



Supplier Quality Manual

JM-PU-01, Revision 15.10.1 (October 15, 2015)

Jackson WWS, Inc.

6209 N US Hwy 25E

Gray, KY 40734

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01

Table of Contents

The Jackson Story	3
The Jackson Quality Philosophy	3
Introduction	4
Scope and Purpose of this Manual	4
Responsibilities	4
General Expectations and Requirements	4
References	5
Terms and Conditions	5
Receiving Hours	5
Supplier Initial Expectations.....	6
Supplier Selection and Approval.....	6
Service Suppliers	6
Sample Submission	6
Critical Suppliers.....	6
Supplier Scorecard Breakdown.....	8
Scorecard Levels.....	8
Shipping and Packaging Expectations.....	9
ASNs	9
Packing Lists	9
Packaging	9
Ongoing Continual Improvement	9
Failure Mode Analysis.....	9
Product Returns	10
Supplier Corrective and Preventative Actions	10
Jackson WWS, Inc., Supplier Confirmation of Expectations	11

Jackson WWS, Inc. Supplier Quality Manual

JM-PU-01

The Jackson Story

Founded in 1925, Jackson has been developing warewashing solutions for over nine decades. In the late 1980's, Jackson moved manufacturing operations from Tampa, Florida, to Barbourville, Kentucky, enlisting the assistance of a small company called Manufacturer's Services Corporation. Eventually, Jackson was purchased by Ecolab, Inc. At the beginning of the 21st century, Jackson became part of the Enodis Group, which was later purchased by Manitowoc, Inc.

The latest chapter in the story of our company begins in January, 2013, when, after being purchased by Hoshizaki USA Holdings, we changed our name to Jackson WWS, Inc. Since that time, our focus has been on becoming the leading commercial dishwashing solution in the United States, just as our parent company has done in Japan. In order to do that, we realize the importance of working closely with our suppliers so that we can produce the absolute best equipment in the industry.

The Jackson Quality Philosophy

We want the most satisfied customers in the world. We want them delighted with our products and services, and so we go the extra mile for them. We understand we can never accept that the status quo today will be applicable tomorrow. We must always improve, working with our stakeholders and partners to become better than we were before.

We must work safely. As a supplier to Jackson, it must be understood that we will never do anything to jeopardize the safety of anyone. From the materials we specify for our components, to the condition of the packaging your parts are delivered in, you are part of our safety program as well.

We have established what we consider critical for our suppliers in this manual. After reading this manual, you should be familiar of how we measure quality and our expectations.

The delivery of components, products and services should always be in the time period expected, but never at the cost of either safety or quality.

We aggressively pursue every opportunity to increase safety, enhance quality and maintain on time delivery.

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01

Introduction

The focus of this manual is on those items directly related to product realization; the spirit of quality excellence is expected from all suppliers.

Scope and Purpose of this Manual

The purpose of this manual is to clearly communicate the minimum expectations and requirements for all vendors who support our business. Whether for products or services, the same levels of excellence apply to all suppliers. We consider our suppliers to be stakeholders in the business and our success, and in turn their success is dependent upon being able to safely deliver quality products, goods and services on time at a competitive cost. Those suppliers who adhere to the expectations presented in the manual will always be given preference.

This manual is an extension of our Quality Management System. It has been written to comply with that system and provide enhancement to policies and procedures already in place. Questions regarding this manual should be directed to the Purchasing Manager at Jackson.

In some instances, Jackson may, at its discretion, add additional requirements based upon the needs of the business. Suppliers are expected to comply with these additional requirements as well as those in this manual.

Responsibilities

- All suppliers are responsible for understanding and adhering to the requirements of this manual and any supporting documentation including, but not limited to: engineering drawings, work instructions, procedures, policies, purchase order, supply agreements, non-disclosure agreements and/or product specifications.
- All suppliers are responsible for ensuring their products and/or services meet or exceed established requirements and assume full responsibility for the quality of said products/services. Jackson reserves the absolute right to refuse products and/or services that do not meet minimum requirements.
- Suppliers are responsible for all subcontracted work performed on their behalf. Jackson makes no differentiation between the subcontractor and the supplier and shall hold the supplier responsible for any and all non-conformances.

General Expectations and Requirements

- All suppliers are required to submit a completed copy of the Acknowledgement in the back of this manual to their Jackson Purchasing representative.
- Completion, upon request by Jackson, of a quality self-survey. Meant for potential suppliers, but also a useful tool for evaluating the status of current suppliers, this is a written survey completed by the supplier and submitted to Jackson.
- Suppliers must ensure that all products/services provided meet the applicable specification and quality requirements.
- Suppliers must ensure that all deliveries are conducted within the timeframe specified.

