



Dear Supplier:

Our commitment to steady, long-term improvement in our products and process is a cornerstone of our business strategy. Maintaining customer satisfaction and enhancing our leadership value is a mutual goal of both Control Solutions LLC and its suppliers. To achieve this objective, we must continuously work together to improve the overall efficiency and productivity of our design, manufacturing, administration, quality, and support organizations.

The Control Solutions LLC Supplier Handbook contains supplier purchasing, quality, and material handling requirements. This document expresses the expectations of Control Solutions LLC to all suppliers.

Additionally, we ask each supplier to complete an NDA, Reps & Certs, Business Survey, and conduct a self-directed quality survey. This information must be completed and returned to Control Solutions LLC Purchasing Department before the approval process is complete.

We want your commitment as part of a long-term relationship. Please follow the directions for each form and return in 10 days to Control Solutions LLC Purchasing Department.

Please address your questions to Control Solutions LLC Purchasing Department.

Thank you.

Purchasing Department  
Control Solutions LLC  
2520 Diehl Road  
Aurora, IL 60502

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# HANDBOOK FOR SUPPLIERS

- EXCELLENCE IN INNOVATION
- RAPID RESPONSIVENESS
- CUSTOMER FOCUS
- WORLD-CLASS QUALITY

WORLD-LEADING  
DESIGNER AND  
MANUFACTURER OF  
HIGH-PERFORMANCE,  
INNOVATIVE  
MOTION CONTROL AND  
MEDICAL SOLUTIONS  
TO KEEP  
YOUR WORLD  
IN MOTION



# About Us

## Customer Intimacy

Control Solutions LLC is a privately-held dynamic and rapidly-growing high technology company. Our product offerings are highly-integrated customized responses to each customer's unique business needs. We have developed strong partnerships in all of our customer interactions including key OEM relationships with:

- Major defence prime contractors
- US Army for military defense products
- Top manufacturer of medical patient handling equipment for hospitals and emergency and rescue operations.
- Major manufacture of mobility powered vehicle and scooters
- Durable Medical Equipment (DME), re-sellers for our line of electric muscle stimulators

## Awards

BAE Super Bronze Award for Improved Turret Drive System development program.

BAE Bronze Award for development of Caimen vehicle power door system.

Top 10 innovations for US Army for the HMMWV Egress Training System.

Top 20 Vendor award for Stryker vehicle program

MDEA award for medical product design.

## Certifications

ISO-9001 2008 certification

FDA-registered manufacturing facility

FDA 510(k) registered manufacturer

MCA 2012 Motion Control Association



Registered to  
ISO 9001



*We stand ready to help you with your design project. Contact us today to discuss your requirements. If you are looking for a rapid response to set your world in motion, look no further than Control Solutions LLC.*



Control Solutions LLC corporate headquarters and manufacturing located in the western suburbs of Chicago, Illinois

## Our Mission

*Control Solutions LLC is a world-leading designer and manufacturer of high-performance, innovative systems that set the world in motion.*

*We are driven to be the partner of choice for our customers in the Defense & Security, Commercial and Medical markets.*

*Since 1989, our company has exceeded expectations through customer focus, rapid engineering, flexible operations and continuous improvement.*

*We are leaders in matters that count: responsiveness and collaboration*



# Markets We Serve

For over 20 years, Controls Solutions LLC has designed, developed and manufactured a wide array of high-technology products that meet customer needs in target markets. Our core technology strengths allow us to provide rapid response to customer needs in worldwide markets including:

## Military Vehicle Systems

We engineer and manufacture systems for the US military where quality and dependability are paramount. Our vehicle subsystems are designed from the ground up to perform around the clock in the harshest battle environments.

- Turret Control Systems that automate the movement of the vehicle gunner's armored turret
- Power Door Systems that assist the operation of the vehicle's armored doors; even on uneven terrain
- Emergency Egress Systems that light the way to safe exit from military vehicles in rollover situations



## Commercial and Industrial Motion Control

We developed and manufacture a line of motion control products and related battery chargers, cables, and user interface systems for embedment in industrial and commercial products.

