

Quality guidelines of NMH GmbH

1. Foreword

NMH products impress with their high quality and the associated customer satisfaction.

This quality is significantly influenced by your products. In this guideline, we describe the minimum requirements that must be firmly anchored in your quality management system.

As your partner, we want to work with you to implement a joint quality strategy to ensure that the processes between you and NMH GmbH run smoothly and without increasing costs.

Your goal must be to ensure flawless goods in accordance with the technical specifications and the conditions specified in the purchase contract, regardless of whether these goods are delivered to us directly by you or by a subcontractor.

Through partnership-based cooperation, we want to achieve the goal of zero defects.

Together, we want to become better. Every single day!

2. General requirements

2.1 Quality management system

NMH GmbH recommends that its suppliers introduce and maintain a quality management system and ensure its effectiveness in accordance with the ISO 9001 and/or ISO/TS 16949 standards.

effectiveness of a quality management system that complies with the ISO 9001 and/or ISO/TS 16949 standards.

The effectiveness of the quality management system is reflected in:

- Continuous improvement of processes, procedures and products
- Delivery quality
- Delivery reliability
- Effectiveness and speed of implementation of corrective measures
- Regulated communication across all levels
- On-time completion of projects of all kinds.

This quality management system is designed to achieve the common goal of zero defects.

New certificates can be sent unsolicited to the purchasing department of NMH GmbH.

2.2 Business language

The business language is German, alternatively English.

3. Quality objectives

The supplier defines internal and external quality objectives to measure and evaluate the quality achieved. The following minimum requirements apply in this context.

- Determination of the internal and external complaint rate, preferably on a ppm basis
- Number of complaints from customers
- Error costs incurred internally and at the customer
- Delivery reliability
- 100% outgoing goods inspection (to be verified on request)

NMH GmbH reserves the right to agree quality targets with the supplier. If the supplier is unable to meet the quality targets, the supplier must develop and implement appropriate corrective measures.

4. Contract review

The supplier shall review the contract before submitting a quotation. In the event of ambiguities or non-compliance with requirements, the purchasing department of NMH GmbH must be informed immediately. We require documentation of the contract review. This can be inspected by NMH GmbH upon request.

5. Quality planning

The supplier undertakes to draw up a quality plan in advance of the project start. This is intended to ensure that all identifiable risks in the process are detected and eliminated.

6. Technical documentation

The supplier must ensure that technical documentation is always up to date. All invalid documents must be destroyed immediately.

If the supplier wishes to make changes to the documentation that affect the goods in any way, the prior consent of NMH GmbH must be obtained.

7. Testing

The supplier must ensure that all characteristics to be manufactured can be tested and are tested in accordance with the process. The scope and methods of testing specified in the technical documentation are binding; any changes to them require the written consent of NMH GmbH. The frequency of testing depends on process capability and process control. A 100% outgoing goods inspection is required for all processes.

7.1. Test equipment and test facilities

The supplier shall only use suitable testing equipment. The capability of the testing equipment must meet the requirements of the components to be tested.

A system must be in place for all testing equipment to ensure that defects are detected at an early stage.

8. Defective products.

The supplier must set up a system for handling defective products. This system ensures:

- Separation, blocking, re-release or scrapping of the products

8. Rework

The supplier shall ensure that reworking has no adverse effects on the products.

Rework that changes the properties and/or specifications of the product must be approved by NMH GmbH. Approval must be given in writing.

8.2. Complaint processing

Following a complaint by NMH GmbH, the supplier must immediately initiate and document measures to rectify the defect. Any defects in products delivered to NMH GmbH may be reworked by NMH GmbH at its own expense without further consent from the supplier. If defects only become apparent during or after assembly, the costs incurred shall be borne by the supplier.

8.2.1 Defects identified by the supplier

If the supplier discovers that goods already shipped are affected by defects, NMH GmbH must be informed immediately.

9. Identification, packaging and transport

The supplier is obliged to ensure traceability from NMH GmbH to its sub-suppliers. To this end, the parts or containers must be labelled in a suitable manner. Products sent to NMH GmbH must be labelled with the NMH order designation and position.

The scope of traceability must be designed in accordance with a risk assessment.

9.1. Packaging and transport

Preservation, packaging and transport must be designed in such a way that damage and contamination are ruled out. Special requirements can be found in the technical documentation.

10. Environmental protection

Suppliers are required to comply with national environmental regulations.

It is recommended that suppliers continuously improve their environmental performance in line with international environmental management standards, such as DIN EN ISO 14001.



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