

InnoSenT – Quality Assurance

Quality Guidelines for Suppliers (IS-QGLS-201101)

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1. Introduction

Changing customer expectations and world-wide competition require permanent improvement of all products and services including all processes and company procedures.

It is InnoSenT's target to offer their customers flawless products with a maximum degree of reliability.

Customer satisfaction through quality in every respect has been a decisive factor for InnoSenT's success as a supplier of complex products for their international customers and therefore also for you as our contractor (in the following referred to as supplier), whose products are becoming a part of InnoSenT products.

At that, reaching the **zero-error-target** is an essential condition for all deliveries - which can be achieved and ensured only by way of joint efforts made by InnoSenT and its suppliers together:

Avoiding instead of detecting errors and permanent improvement in the overall process chain, customer query, quotation, order, product creation, start of production, serial delivery and field service are absolutely necessary requirements we must and want to fulfill with the active help of our suppliers.

This guideline is showing our customers what InnoSenT's requirements are, and is further referring to the applicable International standards, methods and implementation information (e.g. from VDA, the German Association of the Automotive Industry) which are needed to make our joint targets a reality. So it is possible to implement a joint quality strategy in order to ensure trouble-free procedures between or suppliers and InnoSenT and to minimise costs.

Range of application

This guideline shall apply for all products and services rendered by a supplier to InnoSenT GmbH and shall be an integral part of the "General Supply Agreement for the Procurement of Production Material" (Rahmenliefervertrag zur Beschaffung von Produktionsmaterial), of the „General Terms and Conditions of Purchase of InnoSenT“ (InnoSenT Allgemeine Einkaufsbedingungen), or it shall become effective by way of an individual agreement.



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2. Implementation of Basic Requirements

2.1 Quality Management System

The supplier has effectively introduced a QM system in its company and is therefore proving its ability to provide quality.

A quality management system in line with the requirements according to ISO/TS 16949[11] is a pre-requisite for any supplier relationship with InnoSenT. The minimum requirement is a certificate on the basis of the applicable valid version of ISO 9001 [2]. A third-party-certification acc. to ISO/TS 16949 and DIN/EN ISO 14001 [1] (Environmental Management System) is recommended by InnoSenT.

Additional requirements may be established in VDA volume 6, part 1[8] or else in the QS-9000[3] publications, besides, if applicable, customer-specific requirements have to be adhered to.

The expiration of a certificate without any planned re-certification shall be advised to InnoSenT no less than three months prior to the expiration date. New certificates shall be sent to the contact person in the sales department of InnoSenT without specific request. Any revocation of a certificate shall be advised immediately. InnoSenT reserves the right to carry out short-term audits about quality management systems, processes and products with its customers after prior announcement. The commissioners shall be granted access thereto.

Assignment and change of any sub-contractor has to be advised to InnoSenT in due time beforehand and is subject to approval. Production Process Approval and Product Approval (PPAP) shall be carried out. InnoSenT reserves the right to carry out short-term audits also of their sub-contractors, if applicable together with their customers, after prior announcement. This, however, does not release the supplier from its responsibilities towards the sub-contractor and InnoSenT.

2.2 Other Fundamentals of Quality

In addition to the stated standards, the InnoSenT-purchase order documents shall be binding, e.g.

- ▶ Purchase order drawings including the provisions established therein, e.g. DIN standards, InnoSenT-standards, technical terms and conditions of supply and delivery, data sheets etc.,
- ▶ stipulated testing instructions and gauges (test devices),
- ▶ additional purchase order data, e.g. packaging instructions,
- ▶ special statutory regulations,
- ▶ special regulations on environmental protection and recycling

2.3 Delivery Quality and Goods Reception

The products must not show any defects in design, material or processing and must be in accordance with the contractually agreed specifications and features. The supplier shall furnish proofs of the composition of the materials used and their individual components as well as any related aspects concerning the environment. All materials must be verifiably registered in the IMDS-System (International Material Data System).

The suppliers will be informed in a quality control report on any deliveries which have not been approved without any reservations. Any costs arising therefrom to InnoSenT shall be borne by the supplier. In cases of errors of little value and little significance, InnoSenT will be operating with fixed lump sum amounts. Costs for scrap and re-work will be captured by InnoSenT and charged to the supplier.

