



1. Product Requirements – Basics

- 1.1. Product supplied to IB (Industries for the Blind, Inc.) shall:
- meet or exceed specified requirements (function, color, size, weight, etc.),
 - be delivered within the window (dates) specified on the Purchase Order,
 - be at or below the quoted price, and
 - be packaged, crated, identified and shipped in accordance with IB specifications (see Requirement #13. below).

2. Preliminary Requirements – for New Items

- 2.1. Preliminary requirements are utilized strictly for determining and quoting price and delivery.
- 2.2. Preliminary requirements shall not to be used to make production parts.
- 2.3. If the supplier only has preliminary requirements when they receive a Purchase Order from IB, they must request final requirements. Production of the order will be considered unauthorized unless final requirements have been provided and used.
- 2.4. Suppliers, who use preliminary requirements to make production parts, are financially liable for remaking the parts in accordance with final requirements.

3. Product Quality – Must Meet all Requirements

- 3.1. Product Quality includes product conformance to requirements, condition of received product, and Supplier response. Suppliers shall provide conforming product, and properly identify, package, and crate that product to withstand the rigors of shipment.
- 3.2. All products shall be lead free. Any product containing lead and delivered to IB will result in immediate removal of the supplier from IB's Supplier List.
- 3.3. The date of manufacture must be included with all product shipments containing age-sensitive materials (e.g., ink, rubber, adhesives, batteries, etc.).
- 3.4. Upon request, suppliers shall provide IB or their assigns access to manufacturing facilities to perform in-process and final product inspection and verification.

4. Supplier Performance & Rating – Quality, Delivery, Response, & Price

- 4.1. IB expects suppliers to provide quality product on-time at the agreed upon price. When IB receives product from suppliers that does not meet requirements, an NCR (Non-Conformance Report) is initiated to document and manage appropriate actions. IB Purchasing will send NCR notification to the supplier.
- 4.2. Industries for the Blind - Milwaukee continually evaluates supplier performance. The primary metrics used for this evaluation are product Quality, On-Time Delivery, Responsiveness, and Pricing.
- 4.3. On-time delivery and product quality is continually monitored and reported on a regular basis. Supplied product must be delivered within one week of the scheduled Due Date as indicated by the Delivery Window specified on the Purchase Order.
- 4.4. Suppliers are sent a quarterly Report Card on how well they are performing. Suppliers performing below expected levels may be issued a SCAR to take formal corrective actions. Persistent problems will result in a formal SCAR (Supplier Corrective Action Request) and the supplier will be monitored closely until IB is satisfied appropriate solutions are implemented and effective. Failure to achieve compliance could result in removal from IB's Preferred Supplier List

5. Artwork – Notify IB of computer platform and software being used

- 5.1. IB provides electronic artwork files for suppliers use. Any product with nonconforming graphics produced as a result of platform or software mismatch will be rejected at supplier expense.
- 5.2. Vendors are expected to establish and maintain effective methods for controlling IB-supplied artwork and ensuring that pre-production samples are accurately decorated upon the first submittal.
- 5.3. Suppliers shall maintain artwork files for a minimum of two years after last use.

6. Quotations – Reply Submitted within 2 Days

- 6.1. Due to IB's Government customer base we often require rapid response to requests for quotation, especially when bidding on requirements with bid deadlines. Vendors shall respond with either the requested pricing or a 'no bid' within 48 hours of request. Quotes should at a minimum include:
 - Supplier's best, net prices at the requested quantities,
 - delivery date,
 - minimum purchase quantity if applicable,
 - period quote is good for, and
 - standard pack-out.

7. Product Samples – Provided Samples Must Match Production

- 7.1. Samples submitted by suppliers for presentation to IB customers shall be representative of production product. Pre-production samples are often submitted to the U.S. Government customer for evaluation and approval. They therefore must represent the same quality characteristics as the actual full-production product. Production products that do not represent the pre-production samples may result in shipment rejection at supplier expense. When possible, samples should be made using the actual production process.
- 7.2. Development & submittal of samples should be done with care, and cycle time minimized to ensure limited impact on order delivery dates.
- 7.3. Production shall not start until the supplier has approval of the sample in writing. Any production runs performed before formal sample approval will be at supplier expense.

