



# **SUPPLIERS' HANDBOOK**

## ***TOWARDS GLOBAL COMPETENCY***

**UWC Holdings Sdn Bhd** (Co. No. 203074-U)

**UWC Technology Sdn Bhd** (Co. No.381889-V)

**UWC Industrial Sdn Bhd** (Co. No. 693235-T)

**UWC Precision Engineering Sdn Bhd** (Co. No.  
832053-T)

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## Introduction

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Dear Valued Suppliers,

UWC's continued effort to reduce Suppliers cost in doing business with UWC, resulted in the publication of this guidebook. It is UWC sincere hope that it will benefit Suppliers, and UWC in building a long term business partnership, by providing guidance and understanding how UWC operates, so as to enable our Suppliers to anticipate and plan ahead comfortably.

Suppliers and potential Suppliers, are most welcome to provide your feedback, to continue bringing benefits to our network of Valued Suppliers, to meet the ultimate Customer Satisfaction, for repeat orders.

In compliance with our objectives to meet customers satisfaction, and effective cost of doing business with our valued Suppliers, UWC appreciate Suppliers' compliance in doing business with UWC mutually, as follows

### Supplier Registration (Request for information - RFI)

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1. Potential Suppliers seeking opportunities to do business must respond promptly with our RFI. UWC reserves the right to accept or reject any application.
2. All Suppliers must fill up Supplier Registration Form for UWC management approval prior to registration. Only registered Suppliers will be issued with UWC system generated purchase order.
3. UWC purchases with approved registered Suppliers only.

### Request for Quotation (RFQ)

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1. From time to time, UWC shall request for quotations for new parts or periodical price review, Suppliers or potential Suppliers are required to return the RFQ on time as per instructions given.

2. Only RFQ in compliance with UWC request will be considered.
3. Suppliers agree to provide Breakdown Quote upon request by UWC.

### First Article Approval (FA)

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1. Whenever required, short listed Suppliers are required to submit 5 pcs first article for QA approval within the stipulated time frame.
2. Samples submitted must attached with the following documents: -
  - a) Delivery Order
  - b) Supplier's QA inspection report
  - c) Material Mill Certificate
  - d) Mark up drawing
  - e) Quality plan
  - f) Certificate of Compliance (COC) or Restriction of Hazardous Substances (RoHS) certificate
  - g) Treatment certificate (applicable to secondary process only)
  - h) Material safety data sheet (MSDS) (upon request)
  - i) Statistical process control (SPC) data (upon request)
  - j) Any miscellaneous compliance upon request.

UWC only purchase from Suppliers whose supply are approved by QA for all direct material.

### Purchase Order and Delivery Commitment Acknowledgement

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1. Supplier upon receipt of Purchase Order, shall notify purchaser in writing **within 2 working days**, acknowledging acceptance of UWC's Purchase Order's commitment pertaining to delivery date, quantity, price, and other terms specified therein.
2. If Supplier is unable to meet the requested purchase order delivery date. Supplier shall propose a reasonable alternate date, or other terms therein, and keep UWC

notified, until a confirmation is issued by UWC purchaser. Without receipt of such notification by the Supplier, the Purchase Order is deemed to be accepted by Supplier, failing which will affect UWC's production schedule, leading to Supplier's breach of agreement to supply.

## Delivery

1. Supplier shall deliver goods in according to date stated in Purchase Order.
2. Early delivery is allowed only for delivery within the same month as specified in the Purchase Order. Early delivery does not necessary receive early payment process, unless Supplier received the revised Purchase Order from Purchaser to advance delivery date.
3. All goods delivered must have Delivery Order, indicating clearly the followings: -
  - Purchase Order Number
  - Part number as indicated in the purchase order
  - Description of goods / Drawing number as per purchase order
  - Quantity and Unit of measure
  - Quality inspection report / Test report for machined parts (Applicable to new parts and where applicable)
4. Direct material (mass production order) subject to inspection delivered to UWC, must have the following documents: -
  - Material Mill Certificate and / or RoHS certificate
  - MSDS (upon request)
  - Inspection report
  - COC
  - Treatment certificate (applicable to secondary process only)

