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**Supplier
Requirements
Manual
voestalpine
Polynorm Van Niftrik BV**

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Table of Contents

Table of Contents.....2

1 Introduction.....3

 1.1 Preface3

 1.2 Purpose.....3

2 Supplier Division4

3 Supplier Information.....6

 3.1 Supplier Questionnaire6

 3.2 Assessment.....6

4 Production Part Approval Process (PPAP)7

 4.1 Advanced Product Quality Planning (APQP).....7

 4.2 Production Part Approval Process (PPAP).....7

 4.3 Record retention.....8

5 Statistical Process Control (SPC)9

 5.1 Process Capability and Control.....9

 5.2 Layout Inspection9

6 Quality Complaint.....10

7 Supplier Performance Requirements.....11

 7.1 Vendor Rating11

 7.2 Mould Manufacturers Rating.....13

8 International Material Data System (IMDS).....14

9 Certificates of analysis15

10 Logistical Requirements16

 10.1 Delivery:.....16

 10.1.1 Time Slot:16

 10.1.2 Documentation:.....16

 10.1.3 Performance:16

 10.2 Packaging:16

 10.2.1 Dimensions / Finish / Quantities16

 10.2.2 Product identification.....17

 10.2.3 Returnable-packaging17

 10.2.4 Non-Conformity.....17

 10.2.5 Logistical Performance.....17

11 Environment.....18

 11.1 Forbidden substances18

 11.1.1 Scope and field of application.....18

 11.2 Reach18

12 General Purchasing Conditions19

13 Additional Purchase Conditions for Mould manufacturers.....21

Enclosure.....1

 1 Supplier Questionnaire.....1

 2 Supplier Acknowledgement of Receipt Form2

1 Introduction

1.1 Preface

voestalpine Polynorm Van Niftrik wants to meet customers highest expectations and this requires the same commitment from its suppliers. This Supplier Requirements Manual (SRM) is developed to achieve this goal. voestalpine Polynorm Van Niftrik expects that suppliers ensure that their sub-suppliers also follow these guidelines.

The voestalpine Polynorm Van Niftrik SRM is based upon the latest edition of the international quality standard ISO/TS-16949.

A controlled copy of this manual is posted on the voestalpine site: www.voestalpine.com/polynorm.
Added text in the latest version is marked with the colour blue.

1.2 Purpose

The purpose of this document is to communicate voestalpine Polynorm Van Niftrik's requirements with respect to the quality management of all suppliers and potential suppliers.

Certification to ISO 9001 or higher and compliance to the SRM is mandatory.

Further voestalpine Polynorm Van Niftrik requires that its suppliers:

- Keep the buyer informed of all activities that may affect the total product quality and cost.
- Take full responsibility for the quality of their products and/or services, and for ensuring their products and/or material function properly as part of a system or assembly.
- Acknowledge that achievement of ZERO DEFECTS is a fundamental objective for quality and delivery performance.
- Manage facilities, processes, quality systems and personnel to consistently and cost effectively produce products and furnish services that meet the needs and requirements of voestalpine Polynorm Van Niftrik and its customers.
- Provide objective evidence that all supplied products and services satisfy all AIAG Production Part Approval Process requirements including acceptable process capabilities for all special control characteristics that have been established.
- Utilise appropriate statistical techniques for on-going process control and improvement.
- Be committed to continuous process and product improvement by emphasising the elimination of all waste, which will lead to an improvement in the following areas:
 - Lead time reduction
 - On time deliveries
 - Zero defects
 - Order quantity reduction
 - Overall costs
- Conduct its operations in conformance with, or to exceed all applicable environmental laws and regulations of the jurisdiction in which the supplier does business.
- Continuously improving the efficiency of its Quality Management System.
- Provide deliveries of after-sales parts during a period which is communicated by the purchasing department. This period depends on the agreements with the customers of voestalpine Polynorm Van Niftrik.

2 Supplier Division

In the following section you will find the different categories voestalpine Polynorm Van Niftrik classifies its suppliers in. Together with this classification the follow up criteria are determined. These follow up methods are explained in other sections of this manual.

	SQ	ASS	GRC	PPAP	SPC	QC	SPR	IMDS	CERT	CSR
Raw materials	X	X		X	X	X	X	X	X	X
Custom made parts	X	X		X	X	X	X	X	X	X
Outsourcing	X	X		X	X	X	X	X	X	X
Trading	X	X		X	X	X	X	X	X	X
Machinery	X	X		X	X	X	X	X	X	X
Tooling	X	X		X	X	X	X	X	X	X
Packaging	X	X		X	X	X	X	X	X	X
Non automotive	X	X		X	X	X	X	X	X	X
On site services	X	X	X	X	X	X	X	X	X	X

SQ = Supplier Questionnaire

The Supplier Questionnaire gives voestalpine Polynorm Van Niftrik some general information about the supplying company. It is the suppliers responsibility to provide voestalpine Polynorm Van Niftrik the most recent and actual information.

ASS = Assessment

If suppliers are not performing according to voestalpine Polynorm Van Niftrik's expectations, voestalpine Polynorm Van Niftrik may decide, for suppliers who are considered to be part of the above mentioned categories, to have this supplier audited. On top of that voestalpine Polynorm Van Niftrik may decide to audit a supplier when the goods / services delivered to voestalpine Polynorm Van Niftrik are considered to be critical within the complete supply chain.

GRC = General Rule of conduct Contractors

For each labour contract performed on the premises of voestalpine Polynorm Van Niftrik the supplier must sign the rules that can be obtained from the voestalpine site: www.voestalpine.com/polynorm before commencing work.

PPAP = Production Part Approval Process

For companies supplying voestalpine Polynorm Van Niftrik with certain raw materials, custom-made parts and / or surface treatments voestalpine Polynorm Van Niftrik requires a PPAP submission in accordance with the AIAG standard.

For suppliers of raw material according Bulk Material Specific Requirements, as mentioned in the PPAP manual.

SPC = Statistical Process Control

If there are critical aspects marked for the supplied goods / service marked either by the customer or by the project team it is an additional requirement to control the characteristics by specified statistical techniques.

QC = Quality Complaint

voestalpine Polynorm Van Niftrik has specific requirements on how to deal with Quality Complaints. If there are any quality issues voestalpine Polynorm Van Niftrik requires a systematic team orientated problem solving method to be utilised.

SPR = Supplier Performance Report

All suppliers are measured on their delivery and quality performance.

IMDS = International Material Data System

The supplier will have to provide information about the material(s) used in the product in order to determine the commonly used material(s). Concerning the automotive industry only. [For the non-automotive industry only the REACH regulations are in force.](#)

CERT = Certificates of analysis

For raw materials voestalpine Polynorm Van Niftrik requires, to receive together with the delivery or in advance of the delivery the certificates of origin and/or inspection certificates, to permit the goods to be unloaded.

