



# SUPPLIER'S QUALITY USER GUIDE

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## 1 Access to the Supplier portal

Gestamp uses QA module tool to assess continuously the quality of its suppliers, which is taken into account when awarding procurement processes.

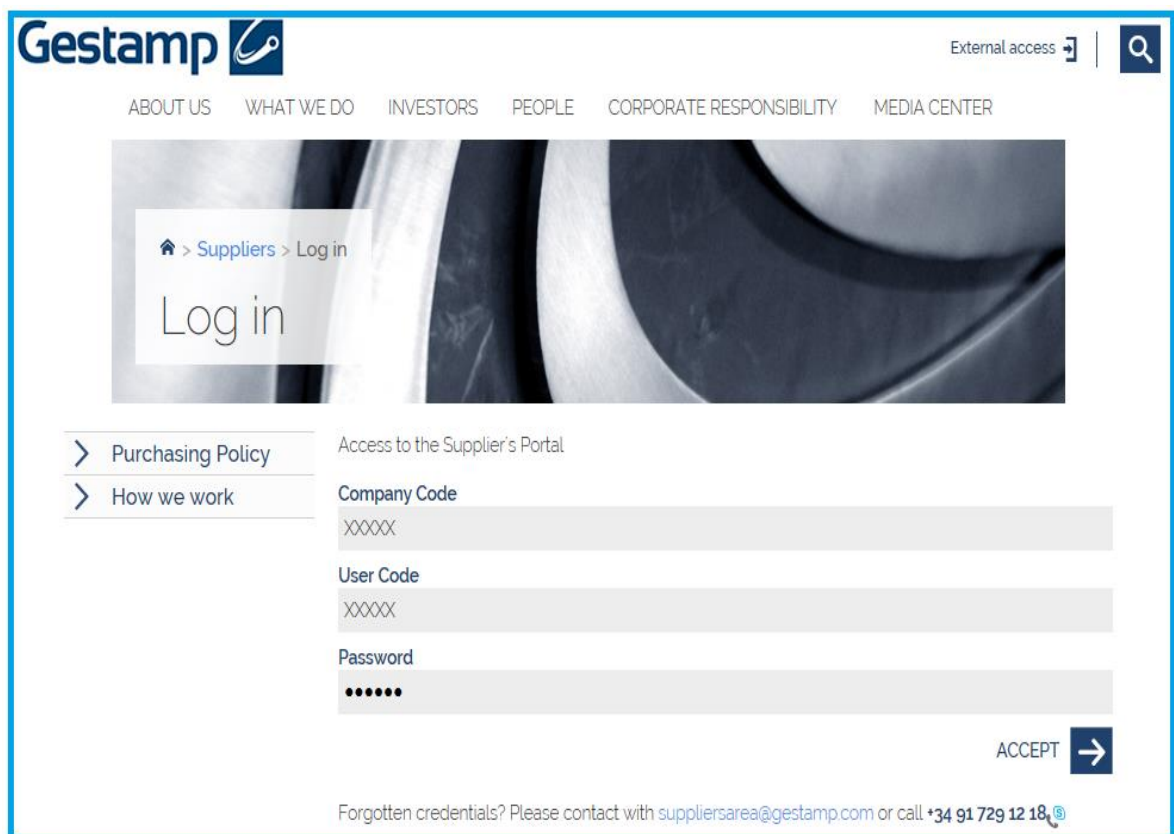
Supplier must therefore, respond to the requested information by Gestamp in regards of quality certificates, approval of initial samples (MI), internal audits, non conformities and other requisitions that may arise within the company.

For this reason, you need to access your private area in the procurement portal and enter your user codes and password accordingly.

If you are having problems with your user codes please we kindly ask you to contact with our supplier's support email [suppliersarea@gestamp.com](mailto:suppliersarea@gestamp.com) and they will provide with this information and you could reset again your passwords.

