

Johnson Matthey Supplier Management System Emission Control Technologies (ECT)

Part 2: Global Supplier Manual

Appendix B (ECT) – Tools for the Operation of the Johnson Matthey
Supplier Management System

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The latest version of all documents associated with the Global Supplier Manual can be found at the following address:

<http://www.jmect.com/suppliers>

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1 Introduction

This appendix details standard tools referenced in the Johnson Matthey Supplier Management System (JM-SMS).

2 Business Management System Self Audit

As part of the new supplier or new process assessment, Johnson Matthey (JM) will require suppliers to complete and return a 'Business Management System Self Audit'.

As part of the new supplier or new process assessment, Johnson Matthey (JM) may require suppliers to complete and return a 'Business Management System Self Audit'.

JM will contact a supplier's commercial contact by e-mail, providing a blank copy of the form for the supplier to complete and return.

3 Supplier Audit Process

JM may conduct audits at a supplier's facilities, which may highlight deficiencies in the supplier's systems. These will be communicated to the supplier and then confirmed through the JM Supplier Concern Notice (SCN) system, or through specific actions detailed in the audit report.

Actions will be classified as follows:

- Major Non-Conformity – Actions required of a supplier to address areas of non-conformance to an international standard, or JM-specific requirement. A major non-conformity will be raised if there is
 - an absence or total breakdown of a system to meet a requirement, or
 - a non-conformity that would result in probable shipment of non-conforming product to JM.

The supplier shall complete required actions within the timescales detailed in the SCN section of this appendix (Section 5). This type of non-conformity requires the supplier to implement JM-agreed containment actions to ensure the quality of product delivered to JM.

- Minor Non-Conformities – Actions required of a supplier to address non-conformance to an international standard or JM-specific requirement that do not impact product quality. The supplier shall complete required actions within the timescales detailed in the SCN section of this appendix. A number of minor non-conformities against one requirement can represent a total breakdown of the system and thus be considered a major non-conformity.
- Opportunities For Improvements (OFI) – The requirements have been met, but these actions are requested by JM to improve the effectiveness of the process.

If there are any questions on items raised during the audit, these should be addressed to the JM Lead Auditor at the closing meeting. If any disagreement cannot be resolved, the non-conformity will stand at the time of the closing meeting, and the supplier is open to raise this with the JM Sector Supplier Quality Manager.

4 Supplier Ratings

JM will complete reviews of a supplier’s performance and systems. A highest level rating can only be achieved after a period of supply to JM, when quality and delivery performance can be adequately assessed.

5 Operation of the Supplier Concern Notice System

The supplier shall complete each SCN raised by JM. The supplier shall document the output of its problem-resolution process in the SCN, which shall be returned to the Johnson Matthey SCN mailbox (scnicat@matthey.com) and the identified JM contact.

The supplier shall provide JM with quality and commercial contact e-mail addresses for each supplier manufacturing location. The supplier is responsible for ensuring that the contact details that JM holds are up to date. These contact details will be used to communicate details from the SCN system to the supplier.

The supplier shall complete all SCNs communicated to them in line with the timings identified in Table 1 unless written agreement to deviate from the standard timings has been obtained from JM.

Table 1: Overview of response timings for SCNs

Type of SCN	Level	Receipt of SCN acknowledged	Containment implemented	Root cause determined	Corrective action implemented
Quality Concern	Critical	48 hours	48 hours	7 days	(Reviewed 30 days) 90 days
	Major	48 hours	48 hours	7 days	90 days
	Minor	48 hours	N/A	30 days	90 days
Audit Non-Conformity	Major	48 hours	48 hours	30 days	90 days
	Minor	48 hours	N/A	30 days	90 days
	OFI	48 hours	N/A	30 days	90 days (indication of intention)

Should the containment action implemented prove ineffective, JM may escalate the containment level at the supplier’s expense.

JM will treat repeat quality concerns more severely.

An overview of the SCN process can be seen in Figure 1.

Figure 1: Overview of the SCN process