InnoSenT assumes that all materials contained in the products (e.g. raw and auxiliary materials and supplies, parts and components), supplied to InnoSenT and for which registration is required according to REACH (EU-Regulation 1907/2006: Registration, Evaluation and Authorisation of Chemicals), will be pre-registered by the suppliers or their pre-suppliers, and

subsequently registered at InnoSenT within the time window set by REACH for the intended purpose of use. If, contrary to expectations, this is not the case, InnoSenT shall be advised immediately about it.

Quality assurance is the basis on which freedom from defects can be achieved for all products and services supplied by the supplier or on its behalf ("zero-error-quality"). Because of the high standard of quality thus achieved, practically no errors and faults are found any more in the incoming goods spot-check inspections.

The supplier shall ensure, by way of adequate marking of the supplied goods (e.g. manufacturer's label, date of manufacture, place of manufacture, production lot) or – if this is not possible – in another way, that it can be determined immediately upon the detection of any error about the delivery, which of the supplied products are or might be affected by such an error at all. Via its marking system, the supplier shall keep InnoSenT informed in such a way that it will be able at any time to determine such facts for themselves.

[For the time] after the incoming goods reception at InnoSenT, the supplier shall ensure the traceability of the supplied goods within the scope of its traceability system.

The supplier shall draw up records on the implementation of its quality assurance measures, in particular about measuring values and test results (documentations in the German/ English language) and shall keep such, and any samples, if applicable, available and neatly arranged.

InnoSenT will advise the supplier immediately about any defects contained in the delivery, as soon as they have been detected within the due course of business operations. The incoming goods reception check at InnoSenT will be limited to a visual inspection of the transport packagings in terms of externally visible damage, e.g. transport damage, a quantity and an identity check while comparing the shipping documents with the purchase order documents. Any other checks, in particular measuring tests, do not have to be carried out. For assuring the quality of their own products, InnoSenT also maintains an efficient QM-system. Within this scope, InnoSenT will carry out product-related tests parallel to production according to the requirements of the QM-system, in order to guarantee detection of defects of their products as early as possible, including the scopes of delivery and performance of the suppliers integrated therein. In this respect, the supplier waives its right to assert any claim for delay in notification of defects.

The InnoSenT part number incl. the revision status according to the InnoSenT-drawing/ specification shall be stated on the delivery note and on the packaging unit. If no revision status has been stated on the drawings or if no part number has been given, the packaging shall be marked according to the purchase order / delivery call-off.

Based on REACH, any supplier of a product (including packagings) shall submit a declaration to InnoSenT on all the SVHC substances contained therein in a concentration of a mass percentage rate of more than 0.1 %.

SVHC-substances are stated in a candidate list published by the EU which is permanently updated.

2.4 Complaints Processing, 8D-Report

The supplier must respond to any complaint within 10 work days, presenting a conclusive 8D-Report. If necessary, this period of time can be shortened. Immediate action shall be initiated without delay and reported back to ensure the supply of goods is free from defects and to keep costs for the supplier and also for InnoSenT as low as possible.

Upon demand, interim reports shall be provided in due time. If scheduled dates cannot be kept, InnoSenT shall be advised in advance in writing. The supplier shall subject the rejected products to a careful examination (error/cause- analysis). The supplier must summarize and pass on the results and the planned corrective action including time scheduling for its implementation immediately to InnoSenT in a 8-D-report. Proof of the effective implementation of corrective action has to be furnished to InnoSenT.

InnoSenT shall reserve the right to carry out an audit in cases of problems caused by suppliers and in cases of unacceptable responding times of the supplier, and to charge the supplier with the costs arising therefrom.

2.5 Quality Documentation

Documents and records from the product and process development phase as well from the production phase of the delivery item shall be submitted upon demand. In particular, the results of the quality tests and audit results carried out at the suppliers' and at their sub-suppliers' shall be recorded including any planned and effectively implemented corrective action, and such shall be provided completely upon demand to InnoSenT or, respectively, to the customer by InnoSenT. Any deviations from this procedure shall be agreed upon between the parties already at the time of conclusion of contract. For parts with special features and increased requirements in respect of documentation (in this respect, also see VDA volume 1[4]) quality records shall be kept with the supplier and its sub-contractors for no less than 15 years following discontinuance of production.

For all other features, a useful documentation system, as described in VDA volume 1 (documentation and archiving) shall be introduced. Such provisions do not substitute the statutory requirements. It is recommended to keep [records] for a major period of time in view of statutory periods of limitation for product liability claims.

2.6 Quality Agreement and ppm-Management

For the operative implementation of a "zero-error-quality" policy, InnoSenT and the supplier agree upon measurable targets for the supplied quality (ppm-target agreements) with reference to a period of time to be determined.

