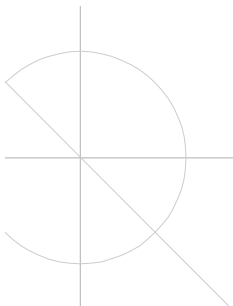


## **NORMA Group Supplier Logistics Manual**



**“Logistics Requirements” for deliveries of suppliers to NORMA Group**

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**Version 1**

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## Preamble

### 1 *Objectives and Responsibilities*

These supplier requirements comprise the supplier performance expectations of NORMA Group, including guidelines and commitments that govern the logistics processes between NORMA Group and its supply partners.

### 2 *Scope of Validity*

Until cancelled, the requirements in this manual apply to all supplier interactions with NORMA Group, particularly deliveries of supplies to NORMA Group works or designated suppliers. If applicable, it is superseded in some respects by individual contractual agreements and the NORMA Group General Terms and Conditions of Purchase.

These supplier requirements refer to all production articles and outside processing that NORMA Group actually purchases - or will in future purchase – from the supplier.

Likewise, with regard to their contractual relationship with NORMA Group suppliers, all companies associated with the NORMA Group of companies are entitled to refer to the stipulations in these supplier requirements.

## Logistics

### 1 *Logistic concepts*

#### 1.1 *Responsibility of the supplier*

The supplier is responsible for following and implementing the agreed logistics concept from the production site to the point of risk transfer. At the transfer point, a 100% material / parts availability must be ensured.

#### 1.2 *EDI interfaces*

The supplier must be able to receive and process further all EDI (Electronic Data Interchange) technical information by NORMA Group. When EDI technical data are sent, the message formats according to NORMA Group specifications must be adhered to.

If NORMA Group operates a supplier portal, the supplier is obliged to work with the portal.

The requirements for EDI handling must be agreed with the IT department at NORMA Group.

## 2 *Transport handling*

### 2.1 *Terms of delivery*

The deliveries must be effected in accordance with the agreed terms and conditions of delivery as laid down in the Incoterms 2020 (respectively, as most recently amended).

For deliveries FCA (supplier), it is mandatory to adhere to the following instructions:

- Shipments must be done by the transport agent or parcel service specified by NORMA Group.
- Any freight charges incurred as a result of non-compliance with these shipping instructions will be rejected by NORMA Group.

In the case of all other terms and conditions of delivery, the transport agent or parcel service to be used must be agreed with NORMA Group. The settlement of shipping accounts will be effected between the transport agent and the company paying for the said shipping accounts.

No extra transport insurance is required, all transports of NORMA Group are covered by a Group transport insurance. Separately billed costs for transport insurance will not be paid by NORMA Group.

NOTE *Expressis verbis* all additional costs incurred by non-compliance with NORMA Group shipping instructions will be borne by the supplier.

Any deviations will be documented and communicated to the supplier.

NORMA Group signs as a disclaiming customer.

The transport charges (for finished goods and the return of empties) must be shown separately in the quotation. NORMA Group reserves the right to change the basic logistics concept in accordance with the details provided above.

### 2.2 *Palletized goods, partial and complete loads*

Palletized goods / partial and complete loads must be sent by means of the respectively agreed transport agent. The packaging will be defined by NORMA Group and agreed with the suppliers.

The packaging must provide for safe transportation free from any damage.

The shipping documents must state the name of the recipient.

All shipping documents and customs documents must be attached to the shipping order.

### 2.3 *Instructions for special transport journeys*

In general, special transport/shipping journeys must be agreed with the receiving NORMA Group site.

In the case of special transport journeys the supplier must ensure that the following details are always entered into the delivery documentation as well as the shipping orders.



- NORMA Group part number
- Place of reception
- Recipient person with contact telephone number and department designation
- Gross weight, quantity, type of packaging
- Date of delivery to NORMA Group, if applicable, time of arrival

The shipping documents must be sent to the recipient in advance by the agreed way of communication.

If the special transport journey is caused by NORMA Group, the transport agent must be agreed with NORMA Group. In addition, the supplier must obtain approval in writing for the acceptance of shipping costs from the responsible contact person at the NORMA Group and hand over the same if required.

Without any such approval in writing, the shipping costs will be charged against the supplier.

