

# SUPPLIER GUIDE

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**MiSUMi**  
MISUMIUSA.COM

ISO 9001:2015 Certified

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# INTRODUCTION

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## MISUMI USA, INC. QUALITY POLICY

“At MISUMI USA, Inc., we are committed to providing products and/or services which will meet or exceed our customer requirements through continuous improvement of our Business Management System and the use of necessary resources to achieve **QUALITY, COST, & TIME** improvements for our customers and MISUMI.”

### MISUMI Group

MISUMI Group is a powerful manufacturing & distribution partner supporting industrial automation, production, and operations needs around the globe. Our mission is to provide standard, configurable, and build-to-print products that exceed customer expectations for high quality, low prices, and short delivery times. MISUMI Group products can be found in a wide range of industries including: automotive, semi-conductor, medical, packaging, and 3D printing. MISUMI has over 20.7 Million precision components and 80 sextillion part configurations that have been developed based on customers' input to solve ever increasing needs for innovative manufacturing solutions. Besides MISUMI's 24 manufacturing facilities and 62 global sales offices, there are over 400 cooperating manufacturers around the world which have been selected as outstanding suppliers for each product line. Through this customer-oriented approach, MISUMI Group has grown to achieve annual sales of over \$2.4 Billion, and to a customer base of over 240,000 customers.

### MISUMI USA, Inc.

MISUMI USA, Inc. ("MISUMI") was established as a subsidiary of MISUMI Corporation in 1988. In order to provide customers in North America with quality services and a short lead time, MISUMI has established its own distribution centers near Chicago O'Hare airport and Torrance, CA. MISUMI USA, Inc. is an ISO 9001:2015 Certified facility and is committed to the continual evolution of our business model in order to support our customers and industry with convenience, high quality, short delivery time, and competitive prices.

## Purpose and Scope

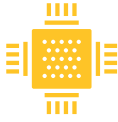
The purpose of this supplier handbook is to provide a reference document for suppliers that perform business with MISUMI. MISUMI-supplied products are utilized in various industries including:



**MEDICAL**



**AUTOMOTIVE**



**SEMICONDUCTOR**



**PACKAGING**



**3D PRINTING**

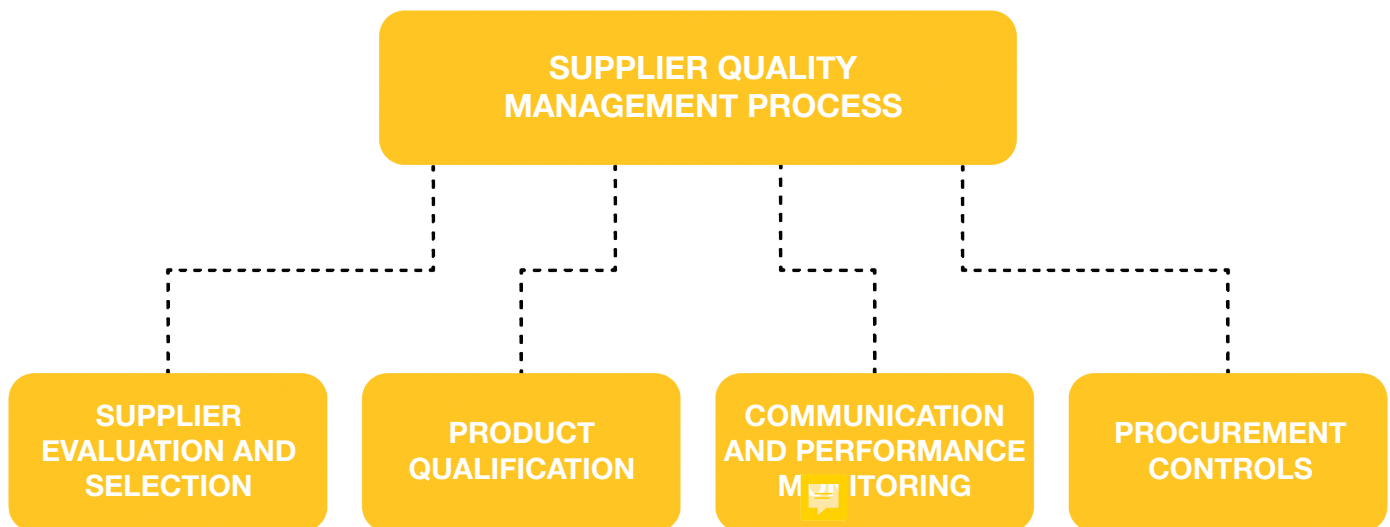


**AEROSPACE**

Therefore, it is critical to have a supply base that can deliver material on time and that meets all requirements. In order to accomplish this, it will require excellent communication between MISUMI and its suppliers. For this reason, we have developed this handbook to communicate MISUMI's expectations for quality requirements, documentation requirements, and other required expectations to our suppliers.