CSR = Customer Specific Requirements

Customer Specific Requirements are those requirements that are agreed to between the supplier and voestalpine Polynorm Van Niftrik. The Customer Specific Requirements overrule the supplier manual at the arranged subjects.

3 Supplier Information

3.1 Supplier Questionnaire

Every Company who supplies voestalpine Polynorm Van Niftrik with one of the items described in the Supplier Division section page 4, is required to fill in the **Supplier Questionnaire**. This form can be found in enclosure 1.

If there are any changes in the data supplied to voestalpine Polynorm Van Niftrik during the time the supplier is doing business with voestalpine Polynorm Van Niftrik the supplier is responsible for providing the correct data to voestalpine Polynorm Van Niftrik.

If the supplier has questions or requires information about voestalpine Polynorm Van Niftrik he can request that information from the Purchasing department.

3.2 Assessment

voestalpine Polynorm Van Niftrik believes the Quality system outlined in ISO/TS 16949 is an excellent quality system to be utilised by suppliers to the automotive industry.

voestalpine Polynorm Van Niftrik requires that all suppliers maintain compliant with a relevant Quality System Specification for their industry. These include, but are not limited to [the active version of](#):

- ISO/TS 16949
- VDA 6.1
- ISO 9001: [\(accompanied by evidence of a process to achieve one of the above steps\)](#)
- ISO 14001

Certified suppliers shall submit their quality system certificates to the voestalpine Polynorm Van Niftrik Purchasing department. These certificates shall be resubmitted to voestalpine Polynorm Van Niftrik within 10 working days every time these certificates are changed or updated.

Also, suppliers are required to immediately notify voestalpine Polynorm van Niftrik if they are placed on "Probation".

Suppliers currently not compliant with an appropriate Quality System must submit a plan that outlines future compliance and demonstrate progress towards said compliance and complete the questionnaire "initial supplier audit". This can be downloaded from our website: www.voestalpine.com/polynorm.

voestalpine Polynorm Van Niftrik may decide to audit suppliers who, in voestalpine Polynorm Van Niftrik's opinion, have critical (new suppliers, suppliers with critical QSE-products, etc.) or have a continuous bad performance. These suppliers must develop a plan to achieve compliance.

Additionally voestalpine Polynorm Van Niftrik has the right to audit the supplier concerning the products / service(s) that will be / are delivered. The decision to audit a supplier is either made by the Purchasing Department, a project team or the Quality department of voestalpine Polynorm Van Niftrik.

The audit is an assessment to be conducted at the supplier. The goal of this audit is to see if the supplier's organisation is compliant to the mandatory aspects of quality guarantee. voestalpine Polynorm Van Niftrik and its customers shall be afforded the right to verify the subcontractor's products, processes and systems at the subcontractor's location at any time.

4 Production Part Approval Process (PPAP)

4.1 Advanced Product Quality Planning (APQP)

The APQP covers all stages from development to (mass) production. APQP is the basis for achieving a successful product launch, prevention of potential failures and for continual improvement. For more details see the Automotive Industry Action Group (AIAG) website (www.aiag.org) for the latest manuals.

4.2 Production Part Approval Process (PPAP)

All production parts sample submissions shall be in accordance with the AIAG system. voestalpine Polynorm Van Niftrik may communicate other additional requirements. voestalpine Polynorm Van Niftrik requires all production materials to be fully PPAP approved or interim approved prior to the supplier shipping production materials. All deviations from this process must be documented and have written approval of voestalpine Polynorm Van Niftrik's responsible Project Engineer or QSE-Engineer.

As applicable, voestalpine Polynorm Van Niftrik will issue a request for PPAP submission (including the level) to the supplier for new parts or parts undergoing an engineering change. The request will be communicated with the buyer. In this request the submission level and other requirements will be determined. The supplier will have to complete and return the PPAP before voestalpine Polynorm Van Niftrik's established due date. These time frames are dependent on the timing of the program, type of product, material the PPAP is requested for, and the level of submission required. Suppliers will be monitored for their timeliness and accuracy of the PPAP packages delivered to voestalpine Polynorm Van Niftrik.

Suppliers must notify voestalpine Polynorm Van Niftrik of any design and process change that affects the product being produced for voestalpine Polynorm Van Niftrik. Upon notification to voestalpine Polynorm Van Niftrik a Part Submission Warrant (PSW) will be issued to the supplier indicating the submission level required. All changes to the design or process must be approved prior to shipping production goods.

There are 5 possible levels of PPAP submission:

- Level 1:** Warrant only (and for designated appearance items, an Appearance Approval Report) submitted to customer.
- Level 2:** Warrant with product samples and limited supporting data submitted to voestalpine Polynorm Van Niftrik.
voestalpine Polynorm Van Niftrik will determine which data needs to be submitted.
- Level 3:** Warrant with product samples and complete supporting data submitted to voestalpine Polynorm van Niftrik.
- Level 4:** Warrant and other requirements as defined by voestalpine Polynorm Van Niftrik.
- Level 5:** Warrant with product samples and complete supporting data is reviewed at the suppliers manufacturing location.

The items pertaining to each level are displayed in the table on the next page:

NR.	ITEM	L1	L2	L3	L4	L5
1.	Design records / drawings	R	S	S	*	R
2.	Engineering Change documents	R	S	S	*	R
3.	Engineering approval	R	R	S	*	R
4.	Design FMEA	R	R	S	*	R
5.	Process Flow Diagram	R	R	S	*	R
6.	Process FMEA	R	R	S	*	R
7.	Dimensional Results	R	S	S	*	R
8.	Registration of Material / Performance	R	S	S	*	R
9.	Initial Process Study	R	R	S	*	R
10.	MSA studies	R	R	S	*	R
11.	Qualified Lab Documents	R	S	S	*	R
12.	Control Plan	R	R	S	*	R
13.	Part Submission Warrant (PSW)	S	S	S	S	R
14.	Appearance Approval Report (AAR)	S	S	S	*	R
15.	Bulk Material Checklist	R	R	R	*	R
16.	Sample product	R	S	S	*	R
17.	Master Sample	R	R	R	*	R
18.	Checking Aids	R	R	R	*	R
19.	Customer Specific Requirements	R	R	S	*	R

S = to be distributed to voestalpine Polynorm van Niftrik / R = withdraw able on demand

* = sent to voestalpine Polynorm van Niftrik on demand

4.3 Record retention

Suppliers are required to maintain PPAP packages, layout inspection and validation records, tooling records, traceability records, engineering records, purchase orders and amendments for the length of time that the part (or part family) is in production and service requirements plus one calendar year. Corrective Action records are to be retained for 5 years. Quality performance records such as control charts and inspection and test results are to be retained for 10 years.

