

Netafim Corporate Manuals	<u>Netafim Suppliers Quality Manual</u> MA-QA-8-001.4		
<i>Date Approved: 01.04.2024</i>		<i>Revision: 4</i>	
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Revision	Date	Update description	Edited by
1	09.12.2021	New Creation	Irit Katz, Inbar Elisian
2	15.02.2022	Terms & Definitions (3) and Complaint Form (15)	Irit Katz
3	05.01.2023	REACH Declaration (Appendix A)	Oren Hauz
4	01.04.2024	Quality Policy & Link 15.1 Customer complaint form & Appendix A overall document update	Tsachi Stern

1. Introduction

This manual provides Netafim suppliers and Netafim employees guidance as of our general quality requirements.

2. Scope

The requirements detailed in this document are applicable to all Netafim's suppliers.

3. Terms & Definitions

- 3.1. SOW – Scope of Work
- 3.2. PPAP – Production Part Approval Process
- 3.3. APQP – Advance Product Quality Planning
- 3.4. SOP – Start of Production
- 3.5. FFF – Form-Fit-Function
- 3.6. OEE – Overall equipment effectiveness
- 3.7. COA/COC/COT- certificate of Analysis/ Compliance/Testing

4. Quality policy principles

Netafim is committed to produce highest quality products. Our policy is to meet or exceed customers' expectations and partner with qualified suppliers that shall comply with Netafim quality policy and principles.

[See Netafim quality policy in the attached link](#)

5. QMS (Quality Management System) and Regulations

- 5.1. The supplier shall establish and conduct a Quality Management System that meets the requirements of ISO 9001:2015 with Zero Defect approach.
- 5.2. The supplier shall provide all documents required, verifying compliance with REACH, ROHS and California 65 proposition standards – See Appendix A

6. PPAP – Production Part Approval Process

The supplier shall follow the PPAP process and requirements as agreed with Netafim (minimum level 3)

- 6.1. PPAP requirements doc shall be defined by Netafim and signed by the supplier at early stage of the APQP, and as part of the contract / terms and definitions.
- 6.2. The suppliers shall provide the PPAP package for Netafim approval on time., as agreed by both sides.
- 6.3. The PPAP shall be approved by Netafim before SOP.
- 6.4. The supplier shall manage the program with Netafim according to Advance Product Quality Planning Process (APQP) or any other agreed plan.

7. Early Production Containment (Safe Launch)

- 7.1. Safe launch control plan and criteria shall be defined to:
 - 7.1.1. The Safe launch plan shall be defined before submitting the PPAP.
 - 7.1.2. Reduce the risk of poor quality to Netafim and to protect the Supplier through increased detection through the production process.
 - 7.1.3. Document and record all Supplier efforts to gain control of its processes during start-up and launch, so that any quality issues which may arise will be quickly identified and corrected at Supplier's site and not at the Customer's site
 - 7.1.4. Increase involvement and visibility of the Supplier's top management.

8. Readiness for Start of Production (SOP)

- 8.1. Documentation needed for SOP shall be defined according to the PPAP.
- 8.2. Netafim will perform audits as needed to verify the supplier's readiness to SOP.

9. In process and Final Test and Documentation:

- 9.1. The supplier shall apply in- process controls and product tests that are traceable back to each specified manufactured batch.
- 9.2. Unless otherwise specified, final testing shall be performed at the manufacturer's facilities. Netafim has the right to perform acceptance tests regardless of the tests done by the supplier.
- 9.3. Netafim expects to receive the goods with Zero Defects.
- 9.4. For each batch, the supplier shall be able to provide COA/COC/COT according to Netafim's definition.

10. Embedded Software Requirements

- 10.1. The supplier must use a process for quality assurance of products with embedded software and have an appropriate assessment methodology to assess their software development process.
- 10.2. The software development process must be included within the scope of the Supplier's internal audit program; the internal auditor should be able to understand and assess the effectiveness of the software development assessment methodology chosen by the supplier.

11. Traceability

- 11.1. The supplier shall apply and follow full traceability:
 - 11.1.1. Individual or batch/lot component/ raw materials traceability requirements.
 - 11.1.2. Manufacturing, machining, assembly, testing process traceability requirements.
 - 11.1.3. Traceability data retention during all product life cycle and warranty period.