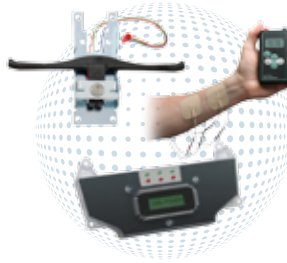
- Motor Controllers that provide smooth, stable operation for the shopping scooter industry
- Controllers and chargers for heavy-duty grocery cart pusher products
- Rechargeable batteries and chargers



## Medical Electronics

Our industrial-grade products are recognized and incorporated by leading manufacturers of durable medical equipment and patient mobility products.

- Motor controllers and chargers in patient transport products
- Variable-speed controllers in hospital beds
- Proprietary line of portable Electric Muscle Stimulators for rehabilitation providers



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# Handbook for Suppliers

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## 1 Introduction

This handbook outlines the expectations of suppliers to Control Solutions LLC. Suppliers must ensure that their employees and contractors understand the requirements of this handbook. For additional information or help, contact the Purchasing Department at Control Solutions LLC.

### 1.1 Objective

The objective of this handbook is to provide our suppliers with an understanding of the requirements to supply Control Solutions LLC.

### 1.2 Strategy

Control Solutions LLC intends to establish and maintain long-term relationships with suppliers who are committed to continuous improvement in cost, quality, delivery and service. This commitment is an expectation of all suppliers who participate with us. Those suppliers who embrace this philosophy will have the opportunity to enter into long-term relationships with us. Control Solutions LLC believes evidence of this commitment to a continuous improvement philosophy includes, but is not limited to ISO9000:2008, ISO/TS 16949, proactive supply chain management, delivery and productivity improvements. In turn, Control Solutions LLC will deal with our suppliers honestly and with integrity, strive to listen to our suppliers concerns, communicate our requirements and provide our suppliers with the appropriate tools to perform at world-class levels.

### 1.3 Supplier Quality Requirements

We recognize the critical role quality plays in our success. The cornerstone to this is the Control Solutions LLC Quality Policy that states, **"We value our internal and external customers. We strive to anticipate and satisfy their needs and exceed their expectations"**.

Quality is a prime consideration for supplier selection and sourcing at Control Solutions LLC. Your dedication to quality and strict adherence to purchasing, quality, and shipping requirements, part drawings, and specifications will clearly document your value as a Control Solutions LLC supplier. Communication to Control Solutions LLC to and from our suppliers is directed to and from Purchasing. Purchasing designates other communication paths.

### 1.4 Monitoring Supplier Performance

Through a process of positive interactions, we want to assist in our supplier's continuous improvement efforts. Our approach is to prevent problems before they become obstacles to success. If problems arise, we strive to resolve them by working with our suppliers to find the appropriate solutions.

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## **2 Purchase Issues**

### **2.1 Quotations**

All quotations must include any additional costs such as delivery, packaging to supply the item or service.

### **2.2 Terms and Conditions**

The Purchase of materials, products, and services can only be initiated by issuing a Control Solutions LLC purchase order. Payment terms agreed to between supplier and Control Solutions LLC will be called out on each purchase order. Tooling costs will be added as a separate line item on a non-inventory line item.

### **2.3 Prices**

Control Solutions LLC requires all supplier invoice prices to match Control Solutions LLC purchase order prices exactly, to ensure timely processing. To achieve this, the issue of a modified purchase order must document any price change. The Control Solutions LLC purchase order defines what we understand as the agreed price. Invoices that do not match will not be paid until resolution between Control Solutions LLC and supplier.

### **2.4 Delivery Responsibility**

Control Solutions LLC, Inc may specify freight carriers. The responsibility for goods in transit rests with the supplier unless Control Solutions LLC agrees to other conditions on the purchase order.

### 3 Quality

#### 3.1 Inspections

All materials furnished must conform to contractual requirements/specifications and are subject to inspection and approval at Control Solutions LLC after delivery. Our suppliers must conduct inspections of parts used in the manufacturing cycle for Control Solutions LLC. In our manufacturing process if fault is found with the material, Control Solutions LLC reserves the right to reject and/or return at the risk and expense of the supplier, all or any portion of shipment(s), which fail to comply with Control Solutions LLC requirements and specifications.

