

Supplier Manual

as of 10/2012



Introduction

In order to meet the ever increasing demands of our customers for quality and flexibility now and in the future, we need capable suppliers which are committed to facing the challenges of the future above and beyond the basic requirements.

With business associates who are willing and able to contribute their product and process-specific know-how for the mutual benefit, ambitious quality goals can be achieved. This manual represents a guide for the partnership-based collaboration between suppliers and TIGGES GmbH & Co. KG, including all subsidiaries and holding companies. Based on the procurement and quality policy, the requirements of TIGGES GmbH & Co. KG to ensure and maintain an impeccable product quality are presented.

The supplier manual is a binding document. It is a component of the contractual agreement between TIGGES GmbH & Co. KG and the supplier and is already in force in the precontractual enquiry stage. The German version is binding.



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1. Procurement and quality policy

We strive for partnership-based and long-term goals with our suppliers. Continual improvement in the collaboration of the processes and systems of the suppliers contributes to economy, supplier reliability and improvement of the quality. Quickly changing and increasing customer demands on TIGGES GmbH & Co. KG also require the highest flexibility and willingness of our suppliers to contribute to the fast and creative solving of problems. The deliveries and services of the suppliers must thus meet all agreed upon and legal conditions in their entirety. In order to achieve the zero-defect goal, a consistent quality preplanning and effective monitoring of the series is indispensable. The focus must be on the prevention of defects here. The suppliers are obliged to deliver only defect-free products. Together we want to achieve the following goals:

- Build-up of a long-term partnership
- Assurance of the mutual competitiveness
- Optimal communication
- Minimisation of the storage and transport efforts for the benefit of both sides
- Creation of the prerequisites for the suppliers to be able to optimally perceive quality responsibility
- Assurance of the quality prior to the series delivery
- Assurance and continual improvement of the quality in the series

2. Requirements of the supplier's management system

The suppliers are obliged to set up a quality management system and to verify it with a certificate which at least meets the requirements of DIN ISO EN 9001. The goal of the supplier must be to achieve and verify the QM system of ISO/TS 16949 in its current version. If there are customer requirements on the part of TIGGES GmbH & Co. KG for other management systems, these are to be defined in the Quality Assurance Agreement (QAA).

Environmentally friendly production and products are requirements which we must all face. We explicitly encourage our suppliers to be actively involved with us in the continual reduction of operational environmental pollution in the development of products, the planning of production processes, in the packaging and with the transport of products.

We expect the compliance of valid laws and guidelines from the suppliers as well as the customer locations to be supplied.

3. Processes involved in the supplier selection

"TIGGES" quality at a fair price is the guiding principle for the selection of suppliers at TIGGES GmbH & Co. KG.

3.1 Supplier self-disclosure

The supplier self-disclosure summarises the most important information for the first general evaluation of the supplier. The supplier self-disclosure is sent as the first contact prior to an enquiry. It is to be returned, filled in, to the enquiring purchasing party. TIGGES GmbH & Co. KG is to be immediately informed in writing of any essential changes.

3.2 Auditing of suppliers

TIGGES GmbH & Co. KG reserves the right to carry out a potential analysis (P1) according to VDA with new suppliers at the supplier's premises or in the case of process approvals and quality problems an audit according to VDA 6.3 at the supplier's. The suppliers are to assist TIGGES GmbH & Co. KG in this in the best possible manner. The reason for an audit may be, in particular:

- Choice/evaluation of new suppliers
- Demands of our customers
- TIGGES GmbH & Co. KG-internal requirements

The suppliers are obliged to deal with the deviations determined in the audit report in a timely manner. TIGGES GmbH & Co. KG reserves the right to monitor processes and procedures in a value analysis (see 3.7 Continual improvement CIP).

3.3 Nomination of suppliers

The decision to nominate is made by the Purchasing, Design, Quality Management and if applicable Tool Technology Departments as a project team. The business relationship is based on the contracts negotiated by the Strategic Purchasing.

3.4 List of approved suppliers

With the conclusion of the supplier contract, the suppliers are added to the list of approved suppliers. The prerequisites are positive visit or audit results as well as positive provision of samples. Reasons for a complete or partial supplier revocation could be:

- significantly negative target exceedence
- poor realisation of the system requirements
- inadequate reaction times
- major deterioration of quality in the parts
- non-compliance with the TIGGES GmbH & Co. KG guidelines/instructions.