## Supplier Management Process Overview

MISUMI expects satisfactory performance and sustained results from its supply base. MISUMI evaluates and qualifies its suppliers based on their ability to meet MISUMI requirements as well as applicable regulatory & statutory requirements. Appropriate controls are applied to the supplier, purchased product, and/or services. MISUMI is committed to collaborating with its suppliers to ensure outstanding quality and top performing products.



# SUPPLIER EXPECTATIONS AND REQUIREMENTS

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### Quality Management Systems Expectations

MISUMI expects its supply base to have a Quality Management System that complies with ISO 9001, ISO 13485, or equivalent. The suppliers' quality systems must be documented and effective while continuously improving key business practices. These efforts toward continual improvement should be visible to MISUMI through improved product quality, cost reduction, and on-time delivery. Suppliers that do not consistently meet product and/or service requirements will be placed on probation until improvement is shown.

### Communication

Suppliers are a valuable and integral part of MISUMI's success. MISUMI is able to offer a wide range of products and services through building strong supplier relationships. Our relationships with our suppliers are based on honest communication, mutual respect, and an understanding of business requirements.

### Supplier Code of Conduct

MISUMI expects its suppliers to comply with the requirements of the Electronic Industry Citizenship Coalition (EICC) Code of Conduct. Please find the information at the link below:

[http://www.eiccoalition.org/media/docs/EICCCodeofConduct5\\_1\\_English.pdf](http://www.eiccoalition.org/media/docs/EICCCodeofConduct5_1_English.pdf)

#### Customer Privacy Policy

Refer to:

<https://us.misumi-ec.com/contents/privacy>

#### Contractual Requirements Terms & Conditions of Sale

Refer to:

<https://us.misumi-ec.com/contents/terms/use.html>

#### Website Terms and Conditions of Use

Refer to:

<https://us.misumi-ec.com/contents/terms/website.html>



## Business Continuity Plan

Suppliers are expected to provide products and/or services while minimizing service interruptions that can prevent MISUMI from meeting its customers' demands. Risk Control/Mitigation Plans must be in place to ensure critical functions can be performed in the event of an unexpected interruption of service. If requested by MISUMI, suppliers must provide a copy of its plan for review.

## Change Control/Notification

Suppliers must provide MISUMI 90 days notice prior to making changes. After MISUMI reviews a change notification, we will provide an appropriate written response based on our business needs. Changes requiring notification include but are not limited to the following:

- 1 **Manufacturing Processes and Locations**
- 2 **Product Design and Specifications**
- 3 **Packaging and/or Labeling**
- 4 **Supplier and Sub-contractors**
- 5 **Raw Materials**
- 6 **Equipment**

## Sub-Tier Supplier Management

Suppliers are required to communicate MISUMI requests to their sub-tier suppliers, and inform MISUMI of any deviations. Approved suppliers shall evaluate and select their sub-tier suppliers based on their ability to supply products in accordance with MISUMI requirements. The supplier is responsible for evaluating, selecting, and monitoring its sub-tier suppliers. Upon request, the supplier must provide MISUMI a copy of their Approved Suppliers List.

## Component Obsolescence

MISUMI expects its suppliers to provide written notice for discontinuation of products. MISUMI requests 12 months from the time of notice to place final orders. The supplier and MISUMI will work together on acceptable alternatives.

