SaarGummi Group

sealing the future.

Supplier Quality Manual

between

SaarGummi International Systems GmbH
Eisenbahnstrasse 24
D-66874 Wadern – Büschfeld
and those companies affiliated with
CQLT SaarGummi Technologies S.à r.l.

(Thereinafter only SaarGummi)

and

(Thereinafter only Supplier)

In case of any question please contact: supplier.quality@saargummi.com

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1. Purpose and Scope

This Manual describes and defines the requirements of SaarGummi for the supplier's quality management system as well as the quality delivery assurance.

The Supplier is obliged, without exception, to deliver its products and services in compliance with this quality.

SaarGummi expects intensive cooperation from the Supplier focused on the prevention of non-conformities and planning of the quality through all phases of the process, and to continuously adhere to the prescribed procedures and agreed principles.

SaarGummi is ready to cooperate with the Supplier on the base of mutually dependent agreements, in compliance with the quality assurance requirements concerning the purchased product and SaarGummi is ready to explain all needs, provide necessary templates and documentation.

This Manual applies to all SaarGummi approved Suppliers.

In the case of special requirements from SaarGummi side, i.e., requirements outside the framework of the Manual, any special requirement will be notified to the Supplier in the form of „Specific Quality Requirements" (Annex to Quality Manual) which is also published on the website of SaarGummi (www.saargummi.com). The Supplier will be informed about any changes to the quality assurance requirements.

2. Notions and Abbreviations

EMS - Environmental Management System

QMS - Quality Management System

OH&S - Occupational Health and Safety Management System

WI – Work Instruction

3. Requirements to Quality and Environmental Management System

SaarGummi approved Suppliers, must meet the following requirements:

- Supplier of materials or components must at least have a certified Quality Management System (QMS) according to ISO 9001: 2015 or VDA 6.1: 2016 with target to work according to procedure of IATF 16949: 2016. A certified Environmental Management System according to ISO 14001: 2015 is also advisable. The current version must be documented by a valid certificate. This requirement is also a customer target and specified in the form „Specific Quality Requirements" (Annex to Quality Agreement).
- Supplier of consumables as well as trading company's must at least have a certified Quality Management System (QMS) according to ISO 9001: 2015. Trading companies, which are not at least certified according to ISO 9001: 2015, must ensure that their sub-

suppliers are certified accordingly. The certificates must be presented to SaarGummi without request.

- The Supplier is obliged to send notification about a status change within 3 months following the expiration of a valid certificate.

4. Contact Persons

Contact persons are designated by the Supplier and SaarGummi. They are responsible for entire projects, in terms of quality, production, logistics, sales and purchasing for both parties. Furthermore, from the supplier side a guarantee for the safety of the product PSCR (Product Safety and Conformity Representative) must be designated. Contact information of the person must be reported to SaarGummi.

5. Documentation of Delivered Products

Regular sampling according to the procedures stipulated in VDA 2 Version 2020 or PPAP Version 4 must occur between Supplier and SaarGummi.

The product must meet the technical requirements as defined by drawing or technical data sheets of SaarGummi or other (mutually) approved specification.

The standard of presentation and special requirements for the documentation is specified in the form: „Specific Quality Requirements" annexed to this Manual.

The supplier must submit the required documentation within 4 weeks.

Tool Acceptance Report & Math / CAD Data Submission

Any production tooling/gauges that is the property of SaarGummi or its Customers (OEM) and that is in possession of the Supplier, Customer must undergo a Tool Acceptance Report submitted as a part of the PPAP process.

SaarGummi or OEM Customer funded designs, tooling, gauges, etc. are to have electronic math data (STEP format) included in the PPAP submission. Two electronic copies of Math Data and two hard copy prints are to be submitted.

