



SUPPLIER MANUAL Annex 1 to Supplier Handbook

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INTRODUCTION



1. Purpose

FlexLink suppliers are essential to our development activities, our sustainable goals and success in delivering customer value. Alongside our Suppliers Handbook, this manual is intended to be a guideline for all suppliers working with us either on a global or local level.

It outlines how we select our suppliers, how orders are placed, our product quality and packaging requirements; and how communication and collaboration between suppliers and FlexLink can be used to improve the relationship between both parties.

The purpose of this manual is to provide uniform standards that FlexLink requires from its suppliers and describes procedures which need to be followed as a qualified FlexLink supplier.

This document does not supersede any written statements in existing contracts, orders, drawings or specifications. This manual shall be used together with the Supplier Handbook.

2. Supplier and part qualification

Supplier qualification and part qualification is designed to provide an appropriate level of confidence that suppliers can supply consistent quality of components in compliance with regulatory requirements and within the delivery schedule.

Supplier screening process

During the screening process, a potential supplier can be approached by a FlexLink employee to provide information which includes, but is not limited to, commercial, financial, legal, and technical aspects to help determine the feasibility of potential future business. To start this activity, it is mandatory to sign a FlexLink Non-Disclosure Agreement (NDA). Furthermore, before proceeding to the next step (the initial supplier audit), the supplier is expected to complete the Supplier Assessment Sheet.

The Supplier Assessment Sheet contains questions concerning the entire company, its organization, and processes e.g. Human Resources, R&D, capacity, quality, ISO standards, production, tooling (if applicable), sustainability etc.

First supplier audit

If the initial supplier assessment is deemed acceptable, a preliminary audit will be conducted. Prior to the audit, more detailed questions connected to the company, its organization and processes are prepared and shared. One or more visits may be made to the supplier's production facilities to verify previously exchanged information and to provide further questions and/or answers. From the quality side, FlexLink will focus on processes, document and records management, production & product quality, work instructions, handling of non-conformities and claims, supplier management, order flow (planning and capacity), lean management (e.g. 5S, MUDA analysis, continuous improvement).

Supplier performance evaluation

Strategically important suppliers are evaluated annually, using the Supplier Performance Evaluation form. During the screening process, an evaluation will be made within the following areas: R&D, production, quality, financial status, delivery performance, service level, management/key account, cost level and sustainability.

Each area will be sub-categorized and scored (including scores on soft skills such as communication, responsiveness, etc.). The outcome will be a global score, rated from 0-45.

Supplier Frame Purchasing Agreement (FPA) or Commercial Contract (CC)

A prerequisite for FlexLink and its strategic suppliers' relation is to sign a Frame Purchasing Agreement (FPA) or Commercial Contract (CC), depending on the size of the business. The FPA is the larger version, including several topics, but not limited to, the scope of business, prices and payment, warranty, general and product liability, confidentiality, intellectual property, terms, and termination, business continuity plans. The shorter version the CC, is where basic term of business is stated, such as Incoterms, product list and pricing conditions, as well as the validity period.

Initial sample process

This process is meant to assess the ability of suppliers to produce parts according to FlexLink requirements. The FlexLink Product Quality & Testing department, after having received initial samples with the related documentation, will inspect and make necessary tests and reviews. For more information about the initial sample process, refer to Supplier Handbook and Appendix 4 of this document.

Drawings distribution

Drawings are distributed in different ways. FlexLink AB uses the FlexLink Supplier Archive (FSA) for drawing distribution and FlexLink Systems Polska Sp. z o.o. distribute drawings via e-mail.

All suppliers shall use the latest version of documents provided by FlexLink, according to versions mentioned in the orders. The supplier is responsible for keeping documents confidential; any distribution outside the supplier's company is prohibited.

Accepting the order and submitting documents in FSA is equal to confirming the ability to meet technical specification of these parts. As a general rule, any specification attached to an item, overwrites the item drawing. To read more about FSA instruction and submit process for FlexLink AB refer to Appendix 5 in this document.

3. Purchasing

The FlexLink Purchasing department is the first contact point for suppliers, providing support in fulfill order process and meeting quality requirements; the supplier is always responsible for on-time delivery and quality of products.

Orders

Each supplier which permanently cooperate with FlexLink, shall receive Purchase Order (PO) via Vendor Portal. The supplier is responsible to confirm the order within 48 hours after having received it. Moreover, the supplier is responsible for being on-time and shall immediately notify the Purchasing department of any downtime which has an influence on the schedule of shipments, in order to guarantee continuity of production at FlexLink. For more details related to PO's refer to Appendix 1 for suppliers handled directly by FlexLink AB and Appendix 2 for suppliers handled by FlexLink Systems Polska Sp. z o.o.

Incoterms

FlexLink refers to Incoterms; the most common used are EXW, DAP or DDP. Incoterms are specified both in the contract and in the PO. To read more about Incoterms refer to Appendix 3.

Order confirmation

The supplier is responsible for confirming the order by using Vendor Portal, within 48 hours. In case of delay of an order, FlexLink shall be informed by email or via the Vendor Portal. Changes of ordered quantities shall also be notified. If the lead time cannot be achieved, the supplier shall contact the FlexLink Purchaser to agree a new lead time.

- General email address for FlexLink AB suppliers: logistics@flexlink.com
- General email address for FlexLink Systems Polska Sp. z o.o. suppliers: ec2.purchase@flexlink.com

To read more about order confirmation and Vendor Portal refer to Appendix 6.

Deviation from specification detected by supplier

A Deviation Approval Request (DAR) shall be sent to the FlexLink Purchaser when, during the inspection (after the production of a complete batch of products), items do not meet the specification. A DAR shall include information about the PO number, item number, supplier and number of faulty products. In the DAR, it is mandatory to clearly describe FlexLink requirements (the state "according to specification") and the state of the deviation ("what is the problem/deviation"), to ensure that the DAR approver clearly understands the deviation, before approving it. Moreover, the DAR shall include a list of identified improvements (corrective and preventive actions) to be made before running next production run, to avoid the same deviation happening again. A DAR cannot be released for all orders, is only valid for a defined period, a specific batch or a PO number.

The FlexLink Purchaser is responsible to communicate positive approval of DAR and when the delivery can be sent to FlexLink.

NOTE: Delivery cannot be sent to FlexLink without approval.

4. Delivery standards

Product labelling

FlexLink products shall have standard labels and packaging, to respect our brand.

All labels should include:

- Item number (with bar-code)
- Quantity
- PO number

For suppliers managed by FlexLink Systems Polska Sp. z o.o. there are no specific requirements on the size of the label. Labels from the Vendor Portal (if applicable) can be used. Labels shall be attached to the product itself and placed on a visible side. Bar-codes need to be readable. For detailed instructions about labelling products for FlexLink AB, refer to Appendix 7.

Delivery label

Delivery labels shall be printed from the Vendor Portal and placed on the box / pallet in a visible place. To see detailed instructions how to generate label from Vendor Portal see Appendix 8.

Supplier responsibility – Packaging and safe transport

The supplier is responsible for handling the product with care to prevent any damage during and after the production process. This includes material security during the transport period. Delivered material needs to be secured accordingly to the packaging specification, but also the overall security consideration during transportation.

General delivery standards and material security

- Quantities on the delivery document, shall be equal to physical delivery
- Information stating that inbound process is at gate T4, shall be entered on the documents provided to the forwarder
- Non-traceable materials, without labels, will not be processed and the supplier will be asked to identify items in the delivery
- Items cannot be delivered more than 2 days earlier than the agreed delivery date, without approval from FlexLink
- Within the package, in boxes, a min 80% volume should be consumed by material, the rest by filling material (items should not move inside the box)
- All edges inside the box should be additionally secured to avoid breakage of the box
- The outer packaging of the delivered products should be adapted to the size of the components / materials contained within
- The outer packaging must be made of suitable quality material, which is resistant to damage during transport (cartons, boxes, pallets)
- The packages delivered to FlexLink must not weigh more than the strength of the package
- Pallets that cannot be stacked shall be marked with a sticker providing this information
- It is mandatory for the supplier to use the appropriate type of pallet or material during transport
- Transport of ordered items shall be organized in such a way to guarantee safety of FlexLink employees during mechanical unloading. Standard euro or half euro pallets are preferred. Special pallets can be used if the goods exceed the size of euro pallets. Each item should be secured by wrapping it with a material that protects against damage (e. g. shrink wrap)
- Items in the package should be arranged in such a way that they do not touch each other and do not touch exposed areas of other items

- The packages should contain a filler without leaving any spaces, so that the material does not shift during transport of the pallet
- The maximum size of parcels delivered in cardboard boxes should not exceed 40x60 cm and a weight of 20 kg
- The maximum size of parcels delivered on pallets should not exceed the dimensions of 120x80x115 cm and the weight of 600 kg
- Material delivered on pallets shall not protrude beyond the outline of the pallet
- The delivery of all oversized shipments shall be arranged directly with the FlexLink International Distribution Centre and agreed on the purchase order level
- Orders delivered in collective pallets shall be in separate loading units (e. g. in separate cartons); each order should be marked with a label from the Vendor Portal, so that the verification process is not hindered and that the goods acceptance process runs smoothly
- Shipments should be shipped on fumigated pallets that meet EU standards to ensure safe storage.