## Counterfeit Parts

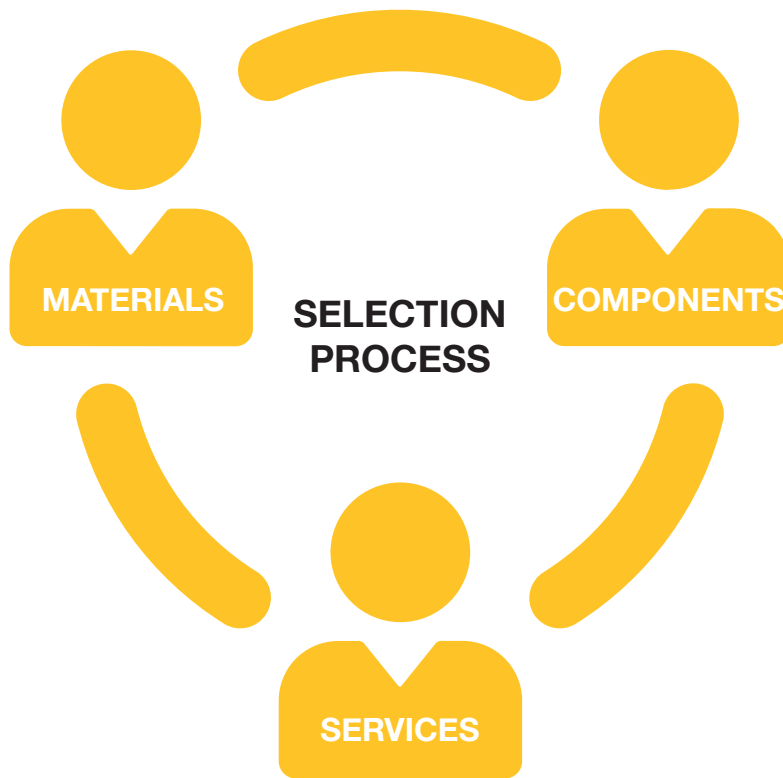
MISUMI suppliers shall ensure goods sold or delivered are new and contain no counterfeit items. MISUMI has the right to inspect and test all goods sold or provided. If counterfeit items are discovered in MISUMI products, MISUMI has the right to retain the counterfeit items and the supplier shall immediately replace the items per the specification and/or drawing.

# MANUFACTURING SUPPLIER EVALUATION AND SELECTION PROCESS

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## Supplier Selection

The process of selecting suppliers for materials, components, and/or services is an essential part of MISUMI's commitment to exceeding our customers' expectations. MISUMI ensures our selected suppliers are aligned with our MISUMI NEXT Business Strategy. Suppliers may be required to complete a self-assessment or a site audit as part of this process. The supplier selection process is also used to identify potential risks that can be accepted, mitigated, or eliminated prior to production. When selecting a supplier, MISUMI will evaluate the following capabilities:

### Quality

Capability to repeatedly produce product that meets or exceeds the technical and quality requirements of MISUMI.

### Strategic Alignment

ISO certified, competitive pricing, year-over-year cost reduction capabilities, and continuous improvement.

### Service

Capability to meet MISUMI's production, delivery, and service requirements with a demonstrated high level of support and responsiveness.

### Corporate Accountability/Responsibility

The level of evaluation within the selection process is based upon the potential risk of the sourcing decision, which is determined by supplier history and by the particular material, component, assembly, service or finished.



### Approved Supplier List/Approved Service Provider

Approved status is awarded to suppliers demonstrating their quality systems meet MISUMI standards. MISUMI qualifies suppliers based on ISO 9001 standards and/or site visits. MISUMI expects its suppliers to maintain an effective Quality Management System. Supplier name, contact, address, phone, fax, and website information is listed on the approved supplier list. This list is maintained by the Quality Manager and updated as changes occur.

### Suppliers Audit Requirements – On-Site and/or Self-Assessment

MISUMI requires potential suppliers to provide a sample of finished goods for technical testing of chemical compositions to ensure the product meets requirements. MISUMI uses Dun and Bradstreet to determine a potential supplier's financial stability, as well as credit references to determine their ability to pay on time and capacity for future growth. MISUMI may request test reports, C of C, REACH, and RoHS compliance verification to ensure the product meets applicable requirements. An on-site audit is required annually. Suppliers must allow MISUMI to perform a "cause" audit within 24 hours. Any facility that is not ISO Certified is required to complete additional documentation that validates their ability to meet MISUMI and/or customers' requirements.

