Assessment Report

Pioneer Polymers, Inc.

Report Author

Prince Peter

Visit Start Date

05/03/2010

Introduction

This report has been compiled by Prince Peter and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7387655 Continuing Assessment (Surveillance) 05/03/2010 1 day(s) No. Employees: 12	TS 543513 ISO/TS 16949:2002	Pioneer Polymers, Inc. 14 Industrial Park Drive Tilbury Ontario N0P 2L0 Canada

Audit of the continuing suitability and continued effective implementation of the Quality Management System of Pioneer Polymers, ON in meeting the requirements of ISO/TS16949:2002, plus associated support documentation and additional customer requirements (as appropriate), company objectives, policies and procedures

Management Summary

The areas assessed during the course of the visit were generally found to be effective.

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

Changes to QMS

Pioneer Polymers have had some reduction in number of employees. This site has significantly reduced number of employees and manufacturing activities due to demand from customer. The future of this site is currently unknown. Based on inputs received during preparation of audit plan, the number of days have been reduced to 1 day. An additional 0.5 day was spent to review effectiveness of corrective action taken for the 5 minor non-conformances identified in the last audit.

Management Process (Customer Satisfaction, KPI metrics, Management review, Internal Audit, Corrective/ Preventive action and continual improvement)

Customer satisfaction is measured through customer score cards where issued and internally monitored where not issued. Customer score cards from Presstran were reviewed and found to be satisfactory. No score cards were available from other customers. Customer issues are logged on the corrective action log. Plant KPI's are identified through corporate and the plant monitors this on a monthly basis. All these indicators were met and these indicators are shown below.

Plant Efficiency - Goal 93% Actual - 94%

Rework and Sorting - Goal 50 Hours Actual 35 Hours
Scrap% Goal 2% Actual 0.8%
Customer PPM Goal 8 Actual 4
Delivery Performance Goal 100% Actual 100%
Injury rate Goal 0.1 Actual 0.06

The inputs to corrective actions also include internal audit issues, supplier issues and customer issues. Corrective actions were sampled based on leads from the operations review and key indicators. Root cause are appropriate to the issue and corrective actions are taken with verification to the effectiveness of corrective action taken. Corrective actions from last BSI audit findings from report # 7240958 were reviewed for full closre.

Internal audits are planned and conducted. Audits are planned and Internal auditors are qualified by Pioneeer Polymers. Process approach auditing is performed using the 'Turtle approach". The outputs from the audits are input to corrective action and management review. Product audit and manufacturing process audits are done as required.

Continual improvement programs/ projects are identified. Projects include cost saving initiatives, productivity improvements are seen. Overall the management process is effective in the areas sampled.

Process Design/ PPAP (Links to Corporate)

The APQP process is led by the Corporate office in Windsor. The manufacturing site at Tilbury does the PPAP for the new programs. There has been no new product launch by Pioneer Polymers since the last visit. There was one customer initiated engineering change. This engineering change was reviewed and PPAP activity for the same was reviewed for Modotek part # 11005/11006. The process design outputs were reviewed for the engineering change and customer sign off on PSW were also seen for the change. MSA studies for the modified gauge was seen and the process was found to be effectively managed.

Materials Process (Purchasing - Links to corporate and Warehouse / Supplier Management, Materials, Inventory control, Shipping and Receiving)

Materials process was reviewed and found to be effective . Purchasing includes supplier's selection, evaluation, and development done by corporate purchasing done at Windsor Machine (2009). Releases are sent by the materials process based on customer requirements received by the EDI releases. Supplier selection involves interface with the APQP process for initial identification of potential suppliers. Supplier Purchase orders are issued using the "Xena" MRP software and include a detailed description of the product ordered. Material requirements are processed on a weekly basis and releases are communicated to the suppliers. Suppliers are monitored for on-time delivery and quality issues. Records of inspection available on the received items. Non conforming materials are properly identified and stored in the quarantine area. Received products are identified with appropriate lot traceability. Materials are stored in the appropriate location with good traceability.

Final Inspection/ packaging and Shipping
Final inspection is done by the operators and packed in appropriate dunnage per the pack instructions. The shipping activities are managed well using the ERP system. Customer requirements are received through EDI/ Web and that drives the production planning and shipping schedules. The packers/ shippers are well trained in their jobs and the system is well implemented. The packing, labelling including final inspection and sign off was sampled and found to be well implemented. The process effectiveness is being measured through the OTD and was found to be well managed and effective.