Special delivery standards

Special delivery standards are described in the Appendix 9 for polycarbonate products and in the Appendix 10 for 3/6 m beams. Additional special delivery standards can also be applied individually in case of non-standard items ordered by FlexLink.

Filling materials

To ensure that the products do not move within the cardboard boxes, filling material shall be used with the following restrictions:

Allowed	Not allowed
Recyclable materials	Mixed materials (corrugated board with a foam sheet surface) Mixed materials (corrugated board with a foam sheet surface)
Wood	Chips
Plywood	Small cut paper, foam
Hardboard	

Types of materials for packing and securing shipments:

Allowed	Not allowed
Bubble foil (bubble wrap)	Cardboard hips
Paper (wrapped in paper)	Cardboard shavings / shredded
Carton (allowed as collective packaging of small and electronic parts)	Styrofoam chips
Styrofoam	
Tapes	
Stretch foil	

5. Quality

Supplier responsibility

FlexLink refers to the Supplier Handbook: qualified suppliers should be certified to ISO 9001 as a minimum. The supplier is fully responsible for the quality of the product and shall ensure that each non-conformity is analyzed with a structured process of root cause detection; and that corrective and preventive actions are defined, verified and their effectiveness is properly checked.

Claims handling

When FlexLink or FlexLink's customers detect a non-conformity (in a product produced by a supplier functional and/or visual) according to specification and technical drawing, FlexLink Product Quality & Testing department will report the claim to the supplier.

The supplier is responsible for:

- Acknowledging a claim, and replying within 48 hours confirmation of claim acceptance, results of the stock verification (if applicable) or inform about any other items affected
- Identifying and analysing the root cause of the claim, prepare the correction and prevention plans within 14 days
- Check effectiveness of implemented actions.

Implemented actions can be checked by FlexLink Product Quality & Testing department during the meeting at the supplier factory.

Credit notes and returns

In case of returns of goods, the supplier shall inform FlexLink if they will organize the pick-up or if FlexLink should organize the delivery at the suppliers expense. In case of the pick-up option, FlexLink Logistics department will provide the document number (return PO and delivery), which shall be provided to the forwarder (to be able to pick up goods) and size and weight of the package to be picked-up.

- In case of returns under the responsibility of FlexLink AB, FlexLink Logistics department will create the Return Purchase Order (RPO) and the return delivery. A credit note will be issued to the supplier. FlexLink Logistics department will also create a new PO (or accelerate an existing next PO¹). It is not allowed to send parts back to the supplier without a credit note to FlexLink. All credit notes shall be sent to:

supplier.invoice.se1@flexlink.com and in CC copy pqa@flexlink.com

- For FlexLink Systems Polska Sp. z o.o., the replacement order shall be sent to FlexLink marked with the old PO number and complaint number. No credit note is required.

Traceability of material

All materials shall be traceable within the supplier's system. In case of any quality issue, the supplier shall be able to identify the purchase order with defective batch. Moreover, all items produced from raw material, need to be traceable in the supplier's system, to be able to check raw material quality, if required.

Visual requirements

Visual inspection shall be made according to notes specified in the drawings or in the general instructions for inspection.

General inspection instructions for the following parts are published in FSA with numbers (for parts produced by suppliers):

- Aluminium ➡ no. 6755766
- Stainless steel ➡ no. 6757105
- Painted elements ➡ no. 6755768

Suppliers are required to follow these instructions and assemblers shall be trained according to them. These documents shall be available at the supplier assembly area. In case of doubt, pictures of visual defects shall be sent to pl.quality@flexlink.com with a request for assessment and approval, when required. For supplier without access to FSA, visual standards are detailed in Appendix 11.

Quality assurance at supplier

The supplier is responsible for maintaining any quality assurance plans, which define:

- Methods to provide continuous compliance of requirements within a production process
- Methods of preparing quality inspection and product testing in an efficient way
- Process of handling non-conformities
- Methodology for problem solving and evaluation of implemented actions
- Process describing supplier management

FlexLink Key Performance Indicators (KPI's)

FlexLink assess their supplier in relation to quality and on time delivery.

- Quality is measured as the number of monthly non-conformities; moreover for key-suppliers, FlexLink measure the Parts Per Millions - PPM's separately, as follows:

$$\text{Parts per million} = \frac{\text{(number of faulty parts)}}{\text{(number of delivered parts)}} * 1\,000\,000$$

- Logistics performance is measured monthly as follows:

For supplier handled by FlexLink Systems Polska Sp. z o.o.

- OTD² 1: number of lines delivered on time according to the 'First Confirmed Delivery Date' by supplier, per total number of delivered lines by supplier
- OTD 2: number of lines delivered on time according to 'Requested Delivery Date' in PO per total number of delivered lines by supplier
- OTD 3: number of lines delivered on time according to 'Last Confirmed Delivery Date' by supplier per total number of delivered lines by supplier.

For supplier handled by Flexlink AB

- Number of COO³ where 1 order line is delayed / number of sales orders in period this indicator shows how many lines were delayed for FlexLink customers in percentage versus all lines within a set period of time (usually a month) which was caused by supplier
- Agreed lead time between purchaser and vendor from order date to order dispatch/delivery (depending on agreed Incoterms)
- OTD: number of order lines delivered within agreed lead time/number of purchase order lines in set period (usually a month).

¹A new PO is required to be able to allocate into stock the new items

²OTD is On Time Delivery

³COO is the Change On Order

Meetings at supplier's factory

At least annually, FlexLink shall visit top 10 suppliers, regarding the following topics:

- Quality meetings
- Lessons learned meetings
- Tool meetings
- Quality Business Review

In some circumstances, quality and lessons learned meetings may be conducted on-line. The agenda, purpose, and intended outcome of these meetings are presented in Appendix 12.

6. Compliance

As stated in the Supplier Handbook, the supplier is responsible for its commitment to full compliance with regulations, such as, for example: conflict minerals, REACH, RoHS, GDPR.

The supplier is required to provide the long-term supplier declaration which attests to the origin of the goods. The suppliers shall provide this declaration, using the following forms:

- https://info.ecratum.com/hubfs/Screenshots_blog_DE/Template_Long-term-suppliers-declaration_with-origin-en.pdf
- https://info.ecratum.com/hubfs/Screenshots_blog_DE/Template_Long-term-suppliers-declaration_without-origin-en.pdf

Appendix 1 - Orders from FlexLink AB

For FlexLink AB orders, follow the delivery address, terms and conditions / methods, item(s), quantity and delivery date conformation as presented below. Circled details (A, B and C) are important details for the supplied products labels. More information is available in Appendix 7.



// COPY // PURCHASE ORDER

Page 1/1

Date
26.04.2019
Print Date
13.02.2023

Order Number/Rev
4502 / 2

Company

Payment Terms

Buyer's VAT number

DAYS FROM INVOICE

Currency

Supplier

SEK

Delivery Address

Flexlink AB
IDC
Ul. Szkolna 30
Plewiska, 62-064
Poland

Our Reference

Mattias Alvarsson

Your Reference

Freight Terms

Delivery Terms

EXW

Delivery Method

By land

Pos	Item Description	Rev	Qty U/M	Unit Price	Discount Delivery Date	Amount
10	FLXC2739539 XLTF 5X12 A XLTF 5X12 A PAR12 Agreement Number 5300949217 A5995721_01 Sales Order Number 100052356 / 1		4 PC	413,43/1 PC	08.05.2019	1.653,72

B

A

C

Order Value

1.653,72

Terms and Conditions:

This order is subject to Coesia's General Terms of Purchase and FlexLink Supplier handbook which are available on <http://www.flexlink.com/en/home/sustainability/suppliers>

FlexLink AB
Byfogdegatan 11
415 05 Gothenburg
Sweden
www.flexlink.com

Telephone + 46-31-337 31 00
Telefax + 46-31-25 21 00
Org. No: 556240-8293

Bank: Nordea Bank
SE-105 71 Stockholm
BIC/SWIFT: NDEASESS
IBAN: SE16 9500 0099 6018 0082
6743

Bankgiro: 5223-8359
Plusgiro: 82674-3
VAT: PL5262834588

Appendix 2 - Orders from FlexLink Systems Polska Sp. z o.o.

Relevant information is described below:

1. Original order source: FlexLink Systems or FlexLink AB
2. Purchase Order number
3. FlexLink part number (beginning, for example, with 270~ / FLS~/ or other numbering)
4. Project number



PURCHASE ORDER

Page 1/2

Data zamówienia

29.12.2021

Data wydruku

29.12.2021

Nr zamówienia /Rev

4504285026 / 1

2

Przedsiębiorstwo

Dostawca X

Warunki płatności

Waluta
PLN

NIP Kupującego

PL7822142445

Dostawca

Miejsce Dostawy

FlexLink Systems Polska Sp. z o.o.

