

Foreword

WEBER-HYDRAULIK GMBH is a globally active supplier of high-quality, innovative and reliable hydraulic products and systems in the automotive and non-automotive sectors. Our customers are well-known, established manufacturers of products in commercial vehicles, agricultural machinery, construction machinery and classic mechanical engineering. The manufacture of hydraulic rescue equipment forms a separate division within the WEBER Group.

In order to continue to meet our customers' ever-increasing demands for quality and flexibility in the future, we need suppliers who will face the challenges of the future together with us. With suppliers as partners, we are able to fulfil this task. If all parties produce the best products at the highest technical level at favourable costs, we can be competitive together in the long run.

The supplier handbook serves as a guideline for lasting and high-quality cooperation. We want to build a long-term partnership with our suppliers, communicate optimally and minimise conflicts and additional effort and costs with clear requirements for the benefit of both parties. Our suppliers commit to acceptance and active support to uphold these principles along the entire supply chain.

This handbook summarises essential points of cooperation. For WEBER-HYDRAULIK's suppliers, the expectations become transparent and help the supplier to align its processes with them and to fulfil them.



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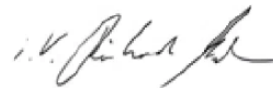
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1 General

1.1 Purpose

This guideline explains the WEBER-HYDRAULIK quality requirements for suppliers. The quality management requirements defined in this guideline are intended to support the supplier in designing its procedures and processes in such a way that the products and services procured by WEBER-HYDRAULIK meet the specifications in all respects. The entire supplier management is defined by the supplier handbook and the cooperation agreement.

1.2 Scope of validity

This guideline is applicable to all suppliers of WEBER-HYDRAULIK GMBH and its subsidiaries worldwide and refers to the supply of all materials, components and assemblies in the project/serial production phase and for the spare parts market. This also applies to services of any type that have an influence on the fulfilment of customer requirements. This includes, for example, development, construction, planning and calibration services as well as pre-assembly, commissioning, sorting and reworking.

The supplier handbook is a binding document. It is effective as early as the pre-contractual phase during supplier approval. The supplier handbook becomes legally effective through the cooperation agreement signed by both parties.

If individual sub-areas cannot be fulfilled by suppliers, we expect concrete information on adaptation requests so that, if necessary, a joint approach to a solution can be found. Special agreements must be in writing and supplement or replace the standard set out in this supplier handbook. If there are any contradictions between the requirements of the contractual agreements, technical documents and this manual, the contractual agreements and technical documents shall prevail.

1.3 Responsibility over the content of the supplier handbook

The entire responsibility for the content of this supplier handbook lies with the WEBER-HYDRAULIK Group's Purchasing management. The individual contents of the specialist topics have been developed in close cooperation with the specialist departments.

1.4 Compliance with regulations, social responsibility

We, WEBER-HYDRAULIK GMBH, take responsibility for our actions by bearing social, economic and ecological responsibility.

We take a position on the following points and expect our suppliers and sub-suppliers to adopt and fulfil these requirements: Corruption and antitrust law, human rights, discrimination, environmental issues, fair operating and business practices, health protection and social responsibility.

WEBER-HYDRAULIK conducts its business fairly and with decency and respect. The basis for this is our Ethics and Anti-Corruption Policy, which is summarised in the Code of Conduct (download: <https://www.weber-hydraulik.com/en/company/supplier-management/>).

The prerequisite for cooperation is that the supplier agrees to our Code of Conduct and acts accordingly.

Relationships with suppliers must be based on fair dealing and fair competition in terms of quality, price, communication and compliance with applicable laws and regulations.

Fair dealing means that no unfair advantage is gained through manipulation and concealment of or deception about facts, misuse of confidential or professional information or similar practices.

In return, WEBER-HYDRAULIK GMBH guarantees an objective basis for decision-making and equal opportunities for its potential suppliers.

1.5 Legal regulations, occupational safety, health protection

Our suppliers ensure through their cooperation that all national and international laws, regulations and contracts for the respective relevant delivery are complied with without restriction. The same applies to all other regulations, norms and social standards. Compliance with legal regulations on the subject of product liability and safety must be guaranteed by a Product Safety and Conformity Representative (PSCR), who is the contact person for WEBER-HYDRAULIK in the event of recalls and safety-related complaints.

The supplier shall ensure that all operating equipment, facilities or other substances are procured and assessed professionally, in accordance with the country-specific legal provisions, and that corresponding sources of danger are eliminated through the handling of these materials. Employees are regularly trained in occupational health and safety. Upon request, suppliers must demonstrate suitable recycling and disposal concepts for their products.

The analysis of legal and regulatory requirements is not limited to predefined WEBER-HYDRAULIK specifications.

Each supplier is responsible for identifying, analysing and complying with all necessary legal requirements (in process validation and series production). The supplier shall ensure that the required safety data sheets and technical data sheets are made available to WEBER-HYDRAULIK without being requested to do so, in particular in the event of changes.

1.6 Environmental protection

WEBER-HYDRAULIK GmbH is aware of its responsibility towards the environment and has committed itself to its protection through various measures. We stand behind the agreements of the Paris Climate Agreement. Our goal is to produce CO₂ neutrally in the long term and with the support of our partners. Sustainability is one of the strategic goals of WEBER-HYDRAULIK GMBH and is also required of suppliers and sub-suppliers in an appropriate form.

For this reason, we also expect our suppliers to comply with the applicable environmental regulations, laws and ordinances. Defined suppliers, as shown below, must demonstrate certification to ISO 14001 or equivalent:

- Foundries
- Electroplating
- Paint shops
- Manufacturers of printed circuit boards and electronic components
- Companies for any surface treatment using chemicals or dyes, resins, greases and oils

If this evidence is not available, a timetable for achieving certification shall be provided.

Furthermore, we expect from our suppliers that the delivery complies with the current, country-specific directives and regulations (ELV; China RoHS; WEEE) and the GADSL. Suppliers must comply with EU RoHS/REACH. WEBER-HYDRAULIK must be notified immediately of any changes.

1.7 Energy and resources

The supplier undertakes to use and deploy energies and resources in an ecologically sensible manner and to continuously ensure an improvement of its environmental behaviour as a task by the entire organisation. This applies above all to suppliers of energy-intensive products.

The following aspects should be taken into account:

- Integrating sustainability into business decisions
- Responsible use of natural resources and efficient use of energy
- Introducing cleaner production
- Measures to prevent pollution
- Designing products, materials and technologies according to the principles of sustainability
- Examining the possibility of using renewable raw materials

1.8 Conflict raw materials

Conflict resources are natural resources whose systematic exploitation and trade in the context of a conflict can lead to the most serious human rights violations, violations of international humanitarian law or the realisation of offences under international criminal law.

