



KUNSTSTOFFWERK

**VOERDE**

# KV - QVK

**Quality Management Agreement  
with Customers**



**for all supplier / customer relations with**

**KUNSTSTOFFWERK VOERDE**

Hueck & Schade GmbH & Co. KG  
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Germany

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## 1 Introduction

**Kunststoffwerk Voerde Hueck & Schade GmbH & Co. KG (referred to in this document as "KV") is certified to IATF 16949, DIN EN ISO 9001, DIN EN ISO 14001 and DIN EN ISO 50001. The company therefore satisfies all the requirements set out in the associated regulatory documents.**

The Quality Agreements set out in this document are extracts from the overall KV Management System (KVMS); they contain and summarize the quality-assurance regulations and stipulations which are most important for our customers. They apply to all customers who receive goods or services from KV and are integral to the general and specific contractual data set out in the customers' orders. These guidelines apply to all current and future customer orders and apply together with our general terms and conditions of business.

## Corporate policy guidelines

### Professionalism and Human Approach

#### Our quality policy

Kunststoffwerk VOERDE is a medium-sized private company with many years of experience in compounding and processing plastics. The company is certified according to IATF 16949. Our customer judges and decides on our quality and thus sets the standards. We also regard our colleagues in downstream processes as customers. Every activity should be carried out correctly right from the start. Error prevention avoids errors; therefore, the causes must be eliminated preventively. Despite the pursuit of a zero-error strategy, it is important for us to deal with errors constructively. The continuous improvement of all processes is a permanent quality goal. We strive to increase performance through improved work processes, fewer complaints, more efficient order processing and thus lower overall costs. We demand the highest quality from our suppliers and business partners. The implementation of our quality policy is an important building block for the continued positive development of the company. All employees must participate in this and direct their efforts towards the implementation of our quality policy.

#### Our environmental policy

Economic activity and innovative activities have an impact on nature and the environment. As part of the overall ecological system, it is our daily obligation to affect the ecological balance as little as possible. For this purpose, we have introduced an efficient environmental management system in accordance with the international standard DIN EN ISO 14001 as well as an energy management system. Out of a sense of responsibility towards both people and the environment, we have set ourselves the goal of focusing on the avoidance or reduction of environmental pollution in our production wherever this is technically and organisationally possible and economically viable. In doing so, it is a matter of course for us to comply with legal and official regulations and other environmental interests as well as the requirements we set ourselves for environmental protection and to exceed them where possible. Our responsibility in dealing with the environment and resources requires us to identify and evaluate our significant environmental aspects and to meet regularly set environmental targets. We monitor compliance with effectiveness through regular audits. Every employee is involved in our environmental management system.

#### Our energy policy

Based on our corporate principles, our energy policy formulates guidelines for all employees. Our company has introduced an energy management system in accordance with DIN EN ISO 50001. We strive for safe, cost-effective, environmentally compatible and energy-efficient solutions for our products and their production. Therefore, we are guided by the state of the art in all environmental protection and energy management measures. In doing so, it is a matter of course for us to comply with the legal and official regulations as well as the energy consumption requirements we set ourselves and to exceed them where possible. We include our suppliers and contractual partners in this objective. We have set ourselves the goal of improving energy performance and avoiding energy waste where possible and economically viable. This requires the identification, review and evaluation of our significant energy aspects. The management sets energy targets annually. For monitoring purposes, the targets and key figures are regularly reviewed and adjusted. The continuous improvement of our energy performance is an important contribution to reducing energy consumption and thus costs.

## **2 Structure of Processes and Tasks**

The efficient, process-oriented organisation of our business is based on secure customer-supplier relations. It ensures that the expectations of our internal and external customers are met at all times in a clearly-defined form and that the required, essential quality is achieved in the execution of all our tasks.

### **2.1 Management processes (MP)**

Management processes (MP) are those processes which affect the basis position of the company in the market-place, which control the use of personnel, financial and material resources and which include the operational leadership of the company.

MP are a part of the organisational structure; they are directly controlled by an appointed process manager who acts with others as necessary, under the authority which has been vested in him/her.

#### ***Strategy and Leadership***

*The Managing Director (MD) is responsible for this MP and thus for the quality of all the company's products and processes. The MD has appointed a Quality Management Officer (QMO) for the "QM Organisation and System" and the QMO reports regularly to the MD.*

#### ***Quality Management; Organisation and System (QMO)***

*This MP is responsible for the effectiveness and fundamental certifiability of the organisation. It is carried out by the QMO, who bears full responsibility for it. The QMO is a member of top management and reports directly to the Board.*

#### ***Personnel and Training Management***

*This MP is responsible for the tasks involved in the management of personnel and training for the entire company. It is defined and organised to handle the development and control of resources.*

#### ***Finance Management and Controlling***

*This MP handles the logging and recording of all costs and performance data with a view to providing a properly organised accounting system. It is responsible for reporting current business management data to the Board as an aid in the management of the company, as well as to the management team as an aid in controlling core processes.*

### **2.2 Executive processes**

Executive processes are those which deal directly with the development, planning and production of individual, concrete, customer-related products and services.

