. Hanwha Azdel will determine if samples and documentation will be required as part of the approval process.
5. **Material and Process Specifications:** Suppliers must produce for Hanwha Azdel products to the specific material and process specifications.
6. **Non-Conforming Product:** Suppliers must only ship product that meets specification or obtain written deviation approval prior to shipment for any non-conforming product.
7. **Shipment and Packaging Requirements:** Suppliers must comply with Hanwha Azdel's specifications for shipping and packaging. This includes labeling specifications or requirements.
8. **Supplier Escalation:** A supplier will be placed on an increased level of activity as a result of the supplier's continuing failure to perform in the areas of quality, delivery, or costs.
9. **Supplier Cost Recovery and Chargeback Process:** A formal process where Hanwha Azdel will recover costs associated with a supplier's unacceptable performance.
10. **Supply Chain Management:** Suppliers must be willing to identify and manage their own entire supply chain. It is a supplier's responsibility to ensure that its sub-suppliers meet Hanwha Azdel requirements.
11. **Traceability:** Product traceability is a requirement. Suppliers must provide unique identification of product batches/lots as required.
12. **Verification of Purchased Product:** Suppliers must allow on-site product verification by Hanwha Azdel, its customer, or the customer's representative.

These Standard Requirements are further detailed on the following pages.

1.0 Supplier Minimum Requirements

1.1 Introduction

Welcome to Hanwha Azdel Supplier Requirements Manual for Type 1 Suppliers.

Type 1 Suppliers are defined as those that provide products that compose, in part or in whole, the products sold by Hanwha Azdel.

Requirements described herein apply to all external Type 1 Suppliers of Hanwha Azdel.

Suppliers of Indirect material or services shall comply with appropriate sections of the Supplier Requirement Manual as defined by purchase order requirements and/or other contractual obligations.

This manual defines the specific processes and information necessary to fulfill the intent of our [Quality Policy](#).

It is expected that our suppliers will use a continual improvement approach to assist Hanwha Azdel in creating a lean supply chain that minimizes the total cost of ownership for the supplier and Hanwha Azdel through:

- *Customer focused leadership* – Striving to understand and anticipate the needs of Hanwha Azdel, and proactively establishing the infrastructure to meet those needs.
 - This includes innovation, collaboration, speed, inventory management, and cost competitiveness.
- *Execution excellence* – Flawless delivery performance with zero disruptions and zero quality issues. The remainder of this manual provides additional details of how Hanwha Azdel will manage its supplier relationships.

1.2 Supplier Quality Management System Requirements

Suppliers to Hanwha Azdel are required to conform and may be required to acquire the latest revision of ISO 9001:20xx registration unless otherwise specified or approved by Hanwha Azdel.

In the event that a supplier to Hanwha Azdel does not have adequate resources to develop a Quality Management System according to ISO 9001:20xx, Hanwha Azdel will conduct audits on site using a Supplier Assessment audit to assess gaps, identify risks and take appropriate actions to protect Hanwha Azdel and our customers.

Hanwha Azdel reserves the right to perform an on-site audit as deemed appropriate to verify conformance of supplier Quality Management System or to verify effectiveness regarding corrective or preventive actions related to supplier concern.

Type 1 suppliers must allow Hanwha Azdel's customers, the customer's representatives, government, or regulatory agencies the right to conduct surveillance of the supplier's quality systems at the Supplier's premises. This may include visits extended to sub- contracted suppliers of the supplier.

All such visits will be approved and arranged by Hanwha Azdel.

Type 1 suppliers sub-contracting products or services to suppliers are required to provide to sub- tier suppliers the applicable requirements in the purchasing documents, including key characteristics (however named), material or process requirements where required.

1.3 Hanwha Azdel Standards and Specifications

It is the supplier's responsibility to review each purchase order received from Hanwha Azdel. This shall include the identification of Hanwha Azdel's standards and specifications.

Each purchase order, revised order and product release issued by HANWHA AZDEL, is governed by the express terms contained on the Order, any mutually signed commercial Agreement, the Supplier Purchase Order Terms and Conditions found at www.HanwhaAzdel.com and any other document incorporated by reference to the Order, or to these Supplier Purchase Order Terms and Conditions.

1.4 Inspection of Product

All products provided to Hanwha Azdel shall be inspected by the supplier. In the absence of a purchasing or supply agreement, the supplier must develop, implement, and maintain inspection methods necessary to assure the product conforms to the requirements of Hanwha Azdel.

The supplier shall conduct in-process and outgoing audit inspections or tests as defined in the product / process control plan. Inspection data shall be retained by the supplier and be made available upon request.

