

A high-angle photograph of a modern industrial factory floor. The scene is dominated by a large, complex piece of machinery, likely a roller mill, with several large, polished metal rollers arranged in a line. The machine is supported by a sturdy metal frame and has a control panel with various buttons and lights. In the foreground, there is a smaller piece of equipment with a yellow and blue frame, featuring the brand name 'Thermo' in red. The floor is made of light-colored, square tiles. The background shows a clean, well-lit industrial environment with white walls, metal beams, and a fire extinguisher mounted on the wall. A blue text box is overlaid on the center of the image, containing the text 'QUALITY GUIDLINE FOR SUPPLIERS'.

QUALITY  
GUIDLINE  
FOR SUPPLIERS

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# Quality Guidelines for Suppliers

## 1 Introduction

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The success of a business is based on the quality of its performance. The Goal of this Guideline is to reduce the error rates, to maintain the quality, and when it's possible increase it. The continuous improvement and the willingness to work together to develop new solutions is the basis for long-term collaboration.

Highest customer satisfaction is the success factor of Brückner Maschinenbau und Brückner Servtec GmbH (hereinafter referred to as Brückner). To achieve this goal, Brückner must be able to rely on the quality and performance of the service products provided by the suppliers.

## 2 Scope

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The Quality Guideline applies to all the suppliers and Service provider that are delivering products or bringing a service to Brückner, and it's a part of the purchase contract between the suppliers and Brückner, this not a separate note in the orders.

The Quality Guideline supplements some of contractual agreements between Brückner and Suppliers.

## 3 Information about the company

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Brückner Maschinenbau und Brückner Servtec are innovative companies that offers technologies and services for the industry. We supply the largest film stretching lines with the highest production output and the lowest productions costs.

## 4 General Information

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The German version of this QG for suppliers is the officially. Other language versions are for information only.

## 5 Definitions

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Abkürzungen	Beschreibung
QG	Quality Guideline for Suppliers
8D	8D-Report

## 6 Quality Management System by the Supplier

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- 6.1 The Supplier guarantees the compliance with the agreed or assumed quality standards and features of the products. To that effect, the Supplier is committed to the zero-error objective and must improve and optimize its services continually. If the zero-error objective cannot be achieved from the beginning, the Supplier must agree with Brückner, in what time period and with which intermediate goals, zero-errors will be achieved. The Supplier must inform Brückner immediately when adverse deviations from the agreed objectives are anticipated.
- 6.2 The agreement of an objective does not affect the Supplier's liability for warranties and claims for damages from Brückner due to performance deficiencies.
- 6.3 The specification of the product must always be adhered to in every case and. The Supplier is liable based on the contractual agreement even if the potential deficiencies remain within the scope of the agreed target for error frequency.
- 6.4 The Supplier will only assign Subcontractors who adhere to a system to comply and maintain the quality standards.
- 6.5 The Supplier guarantees the contractually agreed quality required for all products supplied, as well as for their control in accordance with appropriate test criteria. This he does by providing an appropriate system of incoming goods control, intermediate and final inspection, which he ensures with appropriate production facilities and trained personnel.
- 6.6 The guarantee also extends to the services provided by subcontractors.
- 6.7 The Supplier guarantees that all goods supplied or delivered by him, or all services supplied by him, comply with the required technical standards, and the pertinent legal terms and the rules and regulations of public authorities, professional organizations and trade associations. The Supplier will in this matter, advise Brückner of innovations.
- 6.8 If the supplier made changes in their process that have a direct influence on the delivery item, the supplier must inform Brückner of the commissioning of their sub-suppliers for the actual performance of the delivery.

