1. Preamble
1.1 General Principles
This quality assurance agreement (QAA) defines the quality control requirements of suppliers. Thus the REHAU QAA is a set of rules for assuring the quality of bought-in materials. By way of applying the zero-fault principle to the supply chain, the fundamental interfaces, specifications, resulting tasks as well as reflection of standards, laws and end customers’ requirements are stipulated.
Case-specific changes or additions to the REHAU QAA are possible on agreement between the responsible commercial specialist according to the TDS and the supplier.

1.2 Interface Dealer Function
The supplier as a dealer is liable to pass on the defined requirements of this agreement regarding to quality assurance in suitable manner to its sub-suppliers (including manufacturers, service providers, forwarders) and to verifiably satisfy himself that the requirements are met.
It is the responsibility of the supplier to make suitable contracts with the sub-supplier.
This includes providing the responsible commercial specialists with a supplier list and conveying customer-specific requirements (incl. the end customer), continuous traceability of data and documentation as well as any other specifications the supplier deems necessary to convey.
If the supplier intends to change sub-contractors he must notify the responsible commercial specialist of this in good time in order to agree the required assessment and release processes.

2. Quality Management System
2.1 General Requirements
The requirements of the latest version of ISO 9001 are part of this agreement. The supplier undertakes to maintain a quality management system in accordance with ISO 9001.
In the event of mergers, acquisitions or affiliations and similar activities that might affect the structure of the company or its organizations / plants, the supplier shall verify the QM system and inform the responsible commercial specialist without delay of the circumstances and the result of the verification.

2.2 Extended Requirements
If products and / or services are used in areas with extended requirements (e.g. risk of consequential loss), this will be accordingly communicated by REHAU (e.g. Technical delivery specification purchasing TDS).

2.3 Automotive Sector
If products and/or services are used in the automotive sector, a certified quality management system in accordance with ISO 9001 latest version is required for the supply chain. The requirements of IATF 16949 latest version also need to be considered in the supply chain.
The supplier informs the responsible commercial specialist without delay in case of non-compliance or loss of the ISO 9001 certificate in the supply chain. Other automotive requirements will be stated in this quality assurance agreement below.

3. Auditing / Assessment of the QM System
REHAU has the right to carry out audits at the supplier and any sub-suppliers following a timely advance announcement. REHAU reserves the right to carry out audits even in cases where certification has already been obtained from third parties. The supplier provides all necessary documentation / data and allows access to all areas that are relevant to REHAU.
Audit procedures and evaluation shall preferably be based on VDA specifications (e.g. process audit VDA 6.3) as well as in connection with IATF 16949 in the automotive sectors. If required, improvement measures will be agreed with the
supplier, indicating the responsibilities and the dates by which completion is required. The effectiveness of the corrective measures may be monitored in a follow-up audit.

4. Supplier Evaluation / Target Agreements
The supplier is obligated to deliver fault-free products and services (target: zero-fault). If no specific targets are agreed (e.g. in the TDS, framework contract, agreements for ramp-up management) the target is understood to be zero ppm.

A specific agreement relating to ppm values does not imply a quality level that is accepted by REHAU. The agreement on quality targets and measures does not limit the supplier’s liability for warranty claims and claims for damages by the customer as a result of defective deliveries. Defective deliveries / services will not be accepted and will be charged to the supplier.

Ongoing supplier performance is one of the factors considered in the supplier evaluation process. When placing and extending orders, suppliers that are assessed as efficient under the supplier evaluation scheme will be given preference.

If quality targets have been agreed (e.g. ppm targets), the supplier is responsible for appropriate agreement with and implementation by the respective sub-suppliers. If the target is not met, escalation against the supplier ensues. In this case the supplier is obligated to agree on and implement an action plan setting out corrective measures for stabilizing the supply and for sustainable improvement of performance.

5. Sustainability, Environment and Safety
The supplier ensures compliance with all the relevant statutory regulations relating to industrial safety and environmental protection during the production and handling of the products to be supplied. This applies to required materials machinery, equipment, workplaces and transport.

Responsible handling of natural resources must also be ensured. Health-promoting measures in the workplace are to be supported.

6. Development/inspection planning
In the case of product development orders, the supplier shall employ on its own established methods (as appointing the project management, milestone plans and associated monitoring mechanisms). The responsible technical specialist according to the TDS is to be kept informed of the development progress made. REHAU reserves the right to check / inspect the development work also on-site at the supplier as well as sub-suppliers.

The supplier is responsible for determining the scope of the tests (characteristics, number of random samples, capability parameters etc.) on his own initiative. In individual cases (e.g. in the case of high-risk products according to the TDS), the scope of inspections can be stipulated by REHAU (e.g. in the TDS). The series production accompanying inspections must be suitable for verifying the conformity of the products with the specifications at any time.

If needed the supplier may put REHAU directly in contact with the sub-supplier.

Upon request, the supplier shall provide evidence proofing test on a case-by-case basis.

7. End of Life Vehicle Directive / IMDS
In the case of products intended for EU member states the supplier shall confirm compliance with Directive 2000/53/EG (EU End- of-Life Vehicle Directive) as well as with other relevant EU Directives, in particular 67/548/EWG, 2002/525EG, as well as R76/769EWG and 2003/11/EG.
8. Packaging/Identification
Containers / packaging units and the associated labelling needed for proper delivery, processing and traceability shall be proposed by the supplier if not specifically stipulated. Agreements on and approval of product and packaging labelling takes place during the quality planning and sampling process. If the supplier considers that further information is needed for the purposes of tracing or limiting any defective production batches and consignments, this must be agreed with REHAU.

