
Quality Management
Quality guideline for suppliers

TQN0001

Introduction

This agreement is an essential part of the delivery/supply contract with TOX-DÜBEL-TECHNIK and for the business relations between the SUPPLIER and TOX-DÜBEL-TECHNIK.

The agreement concerns all products delivered by SUPPLIERS. SUPPLIERS agree to use all the required personnel and organisational, specialist and financial resources to ensure the quality of their products.

Maintaining the rules of this quality guideline will ensure that both TOX-DÜBEL-TECHNIK and the SUPPLIER have long term advantages on the market and therefore guarantee a successful partnership.

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1 Area of application

This standard applies to all production materials delivered by SUPPLIERS (incl. packaging material, bulk ware) as well as too all sold items (finished products, commercial goods). Exceptions or differences are only possible after obtaining written permission from the TOX staff member concerned.

2 General information on quality management

2.1 Supplier's quality management system

SUPPLIERS are obliged, based on the international standard ISO 9000:2000, to introduce and maintain a quality management system with the obligation to aim at zero defects and at continuous improvement to their services. Certification of the QM system should be the goal.

2.2 Sub-contractor's quality management system

If suppliers assign orders to sub-contractors, the requirements of this guideline must also be fulfilled by the sub-contractors. Suppliers are responsible for the development of their sub-contractors.

SUPPLIERS also oblige their sub-contractors, based on the international standard ISO 9000:2000, to introduce and maintain a quality management system with the obligation to aim a zero defects for sub-contractors as well and to continually improve their services.

TOX-DÜBEL-TECHNIK can ask SUPPLIERS for proof that they have been convinced of the effectiveness of the quality management system of their sub-contractors.

If there are quality problems, SUPPLIERS will arrange for an audit at the sub-contractor's by TOX-DÜBEL-TECHNIK.

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SUPPLIERS permit TOX-DÜBEL-TECHNIK, to determine through audits, whether their quality assurance Measures fulfil TOX-DÜBEL-TECHNIK's requirements. An audit can be conducted as a system or process audit after prior announcement. SUPPLIERS will ensure that even requests for appointments at short notice are fulfilled.

SUPPLIERS ensure TOX-DÜBEL-TECHNIK and, if required, its customers, access to all workplaces, auditing areas, storage areas and adjacent areas as well as the possibility of viewing documents relevant to quality. Necessary and appropriate limitations set by SUPPLIERS will be accepted to ensure that their company secrets are safeguarded.

TOX-DÜBEL-TECHNIK will inform SUPPLIERS of the result of these audits. If measures are required from the point of view of TOX-DÜBEL-TECHNIK, SUPPLIERS are obliged to compile a plan of measures to be taken immediately, to execute these on time and to inform TOX-DÜBEL-TECHNIK of their implementation

2.4 Other legal requirements – (REACH, WEEE und RoHS)

All legal requirements in accordance with EU laws must be fulfilled for all products manufactured by SUPPLIERS for TOX-DÜBEL-TECHNIK and delivered by them.

The following requirements must be observed in particular.

- a) REACH directives (registration, evaluation and authorisation of chemicals) in their respective form. All SUPPLIERS are obliged to report and inform TOX-DÜBEL-TECHNIK about products containing „Substances of very high Concern“ (SVHC) in a concentration of >0,1% and of which more than 1 t/a are used.
- b) The directive „The Waste Electrical & Electronic Equipment Directive – WEEE“, brought out on 27.01.2003 as well as the EU directive 2002/95/RG „Restriction of Hazardous Substances (RoHS) must be adhered to. Products must not contain
- I. substances based on lead, chromium VI, cadmium and mercury
 - II. flam retardants based on PBB (polybrominated bi-phenyl) and PBDE (polybrominated di-phenyl-ether).

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2.5 Information and documentation

If it becomes evident that agreements made, such as, for example, quality features, schedules, delivery amounts, cannot be maintained, SUPPLIER will inform TOX-DÜBEL-TECHNIK immediately. SUPPLIERS will also let TOX-DÜBEL-TECHNIK know immediately about all differences noticed after delivery. In the interest of finding a solution quickly, SUPPLIERS will provide all the necessary data and facts.

SUPPLIERS are obliged to carry out the following changes only after prior approval by TOX-DÜBEL-TECHNIK:

- Changes to production processes, procedures and materials (including those of the sub-contractors)
- Change in subcontractors
- Change in checking procedures/facilities
- Transfer of production sites

TOX-DÜBEL-TECHNIK must be informed on time so that TOX-DÜBEL-TECHNIK can approve of the changes made by SUPPLIERS and provide evidence of the agreed quality changes in this connection (see Section 4, „Release of products and processes).

After TOX-DÜBEL-TECHNIK has approved of the changes, the first three deliveries after the start of the series and after the aforementioned measures for changes must be noted accordingly in the delivery papers/goods tag.

