

Management Manual

Quality, Environment and Job Safety





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Declaration of Commitment

This Management Manual outlines the Integrated Management System (IMS) is on the basis of

- **DIN EN ISO 9001:2015** for quality,
- **DIN EN ISO 14001:2015** for the environment,
- **DIN EN 9100:2018** for aviation
- the regulations of the relevant professional associations for industrial safety,
- internal and external issues and the requirements of interested parties,
- authority and ability to exercise control and influence and

It applies to all products and services at the Georg Martin GmbH company site in Dietzenbach.

No areas are excluded from the regulations

- **DIN EN 9100:2018**
- **DIN EN ISO 9001:2015** and
- **DIN EN ISO 14001:2015**

Field of Activities

Development, construction, production, assembly and sales of sheet metal formed parts and sub-assemblies as well as shims for many diverse industries such as automotive, aerospace, energy and transport industries. Core applications are lying in the field of mechanical drives.

Persons with executive functions have the specific task of ensuring that the requirements of the Integrated Management System are implemented consistently by all personnel.

The top priorities of our company policy are:

- to fulfil the needs of our customers, thereby retaining and promoting their satisfaction
- to discover and evaluate potential risks in the processes at an early stage and introduce appropriate measures to minimize them
- to comply with legal and other official requirements and conditions,
- and to continuously improve and further develop the Integrated Management System.

The related high-quality standard of our products and processes is guaranteed by our qualified, committed and quality-conscious staff and by our management system, which is subject to a continuous improvement process.

With the implementation of this manual, the management is fulfilling its organizational and supervisory obligation, thereby emphasizing its special awareness for quality, the environment and safety.

This Management Manual comes into effect on 08.05.2021 on which date all previous versions lose their validity.

Dietzenbach, 08.05.2021

Introduction of the Company

Description of company activities

Founded in 1945, Georg Martin GmbH is a company in the sheet metal working industry. The company's product range covers two essential areas: stamped parts and sub-assemblies for many different industries, and shims as elements for compensating tolerances in all sectors of industry (e.g. plant engineering, mechanical engineering, aviation). Additionally, the focus on rendering services to the customer becomes more essential. To name a few; logistic solutions, giving counsel on the customers assembly processes, manufacturing of prototypes and advice on product design.

The company produces parts for transporting, aligning and holding paper sheets for the printing press industry, and deep-drawn parts with a protective function in the area around the cardan shaft for the automotive industry. The parts are distinguished by their complex shapes and are usually made up of several elements which are welded together before being machined to suit requirements.

Parts are produced to customers' specifications in the shim product line, which involves the production of peelable shim stock (Laminum® resp. M-Tech®L and Lamivario® resp. M-Tech®V). The thickness of these material types and therefrom-created shims can be defined and altered by peeling off the individual layers. Other production highlights in this area are solid shims (M-Tech®S) made from thin materials. The individual processes and logistics that combine to make up the production process are structured in such a way that individual customer requirements can be fulfilled in the M-Tech® area in particular, even when very small quantities are ordered.

The company employs a workforce of roughly 100. Production is usually run in 3-shift operation 5 days a week.

Description of the location

The company has been located in the town of Dietzenbach (Offenbach District, Federal State of Hesse) since 1961. The company premises are located in the suburb of Steinberg, communal district of Dietzenbach, Lot 17, Plot 2/21. The premises lie within the peripheral zone of a water reserve (Zone III A) and a mixed use area, with the next residential construction site in the immediate vicinity (less than 20 metres in places).

The company premises have a total surface area of 30,135 m², of which:

- 7,318 m² (24 %) built-up area (main buildings: production workshops 1 - 3, material storeroom in workshop 4, ramp; hazardous substances store and CO₂ room, admin section; office/administration building; social building; garages)
- 5,879 m² (20 %) sealed surface areas (car parks; paths, roads; miscellaneous)
- 16,938 m² (56 %) green space

There are no solid waste and waste water treatment facilities, external waste storage sites or refuse tips on the premises. The site has good infrastructural connections through its proximity to federal autobahns A3 and A5 and Frankfurt Rhein-Main Airport. There is no direct rail connection.

