



Global Supplier Quality Manual

2023



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Revision History

Version No.	Date	Description of Changes																
0	8/20/21	Initial Release																
0	8/20/21	<p><u>Links removed to be added to future revision</u></p> <table border="1"> <thead> <tr> <th>Document Title</th> <th>GSQM Section</th> </tr> </thead> <tbody> <tr> <td>Supplier Diversity Program</td> <td>1.4 - Supplier Diversity</td> </tr> <tr> <td>Global Supplier Quality Manual</td> <td>2.0 - General Supplier Requirements</td> </tr> <tr> <td>Supplier Dashboard Registration</td> <td>2.0 - General Supplier Requirements</td> </tr> <tr> <td>Environmental Policy</td> <td>2.8 - Environmental, Health & Safety Compliance</td> </tr> <tr> <td>Supplier Process and Design Change Request Form</td> <td>4.8 - Change Control</td> </tr> <tr> <td>Conflict Minerals</td> <td>4.13 - Statutory & Regulatory Conformity</td> </tr> <tr> <td>Supplier Deviation Request Form</td> <td>5.5 - Customer Waiver</td> </tr> </tbody> </table>	Document Title	GSQM Section	Supplier Diversity Program	1.4 - Supplier Diversity	Global Supplier Quality Manual	2.0 - General Supplier Requirements	Supplier Dashboard Registration	2.0 - General Supplier Requirements	Environmental Policy	2.8 - Environmental, Health & Safety Compliance	Supplier Process and Design Change Request Form	4.8 - Change Control	Conflict Minerals	4.13 - Statutory & Regulatory Conformity	Supplier Deviation Request Form	5.5 - Customer Waiver
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1	5/16/22	Removed incorrect revision references from the header of pages 2 & 3																
2	8/15/23	Added signature page for supplier agreement at end of document																

Only for ease of readability, all defined terms (i.e. Supplier, Buyer, Products, etc.) are or may be printed throughout this manual in lowercase.

Terms	Definitions
AIAG	Automotive Industry Action Group: Not-for-profit association where professionals from a diverse group of stakeholders work collaboratively to streamline industry processes via global standards development and harmonized business practices (www.aiag.org).
Audit	Systematic, independent and documented process for obtaining and objectively evaluating evidence to determine the extent to which criteria are fulfilled.
Buyer	Buyer shall mean the Club Car legal entity identified as the Buyer in the applicable contracting document (e.g., purchase order or supply agreement). The term “buyer” is used interchangeably with the term “Club Car” in the Global Supplier Quality Manual.
Process Capability	The maximum amount of inherent variation in a process. A statistical study performed on a process to determine if it is capable of meeting the precision and/or accuracy according to specifications (Cp, Cpk, Pp, Ppk and Sigma values)
Confidential Information	1) Information, knowledge or data disclosed by buyer to supplier, regardless of whether disclosed in written, tangible, oral, visual or other form, including, without limitation, sample products, equipment, software, or other objects or material, provided by buyer to supplier, and 2) information, knowledge or data which was obtained from visits to buyer facilities by supplier.
Control Plan (CP)	Methodology to ensure all process outputs remain in a state of control. The plan is used and maintained throughout the product life cycle and is responsive to changing conditions via written descriptions of the actions required at each phase of the process from receiving through shipping.
CTQ	Critical-To-Quality: Any product feature, component, material, assembly or complete system which is selected for production and field traceability in order to satisfy safety reporting requirements, regulatory requirements, or to support reliability analysis of high cost / high interest items.
Defect / Non-Conformance	Non-fulfillment of a requirement related to an intended or specified use, including safety considerations and regulatory requirements.
Deliverable	See Product definition.
ETQ Reliance	The ETQ Reliance system, represents our electronic Quality Management System and will be the primary source of record for Supplier Corrective Action Requests (SCAR), Supplier Deviation Request (SDR). This system will provide the supplier a direct interface to our system allowing for near real time communication between the supplier and the CC facility.
FMEA	Failure Modes and Effects Analysis: A systematic group of activities intended to (a) recognize and evaluate the potential failure of a product/ process and the effects of the failure, (b) identify actions that could eliminate or reduce the chance of the potential failure from occurring, and (c) document the entire process. (continued on next page)
	It is complementary to the process of defining what a design or process must do to satisfy the customer.
Interested Parties	Relevant customers, employees, suppliers and/or shareholders who may potentially influence the QMS
ISO-9001:2015	International Organization for Standardization: An international technical specification for quality management systems
Major Disruption	Special event resulting from products or services that do not meet the agreed quality and delivery specifications. Results in non-standard operations including: Quality Spills (product out-of-spec, stop shipments, production interruption, etc.) and Stock Outs (product not available).

Terms	Definitions
NBH	New Business Hold: A control that prevents suppliers from quoting or receiving new business until conditions are satisfied to address deficiencies identified by Club Car. The supplier may be removed from the approved supplier list for that commodity.
PDP	Club Car Product Development Process: Enterprise wide process to deploy world- class standard product development processes; use systematic feedback for continuous improvement; implement a common approach to project and program management; Invest in our employees' capabilities.
PPAP	Production Part Approval Process: Defines generic requirements for production part approval, including production and bulk materials. The purpose of the PPAP is to determine that customer engineering design record and specification requirements are properly understood by the supplier. The supplier shall demonstrate that the manufacturing processes have the potential to produce product consistently meeting these requirements during an actual production run at the quoted production rate.
PPM	Parts Per Million: Reject rate determined by number of parts rejected divided by the number of parts provided times 1,000,000.
Preventive Action	Action to eliminate the cause of a potential non-conformance or other undesirable situations.
Product	The term "product" used in the Club Car Global Supplier Quality Manual refers to any kind of product or service. This includes the physical "manufactured" product, a provided service, engineering work such as drawings and specifications or any other internal product provided in a series of processes. The term "deliverable" is used interchangeably with the term product in the Global Supplier Quality Manual.
PSW	Part Submission Warrant: An industry-standard document required for all newly-tooled or revised products in which the organization confirms that inspections and tests on production parts show conformance to customer requirements. The submission approval authorizes the supplier to start production based on PO requirements.
QMS	Quality Management System: A formalized system that documents the structure, responsibilities and processes required to achieve effective quality management. It can be based on the requirements detailed in ISO-9001:2015 with additional enhancements.
SCAR	Supplier Corrective Action Request: A formal request to take action to eliminate the cause(s) of an existing non-conformance or other undesirable situation in order to prevent recurrence. Used to communicate, document, track and drive resolution of verified problems caused by supplier.
SDR	Supplier Deviation Request: Form and process that allows for time bound deviations from Club Car engineering specifications or prints.
SPDCR	Supplier Process and Design Change Request: A formal request used by the supplier to notify Club Car of any supplier initiated part, process or design changes, prior to the implementing the change.
Supplier	The legal entity identified as the supplier in the applicable contracting document (e.g., purchase order or supply agreement).
Windchill	The Windchill system, will be the primary source of record for the Production Part Approval Process (PPAP). This system will provide the supplier a direct interface to our system allowing for near real time communication between the supplier and the CC facility.