WEBER-HYDRAULIK attaches great importance to its suppliers and their subcontractors knowing the origin of the raw materials/minerals and taking care not to use any conflict raw materials.

<http://www.eiccoalition.org/initiatives/conflict-free-sourcing-initiative/>

1.9 IMDS

The IMDS is the material data system of the automotive industry.

In the IMDS, all materials used in the production of cars/lorries are collected, maintained, analysed and archived. By using the IMDS, it is possible to meet the obligations imposed on car manufacturers and their suppliers by national and international standards, laws and regulations.

We expect our suppliers to provide documentation via IMDS if necessary.

1.10 Electronic data processing/data protection

Supplier information is used exclusively within our purchasing department and relevant interfaces (e.g. scheduling, development, quality management, etc.) of WEBER-HYDRAULIK and is not passed on to third parties.

1.11 CAD

We expect our suppliers to be able to handle the file formats commonly used in the development environment (e.g. .step/.iges/.dxf) and to provide data in this form.

1.12 Requirements relating to customs and foreign trade regulations

A long-term supplier's declaration (hereinafter referred to as LSD) in accordance with the current EC Regulation shall be sent without request at the end of the previous year for all parts of the following year.

If the conditions for an LSD are not fulfilled, we require as a minimum requirement the indication of the country of origin and possibly a certificate of origin. In this case, an appropriate certificate of origin issued by the competent authority must be made available to us.

1.13 Emergency management/ensuring power supply

In order to ensure supply availability and the associated customer satisfaction even in the event of unforeseen events, we expect our suppliers to proactively prepare contingency plans. These must define which measures are taken in emergency situations (such as flooding, power failure, fire, pandemic, etc.) to ensure that countermeasures can be initiated as quickly as possible.

Contingency planning must be developed based on the measures for dealing with risks and opportunities. The emergency plans must be handed over at the request of WEBER-HYDRAULIK.

Furthermore, it is expected that product-specific contingency plans or even concepts for alternative manufacturing options (such as machine malfunction and failure) are prepared in the course of the feasibility analysis and can be viewed if required.

The supplier shall update its contact details at least once a year and send them to WEBER-HYDRAULIK.

1.14 Retention periods

The supplier must ensure that order-related quality records can be made available on request. Any alteration of the original documents is prohibited for quality records. In the event of premature termination of the business relationship, all quality records shall be made available upon request.

After expiry of the retention periods, the consent of WEBER-HYDRAULIK must be obtained before records are destroyed. The standard obligation to retain documents and records is 15 years from the date of the last production/delivery (including spare parts). In individual cases, this period may be extended by WEBER-HYDRAULIK (e.g. quality records for special features).

1.15 Quality objectives

The supplier shall define quality objectives for relevant functions, levels and processes and ensure that these are defined and adhered to throughout the organisation to meet customer requirements.

If the quality performance impairs the safety, quality or supply of products, the supplier must immediately inform all potentially affected WEBER plants and other parties involved in the WEBER supply chain. The flow of information to the OEM/end customer takes place exclusively through WEBER. In the event of technical and/or general clarifications, WEBER-HYDRAULIK reserves the right to include the supplier in the customer discussions.

Further quality requirements can be found in the target agreement. WEBER-HYDRAULIK may demand annual targets for the key figures "PPM", "Number of complaints" and, if necessary, other quality indicators by means of a target agreement. This target agreement can be drawn up between a WEBER Group plant and a supplier.

1.16 Control of reworked/repaired products

Any rework or repair on products that is not included in the agreed production control plan (approved PCP for the sampling phase PPAP/PPF) will be handled according to “10 Change Management”.

WEBER-HYDRAULIK is to be informed via the “Deviation request” form (download: <https://www.weber-hydraulik.com/en/company/supplier-management/>) before delivery of the components; delivery of the parts is only permitted after the DR has been released in writing by WEBER-HYDRAULIK. A copy of the DR must be enclosed with each affected delivery.

For suppliers in the automotive environment, a risk analysis (e.g. in the form of an FMEA) must be carried out for rework and repairs before the process begins.

1.17 Handling of defective products

Components that do not meet the requirements are either to be scrapped immediately if the components cannot be reworked, or repaired. In the event of deviations from the requirements, a DR can be submitted to WEBER-HYDRAULIK. The DR process is described in chapter “10 Change Management”.

The supplier must ensure with a process that components to be scrapped are rendered unusable before disposal.

1.18 Quality management system of the subcontractors

If the supplier procures sub-suppliers for the manufacture or quality assurance of the products, production or testing equipment, software, services, materials or other preliminary deliveries, it shall include these in its quality management system or ensure the quality of the preliminary deliveries itself by means of suitable measures. WEBER-HYDRAULIK may demand proof from the supplier that the supplier has satisfied itself of the effectiveness of the quality management system of its sub-supplier. The supplier undertakes to ensure that all applicable legal and regulatory requirements as well as all product and process-related special features are passed on along the supply chain - up to the actual place of manufacture. All quality assurance stipulations made between WEBER-HYDRAULIK and the supplier are also applicable to sub-suppliers.

1.19 Cooperation of the supplier with customers of WEBER-HYDRAULIK

For WEBER-HYDRAULIK, the satisfaction of our customers is at the heart of everything we do. We expect our suppliers to support the cooperation between WEBER-HYDRAULIK and their customers in the best possible way.

However, direct communication with customers of WEBER-HYDRAULIK shall only be permitted with the written consent of WEBER-HYDRAULIK.

1.20 Ambiguities/Deviations/Disputes

If there are any ambiguities between the supplier and WEBER-HYDRAULIK, the respective purchaser at WEBER-HYDRAULIK must be contacted. Both sides must ensure that any ambiguities are clarified as quickly as possible. If there is a need for further clarification, the Head of Purchasing of the WEBER Group should be contacted.

If there is a deviation from the guidelines specified in this supplier handbook, WEBER-HYDRAULIK reserves the right to invoice the supplier for any additional costs incurred as a result of the deviation. Deviations have a direct influence on the supplier rating.

Fair cooperation should always be the focus. Should disputes nevertheless arise, the supplier and WEBER-HYDRAULIK shall make serious efforts to settle disputes amicably.

The supplier's liability shall not be affected by the achievement of quality targets (hidden defects) and shall decidedly not exclude liability for warranty and claims for damages.

2 Supplier management

In principle, WEBER-HYDRAULIK GMBH distinguishes between the supplier approval process and the supplier selection process.

After successful approval, a supplier is managed as an approved supplier and taken into account when orders are placed by the purchasing department (strat. purchasing) for the entire WEBER Group.

During supplier selection, the supplier is checked for suitability with regard to WEBER-HYDRAULIK's project-related requirements.