Company Policy

The orientation and alignment of our Integrated Management System has been developed for many years from the objectives of our company policy and implemented with a view towards organic growth. Our policy is based on ground breaking, forward-looking ideas, is appropriate to the purpose and context of the organization, including environmental impacts, supporting the strategic direction, and relates to our customers, suppliers, the general public interested parties and our own business.

We commit ourselves to comply with legal requirements (compliance obligations) concerning product safety, industrial safety and environmental protection. We commit ourselves to continually improve the environmental management system to enhance environmental performance. We commit ourselves to protect the environment, including prevention of pollution and other specific commitments relevant to the context of the organization.

The exposed location of the company premises in a water conservation area not only means that we have to comply with environmental requirements to an extent that exceeds legal requirements, we also have to harmonize our production with the needs of our neighbours and in order to prevent adverse environmental pollution.

The two supporting pillars of our company are formed sheet metal parts and sub-assemblies as well as shims. Concentration on these two business areas and the expansion of know-how are important goals for us. With our products, we want to assume a leading position in the market and gain a reputation as one of the best in the business. Our work is geared towards the constant improvement and further development of our management system, products and processes and the minimization of environmental pollution.

We always aim to maintain a relationship based on partnership, both internally and externally, and operate a functioning management system as the basis for future orientated business processes. By doing so, we want to increase the satisfaction of our business partners and workforce and acquire new business partners.

Within the scope of risk management, we try to recognize potential risks as early as possible so that we can evaluate them and take whatever action is necessary. We want to react directly and appropriately to considerable risks via defined escalation steps and communication channels all the way up to management level.

Our objective is to avoid mistakes in all areas and to consistently correct any sources of error we do discover. By constantly improving product quality, we reduce the costs of errors, which is why compliance with our defined processes is necessary. It is the task of all employees to comply with the prescribed processes at all times, taking into account their own influence on product conformity and safety and environmental pollution.

We want to keep the effects of our operations on the local environment as low as possible and to this end, the effects are monitored and evaluated. We avoid or reduce emissions and waste which are harmful to the environment, thus saving valuable resources.

We prevent and/or remove safety risks, health hazards and environmental contaminants. In a process of dialogue, we encourage our contract partners to do the same, and we communicate with the general public and local authorities. Interested customers are given information on the quality, safety and environmentally relevant aspects of our products. Ethical aspects have been integrated into the management processes.

Our policy is reviewed every year with regard to its adequacy, implementation and effectiveness and is adjusted and supplemented as necessary. New, measurable objectives are derived from this policy every year. These are then integrated into the affected areas by means of the individual process descriptions and explained to the workforce. Planned measures are assessed prior to their introduction.

Responsibility and Authority

The management has unrestricted responsibility for the Integrated Management System. The management has appointed a top company executive to exercise this responsibility. As the top management representative, the Head of Organizational Management is responsible for the set-up, maintenance and further development of the Integrated Management System, which comprises quality, environmental and safety management elements. He advises and informs the management on all questions concerning the Integrated Management System and is authorized to issue instructions in all areas of the company within the scope of these tasks.

The responsibility, authority and interactions of Georg Martin GmbH are defined in the following documents:

- Organigram (**HB002**),
- Management Manual (**HB001**),
- Process Descriptions.

The management has appointed a representative in writing for each of the following functions:

- Top management representative for the Integrated Management System
- Representative for operational environment conservation
- Industrial safety specialist
- Safety and security advisers
- Coordinators
- Responsible persons in each work area (transfer of duties).

The detailed procedure is outlined in process descriptions PB001 and PB002.