The above time periods are considered a "minimum". All retention times shall meet or exceed the above mentioned requirements and any applicable governmental requirements.

5 Statistical Process Control (SPC)

5.1 Process Capability and Control

The supplier shall monitor process performance utilising the appropriate statistical techniques (i.e. first time yield, SPC, etc.) in accordance to the AIAG statistical Process Control Manual. This manual can be ordered via the AIAG website.

voestalpine Polynorm Van Niftrik requires SPC from a supplier if:

- The supplier supplies voestalpine Polynorm Van Niftrik in one of the following fields:
 - Raw Materials.
 - Custom Made Parts.
 - Outsourcing.
- voestalpine Polynorm Van Niftrik has indicated the Critical Properties in this supply as:
 - Concluded from specific customer demands.
 - Concluded from the initial process study / process capability.

These suppliers are required to meet the process capability requirements as defined in the AIAG PPAP and SPC reference manuals, unless otherwise specified by voestalpine Polynorm Van Niftrik. The supplier is responsible to ensure process capability and control requirements are documented in their control plan and that capability indices are achieved and improved throughout production.

If SPC is required voestalpine Polynorm Van Niftrik will establish the requirements in the purchasing order / contract or during the project.
voestalpine Polynorm Van Niftrik or it's customer will assign Critical Properties at the beginning or during the project together with the SPC method required for this aspect.

The results of the statistical techniques shall be documented and retained at the supplier's location. This information shall be available upon requested by voestalpine Polynorm Van Niftrik.

5.2 Layout Inspection

The supplier shall verify, on an annual basis, that the product fulfils all voestalpine Polynorm Van Niftrik's requirements by testing a random sample from series production, unless waived in writing by voestalpine Polynorm Van Niftrik. This (These) test(s) shall be described in the supplier's control plan. The results of the testing shall be documented and available on request by voestalpine Polynorm Van Niftrik.

6 Quality Complaint

voestalpine Polynorm Van Niftrik suppliers are responsible for providing defect free and complete orders to voestalpine Polynorm Van Niftrik. When Quality issues do occur, the supplier is required to initiate problem solving and corrective action(s) to resolve the issue(s) and prevent reoccurrence.

A product is determined to be defective when the product:

- Is out of specification.
- Is packed incorrectly.
- Is labelled incorrectly.
- Has exceeded the pre determined shelf life.
- Does not meet form, fit or function requirements.

Defective material(s) may be identified by voestalpine during incoming inspection, production, packaging or at voestalpine Polynorm Van Niftrik's customer.

When a defect is identified, voestalpine Polynorm Van Niftrik will send a Quality Complaint including information (if applicable) about:

- Part (description and article / part number).
- Quantity involved.
- Batch number.
- Production date.
- Description of the defect(s).
- Costs involved.

After receipt of the Quality Complaint voestalpine Polynorm Van Niftrik requires its supplier to take immediate action. Using an systematic, team orientated problem solving method such as 8D or it's equivalent.

All 8D or equivalent techniques must outline immediate containment action, root cause analysis, short and long term corrective actions as well as the verifications of the preventative actions.

The **root cause** defines the cause of the defective product at voestalpine Polynorm Van Niftrik. The immediate containment must be in place to be certain that products in transit, at voestalpine Polynorm Van Niftrik and at the suppliers facility will meet the quality requirements.

The **short term corrective action** must outline actions taken to ensure that immediate production requirements are met. This part of the report should be presented to voestalpine Polynorm Van Niftrik within **48 hours** after receipt of the complaint.

The **long term corrective actions** must outline new activities and / or processes put in place to ensure the problem and the root cause are addressed. This part of the report should be presented to voestalpine Polynorm Van Niftrik within **10 working days** after receipt of the complaint.

The **preventive actions** taken outlines system and process issues that have been corrected. Often this relates to procedures that are changed to increase the review process to verify that previous corrective actions are effective.

Verification shall clearly show in which way the final solution is verified.

All costs associated with a complaint are at the suppliers expense. In some occasions voestalpine Polynorm Van Niftrik may decide to perform some short term actions themselves. The costs related to this decision are also at the suppliers expense.

Costs associated with shipping, handling, processing, sorting / reworking, inspecting and replacing defective supplies, including the costs of value added operations prior to the discovery of the non-conformance, as well as third party inspection costs will be charged to, and paid by, the supplier. All costs related to man-hours, machines and transportation will be calculated at the standard rates. Besides these costs, made for short term solutions, there will also be the standard costs directly related to the Quality Complaint of €200,- for each complaint.

7 Supplier Performance Requirements

To be effective voestalpine Polynorm Van Niftrik must build relationships with suppliers who can consistently meet our requirements. voestalpine Polynorm Van Niftrik will give preference in outsourcing and procurement to suppliers who help to minimize waste.

voestalpine Polynorm Van Niftrik has different systems to measure the supplier performance:

- Vendor Rating for all suppliers, excluding Mould Manufacturers.
- Mould Manufacturers Rating for mould suppliers.

The ratings are a continual way to evaluate suppliers quality and delivery performance. The purpose of the ratings are:

- To recognise exceptional supplier performance.
- To promote and encourage improvement on performance issues.
- To provide objective data for use in supplier management and sourcing decisions.
- To identify continuous improvement issues.

7.1 Vendor Rating

Supplier quality and delivery performance are monitored regularly by the Purchasing Department of voestalpine Polynorm Van Niftrik and summarised monthly for internal use and issued every quarter externally. In case of an exceptionally disappointing performance, a supplier will be informed in the following month to prevent repetition.

Basis of the Vendor Rating:

The supplier receives 100 points with each delivery and the applicable penalty points are deducted from the 100 points. Each supplier with less than **96** points, will be asked in writing, to state corrective and preventative measures taken.

Suppliers with repeated bad performance, without substantial improvement, will be replaced by alternative suppliers and removed from the list of qualified suppliers. The measurements also apply for suppliers dictated to us by our customers after discussion with our customer.

Delivery:

voestalpine Polynorm Van Niftrik expects **100% on time full** delivery of each of the order lines ordered.

Delivery time

Every order line is requested for a specific date and needs to be delivered within an acceptable time window around this date. When a delivery is made within this time window a score of 100 points is given for the delivery. The time window, together with the penalty points, is illustrated in the table below:

number of Working Days	too early	too late
1 – 5	5	10
6 – 10	10	20
11 or more	20	30

Delivery Quantity

Every order line shows a requested quantity and needs to be delivered. When a delivery meets the requested quantity exactly a score of 100 points is made. The percentages of deviating quantities together with the penalty points is shown in the table below.

