Printec-DS HMI Solutions GmbH

Quality Assurance Agreement

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1. Purpose and Basic Principles

This Quality Assurance Agreement sets out Printec-DS's fundamental requirements for suppliers and deliveries relevant to quality.

The aim is to ensure a consistent, specification-compliant, traceable and, as far as possible, error-free delivery quality. The agreement serves to prevent quality deviations, to quickly identify the causes of any faults and to continuously improve cooperation.

Printec-DS and the supplier shall work together in a professional, solution-oriented and cooperative manner. The supplier's responsibility for the quality of its deliveries remains unchanged, irrespective of any inspections, approvals or feedback provided by Printec-DS.

2. Scope and Application

This agreement applies to suppliers and deliveries insofar as they are classified by Printec-DS as quality-relevant or as otherwise agreed.

Deliveries relating to drawings, specifications, customer-specific requirements, custom-made products, and safety-, function-, material- or process-critical characteristics are, in particular, considered quality-relevant.

Application is risk-based. The scope and depth of the requirements may depend, in particular, on product type, criticality, supplier status, customer requirements, regulatory requirements, quality relevance and business volume.

This agreement is the quality-related guiding document for quality-relevant suppliers and supplies. Within the document hierarchy, it takes precedence over the purchase order and technical specifications/drawings, and over the General Terms and Conditions of Purchase, insofar as the regulated areas of quality, sampling, change management, evidence, complaint handling, 8D, audits or supplier development are concerned.

Commercial and general legal implications, in particular prices, terms of payment, rights in respect of defects, costs, replacement procurement and jurisdiction, are not governed by these QSVs, but by the purchase order, General Terms and Conditions of Purchase (AEB) or a separate agreement. Confidentiality and customer protection are governed by a separate Non-Disclosure Agreement (NDA); minimum sustainability and compliance requirements are governed by the Supplier Code of Conduct.

3. Quality management and the supplier's responsibility

The supplier shall ensure, through appropriate processes, that the products and services supplied meet the agreed requirements.

For quality-critical deliveries, Printec-DS expects an effective quality management system. A quality management system in accordance with ISO 9001 or comparably effective quality processes are desirable and may be required depending on the criticality and risk involved.

Before accepting and carrying out an order, the supplier shall check the relevant requirements – in particular purchase orders, drawings, specifications, data sheets, samples, standards and other technical documentation – for obvious ambiguities, contradictions, omissions and manufacturability.

Any identifiable risks, ambiguities or deviations must be reported to Printec-DS immediately, before production or delivery commences.

The supplier shall carry out appropriate tests to ensure the quality of its products and services prior to delivery. The tests must be appropriate to the nature, scope and risk of the delivery.

4. Sub-suppliers and outsourced processes

If the supplier uses sub-suppliers, subcontractors or outsourced processes, the supplier remains responsible to Printec-DS for the quality, conformity and reliability of its delivery.

The supplier shall ensure that relevant requirements set out in this agreement are appropriately communicated to sub-suppliers and outsourced processes.

Any changes to sub-suppliers or outsourced processes that may affect quality, function, compliance, materials, delivery reliability or traceability must be notified to Printec-DS in good time before implementation.

Printec-DS may, on a risk-based basis, require evidence that the supplier adequately assesses, controls and monitors its subcontractors.

5. Product conformity, material and substance requirements

The supplier shall ensure that the products, materials, components, software and services supplied comply with the agreed specifications, drawings, samples, standards, legal requirements and customer-specific requirements.

Where applicable, this includes requirements relating to product safety, dimensional, functional and surface requirements, proof of materials and origin, RoHS, REACH/SVHC, safety data sheets, CE and other conformity requirements, as well as customer-specific declarations and evidence.

The supplier shall provide requested substance information, material certificates, test reports, declarations of conformity or other relevant evidence in a complete, accurate and up-to-date manner.

Any changes to materials, substance composition, regulatory status, supply source or subcontractors that may affect product conformity or declaration obligations must be notified to Printec-DS in good time.

6. Sampling, initial delivery and series production approval

Printec-DS may require a sample submission, initial sample inspection, first delivery approval or other form of approval prior to series production.

Where initial samples are required, these must be produced under conditions close to those of series production and using the specified materials, tools, processes and test procedures. Test reports, measurement records, material certificates or other documentation must be provided on request.

