

QM-GUIDELINE

FOR SUPPLIERS | RL0001 REV.0



WESTLAND

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This guideline is an integral component of the WESTLAND terms and conditions of purchasing and the contractual relationship with the supplier. The supplier shall apply the requirements described in this guideline to the work and services provided to WESTLAND. Deviations from this guideline must be agreed with the responsible contact from the WESTLAND purchasing dept.

The present guideline is bilingual german/english. The german version is binding.

1. Preamble

It is our prime goal inherent in all our activities and our products to fulfill the expectations of our customers with respect to quality and reliability.

An essential factor to achieve this goal is the quality and reliability of our suppliers.

WESTLAND expects that our suppliers work towards to fulfill the expectations and requirements of this Guideline. We expect furthermore, that our suppliers work continuously on the "Zero Defect Goal". The present guideline for suppliers describes quality processes from the design phase to series production or series delivery of purchased products, materials and services. All related business processes should be standardized as far as possible and brought in line with current quality standards. Please note that the requirements of the Westland business units „ Moulded Rubber Parts“ and „Rollers“ may be different.

If individual terms or descriptions of this guideline should not be understandable or common, please contact us for clarification.

2. Quality Management System

Suppliers are expected to implement a robust QM-System acc. to DIN EN ISO 9001 (in the latest valid version) that promotes defect-free products through prevention, monitoring and ongoing improvement. We expect from our suppliers and service providers to implement and to comply with all legal environmental protection and safety regulations.

Certificates issued by an accredited certification body shall serve as proof for the existence of a corresponding QM system. The supplier must also ensure that its sub-suppliers have implemented measures for quality assurance and will commit themselves to fulfill the requirements of this QM-Guideline.

3. Contracts, Basic Agreements

Prior to the acceptance of WESTLAND purchase orders, a feasibility test has to be performed. All documents submitted to the supplier by WESTLAND are to be reviewed by the supplier's personnel assigned with this task.

WESTLAND expects its suppliers to contract a short-term basic agreements as well as a quality assurance agreement.

4. Design Control

- No additional requirements regarding DIN EN ISO 9001.

5. Production Process- and Product Release

Prior to the first serial delivery to WESTLAND the production process and product release an initial sampling has to be done according to one of the following documented procedures:

The separate initial sampling guidelines for suppliers contains all essential information on production process- and product release. This guideline is available on our supplier portal.

5.1. Control of changes

All process and product changes must be approved by WESTLAND, especially:

- For new parts

- For modified products due to a change in design documentation, specification or material

- In case of significant changes of production processes or methods

- In the event that tools or production equipment are transferred to or derive from another plant

- In case of changing suppliers, parts, material or services

- If the production was suspended for ≥ 12 months

- If a tool is already modified or corrected, from which WESTLAND receives parts

In all aforementioned cases above, the supplier must initiate a new production process and product approval in accordance with chapter 6.

6. Control of documents and data

Related to the approval and editing of documents and data, as well as the revision of documents and data, the supplier undertakes to observe all regulations stipulated in the standards and to maintain an organisation appropriate for this purpose.

In the event that the supplier receives controlled documents and data (e.g. WESTLAND drawings, internal standards, etc.) the supplier agrees to preserve and maintain them according to the requirements laid down in the standards and contribute in the updating of these documents.

If reference is made in enquiries or orders or other documents issued by WESTLAND to further documents and data, which are not available to the supplier in their current issues, the supplier agrees to obtain such document updates.

7. Serial quality assurance

By using suitable QM tools, the supplier ensures that its products comply with the required and contractual defined quality. The supplier is responsible for providing appropriate evidences.

7.1. Purchasing

The supplier shall regularly evaluate subcontractors, whilst such evaluation and rating shall be performed as specified in the standards.

The supplier shall review purchased products or incorporate the subcontractor's activities in the supplier's QM system in such a manner as to ensure compliance with the standards.

Batch-related traceability of the material purchased from the subcontractor until received by WESTLAND shall be ensured by the supplier. This applies to all products supplied to WESTLAND.

7.2. Process control

The supplier has to establish and maintain appropriate procedures for process control and work instructions for all processes and make them available to personnel engaged in the processes and their implementation.

Basic process requirements such as

- compliance with safety, health and environmental regulations
-
- observing and monitoring special characteristics as prescribed by the standards, particularly if legal and governmental requirements are affected
-
- the qualification of special processes, whose results cannot be verified at the product or which can only be verified at a later stage

are to be ensured by the supplier.

7.3. Supplier's Tests and Inspection

The supplier has to carry out an appropriate receiving inspection on purchased and customer-supplied products.