8. Orders – Must be Acknowledged

- 8.1. Purchase Orders submitted to suppliers contain product descriptions, requirements, quantities, prices, and dates needed. If there are any questions or need for more information, the supplier should contact IB's Purchasing Agent immediately.
- 8.2. Suppliers must acknowledge receipt of Purchase Orders to agree with the terms of the Purchase Order contract within one business day. Acknowledgement can be made via telephone, fax, or e-mail to the IB purchasing agent that issued the Purchase Order.
- 8.3. Upon receipt of a Purchase Order, if a Supplier cannot provide the product meeting all IB requirements, they must request a deviation from IB's Purchasing Buyer. A written confirmation or revised Purchase Order must be issued.

9. Communications – Must be Clear and Responsive

- 9.1. All significant communications between IB and suppliers must be supported with documentation in the form of written letters, Fax, or E-mail. This documentation must include clear reference to relevant Purchase Order Numbers, Part Numbers, Product Descriptions, NCR (Nonconformance Report) Numbers, RMA (Return Material Authorization) Numbers, and Dates.
- 9.2. Suppliers are expected to respond to the NCR within two working days with actions being taken to remedy the nonconforming condition.

10. Debiting of Suppliers for Rework or Losses

- 10.1. IB will debit rework hours at the prevailing rework labor burden rate of \$200/Hour.

10.2. Lost sales due to supplier poor quality or delivery problems may result in a \$1,000 minimum charge-back to the supplier.

11. SCARs – Supplier Corrective Action Requests

- 11.1. NCRs (Non-Conformance Reports) created as a result of receiving non-conforming product from suppliers may result in the issuance of a SCAR (Supplier Corrective Action Request). Supplier performance is monitored on an ongoing basis, and SCARs are initiated when minimum requirements or quality are not achieved or maintained.
- 11.2. No SCARs will be closed out without the review and approval of personnel from IB's Purchasing and Quality departments.
- 11.3. All SCARs must be addressed, completed, approved by IB, and closed out within 30 days of issue unless IB Quality has approved an extension. Delinquent SCARs may result in loss of future orders.

12. Quality Records – Must be maintained and Retrievable

- 12.1. All suppliers making product for IB must maintain records that indicate the results of first piece and in-process inspections. These records must be maintained for a period of one year, and be made available to IB Quality personnel for review.
- 12.2. The performance of final inspection is at the discretion of the supplier, but it is expected that all product received at IB will meet requirements.

13. Supplied Product Shipping and Freight Standards – Available On-Line

- 13.1. All product supplied to IB must be shipped, palletized (if required), packaged, labeled, and identified in accordance with IB inbound standards.
- 13.2. IB's inbound freight shall conform to requirements published on its website at: <https://www.ibexp.com/supplier-requirements/>
- 13.3. Suppliers must provide a complete ASN (Advanced Shipping Notice) for each shipment. (see latest ASN requirements posted on the website).
- 13.4. Non-compliance of pallet standards and loading requirements will result in a monetary assessment in accordance with Fee schedule published on the above website.

14. Supplier Improvement – Continual Improvement

- 14.1. IB's goal is to work with suppliers to help them improve their systems and processes. If a supplier rejects the continuous improvement direction, we will recommend that our Purchasing department find a replacement supplier for the product.
- 14.2. IB's Purchasing and Quality personnel may schedule visits to suppliers who are experiencing quality or delivery problems.

15. Proprietary and Confidentiality

- 15.1. Artwork, logos, tooling, molds, and registration rights are proprietary and confidential and shall not be divulged to third parties without written consent from IB.
- 15.2. Product design and tooling developed in cooperation with IB shall be used for IB product and production only unless otherwise agreed upon in writing.



16. Agreement

The following supplier agent accepts and agrees to all the above IB Supplier Requirements:

Name	Title
Company Name	Phone #
Company Address	Fax #
Company City, etc.	E-Mail Address
Company Country	