ZF Foxconn Chassis Modules

SQM 24

General requirement

This document outlines **the IATF 16949** requirements that suppliers should have defined when aligning their quality system for projects when working with ZF Foxconn Chassis Modules GmbH (in the following referred to as: “ZFFCN”). The supplier needs to align with the OEM regarding these standards, forms, processes, and overall expectations to do business with the OEM. This document serves as a starting point and is not all inclusive.

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1.0 General Requirements

1.1. Scope

(IATF 16949: section 1.1) The Supplier Quality Manual 2024 (SQM 24) is valid for the supply of production materials to ZFFCN (in the following referenced to as 'ZFFCN'.

ZFFCN Suppliers are expected to extend the requirements of SQM 24 to their own suppliers and sub-suppliers.

1.2. Business Language

(IATF 16949: section 8.2.1.1)
All communications will be conducted in English unless otherwise requested by the ZFFCN receiving plant. Unless otherwise specified by ZFFCN, documents including PPF/PPAP and APQP documents shall be written in English.

1.3. Quality Management System

(IATF 16949: section 4)
An effective quality management system, set up according to the standards and regulations of IATF 16949, should align with OEM customer requirements.

The goal of this quality management system is to achieve the "Zero-Defect" target.

The minimum requirement is certification according to ISO 9001 by an accredited certification body.

If not yet accredited to IATF 16949, those suppliers shall have a plan to achieve certification.

The supplier shall inform ZFFCN immediately if the certificate:

- has been revoked
- has expired without a successful recertification
- has been temporarily placed on suspension

Audits
(IATF 16949: section 8.4.2.4.1)
ZFFCN reserves the right to carry out audits and assessments on quality management systems, processes and products, with the ZFFCN customer.

1.4. Regulatory and Statutory Compliance

(IATF 16949: section 8.4.3.1/8.4.2.2/8.6.5)
Suppliers shall adhere to and pass down all applicable statutory and regulatory requirements to their suppliers in the entire supply chain.

The supplier shall apply the legal requirements of the production location and of the country of use (if named by ZFFCN) during the APQP phase to all products, processes, or services (internal and external). This process shall be completed at the latest by PPF/PPAP submission.

1.5. Government Regulatory Compliance, Corporate Social Responsibility & Sustainability

(IATF 16949: section 8.6.5/8.4.2.2/5.1.1.1)
ZFFCN expects its suppliers and sub-suppliers to adhere to the Business Partner Code of Conduct (link:….) Upon request or audit by ZFFCN, suppliers shall provide evidence of adherence to these requirements.

1.6. Quality Objectives

(IATF 16949: section 6.2)
The supplier shall ensure that quality objectives to meet customer requirements are defined, established, maintained, and reviewed for relevant functions, processes, and levels throughout the organization.

In the context of quality planning, the supplier is expected to develop a "Zero-Defect Strategy" and take all necessary actions in order to achieve the "Zero Defect" target.

If the quality performance has a potential to impact the safety, quality or delivery of products, the supplier shall inform immediately all possibly impacted ZFFCN receiving plants and other involved parties in the supply chain to ZFFCN.

1.7. Environment

(IATF 16949: section 8.2.2.1)
ZFFCN is committed to the protection of the environment. All ZFFCN plants are ISO 14001 certified. We therefore expect our suppliers to commit to environmental protection by complying to applicable environmental regulations and by implementing an environmental management system that at least meets the requirements of the OEM.
Product-related environmental and Safety Data Sheet requirements
All supplies shall meet applicable legal, environmental and import regulations (e.g., EU REACH (EC) No. 1907/2006, EU ELV Directive 2000/53/EC, China requirements for prohibited substances on automobiles GB/T 30512-2014, …).

Upon request, suppliers shall provide recycling and disposal concepts appropriate for their products. Additional data (e.g., energy consumption and emissions) may be requested for life cycle assessment of ZFFCN products.

Suppliers shall submit Safety Data Sheets (SDS) for materials and mixtures, in accordance with the United Nation's Globally Harmonized System (GHS) of Classification and Labelling of Chemicals and the European Classification, Labelling & Packaging (CLP) regulation.

For products classified as a dangerous good (e.g., pressurized shock absorber, pyrotechnic articles, lithium batteries, …) SDS or similar information shall be provided by the supplier in order for ZFFCN to fulfill handling and transport requirements.