6. Process Changes on the Supplier Side

The Supplier has a duty to inform SaarGummi about any significant changes in the production process or in terms of new or changed raw materials and to agree on the new approval procedure, e.g.:

- new sampling including agreed Initial Sample Report after PPAP or VDA or Data Sheets,
- the information must be submitted to the following e-mail address: supplier.quality@saargummi.com
- inspection of the documentation,
- higher frequency for final check before shipping the Supplier's location for a limited period and report to SaarGummi,

- other agreed procedure (Supplier's production release)

All deliveries after a process change must be noted accordingly in agreement with the contact persons of SaarGummi.

7. Zero-Error Strategy / Safety Supplier's Quality

The Supplier is obliged to introduce an inspection system in the production process as well as preventive measures, starting with the control of incoming materials and up to the final expedition of products. The aim of these preventive measures and checking is a zero-error strategy, meaning delivery without non-conformities. Also, a complete product audit is part of the checking, at least once a year. Other measures (if required) are specified in the Annex of this Manual. In this case separate agreements are necessary between both SaarGummi and the Supplier.

In the case of deliveries of parts with specific signs, and for safety parts, it is necessary to keep requirements of final customer for testing, control, and self-evaluation according to current requirements. These requirements have to be agreed separately.

8. Evaluation of the Supplier

The Supplier shall be continually evaluated by SaarGummi and SaarGummi shall communicate the results of the evaluation. The following criteria shall be evaluated:

- Supplier's reliability (meeting delivery terms/quantities)
- Business cooperation (price level, flexibility, response time ...)
- Quality management system (certification level)
- Quality of deliveries (ppm)

9. Verification of the Suppliers

SaarGummi verifies the Supplier's QMS and capacities by means of supplier audits and / or Run@Rate approvals on-site; the frequency of audits depends on delivery volume, project status, supplier's evaluation, and status of quality indices. Suppliers are audited on the base of an audit plan established by SaarGummi purchasing department. The Supplier shall be informed, at least 21 working days in advance of the planned audit or within a term mutually agreed. The Audit will consist of verifying the Supplier's adherence to the requirements defined in the QMS of the Supplier (relevant standard) and in this Manual.

The Suppliers of raw materials or components shall be certified in accordance with SaarGummi's requirements, otherwise they cannot be registered as "A-Supplier".

SaarGummi reserves the right to audit suppliers of raw materials and components at Supplier's location, in accordance with its own defined, or especially agreed end customer requirements.

10. Complaint Procedure

Supplier Complaint will be issued for the following:

Supplier Complaint will be issued when the supplier's product (bulk, raw, component, assembly, etc.) has been determined not to meet technical requirements. Reasons may include dimensional, appearance, fit, form, and/or function that cannot be used within the SaarGummi facility or is returned from an upstream customer. The origin of the reject can occur at any process step during production one-site or off-site at SaarGummi customer or dealership. Other examples for issuing a Supplier Complaint include not meeting the engineering specifications, foreign material present in the product, damaged material, incorrect material shipped, short shipments, mislabeling, packaging, PPAP, failure to maintain annual validation records, safety issues, launch, late corrective action responses, missing/expired required documents, non-responsiveness, etc.

Each SaarGummi plant will issue specific instructions if material is rejected. When supplier product is rejected from either SaarGummi plant or one of the SaarGummi customer locations, rejections must occur in accordance with the SQM. Suppliers to SaarGummi will be responsible for costs incurred due to the supply of defective material. The supplier is responsible for replacing non-conforming material in a timely manner to meet SaarGummi delivery requirements.

In the event SaarGummi detects non-conforming purchased items, and production scheduling and inventories prohibit return to the supplier, SaarGummi reserves the right to perform the necessary separation of the non-conforming product at the Suppliers expense. Additional associated costs because of the non-conformance may be charged back to the Supplier.

Concerns will be issued for the following:

1. Concerns are for any minor issue which does not directly affect the quality of a SaarGummi manufacturing process, but the Supplier needs to be aware.

2. Possible reasons for concerns could include these limited examples without limitation; sorting cost or return of product not included on previous complaints, a label not on all four sides of the skid, slightly damaged packaging.

