

**QUALITY** is **KIEFEL GmbH's** commitment and our customers' expectation. In addition to the high KIEFEL quality standards, DIN EN ISO 9001 certification and the associated continuous checks express our quality consciousness. Our suppliers are our partners and are measured by their quality, for which they are responsible.

**THE FOLLOWING LIST OF GUIDELINES AND ARE A COMPONENT OF OUR CONTRACT AWARD:**

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## 1 Preamble

This quality assurance agreement shall be completed with the goal of forming a long-term oriented supply partnership with mutual benefits.

Continuous improvement and readiness to develop new solutions together form the basis of long-term cooperation with Kiefel GmbH.

## 2 Purpose and area of application

In line with our aim to always offer our customers the best price-performance ratio and thereby ensure a high level of customer satisfaction, Kiefel GmbH is committed to achieving a quality standard that does not allow the customer to experience any faults. To achieve this goal, Kiefel GmbH must be able to rely on the quality and reliability of the products and services provided by the supplier. For this reason, this agreement shall be signed to regulate the minimum requirements of the quality system that the respective supplier needs to maintain.

## 3 Order acceptance and feasibility analysis

- 3.1 It is the responsibility of the supplier to check that the technical equipment, qualifications of the employees, and the required capacities are available to a sufficient degree.
- 3.2 The supplier shall be obligated to check inquiry and offer documents received or referred to for completeness and freedom from contradictions. If information and data for processing are missing, the purchasing department of Kiefel GmbH must be contacted immediately.
- 3.3 Prior to accepting the order, the ability to produce and measure the components must be checked by the supplier. If conflicting requirements or requirements that cannot be implemented economically are requested, then the supplier has an obligation to inform Kiefel GmbH immediately.
- 3.4 This inspection offers the supplier the opportunity to contribute their experience and skill with recommended changes for our mutual benefit.
- 3.5 The supplier shall be completely responsible for the quality of the delivery. This responsibility shall also include the scope of their sub-suppliers. If the supplier's core value creation processes are outsourced, Kiefel GmbH must be informed of this in writing.

#### 4 Test equipment planning

- 4.1 The supplier shall ensure that all required testing equipment for inspecting items produced for Kiefel GmbH are available at all times and are subject to continuous monitoring, calibration, and upkeep.
- 4.2 The supplier shall be obligated to acquire testing equipment such that all contractually agreed quality properties are able to be checked. In case an external measurement company is utilised, this must be correspondingly accredited.

#### 5 Testing and measurement logs, test certificates and identification

##### 5.1 Inspection instruction (specifications)

All measurement results for fittings, tolerated dimensions, shape and position tolerances must be documented according to the specifications. Calibrated and technically functional test equipment must be used for documented measurement results.

If the ordering documents include Kiefel testing instructions, then these must be filled out completely by the supplier.

##### 5.2 Process: Inspection instruction

In order to assign the testing logs, measurement logs, and inspection documents clearly to the delivered parts, the supplier must name these according to the following example.

##### **Kiefel order number – Kiefel material number - xxx.pdf**

Example: 4500215321 - 10329642.pdf (minimum requirement)  
4500215321 - 10329642 - 001.pdf (with sequential number)

The numbers and letters according to the material number may be selected freely by the supplier. (maximum number of characters 10).

See our specification KND 008 002 for identification of parts

Parts requiring identification must also be indicated as such in the order text

The files must be saved in the **PDF** portable file format.

The delivery must be clearly labelled with the order and material number and the quantity of pieces. If identification is lacking, costs for assigning deliveries will be invoiced to the supplier by Kiefel GmbH.

If ordering documents explicitly require it, testing and measurement logs must be sent before delivering of components to the following

e-mail address: [qs-office@kiefel.com](mailto:qs-office@kiefel.com)

The delivery item is only considered fulfilled once the test documentation has been fully transmitted. If the test documentation is submitted too late, Kiefel GmbH will, after prior notification, initiate replacement work at the supplier's expense in order to reduce major consequential costs.

##### 5.3 Retention period

The storage duration for test certificates, measurement logs, and inspection documents is at least 10 years after delivery of components.

##### 5.4 Prüfschärfe

The test severity must be in accordance with our specifications (test instructions / test report).

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## **6 Complaint management and subsequent improvement of products**

### **6.1 Complaints and reworking**

In case of complaints, the supplier shall be informed immediately and an opportunity for subsequent improvement shall be granted, provided this is possible according to the deadline situation of our order.

If return transport is necessary for reworking, this will be at the supplier's expense.