Integrated Management System

As the highest authority within the company, management has responsibility for the Integrated Management System and is supported in this role by the Quality Manager in his capacity as the top management representative. The management provides him with the necessary time, personnel and financial resources. The Integrated Management System comprises the areas of Quality, Environment and Industrial Safety, and is within the remit of Organizational Management.

Information on the structure and organizational procedures of the company are given in this Management Manual in summarized form.

The processes of the Integrated Management System are outlined in the following system documents:

- Management Manual
- Process Descriptions
- Work Instructions
- Test Procedures
- Operating Instructions
- Specifications

The basic document for the description of the Integrated Management System is this Management Manual. It describes the overriding principles, responsibilities and processes. The Management Manual was put into effect by the company management. It is monitored in regard to its implementation, reviewed once a year in regard to its completeness and topicality and updated to reflect the latest status after significant changes while still maintaining full functionality.

Process descriptions regulate interdepartmental processes and define the marginal conditions in each instance. They are prepared through the Integrated Management System in cooperation with the responsible departments and kept up-to-date individually. More detailed stipulations are contained in the work instructions, test procedures, checklists and operating instructions.

The implementation of specific requirements regarding quality, the environment and industrial safety is outlined below. The connection to aviation standard **DIN EN 9100** is made in the individual process descriptions.

Quality

In accordance with our company policy, the processes focus on the objective of providing customers with products in a quality that meets their requirements. The pursuit of this strategy under economic aspects is a fundamental prerequisite for our own long-term business success. This requires that all employees perform the duties assigned to them with the necessary specialized technical knowledge. The basis for this is good training, a future-orientated personnel policy and a positive corporate culture. The observance of and compliance with relevant national and international quality standards, the early involvement of suppliers and customers in the decision-making process, the timely identification and assessment of risks and the updating and appraisal of objectives are all part of our company policy.

The Quality area is subdivided into:

- The quality management system
- Quality control and
- The responsibility of every employee

The Quality Manager is responsible for the maintenance, upkeep, further development and monitoring of the quality management system.

In the quality control area, the Quality Manager also has executive responsibility for the scheduling, commissioning, execution, evaluation and appraisal of the following tasks:

- Preparation of first sample test reports
- Processing of internal and external complaints
- Conducting of dimensional incoming goods inspections
- Support of organizational management
- Performance of special testing and analysis tasks

Environment

In line with our company policy, we are fully aware of our responsibility to protect the environment. In the continuous improvement of products and processes, the economic consumption of resources is an important goal for us.

The Environment area is subdivided into:

- The environment management system
- Operational environmental protection and
- The responsibility of every employee

The Quality Manager is responsible for the maintenance, upkeep, further development and monitoring of the environment management system.

The management has appointed an external representative for operational environment conservation to deal with environmental matters. His duties cover the environmental effects caused by the company's activities. This includes the following topics:

- Waste
- Dangerous substances
- Energy
- Water / waste water and
- Soil protection

The representative for operational environment conservation is the main point of contact in these matters. He advises and informs the management and the Quality Manager with regard to the:

- Preparation, execution and documentation of environmental programmes
- Preparation and updating of instructions
- Conducting of environmental audits.

The main focus of his duties is to ensure that the conditions imposed on the company by the authorities are satisfied and, in cooperation with the Quality Manager, to monitor compliance with legal environmental regulations. In the performance of his duties, he has the powers in cooperation with the Quality Manager:

- to check all areas, plant and equipment for their compliance with all legal environmental requirements and
- depending on the significance of the detected defects and in consultation with the management and affected operational areas, to initiate the measures necessary for their immediate rectification. Under certain circumstances, this could also mean a production stop in the affected area.

He is also obliged to provide comprehensive information to the management, Quality Manager and other employees of the company who work in areas relevant to the environment. He must also keep abreast of the latest developments in operational environment conservation. Information concerning the industry in general is provided by the trade associations. In cooperation with the top management representative, he must use officially published law gazettes and specific internet sites to find out about changes to legal requirements. He is the point of contact for the authorities in environmental matters and is responsible for processing legal environmental authorization procedures. Environmentally relevant projects and investments are presented to him for information and collaboration.

