Quality Assurance Agreement

a) General Agreement

b) Part-specific Agreement

**between the company** Staiger GmbH & Co. KG

Johannes-Bieg-Straße 8

74391 Erligheim

hereinafter called **„Staiger“**

**and the company**

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hereinafter called **„supplier“**

**a) General Agreement**

1. **Scope**

The following agreement takes effect for all products/parts which are delivered to Staiger   
in consequence of an appointment/order from Staiger and affects all active orders and those which will ensue.

1. **Requirements**

The supplier has to provide the evidence that he operates an effective quality management system at least according to DIN EN ISO 9001 (This is also possible on the basis of a system audit carried out by Staiger) and /or DIN EN ISO 13485.

It is required that the supplier assures Staiger the right to audit, as far as it concerns the quality management system and the delivered components. By prior appointment the supplier also has to provide Staiger insight into the quality documentation and recordings.

1. **Control scheme/test plans/test instructions**

The supplier has to create and update all necessary tests, test plans, test instructions.

These have to include the following criteria: Inspection characteristics, duration of inspection, frequency of inspection, inspection procedure, inspection devices, documentation, testing accuracy etc.

The supplier ensures that any error/mistake is discovered and prevented before delivery. Regarding to **„special products”** (Attachment b) Part-specific agreement) the supplier has to create and keep up-to-date a process flow diagram.

1. **Documentation**

The supplier is obliged to preserve all inspection records (control chart, certificates, etc.) for verification for a period of 15 years. Upon the request by Staiger, inspection results can be viewed.

1. **Serial deliveries**

Prior to the beginning of serial deliveries the initial sampling report has to be done by Staiger, also the serial production release is established by Staiger.

For **“special products”** it also includes a process audit at the supplier’s location.

With new technical changes or changes in the manufacturing process the initial samples which are inspected with the updated instruction specifications have to be presented to Staiger with a completely filled out and signed initial sample report for approval.

The supplier is obliged to communicate any changes of the product or process to Staiger   
for approval purpose.

Different batches of one delivery have to be separated visibly and physically. If there is a delivery lot which contains several production batches, every batch has to get a separate delivery note. Hereby the traceability is guaranteed on level of delivery note or batch.

1. **As-received condition**

Serial deliveries must comply in all parts of the drawing and/or the approved pattern and the other agreements of the order.

The supplier is responsible for ensuring that the products/parts are clean, undamaged, free of corrosion and delivered in compliance with our shipping instructions.

1. **Delivery**

Staiger checks the delivered products/parts upon on identity, recognizable external damage as well as quantity. If a non-conformity is detected, Staiger will inform the supplier immediately.

Products/parts are reviewed by a sampling inspection. This does not relieve the supplier of upholding continuous measures to ensure the quality of delivery.

1. **Treatment of damaged products/parts**

If problems may occur during the manufacturing process at the supplier which directly lead or may lead to faulty products/parts, the supplier has to notify Staiger QA immediately.

In this case Staiger will check the possibility to accept those parts exceptionally in the framework of a **“deviation permission”.**

Deliveries which are shipped with a **“deviation permission”** have to be marked accordingly. If Staiger QA identifies faulty products/parts the following procedure leads to further steps:

* Rejection of the delivery lot, fastest replacement is expected
* Rework, sorting through the supplier at Staiger location
* Rework, sorting through Staiger, cost will be charged to supplier

Complaints are displayed based on a test report. For the resulting processing effort a complaint expense of € 100 will be charged.

In case of non-conformities, the supplier has to initiate immediately appropriate measures and to document and monitor in order to avoid future deficiencies.

The measures have to be mailed in written form (e.g. 8D-Report) to Staiger.

The following deadlines must be observed for processing the 8D reports:

* Up to D3 within 2 workdays from the receipt date
* Up to D7 within 9 days from the receipt date
* Up to D8 within 10 workdays from the receipt date

Deviations from these deadlines are to be agreed on a case-by-case basis with the competent Staiger QS-MA before the deadline is exceeded.

Staiger reserves the right to indicate non-conformities at a later moment in time.

1. **Deadline**

In general the supplier is obligated to deliver the agreed quantity of error-free products/parts to the appointed deadline. If this is not possible the supplier has to inform the Staiger purchasing department in good time.

1. **Confidentiality/nondisclosure**

Each partner will use all documents and information received in connection with this agreement solely for the purposes of this agreement. All information has to be kept confidential towards third parties and treat with the same care like own documents.

1. **Contact person**

Both companies nominate a contact person who is responsible für problems and questions about this QAA.

**Supplier:**

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| **Contact person:** | | **Further contact person (optional):** | |
| Name: |  | Name: |  |
| Department: |  | Department: |  |
| E-Mail: |  | E-Mail: |  |
| Phone: |  | Phone: |  |

**Staiger GmbH & Co. KG:**

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| --- | --- | --- | --- |
| **Contact person:** | | **Further contact person (optional):** | |
| Name: | Marcus Wieduwilt | Name: |  |
| Department: | QS | Department: | Purchase |
| E-Mail: | marcus.wieduwilt@staiger.de | E-Mail: |  |
| Phone: | +49 7143-2707-66 | Phone: |  |

**b) Part-specific Agreement (agreement is necessary)**

The agreement is accepted fort he following products/parts:

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| --- | --- | --- | --- |
| **Staiger** | | **Supplier** | |
| Description | Product number | Description | Product number |
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The supplier has to check and document the functional dimension (signed with “Staiger Funktionsmaß”) in process. To ensure the process capability the functional dimension has to be check at the start of the series on at least 125 parts.

Additionally there is the possibility of a process audit in each case which is commonly agreed with the supplier and Staiger. At the time of the audit the supplier has to present a process plan including all tests, test- and process-instructions.

This part-specific QAA may be advanced or reduced on a common agreement.

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| **Staiger GmbH & Co. KG** | | |
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| Date |  | Signature contact person |
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|  |  |  |
| Date |  | Signature further contact person (optional) |

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| **Supplier** | | |
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| Date |  | Signature contact person |
|  |  |  |
|  |  |  |
| Date |  | Signature further contact person (optional) |