1.0 Doing Business with Us

1.1 Our Company

Club Car advances the quality of life by creating and sustaining safe, comfortable, and efficient environments. Our people and our family of brands work together to provide a quality and comfortable transport experience while increasing productivity and efficiency.

Club Car is committed to producing high quality, reliable, and cost effective products that are shipped on time, provide customer value, and conform to national and international requirements. Club Car and its customers demand and expect defect free products and services. Club Car recognizes the importance of our suppliers in providing quality parts and raw materials on time to ensure customer expectations are met.

Suppliers should visit our website (www.ClubCar.com) to learn more: <https://www.clubcar.com/en-us>

1.2 Purpose

The Global Supplier Quality Manual defines the expectations for all Club Car suppliers. The supplier shall meet or exceed the requirements and guidelines defined in this manual, as long as it provides products and/or services to Club Car and its customers.

Adhering to the guidelines established in this manual, the supplier should continually improve the processes used to design, manufacture, and deliver products or services to Club Car.

Throughout this manual, the word “**shall**” or “**must**” indicates a requirement. The word “**should**” indicates a recommendation.

The English version of this manual is the official version. The English version has precedence in the event of discrepancies with manuals translated into different languages.

1.3 Business Partner Code of Conduct

The supplier shall adopt and comply with the buyer’s Business Partner Code of Conduct (BPCOC). The supplier shall take all steps necessary to ensure that its sub-suppliers and subcontractors comply with the BPCOC. At the supplier’s request, the buyer will mail the supplier a hard copy. The BPCOC may be amended by Club Car from time to time.

The complete Business Partner Code of Conduct is available in multiple languages and can be found by accessing our website at:

<https://www.clubcar.com/en-ro/ter-cond/working-with-us>

1.4 Supplier Diversity

Club Car recognizes the value of diversity in its workforce and supply chain. Club Car's Supplier Diversity Program includes minority, women, and veteran -owned businesses, both large and small. Each procurement team has direct responsibility to search for and develop diverse-owned businesses.

Club Car requires third party certification or government registration to be included in our Supplier Diversity Program.

2.0 General Supplier Requirements

The term supplier includes suppliers of products and services (together called "products" or "deliverables" in this manual) and distributors that provide deliverables to Club Car. The term supplier also includes suppliers of both custom and commercially available products. The supplier shall:

- Satisfy the requirements established in this manual
- Maintain a working knowledge of all policies and processes governing the relationship between the supplier and Club Car
- Accept responsibility for the quality, on-time delivery, regulatory compliance, and technical performance of all deliverables

In the event of a conflict between the terms of this manual and any buyer purchase order or other contract between the parties, unless the parties agree otherwise in writing, the various components of the agreements shall be given the following precedence (in descending order of precedence): 1) the Supply Agreement, if any; 2) a purchase order; 3) an applicable country/region supplement to the buyer's terms and conditions of purchase; 4) the buyer's terms and conditions of purchase and 5) the Global Supplier Quality Manual. Subsequent requirements may take precedence based upon:

Customer, market, or site specific operating conditions and requirements

NOTE: It is the supplier's responsibility to integrate the contents within this Global Supplier Quality Manual, into their process, quality system and deploy to their respective sub-suppliers.

At Club Car's discretion, a waiver of certain manual requirements may be granted and approved for a specific product or duration. All such waivers shall be effective only upon express written approval by Club Car.

Supplier Dashboard

Suppliers will use our Supplier Dashboard for proactive monitoring of Key Performance Indicators (KPI's) such as Initial Customer Quality (ICA) Defect Quantities, Customer Quality Defect Quantities, and SCAR Effectiveness.

These KPIs provide a basis for supplier relationship meetings and acquiring preferred status.

2.1 Supplier Quality Management System

The supplier shall establish and maintain an effectively documented Quality Management System (QMS) that satisfies the requirements defined in this manual. The QMS must communicate, identify, coordinate and control all activities necessary to design, develop, produce and deliver a quality product or service to Club Car and/or its customers.

The supplier shall be compliant with one of the following international quality management standards: ISO9001:2015 or IATF 16949 latest revision. The supplier may be registered by an accredited certification body. Club Car may request a copy of the certificate when applicable. Club Car may conduct an On-Site Assessment (OSA) of the supplier's QMS, refer to section 3.1 Supplier Assessment for additional information. An OSA shall be required to verify the supplier's QMS if the supplier has not achieved compliance, or is not certified. The supplier shall notify Club Car of any significant changes in their QMS including loss of certification.

The supplier shall satisfy the requirements of all Interested Parties regarding product quality. However, the customer requirements shall take precedence over any other Interested Party's requirements.

2.2 Supplier Quality Manual

The supplier is not required to have a Quality Manual. However, the supplier must be able to demonstrate the following:

- Existence and compliance to a Quality Management System
- Supplier quality policy and objectives
- A Documented information retention policy

The supplier's management shall be engaged to ensure compliance and continuous improvement of the requirements outlined in their Operations Management System (OMS).

2.3 Customer Communications

The supplier shall communicate essential business information to Club Car. Such information may pertain to contractual issues including, but not limited to:

- Inquiries, orders, bids, amendments and invoices
- Product quality issues relating to design, specifications, changes and notification
- Deliver delays and/or shortages
- Customer feedback and information

Other elements of essential information relating to changes in the supplier's business environment must be communicated immediately, such as:

- Acquisitions/Partial Sale
- Change of control/executive management Pending litigation
- Restructuring Bankruptcy

The effective transmission of such information requires that all suppliers identify and register key points of contact with their Club Car counterparts. The majority of the communication shall be handled through electronic documents and systems. The supplier should adopt the necessary electronic systems to manage these processes and improve communications with Club Car. The supplier is responsible for the validity and accuracy of the documents submitted electronically and must comply with all applicable legal requirements regarding electronic signatures.

