

Policy and Principles

It is the policy of Coupled Products, LLC to provide attractive and desirable products and services, which meet or exceed the requirements and expectations of our customers. The quality of our products and services shall be the most significant reason to select us as the preferred supplier. Thus, this philosophy serves as the base for our Mission Statement. To be the preferred provider of Fluid Management Systems for the global vehicular market.

This Supplier Development Manual has been developed to provide a foundation in order to establish the business process necessary for the achievement of competitive performance and business results. This Manual places an emphasis on 'Performance Based Partnership'. This statement explicitly identifies the need for suppliers to focus on the achievement of pre-determined performance objectives; divided into the areas of Quality, Delivery, Supplier Process Improvement, and Commercial.

We believe that the implementation of this Supplier Development Manual will assist our suppliers in the development of their business and manufacturing processes, contributing to mutually enhanced future competitiveness and success. We believe that there must be shared responsibilities and destinies and we will treat our suppliers the way we want to be treated, fairly and honestly. We want our suppliers to survive, grow and become a vital partner with Coupled Products, LLC

In order for Coupled Products and its suppliers to meet our and our customers' goals, there are fundamental expectations that we must build into our business system.

- TS16949 Registration or Coupled Products approved equivalent 3rd party registration (i.e. ISO, EAQF, VDA6, and AVSQ) (Refer to Page 11).
- Perfect Quality.
- Perfect Delivery.
- Technological Innovation.
- Reducing costs in the supply chain
- E-initiatives
- Minority Sourcing for U.S. Suppliers—Establish and Implement a tier two minority system.