## 7 Technical Documents

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- 7.1 The Supplier guarantees prior to the start of his activities, that all technical and commercial documentation will be thoroughly checked. Open questions, ambiguities and possible errors will be clarified, with focus on the delivery date.
- 7.2 The technical and commercial documentation include in particular but not exclusively:
- Drawings
  - Technical Specifications
  - Allocation Protocols
  - Production sheets (Werksblätter)
  - Requirement Document
  - Inspection
  - Packing regulations
  - Standards
  - Other contractual regulations
- 7.3 In each case, the Supplier receives the latest revision status of the technical documentation from Brückner. The Supplier takes appropriate internal measures at its own plant and that of its Subcontractors, to ensure that production and testing only take place in compliance with the valid revisions.

## 8 Quality Control and Documentation

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- 8.1 The Supplier guarantees that the basic materials used by him are fully in accordance with the requirements. He assures that each of the delivery items that fall under the QAA, will be controlled and that they will be adhered to all test criteria. The Supplier is responsible for all quality controls that are omitted or deficient.
- 8.2 Brückner informs the Supplier that the inspection of incoming goods will only be carried out in a simplified manner (quantity control, type or identity verification, visual inspection for obvious shipping damage or error). Therefore, the Supplier exempts Brückner from the responsibility for the incoming inspection pursuant to § HGB 377. The final acceptance procedure of the delivered goods does not take place until the inspections have been carried out during the start up at the end customer.
- 8.3 The implementation and results of the quality assurance measures must be documented by the Supplier. The Supplier is obliged to keep these documents as well as all test documents provided by subcontractors for at least 15 years and to grant Brückner access to the records at short notice and free of charge upon request.
- 8.4 The Supplier provides for all delivery items which are destined for Brückner, test documentation which is appropriate and complies sufficiently with the specification. The test documentation describes the quality controls/tests carried out by the Supplier on the specific items delivered. A clearly defined allocation (traceability) of the control documents of the delivered item is therefore ensured.

- 8.5 A final inspection is not necessary if the Supplier can demonstrate that its manufacturing process is so safe that under normal circumstances, variations in quality are not expected and any deviation in the process will be evident.
- 8.6 The documentation of the quality inspections to be carried out on the delivery items takes place particularly but not exclusively by means of:

In particular, the following points are to be accounted for:

Inspection / Measurement Report:
<ul style="list-style-type: none"> <li>▪ Tolerances of form and position</li> <li>▪ Fits</li> <li>▪ Values of surface roughness (Rz ≤ 16, in particular on radii transitions)</li> <li>▪ Thread quality (test with gauge)</li> </ul>
Others Protocols:
<ul style="list-style-type: none"> <li>▪ Weld seam quality (measurements, completeness, expected according to DIN EN ISO 5817)</li> <li>▪ Harness Protocols</li> <li>▪ Surface Protocols (e.g.: coating thickness of the varnish, optical controls)</li> </ul>
Inspections Certificate:
<ul style="list-style-type: none"> <li>▪ Acceptance Certificates 3.1. EN 1024 (for value of raw materials ≥12,000 (Euro/order) and 2.2 EN 10204 (for value of raw materials &lt; 12,000 Euro/order) respectively.</li> </ul>

- 8.7 Control documents include, but not exclusively, the following information:

Header Data	Test Data
<ul style="list-style-type: none"> <li>▪ Customer</li> <li>▪ Order Number / Position</li> <li>▪ Material number</li> <li>▪ Material identification</li> <li>▪ Drawing revision index</li> <li>▪ Order quantity</li> <li>▪ Test quantity</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inspection characteristic identification</li> <li>▪ Nominal – actual dimension</li> <li>▪ Upper and lower size limit</li> <li>▪ O.K (per inspection characteristic)</li> </ul>

- 8.8 Additionally, each protocol includes the test date, the signature of the Inspector and the information that the certified product fully complies with the current specification and was released for delivery.

## 9 Waiver (Exceptional Release)

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- 9.1 Delivery items which differ from the order and the appropriate documentation, are not allowed to be delivered, unless of course, the Supplier has the explicit written consent for the release of these goods for shipment.

This communication takes place via e-mail: [gms@brueckner.com](mailto:gms@brueckner.com).