3.5 Product-specific quality requirements

The product-specific quality requirements control the guidelines for the material/part described with regard to the initial sampling, delivery, special quality requirements or applicable customer standards. They can be found on every TIGGES GmbH & Co. KG drawing, specifications and orders. This process is to ensure that the suppliers are familiar with the requirements related to the product at the acceptance of order.

3.6 Guarantee

The details for the guarantee are regulated in the TIGGES GmbH & Co. KG general terms of purchase. TIGGES GmbH & Co. KG further emphasises that the suppliers will bear the costs resulting from field damage cases incurred by our mutual customers in accordance with their responsibility. To this purpose, the suppliers will be immediately informed of their associated costs. The invoicing will be done analogously to the customer invoicing process. Photographs (samples) of damages are available for inspection at the TIGGES GmbH & Co. KG quality locations - provided that they are made available and can, if required, be provided to the supplier by the Purchasing Department for analysis purposes.

3.7 Continual improvement CIP

Continual improvement must be a component of the quality strategy of each supplier. TIGGES GmbH & Co. KG expects the supplier's active involvement in the continual improvement of procedures, processes and products with the goal of permanently improving the overall system. The results of CIP are to be proven as cost savings respectively quality improvements. CIP projects are, if needed, supportively facilitated by the TIGGES GmbH & Co. KG supplier development.

3.8 Quality standard of purchased parts

TIGGES GmbH & Co. KG has prepared for TIGGES GmbH & Co. KG-specific

- mechanical parts with and without surface
- electro(-mecha)nical parts
- packaging

corresponding quality standards, which the suppliers are to comply with both in the project phase and in the series production. They are universally valid for all parts and are amended by the product-specific quality requirements if needed. The non-compliance of the standard guidelines will lead to special measures and can result in the termination of the contractual relationship. The respective applicable standard is determined in the product-specific quality requirements or the component specification.

4. Quality assurance prior to the series

4.1 General

New products are to be planned in connection with the TIGGES GmbH & Co. KG Purchasing Department corresponding to the respective requirements of the mutual customers. If required, the corresponding qualified employees are to be provided by the supplier for the planning.

4.1.1 Feasibility analysis

For the planning and handling of the projects, a form with the most important key points was designed by TIGGES GmbH & Co. KG. This form represents the minimum requirements of the project realisation. It is to be filled in by the suppliers truthfully and confirmed to TIGGES GmbH & Co. KG.

4.1.2 Specifications / drawings

The suppliers are obligated to:

- procure and comply with the legal regulations, standards, specifications and specification manuals in the respective valid version
- evaluate, coordinate and comply with the requirements of the drawing
- establish and comply with special properties, necessary parameters for process capability (if needed, together with the TIGGES GmbH & Co. KG quality planning)
- point out missing information (e.g. specifications, standards)
- notify the responsible person/authority in Purchasing of any inconsistencies in the documentation.

Further requirements which exceed the above-mentioned requirements will be defined separately if needed.

4.1.3 FMEA

A process FMEA is to be generated prior to the product start-up and updated in the case of modifications or complaints. The generation is done according to the guidelines as per VDA Ed. 4 Part 2. The FMEAs must be submitted to TIGGES GmbH & Co. KG upon request for inspection. If necessary, interface FEMAs to the customer or to the sub supplier must be carried out by the supplier.

4.1.4 Production control plan

The production control plan forms an overview of all Q-requirements, their verification and inspection criteria of the components. It is to be generated for both the pre-production and series production phases. An adjustment in the project progress must be done after consulting with the project manager designated by TIGGES GmbH & Co. KG. The production control plan includes: incoming goods, intermediate and final inspections, product audit and requalification inspection. Special features, which were recognised in the FMEAs as quality-relevant and evaluated, must be covered again in the production control plan.

4.1.5 Capability verification

Process capability inspections serve to verify the quality capability of the process. Capability verification is to be furnished autonomously for all inspection and functional properties by the supplier. Additional capability verification is to be coordinated with the Quality Planning of TIGGES GmbH & Co. KG. The calculation and implementation of the process capabilities must be done according to the VDA Edition 4.1 / AIAG (QS 9000) guidelines, provided that there is no other requirement from the customer. Capabilities deviating from the standard are announced separately.