## Failing To Deliver On Time

1. In the event if Supplier failed to deliver the goods on time in accordance to the date specified in the purchase order, the Supplier shall: -
  - Promptly Notify UWC of the reschedule date, and UWC reserves the right to accept the delay or cancel the purchase order without compensation to Supplier as a result of such delay.
  - Any anticipated delay informed to UWC well in advance, will possibly have an official revised date, so as not to have a negative impact on Supplier's delivery performance report.

## Packing

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1. Goods delivered must be adequately packed to avoid damages during transportation or handling.
2. Clear labeling and identification on the box, and individual part.
3. Purchase order number must be indicated.
4. Big lot quantity that hindered counting is not acceptable, and have to be packed into smaller sub lot, multiple of standard Quantity per pack clearly indicated on the label.

## Quality Inspection

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1. Goods delivered are subject to Incoming Quality Inspection by our Quality Department, hence as not to delay transport, acknowledging receipt of goods is subject to store count and quality inspection. Supplier will be notified of any shortages / reject after final inspection has been conducted within 3 working days upon goods receipt.
2. Parts not meeting the quality, will be issued with Non Conformance Report (NCR) or Material Rejection Report (MRR) by our Quality Department. The parts will be rejected and: -
  - Return to Supplier *OR*
  - Rework by UWC, chargeable to Supplier at our rate of **RM 40 per man hour**.

## Rejected Goods Returned to Supplier

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Upon Notification,

1. Rejects must be collected from UWC **within 5 working days.**
2. Credit note must be issued for rejected goods prior to collection.
3. Supplier to reply the NCR **within 5 working days** upon receipt of NCR.

## Product Specification

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Supplier shall not change the specifications without UWC's written consent. Supplier shall notify Purchaser in advance any intended changes in material or the manufacturing process. Any change requested must be in writing. Approval and acceptance by UWC will be released officially in writing.

## Ownership

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Any specifications, drawings, technical information, data, mould, tools, dies, gauges, test equipment, and other materials furnished or paid by UWC shall: -

1. be kept confidential
2. remained as UWC property
3. be used by Supplier exclusively for UWC purchase order only
4. be kept in good working condition at Supplier's expense
5. be shipped to UWC promptly on demand
6. be liable for loss or damage while in Supplier's possession.

## Intellectual Property

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1. Supplier shall not disclose UWC drawing or specification to third party without prior written consent from UWC.
2. Supplier shall indemnify and hold UWC and its customers harmless from any costs, expenses, losses, damages, or liabilities incurred because of actual or alleged

infringement of any patent, copyright, trademark, mask work, or other intellectual property right arising out of the use or sale by Supplier to a third party.

3. Legal action will be taken for any Intellectual Property infringement.

## Hazardous Material

If the goods supplied include materials which are or contain dangerous goods, chemicals, or any other material that are defined as hazardous by local government, national, or international law, regulation, and standards, Supplier shall provide: -

- Material Safety Data Sheet (MSDS)
- Clear labeling and identification on the goods

## Payment

1. In the event if the delivery is incomplete due to partial delivery, or goods rejected, no payment will be made out until Supplier fulfill the order, except for blanket order.
2. Payment will only be made upon confirmation of receipt of goods. Therefore, any goods without Supplier Delivery Order or incomplete documentation, UWC will not responsible for delayed payment, or non payment until proof of receipt is provided by the Supplier.
3. All invoices must be addressed to Account Department, stating clearly UWC Purchase order number and Supplier's Delivery Order.
4. Original invoice, addressed to Account Department, must be send to UWC not later than 25<sup>th</sup> of month. UWC will not be obligated to make on time payment against any invoices submitted after such period.