The ppm-results shall be recorded at InnoSenT, communicated to the supplier and become part of the supplier rating. At the same time, they are the basis of selective measures for continual improvement of quality.

However, agreeing on ppm-values does not mean any acceptance of quality level by InnoSenT. Any parts found to be faulty shall be not accepted on principle and shall be chargeable to the supplier.

2.7 Change Management / Q-problems

The supplier undertakes to advise InnoSenT immediately and in writing, usually before supplying the products, about any quality problems occurring and any product quarantining or process stoppages, and the supplier shall co-ordinate any necessary corrective action with InnoSenT's quality assurance department.

Any technical change intended to be made on any objects of contract which have been approved for delivery, shall be notified to InnoSenT as early on as possible, however, no later than 9 months prior to the introduction of the change. InnoSenT shall reserve the right to carry out a test and, if applicable, the right of approval prior to the implementation of the planned change. The supplier shall advise InnoSenT's purchasing and quality assurance departments prior to the implementation of any planned changes to products and processes, before and equally after SOP (Start of Production), e.g. in cases of

- ▶ changes in design, specifications and materials,
- ▶ the application of new tools, modified tools or spare tools,
- ▶ production methods or production processes,
- ▶ relocation of production within a manufacturing location or to other manufacturing locations,
- ▶ changes of suppliers of products, base parts, materials, services or software,
- ▶ new start of production facilities after a closedown of more than 12 months.

The changes shall be classed as minor and major changes, this classification shall be made - unless otherwise agreed upon in writing - in line with ISO TS 16949, as amended.

Delivery of the changed objects of contract must not be carried out before approval from InnoSenT. Unless otherwise agreed, the first two deliveries with amended objects of contract shall be marked separately as such.

Any product discontinuation announcements shall be made no less than 18 months in advance in writing and have to be approved by InnoSenT.

Such information shall be sent either electronically to pcn@innosent.de or in writing to the purchasing department and the quality assurance department.

This obligation to send information shall also be the case if one of the above mentioned points is applicable to a sub-supplier.

The supplier shall co-ordinate the scope of the necessary renewed approval tests (initial samples) with InnoSenT. He shall ensure that serial deliveries will be made to InnoSenT only when the initial samples – to be presented again – have been approved by InnoSenT. The implemented changes have to be recorded on a part history sheet.

If, concerning the change item, there are any pre-manufactured parts available in the old design, the numbers of quantities - in the framework of which InnoSenT is obliged to accept parts - shall be stated so that a decision can be made. After changes, the first deliveries have to be tagged separately on the delivery note, trading units and, if applicable, also on the parts. Any details in this respect have to be agreed in writing between the supplier and InnoSenT prior to delivery.

In case of non-observance of the above described procedure, InnoSenT shall reserve the right to charge the supplier for the costs arising to InnoSenT therefrom.

3. Quality in the Product Engineering Process

3.1 Product and Process FMEA

The supplier shall, considering the use of its products at InnoSenT and their customers, carry out preventive risk analyses (FMEA) for all the products supplied to InnoSenT, and for the thus linked processes, and shall update the FMEA in case of any deviations occurring in terms of product and/or process quality as well as in cases of changes according to clause 2.7.

All parameters referring to product safety shall be included in the analysis. Points assessed as critical shall be improved immediately and effectively by means of suitable corrective and preventive measures to ensure that specifications, features and product safety as well as competent and capable manufacture can be guaranteed. For the implementation of the measures, scheduled dates and responsible persons shall be stated and presented upon demand.

Irrespective of the product and process FMEAs created on his own responsibility, the supplier agrees to co-operate and work on any system FMEAs or interface FMEAs initiated by InnoSenT. Results shall be taken into account in the further development process of the supplier.

Details are specified in VDA volume 4 [6], part 2 and in the QS-9000 publications. Results shall be recorded as described in Clause 2.5.

3.2 Production Control Plan (Control Plan)

In the production control plans, the results from the product FMEA, process FMEA, experiences from similar processes and products as well as the application of methods for improvement etc. shall be taken into account. A detailed description of the procedure for the creation of a production control plan or, respectively, a Control Plan is available in VDA volume 4 and in the QS 9000-publication (APQP).

Taking the production control plan as a basis, the supplier shall ensure the strict implementation of all serial tests, while taking the established measuring and test equipment (gauges) into account, and spot-check plans.

