

# Supplier guide

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### Foreword

This guide is addressed to all suppliers of Klubert + Schmidt GmbH and is intended to provide you with important basic information regarding purchasing. You can find this document in the download section of our website [www.klubertundschmidt.de](http://www.klubertundschmidt.de).

We would like to offer all existing and new suppliers a simple path towards a close, trusting, fair, and collaborative cooperation. A key point in our collaboration with you is:

- a high degree of flexibility
- adherence to quality standards
- on-time delivery
- fair, reasonable, and stable pricing

Our customers are increasingly demanding shorter delivery times and better adaptation to market conditions. We can achieve this only with your full support.

### 1. Objectives of Klubert + Schmidt GmbH

"To wholly fulfill our customers' demands and wishes!"

The continuous improvement of our purchasing performance is essential in order to:

- remain a competent and high-performing partner to our customers
- optimize costs
- maintain our quality standards permanently and
- deliver on time

Through its supplier management, Klubert + Schmidt pursues the primary objective of evaluating and classifying its suppliers into categories, in order to encourage and support all partners in their continued development toward becoming A-suppliers and in growing together with Klubert + Schmidt. Together with all our suppliers, we aim to achieve our shared goal of **zero errors**.

### 2. Collaboration

#### 2. a) The prerequisites for a long-term and trusting collaboration are:

- a consistently high level of quality
- competitive, stable, and transparent pricing
- excellent delivery reliability
- rapid and flexible responsiveness to fluctuations in volume
- provision of services
- immediate notification of production disruptions
- as well as compliance with all regulatory requirements, agreed-upon contracts, and the principles set forth in our Code of Conduct

All of the above must be maintained without any conflicts of interest on the part of key personnel. Transparent disclosure regarding any affected individuals is strictly mandatory.

### 2. b) Additional requirements of the automotive sector

Requirements for the Quality Management System (QMS):

- Certification: Requirement for a QMS compliant with IATF 16949, or at a minimum with ISO 9001.
- Development plan: Strategies for the further development of suppliers certified solely under ISO 9001, with the aim of achieving IATF 16949 certification.
- Customer-specific requirements (CSRs): Binding integration and implementation of the end customer's specific requirements.

Laboratory requirements:

- Proof of accreditation must be provided for the laboratories utilized.

Control of non-conforming products:

- Clear labelling and proper storage are required
- Transparency regarding rework, repair, and scrapping must be maintained.

Product safety

- Evaluation of product safety-relevant processes is required.
- A responsible person must be designated, and their identity disclosed upon request.

Risk analysis

- A risk analysis must be conducted for the product in the form of a D-FMEA.
- A risk analysis must be conducted for the manufacturing process in the form of a P-FMEA.

An evaluation of your performance is conducted at regular intervals by the Purchasing Department.

### 3. Supplier application

We are always looking for dedicated and reliable suppliers. Various options are available to you for a supplier application.

A systematic questionnaire is available to you in the download section of our website, [www.klubertundschmidt.de](http://www.klubertundschmidt.de). Please send the completed form to [einkauf@klubertundschmidt.de](mailto:einkauf@klubertundschmidt.de). Our purchasing staff will promptly review whether you qualify as a supplier for us based on the information you provided and your product portfolio, and will then contact you.

An initial assessment of a potential supplier mainly includes an assessment of their ability to provide products and services which meet or even exceed our requirements in terms of quality, delivery reliability and price.

Following a successful initial review—including the signing of the initial contracts and the delivery of initial samples—you will be set up as a supplier in our ERP system. To gain a better understanding of your company and processes, and in order to meet our key contacts, our Purchasing Department—in collaboration with our Quality Department—will conduct a supplier audit at your premises.

#### 4. Order acceptance

Upon receipt of an order from Klubert + Schmidt, the supplier undertakes to review it immediately and to respond **within three business days** by sending an order confirmation.