Industrial Safety

Our industrial safety and health protection policy is based on European and German laws, regulations, rules and standards. It applies to Georg Martin GmbH and all external service providers. In addition to top management, each executive member of staff is responsible for working safety within the scope of their duties. Instilling and intensifying safety conscious conduct to reduce risks and prevent accidents is a management task.

The Industrial Safety work area is subdivided into:

- The safety management system
- Safety at work (specialist for industrial safety) and
- The responsibility of every employee

The Quality Manager is responsible for the maintenance, upkeep, further development and monitoring of the safety management system.

The management has appointed an external representative for operational working safety. His duties in the field of working safety and accident prevention cover all matters relating to safety issues, including the ergo-nomic structuring of tasks. He is the main point of contact in these matters and he advises and informs management and Quality Manager with regard to the:

- Planning, set-up and maintenance of operational plant and equipment, as well as social and sanitary facilities
- Procurement of technical working equipment and introduction of work processes and materials
- Selection and sampling of personal protective equipment
- Structuring of workplaces, work processes, working environments and other ergonomic issues
- Assessment of working conditions

In cooperation with the Quality Manager, the external industrial safety specialist conducts a safety inspection of the plant, technical fittings and equipment. He observes the implementation of working safety and accident prevention measures and has joint responsibility in this regard together with the Quality Manager for:

- Inspecting workplaces at regular intervals and reporting any deficiencies to the management
- Proposing measures to remedy these deficiencies and monitoring their implementation
- Ensuring that personal protective equipment is used
- Examining the causes of work accidents, recording the results and providing the management with recommendations for preventing a recurrence
- Ensuring that all employees conduct themselves in a manner which produces a safe working environment and prevents accidents
- Instructing the workforce about all relevant accident and health risks
- Participating in the training of safety representatives
- Preparing an alarm and hazard prevention plan

Possible emergency situations must be taken into account when preparing the alarm and hazard prevention plan. They must be checked regularly and revised as necessary. The fire protection regulation is a summarization of general fire prevention rules customized to the peculiarities of the premises, and instructions on what to do in an emergency. The industrial safety specialist is obliged to provide comprehensive information to the management, top management representative and other employees of the company on matters of working safety. He is also obliged to keep abreast of the latest developments in operational working safety and is the point of contact for the authorities in industrial safety matters. The inspection of electrical systems and equipment is regulated in DGUV V3. Potential risks when performing specific tasks are to be determined and evaluated.

Process Model

The process model is built up as follows:

Management Processes

The business processes are controlled via our management processes. The following management processes are used:

- Management => Process Description PB001
- Organizational Management => Process Description PB002
- Finance and Accounting System => Process Description PB011
- Environmental Aspects => Process Description PB027
- Configuration Management => Process Description PB030
- Risk Management => Process Description PB032
- Project Management => Process Description PB034
- Statutory and Regulatory Requirements => Process Description PB037
- Human Resources => Process Description PB038

Business Processes

The following business processes are used:

- Sales => Process Description PB003
- Purchasing => Process Description PB004
- Construction => Process Description PB006
- Production Planning and Production => Process Description PB007

Support Processes

The business processes are supported by our support processes. The following support processes are used:

- Toolmaking => Process Description PB008
- Maintenance => Process Description PB009
- IT and Telecommunications => Process Description PB010
- Receiving, Storage and Shipping => Process Description PB012
- Service Providers => Process Description PB013
- Nonconforming Products => Process Description PB014
- Emergency Management => Process Description PB015
- Emergency Planning => Process Description PB015
- Measuring Equipment => Process Description PB016
- Tests => Process Description PB017
- First Samples => Process Description PB018
- Corrective and Preventive Actions => Process Description PB019
- Processes => Process Description PB020
- Audits => Process Description PB021
- Documents and Data => Process Description PB022
- Records => Process Description PB023
- Waste Management => Process Description PB025
- Dangerous Substances and Fuels => Process Description PB026
- Training => Process Description PB029
- Marketing => Process Description PB031
- Data Analysis => Process Description PB035
- Continuous Improvement Process (CIP) => Process Description PB036
- Airfreight Securing => Process Description PB039
- Damage part analysis field => Process Description PB040

Inside Sales

The strategic alignment of corporate objectives to the relevant requirements of our customers and the industry forms the solid foundation for the structuring of our sales processes. With a view towards building up lasting and successful relations with our customers, our sales staff have the task of offering our range of products and services specifically and selectively to new as well as existing markets.

Accordingly, the starting point of this long-term sales policy is a comprehensive and differentiated observation and analysis of the important changes in the market and the company's own position in relation to its competitors. Communication with the customer is particularly important to us for this reason. Customer relations are controlled and optimized in coordinated campaigns. Important information for the partners involved in the communication process is kept on file and can be referred to at any time.

From the time of initial contact with the customer, it is the responsibility of our sales staff to ensure that the demands made on the product and subsequent processes can be satisfied and that suitable corrective measures can be taken if and when necessary. Particular attention is paid to quality assurance measures within the individual stages of the sales process.

Incoming customer inquiries are checked and assessed for completeness, clarity and feasibility with regard to the following:

- Technical specifications and quality requirements
- Legal and commercial contract conditions
- Deadlines
- Standards, laws, directives
- Test and acceptance conditions
- Demands on the management system
- Environment protection and safety regulations
- Risks

Any uncertainty or changes concerning the ability to satisfy requirements must be clarified in detail after consultation with the customer. If the inability to satisfy requirements remains, the customer must be informed that no offer can be made. The basis for making a qualified price calculation is given once a successful check has been made and possible deviations clarified. A precisely specified offer is then prepared under consideration of the available operational resources. Once the offer has been submitted, a copy of it is digitally filed along with all related inquiry and calculation documents.

If it is not possible to submit an offer within a specified space of time, the reasons must be investigated after consultation with the customer, and the acquired knowledge included in subsequent offer processes. After an order has been placed, it must be checked whether the customer's order matches up with the offer. If it does, the customer is given written confirmation of the acceptance of the order on the basis of the offer and valid terms and conditions. Delivery agreements are made on the basis of the current workload and production capacity. The agreed shipping and packaging instructions are issued to the responsible departments through suitable channels. Any differences between the offer and the order must be clarified with the customer to ensure conformity.

The detailed procedure is outlined in Process Descriptions and PB003.

Outside Sales

Within the scope of sales processes, active processes and those that are outwardly effective are planned and executed with existing and potential customers.

The detailed procedure is outlined in Process Description PB003.

Purchasing

By means of the scheduled selection, assessment and approval of suppliers, it is ensured that products are only procured from high-quality, authorized suppliers. New suppliers are selected on the basis of an assessment of their ability to provide quality products, commercial aspects, technical possibilities and potential risks. Sample inspections and supplier audits are conducted in accordance with the significance of orders. We strive to solve any problems which occur on a basis of partnership in cooperation with our suppliers.

The detailed procedure is outlined in Process Description PB004.

Construction

Our construction focuses on the development of tools for our production processes. They are usually commissioned by our customers for the completion of a specific order and they enable us to produce the ordered articles.

Customers usually inform us of the intended use of the ordered parts. This information flows into the construction and subsequent production processes. Validation is made through approval of the prototype by the customer. No additional construction validation is carried out. Final testing of the construction work is confirmed by entering the name and date in the text field of the applicable drawing.

The detailed procedure is outlined in Process Description PB006.

Toolmaking

Our toolmaking department works mainly on the production and maintenance of the tools constructed by the construction department.

