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Quality Management Guideline for Supplier

Mandatory Agreement For rubber compounds

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Content

1 Introduction and Objectives 3
1.1 Introduction 3
1.2 Quality policy 3
1.3 Goals 3
2 Responsibilities 3
3 Scope of application 3
4 QM system 3
5 Ensuring quality prior to serial deliveries 4
5.1 Feasibility 4
5.2 Quality planning 4
5.2.1 FMEA for design and processes 4
5.2.2 Test planning 4
5.2.3 Planning of test equipment 4
5.2.4 Planning of processes and operating equipment 4
5.2.5 Packaging and cleanness 4
5.3 Prototypes / development types 4
5.4 First samples 4
5.5 Hazardous substances 5
5.6 Preventive maintenance 5
5.7 Training 5
6 Ensuring quality during the series 5
6.1 Statistical process control 5
6.2 Acceptance tests 5
6.3 Safeguarding incapable processes 5
6.4 Test certificates 5
6.5 Product identification 5
6.6 Emergency strategy / Force majeure 6
6.7 Requalification test 6
6.8 Process changes 6
7 Corrective actions 6
8 Statutory safety and environmental protection regulations 6
9 Documents and records 6
10 Special freight costs (expedited freight) 6
11 Long-term ability to deliver 7
12 Ensuring supply after discontinuation of product 7
13 Right to inspect 7
14 Right to test 7
15 Advertising / reference lists 7
16 Exclusivity 7
17 Reach 7
18 Ownership identification 7
19 Supplier evaluation 7
20 Audit / release audit 8
21 Other applicable documents: 8
22 Confirmation 9

1 Introduction and Objectives

1.1 Introduction

We, Datwyler Division Sealing Solutions (“Datwyler”), must meet the very high expectations of our customers. Suppliers play a very important part in supporting us with this objective.

The quality of our products is mainly dependent on the quality of the products and components which we buy in. Our objective is therefore only to buy in quality products with an above-average cost-to-benefit ratio.

In order to achieve this objective, it is essential for our suppliers to have an effective quality management system in place. This binding documentation is the basis for our cooperation. The QM Agreement comprises the mandatory stipulations in this document together with further individual agreements which may be stipulated separately as required.

This quality guideline is a component of every purchase contract for products which undergo further processing by us or which are sold through us.

1.2 Quality policy

The quality policy is an element of Datwyler's overall strategy.

1.3 Goals

Our goal is to be the benchmark leader as regards quality, costs, readiness to deliver and customer focus. We consistently pursue the implementation of the 'zero defects' objective, in order to comply 100% with delivery deadlines and quantities supplied. This also includes continuous improvement by our suppliers.

2 Responsibilities

The Purchasing Department for the individual Datwyler factories is the responsible contact partner for suppliers. They have the competency to negotiate in respect of inquiries, agreements and concluded contracts.

3 Scope of application

This quality guideline is applicable to the entire supply chain of Datwyler.

4 QM system

Our QM system meets the actual requirements of DIN EN ISO 9001. The supplier is responsible for developing, implementing and maintaining an appropriate quality management system.

We reserve the right to verify this system by means of audits. The supplier shall grant Datwyler (and also, with the agreement of Datwyler, the latter's customers) access to all operating facilities, test centers, stores and adjacent areas, and shall allow said parties to inspect all documents relevant to quality. Necessary and appropriate restrictions on the part of the supplier in order to protect his business secrets shall be accepted for this purpose.

5 Ensuring quality prior to serial deliveries

5.1 Feasibility

Before concluding a contract, the supplier verifies whether the requested product can be produced and delivered in the required quality and quantity, adhering to specified deadline(s).

It is the supplier's obligation to discuss unclear requirements with Dätwyler's Purchasing Department in advance and to obtain any additional information that may be needed. This also includes the definition and handling of critical and significant product features.

If corrections to the specifications are required due to the analysis of ability to manufacture, Purchasing must also be informed. Changes must be in the written form and must be agreed in advance by Datwyler.