3. Should a supplier pro-actively call the SaarGummi plant with a potential issue that SaarGummi is not aware of, this would also be coded as Complaint, but the pro-activity will be respected in validation.

Supplier Response:

1. Should a Complaint be issued, the Supplier is expected to immediately contact the SaarGummi plant, to understand the issue and agree on the proper level of support, needed to maintain production at SaarGummi. Then, throughout the Complaint, a corrective action process has to be installed. There are time limits (as applicable) for timely completion.

a. Immediately upon issuances, identify appropriate containment actions with the SaarGummi Complaint Author.

b. Target: Within 24 hours to have root cause preliminarily identified along with interim corrective actions identified/implemented.

c. Target: Within 7 calendar days to have root cause confirmed with permanent corrective action identified.

d. Target: Within 14 calendar days to have permanent corrective actions implemented.

e. If more time is needed, please address/confirm with the SaarGummi Complaint Author.

f. The first version of the SaarGummi Corrective Action form into the Complaint has to be acknowledged within the first 24 hours of the incident (clear problem statement and interim containment actions identified/implemented).

g. Future replies to the SaarGummi Corrective Action form into the Complaint have to be no more than every 7 calendar days thereafter to document progress until the permanent corrective action is approved by Complaint Author at SaarGummi.

2. If the above timing is not met, SaarGummi may issue a Customer Dissatisfaction Complaint. If a complaint continues to go unanswered or continues to receive poor response after on-going documented attempts by SaarGummi, then SaarGummi Management will intervene and develop next steps (e.g. supplier meeting, placement on New Business Hold, removal from ASL, and/or resourcing of current business).

3. As part of the evidence of the permanent corrective action, ALL Documentation (Control Plan, PFMEA, WI, etc.) shall be updated and shared with the Complaint system as evidence of change. These documents shall clearly identify the Complaint number on both, the Control Plan & PFMEA. If the Complaint is a repeat issue that shall also be noted on the Control Plan & PFMEA. The new RPN / Risk Level on the PFMEA shall reflect the actions taken utilizing the latest AIAG/VDA PFMEA Edition.

4. Operator Error is not an acceptable root cause and a Complaint with this reason will be rejected.

5. The duration of certifying stock is until the Permanent Corrective Action is implemented, plus a verification period (as defined by the SaarGummi plant) to confirm the PCA effectiveness.

6. Supplier Claim Appeal / Dispute Process. The supplier may appeal / dispute the issuance of a Complaint or specific information contained in the Complaint. To appeal / dispute, the supplier shall use the following process:

a. The supplier shall provide objective evidence to the issuing location demonstrating the rationale for the appeal/dispute.

b. Any request for change or appeal / dispute to a Complaint must be submitted within 15 working days of issuance of the Complaint. Requests after this time frame will not be reviewed.

c. If 15 working days are not enough time to determine if a Complaint appeal/dispute is needed, then the Supplier shall submit a written communication to the Complaint Author requesting additional time.

d. Any changes to a Complaint will be reflected in supplier evaluation.

7. If the supplier does not agree on the outcome of the appeal / dispute, the supplier may pursue the appeal further within 15 working days of the SaarGummi plant decision. The 2nd level appeal / dispute should be directed to the SaarGummi Supplier Relationship Manager and Global Commodity Manager, for further consideration.

e. In case of escalation, please refer to Saargummi Global supplier escalation process.

Controlled Shipping/Containment:

The purpose of the containment is to ensure only conforming products are shipped uninterrupted to SaarGummi. Controlled shipping is a requirement for a supplier to implement a redundant inspection process to sort for non-conforming material resulting from ineffective supplier process controls. Controlled shipping must become a corrective action process, not just an inspection process. The redundant inspection is in addition to normal controls. In addition to providing defect free product, controlled shipping results will help identify system failures and in-effective corrective actions previously taken. SaarGummi will notify in written form (email or letter) to Suppliers when they are required to implement either a Level 1 or 2 containment.