1.8. Special Characteristics

(IATF 16949: section 8.2.3.1 & 8.3.3.3)
ZFCCM will enforce all requirements outlined on the customer released technical drawings and specification.
All characteristics shall be complied with. There are characteristics with higher risks which require special consideration. These are the "Special Characteristics."
Deviations in these characteristics can seriously affect product safety, product lifetime, assembly capability, product functionality, quality and can violate official or legal regulations.

Supplier has to meet all OEM customer requirements regarding the handling and control of Special Characteristics. Especially

assembly relevant characteristics must be shared with ZFFCN.

Supplier must inform ZFFCN in case of any specific cleanliness or handling requirements that need to be considered by ZFFCN.

1.9. Sub-supplier Management

(IATF 16949: section 8.4)
Sub-suppliers have a significant impact on the quality of the final product. Suppliers shall ensure that the sub-suppliers comply with all the requirements contained in this directive.

An intent to change a sub-supplier shall be communicated well in advance to OEM customers. The change of a sub-supplier can only be implemented upon prior approval by OEM customer. See section 1.11

ZFFCN reserves the right to participate in audits and assessments of sub-suppliers regarding quality management systems, processes, products etc. jointly with the OEM customer directed suppliers. Advance notice will be given. ZFFCN participation in a sub-supplier audit does not absolve the OEM customer directed supplier from their responsibility to properly monitor and develop the sub-supplier.

1.10. Changes to Product or Process

(IATF 16949: section 8.2.4/8.5.6)
The supplier shall have a documented process to control and implement changes that impact product, product realization and manufacturing process.

A "Change" refers to all situations referenced in AIAG PPAP Manual and/or VDA Volume 2, Trigger matrix of Part history.

The effects of any change, including those changes caused by sub-suppliers, shall be assessed, verified, and validated to ensure compliance with OEM customer requirements prior to implementation. The evidence of risks associated with the change shall be documented and assessed. Any intended change, deviating from the latest PPF/PPAP approval, shall be communicated as soon as possible to ZFFCN to allow for a timely review with our customer and affected OEM customer approval.

Suppliers shall submit a written request by sending the OEM customer designated form to all affected ZFFCN facilities. The request shall be accompanied by a detailed timeline demonstrating proper change control that identifies necessary safety stock/bank requirements and timing to allow for a timely ZFFCN/OEM Customer approval and validation.

Changes shall not be implemented prior to the receipt of written approval from OEM customer and ZFFCN.
Authorization to ship production material after a change implementation requires a new PPF/PPAP approval.

1.11. Product Safety

(IATF 16949: section 4.4.1.2)
Product safety and product liability are particularly significant for companies in the automotive industry. The supplier has producer responsibility (product liability) for their parts and processes, including parts or

processes from sub-suppliers, which ZFFCN purchases to build their final products. Therefore, in order to prevent product liability risks, it is the responsibility of the supplier to do everything in their power, in terms of organization and technical matters, to guarantee the product safety.

The supplier shall have a documented process for the management of "product safety" related products and manufacturing processes.

ZFFCN requires their suppliers to designate a Product Safety Representative (PSR) to be in charge of all related tasks described in IATF 16949 section 4.4.1.2.

Furthermore, the supplier shall apply these requirements to their supply chain.

1.12. Business Processes based on Electronic Data Exchange

(IATF 16949: section 8.2.1.1)

. Business processes based on electronic data exchange between ZFFCN and its suppliers are a main focus of ZFFCN's strategy. According to this strategy, more and more of the processes which are described in this directive are managed by using the electronic communication platforms of ZFFCN such as "SupplyOn"

1.13. Contingency Plans

(IATF 16949: section 6.1.2.3)

Suppliers shall develop contingency plans that align with OEM customer requirements. ZF shall be informed immediately in the event of an actual disaster (e.g. interruption from externally provided products, services, recurring natural disasters, fires…)

1.14. Control of Reworked and Repaired Products

(IATF sections 8.7.1.4/8.7.1.5)

For rework and repair of products, the supplier shall have a documented process and conduct a risk analysis (e.g., FMEA) and approval from the OEM customer and must inform ZFFCN accordingly prior to shipment.