For the verification of the process capability, the following thresholds apply:

- Short-term capability $cm/cm_k > 1.67$ (50 parts)
- Preliminary process capability $pp/pp_k > 1.67$
- Long-term capability $cp/cp_k > 1.33$ (min. 30 x 5 parts)

Process capability verification is to be determined free-of-charge for TIGGES GmbH & Co. KG, submitted upon request and also verified for the current series. If the above-mentioned process capability key figures are not reached, the part properties involved must be 100% inspected and the results documented until the process capability is reached or restored. A test equipment capability (cg/cg_k) must be verified for the test equipment used.

4.1.6 Process acceptance / Run@Rate prior to the series production

The product and process quality as well as the confirmation of the achievement of the series cycle time (capacity confirmation) is to be verified by the supplier within the framework of a production series. TIGGES GMBH & CO.KG decides individually on its own process acceptance at the supplier's. A modification in the production process is not authorised in the time period of X months prior to and after the SOP of the TIGGES GMBH & CO.KG customer. Process acceptances can be carried out by TIGGES GMBH & CO.KG in cases of complaints.

4.1.7 Initial sampling/sampling

4.1.7.1 Initial sampling with EMPB

Initial sampling of suppliers to TIGGES GmbH & Co. KG must comply with the VDA Edition 2 (PPF) or PPAP. Standard specification is Level 3. Deviations from this are to be remarked on the component specification or in the product-specific quality requirements.

The production of initial sampling parts must be done under series conditions based on the parts subject to series moulds. If several of the same moulds or forms are used or the parts are derived from clusters, at least one part from each mould, from each form or from every cluster is to be measured and specially sampled. It is then up to TIGGES GmbH & Co. KG whether to accept this. The initial sampling also includes the verification of inspection regulations and specifications labelled on the drawing. The materials used are to be verified through the material test report and in the IMDS (see 4.1.7.4 IMDS data). Subsequent sampling scopes are to be handled like initial sampling scopes. After successful series approval, every product, mould or process modification requires the written approval by TIGGES GmbH & Co. KG Purchasing Department prior to the implementation. The initial sampling test reports are to be presented to TIGGES GmbH & Co. KG according to the order of the Project Procurement. The initial sampling parts and EMPB documentation are to be generated free-of-charge and sent to the department specified in the order labelled as "initial sample". Missing additional documents which are needed for the fulfilment of the initial sampling can be requested at any time from Purchasing.

The process capability verification is a component of the initial sampling (see control plan). The initial sampling documents are always to be submitted in German or English and in paper form. Enclosed copies must be easily legible in size and contrast. The form of the measurement report must contain the self-assessment of the supplier and allow for a customer evaluation. Examples for the refusal of initial samples:

- Documents and verification are missing or incomplete
- Target-actual-deviations are available but not approved
- The presented parts do not correspond to the valid state of design
- Missing or incorrect IMDS data

Other samples are not to be labelled as initial samples.

Caution: Negative impacts from failed initial samplings at TIGGES GmbH & Co. KG's customers, which is the responsibility of the supplier, and the possibly higher costs of a subsequent sampling are to be replaced after consultation/agreement with the Purchasing (hourly rate x time expenditure).

4.1.7.2 Initial sampling of prototype and pre-production parts/other samples

The contact person for the initial sampling scope and scheduling of prototype and pre-production parts/other samples is the respective project manager or designated responsible employee in Purchasing. The suppliers are obliged to generate, evaluate and document a measurement protocol for the prototype and pre-production parts that corresponds to the drawing specifications. During the prototype and pre-production phase, preliminary process capability verification is to be determined. The sample parts with the measurement protocol are to be labelled as such and provided to the requesting department/person free-of-charge.

4.1.7.3 Reference and tolerance sample

Reference sample: Sample which represent the allowed characteristic of feature values.

Tolerance sample: Sample which embodies the threshold value of a quality feature. Reference and tolerance samples are to be coordinated with the people/person responsible for TIGGES GmbH & Co. KG projects and stored, labelled as such and protected from environmental influences during the entire production duration. These are to be provided to TIGGES GmbH & Co. KG upon request. The “original samples” for chrome, paints, colours, grains etc. specified in the technical documents are to be procured for the start-up and series production by the suppliers and binding as a reference.

