Quality Assurance Guideline for Suppliers

QRZ 01
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Preface 前言
In order to live up to continuous market requirements, we are in an urgent need of capable suppliers, who endeavor jointly, even beyond basic requirements, to face up to future challenges.

为了持续符合市场的要求，我们迫切需要一批有能力，并且可以和我们一起努力，甚至能以超越基本要求的态度面对未来挑战的供应商。

With such partners being competent and willing to bring in product- and process-related know how for mutual benefit, we will be able to achieve ambitious quality objectives.

这样的供应商能满足我们的供应需求，并且愿意为了共同利益贡献出与产品和生产过程相关的专利技术，与百瑞德一起实现宏伟的质量目标。

This quality assurance guideline shows the operations for a partnership cooperation between suppliers and our companies. This guideline has a legal binding. It is part of the contract between PARAT and the supplier.

此质保指南展示了供应商和我们百瑞德公司，包括以下子公司（以下简称“百瑞德”）之间的伙伴关系及合作方式，是彼此间共同活动的基本准则，是供应产品质量符合要求的担保。

This quality assurance guideline constitutes a binding document. It is part of the contractual agreement between PARAT and the supplier.

此质保指南包含一个有法律约束力的文件，是百瑞德与供应商之间签订合同的一部分。
2 Normative References 引用标准
This document contains provisions which constitute provisions of this quality assurance guideline by references in the text.
The structure of this guideline follows ISO 9001 and ISO/TS 16949, in order to maintain relation to standard requirements. As we only describe very important basic principles for PARAT, we partly do not observe consecutive numbering.

这个文件包含一些条款,这些条款通过在文本中引用的形式形成了此质保指南的条款。为保持规范,本指南的结构遵循了 ISO 9001 和 ISO/TS 16949。因为我们只描述一些对百瑞德非常重要的基本原则，故而本文没有连续编号。

4 Quality Management System 质量管理体系
Based on the products delivered to PARAT, the supplier has to comply at least with the requirements of elements 4.2.3 (document control), 4.2.4 (report control), 7 (product realization) and 8 (measurement, analysis and improvement) of ISO 9001. In addition, the requirements of this quality assurance guideline and contractual provisions are binding.

根据提供给百瑞德的产品,供应商至少要符合 ISO 9001 中 4.2.3 （文件控制）、4.2.4 （报告控制）、7 （产品实现）和 8 （测量、分析和改进）所提出的要求。此外,此质保指南与合同条款中的要求具有法律效力。

Suppliers delivering to our automotive division shall 提供其质量管理体系,如未认证,应向认证部门申请认证。产品至少要符合 ISO 9001 中 4.2.3 （文件控制）、4.2.4 （报告控制）、7 （产品实现）和 8 （测量、分析和改进）所提出的要求。此外,此质保指南与合同条款中的要求具有法律效力。

Enhance the QM System regarding compliance of requirements according to ISO/TS 16949.
根据 ISO/TS 16949 的要求改进质量管理体系。

5 Management Responsibility 管理责任
5.5.2.1 Customer Representative 客户代表
Supplier must appoint personnel with their responsibilities and competencies, in order to ensure compliance with PARAT’s requirements. This comprises the selection of special characteristics, definition of quality objectives and adequate training, determination of corrective and preventive actions and product development.

为了确保符合百瑞德要求,供应商应指定相应人员作为其责任和能力的代表,其作用包括选择特殊特性、定义质量目标和培训充足、决定纠正和预防措施及产品研发。

6 Management of Resources 资源管理
6.3.2 Emergency Plans 应急预案
The supplier must develop emergency plans for such events as interruptions in electrical power supply, lack of manpower, breakdown of important equipment and field rejects, in order to comply with both PARAT's and customer’s requirements even in such cases.

为了符合百瑞德及其客户的要求，供应商必须针对一些紧急情况，例如停电、人员缺乏、重要机械故障、最终用户投诉等制定应急预案。

Production facilities and machines supplied to PARAT must comply with applicable regulations.
供应商必须遵守 REACH1907/2006EG 的规定。基于此规定，供应商须在报价阶段第一时间向百瑞德提供必要的信息，例如所有材料和准备工作的安全资料表，所有提供给百瑞德的生产设备和机械必须符合相关规定。

Supplier has to provide the Risk Assessment report during the quotation phase. For substances of very high concern additionally to the material name we need sufficient information to allow safe use of the article. Safety data sheets have to be forwarded to PARAT for all materials and preparations.
供应商必须提供风险评估报告。如材料为特别关注物质，需要提供充分信息以确保安全使用。安全数据表必须向百瑞德提供所有材料和准备工作的安全资料表。

Production facilities and machines supplied to PARAT must comply with applicable regulations.

