



JELD-WEN®
WINDOWS & DOORS

Global Supplier Quality Manual

Nbr: SQM01

Revision: A





Originator: Christina Copley, Director of Supplier Quality

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1.0 JELD-WEN Introduction

JELD-WEN Inc. is a pioneer in designing and manufacturing Windows and Doors. Dedicated to creating products that open spaces, our focus in developing and refining these products has resulted in the most innovative and comprehensive range of windows and doors available. JELD-WEN Inc. and its Suppliers must provide the highest-level quality products that merit being used in JELD-WEN Inc. products. To learn more about JELD-WEN Inc., please visit our website at <https://www.JELD-WEN.com>.

2.0 General Information

Purpose

The purpose of this Global Supplier Quality Manual is to communicate and elaborate on JELD-WEN expectations and requirements to all potential and existing external suppliers to JELD-WEN with a focus on quality and product reliability. Supplier shall meet or exceed the requirements and guidelines defined in this manual, as long as it provides products and/or services to JELD-WEN.

Scope

This Manual applies to all potential and existing external suppliers that provide products or services to JELD-WEN. Individual JELD-WEN plants may have additional plant-specific requirements and will establish specific processes for carrying out these requirements. If a conflict exists between the requirements, the more stringent requirements will apply.

In addition to this manual, there are documents and forms that support this Quality Manual. Documents can be obtained at <https://www.jeld-wen.com/en-us/supplier-information>.

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.

- ❖ It is important to note the following terms:
 - Should, may, expect –is strongly recommended
 - Must, will, shall –is required

Reference Documents

SQM-F01	Supplier Capability Questionnaire
SQM02	Supplier Production Part Approval Process Manual
SQM02-F01	JELD-WEN PPAP Workbook
SQM03	JELD-WEN Quality Clauses
OP07	Control of JELD-WEN Owned Property
SQM04	Run @ Rate Procedure
QASD-04	JELD-WEN Terms, Abbreviations, and Definitions



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Responsibility

- Suppliers are responsible for meeting the requirements of this manual.
- Suppliers are required to contact JELD-WEN when requirements are misunderstood or unclear
- 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.

3.0 Doing Business with JELD-WEN

At JELD-WEN, we realize that the relationships we develop with our suppliers are an important element to our success in a globally competitive marketplace. We continue to look for the best industry partners across the world to help exceed our customers' expectations. Suppliers should visit our website <https://www.jeld-wen.com> to learn more.

Supplier Expectations

At JELD-WEN, we expect our suppliers to:

- operate within the JELD-WEN's Supplier Code of Conduct
- conduct their operations in a professional manner and share our commitment to ethical business practices
- share our commitment to performance excellence in terms of safety, quality, delivery, and cost
- consistently meet their commitments made to JELD-WEN
- be responsive, proactive and supportive when issues arise
- continuously improve their value proposition through cost, leadtime, and quality performance
- continuously improve quality performance, lead time and cost (continuously improve their value proposition)
- be an engaged partner with JELD-WEN to find mutual success
- continually check this site to ensure that you are always working with the latest revision of the Supplier Quality Manual



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4.0 General Requirements

Global Supplier Quality Manual (GSQM)

This Global Supplier Quality Requirements Manual shall be considered a formal attachment to all purchase orders issued by JELD-WEN. Acceptance of a JELD-WEN purchase order constitutes acceptance of the requirements of this manual.

Quality Requirements may take the form of a separate Quality Agreement i.e. Quality Clauses, or an exhibit or addendum to, or content in a purchase order or other agreement. They also encompass the requirements outlined in this Manual as well as in other documents such as engineering specifications.

Purchasing Terms and Conditions

All purchases shall be covered at a minimum by the JELD-WEN Terms & Conditions of Purchase. These may be accessed on the JELD-WEN Website. <https://www.jeld-wen.com/en-us/supplier-information>.