4.1.7.4 IMDS data

Only data is accepted which meets the following basic requirements:

- Compliance with the respective valid IMDS guidelines
- ZSB (assembly) parts are to be entered with the individual parts
- The drawing number is to be entered without spaces but with special characters “-” and “/” (xxxxx-yy/zzzz)
- For all materials, the material data in the IMDS (International Material Data System) are to be updated and transmitted to TIGGES GmbH & Co. KG (customer ident number: 274)
- The supplier is obliged to maintain the IMDS for automotive parts
- If a drawing number has to be transmitted again for various reasons, it must be done as a new version.

4.1.8 Labelling of prototypes and pre-production parts (containers)

Prototype and pre-production parts are to be labelled with an additional sticker on the packaging units so that they are clearly visible. The stickers are to have part numbers, part description, modification index, production date, batch number and reference to the approval report. Deliveries after change or with special approval are to be clearly labelled as such with the first three deliveries on the containers.

4.1.9 Parts history

A parts history is to be kept by the supplier for all products. Here, all product and process modifications are documented. The contents of the parts history:

- Drawing number
- Item description
- TIGGES GmbH & Co.KG-drawing index and the associated supplier index
- Reason for modification
- Date of use

4.1.10 Goods-related documentation in the prototype and pre-production phases

For each delivery, product-specific inspection verification is to be enclosed according to the information in the control plan. The parts used for the non-destructive inspections are to be specially labelled and included with the delivery.

4.1.11 Labelling of prototypes and initial sample components

Prototype and initial sample components are to be labelled. The labelling is to be done using stickers or inserts in the mould. The following information must be included:

- drawing number or identification
- item number of TIGGES GmbH & Co. KG
- production date
- batch

With components where the dimensions, function and/or geometry do not allow labelling, the identification must be done in consultation with the responsible purchasing representative or project manager of TIGGES GmbH & Co. KG using the batch marking.

4.1.12 Special approval

Deviations from deliveries specifications are not authorised. Exception: after consultation with the responsible project manager, temporary or quantity-related limited approval can be granted in writing for exceptional cases by the supplier management of TIGGES GmbH & Co. KG.

4.1.13 Requalification inspection

Within the framework of a repeated inspection done at least once a year of all components supplied to TIGGES GmbH & Co. KG, the specified properties (in particular function, material and geometry) are to be verified for the requalification. With subsequent orders, where an approval of the initial sampling already exists, an unsolicited coversheet initial sampling is to be enclosed annually by the suppliers. Possible larger scopes are to be specially agreed upon if necessary.

4.2 Tool design and manufacture

The suppliers must use the proper technical means for the design, manufacture and dimensional tests of tools and gauges. When awarding orders to subsuppliers, the suppliers are also responsible for meeting these prerequisites. Tools which are the property of TIGGES GmbH & Co. KG customers or TIGGES GmbH & Co. KG's own tools must be explicitly and clearly visibly labelled.

4.2.1 Tool administration

The suppliers must have a procedure for tool administration. This must contain the following criteria in particular:

- Suitable storage system
- Verification for preventative tool maintenance
- The last part of a batch is to be stored until the next production start on the tool
- The secure supply (through a minimum inventory) of TIGGES GmbH & Co. KG and the prevention of bottlenecks is the responsibility of the supplier

4.2.2 Gauges/test equipment

Test gauges and equipment must be traceably recorded and verifiably calibrated in the test equipment monitoring of the supplier. This also applies to test gauges and equipment provided by TIGGES GmbH & Co. KG. They are to be labelled accordingly and assigned to the product. Capabilities of the test equipment are to be verified in the course of the initial sampling. The setup of test gauges and measurement fixtures is to be coordinated with the respective designer or project manager of the TIGGES GmbH & Co. KG. They are to be designed so that they can cover the entire product development and production duration. Costs for test gauges, testing equipment and measurement fixtures are borne by the suppliers. For all CC, R and SC properties, independent test and measurement equipment capability verification (MSA) is to be done by the suppliers.