Ul. Szkolna 30
Plewiska, 62-064
Poland

Nasz kontakt

Wasz kontakt

Warunki frachtu

Warunki dostawy

Metoda dostawy

Lp.	Nazwa towaru/usługi	Edy	Ilość JM	Cena jednostkowa	Rabat Data	Kwota
10	faktura_4_12_2021_08-12-2021	3	1 SZT		27.12.2021	
20	C025.00387-00-00-00-33	3	2 PC		19.11.2021	
30	FLS1184774 rev01	3	1 SZT		06.12.2021	
40	2700001028	3	220 SZT		15.10.2018	
	Valve					
	Produkcyjny nr czesci 193139					
	Nr czesci dostawcy 193139					
	Nr umowy 5300901096					
	Proj.N: L087.70014	4				

FlexLink Systems Polska Sp. z o.o.
ul. Szkolna 30, 62-064 Plewiska,
Polska
NIP: 782-21-42-445

1

he:
dłowy w Warszawie SA
ul. Senatorska 16
00-925 Warszawa

Account number:
PLN: PL38 1030 1508 0000 0008
1848 0007
FIIR: PL 14 1030 1508 0000 0008

Appendix 3 - Incoterms

To help in the import and export of trade, the International Chamber of Commerce (ICC) introduced the International Commercial Terms (Incoterms®), which act as the world's essential terms of trade for the sale of goods. The latest edition, Incoterms® 2020, came into effect on 1 January 2020 and should be referred to going forward.

The Incoterms® rules feature a series of three-letter trade terms, which all have very precise meanings for the sale of goods around the world. In the Incoterms rules, the equivalent of the seller's obligation to "deliver the item" is the obligation to "deliver the goods", specifying the method and place of its performance (depending on the selected Incoterms rule):

- By placing the goods at the disposal of the buyer or the carrier in a designated place
- By loading the goods onto the means of transport at a designated place
- By handing over the goods to the carrier at a designated place.

Incoterms consist of 11 rules that interpret the most frequently used delivery conditions in contracts for the sale of goods, i.e. clearly define the obligations of the parties, the allocation of costs and the transfer of the risk of loss or damage to the goods. Each rule has 3 letters (e.g. EXW, CIF, DAP) and only "works" when a specific location / point or port is given. Incoterms are not a contract of sale; they become part of it by explicitly incorporating them in the contract; Incoterms are an international standard of universal character.

Incoterms are general conditions for the delivery of material goods and are the so-called Uzans. Uzans is a custom interpreted in writing by an international organization and recommended for use:

- Rules for any mode or modes of transport: EXW, FCA, CPT, CIP, DPU, DAP, DDP
- Rules for sea and inland waterway transport: FAS, FOB, CFR, CIF

Appendix 4 - Initial sample process

Suppliers handled by FlexLink Systems Polska Sp. z o.o.

When the supplier has passed a FlexLink supplier audit and has been approved by FlexLink, shall ensure that FlexLink's specifications are met and that processes are stable and secure regarding quality. Therefore, the supplier will receive an order stating that the order is for initial samples and the number of samples required. The responsible Purchaser will identify FlexLink needs regarding the delivery of parts together with measuring/specification protocols.

The purpose of 'measuring protocols' is to ensure that products supplied meet FlexLink expectations with reference to specific products with high risk and complexity.

Within the 'Measurement protocol', the following details need to be provided:

- PO number
- Project number (if known)
- Item number
- Drawing revision.

In the 'Measurement protocol' FlexLink expects each dimension in the assembly drawing to be measured with reference to the position on the drawing. All measurements with a specified tolerance (+ and -), its measurement (at least one) and any deviation shall be recorded. The supplier shall specify the measuring tool, assess if the dimension is OK or NOT OK. All NOT OK dimensions shall be discussed with the FlexLink Purchasing department before any delivery to FlexLink. The 'Measuring protocol' should be attached to delivery.

The supplier shall retain a copy of the 'Measuring protocol' and should be available (up to 6 months after delivery) upon request. Items delivered without the 'Measuring protocol' (if required in the purchase order) will be assessed as NOT OK. 'Measuring protocols' are stored for one year by FlexLink Product Quality & Testing.

If required, additional parts can be added in each order with the 'Measuring protocol'. The information should be included in the purchase order.

Initial samples shall be sent to the address stated on purchase order, marked for the attention of the person issuing the order. The samples shall be produced and delivered according to the normal production process.

- Number of initial samples should be a minimum of one or one per cavity for tool bound products. If additional initial samples are requested, this should be stated in the FlexLink purchase order for initial samples. Exceptions from the instruction can be agreed upon in connection with the order.
- If more than 1 sample is supplied, each sample must be marked with unique sample number corresponding to the measurement report (e.g. sample 1, sample 2, sample 3 etc.). It is mandatory to use a permanent marker.

The language for all documentation shall be English. The measurement report should be completed digitally and NOT by hand. The number of decimals places on the measurement report shall be to two decimal places. For example a drawing dimension may specify 6.5 mm but the actual measurement found is 6.57mm. The dimension 6.57 shall be recorded on the report.

The sample shall be marked with a label clearly stating it is an initial sample, the 'item number', FlexLink order number and the production/inspection date is mandatory information. All specifications which are in FSA must be verified by the supplier and the reports or relevant documents to be sent together with the initial samples.

Each requirement on the drawing and items listed in the 'Measuring protocol' shall be marked, see next page for further information. All dimensions and requirements must be verified.

Appendix 5 - FlexLink Supplier Archive - FSA

Drawings and other specification archived in FSA.

On the initial page, the supplier will find instructions on how to use the FSA, how to prepare the initial sample and its mandatory documents, the declaration of material and information about using 8D methodology along with instructions about part submission warrant.

'Submit item specification', is equal to accepting all requirements, specifications and confirm the possibility to produce according to drawing within the required tolerance, material and surface treatment, if applicable. Additionally 'Submit item specification', means that the supplier can repetitively produce items from batch to batch.

Before first delivery, the item needs to be signed in FSA. Delivery without signing of the item in FSA means acceptance of the specification from supplier. If the supplier chooses not to accept the changes, or if the supplier has any other issues that are not acceptable, the supplier shall select 'decline button' and will be transferred to a new page. On this page, the supplier will have the possibility to make comments, describing the reasons for declining the changes.

Not all published items should be manufactured by the supplier but might be used by them. BOM items for which supplier is responsible are published through FSA. FlexLink strongly recommends following the changes related to these items, as in case of their changes/revisions, FlexLink might request the supplier to scrap the old existing stock.

General specifications


In the FSA under 'General specification', suppliers will find the following processes, which are mandatory to read, understand and be able to confirm:

- Marking specification ➡ no. 510135
- Packaging specification ➡ no. 3927699

Additionally, if applicable for products to be published to the supplier, the following inspections instructions are available:


- Aluminium ➡ no. 6755766
- Stainless steel ➡ no. 6757105
- Painted elements ➡ no. 6755768

Other packaging instructions, material specifications and surface treatments are attached to items themselves.

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5054112-07 End drive unit

Cancel Sign

Item Number	Published date	Status	Design Date
XKEB 0 HRA	2022-10-14	Designed	2022-11-09







Item specification **DCM**

 [A5054112-07](#)  [6760413](#)


Published by **Email** **Phone**

Alexander Lundahl alexander.lundahl@flexlink.com +46 10 17 23 565

General specifications

Spec.no	Spec. type	Description	Status	DCM
 3927699	Packaging Instruction	Instruction	Archived	 6610949
 510113	Assembly Instruction	Bolt joint instruction	Archived	 6765685
 510135	Marking Instruction	Marking Instruction	Archived	 6760948

Item specifications

Spec.no. - Issue	Spec. type	Description	Status
 5054112-07	SolidWorks Drawing	End drive unit	Archived

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Item specification

The 'Item documentation' is in FSA, where the supplier can find the following documents:

- General specifications (surface treatment, material specification etc)
- Item specifications (solid work drawings, step drawings, pdf drawings)
- Item specification and Design Change Message (DCM).

Under the DCM, suppliers will find what changes have been made, in comparison to the previous version. Under 'Item specification' on the first page, suppliers can find the packaging code and all specifications related to the item. On the second page, the Bill of Material (BOM list) is available.

Specification

Unit/Dept.	Document type	Designed Date	
Product Development and Maintenance	Supplier Item Specification	2022-11-09	
Issued by	Document number	Page	
Frida Thorsson	A5054112-07	1 (3)	
Item Name	Supplementary Name		
End drive unit			
Item No	Package Code	Design Change Message	Status
XKEB 0 HRA	PB 1 No No	6760413-03	Designed
ID Number	Document Code		
5054112-07	--		

General Specification List

Spec No	Spec Type	Description	Spec Status
510113	Assembly Instruction	Bolt joint instruction	Archived
510135	Marking Instruction	Marking Instruction	Archived
3927699	Packaging Instruction	Instruction	Archived

Item Specification List

Spec No	Spec Type	Description	Spec Status	Referred	Change Msg
5054112-07	SolidWorks Drawing	End drive unit	Archived		



Specification

	Document number	Design Date	Page
	A5054112-07	2022-11-09	2 (3)
Item No	Item Name	Status	
XKEB 0 HRA	End drive unit	Designed	
ID Number	Supplementary Name		
5054112-07			

Item List

Pos	Qty	PC/MM	Item Name	Item No	ID Number	Item Status	Variable	Remarks
1	1	PC	End drive unit	XKEB 0 HRU	3924991	Designed		
2	1	PC	Motor bracket	3925024	3925024	Designed		
3	1	PC	Motor bracket	3925025	3925025	Designed		
4	1	PC	Adjustment block	3924287	3924287	Designed		
5	1	PC	Slack protection	3925589	3925589	Designed		
6	1	PC	Slack protection	3925590	3925590	Designed		
7	5	PC	Distance screw	3904862	3904862	Designed		
8	1	PC	Transmission cover	3925068	3925068	Designed		
9	2	PC	Distance screw	3904855	3904855	Designed		
10	1	PC	Slip clutch ANSI 5/ 8"	5052772	5052772	Designed		
11	1	PC	Spacer	3925325	3925325	Designed		
12	2	PC	Hexagon head bolt ISO 4017 M6x8- 8- 8- A2K	5044904	5044904	Designed		