If subsequent improvement of the disputed products is required, Kiefel GmbH reserves the right to carry this out itself in order to avoid disruptions to its own assembly process, e.g. assembly stoppages and subsequent impact on deadlines (this serves to minimize financial losses).  
Subsequent work organised by Kiefel GmbH shall be invoiced to the supplier.

### **6.2 Special authorisation (with and without reworking)**

In case of particularly valuable parts, it may be the best possible individual decision for both sides to decide on a professional repair (no impact on functionality, longevity and safety of the products) from the manufacturing partner and, in exceptional cases, to approve minimal deviations in the manufacturing tolerances after a separate technical inspection.

Inquiries regarding 'special authorisation' must always be submitted in writing by the supplier to Kiefel GmbH's quality assurance department.

In this case, the supplier must use the corresponding Kiefel template. This is available as a download via the Kiefel supplier portal.

If Kiefel awards a special authorisation, then the parts affected by this special authorisation must be clearly identified when delivered, and they must be unmistakable in the packaging unit directly and clearly labelled on the delivery slip.

The expense incurred from special releases will be passed on to the supplier.

### **6.3 Reaction time**

The supplier must respond immediately and at the latest within one working day to all quality complaints (claims) and take the necessary measures to reduce further and greater damage due to poor performance.

### **6.4 Return of parts and credit if necessary**

If Kiefel GmbH has sufficient inventory, the defective parts can be credited instead of reworking or new production being required. → Situational coordination within complaint processing.

The supplier will receive returned parts at their expense. Disposal by Kiefel GmbH may be more economical. → Situational coordination.

### **6.5 Prevention and fault avoidance**

In addition to testing feasibility before or upon receipt of the order, the supplier must maintain a system for managing defective products.

The test status of the products must be clear in all production phases. Faulty parts are to be physically marked and clearly separated from faultless parts (e.g. scrap box, lock stock).

Further processing or delivery without the consent of Kiefel GmbH is prohibited.

In addition, the corresponding traceability (for example up to the lot / batch) must be available to permit to determining of the cause of deviations in case of internal or external errors.

## 6.6 Problem resolution

The supplier undertakes to analyse any deviation and to introduce suitable corrective measures immediately. On request by Kiefel, a 5D report or a qualified statement must be supplied.

In addition, the Kiefel GmbH supplier undertakes to include a statement about the potentially impacted quantity delivered to Kiefel.

The statement must be provided to Kiefel GmbH within 5 working days of the delivery of the necessary components.

Implementation and standardisation of all determined corrective measures for long-term fault prevention or fault discovery must be emplaced within 20 working days of receiving the claim.

The corresponding Kiefel template 5D report is available as a download via the Kiefel supplier portal.

In the event of significant impact (serial faults, hidden defects, etc.), an 8D report must be created at the request of Kiefel GmbH.

**IT'S BETTER TO INVEST MORE IN FAULT AVOIDANCE, SO THAT LESS EFFORT AND PROCESS DISRUPTION IS NECESSITATED BY FAULT ELIMINATION!**

## 7 Transport, storage, and packaging planning

The supplier shall be responsible for professional packaging, storage, and transport of their components. In this case, the supplier must ensure that the product cannot be damaged or fouled on internal and external transport routes via external effects.

Special trips can be avoided through timely implementation. The orders/deliveries must be bundled ecologically and economically → to avoid empty trips.

Additional information is provided in the Kiefel standard for **packaging instructions KNV 040 002**.

## 8 Delivery correctness

We essentially demand complete delivery correctness from our suppliers with regard to delivery quantity and deadline. If difficulties arise within the supply chain, these must be reported to Kiefel GmbH at an early stage with mitigation measures.

Furthermore, the supplier shall be obligated to provide corresponding emergency plans, e.g. fall-back inventories for materials, preventive maintenance and upkeep of machines.

## 9 Supplier assessment

9.1 Kiefel GmbH shall complete regular supplier evaluations to monitor and ensure delivery quality. The evaluation will result in a supplier rating of A, B, or C.

9.2 The results of the Kiefel GmbH supplier evaluation form the basis of decisions to assign new orders and will be indicated to the supplier as required.

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## **10 Supplier audit/supplier development, sustainability**

Kiefel GmbH shall be entitled to complete supplier audits following prior consent.

During the audits, particular attention is paid to sustainability aspects in accordance with the Brückner standards.

The audits and mutual development measures serve the inherent task of fulfilling current and future customer and market requirements with the best price-performance ratio.

## **11 Supplier approval and authorisation**

Suppliers are authorised following positive results of a specified supplier selection process.

Kiefel GmbH must provide the complete required information, e.g. supplier voluntary information, documents on certifications, confirmation of the Supplier Code of Conduct, etc.

## **12 Kiefel supplier portal**

<http://partner.kiefel.de/>