Non-Disclosure Agreements

As a potential or existing supplier to JELD-WEN, you will be asked to sign a non-disclosure agreement depending on the level of technology or information disclosed during the course of business. It is our policy to utilize the JELD-WEN standard form that has been created for this purpose.

Information provided to Suppliers involving various trade secrets, designs, materials and other proprietary information of a secret and confidential nature may include but are not limited to records, data, schedules, forecasts, formulae, processes, procedures, specifications, developments, designs, inventions, models, techniques, improvements or discoveries, patentable and otherwise.

Confidentiality

All information concerning the relationship between JELD-WEN and its suppliers will be respected as confidential. The supplier shall use Confidential Information solely for the purposes of supporting the current business relationship with JELD-WEN.

Communication

JELD-WEN believes in maintaining open lines of communication with its suppliers and expects all suppliers to do the same. The supplier shall communicate essential business information to JELD-WEN. Such information may pertain to contractual issues including, but not limited to:

- Inquiries, orders, bids, amendments, and invoices
- Product quality issues
- Delivery delays and/or shortages
- feedback and information
- Changes to the business environment such as:
 - Change in executive management
 - Changes with the team that is in contact with JELD-WEN
 - Pending litigation
 - Restructuring
 - Bankruptcy
 - Partial Sale



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Language

JELD-WEN's official language is English. All official communication with JELD-WEN is to be done in English. Documents may display the native language when integrated in parallel translation. In this instance, English is the only valid version.

Code of Conduct

JELD-WEN suppliers are expected to comply with the latest version of Code of Conduct located at <https://www.jeld-wen.com/en-us/supplier-information>

Regulatory Compliance

Suppliers shall comply with all applicable governmental federal, state and local regulations.

Environmental Health and Safety Compliance

JELD-WEN Suppliers are required to adhere to all applicable governmental environmental, health, and safety regulatory requirements. If the material has a Safety Data Sheets (SDS), the supplier shall provide (SDS):

- first shipments of material
- if the SDS has an update
- or upon request

Conflict Mineral Policy

Current revisions of JELD-WEN's Conflict Mineral Policy can be found on JELD-WEN's Website. <https://www.jeld-wen.com/en-us/supplier-information>

Supply Chain Transparency

JELD-WEN's Supplier Chain Transparency policy can be found <https://www.jeld-wen.com/en-us/supplier-information>

Shelf life and Storage Life Control

Suppliers shall maintain a documented system for storing and controlling uncured compounds with limited shelf-life and age-sensitive cured elastomers. The system shall include a method of identifying and controlling such items.

Unless otherwise approved in writing by JELD-WEN, materials with a limited shelf life shall be supplied with an accompanying effective date of manufacture and shelf life or date of expiration and must, at time of receipt at JELD-WEN, have at least 75% of the shelf life remaining.

Right of Access

JELD-WEN shall be granted the right of access to all suppliers and sub-tier suppliers' facilities and all records involved in fulfilling the Purchase Order requirements. All items of this Purchase Order are subject to in-process quality surveillance (audit) by JELD-WEN, at any time.



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5.0 Quality Requirements

Quality System

Suppliers 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 JELD-WEN.

Suppliers that are registered to ISO9001:2015 or equivalent by an accredited certification body must immediately notify JELD-WEN of loss of certification.

Document Control

Suppliers shall establish and maintain documented information related to the QMS. Documented information includes but not limited to: customer supplied documents, drawings, specifications, Bill of Materials (BOMs), procedures, work instructions, and forms. These documents must be updated, approved for use, available at points of use, and controlled in a consistent manner.

Records/Data Retention

Quality records generated as the results of performance to JELD-WEN issued purchase order/contract shall be maintained and preserved for (5) years (unless otherwise stated by a more stringent requirement) and made available for review by authorized JELD-WEN representatives. Suppliers will make available all quality records, within (2) working days, upon request by JELD-WEN. These records shall include but are not limited to, receiving, in-process, and final inspection records, regulatory testing, certificates of conformance (CofC's), raw material mill certifications, test results, documented non-conformances, and corrective actions, and measuring and test equipment calibration documentation, etc. Distributors shall assure that manufacturers maintain quality assurance/inspection records and that these records are also available upon request within 2 working days, upon request by JELD-WEN.