They represent the backbone of the process organisation and are organised and implemented for each individual project as a results-oriented project management, in accordance with the APQP requirements laid down in the automobile industry. Responsibilities are allocated in each project to the nominated project manager.

Executive processes are divided into the following steps:

#### ***Phase 1: Project planning***

*In this phase, initial market information is prepared and analysed. Carefully-directed and well-supported customer service ensures that, as far as possible, all customer enquiries of interest to KV are actually received by the company.*

#### ***Phase 2: Planning and preparations for manufacturing samples***

*In this phase, customer's enquiries are systematically analysed, a thorough manufacturing feasibility investigation is carried out, a meaningful implementation concept is generated, including the tools required and a quotation is prepared, to suit the customer's needs. This is presented to the customer at the appropriate time.*

#### ***Phase 3: Carrying out and evaluating the manufacturing of samples***

*In this phase, the execution of the project is firmly planned and agreed with all parties. It is then carried out in accordance with the rules of results-oriented project management.*

#### **Phase 4: Product and process validation**

*In this phase, clearly-defined procedures are agreed with the customer, to, demonstrate that the proposed processes are able to manufacture the product in a controlled and capable manner.*

#### **Phase 5: Full-scale production**

*Full-scale production is specifically understood as part of the project. In this phase, the products are manufactured, packed and shipped in the right quantity, at the right time and in line with the specification.*

### **2.3 Core processes (CP)**

Core processes (CP) are technical processes which have a direct or indirect influence on the development, planning and execution of all products and services.

Together with the management processes, they form the organisational structure and are directly controlled by an appointed process manager who acts with others as necessary, under the authority which has been vested in him/her.

#### **Marketing & Sales**

*The CP "Marketing & Sales" (M & S) includes all the market-related activities involved, from the analysis of potential market outlets to the economically-managed control of new and current products.*

#### **Product development and laboratory**

*The CP "product development and laboratory" covers the product technology and analytical expertise of the company. In addition, this core process covers the implementation of and compliance with environmental requirements specified by law and other regulatory standards.*

#### **Sourcing management**

*The CP "sourcing management" is responsible primarily for the efficient and secure supply to production of all the raw materials and supplies required.*

*In addition, this core process is responsible for achieving and documenting an effective materials management system for waste, as well as the overall supply of production equipment and facilities.*

#### **Manufacturing**

*The CP "manufacturing" is responsible for the production, at the right time and in the right quantity.*

*This core process is also responsible for the efficient and effective planning and execution of preventive maintenance as a support process.*

#### **Warehouse & Shipping**

*In association with the sourcing management, the CP "warehouse and shipping" is responsible for the efficient and smooth logistics associated with obtaining and storing raw materials.*

*In addition, this process is responsible for the whole of the logistics involved in the storage of finished products and for issuing batches of materials at the right time and in the right quantity. It is responsible for the packing and identification labelling of packaging in accordance with requirements, as well as preparing the necessary shipping documents.*

#### **QM for Products & Processes (QMP)**

*The CP "QMP" is responsible for the planning, execution and monitoring of all essential operational quality assurance action.*

*Here, a crucial factor is the implementation of secure and effective quality planning to meet customers' requirements, including the necessary approval & release procedures and documents.*

## 2.4 Support processes (SP)

Support processes (SP) are those special, or sub-processes which provide essential assistance for individual management or core processes which need support in order to carry out their own defined tasks to an optimum degree.

Depending on the tasks involved, SP are controlled by individual or several management or core processes, with responsibility being allocated as appropriate.

