



Base quality requirements

Preface

This quality regulation defines the requirements of Aspöck Systems at its selected suppliers and system partners and it is an obligatory component of the delivery relationship.

As a part of the final product, quality is affected in a high measure by purchased parts.

Together with the supplier, Aspöck Systems wants to prevent errors in the early product phases.

We would like to achieve a high customer satisfaction.

Function

By the selection of quality-conscious system partners for purchased parts, we want to realize the quality of the delivery achievement at optimal costs.

We are expecting a high quality consciousness and the associated zero-error objective from our suppliers.

Supplier selection and approval

The most important reasons for a selection to a supplier will be price, quality, technical measures and the ability to supply.

For the evaluation of the quality ability it is possible that Aspoeck accomplishes system auditing following the VDA.

System audits can be accomplished with

- new suppliers
- continuous quality disturbances and/or problems in quality
- resumption of the supply relationship after abstinence of delivery of several years

We expect in principle a good result with auditing. In case of substantial difference at the quality management system, Aspöck Systems is justified to terminate the delivery relationship.

With proof of a valid system auditing according to VDA/QS9000/TS16949/ISO 9000 by a recognized certification body can be done without the execution of a system audit.

Process auditing can be accomplished with

- new suppliers
- changed procedures/products/manufacturing plants
- continuous quality and/or delivery disturbances

If defects are determined with the process audit, these have to be turned off immediately. If substantial defects are determined, Aspöck Systems is justified to terminate the delivery relationship.

Entitlement to take legal action

Before acceptance of order the supplier submits the product of a fabrication analysis. With acceptance of the order the supplier confirms the compliance of the design default and specifications as well as the given dates and cost targets.

Incorrect and/or incomplete documents have to be pointed out and requested by the supplier.

Documentation extent

The supplier commits itself to handle a partial data sheet so that all changes at the product can be completely reconstructed with delivery date. Further changes in the processes or product have to be given to the purchasers of Aspöck Systems in written form. The supplier commits itself to document all material proofs, which are used for our product. If a traceability of Aspöck is demanded, it has to be provided for the documentation.

Variations in quality

With production disturbances or incidents, which can cause a damage of the quality, the supplier is obligated to the comprehensive information in written form.

In the case of a variation in quality only the quality department of Aspöck is authorized to give a concession for a delivery release.

Process ability investigations

The supplier must determine and prove process ability for agreed default for series production.

The department of quality management can request the supplier supply's a delivery report.

In case of breach of the process ability, Aspöck Systems is able to require a 100% examination of the supplier .

First-samples

The supplier commits itself to present free first samples, including documentation (first-sample test report) for all components / purchased parts.

The first samples have to be produced with the production methods, tools and materials, which are used on series conditions at the manufacturing place.

The first samples have to be taken from a sufficient large production run.

A first sample test has to be accomplished by the supplier also in substantial changes of process / product and tools and/or permanent changes of the location.

The supplier accomplishes first sample tests on VDA volume 2, collecting main stage 2 and supplies the original samples with the first sample test report to the department of quality department of Aspöck Systems.

Supplier-own forms for first-sample test reports can be used otherwise we gladly make available our forms.

- a) Isometric test
- b) Material proof
- c) Drawing of the product
- d) Functional test (only with function-oriented products)
- e) Process cycle diagram (only if Aspöck demands)

Before series supply the first sample test must have been accomplished and released by the quality department of Aspöck Systems.

Outgoing goods inspection by suppliers

The supplier commits itself apart from the legally regulated inspection of outgoing goods to arrange a 100% examination of those characteristics which have been identified by notice of defects of Aspöck Systems.

The testing accuracy of inspection may be reduced only after taking effect by process changes.

Handling of incorrect purchased parts

If defective purchased parts are determined, the decision of the handling of these goods has to be adjusted with the supplier.

Possibilities are:

- immediate return of the entire supply
- locally sorting and re-operation by the supplier
- locally sorting and re-operation by Aspöck
- locally sorting and re-operation by a delegated person of Aspöck Systems

Test report

Each defect is indicated to the supplier by a variation in the quality report

The test report has to be answered after request in the given period with an expressive statement (e.g. 8-D report).

An objection against a test report has to be sent in written form within 10 working days to the quality department or purchase department.