5.2 Quality planning

The quality of products is critically determined during their development. It is therefore necessary for the supplier to apply appropriate preventive methods of quality planning at the development stage. The measures should include these elements:

- FMEA for design and processes
- Test planning
- Planning of test equipment
- Planning of processes and operational equipment
- Packaging and cleanness

5.3 Prototype / development compound

The manufacturing processes for prototype / development compound may vary from the manufacturing process planned for the series. These alternative processes must be agreed with Datwyler. The required documentation may be taken from our prototype and development orders, and it must be delivered together with the parts, without a request to do so, and must be sent to the Purchasing Department in advance by fax or e-mail.

5.4 First samples

As a general rule, first samples are always required prior to series manufacture. First samples are those samples (of products or materials) which were produced with series equipment, under series conditions and with the staff envisaged for series production. They are used to prove, prior to series deliveries, that the quality requirements are met.

First samples are required for new or modified products, with information regarding the numbers required and the date of receipt. All quality features agreed in the specification must be taken into account for this purpose.

Sampling must be carried out according to the production process and product release procedure as per PPAP Level 3, unless agreed otherwise in writing. The relevant material entries in IMDS must be added to the sampling documents.

After an interruption of more than 12 months to parts deliveries, a new first sampling / requalification test is required.

5.5 Hazardous substances
Prior to the first delivery of hazardous substances, the relevant safety datasheets must be sent to Datwyler's Purchasing Department without a request to do so.

5.6 Preventive maintenance
The supplier must prove that he has a system for preventive maintenance.

5.7 Training
The supplier's employees must be qualified for the tasks to be performed. The supplier must ensure this by appropriate internal or external training. The training must be documented and such documentation must be presented on request.

6 Ensuring quality during the series
6.1 Statistical process control
Statistical Process Control (SPC) is used as a process-based control instrument to identify deviations from the process at an early stage and to intervene to correct the process before faulty products are manufactured.

Datwyler is entitled to inspect these records at any time on request.

6.2 Acceptance tests
For features where a process cannot be used, the supplier must conduct suitable quantitative and/or qualitative acceptance tests so that fault-free products can be guaranteed. This must be documented with appropriate acceptance cards or test reports.

6.3 Test certificates
We basically reserve the right to request one acceptance test certificate as per DIN EN 10204, 3.1 per delivery, in which the critical and significant product features must be confirmed. This certificate must include the setpoints, their tolerances and the actual values determined. The product features to be confirmed and the number of measured values must be agreed with Datwyler's Purchasing Department.

6.4 Product identification
Separate labels that fulfill certain criteria must be used to identify the packaging units. The requirements for suitable traceability must be taken into account for this purpose.

If an error is identified, traceability and clear demarcation of potentially defective parts/batches must be guaranteed.

6.5 Emergency strategy / Force majeure
The supplier's system must be equipped so that an emergency strategy can be launched if a delivery bottleneck should occur. The emergency plan must be submitted to Datwyler's Purchasing Department on request.

If there is a risk of production shutdowns at Datwyler or at our customers' works due to the delivery of products which do not conform to the specifications, the supplier must liaise with Datwyler to remedy the situation by suitable immediate measures for which the supplier is responsible (spare parts deliveries, sorting work/reworking, special shifts, express transport, etc).

The supplier is responsible for ensuring that series deliveries are not interrupted under any circumstances. He shall also continue to be able to deliver in case of force majeure by means of any safety reserve stock that may be required.

6.6 Requalification test
All products delivered to Datwyler must regularly undergo a requalification test. The requalification frequency is also specified as part of the advance quality planning and must be agreed with Datwyler's Purchasing Department.

6.7 Process changes
All changes to the product or the process chain require the written agreement of Datwyler.

This relates to:

a) changes to production processes, sequences and raw materials
b) change of suppliers for raw materials
c) changes to test procedures and equipment
d) transfer of production locations

These changes must be notified to Datwyler in good time before the planned change, so that the resultant measures to achieve a release can be jointly coordinated. The following information must be provided in advance in such cases:

- risk assessment for the process change
- proof that the process sequences are ensured throughout the process chain.

7 Corrective actions
Datwyler expects its suppliers to track target variables for key processes in production and administration, and to have plans of action to attain these targets available.

In case of complaints, we expect a first written presentation of the immediate measures within 24 hours, with a final statement on the causes of the errors and the measures to correct and halt them after ten working days. Documentation is based on the 8D method.