The production control plan and any other documents linked thereto (records about the part and process approvals as well as the test results) shall be provided to InnoSenT upon demand.

3.3 Planning of Serial Production

The planning of plants and operating resources shall comprise the planning and establishment / procurement of any necessary operating resources for the manufacture of the component. Proof of the capacity or else suitability of operating resources shall be furnished. In cases of several devices or, respectively, multi-cavity moulds, capability/suitability shall be proven individually.

It shall be ensured that, at the latest during production of parts ready for serial production for the initial sample date, the respective operating resources will be available in sufficient capacity and function. Further on, also internal and external means of transport and packagings

shall be taken into account in the process of planning.

- Co-ordinating Supervision of Serial Production

Basically, all product and process features are important and must be observed in terms of process reliability. Particular features require the proof of process capability. For that purpose, the supplier must monitor such features with adequate methods, e.g. with control charts (SPC). If process capability cannot be proven, a 100%-test must be carried out. Any particular features which cannot be measured or which can be tested only when being destroyed shall be monitored and documented with suitable methods and in an adequate scope.

- Tolerance Samples

Where necessary, prior to the start of serial production, the respective tolerance samples shall be agreed upon between InnoSenT and the supplier.

3.4 Gauge (test device), Machine and Process Capability

By applying suitable statistical procedures, the supplier shall ensure that the applied machines, tools, measuring and test devices as well as the processes during which such are used, will be suitable and capable for the manufacture of the products supplied to InnoSenT.

The features for which capability proofs have to be provided shall be agreed upon by InnoSenT and the supplier. This, however, does not release the supplier from its obligation to define further features concerning his processes or such features which might be features of sub-suppliers.

- Gauge Capability (suitability of test devices)

For all the features, the supplier shall define the test method with the respective test device (gauge) . For all the planned measuring devices, proof of the testing process capability shall be furnished. Thereby, the complete measuring procedure and the tolerance range of the feature to be measured shall be taken into account.

Proof shall be furnished according to the general requirements of VDA, volume 5[7] (testing process capability) or QS 9000-MSA.

- Proofs of Machine and Process Capability

The implementation of the machine capability test and the process capability test is generally regulated in VDA volume part 1 and shall be carried out accordingly.

For any particular and critical features or, respectively, process parameters, the following capability parameters can be agreed upon:

Machine capability index: $Cmk \geq 2.0$

For this purpose, a large spot check test sample is taken over a short period of time, and assessed.

Preliminary process capability index: $Ppk \geq 2.0$

Process capability index: $Cpk \geq 1.67$

Here, a small number of parts are taken as a sample over a longer period of time, and assessed.

For all the other stipulated features, the following capability parameters shall apply:

Machine capability index: $Cmk \geq 1.67$

Preliminary process capability index: $Ppk \geq 1.67$

Process capability index: $Cpk \geq 1.33$

If such minimum requirements cannot be met at the moment, 100%-tests shall be carried out until such capability will be achieved thanks to corrective action. Any deviations therefrom shall be agreed upon with InnoSenT.

3.5 Status of Sub-suppliers and their Products

The assignment of quality-capable sub-suppliers for the project must be ensured and is the responsibility of the InnoSenT suppliers. In the case of non-compliance of the requirements, development programmes shall be established for the sub-suppliers. The implementation must be guaranteed before the start of serial delivery at the latest.

The quality planning status of bought-in parts of the sub-suppliers shall be tracked on a regular basis. The production process and product approval of the products of the sub-suppliers must be completed prior to the production process and product approval of the InnoSenT – supplier.

3.6 Audits

Every year, the supplier shall carry out internal audits planned in advance, for all products supplied to InnoSenT and processes linked to its development and manufacture on a regular basis (e. g. VDA volume 6, part 3 [9,10]). The basis for this are the contractually stipulated product specifications and features as well as further agreements concerning the deliveries, e. g. in respect of logistics and packaging.

In cases of any deviations, the supplier shall initiate any necessary corrective action immediately, ensuring its effective implementation on a permanent basis.

Beyond that, InnoSenT and its customer shall be entitled to verify – after announcement in advance – by means of a process, product or systems audit, whether the quality assurance measures of the supplier guarantee the InnoSenT-requirements.

Should any quality problems arise which are caused by services and/or deliveries from sub-suppliers of the supplier, the latter shall – upon demand from InnoSenT – carry out an audit at the sub-supplier's, if applicable, with InnoSenT and its customer participating -, disclosing the results to InnoSenT.