TOX-DÜBEL-TECHNIK has the right to change execution and scope of delivery of the products at any time. Changes required on the part of TOX-DÜBEL-TECHNIK and costs ensuing due to delivery dates or to SUPPLIERS due to execution of the contract will be adapted by the contract parties based on mutual consent.

SUPPLIERS will document all changes to the product and the process chain in a product life cycle. An updated version of the product life cycle must be available at all times and will be attached as a document with every new initial sampling.

The records of checking received goods (this concerns supplied parts and other preliminary products provided by sub-contractors), the reliability and shelf life tests, the delivery checks as well as error analyses if required are kept by SUPPLIERS for the entire product life cycle at the most. SUPPLIERS will allow TOX-DÜBEL-TECHNIK to view all records on request. TOX-DÜBEL-TECHNIK can ask them to keep all the records for a longer period in individual cases.

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3 Product development process

3.1 Planning and development

If orders to SUPPLIERS include development work, requirements are laid down in writing by the contract partners in the form of a specification sheet or a technical data sheet. SUPPLIERS are obliged to already follow a project management system in the planning phase of products, procedures and other tasks that overlap areas in the form of detailed project scheduling plans. TOX-DÜBEL-TECHNIK must be allowed to view project planning on request.

In the course of contract checking, SUPPLIERS will check all specifications for the ability to implement them after receiving them. SUPPLIERS will immediately inform TOX-DUEBEL-TECHNIK of any defects or risks found in the process as well as possibilities for improvement.

SUPPLIERS will use suitable preventive methods in the development phase of quality planning such as feasibility studies, examinations of reliability, design and process FMEA. SUPPLIERS will consider experiences from similar projects (process procedures, process data, competence studies, etc.).

SUPPLIERS carry out process planning (work plans, inspection plans, operating materials, tools, machines, etc.) for all features. Product quality is monitored through regular audits.

SUPPLIERS present initial samples before taking up series production under conditions for the series on schedule. The type and scope of initial sampling is described in Section 4 "Release of products and processes." Series production can only start after approval by TOX-DÜBEL-TECHNIK

3.2 Specifications

TOX-DÜBEL-TECHNIK's requirements are stipulated in the specifications. Specifications can be:

- Specifications sheet
- Approved drawings: 1) TOX-DÜBEL-TECHNIK or 2) supplier's drawing
- Special TOX-DÜBEL-TECHNIK company standards
- Special company standards of TOX-DÜBEL-TECHNIK customers
- International standards

The features indicated in the specifications agreed on in the contract must be maintained.

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3.3 Prototypes

3.3.1 Fundamentals

SUPPLIERS come to an agreement with TOX-DUEBEL-TECHNIK for manufacturing and testing conditions for prototypes and parts of preliminary series and documents these. The objective is to manufacture the prototypes and parts for preliminary series under conditions closely resembling the series.

3.3.2 Quality checking and documentation

- Basically all features produced in the manufacturing process or influenced by it must be checked according to the specification.
- Measurement results must be documented in the form of dimension checking reports.
- Measurement results must be indicated in the metric system.
- Basically, all variable dimensions must be measured (e.g. diameter, positions, intervals).
- Measured parts must be numbered through clearly. The type and method of marking must be agreed on with TOX-DÜBEL-TECHNIK if necessary.
- Serialised parts must be supplied on request (fully numbered through and measured 100%).
- Features must be numbered on the drawing and entered in the dimension checking reports with the number.
- Flawless functioning, operational safety and maintenance of relevant permits must be ensured with corresponding evidence. The production checks undertaken will be made available by TOX-DUEBEL-TECHNIK before the start of the series.

3.3.3 Tool supported parts

5 pieces must be completely measured (all dimensions) and documented in a prototype report for every production lot at the start, middle and end of production.

3.4 Technical documents

All technical documents such as drawings, planning, design, testing and production documents must be made available to TOX-DUEBEL-TECHNIK in German or English at any time. Irrespective of the viewing of documents by TOX-DUEBEL-TECHNIK, the responsibility for the scope of supplies/services remains solely with the SUPPLIERS.

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4 Release of products and processes

4.1 Requirements

SUPPLIERS release products and processes.

The same requirements apply to dimension tests as to prototypes (see Section 3.3.2, „Quality checking an documentation“ with the exception of serialised parts).

Suppliers conduct a capacity calculation for series production and provide evidence of having achieved the calculated series capacity.

The contents of the product must be handed over for initial sampling by using the IMDS (International Material Data System). A print out of the initial sampling documentation must be enclosed as proof of the IMDS entry.

In the cases listed in Section 2.5 „Information and documentation,“ SUPPLIERS agree on the required extent of documentation with TOX-DÜBEL-TECHNIK.

5 Quality measures accompanying the series

5.1 Marking of products

SUPPLIERS are obliged to mark products, parts and packaging in accordance with the agreements made with TOX-DÜBEL-TECHNIK. They must ensure that marking of packaged products is legible during transportation and storage as well.