All communications, both electronic and otherwise, with Club Car shall be in English. A specific Club Car facility may allow exceptions for direct communications meant for that facility only.

2.4 Document Control

The supplier shall establish and maintain documented information related to the OMS. Documented information must be updated, approved for use, available at points of use and controlled in a consistent manner. The supplier's OMS shall include provisions for Club Car design-owned documentation. A master list of documents including the current revision level shall be maintained to prevent use of invalid or obsolete documents. The supplier shall maintain documented information of each change implemented.

When the supplier has design responsibility, Club Car may request any documentation including drawings, engineering standards, and specifications. The supplier shall notify Club Car of any changes by submitting a Supplier Process and Design Change Request. Refer to section 4.8 Change Control for additional information. Obsolete documents shall be destroyed or appropriately identified as such.

2.5 Documented Information Retention

The supplier shall establish and maintain documented information to provide evidence of regulatory compliance and Club Car requirements. Retention policies shall define requirements for paper and electronic documented information. The documented information shall be:

- Legible
- Stored in an environment that prevents document deterioration
- Readily accessible upon request

The supplier's employees, contractors, and agents who create, receive, use or manage this documented information are required to comply with the policies and processes in accordance with customer, warranty, legal and regulatory requirements.

Club Car requires the supplier to maintain all documented information relating to deliverables provided for the life of the product plus one (1) calendar year and any applicable contractual requirements, including but not limited to those for warranty and service for the purpose of this manual, unless otherwise specified. The life of the product begins with product concept and extends until the end of active part production and service requirements. Club Car may notify the supplier when a product is no longer considered an active part. The supplier shall provide documented information to Club Car when requested.

The sections of this manual that require documented information shall conform to this retention policy.

2.6 Confidentiality

The supplier shall use Confidential Information solely for the purposes of supporting the current business relationship with Club Car. The supplier shall not disclose Confidential Information to any third party without buyer's express written consent, except that the supplier may disclose Confidential Information to its contractors, sub-suppliers, consultants or agents who have a need to know and have executed confidentiality agreements with the supplier, obligating them to treat such information in a manner consistent with these Terms and Buyer's Non-Disclosure Contract, if any, with supplier. The supplier shall not: 1) sell buyer parts or components incorporating or containing Confidential Information to any third party, or 2) sell any deliverables produced using Confidential Information to any third party.

Notwithstanding the foregoing, the foregoing shall not restrict or affect supplier's rights to use or disclose information: 1) which is or may hereafter be in the public domain through no fault of supplier; or 2) which supplier can show, as reflected by its written documents, was known to it prior to the disclosure by buyer; or 3) which is disclosed to supplier by a third party, with the legal right to disclose, subsequent to buyer's disclosure; or 4) which supplier can show, as reflected by its documents, was independently developed by supplier without the use of the Confidential Information.

The supplier acknowledges that a breach of this Section 2.6 would result in immediate and irreparable harm to buyer, for which there is no adequate remedy at law. The buyer is entitled to equitable relief compelling supplier to cease and desist all unauthorized use and disclosure of Confidential Information. The supplier shall immediately notify buyer of any breach of confidentiality.

Throughout the period of production and service, the supplier shall prevent improper use, loss, or damage to all Club Car Confidential Information. At the conclusion of the defined retention period, the supplier shall return or securely dispose of electronic and hard media copies of all such Club Cardocuments. Refer to section 2.5 Documented Information Retention for additional information.

2.7 Risk Assessment & Contingency Planning

The supplier shall conduct a risk assessment of their operations that support Club Car's production facilities, quality requirements, and delivery schedules. Each assessment should consider, at a minimum, the impact arising from:

- Natural disasters
- Geo-political hazards
- Supply chain disruptions
- Facility or system issues
- Information loss
- Intellectual property claims
- Personnel concerns
- Equipment problems

The supplier shall prepare contingency plans to ensure continued operations at Club Car. The supplier shall communicate any critical risk scenario without a contingency plan that may result in a Major Disruption. The supplier shall provide the contingency plans to the buyer when requested. Refer to Section 4.8 Change Control for additional information

2.8 Environmental, Health & Safety Compliance

Club Car is committed to sound Environmental, Health and Safety (EH&S) operating practices including:

- Decreased use of hazardous substances
- Reduced waste and emissions
- Improved energy and water conservation
- Greater reuse and recycling of materials
- Safe and healthy work environments that prevent accidents and injuries
- Continuous improvement in EH&S performance

Club Car suppliers are encouraged to actively implement globally recognized Environmental, Health and Safety management systems. A robust EH&S program reduces operational impact on human health and the environment in a sustainable manner. Recommended programs include, but are not limited to:

Occupational Safety and Health Administration (OSHA)
VPP ISO 14001
OHSAS 18001 / ISO45001

The supplier shall work with Club Car to reduce the impact of packaging waste through:

Reduction or elimination of unnecessary over packaging
Implementation of returnable packaging
Substitution of current packaging materials for recyclable materials

The supplier shall comply with all applicable EH&S regulations.

2.9 Cleanliness of Premises

The supplier shall adopt a cleanliness standard. The standard shall create a state of order consistent with the requirements of the deliverables provided to Club Car. The standard shall include a process for establishing and maintaining a clean work environment. Club Car recommends the 5S program to establish the standard.

2.10 Training

The supplier shall provide appropriate training to ensure that employees are competent and qualified to produce quality deliverables. The supplier shall review and document the required skills and competencies necessary for the production, inspection, handling, and delivery of products to Club Car and/or its customers. The supplier shall provide appropriate training to ensure that employees follow applicable processes and instructions. The supplier shall maintain employee documented information of training, performance metrics, and skills.

2.11 Customer Approved Sources

The supplier shall purchase products from Club Car approved sources, when specified by the contract. The use of Club Car approved sources, including tooling and gauging suppliers, does not relieve the supplier of the responsibility for ensuring the quality of purchased products. The supplier shall be responsible for managing all aspects of the relationship with the approved source including:

- Quality of product or service
- Technical performance Source of materials
- On-time delivery Extension of Credit

2.12 Sub-Supplier Management

The supplier shall define expectations for each sub-supplier including:

- Support of APQP requirements
- Identification of their role in the supplier's and Club Car's products and processes Involvement in problem solving and corrective actions, by using 8D methodology

The supplier shall work with sub-suppliers in order to meet the requirements provided in this manual. Areas of emphasis include:

- Verification of purchased products Incoming product quality
- Sub-supplier monitoring

Refer to the AIAG CQI-19 document for additional information on sub-supplier management, if necessary.