## Code of Ethics

1. Good professional ethics shall be maintained by Supplier and UWC's employee who has direct or indirect dealing with Supplier in daily business activity.

2. UWC will not tolerate any form of gratification in cash or kind to its employees from Supplier. If such gratification is solicited by UWC employees, Suppliers are required to notify the General Manager or Directors.
3. It is the responsibility of all UWC employees, to report any form of present, gift, or favor extended by Supplier to UWC employees, be it in cash, in kind such as holiday package or by way of tickets for air flight, entertainment... etc or deposits of any kind.
4. In the event if turning down such gratification can cause a scene or embarrassment to either party, and to avoid such in public or at home, UWC employee concerned can accept the gift **but** must report and hand over the article in question to the General Manager or Director within the next working day, failing which the employee can be charged for graft.
5. All gift or promotion souvenir distributed by Supplier must be given to the Company and not directed at any individual. Such if accepted shall be kept by UWC, recorded, and distribute to its employees at an appropriate occasion.
6. Business meal paid by Supplier, over a business discussion is acceptable by UWC, but such meal should not exceed RM 20 per head and reported to the company by the officer concerned.
7. UWC will not be responsible to any entity or person who spend money on behalf of UWC without our instruction in writing, and will not be responsible for any of these claim, unless it is supported by way of an official purchase order of UWC.

UWC valued our Supplier and solicit your understanding, support and co-operation to supply quality parts on time in compliance to our requirement as not to add unnecessary cost into our purchase due to reject, or any unethical practices.

## Grievances Report

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As our Valued Supplier, you are our partner, and entitled to level playing field in preparing our request for quotation. If you have any doubt and require further information, or any assistances you can contact;

Ho Meng Choo  
Purchasing Section Head.  
Tel; 604-507 8086 ext 281  
E Mail : [mcho@uwcholdings.com](mailto:mcho@uwcholdings.com)

Chan Sok Feng  
Logistics & Customer Support Department Head  
Tel; 604-507 8086 ext 221  
E Mail : [sf\\_chan@uwcholdings.com](mailto:sf_chan@uwcholdings.com)

Cheah Wei Leong  
Quality Assurance Manager  
Tel; 604-507 8086 ext 241  
E Mail : [wlccheah@uwcholdings.com](mailto:wlccheah@uwcholdings.com)

Chong Yee Beng  
Product Development Manager  
Tel; 604-507 8086 ext 261  
E Mail : [ybchong@uwcholdings.com](mailto:ybchong@uwcholdings.com)

Lau See Kaing  
General Manager,  
Tel; 604-507 8086 ext 203  
E Mail : [sklau@uwcholdings.com](mailto:sklau@uwcholdings.com)

Dato' Ng Chai Eng;  
Managing Director  
Tel; 604-507 8086 ext 201  
E Mail : [ngce@uwcholdings.com](mailto:ngce@uwcholdings.com)

UWC would like to take this opportunity to thank all our Valued Suppliers for past, present and continued support into the future.

## Definition

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“UWC” refers to the following company :

- UWC Holdings Sdn. Bhd. (Co. No. 203074-U)
- UWC Technology Sdn. Bhd. (Co. No.381889-V)
- UWC Industrial Sdn. Bhd. (Co. No. 693235-T)
- UWC Precision Engineering Sdn. Bhd. (Co. No. 832053-T)

**UWC HOLDINGS SDN BHD** (Co. No. 203074-U)

**UWC TECHNOLOGY SDN BHD** (Co. No.381889-V)

**UWC INDUSTRIAL SDN BHD** (Co. No. 693235-T)

**UWC PRECISION ENGINEERING SDN BHD** (Co. No. 832053-T)

**SUPPLIER'S ACKNOWLEDGEMENT**

This is to confirm receipt of UWC's Suppliers Hand Book.

We / I \_\_\_\_\_ of company

\_\_\_\_\_ confirmed having read and understood its contents, and  
pledge to comply with accordingly.

Agreed by \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

Company Stamp