Quality assurance agreement

Aerospace

1. Preamble

This Quality Assurance Agreement (QAA) defines requirements for quality management at suppliers of the REHAU Group, hereinafter referred to as REHAU. The QAA is a set of rules for ensuring the quality of purchased products and services. With the target of achieving the zero-defect principle in the supply chain, fundamental interfaces, specifications, resulting tasks and the reflection of standards, laws, and requirements of REHAU's end customers are defined.
The supplier shall ensure that the corresponding requirements of REHAU along the supply chain are understood and will be implemented.
Case-specific changes or additions to the QAA are possible on agreement between REHAU and the supplier.

2. Quality Management System

The requirements of ISO 9001 and EN 9100 (aerospace) in their relevant valid version are an integral part of this agreement. The supplier undertakes to maintain a certified quality management system in accordance with ISO 9001 and to consider the requirements of EN 9100. The supplier informs the responsible commercial coordinator without delay of non-compliance or loss of the ISO 9001 certificate.

In the event of mergers, acquisitions, affiliations, and similar measures with a possible effect on the structure of the company or its operations, the supplier shall carry out a verification of the QM system and inform the responsible commercial officer immediately of the facts and results of the verification.

3. Auditing/ Assessment of the QM system

REHAU shall carry out audit measures at the supplier's premises after timely prior coordination. In individual cases, relevant sub-suppliers may be included in the coordination.
The supplier shall grant access to all necessary documented information and allow access to the areas relevant to REHAU.
Relevant audit bases are defined as part of the preliminary coordination. If necessary, improvement measures with responsibilities and target dates are agreed with the supplier. The effectiveness of the corrections is monitored by a follow-up audit if necessary.

4. Supplier Evaluation/ Target Agreements

The supplier is obliged to provide faultless performance. He plans measures and maintains his own quality assurance system with all accompanying activities to ensure the fulfillment of mutually agreed quality objectives. The expected process quality and delivery quality are agreed in the quality objectives. If no specific target agreements are made (e.g. in the Technical Delivery Specification TDS, framework agreement, regulations in start-up management), the zero-defect strategy applies. By this we mean the constant endeavor to achieve zero defects and to live a continuous improvement process.

A specific target agreement does not imply a quality level accepted by REHAU. The agreement of quality targets and measures does not limit the supplier's liability for warranty claims and claims for damages due to defects in the deliveries. Defective deliveries/ services shall not be accepted and shall be at the supplier's expense.

The ongoing delivery performance is part of the supplier evaluation process. When awarding and extending contracts, preference will be given to suppliers who are assessed as capable in the supplier evaluation.

In the case of agreed quality targets (e.g. ppm targets), escalation takes place if targets are not met. The supplier is obliged to agree and implement an action plan with corrective measures to stabilize the delivery performance and permanently improve performance.

5. Sustainability/ Environment/ Safety
The Supplier ensures compliance with all final applicable legal, regulatory and other requirements of the country of manufacture and the countries of destination specified by the customer (if provided), for occupational health and safety and environmental protection for the manufacture and handling of the ordered products and services. This applies to the required materials, facilities, equipment, workplaces, warehouse organization and transport services.

The responsible use of natural resources must be ensured. Health-promoting measures in the workplace are to be supported.

6. Sub-Supplier Management
The quality of procurement scopes must be guaranteed. If services are outsourced to sub-suppliers, the supplier is obliged to transfer the quality assurance specifications made here to the sub-supplier in an appropriate form and to verify compliance with the specifications. This includes the transfer of customer-specific requirements (including end customers), continuous traceability of data and documents as well as other necessary specifications according to the supplier's assessment.
Depending on the risk identified, audit measures or other checks must be carried out at upstream suppliers.

If the supplier intends to change sub-suppliers, the responsible technical coordinator must be notified in good time to agree the necessary sampling and approval procedures.

If the upstream supplier's production facility is located outside EASA countries, it must be ensured that the approval requirements of EASA-Part 21A, Section G, are met.

7. Development/ Quality Planning
In the case of product and/ or process developments, the supplier shall use established methods on its own responsibility (including defined project management, milestone plans, associated monitoring mechanisms). These include suitable measures for the processes, products, functions, and features (key features) identified as significant or critical for provision and use.
The respective development progress must be communicated to the responsible technical coordinator in accordance with TDS. REHAU reserves the right to carry out an inspection/ acceptance of the development work on at the supplier's premises.

The scope of testing (characteristics, number of random samples, capability limits, etc.) shall be determined by the supplier on his own responsibility. In individual cases (e.g. for high-risk products), the scope of testing may be specified by REHAU (e.g. in the TDS).
The series production accompanying inspections must be suitable for verifying the conformity of the products and services with the specifications at any time.

Upon request, the supplier shall provide verifiable test planning documents on a case-by-case basis.