MINIMUM retention periods, beginning with the date the order was completed. In the case where a specification, contract, or purchase order requires a greater retention period, the more stringent requirement will apply.

Process Controls

Suppliers will have appropriate process controls to produce compliant products for JELD-WEN.



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Risk & Contingency Planning

JELD-WEN expects our suppliers to complete a formal business Disaster Recovery Plan to ensure no interruption in supply. While contingency plans cannot cover all potential scenarios, we expect our suppliers to maintain robust plans to facilitate rapid response and recovery in the event of unplanned disruptions.

JELD-WEN expects our suppliers to have a comprehensive crisis management approach to deal with potential disruptions. This approach should include a plan of action, communication plans, escalation procedures, with roles and responsibilities. This plan is to address the recovery time needed for a variety of business interruptions, contact information for key locations, supply chain assessment of risk for equipment, material, supplied components, and labor, etc. and be specific to Products and/or Services provided.

JELD-WEN Owned Property

Suppliers shall exercise care with JELD-WEN property while it is under the organization's control or being used by the organization. The supplier shall identify, verify, protect, and safeguard JELD-WEN property provided for use or incorporation into the product. If any JELD-WEN Property is lost, damaged or otherwise found to be unsuitable for use, the organization shall promptly report this to the JELD-WEN Buyer. Detailed information on this requirement can be found in OP07 - JELD-WEN Owned Property.

Identification

Suppliers shall ensure that product is identified, and status known during all stages of receipt, stock, production, and distribution. The supplier must ensure that nonconforming material or material where the status is unknown does not ship unintendedly. Only products that have been confirmed/inspected and meet requirements can ship.

Counterfeit Goods

Suppliers represent and warrant that it will not knowingly or negligently use or procure counterfeit components in the Product or as replacement components.



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6.0 Supplier Qualification & Re-Evaluation

JELD-WEN suppliers will be qualified, monitored, and have re-evaluations performed at the frequency identified within this section of the manual. The frequency and detailed requirements of the assessment are based upon complexity, risk management data, and critical functionality of the products supplied.

Supplier Qualification

The extent of the qualification of new suppliers will depend on the criticality of the products that will be supplied and the risk involved. All suppliers must complete the Supplier capability Survey. JELD-WEN will determine if an onsite Assessment (audit) is needed. In addition, the onboarding of new parts may require a Production Part Approval Process (PPAP) submission.

Evaluations

JELD-WEN assigns a supplier level to each supplier based on the type of products and the criticality of the product or services provided to JELD-WEN. This level is used to categorize suppliers for re-evaluations.

Supplier Capability Survey

When requested the supplier shall complete the JELD-WEN SQM-F01 Supplier Capability Questionnaire about the supplier's organization and their process. This helps determine if an on-site audit will be needed. Completed SQM-F01 Supplier Capability Questionnaires are to be emailed to jwsupplierrequests@jeldwen.com and the JELD-WEN requestor. Upon review, the supplier will be notified if an onsite audit needed.

Onsite Assessment (Audit)

JELD-WEN reserves the right to verify a supplier's manufacturing location and/or their suppliers location for compliance to JELD-WEN requirements by performing site audits by a designated JELD-WEN representative. The audit ensures that the suppliers process meets JELD-WEN's requirements.



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7.0 Supplier Part Qualification

JELD-WEN utilizes the Production Part Approval Process (PPAP) to qualify the suppliers manufacturing processes and/or individual parts. JELD-WEN reserves the right to request a PPAP at any time during the product life cycle.

Once JELD-WEN approves a PPAP and/or a First Article Inspection Report, the supplier must obtain JELD-WENs approval prior to making any changes to the product and/or process. Verbal requests/notifications are not considered formal notification. All notifications MUST be in writing per the requirements identified in the Supplier Initiated Changes section of this manual.