Verification of Purchased Products & Services

For each sub-supplier, the supplier shall establish and implement methods, processes, and systems to verify that all deliverables comply with Club Car requirements. The supplier shall complete this verification process prior to use for all deliverables provided to Club Car. Consistent methods used for verification may include:

- Control plans
- Standard work instructions
- Regular inspection
- Functional testing
- Audits

To ensure on-going product quality, Club Car may conduct an audit to verify product at the supplier or sub-supplier facility. The scope of each audit will be at the sole discretion of Club Car. Club Car shall notify the supplier of the planned date of the audit. The supplier and Club Car will negotiate a mutually acceptable date for the audit. The supplier must notify the sub-supplier of this requirement. Any verification performed by Club Car does not relieve the supplier of the responsibility to provide quality products.

Incoming Product Quality

The supplier shall implement a process to ensure the quality of incoming deliverables meets Club Car's requirements. The process should incorporate standard methods including:

- Statistical data evaluation from the sub-supplier
- Performance-based receiving inspection
- Testing based on approved sampling plans
- Supplier audits or assessments coupled with documented information of acceptable delivered product quality
- Part evaluation by an approved laboratory
- Other methods approved by Club Car

All non-conforming material resulting from this process shall be identified and quarantined. The supplier and sub-supplier shall have a process to disposition non-conforming product.

Sub-Supplier Monitoring

The supplier should collect objective data on the performance of its sub-suppliers. This data should be used to generate a performance ranking or scorecard. Performance metrics may include:

- Delivered product quality - Nonconforming Parts per Million (PPM) Delivery schedule performance with incidents of premium freight
- Lead-time improvement
- Major Disruptions
- Special status notifications from sub-supplier pertaining to quality or delivery issues

Continuous improvement activities should be driven by a sub-supplier's performance against such metrics.

In some cases, sub-supplier performance monitoring may not be conducted due to the business, product or other quality considerations. The supplier may be required to notify Club Car of such exceptions.

3.0 Supplier Selection & Assessment

Club Car expects the supplier to:

- Abide by our Code of Conduct
- Provide high quality products that meet or exceed expectations
- Provide products at a competitive price
- Deliver products on-time
- Maintain financial strength to support current business and promote growth

To be considered for new business award, the supplier must:

- Be compliant to ISO:9000 -OR- Pass an OSA audit with minimum score of 80%
- Be compliant to AIAG Advanced Product Quality Planning (APQP), Measurement Systems Analysis (MSA), and Production Part Approval (PPAP) processes
- Execute capability studies including CPk and dimensional results for all significant and critical characteristics & maintain records according to the document retention policy outlined in section 2.5
- Maintain machine specific capability data/studies, planned maintenance, repair, & schedules for "new tools/replacements"
- Maintain Calibration and Verification Records
- Possess Process Expertise in the type of manufacturing they employ
- Allow complete visibility of their supply chain to Club Car, including Tiers 1, 2, 3, and/or 4 Have a supplier management process with quality systems requirements
- Execute a change control process for all changes within the design phase and post launch. Changes include manufacturing processes, equipment configurations, and software
- Comply with Statutory & Regulatory Conformity (Refer to section 4.13 Statutory & Regulatory Conformity)
- Accept responsibility for the quality, on-time delivery, regulatory compliance, and technical performance of all deliverables.
- Be able to achieve ICQ launch criteria as defined by commodity group. Contact Club Car Quality Representative for minimum ICQ launch requirements.

Club Car shall verify compliance during the selection and assessment process.

3.1 Supplier Assessment

Club Car may conduct an On-Site Assessment (OSA) of the supplier's QMS documentation and manufacturing facilities, based upon criteria established in the OSA form. The OSA is generally conducted for potential new suppliers or an existing supplier's new facility. An OSA may also be conducted if a supplier has not had an assessment in the last three (3) years. The OSA should be conducted in person or as a self-assessment at the supplier's manufacturing facility. A Process Capability Assessment (PCA) of the supplier may be required in addition to the OSA for new suppliers. The PCA evaluates the supplier's capability to manufacture the potential product.

Club Car shall share the results of the OSA with the supplier.

Process Capability Assessment (PCA)

Club Car may conduct an on-site Process Capability Assessment (PCA) at the supplier and/or its sub-suppliers. The PCA ensures the process meets Club Car's requirements for capability and error detection and prevention. All processes will be reviewed based on:

- Continuous improvement
- New or changed processes
- Support for global procurement strategy
- Major Disruptions

Certain manufacturing processes cannot be verified using normal monitoring and measurement techniques. The supplier must demonstrate the ability to control the elements of these processes to achieve the defined results. The supplier shall establish verification methods for these processes, as applicable:

- Defined criteria for review and approval of the processes
- Approval of equipment and documented capability assessments
- Documentation of training, previous experience and qualification of personnel
- Use of specific methods and processes
- Requirements for documented information storing the measurement results
- Revalidation of the processes

After the start of production, the audit is a method for identifying continuous improvement ideas and helping with problem solving. Refer to the AIAG CQI specific Special Process manual for additional information, if necessary.

Club Car shall share the results of the PCA with the supplier.

The OSA and PCA status is manufacturing site specific. Club Car reserves the right to conduct more frequent audits and to enter the supplier's facilities to perform an audit. Club Car shall notify the supplier of the planned date of the audit.

4.0 Advanced Quality Planning

The supplier shall develop the processes required for the quality planning of product. In the planning of product, the supplier shall work with Club Car to:

- Develop quality objectives and requirements for the product
- Establish processes, documents, and provide resources
- Determine required verification, validation, monitoring, inspection and test activities and the criteria for acceptance
- Define documented information required to provide evidence of product conformity

4.1 Advanced Product Quality Planning

The supplier shall implement a framework that ensures robust product and process development capabilities. Advanced Product Quality Planning (APQP), published by AIAG, provides a proven and disciplined approach that meets Club Car's deliverable requirements. The process should be implemented from initial product concept and continue through the production launch phase of the project.