2.1 Supplier approval

The prerequisite for a supplier relationship with WEBER-HYDRAULIK is an effective quality management system with minimum requirements according to DIN EN ISO 9001 (certified by an accredited certification company according to the currently valid version).

The following requirements should confirm the effectiveness of the quality management system:

- High flexibility, ability to deliver and adherence to delivery dates
- Competitive prices in international comparison
- Harmonise ecology and economy, i.e. compliance with applicable laws and regulations is a minimum requirement - certification according to ISO 14001 and ISO 50001 is desirable
- Compliance with occupational health and safety regulations
- International logistical orientation/compliance with customs and foreign trade regulations
- Continuous improvement of processes, procedures and products
- Fast and effective implementation of corrective and improvement measures
- Open communication between the supplier and WEBER-Hydraulik at all levels

The aim of this quality management system is to “live” the zero-defect principle.

For suppliers in the automotive sector, a target development according to IATF 16949 is necessary; if this certification is not yet available, a plan for obtaining certification must be drawn up. The plan for the target development stage must be coordinated with WEBER-HYDRAULIK if certification according to IATF16949 by an accredited certification company is not yet available.

Other minimum requirements are:

- For the general assessment, our “Supplier Questionnaire” form (SQ) is to be completed
- Positive credit rating index and corresponding creditworthiness
- Bilaterally signed Cooperation Agreement (CA) and signed Non-disclosure agreement or “NDA” for short

WEBER-HYDRAULIK reserves the right to carry out an audit at the supplier's premises prior to supplier approval.

2.2 Supplier selection process

Offers are made free of charge at the request of WEBER-HYDRAULIK and must correspond to the requested scope of services (scope of delivery and quality, incl. the requirements described in this manual), quantities and requested delivery period.

The supplier receives necessary information (drawings, data, reference to standards, tolerances, requirements for the product, etc.) together with the inquiry. This data is the basis of a feasibility analysis for the supplier, which has to be carried out before submitting an offer.

The result is to be submitted to WEBER-HYDRAULIK in the form of the completed WEBER template.

The offer must include all costs incurred in the manufacture and delivery of the requested product. For tool-bound parts, the offer must be broken down into costs for tools, type-bound operating equipment/special operating equipment and part price.

Minimum order quantities, time periods, surcharges are not accepted unless explicitly agreed. Offers must be submitted in writing (e-mail, fax, letter).

Contractual products delivered by the supplier must be equipped with the prescribed safety devices and comply with the applicable safety regulations. The current state of the art and the rules of technology must be observed. In particular, the relevant EU regulations, the applicable national legal provisions as well as the applicable ISO, DIN and EU standards and similar regulations shall be complied with.

2.2.1 Project or customer-related requirements

Depending on the project or the (end) customer, further requirements may be placed on the supplier. This would be, for example:

- IATF 16949 certification
- Evidence of Advanced Product Quality Planning (APQP)
- Confirmation of cleanliness specifications (Technical Cleanliness)
- Sampling documents (e.g. PPAP, PPF)

2.2.2 Set part suppliers

If an organisation manufactures assemblies and has to use parts for which the customer specifies from which supplier these are to be obtained, these are referred to as “set parts”. In this case, the quality responsibility still lies with the supplier who further processes/finishes the set part.

I.e. the organisation must ensure compliance with the quality requirements for these parts by taking appropriate measures. Accordingly, a set supplier is the sub-supplier from whom the set part is to be procured.

Set part suppliers can be prescribed by WEBER or the end customer. This depends on the respective project and is communicated directly with the suppliers. The supplier receives the information about a settling part through the form “Productrequirements”.

2.2.3 Traceability

The supplier undertakes to ensure traceability and complete proof of quality of all materials, manufacturing processes and products by taking appropriate measures. Traceability must be designed in such a way that in the event of a complaint it is possible to limit the defective parts/products to the smallest possible quantity (from an economic point of view). For higher traceability requirements, these are to be taken from the form “Productrequirements”.

2.2.4 Works standards

Essential requirements for products may be laid down in appropriate works standards. You will also find a reference to the corresponding works standard on the current order documents/drawings.

2.2.5 Special features

In principle, all product and process characteristics are important and must be adhered to. For special features (in future abbreviated to SF), additional regulations for verification, validation and record keeping apply. SFs are marked with "S" or "F" in the production drawings.

Special features are divided into two classes:

Safety-critical features ("S")	Special product and process features with influence on safety, danger to life and limb or compliance with legal regulations
Function-critical features ("F")	Special product and process features with a significant influence on the function

If SFs are saved on drawings for purchased parts, the verification requirement listed here is applicable for the supplier. Compliance with the specifications of the SF is to be ensured by means of a process capability >1.33 by the supplier (manufacturer of the feature). If this required process capability cannot be guaranteed, a 100% inspection shall be carried out for the respective feature. Alternative tests must always be agreed with WEBER-HYDRAULIK in the case of SFs and must be approved by WEBER-HYDRAULIK. The presence of SFs is noted on the document "Productrequirements" in addition to the drawing details.

The effectiveness of the measures defined in the process FMEA must be demonstrated.

A measuring system analysis (MSA) is mandatory for measuring and test equipment for the verification of SFs.

2.2.6 Tools

The supplier shall design tools or type-specific operating equipment/fixtures, in compliance with the specifications and construction regulations, in such a way that the required service life/minimum output quantity is achieved.

The tool approval takes place through written consent on the part of WEBER and a successfully completed sampling of the tool-impacted (unmachined) parts. For forgings and castings in the area of metals as well as injection moulding in the area of plastics, a simulation of the intended process must be carried out to determine the optimal design of the tool with regard to the fulfilment of the component properties.

Changes to tools that are not due to maintenance and/or servicing are equivalent to a process change and always require the prior written consent of WEBER-HYDRAULIK.

WEBER-HYDRAULIK and customer-owned tools must be permanently marked to make ownership visible. Further details of the transfer shall be regulated, if required, in a tool hire agreement to be concluded separately between WEBER-HYDRAULIK and the supplier.

2.3 Supplier nomination

The decision to nominate the supplier is a multi-factorial decision based on the previous supplier selection process. The conclusion of the nomination phase takes place through the conclusion of the contract.

2.3.1 Product development project with the supplier

Within the scope of a coordination process with WEBER-HYDRAULIK, the mutual willingness to cooperate under the conditions of WEBER-HYDRAULIK is checked with the supplier. At a meeting, the criteria and conditions of cooperation are written down in a development contract.

3 Escalation procedure

In the event of a problem (e.g. a large-scale complaint) caused by the supplier, a standard escalation procedure is in place to ensure that appropriate measures are taken. Escalation stages can also be imposed in the context of a negative supplier rating. The escalation process serves to ensure that improvement measures are implemented and become effective in an accelerated manner.