Production Part Approval Process (PPAP)

The Production Part Approval Process (PPAP) is used by JELD-WEN to define and communicate specific qualification requirements that a supplier must meet for a given part. Details on our Supplier PPAP process can be found in SQM02 - Supplier Production Part Approval Process Guidance Manual.

Use of the PPAP will:

- Help facilitate communication between the supplier and JELD-WEN.
- Ensure the supplier understands JELD-WEN specific quality requirements.
- Ensure the supplier has the capability to provide a consistently conforming product.

First Article Inspections (FAI)

A First Article Inspection is a full dimensional and requirement verification inspection conducted on the part by the supplier. When requested, the supplier is to conduct a full dimensional layout including verification of other product requirements to the JELD-WEN drawing and record all the inspection results on JELD-WEN's FAI format. The supplier may use their own format if it encompasses all the requirements laid out within JELD-WENS format. All FAIs must include the inspected samples and the FAI report. Under no circumstances is the supplier to ship First Article samples without including a copy of the FAI report and emailing to the appropriate JELD-WEN Engineer.

Run @ Rate

Run @ Rate is a formalized production capacity study that verifies proper cycle times, quality expectations, and yields. Unless otherwise stated by JELD-WEN, new parts require a Run @ Rate. Exemptions may be provided by JELD-WENs assigned Supplier Quality Representative and Commodity Managers of the procuring division. High-risk changes may also require a Run@Rate. Reference SQM04 – Run @ Rate Procedure.

8.0 Supplier Initiated Changes

JELD-WEN Suppliers shall not change, substitute, modify products, or change their process that affects the product being supplied. Suppliers must also notify JELD-WEN of any organizational changes to ensure supplier information is updated.

Supplier Change Request (SCR)

Supplier Change Request form SQM02-F03 will be utilized by JELD-WEN Suppliers to notify and or request a change. Suppliers shall submit form SQM02-F03 via email to jwsupplierrequests@jeldwen.com and the appropriate JELD-WEN Category Manager with copies to all JELD-WEN facilities affected by the proposed product or process change. The supplier shall not implement any changes to the process or product until they obtain the approved ECR back from JELD-WEN and an implementation date of the change is agreed upon by both parties.

Non-process/product changes Notifications

Non-process/product changes such as supplier organizational changes are to be documented in the SCR and need to include an updated SQM-F01 Supplier Capability Questionnaire.

Requesting a change to Product or Processes

For product and process changes, suppliers are also required to submit all supporting validation data including necessary dimensional reports, capability studies, performance testing, before/after process parameters, updated PPAP documentation (PFMEA/Control Plan) and a detailed timeline demonstrating proper change control that identifies necessary safety stock requirements including timing for JELD-WEN validation timing and designated resources to manage the change.

Proposed Changes that require notification, are but not limited to:

Process

- Processing method
- Equipment
- Upgrade of existing tools
- Inspection, testing, and certifying methods

Change in Product design:

- Product, and BOM
- Product Labeling or packaging
- Change to Product part number

Material

- Changes to materials (including raw materials) and/or Components

Change in Component or Product requiring

- Updated Product or Component Specification
- New or alternate sub-tier supplier
- Changes in appearance attributes

Change in Supplier Organization

- Name
- Address
- Ownership
- Executive Management

Facility Changes

- Relocation of Manufacturing equipment within the same Manufacturing facility
- Facility to facility transfer of Manufacturing processes or technology.
- Altering environment specs or conditions in areas used for Manufacturing
- Contingency Plan

Regulatory/Certification

- Changes in regulatory body
- Regulatory status



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9.0 Packaging, Labeling, and Shipping

Packaging

The Supplier shall have a system for controlling and monitoring proper handling, preservation, storage, packaging, and shipping processes to protect the quality of deliverable materials and to prevent damage, deterioration, and degradation. Protection shall be provided to prevent physical damage, during handling and transportation environments. The packaging material shall not in any way affect the quality of the materials.

