



Supplier Quality Manual FAQ

What is the purpose of the SQM?

The purpose of this Supplier Quality Manual is to communicate base level Philips expectations and requirements. This Supplier Quality Manual is meant for potential or new suppliers to Philips with a focus on quality and product reliability. This includes Philips' Purpose, Supplier Quality Mission, Environmental and Sustainability Policies, as well as supplier and product life cycles. This Supplier Quality Manual is not intended to elaborate on detailed supplier qualification requirements. The expectations and requirements given within this Supplier Quality Manual are influenced by Philips' quality, regulatory, product, process and customer requirements to ensure quality products. Suppliers are critical to Philips success in delivering quality products through their supply of materials, products, parts, and services. This Supplier Quality Manual delivers an overview of those expectations and requirements.

Hasn't there been a SQM before? How is this different?

Yes, there was a SQM previously. We deployed a survey to capture internal and external feedback on our existing Supplier Quality Manual and used this very important feedback to make changes and launch a new, improved Supplier Quality Manual.

Does this mean the supplier portal web page is obsolete?

No. The [Philips Supplier Portal](#), or Philips Supplier Representatives can provide further explanation and guidance on supplier requirements as set forth in existing agreements, purchase orders, drawings and specifications.

Does the SQM include a detailed summary of each topic?

The SQM is not meant to be all-encompassing; it has a high-level overview of each topic. Where possible, links to other Philips website pages are included for additional information.

To whom is the SQM relevant?

The SQM is relevant for Suppliers, Philips Procurement, and Supplier Quality.

Will Philips share the SQM with sub-tier suppliers?

No. Suppliers are responsible to manage their sub-tier suppliers and supply chains to ensure that raw materials and components used in the manufacture of Philips products, parts or provision of services meet Philips specifications and comply with the Philips Supplier Quality Manual. As such, suppliers shall apply appropriate controls to ensure that their suppliers comply and are capable of meeting specified requirements. Suppliers are required to manage both directed and non-directed sub-tier suppliers and to maintain part qualification and quality for products purchased through them. Philips' expectation is that the supplier has installed a formal purchasing and supplier control process to manage sub-tier suppliers.

Does the SQM replace Supplier Quality Agreements?

No. Philips will determine if a Quality Agreement is needed. Once the need is determined, it is our expectation that the supplier will work with Philips to put this Agreement in place and abide

by it at all times. A Change Notice Agreement can be used in lieu of the Quality Agreement when Philips deems this appropriate.

Does the SQM include information on Purchasing Terms and Conditions?

Philips often enters into a Master Purchase Agreement (MPA) with its suppliers. If a MPA is not in place, then purchases shall be covered by Philips Purchasing Terms and Conditions, found here: [General Conditions of Purchase](#).

How will the SQM and future SQM changes be introduced to the stakeholders?

The SQM will be introduced to Philips employees at an all-hands meeting and shared with suppliers via mass email and during Business Review Meetings.

Who should I reach out to if I have questions regarding the SQM?

In case of questions, please contact your Supplier Account Manager.