

# MBUSI Service Parts

## Supplier Guide

# Quality of Parts



## Document History

Version Number	Author	Location of Change(s)	Summary of Changes	Date
Version 1	FATORRE		Final Draft Version	5/1/2022
Version 2	CVANVURE		Updated terminology for PPAP, Chargeback, Third-Party Rework	4/15/2024

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## 1. Contact Information:

For any quality-related questions, please refer to the Quality Manager contact in the MBUSI Contacts tab within the Service Parts Supplier Portal.

The screenshot displays the MBUSI Contacts interface. At the top, there are navigation tabs: "Contacts for 3M Company", "MBUSI Contacts", "Open Purchase Orders", "Advanced Shipping Notices", "Planned Orders", and "Supplier Recovery Plan". Below the tabs is a search bar with the text "Search..." and a "Refresh Contacts" button. A list of contact types is shown, each with a dropdown arrow icon:

- Contact Type: Capacity Manager
- Contact Type: Critical Parts
- Contact Type: EDI
- Contact Type: Life Cycle
- Contact Type: Packaging Engineer
- Contact Type: Quality Manager
- Contact Type: Supplier Manager
- Contact Type: Transportation Specialist

Below the list, a light blue box contains contact details for Jeffery Knox:

Name:	Jeffery Knox	Office Phone:	+1 205 5072895	Mobile Phone:	+1 205 612-7790
Email Address:	jeff.knox@mercedes-benz.com				

## 2. MBUSI General Quality Requirements

MBUSI Service Parts expects all suppliers to follow the quality standards laid out in the Mercedes-Benz Special Terms. Please see your relevant quality related MBST sections to ensure that all product is delivered meeting the requirements.

## 3. PPAP Requirements

### 3a. Introduction:

This document will give suppliers an understanding of the Global Service Parts, (MBUSI GSP) PPAP Submission process, in order to successfully meet initial part approval. Service Parts SQE adhere to the requirements of the VDA 2 QUALITY ASSURANCE FOR SUPPLIERS – Production Process and Product Approval Standard. Because this VDA Standard is an automotive industry standard practice, it is mandatory that all Service Parts Suppliers adhere to this standard also.

### 3b. Requirements for PPAP:

Suppliers are required to follow the PPAP requirements listed in the VDA 2 – Quality Assurance for Supplies – PPA (it is the supplier's responsibility to have the necessary VDA documents available).

1. All service parts that are current series parts can default to PPAP submissions to the PIA. Please reference the applicable PIA Information/PE # when required.
2. All service parts that are service unique can be of the PIA submission **UNTIL** a change (i.e. location change, process change, etc.) occurs.
3. When a change (any event which requires a new PPAP) occurs the supplier and the Service Part SQE will agree upon the level of PPAP submission required (refer to step 3 in the VDA PPAP Cover Sheet Instructions link).
4. Reference the below attachment for details regarding the proper method for filling out the VDA Cover Sheet.  
NOTE: This document is a requirement for ALL submission regardless of the agreed upon Level as mentioned in step 3. This document is reference, if the supplier has other preferences for a compatible form, the Service Parts SQE must agree with the proposed form.
5. The VDA 2 Standard is the default reference document for all questions related to Service Part PPAP processes.

Service Parts QC follows the requirements and recommendations of VDA 2 for the PPAP submission and part approval process. Below are the instructions for submission of the cover sheet.

# MBUSI VDA2 PPAP COVER SHEET

<b>ATTN SQE:</b>		<b>Supplier Name:</b>		<b>SUBMISSION TYPE:</b>		<b>SUBMISSION LEVEL:</b>																																																																																																																																																																					
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### 3c. VDA Cover Sheet Relevant Fields

#### 1) Sender:

Enter Company Name and Address of supplier submitting this PPAP.

#### 2) Identify the reason for the PPAP submission:

Use the first option First Sample Test Report VDA for all first time submissions, otherwise, use the applicable agreed upon selection.

#### 3) Product/Process

Used for identifying the specific PPAP requirements that need to be planned and reviewed by the MBUSI SQE.