Quantity deviation %	too much		Quantity deviation %	too little
0 – 4,99 %	0		0 – 0,99 %	5
5 – 7,49 %	5		1 – 2,99 %	10
7,5 – 9,99 %	10		3 – 4,99 %	15
10% or more	20		5 % or more	20

Quality of goods

All goods need to be delivered according to our quality standards as indicated per product. When goods show any deviation voestalpine Polynorm Van Niftrik needs to investigate what the consequences are and what percentile of the delivery it concerns. The costs incurred for the investigation, the consequences and impediment to voestalpine Polynorm Van Niftrik's processes, involve penalty points as shown in the table below.

Costs caused by quality deviations	Penalty points
€ 0,00 - € 999,00	0
€ 1000,00 - € 4999,00	10
€ 5000,00 or more	20

When the delivered goods do not meet our quality standards, there are two options. First option the goods are accepted with remarks, second option the goods are rejected. Both situations involve penalty points as shown in the table below.

When the goods are rejected, the goods have to be picked up at a pre-agreed time. If the goods are not picked up within the pre-agreed time, voestalpine Polynorm van Niftrik will have the said items or parts scrapped at the suppliers expense.

Quality Deviations	Penalty points
Acceptance of goods with remarks	20
Rejection of goods	70

For the delivery score this means the action report must outline:

- **The root cause analysis:** This will define the reason for the deliveries arriving outside the defined delivery window. The formal corrective action response may contain multiple root cause definitions to address various reasons for missed delivery items.
- **Corrective actions:** this outlines all new activities and processes put in place to ensure the problem and root causes are addressed.
- **The preventive actions:** this outlines system and process issues that have been corrected. Often this relates to procedures that are changed to increase the review process to verify that previous corrective actions are effective.
- **Solution verified:** The final solution must be verified.

This means that a summary of the remarks to the Quality Complaint(s) needs to be communicated within five working days of the date of the vendor rating.

7.2 Mould Manufacturers Rating

Supplier quality and delivery performance are monitored regularly by the Purchasing Department of voestalpine Polynorm Van Niftrik. Quarterly the performances are summarised for internal use and every year for external use. In case of an exceptionally disappointing performance a supplier will be informed immediately to prevent repetition.

The periodical rating is an average, based on evaluations per mould delivered in the concerning period. Different areas are taken in consideration like quality of the mould, precision, cycle time, failure percentage, communication, support and price level.

The periodical performance of the moulder is divided into four categories:

- A: Outstanding
- B: Fair to good
- C: Average (room for improvement)
- D: Weak (immediate improvement is required)

Moulders with C or D ratings should inform the Purchasing Manager of voestalpine Polynorm Van Niftrik of their corrective action plan.

The moulder rating is made in cooperation with our engineers, tooling engineers, production and purchasing.

8 International Material Data System (IMDS)

Supplier

IMDS has to be filled in by the supplier of voestalpine Polynorm Van Niftrik at the same time, or before, the PSW is sent to voestalpine Polynorm Van Niftrik.

General introduction

In a joint venture project, the companies Audi, BMW, DaimlerChrysler, Ford Motor Company, General Motors, Porsche, Volvo, VW and EDS formed the team "Material Data Sheet EDI" (EDI = Electronic Data Interchange) based on using Information Technology (IT) to collect the required MDS data from a supplier.

In the future, every supplier of a product, because of national and international environmental legislation (for example the EU directive on End-of life vehicles, hazardous material legislation etc.) maybe responsible for the product for its entire life (operations, use, removal, disposal etc.). In addition to this, the supplier will have to provide information about the material used in the product in order to extract the commonly used materials, provide input for scientific analysis of the composition, in addition to classifying levels of danger related to the material. This leads to the necessity of detailed knowledge about the composition of the materials used.

The concept was realised with the internet-based International Material Data System (IMDS) with a central database maintained by EDS that allows the Automobile manufacturers and parts suppliers to standardise the process and to enable efficient data collection (this concept supports just in time data collection).

Security

One of the car manufacturers basic requirements is the possibility to view and analyse all data of a material data sheet (MDS) sent to them. It is important that a maximum amount of information is displayed and, at the same time, maximum data security is required. The data needs to be available in an on-line system as well as for the "data download" interface to off-line systems. In order to protect the material data sheet from unauthorized access, data access is limited within the system and the system itself is protected from unauthorized infiltration. Every participant has their own IMDS ID number to keep the information protected. er The voestalpine Polynorm Van Niftrik [company reference](#) IMDS number is ID 18897.

For more information about IMDS look at: <http://www.mdsystem.com/index.jsp>.

9 Certificates of analysis

It is the responsibility of the supplier to provide material certificates and / or inspection certificates that demonstrate compliance with all performance specifications outlined in the purchasing specification. All testing must be completed by an accredited and certified, ISO 17025, laboratory. The supplier is permitted to use an in-house laboratory when the compliance of this laboratory has been demonstrated. Test specifications and methods are outlined in the product specification.

All testing, material certification(s) and/or inspection certificates must be included with the PPAP submission. All tests must be updated and concurrent with each engineering change and submitted with each change. voestalpine Polynorm Van Niftrik also requires all material certification(s) and/or inspection certificates and tests to be completed and updated as requested by voestalpine Polynorm Van Niftrik. Items requested may include, but are not limited to: complete part lay-out, capability studies, material certification and/or inspection certificates, performance tests results or measurement system analysis studies. This may be as frequent as each lot submitted or may not need to be updated during the life of the program.

10 Logistical Requirements

10.1 Delivery:

10.1.1 Time Slot:

Unloading is Monday to Thursday 08:00 hours to 16:00 hours. Fridays until 14:00 hours. It's possible and advisable to agree the timeslot on the day of delivery, this will speed up the unloading process.

10.1.2 Documentation:

Each shipment has to be accompanied by a delivery note with the following information:

- Article number
- Number of packages / Quantity per package / total quantity.
- Description of the goods with specific dimensions and gradations (dangerous goods etc).
- The lot numbers in the shipment, to ensure traceability.
- Order number voestalpine Polynorm Van Niftrik.
- Certificates of analyses for raw materials only.

10.1.3 Performance:

The delivery should take place within the time window as explained in the Vendor Rating. Concerning delivery time, quantity and quality.

10.2 Packaging:

All goods to be delivered at voestalpine Polynorm Van Niftrik have to be packaged by the supplier in such a way that the quality of the goods is guaranteed up to the point where the goods are used.

The supplier has to use environmental justifiable packaging materials according to the regulations of the national and/or international authorities.

