

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 Application

Upon agreement this quality charter is part of the contract. These conditions 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 commits to controlling 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	Process Failure Mode Effects & Analysis
SDO	Supplier Development Organisation

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 Hager with an improvement plan to reach this certification and a lead time to be certified.

5 Product Development: Hager Procedures and Reference Documents

Supplier commits to the following requirements:

- *Advanced Product Quality Process (APQP) & Production Part Approval Process (PPAP)*

This process is used to:

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

The purpose of the PPAP is to ensure that the supplier's manufacturing process complies with the Hager Group requirements.

A new PPAP submission is required for any changes to the product or to supplier's process.

No serial delivery is allowed without a PPAP release, PSW signed, by a representative of the Hager Group Quality.

- *Open Issue List*

As soon as a project starts, an open Issue List has to be created by the supplier. It should include supplier and Hager Group concerns. Any issues have to be assigned to a person responsible and a due-date must be defined.

- *Timing Chart*

- *Process Failure Mode and Effects Analysis (P-FMEA)*

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 due date which has to be communicated to the Hager Group Quality representative.

Ø Hager Group P-FMEA Ranking charts shall be used

- *Control Plan & Reinforced control plan*

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 to delivery to Hager Group.

- *R@R: Run at Rates*

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 has the right to audit the supplier's premises and to initiate quality controls at any time. A third party mandatory by Hager may be used to execute these actions. If Hager can prove that quality defects were caused by the supplier, the supplier has to cover all costs.

Non-conforming parts are not accepted at Hager Group facilities. Formal analysis & an action plan are requested for all complaints.

Supplier Quality Index must be lower than 100 ppm for all direct purchasing at Hager locations.

If target is not reached, the supplier has to communicate the improvement plan to Hager Purchasing, SDO & Quality department in accordance with the following.

- **Containment:**

For each Hager Group complaint, the supplier has to implement an immediate containment to protect Hager Group within 48 hours. Containment shall cover:

- Ø Storage at Hager Group facility.
- Ø All parts in transit between supplier and Hager Group facility.
- Ø All parts stored at the Supplier Location & Tiers II suppliers.

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

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

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

- **Problem Solving:**

Suppliers are required to use the Hager Group 8D problem solving techniques.

All non-conformity will be analyzed as follows:

- Root cause analysis (5 Why, fish-bones, etc.) communicated to Hager within 2 weeks.
- Corrective and preventive actions implementation communicated to Hager within 2 weeks.
- The demonstration to Hager of the effectiveness of the implemented actions within 2 months.

- **Quality Performance Metrics:**

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

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

- **Error Proofing:**

An error-proofing strategy for the control of materials, processes, and labeling has to be implemented for all Hager Group Products. The 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 Intended production process with final tooling) have to respect a Cm / Cmk of 2 / 1.67.

A short term capability Cp / Cpk of 1.67 / 1.33 has to be reached for Safety and critical characteristics for 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 Specifications	2	1.67	1.67	1.33	1.33	1

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

Note 2: In case of "Short Term capability not reached", PPAP submission will be rejected.

7.2 Product Life Phase

During production, any special dispensation needs to be notified to the Hager Group Quality Representative. No deliveries 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-inforced control plan) and an improvement plan.

Hager has to be noticed of any Process / Product modifications and production. In case of accordance, the supplier has to submit a PPAP before any delivery.

8 Cleanliness & Packaging Requirements

Packaging, Parts and Process cleanliness has to be considered in 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 qualifications are evaluated on a yearly basis.

Hager Group Quality Requirements Charter Supplier Approval

Supplier Name	
Supplier Manufacturing Location	
Supplier Duns Number	
RFQ Number	

I have read and understood the Hager Group Quality Requirements Charter and I'm authorised to sign on behalf of the company senior's management.

Signature block can be skipped if document will become an attachment to the Framework contract.

Date	
Name	
Title	
Phone Number:	
Signature	