### **NEW LOG IN ACCESS**

<http://www.gestamp.com/suppliers/login>



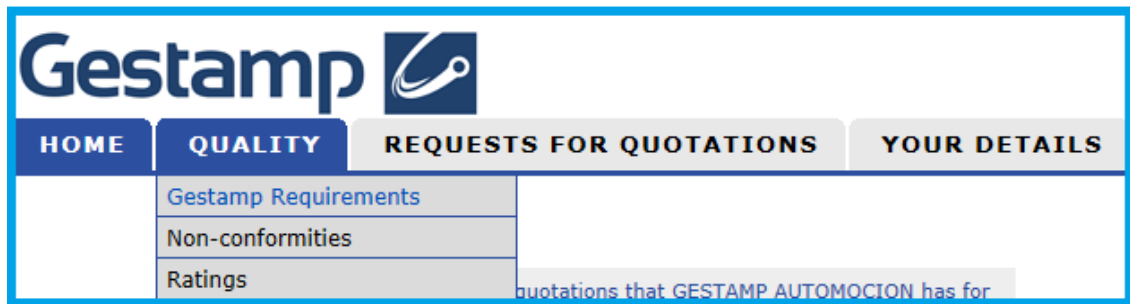
The screenshot shows the Gestamp website's supplier login page. At the top left is the Gestamp logo. To the right, there is a link for 'External access' and a search icon. Below the logo is a navigation menu with links for 'ABOUT US', 'WHAT WE DO', 'INVESTORS', 'PEOPLE', 'CORPORATE RESPONSIBILITY', and 'MEDIA CENTER'. The main content area features a large image of a car wheel with a semi-transparent box containing a breadcrumb trail 'Home > Suppliers > Log in' and the text 'Log in'. Below this is a sidebar with two expandable menu items: 'Purchasing Policy' and 'How we work'. The main form area is titled 'Access to the Supplier's Portal' and contains three input fields: 'Company Code' with the placeholder 'XXXXX', 'User Code' with the placeholder 'XXXXX', and 'Password' with six dots. An 'ACCEPT' button with a right-pointing arrow is located at the bottom right of the form. At the very bottom, there is a link for 'Forgotten credentials?' with the text 'Please contact with [suppliersarea@gestamp.com](mailto:suppliersarea@gestamp.com) or call +34 91 729 12 18'.

In your private area of the portal, you can access to the **QUALITY** menu and, depending the information that may be required, you will access to:

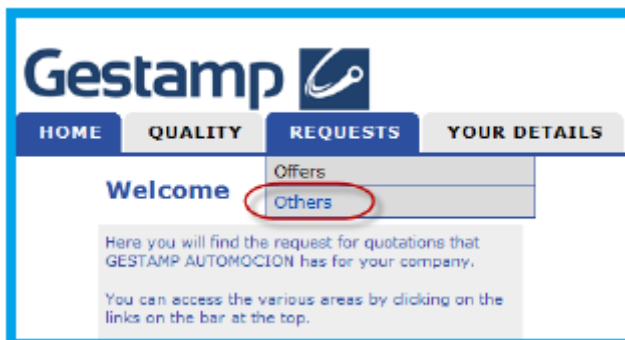
**Gestamp Requirements**

**Non – Conformities**

**Ratings**

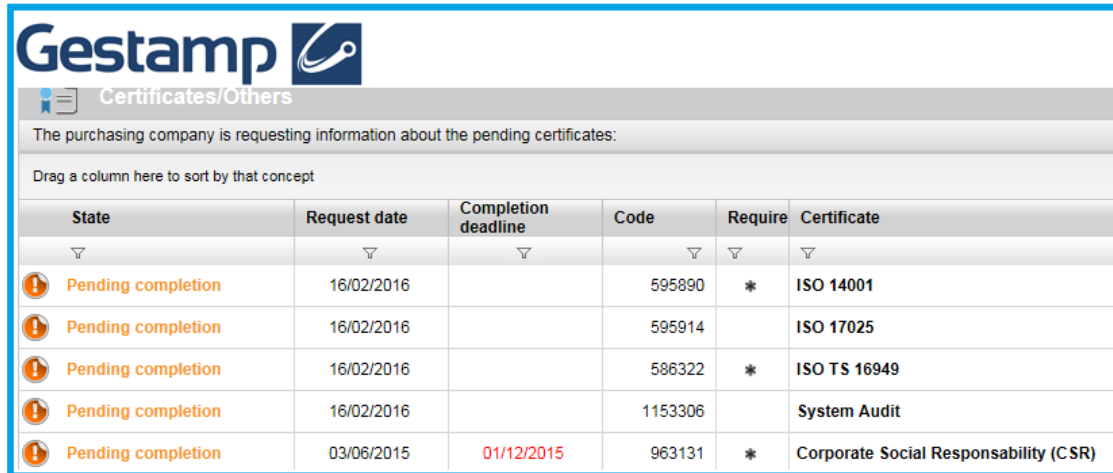


In case of documentarion for Approval of Initial Samples, you should access to the **Others** option in the **REQUESTS** menu



## 2 Sending quality certificates

To provide the platform with the information requested regarding ISO certificates, you should access to **QUALITY - Gestamp Requirements** option and go to the corresponding type of certificate.

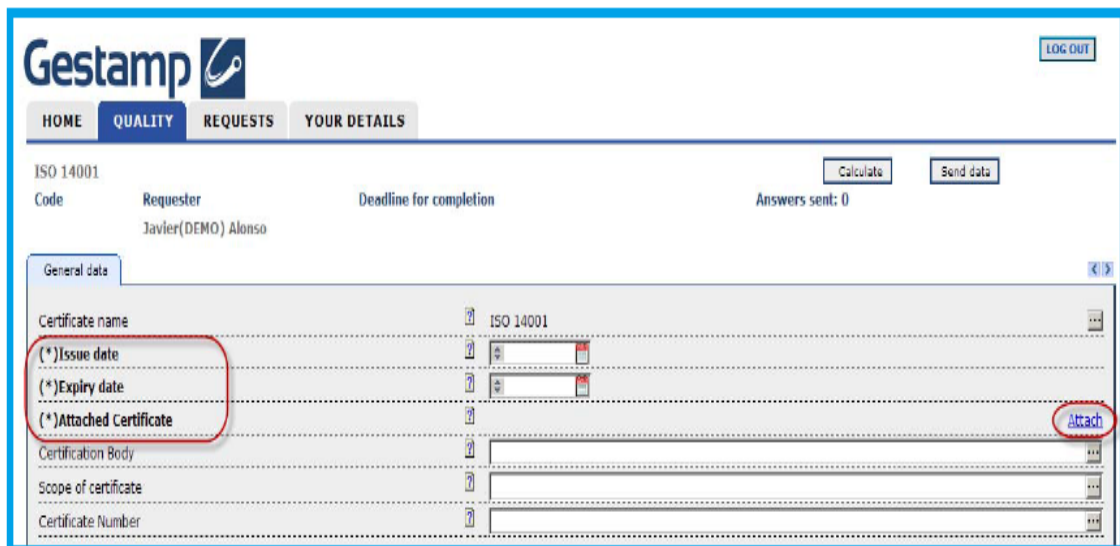


The screenshot shows the Gestamp interface for 'Certificates/Others'. It displays a table of pending certificates with the following data:

State	Request date	Completion deadline	Code	Require	Certificate
Pending completion	16/02/2016		595890	*	ISO 14001
Pending completion	16/02/2016		595914		ISO 17025
Pending completion	16/02/2016		586322	*	ISO TS 16949
Pending completion	16/02/2016		1153306		System Audit
Pending completion	03/06/2015	01/12/2015	963131	*	Corporate Social Responsibility (CSR)

The procedure for completing the information is the same for all certificates. Click over each type of certificate to access.