Any repair or rework not included in the agreed Control Plan during the PPF/PPAP phase is considered as a process change according to section 1.10 – Changes to Product or Process.

1.15. Disposition of Nonconforming Products

(IATF 16949: section 8.7)

The supplier shall have a documented process for disposition of nonconforming products not subject to rework or repair.

1.16. Escalation Model "Supplier/Purchased Parts"

Suppliers providing ZFFCN with products and services that do not meet quality, delivery, or planning commitments and expectations are subject to enrollment in the escalation process to expedite improvement actions and visibility. Questions regarding the interpretation of this policy and the application therein shall be directed to the ZFFCN receiving plant.

1.17. Lessons Learned

(IATF 16949: section 6.1.2.1/7.1.6/10.3)

Supplier shall have a process to document and share knowledge, generally gained by

experience within the organization that aligns with our OEM customer requirements. The effectiveness is proven by continuous improvement of the production process reliability, supply quality and delivery performance.

1.18. Retention Periods

(IATF 16949: section 7.5.3.2.1)
The supplier shall define and maintain retention periods for documents, records and reference samples.

The applicable retention periods depending on the nature of the relevant documents and type of industry are described in the following standards:

- OEM customer requirements
IATF (section 7.5.3.2.1) – Record Retention
- VDA 1 – Information Management, Documentation Control and Archiving
- AIAG (6) – Record Retention

2. APQP Advanced Product Quality Planning

(IATF 16949: section 8.1)

Suppliers and their sub-suppliers must fulfill the requirements and regulations of the respective OEM customer. If no OEM customer requirements have been defined or agreed for APQP the respective valid VDA and AIAG standards shall apply.

2.1. Feasibility Study

(IATF 16949: section 8.2.3) Feasibility confirmation will be discussed with the OEM customer.

2.2. Project Plan

(IATF 16949: section 8.1)
The supplier creates a project plan based on the OEM customer specified project milestones and submits it to ZF Foxconn Chassis Modules GmbH.

The supplier shall report on a regular frequency specified by ZF Foxconn Chassis Modules GmbH.

2.3. Field Failure Analysis/No Trouble Found

(IATF 16949: section 10.2.5/10.2.6)
For complaints from the field, the supplier has to plan a methodic analysis according OEM customer specific requirements. If ZFFCN is involved in the field failure analysis the Supplier shall share a methodic analysis plan for field return parts which is agreed with the OEM customer.

2.4. Quality Objectives

(IATF 16949: section 6.2)
For measurement and evaluation of the achieved quality, internal project/product related quality objectives shall be defined by the supplier. The supplier shall monitor the KPIs at all times to meet the quality objectives set by ZFCCM and OEM customer.

2.5. Safe Launch Plan

The supplier shall agree upon a Safe Launch Plan prior to the PPAP run. Supplier must inform ZFFCN about additional agreements effecting assembly relevant characteristics, like border samples or failure catalogues.

For details, refer to section 4.4 – Safe Launch.

2.6. Process Flow Chart

(IATF 16949: section 8.3.5.2)
The supplier shall provide a Process Flow Chart for the entire process chain from receiving inspection to packaging and shipping upon request from ZFFCN.

2.7. Product and Process FMEA

(IATF 16949: section 8.3.5.2)
The Failure Mode & Effects Analysis (FMEA) shall align with OEM customer requirements.

2.8. Control Plan

(IATF 16949: section 8.5.1.1)

The control plan presents a planning tool for preventive process security. It is implemented by a team through systematic analysis of production, assembly, and test processes and shall be submitted by Supplier to ZFFCN upon request.

2.9. Release of Product and Process Development

(IATF 16949: section 8.3.5)

The supplier shall evaluate and document its releases for individual stages of product and process development as aligned with OEM customer requirements.

2.10. Coordination of Production Control

(IATF 16949: section 8.5.1)

As a basic principle, all product and process characteristics are important and shall be aligned with OEM customer specific requirements.

2.11. Capability studies

(IATF 16949: section 8.3.5.2/9.1.1.1)

The supplier shall agree to conduct the machine capability study and process capability study according to OEM customer specific standards and requirements and share assembly relevant capability studies with ZFFCN.