The supplier shall establish periodic internal reviews during the design and development process and the production launch. The supplier shall evaluate quality risks, costs, lead-times, critical paths and other items as appropriate throughout the entire APQP process. The reviews shall:

- Monitor progress of the design and development of deliverables
- Evaluate the results compared to the product requirements
- Identify potential problems and develop corrective actions
- Analyze the product and/or process utilizing a risk-approach (FMEA) methodology
- Provide input for management reviews

Club Car may request the results of reviews based upon potential risk that a product has to Club Car's business or products. Refer to the AIAG APQP and FMEA manuals for additional information.

Club Car may identify a supplier as an APQP Focus Supplier based upon potential risk to project schedule or timeline. As an APQP Focus suppliers, the supplier shall provide lead times for each APQP element and provide status updates on a reoccurring cadence established by a relevant Club Car team member.

Planning

The supplier shall develop a project plan with:

- Project tasks, target dates and assigned responsibilities
- Time allocated for completing initial designs, supplier selection, product development, testing, tool design, manufacturing, supplier production try-outs and Production Part Approval Process (PPAP)
- Sample requirements, PPAP quantities, and delivery dates
- Club Car Product Development Process (PDP) alignment when applicable

Product Design and Development

When design responsible, the supplier shall complete the initial product design and maintain documented information

of all changes for each product. Club Car shall be notified of all changes impacting product form, fit function or potential influence on user experience. All changes shall be reviewed, verified and validated, prior to the implementation and acceptance by Club Car. The review of design changes shall include an evaluation of:

- Product and mating parts in the assembly
- Manufacturing and downstream processes
- Purchasing costs

The supplier shall verify that the product meets the requirements established during the planning activities. Design verification shall be conducted independent of the responsible design team. The verification results shall be reviewed periodically with management. The supplier may be required to participate in design reviews with the Club Car project team.

Once the design is frozen, supplier shall have the manufacturing feasibility study. Feasibility commitment should be signed as required.

Product and Process Validation

The supplier should begin the Product and Process Validation phase of APQP when the tooling, capital equipment and/or gauging is available. The supplier shall test and verify that their process outcomes satisfy the designs and/or specifications derived in the Product Design and Development phase. The process capacity shall meet the contracted production rate prior to acceptance. The installed capacity shall be verified during the PPAP activity. (Refer to section 4.5 Product Approval Process for additional information)

Club Car may specify the validation plan when it has design responsibility. When the supplier has design responsibility, Club Car reserves the right to approve the validation plan. The supplier shall perform the validation testing. The testing shall ensure the resulting product satisfies the requirements for the application and its intended use. The supplier's engineering function shall define and finalize specific test processes to validate the design. The supplier is responsible for any outsourced services used in the validation process. Refer to section 4.13 Statutory & Regulatory Conformity for additional requirements.

Production intent materials, tooling, processes and sub-suppliers should be used to produce products for validation testing. Club Car may require product for testing requirements.

Club Car shall approve parts via the PPAP submission, utilizing our Windchill system. This system will provide the supplier a direct interface to our system allowing for near real time communication between the supplier and the CC facility. The supplier shall not ship any production parts until signed approval is received from Club Car per agreed method or documentation (i.e. Part Submission Warrant). Refer to section 4.5 Product Approval Process for additional information.

Production Launch

The supplier begins the Production Launch phase of the APQP when PPAP approval or interim approval is provided by Club Car. The supplier shall utilize the Early Launch Containment methodology to reduce risk and improve quality prior to product delivery.

Once the production process has stabilized, Lessons Learned and Best Practices can be documented and reviewed.

4.2 Customer-designated Special Characteristics

Club Car drawings and specifications may designate product features as Special Characteristics, Critical-to-Quality or other designations. These features may be designated by various symbols depending. Typically, these characteristics influence:

- Product form, fit or function
- Compliance to regulations
- Safety requirements Customer satisfaction

The supplier shall demonstrate process capability through statistical controls for all designated special characteristics and maintain control for all measurement methods used. The target process capability for special characteristics shall be (Cp, Cpk, Pp, and Ppk):

- Short-term: greater than or equal to 1.67
- Long-term: greater than or equal to 1.33

Club Car may define the exact process capability requirements for each special characteristic. If no special characteristics are defined, the supplier shall determine which product and/or process characteristic should be used to evaluate capability. Club Car reserves the right to approve the characteristics selected for evaluation. Club Car shall define the requirements in the PPAP request letter when the volume does not support conducting a process capability study.

For any deviation of process capability, the supplier shall initiate an internal corrective action plan, including 100% inspection, when process capability is not met. The supplier shall maintain documented information of all corrective actions. Refer to the AIAG PPAP and SPC manuals for additional information on process capability.

4.3 Measurement System Analysis

The purpose of the Measurement System Analysis (MSA) is to assess the accuracy, repeatability, and reproducibility of each measuring device used in the manufacture of products supplied to Club Car. The supplier shall implement a process to evaluate each type of measurement system periodically. An MSA shall be conducted on all new or modified measurement systems. Analytical methods and acceptance criteria shall conform to Club Car requirements. The supplier shall develop a corrective action for any measurement system found that does not meet the requirements, including:

- Containment of suspect and non-conforming products
- Notification to Club Car of affected products
- Potential last good inspection/calibration/MSA date Interim corrective action
- Repair, replacement and/or recovery plans
- Certification by outside source

Club Car may request MSA results and/or sample parts from the supplier to perform comparative correlation studies with the supplier's measurement results. Refer to the AIAG MSA manual for additional information.

4.4 Calibration and Verification Documented Information

The supplier shall implement a calibration and verification system or process to ensure all gauges, jigs, fixtures, poka-yoke devices, master standard, measuring and testing equipment are qualified at defined frequencies. All measuring and test equipment must be:

- Identified with unique traceability and qualification status
- Calibrated and/or verified at a specified frequency to approved standards
- Adjusted or re-adjusted, as required
- Prevented from improper adjustment
- Protected from damage during use, handling and storage

Documented information shall be maintained for all gauges, measuring and testing equipment including:

- Equipment identification and calibration standard
- Revisions for engineering changes
- Any out-of-specification readings
- Impact assessment for out-of-specification condition Statements of conformity after calibration or verification

The supplier shall notify Club Car of potential suspect product when an out-of-calibration condition is detected after production launch. The supplier shall take appropriate actions to prevent further use of discrepant product at Club Car. All suspect products at the supplier must be identified and quarantined. Refer to section 5.0 Non-Conforming Product for additional information.

Computer software and its application shall be verified and documented on a regular basis when used for monitoring or measuring product conformity. It shall also protect against unauthorized access. A list of authorized personnel must be available upon request from Club Car.