Production (Day and Afternoon) - Rubber and Steel Stamping and Welding.

The production process was reviewed for the rubber moulding and the wire forming, coining and MIG welding process. The inputs to the operations process is the production schedule. The rubber moulding process was verified for Tenneco part # 255952 and wire forming process and welding for part # 11005AE to verify effectiveness on the product realization. The process is monitored as required by the control plan through in process and final inspection and recorded in the inspection data sheet. Products are well identified with the

traceability requirements as per customer requirements. Records of inspection status available on the received items in the receiving log and test certificates from steel coil suppliers were available. Non conforming parts are properly identified and kept in the quarantine area. The KPI's for the production process such as internal scrap, rework, external ppm, OTD, production efficiencies are monitored by the plant manager with the plant management. Overall the process appears to be effective in the areas sampled.

Preventive Maintenance

The equipment maintenance process was reviewed. The inputs to equipment maintenance are the work order for break downs, preventive maintenance schedule. The output of this process is to implement the preventive maintenance program. critical equipment list is identified. Goals and objectives for this process is identified and monitored on a monthly basis and reviewed in the management review. The process appears to be effective in the areas sampled.

Minor Nonconformities Raised at Last Assessment

Ref	Area/Process	Clause
A300998/1	Corrective action process	8.5.2
Details:	Corrective action process is ineffective in implementation. Requirements of ISO/TS 16949:2002 The organization shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered…..evaluating the need for action to ensure that nonconformities do not recur. Objective Evidence: Corrective action for CAR # PPI- 109 for part # 816503 (Weld Spatter issue) does not identify the systemic root cause and corrective actions commensurate to the root cause identified.	
Actions:	Define & Verify Root Cause(s): PPI's training requirements do not identify root cause analysis and corrective actions as a training / skills requirement therefore formal training of the individuals completing the corrective actions has never taken place. Implement Permanent Corrective Action(s): Training matrix to be updated to include root cause analysis and corrective actions as a required skill for the quality manager. Training to take place for the identified individual(s) Verification: Verified the training for corrective action for Todd Van Hal. Verified corrective actions # PPI - 109, PPI 125, PPI 130, PPI 131. This corrective action is considered closed.	
Closed?:	Yes	

Ref	Area/Process	Clause

A300998/2	Process Design/ PPAP	7.3.3.2; 7.3.6.3, CSR, core tools
Details:	PPAP process has some inconsistencies in linking product design outputs to process design. Requirement of ISO/TS 16949:2002 “The manufacturing process design outputs shall be expressed in terms that can be verified against manufacturing process design input requirements and validated” Formet CSR indicates that all GD & T callouts have to be identified as SC (2.2.11.3 of PPAP) Objective Evidence: Customer print for E6754 indicates a straightness call out. This is not included in the control plan. However, the dimensional layout includes this feature. GD&T features are not identified as SC as required by Formet CSR and referenced in the process design output documentation. PFMEA for part # 4C24-5A262-CA-2 indicates the failure modes for missing insert and excessive flash as a severity of 7. Improvement action was made on the PFMEA and the severity is reduced to 5. Also adhesion check is referenced in the control plan but not in the PFMEA.	
Actions:	Define & Verify Root Cause(s): The current APQP process and checklist that is utilized by the organization did not have checks and balances to ensure that the customer specific requirements are reviewed during the APQP and planning process. Implement Permanent Corrective Action(s): The APQP checklist (FOQA70) to be updated to include the review of customer specific requirements. The APQP checklist (FOQA70) has been updated and uploaded onto the Windsor Machine quality website. Items 6 and 21 of the checklist are the specific changes that were made to ensure that the APQP process incorporates customer specifics. The new version of the checklist will be utilized for future programs. Verified updates to FOQA70 to include customer specific requirements. Also reviewed PPAP for Modatek part 11005AE. This corrective action is considered closed.	
Closed?:	Yes	

Ref	Area/Process	Clause
A300998/3	Production	7.5.1.3 / 8.2.4
Details:	Inconsistencies seen in adequacy and implementation of control plan including first off inspection to validate the set up.	