Any changes the supplier plans to make to the agreed specifications require consultation with and approval of REHAU at an early stage (also see sampling).

In case of products with limited shelf lives / periods of storage care must be taken to ensure that a max. of 20% (guideline) of the shelf life period is required between the production date and the date of dispatch to REHAU. If needed the responsible commercial specialist consults with the supplier on a case-by-case basis.

9. Sampling
The formal sampling process serves for technical verification of degrees of readiness and as proof of suitability for bought-in products / provided services. Before the start of serial delivery, initial samples based on the product and process specifications must be submitted to the responsible technical specialist.

Sampling is based on the specifications of VDA 2 or PPAP process. Any alternative sampling processes or changes to the sampling procedure will be announced and agreed coordinated with the supplier.

In the automotive sector, parts, semi-finished goods and their packaging are to be labelled with their change level in accordance with the part-history-tracking-sheet (REHAU print no. 7600). Until the final release of the sample (note 1) a printout of the current part-history-tracking-sheet is to be added to each delivery.
If needed, the correct form might be requested from the responsible technical specialist.

Every type of change made to components, manufacturing process or manufacturing place which might affect the agreed specification or the product quality is to be communicated with a sampling process. The execution and scope of new sampling is to be agreed with the responsible technical specialist at an early stage.

Serial delivery may only take place once approval has been issued by the responsible technical specialist in writing.

10. Ensuring the quality performance during the series
The supplier ensures the needed integration of sub-suppliers in order to assure the requirements stated below are met throughout the whole supply chain. If needed the supplier may involve REHAU for support. The supplier is obligated to record the quality assessments required for the implementation of and the compliance with the agreed specification in an agreed format and to verifiably safeguard it by means of suitable documentation / data control (e.g. inspection plan, inspection protocols).
The entire production process is to be monitored. If no special characteristics requiring statistical process control and associated capability limit values (e.g. in the drawings, TDS) are provided to the supplier, then the supplier shall be responsible for selection and assessment of special and for the intended use essential product characteristics and process parameters.

Upon request the supplier shall provide inspection plans and used statistical methods such as capability analysis to REHAU and shall agree these with the responsible technical specialist if necessary (see as well “sampling procedure”).

The product quality is to be certified on request. Requested characteristics, required level of proof and way of providing the data (e.g. attachment of the certificates / inspection certificates for each lot / delivery) will be agreed in the TDS.

If the supplier notices any quality deviations in products / services or suspects any quality deviations in products / services that have already been delivered / supplied, the responsible technical specialist must be informed immediately and further actions coordinated in order to minimize potential subsequent losses.

11. Requalification
Furthermore, in case of products with a risk classification (according to TDS), the supplier agrees to perform a “layout-inspection and functional testing” / requalification test (complete measurement of all product dimensions shown on related specifications) at regular intervals, annually unless specified otherwise in the TDS.
In the automotive sector this applies to all products.
Upon request, the result of the requalification inspection will be communicated by the supplier in the same way as with the presentation of initial samples.

12. Traceability, Documentation, Archiving
The supplier is responsible for ensuring suitable archiving and traceability of the relevant documentation (production and quality records) on his own initiative. The basic filing period is at least 5 years.
In the case of products with a risk classification (in accordance with the TDS) the minimum filing period is 15 years after the last order.

13. Goods inwards inspections at REHAU
The supplier is liable to provide REHAU with defect-free deliveries. REHAU therefore strives to minimize goods-inwards inspection. Unless agreed otherwise, goods-inwards inspections are designed merely to check identity and quantity as well as to identify any obvious transport or packaging defects. REHAU has no obligation to carry out more detailed inspections.
The results of goods-inwards inspections and delivery performance are factored into the supplier assessment process (see above).

14. Complaints
14.1. General Requirements
If there is a complaint about products delivered / services supplied, the supplier shall provide the responsible commercial specialist with an initial written interim report within three working days.

Unless agreed otherwise in particular cases, the supplier provides a supplemental / final report to the responsible commercial specialist at the latest two weeks following receipt of the complaint.

The supplier assesses the effectiveness of the corrective measures in order to avoid the possibility of repeat complaints.
and provides the responsible commercial specialist with a formal final report. In individual cases REHAU reserves the right to verify the effectiveness of the communicated corrective measures on-site at the supplier.

14.2 Automotive Sector
If there is a complaint about products delivered / services provided, the supplier shall provide REHAU with an initial written response with immediate measures for addressing the complaint without delay, at the latest within 24 hours following the notification by REHAU. The supplier shall provide REHAU with a written interim report at the latest after three working days in the form of an 8D report.

Unless agreed otherwise in particular cases, the supplier provides a supplemental / final 8D report to REHAU latest two weeks following receipt of the complaint.

In case of deadlines for written responses not being met by the supplier, REHAU reserves the right to undertake immediate actions (e.g. sorting or return of complained goods) even without the explicit agreement of the supplier in order to minimize potential consequential losses (e.g. line stoppage / production interruption, e.g. at the OEM).

15. Quality Level of the Supplier
If delivery performance, quality level or doubts concerning the supplier’s quality assurance measures result in extra costs in the form of goods inwards inspections, further processing and market service, these costs can be charged to the supplier, once the supplier has been notified of this and has been given opportunity to respond.

If an end customer (OEM) in the automotive industry revokes a quality commendation or official supplier status or in respect of a sub-supplier employed by him, in accordance with the OEM’s directives, the supplier is obligated to inform the responsible commercial specialist of this without delay (e.g. Ford Q1 revoked, Daimler Q-Help 3)