The supplier should reference ISO 17025 as a guideline for compliance.

4.5 Product Approval Process

Club Car utilizes the PPAP requirements for product approval as outlined by the AIAG Production Part Approval Process. All suppliers shall comply with these requirements for all new products and any approved changes to production parts. Club Car shall determine the PPAP level required. The Club Car PPAP owner shall work with the supplier to define the PPAP submission supporting data via the Part Submission Warrant (PSW) and the PPAP production run quantity. The PPAP run parts and the supporting data should be conducted utilizing production intent process. Reference the PPAP chart for submission requirements:

Level 1	Parts Submission Warrant (PSW) only with Appearance Approval Report for designated appearance items
Level 2	PSW with product samples and limited supporting data
Level 3	PSW with product samples and complete supporting data Default PPAP level
Level 4	PSW and other requirements as defined by Club Car Level reserved for special applications only
Level 5	PSW with product samples and complete supporting data reviewed at the supplier's manufacturing location. Requires onsite review by Club Car

Club Car will provide a status of:

- Approved - the product or service meets all requirements and the supplier is authorized to deliver production quantities.
- Interim Approval - the product or service may be delivered for a specific time or quantity while the supplier implements the required corrective actions. The supplier must re-submit the PPAP documentation & samples to Club Car for full approval before interim approval date expired.
- Rejected - the product or service fails to meet the requirements and the Supplier is not authorized to deliver the product or service. After implementing the corrective actions identified, the supplier must re-submit the PPAP documentation & samples to Club Car for approval.

Club Car shall notify the supplier of the concerns and/or issues that result in a product status of InterimApproval or Rejected. The supplier shall not ship any production parts until signed approval is received from Club Car. Club Car utilizes an electronic medium for the execution and submission of PPAP's. We refer to this system as Windchill. Contact your CC quality representative for further details.

4.6 Laboratory Requirements

The supplier should establish and maintain laboratory capability for frequently used services, such as gauge calibration. Laboratory services provided by the supplier, either internal or external, shall be qualified to perform the required inspection, test or calibration services. The laboratory scope shall be defined and technical requirements reviewed for:

- Adequate laboratory processes
- Competent laboratory personnel
- Testing processes
- Capability of performing test and traceability to standards
- Related documented information

External laboratories may require accreditation to ISO/IEC 17025 or equivalent national standard. At any time, Club Car may request production samples to perform analysis and testing.

4.7 Production Monitoring

The supplier's control plan shall identify all Club Car requirements and the method of inspection and when applicable functional verification to be performed. Club Car may specify certain criteria for inspection methods and functional verification. The control plan establishes the method and frequency of monitoring and measuring the product and processes to ensure conformity to Club Car requirements. The supplier shall establish processes to control non-conforming product or service. The non-conforming product shall not be released or delivered unless approved by the supplier's authorized representative and, when applicable, Club Car. Refer to section 5.5 Customer Waiver for additional information.

Layout Inspection

Club Car may request the supplier to submit an annual layout inspection report. If a non-conformance is found, the supplier shall notify Club Car. Club Car may issue a Supplier Corrective Action Request (SCAR) for supplier identified non-conformances with the products. Refer to section 5.2 Corrective Actions for additional information.

4.8 Change Control

After product approval, the supplier shall control all changes to Club Car deliverables. The supplier's QMS shall include processes to manage all changes to engineering documented information, manufacturing equipment and tooling, test and measurement equipment and all materials used in the process.

Any changes to engineering drawings, specifications, materials, manufacturing processes or other documents require **PRIOR APPROVAL** by the authorized Club Car representative. The Supplier Process and Design Change Request (SPDCR) form shall be used by the supplier to notify Club Car prior to any changes. Contact your CC quality representative for further details.

Some examples requiring notification and when applicable PPAP re-submission:

- Drawing or specification change
- Material change or new material supplier
- Special process change including heat treatment, plating, coating, etc.
- New or modified production tooling
- Re-locating equipment within a site
- Manufacturing location change
- New sub-supplier or sub-supplier process change
- New or modified testing and/or measuring equipment
- Packaging and/or labeling change

Club Car shall be notified of planned changes prior to starting the project. The implementation date shall be determined by Club Car and the supplier.

Various new process and product capability studies and approvals may be required as a result of the planned changes. The acceptance criteria for a planned change shall be agreed upon by Club Car and the supplier prior to implementation. The process for accepting a change may require substantial time to complete all tasks identified. Refer to section 4.5 Product Approval Process for additional information.

In the event of an unauthorized change, the supplier must notify Club Car within 24 hours of detecting the change. The supplier may be placed on New Business Hold (**NBH**) if the proper notifications and processes are not followed.

The supplier shall request approval from each Club Car site affected by a change.

4.9 Preventive & Predictive Maintenance

The supplier shall plan and operate a comprehensive maintenance system for the production equipment used to support products. The maintenance system, at a minimum, shall cover:

- Planned maintenance activities
- Packaging and preservation of equipment, tooling and gauging
- Availability of replacement parts for key manufacturing equipment
- Documenting, evaluating and improving maintenance objectives and performance
- Predictive methods to reduce and/or eliminate unscheduled interruptions

4.10 Customer-owned Assets

Custom products may require Club Car-owned assets to be consigned to the supplier. The assets shall be used exclusively for the development, production, and testing of Club Car products. Such assets may include, but are not limited to:

- Production tooling and fixtures
- Gauges
- Testing and measuring equipment
- Dedicated processing equipment
- Prototype or production components
- Licensed software and hardware

The purchase order shall identify all required assets, applicable specifications, maintenance requirements and expected life of the asset. The supplier shall adhere to the terms and conditions established by the Bailment Agreement. The supplier must attach an approved Club Car asset tag or utilize another approved method of marking. The supplier must maintain a log of all Club Car-owned assets. Club Car may request the asset log and/or conduct an audit of the assets.

The supplier shall have documented information and maintain a log of operational data for each asset including, but not limited to: Maintenance history Usage

- Capability information and capacity documented information
- Tool changes for perishable tooling or wear components
- Tool modifications and engineering changes
- Updated pictures of each asset

The supplier shall immediately notify Club Car if any asset is found to be defective or unsuitable for production. All tool modifications and design changes shall be documented and maintained. Documented information of all repair or replacements actions must be submitted to Club Car.