Prior to the approval of complete production lots, the supplier has to carry out a final inspection, ensuring that the defined characteristics are fulfilled. The supplier agrees to maintain records on all tests and inspections carried out, indicating the implementation of the inspection and test, the source performing the inspection and test and the result. In the event of nonconforming test results, such test records must include the corrective actions taken.

7.4. Control of Monitoring and Measuring Devices

- No additional requirements regarding DIN EN ISO 9001.

7.5. Inspection status of controlled products

- No additional requirements regarding DIN EN ISO 9001.

7.6. Traceability

The supplier must ensure that the traceability of the products from the delivery date at WESTLAND (delivery note) of its production to raw material is ensured. Quality records shall be kept by the supplier in accordance with the requirements of the standards and to make them accessible to WESTLAND for inspection matters. Quality records may be in paper form or on electronic media, but they are to be organized in each case so that an access is possible at any time.

7.7. Customer property

- No additional requirements regarding DIN EN ISO 9001.

7.8. SPC (Stat. Process Control), Special characteristics

Where the application of statistical techniques or the monitoring of certain characteristics according to statistical techniques is a provision of WESTLAND's purchase order, they are to be organised and realised in the supplier's organisation.

Unless other special characteristics are prescribed in WESTLAND's purchase order and/or in the first order or in related specifications, the supplier shall determine process and product characteristics to supervise and control the supplier's processes and to monitor them.

If the capability indices and/or process and product characteristics are not achieved, the supplier shall at once initiate actions and continuous measures to eliminate nonconformity. These measures are to be communicated in general.

8. Measurement, Analysis and Improvement

It is the supplier's responsibility to recognize any deviations from the set criteria by continuously monitoring product and process and to eliminate them by taking suitable corrective measures. Preventive action and continuous improvement in all processes are a suitable means to fulfill WESTLAND's demand to achieve the "Zero Defect Goal."

Quality and process data are to be evaluated statistically and improvement programs, based upon this data, must be established.

8.1. Audits

8.1.1. Internal audits

The supplier shall regularly implement and document internal quality audits following established procedures and schedules.

8.1.2. Audits by WESTLAND

WESTLAND expects that the supplier provides for external quality audits to be conducted in the supplier's organisation by WESTLAND, WESTLAND's representatives or WESTLAND's customers at any time, in particular however, after quality occurrences or on final customer's demand.

8.2. Approval of re-qualification

- No additional requirements regarding DIN EN ISO 9001.
-

- No additional requirements regarding ISO/TS 16949 and ISO 14001.
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8.3. Control of nonconforming products

The supplier shall establish and maintain documented procedures for evaluation and disposition of nonconforming products.

This includes in particular procedures for:

- Clear segregation, identification and stoppage of nonconforming products
-

- Rework of nonconforming products, as well as re-inspection and re-authorisation
-

- Acceptance of nonconforming products by submitting a deviation request or a waiver.
-

If it is necessary, for understandable reasons for both parties, to supply nonconforming products to WESTLAND, the supplier has to obtain WESTLAND's authorisation prior to delivery via a deviation request. This authorisation is to be requested in writing from WESTLAND Purchasing Department indicating quantities, existing nonconformity and cause of such nonconformity. The delivery of nonconforming products is only allowed if a written, authorised deviation request by WESTLAND is present.

8.4. Corrective and preventive actions / (Processing of complaints)

The supplier will be notified about any complaints by WESTLAND's complaint note. The supplier has to establish and to maintain a documented procedure for handling complaints following the 8-D pattern specifically to ensure:

- Immediate actions, e.g. inspecting the supplier's inventory and circulating stock, detecting and informing about any nonconforming products in dispatch and safeguarding continued supply to WESTLAND

-
- Failure and root cause analysis

-
- Actions for eliminating the failure

-
- Verifying the effectiveness with respect to containment actions

-
- Timely written response to WESTLAND.

WESTLAND expects to receive a written reply (8D report) to each complaint, unless something different was agreed upon in writing.

WESTLAND must receive a written interim report within 24 hours and a written final report within 10 workdays at the latest after the supplier's receipt of the complaint (see also 8D-Guideline for suppliers of WESTLAND).

In cases where WESTLAND requires a 100%-checked delivery of parts by a supplier, the form in the annex to this guideline may be used (see

9. Supplier Assessment

WESTLAND assess its suppliers based on their continuous performance.. If the targets fail, the supplier will be requested for a statement, including the request for the root causes, measures, due dates and responsibilities.