- 9.2 Any agreed exceptional approvals regarding dispatch agreed with Brückner, are to be provided with the declaration of the Representatives of both parties and the date of the agreement in the control documentation that is in force.

## 10 Control at the Supplier by Brückner

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- 10.1 The Supplier grants Brückner the right to verify compliance of the agreed measures together with him, taking into consideration the economic feasibility. The Supplier is obliged to provide all necessary information and documentation available. The visitation will be announced.
- 10.2 The Supplier shall ensure that the implementation of these measures, will also be carried out with its Subcontractor.
- 10.3 The controls carried out by Brückner do not discharge the Supplier from the compliance of his duties, or rather, from his duty to carry out appropriate quality control measures and to document them.

## 11 Obligation of the Supplier to provide information

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- 11.1 If after delivery of its products, the Supplier assumes or finds out that deficiencies exist, then the Brückner Quality Control Department must be informed immediately about this and the necessary facts disclosed. The same applies, if defects are discovered during the final inspection and the Supplier cannot be sure that the previous deliveries were free of defects.
- 11.2 If it becomes apparent that the incurred liabilities, for example, quality criteria, delivery deadlines, delivery quantities, cannot be met, Brückner must be informed immediately.
- 11.3 Furthermore, the Supplier is committed to seek the approval from Brückner prior to making the following changes and to provide in such cases agreed quality verifications:
- Changes of material / stock
  - Change of Subsuppliers
  - Major changes in manufacturing processes
  - Changes to production equipment

- Changes to test methods, accuracy, facilities
- Relocation of production sites
- Standortverlagerung von Produktionsstätten

To obtain the consent of Brückner and to provide the quality proofs to be agreed for this case.

- 11.4 By completion of this agreement, it is no longer necessary for the Supplier to transfer plant certificates, inspection documents or other certificates with each individual delivery of goods.

## 12 Communication and adherence to delivery dates

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- 12.1 The supplier is obliged to comply with the delivery date and quantity of the purchase order or the delivery schedule.
- 12.2 The delivery dates are regarded as arrival dates in the goods receipt at Brückner. Note the unloading points listed in the order and different unloading points where applicable.
- 12.3 If the ordered quantities and deadlines cannot be met, the supplier is obliged to report this to the responsible purchaser/planner at Brückner on the same day it is detected and to document it in writing.
- 12.4 Other inquiries or queries from BMS regarding individual orders, delivery call-offs and delivery status must be answered immediately by the supplier.

## 13 Labeling, Packaging and Shipment

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- 13.1 The Supplier is responsible for providing functional packaging that prevents damage as well as corrosion during the shipment to the point of destination or during the temporary storage at the Supplier until the agreed delivery date.
- 13.2 As far as necessary, the delivery must be carried out with the appropriate special packaging and means of transport.
- 13.3 Each delivery must be accompanied by a delivery note. Particularly Dangers in dealing with the delivery items must be stated in accordance with the statutory provisions.
- 13.4 **Material Identification:**
- All parts subject to labeling must be marked in accordance with the Brückner „Logistics Guidelines for Suppliers“ **BMS-07.010.010**. If there is no marking, the costs for allocation by Brückner will be charged to the supplier.



## 14 Quality Complaint Process

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- 14.1 The supplier will be informed immediately after becoming aware of a defect. Brückner informs the supplier of any defects identified in the form of a quality complaint or notification of defects in writing. These must be answered by the supplier, Brückner is entitled to initiate appropriate measures and to charge all costs resulting from the complaint to the supplier in accordance with polluter principle concept.
- 14.2 The supplier has the right to rectify if this is compatible with the deadline situation of the order. If a reworking of the rejected products is necessary, Brückner reserves the right to carry it out itself in order to avoid any disturbances, e.g. in the assembly process. Brückner has the right to organize it and all those costs will be charge to the supplier.
- 14.3 The supplier is obligated to notify the defect without delay with a failure analysis and to inform Brückner about permanent containment actions to avoid in future again the defect. This inform should be send in a form of an 8D Report.
- 14.4 If the products are delivered and don't meet the agreed and required, Brückner shall be entitled to make use of its rights in accordance with § 437 BGB (Subsequent performance, reduction, withdrawal, compensation, reimbursement of expenses).
- 14.5 Defects found are included in the supplier evaluation, which forms the basis for the decision to award further orders.

