

I. Quality management

1. The supplier commits – based on the international ISO 9000 ff standard series, in its most current version, – to introduce and maintain a quality management system committed to a zero-fault target and the continuous improvement of its performances.
2. The supplier also undertakes that his subcontractors – based on the international ISO 9000 ff standard series, in their most current versions – introduce and maintain a quality management system with a commitment, also by their subcontractors, to a zero-fault target and the continuous improvement of their performances.
3. The Supplier shall grant Murrplastik access to its premises and equipment during normal operation or business hours for verification of the existence and function of the quality management system; Murrplastik shall announce a visit at least one working day in advance. The Supplier undertakes to its subcontractors accordingly.

II. Information

1. If it becomes apparent that agreements made, such as quality features, deadlines, delivery quantities, cannot be met, the supplier shall inform Murrplastik of this immediately. The supplier will also notify Murrplastik of any and all deviations identified after delivery. The supplier shall disclose all necessary data and facts in the interest of an expedient solution.
2. The supplier commits to contact Murrplastik before -
 - Changing production techniques, processes and materials (also for subcontractors)
 - Changing subcontractors
 - Changing test procedures/facilities
 - Relocating production sites
 - Relocating production equipment at a site

to obtain consent based on provided quality assurance documentation.

3. All changes to the product and process chain are documented by the supplier and must be submitted to Murrplastik upon request. The supplier outlines the control and archiving of all documents, data and samples in procedural instructions and implements these effectively. Documents of external origin, such as technical standards and customers' drawings, are included to an appropriate extent. Document safekeeping obligation is at least 7 years. The reports for incoming goods inspections (relating to supply parts and other preliminary products from subcontractors), reliability tests, outgoing inspections and, where applicable, fault analyses and samples are retained by the supplier for at least 24 months. The supplier shall allow Murrplastik to view these records and provide samples upon request.

III. Development, planning, approval

1. If the order to the supplier includes development tasks, the requirements will be specified in writing by the contractual partners, e.g. in the form of a performance specification. The supplier will undertake project management beginning with the planning phase of products. Following receipt and as part of a contract review, the supplier will inspect all technical documents for feasibility such as specifications, drawings, parts lists, CAD data; the supplier shall notify Murrplastik immediately regarding any identified defects and risks as well as suggestions for improvement. In the development phase, the supplier shall apply suitable preventative quality planning methods such as feasibility studies and reliability studies. He shall consider processes, process data and competence studies from similar undertakings.
2. Before commencing series production, the supplier provides initial samples of the product produced under series conditions; he shall do this on time and at the agreed upon quantity. The supplier is to check and evaluate the product characteristics of the initial samples against the current requirements, which have been agreed upon between the supplier and Murrplastik;

furthermore, the product must meet all technical

standards and regulations and the results of the inspections and evaluations are to be reported to Murrplastik. Series production may only commence following approval by Murrplastik.

IV. Series production, traceability

1. In the event of process disruptions and quality deviations, the supplier shall analyse the causes, implement improvement measures and check their effectiveness. If the supplier, in exceptional cases, is unable to provide products that meet the specifications, he must obtain special approval from Murrplastik before delivery. Special approval deliveries must be clearly marked as such. Information and comments from Murrplastik regarding an improvement in product quality through changes in production shall be taken into account by the supplier whenever possible, but at his/her own risk.
2. The supplier commits to ensure the traceability of products supplied by him. If a fault is identified, the traceability and containment of the damaged parts/products/batches must be ensured.
3. Whenever Murrplastik provides the supplier with production and testing materials and facilities within the scope of acquiring deliveries, these are to be indicated as the property of Murrplastik. The supplier is responsible for their integrity and proper function and initiates maintenance, repair and calibration as needed.

VI. Incoming goods inspection

1. The incoming goods inspection at Murrplastik is limited to the detection of externally visible transport damage, as well as determining compliance with quantity and identity of the products ordered, at least as stated on the delivery papers. Quality characteristics are tested by random sampling. Any complaints identified are reported immediately.
2. The supplier has to adjust his/her requirements to comply with on-time deliveries and product quality to the reduced incoming goods inspection.

VII. Complaints

1. Should Murrplastik detect any defects – including dirt, debris, unapproved deviations from the current specification – these will be reported to the supplier, following proper business procedures. The supplier waives, to this extent, the right to objection for late notification of defects.
2. The supplier will immediately undertake a fault analysis, in which Murrplastik assists him wherever possible and whenever necessary.
3. Defective goods are returned to the supplier in the agreed quantities and at his/her expense. H/she commits to providing notification of fault rectifying and preventative measures implemented.
4. If there is a risk of a production halt at Murrplastik or its customers due to the delivery of products that do not meet their specifications, the supplier, in coordination with Murrplastik, must provide a solution through suitable immediate measures, at his/her own expense (replacement delivery, sorting work, reworking, special shifts, express shipping, etc.).

VIII. QA representative

The supplier shall designate in writing vis-à-vis Murrplastik a Quality Assurance representative who will be in charge of coordination and implementation of this guideline. The supplier must notify Murrplastik immediately, in case of a change in representatives.

IX. Liability

The supplier's liability for defects or for compensation claims due to defective product or services deliveries remains unaffected.