	Requirement of ISO/TS 16949:2002 “The organization shall monitor and measure the characteristics of the product to verify that product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with planned arrangements”. Objective Evidence: Control plan for part # 8070 indicates end diameter check for heading operation. This check is not referenced in the inspection log. First off checks not consistently completed as required by the control plan. Example - First off for part # 4C24-5A262-CA not completed on May 28, 2009 at rubber moulding. First off for part # 7C34-5291-HC not completed on May 28, 2009 at Wire forming and coining operation.
Actions:	Interim Containment Actions: 8070 inspection log updated to reflect the characteristics that are identified in the control plan. First offs completed for parts that were identified in the audit as not having a first off completed. Define & Verify Root Cause(s): Before the merger of the facilities PPI utilized a quality auditor to perform the hourly inspections and first off inspections. Since the merger this has changed and now the operators are responsible for performing the hourly inspections and the supervisors are responsible for ensuring the first off inspections have been performed before the operation begins. The supervisors are also required to perform the inspections at a minimum of twice per shift as a method of layered inspection. Effective communication and training of the newly implemented inspection procedure and responsibilities has not taken place. Implement Permanent Corrective Action(s): (1) A operator awareness and responsibilities meeting conducted with all current employees. (2) The employee orientation and quality awareness training for new hires to be updated to accurately reflect the new practices. Verification: Verified adherence to control plan for part # 255952 and part # 11005AE. First off checks completed. In-process checks completed and Final audit completed. This corrective action is considered closed.
Closed?:	Yes

Ref	Area/Process	Clause
A300998/4	Quality/ Lab/Calibration and MSA	7.6.1/ 7.6.2/ 7.6.3.1
Details:	Inconsistencies seen in implementing the calibration and MSA activities including defining lab scope. Requirement of ISO/TS 16949:2002 Statistical studies shall be conducted to analyse the variation present in the result of each type of measuring and test equipment system. Records of calibration/ verification activity for all gauges, measuring and test equipment shall be maintained.	

	Objective evidence MSA for fixture # 3182 and 3183 not available Calibration for caliper # 05289925 not available Lab scope for pioneer polymer does not include product testing such as adhesion test for moulded rubber products, weld integrity check for welded product.
Actions:	Interim Containment Actions: MSA's completed for above identified pieces of inspection equipment. Lab scope updated to reflect PPI's current lab capabilities. Define & Verify Root Cause(s): With the merger of the 4 Windsor Machine facilities those being Pellus Mfg., Tilbury Assembly, G&R Cold Forging and Pioneer all of the inspection equipment for the parts that transferred to Pioneer has not been entered into the gauge tracking system. Implement Permanent Corrective Action(s): Each part that was transferred to Pioneer shall be re-PPAP to the customer base. As the parts get PPAP each part will be fully reviewed to ensure that all appropriate documentation is available and current. Verification: Verified gauges listed now in Pro-gauge database ID # 03, Fixture ID 13153, Gauge ID 13154, Durometer 25883 and MSA available for these gauges. This corrective action is considered closed.
Closed?:	Yes

Ref	Area/Process	Clause
A300998/5	Preventive Maintenance	7.5.1.4
Details:	Preventive maintenance process is ineffective in implementation. Requirement of ISO/TS 16949:2002 The organization shall identify key process equipment and provide resources for equipment maintenance and develop an effective preventive maintenance system. As a minimum this system shall include planned maintenance activities. Objective Evidence No measurable objectives available for effectiveness of PM. No analysis of data seen for evaluating the effectiveness of PM although the down times are tracked using the daily production sheet. PM activities are not consistently done for rubber moulding for press 1 and welding area. Example Monthly checks for Press # 1 not consistently completed. No PM available for Plastic shot blast machine. No PM records available for the wire form operation machine for part # 8070.	
Actions:	Define & Verify Root Cause(s): As a result of the closures of several facilities within the Windsor Machine group several of the plants product was sent to Pioneer Polymers. With 4 facilities worth of parts, equipment and	

	processes merging together under one roof a complete PM system with measurables was not fully developed and introduced as equipment was arriving to Pioneer. Implement Permanent Corrective Action(s): PM inspection sheets have been created for the equipment that has been sent to Pioneer. Each maintenance person has been designated pieces of equipment / cell that they are responsible for ensuring the PM checks are being completed. The goal of less than 40hrs. per month plant wide of unscheduled down time has been set for Pioneer. This goal shall be reviewed on a monthly basis to measure the effectiveness of the Preventative Maintenance system that has been developed by Pioneer. Verification: Verified tracking of maintenance objective in monthly management review. Goal is 40 hours/ month Actual 25 hours. Daily, Monthly, 3 Month, 6 Month and annual PM was verified for Moulding press # 2 and weekly Pm verified for Head rest - Line # 2. This corrective action is considered closed.
Closed?:	Yes