5. Quality assurance in the series

5.1 Key figures and goals

TIGGES GmbH & Co. KG is committed to the zero-defect goal and also expects this from its suppliers. For this reason, no individual PPM target values are determined. Accordingly TIGGES GmbH & Co. KG tracks the quality and logistics key figures of the development of the service of its suppliers and informs these suppliers comprehensively once a year (see point 6). With persistently poor delivery performance, an escalation process is used (see point 8).

5.2 Incoming goods inspections

Independent of the outgoing control undertaken by the supplier, TIGGES GmbH & Co. KG carries out the following inspections:

- Identification check
- Visual test for directly recognisable transport damage
- Quantity inspection
- Property inspection (random sampling)

TIGGES GmbH & Co. KG will notify suppliers in writing of obviously identifiable defects. Suppliers will be notified of defects which were not identifiable or visible in the course of the incoming goods inspection after identification. TIGGES GmbH & Co. KG is not obliged to carry out further testing when incoming and is thus exempt from the remaining immediate inspection and complaint procedures.

5.3 Verifiability

The supplier must ensure a verifiability of the parts delivery to TIGGES GmbH & Co. KG in order to e.g. make a quick detection of a batch of reject parts possible. In particular, the supplier must be able to give the following information to TIGGES GmbH & Co. KG:

- Production date
- Raw material lot/batch and certificate
- Work order number
- Delivery note number

5.4 Sorting actions

If defective parts are determined in the delivery or in the installation during the pre-production or series production, the suppliers have the possibility upon request to immediately sort the scope of the suspected parts at TIGGES GmbH & Co. KG at their own expense. If the supplier does not comply with the request, the quantities needed to guarantee the delivery capability will be carried out by TIGGES GmbH & Co. KG employees or external service providers after informing the supplier. The incurred costs will be borne by the supplier (see point 5.6).

5.5 Complaint procedure

The TIGGES GmbH & Co. KG suppliers will be informed of complaints using a complaint report. The suppliers are requested to analyse the defect, determine, carry out and monitor suitable corrective actions. The corresponding report (8-D report) is to be submitted to the complaint department within the following time periods:

- D1 – D3 Immediate measures within 24 h
- D4 – D6 Root-cause analysis within 5 work days
- D7 – D8 Final 8D report within 10 work days

If the analysis of the circumstances requires a longer time period, or if due to the urgency of the situation, a report by the supplier is required straight away, the responsible employee in Purchasing must be immediately notified/informed. In the case of complex defect patterns, the joint analysis at TIGGES GmbH & Co. KG or at the supplier's premises is aimed for.

5.6 Claims for defects/faults

In the case of any poor quality performance caused by suppliers, TIGGES GmbH & Co. KG is justified in exercising its claim of the agreed upon guarantee rights. The costs resulting by the quality defects will be determined by TIGGES GmbH & Co. KG and the supplier will be charged. Depending on the resulting expense (regional hourly rates, scope, duration), the responsible person from TIGGES GmbH & Co. KG Quality Management will charge the associated hourly rate with the special, following cost types in connection with complaints:

- Sorting and reworking
- Laboratory analyses
- Complaint-related process acceptances
- Production malfunction, committed storage space
- subsequent sampling due to supplier-caused rejection
-

For every complaint, the supplier is charged a processing flat rate of 75 Euros.

5.7 Visit to the supplier

TIGGES GmbH & Co. KG reserves the right to visit the production sites of the supplier as well as his subcontractors at any time within the usual business hours. The reason can be:

- the carrying out of a process audit
- the carrying out of process capability proof
- quality complaints

This can also take place in the presence of the TIGGES GmbH & Co. KG's customer. The announcement of such a visit will be done in a reasonable time period.

6. Supplier evaluation

For the evaluation of the suppliers, key figures are computed from the areas of Logistics, Procurement, Development and Quality management. An evaluation is done by each of the areas having different weights which is summarised into a total mark. The evaluation is transmitted annually to the suppliers by Purchasing and includes the following criteria:

Adherence to delivery schedule, quality of delivery as well as a QMB-index.

The computation of the key figure is done based on the incoming goods inspection described in the QAA and is automatically calculated by the ERP-system.

The Purchasing receives an overview list for the quality key figures every six months.