In as far as TOX-DÜBEL-TECHNIK provides SUPPLIERS with production and testing materials, particularly materials and facilities within the scope of acquiring supplies, these materials must be marked as the property of TOX-DÜBEL-TECHNIK. SUPPLIERS are responsible for ensuring that the product remains intact and functions properly and will arrange for maintenance and repairs.

5.2 Being able to trace products and processes

SUPPLIERS are obliged to ensure that the products they deliver can be traced. If an error is found, traceability and being able to locate the damaged parts/products/batches etc. must be guaranteed.

5.3 Checking goods received by TOX-DÜBEL-TECHNIK

SUPPLIERS delivery products in suitable vehicles exclusively approved by TOX-DUEBEL-TECHNIK, as far as this has been agreed on, to avoid damage and deterioration of quality (e.g. contamination, corrosion, chemical reactions).

Checking of received goods at TOX-DÜBEL-TECHNIK is limited to externally detected (transport) damages as well as determining whether quantity and identity of the ordered products has been maintained, at least in accordance with the delivery documents. TOX-DUEBEL-TECHNIK also carries

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out product audits on purchased parts for verification, whose intervals are dependent on the type of component and quality history. Complaints arising out of this will be reported immediately. SUPPLIERS must adapt their quality management system and quality assurance measures to the reduced checking of received goods.

If blockage of goods becomes necessary when received goods are being checked or during subsequent processing, TOX-DUEBEL-TECHNIK can charge SUPPLIERS with a part of the additional administration costs ensuing due to this. The share in costs is 200€ per blockage at present. Other costs for getting rid of the defect, particularly sorting out or subsequent work remain unaffected by this. Due to this procedure it is possible that flawed deliveries will only become known when the product is used later on.

6 Quality objective

It is the duty of suppliers to aim at "zero defects" to ensure continuous improvement. Only in this way can our customers' demand for high quality be fulfilled.

SUPPLIERS inform TOX-DUEBEL-TECHNIK of a person assigned to quality management who is responsible as the contact person for quality assurance and is authorised with the appropriate decision making capacities. SUPPLIERS will immediately inform TOX-DUEBEL-TECHNIK in writing if the person responsible changes.

An additional quality assurance agreement with SUPPLIERS can be finalised on request by TOX-DUEBEL-TECHNIK to achieve and ensure the quality objectives.

7 Deliveries that do not conform to specifications, objections

If TOX-DUEBEL-TECHNIK finds defects, these will be reported to SUPPLIERS in an inspection and/or 8D report and they will be charged with the handling costs. Further claims by TOX-DUEBEL-TECHNIK arise out of the type and extent of the defect as well as its effects.

SUPPLIERS will respond immediately to an 8-D report and TOX-DUEBEL-TECHNIK will assist them within the scope of possibilities if required. The 8-D report must be worked on as quickly as possible (within 10 working days) and long term measures must be finalised after 3 months if possible with verification based on characteristic figures (error rates, competencies - this can be agreed on in individual cases). In cases of errors that take priority and in urgent cases, TOX-DUEBEL-TECHNIK can ask for a shorter time for SUPPLIERS to respond.

Defective products will be returned to the SUPPLIERS as agreed on. They are obliged to analyse every deviation and to inform TOX-DUEBEL-TECHNIK as soon as possible of the cause for the deviation, any measures to get rid of the defect and any preventive measures as well as their effectiveness.

If there is a risk of a halt in production at TOX-DUEBEL-TECHNIK or any of its customers' due to a delivery for which suppliers are responsible because products do not correspond to specifications,

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SUPPLIERS must ensure assistance within 24 hours in agreement with TOX-DUEBEL-TECHNIK or their customers using suitable immediate measures with the costs borne by them (replacement of delivery, sorting and subsequent work, special shifts, rush transport, air freight, etc.).

If the foreseeable expenditure for the sorting and subsequent work is up to 500€, TOX-DÜBEL-TECHNIK can conduct the sorting and subsequent work without the SUPPLIER'S consent and charge it to the supplier.

8 Evaluation of suppliers

TOX-DÜBEL-TECHNIK conducts an evaluation of supplies for the 4 main criteria of price level, quality, logistics and total impression. The departments of sales, logistics and supplier development that are in constant touch with customers are evaluated additionally.

The Supplier Satisfaction Index (SSI) is created at the end of the year to enable a comparison with all suppliers. In the case of deviations from the average SSI of all suppliers, measures are introduced to achieve an improvement in the situation.

During the year, the PPM values as well as adherence to delivery times are evaluated in a system specific manner and this data is included in the supplier evaluation at the end of the year.

9 Environmental protection

Suppliers are obliged to maintain all legal regulations on environmental, health and labour protection and to keep them at a minimum through appropriate organisation of environmental protection and appropriate effects on human beings and the environment. The introduction and further development of an environmental management system (UMS) in accordance with ISO 14001 is recommended for this purpose.

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