



Eminox

MASTER FORMS

SERIAL NUMBER	SCM – PROC04
ORIGINATOR	SC Quality
DATE ORIGINATED	November 2016
LATEST REVISION	December 2016
APPROVED	SC Manager

Eminox Quality Statement

Introduction:

Eminox position and reputation as a manufacturer of equipment is based heavily on the quality of our products. The quality of purchased parts is a significant factor in this.

Objectives:

Eminox and the Supplier agree to co-operate, without creating a partnership, in order to achieve a continuous improvement of quality with the goal of zero defects.

1. Quality management system of the Supplier

The Supplier is obligated at all times to the application of a quality management system, including change management process, which complies with the requirements of DIN EN ISO 9001. All aspects of the quality management system will continuously comply with and/or exceed all such requirements.

2. Quality management system of sub-suppliers

To ensure a verified supply chain, the Supplier is obligated to apply suitable methods similar to, but of no lesser standard than those contained within this agreement to their sub-suppliers. The focus should be on preventative actions to ensure that disruptions in the supply chain are avoided.

3. Quality audits of the Supplier

Eminox may carry out system, process or product audits in the Supplier's facility to verify the Supplier's quality management system.

The Supplier's quality performance will be measured and the Eminox will take the necessary actions to manage, improve and maintain an acceptable performance. Eminox and the Supplier agree to cooperate in order to achieve a continuous improvement of quality with a goal of zero defects, but not less than 98% conforming product over a rolling 12-month period. Poor performance will be managed by the Supplier, with assistance from Eminox.

This is subject to condition 3 of the Eminox standard conditions of purchase.



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4. Quality documentation

The Supplier must be able to demonstrate at any given time that the level of quality of the parts provided fulfils the specifications stipulated by Eminox. Proof of quality could include test reports, measuring results, or results of inspections undertaken during production.

5. Defect management

If such a situation occurs whereby the Supplier has delivered a defective part, the Supplier is required to take the following actions:

- a) Containment action (protect the customer from the problem)
- b) Root cause identification (identify the reason(s) for the problem using 8D methodology)
- c) Implement solution to prevent reoccurrence (remove root cause and prevent from reoccurring)
- d) Verify effectiveness (verify action taken has removed the root cause)

Completion of a) containment, and feedback to Eminox is expected within 24 hours' notification to the Supplier of the defective part. Completion of actions b), c) and d) is expected within 3 weeks of completion of the containment activity.