The supplier has to do their utmost to comply with the following points:

- Minimise the volume and quantity of used packaging materials, dealing with restrictions with respect to safety, hygiene, etc.
- Minimise the usage of packaging, which is environmentally unfriendly.
- (Of the used packaging) Maximise the usage of recycled packaging
- Design and use a packaging which is recyclable / returnable.
- Use, per article, a standard box measurement as agreed with the initial order

10.2.1 Dimensions / Finish / Quantities

As far as the goods allow, the supplier has to deliver on pallets with a dimension of 120*80 cm or 120*100 cm, unless explicitly agreed upon otherwise.

Likewise the package(s) have to be constructed / manufactured in such a way that the packages can be stacked. The supplier has to place fixed quantities in each package.

Small packages should not be heavier than 10 kg unless specified otherwise.

10.2.2 Product identification

Each package has to have a clear and readable product-label according to the ODETTE-specification and contain the following information:

- Article code voestalpine Polynorm Van Niftrik.
- Quantity in the packaging unit as specified per article.
- Production date.
- Description of the goods with specific dimensions and gradations.
- Lot number(s).
- Expire Expiry date (if applicable)
- Format of ODETTE-labels as specified per article.

On packaging of dangerous goods, an extra label is required, with the following information:

- Full name of the product.
- Name of the supplier.
- UN mark if applicable.
- Dangerous goods symbols, such as risk- and safety warnings.
- Remark: one way or returnable.
- With 200 litre drums, liners are obliged to be used.

These labels (ODETTE and extra information) have to be attached to the short and long side of the package in the lower right corner, unless otherwise specifically agreed.

Each package has to be accompanied by a delivery note with the following information:

- Article code voestalpine Polynorm Van Niftrik.
- Quantity in the unit as specified.
- Description of the goods with specific dimensions and gradations.
- The lot numbers in the shipment, to ensure traceability.
- Order number voestalpine Polynorm Van Niftrik.
- Certificates of analyses for raw materials only.

10.2.3 Returnable-packaging

In case a supplier delivers in returnable packing, the supplier has to organise, at his own expense, the return freight of said packing, unless explicitly agreed upon otherwise.

10.2.4 Non-Conformity

If goods are not delivered conforming to these logistical requirements, this may lead to:

- Refusal of the shipment.
- Repackaging / re-labeling of the packaging by voestalpine Polynorm Van Niftrik at the suppliers expense.
- Delay to the payment of the goods.

10.2.5 Logistical Performance

If the logistical performance, shown in the supplier performance report, is structurally below the minimum, the supplier will be requested to send a detailed action plan to solve the problems.

If necessary voestalpine Polynorm Van Niftrik will support the supplier during this process.

11 Environment

11.1 Forbidden substances

voestalpine Polynorm Van Niftrik's list of forbidden and restricted substances is in compliance with the list of Ford, yearly released as Ford's WSS-M99P999-A1, Ford Restricted Substance Management Standard (RSMS). This list goes beyond the Global Automotive Declarable Substances List (GADSL) (or VDA 232-101) which only contains substances used in parts, and also contains substances which should be restricted in processes. Both lists are reviewed yearly and GADSL is available via internet. (<http://www.gadsl.org/>)

Besides automotive applications voestalpine Polynorm Van Niftrik also supplies products for use in electrical equipment. This means that the voestalpine Polynorm Van Niftrik list of substances forbidden and restricted also is in compliance with RoHS (The EU directive on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment) and the EU Waste Electrical and Electronic Equipment Directive (WEEE).

11.1.1 Scope and field of application

According to international environmental recommendations or requirements, restrictions have been introduced with respect to the use of certain chemical substances. This standard lists those chemical substances, which must not be used in voestalpine Polynorm Van Niftrik's production processes, nor must they be included in voestalpine Polynorm Van Niftrik's products in unreacted form.

New products containing one or more of the chemical substances listed in this standard must not be put into use. Phase-out plans with final date of use are required for those listed chemical substances, which have not been fully phased out.

The prohibition refers to each deliberate use of the chemical substances specified in the standard. However, the prohibition does not apply in those cases a chemical substance occurs in the form of impurities in a specific product, that is, non-desired occurrence in very low concentrations, or when it is handled in small quantities by trained staff at laboratories. Exceptions may also be made for chemical substances used in processes controlled by legal requirements or safety regulations where it is not possible for voestalpine Polynorm Van Niftrik exclusively to prohibit the use of the substance in question.

In situations where exceptions have to be made, special precautionary measures shall be taken to prevent disadvantages on humans or the environment. Any exceptions shall be decided upon by voestalpine Polynorm Van Niftrik based upon the above mentioned regulations.

11.2 Reach

REACH: Registration, Evaluation, Authorisation and restriction of CHemicals. REACH is the EU chemicals legislation which has been in force since 1 June 2007. The aim of REACH is to protect human health and the environment from exposure to chemicals.

REACH affects all industries. It is of key importance that all actors in the supply chain understand their duties and perform necessary actions in a timely manner in order to avoid supply chain disruption.

Each supplier must confirm that they will operate accordingly Regulation EC 1907 / 2006.

They must also confirm that their delivered products and packaging as well as the preparations supplied are not substances on the list of candidates in accordance with Article 59 (1) of Regulation (EC) No 1907/2006 (see internet address of the European Chemicals Agency (ECHA) <http://echa.europa.eu>) or less than 0,1 percent mass contained.

If future products, packaging and preparations in accordance with the above description be delivered (eg due to additions to the list of candidates or because of deliveries of new products, etc.) we will be informed immediately.