If the supplier cannot provide a complete 8D report within this period, he must give notification of this and must provide a well-founded interim report with a planned completion date.

8 Statutory safety and environmental protection regulations
A process must be applied to ensure compliance with all relevant statutory safety and environmental regulations. Proof must be furnished by appropriate certificates or declarations of conformity.

Also the Datwyler Code of Conduct for suppliers has to be signed. It can be furnished upon request from Purchasing and is mandatory for all suppliers of Datwyler.

9 Documents and records
Safekeeping of documents and records must be regulated in writing and agreed with Datwyler's Purchasing Department.

10 Special freight costs (expedited freight)
The supplier undertakes to record all special freight costs and to present these records on request. The special freight costs for his subcontractors must also be taken into account.

11 Long-term ability to deliver
The supplier must ensure that raw materials used for products are available in the same quality and execution for as long as Datwyler requires. Changes must be notified at least 6 months in advance and must be approved in writing by Datwyler.

12 Ensuring supply after discontinuation of product
If the supplier discontinues the product supplied to Datwyler, the possibility of forming a final stock must be provided. The quantity required for this purpose shall be specified and released for production by Datwyler.

13 Right to inspect
Datwyler shall be entitled to ascertain the progress of work on any relevant order in the supplier's production facility within normal business hours, after notification.

14 Right to test
Datwyler reserves the right to verify all agreed and contractually arranged points, and may also do so on site if necessary.

15 Advertising / reference lists
The supplier must treat all information as confidential and may only refer to the business relationship with ourselves in advertising materials and reference lists with our written consent.

16 Confidentiality
The supplier must treat all 'information' regarding the joint business relationship as confidential when the order is transmitted.

17 Reach
The supplier guarantees that products ordered by us have a REACH registration if necessary.

18 Ownership identification
All operating equipment which is required by the supplier to perform the service and which is in his possession but is owned by Datwyler must be clearly and permanently identified as such.

19 Supplier evaluation
All main suppliers are evaluated at least once per year.

The result of such evaluation shall be notified to the supplier in writing, in order to indicate improvement potentials.

The evaluation will be done with numbers, 0 (very bad) to 6 (very good). Based on the result (average) the suppliers are classified in “A”, “B“and “C“supplier.

If the supplier is classified in B, the supplier will do continuous improvements for each category. Responsible is the procurement SCH. Weak points must be clearly defined and discussed with the supplier.

A “C” evaluation is an unacceptable situation. Datwyler will ask the supplier to develop appropriate actions which the supplier has to explain during a meeting. The implemented improvements will reviewed during an audit at supplier’s site. If the result is still negative (< 80%), Datwyler will plan wind-down process with the goal to end the business relationship.

20 Audit / release audit

Before the start of series delivery Datwyler may conduct a release audit. During delivery at random intervals Datwyler may repeat audits to ensure sustainable quality standards. Suppliers who are evaluated with less than 80% overall result must submit a written plan of actions to Datwyler's Purchasing Department within two weeks. Datwyler reserves the right to verify the implementation and effectiveness of the measures by means of audits.

21 Other applicable documents:

- DIN EN ISO 9001
- ISO 14001 / OHSAS 18001

For all standards mentioned the latest edition is valid.

22 Confirmation

Requirement for Suppliers' Quality Management

We hereby confirm that we have received and that we acknowledge the present Quality Management Guideline for Suppliers, which is valid for all procurement processes for production materials at Datwyler Division Sealing Solutions.

We undertake to implement all the listed requirements as quickly as possible.

Please complete this sheet in full, sign it and return it to the responsible Purchasing Department at Datwyler Division Sealing Solutions.

We shall introduce/implement the measures by _____ .

A binding implementation plan is attached YES NO

We shall send an Introduction Plan to the Purchasing Department by _____ (date).

Company name: _____

Address (company stamp) _____

Name, date and signature
of supplier:

Management Sales Department

This Q Guideline for suppliers supersedes previous versions and shall remain the property of Datwyler Division Sealing Solutions. The supplier is entitled to make copies for his own use.

The QM Agreement comprises the mandatory stipulations in this document together with further individual agreements which may be stipulated separately as required.