By means of this order confirmation, the supplier confirms that they will deliver in accordance with the current revision status of the design and in conformity with the drawings—at the agreed price and date, including the required sampling documentation. The order confirmation constitutes acceptance of Klubert + Schmidt's General Terms and Conditions of Purchase.

If it is not possible to fulfil a delivery exactly as ordered, the supplier shall notify Klubert + Schmidt of this—likewise within three working days—by submitting a concrete alternative proposal. The final decision regarding the awarding of the order subsequently rests with Klubert + Schmidt.

#### 5. Approval process

Process and product approval shall be carried out in accordance with the Production Process and Product Approval Procedure (PPF) specified in VDA Volume 2, or in accordance with PPAP.

Series deliveries may only commence following process and product approval by Klubert + Schmidt. Sample deliveries or initial samples must be clearly identified as such on the delivery note.

Full payment of tooling or model costs shall be made only after complete process and product approval has been granted, and after the documentation requested by Klubert + Schmidt (images, fixture drawings, IMDS entry, etc.) has been submitted.

All tools owned by Klubert + Schmidt must be entered into the inventory list and reported during the annual inventory audit.

#### 6. Delivery reliability

To reliably provide its services, Klubert + Schmidt strictly requires punctual delivery on the dates specified in the order.

Packaging and/or shipping regulations must be strictly followed. If it becomes apparent that the required delivery date cannot be met, the contact person at Klubert + Schmidt specified in the order must be informed immediately. Causes leading to delivery delays must be investigated and eliminated. In emergencies, and in coordination with Klubert + Schmidt, necessary measures must be initiated to ensure delivery capability.

#### 7. Reporting of serious defects

Should defects in the delivered products be identified during the goods-in inspection or other internal checks, Klubert + Schmidt will block the batch and inform the supplier of the detected non-conformities immediately.

In such a case, the supplier is obliged to immediately block any delivery of goods prepared for delivery to Klubert + Schmidt and subject them to a 100% inspection. Parts that meet the required specifications shall be shipped in accordance with the specified requirements.

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### 8. Using an 8D report

In the event of defects, Klubert + Schmidt reserves the right to require the relevant supplier to submit a completed 8D report within a reasonable period.

The purpose of this measure is to expedite the identification and elimination of the actual root causes of errors, thereby ensuring their permanent prevention.

### 9. Possibility of a deviation approval

If a supplier determines that they are unable to comply with the specifications required by Klubert + Schmidt (drawing, order requirements) for a defined batch, the goods must not be shipped.

Instead, the "Request for deviation approval" form may be completed and sent via email to [quality@klubertundschmidt.de](mailto:quality@klubertundschmidt.de). Upon receipt of a positive response, the affected batch may be shipped. To this end the merchandise must be marked with a copy of the deviation approval, and the accompanying delivery note must bear the annotation "**Shipped in accordance with deviation approval**". It is expected that the defects leading to the deviation will be analysed and rectified permanently.

The "Request for deviation approval - supplier" form is available for download in the download section at [www.klubertundschmidt.de](http://www.klubertundschmidt.de).

### 10. Conducting supplier audits

Klubert + Schmidt reserves the right to audit, or have audited by third parties, the quality management systems, processes, and products of its suppliers. By entering into a supplier relationship, all suppliers agree to this provision.

Klubert + Schmidt representatives must be granted unrestricted access during standard business hours and upon prior notice or appointment.

### 11. Communication regarding changes at the supplier

It is explicitly required of all suppliers that significant changes to their status—such as:

- change of company name
  - changes to processes and procedures
  - changes to operational structure
  - product-related changes, e.g. change of subcontractor etc.
- are reported to Kluber + Schmidt in writing.

Klubert + Schmidt reserves the right to decide whether a sampling procedure is required. However, the supplier is obligated to conduct and document an internal product and process approval procedure for every change to a process or procedure. The supplier undertakes to grant Klubert + Schmidt access to this documentation upon request.