WEBER-HYDRAULIK reserves the right to skip escalation stages depending on the severity of the problem. For example, a serious problem can lead to the direct escalation stage ES2. Likewise, the return from stage ES2 to ES0 can be achieved through appropriate measures. Support services required within the scope of the escalation procedure (e.g. supplier development programme) by WEBER-HYDRAULIK or its agents will be invoiced to the supplier.

If action plans are agreed with the supplier, the supplier is responsible for drawing them up in good time, updating them and communicating them to WEBER-HYDRAULIK on a rolling basis and must do so without being asked.

The escalation stage at the time of the inquiry is decisive for the subsequent awarding and handling of the project.

Responsibilities	WEBER location	Escalation stage 1	Monitoring
		<ul style="list-style-type: none"> Increased attention in the incoming goods department of the client <p>Case-specific:</p> <ul style="list-style-type: none"> 100% self-inspection by suppliers incl. inspection of clients at the delivery plant and of parts in the inflow 100% third party verification (in consultation with client) Extension of QA measures to further components Visit to the supplier Ensuring supply (special deliveries, air cargo , etc.) Special shifts 	
		Escalation stage 2	Development
	WEBER Group	Escalation stage 3	Local barring
		<p>Case-specific (local):</p> <ul style="list-style-type: none"> No consideration for new business Shifting of the volume Establishment of an alternative supplier Withdrawal of the supply order 	
WEBER Group	Escalation stage 4	Barring from WEBER Group	
WEBER Group	<p>Escalation to strat. Purchasing in group function</p> <p>Executive Management Meeting between:</p> <ul style="list-style-type: none"> WGM SQE Supplier management <p>If necessary (group-wide):</p> <ul style="list-style-type: none"> Change in strategic supplier classification for production material No consideration for new business Shifting of the volume 		
WEBER Group	Escalation stage 5	Elimination	
WEBER Group	<p>Establishment of an alternative supplier:</p> <ul style="list-style-type: none"> Targeted reduction Withdrawal of the supply order 		

3.1 Escalation stages

3.1.1 Basic stage ESO

Basis for each supplier approved in series production. In the basic stage ESO, complaints about the supplier can occur, which have been recognised, within the scope of an incoming goods inspection, for example. The responsible quality department at WEBER-HYDRAULIK will request a special inspection for individual deliveries with marking by "100% control" form (Download: <https://www.weber-hydraulik.com/en/company/supplier-management/>) by the supplier. The processing and solution of the problem is carried out by means of an 8D report, which must be submitted within the specified period. If the problem has been solved in the long term, the supplier remains at level ESO.

3.1.2 Escalation stage ES1

Escalation stage ES1 is imposed if the problems caused by the supplier accumulate or action plans from the basic stage ESO have only been partially or not at all effectively implemented within the specified time. WEBER-HYDRAULIK can impose a CSL programme on the supplier; the supplier's quality manager will be informed in writing. If the action plans agreed with the supplier are effective and there are no further complaints regarding quality and/or delivery reliability over a specified period of time, the supplier is downgraded from ES1 to ESO.

3.1.3 Escalation stage ES2

Escalation stage ES2 is imposed if the supplier continues to have quality problems during the time of the escalation stage ES1 or allows deadlines for actions (plans) to pass. In this case, a CSL programme can be imposed on the supplier; the supplier's management will be informed in writing.

In the course of supplier development, an extended action plan is drawn up together with the supplier. If the action plans agreed with the supplier are effective and there are no further complaints regarding quality over a specified period of time, the supplier is downgraded from ES2 to ES1.

3.1.4 Escalation stage ES3

Continuing quality problems, a poor forecast due to deadlines not being met in the action plan, as well as measures in escalation stage ES2 that do not achieve their objectives lead to escalation stage ES3. The supplier's management is informed in writing of the new status. The supplier's management shall then submit a binding and signed concept within one week on what a return to stage ES2 can look like.

Furthermore, the supplier can be barred from new orders in the respective WEBER-HYDRAULIK plant if there is no active and cooperative behaviour in problem solving or if the security of supply is severely endangered.

The barred status shall only be lifted after verification of the effectiveness of the specified measures and the supplier's management shall be notified in writing.

3.1.5 Escalation stage ES4

If escalation stage ES3 persists, each WEBER-HYDRAULIK plant shall be free to impose escalation stage ES4 at its own discretion. The supplier's management is informed in writing of the new status.

The further cooperation between the **WEBER-HYDRAULIK Group** and the supplier is then defined in an executive management meeting.

WEBER regularly checks the relevant management certificates and their validity in-house. If the quality management system certificate has expired or become invalid, the supplier shall be grouped in ES4.

3.1.6 Escalation stage ES5

If the entire escalation process does not lead to an improvement in delivery quality and/or adherence to deadlines/quantities, the barred status shall remain in place and WEBER-HYDRAULIK shall initiate a termination of the supply relationship.

3.2 Controlled Shipping Level (CSL) programme

Within the scope of the escalation stages, the control of the delivery quality can be ensured over a certain period of time and/or a specified quantity by means of the CSL programme. The CSL programme is applicable to escalation stages ES1 and ES2.

The supplier must carry out a 100% check for the required material numbers and features in addition to the normal checks before delivery and at its own expense. The type and scope of the tests must be agreed with WEBER-HYDRAULIK.

The inspected deliveries must be marked separately, as specified by WEBER-HYDRAULIK. How the marking and documentation (feature and quantity of rejected parts) is to be carried out must also be agreed (minimum requirement: "100% control" form, in addition individual marking may be required).

4 Supplier assessment

The strategic suppliers and those subject to audit are subjected to a comprehensive supplier evaluation on a regular basis. Our suppliers receive the result of the supplier evaluation in written form. The exact evaluation criteria are saved in the system.

The aim is to systematically measure the performance of our suppliers. The supplier evaluation provides us with a decision-making basis for the selection of suppliers for series products and new projects, assessment of material and process costs, further steps and measures within the scope of supplier development up to the phasing out of a supplier.

However, the goal of a long-term, partnership-based and high-quality cooperation should always be in the foreground within the framework of supplier development.

Supplier evaluation is important to us, so we expect our suppliers to use evaluation as a fundamental tool for continuous improvement and development, and together we maintain competitiveness through it. WEBER-HYDRAULIK is free to agree quality targets with the supplier for the following period based on the supplier assessment.

The assessment period is applicable for the respective previous half-year (01.01. – 30.06. and 01.07. – 31.12).

4.1 Soft factors

In addition to the semi-annual supplier evaluation, suppliers are classified in two further categories. These so-called “soft factors” are evaluated by strategic purchasing and discussed with the supplier in the annual meeting.