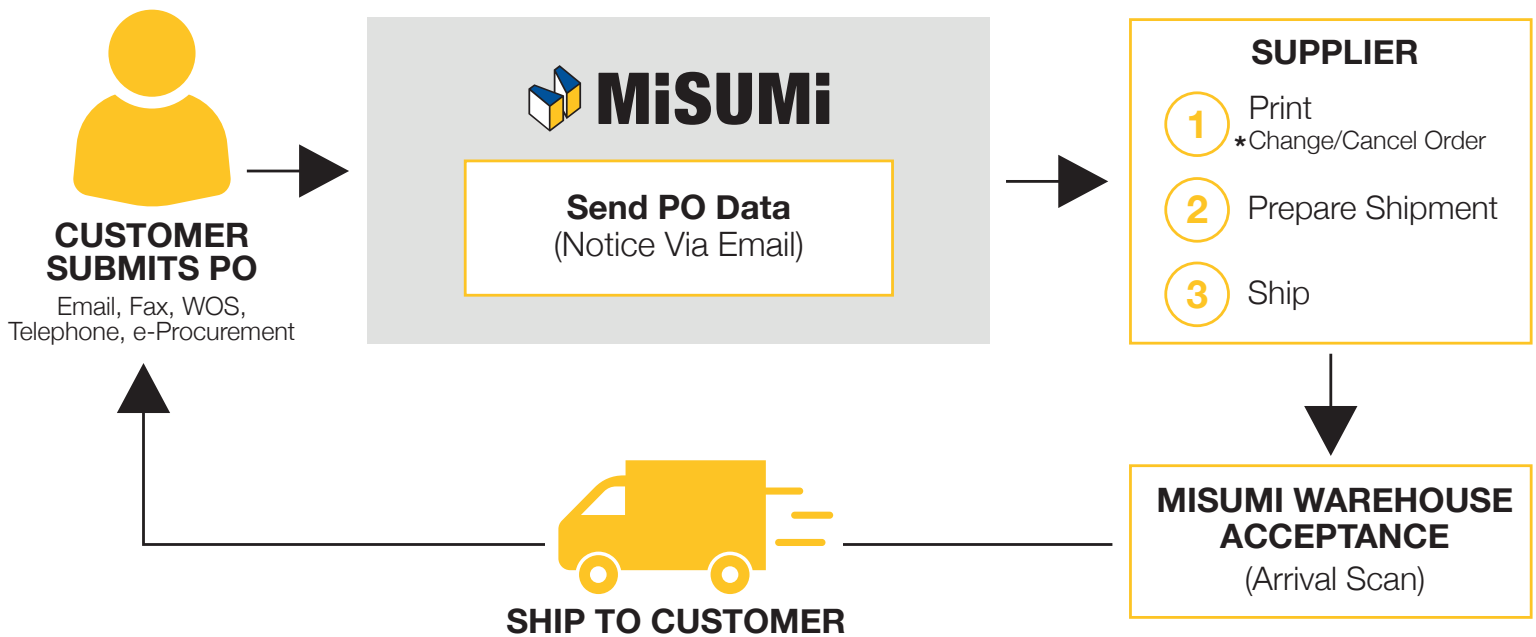
### Suppliers' Status

MISUMI suppliers' status is reviewed quarterly based on their scorecard results as well as monthly performance evaluations (claims, delayed shipments). The qualification status is as follows:

- 1 Approved**  
Suppliers that meet MISUMI requirements
- 2 Probation**  
Suppliers that have temporary restrictions for a period of time determined by User Service Platform until improvement is shown and corrective actions are completed
- 3 Discontinued**  
Suppliers that no longer can meet MISUMI requirements. In order to be approved again, the supplier must re-qualify and submit the new supplier registration documents prior to MISUMI purchasing product

# PROCUREMENT AND DELIVERY

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## Purchase Orders

MISUMI expects its suppliers to use “G-Mind” for purchase transactions. G-Mind is a real-time supplier portal where the customer can obtain purchase order requirements, shipping documents and labels, invoicing, and tracking information. Standard payment terms are Net 30 unless otherwise agreed in writing by MISUMI’s Finance department. Evaluations of payments terms are completed during the supplier evaluation process. The sample process flow is provided for your review above. The training for G-Mind is performed by a procurement specialist.