12 General Purchasing Conditions

1. These General Purchase Conditions shall apply to all orders placed by us, instructions given by us and agreements which are concluded as a result of these orders or instructions, insofar as it is not otherwise agreed upon in writing.
2. If you wish to conclude an agreement with us, you must accept this instruction in writing. We are entitled to cancel an order/instruction, as long as you have not accepted this order/instruction in writing.
3. Drawings, descriptions, models, and so on, provided by us in connection with quotation requests, orders and so on, shall remain our exclusive property. Without our explicit permission, they may not be copied or made available for inspection by others, or in any way brought to the attention of others. They may only be used for our benefit. The drawings and so on must be returned to us immediately at our first request, and in any case after they have been used.
4. The delivery periods agreed with you shall be deadlines. If you exceed a delivery period agreed upon, you will be in default as a result of that mere fact. In that event, it shall therefore not be necessary for us first to issue you with a notice of default. If an agreed delivery period is exceeded, we shall, notwithstanding our other powers, be entitled to dissolve all or part of the Agreement, without being liable to pay you compensation on that account. We shall furthermore have the right to recover from you all damage and/or loss which we sustain or suffer, or will sustain or suffer, as a result of the delivery period being exceeded. In view of this Article, if a circumstance arises which means that an agreed delivery period is not feasible for you, we recommend that you notify us immediately in writing, mentioning the nature of the circumstance, the measures you have taken or will be taking and the expected duration of the delay, so that we have the opportunity, if we wish, to agree a new delivery period with you.
5. The quantities ordered by us must be adhered to. Changes to quantities may be agreed only if we have agreed to such changes in writing.
6. Delivery must take place DDP Putte (Incoterms 1990) unless it has otherwise been agreed upon in writing. The goods shall be transported at your expense and risk. The risk shall pass to us at the time of actual delivery.
7. Our payment term, which is not a deadline, shall be 60 days from receipt of the goods delivered by you. In the event of an early delivery, we shall make payment within 60 days of the date on which the goods would have been delivered to us in accordance with the Agreement. If you have failed to fulfil your contractual obligations towards us, and we submit a reasoned complaint to you, we shall be entitled to suspend our payment obligations until you have fulfilled your contractual obligations towards us.
8. We are not obliged to test and check the goods any earlier than as we start to process or treat them. If the goods do not fulfil the requirements agreed upon, we shall be entitled, at our discretion, to demand a replacement free of charge or to cancel all or part of the order. The carriage, costs, duties, and so on, paid by us in respect of the incorrect consignment shall be payable by you. Payment shall not rule out a subsequent claim.
9. The goods must be sent properly packaged. In the case of the return of packaging (carriage free), you must credit us for the value of the packaging or for the price charged. A clearly completed returns note specifying the goods must be enclosed with the goods.
10. You shall retain all liability for any infringement of third-party patent rights in respect of the goods. You shall indemnify us against all third-party claims which might be made against us in this matter.
11. In the event of a failure on your part, we shall be entitled to dissolve all or part of the Agreement without being liable to pay you compensation. This right shall also apply if the failure cannot be attributed to you.
12. You shall indemnify us against third-party claims for compensation for damage and/or loss as a result of defects in the products delivered, including safety defects, as referred to in the product liability legislation, or as a result of your acts or omissions or those of your auxiliary persons.

13. Notwithstanding our other legal powers, we shall be entitled to dissolve the Agreement concluded with you if a petition for your involuntary liquidation is filed, you apply for a moratorium on payments, you halt or wind up your company, or if you are the subject of a legal merger or division.
14. By concluding a contract with us, you agree with these General Conditions, which have been provided to you before or at the time that the Agreement is concluded. You agree that your conditions, insofar as you use conditions, shall not apply to the Agreement.
15. If one or more provisions of these Purchase Conditions does not apply, for whatever reason, the Parties must consult each other in order in reasonableness to replace the inapplicable provision by a provision which is valid.
16. Dutch law shall apply to all Agreements. All disputes, including those which are only considered as such by one Party, which arise from, or are connected with, the Agreement between the Parties, shall be settled by the competent court in the district of Breda, insofar as mandatory judicial rules on jurisdiction do not prevent this.

13 Additional Purchase Conditions for Mould manufacturers

1. Quotations/offers

The offer made to van voestalpine Polynorm van Niftrik is valid for 6 months unless otherwise agreed. Both prices and terms from the mould manufacturer are considered fixed during this period. Quotations are to be made by the mould manufacturer free of charge.

All documentation (drawings, sketches tapes and samples) provided by voestalpine Polynorm Van Niftrik used to prepare the offer, should at all times be considered confidential and may not be shown to any third party, without permission of voestalpine Polynorm Van Niftrik.

All quotations must be in accordance with voestalpine Polynorm Van Niftrik's request and should include hotrunners, texture, [trials](#), transportation of [sample parts](#) and [mould](#). [Only quotations made on voestalpine Polynorm Van Niftrik's Excel RFQ format will be accepted and considered as valid.](#) Deviations to voestalpine Polynorm Van Niftrik's initial request must clearly be [as remarks on the page "mould quotation" in the Excel RFQ format](#) .

2. Acceptance of additional purchase conditions for Mould manufacturers

The purchase order issued to the mould manufacturer, will be subject to all conditions mentioned in this document. By acknowledgement from the mould manufacturer, these conditions are in force. The general conditions of purchase from voestalpine Polynorm Van Niftrik, will also apply. Separate conditions, other than mentioned in this document, can only be issued in writing and should be confirmed by mould manufacturer and voestalpine Polynorm Van Niftrik.

3. Construction of the mould

Unless agreed otherwise, the following applies :

Only approved product-drawings and/or CAD files can be used for mould-design. [We advise to mention voestalpine Polynorm Van Niftrik's CAD ID number on drawings.](#)

All construction drawings will be made according to good workmanship and specifications provided by voestalpine Polynorm Van Niftrik. The construction has to be calculated for optimum mould functions, maximum cooling with applicable subdivided circuits, technically the most favourable method of injection able to produce impeccable products. A stable construction is required for smooth, [rework free](#), production at normal injection conditions based on specifications provided by voestalpine Polynorm Van Niftrik and shot-guarantee negotiated.

Mould manufacturer will provide, in duplicate, preliminary drawings of the mould-design for approval by voestalpine Polynorm Van Niftrik, within two weeks upon receipt of the order with relevant data from voestalpine Polynorm Van Niftrik. The design should clearly show all mould functions.

The preliminary drawings should be mailed to the attention of the responsible [tooling](#) engineer of voestalpine Polynorm Van Niftrik. All comments on the design from voestalpine Polynorm Van Niftrik will be discussed between the parties and all changes will be implemented without delay.

Changes suggested by voestalpine Polynorm Van Niftrik will not relieve the mould manufacturer of his responsibility towards the final mould construction, even if the construction is made by a third party with voestalpine Polynorm Van Niftrik's approval. [The mould manufacturer remains responsible for the mould construction at all times.](#)

Upon approval of the preliminary drawings by voestalpine Polynorm Van Niftrik, the final mould drawing should be issued as soon as possible, depending on the complexity of the mould the delivery of final drawings must be agreed, but preferably not later than 3 weeks after approval of the preliminary drawings.

4. Building the mould

When both CAD data sent by voestalpine Polynorm Van Niftrik and the mould-design are clear and the preliminary mould drawing is approved by voestalpine Polynorm Van Niftrik, building can start, according to the specifications provided by voestalpine Polynorm Van Niftrik. Deviations from the specifications (steel, texture, hydraulics and hotrunners, etc) are not allowed.

All standard items on the specifications should be purchased and will not be build by the mould manufacturer.

4.1 Progress reporting.

Upon receipt of purchase order, the mould manufacturer shall make a first general planning, starting from the issue-date of the preliminary drawings, buying steel, up to delivery of the first samples. This should be communicated to voestalpine Polynorm Van Niftrik by fax or email.