Labeling

Unless otherwise agreed upon, all shipments must be properly labeled. Product identification labels are required on all interior and exterior containers. Labels must be located to allow the markings to be easily read when stored on shelves or stacked and to ensure labels will not be destroyed when the container is opened for inspection.

All product shipping to JELD-WEN must be identified with JELD-WENS Part Number, and Revision. Purchase Order Number (PO), Quality, unit of measure, and lot identification. A lot can be the suppliers date code, batch, or work order number.

Identification of Production Part Approval Process (PPAP) Parts or First Article Samples

All PPAP and First Article samples shall be properly labeled and shipment must be identified utilizing the "Sample Identification Label" provided within SQM02-F01 – JELD-WEN PPAP workbook.

Labeling of Hazardous Materials

The Supplier shall define, mark, label, and prepare for hazardous goods, dangerous material, and/or dangerous equipment for shipment in accordance with Department of Transportation HM181, CFR Title 49, "Dangerous Goods", as classified by IATA, IMDG or ICAO.

Country of Origin (Shipments to the USA)

Country of origin marking is mandatory to comply with USA Customs Regulations. Packaging of articles must be legibly, conspicuously, and permanently marked with the parts' country of origin.

Made in the USA, suppliers should contact the Federal Trade Commission, Division of enforcement, since the phrase "made in U.S.A." is under their jurisdiction. <https://www.ftc.gov/news-events/media-resources/tools-consumers/made-usa> provides guidance.

It is the supplier's responsibility to ensure that marking on the product reflects the true country of origin of the product and that no illegal transshipment through a third country has occurred. The supplier must also ascertain that foreign suppliers are familiar with the country of origin rules.



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Shipping Documents

Packing Slip and documents identified in the PO shall be attached to the exterior of container #1 in a weather-proof envelope marked "Packing List Enclosed". Documents may be e-mailed in advance of the shipment, but it does not waive the requirement of them to ship with the shipment.

Shipping

Shipping methods shall be executed as agreed up with JELD-WEN.

Partial Shipments

Unless otherwise agreed upon, JELD-WEN expects the order be fulfilled in full. The supplier must obtain JELD-WEN approval in advance of shipping an incomplete line item from the Purchase Order.

10.0 Nonconforming Product

Nonconforming Product

Nonconforming Product is material or product that does not meet specifications or requirements. Nonconforming material can be raw material, components, WIP material, finished goods, and returned products, etc., it does not matter the state. If it does not meet defined requirements, then it is nonconforming. Any material or product where the conformance status is unknown is considered suspect material. Suspect Material is deemed nonconforming until otherwise confirmed as conforming.

Suppliers shall have a documented process to ensure that nonconforming product is identified and controlled to prevent unintended use or delivery to JELD-WEN. This process needs to address situations where nonconforming product is detected after shipment, delivery to or used by JELD-WEN.

Deviation Request

A Deviation is a variance from the identified requirements (requirements, drawings, specifications, or Purchase Order) which requires specific written authorization granted before the manufacture or shipment of an item for a specific number of units or a specified period.

The DR process as defined in OP05 provides a path to have the nonconformance reviewed and dispositioned by the appropriate JELD-WEN team.

The supplier shall not ship product under deviation unless they have received the JELD-WEN approved DR form. All shipments shipped under deviation must be identified as such. Example: "Deviation #xxxxx" and include a copy of the approved deviation.

Discrepant material received at JELD-WEN without an approved DR will be rejected and returned to the supplier at the supplier's expense with all additional handling and shipping cost incurred by the supplier.



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Material Discovered Nonconforming after Shipment to JELD-WEN

The Supplier shall promptly notify JELD-WEN Buyer when nonconforming or suspect product has been shipped. The notification shall include part numbers, traceability (PO, lot, serial, and manufacturer numbers), ship dates, quantities, and a description of the nonconformance. This applies to any nonconformance that departs from drawing, specifications, aftermarket maintenance technical data, or purchase order requirements.