Costs	Customer service
Savings from existing business	Processing of complaints (speed)
New business competitiveness	Processing of complaints (effectiveness of the solution)
Proactive cost-saving ideas	Customer service: competent, fast, friendly
Cost transparency/open-book calculation	Reachability

4.2 Particularities

For quality indicators, the individual WEBER locations are free to conclude target agreements with suppliers for the next year or the next assessment period. Typical indicators are “PPM” or “Complaint rate”. However, the target agreement does not replace the supplier's obligation to deliver defect-free products in accordance with the respectively agreed specifications. The agreement of quality goals and

measures therefore does not affect the supplier's liability for warranty claims and claims for damages by WEBER-HYDRAULIK due to defects in the deliveries.

The exact assessment limits for the “Logistics” criterion are defined individually at the WEBER locations. When supplying 2 or more locations, the supplier must obtain these limits in advance from the respective contact person.

Raw material supplier with a classification in metres or kilograms are not included in the PPM assessment.

4.3 Assessment and impact

Score	Stage	Measures
90 – 100	A	A Suppliers do not have to initiate any measures.
75 – 89	B	In case of a B classification, the supplier must initiate measures. These do not have to be communicated to WEBER HYDRAULIK, but can be requested as part of an audit.
60 – 74	C	If the supplier is classified as C, the submission of an action plan within 4 weeks is required.
0 – 59	D	The supplier will be invited to a quality meeting within 4 weeks of this assessment to present a concrete action plan. During the discussion, a decision is made as to whether the supplier is barred for new orders and whether an audit is further necessary for the approval process.

The required action plan must be prepared for each assessment of an individual component as C or D at site level and submitted to the respective site. In the event of classification as a C or D supplier for the group, the coordination of the action plan shall be carried out via the WEBER Supplier Quality Engineer.

In the event of two consecutive assessments as a C-supplier (group), escalation stage 4 will be imposed, i.e. there will be no more new projects/orders. The suspension will be lifted if the grade in the following semester is a B or better.

In the event of assessment as a D-supplier (group), escalation stage 4 will likewise be imposed, i.e. there will be no more new projects/orders. The suspension will be lifted if the grade in the following semester is a B or better.

5 Visits to suppliers

WEBER-HYDRAULIK employees can visit the supplier on site to deepen the common understanding of the cooperation, to deal with current issues and concerns or as part of supplier management. The date will be jointly agreed in advance and an agenda will be provided.

Visits by our suppliers and their field staff/representatives to WEBER-HYDRAULIK also require prior coordination of appointments. This is to ensure that your employees are informed regarding safety regulations and that our responsible contact persons are also available.

6 Audit and other checks

In the event of a mandatory trigger (e.g. potential analyses, complaints, product relocations, supplier evaluation, etc.), visits to the supplier or its sub-suppliers may be necessary in the form of supplier discussions or audits.

During these audits, the supplier is expected - after prior announcement of the date - to grant all representatives of WEBER-HYDRAULIK and their customers access to your production sites, if necessary also to your sub-suppliers.

The production and work sites, compliance with the required QM system and order-specific criteria can be checked as part of the audit. Value-added processes at the supplier can be analysed and evaluated with the help of a process audit carried out by WEBER-HYDRAULIK. In principle, we aim to carry out process audits in accordance with VDA 6.3.

The same shall also apply to production sites and workplaces of sub-suppliers/subcontractors of the supplier. The supplier shall oblige its sub-suppliers/subcontractors in accordance with these requirements.

The result of the audit is communicated to the supplier in the form of a written audit report. In the event of non-conformity or identified deviations or potential for improvement, corrective measures must be initiated by the supplier by means of an action plan within the specified deadlines and in a sustainable manner. A review of the effectiveness and sustainability will be sought after a given period of time. This inspection does not necessarily have to take place on site at the supplier's premises; alternative communication channels can also be used if WEBER-HYDRAULIK so decides.

In the case of audits for specific reasons or caused by the supplier (e.g. escalation, complaint, belt stoppage), WEBER-HYDRAULIK reserves the right to charge the supplier for the costs of the audit and the associated expenses.

7 Planning and monitoring of all processes

To ensure product quality for all new or changed products, quality planning with the following focal points is required:

- Manufacturing (machines, fixtures, tools, workflows, preventive maintenance)
- Capacity and procurement (machinery, operating and testing equipment, subcontractors, material)
- Handling, preservation, storage, packaging, transport
- Environmental protection in processes and recycling of products and packaging
- Reliability analysis, product safety
- Quality management methods (e.g. FMEA, SPC, MFU, inspection plan, etc.)

Quality planning must take into account the areas of incoming goods, production, inspection, final inspection, storage and packaging. This quality planning must be documented in a suitable form and WEBER-HYDRAULIK must be provided with evidence of it upon request.

8 Sampling

8.1 Purpose

The supplier shall carry out an initial sample inspection (production part acceptance procedure) and confirm compliance with all requirements in accordance with drawings, requirement specifications, standards, specifications and statutory regulations.

This guideline is intended to ensure that the documents and processes required for sampling correspond to the required scope and time sequence.

Possible sources of error are to be recognised and appropriate corrective measures initiated even before series production begins. A uniform and detailed procedure is therefore necessary to carry out the sampling.

8.2 Sampling

Sampling must always take place at a defined and agreed point in time during the development phase. Changes (according to customer requirements, product requirements), in the development as well as series production phase, must be resampled.

Sampling must always be carried out in the following cases:

- new part as per drawing
- Re-qualification (re-sampling)
- Technical change resulting in an increase in the revision level of a specification or drawing. For each new/modified drawing, the feasibility analysis must be updated by the supplier.
- Relocation of production or relocation of individual machines
- Changes to the manufacturing method or process
- After a correction has been made due to a complaint in the case of shape-related parts
- Change of supplier (exception: catalogue/standard parts)
- Changes to purchased parts
- Use of new, modified or replacement tools
- Supply interruption of more than 12 months
- Production interruption of more than 12 months

The list is not finally binding. In case of doubt, the sampling must be coordinated with WEBER-HYDRAULIK.

Raw material deliveries are not subject to initial sampling. In the case of material deliveries, traceability to the delivered material must be ensured by the supplier via batch numbers or delivery note numbers. Test certificates according to the order of the material supplier with details of the mechanical properties and chemical analysis are to be enclosed.

The delivery of series parts may only take place after written initial sample approval by WEBER-HYDRAULIK. Initial sample parts shall be specially marked and visible from the outside, and shall be delivered separately.

8.3 Sampling conditions

Sampling is carried out with parts that have been manufactured under series conditions with all process steps, testing and logistics processes (incl. all sub-supplier processes) (cf. DIN 55350, VDA Volume 2, AIAG PPAP Guideline in the respective current edition).

Initial samples are to be delivered with complete documentation and order reference.

Transport containers with electromagnetic parts must be marked from the outside.

8.4 Carrying out of sampling

The supplier must use suitable and calibrated test equipment that enables testing of the parts for compliance with the given specifications.