3.7 Product and Process Approval

For product approval, the supplier shall, prior to the start of serial delivery to InnoSenT, present initial samples together with a PPAP/Initial Sample Inspection Report, which are in line with all contractually stipulated specifications and features.

- ▶ Dimensions
- ▶ Materials and Workmanship
- ▶ Applications/Functions Interface
- ▶ Tolerance samples

Unless otherwise agreed, this proof has to be furnished for at least 5 parts.

Doing so, any deviations can be straightened out in time and therefore systematic errors in serial production can be avoided.

Without parts and process approval, serial deliveries shall not be allowed on principle.

The initial samples and any individual parts and materials used during their production must be produced completely with standard operating resources and under serial production conditions.

The necessary documentation shall be specifically adapted to the project as to contents and scope in co-ordination with the InnoSenT purchasing department and the quality department. It shall be determined in advance whether initial sampling has to be carried out according to the specifications in VDA volume 2[5] or the QA-9000-publications. Here, the respective submission level shall be fixed.

The reference points specified on the drawing have to be strictly observed.

If the InnoSenT-drawing / -specification does not contain such information, the reference points established during measuring have to be completed by the supplier in the approval documentation [ISIR].

The process approval at the suppliers' shall be carried out by way of a process audit according to VDA volume 6 part 3, implemented by the supplier itself successfully, classed as "A" and with the requirement that a capacity test has been passed. Process approval can be carried out also by way of an AB-classification. About the unresolved issues, an improvement plan shall be established and worked off.

InnoSenT shall reserve the right to carry out the process audit and the Full-Run at the suppliers', and, if applicable, at the sub-suppliers' premises. On request, InnoSenT may check the results of the process approval at the suppliers' or demand such from there.

For standard parts or standardized components as well as for products for trading, approvals may be agreed upon on the basis of "supplier data sheets", on request and demand from the InnoSenT purchasing department/ quality department.

InnoSenT shall reserve the right to charge the supplier with the incurred expenses in the case of repeated rejection of initial sample inspection reports.

3.8 Requalification Test

Contents, scope and time intervals shall be co-ordinated between InnoSenT and the supplier before the start of serial production and recorded in the Control Plan / Production Control Plan. If there is no explicit co-ordination, at least once a year a re-qualification shall be carried out. In cases of negative test results, the error cause shall be found out, corrective action has to be started and the quality assurance department of InnoSenT has to be informed about that immediately.

Unless otherwise agreed, the respective specifications from ISO/TS 16949 or, respectively, the QS 9000 publications shall apply. All products shall, according to the Control Plan / Production control plan, be subjected to a dimensional and functional test, while considering the applicable customer specifications for material and function.

On demand, the supplier shall provide InnoSenT with the documentation within 5 work days.

4. Methods of Supplier Escalation

4.1 Escalation Procedure for Suppliers

If quality and logistics problems occur repeatedly with suppliers, they shall be included in the InnoSenT escalation procedure. It is the aim of the procedure to implement adequate steps and measures at the suppliers' in order to make the supplied products and materials comply again with Innocent's requirements.

Depending on duration and severity, the problems shall be classed in terms of one of the three escalation levels.

On principle, every level shall undergo the following process:

- ▶ Analysing both the escalation cause and the problem.
- ▶ Agreeing on an action plan for elimination of the escalation causes, in order to reconcile quality with targets again.
- ▶ Implementing the action plan.
- ▶ Supervising/Keeping track of the action plan.
- ▶ Depending on the effectiveness of the measures, this will lead to the next escalation or de-escalation level.

In cases of insufficient handling of the issues and measures by the supplier, InnoSenT shall reserve the right to provide the supplier with external help from competent service contractors.

Escalation level 1:

Escalation level 1 will be triggered if the problems are not worked off satisfactorily within the scope of normal processing. In the course of the escalation process, the supplier must initiate an effective solution to the problem(s) and present such to the quality department of InnoSenT on site on a regular basis.

Escalation level 2:

On escalation level 2, the action plan shall be checked on site at the supplier's premises in terms of appropriateness and effectiveness. This may be done, among other things, within the framework of quality and/or logistics audits. The results of the On-site-analysis shall be recorded in an action plan. The supplier shall be responsible for the implementation of the measures and must report to the competent department(s) on a regular basis about the respective status.