Determination of the need for Contained Shipping Level 1 or 2

1. SaarGummi makes the determination whether the supplier can effectively correct the nonconforming material situation through the Supplier Complaint and Escalation process and isolate the end customer from the problem. One or several of the following may be considered for implementation of Contained Shipping:

a. Excessive issuance of Complaints to the same supplier

b. Repeat Complaints for the same component or component family

c. Duration and severity of the problem

d. Incapable processes

e. Inability to show Improvement (typically 60 days invoked)

f. Impact on SaarGummi's Customer

g. Severity of quality problem

h. Inadequate containment and/or resolution of nonconformance via the Complaint Process.

i. Major Disruptions at either SaarGummi plant or SaarGummi's customer

j. APQP, Safe Launch, PPAP and / or Launching problems

2. Based on consideration of the above, SaarGummi decides whether Level 1 or Level 2 would be appropriate. Input for this decision may be provided by the various SaarGummi departments as appropriate.

Level 1: Controlled Shipping includes a problem-solving process as well as a one additional redundant inspection process. The supplier is required to perform a 100% certification using an additional offline inspection process, of all products prior to shipment to SaarGummi. This certification shall be over and above the present controls in place and may be assigned to and managed by the supplier or a designated SaarGummi third party source – this will be dependent on the severity of the issue (i.e. safety related or timing constraints among others). Any costs involved shall be the sole responsibility of the Supplier. The inspection process is enacted by the Supplier’s employees at Supplier’s location to ensure SaarGummi from receiving nonconforming parts and/or material. As defined SaarGummi, the Supplier and/or SaarGummi's third party service provider shall clearly identify each container to identify that it has undergone Level 1 certification. As defined by SaarGummi, each individual part may be required to be marked to show certification. Exit criteria may be reliability based in that a minimum quantity of relevant amount shall be inspected with no nonconformance found – or unless otherwise defined and agreed to by the affected SaarGummi plant. Either may cause for

satisfying the SaarGummi exit criteria and must be approved by the SaarGummi plant Quality Manager and SaarGummi SQA functions.

Level 2: Controlled Shipping includes a problem-solving process as well as two redundant inspection processes. First by the supplier per level 1 above, then, if necessary, by a separate 3rd party company. The supplier is required to contract with a SaarGummi directed Third Party to certify and inspect offline all products prior to shipment to SaarGummi. Level 2 containment is imposed on a Supplier when level 1 is not successful (if done by the supplier), early production issues, or as deemed necessary by SaarGummi. The third-party sorting company is selected by SaarGummi. All costs are the sole responsibility of the Supplier. In certain circumstances, the Level 2 Controlled Shipping inspection may be required to be performed outside the supplier's facilities at a location defined by SaarGummi. Suppliers are required to notify their registrar when place on Level 2 containment. As defined by SaarGummi, each individual part may be required to be marked to show certification. Exit criteria may be reliability based in that a minimum quantity of before defined amount shall be inspected with no non-conformance found – or unless otherwise defined and agreed to by the affected SaarGummi plant. Either may cause for satisfying the SaarGummi exit criteria and must be approved be the SaarGummi plant quality manager and SaarGummi SQA functions.

The key steps of the Controlled Shipping process:

1. An agreement within SaarGummi Divisional Quality and SaarGummi Plant management, that current controls by the Supplier are not sufficient, to ensure SaarGummi from the receipt of nonconforming parts/material.

2. Determination by SaarGummi which level of controlled shipping is required and how should be implemented.

3. Provide formal written communication to the Supplier of actions (Level 1 or Level 2) to be taken including an exit criteria.

4. Supplier and/or designated third party will provide containment status, sort results and effectiveness on a regular basis, if not in real time.

5. Review of irreversible corrective action plans.

6. Once the corrective actions have proven to be effective, the removal of contained shipping status will be granted once reliability/confidence limits have been demonstrated.