Features for which the supplier is responsible are to be substantiated by appropriate proof of measurement (tests). If the feature is not manufactured by the supplier itself, but e.g. by the subcontractor, the minimum requirement is that the proof of measurement (testing) is carried out by the subcontractor.

The supplier undertakes to carry out the tests as per the agreed specifications and to document all features individually with TARGET and ACTUAL values. The ACTUAL values must be able to be assigned to the sample parts.

In the case of multi-cavity moulds (e.g. for castings), the assignment of the individual cavities (nests) to the respective measured values and patterns must be traceable.

8.4.1 Initial sampling

For sampling, the forms pursuant to PPF/PPAP or based on special specifications (WEBER form) are to be used in the order. The cover sheet of the initial sample inspection report must be filled in completely.

During the initial sample measurement, all positions/features of the WEBER-HYDRAULIK drawing as well as the standards, ordering regulations and specifications listed therein must be measured/checked and confirmed in all points.

8.4.2 Sampling scope

The scope of sampling is defined individually by the respective WEBER locations in the "Requirements for the product" form. For sampling pursuant to PPAP or PPF, the corresponding regulations are applicable.

8.4.3 Change sampling

In the case of change samples, only the features/specifications affected by this and the main functional and functional features are to be presented. The item numbers from the first EMPB shall be retained in the change sample.

Changes to the manufacturing process may only be made with the prior written consent of WEBER-HYDRAULIK. The sampling scope required for the process change is to be coordinated with WEBER-HYDRAULIK. The obligation to notify WEBER-HYDRAULIK of the aforementioned changes lies with the supplier and is regulated in the "Change Management" chapter.

Changes to tools and/or processes shall be regulated and notified in accordance with the request for change (download: <https://www.weber-hydraulik.com/en/company/supplier-management/>).

8.5 Production Control Plan/Control Plan

Depending on the sampling scope, a PCP/CP must be created by the supplier. For sampling pursuant to VDA and PPAP, the requirements for the PCP/CP are specified in accordance with IATF 16949. In all other cases, it is advisable to coordinate the exact scope with the respective WEBER location to be supplied.

8.6 Risk assessment

A design FMEA by the supplier is only to be prepared in the event of development responsibility. The necessity must be agreed with WEBER-HYDRAULIK.

It is mandatory for the supplier to ensure that a process FMEA is prepared for the relevant component; alternatively, another type of risk assessment can be used. This may only be done in consultation with WEBER-HYDRAULIK. For sampling pursuant to PPF/PPAP, a risk analysis/FMEA must be prepared or updated to safeguard the product start-up, in the event of changes and complaints.

The preparation of an FMEA must be based on the state of the art guidelines (VDA/AIAG). The FMEA must be presented for inspection upon request. The FMEA cover sheet is to be sent to WEBER-HYDRAULIK with the sampling documents (depending on the specified scope of sampling).

8.7 Capabilities

Proof of capability (e.g.: measuring system analysis, machine and process capability investigation) are to be prepared within the framework of WEBER-HYDRAULIK works standards/guideline/drawings. The supplier should define and evaluate special features itself, as the specification by WEBER-HYDRAULIK may not be adequate for the supplier.

The supplier shall ensure the appropriate process capabilities for the features. If this capability cannot be demonstrated, suitable protection must be selected in accordance with the WEBER guideline and agreed with WEBER.

For features according to the drawing and/or specifications from delivery specifications, the specifications from chapter 2.2.5 "Special features" apply. WEBER-HYDRAULIK will coordinate deviating requirements with the supplier.

For all measuring equipment used for testing the special features, a measuring equipment capability must be proven. The procedure must be carried out pursuant to VDA Volume 5 or MSA (AIAG).

These regulations also expressly apply to deliveries outside of sampling (series production).

8.8 Decisions

The decision on the respective sampling is communicated to the supplier. Samples that do not comply with this sampling requirement will be rejected. After a rejection, the supplier shall be free to consult WEBER within 5 working days.

If the test results comply with the specifications, a release for series delivery is issued.

In the case of a release with an overlay, the deviating feature must be re-sampled.

If the initial sampling was rejected, the submission of new initial samples including new sampling documents is required in any case. Re-sampling is in principle possible twice, but the supplier will be classified in ES4 if 3 defective samples are received.

Note:

Deviations from specification requirements that are not detected during the initial sample inspection can also be objected to later, as release does not exempt the supplier from the responsibility to deliver according to the respective valid specification.

8.9 Exemptions

In deviation from this requirement, other procedures may be agreed. However, these must always be in writing and are not permitted without prior agreement with WEBER-HYDRAULIK.

9 Series deliveries

9.1 Packaging and labelling

Unless special packaging instructions for series parts have been agreed or specific packaging instructions have been given in the order, the supplier shall ensure that the goods are delivered in suitable transport devices. Within the project phase, the specification according to the "Requirements for the product" form applies.

Damage and influences on the quality (e.g. environmental influences, contamination, corrosion, deformation, etc.) are to be ensured by appropriate packaging that is adequate for the agreed transport device.

The packages must be secured against slipping. We expect an ecologically sensible, resource-saving packaging design. Exchangeable pallets, load carriers and returnable containers are to be preferred, but always agreed in advance in writing with WEBER-HYDRAULIK.

The packages shall be marked as agreed. At the very least, however, unique identification must be guaranteed throughout the entire transport and storage process. On all delivery documents (order confirmation, delivery note and shipping documents etc.) it is essential to state: our order number, material number, batch number, material designation and weight.

Mixed packaging/mixed containers with different ID numbers in one package are not desired. If collective loading units are formed, they are to be packed in such a way that the same materials are visibly grouped together. The pallet shall be marked as a “mixed pallet”.

The agreed terms of delivery do not release the supplier from the obligation to pack the goods safely for transport.

The consignment is to be loaded, stowed and secured. The supplier is responsible for compliance with the laws and regulations on load securing.

The goods must be placed in such a way that there is no danger to persons, vehicle or third party goods during unloading. Delivery must be made in ramp and rear-loading vehicles. In the case of long goods, the vehicle must be able to be unloaded from the side (tarpaulin bridge, curtain trailer).

9.2 Dangerous goods

Hazardous materials must be appropriately packaged and labelled in accordance with current legislation and regulations and must be accompanied by the current MSDS version.

Dangerous goods must also be appropriately packaged, labelled and transported in accordance with current legislation (e.g. ADR in Europe) and regulations of the relevant country (including transit countries).

10 Change management

10.1 Products and processes

To ensure the satisfaction of our customers, we rely on open and effective communication with our suppliers. We therefore expect our suppliers to inform WEBER-HYDRAULIK immediately and proactively in the event of changes.