The supplier shall not transfer, or consign to another party, any Club Car-owned assets without prior written approval from Club Car. Any asset transfer may require a new PPAP approval before production resumes. Refer to section 4.5 Product Approval Process for additional information.

The supplier shall not disposition any Club Car-owned tooling without prior written approval from Club Car.

4.11 Identification & Traceability

The supplier shall properly identify product throughout the realization process and establish a system that:

- Identifies the production status
- Verifies product acceptance with regards to inspection and testing
- Properly controls product disposition

The supplier shall create a traceability method for unique identification of each part or material lot, unless otherwise agreed upon by Club Car. The supplier shall work with Club Car to develop and approve an acceptable method, location and content for marking the product. The supplier shall maintain all documented information necessary to ensure product quality.

4.12 Preservation of Material

The supplier shall develop a plan for proper identification, handling, packaging, storage, protection and preservation of all Club Car products and materials. The preservation plan shall apply to all internal and external supplier processes. The plan shall apply to the storage and delivery of all products prior to assembly at Club Car or its customer facilities. As required, material handling, packaging and storage shall be designed to:

- Prevent part-to-part contact (except bulk material) Reduce environmental effects on product
- Prevent degradation of product
- Rust prohibitive shall be compatible with CC lubricating oil when applied on an internal surface
- Prevent loss or damage in transport
- Properly manage shelf life of perishable products

The supplier should utilize an inventory management system to optimize inventory, reduce risk of obsolete product, and ensure stock rotation.

4.13 Statutory & Regulatory Conformity

The supplier's product shall be certified to applicable standards as required (e.g. Underwriters Laboratory (UL), European Union (CE mark), Canadian Standards (CSA), AMSE, RoHS WEEE, REACH etc.). The supplier shall ensure that certification is maintained. Evidence shall be submitted along with PPAP documentation, when required.

The supplier's product or service shall meet all statutory and regulatory requirements for the locations where it is manufactured and used. These requirements shall be properly documented and documented information maintained.

The supplier shall comply with all buyer requests for information and other reasonable buyer requirements regarding Conflict Minerals.

The supplier shall provide samples, testing, environmental and material Safety Data Sheet (SDS) information when requested. The SDS is required for but not limited to:

- Rust prohibitive
- Lubricating oil and grease
- Acids and caustics
- Cleaners
- Other chemical material that is used while producing or assembling the product

5.0 Non-Conforming Product

When a non-conformance occurs, and to prevent their unintended use or delivery, the supplier shall:

- Identify the non-conformance (According to supplier applicable documented procedure)
- Minimize its impact through proper containment Determine the true root cause
- Implement corrective action
- Establish controls to prevent the non-conformance from recurring

In the process of resolving the non-conformance, corrective actions, lessons learned and best practices are documented and shared, when appropriate.

5.1 Control of Non-Conforming Product

The supplier shall identify and control in a quarantined location any non-conforming product when:

- Product requirements are not met
- Packaging is incorrect
- Labeling or marking misidentifies the product Product status is unknown or suspect

The supplier shall establish a documented process to ensure that outputs (i.e. products, processes, services...) that do not meet applicable requirements are identified and controlled to prevent their unintended use or delivery. The non-conforming product must be controlled until the supplier can:

- Determine and eliminate root cause of non-conformance through process improvements
- Eliminate the detected non-conformance by Club Car-approved rework and/or repair
- Obtain approval to “Use-As-Is” from Club Car. Refer to section 5.5 Customer Waiver for additional information.
- Scrap or reject product to prevent unintended use
- Re-allocate product to a different Club Car-approved application (known as re-grade)

The supplier shall establish a documented process to define and control rework and repair processes. Any rework or repair process, not identified within the approved PPAP documents, must be approved by Club Car prior to being applied/delivered. Customer approval does not relieve the supplier of any liability regarding product quality. All corrected non-conforming product must be re-verified to demonstrate conformity to the requirements. The supplier must properly identify each product or package as repaired or reworked.

The supplier shall immediately notify Club Car of any defective products found at their facility that may have been delivered to Club Car and/or its customers. When potential non-conforming products have been shipped, the supplier must implement immediate (within 24 hours after notification) and appropriate containment processes and actions. The actions should include:

- Containment of product at the supplier’s or sub-suppliers facility, in transit and at Club Car and/or its customer
- Notification to the Club Car plant of conforming product availability and shipment dates Product sorting at Club Car and/or its customer
- Approved third party sorting provisions when supplier is unable to send representatives

The supplier shall maintain documented information of the non-conformance and subsequent action taken. Club Car reserves the right to audit any non-conformance. Club Car may issue a Supplier Corrective Action Request (SCAR) for supplier identified non-conformances with the product(s).

5.2 Corrective Actions

Club Car may issue a Supplier Corrective Action Request (SCAR) if a non-conformance is detected at Club Car's facilities or by our customers. The SCAR may be issued based upon incoming inspections, in-process rejects, customer rejects, field failures, packaging or labeling issues.

The supplier is expected to respond to all SCARs issued in the format received. Club Car utilizes an electronic medium for the execution and submission of all Supplier Corrective Action Requests (SCAR's). We refer to this system as ETQ Reliance system SCAR Module. Contact your CC quality representative for further details. When a supplier receives a SCAR, Club Car's 24-14-30 policy shall be followed:

Initial Response within 24 hours:

- Acknowledge receipt of SCAR upon notification
- Identify all suspect product
- Notification of quantity of suspect material in route to Club Car and/or its customers Immediate containment action taken Interim plan for supporting Club Car production with certified product

Corrective Action Plan within 14 days:

- Use problem solving techniques to determine the root cause of the non-conformance.
- Refer to section 5.3 Problem solving for additional information
- Detailed plan for implementing corrective actions to control and prevent recurrence
- Disposition of suspect products

Final Report within 30 days:

- Implemented corrective actions with supporting data
- Verify effectiveness of corrective actions

If the supplier fails to respond appropriately, the supplier may be placed on New Business Hold and may be removed from the preferred supplier status.

Controlled Shipping

If escalation of a non-conformance is necessary, Club Car may place a supplier in Controlled Shipping (CS). Controlled Shipping ensures a rigorous inspection process to protect Club Car and its customers from receiving non-conforming product. The supplier shall utilize a separate and distinct area for redundant inspection of the product. Club Car will determine when a supplier shall be placed into Controlled Shipping Level 1 (CS1) and/or Controlled Shipping Level 2 (CS2). Club Car may place a supplier immediately into CS2, bypassing CS1.