15 8D-Report

15.1 The 8D report is a methodology used to approach and to resolve problems. With the 8D report will problems resolve it propose is to identify, correct and eliminate recurring problems.

	Steps	Description	Response plan
Planen	<b>D1</b> Teamwork	Establish a team of people with product/process knowledge.	Whiting 24 hours: Feedback to Brückner about the complaint, define work team.
	<b>D2</b> Problem description	Specify the problem by identifying in <u>quantifiable</u> terms the problem.	Whiting 24 hours: Feedback to Brückner e.g. Containment actions by supplier and Brückner.
Machen	<b>D3</b> Immediate Containment Actions	Define and implement containment actions to isolate the problem from any customer e.g. Sorting, re-work and 100 & inspection to all parts bevor shipment to customer.	Whiting 48 hours: All the containment actions must be implemented by supplier and Brückner.
	<b>D4</b> Root Cause (s)	Identify all applicable causes that could explain why the problem has occurred. Also identify why the problem was not noticed at the time it occurred. All causes shall be verified or proved.	Whiting 10 workdays: In this step you can use e.g. Ishikawa, 5 Whys and error simulation process.
	<b>D5</b> Preventive Corrective Action (s)	The optimal measure (s) will be selected and proven by experiments that the problem can be solved effectively and efficiently as well as that no unwanted side effects will arise.	Whiting of 10 works days: Select the best solution (s) and check the effectiveness in advance. - How can you change this, improve it? - How can you influence it effectively?
Prüfen	<b>D6</b> Permanente Corrective Action (s)	Define and implement the best corrective actions. Also, validate corrective actions with empirical evidence of improvement.	Whiting of 10 working days: Create a detailed implementation plan. Success check after implementation.
Abschließen	<b>D7</b> Actions to Prevent Recurrence	Modify the management systems, operation systems, practices, and procedures to prevent recurrence of this and similar problems.	Whiting of 14 working days: 8D report must be filled to D7 and sent to Brückner.
	<b>D8</b> Final Judgment	Recognize the collective efforts of the team. The team needs to be formally thanked by the organization.	Whiting of 20 working days: Brückner will validate the report and finalize or refuse the report.

15.2 A 8D report format is already available for downloading in the Official Brückner Supplier Portal.

## 16 Auditing

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- 16.1 Environmental Protection: All environmental problems regarding supplied parts and components will be recorded by Brückner and communicated to the Supplier. Brückner conducts regular Supplier Assessments and requires that the Supplier works with this data in advance in order to continuously improve the quality of delivery and in addition to takes steps to eliminate the documented weaknesses
- 16.2 To analyze the quality achieved, Brückner is entitled to carry out an audit with the Supplier. An Audit can be performed as a system, process or product audit and will be announced in due time. The implementation of an audit by Brückner must be made possible at short notice, specifically when quality problems arise.

The auditing of Subcontractors is the responsibility of the Supplier.

## 17 Environmental Protection

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- 17.1 The supplier shall ensure that all national and Pan European Environmental Regulations that are in force are complied with and that the delivery, including the packaging materials, does not contain any components that pose a health hazard or are harmful to the environment.

## 18 Brückner Maschinenbau Supplier Portal

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<https://www.brueckner-maschinenbau.com/en/Suppliers-and-Business-Partners>

## 19 Change History

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Version	Description	Creator	Auditor	Date
1.0	New Version	C. Lenze	E. Böker	1.01.2020

## 20 Release by

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