## 2.5 External partners & resources

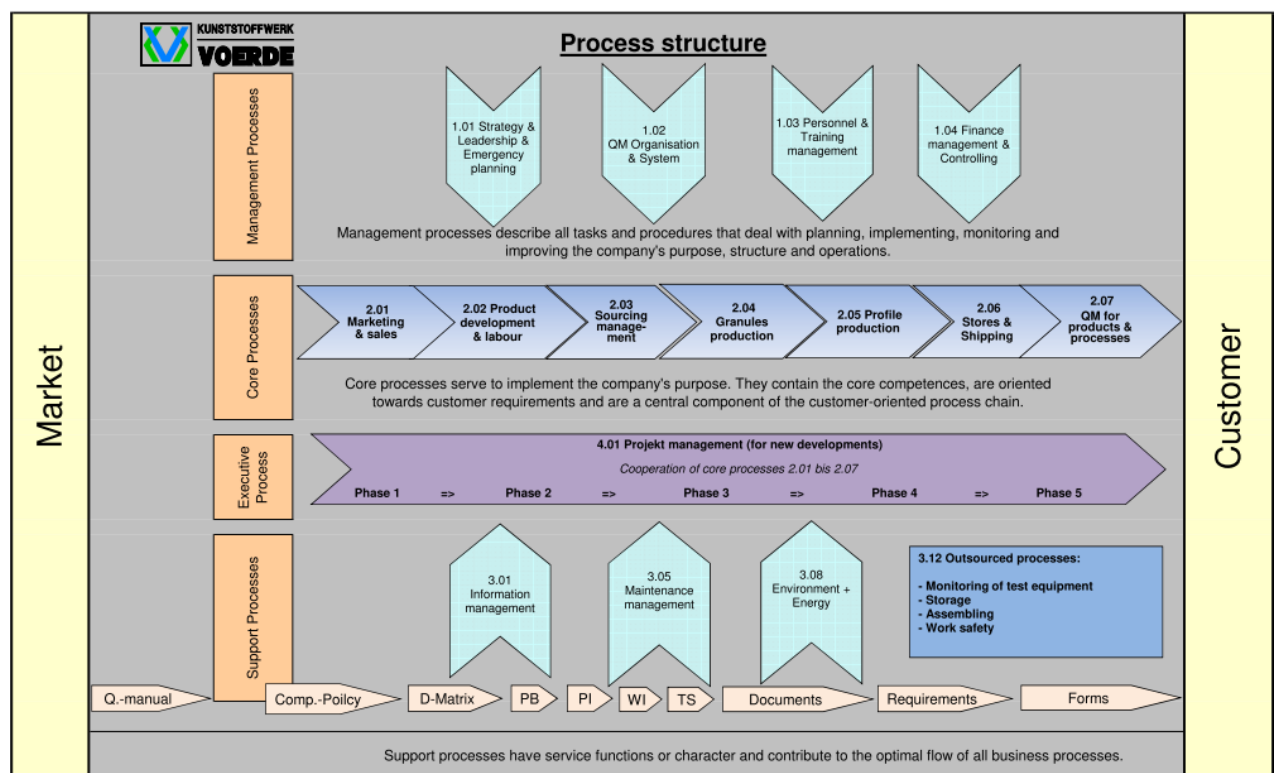
KV regards external partners and resources as important components or additions to our internal company processes.

Important external partners include:

- external suppliers and their employees
- customers and their employees

All our partners, with their tasks and responsibilities, are integrated as far as necessary into the KV Management System (KVMS).

## Process Structure



### **3 Goods Inwards operations**

Deliveries of products manufactured by KV are subject to KV's general terms and conditions, the current issue of which is available on request.

For all operational matters not explicitly stated, the relevant legal principles shall apply, including the stipulations in § 377 HGB (German legislation). In matters regarding legal liability, the terms of the German product liability act (ProdHaftG) and product safety act (ProdSG) shall apply.

If the customer expresses the wish for a transfer of the goods inwards checks which he is obliged to carry out by law, KV is prepared in principle to provide a quotation for this, including the necessary liability obligations covered by law and, on this basis, to carry out the customer's requirements in terms of goods inwards checks, at a cost.

General traceability, from the finished product to the raw materials, is ensured by the batch identification system employed by KV.

Customer-specific and product-specific identifications on individual products must be agreed definitively within the framework of discussions and agreement on the requirements specification and performance specification for the individual products.

Each packaging unit is identified with an Odette label according to VDA-4902.

Each shipment is accompanied by a delivery note, bearing the order number and the supplier number.

### **4 Communication between KV and Customers**

The ever faster product changes and ever shorter development times place ever higher demands on communication between supplier and customer in terms of the scope, speed and flexibility of this communication.

At KV we strive constantly to meet these demands on communication capability by the systematic and directed expansion of the media available, with a differentiated specification of the communication contents.

Within the general framework of management for emergencies, a special written procedure sets out clearly how and in what circumstances any of our management can be contacted outside normal working hours. This procedure also specifies the action to be taken if a customer is faced with an emergency, so that a breakdown in the customer's process can be prevented.

### **5 Warranty**

The statutory product liability conditions of the Federal Republic of Germany shall apply. Demands for deadline extensions or dynamisation must be negotiated and documented by mutual agreement before the order is concluded.

### **6 Duration of validity**

This agreement shall be valid for the duration of the business relationship between the parties.

## 7 Concluding Terms

This present Quality Agreement cannot be taken in any way or in any respect as an "explicit assurance" of individual performance or performance characteristics.

The overall contractual relationship and other commercial relations between the parties are subject to KV's General Terms and Conditions and German law. Unless compelling legal terms apply, the sole court of jurisdiction is Schwelm/Germany.


In the event of contradictory terms issued by the customer, these must be presented by the customer and actively aligned with the terms set out above. Otherwise, the above terms apply.

Ennepetal, 25. November 2021

**KUNSTSTOFFWERK VOERDE**  
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