11. Verification of Purchased Products

Scope verification of the purchased product can be granted regarding to the specified kind and scope of input control as:

a. Random or no verification with CoQ from supplier.

b. Verification with determined multitude with/without utilization of statistic methods and with Supplier's CoQ.

c. Verification with determined multitude at input control with Supplier's CoQ and with subsequent one-hundred-percent inspection of the product in the production process (during assembly etc.)

Basic scope of verification according to point a) Other scope of verification (if necessary), it is determined in Annex of this Manual.

12. Supplier's Responsibility

The Supplier is obliged to comply with all quality requirements as established in the Supply Agreement and this Manual. The supplier is obliged to ensure that its own sub-suppliers adhere to the same level of quality requirements as those described in this document.

13. Health and Safety, Environmental Requirements

Supplier's facilities shall follow all health and safety standards ensuring appropriate work environment. Supplier shall ensure that its employees' potential exposure to safety hazards, such as machines, equipment, or substances, or other chemical, biological, or physical agents, are identified, assessed, and controlled through proper design and/or preventative maintenance and safe work procedures. Safety information shall be made available to everyone in order to educate, train, and protect the employees from safety hazards.

SaarGummi expects from its Supplier to conduct their business in a sustainable manner, mindful of the environment and respectful of the resources in the communities is it present. In particular, SaarGummi expects the following:

A. GHG emissions, energy efficiency and renewables

Supplier is expected to implement in their facilities cost effective methods to improve energy efficiency, increase use of renewable energy, minimize their energy consumption and greenhouse gas emissions.

B. Water quality and consumption

Supplier should reduce, reuse, and recycle water used during industrial processes. Supplier is also encouraged to control and treat wastewater generated from its operations prior to discharge or disposal.

C. Air quality

Suppliers are expected to monitor, control, and reduce air emissions emanating from its operations that pose a hazard to the environment. Special attention at locations where chemicals are handled must be ensured. Moreover, Supplier should comply with legal standards to manage air pollutant emissions.

D. Sustainable resources management and waste reduction

Supplier is expected to encourage and support the use of sustainable, renewable natural resources while reducing waste. Supplier is encouraged to implement a waste management strategy that targets (i) prevention, (ii) reduction, (iii) reuse, (iv) recycling, (v) energy recovery and (vi) landfill/disposal of waste in a safe and environmentally responsible manner.

E. Responsible chemical management

Supplier is expected to identify, minimize, or eliminate the use of restricted substances

in manufacturing processes and finished products to ensure regulatory compliance. Companies should also be aware of any use of reportable substances in processes and finished products, and actively investigate suitable substitutes. SaarGummi requires the declaration of all substances used in the products delivered to SaarGummi.

F. Responsible sourcing of raw materials

Suppliers are expected to conduct due diligence to identify the source of the raw materials in their products and to ensure that their products do not contain raw materials that contribute to human rights abuses, ethics violations or that they negatively

_____	_____
Date	**Date**
_____	_____
SaarGummi International Systems GmbH	**Supplier name and company stamp**

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Annex to Quality Manual

Additional quality agreements for the delivered parts.

Enclosure list
These end customer requirements are for your information!

Order	Marking	Description
1	PP1_02 D1-0	Specification of Quality Requirements - VW
2	PP1_02 D2-0	Specification of Quality Requirements - Ford, GM, JLR
3	PP1_02 D3-0	Specification of Quality Requirements - Mercedes, BMW
4	PP1_02 D4-0	Specification of Quality Requirements – PSA, RENAULT

All connected specifications are additional requirements, which have to be agreed separately after end customer requirements.

