

General Supplier Standards

CGX-SCM-S-001

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PURPOSE

Convergix acknowledges the important contribution our suppliers make to the world class, custom automated equipment, and services that we provide to our customers. The Supplier Standards Manual communicates core business expectations to suppliers of Convergix so that we can meet customer requirements.

SCOPE

This Supplier Standards Manual applies globally to direct material, indirect material, and service providers to Convergix Automation. This document is a supplement to Convergix Automation Terms and Conditions of Purchase which can be found at

INPUTS

NAME / NUMBER	DESCRIPTION
CGX-FM-S-001	Global Manufacturing Standard Lead Times & Expectations
CGX-FM-S-002	Convergix General Manufacturing Standards

STANDARD

1.1 Supplier Evaluation and Qualification

Convergix relies on our suppliers to deliver world-class products and services that deliver superior quality and function allowing Convergix to cutting edge automation and services solutions that exceed our customers expectations.

The selection of a supplier shall be based, in part, on an evaluation of the supplier’s ability to deliver a technically acceptable product or service. The evaluation shall confirm that the products or services meet technical requirements, including safety, reliability, and maintainability. The supplier’s management system and supply history shall also be evaluated. The supplier’s technical documents submitted for approval shall be reviewed and accepted by qualified technical personnel.

1.1.1 Documentation Requirements

Suppliers can **only** be approved and added to Convergix’s Supplier List by the Convergix Supply Chain (SCM) team. Convergix will not accept any product or service from a Company or Organization that has

not completed the appropriate supplier setup process. Convergix requires a valid purchase order (PO) be properly issued from the Convergix SCM team in order for a product or service to qualify for receipt and payment.

To be assessed as a potential supplier, please complete the below documents. Completed documents should be sent to the Convergix business unit you are interested in working with. Please visit the Convergix Global Footprint page (<https://convergixautomation.com/about-us/global-footprint/>) to find the website for the selected business unit where you can locate their contact information.

Documents Required:

- Standard Non-Disclosure Agreement
- Supplier Code of Conduct
- Supplier Questionnaire
- Convergix Standard Terms & Conditions

1.1.2 Quality Expectations

Convergix expects that suppliers will not only meet engineering specifications but will continuously improve products and services through process performance optimization and through reductions in process variation. Quality is defined as providing products and services, which meet the customer's expectations at a cost, which represents value. While various Convergix functions will assist the supplier in improving quality, the responsibility ultimately remains with the supplier.

Convergix will not accept any reconditioned, used, or repaired items unless otherwise specified contractually by Convergix. Other conditions such as Control of Counterfeit, Fraudulent and Substandard Items shall be stipulated by Convergix business units or affiliates.

The Supplier shall not substitute other items for the items requested without specific written approval of Convergix prior to shipment. If the Supplier identifies changes, nonconformance's, or seeks waivers from other requirements of a Purchase Order, the Supplier shall describe such conditions and this information shall be transmitted in writing to Convergix. If the requested information is approved by Convergix, the Supplier shall include an approved copy of the information statement with the items shipped.

The Supplier shall identify any change made to upgrade any item on the purchase order as a result of Convergix's request or Regulatory correspondence (such as information notices, bulletins and advisory letters).

Significant changes as part of the Supplier's continuous improvement program shall also be identified and notified in writing to Convergix SCM for approval.

All items supplied for ITAR, GAMP or 21CFR projects shall be supplied in accordance with Code Requirements. Additional, PO requirements shall be supplied by the respective business unit and contractually flowed down to the supplier.

1.1.3 Terms & Conditions

Convergix Standard Terms & Conditions that apply to ALL Convergix POs unless agreed to in writing with the supplier BEFORE the PO is issued. Convergix Standard Terms & Conditions can be found at:

<https://convergixautomation.com/wp-content/uploads/2023/08/Convergix-Terms-of-Purchase.pdf>

1.1.4 Productivity / Continuous Improvement

All Suppliers are expected to provide World Class Performance and Services with emphasis on Quality, Delivery and Price. Global Suppliers are measured continually with scorecards published quarterly reflecting individual supplier status. Objective will be a 100% Total Rating.