6.4.3 Recycling 回收利用
Materials recycling (e. g. varietal purity) has to be recognized during product development. If stipulated, materials will be returned to supplier for recycling purpose.
在产品研发阶段就应考虑材料的回收利用问题（例如：材料单一化）。

6.4.4 Product Realization 产品实现
7 Product Realization 产品实现
Generally, all products have to be delivered faultless and in time. If supplier fails to fulfill this requirement, PARAT may claim payment of all costs incurred, as stipulated separately.
通常，所有产品都必须保持无瑕疵，且及时到货。如果供应商不能满足这一要求，百瑞德可按照规定，要求供应商赔偿所有损失。
7.1 Planning of Product Realization 产品实现规划

Supplier must plan and develop the processes necessary for product realization. This includes quality planning. Basic principle for quality planning constitute VDA-volumes 4 part 1 to 3 resp. APQP (QS 9000).

供应商应为产品实现规划并开发所有必要的过程，包括质量规划。质量规划的基本原则构成了 VDA 第 4 卷第 1 部分到第 3 部分以及 APQP 质量先期策划（QS 9000）。

Supplier has to define following items when planning product realization 供应商在规划产品实现时应明确以下几项:
- quality objectives and product requirements 质量目标以及产品要求，
- necessary product-specific verification-, validation-, monitoring- and testing activities, as well as product acceptance criteria 必要的产品细节检查、检验、监测及测试活动以及产品验收标准，
- necessary records to verify that realization processes and resulting products fulfill requirements 必要的记录，以证明产品实现过程和产品符合要求

The planning result must be available in appropriate form and has to be presented, resp. the right of access has to be granted to PARAT by request.

应百瑞德要求，规划结果必须以合适的方式递交给百瑞德或者对百瑞德开放查看权。

7.1.2 Acceptance Criteria 验收标准

Supplier has to determine acceptance criteria and, if requested, solicit approval by PARAT. Current acceptance criteria (e. g. special and critical characteristics) are binding.

供应商必须明确验收标准，如有要求，须将验收标准提交百瑞德审核。目前实施的验收标准（例如：特殊特性和关键特性）具有法律约束力。

7.1.3 Confidentiality 保密性

Confidentiality during development of products and projects by order of PARAT, as well as confidentiality of corresponding product information has to be assured.

百瑞德要求，必须保证在产品和项目研发阶段严守产品信息以及其他机密信息。

7.1.4 Changes Control 变更控制

Any change in product realization, which may affect customer requirement, has to be reported to and approved by PARAT.

在产品实现过程中的所有可能影响到客户要求的变更都必须事先报告百瑞德征求同意。

7.2 Customer-related Processes 客户相关的过程

7.2.1.1 Special Characteristics stipulated by Customer 客户规定的特殊特性

Supplier must demonstrate requirement fulfillment regarding special characteristics determined by him and customer. Corresponding records have to be kept.

供应商须记录其是满足自身和客户提出的关于特殊特性的要求的过程并展示出来。

The records will be provided to PARAT by request, resp. right of access will be granted.

以上所提记录须提供给百瑞德或者对百瑞德开放查看权。

7.2.2 Assessment of Producibility 可生产性评估

Supplier has to check producibility of designated products in the context of contract review and acknowledge and document it including risk analysis.

供应商须在合同审核时检查确认指定产品的可生产性包括风险评估，并将结果记录在案。

7.3 Design and Development 设计和研发

The items of this section may be excluded regarding product development, or may only be used in a reduced way, if supplier bears no responsibility for product development. Nevertheless he is obliged to point PARAT out to possible problems during realization of specifications as well as product risks.

如果供应商不负责产品研发，这部分关于产品研发的内容可以省略，或者部分省略。不过，供应商仍有义务给百瑞德指出在产品要求实现的过程中以及产品风险中可能存在的问题。

These exclusions are not subject to development of production process.