The supplier shall provide a certificate of analysis or certificate of conformance for each Order shipped, certifying the Materials meet Specification.

Where applicable, a quality history for the product shall be provided to Hanwha Azdel. The quality history shall contain all verification documents generated during manufacturing, processing, or fabrication.

1.5 Non-conforming (Discrepant) Product

Non-conforming or discrepant product is defined as: deviation from specifications or purchase order requirements, including but not limited to the areas of quantity, appearance, material, packaging, handling, shipping, delivery, cleanliness, and dimensions.

When non-conforming product is detected by the supplier after product has shipped, is in transit or delivered to Hanwha Azdel, supplier shall take appropriate action to mitigate the effect including formal, detailed notification.

Notification shall include a clear description of the non-conformity, which includes as required: parts affected, part numbers, quantities and dates delivered or in-transit. If required by Hanwha Azdel, supplier shall provide traceability information for lots or batches of material or product.

Supplier Corrective Action Request (SCAR) is used to notify the supplier of non-conformance, discrepancy and/or rejection. The SCAR is sent via e-mail directly to the Supplier contact. A SCAR will be initiated upon detection of non-conforming product. Requests for corrective action may be required from the supplier.

The supplier is responsible to respond directly to the complaint within the requested timeframe using the SCAR form. Unless otherwise noted in the complaint, the initial response and disposition of product is expected within 10 business days from receipt of the SCAR.

Supplier Responsiveness – Hanwha Azdel will monitor speed, timeliness, and effectiveness of corrective or preventive actions and may use the supplier's response as input for awarding future business and monitoring performance.

If a supplier's product is determined to be defective in material and/or workmanship, product(s) will be immediately contained.

Hanwha Azdel and the supplier shall determine if the product can be inspected or reworked to remove defects from the “lot” that has been contained.

Hanwha Azdel reserves the right to approve all inspection/rework methods.

If it is determined that inspection alone cannot detect the defect, the product(s) will be returned to the supplier or scrapped as agreed upon by the supplier and Hanwha Azdel.

Hanwha Azdel will identify any costs incurred from these defective parts and will initiate the Supplier Cost Recovery Chargeback with the supplier.

Hanwha Azdel shall have the right to perform any, and all, necessary safe, destructive, and non-destructive tests to evaluate fully the performance of the supplier’s product or services.

Hanwha Azdel shall have the right to utilize the service of an independent ISO/IEC 17025 accredited testing laboratory.

The supplier shall reimburse Hanwha Azdel for the expense of said tests only if testing confirms the product is defective.

If the purchased product is determined to be non-conforming for reasons other than those defined, the two parties will discuss and determine if containment action is required.

If containment action is required, criteria will be established. If containment action is not required, the supplier’s product will be approved for use in production using the supplier deviation form FM-QUAL-024.

Cost Recovery Process

Hanwha Azdel, when appropriate, can recover costs associated with a supplier not meeting defined expectations, using the Supplier Chargeback process or by direct negotiations with the supplier. Note: This list is not intended to be all inclusive, additional cost can be added as deemed necessary by Quality, Materials, and Purchasing or any combination thereof.

Charge back description	Unit	Supplier cost
		in USD
Administrative fee	each	\$250
Containment		
Supplier provided personnel	per person per hour	No Charge
Azdel hourly support personnel	per person per hour	\$50
Azdel salaried staff (Over Time or non-standard hours)	per person per hour	\$100
Floor Space (After 10 business days upon receipt of SCAR)	per issue per day	\$100
Supplier Caused Production Interruptions	per event	\$500
Nonconforming product disposal fee (cost to dispose product at Azdel facility)	per roll / container	\$50
Material / Dimensional Lab Testing (Azdel lab test time and equipment used to evaluate supplier product)	per hour	\$100
Required documentation missing / discrepant (ASN, packing slips, certifications, etc.)	per shipment per document	\$250

1.6 Management of Design and Process Changes

After product approval, suppliers shall not make *any* type of change without **prior** written notification and approval from Hanwha Azdel. Suppliers must also make this a condition of their own supply chain.

Changes are defined as alteration in the product design; product specification; purchased parts; material, service supplier or provider; manufacturing location; method of manufacturing; processing; testing; storage; packaging; preservation or delivery.

Changes shall be communicated through Hanwha Azdel's supplier representative. These include changes to material, sub-tier supplier, manufacturing location or process. When in doubt, suppliers are encouraged to contact our supplier quality representative or sourcing representative.