1.1.5 Audits

Audits shall be planned and performed to confirm that supplier management systems have been implemented and are effective.

Audits shall be carried out with sufficient frequency to confirm that the supplier's management system remains effective. Scheduled audits shall be supplemented with additional audits when the effectiveness of a management system is in doubt. Audit scope and timing shall take into consideration the maturity of a management system.

When the audit portion of the purchasing management system is delegated, the responsible organization shall ensure that the results of the supplier's audits are acceptable.

Audits to qualify suppliers shall focus primarily on the manufacturer, but shall also take into account those organizations, such as agents and distributors, that are involved in the procurement transaction. For example, the following activities may be performed by agents, distributors, and others who are not the manufacturer: marking of the items, handling and storage, documentation control, assembling and/or creating records, preservation and packaging, and inspection and verification.

1.1.6 Accessibility to Facilities

Convergix shall have rights of access to the Supplier's and any sub-tier supplier's facilities and records for inspection or audit by Convergix, our designated representative our customer and any regulatory authority. This shall include, but is not limited to, the right to audit material, test, inspection, services, and quality records; conduct surveillance visits during manufacturing; and witness tests to the extent Convergix deems necessary to assure that work is being performed in accordance with all product design and manufacturing requirements.

This requirement shall be extended to contracted agents or customers of Convergix.

1.2 General Purchasing Requirements

Supply Chain personnel (Associate Buyer, Buyer, Supply Chain Manager, or Commodity Manager) and the Managers within the Supply Chain organization are the only Convergix personnel permitted to make verbal or written commitments with Convergix suppliers, including pricing, delivery date agreements and freight arrangements. This policy is based on the risks associated with cost, terms and conditions, and alignment with the supplier strategy.

1.3 Request for Quotation

Request for Quotations (RFQs) will be submitted to suppliers via ConvergiX Supply Chain Management (SCM) team members as required. The RFQ should include the following information:

- Supplier Statement of Work (when applicable)
- Estimated volumes (estimate is not a commitment to purchase)
- RFQ submission date.
- Supplier and or manufacturer part number.
- Description of part.
- Drawings Specifications.
- Other information to aid the supplier in quoting.
- Supplier Statement of Work (SSOW)

The supplier quote should be returned to the ConvergiX SCM team member within 24-48 hours. If no quote, we expect notification the same day that the RFQ is received to allow time for ConvergiX to quote other suppliers.

1.3.1 Quotation Expectations

The completed quote must include the following:

- Reference to ConvergiX RFQ number.
- ConvergiX part number and corresponding supplier or manufacturer part number.
- Delivery/lead time.
- Pricing.
- Unit of measure must be in EA unless specified otherwise.
- Shipping terms (if different from set terms).
- Terms of payment (if different from set terms).
- Warranty period (if applicable).
- Return quote in the same format in which the RFQ was received.

If necessary, follow-up communications should be sent to the supplier to ensure that both ConvergiX and the supplier fully understand the quotation requirements.

1.4 Purchase Order Acknowledgement

1.4.1 Acknowledgement Requirements

All Purchase Order (PO) acknowledgements/confirmations must exactly match our PO and include each of the following details:

- Matching part numbers and pricing.
- If part number is different than we requested, please notify the Buyer before confirming the order.

- If part number requested on PO is discontinued, please reference the replacement part number, and contact Buyer.
- Unit of measure is in “each” unless specified otherwise.
- Notify Buyer before confirming order if price on PO does not match your price.
- Matching delivery location.
- Matching delivery date.
- If the delivery date on the PO cannot be met, please notify the Buyer.

Note: In some circumstances, it is acceptable to reply to the PO email stating “Price, part numbers, and delivery are okay”. A signed copy of the PO emailed back to Convergix is also sufficient. We will use the signed PO as your confirmation that you agree to meet all PO requirements. All purchased parts must have a PO to be paid unless otherwise notified by Convergix Supply Chain Management.