#### *2.4 Quality records for any occurring special transport journeys*

The supplier must keep records on any occurring special transport journeys. In these records, special transport journeys must be listed that occur due to deficiencies in the logistic processes. In addition, also those special transport journeys required by NORMA Group must be recorded. Moreover, it must comprise details and date schedules with respect to any remedial measures.

These records must be made available to the NORMA Group if requested.

### *3 The marking of goods and shipping documentation*

#### *3.1 Goods label VDA 4902, Version 4 (barcode enabled), VDA 4994 Version 1 (2D barcode)*

The supplier must ensure that all packaged items and load carriers are labelled with an up-to-date, carefully completed, barcoded goods label according to VDA 4902. In particular, it must be ensured that the details on the goods label match the contents in the packaged item or load carrier.

Manual changes or entries in the labels are not permitted.

In the case of standard or special containers, the goods label must be inserted into the document pouch provided for this purpose (label holder) and, if this does not exist, it may be attached by means of adhesion points. However, a full surface adhesion is not permitted.

Transport labels or goods labels on packaged items and load carriers that are no longer current, must be removed before delivery to the NORMA Group.

In the case of missing, stuck-on, illegible or insufficiently completed goods labels, all costs arising from such circumstances will be charged to the supplier.

For deliveries to the NORMA Group, the goods label according to VDA–Recommendation 4902, Version 4 must be used. This recommendation describes two formats:



- Standard format 210 x 148 mm for bulk load carriers (crate, pallet etc.)
- Format 210 x 74 mm for small load carriers (SLC)

A special designation of the first delivery is mandatory in the case of INDEX-change.

A sample of the label has to be provided with NORMA Group for approval prior to first shipment.

All labelling must conform to the carton and pallet format shown on the P.O., drawing, or addendums in this section unless otherwise agreed upon by a specific NORMA Group division in writing. At minimum at least one label must be placed on each carton/container that is clearly identifiable in packaged condition. However, two labels are preferred on the two adjacent sides of containers to facilitate readings. Also a master label has to be placed on every pallet. In addition, all material identification labels must remain intact from the original point of manufacture, through to NORMA Group's receipt and storage at the affected receiving inspection.

As we are currently in a phase of transition to a new ERP system we also improve our incoming goods workflow. In order to do this we changed the labelling requirement from VDA 4902, V4 to VDA 4994 V1 which includes 2D barcodes and mixed loads.

As we switch entity by entity suppliers will be contacted by local Supply Chain organisation to switch from VDA 4902 to VDA 4994. Supplier has to use new VDA 4994 V1 label from date demanded by Norma entity.

### 3.2 *Delivery note*

#### 3.2.1 *Delivery note (applicable for EMEA and APAC)*

For all deliveries, a delivery note according to DIN 4991 must be used.

The following is mandatory data on the delivery note:

- NORMA Group order number and date
- Delivery address
- NORMA Group product number
- Description of goods
- Quantity
- Total gross weight
- Net weight per unit
- Packaging details
- Unit of packaging
- Delivery note number
- Delivery note date
- Type of shipping
- Delivery conditions
- Name and address of supplier
- Means of despatch

Delivery notes that have been made out manually are not permissible; the same applies to loading lists.

For deliveries outside the European Union, a delivery invoice will be additionally required; the customs regulations of the respective country must be complied with.

A sample of the delivery note has to be provided with NORMA Group for approval prior to first shipment.

### 3.2.2 *Shipper/Bill of lading (applicable for Americas)*

The following is critical data on the shipper/bill of lading:

- Supplier's name
- Shipping address
- Shipping date
- Shipper number/BOL #
- Carrier
- Ship to address
- Shipping terms (FOB, CIF, etc.)
- Purchase order number/ Shop order number
- Line item or release number
- NORMA Group part number and description
- Quantity shipped & unit of measure
- Total number of containers
- Proper freight classification
- Weight – net, tare, gross
- Batch numbers (i.e. Batch traceability)

Suppliers are required to note the line item or release numbers on all shipping paperwork.

Note: For overseas suppliers, an original set of export documentation should be sent with the shipment, to the NORMA Group entity, and to the NORMA Group customer broker directly. Prior to shipping, the overseas supplier should send an advanced shipping notification to the NORMA Group entity.