The supplier shall notify Hanwha Azdel in advance and obtain approval for all process changes affecting the product manufactured, processed, or serviced for Hanwha Azdel.

The supplier change can be initiated by:

- Customer-initiated change communicated to the Hanwha Azdel Account Management team, Quality department, or Application Development by the customer's engineers or marketing department
- Hanwha Azdel's Purchasing and Quality departments
- Supplier

The supplier shall issue the change request using Hanwha Azdel's supplier change request form FM-QUAL-025. Submit the request to Hanwha Azdel for approval to proceed with a defined validation plan.

For permanent changes, the Hanwha Azdel Quality representative determines if a new Production Part Approval Process is required and advises the supplier accordingly.

Following review, the Supplier Product/Process Change Request is granted or denied. If approved, the timing to phase in the approved change is established and communicated to the supplier and all interested parties.

1.7 Submission and Approval Process

Submission and Approval Process is implemented to determine if all specification requirements of purchased product are properly understood by Hanwha Azdel suppliers and to ensure that the supplier production process is capable of meeting Hanwha Azdel technical and quality requirements.

The submission requirements will be defined by Azdel, however, could typically include initial samples; dimensional layout; performance test results; material certifications; capability studies; process flow diagram; process FMEA and supplier process control plan. This process follows the latest version *AIAG- Production Part Approval Process (PPAP) manual*.

Hanwha Azdel-specific requirements related to the initial samples and identification include the following:

- Samples must be from production tooling operating under production conditions.
- Sample quantity may vary according to the nature of the product and the manufacturing process.
- Analysis/Development/Validation Documentation (when requested).

1.8 Prototype Submission Requirements

The intent of the prototype activity is to assemble and test product, processes and perform conformance/measurement/design validation.

Suppliers of prototype parts are required to have completed, documented and available for review the items listed below:

- Inspection results and inspection and/or test devices.
- Material certification.
- Traceability information.

Hanwha Azdel may review, in the presence of the supplier and on the supplier premises, documentation that contains confidential and proprietary supplier information pertaining to the product manufactured for Hanwha Azdel.

Where applicable, a quality history for the product shall be provided to Hanwha Azdel. The quality history shall contain all verification documents generated during fabrication of the product or service.

1.9 Hazardous Materials - Safety Data Sheet (SDS)

All materials used in or incorporated into Hanwha Azdel products shall satisfy current governmental and safety constraints on restricted, toxic, and hazardous materials; as well as environmental, electrical, and electromagnetic considerations applicable to the country of manufacture and sale. A SDS must be submitted for all items as defined under applicable regulations. Safety Data Sheet(s) must be submitted to Hanwha Azdel.

A Safety Data Sheet(s), with full disclosure, must be submitted to the receiving location for approval as soon as possible. At the latest, applicable SDS sheets must be provided **prior** to first shipment of product. Approval of each SDS should be obtained as early as possible during product launch. Hanwha Azdel will notify the supplier if the SDS sheets are not acceptable.

No order shall be received until the supplier has provided material Safety Data Sheets (SDS) and any other impact statements related to safety concerns for human life, animal life, the environment or property, (collectively “Warnings”) which may be raised by use, handling, transportation, storage and disposal of Materials, contained in the Order.

1.10 Shipment and Packaging Requirements

All materials for the order shall be appropriately packaged for safe transportation, handling, storage and use in accordance with all federal, state, local and international laws and any other applicable regulations, treaties, statutes and guidelines. Unless alternate methods have been approved using the supplier deviation form FM-QUAL-024, all production shipments must include or be preceded by the following:

- Order number
- Identification of the Materials shipping.
- Quantity of Materials in Net pounds per pallet contained in the shipment.
- Delivery date for the Order
- Other information necessary to accommodate HANWHA AZDEL instructions.
- Material certifications (COA or COC).
- Labeling must be in accordance with appropriate requirements.

Production shipment and packaging requirements shall be finalized prior to first shipment.

1.11 Supply Chain Management

Suppliers must be willing to identify and manage, as appropriate, their entire supply chain.

As appropriate, suppliers shall impose all of Hanwha Azdel quality requirements on the entire supply chain used to produce the items supplied to Hanwha Azdel.

1.12 Supplier Material Traceability

Suppliers shall be able to demonstrate adequate product traceability. Suppliers to Hanwha Azdel shall establish and maintain documented methods for unique identification of product, batches, or lots for identification or traceability purposes.

Lot numbers, as identified on shipping labels, must provide traceability from receipt and during all stages of production. Traceability information must include, and begin with the individual raw material.