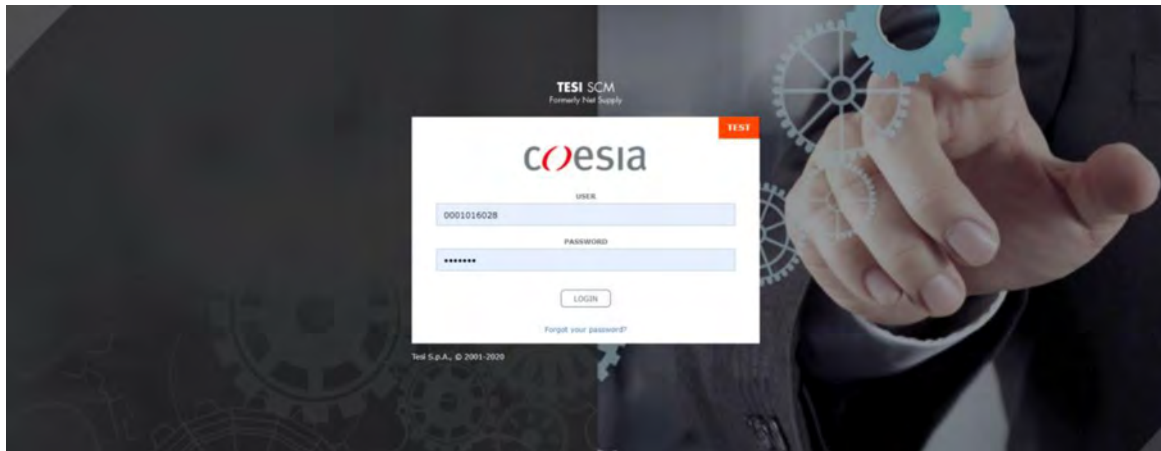
Additional instructions to specification

Additional instructions to the specification can be found on the first page of item specification – they cover special packaging, surface treatment, material specification and other related information which is valid and mandatory for a specific article.

Appendix 6 - How to use the Vendor Portal

The Vendor Portal is the application where suppliers receive orders and create transport documents. Suppliers are expected to confirm orders, delivery date (pick up date) and quantity. Moreover, suppliers shall also list the number of pallets and add the weight and content of each pallet.

How to access the portal



The access link to the portal is: <https://supplierconnect-scm.coesia.com>

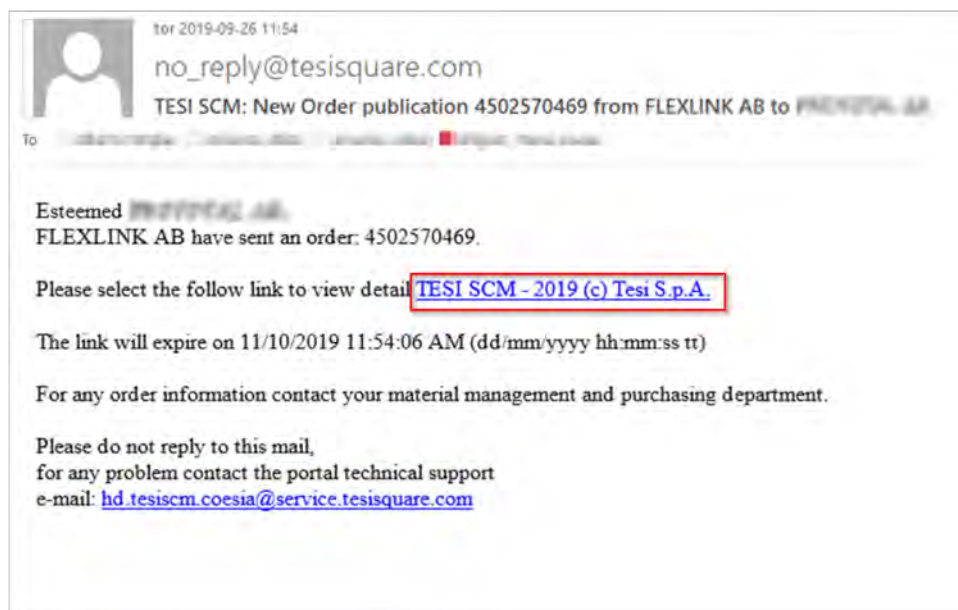
The supplier login credentials are:

- Username: 0001xxxxxx (This is an example, credentials will be provided by mail)
- Password: tesi321 (for privacy reasons, password shall be changed after the first access)

Mail to supplier

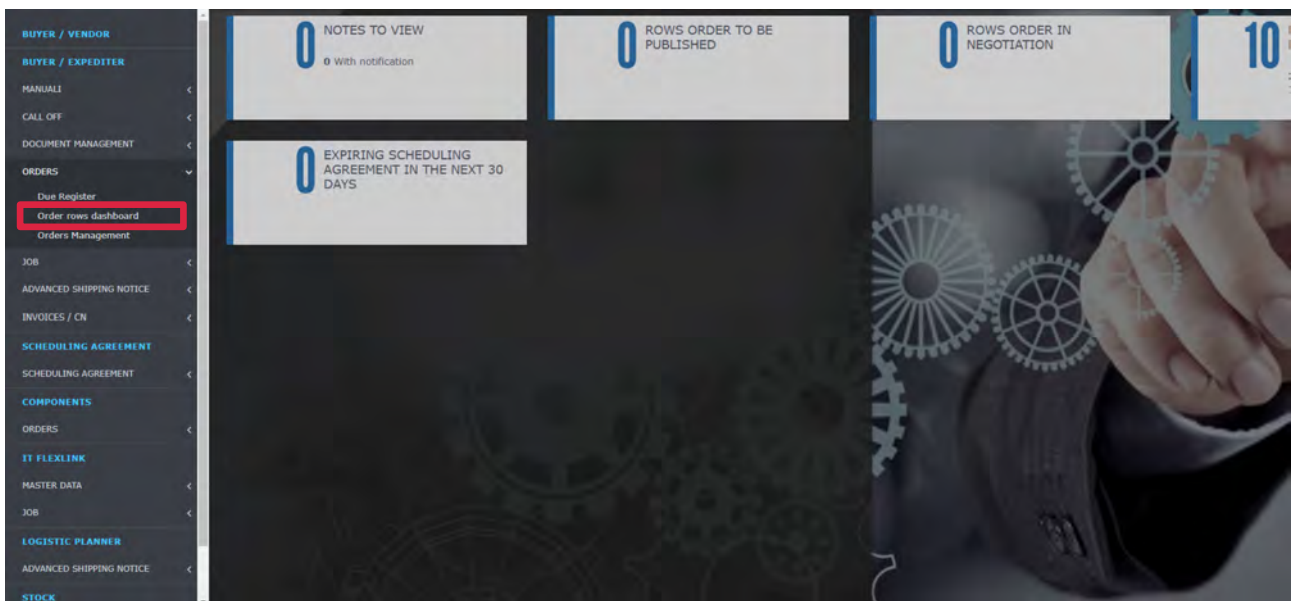
Suppliers shall receive the link to the Vendor Portal via email. By clicking on the link, they can access the order.

NOTE: It is only possible to work on that specific order mentioned in the email.

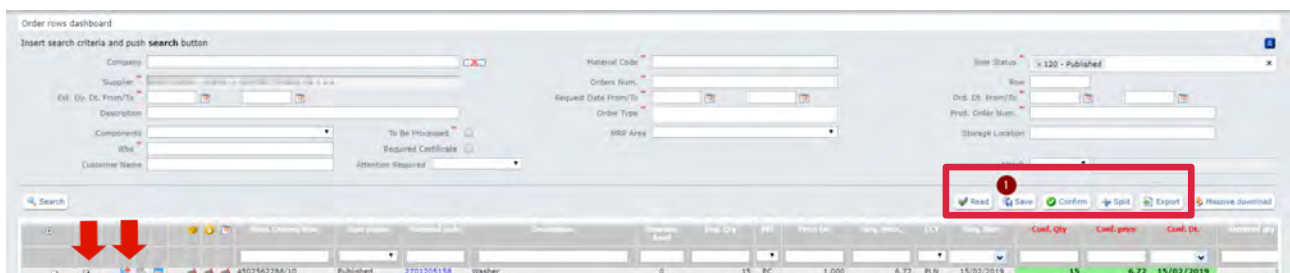


Dashboard and menu

Supplier orders can be found on the 'Order rows dashboard' (double click to access them).