These include, among others:

- Change notifications for product or process changes (incl. parameter changes)
- Implementation of product or process change
 - This also applies to all purchased parts as well as the raw materials and supplies involved.
 - The lead time is at least 6 months for mechanical and 9 months for electrical and/or electronic components.

The supplier undertakes to obtain WEBER-HYDRAULIK's consent as to whether a planned product or process change can be implemented. In order to be able to evaluate the effects of a change as quickly as possible, the supplier must complete and submit a request for change to WEBER-HYDRAULIK. The application is then processed by WEBER and the decision is sent to the supplier.

10.1.1 Construction deviation/special approval

In the event of deviations of any type, written approval from WEBER-HYDRAULIK is required.

If it becomes apparent that agreements made on quality features cannot be complied with, the supplier shall inform WEBER-HYDRAULIK of this without delay by means of the "Deviation approval" form. The supplier shall also inform WEBER-HYDRAULIK without delay of all deviations recognised after delivery for which no deviation approval is available. In the interest of a quick resolution, the supplier discloses all required data and facts.

A copy (marking) of the released DR must be enclosed with each affected delivery.

10.2 Cooperation

Any cancellations and changes of certifications, insurances, shareholders/managing directors, fundamental organisational changes (etc.) must be notified immediately and in writing to WEBER-HYDRAULIK.

Over time, risk-based thinking became an essential part of quality management systems. WEBER-HYDRAULIK expects open, direct and prompt communication in the event of the following risk factors:

- Potential risks to the supply identified by the supplier
- Delivery problems and postponed deadlines
- Non-compliance with agreements made on quality features

11 Complaints processing

WEBER-HYDRAULIK's top priority is to supply our customers with high-quality material on time. In the event of disruptions in the process and production of WEBER or the customer, the costs shall be charged to the party responsible.

The supplier must notify WEBER-HYDRAULIK immediately as soon as the latter becomes aware of possible problems in the areas of safety, quality or delivery bottlenecks.

If the supplier identifies possible defects in its products or processes (also within the scope of its product monitoring obligation), it must inform WEBER-HYDRAULIK of this immediately. In this case of self-reporting, as well as in the case of complaints, the supplier shall immediately submit a meaningful analysis of the cause of the problem.

If there is a threat of production interruptions at WEBER-HYDRAULIK or its customers due to the delivery of products that do not comply with specifications, the supplier must, in coordination with WEBER-HYDRAULIK, provide appropriate immediate measures to remedy the situation (replacement deliveries, sorting, reworking, special shifts, express transports, etc.), which shall be borne by the supplier.

In the case of complaints and claims, the 8D method must be used and the following deadlines apply:

- **Within 24h:**
 - 3D Report to WEBER-HYDRAULIK
- **Within 10 working days:**
 - 8D Report to WEBER-HYDRAULIK

If these deadlines cannot be met, a written statement with the planned date must be sent to WEBER-HYDRAULIK. Without any feedback within the deadlines, the complaint shall be regarded as justified and acknowledged by the supplier.

It is essential to initiate measures and translate them into action plans, including timing and accountability. The measures must ensure that the error no longer occurs (elimination of the cause of the error). The cause of the error must be investigated for other products and processes. An effectiveness test is to be derived and evaluated independently by the supplier. In order to ensure that similar errors do not occur again in the long term, the organisational level must also be considered in addition to the technical cause in the course of the root cause analysis.

Three areas need to be considered:

- “Why did the error occur?”
- “Why was the error not discovered?”
- “Why was the mistake not prevented?”

Depending on the problem, different techniques must be used in D4 to determine the cause, for example the 5-Why method or the Ishikawa diagram.

WEBER-HYDRAULIK reserves the right to carry out an effectiveness test on site at supplier premises. WEBER charges a specific hourly wage rate for the respective location for processing justified complaints. This does not exclude the assertion of higher costs for testing and examination of delivered defective goods from the point of view of compensation for damages.

12 Severability clause

Should one or more provisions of this handbook be wholly or partially invalid or unenforceable or subsequently lose their validity or enforceability, this shall not affect the validity of the remaining provisions. The same shall apply insofar as a loophole is found. The invalid or unenforceable provision or loophole shall be replaced by an appropriate provision which comes as close as possible to the content of the original provision.

13 Terms & abbreviations

ADR	European Agreement concerning the International Carriage of Dangerous Goods by Road
GCP	General Conditions of Purchase
AIAG	Automotive Industry Action Group
APQP	Advanced Production Quality Planning
BAW	Deviation
CLP	Regulation on Classification, Labelling and Packaging of Substances and Mixtures
cmk	Machine capability
COC	Code of Conduct
CP	Control Plan
cpk	Process capability
CSL	Controlled Shipping Level
DIN	German industrial standard
EDI	Electronic Data Interchange
EC	European Community
ELV	End of Life
EMPB	Initial sample test report
EN	European standards for products and services
ERP	Enterprise-Resource-Planning
ES	Escalation stage
EU	European Union
EEC	European Economic Community
FB	Form
FMEA	Failure Mode and Effects Analysis
GADSL	Global Automotive Declarable Substance List
NDA	Non-disclosure agreement
GmbH	Gesellschaft mit beschränkter Haftung (Limited liability company "LTD")
G+B	Legal and regulatory requirements
IATF	International Automotive Task Force
IMDS	International Material Data System
ISO	International Organisation for Standardisation
SQ	Supplier questionnaire
LKW	Lorry/HGV
LSD	Long-term Supply Declaration
MFU	Machine Capability Examination
MSA	Measurement System Analysis
MSDS	Material Safety Data Sheets
OEM	Original Equipment Manufacturer
PKW	Personenkraftwagen (Passenger car)
PCP	Production Control Plan
PPAP	Production Part Approval Process
PPF	Production Process and Product Release (pursuant to VDA Volume 2)
PPM	Parts per Million
Q	Quality
QM	Quality Management
QA	Quality Assurance
QAA	Quality Assurance Agreement
REACH	Registration, Evaluation and Authorisation of Chemicals (European Chemicals Regulation on the Registration, Evaluation, Licensing and Restriction of Chemicals)
RGA	Maturity Assurance
RoHS	Restriction of Hazardous Substances (Restriction (of the use of certain) hazardous substances)
SAP	Systems, Applications and Products in data processing

SOP	Start of Production
SPC	Statistical Process Control
SQE	Supplier Quality Engineer
UM	Environmental Management
VDA	German Association of the Automotive Industry
WEEE	Waste Electrical and Electronic Equipment Directive
WGM	Product Group Manager
CA	Cooperation Agreement