A series delivery may only take place once the necessary approval has been granted by Printec-DS or Printec-DS has expressly waived such approval.

Approval by Printec-DS does not relieve the supplier of its responsibility for the quality, conformity and suitability of its delivery.

Changes made after sampling or approval are subject to the change management procedures set out in this agreement.

7. Series production, testing and traceability

During series production, the supplier shall ensure that quality-relevant characteristics are controlled by means of suitable tests and processes.

Test and measuring equipment must be suitable for the respective purpose and, where relevant, be appropriately monitored.

Products must be labelled, packaged, stored and transported in such a way as to prevent damage, mix-ups, contamination, corrosion or other impairments to quality.

Where required for the product type, the supplier shall ensure adequate traceability. This includes, in particular, the ability to isolate affected products, batches, deliveries, materials or production periods in the event of defects.

Where defects are identified, the supplier shall provide Printec-DS with the information required for containment without delay, normally within three working days, unless another deadline is agreed.

8. Change management and information obligations

The supplier shall inform Printec-DS in good time prior to implementation of any changes that may affect quality, function, conformity, delivery reliability, traceability or regulatory requirements.

This applies in particular to changes to:

- the product or its design
- material or composition
- Manufacturing process
- Testing process
- Manufacturing site
- Subcontractors or outsourced processes
- Tools, fixtures or essential equipment
- Software or firmware, insofar as it forms part of the scope of supply
- Regulatory status
- Packaging, labelling or transport, insofar as these are relevant to quality

Any changes that may affect quality, function, conformity or delivery reliability require Printec-DS's approval prior to delivery, provided that Printec-DS requests such approval or the change is recognisably significant.

The supplier shall document quality-relevant changes appropriately and provide Printec-DS with suitable evidence upon request.

9. Materials, tools, samples and information supplied by the supplier

Materials, components, tools, samples, drawings, data, specifications and other work equipment provided by Printec-DS may only be used for the agreed purpose.

The supplier shall handle these with care, protect them from loss, damage, mix-ups, misuse and unauthorised access, and label them appropriately where necessary to ensure clear identification.

Printec-DS must be notified immediately of any loss, damage, impairment of function, discrepancies in quantity or other irregularities.

Provisions regarding ownership, liability and costs relating to materials, tools, samples and other work equipment provided by the supplier shall be governed by the applicable purchase orders, terms and conditions of purchase or individual contractual agreements.

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10. Receipt of goods, complaints and non-conformities

The supplier shall carry out appropriate checks prior to dispatch and ensure that the products supplied meet the agreed requirements.

Printec-DS inspects incoming goods on a risk-based basis according to product type, criticality and any discernible deviations. The goods-in inspection carried out by Printec-DS does not relieve the supplier of its responsibility for the quality and conformity of the delivery.

If Printec-DS identifies any non-conformities, it shall inform the supplier. The supplier shall assist with identifying the cause, isolating affected parts, sorting, providing replacement goods, carrying out rework or taking other appropriate measures.

Non-conforming products may only be delivered or further processed with the prior consent of Printec-DS. Such consent shall apply only to the specific, individually confirmed case in question.

Commercial details regarding rights in respect of defects, costs, credit notes, return transport, replacement deliveries and other claims are governed by the applicable terms and conditions of purchase, purchase orders or individual contractual agreements.

11. Complaints handling, 8D methodology and corrective actions

In the event of complaints, the supplier shall immediately carry out a fault analysis, initiate appropriate immediate measures and assist Printec-DS in isolating and rectifying the non-conformity.

Printec-DS generally follows the 8D methodology for quality-related complaints. Printec-DS may therefore require the supplier to provide an 8D report or a comparable structured action report.

The 8D report should cover the following points in particular:

1. Team / Responsible persons
2. Problem description
3. Immediate and containment measures
4. Root cause analysis
5. Planned corrective actions
6. Corrective actions implemented
7. Effectiveness assessment and prevention of recurrence
8. Conclusion and lessons learnt

Unless Printec-DS confirms otherwise, the following standard deadlines apply to 8D reporting from the date the supplier receives the complaint:

Deadline	Minimum content	Target
2 calendar days	Initial response including a description of the problem, immediate actions and containment measures	Damage limitation and transparency
14 calendar days	Interim report on the status of the technical root cause analysis	Managing the root cause investigation
60 calendar days	Final measures, implementation dates, prevention of recurring faults and planned completion	Demonstrate permanent rectification

Printec-DS may confirm different deadlines in individual cases, particularly where the scope, complexity, technical investigation, availability of test parts, involvement of subcontractors or customer requirements objectively justify this.