10. Bibliography

- DIN EN ISO 9001
QM Systems – Requirements
-

- VDA Volume 6, part 3 (VDA 6.3)
QM in the Automotive Industry
Product development process/
Serialproduction
-

- VDA Volume 2
Quality Assurance of Supplies
-

The supplier is responsible for the purchasing and the application of the latest issues of the aforementioned standards.

11. Related Documents

- Terms and conditions of purchasing
-

- WESTLAND 8D-Guideline for Suppliers
-

- WESTLAND 8D-Report
-

- WESTLAND Initial Sampling
Guideline for Suppliers
-

- Deviation request
-

- VDA PPA (EMPB)
-

- AIAG-PSW/Part Submission Warrant
-

- Identification “Initial Samples”
-

- Identification “100% Controlled Products”
-

12. Appendix

Identification

ERSTMUSTER | INITIAL SAMPLES

LIEFERANT | SUPPLIER

LIEFERANTEN NR. | SUPPLIER NO.

ACHTUNG

Erstmustererteile.
Bitte umgehend an die Abteilung
Qualitätssicherung weiterleiten!

ATTENTION

Initial samples.
Please forward immediately to
Quality Department

▶ WESTLAND ARTIKELNUMMER | WESTLAND ITEM NO.

▶ ÄNDERUNGSINDEX | REVISION INDEX.

▶ BEZEICHNUNG | DESCRIPTION.

▶ DATUM | DATE.

„Initial Samples“

100% QUALITÄTSKONTROLLE QUALITY INSPECTION

LIEFERANT | SUPPLIER

BEKLEBUNG NR. | COMPLETING

KONTROLLIERTER VERSAND | CONTROLLED SHIPPING

PRÜFUNGSUMFANG | SCOPE OF TESTING

LEVEL 1 LEVEL 2

1x 100% 2x 100%

LIEFERANT | SUPPLIER

LIEFERANTEN NR. | SUPPLIER NO.

▶ AUF WELCHES FEHLERBILD WURDE ZU 100% GEPRÜFT?
WHICH FAILURE WAS INSPECTED BY 100%?

▶ WELCHE WESTLAND ARTIKELNUMMER WURDE ZU 100% GEPRÜFT?
WHICH WESTLAND ITEM NO. WAS INSPECTED BY 100%?

▶ ANZAHL GEPRÜFTER TEILE/STÜCK
QUANTITY OF INSPECTED PARTS/PCS.

▶ WARE KONTROLLIERT / FREIGEgeben VON
GOODS CHECKED / APPROVED BY

DATUM | DATE: _____ NAME, VORNAME | NAME, SURNAME: _____ ABTEILUNG | DEPARTMENT: _____

DURCH WESTLAND ABGESICHERT | TO BE FILLED IN BY WESTLAND

<small>PRODUKT PRODUCT</small>	<input type="checkbox"/> <small>I.O. OK</small>	<input type="checkbox"/> <small>N.I.O. NOK</small>
<small>TEILE PARTS</small>	<input type="checkbox"/> <small>ANGENOMMEN ACCEPTED</small>	<input type="checkbox"/> <small>ABGELEHNT REJECTED</small>

GRUND DER ABLEHNUNG | REASON OF REJECTION

SOFORTIGE INFO AN LIEFERANT UND AN BETROFFENE WESTLAND-ABTEILUNG | IMMEDIATE INFORMATION TO SUPPLIER AND RELEVANT WESTLAND-DEPARTMENT

DATUM | DATE: _____ NAME, VORNAME | NAME, SURNAME: _____ ABTEILUNG | DEPARTMENT: _____

„100% Controlled Products“

You will find further information as well as the aforementioned forms and identifications in our supplier portal at www.westland.eu.

THINK GLOBAL | ACT LOCAL ALWAYS THERE, WHENEVER YOU NEED US

- CN Westland (Taicang) Industrial Technology Co. Ltd. | 215400 Taicang
- CZ Westland spol. | 765 02 Otrokovice
- CZ Ligum spol. s r.o. | 466 05 Jablonec nad Nisou
- DE Westland Gummiwerke GmbH & Co. KG | 49324 Melle
- DE Westland Walzentechnik GmbH | 48653 Coesfeld
- DE Westland - Konrad Wiese GmbH | 49584 Fürstenau
- ES Martín-Westland Soluciones Gráficas, S.L. | 28022 Madrid
- PL Ligum Pol Sp. z o.o. | 67-200 Głogów
- RUS Ligum | 115230 Moscow
- SK Ligum spol s r.o. | 058 02 Poprad 2
- TR Ligum A.Ş. | 34306 Başakşehir / İstanbul
- UA Ligum SP TzOV | 43020 Lutsk
- US Ligum NA | 53143 Kenosha, WI

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