Escalation level 3:

In the case of non-compliance of the quality requirements on escalation level 2, the supplier shall be classed as being on escalation level 3. This means that the supplier will be barred from new requests for quotations and from new submissions of contract. Equally we shall reserve the right to pass the relevant information on to the certification-awarding company of the supplier. In the case of escalation level 3, the existing problems shall be analysed on site

by an InnoSenT team. The supplier must be prepared to support any activities of the InnoSenT staff. The management of the supplier must ensure the observance of the agreed measures. In order to ensure the implementation or, respectively, the effectiveness of the planned measures, any progress shall be monitored and documented by way of regular reviews. Escalation level 3 shall terminate with de-escalation. If a supplier support project is not working successfully and the reason for that is to be found with the supplier, a re-positioning of the respective supplier shall be made in the portfolio of the InnoSenT-purchasing department.

5. Information

5.1 Quality Losses

If, while checking the products supplied to InnoSenT, the supplier detects an increase in detrimental deviations concerning features or reliability, in particular in terms of requirements (2.2, 2.3, 3.2, 3.5), he shall advise InnoSenT immediately about that and about corrective action, e.g. improvement of manufacturing procedures, materials, parts, inspection procedures or test equipment.

6. Quality Assurance Commissioners

In order to monitor the implementation of this supplier guideline and in order to perform any necessary co-ordination work within its framework, the supplier shall appoint a commissioner within a narrow time frame, presenting his/her name in writing to InnoSenT. The commissioner is entitled to accept all statements referring to the implementation of the mentioned supplier guideline.

InnoSenT shall also name the respective contact person upon the conclusion of the Rahmenliefervertrag (General Supply Agreement) (see range of application).

Both the supplier and InnoSenT shall advise each other immediately and in writing about any personal change concerning the quality assurance commissioner.

7. Deliveries

If InnoSenT feels compelled to recall and exchange products and/or already fitted components from its customers – in cases of proven quality defects for which the supplier is responsible - , and /or to re-work such products or components on site or in its company, the supplier shall be charged with the costs up to a maximum amount.

In this respect, the public liability and product liability insurance concluded by the supplier (see "Rahmenliefervertrag zur Beschaffung von Produktionsmaterial" (General supply agreement on the procurement of production material) shall apply.

InnoSenT shall advise the supplier immediately on the quality defects which have occurred.

8. Miscellaneous, Supporting Documents, References

8.1 Obligation to stay up-to-date

The supplier undertakes to inform himself on the respectively applicable version of this IS-QGLS.

Such information shall be published on the InnoSenT homepage as amended. If the supplier does not accept the amendments made, he shall contact the contact person named in clause 6 of this foregoing IS-QGLS immediately in order to clarify the respective unresolved matters.

8.2 Reference (supporting documents, literature)

For details on the standards and methods of quality management stated in the IS-QGLS, see the literature quoted below, as amended.

Upon request,

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Fax.: +49(0) 9528 / 9518-99
Internet: www.InnoSenT.de

will be happy to provide support in explaining and introducing methods and standard requirements.

Literature on norms and standards are available from:

Beuth Verlag GmbH
Postfach 11 45
D-10772 Berlin
www.beuth.de

- [1] ISO 14001 Umweltmanagementsysteme
- [2] ISO 9001 Qualitätsmanagementsysteme, Anforderungen
- [3] QS-9000-Schriften
- Verband der Automobilindustrie e.V. (VDA)

VDA-literature available from:

Verband der Automobilindustrie e. V. (VDA)
Qualitätsmanagement Center (QMC)
An den Drei Hasen 31
D-64110 Oberursel
www.vda-qmc.de

- [4] Band 1 Nachweisführung
- [5] Band 2 Sicherung der Qualität von Lieferungen
- [6] Band 4 Sicherung der Qualität während der Produktrealisierung - Methoden und Verfahren -
- [7] Band 5 Prüfprozesseignung
- [8] Band 6 (Teil 1) QM-System Audit
- [9] Band 6 (Teil 3) Prozessaudit
- [10] Band 6 (Teil 5) Produktaudit
- [11] ISO/TS 16949 Qualitätsmanagementsysteme
- [12] Hella Richtlinie für Lieferanten (HP-C-509)

Particular requirements when applying ISO 9001 for serial and spare part production in the automotive industry.

National legislation RoHS Directive 2011/65/EU RoHS Limitation of use of certain hazardous substances in electrical and electronics appliances _REACH CE-regulation 1907/2006: Registration, Evaluation and Authorisation of Chemicals.



Please contact us for further questions!

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