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01

- Suppliers are responsible for costs associated with the correction of a supplier non-conformance.
- Suppliers must comply with all applicable laws and regulations.
- Suppliers agree that by accepting a Jackson purchase order they acknowledge they have read, understand and will comply with the terms and conditions of the purchase order the contents of this manual.
- The supplier shall assist Jackson when requested to address our customer issues as they relate to their products or services.
- The supplier shall provide specification documentation or test data as requested.
- When requested, the supplier must be willing to enter into a confidentiality agreement with Jackson.
- The supplier will participate in corrective or preventative action activities with Jackson. This includes:
 - Written confirmation of containment actions within 2 business days;
 - Details on root cause and corrective measures within 10 business days.
- Upon request and at an agreed upon time, suppliers will allow for an on-site audit of their facility.

References

This manual makes use of references to controlled documents within our own Quality Management System and Corporate Document System.

Terms and Conditions

You may access our latest Terms and Conditions at our website, www.jacksonwws.com.

Receiving Hours

Jackson accepts delivery of materials at their receiving dock between the hours of 8:00 AM and 4:30 PM on standard business days unless prior arrangements are made.

Supplier Initial Expectations

Supplier Selection and Approval

Vendors are approved in accordance with internal Jackson processes, based upon relevant collected data.

Service Suppliers

Service providers include, but are not limited to:

- 3rd party maintenance;
- Regulatory and auditing services;
- Basic plant supplies (i.e. MRO, uniforms, cleaning services);
- Training organizations;
- Information Technology vendors;
- On-site health care providers;
- Physical security, alarm systems;

All services provided are subject to audit to ensure compliance to company guidelines, rules and the Jackson quality assurance manual.

Sample Submission

Before any supplier can be approved to provide a component, a sample must be submitted through their Purchasing Representative and submitted to our 1st Article Inspection Process:

- Jackson will provide the necessary specifications either through a drawing, catalog reference or sample;
- The supplier will provide the requisite number of sample pieces. Samples will be measured and if required, operated to evaluate reliability and compatibility to our designs.
- The collected data will be reviewed and a determination will be made as to the suitability of the sample.
- Unless otherwise requested, the sample will be disposed of in accordance with Jackson internal policies after the evaluation.

Critical Suppliers

A supplier is considered “critical” after evaluation of the products they provide in relation to one or more of the following criteria:


- Single source supplier;
- High annual spend rate;
- Criticality to the design;
- Length of lead time;
- Past or current quality issues;
- “Newness” of products provided;

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01

- Proprietary design(s);
- Length of relationship with Jackson.

Critical Suppliers are required to demonstrate the ability to provide quality assurance at a level acceptable to Jackson. Jackson prefers all suppliers to have a Quality Management System that is certified to the latest version of ISO 9001, or an equivalent recognized standard. Jackson will periodically evaluate progress towards attaining certification or compliance.

Critical Suppliers are listed on the *Critical Vendor Quality Matrix*. This documents non-conformance issues inside the facility.

		<h1 style="margin: 0;">Supplier Score Card</h1>					
Vendor: _____			Year: _____				
Progress Report							
Area	Score				YTD Avg	Comments	
	Q1	Q2	Q3	Q4			
FPY Failures (1-5 pts)					#DIV/0!		
PPM Level (1-15 pts)					#DIV/0!		
NCR Performance (1-15 pts)					#DIV/0!		
Quality Attitude (1-10 pts)					#DIV/0!		
On Time % (1-15 pts)					#DIV/0!		
Expedites (1-15 pts)					#DIV/0!		
ASNs (1-5 pts)					#DIV/0!		
Production Delays (1-10 pts)					#DIV/0!		
Cost Downs (1-10 pts)					#DIV/0!		
<div style="border: 1px solid black; padding: 10px; display: inline-block; font-size: 2em; font-weight: bold;">#####</div>		Your Grade					
Overall Performance							
1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
0		0		0		0	
Score Interpretation							
90 - 100%		Excellent performance, trusted supplier and partner					
80 - 89%		Good performance but needs some work					
70 - 79%		A corrective action plan needs to be considered					
65 - 69%		NCR is to be issued for failure to perform					
0 - 64%		This supplier is not serious about providing Jackson with a quality service and supervised corrective actions are needed.					
<p>Your grade is a reflection of your ability to provide Jackson with quality parts in a timely manner and at a competitive price. The scorecard is not meant for anything more than providing you, the supplier, with a means to understand where you stand in your relationship with us. It also provides us with the information we need when considering strategic planning with our supply chain.</p>							
JF-PU-02, Supplier Scorecard, Revision 14.9.1 (09/09/2014)							

All Critical Suppliers will be reviewed on a quarterly basis and will receive a completed *Supplier Scorecard*, JF-PU-02.