### 3.2.3 *Safety & hazardous materials (applicable for Americas)*

Suppliers shipping any item considered a "hazardous product" or a "controlled product/substance" under the Hazardous Products Act will provide necessary documents to allow NORMA Group to comply with the act including, but not limited to, providing NORMA Group with Material Safety Data Sheet (MSDS) and labeling products as prescribed by the act. Substances as oils, lubricants etc., which remain on the product, must be reported as well.

### 3.3 *Shipping order VDA 4922*

In addition to the delivery note, a shipping document / shipping order pursuant to VDA 4922 must be handed over together with the shipment in all cases. The shipping document must show the delivery note number.

NORMA Group reserves the right to charge the costs of manual handling of the shipping documents to the supplier.

## 4 *Origin of goods and preferences*

In case of deliveries to NORMA Group entities in countries which grant preferential treatment due to Free Trade Agreements, the supplier is obliged to provide the appropriate proof of preferential origin, e.g. movement certificate EUR.1, origin declaration on invoice, NAFTA certificate of origin etc.

On delivery of the goods to EU NORMA Group entities, before a first delivery is made or at least with the first delivery, NORMA Group must be provided with a long term supplier declaration for goods with preference origin according to the Council Regulation (EC) No. 1207/2001 of 11 June 2001. A reference to the goods is to be provided by stating the NORMA Group article number on the supplier declaration.

The long term supplier declaration must be sent to NORMA Group annually without any prior special request.

The supplier is responsible for the correctness and completeness of the preferential documents / long term supplier declarations. For any incorrectly prepared preferential documents / supplier declarations and any resulting claims by NORMA Group customers, the supplier shall bear full liability and responsibility.

NORMA Group has to be informed immediately in case the preferential status of the supplied goods changes within the validity period of the preferential documents or long term supplier declarations respectively.

## 5 *Packaging*

### 5.1 *Packaging requirements*

Irrespective of what packaging type has been selected, the following requirements must be met:

- Parts must be delivered free from any damage (quality assurance)
- Rational loading units must be formed
- Transport safety device
- Optimum unloading capabilities of the transport vehicles by industrial trucks
- Stackability
- Compliance with the specified standard dimensions
- Setup suitable for handling and storage
- Parts easy to remove
- Materials capable of recycling
- Minimum use of one-way packaging materials as a contribution to waste avoidance
- Weight of a manually handled individual carton is not to exceed 33 pounds/15 kg or weight mutually agreed upon with the NORMA Group entity.
- Corrugated material used in shipping containers must have minimum test strength to adequately withstand the test of warehousing and transportation or as defined by the appropriate NORMA Group entity.

The supplier shall be liable for any quality reduction due to deficient, wet or contaminated packaging.

NORMA Group will carry out sample checks and, in the case of improper packaging, charge to the supplier all costs arising from such circumstances.

## 5.2 *Requirements for wood packaging material*

Wood packaging material must comply with the appropriate import/export regulations:

- IPPC-Standard ISPM Nr. 15
- US Government 7 CFR 319.40-5

## 5.3 *General requirements for avoiding packaging waste*

The planning of packaging must always take duly into account economic and ecological aspects. The waste economic targets of environmental legislation comprises, in accordance with ecological priorities, the:

- Avoidance: i.e. limited to the directly necessary measure
- Reduction: recycling by the use of re-usable packaging: taking into account the above-mentioned basic principle, reusable load carriers are to be preferred. The share of one-way packaging must be reduced.
- Evaluation: environmentally compatible re-use must be possible in the case of reusable and one-way packaging

The packaging material must always be recyclable anywhere and it must be marked clearly and visibly. The marking of the packaging must not exclude any material or energetic recycling.

## 5.4 *Non-compliance of packaging requirements*

If the specified packaging is not complied with, NORMA Group reserves the right to charge to the supplier repacking costs and additional handling costs arising from such circumstances.

## 5.5 *Empties*

If there is no other agreement, both parties pledge themselves to trade pool-pallets and pool-containers in 1:1-ratio, empties against full ones.

### 5.5.1 *Returnable container account*

For suppliers with corresponding delivery volumes, returnable container accounts will be set up. In this way, the supplier receives their own account for the returnable container types used.