## Delivery

The “VRD” or Vendor Receive Date specified on purchase orders is the date MISUMI and the supplier mutually agree to have the products delivered to MISUMI QCT Distribution Center. MISUMI defines On-Time Delivery, or OTD, as zero days late and zero days early. If a supplier is unable to meet a delivery commitment and does not provide sufficient notice to MISUMI of its inability to meet its commitment as well as provide an acceptable recovery plan, MISUMI reserves the right to utilize premium freight and/or labor to meet commitments to our customers and charge the supplier for the additional costs incurred.

# SUPPLIER PERFORMANCE MONITORING

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### **Product Documentation**

MISUMI expects its suppliers to maintain and have quality documentation including but not limited to: Inspection Data, Certificate of Conformance, REACH, RoHS, Conflict Minerals, and material certifications for each product shipped to MISUMI.

### **Control of Documents**

MISUMI expects its suppliers to ensure that documents of external origin for the planning and operation of the quality management system are identified and their distribution controlled. The control includes review and approval prior to issue, review and re-approval of revisions as needed, identifying changes and current revision levels, availability of current version documents at the point of use, ensuring readability and preventing unintended use and control of obsolete documents.

### **Control of Records**

MISUMI expects its suppliers to maintain its records and provide evidence of conformance to requirements. Records shall remain legible, readily identifiable, and retrievable. Each supplier is expected to maintain records for a period of 10 years from ship date.

### **Incoming Inspection**

Product manufactured for MISUMI MUST be quality inspected prior to delivery. This will include chemical composition verification, dimensional tolerance, and final inspection. The expectation is each supplier will provide 100% compliant materials. MISUMI expects its suppliers to maintain documented information for all testing for 10 years. MISUMI expects its suppliers to maintain a Quality System that meets the requirements of ISO 9001 at a minimum.

### **Non-conforming Product**

MISUMI will not accept product that does not conform to specified requirements. If product is identified as non-conforming by MISUMI, the product will be rejected and returned to the supplier for credit and/or replacement. If proper notification is provided by the supplier with a waiver/deviation request and approved by MISUMI, the material will be inventoried as sellable product. Suppliers are expected to maintain a quality management system that detects and prevents non-conforming product from shipping to MISUMI distribution centers. MISUMI monitors this information and communicates with the manufacturer quarterly, looking to improve negative trends that impact our ability to service our customers.



### Immediate Notification of Quality Issues

MISUMI expects its suppliers to immediately notify us if they become aware of quality issues, defects, or any regulatory/compliance related concerns that impacts product conformity, health, or safety. This applies to products that have already been delivered to MISUMI as well.

### Customer Complaints/Corrective Action

MISUMI expects its suppliers to actively participate with investigations when customer complaints are received. Some complaints may require corrective action. Corrective action may be required if the product is delivered late, out of specification, or poorly packaged. Suppliers are expected to properly research and provide a timely response to assist with an acceptable resolution. MISUMI may request corrective action using various formats including but not limited to: 5 Why's, Fishbone Diagram, DMAIC, or 8D.

### Supplier Corrective Action Request (SCAR)

MISUMI prides itself on Customer Satisfaction and takes supplier performance very seriously, as it has a direct impact on the end user. SCAR(s) will be issued for repeated quality or service issues. MISUMI expects the supplier to:

- 1 Confirm receipt of SCAR with 48 hours
- 2 Identify the "Root Cause" of the problem
- 3 Identify a short term and long term containment to prevent future occurrences
- 4 Ensure the implemented actions are meeting the customers' expectations (Internal verification of effectiveness)
- 5 Complete the SCAR and return to MISUMI within 30 days of submission\*
- 6 MISUMI Quality Manager will evaluate effectiveness of implemented actions and provide a formal response to the supplier

**\*Immediate notification is required to MISUMI's Quality Manager if the supplier cannot meet the time frame**

# SUPPLIER DEVELOPMENT

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### Continuous Improvement

In order to exceed our customers' expectations, MISUMI expects its suppliers to fully implement continuous improvement initiatives/activities that will reduce errors, shorten lead times, and develop new programs/product offerings.

### Total Cost of Quality

MISUMI expects its suppliers to deliver defect-free products with the lowest cost. Each supplier will be evaluated, and suggestions for improvements will be identified to ensure cost of doing business with the suppliers is acceptable.

### Annual Supplier Re-Evaluation

Suppliers will be evaluated annually using our supplier scorecard, which measures supplier performance based on communication, quality, invoicing, and logistics. The scorecard assesses the supplier's performance and is used for procurement decisions. The results from the annual evaluation can change a supplier status if they fail to satisfactorily meet MISUMI expectations.

