

### I. Quality management

1. The supplier commits – based on the international standard ISO 9000 ff – to introduce and maintain a quality management system with a commitment to a zero-fault target and the continuous improvement of its service.
2. The supplier also commits his subcontractors – based on the international standard ISO 9000 ff – to introduce and maintain a quality management system with a commitment also for the subcontractors to a zero-fault target and the continuous improvement of their service.
3. If quality problems occur, the supplier will give Murrplastik an opportunity for an audit at his business premises and at his subcontractors.

### II. Information

If it becomes identifiable that agreements made, such as e.g. quality features, deadlines, delivery quantities, cannot be abided by, the supplier informs Murrplastik about this immediately. The supplier will also notify Murrplastik about all deviations identified after delivery. In the interest of a fast solution, the supplier discloses all necessary data and facts.

1. The supplier commits **before**
  - Changes to production techniques, processes and materials (also for subcontractors)
  - Change of subcontractors
  - Changes to test procedures/facilities
  - Relocation of production sites
  - Relocation of production facilities at the site

to obtain the consent of Murrplastik and provide the quality evidence agreed in this connection.

2. All changes to the product and in the process change are documented by the supplier and submitted to Murrplastik on request.  
The supplier manages the controlling of all documents and data in procedure instructions and implement these effectively.  
Documents of an external origin, such as standards and customers' drawings, are included to an appropriate extent. The obligation to retain documents comes to at least 7 year.  
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 are retained by the supplier for at least 24 months.  
The supplier allows Murrplastik to view records upon request.

### III. Development, planning, approval

1. If the order to the supplier includes development tasks, the requirements will be determined in writing by the contractual partners, e.g. in the form of a performance specification. The supplier commits to undertake project management even in the planning phase for products.  
As part of contract review, the supplier will inspect all technical documents for feasibility such as specifications, drawings, parts lists, CAD data following receipt; the supplier notifies Murrplastik immediately regarding any identified defects and risks as well as opportunities for improvement.

In the development phase, the supplier applies suitable preventative methods of quality planning such as feasibility studies and reliability studies.

Processes, process data and competence studies from similar undertakings are taken into consideration by him.

2. Before commencing series production, the supplier provides initial samples of the product produced under series conditions to an agreed extent on time. Series production may only be commenced following approval by Murrplastik.

### IV. Series production, traceability

1. In the event of process disturbances and quality deviations, the supplier analyses the causes, implements improvement measures and checks their effectiveness.  
If the supplier, in exceptional cases, is unable to provide products that meet the specifications, he should obtain special approval from Murrplastik before delivery.  
Information and comments from Murrplastik regarding an improvement in the quality of the products through changes in production will be taken into account by the supplier under his own responsibility where possible.
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. Where 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 integrity and proper functioning and initiates maintenance and repair.

### VI. Incoming goods inspection

1. The incoming goods inspection at Murrplastik is limited to externally identifiable transport damage as well as the ascertaining of the observance of the quantity and identity of the ordered products at least using the delivery papers. Any complaints identified are reported immediately.
2. The supplier must orient his quality assurance measures to the reduced incoming goods inspection.

### VII. Complaints

1. If Murrplastik identifies defects, these are reported to the supplier in the proper course of business. To this extent, the supplier waives the claim to the late notification of defects.
2. The supplier will then immediately undertake a fault analysis, in which Murrplastik assists him where possible and where necessary.
3. Defective goods are returned to the supplier in the agreed scope. He commits to provide notification of fault rectifying and preventative measures.
4. If there is the risk of a production halt at Murrplastik or its customers due to the delivery of products that do not meet the specification, the supplier must provide a solution in coordination with Murrplastik through suitable immediate measures at his own expense (replacement delivery, sorting work, reworking, special shifts, express shipping, etc.)

### VIII. Liability

The liability of the supplier for defects or for compensation claims due to defective deliveries remains unaffected.