忽略的部分不受生产过程研发的影响。

7.3.2 Design and Development Inputs 设计和研发输入

Inputs regarding product requirements have to be defined, recorded and realized.

关于产品要求的输入必须明确，并进行记录，得到实现。

These inputs must contain 输入必须包括:

a) functional and performance requirements (e. g. procurement data by PARAT as per order text, drawing, specifications, contract document, standards, a.s.o.),功能和性能要求（例如，百瑞德每个订单、图纸、规格说明、合同文件、标准等等的采购量数据）
7.3.2.1 Inputs for Product Development 产品开发输入
In case of new development and change a "System-FMEA Product") must be generally prepared according to guidelines of VDA volume 4 part 2 (resp. according to QS 9000: FMEA, if requested).

当有新开发产品或原有产品做出改变时，必须根据 VDA 第 4 卷第 2 部分的指南（或者，如有要求根据 QS 9000: FMEA）准备一个 FMEA 系统产品。

7.3.2.2 Inputs for Production Process Development 生产过程开发输入
In case of development and change of production processes a „System-FMEA Process“) must generally be prepared according to guidelines of VDA volume 4 part 2 (resp. according to QS 9000:FMEA, if requested).

当有新的生产过程开发或者原有生产过程做出改变时，必须根据 VDA 第 4 卷第 2 部分的指南（或者，如有要求根据 QS 9000: FMEA）准备一个 FMEA 系统过程。

7.3.2.3 Special Characteristics 特殊特性
Supplier must define special characteristics and include any special characteristics in the product control plan.

供应商必须在产品控制计划中确定并包含所有特殊特性。

If stipulated, PARAT will confirm compliance with special characteristics via plant test certificates. The necessary documentation has to be worked out free of charge.

如果规定，百瑞德将通过工厂实验证书确认接受特殊特性。必须免费制定必要的文件。

If stipulated during planning/development, resp. requested by PARAT, the process capability will be calculated statistically via process capability studies and confirmed afterwards.

如果在计划/开发阶段有规定或者百瑞德有要求，则需通过研究去统计计算并确认加工能力。

For evidence of process capability following limits are applicable (unless otherwise agreed):为了证明加工能力时可参考以下界限（除非另外规定）：

- short-term capability 短期能力 Cmk ≥ 1.67
- long-term capability 长期能力 Cpk ≥ 1.33

7.3.3.1 Results of Product Development and Production Process Development 产品开发及生产过程开发结果

FMEA’s have to be presented to PARAT by request and inspection has to be allowed.

一经要求，须将 FMEA 提供给百瑞德检查。

7.3.3.6 Production Process Approval and Product Release (PPF) 生产过程审核和产品发布 (PPF)
Assessment of production processes and First Sampling are the basis for production process approval and product release. The necessary releases can be effected by PARAT and/or our customers at supplier’s plant.

生产过程审核和产品发布的基础是生产过程和首件样品的评估结果。必要的审核程序可由百瑞德和/或我们的客户在供应商工厂进行。

Supplier has to comply with PARAT’s current procedure for production process approval and product release (e. g. according to VDA volume 2, QS 9000:PPAP). The necessary documentation has to be worked out. Target date according to purchase order.

供应商必须遵守百瑞德现行的生产过程和产品发布审核程序（例如：根据 VDA 第 2 卷， QS 9000: PPAP）。必须制定必要的文件，根据采购订单决定目标日期。

The PPF-procedure comprises evidence of all characteristics defined by PARAT, including provisions, standards and specifications concerned.

PPF 程序包含百瑞德确定的所有特性的证据，包括条款、标准和相关规格。

The PPF-procedure has to be started independently by supplier in case of

- innovations革新
- technical modifications (parts changed, specifications changed) 技术上的变更（零件改变，规格改变）
- changes at suppliers production facilities (e. g. internal relocation) 供应商生产设施发生改变（例如，内部调整位置）
- changes in subcontractors chain 分包商链有改变
- changes in production process (e. g. parameter, procedure, operations, a.s.o.) 生产过程有改变（例如，参数、过程、操作等）
- long-time production downtimes 长期停工

Unless otherwise agreed by PARAT, production process approval and product release are carried out according to VDA volume 2.