Order Confirmation- OC



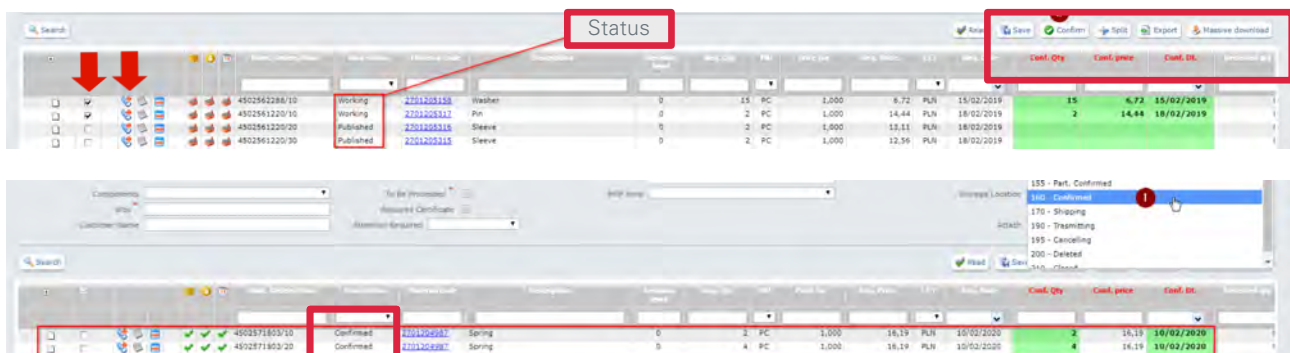
The initial status for a purchase order (PO) sent from FlexLink to a supplier is 'Published'.

A PDF of the purchase order is visible by clicking on the bottom of the page.

- Press the tick box
- Press save button and the status changes to 'Working'.

If any necessary changes are to be made to the delivery date and / or quantity, the changes shall be done before pressing 'Confirm'.

Price is not handled in the portal, FlexLink shall be contacted in case of need for a change.



If the supplier confirms FlexLink purchase order with no changes, the status shall be classed as 'Confirmed'. If the supplier changes the delivery date (earlier or later than requested) the status is changed to 'Negotiation' until confirmed by FlexLink.

If FlexLink does not accept the 'Confirm' status, the supplier will receive a new proposal, which needs to be confirmed.

Negotiation

Order Number	Material Code	Description	Quantity	Unit	Price	Currency	Delivery Date	Status
4502561220/10	2701205117	Pin	0	2	PC	1,000	14.44	PLN
4502561220/20	2701205118	Sleeve	0	2	PC	1,000	13.11	PLN
4502561220/30	2701205119	Sleeve	0	2	PC	1,000	12.56	PLN

Split of order in Vendor Portal

In case of a 'partial delivery' press the 'Split' button.

Order Number	Material Code	Description	Quantity	Unit	Price	Currency	Delivery Date	Status
4502571918	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10	2701204987	Spring	0	20	PC	1,000	16.19	PLN

In the 'Pop-up' screen, enter the quantity and delivery date for the part of the delivery that deviates from the original requirement. Press 'save' and close.

Split row

Company: C087 Order Number: 4502571918 Row Num: 10 Subrow Num: 0

Descr: Spring National Code: 2701204987 Delivery Date: 24/02/2020

Qty: 20.000 New Row Delivery Dt: 02/03/2020

Buttons: Close, Save, Confirm

Use the 'Tick box' for marking orders confirmed and press 'Confirm'

Order Number	Material Code	Description	Quantity	Unit	Price	Currency	Delivery Date	Status
4502571918	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10-1	2701204987	Spring	0	20	PC	1,000	16.19	PLN

When FlexLink has confirmed the split and change of date, the status of the order will be changed to 'Confirmed'.

Order Number	Material Code	Description	Quantity	Unit	Price	Currency	Delivery Date	Status
4502571918	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10-1	2701204987	Spring	0	20	PC	1,000	16.19	PLN

NOTE: The supplier can 'reconfirm' a purchase order which has the status 'Confirmed', as long as nothing has been already delivered.

Order Number	Material Code	Description	Quantity	Unit	Price	Currency	Delivery Date	Status
4502571918	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10	2701204987	Spring	0	20	PC	1,000	16.19	PLN
4502571918/10-1	2701204987	Spring	0	20	PC	1,000	16.19	PLN

Shipment – Create Advanced Shipping Notice- ASN

Press Menu and select Advanced Shipping Notice.

QUALITY NOTIFICATION

DOCUMENTS

VENDOR

MANUALS

Profile Management

CALL OFF

DOCUMENT MANAGEMENT

ORDERS

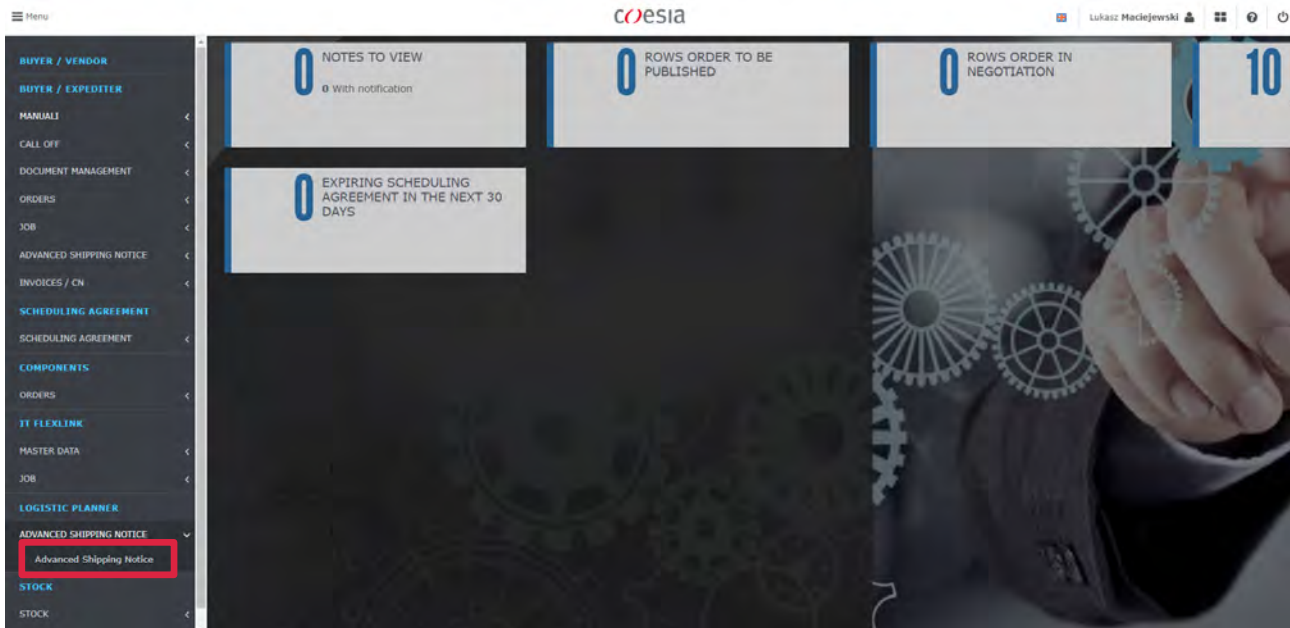
JOB

ADVANCED SHIPPING NOTICE

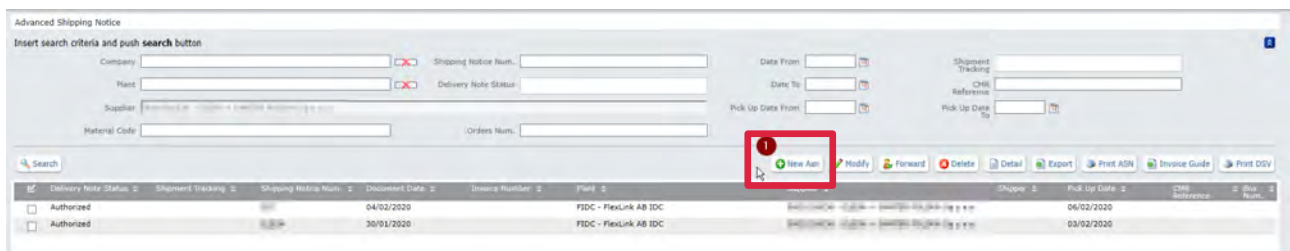
Insert search criteria and push search button

Company: C087 Supplier: 2701204987 Material Code: 2701204987 Order Number: 4502571918 Request Order From To: 24/02/2020 Order Type: WSP Area: 120 - Publish

Buttons: Search, Save, Confirm



Press 'New ASN' Advanced Shipping Notice.



There is the possibility to filter ASN's in different ways, for example 'by delivery date' as shown below.



Select orders to deliver by clicking on them, then press 'Confirm'. The status will change to 'Working'. Go to the next tab: General Data and add the document number (PO number or Delivery number) – this is the reference number without which, the system will not allow to go to the next step. For ex-tracking number or reference number, the pick-up date is mandatory. Press 'Save'.



Press the 'Packing list' button. Choose packaging from the dropdown list, select the type, cartoons, pallets or 'other', the size needs to be defined. Both gross weight and net weight is mandatory. After defining each pallet, press '+' and close.

Advanced Shipping Notice

Supplier: FIDC - FlexLink AB IDC Document Number: 12365488 Status: Working Document Date: 10/03/2020

Reference Documents General Data Rows Packages rows Internal Attachments External Attachments Tracking Events Log

Search

ASN	ASN Num.	ASN Code	Description	Unit	QTY	ST	ST	ST	ST
450257122/10/0	8082626	WASHER	18/02/2019	ST	30	2	30		
450257122/25/0	8043602	PLATE	25/02/2019	ST	2				
450257122/30/0	8043603	PLATE	25/02/2019	ST	1				

Go to the next tab, 'Package rows'. Enter quantity in each pallet. Press 'SAVE' - the row will show green.