Field Failures

Suppliers are obligated to provide conforming product to JELD-WEN. In the instance where supplier nonconforming product has been discovered in the field, a determination of the next steps in the process will be made based on several criteria including the failure's criticality, quantity, cost, and other factors. Based on this evaluation, JELD-WEN may require:

- Defective parts to be repaired/replaced in the field by JELD-WEN.
- Defective parts to be repaired/replaced in the field by the supplier.
- That product be recalled, and repaired/replaced, as determined.

In all cases listed above, suppliers are expected to reimburse JELD-WEN for all costs associated with correcting field failures, and for any other costs imposed on JELD-WEN because of such failures, examples: Field Labor Claims, Field Customer Damage Claims.

Cost Recovery

Supplier Cost Recovery (CR) will be initiated by JELD-WEN when it has been determined that the supplier is responsible for shortcomings in quality, delivery, etc. Cost Recovery will be communicated. Cost Recovery process will include but is not limited to, contaminated stock at a JELD-WEN plant, product in transit, non-conforming received goods, assembly line downtime due to delivery or quality-related issues, warranty returns failed launch deliverables that may or may not result in a formal concern being raised (i.e. rejected PPAP, failed Run at Rate, failed Launch Readiness Audit, etc.) that result in additional trips to the supplier's manufacturing facility to re-assess the supplier's launch readiness or supplier initiated "tool moves" and costs required to analyze and rectify the effects of a quality, warranty, launch or delivery issue that result in a concern being raised. Inspection costs, analysis costs, rectification costs, transit costs, and costs to manage the implementation of a non-reversible corrective action may also be included. The level of cost recovery against concerns will be a significant factor in JELD-WEN sourcing decisions.

Warranty Cost Recovery

Warranty costs resulting from supplier non-conformances or failure to follow established and approved processes will be recovered through the Cost Recovery process.



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11.0 Corrective & Preventive Actions

JELD-WEN utilizes a problem notification and corrective action system named PHRED Solutions. This software is used to notify suppliers of any quality issues with product supplied to JELD-WEN, request Return Material Authorizations (RMAs), as well as drive corrective actions. Suppliers are required to register appropriate team members as users of the PHRED system. Registration and use of this system is completely free to JELD-WEN Suppliers. Typical users are Customer Service, Quality, Sales Representatives, and Plant Manager. System documentation such as training and work instructions can be found on JELD-WEN's website under supplier information.

Link to system: <https://www.phred.co/jeldwen/Home/Login.cfm?Hrez=1280&VRez=720>

Failure to respond to Corrective Actions or Phred 8D's

Suppliers failing to respond to issued corrective actions on time will be downgraded in quality and may be subject to de-sourcing. JELD-WEN will review the corrective action for completeness and acceptability of the corrective action plan. The results of this review will be communicated to the supplier. Supplier Corrective Action will be rejected if root cause or corrective actions are not adequately defined. JELD-WEN requires that completed 8-D corrective actions provide enough information so that we are confident that the supplier has identified the root cause and taken action to prevent its recurrence.

Containment

When a nonconformance is discovered, or the Supplier is notified of a discrepancy, the Supplier must take immediate action to determine if the condition exists on any other work-in-process, in Stores at the Supplier's facility, or in prior shipments. Containment action must be taken and documented before the next shipment of the part number involved.

Containment activities taken and/or planned shall be communicated to the JELD-WEN site within 48 hours when formally requested through Quality Notification, RMA, or other documented notification/discovery of nonconforming shipment.

- ❖ The Supplier shall not wait for the discrepant hardware to be returned to begin an investigation.



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Controlled Shipping (CS)

“Controlled Shipping” is when a Supplier is required to have a product or products go through an additional inspection, after the normal process flow, to ensure quality requirements are met.

Controlled Shipping (CS) Level 1 and 2 will be levied against the supplier when the JELD-WEN has determined that the supplier does not have the necessary safeguards preventing non-conforming products from reaching JELD-WEN or its customers.

