

Customer Quality Agreement

1. General

- This Customer Quality Agreement (CQA) is the contractual definition of the technical and organizational framework conditions between the customer (Tier 1/Tier N) and (AUNDE) as the supplier.
- It is an integral part of our terms and conditions of sale.
- The acceptance of these is a prerequisite for the delivery of our products to our customers.
- This CQA is valid indefinitely for the current project.

2. Quality Targets

2.1 General regulation

- All quality targets must be agreed and recorded in writing.
- CpK value: not applicable to textiles, as textiles are not measured in units
- PPM value: must be coordinated and adapted to textiles

2.2 Defects and defect compensation

- Textile goods are not fundamentally free of defects; a zero-defect target cannot be achieved in textiles. The goods are considered to be free of defects if the defect rate is a maximum of 10 marked defects per 100 running meters.
- Point, length and surface defects are equally taken into account.
- The 100% visual inspection refers to the face fabric.
- Defects are marked on the face fabric and on the fabric edge.
- For defects with defect marking, the following defect allowance applies as standard:
 - Point defects / seams max. 10 cm 10 cm
 - Longitudinal defects from 10 cm 50% of the actual defect length
 - Surface defects surface length
- In the event of insufficient defect identification, only the costs up to the next production stage at which the defect could have been detected will be accepted; any costs incurred from subsequent processes will not be accepted.
- The outgoing goods inspection at AUNDE does not release the customer from his own incoming goods inspection.
- For separate article-related compensation, the defect compensation according to the quotation shall apply.
- Defect catalogs shall be prepared exclusively according to an individual contractual agreement.

2.3 Tolerances

- The fabric width is subject to a tolerance in which the usable width must be given.
- For weft-emphasized woven fabrics, a bow and skew of <2% over the entire fabric width is permissible. The measurement is carried out on the original rolled fabric, measured values on rolled fabric or cut parts are not accepted.

3. Production process and product release procedure

3.1 PPAP documentation

- After development is complete and before series delivery, the product is released in accordance with PPAP documentation as per VDA or AIAG.
- Requirements for PPAP creation: OEM/ project/ article/ customer reference number/ color/ design/ lamination/ IMDS ID of the requesting customer.
- The customer is provided with 2 DIN A4 samples for each PPAP documentation; additional samples can be purchased for an extra charge of €5/sample.
- In the event of subsequent changes to the PPAP documentation of the customer or the processing plant, the change will be charged at a flat rate of €250.

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3.2 Requalification

- Scope of the annual functional test of the product release criteria according to prior agreement.
- Testing is carried out in defined product families (articles/ laminating variants/ color groups/ ...)

3.3 CoC / MTR testing

- An CoC/MTR test is carried out for each delivered batch to the following extent in accordance with OEM delivery specifications (TL/DBL/etc.): Thickness, weight, separation force, burning rate.
- Other scopes must be agreed separately and only apply to the respective individual agreement.

4. Handling of complaints

4.1 General regulation

- The customer must carry out an incoming goods inspection in accordance with VDA 6.3 and check the goods to the extent that is reasonable and technically possible for him for completeness and quality.
- Trim parts are to be labeled in such a way that traceability to the AUNDE batch number is guaranteed.
- Apparent defects must be reported within 5 working days of receipt of the goods.
- Complaints can only be made about AUNDE material.
- The complaint can only be initiated by the factory to which the delivery was made by AUNDE.
- The customer, as a party involved in the complaint procedure, is obliged to disclose all data and materials relevant to the processing.
- Comex/collective scrap: period of max. 12 months; no 8D report is created for collective scrap.

4.2 Complaint processing

- Minimum requirements for opening a complaint
 - Complaints must be made in writing
 - Traceability according to VDA label and AUNDE delivery note
 - Material description incl. article number/batch number
 - Description of the defect incl. images
 - Defective quantity
 - If sorting is required, the quantity that needs to be sorted
- Upon request, a sample must be provided for cross-checking if the analysis is not possible at the customer's site.
- If possible, rework must be carried out at AUNDE or at the customer's site.
- The goods subject to the complaint must be properly stored and protected from external influences until the complaint is resolved (see point 5 Handling and Storage).
- An 8D report will be created for accepted complaints.

4.3 Costs

- Additional costs (e.g. sorting costs) must be approved by AUNDE in writing in advance.
- Administration costs from later process steps cannot be charged on.
- In the event of unjustified complaints, the costs incurred will be invoiced.
- Goodwill agreements are considered on a case-by-case basis.

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5. miscellaneous

5.1 Handling and storage of rolled goods and cut-parts

The material must:

- Be stored in a constant room climate and protected from external influences (moisture, UV radiation, etc.).
- Be transported and stored packaged
- Be transported and stored upright
- Be processed strictly according to the batch and FIFO principle
- Be processed within 12 months. 3 months applies to flock- and monofilament yarn products

5.2. Fundamentals

- The delivered goods are to be used exclusively for automotive interiors. AUNDE accepts no liability for other applications.
- All parties are committed to the principle of minimizing damage.
- The CQA shall be deemed accepted even without signature, unless the AUNDE Terms and Conditions of Sales and Quality are expressly contradicted.