1.4.2 Timeliness Expectations

To meet strict production timelines and to better serve our customer deadlines, we expect confirmations for all POs within 24 hours after the PO was placed. If the PO cannot be fully confirmed within 24 hours, please reply stating you have received the PO and that it is in process. A Convergix SCM team member will follow up daily (or as needed) until we have received the PO confirmation.

1.4.3 Where to Send Confirmations

Reply to the original PO email that you received with order confirmation documents. This will ensure that the order confirmation goes to the correct SCM team member. Deviation from this process could result in delayed communications or payments.

1.4.4 Where to Send Confirmations

If the supplier is providing a build to print part the latest CAD revision must be used. The Buyer will send the latest CAD file with the PO. Technical questions shall go through the Buyer.

1.5 Shipping and Receiving Process

1.5.1 Routing & Expediting

All suppliers must adhere to the shipping routing instructions specified by Convergix. Please follow the INCO Terms on the PO you are shipping to. Shipping and carrier instructions can be found on the supplier shipping routing instruction document. If you need this document, please contact the Supply Chain Team Member who issued you the purchase order.

1.5.2 Physical Packaging Requirements

Supplier shall package Convergix’s shipments in a manner that allows the Convergix Team to easily identify each item and the paperwork associated with each item in a package.

Therefore, the following requirements must be met:

- Each individual package shipped to Convergix must only contain items ordered on one Convergix PO.
- Each individual package shipped to Convergix must include a packing list.

- If a shipment contains multiple PO line items, items must be individually identified with labels.

1.5.3 Documentation Requirements

All supplier shipments, including drop shipments, regardless of mode of delivery, must include a packing list that contains the items listed below. These items must match the PO that they were ordered on PO.

1.5.4 Packing List Minimum Requirements

- PO number.
- PO line-item number.
- Quantity ordered on PO line.
- Unit of measure must be in each (EA) unless specified otherwise.
- Quantity delivered in shipment if different from quantity ordered.
- Convergix part number and the manufacturer part number.
- Part description.

1.5.5 Bill of Lading Requirements

All shipments made to Convergix, except for “Small Parcel” or “Small Package” shipments, require a Bill of Lading. This Bill of Lading shall be provided on the supplier or carrier’s Bill of Lading form, and must include, at a minimum, the following information:

- Ship from details.
- Convergix ship to address.
- Ship date.
- Carrier information, including truck and trailer number.
- Convergix PO number.
- A PRO –number if required by shipper / carrier.
- Description of cargo; # of pieces / # of pallets / description / weight.
- Special instructions or handling requirements.
- Freight terms.
- Shipper / Driver’s signature with date.

1.5.6 Partial Shipments

Shipments of quantities less than the PO line-Item quantity must be approved by a Convergix Buyer. Any requests for partial shipments must be sent to the Buyer that placed the PO to the supplier.

1.5.7 Drop Shipments

A drop shipment is defined as a Convergix PO with a Ship To address other than a Convergix facility. To ensure prompt payment please submit tracking number and packing slip to Convergix Buyer at time of shipment.

1.5.8 Receiving Hours

Convergix standard receiving hours are Monday through Friday from 7:00 AM to 3:30 PM. Times may vary by location, contact the Buyer who placed the PO for Receiving Department dock times. Please

make arrangements with the Buyer at the affected business unit if delivery needs to happen outside of normal receiving hours.