- **Controlled Shipping Level I (CS 1)**

100% inspection initiated by JELD-WEN and conducted by the supplier. Controlled Shipping Inspection process must be performed in a controlled area of the supplier’s plant using qualified (trained) employees. Inspection data must be collected, recorded and inspected product must be certified (labeled). Inspection data must be provided to JELD-WEN on all impacted shipments.

- **Controlled Shipping Level II (CS 2)**

CS 2 includes all of Level I, with an added inspection by a 3rd party. The 3rd party is selected by the supplier and paid by the Supplier. In some instances, JELD-WEN may require that the 3rd party inspection be performed at a JELD-WEN facility.

Return Material Authorization (RMA)

When JELD-WEN requests an RMA the supplier must respond with return authorization within 3 working days and issue credit within 7 days. If a response is not received within 3 working days JELD-WEN may scrap the material and debit the supplier or ship the material back to the supplier “Freight Collect” and debit the supplier at our discretion.

12.0 Supplier Performance

JELD-WEN expects suppliers to meet their obligations to JELD-WEN. Suppliers performance will be monitored and rated on key performance metrics such as Quality, Delivery, payment terms, and other metrics. This section will be updated with more specific details once all metrics have been identified.

13.0 Supplier Development

JELD-WENs 90-day Supplier Improvement Process (SIP) focuses on working with our suppliers to improve performance or to assist with the development of the supplier for the benefit of strengthening the partnership. Suppliers can be placed on this improvement program because of quality and/or delivery performance or simply because the supplier has been identified as a supplier that requires development.

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14.0 Glossary

Term	Abbreviation	Definition
Appearance Approval Report	AAR	A form used to record appearance inspection results. This form is submitted as part of the PPAP package
Bill of Material	BOM	Total list of all components and materials contained in the design record of a product required to manufacture the product.
Certificate of Conformance	CofC	A document certified by a competent authority that the supplied good or service meets the required specifications. CofC must be shipped with the certified good and made available upon request.
Commercial off the shelf	COTS	products that are ready-made and available for sale to the general public
Deviation Request	DR	A form used to request a deviation from a specified requirement
Eight Disciplines of Problem Solving (8D)	8D	A detailed, team-oriented approach to solving problems developed at Ford Motor Company used to resolve problems
Supplier Change Request	SCR	JELD-WEN form used by the Supplier to request that JELD-WEN prints, specifications etc. be revised (changed)
Engineering Change Notice	ECN	A Record authorizing and recording design change to the initial design
First Article Inspection	FAI	A full dimensional layout documented on an Inspection report known as an FAI or FAIR and submitted with FAI samples.
Material		Materials used to create products typically raw metals, plastics, elastomers, adhesives, etc.
Original Equipment Manufacturer	OEM	
Parts per Million	PPM	A Six Sigma calculation used to calculate quality performance
Product		Products are an aggregate of material and services transformed into components, assemblies, and other tangible items
Production Part Approval Process	PPAP	PPAP process verifies that the supplier understands all customer engineering design specifications and requirements and that the process is capable of consistently producing product meeting those requirements during an actual production run at the quoted production rate.



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Purchase Order	PO	Purchase Order. The contractual vehicle used to procure services, products, and materials from a seller
Quality Management System	QMS	
Rework		Action being taken to correct a discrepancy that will bring the part to full compliance with the drawing/specification
Service		Services are manufacturing operations, consulting, skilled labor, utilities and other commodities
Special Tooling	ST	“Special tooling” means jigs, dies, fixtures, molds, patterns, taps, gauges, and all components of these items including foundations and similar improvements necessary for installing special tooling, and which are of such a specialized nature that without substantial modification or alteration their use is limited to the development or production of particular supplies or parts thereof or to the performance of particular services. Special tooling does not include material, special test equipment, real property, equipment, machine tools, or similar capital items
Supplier Corrective Action Request	SCAR	



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