In the case of critical defects, recurring defects, delivery stoppages, or deviations relevant to safety or customer requirements, Printec-DS may require shorter deadlines or additional interim reports.

The supplier shall inform Printec-DS of the progress of the work, particularly where subcontractors are involved or where timely completion is at risk. Corrective actions must be defined in such a way as to eliminate the root cause and prevent recurring faults. The effectiveness of the measures must be demonstrated upon request.

12. Supplier assessment, measures and escalation

Printec-DS may assess suppliers on the basis of relevant criteria. These may include, in particular, quality, complaints, conformity to specifications, quantity compliance, adherence to delivery dates, cooperation, responsiveness and the implementation of corrective actions.

In the event of repeated, serious or inadequately rectified non-conformities, Printec-DS may demand appropriate measures. These may include, in particular, root cause analysis, an 8D report or comparable action report, an action plan with responsibilities and deadlines, special inspections, additional evidence, supplier meetings, supplier visits or audits, effectiveness checks, as well as the restriction or reassessment of supply approval.

If corrective actions prove ineffective or if recurring errors occur, Printec-DS may restrict supply approvals, re-tender for products, suspend deliveries or reassess the business relationship.

13. Evidence, records and archiving

The supplier shall maintain quality-related records to an appropriate extent and make these available to Printec-DS on request, insofar as they are required for quality, conformity, traceability, fault analysis or customer requirements.

Relevant evidence may include, in particular:

- Test reports
- Measurement records
- Material certificates
- Declarations of conformity
- Certificates
- First-article documentation
- Traceability data
- Test equipment or process records
- 8D reports
- Evidence of corrective actions and their effectiveness

The retention period is generally 10 years from the date of delivery or completion of the relevant service, unless statutory, regulatory, customer-specific, project-related or expressly agreed requirements stipulate a longer retention period.

At Printec-DS's request, relevant records must be retained for longer if this is necessary to meet customer requirements, product liability obligations, regulatory requirements or to substantiate quality-related matters.

Documents, drawings, data and records must be stored and disposed of in such a way that confidential information is protected from unauthorised access.

14. Audits, supplier visits and document reviews

Printec-DS may carry out risk-based checks to verify compliance with quality-related requirements. This may be done, in particular, through self-declarations, document reviews, supplier assessments, supplier visits, quality or process audits, action plans and effectiveness reviews.

On-site audits and supplier visits are generally announced in advance and carried out to an appropriate extent. In doing so, the supplier's legitimate interests – in particular confidentiality, data protection, operational processes and the protection of trade secrets – are taken into account.

In the event of serious quality, delivery, safety, compliance or customer risks, short-notice inspections may be necessary.

The supplier shall provide, to an appropriate extent, the quality-related information and contact details required for the audit. Should an audit reveal any non-conformities, the parties shall agree on appropriate measures, responsibilities and deadlines. The supplier shall implement the measures and, upon request, demonstrate their effectiveness.

15. Confidentiality

The supplier shall treat all confidential information received from Printec-DS as confidential. This includes, in particular, drawings, specifications, samples, data, prices, cost calculations, customer information, project information, technical documentation and other information not in the public domain.

Use is permitted only for the agreed purpose and only to the extent necessary. Disclosure to third parties is permitted only if it is necessary for the provision of services and is legally and contractually permissible.

Separate confidentiality agreements remain unaffected and take precedence over these provisions in matters of confidentiality, trade secrets and, where applicable, customer protection. This QSV deliberately contains only the minimum quality-related rules on the handling of information and does not duplicate any NDA.

16. Term, Amendments and Final Provisions

This agreement shall take effect upon signature or upon its effective incorporation into the business relationship.

Amendments and additions to this Agreement must be made in writing or in any other form expressly agreed upon.

The termination of this Agreement shall not affect obligations which, by their nature, continue to apply, in particular obligations regarding confidentiality, documentation, traceability, the handling of complaints and archiving in respect of products already delivered or services already provided.

Should any individual provisions of this Agreement be or become invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.

In the event of any discrepancies between the German and English versions, the German version shall prevail. The English version is intended for international communication and serves as a translation of the German reference version.