

**Mail No :** 2017-003  
**From :** Sales Department / Quality System & Continuous Improvement Department  
**To :** Headed to all customers  
**Date :** 11-09-2017  
**Topic :** Internal rules regarding customers' specification or requirements

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Dear Sirs,

In order to improve our order validation process, not to delay the sending of our Order Acknowledgment (OA), and in order to be consistent on all received requirements, we would like to share our customers' specifications/requirements rules with you.

- ⇒ A customer's specification is an official document included customers' requirements.
- ⇒ A customer's requirement is a need included in a customer's specification, in order to detail a specific topic.

We note that more and more customer's requirements are detailed inside the customers' orders. Moreover, those requirements can be inconsistent with requirements already included inside specifications.

We cannot guarantee the consistency between requirements and specifications.

We consider also that there is dysfunction risk in our Process Management and in our Organization by integrating such requirements not managed inside relevant specifications.

That is why we want to draw your attention to the following internal rules:

- R1** – Taking your **specification** into account is possible only if:
  - a. It is numbered and including a revision number, and managed in your own Quality System
  - b. It is approved by you : signature and name of the authorized customer's people
  - c. It is officially circulated: Specification's No and Revision No called in your order, or mention inside your specification that the document is applicable to all your orders.
- R2** – Without any revision number indicated in your order, we consider that the revision number we have at Socapex in the latest valid one.
- R3** – If we do not have the specification mentioned in your order, we will add a comment in our OA. Up to you then to analyse it and send us back the adequate specification (unless available in your website or portal, linked to the rules on §R6)
- R4** – We will not take your **requirements** into account if:
  - a. they are not included in a specification
  - b. they are detailed straight in a mail
  - c. they are detailed straight in your order body.
- R5** – Specifications uploaded and available in your website can be taken into account only if the valid revision number is called in your order, and only if we are concerned by it.
- R6** – Specifications uploaded and available in your portal can be taken into account after a prior agreement between you and Socapex. Moreover the portal using method should have been sent to us: instruction of use + login + password + implement an automatic mail sent for each portal modification: new specification or specification update we are concerned with.
- R7** – Our General Sales Terms & Conditions prevail over any customer's General Purchase Terms & Conditions
- R8** – If you cascade your own customer's specification (that means 2<sup>nd</sup> rank specification), we will not analyse and deployed it; indeed, it is not possible for us to identify the applicable requirements to the supplier's supplier. We kindly require you to include it in your own specifications.

We wish you will understand that those rules are necessary not to deteriorate our performance,  
Any further information needed, feel free to ask.