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| ***Windsor Machine & Stamping (2009) Ltd.*** | Document Type: **PROCEDURE** Department: CONTINGENCY PLAN   |
| Prepared By: Michael VeceraApproved By: Jerry Mitri | Release Date: May 1, 2007 | Document No: **PR-QA-012** |
| Revision Date: May 31, 2012 | Revision No: 002 | Page 1 of 2 |
| Subject: CONTINGENCY PLAN  |

 PURPOSE

 The purpose of this procedure is to provide for a system and instruction to protect the customer with regards to part supply & delivery in the event of a rejection or key equipment failure. This procedure will also address key personnel responsibilities within Windsor Machine and the customer.

 This procedure applies to any or all formal rejections or emergencies that are within control of Windsor Machine (i.e. any act of God, natural disaster etc. is exempt from this procedure).

 PROCEDURE

 Windsor Machine shall notify the OEM receiving plant, the OEM buyer and the responsible OEM Supplier Quality Personnel within 24 hours of the production interruption. The nature of the production interruption problem shall be communicated to the OEM and immediate actions taken to assure the supply of product to the OEM customer.

 Upon notice of a legitimate Windsor Machine supplied defect or key equipment failure, the following contingency plan shall be followed:

 Defective Material

Obligation to Customer: Provide, at minimum, evidence of the defect (ie photos, physical samples, quantity found and lot numbers involved)

 Quality related customer complaints are processed by the Quality Assurance department. Complaints received are documented during or immediately following notification by the customer. **If the material in question is shipped to more than one customer location, all customer locations are notified of the problem.** It is standard procedure to immediately contain, sort and certify all material within the production plant (Windsor Machine), within the Tier 1 and, if needed, the OEM. Suspect material that is in transit will be contained once it reaches its destination.

 **On-Site Support**

 A Windsor Machine representative and/or team will be dispatched to the the customer site to coordinate containment and to provide support in the event that sorting is taking place. A Windsor Machine representative or team may include one or each of the following:

Quality Assurance Manager; Corporate Quality Manager; Program Manager; Windsor Machine Sales, Windsor Machine Designated Customer Liason; and/or Contracted Sort Team.

 **Key Equipment Failure**

 In the instance that key equipment is damaged and/or cannot produce parts, the following shall be followed:

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1. Power Outages: A back-up generator able to power the production line and its support systems shall be utilized immediately following the event. Windsor Machine infrastructure includes satellite facilities that can support an occurrence. In the event that the satellite facilities are affected by the occurrence, approved (by WMG) third party suppliers are contracted to support the affected WMG production plants.
2. Production Line Failure: An equipment list that consists of key tooling, that would otherwise have a long lead time to replace and/or repair, is on-site and spare parts or components for said equipment, are readily available within the production plant and/or supplier.

 DELIVERY

 To ensure that the customer is protected from any or all interruptions with regards to regular production, excluding any act of God or natural disaster, the following steps shall be adhered to:

1. Expedite: All premiums & expedites to be confirmed thru SMBA promise screen. Windsor Machine, if responsible for the interruption, will ensure that ok-to-use material is available to the customer.
2. Production: In order to have ok-to-use material, replacement or otherwise, Windsor Machine will ensure that the plant responsible for production, schedule additional shifts and or overtime until quantities are met.