

F. REYHER Nchfg.	Quality guideline for suppliers	
REY 101		

Revision No.: 3

Date of issue: 05/2012

F. REYHER Nchfg. GmbH & Co. KG
Quality guideline for suppliers

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1. General requirements

This quality guideline applies to all products received and accepted by Reyher during the period of this agreement.

The products must comply with the agreed properties (e.g. description, specification, standards, diagrams). The supplier must check immediately whether a description provided by Reyher is obviously incorrect, incomplete or obviously deviates from the sample. If the supplier deems this to be the case, he must inform Reyher immediately in writing.

1.1 Quality management system

Prerequisite for supplier relationship with Reyher is an effective quality management system as per DIN EN ISO 9001. The effectiveness of the QM system is reflected by:

- Continuous and proven improvement of processes, procedures and products
- Delivery quality
- Delivery reliability
- Effectiveness and rapidity in implementing corrective measures
- Communication at all levels
- Implementation of new and change projects in compliance with contents and scheduling.

Existing suppliers who do not have certification must obtain certification as per DIN EN ISO 9001 as soon as possible.

Reyher reserves the right to audit the quality management system, procedures and products of the supplier, or to have them audited by a third party. Unrestricted access must be allowed to the representative within normal business hours following prior notice.

Note: The points listed below are explanatory and do not represent any restrictions with regards to the regulations specified above.

1.2 Business language

The business language is German or, alternatively, English.

1.3 Quality objectives

The supplier must define internal and external quality objectives to measure the evaluation of the quality reached.

It must be ensured that the required values for product quality/ mechanical properties are reached with a c_{pk} value of 1.33.

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The common objective, zero defect, should be reached with this measure. In this regard, costly special measures for compliance with agreed delivery schedules must also be reported.

1.4 Environment

The suppliers are required to take environmental protection into specific account in all their activities. We recommend compliance with international standards such as the EC-Eco-Audit Directive or DIN EN ISO 14001 in order to achieve continuous improvement and efficiency.

The applicable European Union laws and directives (e.g. REACH, ROHS, WEEE, end of life vehicle directive) for preventing pollutants must be complied with.

1.5 Project planning

Comprehensive planning is necessary to meet the high quality requirements of our customers. For this reason, systematic, order-related planning must be a main component of the QM system.

1.6 Special products/ features

In general, all product and process features are important and must be complied with. As wholesalers, we are not always familiar with the use of the products we supply. For this reason, any deviations from the specified tolerances are seen as impairments of function and/or use and are a cause for complaint (see also DIN EN ISO 3269).

Special products with important functional and process-critical quality characteristics, and products requiring verification management, are indicated as such and require special attention. Deviations in these products can affect the mounting capability to a high degree, function or quality of subsequent production operations, as well as legal regulations. For these reasons, these characteristics are checked exclusively in compliance with the acceptance criterion "o" during our incoming goods acceptance inspection.

1.7 Avoiding hydrogen embrittlement

To avoid hydrogen embrittlement in high-strength fasteners, the requirements set out in REY016 ("Avoiding hydrogen embrittlement in high-strength components with electroplated coatings") must be taken into account and implemented accordingly. This specification is appended to the quality guideline.

1.8 Traceability

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We expect traceability for all products supplied by our suppliers. This must be implemented in order to ensure that data pertaining to deliveries can be unambiguously attributed to batches produced and tested. A fully functional tracing system must be safeguarded through to subcontractor level.

1.9 Product/ process changes – Changes in subcontractors

The supplier is responsible for compliance with the specifications/ standards. All changes in production processes, materials or supplier parts for the products, changes in production sites, changes in processes or equipment for product control or any other quality assurance measures must be documented and presented promptly to Reyher so that Reyher can check whether the changes could have a negative effect.

The obligation to notify is not required when the supplier can exclude such effects after careful investigation.

If the supplier awards orders to subcontractors, they must also comply with the requirements of this guideline.

Reyher reserves the right to audit the subcontractors, but this does not release the supplier from their responsibilities towards the subcontractors.

1.10 Process- and product approval

Process and product approval is normally implemented according to the production process and production approval method (PPF) in VDA Volume 2 or the production part approval process in QS 9000 (PPAP) Other methods require prior approval by Reyher PQM. Full delivery may only be implemented after process and production approval.