2.12. **Logistics** (IATF 16949: section 8.1.1/8.3.5.1/8.5.4)

In principle, ZFFCN establishes a logistics agreement with the supplier. Regardless of whether such an agreement was made or not, the following minimum requirements apply unless a variance has been explicitly agreed:

Planning of packaging including labeling

The supplier is responsible for packaging their components and to improve packaging if it is not fit for its intended purpose. The packaging must be designed in such a way to ensure that it is sufficiently robust to withstand shipment by land, air, sea, etc. and arrive on time without damage or contamination. The planned type of packaging must be agreed with ZFFCN on the supplier's initiative in sufficient time before PPF/PPAP or series production delivery.

The following ZFFCN Standards shall be observed:

• "General Packaging Regulation Logistics, Environmental Protection" (ZFFCNN 9004-1)

• "Global Logistics Directive" (GLD)

available for download and review on the ZFFCN Internet website).

Site-specific detailed regulations shall be applied if requested.

Corrosion prevention

All products which could be impaired by interaction with the environment shall be protected appropriately. Approval for use of the planned corrosion inhibitors (if necessary) shall be coordinated in a timely manner with ZFFCN and included with PPF/PPAP submission.

Material flow

To avoid mix up of batches and to be able to trace batches, raw parts, parts purchased from sub-suppliers and parts from supplier's

own production, "First In – First Out" principle shall be followed across all processes and delivery.

Supplier shall ensure the traceability of their products from ZFFCN all the way back to their sub-suppliers. For this purpose, the parts or containers shall be labeled in a suitable way with batch identification number and revision status. The revision status shall be stated on the delivery note.

Cleanliness

The supplier is responsible for the cleanliness of both the parts and the packaging and shall take cleanliness specifications of ZFFCN into consideration. Packaging shall protect the parts against contamination.

All packaging materials shall be recyclable, reusable, or returnable – whenever possible.

For further requirements concerning packaging and cleanliness, refer to the ZFFCN Global Logistics Directive (available for review on the ZFFCN Internet website).

If required by ZFFCN, the supplier shall ensure that the packaging for electronic parts conforms to the ESD specific requirements (Electrostatic Discharge).

2.13. Traceability

(IATF 16949: section 8.5.2.1)

The supplier shall set up a defined process which allows the traceability of a single part according to the OEM customer requirements. ZFFCN must be informed about the traceability process/plan.

2.14. Personnel

(IATF 16949: section 7.1.2/7.2)

Capacity requirements

Personnel need to be planned in a timely manner for both the project and production. Planning shall be performed in such a way that sufficient capacity is available at the start of both project management and production.

Qualification

When a new station is set up or in the case of a station change, the personnel shall be trained according to the new conditions. Corresponding verification shall be documented.

When temporary/contracted personnel are employed, a risk analysis shall be done upfront in consideration of the workplace. This personnel shall be trained accordingly.

2.15. Manufacturing Prototypes

(IATF 16949: section 8.3.4.3)

General requirements for prototypes

For prototype parts, all general requirements shall be aligned with OEM customer specific requirements.

Location and component specific requirements for prototypes

Location and component requirements shall be aligned with OEM customer requirements.

2.16. Capacity Verification (Run at Rate)

(IATF 16949: section 8.3.5.2)

A Run at Rate (R@R) is a performance driven trial run under serial production conditions.

The purpose of R@R is to demonstrate that OEM customer specific requirements for supplier capacity are met, to provide evidence that the supplier can produce the required volumes for ZFFCN and all other receiving Customers to specification with existing capacity and to identify potential process weaknesses.

2.17. Maturity Level Assurance for New Parts

(IATF 16949: section 8.3.2.1)

For new parts, ZFFCN reserves the right to process the project in accordance with the respective OEM customer requirements or alternatively of VDA Volume Maturity Level Assurance or VDA Volume 6.3 Process Audit.

3. PPAP/PPF Production Part Approval Process

(IATF 16949: section 8.3.4.4)

Production Part Approval Process (PPAP) is based on OEM customer requirements. If no OEM customer requirements have been defined or agreed for individual points, the respectively valid VDA and AIAG standards shall apply.

3.1. Initial Samples

(IATF 16949: section 8.3.4.4)

Initial samples should align with OEM customer requirements.