除非百瑞德另外规定，否则生产过程审核和产品发布都按照 VDA 第 2 卷规定执行。

Unless otherwise agreed, sample parts with adequate documentation have to be sent to PARAT for PPF in any cases. The necessary sample parts quantity has to be coordinated with PARAT, resp. can be seen on purchase order.

除非另行商定，否则在任何情况下都应向百瑞德提供样品和必要足够的文件用于 PPF。样品数量应符合百瑞德要求或者参考相应订单。
All physical products to be delivered to PARAT must fulfill requirements according to applicable EU Directives with regards to material composition. In compliance with supplier information mentioned in 7.3.2, all material data have to be transmitted in the course of PPF procedure and to be confirmed on cover sheet of PPF documentation. In case of declaration in IMDS, IMDS-ID has to be present on cover sheet of PPF documentation. Conformity to EU Directives resp. complete declaration of ingredients and complete information according to 6.4.1 are prerequisites for PPF procedures.

Before sample parts and documentation presentation, all characteristics, which diverge from target specifications, have to be coordinated in writing with PARAT and to be documented via special release. In case of deviating / incomplete PPF procedures, PARAT may demand an expense allowance according to separate arrangement.

7.3.7 Control of Design and Development Changes 设计和开发变更控制

Records showing development changes, assessment results of such changes and necessary measures, have to be presented to PARAT by request and inspection has to be allowed. Development changes contain all modifications made during production time of a product.

7.4 Purchasing 采购

7.4.1.3 Customer-approved Sources of Supply 客户通过的货源

Utilization of supply sources approved by PARAT, including tooling and measuring device suppliers, does not release supplier from his responsibility to guarantee quality of such products obtained.

7.4.3.2 Supplier Control 供应商控制

Suppliers have to control their performances with the aid of following indicators: 供应商必须借助以下指标控制其行为:

- quality of products delivered 供应产品的质量
- troubles at PARAT, as to say, at customer (incl. return shipments from field) 给百瑞德，即客户造成的麻烦（包括退运）
- delivery reliability (incl. incidents related with additional freight costs) 交货可靠性（包括与额外运输费有关的事件）
- status reports by PARAT regarding quality and shipping matters 百瑞德与质量和运输有关的状态报告

7.4.3.3 Incoming Goods Inspection at PARAT 百瑞德进货检查

Independent of final inspection done by supplier, PARAT carries out following incoming goods inspections 除供应商终检之外，百瑞德还将对进货进行以下检查:

- identification test 鉴别测试
- visual inspection regarding immediately recognizable transport damage 外观检查，是否有可识别的运输损伤
- quantity inspection (according to shipping documents) 质量检查（根据装运文件）
- problem-oriented inspection of product characteristics 关于产品特性以问题为导向的检查

PARAT will immediately notify the supplier in writing about obviously recognized defects (in special cases even in advance by phone). 百瑞德会第一时间以书面形式通知供应商发现的明显可见的损伤情况（特殊情况下也可提前以电话形式沟通）。

Hidden defects, which have not been recognized during incoming goods inspection, as to say, which have not been seen, will be communicated to supplier after detection, as to say, with scrap collect approval. 进货检查时没有发现的，即没有看见的隐藏损伤将会在发现及废品回收审核后通知供应商。

7.5 Production and Service Provision 生产和服务条款

7.5.1.2 Working Instructions 工作指南

Supplier must draw up documented working instructions for all workers responsible for process operations, which may affect product quality. 供应商必须为负责生产操作，能对产品质量产生影响的工作制定工作指南，并将其放置在工作场所中供使用。

The instructions shall derive from sources, such as quality management plan, production control plan and product realization process. 工作指南应源于质量管理计划、生产控制计划和产品实现过程等资源。
7.5.3 Labelling and Traceability 标记与可追溯性

Supplier has to label the products and/or packaging units clearly visible with at least part number, date and quantity. PARAT specifications have to be observed regarding labelling type. Unmarked, resp. incorrect labelled products shall be treated as faulty products.

供应商应在其产品和/或包装单位上做出明显的标记，上面须至少包含零件编号、日期和数量等信息。标签类型必须符合百瑞德的有关规定，没有标记或者标签有误的产品将被视为缺陷产品。

In case of critical and, if necessary, even in case of other special characteristics, supplier has to guarantee appropriate traceability. That means if there is a complaint, or, if necessary, also in case of other special characteristics, supplier must ensure that the products are traceable.