The detailed procedure is outlined in Process Description PB008.

Production Planning and Production

Production is controlled via the production order on the basis of the customer's specifications. By optimizing and describing the processes relevant to us, it is ensured that the suitable production equipment, work processes and quality assurance methods are used in all areas. Defined tests are used to ensure the fulfilment of customers' requirements. The tests are described in the test instructions which also contain the characteristics, scope, test equipment and responsibilities. If defective units are detected, they are systematically marked, analysed and processed. Compliance with delivery deadlines is monitored so that corrective action can be taken if necessary. Any changes requested by the customer during production are given due consideration and are implemented if feasible.

The production process involves extensive documentation, consisting of:

- Works certification and specific confirmation declarations from our suppliers
- Test protocols and the recording of test data from our production
- Test reports from external service providers

The detailed procedure is outlined in Process Description PB007.

Personnel and Training

Qualified personnel is employed for the performance of all tasks. New employees undergo systematic and documented familiarization training which covers general as well as department-specific aspects. The training requirements of all employees and effectiveness of completed training are determined and evaluated on a regular basis.

The detailed procedure is outlined in Process Description PB029.

Human Resources

For the sustainable response to personal development.

The detailed procedure is outlined in Process Description PB039.

Plant, Equipment and Work Environment

The equipment and working environment necessary for the optimum running of business processes are provided and maintained. The equipment includes among other things:

- Test equipment
- Office equipment, such as PCs, printers, copiers, telephones
- Plant, machinery and operating equipment in production workshops
- Hardware and software tools
- Programs for special solutions
- Information management systems

Our communication equipment provides users with the opportunity to collect and structure information and exchange it among them. The upkeep and maintenance of the information systems and programs and the securing of data are the responsibility of the IT department. External specialists are brought in as necessary.

Finance and Accounting System

The finance and accounting department is subdivided into wage/salary, investment and financial accounting. It is responsible for external reporting to public offices, authorities and insurance companies and for internal reporting to the management. The profitability and liquidity of the company are planned and controlled in consultation with the management with a view towards long-term profit.

The detailed procedure is outlined in Process Description PB011.

Communication

Internal Communication

We inform the workforce about goals, decisions, measures and results by means of specific, targeted, user-friendly communication. The following media are used as the platform for this:

- Info monitor
- Info wall
- E-mail,
- Intranet
- Pigeon holes
- Works meetings
- and others...

Information is exchanged and decisions reached on how to proceed further at the following regular meetings:

- Latest news from the management
- Complaints meeting
- ASA meeting
- Determination and evaluation of customer satisfaction
- and others...

The detailed procedure is outlined in Process Description PB002.

External Communication

- Georg Martin GmbH homepage
- Product information
- Emergency alarm
- Contacts with authorities
- Contacts with customers and suppliers

Communication with authorities is via the appointed company representatives. Communication with customers, suppliers and other interested parties is undertaken by each specialized department.

The following documents can be given out to interested parties by the top management representative on request:

- Management Manual (HB001)
- Company Policy (HB004)
- Process Flowchart (HB003) and
- Organigram (HB002).

The detailed procedure is outlined in Process Description PB002.

Documents and Data

Documents and data are checked and approved prior to their issue and utilization. Documents are distributed to the relevant departments and are available at the relevant workplaces. Data is provided via our internal network in accordance with the level of authorization.

The documents used are subdivided as follows:

- Higher level documents (standards, laws, directives)
- System-related documents (Management Manual, Process Descriptions, Test Instructions, Work Instructions, Operating Procedures and templates)
- Product-related documents (work plans, parts lists, article and customer article master data, personal master data, customers' drawings and internal drawings)

The detailed procedure is outlined in Process Description PB022.

This process description contains stipulations regarding:

- Preparation, testing, release
- Maintenance, distribution, identification, filing and disposal

Organigram

The organigram of Georg Martin GmbH (HB002) provides an overview of all areas within the company and can be requested when necessary by the top management representative.