1.5.9 Convergix Ship to Locations

Company	Country	Address	City	State	Zip	Phone
Convergix	USA	800 Standard Parkway	Auburn Hills	MI	48326	248-588-2738
Convergix India – Chennai	India	Kosmo One Tower C 4 th Floor Plot No. 14 3 rd Main Road Ambattur Industrial Estate	Ambattur, Chennai		600058	+91(44)43173200
Convergix India – Hyderabad	India	Wave Rock, TSIIC IT/ITES SEZ	Hyderabad		50008	+91(44)43173200
Classic Design	USA	800 Standard Parkway	Auburn Hills	MI	48326	248-588-2738
AGR – Arbroath	UK	Elliott Industrial Estate	Arbroath		DD11 2NJ	+44(0)1241872961
AGR – Aylesbury	UK	1 Chamberlain Road	Aylesbury, Bucks		HP19 8DY	+44(0)1241872961
AGR – Ballymena	UK	Unit 28 Galgorm Industrial Estate, Fenaghy Road	Ballymena		BT42 1AQ	+44(0)1241872961
Eagle Technologies	USA	9850 Red Arrow Highway	Bridgman	MI	49106	269-465-6986
Eagle Technologies	USA	3545 Lakeshore Drive	Saint Joseph	MI	49085	269-465-6986
JMP Solutions – Corporate	CAN	4026 Meadowbrook Drive Unit 143	London	ON	N6L 1C9	519-257-9132
JMP Solutions – A&R (London)	CAN	1275 Hubrey Road	London	ON	N6N 1E2	647-986-1645
JMP Solutions – A&R (Arkansas)	USA	3302 South Cato Springs Road	Fayetteville	AR	72701	479-381-8089
JMP Solutions – Cambridge	CAN	5 Cherry Blossom Road Unit 1	Cambridge	ON	N3H 4R7	519-209-3150
JMP Solutions – Calgary	CAN	104, 4242 – 7 Street SE	Calgary	AB	T2G 2Y8	587-287-2840
JMP Solutions – GTA	CAN	1405 North Service Road E Unit 101	Oakville	ON	L6H 1A7	647-669-8912
JMP Solutions – Dallas	USA	8101 Bridgepoint Drive Suite 102	Irving	TX	75063	214-496-0616
JMP Solutions – Houston	USA	1100 Hercules Avenue Suite 160	Houston	TX	77058	832-906-9011
JMP Solutions – San Antonio	USA	4242 E. Piedras Drive Suite 120	San Antonio	TX	78228	832-906-9011
JMP Solutions – Lexington	USA	132 Venture Court Unit 143	Lexington	KY	40511	270-566-1100
JMP Solutions - Philadelphia	USA	102 Pickering Way Suite 100	Exton	PA	19341	610-998-6640
JMP Solutions - Fairfield	USA	24 Just Road	Fairfield	NJ	07004	973-261-8717

1.5.10 Supplier Returns and Credit Memos

Convergix Supply Chain Management will initiate a return by sending a Return Material Authorization (RMA) request form. The supplier is to provide an RMA number within four days of receiving the request. All returns that result in a credit from the supplier require a Credit Memo to be issued within thirty (30) days of receiving returned product. A Credit Memo referencing the RMA number and PO number shall be sent to AP@impautomation.com, AP@eagletechnoogies.com, or AP@classic-co.com and the Convergix Supply Chain Management personnel that initiated the request. If unsure where to send the Credit Memo – please contact your Convergix Buyer.

1.6 Requirements for Imported Goods

1.6.1 Country of Origin

All articles produced, procured, or repaired by/for Convergix, including “no charge” items provided or returned, must be marked with the appropriate country of origin. This includes:

- Finished products.
- Sub-assemblies.
- Sub-product.
- Media recorded with software programs.
- Accessories.
- Supply items.

Additional container marking policies include:

- In all instances, the country of origin marking on a usual container must be in close proximity to any label, which designates the address or the name of country, which is not the country of origin.
- No abbreviations, with exception of UK for United Kingdom and US or USA for the United States of America, are acceptable.
- The 2-character ISO-3166 codes are not acceptable for marking articles or usual containers.
- See U.S. Customs Regulations, Part 134, Country of Origin Marking, for additional information for US imports only.
- Suppliers shall also mark the country of origin in accordance with important regulations of destination country, if the above contrary to local regulations

1.6.2 International Labeling Requirements

Shipping Label: Two per shipping container. The shipping label is placed on the shipping container on adjacent sides in the upper-left corner and provides the information necessary to move the goods. Shipping labels must contain the following information:

- Origin (address where the shipment begins)
- Ship to address.
- Ship to attention (only for non-production items)
- Purchase order number

Container Contents Label: 1 per case. The container contents label itemizes the goods inside a container.