在这种情况下，VDA 第一卷适用。所有证据、记录和与质量相关的文件须至少保存 15 年。

Traceability has to be guaranteed concerning characteristics, which are regulated by law, are defined by PARAT or her customers, or have been determined by supplier himself in his own interest.

如法律有规定，或者由百瑞德或其客户确定，或者供应商根据自身利益自行确定的特性，其约束类型和可追溯性必须与百瑞德一同安排。这可以采用例如订单号、产品、包装单位、工作号、交货日期或者其他规定的方法进行操作。除非有明确规定，否则必须在产品和/或产品包装单位上标记可追溯性数据。

All other quality-related documents have to be retained for at least 3 years.

所有与质量有关的文件必须至少保存 3 年。

7.5.4.1 Customer Tools 客户模具

PARAT’s own tooling, production and measurement equipment shall be labelled durable, so that ownership structure is clearly identifiable and detectable.

百瑞德自己的模具、生产和检测设备必须用经久耐用的标签做出标记，保证所有权结构清晰明了。

7.5.5 Product Conservation 产品保存

Supplier has to store material products in appropriate stockrooms and storage containers, so that product conformity up to manufacture at PARAT is guaranteed.

供应商必须将材料保存在合适的空间和容器内，以保证百瑞德产品生产的一致性。

7.5.5.1 Storage and Inventory 仓储与库存

Supplier must use an inventory system, such as “first-in/first-out”, in order to optimize warehouse response time and to guarantee stock turnover.Obsolete products shall be controlled similarly as faulty products.

为优化仓储反应时间和存货周转率，供应商必须使用如“先进先出”的库存系统。废弃产品应像缺陷产品一样得到控制。

7.6 Control of Monitoring and Measuring Devices 监控和检测装置管理

7.6.1 Assessment of Measuring Systems 检测系统评估

Only test equipment with adequate small measurement uncertainty shall be used for any measurement activities. Evidence for test equipment capability has to be supplied and presented to PARAT by request.

任何检测活动只能使用检测不确定性足够小的检测设备，如有要求，须将这些设备的检测能力提供给百瑞德查看。
8 Measurement, Analysis and Improvement 测量、分析与改进

8.1 General 总则

If PPM-objectives are stipulated, supplier must calculate the appropriate product-related PPM-figures and provide them to PARAT by request.

PPM 目标确定后，供应商应计算出一个合适的与产品相关的 PPM 数据，并将其提供给百瑞德。

Any agreement on PPM-objectives does not relieve supplier from his responsibility to deliver faultless products. Even lot fraction defectives, which are within the objectives stipulated, are subject to mentioned procedures concerning cost and fault compensation.

任何关于 PPM 目标值的协议都无法免除供应商应提供无缺陷产品的责任。甚至在规定目标值内的批不良率也受到与成本和缺陷补偿有关的过程的控制。

If agreed PPM-objectives are not met, improvement actions must be taken and communicated to PARAT.

如果无法满足规定的 PPM 目标值，必须采取改进措施并与百瑞德进行沟通。

8.1.1 Fixing of Statistical Techniques 统计技术定位

If requested, appropriate statistical methods within the framework of APQP (Advanced Product Quality Planning) shall be determined and included in the production control plans. Application results of statistical methods shall be sent to PARAT on demand.

如有要求，应在 APAQ（产品质量前期规划）的框架内将合适的统计技术方法列入到生产控制计划中去。由统计方法生成的应用应发给百瑞德。

8.3 Faulty Products 缺陷产品

Regulations regarding warranty and fault compensation, which exceed legal regulations, will be stipulated product-related with supplier and determined by e.g. shipping instructions, order text, contract specifications a.s.o.

超出法律规定的与质保和缺陷补偿有关的条款将与供应商一同协商，并通过例如发货指南，订单文本，合同说明等确定。

8.5 Improvement 改进

8.5.2.1 Problem Solution Methods 问题解决办法

Supplier shall define a problem solution process, which is suitable for reproducible detecting and eliminating root causes.

供应商应确定一个解决问题的程序，这一程序应适合重复检测并能够排除问题根源。

Suppliers delivering products to our automotive division shall apply the problem solution method (e.g. 8D-Report) determined by PARAT.