### Supplier Scorecards

MISUMI uses scorecards to evaluate our own manufacturing plants as well as local suppliers on:

- 1 **Quality**
- 2 **Proper Packaging**
- 3 **Invoicing Accuracy**
- 4 **On-Time Delivery**
- 5 **Documentation requirements**
- 6 **G-Mind Utilization**

A total score and grade is provided and discussed during on-site visits quarterly.

# MISUMI GLOBAL MANUFACTURING SITES AND CORPORATE OFFICES

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## JAPAN



### **SURUGA Production Platform Co., LTD.**

**Plant Name:** Shimizu Plant

**Location:** Japan (Shimizu, Shizuoka)

**Products Produced:**

Punch & Die, Pins & Bushings, Molds, OST

**Certification:**



### **SURUGA Production Platform Co., LTD.**

**Plant Name:** Ami Plant

**Location:** Japan (Ami, Ibaragi)

**Products Produced:**

Rods, Hinge Pins, Washers, Collars, Shafts

### **SURUGA Production Platform Co., LTD.**

**Plant Name:** Kansai Plant

**Location:** Japan (Kobe, Hyogo)

**Products Produced:**

Blanks, Mold Components

### **MISHIMA SEIKI**

**Plant Name:** Mishima Plant

**Location:** Japan (Shimizu, Shizuoka)

**Products Produced:**

Press Fit Punches, Ball Lock Punches, Retainers & Strippers, Die Buttons, Die Springs, DADCO Nitrogen Gas

### **Dayton Progress Corporation of Japan**

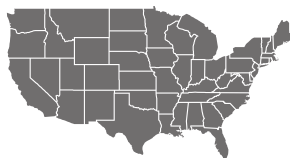
**Plant Name:** Sagamihara Plant

**Location:** Japan Sagamihara, Kanagawa)

**Products Produced:**

Punch & Die, Specials related to die components

## U.S.A



### **Dayton Progress Corporation**

**Plant Name:** Ohio Plant

**Location:** U.S.A. (Ohio)

**Products Produced:**

Punch & Die, Specials related to die components, Shafts

**Certification:**



### **Dayton Progress Corporation**

**Plant Name:** Portland Plant

**Location:** U.S.A. (Portland, Indiana)

**Products Produced:**

Retainers

**Certification:**



### **P.C.S. Company**

**Plant Name:** Fraser Plant

**Location:** U.S.A. (Fraser, Michigan)

**Products Produced:**

Mold Base, Mold Components

**Certification:**



### **Anchor Lamina America, Inc.**

**Plant Name:** Bellaire Plant

**Location:** U.S.A. (Michigan)

**Products Produced:**

Pins & Bushings, Wear Plants

**Certification:**



### **Anchor Lamina America, Inc.**

**Plant Name:** Beaver Dam Plant

**Location:** U.S.A. (Wisconsin)

**Products Produced:**

Springs

**Certification:**



### **Anchor Lamina America, Inc. (Dayton Lamina Corp)**

**Plant Name:** Pointing Center

**Location:** U.S.A. (Novi, Michigan)

**Products Produced:**

Quick Manufacturing Services for Punch & Die

## CHINA



### **SURUGA SEIKI (NANTONG) CO., LTD.**

**Plant Name:** Nantong Plant

**Location:** China (Nantong)

**Products Produced:**

Shafts, Rods, Linear Shafts, Timing Pulleys, Locating Pins

**Certification:**



### **SURUGA SEIKI (SHANGHAI) CO., LTD.**

**Plant Name:** Shanghai Plant

**Location:** China (Shanghai)

**Products Produced:**

Blanks, Mold Components

**Certification:**



### **Wuhan Dongfeng Connell Die & Mold Standard Parts Co., Ltd.**

**Plant Name:** Wuhan Plant

**Location:** China (Wuhan)

**Products Produced:**

Pins & Bushings

**Certification:**



### **Wuhan Dongfeng Connell Die & Mold Standard Parts Co., Ltd.**

**Plant Name:** Shiyan Plant

**Location:** China (Shiyan)

**Products Produced:**

Wear Products, Cams

**Certification:**



## VIETNAM



### SAIGON PRECISION CO., LTD

**Plant Name:** Linh Trung Factory

**Location:** Vietnam (Ho Chi Minh)

**Products Produced:**

Linear Bushings, Stages, Single Axis Actuators, Ball Screws, Punch Blanks, Guide Rails, Retainers, Linear Guides, Shafts, Rods, Linear Shafts, Timing Pulleys