Advanced Shipping Notice

Insert search criteria and push search button

Company Shipping Notice Num. Date From Date To Shipper Tracking

Plant Delivery Note Status Date From Date To Shipper Tracking

Supplier Pick Up Date From Pick Up Date To Shipper Tracking

Material Code Orders Num. Shipper Tracking

Search

New ASN Modify Forward Delete Detail Export Print ASN Invoice Guide Print Labels

ASN	ASN Num.	ASN Code	Description	Unit	QTY	ST	ST	ST	ST
450257122/10/0	8082626	WASHER	18/02/2019	ST	30	2	30		
450257122/25/0	8043602	PLATE	25/02/2019	ST	2				
450257122/30/0	8043603	PLATE	25/02/2019	ST	1				

Finally, press 'Forward'. Status will change from 'Working' to 'Authorize'.

NOTE: No further changes can be made to an ASN after 'Authorize' is pressed. In case of the need for a change, the supplier shall contact FlexLink.

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Advanced Shipping Notice

Supplier: 0001016405 - LINNARHULTS MEKANISKA AB Document Number: 4504815775 Status: Authorized Plant: FIDC - FlexLink AB IDC Document Date: 16/03/2023

General Data Rows Packages rows Internal Attachments External Attachments Tracking Events Log

Search

ASN	ASN Num.	ASN Code	Description	Unit	QTY	ST	ST	ST	ST
4504815775/10/0	FLX1000297	ROLLER	16/03/2023	ST	6	6			

TOTAL 1 6 6

Return to order screen. Print to DSV- and a PDF file will be printed. The order is authorized until goods received is complete, the order will then be closed.

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Advanced Shipping Notice

Insert search criteria and push search button

Company Shipping Notice Num. Date From Date To Shipper Tracking

Plant Delivery Note Status Date From Date To Shipper Tracking

Supplier Pick Up Date From Pick Up Date To Shipper Tracking

Material Code Orders Num. Shipper Tracking

Search

New ASN Modify Forward Delete Reopen Detail Export Print ASN Invoice Guide Print Labels

ASN	ASN Num.	ASN Code	Description	Unit	QTY	ST	ST	ST	ST
4504815775	16/03/2023	FIDC - FlexLink AB IDC	0001016405 - LINNARHULTS MEKANISKA AB	IMEX	16/03/2023	IMEX005595			
20440	24/02/2023	FIDC - FlexLink AB IDC	0001015825 - ASUTEC GMBH	IMEX	24/02/2023	IMEX005595			
Working	23/02/2023	FIDC - FlexLink AB IDC	0001030246 - BUD-OPAK-BOGDAN ? AGODA SPO7KAZ OGRANICZON ? OSPOWIE	IMEX	24/02/2023	IMEX005794			
Authorized	05188602	23/02/2023	FIDC - FlexLink AB IDC	0001016567 - AROS ELECTRONICS AB	IMEX	24/02/2023	IMEX005794		
Authorized	2023-02-23	23/02/2023	FIDC - FlexLink AB IDC	0001016415 - SEW-EURODRIVE AB	IMEX	24/02/2023	IMEX005793		
Authorized	20230223	23/02/2023	FIDC - FlexLink AB IDC	0001016441 - GEJI INDUSTRI AB	IMEX	24/02/2023	IMEX005797		
Authorized	223	23/02/2023	FIDC - FlexLink AB IDC	0001030246 - BUD-OPAK-BOGDAN ? AGODA SPO7KAZ OGRANICZON ? OSPOWIE	IMEX	24/02/2023	IMEX005794		
Authorized	224	23/02/2023	FIDC - FlexLink AB IDC	0001030246 - BUD-OPAK-BOGDAN ? AGODA SPO7KAZ OGRANICZON ? OSPOWIE	IMEX	24/02/2023	IMEX005794		
Authorized	225	23/02/2023	FIDC - FlexLink AB IDC	0001030246 - BUD-OPAK-BOGDAN ? AGODA SPO7KAZ OGRANICZON ? OSPOWIE	IMEX	24/02/2023	IMEX005794		
Authorized	230087	23/02/2023	FIDC - FlexLink AB IDC	0001023561 - HANZA Mechanics Kunovice s.r.o.	IMEX	24/02/2023	IMEX005799		
Authorized	23022023	23/02/2023	FIDC - FlexLink AB IDC	0001016573 - RIBOVERKEN AB	IMEX	24/02/2023	IMEX005796		

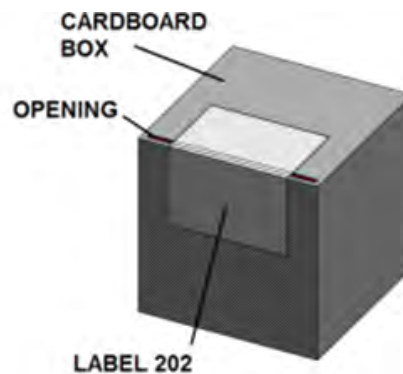
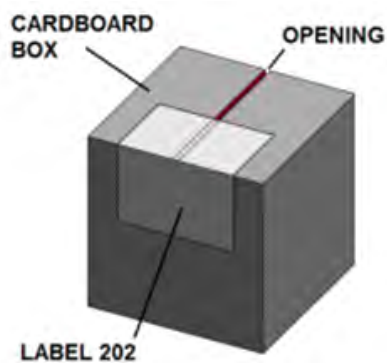
Appendix 7 - Labelling and packaging products

For deliveries to FlexLink AB, labels can be divided into:

- Labels attached to the product package (plastic foil)



- Labels attached to the product package (cardboard box). This label format also has a sealing function.





// COPY //
PURCHASE ORDER

Page 1/1

Date
26.04.2019
Print Date
13.02.2023

Order Number/Rev
4502 / 2

Company

Payment Terms

Buyer's VAT number

DAYS FROM INVOICE

Currency

Supplier

SEK

Delivery Address

Our Reference

Freight Terms

Flexlink AB
IDC
Ul. Szkolna 30
Plewiska, 62-064
Poland

Mattias Alvarsson
Your Reference

Delivery Terms

EXW

Delivery Method

By land

Pos	Item Description	Rev	Qty U/M	Unit Price	Discount Delivery Date	Amount
10	FLXC2739539 XLTF 5X12 A XLTF 5X12 A PAR12 Agreement Number 5300949217 A5995721_01 Sales Order Number 100052356 / 1		4 PC	413,43/1 PC	08.05.2019	1.653,72

B

A

C

All details are described in general specification "marking instruction" which can be found in the FSA (Reference document: 510135).

Quantities on the label

All items need to have quantity indicated on the label. Quantity is defined with the item specification (packaging codes are described below). Exceptions are the following:

Type of items	Unit package	Quantity on the label
All items which consist "J.....97"	10	1
All items which consist "J.....98"	100	1
In case of long items (example) J65002597002000	(2000 is the length in mm)	1

If there is an exception and different packaging is required, the supplier will find this information in the purchase order below the item number and description.

Pos	Item Description	Rev
10	5110904 Initiator plate Plastic bag 10 pcs Agreement Number 5301130862 A5110904_01	

In cases of FlexLink owned products, the FlexLink logo should be provided on the label. Items starting with 'J' do not require a logo on the label. The "MS+ logo" is no longer valid for FlexLink products.

On each product label, a bar-code representing the item number should be printed.

Before delivery, the supplier shall check that bar-codes are readable by scanners.

Packaging codes

The packaging code consists of two letters combined with a number. Numbers after the two letters specify the number of pieces in the package. For products made according to customer order, the number could be an 'X' which means that the package shall contain exactly the number of products as in the purchase order. Example: If in the order it is stated a total of 8 pieces, packaging code is PPX, meaning that for this order, a pack of 8 pieces in one bag if needed. The letters stand for package type.

P_	Product pack
M_	Multi pack
_P	Plastic pouch (transparent)
_B	Cardboard box
_N	Plastic pouch – nontransparent (UV-light protection)
_F	Wrapped in plastic foam foil
_W	Wooden box

Examples:

PP1	Plastic pouch with 1 pcs
PP10	Plastic pouch with 10 pcs (not to be split)
PB10	Cardboard box with 10 pcs (not to be split)
MP10	Plastic pouch with 10 pcs (not to be split)
PP1/MB100 box	Plastic pouches with 1 pcs packed in a breakable cardboard
PP10/MB100 cardboard box	Plastic pouches with 10 pcs each packed in a breakable

If the specification states 'Nono/Nono' it means that product does not need to be packed, but as mentioned earlier in this document, protected from damages or scratches caused by friction between items. If in the purchase order, there is an additional information about a 'packaging standard'. This overrides the specification described above.

Example of packaging marking on the purchase order:



// COPY //

PURCHASE ORDER

Page 1/1

Date

21.02.2022

Order Number/Rev

450- 2

Print Date

13.02.2023

Company

FlexLink AB

IDC

Ul. Szkolna 30

Plewińska, 62-064

Poland

Payment Terms

15 DAYS FROM INVOICE

Currency

PLN

Buyer's VAT number

Supplier

Freight Terms

Delivery Terms

DAP

Delivery Method

Our Reference

Your Reference

Pos	Item Description	Rev	Qty U/M	Unit Price	Discount Delivery Date	Amount
10	5110904 Initiator plate Plastic bag 10 pcs Agreement Number 5301130662 A5110904_01		50 PC	PC	01.03.2022	

Order Value

500481391 500481392

Terms and Conditions:

This order is subject to Coesia's General Terms of Purchase and FlexLink Supplier handbook which are available on <http://www.flexlink.com/en/home/sustainability/suppliers>

FlexLink AB

Byfogdgatan 11

413 05 Gullbergsgatan

Sweden

www.flexlink.com

Telephone + 46-31-337 31 00

Telefax + 46-31-25 21 00

Org. No. 556240-6203

Bank: Nordiska Bank

SE-105 71 Stockholm

BIC: NWFFSE33

IBAN: SE10 9500 0099 0002 0002 0002 0002

Bankgato: 5223-6359

Platgato: 8267-63

VAT: PL15262834388

If there are discrepancies between the packaging code in the specification and packaging description in the purchase order, the supplier is required to contact FlexLink.

