

Quality requirements for suppliers

Environmentally conscious purchasing

The following criteria must be taken into consideration whenever possible when purchasing auxiliary and operating materials as well as technical products. In case of doubt please consult with the Safety Specialist:

- Free of / low in hazardous substances
- Packaging selection (reusable containers, etc.)
- Suppliers required to take back containers
- Use of operating materials and energy consumption

When dealing with hazardous substances, the safety data sheet in accordance with the German Ordinance on Hazardous Substances is requested from the supplier. Incoming Goods forwards the incoming safety data sheets to the Safety Specialist responsible for creating and updating the operating manuals.

External companies (construction, repair, installation and maintenance companies) become involved in the safety and environmental requirements. Reference is made to the environmental and safety requirements when the order is placed. The "Work rules for external companies" are part of the purchase order or assignment. Before starting activities on the company site, external companies are instructed in the relevant environment and safety aspects by the Safety Specialist.

Requirements for the measurement tools

The supplier must comply with the requirements of DIN EN ISO 9001, [section 7.1.5 "Resources for monitoring and measuring"](#) and must demonstrate compliance if necessary.

Information and documentation

If it becomes apparent that agreements which have been made regarding quality features, deadlines or delivery quantities cannot be met, the supplier will inform SW of this without delay.

Agreements regarding product and process

No SW products may be delivered that do not correspond to the current status of the drawing.

The following definition applies wherever there are no inspection characteristics on the drawing:

Shape and position tolerances of less than 0.05 mm must be documented in writing by all products. Required product specifications (hardening, annealing, etc.) must be documented by a written proof based on a suitable standard. SW factory standard preferably apply in this case! (see SW home page)

Deviations from tolerance in exceptional cases must be clarified with SW and noted on the measurement protocols with the following details: The names of both business partners, date and the accepted tolerance extension.

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DEVIATIONS FROM THIS REQUIREMENT MUST BE REPORTED TO THE [QA PART CHECK](#) DEPARTMENT BEFORE DELIVERY TO SW.

Delivery and incoming goods inspection

The supplier will deliver the products in suitable transport equipment to prevent damage and reduced quality (dirt and corrosion, etc.).

Delivery quality

Delivery quality is checked in some cases through:

- Check of the first order (sample check)
- Quality certifications (test certificates)
- Quality assurance agreements
- Evaluation or auditing of suppliers' production sites by their customers, independent third parties, or the suppliers' internal audits related to records of acceptable quality for delivered products.

Identification and traceability of products

If there are deviations in quality, the supplier will analyze the causes, introduce improvement measures and check their effectiveness. The supplier is required to ensure that the products it delivers are traceable. The products and measurement protocols must be numbered identically and consecutively. Identification of the company must be permanently affixed so it is clearly legible in accordance with SW factory standard 9 66 95 05.

Complaints and measures

If defects are discovered by SW, they will be pointed out to the supplier properly and without delay. The supplier will receive the returned products identified in the complaint with a test report in the agreed scope and inform SW quickly regarding the cause of the deviation, measures introduced to remedy and prevent it, as well as the effectiveness of these measures ([4D / 8D report](#)).

When products that received a complaint are redelivered they must be accompanied by the test report!

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