The schedule should be maintained at all times and can only be changed in agreement with voestalpine Polynorm van Niftrik. Any possible delay should be reported immediately to the Project Engineer, [Tooling Engineer](#) and the Purchasing Manager (Stating the various reasons for this delay in detail [and which actions are taken to meet the original planning](#)). Every two weeks the mould manufacturer will report the status of the mould by sending a progress report [with photo's](#). voestalpine Polynorm van Niftrik may, at all times inspect the progress of the tooling in mould manufacturer's tool shop.

During the last month of the project, a weekly progress report is required. [Report frequency may be increased in case of critical planning and delays.](#)

4.2 Modifications

All modifications suggested by voestalpine Polynorm Van Niftrik should be confirmed in writing by the mould manufacturer describing in detail what the consequences will be for both price and delivery-time of the mould.- This information should be addressed to the responsible Project Engineer, [Tooling Engineer](#) and the Purchasing Manager. [Any technical or reliability problems to be expected should be stated in writing by mould manufacturer.](#)

Modifications can only be executed upon receipt of a written confirmation from voestalpine Polynorm Van Niftrik. (By [e-mail](#) or official purchase order, depending on the total value of the modification) Revised [part](#) drawings and/or CAD data will be provided by voestalpine Polynorm Van Niftrik.

4.3 Samples/Testing

Upon the date agreed, mould manufacturer will test the mould and produce first samples in the presence of voestalpine Polynorm Van Niftrik's technicians in mould manufacturer's plant or at a nearby facility, chosen by the mould manufacturer [and agreed by voestalpine Polynorm Van Niftrik](#). The injection moulding machines used must have a state-of-the-art technical capability. Raw material for these trials will be provided by voestalpine Polynorm Van Niftrik.

Representative samples will be shipped to voestalpine Polynorm Van Niftrik free of charge ([DDP](#)), together with a packing list mentioning at all times :

- Name of the product
- voestalpine Polynorm Van Niftrik mould-number
- Type and colour of raw material used.
- Quantity of samples, [quantity of pallets, quantity of cartons, quantity of cartons per pallet, dimensions and weights of cartons.](#)
- voestalpine Polynorm Van Niftrik part number (If available)

[Above mentioned items must also be stated on the invoice, together with the value and remark "No commercial value, samples for approval".](#)

[Each carton always must have clear visible labels with following information:](#)

[Consignees' address, contact person and telephone number.](#)

[Shippers address, contact person and telephone number.](#)

[Pallets and cartons must be numbered together with total number of pallets and cartons \(example: Pallet 1 of total 2 pallets, carton 1 of total 5 cartons\)](#)

The samples shall be measured at voestalpine Polynorm Van Niftrik and/or [mould manufacturer](#). [Samples and measurement data will be](#) discussed with the end-customer. Once approved by voestalpine Polynorm Van Niftrik a final test will take place at mould manufacturer's plant. The samples have to be packaged in such a way that the quality of the goods is guaranteed up to the point where the goods are used.

The final test will consist of a non-stop simulated production-run of which the lot size depends on the size of the product ([in accordance with tool specifications, but at least 4 hours](#)), and should be agreed between voestalpine Polynorm Van Niftrik and mould manufacturer before the test takes place.

voestalpine Polynorm Van Niftrik BV

From these final test, samples (amount in accordance with tool specifications) will also be shipped, together with the mould, to voestalpine Polynorm Van Niftrik, DDP Putte.

If voestalpine Polynorm Van Niftrik decides to have more samples to satisfy end-customer needs, the freight-charges as well as the extra production costs will be borne by voestalpine Polynorm Van Niftrik.

4.4 Shipment of the mould

Shipment demands:

The mould must be shipped free of charge (DDP) to voestalpine Polynorm Van Niftrik, including transport insurance for the total value of the mould.

Packaging must be according international directives (e.g. ISPM certified wooden crates), if applicable and competent for the complete transport (e.g. seaworthy) till delivery at voestalpine Polynorm Van Niftrik bv.

We strongly advise for intercontinental transports (sea- and air freight) to use the services of Akomar and its partners. Contact information:

Contact information Akomar Shipping and its partners	
SEAFREIGHT	AIRFREIGHT
THE NETHERLANDS SEAFREIGHT: Akomar Shipping BV PO Box 286 2980 AG Ridderkerk Contact: Mr. Robert Jan van Wingerden Pho +31 180 441052 Fax.+31 180418356	THE NETHERLANDS AIRFREIGHT: Herfurth Aircargo - a division of Akomar Shipping BV Arlandabaan 1 3045 AA Rotterdam-airport Or P.O.Box 12101 3004 GC Rotterdam-airport Mr. Rob van IJperen Pho.: +31 10 4156761 Fax.: +31 10 4152481
CHINA SEAFREIGHT: Trans-China Logistics Co. Ltd Contact : Eva Luo Tel: 0086 21 65637363 Fax: 0086 21 35011133 Address: Rm.2901 No.5 Hailun Road 88 Long, Hongkou area, Shanghai, China E-mail : market08@trans-china.com	CHINA AIRFREIGHT: Clasquin (far east) Ltd. Unit 2302-04, 23/F, Broadway Centre 93 Kwai Fuk Road, Kwai Chung, N.T.,Hong Kong. (This office arranges also freight ex. Guangdong) Tel.: +852 2409 3322
HONG KONG SEAFREIGHT : H & T International Transportation Ltd. Units 505, 5/F., China Merchants Building, 152-154 Connaught Road, Central, Hong Kong. TEL: 852-2806 3392 FAX:852-2545 0575	HONG KONG AIRFREIGHT: Clasquin (far east) Ltd. Unit 2302-04, 23/F, Broadway Centre 93 Kwai Fuk Road, Kwai Chung, N.T.,Hong Kong. (This office arranges also freight ex. Guangdong) Tel.: +852 2409 3322
MALAYSIA SEAFREIGHT : APP Global Logistics Consortium Sdn Bhd Contact : Sally Koo Tel : 603 - 8024 1791 Fax : 603 - 8024 3655	MALAYSIA AIRFREIGHT : Clasquin Malaysia Sdn Bhd, No. 26a, jalan Usj 4/9g 47600 Subang jaya Petaling Jaya, Selangor Darul Ehsan tel.: +60 (3) 724 2886/ 724 8772
SINGAPORE SEA FREIGHT: Furness International Pte Ltd No 10 Tanjong Penjuru Singapore 609037 Contact : Anna Tel: +65 6261 6697 Fax: +65 6261 8790	SINGAPORE AIR FREIGHT Clasquin Singapore Pte Ltd. #03-04 Cargo agent bldg. A Chagi airfreight centre Singapore 1781 tel. +65 542 6490

If not specified delivery must be LCL. In certain cases, which will be indicated by voestalpine Polynorm Van Niftrik bv (e.g. urgency or large quantity of moulds) FCL delivery is required.