向百瑞德汽车部门供应产品的供应商应运用百瑞德确定的问题解决办法（例如，8D 报告）。

Written comments concerning root cause and time-phased corrective actions have to be sent to PARAT within

- 24 hours for prompt measures,
- 5 working days for middle-term and long-term measures,

unless otherwise agreed.

除非另行规定，否则供应商应就问题根源向百瑞德以书面形式在

- 24 小时内提供应急解决方案
- 5 个工作日内提供中长期解决方案

In case of any quality problems, PARAT and our customers shall be entitled to carry out specific audits at supplier’s plant.

如存在任何质量问题，百瑞德和我们的客户有权在供应商的工厂进行详细的审计。
**Comment 注释**

Deviations regarding this guideline are only allowed if approved in writing by PARAT.

与本指南有偏差的条款必须首先得到百瑞德的书面确定。

**Definitions / Abbreviations 定义/缩略词**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>Cmk</td>
<td>short-term capability: capability index of a solid (controlled) process. Index is determined via big spot tests within short period of time. 短期能力: 处于稳定状态（控制状态）下的能力指数，是短期内通过大抽样得到的数据</td>
</tr>
<tr>
<td>Cpk</td>
<td>long-term capability: capability index of a solid (controlled) process. 长期能力: 处于稳定状态（控制状态）下的能力指数，是较长期限内通过小抽样得到的数据</td>
</tr>
<tr>
<td>PPF</td>
<td>production process and product release 生产过程和产品释放</td>
</tr>
<tr>
<td>PPM</td>
<td>Parts Per Million (faulty parts per 1 Million)不良品率（每百万）</td>
</tr>
<tr>
<td>QM-System</td>
<td>Quality Management System 质量管理体系</td>
</tr>
</tbody>
</table>

**special characteristics 特殊特性**

Product characteristics or production process parameter, which can affect safety or compliance with administrative provisions, fit, function, performance or further product processing. These characteristics may also be denominated differently in purchase specifications (e.g. as critical, important or significant characteristics).

这些特性在采购说明中也可能有其他的不同的名称（例如，关键特性，重要特性或者显著特性）。

**critical characteristics 关键特性**

Product characteristics or production process parameter, which may affect safety or compliance with administrative provisions.

可以影响安全或者与行政条款有关的产品特性或生产过程参数。

**Comment: The abbreviations and interpretations are valid as stated in the DIN EN ISO 9000 and DIN EN ISO 9001. 注：以上缩略词和注释均包含在 DIN EN ISO 9000 和 DIN EN ISO 9001 中。**

**Reference Material 参考材料**

- **VDA Volume 1** Verification Management
- **VDA Volume 2** Quality Assurance of Deliveries
- **VDA Volume 4** Quality Assurance before start of production
- **DIN EN ISO 9000** Quality Management Systems: basics and definitions
- **DIN EN ISO 9001** Quality Management Systems: Requirements
- **QS 9000: APQP** Advanced Product Quality Planning and Control Plan
- **QS 9000: PPAP** Production Part Approval Process
- **QS 9000: MSA** Measurement Systems Analysis
- **QS 9000: SPC** Statistical Process Control
- **ISO/TS 16949** Special Requirements when using DIN EN ISO 9001 for series and spare parts production in the automotive industry
- **Website PARAT** information for suppliers on prohibited materials

The supplier is responsible for obtaining and applying the current issue of these supporting documents.

供应商有责任申请获得以上支持文件的最新发行版本。
## Overview of Modifications 修订概览

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<tr>
<td>May 1997</td>
<td>Amendment to QRZ 01</td>
<td>1997-05-15</td>
<td>F. Geiger</td>
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<tr>
<td>January 2003</td>
<td>Complete Revision</td>
<td>2003-01-20</td>
<td>S. Duschl, F. Geiger</td>
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<tr>
<td>October 2009</td>
<td>Company Name Change</td>
<td>2009-10-01</td>
<td>F. Geiger</td>
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<tr>
<td>February 2010</td>
<td>Revision Prohibited Sustances</td>
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<tr>
<td>October 2011</td>
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<td>2011-10-11</td>
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<td>September 2016</td>
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<td>2016-09-01</td>
<td>S. Brunnbauer</td>
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