1.11 Processing of complaints

If the supplier finds any deviation in the actual condition from the required condition of the product, he must inform Reyher immediately about the deviation and planned remedial measures. This applies in particular when parts have already been partially delivered. The deviation report as in the sample forms must be used for this purpose.

Following complaint by Reyher, corrective measures must be implemented immediately, documented and submitted in structured form, e.g. a 5 step report (see sample forms). The effectiveness of the measures will be verified at the supplier where necessary.

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1.12 Test certificates

If test certificates as per EN 10204 and/ or other documents are required for delivery of goods, this will be notified to the supplier in the applicable order.

Test certificates may only be sent by e-mail to the following e-mail address:

pruefbescheinigungen@Reyher.de

The test certificates must normally be delivered to Reyher together with the goods. The applicable Reyher order number must be included in the subject line of the e-mail.

All test certificates – including those for the pre-materials – must be legible. Illegible or poorly legible test certificates will be rejected. If a supplied document cannot be read, Reyher reserves the right to refuse the incoming goods as well.

The test certificate must include, in addition to the measured actual values, the setpoint values in compliance with the applicable specification / standard.

2. Planning

We generally require systematic planning from our suppliers. This planning includes both the parts produced by the supplier and their purchased parts.

We recommend VDA Volume 4 or QS 9000-AQP as guidelines for such planning.

2.1 Feasibility analysis

Where necessary, and when specially requested, a feasibility analysis must be presented together with the offer.

2.2 Scheduling

Reyher will specify the delivery schedule to the supplier. From this, the supplier must derive their own detailed schedule which includes all necessary activities. Any deviations from the delivery schedule specified by Reyher must be agreed promptly.

2.3 Incoming inspection by Reyher

Reyher will check immediately after delivery of products whether they match the ordered quantities and types, and whether any external visible transport damage or externally recognizable defects are apparent.

If Reyher detects any damage during the above checks, the supplier will be informed immediately. If Reyher detects any damage or defects at a later date, the supplier will be informed immediately. The supplier therefore waives any defense of delayed notification of defects.

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Reyher is not obliged to specify any further tests and notifications as those named here to the supplier.

3. Process and product approval

3.1 Initial samples

Initial samples are products produced and tested under series production conditions (machine, plant, operating and test material, processing conditions).

The test results of all features must be documented in an initial sample test report. The number of parts to be documented and the scope of the related documentation are to be found within the sample order. The same numbers must be used in the initial sample test report, and current diagrams or standards to be included, in order to identify the features.

The documentation is to sent ex ante to the following address:

embp@reyher.de

The initial samples are to be sent with a sticker on it saying "Erstmuster" together with the according delivery documentation.

Serial deliveries are not to be done until written approval of the initial samples by Reyher.

Reyher reserves the right to file a complaint regarding deviations from specifications and/or standards, which were not noted before process and production approval.

Initial samples without initial sample documentation cannot be processed.

3.2 Reason for initial sample documentation

Initial samples are required, in agreement with the named rules, as follows:

- When a product/product group is ordered for the first time (noted in order).
- After a supplier changes the subcontractor.
- After a product change or drawing change.
- After a delivery block or delivery interruption of more than one year.
- Following changed production processes.
- When alternative materials and designs are used.

Exceptions to procedures and scope are only permitted following agreement with Reyher PQM.

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3.3 Material data recording

Recording of material data is part of the initial sampling. Data is recorded in the International Material Data System (IMDS); following agreement with the PQM department, the paper format e.g. VDA Volume 2 can be accepted.

4. Packaging and labeling

4.1 General

REY 901 transport and packaging regulations or the following minimum requirements apply.

Consignments up to 30 kg must be dispatched as post packet or by private packet services (e.g. DPD, GP, UPS). Consignments over 30 kg must be given for dispatch to the contract forwarding agents.

The least expensive dispatch type should be chosen.

4.2 Product packaging

Sufficient packaging, suitable for the goods and transport-secure, must be selected for all dispatch modes. Transport damage which is not accepted by the insurance company due to insufficient packaging will be borne by the supplier.

The packaging units specified on our orders must be complied with. Contact our purchasing department before delivery if there are any deviations.