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Specification of quality requirements

(Annex to Supplier Quality Agreement)

Customer:	Supplier group
SaarGummi Group	Supplier of materials or components for VW Group

General requirements			
Specified parameter	Requirement of SG Group		Method of recording
QMS	Minimum ISO 9001		Valid certificate
EMS	(Target) ISO 14001		Valid certificate
ppm6 (number of non-conform parts per 1 million delivered during last 6 months)	**Semi-annual evaluation**		Evaluation of suppliers SG Group
Cp,/ Cpk target after improvements	**>1,33/ >1,67**		Records of supplier
Cm, Cmk	**>1,67**		Records of supplier
Sampling	VDA 2 Submission level is to agree Till SOP NOTE 1		Documentation by methodics (EMPB) Reference samples (OK pieces) properly approved on behalf of SG Group (quality dept.)
Special requirements to documentation	D/TLD self-audit according to Formel Q qualification – once per 12 month		Records of supplier
	Product audit and requalification D/TLD parts once per 12 month		Records of supplier
	Product audit and requalification of other parts once during 5 years for parts delivered for final customer Audi once per 3 year.		Records of supplier
	Internal process audit according to Formel Q or VDA 6.3 qualification – once per 12 months		Records of supplier
Changes in processes at the supplier's site see § 6 of the Quality Manual	Verification according to Formel Q – New parts - integral		Protocol from audit
Complaint procedure see § 10 of the Quality Manual	immediate 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	*letter*	*scope*	Internal records of SG Group
	b	see ISO 2859-1, general control level II, AQL 0,015	
Other requirements	All other applicable quality documents as requested by the end customer.		

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Technical specification		
Drawing or technical sheet	Drawing or technical sheet	Records of supplier Protocol on quality

Specification of Quality Requirements

(Annex to Supplier Quality Agreement)

Customer:	Group of suppliers
SaarGummi Group	Supplier of materials or components for Ford, GM, JLR

General requirements			
Specified parameter	Requirement of SG Group		Method of recording
QMS	Minimum ISO 9001		Valid certificate
EMS	(Target) ISO 14001		Valid certificate
ppm_6 (number of non-conform parts per 1 million delivered during last 6 months)	**Semi-annual evaluation**		Evaluation of supplier SG Group
C_p, C_{pk}	**>1,33**		Records of supplier
C_m, C_{mk}	**>1,67**		Records of supplier
Sampling	APQP / PPAP Submission level: 3 Signed PSW, full release		Documentation by methodics (PSW) Reference samples (OK pieces) properly approved on behalf of SG Group (quality dept.)
Special requirements to documentation	CC requalification – once per 12 months		Records of supplier
	Other parts requalification - once per 12 months		Records of supplier
	Process audit - once per 12 months		Records of supplier
	Product audit - once per 12 months		Records of supplier
Changes in processes at supplier's site see § 6 of the Quality Manual	PPAP – submission level agreed with quality department SG Group		Protocol from audit
	Run & Rate		
Complaint procedure see § 10 of the Quality Manual	immediate 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	*letter*	*scope*	Internal records of SG Group
	b	See ISO 2859-1, general control level II, AQL 0,015	
Other requirements	All other applicable quality documents as requested by the end customer.		

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Technical specification		
Drawing or technical sheet	Drawing or technical sheet	Records of supplier Protocol on quality

Specification of Quality Requirements

(Annex to Supplier Quality Agreement)

Customer:	Group of suppliers
Saar Gummi Group	Supplier of materials or components for BMW

General requirements			
Specified parameter	Requirement of SG Group		Method of recording
QMS	Minimum ISO 9001		Valid certificate
EMS	(Target) ISO 14001		Valid certificate
ppm6 (number of non-conform parts per 1 million delivered during last 6 months)	**Semi-annual evaluation**		Evaluation of supplier SG Group
Cp, Cpk	**>1,33**		Records of supplier
Cm, Cmk	**>1,67**		Records of supplier
Sampling	VDA 2 Submission level is to agree Till SOP NOTE 1		Documentation by methodics (EMPB) Reference samples (OK pieces) properly approved on behalf of SG Group (quality dept.)
Special requirements to documentation	"Safety parts" requalification – once per 12 months		Records of supplier
	Other parts requalification - once per 12 months		Records of supplier
	Process audit - once per 12 months		Records of supplier
	Product audit - once per 12 months		Records of supplier
Changes in processes at supplier's site see § 6 of the Quality Manual	EMPB – submission level agreed with quality department SG Group		Documentation by Methodology
	Two days production		Protocol from audit
Complaint procedure see § 10 of the Quality Manual	immediate 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	*letter*	*scope*	Internal records of SG Group
	b	see ISO 2859-1, general control level II, AQL 0,015	

