

# Bridgestone Global Supplier Quality Assurance Policy

## Bridgestone Quality Mission

The Bridgestone Quality Mission aims to establish a global framework in collaboration with all Bridgestone entities and stakeholders to proactively identify, prioritize, and address quality, in line with our mission "Serving Society with Superior Quality".



At Bridgestone, we regard our suppliers as integral partners in our business. We believe this partnership is built on a shared commitment to a culture of quality. Together, we strive to meet the high expectations of our customers, society, and the environment, ensuring the consistent delivery of superior products. These superior products enable our commitment to the future, the Bridgestone E8 commitment.

The below information provides a global Bridgestone overview for use as a supplier for Bridgestone. Upon final selection of sourcing, a supplier must acknowledge specific regional business unit requirements in addition to this Global Supplier Quality Policy.

## Supplier Qualification and Approval

### Supplier Quality Management System

- All suppliers are expected to have a Quality Management System (QMS) in which they are operating.
- Based on the business area of the supplier's product, certification requirements may include ISO 9001 certification\*.
- IATF 16949 certification should be a target for achievement for all suppliers.

\*ISO 9001 is required for all Tire Direct Material suppliers.

### Self-Audits and Ongoing Requirements:

- New suppliers undergo a comprehensive qualification process, including initial vetting and QMS evaluation.
- Suppliers must provide quality team contact information upon onboarding or any changes to ensure continuous quality communication.

### Risk-Based Thinking & Process Approach:

- Suppliers should adopt a process approach and integrate risk-based thinking into their QMS.
- Critical-to-quality (CTQ) characteristics must be embedded in supplier processes.

---

## Existing Suppliers & Change Management

### Audits:

- Annual self-audits may be required.
- On-site audits are an integral part of Bridgestone's process and can be conducted whenever Bridgestone deems it necessary.
- Bridgestone reserves the right to conduct audits with its customers upon their request and agreement with the supplier.

## **Change Notification:**

- Suppliers must notify Bridgestone of any changes to processes, products, or locations in advance.
- Product and process changes require written approval from Bridgestone.

## **PPAP and First Product Approvals:**

- Upon request, suppliers must submit PPAP documentation and a First Product Delivery Notice for new parts or processes. Details will be provided by the specific Bridgestone business unit.

---

## **Lot Traceability and Record Retention**

- Traceability for all materials is required.
- Historical inspection reports and audit results must be maintained and available upon request.

---

## **Packaging Requirements**

- Packaging must meet legal requirements and Bridgestone standards and ensure product protection.
- Eco-friendly packaging standards are encouraged.

---

## **Non-Conforming Parts and Corrective Actions**

### **Non-Conformity Reporting:**

- Non-conforming parts must be reported immediately to Bridgestone. Preliminary root cause analysis is encouraged, with a thorough analysis required once parts are contained.

### **Corrective Action Process:**

- Corrective Action Reports (CAR) must detail root cause analysis and corrective measures promptly using quality tools including problem-solving methodology.
- Effectiveness of corrective actions may be monitored through follow-up audits.
- Horizontal Deployment should be utilized for corrective actions to ensure quality assurance and mitigate supply chain risks.

---

### **Continuous Improvement**

#### **Bridgestone-Supplier Improvement Initiatives:**

- Supplier performance is assessed using metrics such as but not limited to Supplier Quality Index (SQI), Parts Per Million (PPM), and On-Time Delivery (OTD).
- Joint continuous improvement initiatives are encouraged.

#### **Supplier Designation: Quality Improvement Suppliers:**

- Suppliers with recurring quality issues may be designated for structured quality improvement plans.

---

### **Supplier Performance Metrics**

#### **Process Capability and Control:**

- Suppliers must maintain a minimum or higher process capability value as designated by Bridgestone.
- Control charts should be used to monitor process stability.
- Suppliers must test and report on Certificates of Analysis (COAs) according to contractual agreements.

## Performance Evaluation Criteria:

- Performance may be assessed using SQI, Quality Problem Reports (QPRs), OTD rates, adherence to specifications, responsiveness to issues, and implementation of corrective actions. Other measures of performance can be utilized at Bridgestone's discretion.

## Disqualification of Low-Performing Suppliers:

- Suppliers not meeting performance standards may face disqualification and termination of relationships or be placed on a New Business Hold until improvements are made.

---

## Glossary

- **CAR:** Corrective Action Report, detailing corrective actions taken in response to quality issues
- **DIRECT MATERIAL:** Material used in production, which becomes part of the end product.
- **Horizontal Deployment:** to deploy the best practices and lessons learned to applicable sites to drive continuous improvement and to strengthen Quality Management.
- **IATF 16949:** International standard for quality management in the automotive sector.
- **ISO 9001:** Quality management system standard.
- **OTD:** On-time delivery, measuring how frequently a supplier delivers products as scheduled.
- **PPAP:** Production Part Approval Process, a standard for quality assurance in manufacturing.
- **QPR:** Quality Problem Report, used for reporting quality issues to a supplier.
- **SQI:** Supplier Quality Index, a metric for evaluating supplier quality performance.



**Energy:** Committed to the realization of a carbon-neutral mobility society.

**Ecology:** Committed to advancing sustainable tire technologies and solutions that preserve the environment for future generations.

**Efficiency:** Committed to maximizing productivity through the advancement of mobility.

**Extension:** Committed to nonstop mobility and innovation that keeps people and the world moving ahead.

**Economy:** Committed to maximizing the economic value of mobility and business operations.

**Emotion:** Committed to inspiring excitement and peace of mind to mobility life.

**Ease:** Committed to bringing comfort and peace of mind to mobility life.

**Empowerment:** Committed to contributing to a society that ensures accessibility and dignity for all.

**Note:** These are the minimum requirements for Bridgestone's current and potential suppliers. This document ensures adherence to Bridgestone's Global Quality Standards with a focus on continuous improvement. More specific details of expectations will be given at onboarding. For any questions, please contact the Bridgestone Supplier Quality Management team.