For CS1, the supplier must provide certified product to Club Car. The supplier shall provide the CS1 inspection results at the specified frequency determined by Club Car. The supplier shall continue its problem solving activities and corrective action implementation.

In the event that CS2 is required, a meeting will be scheduled between key stakeholders within Club Car and the

supplier. An approved third party provider must be utilized to certify the supplier's product prior to use. Club Car shall determine the location where the third party provider must perform the inspections.

The results of the third party inspections shall be provided to Club Car at the specified frequency. The supplier shall continue its problem solving activities and corrective action implementation. If a CS1 inspection has been established, the CS1 requirement remains in effect even with the addition of a CS2 inspection requirement.

The supplier is responsible for all costs associated with CS. The supplier shall remain in CS1 and/or CS2 until the Exit Criteria have been met. When placing a supplier in CS, Club Car may consider:

- Severity or duration of a non-conformance Repeat SCARS
- Supplier's process is not capable Warranty issues
- Major Disruptions
- Current containment activity is inadequate Production Launch first pass yield results inadequate

Additional details necessary for each occurrence shall be defined when the CS process is initiated. Club Car shall provide the Exit Criteria for CS1 and/or CS2 when the process is initiated.

5.3 Problem Solving

The supplier should adopt the "Zero Defects" mindset to reduce and eliminate non-conformances. When a non-conformance occurs, the goal is to quickly and effectively identify the problem, minimize its impact, determine the root cause, implement corrective actions and prevent recurrence. A robust problem solving methodology leads to effective root cause identification and elimination. Club Car recommends the use of 8D Problem solving method. The supplier should adopt this method or another industry recognized disciplined approach that covers, at a minimum:

- Establish the problem solving team and key contact person - include key stakeholders, experts and direct involved personnel
- Define the problem scope - state the problem using quantitative terms identifying who, what, where, why, when and how
- Develop an interim containment plan - immediate actions to contain product at all locations Identify all potential root causes - analyze and verify source of the problem including what process failed, why failure was not detected and what systems failed to prevent the non- conformance (3 root cause approach)
- Develop corrective actions to prevent recurrence - verify actions resolve the problem and do not create unintended effects
- Implement corrective actions - update required process documentation and validate effectiveness
- Implement preventive actions - take steps to prevent similar problems from occurring in other products or processes and document Lessons Learned and Best Practices
- Review and recognize the team - review and approve completion with management

The supplier shall evaluate the effectiveness of its problem solving process through feedback of internal audits, process audits, performance data and review of repeat SCARs.

Error-proofing methods are effective corrective actions to eliminate recurrence of a root cause when properly implemented. The supplier shall use error-proofing methods to identify potential design and/or process improvements and implement when applicable.

Refer to the AIAG CQI-20 document for additional information on problem solving. Refer to the AIAG CQI - 18 document for additional information on error-proofing.

5.4 Cost of Poor Quality (COPQ) Recovery

The supplier shall be responsible for all costs incurred by Club Car and its customers in conjunction with a SCAR or any failure of the supplier's deliverables. Club Car may take immediate actions to satisfy customer requirements while notification of the issue is provided to the supplier. A Cost Recovery Notice shall be provided with details regarding costs incurred. The supplier shall respond to a Cost Recovery Notice when received within 10 days.

Potential costs incurred include, but are not limited to:

- Incoming inspections
- Necessary sorting activities
- Return shipments or shipments to third party locations Customer management for warranty and field inspections Analysis of warranty and field returns
- Rework, repair or scrap of product at Club Car and/or its customer's facilities Premium freight charges
- Production downtime
- Additional labor costs including overtime and extra manpower Process changes for accommodating product
- Additional inspections or process controls Costs to manage actions taken

Club Car may place a supplier on New Business Hold as a result of COPQ, SCARs, or other concerns. The supplier may be removed from the approved supplier list.

5.5 Customer Waiver

The supplier must obtain approval from Club Car for temporary changes to existing product and processes prior to releasing product for shipment or authorizing production to proceed. The supplier shall utilize the Supplier Deviation Request (SDR) for these basic steps:

- Initiate a deviation with detailed information
- Including root cause investigations and why change is needed
- Review deviation with Club Car representative
- Notify Club Car of delivery date Mark affected product accordingly
- Manage deviation quantity or time Monitor completion of corrective actions

The supplier and Club Car shall evaluate the SDR to reduce adverse impact on the customer, operations, safety, and environment. Product engineering may be required to perform analysis to validate any adverse effects the deviation may have on the design integrity for form, fit or function. The supplier shall provide samples, when requested, of the deviation to evaluate impact of the change in both the design and in use at the Club Car facility. Any costs associated with testing, evaluating or accommodating deviated product are the supplier's responsibility. Club Car will approve or reject the SDR. Excessive use of deviation requests are an indication that the supplier's QMS may not be performing as expected.

Club Car utilizes an electronic medium for the execution and submission of all Supplier Deviation Request (SDR). We refer to this system as ETQ Reliance system Deviation Module. Contact your CC quality representative for further details.

5.6 Continuous Improvement

The supplier shall strive to continually improve its products, processes and systems. The supplier shall conduct regular reviews of:

- Quality policy and objectives
- Audit results
- Data analysis
- Corrective and preventive actions

The process of continuous improvement must be included in the goals and objectives of the entire supplier organization. Continuous improvement can reduce potential risks and prevent possible non-- conformances. Refer to section 4.8 Change Control for additional information.

6.0 Customer Satisfaction

Customer satisfaction provides an important feedback to the supplier on their performance. The supplier shall establish a method to evaluate feedback from Club Car in these areas:

- Part quality performance
- Warranty and field returns
- Delivery schedule performance
- Club Car issued SCARs Major Disruptions

The supplier shall monitor the performance of their manufacturing processes to demonstrate compliance with Club Car requirements for product quality and efficiency of the process. The supplier should retrieve info from Supplier Dashboard or contact Club Car representative to receive additional feedback.

Club Car monitors its suppliers for these items and may place a supplier on New Business Hold as a result.

7.0 Global Logistics

The supplier shall comply with the requirements established by Club Car Global Logistics and any specific regional requirements.

As a Club Car supplier partner, I agree to comply with the Club Car requirements as outlined in the Club Car Global Supplier Quality Manual

Supplier Company Name

Supplier Quality Representative

Name	Date
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Supplier Operations Representative

Name	Date
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Club Car Representative Acknowledgment of Signed Agreement

Name	Date
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