TS16949 Additional Scope Requirements

Customer-specific requirements audited for each site:

No OEM customers.
Formet, Lear, Modatek, Presstran, Tenneco, VanRob

Supplier codes allocated to each site by OEM customers (as appropriate):

Formet - Winmach
Lear - 779600
Modatek - 10200
Presstran - C5098
Tenneco - 906884
VanRob - 230075

Permitted exclusions for each site:

None

Are there any support locations to be included in certification?:

Yes

Enter audit date(s) and report number(s) under which these location have been/will be audited:

1. 7389960 - Continuing Assessment (Surveillance) dated 03/25/2010 - Windsor Machine & Stamping (2009) Ltd.
Corporate Office
5725 Outer Drive
Windsor
Ontario
N9A 6J3
Canada

2. 7389958 - Continuing Assessment (Surveillance) dated 03/26/2010 - Ellis Tool
A Division of Windsor Machine & Stamping
(2009) Ltd.
5725 Outer Drive
Oldcastle
Ontario
N9A 6J3
Canada

3. 7389982 - Continuing Assessment (Surveillance) dated 03/26/2010 - Windsor Machine & Stamping (US) Ltd.
26655 Northline Road
Taylor
Michigan
48180
USA

Identify support activities provided at these locations:

1). QMS Business planning, Sales & Planning, APQP, Purchasing and Supplier Management
2). Design and Engineering, Prototypes, Tool and Fixture verification
3). Warehousing and Distribution

TS16949 Shift Details

Site		Shift 1	Shift 2	Shift 3	Shift 4	Night shift	Week-end	Total site employees
Tilbury, ON	Exists?	✓	✓					12
	Audited?	✓	✓					

Assessment Participants

On behalf of the organization:

Name	Position
Paul Brancaaccio	Plant Manager
Todd Van Hal	Quality Systems co-ordinator

The assessment was conducted on behalf of BSI by:

Name	Position

Prince Peter	Team leader

Continuing Assessment

The program of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Pioneer Polymers, Inc. 14 Industrial Park Drive Tilbury Ontario N0P 2L0 Canada	TS 543513	
	Visit interval:	12 months
	Visit duration:	12 hours and alternately 8 hours
	Next re-certification:	04/01/2012

Re-certification will be conducted on completion of the cycle, or sooner as required. An entire system re-assessment visit will be required.

Re-certification Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	05/10	05/11	04/12			
	Duration (days):	1.5	1	2			
Customer Satisfaction		✓	✓	✓			
Management Review		✓	✓	✓			
Internal audit		✓	✓	✓			
Corrective Action/ Preventive action		✓	✓	✓			
Continual Improvement		✓	✓	✓			
Process Design/ PPAP (Links to Corporate)		✓	✓	✓			
Materials Management (Links to Corporate)/ Receiving/ Storage/ Shipping		✓		✓			
Production		✓	✓	✓			
Quality/ Lab/ MSA			✓	✓			
Maintenance		✓		✓			
Human Resource - Training			✓	✓			

Next Visit Plan

Visit objectives:

Audit of the continuing suitability and continued effective implementation of the Quality Management System of Pioneer Polymers, ON in meeting the requirements of ISO/TS16949:2002, plus associated support documentation and additional customer requirements (as appropriate), company objectives, policies and procedures.

Visit scope:

The management system implemented to satisfy the requirements of ISO/TS16949:2002, plus associated support documentation and additional customer requirements (as appropriate).

Date	Assessor	Time	Area/Process	Clause
04/15/2011	Prince Peter	9:00	Opening Meeting	
04/15/2011	Prince Peter	9:30	Changes to QMS/ Customer satisfaction/ KPI review	
04/15/2011	Prince Peter	10:30	Management Process including Management review, Internal audit, Corrective/ Preventive action and continual improvement.	
04/15/2011	Prince Peter	12:00	Lunch	
04/15/2011	Prince Peter	12:30	Management Process- contd	
04/15/2011	Prince Peter	13:00	Process Design/ PPAP (Links to Corporate)	
04/15/2011	Prince Peter	13:45	Production - Day and Afternoon	
04/15/2011	Prince Peter	15:30	Quality/ Lab/MSA	
04/15/2011	Prince Peter	16:15	Human Resource - Training	
04/15/2011	Prince Peter	17:00	Closing meeting.	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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