- Container number
- Part number
- Serial number
- Quantity
- Case number
- Container count: Container __ of
- Weights (gross and net-metric)
- Dimensions of the container (length, width, and height in metric)
- Country of origin
- Summary of countries of origin

1.6.3 International Documentation Requirements

- All import documents must be in English and in US dollars.
- A contact party must be shown on all commercial invoices – showing the name and phone number of a responsible person that can be contacted for inquiries.
- All invoices must be typed and signed in blue ink.
- Suppliers who provide tooling and assists should be instructed to create separate value declarations rather than putting the information on the commercial invoices – unless specifically instructed otherwise.
- For shipments routed via air and truck. Provide a copy of the commercial invoice and a copy of the air waybill/truck bill of landing in an envelope, securely attached to the freight.
- Failure to have adequate controls over the quality of documentation can be a compliance risk to ConvergiX. Misstatement or omission of facts can lead to adverse government action in the form of fines and penalties.

1.6.4 Commercial Invoice

The following commercial invoice policies must be required of the foreign supplier.

- A commercial (customs) invoice must accompany all shipments and must match the billing (or “no charge”) invoice.
- The commercial invoice must match the description and price of any pro forma invoices issued to the buyer and the purchase order.
- No charge invoices shall contain the statement “Value for Customs Purpose Only – No Charge” and must list the price paid or payable (the normal selling price).
- Please refer to the purchase order for information specific to each billable order (part numbers, descriptions, quantities, etc.)

The Buyer or Requestor will provide the following information to the supplier. This information may be part of the purchasing agreement or may be furnished on the purchase order and then, subsequently, included on the commercial invoice.

- Sold to name and address
- Ship to name and address (consignee)
- Ship to contact name and telephone number
- Mode of Transport
- Delivery Terms and named location
- Date to be delivered (Due on Dock Date)
- Purchase order number
- Purchase order line number
- Buyer name
- Buying commission (if applicable)
- Special handling/shipping instructions

The supplier, or the party making the shipment, must provide the above information and the following information on the commercial invoice.

- Invoice number
- Invoice date
- Sellers name and address
- Shipper name and address (if different than seller)
- Buyers part number
- Supplier Part number (Only used if no buyer part number has been assigned)
- Quantity
- Detailed product description (no abbreviations)
- Unit of measurement
- Unit Cost
- Inland freight – IF the buyer is the importer, inland freight costs in the (foreign) country of export to the FCA named point – freight must be a separate line item on the invoice.
- Invoice total value
- Currency of sale (and any currency conversion that is part of the buying agreement or purchase order)
- Port of Entry (in the importing country)
- Invoices for exports must indicate the proper Harmonized system product classification number for each item. Must be approved or provided by the buyer.
- Country of origin declaration. Per ConvergiX's country of origin declaration policies, this information is specific to each line item on the invoice and each line item must have a single country of origin. This information may be shown as the full English name of the country or as the 2-character international organization for standardization (ISO) code (US, UK, CA).

1.6.5 International Packing List Requirements

- Identifying Marks and Numbers (when applicable)

- Measurements (L*W*H in metric)
- Cubic Volume
- Gross weight
- Net weight
- Quantity of each item in each container

1.7 Accounts Payable Contacts

All invoices from suppliers should go to AP@jimpsolutions.com, AP@Eagletechnologies.com, AP@classic-co.com, AP@agr-automation.com.

When sending invoices please make sure you are sending them as a PDF document. Word, Excel, or folder links will not go directly into our system and may delay processing. Please note that the aforementioned inboxes are only monitored for invoice retrieval purposes.

1.7.1 International Billing Invoice Instructions

- The billing invoice value must match the commercial invoice value.
- The billing invoice number must either match or reference the specific (exact) commercial invoice number allowing the buyer to reconcile the payment to the commercial invoice value.
- Billing invoices should be sent by mail or through financial institutions.
- A valid purchase order number must be included on the billing invoice.
- The Buyer name, Convergix, should be shown on all billing invoices.
- When the supplier or delegate is considered to be the “importer of record” the billing invoice sent to the buyer/consignee for payment must include a statement on the invoice indicating that the supplier is responsible for customs clearance.
- Amended, corrected, or additional billing invoices to the buyer, where no import of goods occurred, must indicate in sufficient detail what the billing is for. Please specify the following:
 - No Import – goods shipped domestically
 - No Import – goods repaired/reworked in the US
 - No Import – freight charges only (when applicable)
 - No Import – invoice correction
 - No Import – goods/tooling retained by supplier

1.7.2 Special Invoice Requirements for US Imports

Sets or Kits

- Separate line item for each article in the grouping.
- Each line item on the commercial invoice must include part number, description, quantity, and unit of measure, unit of cost, and country of origin.

