

Hager Group Quality Requirements Charter

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1 Purpose

Define the Hager Group general Quality requirements and procedures.
Settle formal supplier commitment to produce and deliver products in conformity with Hager Group requirements.

2 Applicability

Upon agreement this Quality Charter is part of the contract. These conditions are complementary and supersede to all other Quality agreements, and do not change any General Purchasing Conditions and contracts that are already in place.

If the supplier agrees to deliver parts or services to Hager, the supplier is committing to control the product and production process, for the life of the parts, in order to ensure conformity and allow Ship to Stock strategy by Hager Group.

3 Definition

ISO TS 16949 & ISO-9001	Quality System Requirement
PPAP	Production Part Approval Process
APQP	Advanced Product Quality Planning
M.S.A.	Measurement System Analysis
S.P.C.	Statistical Process Control
RPN	Risk Priority Number
P-FMEA	Potential Failure Mode Effects & Analysis

4 Quality System Requirements

- The supplier has to be certified ISO 9001 or ISO/TS 16949.
- The supplier which is not certified has to provide to Hager an improvement plan to reach this certification and a lead time to be certified.

5 Product Development: Hager Procedures and Reference Documents

The supplier is committing to the following requirements:

- *Advanced Product Quality Process (APQP)* as described in the Procedure 9Z 9011.

This process is used to:

- Ø Follow the complete supplier's product & process development, in term of feasibility, stability, Capability & Capacity.
- Ø Secure that the supplier understands all Hager Specification requirements.
- Ø Conduct the supplier to submit to Hager the parts in time, Quality, Quantity & cost as requested.

- *Open Issue List* as described in the Procedure 9Z 9010.

As soon as a project is started, an open Issue List has to be created by the Supplier. It should include Supplier and Hager Group concerns. Any issue has to be assigned to a responsible and a lead-time defined.

- *Timing Chart* described in the Procedure 9Z 9012.

- *Production Part Approval Process (PPAP)* described in the Procedure 9 Z 9005.

The PPAP purpose is to secure that the manufacturing process and product is released to ensure supplier's compliance to Hager Group requirements.
A new PPAP submission is required for any changes on the product or process.

No serial delivery is allowed without PPAP release by the Hager Group Quality representative.

- *Process Failure Mode and Effects Analysis (P-FMEA)* described in the Procedure 9Z 9008.

Ø The purpose of the P-FMEA is to ensure that potential process failure modes (including all process steps, from incoming goods until parts shipment) have been assessed and risk level established with RPN.

Ø The maximum RPN is 100. Any RPN over this limit needs to have an improvement plan with a lead time approved by the Hager Group Quality representative.

Ø Hager Group P-FMEA Ranking charts shall be used (refer to PFMEA Procedure).

- *Control Plan & Reinforced control plan* described in the Procedure 9Z 9006.

The Control plan defines the control methodology (product and process characteristics) during production based on P-FMEA / Key Characteristics / Capability and Quality Lessons learned.

A reinforced control plan has to be used during new launches or based on a Hager Group request (quality concerns or critical period). This reinforced control plan could be based on increased control frequency, additional in-process checks or a specific "care station" prior delivery to Hager Group.

- *R@R: Run at Rates Process.*

The R@R purpose is to confirm the contractual capacity. The R@R assesses the quantities of good parts produced considering shift changes, Cycling time, scrap level, Maintenance, and tooling change-over.

6 Product Life: Quality Control Requirements

Hager's right to audit the supplier premises and to initiate quality controls at any time. A third party mandatory by Hager could execute these actions. If Hager can prove that quality defects were caused in the area of responsibility of our supplier, the supplier has to bear all costs.

- **Containment:**

In case of a Hager Group complaint, the supplier has to implement an immediate containment to protect Hager Group within 24 hours. Containment shall cover:

- Ø The storage at Hager Group facility.
- Ø All parts in transit between supplier and Hager Group facility.
- Ø All parts stored at the Supplier Location.

The action plan and results have to be communicated to the Hager Group Quality representative.

All non conforming material must be segregated and identified in a specific area.

Any non-conform and suspect material found at Hager Group or supplier facility shall be managed by the Supplier or his representatives.

- **Problem Solving:**

Suppliers are required to use problem solving techniques.

All non-conformity will lead to:

- Root causes analysis (8D method, 5 Why, fish-bones, etc.)
- Corrective and preventive actions implementation
- The demonstration of the effectiveness of the implemented actions

This will be communicated to Hager Group within 3 working days.

- **Quality Performance Metrics:**

The Supplier's Management. should follow the Quality Performance (PPM, complaints...). The performance need to be communicated into the supplier organization (quality, shop floor...).

Following Hager Group Request, the supplier has to submit records related to product quality. These data could contain information (inspection results, First Time Quality, % of scrap...) to evaluate trends and to root cause quality concerns at Hager Group facility.

- **Hager Performance Requirements:**

Non-conform parts are not accepted at Hager Group facility. Formal analysis & action plan is requested for all complaints.

In case of performance higher than Hager Group Quality requirements, the supplier shall present an improvement plan.

- **Error Proofing:**

An error-proofing strategy for the control of materials, processes, and labeling has to be implemented for all Hager Group Products. Supplier shall implement error proofing techniques to avoid any mistake & disruptions.

7 Capability Requirements

The key characteristics are split in 4 categories, (Safety, Critical, functional and Standard). These characteristics are clearly identified on the drawing.

7.1 Product Development Phase

The Initial samples (parts issued from the Supplier's Intend of production with final tooling) need to respect a Cm / Cmk of 2 / 1.67.

A short term capability Cp / Cpk of 1.67 / 1.33 have to be reached for Safety and critical characteristics by each PPAP Submission.

PPAP submission will be rejected in case of non-conformity.

To respect these long term capabilities, a SPC system has to be implemented for each safety & critical characteristics.

	Equipment First Samples		Short term PPAP Submission		Long term On going Production	
	Cm	Cmk	Cp	Cpk	Pp	Ppk
Safety & Critical Specification	2	1.67	1.67	1.33	1.33	1
PPM		32	32	64		

Note 1: "Equipment First Samples" means parts issued from the supplier's intent of production, with final tooling.

Note 2: for "Short Term", PPAP submission will be rejected or in interim status in case of capability non conformity.

7.2 Product Life Phase

During production, any derogation needs to be notified to the Hager Group Quality Representative; No delivery are allowed without a formal approval by the Hager Group Quality Representative.

This is leading to a containment plan (Protect Hager Group through a re-enforced control plan) and an improvement plan.

8 Cleanliness & Packaging Requirements

Packaging, Parts and Process cleanliness has to be considered into the PFMEA study. The same RPN limit has to be applied.

9 Training Requirements

- **Operator Training - Qualification:**

A Training plan has to be performed for new & current operators performing new tasks. The training status and qualification records have to be maintained and displayed.

The supplier should prove that all qualification is evaluated on yearly bases.

Hager Group Quality Requirements Charter Supplier Approval

Supplier Name	
Supplier Manufacturing Location	
Supplier Duns Number	
Bid Package parts description	
RFQ Number	

I have read and understood the Hager Group Quality Requirements Charter and I'm authorized to sign on behalf of the company senior management.
Signature block can be skipped if document will become an attachment to the Framework contract.

Date	
Name	
Title	
Phone Number:	
Signature	