The unloading capacity at voestalpine Polynorm Van Niftrik bv requires different trailers or containers, depending on the biggest single mould weight per delivery:

Up to 2500kg : unloading on the side of the trailer/container

From 2500kg to 10.000kg : unloading by crane which requires open top trailer/container

From 10.000kg and upwards: low bed trailer or open top container

The following documents and items should accompany the shipment :

- A complete set of all (mono and assembly) original (one set on CD ROM)
- mould drawings including all modifications (one set)
- Cooling schedules (one set)
- Hydraulic diagram (one set)
- Operating instructions (one set)
- Special Tool mounting or assembly equipment if applicable (one set)
- Certificate of steel used for construction
- Packing list (duplicate)
- Pro forma Invoice for custom purposes only (duplicate)
- Electrodes used
- The remainder of the raw material used at trials
- Lifting bars and eye-bolts
- Checklist in accordance with our mould standard

5. Acceptance of the mould

voestalpine Polynorm Van Niftrik will accept the mould by paying the remaining final 10% of the total value of the mould (for payment terms see point 8 of this document). If voestalpine Polynorm Van Niftrik however finds that other materials, than specified in the purchase order, are used in the mould construction or that items specified are missing, voestalpine Polynorm Van Niftrik will replace or purchase the parts at the expense of the mould manufacturer.

6. Warranty

Mould manufacturer provides a warranty for the **lifetime of the tooling**, contingent upon proper use of the tool in the application for which it was intended under normal production conditions. The **amount of shots during the lifetime of the tool is expressed in the term shot-guarantee**. Shot-guarantee is the guarantee from the mould manufacturer that all costs for necessary revisions, corrections and replacement of mould parts , which are necessary for good functioning and producing of products according specification of voestalpine Polynorm Van Niftrik, will be borne by the mould manufacturer for the agreed amount of shots.

The shot-guarantee is indicated in our Request for Quotation and is agreed upon when placing the purchase order.

The mould manufacturer further agrees to replace free of charge all mould parts (transport, labour and travel/accommodation expenses will also be borne by mould manufacturer), that fail during normal production, due to construction errors, use of inferior non specified materials.

The normal wear and tear, incorrect usage by abnormal loads, electrical or chemical influences and the use of unfit equipment are excluded from this warranty.

For maintenance voestalpine Polynorm Van Niftrik will execute it's internal maintenance schedule which will be discussed during manufacturing of the mould. If the mould needs additional maintenance this must be agreed between mould manufacturer and voestalpine Polynorm Van Niftrik.

Situations that always apply to shot-guarantee are, but not limited to:

- Defects as a result of poor craftsmanship
- Defects that occur at disassembly of the mould
- Defects by poor construction
- Defects by poor material
- Any type of cracks
- Excessive wear
- Malfunctioning
- Malfunctioning or excessive wear of Hot Runners

7. Penalties

Mould manufacturer shall be held responsible if the agreed delivery time of both samples and moulds are not met. The procedure as described in 4.1. of this chapter must therefore be strictly applied to avoid late delivery. The penalty for late delivery is 1% (one percent) per calendar week of the total value of the mould, with a maximum of 10% (ten percent)

In case the delivery is delayed due to negligence of the mould manufacturer and the end-customer needs parts produced at the mould manufacturer's site to avoid a production-stop, all costs (e.g. transport, supervision, travel/accommodation expenses), including freight to Putte, Holland will be borne by the mould manufacturer.

Penalty for default of mould manufacturer

In case the delivered tooling proves to be unfit for production for reasons mentioned in article 6 of this chapter (if needed to be confirmed by a third party) mould manufacturer will be charged with costs of replacement of parts and transport as well as costs occurring from production-stop and end-customers non-delivery claims such to be determined with mutual understanding.

8. Payment terms

voestalpine Polynorm Van Niftrik will apply following schedule :

30% Down-payment with the written purchase order, 60 days after receipt of the mould manufacturer's invoice.

30% Upon acceptance of first samples, 60 days after receipt of mould manufacturer's invoice.

30% Upon receipt of the mould at the customer, 60 days after receipt of mould manufacturer's invoice.

10% Upon final acceptance of the mould which will be tested by voestalpine Polynorm Van Niftrik within two weeks after receipt of the tool and is considered ready for production.

Payments within 60 days after receipt of [accepted](#) suppliers invoice.

Each original invoice, issued by the supplier, should have the following information :

- voestalpine Polynorm Van Niftrik order number
- voestalpine Polynorm Van Niftrik mould number and name of the mould.
- Indication of type of payment (1st 30%, 2nd 30%,3rd 30% and last 10%)
- Mould manufacturer's bank information to ensure smooth payment.

Enclosure

1 Supplier Questionnaire

Name of Company:	
Company Address:	
Telephone Number:	
Fax Number:	
Company Website:	
Managing Director:	
(Please include e-mail address)	
Sales Contact:	
(Please include e-mail address)	
Engineering Contact:	
(Please include e-mail address)	
Quality Contact:	
(Please include e-mail address)	
Purchasing Contact:	
(Please include e-mail address)	
Production Contact:	
(Please include e-mail address)	
Name & Address of Parent Company:	
(If applicable)	
Nature of Business & Product(s) Supplied:	
No. Of Employees:	
(Please provide company structure)	
Accreditations i.e. ISO 9001:	
ISO/TS16949, Q1, IIP ISO14001 etc.	
Please state to whom you would like the monthly Delivery & Quality Performance chart delivering to (Please state e-mail address):	
<p>Please fill in and return enclosure 1 “Supplier Questionnaire” along with enclosure 2 “Supplier Acknowledgement of Receipt Form”.</p> <p>If your company is registered to a Quality System like ISO(-TS) / VDA or other, please send a copy of your registration certificate and scope.</p>	

Enclosure

2 Supplier Acknowledgement of Receipt Form

We have received the voestalpine Polynorm Van Niftrik Supplier Requirements Manual, understand and agree all contents and conditions outlined in this manual.

Supplier name	_____	
General Manager	_____	Date: _____
Controller	_____	Date: _____
Materials Manager	_____	Date: _____
Quality Manager	_____	Date: _____
Engineering Manager	_____	Date: _____
Production Manager	_____	Date: _____
Customer service	_____	Date: _____
Sales Manager	_____	Date: _____

Complete and return a copy of this form within 14 days after receipt to:

voestalpine Polynorm Van Niftrik B.V.
attn. Purchasing Manager
P.O. Box 1,
4645 ZG PUTTE
THE NETHERLANDS
Fax: + 31 (0) 164 - 60 41 05

If not returned, the purchasing orders will mention the fact that all goods / services supplied to voestalpine Polynorm Van Niftrik are under these conditions and will be evaluated according to these conditions. If anything does not correspond with the requirements there will be a delay or even a cancellation in payment.