Collective packages

If the quantity of the delivered product exceeds 100 items and each item is labeled, it should have a collective packaging with a label from which FlexLink can identify how many items are inside. For example, if FlexLink orders 10 000 pieces of XCAN 8 which are packed 10 pieces in each bag, the supplier should make 10 collective cartons of 1000 pieces, i.e. 100 bags in a carton.

Each package should have the same amount. For example, if the packing code says that the item is packed with 20 pieces in a cardboard box, this how they should always be delivered, e.g. 20 cardboard boxes of 20, not 19 x 20 pieces cardboard boxes and 2 x 10 pieces, cardboard boxes.

Item package

A specific product is either packaged or not packaged (left bare). When selecting the type of package, the standard packaging specified below shall be preferred. If, for some reason, none of standard package methods can be used, then a special package may be used. Special packages are specified in separate specifications, listed in the item specification. This specification is overriding.

The type of package to be used for a specific product is specified by the package code for that product. If no package code is specified, then the product shall not be packed in a product package or multi package. All product packages shall be labelled. Even when a product has no packaging specification (the packaging code is Nono/Nono); items needs to be secured if there is a risk that the item can be scratched by friction between other elements.

Requirements regarding quality of packaging materials are described in the document available in FSA no. 3927699.

Plastic pouches shall be:	Cardboard boxes shall be:
<ul style="list-style-type: none"> Heat-sealed Max 20 mm excess material outside sealing Marked with symbol "re-use/recycle" For fasteners minimum 0,075 mm thick Transparent Filling degree min 80%. 	<ul style="list-style-type: none"> Sealed with staples or taped Marked with symbol "re-use/recycle" No markings such as logo besides FlexLink labels are table allowed on the boxes (exceptions: commercial materials available for each user) Filling degree min 80%.

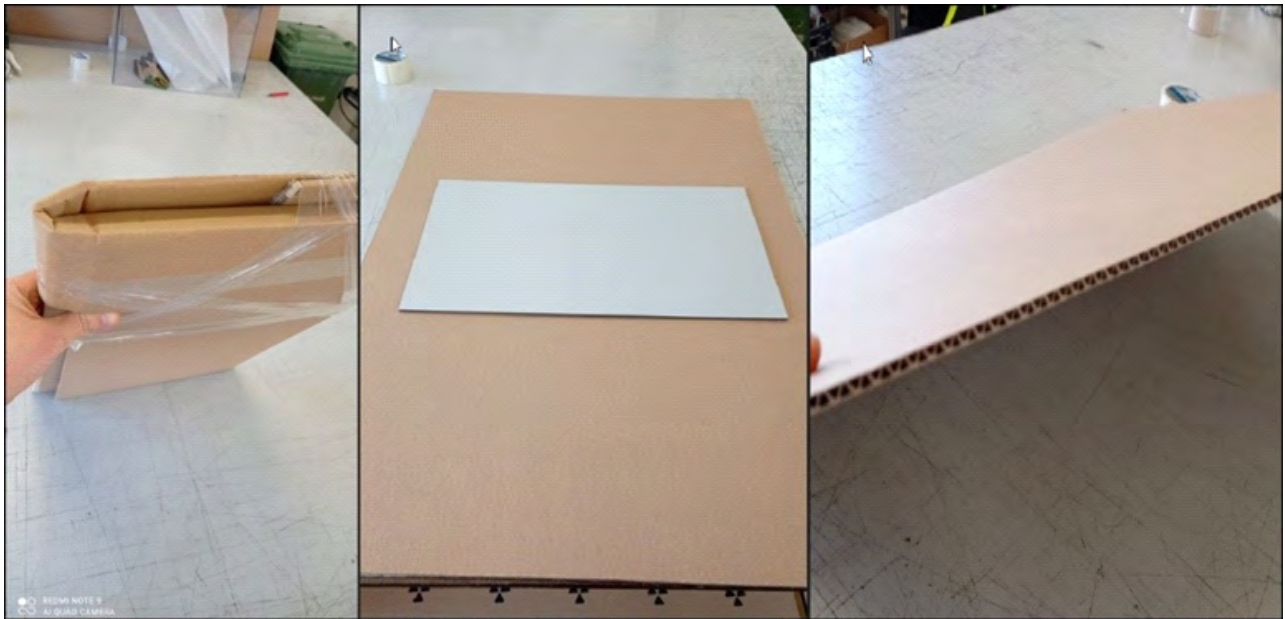
Appendix 8 - Label from Vendor Portal

Labels attached to the box or pallet shall be printed via the Vendor Portal. In case of missing connection to the Vendor Portal, a suitable label is required, consisting of:

- Item number (with bar-code)
- PO number (with bar-code)
- Line number from PO (with bar-code)
- Quantity (with bar-code).

Appendix 9 - Packaging of transparent plastic parts (e.g. made of polycarbonate)

FlexLink has defined the following rules to secure transport and avoid damages:



- Corners need to be additionally secured with additional packaging material layer
- If there are more items in the box with different dimensions, they should be packed from the largest (on the bottom) to the smallest (on top)
- In addition to above conditions, if there is free space in the box, the supplier is responsible to fill any gaps (pack-out) to prevent movement of smaller elements in the box.

Note: FlexLink requires 5 working days for visual checking of materials. In case of any damage, the supplier will receive pictures of the package, with a foil on the item and then a picture on the damaged unwrapped item.

Appendix 10 - Beams packaging - Length 3 m and 6 m

Beam packaging specifications

- Packages with profiles should be secured on all sides with cardboard. Profiles should be wrapped with cardboard in such a way that the joints of the cardboard are on the side of the packages (not on the bottom)

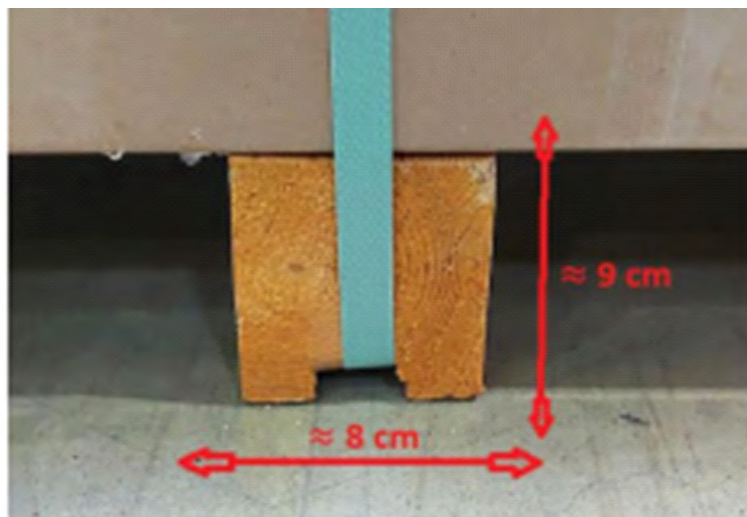


- The edges of the packages shall be secured with cardboard corners (solid cardboard), to protect the edges of the profiles, they should protrude on each side (total length of package + max 10 cm). Packages should be wrapped with foil similar to the picture below.

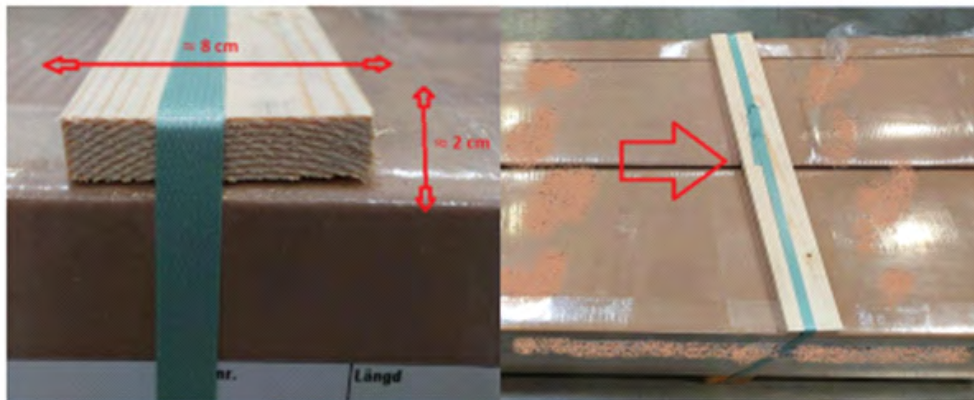


Beam packaging specifications, feet

- For feet, blocks height should be min 9 cm, and width min 8 cm.