Process Flowchart

The process flowchart of Georg Martin GmbH (HB003) provides an overview of all business processes, management processes and support processes within the company and can be requested when necessary by the top management representative.

Records

Records document the fulfilment of the criteria determined in each area for quality, environmental protection, industrial safety and health protection. They help with the evaluation of processes and promote continuous improvement.

The detailed procedure is outlined in Process Description PB023.

This process description contains stipulations regarding:

- Preparation, testing, release
- Maintenance, distribution, identification, filing and disposal

Management Review

The management and top management representative permanently monitor the Integrated Management System with regard to its adequacy, implementation and effectiveness. The information collected in the course of the year is included in the Management Review by the top management representative and submitted to the management at the end of the year for implementation and evaluation.

The detailed procedure is outlined in Process Description PB002.

Customer Property

Components supplied by the customer are used under defined conditions. A standard receiving inspection is performed on these components in the incoming goods area. This inspection does not release customers from their obligation to deliver defect-free products. It is ensured by means of our defined and regulated storage and transport conditions which require that the quality of customer-supplied components is not negatively influenced during storage and transport on our premises. If defective customer-supplied components are detected during the production process, the procedures outlined in Process Descriptions PB014 and PB019 are applied.

The detailed procedure is outlined in Process Description PB007.

Identification and Traceability

Thanks to systematic identification throughout the entire production process, it is possible to identify all parts, from the raw material to the finished product, at all times. All of the data accrued in the production and inspection process is linked with the corresponding production order number, our batch number, in the ERP system. In this way, we can allocate all of the relevant data up to the workshop test of the raw materials to a particular batch number at any subsequent point in time.

The detailed procedure is outlined in Process Descriptions PB007 and PB030.

Receiving, Storage and Shipping

The handling, storage, packaging, shipment, transport and protection of the products are of equal importance as production itself in order to maintain the quality level already achieved. The handling of parts before, during and after a work process is just as much a factor as the work process itself in achieving the required quality. All employees are obliged to exercise the necessary care and attention when handling products.

Products are stored in specified containers in designated locations. They are transported by prescribed means by trained personnel. Where necessary, special measures are taken to ensure the quality of the parts.

The detailed procedure is outlined in Process Description PB012.

Test Equipment

The monitoring and control of our production processes is achieved through the use of test equipment. In order to perform this important monitoring task, our test equipment is systematically recorded, marked, calibrated and stored in a suitable manner. We only use tested and approved test equipment for our production processes.

The detailed procedure is outlined in Process Description PB016.

Measurement, Analysis and Improvement

Customer Satisfaction

Customer satisfaction is one of the most important prerequisites for a successful company. It is determined in the main through routine daily tasks via the Sales=>Customer interface. Other interfaces for determining customer satisfaction are Quality System=>Customer, Management=>Customer and Construction=>Customer.

The following principle characteristics are analyzed here:

- Compliance with deadlines
- Product quality
- Cooperation

Customer complaints show us in addition how customers' expectations deviate from our performance and are an indication of any weak points which may still exist.

Customer complaints are systematically recorded and analyzed and regularly evaluated with the management. Measures are then introduced to stabilize process reliability, thus avoiding repeated errors.

The detailed procedure is outlined in Process Descriptions PB035

Audits

Internal audits are conducted to establish the effectiveness of the management system in regard to legislation, product changes and processes. They are intended to indicate potential weak points so that we can constantly improve our company. Three-year planning, implementation, evaluation and reporting are tasks of the top management representative. A synopsis of the results showing deviations as well as potential for improvement is presented in the audit reports. They provide important information for decisions on corrective measures and steps to prevent repeated errors. The results of the audits flow into the annual management evaluation.

The following audit types are conducted:

- System audits
- Process audits
- Product audits
- Configuration audits and
- Supplier audits

The detailed procedure is outlined in Process Description PB021.