14 Applicable documents

- Customer specific requirements
- Works standards
- Cooperation Agreement form
- General Conditions of Purchase form
- Code of Conduct form
- Non-disclosure agreement form
- Requirements for the Product form
- Feasibility Statement form
- VDA 6.3 Potential Analysis form
- Deviation Request form
- Change Request form
- Supplier Questionnaire form
- Tool Hire Contract form
- Development Contract form
- 100% Control form
- Target Agreement form
- DIN EN ISO 9001:2015
- IATF 16949
- AIAG publications
- Applicable VDA volumes
- REACH Chemicals Regulation (1907/2006)
- Restriction of Hazardous Substances RoHS (2011/65/EU)
- Global Automotive Declarable Substance List
- Dodd Frank Act §1502
- EU End-of-Life Vehicle Regulation ELV 2000/53/EC
- CLP Regulation EC 1272/2008
- Biocides Regulation EU 528/2012
- Other legal provisions

15 Documents

15.1 Supplier evaluation criteria

Criteria	Points	Weighting
Logistics	100	40%
Sustainability	100	4%
Escalation status	100	16%
Quality	100	40%

Criteria	Weighting in pts.
Logistics	100
Quantity compliance	25
<ul style="list-style-type: none"> • Quantity OK 	25
<ul style="list-style-type: none"> • Exceeded <ul style="list-style-type: none"> ○ Exceeded up to 10% ○ Exceeded up to 20% ○ Exceeded greater than 20% 	25
<ul style="list-style-type: none"> ○ Exceeded up to 10% 	12
<ul style="list-style-type: none"> ○ Exceeded up to 20% 	1
<ul style="list-style-type: none"> ○ Exceeded greater than 20% 	1
<ul style="list-style-type: none"> • Fell short <ul style="list-style-type: none"> ○ Fell short up to 10% ○ Fell short up to 20% 	12
<ul style="list-style-type: none"> ○ Fell short up to 10% 	1
<ul style="list-style-type: none"> ○ Fell short up to 20% 	1
Adherence to deadlines	75
<ul style="list-style-type: none"> • Deadline OK 	75
<ul style="list-style-type: none"> • Exceeded <ul style="list-style-type: none"> ○ Exceeded up to 10 days late ○ Exceeded 11 to 13 days late ○ Exceeded from 14 days late 	75
<ul style="list-style-type: none"> ○ Exceeded up to 10 days late 	40
<ul style="list-style-type: none"> ○ Exceeded 11 to 13 days late 	1
<ul style="list-style-type: none"> ○ Exceeded from 14 days late 	1
<ul style="list-style-type: none"> • Undercut <ul style="list-style-type: none"> ○ Undercut up to 11 days early ○ Undercut 12 to 14 days early ○ Undercut more than 14 days early 	40
<ul style="list-style-type: none"> ○ Undercut up to 11 days early 	16
<ul style="list-style-type: none"> ○ Undercut 12 to 14 days early 	1
<ul style="list-style-type: none"> ○ Undercut more than 14 days early 	1

Criteria	Weighting in pts.
Sustainability	100
<ul style="list-style-type: none"> • 14001 certificate or comparable 	50
<ul style="list-style-type: none"> • 50001 certificate or comparable 	50

Criteria	Weighting in pts.
Escalation status	100
• ESO	100
• ES1	75
• ES2	60
• ES3 / ES4 /ES5	1

Criteria	Weighting in pts.
Quality	100
PPM	25
• 0 – 500	25
• 501 – 2000	20
• 2,001 – 4,000	15
• 4,001 – 5,000	10
• From 5,001	1
Complaint severity	40
Complaint rate	25
Miscellaneous	10
• Error-free and complete initial sample documentation - Yes	5
• Quality of complaints processing - Satisfactory	5

Complaint severity:

Based on the type and severity of the complaint, it will be evaluated (by multiplication) according to the table below and subtracted from the maximum score (40 points). In the event of a recall, the full number of points is automatically deducted.

Type of complaint	Points	Severity of complaint		
		A (serious)	B (moderate)	C (minor)
		3	2	0,5
WEBER	-2	-6	-4	-1
Customer – 0km	-4	-12	-8	-2
Customer – Field	-10	-30	-20	NA
Recalls		-40		

Complaint rate:

$$\text{Complaint rate} = \frac{\text{Number of complaints}}{\text{Number of deliveries}} * 100$$

Rate	Points
0%	25
0,1% - 1,99%	20
2% - 3,99%	15
4% - 5,99%	10
6% - 9,99%	5
≥ 10%	1

Overview of the supplier assessment in the result:

Weber Group rating					
Supplier	Overall	Logistics	Escalation	Sustainability	Quality
XXXXX	B/78 pts.	C/64 pts.	A/85 pts.	A/100 pts.	B/87 pts.
WEBER location		Logistics	Escalation	Sustainability	Quality
Gügingen		C / 65 pts.	A / 100 pts.	A / 100 pts.	A / 90 pts.
Wörth an der Isar		C / 65 pts.	B / 75 pts.		A / 95 pts.
Constance		B / 75 pts.	B / 75 pts.		B / 85 pts.
Losenstein		B / 75 pts.	B / 75 pts.		B / 80 pts.
Nowogrodziec		D / 40 pts.	A / 100 pts.		B / 85 pts.

- Group rating: $64 * 0,4 + 85 * 0,16 + 100 * 0,04 + 87 * 0,4 = 78 \rightarrow B$
 - Logistics group: $(65 + 65 + 75 + 75 + 40) / 5 = 65 \rightarrow C$
 - Escalation group: $(100 + 75 + 75 + 75 + 100) / 5 = 85 \rightarrow A$
 - Sustainability group: $(100 + 100 + 100 + 100 + 100) / 5 = 100 \rightarrow A$
 - Quality group: $(90 + 95 + 85 + 80 + 85) / 5 = 87 \rightarrow B$

16 List of companies

Germany

WEBER-HYDRAULIK GMBH

Heilbronner Str. 30
74363 Güglingen

WEBER-HYDRAULIK ValveTech GmbH

Felix-Wankel-Straße 4
78467 Constance

LOG Hydraulik GmbH

Siemensstraße 17
84109 Wörth a. d. Isar

Austria

WEBER-HYDRAULIK GMBH

Industriegebiet 3+4
4460 Losenstein

Poland

WEBER-HYDRAULIK Sp. z o.o.

ul. Wyzwolenia 52, Wykroty
59-730 Nowogrodziec

17 Change history

Rev.	Date	Editor	Changes
1	02.02.2021	Matthäus	First created



WEBER-HYDRAULIK

Our locations

LEADERSHIP IN **HYDRAULIC** SOLUTIONS

Germany

WEBER-HYDRAULIK GMBH
Heilbronner Straße 30
74363 Güglingen

WEBER-HYDRAULIK ValveTech GMBH
Felix-Wankel-Straße 4
78467 Konstanz

LOG Hydraulik GMBH
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84109 Wörth a.d. Isar

Austria

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Emil Weber Platz 1
4460 Losenstein

Poland

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