The 20 suppliers with the highest sales figures are informed of their rating in this list annually. The Purchasing management can decide individually which supplier will be further evaluated.

7. General requirements for suppliers

7.1 Environment

The suppliers must ensure that all materials and raw materials which are used in the production chain meet the legal requirements and the requirements of the customer of TIGGES GmbH & Co. KG in particular for restricted hazardous and prohibited substances. Current versions of the following sets of rules are to be complied with:

- EU End of life vehicles
- Chemicals Prohibition Ordinance
- Electrical codes
- Reach
- GADSL

The suppliers oblige themselves to enter the material data into the IMDS at the initial sampling and are liable for the accuracy and degree of detail in the information they give. The valid environmental regulations in the country of manufacture, country of the customer and the Federal Republic of Germany as well as the guidelines of the IMDS are to be complied with.

7.2 Packaging

The packaging for the prototypes, pre-production and series production parts, or the product-specific packaging and its labelling, including the materials used are to be defined, tested and monitored by the Materials management and Logistics of the TIGGES GmbH & Co. KG. The suppliers thereby always must observe the valid TIGGES GmbH & Co. KG packaging standard. The labelling of the packaging is to be coordinated with the Materials management. If a specification is missing, a suitable packaging suggestion is to be made by the supplier and submitted to TIGGES GmbH & Co. KG for approval.

8. TIGGES GmbH & Co. KG escalation stages

The goal of TIGGES GmbH & Co. KG is to achieve a continual improvement of the quality and delivery performance. For this, all series suppliers are evaluated with regard to quality, and logistics. A corresponding evaluation is sent annually to the suppliers.

Suppliers, who do not meet the expectations of TIGGES GmbH & Co. KG with regard to quality and/or logistics within a year or after reviewing the annual evaluation, could be subject to an escalation process.

Escalation stage 1 - Quality and/or logistics service inadequate

Letter to the quality manager of the supplier, with the request to generate an action plan for the improvement of the quality and/or delivery performance, signed by the manager of the TQM suppliers/customers of TIGGES GmbH & Co. KG.

Escalation stage 2 - Quality and/or logistics service inadequate; more than 2 complaints within 6 months and/or action plan stage 1 not effective

Invitation to a supplier discussion at TIGGES GmbH & Co. KG by the TIGGES GmbH & Co. KG Purchasing. A copy of the letter will be sent to the Management of TIGGES GmbH & Co. KG and the supplier.

Escalations stage 3 - Quality and/or logistics service inadequate; no improvement of the quality performance after stage 2 and/or action plan from stage 2 not effective

Invitation to a supplier discussion at TIGGES GmbH & Co. KG by the TQM suppliers/customers manager and Strategic Purchasing manager. The supplier can be placed in the NBOH status. Optional: Implementation of a supplier audit.

In the case of short-term, serious problems, TIGGES GmbH & Co. KG reserves the right to skip over individual escalation stages. Other rights which are granted to TIGGES GmbH & Co. KG through the contract or by applicable law also apply to this escalation process and remain unaffected.

9. Supplier's declaration of consent

This supplier manual is a component of the contractual relationship between TIGGES GmbH & Co. KG and the suppliers and does not require a signature. The confirmation of the receipt of the supplier manual and the consent of the contents results automatically with the acceptance of the contractual relationship to TIGGES GmbH & Co. KG. This already applies in the enquiry stage.

10. Abbreviations

- AIAG (Automotive Industry Action Group)
- VDA (German Association of the Automotive Industry)
- APQP (Advanced Product Quality Planning)
- PPAP (Production Part Approval Process)
- MSA (Measurement System Analysis)
- FMEA (Failure Mode Effects Analysis)
- R (Attribute with legal relevance)
- P (Prüfmerkmal/Inspection criterion)
- CC (Critical characteristic)
- SC (Significant characteristic)
- KVP/CIP (Kontinuierlicher Verbesserungsprozess/Continual Improvement Process)
- IMDS (International Material Data System, see www.mdsystem.com)
- EMPB/ISTR (Erstmusterprüfbericht/Initial Sample Test report)
- NBOH (New business on hold = blocked to new business)

11. Forms

Overview of forms to be used (see download on TIGGES-website):

- PPAP form
- VDA-PPF form
- 8D report
- Application for special approval
- Supplier's self-assessment