**Certification:**



## KOREA



### SURUGA KOREA CO., LTD.

**Plant Name:** Korea Plant

**Location:** Korea

**Products Produced:**

Shafts

**Certification:**



## THAILAND



### SURUGA (THAILAND) CO., LTD.

**Plant Name:** Thai Plant

**Location:** Thailand

**Products Produced:**

Punch & Die

**Certification:**



## INDIA



### SURUGA INDIA Pvt. Ltd.

**Plant Name:** India Plant

**Location:** India

**Products Produced:**

Punch & Die

## CANADA



### Dayton Progress Canada, Ltd.

**Plant Name:** Canada Plant

**Location:** Canada (Woodbridge)

**Products Produced:**

Punch & Die, Specials related to die components

**Certification:**



## PORTUGAL



### Dayton Progress Perfuradores Lda

**Plant Name:** Portugal Plant

**Location:** Portugal (Alcobaca)

**Products Produced:**

Punch & Die, Specials related to die components

## MEXICO



### Dayton Progress Mexico, S. de R.L. de C.V.

**Plant Name:** Mexico Plant

**Location:** Mexico (Queretaro)

**Products Produced:**

Punch & Die, Specials related to die components

**Certification:**



## CZECH REPUBLIC



### Dayton Progress s.r.o.

**Plant Name:** Pointing Center

**Location:** Czech Republic (Jizerou)

**Products Produced:**

Quick Manufacturing Services for Punch & Die

## FRANCE



### Dayton Progress SAS

**Plant Name:** Pointing Center

**Location:** France (Meaux)

**Products Produced:**

Quick Manufacturing Services for Punch & Die