Recorded Media or Data Storage Devices

- U.S. CBP requires that any recorded media or other data storage devices included within a shipment must be listed as a separate invoice line item.

Reusable Shipping Containers

- Reusable shipping containers are not required to be separately listed on the invoice unless they are shipped without their normal contents (empty).

1.8 Supplier Performance

1.8.1 On Time Delivery

Convergix recognizes that our suppliers are an integral part of our success. To meet market expectations, our suppliers must align with our vision, goals and performance requirements. To support these efforts Convergix has established a performance metric to measure supplier on-time delivery.

On-time is delivery is measured as no more than 5 days early from Convergix's requested delivery date and 0 days late from the original supplier confirmation date. Suppliers should aim for the goal of 100% on-time delivery. Substandard on-time delivery performance may result in supplier Corrective Action Requests and removal from the Convergix approved supplier list.

1.8.2 Supplier Quality

- Convergix's expectation is 100% quality product from our suppliers.
- Suppliers should demonstrate a quality management system that complies with or is registered to ISO 9001:2015 or Higher by providing a current ISO certificate.
- Purchased components shall comply to applicable Convergix manufacturing standards.
- Part marking requirements are established per Convergix drawings or technical specifications and must be followed at all times.

1.8.3 Cost Reductions

To stay competitive, Convergix depends on suppliers to offer year over year cost reductions through production efficiencies, product improvements, and value-added activities. Annual supplier cost reduction goals will be established by a Commodity Manager in our Supply Chain Management Group.

1.8.4 Supplier Monitoring

- Commodity Strategies developed by the Convergix Commodity Managers and Supply Chain Managers define the Preferred Suppliers and are outlined in the Preferred Supplier list.
- The Preferred Supplier List is updated as needed by the Convergix Commodity Managers.
- Savings and Cost Avoidance items are submitted to the Buyers for tracking purposes.
- OTD Metrics for Fabrication & Machining and Direct Material are tracked separately and updated weekly.
- Business Reviews are conducted with Preferred Suppliers where key metrics such as OTD, quality, service and pricing are reviewed. The Business Review schedule is set by the Commodity Managers and Supply Chain Managers at the beginning of each year and updated as needed.
- Suppliers with performance issues relating to OTD, quality, service or pricing will be handled on a case-by-case basis and the issues will be tracked by the Commodity Managers and Supply chain Managers. Performance issues can result in one or more of the following actions being taken:

- Communications with the supplier’s management in the form of meetings, emails, letters, and phone calls.
- Issuing a formal Corrective Action Request.
- Discontinuing purchasing from the supplier or placing limits and restrictions.
- Suppliers may be blocked from purchasing if any of the following occurs:
 - Failure by the supplier to take actions to improve their performance issues as they relate to delivery, quality, service, and pricing.
 - Corrective actions are not responded to within a specified timeframe.
 - At the discretion of the VP of Supply Chain or any VP level personnel.

1.8.5 Supplier Corrective Action and Preventative Action Requests

Supplier corrective action and preventative action requests may be initiated by Convergix members for quality, delivery, service, or performance that is below expectations. Completion of the corrective action request is due within five (5) working days of issuance unless specified otherwise. If more time is required, please contact the Convergix team member that issued the corrective action request to initiate an extension.

OUTPUTS

NAME / NUMBER	DESCRIPTION
	Supplier Management and Performance

REVISION HISTORY

DATE	DESCRIPTION	DOCUMENT CHANGED BY
2024-31-5	Initial Draft	Frank Lazowski