4.3 Transport packaging

All consignments must be packed on **undamaged** Euro flat pallets (basic dimensions 800 x 1200 mm) with the DB quality mark RAL RG 993.

Loose or poured goods must be delivered in packets in the form of stable cartons – max. 20 kg, with note of number of boxes. Identical articles should not be distributed across several packets.

Packets must be formed into a compact, secure transport unit without overhangs on the pallet, so that no repacking measures are required by Reyher. Film used must not cover the pallet handling openings. Palleted transport units must not exceed a loading height, including Euro pallet, of 800mm (3-framed) and a total weight, including Euro pallet, of 950 kg when individual packets are combined together.

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4.4 Labeling

All labels used must comply with the applicable regulations (e.g. GPSG) and should be designed according to REY 902 so that legibility over and above the normal utilization period is ensured.

The labels must have the following minimum data:

- Standard number
- Material / Product / Article designation
- Surface treatment where applicable
- Dimensions
- Material / Strength class
- Packing quantity
- (Reyher SAP material number)
- Batch number

When products are identical, the valid ISO numbers must be put on the label, in addition to the old DIN standard numbers.

4.5 Special features for goods with test certificates

The following must be noted for delivered goods which come with a test certificate.

- Every delivery container must be clearly marked with a batch number (a batch is **one** lot of heat treatment) which must be uniquely assigned to the test certificate.
- If more than one batch is delivered in a consignment for one article, these batches must be delivered separately in several containers.
- If more than one batch is delivered in a consignment for one article, this must be clearly marked in the delivery notes (batch number and the corresponding delivery quantity).

5. Further requirements

5.1 Retention periods

The supplier must define retention periods for quality-relevant documents and drawings. The following minimum requirements must be met:

30 years for products for the aviation industry (note in Reyher order text)

- Documents and records for products with special verification management
- Records of special inspections

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10 years for:

- Records about quality services without special verification management (quality control cards, inspection results, PPM lists, etc.).
- Records about QM evaluations, internal audits, etc.

5.1 Confidentiality

Each party to this agreement shall use any documents and information received in the context of business relations only for the mutually pursued purposes and shall keep them secret from third parties with the same diligence and care as he would apply to his own documents and business or product information where the other party to this agreement classifies them as confidential or has an evident interest in keeping them secret. This obligation commences on receipt of the first documents or information and ends 36 months after the end of the agreement.

The obligation does not apply to documents and information that is commonly known or that had already been known to the partner upon receipt, without him being sworn to secrecy or that will later on be transmitted by a third party entitled to do so or that will be developed by the receiving partner, provided he does not make use of any documents or information of the other partner that is subject to secrecy

5.2 Management representative

Each partner shall notify the other partner in writing of the quality management representative who will coordinate the implementation of this agreement and make or implement related decisions. Any change in representative must be notified immediately in writing.

This function is carried out for Reyher by:

Mr. Klaus-Dieter Schmidt
 Head of product- and quality management
 Tel: +49 40 8 53 63-700
 Fax: +49 40 8 53 63-229
 E-mail: klaus-dieter.schmidt@reyher.de

5.3 Duration of the agreement

The duration of this quality guideline has no time limit and begins when both contract parties have signed it. The agreement can be terminated by either partner with a notice period of three months to the end of a calendar month.

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Ident. No.:	Designation:	Material:
Order No.:	Specification:	Drawing No.:
Supplier:	Supplier Order No.:	Quantity:
Description of nonconformance:		
Enclosures:	Date	Signature
Containment actions:		
Enclosures:	Date	Signature
Permanent actions:		
Enclosures:	Date	Signature
Reyher-comment:		
	Date	Dep. Coordinator Signature

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Deviation report



Ident. No.:	Designation:	Material:
Order No.:	Specification:	Drawing No.:
Supplier:	Supplier Order No.:	Quantity:
Description of nonconformance:		
Enclosures:	Date	Signature
Provided measures:		
Enclosures:	Date	Signature
Reyher-comment:		
	Date	Dep. Coordinator Signature

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Approval of acknowledgement



Hereby we confirm receipt of and compliance with the quality guideline REY 101.

Company:
Contact person:
Street:
Zip-Code and City:
Tel.:
Fax:

Place/Date

Legally binding signature

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