

# Guideline for quality assurance and quality planning of deliveries for the HARTING Technology Group

---

## 1. Scope/purpose

(1) One of the crucial determining factors for the prestige and position of HARTING in the world market is the quality of our products. The services of our suppliers directly influence HARTING products. This document is intended to contribute to the implementation of a joint quality strategy in order to ensure trouble-free procedures between the suppliers and HARTING and to minimise costs. As partners, the suppliers are responsible for the quality of their products.

(2) This document applies by way of acceptance as part of supplier qualification and/or confirmation of an order by HARTING with reference to these Guidelines. In case of initial inclusion, this document will apply to the delivery of goods and services in future as well. This document applies regardless whether the products are to be part of a HARTING product (direct materials) or if HARTING is just reseller (Trading goods).

(3) HARTING Purchasing is responsible for initiating and maintaining supplier contacts. It is the contact and coordinator for bidders and suppliers. Should the supplier be unable to fulfil one or more requirements of this Guideline, it must notify HARTING Purchasing of this in writing. The supplier will then receive instructions from HARTING Purchasing on how to proceed further; in particular, any deviations from this Guideline must be agreed in writing with the relevant contact from HARTING Purchasing.

## 2. Quality targets, QM system

(1) As part of quality planning, it is the responsibility of the supplier to develop a "zero errors strategy" and to adopt the necessary measures in order to achieve the quality goal of "zero errors". In general the supplier is responsible for all necessary actions for ensuring the required quality.

(2) The supplier undertakes to introduce, maintain and further develop a Quality Management System (QM system). This QM system should be in line with DIN EN ISO 9000 ff, supplemented by the requirements of this Guideline. Further requirements for the QM system, such as VDA 6.1, IRIS (ISO/TS 22163), IATF 16949, etc. shall be agreed separately with the supplier. Where applicable, the provisions of the Product Safety Act [Produktsicherheitsgesetz] apply.

(3) Upon appropriate prior notice, the supplier shall grant HARTING, a certification company acting on the latter's behalf or the latter's customers access during normal business hours for the performance of a quality audit at the supplier's premises, particularly in terms of Quality (QM), Environmental Management (EM) or Health & Safety (H&S), including the opportunity to view all documentation. Such viewing may be refused if documents are confidential.

## 3. Quality planning and product approval

- (1) The supplier shall carry out appropriate quality planning measures, taking into consideration the zero-error requirement and error prevention. It shall use risk appraisal methods such as FMEA, for example. (See VDA Volume 4).
- (2) If the supplier manufactures products in line with specifications that it has agreed beforehand with HARTING or that were specified by HARTING (drawing parts), it shall carry out a comprehensive producibility assessment when requested to do so by HARTING and present this at the same time as the offer is submitted. Aspects of cost minimisation and simplification, as well as the use of resources and product disposal, must be taken into consideration. HARTING may request the use of the HARTING form "Producibility Analysis" <https://www.harting.com/sites/default/files/2018-10/Herstellbarkeitsanalyse.pdf>. If there is already a permanent supply relationship for drawing parts, the request only needs to refer to the use of the form.
- (3) Series production delivery shall not begin until a written production process and product approval (PPF) has been completed (also referred to as EMPB, initial sample or first article approval). Approval is issued by the HARTING Purchase Department. The supplier carries out a PPF sampling inspection process according to the rules detailed in the document „PPF-Freigabe/approval“ [https://www.harting.com/sites/default/files/2018-05/supplier-information\\_DE\\_EN.xls](https://www.harting.com/sites/default/files/2018-05/supplier-information_DE_EN.xls) which may also be send to you on demand. The standard submission level is to be used. Deviations from this rule are to be agreed with the HARTING Purchase Department.
- (4) The following verifiable minimum requirements apply to process capability and error rate:
  - Cpk index  $\geq 1.33$
  - Cmk index  $\geq 1.67$

If these requirements are not met or if the process is agreed as not controlled, the supplier shall initiate suitable actions at its own costs in order to meet the minimum requirements. The capability of the measurement equipment used for testing and inspection shall be verified upon request. The costs of a requalification audit by HARTING shall also be borne by the Supplier.

- (5) The supplier is obliged to notify HARTING immediately – before execution where possible – in text form at least of any relevant change in direct materials or the Quality Management system. In particular, it shall indicate what changes it is planning in terms of the design, manufacture or test methods for the products. Such information should relate at least to the use of materials, specifications, data, etc. If the supplier delivers drawing parts, it must seek the approval of HARTING before any change, at least in text form.

## 4. Records, storage periods

Quality records are to be kept by the supplier for the entire product life of products purchased by HARTING and for a period of up to 15 calendar years after the last delivery, as evidence of the fulfilment of quality standards, and these are to be submitted upon request. This relates in particular to approval inspections and process-related quality records.

## 5. Packaging, labelling, traceability

(1) Throughout the entire production process, from the receipt of goods up until shipment, the parts of materials shall be handled and labelled in such a way that a mix-up or confusion of parts or materials is ruled out. An appropriate traceability system that allows tracing and containment to a manufacturing batch/delivery lot shall be installed for any complaints that arise. The supplier is not entitled to change the labelling of its products without the prior consent of HARTING.

(2) The product is to be handled in an appropriate professional manner by the supplier and is to be packaged so that there is sufficient protection from soiling, corrosion, environmental influence and mechanical damage. The supplier labels deliveries and packaging units (PU) so that products, quantities and the HARTING order can be identified at all times.

## 6. Delivery performance, emergency planning, reporting obligations in the event of defects

(1) The supplier undertakes to supply the contractually agreed quantities at the agreed time, i.e. to achieve 100% fulfilment of delivery. In order to secure delivery even in the event of malfunction, the supplier shall draw up an emergency plan and submit this to HARTING on request. Predictable or existing malfunctions in the delivery process are to be reported immediately to HARTING.

(2) In the event of deviations from the agreed product characteristics, delivery approval in writing must always be obtained from HARTING before delivery. If products that may be affected by the deviation have already been delivered, the supplier shall notify HARTING immediately, at least in text form. Further procedure shall then be stipulated by HARTING.

(3) Incoming goods inspections by HARTING are based on Section 5 of the HARTING general conditions of purchase.

(4) Upon receipt of notification of a defect, the supplier undertakes to issue an immediate response in the form of a 3D report. This should be followed by the submission of an 8D report in line with the 8D Report Guideline within an appropriate period set by HARTING.

## 7. Other applicable documents

(1) In the event of contradictions between the regulations of this Quality Guideline and other applicable contractual bases, the following provisions apply:

- If there is a regulation in an individual contract (framework purchasing agreement, quality assurance agreement, purchase agreement, specifications, etc.), this regulation takes precedence over this Guideline;
- If a delivery is made on the basis of the HARTING general conditions of purchase of the HARTING Technology Group, these take precedence over this Guideline;

(2) HARTING provides additional supplier information on the HARTING Website using the link (<https://www.harting.com/DE/de/unternehmen/allgemeine-lieferanteninformationen>). If requested, HARTING will also be happy to send this information.