Analysis and Monitoring of Processes

Weak points in our processes and potential for improvement are recognized by regularly conducting process audits. The results flow into the annual management evaluation.

The detailed procedure is outlined in Process Descriptions PB020 and PB021.

Analysis and Monitoring of Products

All incoming deliveries are subjected to a defined inspection in accordance with the article master data records within the scope of receiving inspection.

During and after the production process, interim and final inspections are conducted on the basis of test instructions and the results filed in Procella or Infostore, depending on the parts family.

The tests are performed by trained personnel using the appropriate hard and software. The test equipment is subject to scheduled and documented monitoring.

The detailed procedure is outlined in Process Description PB017.

Nonconforming Products

If unacceptable deviations are detected during these tests, the products are marked and isolated and suitable measures are taken to remedy the defects, prevent their recurrence and avoid follow-on defects. Reworked parts are tested and released anew.

The detailed procedure is outlined in Process Descriptions PB014 und PB019.

Data Analysis and Improvements / CIP

The following data is analyzed extensively:

- Development and costs of the management system
- The supplier appraisals of our customers
- All customer complaints
- Results of supplier appraisals
- Results of internal and external audits
- Quality assessment of production
- Consumed operating and auxiliary materials
- Consumed energy resources
- Water and waste water consumption
- Accrued waste
- Accidents at and on the way to/from work
- etc.

The detailed procedure is outlined in Process Descriptions PB035 and PB036.

Configuration Management

Configuration management ensures that in every business process and at all times, the customer drawing number with the currently valid index allocated to our article numbers can also be clearly recognized. This distinct allocation in combination with the data recording that accompanies the production process enables unequivocal traceability to the production order number/ batch number, and to each individual plate in plate production.

The detailed procedure is outlined in Process Description PB030.

Risk Management

Through risk management, potential risks are identified and evaluated in a timely manner in all processes and escalation stages introduced where necessary with the involvement of the management.

The detailed procedure is outlined in Process Description PB032.

Project Management

Project management is used to regulate when a "normal" task has to be transferred over to an official project. Thereafter, this task is implemented under the project management regulations.

The detailed procedure is outlined in Process Description PB034.

Marketing

External communication measures are planned and executed within the scope of marketing processes. These also include:

- Homepage
- Information documents and data
- Trade fair participation
- Inclusion in search services and databases
- etc.

The detailed procedure is outlined in Process Description PB031.

Environmental Protection

Waste Management

The storage, marking, transport and commissioning for the recycling of waste are subject to defined conditions. The quantities and types of waste accrued in the course of a year are recorded and evaluated before being included in the management review as part of the input-output balance.

The detailed procedure is outlined in Process Description PB025.

Hazardous Substances

The ordering, inspection, release, storage, transport and handling of hazardous substances are subject to defined conditions. The overriding principle is to introduce non-hazardous substances wherever possible. Each substance is examined to establish whether it could be replaced by a less hazardous one. The quantities and types of hazardous substances used in the course of a year are recorded and evaluated before being included in the management review as part of the input-output balance.

The detailed procedure is outlined in Process Description PB026.

Environmental Aspects

The environmental aspects have been established and evaluated for all environmentally relevant processes, and improvement measures introduced wherever necessary. If additional environmentally relevant processes are introduced in the course of the year, or changes are made to existing ones, the environmental aspects are established and evaluated anew and improvement measures introduced wherever necessary. If desired by external bodies, these can be communicated.

The detailed procedure is outlined in Process Description PB027.

Statutory and Regulatory Requirements

The compliance with statutory and regulatory requirements have been determined, evaluated and reported in management review.

The detailed procedure is outlined in Process Description PB037.

Airfreight Securing

The detailed procedure is outlined in Process Description PB039.

Damage part analysis field

The detailed procedure is outlined in Process Description PB040.