### 5.5.2 *Container account adjustment*

Both parties keep accounts for all returnable containers. The account balances are to be matched regularly. Ensured differences are to be proved by delivery documents.

Once every 12 months, upon initiation by NORMA Group, a physical fixed day inventory of the returnable container balances must be carried out.

## Annex

### ***A1: Logistics Interface Agreements with Supplier / Customer***

		Date:	
Supplier's Name:		Supplier Number:	
Contact person on supplier's side:		Email / Phone:	
Contact person Dispo / Logistics:		Email / Phone:	

		Date:	
Customer's Name:		Customer Number:	
Contact person on customer's side:		Email / Phone:	
Contact person Dispo / Logistics:		Email / Phone:	

Contact language		
<input type="checkbox"/> English	<input type="checkbox"/> German	
	<input type="checkbox"/> other:	
Remarks:	German only in Germany; local language in all other plants	

Incoterms		
<input type="checkbox"/> FCA	<input type="checkbox"/> CIF / CIP	
	<input type="checkbox"/> other:	
Remarks:	For outside EU and for oversea shipments: CIF or DAT (e.g. Port Hamburg) (never: Ex Works; FCA is correct)	

Place / Time of collection/delivery	
In case of collection by customer	
Place of collection:	
Time of collection:	
Transit time (arrival date minus collection time):	
In case of special transport journeys	

Place of delivery at customer:	
Arrival times at customer:	
Remarks:	(individual arrangements)

Forwarding agent			
Standard mode of transportation			
<input type="checkbox"/> Seafreight	<input type="checkbox"/> Airfreight	<input type="checkbox"/> Landfreight	<input type="checkbox"/> Parcel Service
		<input type="checkbox"/> Express	
Standard forwarding agent			
<input type="checkbox"/> Kühne + Nagel	<input type="checkbox"/> DSV	<input type="checkbox"/> DHL	
		<input type="checkbox"/> other:	
Contact person / data at the forwarder:			
Customer Number (at TNT, UPS, DHL etc.):			
Availability of supplier			
Office hours:			
Emergency contact person / data:			
Remarks:			

Customs handling	
Specific characteristics:	
Remarks:	(see Incoterms – relevant for outside EU)

Special packaging demands		
<input type="checkbox"/> Norma "i"-Boxes (standard)	<input type="checkbox"/> Norma VPE (standard)	<input type="checkbox"/> KLT:
		<input type="checkbox"/> other:
Packaging of delivery	<input type="checkbox"/> Euro pallet	<input type="checkbox"/> non returnable pallet
		<input type="checkbox"/> other:
Remarks:	Standard: EURO pallet sizes with max 1m height	

Regulations for container account adjustments (KLT)

Remarks:	
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Agreed response times / lead times / frozen zones	
Response times:	2 days for order confirmations
Lead times for supply:	Recommended: 2 weeks plus transit Max.: 4 weeks + transit
Frozen zones:	
Remarks:	Lead times are supported by our forecasts (+/- 20%), if required

Special demands concerning documents and labels / designation			
Documents			
<input type="checkbox"/> No	<input type="checkbox"/> Yes	If yes, which?	
Labels			
<input type="checkbox"/> No	<input type="checkbox"/> Yes	If yes, which?	VDA standard
Remarks:			

Invoicing				
<input type="checkbox"/> EDI	<input type="checkbox"/> Paper bill			
Invoice currency:	<input type="checkbox"/> EUR	<input type="checkbox"/> USD	<input type="checkbox"/> SEK	<input type="checkbox"/> PLN
	<input type="checkbox"/> GBP	<input type="checkbox"/> CZK	<input type="checkbox"/> other:	
Remarks:				

Flow of information		
<input type="checkbox"/> EDI	For which documents?	
<input type="checkbox"/> mandatory use of supplier/customer portals	Which portal? Details for access:	
<input type="checkbox"/> other:		
Remarks:		

Lot sizes / MOQ for deliveries	
Required for purchasing components:	
1. 2-weeks demands, based on quantity given in RFQ of our OEM customer ⇔ standard price!!!	
2. 100 pcs for start-up and EOP	
Remarks:	target: weekly deliveries (call-offs), if delivery ≤ 2000 € ⇒ every other week / worst case: monthly If not possible: consignment inventory

Agreed (rolling) forecast	
Period of forecast:	months, exact to the: <input type="checkbox"/> month <input type="checkbox"/> week <input type="checkbox"/> day



Period of material release:		months, exact to the: <input type="checkbox"/> month <input type="checkbox"/> week <input type="checkbox"/> day
Period of production release:		months, exact to the: <input type="checkbox"/> month <input type="checkbox"/> week <input type="checkbox"/> day
Remarks:	(tolerance +/- 20%); (we will give forecast for 3 months (max. 6 months) with monthly figures, if supplier asks for it.	