- At the top of the package there should be a wooden board with the following dimensions: board height 2cm, board width 8cm



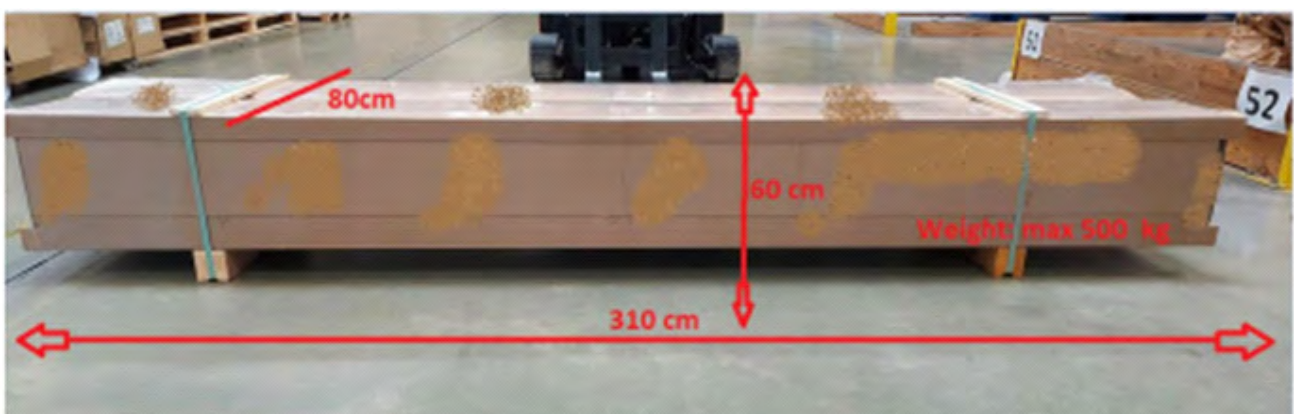
- Labels on the packages should be generated from the Vendor Portal (if not used, at least they shall include item number, amount in package and PO number). The label shall be placed on the front and on the side of the package on the cardboard protection.



Special requirements for 3m beams

The dimension of the box shall be:

- Height: max 60 cm
- Width: max 80 cm
- Length: max 310 cm
- Weight: max 500 kg



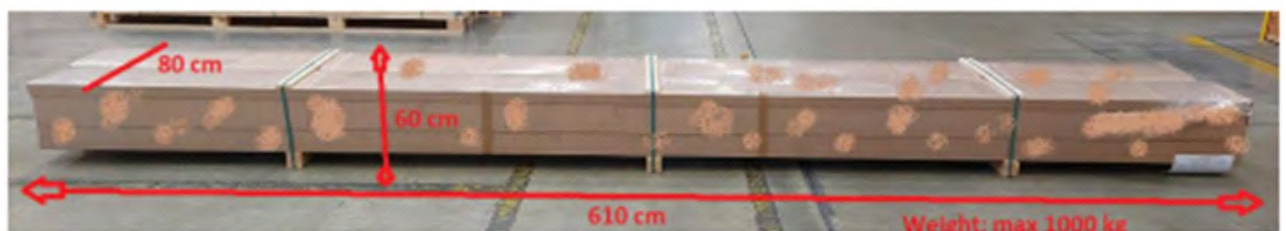
Packages should have wooden blocks in two places, the blocks should be tied approximately 50 cm from the edge of the package.



Special requirements for 6m beams

The dimension of the box shall be:

- Height: max 60 cm
- Width: max 80 cm
- Length: max 610 cm
- Weight: max 100 kg.



Packages should have wooden blocks in three places, the blocks should be tied approximately 50 cm from the edge of the package and also placed in the middle of the package.



Appendix 11 - Beams packaging - Visual requirements standard

Visual inspection needs to be made according to notes in the drawings or general instructions for inspection. General inspection instructions for following parts are presented below. As a minimum standard, FlexLink requires class B of the standard below (if not stated differently in the documentation).

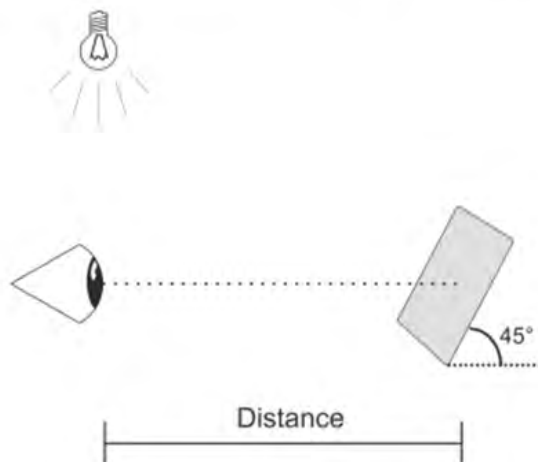
The following will not be approved by FlexLink:

- Sharp edges
- Corrosion
- Any removal or surface treatment / painting layer
- Scratches on polycarbonate elements.

Surface quality check

This chapter specifies three different levels of surface quality and how to check them. On the drawing a surface is specified as A, B or C where A is the highest level. The check shall be performed in normal office lighting (500 Lux). The item shall be viewed from a perspective where the examined surface is placed at a 45-degree angle. Duration time for viewing shall be 5 seconds.

Surface class	Definition:
A Highest level	Scratches, orange peel surface, pores, particles shall not be visible at approximately 1 m distance, please use letter gauge.
B	Scratches, orange peel surface, pores, particles shall not be visible at approximately 2 m distance, please use letter gauge.
C Lowest level	Scratches, orange peel surface, pores, particles shall not be visible at approximately 5 m distance, please use letter gauge.



The lower row needs to be readable. See below details about the visual test readability test.
Example of tests:



Viewing distance is determined using this letter gauge. Hereby, any differences in sight acuity of various assessors inspect will be equalized. Even the effect of changing lighting conditions can be eliminated. The part requiring checking, shall be placed alongside this letter gauge:

- Start by choosing the code to be assessed (Class A, B and C)
- Find the row of letter, where the lower, but not the upper row, can be read
- The individual viewing distance is correct when the lower row of letters is readable.

A

qeryulopadaxcvnmjunhybgvtfrcdexswzaqlpaghioseyhkaeqpaoacvbnjyrgokreediöwsxvulopadaxcvnmjunhybgvtfrcdexswzaqlpaghioseyhkaeqpaoä
qazwsxedcrfvtgbyhnujmikdolzpilkjhgfdsapoiuytrewnmbvcxzplknjiuhhbvgtyfvcxdresawqxdfrtjihunhytfrdepkojä

B

öplmkoijnbhuygvctrdxzsewsaqgetuoåäljgdazxbnkjhygf
plokijuhgytfrdeswaqzxczvb nmljygf dertiuytåäplk

C

xrfvggyh njklördesa
wsrdeugt fyijuhn

Appendix 12 - Meetings

Quality meetings

Purpose

On a regular basis, FlexLink will carry out quality meetings with suppliers to follow up on the general status of quality topics such as: open complaints, action plans, follow up of implemented actions from previous complaints.

Agenda

- Basic education – check the understanding of processes and training if required
- Follow up of “approved with remarks” and “not approved” points, action plan (open, delayed or closed actions)
- Complaints and quality issues
- Holistic approach, lessons learned, conclusions
- Follow up on implemented actions from complaints (last 3 complaints, including evidence of implemented actions)
- Goals and objectives for next period

Expected outcome

Updated status of actions, alignment and understanding of open complaints, set up of goals for next period.

Lessons learned meetings

Purpose

Once a year, FlexLink carry out the ‘lessons learned process’ for suppliers chosen as critical to quality. Lessons learned provide a holistic view of complaints reported during the previous year, divided per type (e.g. wrong quantity, mixed items, etc.) focusing on top 3.

Agenda

- A presentation outlining general issues from last year
- Trends Analysis
- Improvement plans

Expected outcome

The outcome of the meeting should be an improvement plan with defined actions, responsibilities and due dates which are followed up during future quality meetings.

Tooling meetings

Purpose

On a regular basis, FlexLink will discuss owned tools, in order to understand the status of tools in general. The supplier shall create a report outlining the maintenance/repair needs for the future and show their maintenance plan of FlexLink owned tools.

See minimum agenda below.

Agenda

- Review of open actions/improvements from previous visit, if any
- Production tools with poor status (score below 4) and recovery plan
- Status of all production tools including short- and long-term maintenance plan
- Update of status of production equipment (inspection and assembly fixtures, assembly machines status)
- Maintenance needs of production equipment, short and long term

- New investments: need for new tools (the supplier shall prepare cost and lead time for new budget)
- COO (Change of Orders) at FlexLink due to tool failures
- Complaints related to production tooling/production equipment issues.
- General suggestions for improvements

Expected outcome

Up to date report status on all tools and agreed plans for short and long-term maintenance. Reviewed investment needs for replacement tools.

Quarterly Business Review- QBR

Purpose

Quarterly review of strategically important FlexLink suppliers. The meeting is hosted and lead by the responsible Category Buyers within FlexLink. It is strongly recommended that representatives from the Supplier Key Account and Purchase order management are present.

Agenda

- General update (market trends and company performances)
- Logistics (On Time Delivery Percentage, (weighted average) lead times, response times, freight)
- Quality (claims status – amount open/closed, PPM⁴ values)
- Commercial (strategic obstacles/challenges and opportunities, prices, product feedback/improvement suggestions, organizational updates, shared improvement activities)

Note: For both parties to be prepared, it is recommended that the agenda and data concerning the above topics are shared at least a week prior to the meeting.