8. Packaging/ Identification
Packaging and associated labeling for quality-compliant delivery, processing and traceability shall be proposed by the supplier on his own responsibility. Specific specifications from REHAU (e.g. drawing, TDS) must be considered.

Coordination and approval shall take place within the framework of test planning and the sampling process.

Changes planned by the supplier compared to the agreed specifications require early coordination and agreement with REHAU (see also sampling).

9. Sampling

The documented sampling procedure serves as proof that the purchased products/ services to be provided meet the requirements for the production process and the product. The release documents the quality capability under series production conditions.
Based on the product and process specifications, an initial sample presentation must be made to the responsible technical coordinator before the start of series delivery.

The sampling is based on specifications in accordance with EN 9102 (current version). Any alternative sampling procedures or changes to the sampling process will be communicated and agreed with the supplier.

Any type of change to components, sub-suppliers, manufacturing process and location that may affect the agreed specification or product quality must be identified by means of re-sampling. The implementation and scope of re-sampling must be agreed in good time via the responsible technical coordinator.

Series deliveries may only be made after written approval by REHAU.

If the supplier plans or anticipates that delivered products will no longer be available, the responsible commercial coordinator has to be notified at least 9 months in advance to agree the necessary measures (e.g. sampling of alternative products).

10. Assurance of Quality Performance in Series Production

The supplier is obliged to record the quality inspections required to implement and comply with the agreed specification in corresponding specifications and to demonstrably ensure this by means of suitable documentation (e.g. inspection plan, inspection sheets).

Production is to be monitored during the process. If the supplier is not notified of any special features for statistical process control and associated capability limits for the agreed specification (e.g. in the drawing, TLE), the supplier is responsible for defining special product features and process parameters (key features) that are essential for the intended use. Production processes must include methods for error-proofing (e.g. functional testing of devices, error simulation).

Upon request, test plans, test results and statistical methods used, e.g. capability analyses, must be presented by the supplier.

The product quality must be certified on request. The required characteristics, required verification level and type of provision (e.g. dispatch of the certificates/ test certificates for each batch/ delivery) are agreed in the specification (e.g. TDS).

If the supplier discovers or suspects quality deviations in products already delivered/ services already rendered, the responsible technical coordinator must be informed immediately, and further action must be coordinated in order to minimize possible consequential damage.

11. Requalification

In the case of products with risk classification (in accordance with TDS), the supplier undertakes to carry out a requalification test (analogous to the sampling procedure) of the ordered products and services at regular intervals, unless otherwise required in the TDS.
The result of the requalification test will be made known by the supplier on request.

12. Traceability/ Documentation/ Archiving

The supplier is responsible for ensuring appropriate archiving and traceability of the relevant documentation (production and quality records). The basic retention period is at least 15 years.

The supplier shall grant access to the relevant documentation upon request.

13. Goods inwards inspections at REHAU

The supplier is responsible for a faultless delivery performance. Unless otherwise agreed, incoming goods inspections are only designed as identification and quantity inspections and for externally recognizable transport and packaging damage. REHAU has no obligation to carry out more detailed inspections.

The results of the incoming goods inspection and delivery performance are included in the supplier evaluation.

14. Complaints/ Quality Performance of the Supplier

If a complaint is made about products delivered or services rendered, the supplier shall submit an initial written statement to the person responsible for processing the complaint without delay, at the latest within 24 hours of notification by REHAU. After three working days at the latest, the supplier shall provide a written interim response in the form of an 8D-report.
Unless otherwise agreed in individual cases, the supplier shall provide a supplementary/ final 8D-report not later than two weeks after receipt of the complaint.

REHAU reserves the right to carry out urgent measures (e.g. sorting or return of the goods complained about) even without the supplier's express consent if the supplier fails to meet the deadlines for a written statement to minimize possible consequential damage (e.g. production downtime at the OEM).

The supplier shall assess the effectiveness of the corrections introduced to avoid repeat complaints and submit the completed 8D-report. In individual cases, REHAU reserves the right to verify the effectiveness of communicated corrections at the supplier's premises.

If the delivery performance, quality situation or (justified) doubts about the supplier's quality assurance measures require increased expenditure for incoming goods inspection, further processing and market service, this expenditure may be charged to the supplier after the supplier has been notified of this and given the opportunity to comment.

15. Prevention of the Delivery of Counterfeit Parts

The supplier must implement a process that prevents counterfeit parts or parts of undetermined origin from being delivered to REHAU. The supplier must ensure that the use of counterfeit or presumably counterfeit parts or components is excluded. Products and raw materials may only be procured from the original manufacturer, or a manufacturer approved by the original manufacturer.
If the supplier discovers that counterfeit or presumably counterfeit parts have been delivered to REHAU, the responsible technical coordinator must be informed immediately, and further action must be coordinated.