

Quality Guideline for Suppliers

of WILO SE, WILO EMU GmbH and WILO EMUPORT GmbH (WILO)



1. Introduction

1.1 General items

With its high product quality and its extensive quality management system, WILO wants to permanently comply with the high expectations of its customers.

For the production of its pumps and pump systems, WILO buys to a great extent parts and components from subsuppliers.

The quality and reliability of the purchased goods are decisive factors for the quality of the WILO products. The suppliers therefore play a decisive role in the fulfilment of the high expectations of the WILO-customers.

1.2 Objective and purpose

Since the suppliers have a great influence on the quality of the WILO products, beside the aspects of pricing and delivery performance the quality capability of the supplier is very important.

WILO is anxious to close delivery contracts with capable suppliers only, in order to establish and develop a cooperation in partnership with these suppliers.

This quality guideline determines general quality capability requirements of the WILO suppliers. This quality guideline is an integral part of the delivery contract and therefore binding to the suppliers.

The supplier commits itself to pass on appropriate requirements from this guideline to his subsuppliers or to make up own requirements in order to comply with the requirements of this quality guideline.

WILO reserves the right to agree with the supplier on a quality assurance arrangement with special requirements concerning the process and product quality if further specifications become necessary.

1.3 Scope

This guideline applies for all suppliers of parts and components.

The quality guideline - in the version valid at the time of the order - applies.

2. Supplier qualification

2.1 Selection, evaluation and authorization of suppliers

WILO only buys material from suppliers which had been authorized for delivery. The authorization of suppliers is granted after a positive result of the defined supplier selection procedure which includes, among others, a supplier audit.

Supplier evaluations are realized at regular intervals in case of series deliveries by samplings in the WILO quality department in order to check if the delivered goods comply with the specific requirements. The results of these inspections have an influence on the WILO supplier assessment.

The supplier evaluation always reveals the quality capability of the supplier.

2.2 Supplier audit

If there are reasons, WILO will check the supplier's processes by means of a supplier audit. Typical reasons may be insufficient series quality of the supplier, transfer of the production site, modified production processes or the supply of new products.

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The supplier audit does not apply:

- to suppliers which in the past have proven their quality capability to fulfil the WILO expectations and which are listed among the authorized suppliers or
- to suppliers which prove a quality management system according to ISO 9001:2000 and have been entered in the list of authorized suppliers.

2.3 Supplier evaluation

The exchange of data of the WILO incoming inspections, supplier evaluations and results of the supplier audits are supposed to foster the cooperation in partnership and give the suppliers hints for improvement potentials to permanently comply with the WILO demands.

3. **Management systems**

WILO has implemented in its quality management system besides the requirements of the ISO 9001:2000 also the requirements of the automotive industry and has achieved the certification.

Due to this high quality level, the WILO suppliers at least have to comply the requirements of the ISO 9001:2000 and implement it in the company organization. In addition, the suppliers should strive for the implementation of a quality management system according to VDA 6.4 and/ or QS 9000 TE.

Besides the high quality level, WILO also has a very penetrative consciousness for environmental protection which is reflected in its products and processes. With the implementation of the requirements of ISO 14001, WILO can visualize this consciousness to its customers.

WILO demands such a consciousness for environmental protection and recommends the implementation of the ISO 14001 in the supplier's organization.

4. **Process and product quality**

4.1 Demands for the supplier's process quality

Mastered and capable processes of the suppliers are the basis to make sure that *such* parts are produced and supplied to WILO which suit the defined product requirements and achieve the time and cost objectives agreed upon with WILO.

The supplier has to identify, monitor and control the capability of its processes and production equipments and strive for their continuous improvement.

Special processes the result of which can be checked at a later time only or not at all, have to be qualified by the supplier correspondingly. These processes have to be monitored and controlled depending on the process situation.

The employees involved in these processes have to be qualified and trained and this has to be proven. The necessary documents for these processes, associated production equipment and employees have to be clearly identifiable.

4.2 Demand on the product quality to be delivered

The supplier is obliged to deliver faultless products according to the order and/ or the quality characteristics specified by WILO with the objective "zero-failure-strategy and if necessary compliance with standards" which are - if applicable - compliant with EU-standards.

The quality characteristics for the products to be delivered are laid down in technical documents. Technical documents in this context are for example:

- WILO drawings,

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- WILO data sheets,
- WILO quality specifications,
- performance specifications,
- documents of the supplier by order of or in cooperation with WILO,
- EU standards,
- international and/ or national standards and regulations.

Via the WILO purchasing, the supplier is connected to the distribution system for „technical documents WILO“. He makes sure by suited measures that the production is always realized in accordance with the current technical documents.

Without prior written consent by WILO in the form of a modified drawing or a certificate of exemption a deviation of the „technical documents WILO“ is not acceptable. In case of modification of the supplier´s equipment construction, the supplier has to obtain the prior written authorization by the construction department of WILO.

5. Initial samples

5.1 Presentation of initial samples

In the following cases, initial samples have to be presented to WILO before starting series production:

- new products,
- modification of technical documents,
- modified production processes or new tools,
- transfer of products.

The initial samples have to be produced under series conditions and have to be checked in terms of the quality characteristics required in the technical documentation.

The supplier sends a completely filled "Initial sample submission report VDA" with the results of his tests together with the initial samples.

The deliveries have to be clearly identified on the package and on the delivery note with the remark „MUSTER z. H. QS“ (Samples to the attention of Quality Department).

The number of necessary samples will be determined in each order.

In case of multiple cavity tools, samples of each cavity have to be measured individually and delivered. WILO will check the samples and release the series production if the initial samples comply in all items with the requirements.

In justified exceptional cases and after agreement with the quality assurance, the presentation of initial samples may be done without this report. In this case the inspection of the initial samples is realized by WILO at the charge of the supplier.

5.2 Release of series deliveries

Series deliveries will be realized after release of the initial samples only. The release is given by sending the initial sample inspection report evaluated by the WILO quality department.

6. Series delivery

Series deliveries have to comply in all parts with the technical documentation, the released initial samples, the order, the delivery conditions and the legal requirements

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The deliveries have to be without any kind of manufacturing defect which impair the processing and utilization characteristics and the appearance of the products.

7. Not compliant and / or delivered products

If the supplier finds defective parts during his inspections, these parts have to be sorted out immediately, the reason has to be analysed and corrective actions have to be taken.

Claims by WILO have to be forwarded to the supplier via 8D-report. This report has to be filled in completely by the supplier and has to be sent back immediately. In addition, the whole stock at WILO has to be checked and sorted out by the supplier. In urgent cases, WILO is entitled - after agreement with the supplier - to realize this with own employees or external staff for the ensuring of production until the supplier arrives.

If in exceptional cases products have to be delivered which do not comply completely with the technical documents, a written certificate of exemption has to be given by WILO before delivery. If the deviations are found belatedly, WILO has to be informed immediately.

8. Documentation

The documentation comprises all information incl. supporting medium (e. g. process descriptions, working and test instructions, specifications, notes etc.), which are necessary for the production of the parts to be delivered to WILO.

The supplier must be able to provide this documentation at least 10 years after delivery of the last part. The documentation required for D-parts (parts which are highly security relevant) has to be kept for a period of at least 15 years after delivery of the last part.

Particularly the documentation for inspection in the production process has to be registered by the supplier in such a way that WILO can dispose of them at any time or that, where necessary, the identity of initial samples and series delivery can be proven.

9. Remarks

If the supplier is not able to fulfil the requirements of this guideline, he has to inform the WILO purchasing department in writing. The supplier will then get informations of the WILO purchasing department for the further proceeding.