SUPPLIER QUALITY PROCESS GUIDE

Veolia Water Technologies & Solutions (VWTS) monitors External Providers on up front, and an on-going bases, to assure compliance to requirements and minimize risks.

The objective of this document is to outline how Supplier Quality provides business support and manages External Providers as it pertains to quality.

VEOLIA

VWTS Supplier Quality is responsible for the management of

01 I Supplier Screening & Onboarding

External providers are screened for risks and compliance prior to onboarding. External providers are evaluated using the Supplier Value & Risk (SVR) assessment and Supplier Quality review. The supplier screening and onboarding process are documented in Ariba.

02 I Issue Management

Supplier Quality is responsible for collaborating with External Providers and internal VWTS Functional Partners to resolve issues. Issue resolution includes dealing with non-conformances related to direct supplied materials, products, and services. It also requires assurance of issue containment, how it will be addressed, and dealt with commercially. Supplier Quality utilizes the Nonconforming Material Report (NCMR) and Supplier Corrective Action Requests (SCAR) process to address issues related to externally provided products and materials that do not meet VWTS requirements.

03 I Supplier Responsiveness

Supplier Quality leverages clearly defined processes for defect resolution and systemic nonconformance management. Timely responsiveness is an essential part of dealing with systemic quality issues related to External Providers. Supplier Quality leverages the Supplier Corrective Action process to document systemic issues, to include: (1) containment of the issues; (2) root causes; (3) corrective action plan; and (4) verification of planned actions. The overall goal is to prevent recurrence of issues.

Additionally, a Supplier Deviation Request (SDR) is a process that can be leveraged to enable an External Provider to obtain VWTS approval of an exception to a specified requirement prior to shipment.
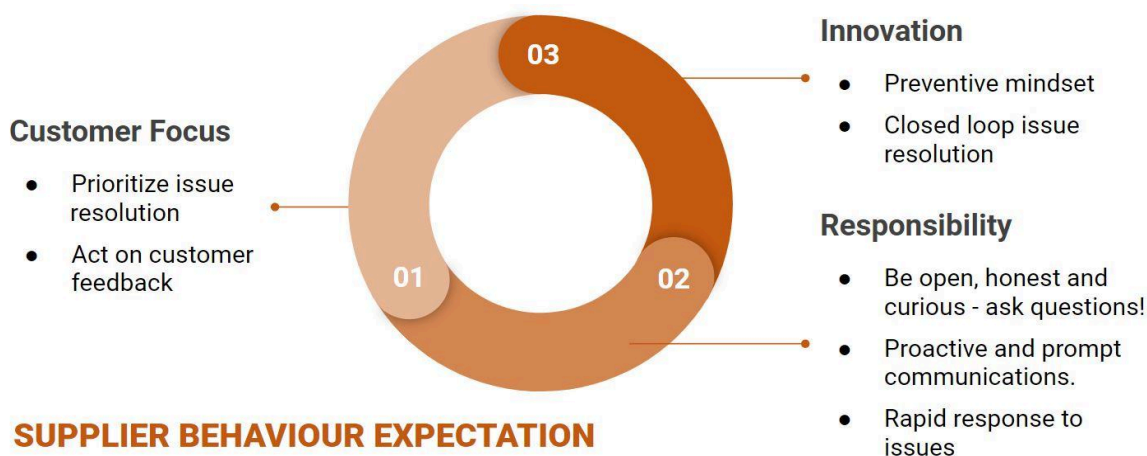
04 I Supplier Performance

Supplier Quality is responsible for measuring the quality performance of External Providers on an on-going basis. Supplier Quality monitors various quality performance indicators to determine the quality performance of External Providers. See Operational Key Performance Indicators (KPIs) below.

05 I Supplier Monitoring

Supplier Quality uses a risk based strategy, leveraging supplier performance data, to determine engagement actions. Supplier Performance is reviewed periodically by the business and Supplier Quality. Based on External Provider performance, Supplier Quality may drive engagement activities such as onsite audits, supplier assessments, and other engagement initiatives.

06 I Production Part Approval Process

Supplier Quality utilizes proactive product qualification for ES Products New Product Introduction (NPI) components prior to serial production. The PPAP process enables Supplier Quality to determine an External Provider's ability to consistently provide material/products that meet VWTS requirements consistently and on-time.

Customer Focus
- Prioritize issue resolution
- Act on customer feedback

Innovation
- Preventive mindset
- Closed loop issue resolution

Responsibility
- Be open, honest and curious - ask questions!
- Proactive and prompt communications.
- Rapid response to issues

SUPPLIER BEHAVIOUR EXPECTATION

WATER TECHNOLOGIES ZONE

OUR GLOBAL PRESENCE

Veolia

Veolia Water Technologies
L'Aquarène - 1, place Montgolfier - 94417 Saint-Maurice cedex - France

Production sites
1. Oroszlány, Hungary
2. Minnetonka, USA
3. Wuxi, China
4. Rivas, Spain
5. Riyadh, Saudi Arabia

Veolia Water Technologies and Solutions
4636 Somerton Rd, Feasterville- Trevose, PA 19053, United States

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OUR North American Key Locations & Contacts

READ ME

Check the QR Code for WaterTechnologies Zone contact information.