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Other requirements	All other applicable quality documents as requested by the end customer.	
Technical specification		
Drawing or technical sheet	Drawing or technical sheet	Records of supplier Protocol on quality

Specification of Quality Requirements

(Annex to Supplier Quality Agreement)

Customer:	Group of suppliers
Saar Gummi Group	Supplier of materials or components for Mercedes-Benz

General requirements			
Specified parameter	Requirement of SG Group		Method of recording
QMS	Minimum ISO 9001		Valid certificate
EMS	(Target) ISO 14001		Valid certificate
ppm_6 (number of non-conform parts per 1 million delivered during last 6 months)	**Semi-annual evaluation**		Evaluation of supplier SG Group
C_p, C_{pk}	**>=1,67**		Records of supplier
C_m, C_{mk}	**>=2,00**		Records of supplier
Sampling	VDA 2 Submission level is to agree Till SOP NOTE 1		Documentation by methodics (EMPB) Reference samples (OK pieces) properly approved on behalf of SG Group (quality dept.)
Special requirements to documentation	"Safety parts" requalification – once per 12 months		Records of supplier
	Other parts requalification - once per 12 months		Records of supplier
	Process audit - once per 12 months		Records of supplier
	Product audit - once per 12 months		Records of supplier
Changes in processes at supplier's site see § 6 of the Quality Manual	EMPB – submission level agreed with quality department SG Group		Documentation by Methodology
	Two days production		Protocol from audit
Complaint procedure see § 10 of the Quality Manual	immediate 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	*letter*	*scope*	Internal records of SG Group
	b	see ISO 2859-1, general control level II, AQL 0,015	

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Other requirements	All other applicable quality documents as requested by the end customer.	
Technical specification		
Drawing or technical sheet	Drawing or technical sheet	Records of supplier Protocol on quality

Specification of Quality Requirements

(Annex to Supplier Quality Agreement)

Customer:	Group of suppliers
Saar Gummi Group	Supplier of materials or components for PSA, RENAULT

General requirements			
Specified parameter	Requirement of SG Group		Method of recording
QMS	Minimum ISO 9001		Valid certificate
EMS	(Target) ISO 14001		Valid certificate
ppm_6 (number of non-conform parts per 1 million delivered during last 6 months)	**Semi-annual evaluation**		Evaluation of supplier SG Group
C_p, C_{pk}	**>1,33**		Records of supplier
C_m, C_{mk}	**>1,67**		Records of supplier
Sampling	APQP / PPAP Submission level: 3 Signed PSW, full release		Documentation by methodics (PSW) Reference samples (OK pieces) properly approved on behalf of SG Group (quality dept.)
Special requirements to documentation	"Safety parts" requalification – once per 12 months		Records of supplier
	Other parts requalification - once per 12 months		Records of supplier
	Process audit - once per 12 months		Records of supplier
	Product audit - once per 12 months		Records of supplier
Changes in processes at supplier's site see § 6 of the Quality Manual	PPAP – submission level agreed with quality department SG Group		Documentation by Methodology
	Run & Rate		Protocol from audit
Complaint procedure see § 10 of the Quality Manual	immediate 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	*letter*	*scope*	Internal records of SG Group
	b	see ISO 2859-1, general control level II, AQL 0,015	

Other requirements	All other applicable quality documents as requested by the end customer.	
Technical specification		
Drawing or technical sheet	Drawing or technical sheet	Records of supplier Protocol on quality