

	SECTION 2: DESIGNATION OF SUPPLIER REPRESENTATIVE	Ref: TM-QA-DO-06-329-E
		Revision Level: 3
		Date: 08/09/04
		Page: 1

PURPOSE: To define the roles and responsibilities of the Supplier Representative and other key personnel.

SCOPE: Applies to all TMI suppliers **at all phases**

EXPLANATION: The supplier representative is the designated person who acts as liaison for the effective flow of quality information between TMI and the supplier. This role be may filled by multiple persons within any supplier’s facility.

REQUIRED DOCUMENT: SUPPLIER QUALITY ASSURANCE CONTACTS - APPENDIX 2A

RESPONSIBILITIES:

Upon award of business or at any change to the known quality organization the supplier shall provide the following information to TMI **Development and Plant** QC using the attached blank form. Please enter pager or cell phone numbers where available as the “emergency” contact. In some cases, TMI QC may require personal emergency numbers as well. E-mail addresses are to be listed where available.

- 1) Supplier Representative - This person is the primary contact for all quality, delivery, and capacity issues.
- 2) SQAM Contact - This person receives and maintains the SQAM within the facility. This person is responsible for controlling all subsequent revisions to the SQAM.
- 3) Quality Manager - This person is responsible for the management of quality matters at the manufacturing facility.
- 4) Quality Engineer - This person is responsible for carrying out the quality assurance responsibilities.
- 5) 1st, 2nd, and 3rd Shift Quality Contact - These are the mass production QC staff personnel that TMI QC can contact directly. They are responsible for preventing nonconforming product being shipped to TMI and working with manufacturing to correct production problems. If noted shifts are not applicable, the supplier must identify an emergency “after hours” contact person for use by TMI’s 2nd shift personnel. Home phone numbers should be provided if necessary.
- 6) Product Return Contact - This person is the contact point for returning rejected materials. This person will be the contact for return material authorization as needed. (Please indicate the address for all returns on this form.)



SECTION 2: DESIGNATION OF SUPPLIER REPRESENTATIVE

Ref: TM-QA-DO-06-329-E

Revision Level: 3

Date: 08/09/04

Page: 2

7) New Project Quality Contact - This person is the primary contact for all quality matters which occur during phases 1, 2, and 3. This responsibility is generally assigned to a quality manager or engineer. Typical responsibilities include:

- Development and issuance of inspection standards, QAS, and MQC
- Checking fixture development and approval
- Sample submission
- Provisional / Final approval submission

8) Quality Resident Engineer - This person holds the responsibility for hands on activity within the customer facility. Typical responsibilities include:

- Evaluating sample parts on gages and/or checking fixtures as required
- Resolving quality problems in a timely manner
- Assuring open communications between the supplier and TMI
- Submitting SQAM documentation

NOTES: If a single representative fulfills multiple positions / responsibilities within your facility, please list that person in all positions. If your facility has a Quality Coordinator (person who has knowledge and experience with Toyota quality control methods and requirements) please list this person on the contact list.

9) The supplier is required to submit an organizational chart along with the contact list. This chart must detail the structure of the supplier's quality control department.

10) The supplier is required to revise the contact list when any changes are made to manpower as shown on the contact list.

REVISION	REVISION DATE	SECTION	CHANGE DESCRIPTION
0	07/09/01	ALL	Initial Release
1	05/20/03	ALL	Revision record added
2	10/15/03	2	Added TMI Elmira to "Parts Supplier To" checklist / Added requirements for e-mail and emergency information per each contact
3	8/09/04	3	Added Phase 1 requirements / Revised form routing



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Page: 3