#### 3.2 First Articles

The supplier, when specified on the purchase order, shall perform first article inspection. First time shipments and any modifications to the material and/or parts must have a first article report submitted by the supplier. The first article inspection includes all characteristics on the drawings with their tolerances recorded.

#### 3.3 Supplier Requests for Temporary Deviations

To receive a temporary deviation, the supplier:

- 1) Must contact Control Solutions LLC Purchasing Department and get a written deviation prior to shipment.
- 2) Each deviation must state the maximum quantity of items and/or the period of time for the deviation.
- 3) When required, a temporary deviation label shall be adhered to the product.

#### 3.4 Nonconformance / Charge Back Policy

If Control Solutions LLC holds materials because of nonconformance to specification the following are the solutions:

Solution	Effect	Cost to Supplier
Nonconformance	Return	Freight and charge back for product
Nonconformance	Scrap	Charge back for product
Rework	Charge to Supplier	Charge back for product and labor (Supplier responsibility)
Rework	Internal	Control Solutions LLC incurred cost

If we have nonconforming items, we will communicate the problem to the supplier. At this time, we will discuss any action needed. The supplier's personnel may be requested to sort, rework, or replace the components and resolve the problem at Control Solutions LLC location. If time does not permit, Control Solutions LLC will take the required action and charge back the supplier for costs incurred.

In cases where there are repeated issues with a supplier, further actions may be taken.

#### 3.5 Quality Paperwork

When requested, First Article, Final inspection data, SPC data, or analysis data must be supplied.

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### **3.6 Supplier's Quality Standards**

When the supplier states they operate to an internationally recognized quality standard, or in the case of medical devices the FDA, Control Solutions LLC will expect the supplier to adhere to that standard unless otherwise agreed upon in writing.

*It is a Control Solutions LLC requirement that our suppliers:*

- 1) Work toward the implementation of those quality standards as their fundamental quality system requirement.
- 2) Have an established, documented, and maintained quality system as a means to conform to specified requirements.
- 3) Provide a First Article with all new and revised parts, or as requested by Control Solutions LLC Purchasing Department.
- 4) Provide NAFTA and other documentation as required.

### **3.7 Verification of Supplier's Product and Services at Supplier's Premises**

When required, Control Solutions LLC has the right to verify the supplier's premises that the product or services supplied to Control Solutions LLC conform to specified requirements.

## 4 Documentation

One pack slip and one invoice per delivery is the requirement. Each supplier must include the following information on each pack slip and invoice: Control Solutions LLC purchase order number, part number, total quantity shipped, number of cartons included in the shipment, and supplier name. The unit of measure and invoice price must match the purchase order exactly.

### 4.1 NAFTA Certificate

NAFTA certificate of origin includes the HS Code must be completed for the first shipment and update annually. The annual certificate is due December 1<sup>st</sup> every year.

If invoices do not meet the requirements listed, Control Solutions LLC may return them to the supplier for correction without cost to Control Solutions LLC.

### 4.2 Delivery Terms

It is the supplier's responsibility to ensure goods are received at the required location on the date required by Control Solutions LLC per the purchase order. Control Solutions LLC definition of on time delivery is 5 days early and 0 days late. Suppliers may be required to provide corrective action whenever a requirement is not being met. If late deliveries cause damages, supplier will be charged back accordingly.

It is the supplier's responsibility to inform Control Solutions LLC Purchasing Department immediately of any potential difficulties in meeting delivery requirements. Alternative plans may be available to avoid downtime and corresponding costs.

Control Solutions LLC expectation is that all deliveries will be adhered to including during holiday or other supplier shutdown periods, unless prior written arrangements are made.

### 4.3 Delivery Times

Our facility Delivery hours are Monday-Friday from 7:00am until 4:00pm. Please contact Purchasing to confirm the times.

If unable to deliver during these times, then you must contact Control Solutions LLC to make alternative arrangements.