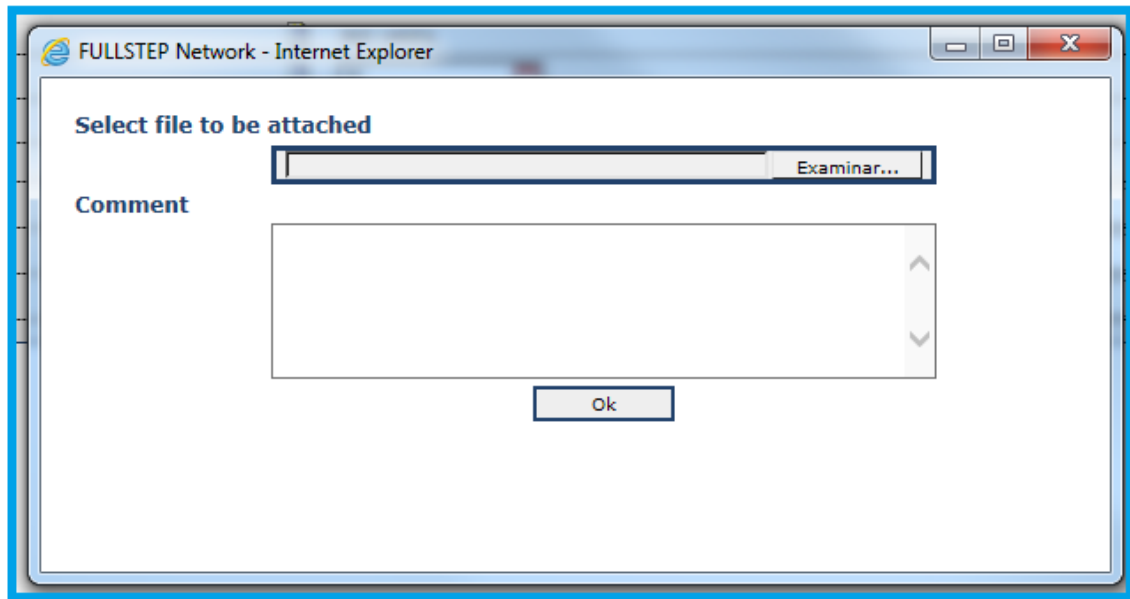
Then complete all requested information (overall fields marked with an asterisc) including a copy of the certificate, which must be attached by clicking in the attach button shown in the bellow screen:



The screenshot shows the Gestamp Quality interface for completing certificate information. The form includes the following fields:

- Certificate name: ISO 14001
- (\*) Issue date: [Date field]
- (\*) Expiry date: [Date field]
- (\*) Attached Certificate: [Attach button]
- Certification Body: [Text field]
- Scope of certificate: [Text field]
- Certificate Number: [Text field]

Buttons for 'Calculate' and 'Send data' are also visible. The 'Attach' button is circled in red.



Once all fields have been properly completed please click on **Send data** button to send the information to the requester.

### 3 Responding to Non conformities

Non – conformities option is available within **QUALITY** menu. Supplier could consult non-conformities depending on their status.