Special stock agreements (agreed by contract; safety stock, consignment)		
<input type="checkbox"/> No	<input type="checkbox"/> Yes	
	If yes, which?	Consignment stock
Remarks:	If no consignment: supplier always hold stock for 1 or 2 weeks demand for us, which are immediately available.	

Tolerances in over / under deliveries	
Tolerance in over delivery	0 %
Tolerance in under delivery	0 %
Remarks:	

Others	
Remarks:	

## A2: Contacts

Local NORMA Group purchasing department or Supply Chain Management.

## Version Control

Version	Date	Author	Comments
4	11.4.2010	Georg Mesch	Plant Manager Germany updated Plant Manager China updated
	13.9.2010	Georg Mesch	NORMA Polska updated and DSV Polska added
5	27.1.2011	Georg Mesch	Annex 5 and 11 : Sea freight : K+N ; Breeze out in address list ; Indien geändert
6	1.4.2011	Sabine Biewer	Quality Director added ; NORMA Group Czech updated
7	6.5.2011	Sabine Biewer	Address NORMA Serbia added
8	23.5.2011	Sabine Biewer	Site addresses removed
9	29.6.2011	G Mesch	Part for QM added

Version	Date	Author	Comments	
			Section « B » - deleted last sentence which was the reference to the QS-assurance agreement	
10	6.9.2011	Sabine Biewer	B NORMA Germany GmbH changed to NORMA Group B 3.3 PPS system changed to ERP system B 4.4 'in German law' added to § 286 BGB C 1.2 EDP changed to EDI C 3.1 Chapter on label generator removed	
11	30.01.2012	Sabine Biewer	Director Logistics/Quality changed to Vice President 3.1 Production times regulation removed 4.4 Reference to §286 BGB removed E Appendices substituted by 'Interface Agreement to Customer' and contact person for Poland removed	
12	24.07.2012	Sabine Biewer	D 13 "in case of two Q3 ratings..." removed D 14 new paragraph "Escalation of Q3 Suppliers" added	
13	01.11.2012	Sabine Biewer	D 5 new paragraph "written approval from NORMA Group" added	
14	29.01.2013	Benno Klier	D 1 addition on quality of purchasing parts/materials D 2 suppliers quality assurance system added D 3 certificate 3.1B according to EN 10204 for material deliveries D 5 paragraph on charges for extra costs due to delayed initial sampling or rejected PPF's/PPAP's or initial samples D 13 criterions and calculation for supplier rating added D 14 paragraph on escalation of C suppliers updated D 15 paragraph on supplier product liability & contact added E 3 criteria for supplier performance rating added	
15	03.09.2013	Sabine Biewer	4 "Regulation (EEC) No. 3351/83" changed to "Council Regulation (EC) No. 1207/2001 of 11 June 2001"	
16	20.JAN.2014	Group Review	Cover	Added Norma Group VP Purchasing
			D 2, 5	Incorporation of NORMA Group Americas Quality Requirements
			D 2.2	Low impact defined based on FMEA Severity
			D 3	PPM performance
			B 7, D 2, D 13	Incorporated supplier ratings (was D13), clarified assessment, i.e. evaluation and ratings
			B 6	Health and Safety Requirement Added
			C 5.2	Wood Materials Requirement Updated
			D 2.4	Eliminated Grandfathering on Quality Systems Requirement
			D 5.1	Yearly requalification to be documented in Control Plan in PPF/PPAP submission
			B 5	Concept in case of emergency emphasized
			All	Formatting, fonts, numbering, heading, spacing, pronouns standardized. Single column format.
			E 1	Replaced form with table
E 3	Formatting and criteria updated			