3.2. Reasons for Initial Samples

(IATF 16949: section 8.3.4.4/8.5.6.1)

In alignment with above mentioned standards and regulations, the PPF/PPAP Approval Process should align with OEM customer requirements. PPAP submission to ZFCCM is imperative after OEM customer approval.

3.3. Initial Sample Documentation /Submission Levels

(IATF 16949: section 8.3.4.4)

In general submission levels should align with OEM customer requirements. If not otherwise required the minimum PPAP content should include:

- VDA cover sheet addressed to ZFFCN
- Copy of OEM customer approval
- Feasibility confirmation
- ZFFCN approved Packaging Data sheet
- Additional quality agreements if relevant for axle or vehicle assembly (e. g. failure catalogue)

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Missing, incorrect, incomplete, or delayed submission of initial sample documentation will be recorded as a supplier performance failure and will affect the supplier's performance rating.

3.4. Material Data Reporting

(IATF 16949: section 8.3.4.4)

For all supplies to ZFFCN, material data needs to be provided where legal reporting obligations apply.

Where PPF/PPAP requirements apply, suppliers shall report material and substance information for all types of purchased materials, components or items supplied using the International Material Data System (IMDS) (www.mdsystem.com).

Suppliers for COEMS programs (Chinese Original Equipment Manufacturers) and their joint ventures with global OEMs (Original Equipment Manufacturer) for the China market shall also report material and substance information in the CAMDS system (China Automotive Material Data System).

Suppliers shall submit IMDS and if required CAMDS to ZFFCN in any case prior to the PSW (Part Submission Warrant) or as part of the PPF/PPAP process. The supplier IMDS/CAMDS information shall be subject to ZF Foxconn Chassis Modules GmbH review and approval. Missing material data will lead to rejection.

For parts delivered to assemble in the vehicles for the China Automotive market,

suppliers shall provide an "End-of-Life/ELV test report" from an authorized lab to ensure compliance with National Standard of the People's Republic of China, GB/T 30512-2014 - Requirements for prohibited substances on Automobiles.

Changes of legal or other requirements shall prompt a re-check and subsequent update of the data provided to ZFFCN (IMDS submission, CAMDS submission, SDS, compliance declaration, etc.).

4. Serial Production Requirements

4.1. Introduction

Once the manufacturing process is successfully validated (PPF/PPAP is approved), the serial production phase begins. If no OEM customer requirements have been defined or agreed for individual points, the respectively valid VDA and AIAG standards shall apply.

4.2. Processing Complaints

(IATF 16949: section 10.2.6)

Suppliers are expected to immediately notify all possibly impacted ZFFCN plants and other involved parties in the supply chain to ZFFCN, when made aware of a potential safety, quality or delivery issue.

Complaint Management

ZFFCN categorizes complaints based on the source of concern and its severity. ZFFCN also uses several Q-KPIs to assess the quality of all deliveries. For more information, please refer to the ZFFCN Description of Supplier Q-KPIs, available for download on the ZFFCN Internet website.

After a complaint is issued by ZFFCN, containment actions shall be implemented immediately. Containment status (D3 of 8D report) shall be reported to ZFFCN at the latest within one working day and updated periodically. ZFFCN plants and other involved parties in the supply chain to ZFFCN possibly affected are to be informed at once by the supplier.

The reporting takes place via the requested form available for download on the ZFFCN Internet website).

An analysis of the root causes always needs to be carried out using suitable problem-solving methods and submitted to ZFFCN.

Detailed analyses (such as Ishikawa, 3x5 why, error simulations …) are also to be carried out. When requested, these documents shall be submitted to ZFFCN. The completed 8D report shall be submitted within ten working days at the latest.

If necessary, other target dates may be established in agreement between supplier and ZFFCN.

The 8D process can only be closed by the acceptance of ZFFCN.

Identification of certified parts or packaging after a complaint

The clean point information shall be determined and communicated at once to the person in charge at ZFFCN. In addition, it shall be documented in the 8D-report.

Subsequent deliveries from warehouse and work in progress which have been subjected to 100% inspection or testing due to complaint shall be marked or labelled. This shall be done via the appropriate label or form (available for download on the ZFFCN Internet website). Every packaging unit shall be clearly labelled with the requested label or form until permanent corrective actions have been implemented successfully.

The type of marking on the individual part needs to be agreed with the ZFFCN receiving plant, described on the requested

"Certified Parts" label or form, and included on the 8D Report.