- Open
- Pending Closing Review
- Closed

Registration date	Identifier	Complaint	Title	Contact	Comment.
21/02/2012	339523	Claim Level 1, 2 or 3	test	Javier(DEMO) Alonso	
20/03/2012	339520	Logistic Claim	TExt	Javier(DEMO) Alonso	
13/05/2012	339476	Logistic Claim	test	Javier(DEMO) Alonso	
01/02/2012	337061	Claim Level 0	Goteo línea deformadas y mezcla de picadas	MB Abrira(DEMO) QA	
25/01/2012	336791	Claim Level 0		MB Levante(DEMO) QA	
24/01/2012	335949	Claim Level 1, 2 or 3	Falta el punzonado que interviene en el montaje del lumbar, los respaldos no son montables.	Estampaciones Martínez(DEMO) QA	
12/01/2012	332193	Claim Level 0	DIAMETRO TALADRO RPS NOK.	MB Abrira(DEMO) QA	
10/01/2012	331364	Claim Level 0	Error de identificación	Gestamp Hayrrode(DEMO) QA	
23/11/2011	317111	Claim Level 1, 2 or 3	oxido en panel	MB Levante(DEMO) QA	
11/11/2011	313263	Claim Level 1, 2 or 3	Orjetas deformadas	Gestamp Hayrrode(DEMO) QA	
19/05/2010	137097	Claim Level 1, 2 or 3	NOK hole on part	Gestamp Hungary(DEMO) QA	
30/03/2010	142416	Claim Level 1, 2 or 3		Gestamp Uk(DEMO) QA	

Registration date	Identifier	Complaint	Title	Contact	Comment.
15/12/2011	324608	Claim Level 1, 2 or 3	Piezas con falta de material, defecto denunciado por parte cliente ESMAR,	Estampaciones Martínez(DEMO) QA	

To answer a non-conformity, suppliers you should complete all sections such as **Suppliers general data(new tab)**, **Containment measures, Causes(new tab)**, **Effectiveness confirmation(new tab)** and **Final analysis**.

Click on the "Add Line " button and complete the information requested. To delete or copy lines, click on the highlighted fields in the image.

Claim Level 1, 2 or 3 Calculate

Code 157097 Created by: Gestamp Hungary(DEMO) QA Deadline for completion 21/06/2010 Answers sent: 2  
State: Open Business Unit: ECT - ESH - ESH-GESTAMP HUNGARY New version

(*)Action	(*)Start date	(*)End date	(*)Responsible	Comments	Documentation	Comments
<input type="button" value="Copy line"/>	19/05/2010	20/05/2010		...CK 100 % IN ...		<a href="#">Attach</a>
<input type="button" value="Delete line"/>			Indique el Responsabl	...a incluir linea e ...	Campo disponible para	<a href="#">Attach</a>

Once all information has been completed, click over **Send data** button to send the answer to Gestamp's requester.

#### 4 Ratings enquiry

Suppliers can consult its rating by accessing **RATING** section within **QUALITY** menu. Information will be displayed as follows:

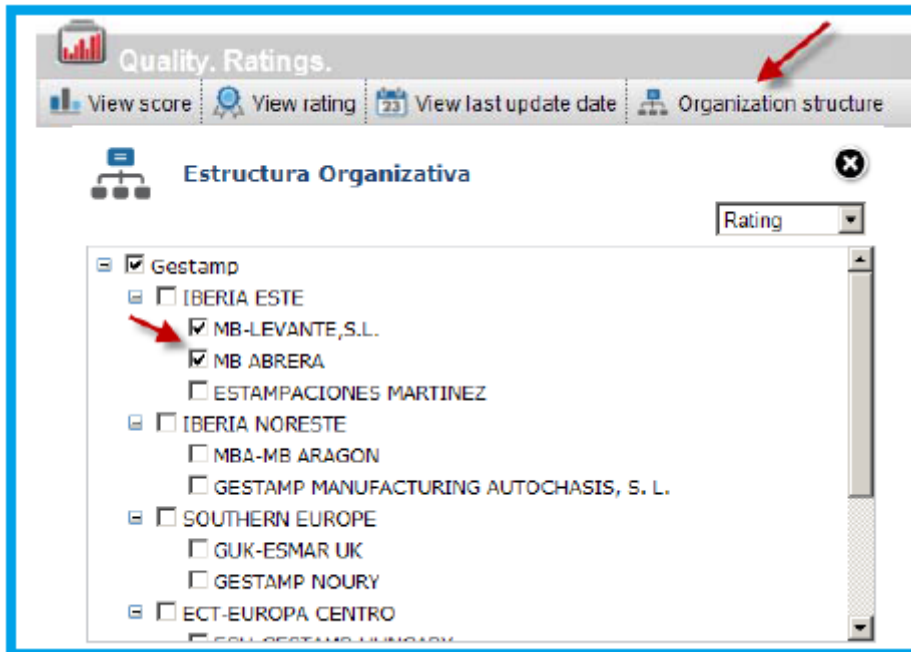


In **View score** option we can consult last month supplier's score:

The screenshot shows the Gestamp logo and a navigation menu with tabs: HOME, QUALITY, REQUESTS, and YOUR DETAILS. Below the menu, there is a section titled "Quality Ratings" with a sub-section "Rating October 2012". A table displays the following data:

Rating October 2012	Gestamp
Supplier total	25
(GQI) GENERAL QUALITY INDEX	Supplier C 25

Through **Organization structure** icon it is possible to access detailed score with all Gestamp plants that this supplier is currently working for.



If you want to consult all information about all variables contained to make up the score calculation, you could do it through the following drop down menu:





## 5 PPAP / PPA VDA

Suppliers may be asked to send documentation related to the agreement of trial samples. Requested documentation may vary depending on the requirement level of the order and the customer.

In order to reply this kind of information, you should go to **REQUESTS** menu and then select **OTHERS** option.



Depending on the requirement level, supplier should open the request clicking on its name:

The screenshot shows the 'Requests' table in the web portal. The table has columns for Type, Description, Id, Date, and Present situation. The data is as follows:

Type	Description	Id	Date	Present situation
N1	Homologación muestras inicial...	274764	08/07/2011	SUPPLIER
N1	Homologación muestras inicial...	274765	08/07/2011	SUPPLIER
N1	Homologación muestras inicial...	306614	24/10/2011	SUPPLIER
N1	Homologación muestras inicial...	306615	24/10/2011	SUPPLIER
N1	Homologación muestras inicial...	306616	24/10/2011	SUPPLIER
N1	Homologación muestras inicial...	306617	24/10/2011	SUPPLIER
N1	Homologación muestras inicial...	306618	24/10/2011	SUPPLIER
N3	Homologación muestras inicial...	335655	23/01/2012	PROVEEDOR
N3	Homologación muestras inicial...	335666	23/01/2012	PROVEEDOR
N5	Homologación muestras inicial...	339478	14/03/2012	SUPPLIER
N5	PPAP - PSW Requirement Lev...	339995	19/11/2012	SUPPLIER

Supplier will complete all requested details. Click over attach button to upload all files. Once all information has been uploaded, click on **Send** to forward the data to the requester.

The screenshot shows the 'Requested documentation' form in the web portal. The form has a 'General Data' tab and a 'Demanded documentation' tab. The 'Demanded documentation' tab is active, showing a list of required documents and their status. The data is as follows:

Document	Status
1. Drawings, Specifications and Instructions. Material composition, according to IMDS, REACH, other	
1.1 Status	
2. Engineering change documents, if any	
2.1 Status	
3. Engineering approval	
3.1 Status	
4. Design FMEA, if it is a Supplier's responsibility	
4.1 Status	
5. Process Flow Diagram	
5.1 Status	
6. Process FMEA	
6.1 Status	

## 6 Documentation changes

<b>Version</b>	<b>Date</b>	<b>Description of changes</b>	<b>Chapter</b>	<b>Author</b>
V0.1	26/11/2012	Supplier score by plant	4	JAF
V0.2	01/10/2016	Supplier's portal new link	1	DAE
V0.2	01/10/2016	Responding non conformities new tabs	3	DAE
V0.2	01/10/2016	PPA VDA levels	5	DAE
V0.1	26/10/2017	Quality tab – Gestamp requirements	1	DAE