Examples:

- a. Highlight *1.1 Geometry Dimensional Check* for any dimensional data required and being submitted with this submission.
- b. Highlight *1.7 Appearances* for any visual requirements required and being submitted with this submission.

#### 4) Part Information & Supplier Information

Used for indicating the part numbers affected in the PPAP submission

##### Supplier Details:

A signature from the responsible mgmt. representative of the supplier is required.

\*\*Step 4 is very important step and must be filled in accurately and as complete as possible – any questions should be directed to your MBUSI Service Part SQE ASAP.\*\*

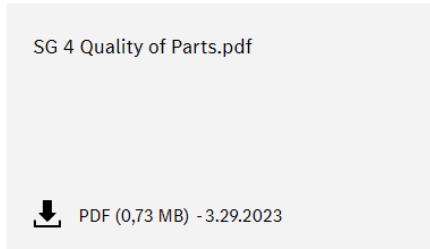
#### 5) Customer Decision:

This will be filled out ONLY by the MBUSI Service Part SQE.

### 3d. Instruction for Submission of the PPAP Cover Sheet

#### 1. Download the PPAP Cover Sheet

Link for cover sheet download can be found in the Mercedes-Benz Supplier Portal Guidelines under VDA PPAP Cover Sheet in the Supplier Guide Quality folder, titled SG 4.1



#### 2. Fill out the PPAP Cover Sheet and Sign

Using the guide above for relevant fields please fill out everything marked in **green**. Do not fill out section 5 that will be completed by your representative MBUSI SQE.

All PPAP cover sheets must have a supplier signature indicating their internal approval.

#### 3. Submit the Cover Sheet Through ESEP

Submit the cover sheet through your supplier ESEP portal. If for any reason the portal is inaccessible you can submit the sheet to your representative MBUSI SQE however the portal should be the primary tool for submission.

**Mercedes-Benz**

Christopher Van Vuren | Home | Settings | Help | Contact | Language: English | (0) | Logout

Information  
Logistics  
Quality  
  ▶ Supplier Evaluation  
  ▶ Inspection Reports  
  ▶ Initial sample  
  ▶ Investigation  
Change Management  
Action Controlling  
Reporting  
Downloads

Quality management > Initial sample

Current date: 2024-04-15  
Current time: 15:48  
Version: 8.0.0.0 (RC)  
Client: Mercedes Benz AG

**Supplier**

Supplier No.   
Supp. Index   
Supp. Name   
Supp. Location

**Mercedes-Benz**

Plant

**Time period**

eSEP Creation Date from     
 Target Date to

**Filters**

Mercedes-Benz part number =   
SC1 / SC2 / DGL   
Description   
Display supplier part number   
eMail-status

status   
operation-No.   
ISIR-No.   
creator



## 4. Customer Claim Process and Resolution

All product delivered to our customers is subject to the MBUSI Service Parts claim process. If any parts are found in the field to not meet the MBST requirements, they will be reviewed by the MBUSI SQE team through our internal claim processing.

All claims will be available for viewing in the MBUSI Supplier Portal under the Supplier Quality Scorecard section (see below):

Date	Claim #	Part Number	Description	Complaint Parts	PPM Relevant Parts	Chargeback for Supplier	Root Cause	Defect Description	Commodity
No data to display									

If an immediate quality concern is found the relevant MBUSI SQE will reach out to the supplier directly to work with them to investigate and resolve the topic.

The supplier is responsible to provide effective containment and countermeasure solutions to ensure our customers are receiving good quality products.

Any MBUSI claims that result in the customer having to scrap the material will result in a chargeback for the parts which will be indicated in the Supplier Quality Scorecard as well as notification through the ESEP portal.

## 5. On-Site Rework and Third-Party Involvement

For all parts delivered to MBUSI Service Parts, MBUSI reserves the right to request supplier representatives to arrive on-site to be involved with any quality related activity.

MBUSI is committed to working closely with our suppliers to allow them to resolve our requests in a timely manner however, if the supplier is unable to provide the requested resources, then MBUSI reserves the right to involve our chosen third-party teams to resolve the request on behalf of the supplier.

In the event that the third-party involvement is required the supplier will receive a chargeback for any and all activities performed by the third-party team.