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01

Supplier Scorecard Breakdown

Quality

- FPY Failures (0-5 Points)
- PPM Level (Parts Received against Parts Rejected) (0-15 Points)
- NCR Performance (0-15 Points)
- Quality Attitude (i.e. QMS Certification) (0-10 Points)

Delivery

- On Time Delivery (0-5 Points)
- Expedites to Cover Late Deliveries (0 -15 Points)
- ASNs (0-5 Points)
- Production Delays caused by Late Parts (0-10 Points)

Cost

- Cost Increases (0-10 Points)

Scorecard Levels

90 - 100%	Excellent performance, trusted supplier and partner
80 - 89%	Good performance but needs some work
70 - 79%	A corrective action plan needs to be considered
65 - 69%	NCR is to be issued for failure to perform
0 - 64%	This supplier is not serious about providing Jackson with a quality service and supervised corrective actions are needed.

Shipping and Packaging Expectations

ASNs

As part of your acceptance of a Jackson Purchase Order, you agree to furnish, upon request, Advanced Shipping Notice via e-mail to asn@jacksonwws.com. The information will include Purchase Order number, part number(s) in the shipment with descriptions, location and date of shipment, carrier and expected arrival. If a tracking number accompanies the shipment that shall be provided as well.

Packing Lists

All shipments to Jackson are expected to include Packing Lists that reference the Jackson Purchase Order number and include a list of parts included by Jackson part number, description and quantity as well as an indication of any backordered items.

Invoices submitted to Jackson shall reference the Purchase Order number and the Jackson part number. Failure to do so may result in delaying of payment

Packaging

All parts are to be packaged in accordance with acceptable shipping standards. Jackson reserves the right to require specialized packaging in order to protect both the parts and personnel from harm and damage. If there are any special shipping considerations required, due to applicable laws, regulations or codes, it is the supplier's responsibility to ensure their packaging meets these requirements.

We reserve the right to refuse receipt of any shipment that appears unsafe to handle, and the right to debit suppliers for parts that are damaged and unusable because of inadequate packaging. These parts will be returned to the supplier at their expense.

Ongoing Continual Improvement

Jackson strives to improve the products and services it offers its customers, and remains open to discussing innovative, cost-effective methods of achieving this. We welcome our vendors joining us in these efforts, and expect to work just as diligently with us as we try to explore why a product or service is not performing to expectations.

Failure Mode Analysis

In addition to a formal request for action, we may request a Failure Mode Analysis (FMA) in regards to components that have been identified as failed in the factory or in the field. Under our internal procedures, we have indicated methods of identifying trends in failures. Our goal in returning these parts to you are as follows:

- Identify and address, immediately, any potential safety or regulatory issues;
- Identify any potential design or application issues that need to be addressed to reduce customer dissatisfaction;
- Determine if any internal Jackson processes are contributing to failures;

Jackson WWS, Inc. Supplier Quality Manual

JM-PU-01

- Seek methods of verifying failures internally before we ask you to expend resources.

As a supplier to Jackson, you are expected to provide this service, as well as communicate feedback to us to better define the issues.

Product Returns

Jackson will not use any part that has been returned from the field. We consider this a “used part” and it is not within the scope of our regulatory approvals to employ such items on our machines, even if the supplier certifies them as being “like new”.

Line rejects have never been operated on a machine outside of testing and those may be repaired and returned to our stock.

If you require differentiation between field returns and line rejects for the purposes of making repairs, indicate this to your Jackson Purchasing representative.

Supplier Corrective and Preventative Actions

If a non-conformance is found to be of serious nature, Jackson reserves the right to issue a request for corrective action or preventative action to a supplier. Participation in this root cause exercise is mandatory.

Jackson’s expectation in these situations is continual communication. Jackson will forward, through your Purchasing Representative, all of the appropriate forms to document the issue. A WRITTEN response on containment activities is required within 2 business days.

Root cause and corrective actions are required within 10 business days of the issuance of the action.

Once all actions have been completed, Jackson will review project and make a determination if the response has been adequate.

As an ISO 9001 certified organization, Jackson maintains an active non-conformance procedure, JP-QA-05, which outlines the actions to be taken when dealing with out of specification parts.

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01

Jackson WWS, Inc., Supplier Confirmation of Expectations

We _____ (Company Name) have read and accept all of the requirements in this manual.

Sign and Date

Return this sign acknowledgement to your Jackson Purchasing representative prior to shipping the 1st production shipment.

Jackson WWS, Inc. Supplier Quality Manual
JM-PU-01