12. Packaging, Marking, Storage and Transportation

- 12.1. Netafim general requirements for Packing, Marking, Storage and Transportation are detailed in "Netafim Suppliers Work Procedure". Additional requirements may

be submitted for certain products or projects, as needed and agreed with Netafim.

- 12.2. All goods shall be stored according to manufacturer instructions and specifications. Unless specifically defined by the manufacturer instructions and specifications, shall be stored under roof and be protected against sun exposure, rain, or any moisture.
- 12.3. The supplier shall be responsible for the safe delivery of the goods as per order place and schedule.

13. Monitoring and Process Capability

- 13.1. The supplier shall manage quality KPI's for both products and process. The KPIs shall include as a minimum: Customer's DPPM, OEE, Complaints SLA, logistics KPI's, Internal nonconformances.
- 13.2. All KPI's shall have annual targets and be acceptable by Netafim
- 13.3. Certain Product characteristics can be defined by Netafim as ones required additional monitoring. Supplier will follow Netafim's request and will verify this monitoring performance to ensure the quality of the product.
- 13.4. The Supplier is expected to use statistical techniques to maintain a state of control and to improve the process capability on defined part/process characteristics.

14. Configuration Management Control:

- 14.1. **Netafim product** (e.g., designed for/with Netafim, build to spec): Any change that impacts FFF of the product/ service or process requires written approval by Netafim authorized point of contact.
- 14.2. **Off the shelf product:** The supplier will notify Netafim on any change in which may impact the FFF with all relevant information as early as he is aware to this coming change
- 14.3. The supplier will report of any change to be introduced by its subcontractor, as early as he is aware to it, and a request for configuration changes will be submitted to Netafim in advance to obtain approval. The advanced notification should allow Netafim a reasonable time to investigate the change prior to any approval/ disapproval decision.

15. Customer Complaints Handling

15.1. A complaint will be opened and brought to the attention of the supplier supported with the following relevant information: catalog number, product description, and the description of the problem, samples or pictures that will assist in understanding the problem- all shall be found in the formal form as shown below.



FR-QA-8-011.1 Complaint to Vendor.docx

15.2. The supplier shall feedback to the complaint according to 8D methodology.

15.3. 8D report will be submitted to Netafim as close as possible to the time of the incident occurrence. Failure report will also include the corrective actions to be taken by the supplier to prevent reoccurrence of such incidents in the future.

15.4. 8D (complaint handling) timeline:

15.4.1. The supplier will approve the receiving of the complaint and ask for additional information (if needed) within 3 days.

15.4.2. D3 - The supplier will report to Netafim on the containment plan within 7 days from the date of which the complaint was filed.

15.4.3. D5 - corrective action plan will be submitted to Netafim within 14 days upon receiving all necessary information.

15.4.4. D8 – Full 8D report which includes implementation of the corrective action within 30 days from the date of which the complaint was filed or according to other plan agreed with Netafim.

16. Netafim Supplier Assessment

16.1. Netafim reserves the right to perform supplier assessment and/or periodical audit at the supplier's premises according to Netafim's preference.

16.2. Netafim reserve the right to inspect the supplier's production and/or logistic processes at specific orders.

16.3. Netafim reserves the right to perform audits to supplier's sub-suppliers with a notice ahead.

Appendix A – REACH Declaration Format

Please find attached:

1. A letter to you, as a supplier of Netafim, explaining in detail our requests.



04_20_2024_Netafim_letter to supplier.pdf

2. A template of a declaration letter, which we kindly ask you to fill. In this statement you declare that the product/s provided by you to Netafim are in compliance with the REACH, RoHS and PROP 65 requirements, and your commitment to update Netafim on changes in the composition/content of the substances, as they may be. Please be sure to return your statements signed on your official company letterhead.



SVHC and PROP 65 Declaration Template To Suppliers.docx

3. Excel sheet, for filling in data (only if necessary).

* An approved document from your company confirming compliance with the above requirements will be acceptable by Netafim as long as it contains all the information required by us, including a commitment to update Netafim in the event of a change in the composition/content of the substances in the products supplied.



FR-HSE-8-001.1 Vendor Info for REACH and PROP65.xlsx

Kindly Note: To access all the documents below is the website link ( Supplier Quality)

[Our Quality Policy & Standards | Netafim](#)