Hanwha Azdel reserves the right to perform an on-site audit or request appropriate, timely documentation to verify conformance to traceability requirements.

1.13 Records

Suppliers shall maintain appropriate records on file according to requirements of the supplier, Hanwha Azdel or regulatory bodies.

Quality performance records, including control charts, inspection and test results shall be retained for a minimum of one calendar year after the year in which they were created.

1.14 Supplier Evaluation and Performance

Hanwha Azdel's supplier evaluation process is designed to measure supplier performance over time.

The evaluation typically focuses on the following performance areas:

- Quality
- Delivery
- Service

The evaluation is completed on a quarterly basis by a cross-functional team, which typically consists of sourcing, supply chain, and quality personnel.

Explanations of the performance measures are as follows:

- *Quality* – Product quality is adherence to purchase, transportation, engineering, and packaging specifications.
 - Number of SCARs issued during the quarter
 - SCAR response time
 - Problem Analysis
 - COA data complete and on time
 - PPAP submitted and approved
 - Quality certification
- *Delivery* – On-time delivery (OTD) is having the correct material in the right quantity at the right place and at mutually agreed upon delivery time and date.
 - On-time delivery
 - Packaging Condition
 - Labeling
 - COA Data complete and submitted
 - Required paperwork

- *Service* –
 - Prices
 - Supply Chain Disruption
 - Post Sales Service and Support
 - Management and Culture

2.0 Supplier Development and Recommended Best Practices

2.1 Goal-Setting and Problem Resolution

Hanwha Azdel strives to achieve excellence in manufacturing and may review certain companies for examples of best practices.

Best practices are business principles that produce better results. Suppliers are strongly encouraged to become familiar with these concepts and become effective practitioners of continual improvement.

Suppliers shall be able to determine areas that need correction and improvement:

- Quality results
 - Supplier quality performance indicators - e.g. PPM, number of SCARs, etc.
- Delivery
 - On time delivery, packaging condition and labeling, etc.
- Service
 - Price reduction, cost of quality, etc.
 - Continual improvement initiative, capacity planning, invoicing problems, responsiveness to change notices, etc.

It is very important to determine the scope of the issues or processes to be studied. The supplier should identify any gaps between current processes and the requirements, determine severity of the gaps, and prioritize its efforts to minimize and eliminate gaps, using a structured, and improvement methodology.

Hanwha Azdel recognizes the **8D Process** for problem solving. Especially in the resolution of a nonconforming product. It is a disciplined eight-step problem-solving process and report format. This technique is applicable also to continual improvement initiatives.

1. Use the team approach

Establish a key group of people with the process/product knowledge, allocate time, authority, and skill in the required technical disciplines to solve the problem and implement corrective actions. The group must have a designated champion.

2. Describe the problem

Specify the internal/external customer problem by identifying in quantifiable terms of who, what, when, where, why, how, how many for the problem.

3. Implement and verify interim (containment) actions

Define and implement containment actions to isolate the effect of the problem from any internal/external customer until corrective action is implemented. Verify the effectiveness of the containment action.

4. Define and verify root causes

Identify all potential causes, which could explain why the problem occurred. Isolate and verify the root cause by testing each potential cause against the problem description and test data. Identify alternative corrective actions to eliminate root cause.

5. Verify corrective actions

Quantitatively confirm that the selected corrective actions will resolve the problem for the customer and will not cause undesirable side effects. Define contingency actions, if necessary, based on risk assessment.

6. Implement permanent corrective actions Define and implement the best permanent corrective actions.

Choose on-going controls to ensure the root cause is eliminated. Monitor the long-term effects and implement contingency actions if necessary.

7. Prevent recurrence

Modify the management systems, operating systems, practices, and procedures to prevent recurrence of this and all similar problems.

8. Congratulate team / Read Across

Recognize the collective efforts of the team.

The supplier shall apply (Read Across) to similar processes, services, or products the corrective action, and controls implemented, to eliminate the cause of a potential nonconformance in other areas.

2.2 Cost Reduction Policy

To achieve and improve our competitive position in the market, Hanwha Azdel and suppliers must implement systematic methods and tools to reduce the costs of products sold.

Cost reduction goals can be achieved in the following ways:

- Cost reductions by Hanwha Azdel through the promotion of long-term agreements with suppliers and market analysis.
- Implementation by suppliers of internal quality improvement programs, value engineering and value analysis methodology.
- Development of Hanwha Azdel supplier joint cost reductions based on a review of both supplier and customer prices, delivery means, and business performance measures.

