

Applicable normative references:

SWN 39001-01 Cooperation with suppliers

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1 Scope

This *STIHL* Works Standard applies to all suppliers that supply purchased parts to *STIHL* for products manufactured in the *STIHL* Group.

STIHL suppliers are responsible for ensuring that their own suppliers of production material, i.e. subcontractors for *STIHL*, are conform to the requirements and objectives of the procedure described in this document.

Appropriate evidence must be provided of the resulting activities.

2 Aim of this Standard

The aim of this Standard is to describe the procedure to be implemented by suppliers when applying to *STIHL* for technical changes or process changes and also to describe how the requested changes are authorized ("released").

Specifically, this Standard describes:

- the changes that must be reported to *STIHL*
- how to report a change
- how authorization is granted by *STIHL*

3 Definition of the term "changes"

A "change" (or "modification") is generally understood to mean the transfer of a product and/or a manufacturing process from one defined status to another defined status.

The product and/or process status valid at the time of planning a change is defined and documented with the development status that is released with the last valid sample.

The procedure described in this document, which is limited to the general definition of the term "**changes**" above, must be applied only to planned changes that are to be applied **permanently (without limit in time)**.

The distinction is drawn between **time-limited (temporary) or quantitatively limited changes**, which must be managed by means of a **deviation permit request (DPR)** (see section 3.2.2).

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3.1 Permanent product modifications and process changes

3.1.1 Product modifications

A product modification/change is a planned change of features that characterize the product and that must be documented in the technical documentation such as drawings, specifications etc. The features characterizing the product can be dimensions, material, surface, defined functions etc.

In all cases, the supplier must notify STIHL of any planned changes to the product. Responsibility for changing the technical documentation always remains with the owner of the design.

3.1.2 Process changes

A change to the process is a change to features or parameters of the production process, if any change in these features can fundamentally impact the quality of the product and/or quality of the process. These changes can include but are not limited to e.g. changes to

- the location of production, and also relocation of production equipment within the plant/production site,
- the upstream suppliers for Stihl-specific parts and materials
- the manufacturing technology
- the production equipment used or their repair
- the production sequence
- the quality assurance procedures
- packing and packaging

Please note in this context that all changes that necessitate a revision of the following documents must generally be notified to STIHL:

- Process layout
- Process Plan (workflow)
- Control plan

3.2 Changes limited in time or quantity

3.2.1 Rectifying and sorting operations

Rectifications (refinishing, readjustments etc.) and sorting operations that are not described in the Process Plan/Workflow or that were authorized during sampling are deviations in the manufacturing workflow.

If deviations from specifications are subsequently corrected to achieve specification-compliant status by means of post-production rectification or sorting (e.g. at the tolerance limit), these corrected deviations must be presented to the competent STIHL quality improvement body.

3.2.2 Deviations

Deviations from product specifications may for economic reasons be tested for usability at STIHL. For this purpose, an application for a deviation permit (DPR) must be submitted to the responsible SQA (Supplier Quality Assurance). Valid deviation permit form will be provided by the responsible SQA or Supplier Portal.

4 Implementation of the change

4.1 Checking applicability of the duty to inform

When planning a change, the supplier shall decide, from the nature of the intended change, whether STIHL must be informed. The definition of a change given above can serve as the basis for this decision. The supplier must in particular consider the technical content and the impact of the change.

=> If this check indicates that STIHL must be informed of the planned change, the described procedure must be applied accordingly

=> If the check does not yield a clear answer, the planned change must be notified to STIHL in conformity with the described procedure.

=> If the check shows that STIHL does not need to be informed of the change, the supplier may independently plan, implement, release and document the entire change operation. In this case, the described procedure is not applied.

4.2 Notifying the change

The supplier must inform the **responsible buyer and SQE at STIHL** of an intended change in good time, i.e. with sufficient advance notice to allow evaluation of the change, and in writing before beginning to implement the change.

The supplier is responsible for submitting the change application to STIHL in good time. The supplier must also specify the responsibilities for the individual activities, as a function of the supplier's own organization.

The supplier must designate a responsible project manager, who shall coordinate the change in-house and also be available as contact person for STIHL for the planned change.

For the change application to STIHL the supplier must describe the change in the form ZAK (the form is available for download on the supplier portal in the folder QA_Folder) and supplement this information where necessary by additional Annexes.

The description of a change must always contain all the information needed by the specialist departments at STIHL to assess the change, e.g.

- the detailed timing schedule of all planned activities in the implementation of the change, up to its introduction
- description of the impacts on process reliability
- description of the impacts on quality
- description of impact on safety, reliability and functionality of the product
- a list of the planned quality assurance measures during and after implementation of the change
- presentation of the planned activities for the release of the change for full-scale production
- the forecast costs of introducing the change
- the impacts on production supply/logistics

The existing results of any tests and calculations already conducted and any other related data must also be attached to the change application.

4.3 Assessment of the change

On the basis of the information provided by the supplier with the application (ZAK), STIHL shall check whether the planned change can be approved.

This verification shall include all technical and economic aspects. As a result of this verification, the following questions shall be settled by the specialist departments and documented on the change application form:

- whether additional measures are required to determine and document the actual status of the production and for advanced process quality planning and quality assurance during implementation of the change, and if so which ones,
- whether a sample evaluation (NTB) is necessary for authorization of the change,
- whether product testing is required at the supplier and STIHL, and if so which tests and
- which measures are necessary to ensure production supply and logistics.

These requirements shall be taken into account by the supplier, and the results of the ensuing activities must be suitably documented.

4.4 Authorization/Rejection of the change

The release or rejection of the proposed change shall as a general rule be notified to the supplier in writing by the STIHL Purchasing department. This notification is sent by returning the duly processed application.

Release means that the change shall be implemented in conformity with the formulated conditions.

It should be emphasized here that - in particular in the case of a requested sample - part manufacture may only go ahead after issue of the Production Release.

5 Documentation

The activities and results of the described procedure shall be documented together with the application for further use. This documentation shall be allocated specifically to the planned change.

In all cases, the first delivery of products with the new change status must be identified by suitable means. These means include information on the delivery note and a marking on the goods (packing).

In the event of a change involving an index change in the part number, implementation of the change must also be documented by this change.