### 4.4 Labels on Packaging

All cartons and shipping containers must be labeled with: Purchase Order number, Part number, number of cartons, quantity, and any other requirement per the purchase order.

### 4.5 Hazardous Material

Follow all relevant Health, Safety and Environmental regulations. Ensure all proper markings are on containers and proper paperwork is supplied to Control Solutions LLC.

NOTE: Control Solutions LLC reserves the right to refuse delivery that does not conform to these delivery conditions.

## 5 Visitors

Visitors must sign in at the lobby before they enter the Control Solutions LLC building beyond the lobby.

# **Supplier Self-Assessment Survey**

*\* This survey is being directed by the Quality Department at Control Solutions LLC.*

<b>Section I.</b> Supplier completes all that apply.	
<i>Company Name:</i>	<i>Date:</i>
<i>Address:</i>	
<i>Telephone:</i>	<i>FAX:</i>
<i>Contact Person:</i>	<i>E-mail address:</i>

<i>Items currently supplied to Control Solutions LLC:</i>		
<i>Part Number</i>	<i>Description</i>	<i>First Article Results</i>



**Section II.** Supplier completes with a check mark or comments in the proper spaces provided.

1.	<b>Organization and Personnel</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
A	Do you have an organization chart? If yes, please include a copy with the survey.			
Please list the names of:				
B	CEO / GM:			
C	QA Manager:			
D	Production Manager:			
Total Employment:				
Total Direct Labor:				
Number of QA / QC Inspectors:				
E	Has the company been approved to a recognized Standard? If yes, please list.			
F	Do you have a Quality Manual? If yes, please include a copy with the survey.			
G	Is the quality function separate from production?			
H	Is there a system for handling, removal and prevention of discrepancies?			
I	Is there a system for following up on corrective action requests from customer?			
J	Is there a method for evaluating Suppliers?			
2.	<b>Documentation and Records</b>			
A	Do you have a document control function with written instructions?			
B	Is there a system for document change?			
C	Inspection and Testing of Raw Materials and Finished Products.			
D	Do you have a sampling plan in use?			
E	Is there a system for records retention?			
3.	<b>Material Control</b>			
A	Do you maintain traceability of shipped product?			
B	Is there lot identity throughout all production processes?			
C	Is there a system for traceability of received and internal goods?			
D	Are rejected materials segregated and inspection status identified?			
E	Is non-conforming product identified and segregated?			

**Section II.** (Continued from previous page).

<b>4.</b>	<b>Production and Process Control</b>			
A	Are records available to all employees to indicate: Product description, Production dates and serial numbers, Quantity, Sampling, Final Inspection, and Disposition.			
B	Are there documented instructions for packaging and labeling?			
<b>5.</b>	<b>Inspection and Testing</b>			
A	Is there a system for the identification of inspection status?			
B	Are records kept on the accept/reject status of materials?			
C	Are in-process inspections performed and record kept?			
D	Are all finished goods inspected prior to release?			
E	Is there a system for reworking product?			
F	Are there written instructions for inspections?			
<b>6.</b>	<b>Calibration</b>			
A	Are measuring and testing devices inspected and calibrated?			
B	Is there a complete list of measuring and testing devices?			
C	Are the standards traceable to NIST?			
D	Are calibration records available?			
<b>7.</b>	<b>Nonconformance and Corrective Action</b>			
A	Are there written procedures for handling non-conforming materials in receiving, in process and final?			
B	Are records maintained?			
C	Is there a procedure for handling and investigating customer complaints?			
<b>8.</b>	<b>Quality Auditing</b>			
A	Do trained persons conduct audits?			
<b>9.</b>	<b>Training</b>			
A	Do you have an employee-training program with records maintained?			

**Completed by:****Title:****Date:**

<b>Section III.</b> To be completed by Control Solutions LLC after the survey is finished.			
<b>Control Solutions LLC Use Only</b>			
Supplier Summary Rating:			
	<i>Recommended</i>		<i>Not Recommended</i>

<i>Corrective Action Required:</i>		
<b>QA Signature:</b>	<b>Title:</b>	<b>Date:</b>