## MISUMI Global Network Map (As of October, 2017)



1 MISUMI Group Inc. / MISUMI Corporation



6 SURUGA Production Platform Co., Ltd.  
3 SURUGA SEIKI CO., LTD.



5 DAISEKI CO., LTD.



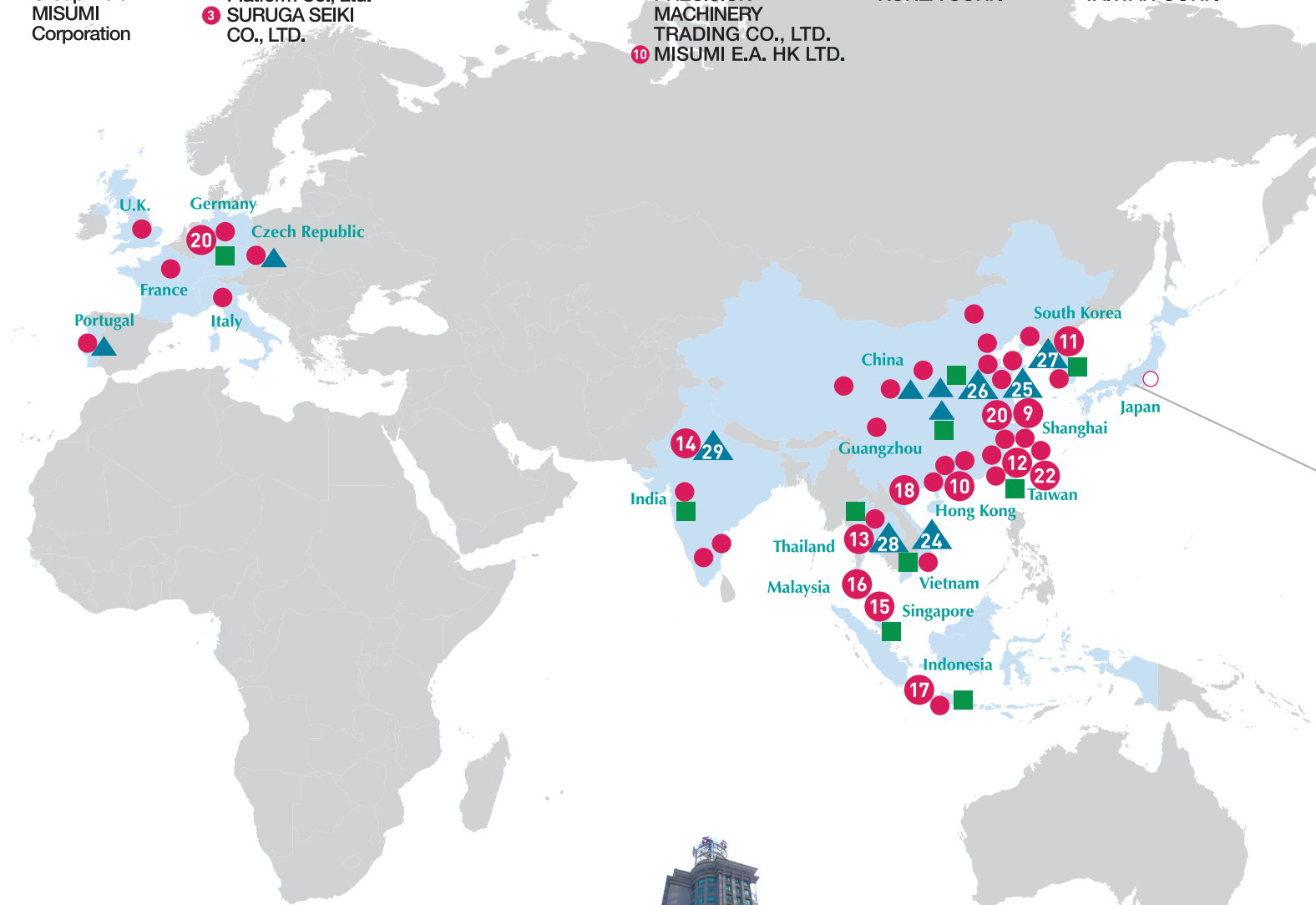
9 MISUMI (CHINA) PRECISION MACHINERY TRADING CO., LTD.  
10 MISUMI E.A. HK LTD.



11 MISUMI KOREA CORP.



12 MISUMI TAIWAN CORP.



18 MISUMI VIETNAM CO., LTD.



19 MISUMI USA, Inc.



20 MISUMI Europa GmbH



21 SURUGA SEIKI SALES & TRADING (SHANGHAI) Co., Ltd.



23 30 Dayton Lamina Corporation



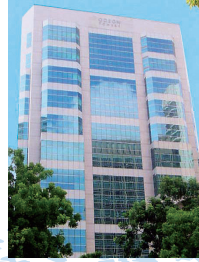
24 SAIGON PRECISION CO., LTD. Linh Trung Factory 1-4



13 MISUMI (THAILAND) CO., LTD.



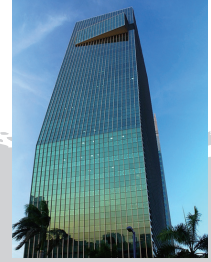
14 MISUMI INDIA Pvt. Ltd.



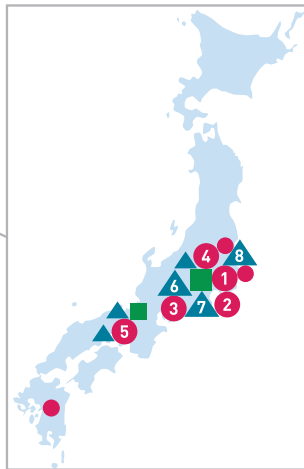
15 MISUMI SOUTH EAST ASIA PTE. LTD.



16 MISUMI MALAYSIA SDN. BHD.



17 PT. MISUMI INDONESIA



● Sales offices    ■ Logistics centers    ▲ Manufacturing sites

62

14

24



25 SURUGA SEIKI (NANTONG) CO., LTD.



26 SURUGA SEIKI (SHANGHAI) CO., LTD.



27 SURUGA KOREA CO., LTD.



28 SURUGA (THAILAND) CO., LTD.



29 SURUGA INDIA Pvt. Ltd.

\* Pictures of 4 ▲ DAYTON PROGRESS CORPORATION OF JAPAN and 7 ▲ MISHIMA SEIKI CO., LTD. and 22 ● SURUGA SEIKI CO., Ltd. TAIWAN BRANCH are not included.



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