Complaints from the field
In the event of complaints from the field, the relevant actions previously planned in the APQP phase are to be carried out.

In the case of components for which no faults were found in the investigation process (NTF - No Trouble Found), measures shall be applied according to the VDA Volume "Joint quality management in the supply chain – marketing and service – field failures analysis."

ZFFCN retains ownership rights of all material returned for analysis. If destructive testing is required to determine root causes, ZFFCN shall be notified prior to the testing process. The destruction of any part returned for analysis without written permission from ZFFCN is strictly forbidden. Material associated with a complaint, wherein responsibility of failure is indeterminate or disputed, shall be returned to ZFFCN for retention unless otherwise agreed in writing.

Measurement and Improvement of Supplier Quality Performance
It is the expectation of ZFFCN that suppliers will achieve and maintain zero defects and 100% on time delivery.

ZFFCN continuously monitors the performance of their supply base using key performance indicators (KPI's) designed to evaluate launch performance, delivery performance, complaint and warranty performance, and serial production quality performance. ZFFCN monitors and evaluates these KPI's in order to:

- Permit and enable supplier performance comparisons
- Derive necessary strategies and initiatives for supplier development activities
- Continuously improve supplier quality performance

4.3. Layout Inspection and Functional Testing/Annual Revalidation

(IATF 16949: section 8.6.2)
All products shall be subjected to an annual layout inspection and functional testing (revalidation), unless agreed otherwise with ZFFCN or unless OEM customer stipulate different standards which must be submitted to ZF.
The results shall be documented and made available for evaluation by ZFFCN suppliers should submit documents on OEM customer forms. or this purpose, the initial sample inspection report forms should align with OEM forms and requirements. If the test results are negative, the supplier shall immediately contact ZFFCN

The risk for ZFFCN, the cause of the fault, and corrective actions shall be specified.
The results of the layout inspection shall be submitted to ZFFCN upon request.

4.4. Safe Launch

Introduction Safe Launch planning is designed to protect both ZFFCN and the supplier during the initial phases of product supply. A Safe Launch process, executed for relevant assembly related characteristics shall be implemented to detect symptoms of potential issues in new processes and to

ensure that new launches are defect free. To accomplish this, a Safe Launch Plan shall be agreed during the planning phase. During Safe Launch, an increased frequency of inspection and monitoring shall be performed on designated and other agreed characteristics.

Safe Launch Duration

In general, the Safe Launch phase starts with the PPF/PPAP submission and extends until start of production (SOP of the ZFFCN customer) + 90 days, unless otherwise specified by ZFFCN. The program duration may also be specified by a quantity of product.

Exit and Restart Criteria

Zero defect supplies during the entire Safe Launch phase and fulfillment of all agreed criteria qualify the supplier for an exit out of the Safe Launch phase.

Any defect discovered during the Safe Launch Phase resets the event to "0" and the Safe Launch Phase is restarted.

Documentation

Filled in Safe Launch forms, inspection raw data and capability charts shall be submitted on agreed frequency to ZFFCN by means of the information exchange platforms.

4.5. Deviation Approval

(IATF 16949: section 8.5.6.1.1/8.7.1.1)

In case of deviations from the specification, the forms used for deviations shall align with OEM customer standards or forms and to be submitted to ZFFCN prior to delivery together with the OEM customer approval.

The submitted information shall indicate when the supplier plans to return to normal production.

All deliveries based on a deviation approval shall have additional identification labels on all load carriers.

5. Specific Requirements for Electronic Components

These requirements are outlined on OEM customer requirements. Specific handling requirements need to be submitted to ZFFCN.

6. References

International Standards

ISO 9001 Quality management systems, requirements

ISO 14001 Environmental management systems

IATF 16949 International Automotive Task Force Automotive Quality Management System-Standard

Rules and Standards – VDA Volumes

VDA – German Association of the Automotive Industry
www.vda-gmc.de

AIAG Standards and Rules (incl. CQI)
www.aiag.org

7. Forms

The forms and documents will be made available through customer portals or other interfaces. Other forms may be used on the condition that they fulfill the minimum OEM customer specific requirements and the ZFFCN receiving plant has approved the use of these forms. The supplier shall ensure that they always work with the latest version of the form.