The loss of quality and environmental certifications must be reported within one week. Failure to provide such notification will result in a downgrade of the supplier's rating, potentially leading to the supplier being blocked.

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### 12. Supplier development

All suppliers manufacturing essential components for the production of our delivered products are encouraged to further develop their quality management systems in alignment with IATF 16949, and may draw upon the experience gained by Klubert + Schmidt in doing so.

Suppliers and processors lacking a certified quality management system—specifically, one meeting at least the DIN EN ISO 9001 standard—may not be considered for such products.

### 13. Supplier evaluation and classification of results

During our regular supplier evaluation of existing suppliers, the supplier's actual and documented performance is assessed across the categories of "Quality," "Delivery Performance," and "Service." A supplier evaluation may be conducted no earlier than twelve months after the initial delivery.

#### **A - Supplier "Approval granted"**

**New orders may be placed without restriction. Supplier development is limited to meeting the requirements of IATF 16949.**

**An A - Supplier is a company that achieves an overall assessment score of 80 to 100 percent while fully meeting all elimination criteria.**

The other possible final classifications—as a B- or C-supplier—indicate significant potential for improvement, which the supplier should leverage.

#### **B - Supplier "Approval with conditions"**

New orders may be placed. A written action plan from the supplier, including a timeline, must be submitted and approved by Klubert + Schmidt. The objective for every B-Supplier is to implement the submitted and agreed-upon improvement measures within a reasonable timeframe, with the ultimate aim of attaining A-Supplier status. If necessary, appropriate ppm values will be defined. As a general rule, A-Suppliers are given preferential consideration when new orders are awarded.

#### **C - Supplier "Not approved"**

New orders may be placed only on a restricted basis and for valid reasons. Klubert + Schmidt will make the decision regarding possible action plans and communicate them to the supplier. Every C-Supplier is expected to implement the agreed-upon improvement measures and actively strive for an upgrade. Should a subsequent re-evaluation also result in a final classification of "C-Supplier," Klubert + Schmidt reserves the right to terminate the business relationship.

#### **Prerequisite for A-Supplier Status (elimination criterion)**

To be eligible to attain this status, every supplier must hold—at a minimum—DIN EN ISO 9001 certification issued by an accredited certification body and must provide Klubert + Schmidt with their current certificate.

If multiple suppliers with equal ratings and approvals are available for selection when awarding a contract, preference shall be given to the supplier capable of demonstrating a quality management system compliant with an automotive standard (IATF 16949, VDA 6.1). The same applies to an environmental management system compliant with ISO 14001 or EMAS.

### 14. Competition

If the Klubert + Schmidt Purchasing Department receives offers of lower prices from competitors for key, high-revenue products, the incumbent suppliers will be given the opportunity to review their pricing. If cost optimization is not possible on the part of the incumbent suppliers, Klubert + Schmidt reserves the right to withdraw ongoing product lines from said suppliers and reassign them to more competitive providers.

**15. Confidentiality**

The supplier and Klubert + Schmidt mutually undertake to keep confidential any information and knowledge provided by the respective partner. Shared information may not be made accessible to third parties—nor used for purposes other than those previously defined—without the written consent of Klubert + Schmidt.

This obligation shall remain in effect for a period of five years following the potential termination of the business relationship.

Prior to the commencement of a business relationship and before any sensitive data is transmitted, the supplier is required to sign a separate confidentiality agreement.

**Concluding remarks**

Klubert + Schmidt aims to maintain a collaborative and market-oriented relationship with its suppliers, both now and in future. Our primary objective is the complete satisfaction of our customers. For this reason, we welcome any suggestions for improvement from our suppliers.

Management  
Klubert + Schmidt GmbH

Pottenstein, 21 April 2026

Process owner:	Management
Parties in the process:	Management and Purchasing
Created on:	28.04.2026
Created by:	Peter Eller (Purchasing)
Approved by:	Mr Andreas Kubizek and Dr Volker Schmidt