Version	Date	Author	Comments	
17	14.07.2014	Group Review	B 3	Disposition process and safety stock updated
			C 1.2	Supplier portal added
			C 2	Transport handling updated
			C 3	Delivery note updated
			C 4	Origin of goods and preferences updated
			E 1	Logistics Interface Agreement added
			E 2	Contacts NORMA Group
			D 2.4	Wording changed
			D 5.1	Yearly Requalification to D 5.3
			D 5.3	IMDS, REACH, Dodd-Frank, etc. demand added
18	23.07.2015	Markus Wipfler		Name of document changed
			C 5.1	Single carton weight 33 pound/ 15 kg amended
19	11.11.2015	Daniel Levine	B 7	vendors have systems for assessing their suppliers
			D 2	when TS/ ISO/ OHSAS not in place, suppliers must apply for NORMA's waiver
				edit opening to state: "... by accredited 3rd party..."
			D 2.1	edit opening to state... "(... 15 (welding), 23 (molding))..."
				in cases where CQI not in place, NORMA's suppliers must formally apply for waiver
			D 2.3	edit opening to state "... and including the supplier's self-survey (submitted to NORMA in advance of onsite audit),...."
				NORMA has right to audit the vendors QMS, Manufacturing, Sub- / outside supply, IT, Continuous Improvement. NORMA has right to visit any subordinate supplier of our vendors.
			D 4	where vendor procures material under directed buy, leveraged contract or other, vendor not excused from business responsibility
			D 5.2	edit opening to state "..., pass line engineering trials, successfully complete lab testing, and achieve customer approval...."
			D 5.3	edit second sentence to "..., RoHS, Conflict Mineral Compliance Reporting ...."
			D 6.1	edit opening to state "... (any facility performing self-calibration or outside services requires NIST ISO17025 lab, or NORMA waiver) ..."
			D 10.1	supplier shall have a system to qualify an Approved Vendor list, and incoming inspection for production conformity. use of NORMA referred sources does not relieve Supplier of ensuring the quality."
			D 10.2	- "NORMA reserves right to charge back suppliers even when vendor making unapproved change"

Version	Date	Author	Comments	
			D 13	resource shall be available to answer NORMA communication within 1 business day, in emergency cases escalation
			new (D 14)	<u>Resource Capabilities</u> Following requirements of ISO/ TS supplier shall put into process: <ul style="list-style-type: none"> <li>● list of job competencies:</li> <li>● training:</li> <li>● evaluate:</li> </ul>
			new (D 15)	<u>Workplace Organizational Method (5S)</u> NORMA vendors expected to maintain premises in order, cleanliness and repair. NORMA reserves the right to perform a 5S audit
			new (D 16)	<u>Job Set-up Verification</u> Job set-ups verified when initial job run, material changer, job change, modification to production process. Work instructions available for set-up, use statistical verification. The data from these checks stored, reviewed to seek out patterns.
			new (D 17)	<u>Non-Discrimination and Business Conduct</u> reference Supplier Code of Conduct
			new (D 18)	<u>Continuous Improvement</u> Supplier continual improvement plan, establish improvement goals, implementation dates and responsible personnel. This requires systems to monitor costs in the manufacture of NORMA input materials.  Suppliers target must be process, quality and annual cost reduction, ultimately to assist in offsetting NORMA's economic reduction programs.
20	09.03.2016	Benno Klier	D 5	modified
			D 5.1	modified
			new (D 5.4)	Supplier change request
			new (E 4)	Supplier change request form
21	08.02.2018	Claus Hartig	C 3.1	Goods label: Added VDA4994
			Frontpage	Vice President Quality changed to Simon McMahon
22	26.09.2018	Diana Perez /Kris Matusiewicz	All	Replaced ISO 16949 with IATF 16949 across the document based on new Quality requirements.
23	17.09.2019	S. Biewer	New (D 4)	'Counterfeit Prevention' added to quality assurance of ingoing materials
			E 4	Link to 'Supplier Change Request' updated
New document: Logistics Requirement:				
1	19.05.2021	S. Biewer	All	Separated Logistics Quality Requirements into Logistics Requirements and Quality Requirements; VP Logistics updated to VP Supply Chain

Version	Date	Author	Comments
			Management; page 6 Incoterms 2010 changed to Incoterms 2020