2.3 Mistake – Proofing

Hanwha Azdel's expectation is zero defects.

When potential causes of non-conformance are determined, the supplier shall employ solutions in the process to prevent or detect these non-conformances.

Solutions should be designed and installed in the process to prevent or detect a wrong setting (e.g. the proper position) or product defect thereby making further use impossible.

2.4 Statistical Techniques

Suppliers shall monitor process performance using the appropriate statistical techniques. The determination of need is based on the ability to control and verify the process capability and product characteristics. The supplier shall submit capability data for key characteristics when requested by Hanwha Azdel personnel.

The supplier is encouraged to use statistical techniques including:

- Gage R&R study
- Predictive maintenance
- Process analysis and control charting methods

2.5 Continual Improvement Process The supplier should promote and implement a continual improvement philosophy that provides a sustained approach to achieving competitively superior performance in those areas critical to business success by rigorously applying proven methodology and processes, tools to reduce errors, improve productivity and ensure closed-loop feedback.

Methods and Processes include:

- RPN Reduction Methodology
- Standard Training
- Benchmarking
- Pareto Analysis
- Cost Benefit Analysis
- Process Capability/Performance
- Standard Work
- Control of Non-conforming Material
- Brainstorming
- 5-Why Analysis
- Cause and Effect Diagrams
- Process Mapping

These methods and processes shall be used throughout the supplier organization to continually improve the quality, delivery, and service of supplier products to the benefit of its customers and associates.

The Supplier should perform the functions of leading importance to continual improvement by means of:

- Continual improvement of own actions and distribution of resources.
- Advising the employees of objectives and tasks
- Providing an environment which encourages open communication.
- Supporting every employee and any process improvement efforts covering all employees with a training system.

2.6 Environmental, Health and Safety Suppliers are expected to adhere fully to all applicable governmental laws and regulations to protect the environment and ensure the health, safety, and quality of life within their communities. Suppliers must adhere to laws and regulations that apply to the health and safety of their workers.

No abnormal or harmful radioactivity levels shall be permitted in any material. Nor harmful elements or additives shall be permitted that are listed in any EU, ISO, or local standards banning such materials at the time of shipment to Hanwha Azdel.

All materials used in product manufacture shall satisfy current government and safety constraints on restricted, toxic, and hazardous materials.

Suppliers are encouraged to define, implement, and maintain environmental management systems.

3.0 Non-Disclosure of Proprietary Information

Hanwha Azdel's Non-Disclosure agreement shall be reviewed and signed by all supplier having access to material that is considered intellectual property of Hanwha Azdel. Compliance to Hanwha Azdel's Terms and Conditions apply.

Glossary

AIAG-PPAP: Automotive Industry Action Group - Production Part Approval Process.

SCAR: Supplier Corrective Action Request is used to notify the subcontractor of discrepancies and/or rejections documented at Hanwha Azdel facility regarding the Type 1 material received and requests corrective action from the subcontractor.

FMEA: Failure Modes and Effects Analysis

SDS: Safety Data Sheets

Nonconforming or discrepant product: Product does not meet specifications, purchase order requirements, Hanwha Azdel's product and process specifications (or standards), and industry product and process specifications and standards. This includes, but does not limit, the areas of quantity, appearance, material, metallurgy, packaging, handling, shipping, delivery, cleanliness, and dimensions.

OTD: On-time delivery

PCP: Process Control Plan

PFMEA: Process Failure Mode and Effects Analysis.

PPAP: Production Part Approval Process

Product: is a tangible or intangible output that is the result of a process that does not include activities that are performed at the interface between the supplier (provider) and the customer.

Product Safety: ability of product to perform to its designed or intended purpose without causing unacceptable risk of harm or hazards to persons or damage to property

Read Across: Process of reviewing other similar processes, services, or products the corrective action, and controls implemented for a defect, to eliminate the cause of a potential nonconformance in other areas.

SPC: Statistical Process Control

Special characteristics: Product or process requirements for which reasonably anticipated variation is likely to affect a fit, function, or the ability to process or build the product.

Submission Level: Part approval submission as per AIAG-PPAP guidelines.

Type 1 Materials: Identified materials that become a part of the products sold by Hanwha Azdel.

Type 1 Suppliers: Suppliers that provide Type 1 Materials.

Revision / Review History

Revision*	Publish or Review Date	Summary of Changes or "Reviewed by (Name / Title)"	Approved By / Title
0	08/02/2024	Original release.	<i>Elizabeth Lavender</i> /Quality Manager

*For review only with no revision, enter "N/A" in Revision column