

1. Preamble

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 and services. 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 by REHAU.

The supplier ensures that the relevant REHAU requirements along the supply chain are understood and will be implemented. 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 (e.g. in the Technical Delivery Specifications Purchasing TDS.)

2. Quality Management System

The requirements of ISO 9001 and EN 9100 (aviation and aerospace) in their relevant valid version are 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 specialist without delay of non-compliance or loss of the ISO 9001 certificate.

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.

3. Auditing / Assessment of the QM System

REHAU has the right to carry out audits at the supplier and any sub-suppliers following prior notification in good time. REHAU reserves the right to carry out audits even in cases where evidence has already been obtained from third parties. The supplier provides all documentation / data necessary to do this and allows access to all areas that are relevant to REHAU.

Audit procedures and evaluation shall preferably be based on EN 9100 specifications. If necessary, improvement measures shall 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 a fault-free service (target: zero-fault). If no specific targets are agreed (e.g. in the Technical Delivery Specifications Purchasing TDS, framework contract, agreements for ramp-up management) a target of zero ppm applies.

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

Ongoing supplier performance is part of 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 (ppm targets for instance), then escalation shall ensue in case that targets are not met. 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 commissioned products / services. This applies to required materials, machinery, equipment, workplaces, warehouse organization and transport service.

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

6. Transfer of Services to Third Parties / Sub-contractor Management

Where services are transferred to third parties, the supplier is obligated to transfer the quality assurance stipulation in adequate form to the sub-contractor and to satisfy himself verifiably of compliance with the stipulations. This includes providing the responsible commercial specialist with a supplier list, conveying customer-specific requirements (including the end customer), continuous traceability of data and documentation as well as other specifications the supplier deems necessary to convey.

If required the supplier will allow for the viewing of the assessment documentation of sub-contractors and carry out audits at the sub-suppliers following prior notification in good time.

If the supplier intends to change sub-contractors he must notify the responsible commercial specialists of this in good time in order to agree the required assessment and release processes.

Should the production site of the sub-contractor be located outside the EASA countries, it is to be ensured that the approval conditions of EASA, part 21A, paragraph G, are complied with.

7. Development / Inspection planning

In the case of product and/or process developments, the supplier shall employ on its own established methods (amongst others, appointing the project management, milestone plans and associated monitoring mechanisms). The responsible technical specialist is to be kept informed of the development progress made according to the TDS. REHAU reserves the right to check / inspect the development work also on-site at the supplier.

The supplier is responsible for determining the scope of the tests (characteristics, number of random samples, capability limit values etc.). In individual cases (e.g. in the case products containing a risk), the scope of inspections can be stipulated (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.

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

8. Packaging / Identification

Containers / packaging units and the associated labelling needed for delivery, processing and traceability in line with quality requirements shall be proposed by the supplier on their own initiative if not specifically stipulated (e.g. drawing, TDS). 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 lots the supplier arranges for this to be clarified with REHAU.

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

9. Sampling

The formal sampling process serves for technical verification of degrees of readiness and as proof of suitability for bought-in products / services to be rendered.

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 EN 9102:2007-10. Any alternative sampling processes or changes to the sampling procedure will be announced and coordinated with the supplier.

Every type of change made to components, manufacturing process and manufacturing place which might affect the agreed specifications or the product quality is to be demonstrated by means of re-sampling. The execution and scope of re-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

The supplier is obligated to record the quality assessments required for the implementation of and the compliance with the agreed specification in relevant stipulations and to verifiably ensuring them by means of suitable documentation / data control (e.g. inspection plan, inspection sheets).

The production is to be monitored during the process. If no special characteristics requiring statistical process control and associated capability limit values are provided to the supplier (e.g. in the drawing, TDS), 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 e.g. capability analyses to REHAU and shall agree these with the responsible technical specialist if necessary (see amongst others, Sampling procedure).

The product quality is to be certified on request. Requested characteristics, required level of proof and way of provision (e.g. attachment of the certificates / inspection certificates for each batch / 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 will be agreed in order to minimize potential consequential damages.

11. Regualification

In case of products with a risk classification (in accordance with the TDS), the supplier agrees to perform a requalification test (complete dimensional and functional inspection based on corresponding stipulations/specifications) of the commissioned materials at regular intervals, unless specified otherwise in the TDS annually.

The result of the requalification test will be communicated by the supplier in the same way as initial samples upon request.

12. Traceability, Documentation and Archiving

The supplier is responsible for ensuring suitable archiving and traceability of the relevant documentation (production and quality records). The basic retention period is at least 5 years.

In the case of products with a risk classification (in accordance with the TDS), the retention period is 15 years after the last order.

Upon request the supplier grants access to the relevant documentation.

13. Goods inwards Inspections at REHAU

The supplier is liable to provide REHAU with defect-free deliveries. REHAU therefore strives to minimize goods-inwards inspections. 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

If there is a complaint about products supplied / services provided, the supplier shall provide the responsible commercial specialist with an initial written response without delay, at the latest within 24 hours following the notification by REHAU. The supplier shall provide the responsible commercial specialist with a written interim report at the latest after three working days in the form of an 8D report.

Unless agreed otherwise in isolated cases, the supplier provides a supplemental / final 8D report to the responsible commercial specialist at the 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 damages (e.g. line stoppage / production interruption, e.g. at the OEM).

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 for 8D processing. In isolated cases REHAU reserves the right to verify the effectiveness of the communicated corrective measures on-site at the supplier.

15. Quality Performance

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.

16 RQC (REHAU Quality Cooperation)

The high-quality performance of the supplier is an essential basis for the REHAU success and permanently ensures a trust-worthy and cooperative collaboration.

In the event of problems with the quality performance of the supplier, REHAU Quality Cooperation RQC (form no.5470) is an accepted cooperation model, which is used at the supplier during the development and/or series deliveries and which supports the supplier to achieve the requirements in terms of quality performance requested of him. Information is available from the relevant commercial specialist.