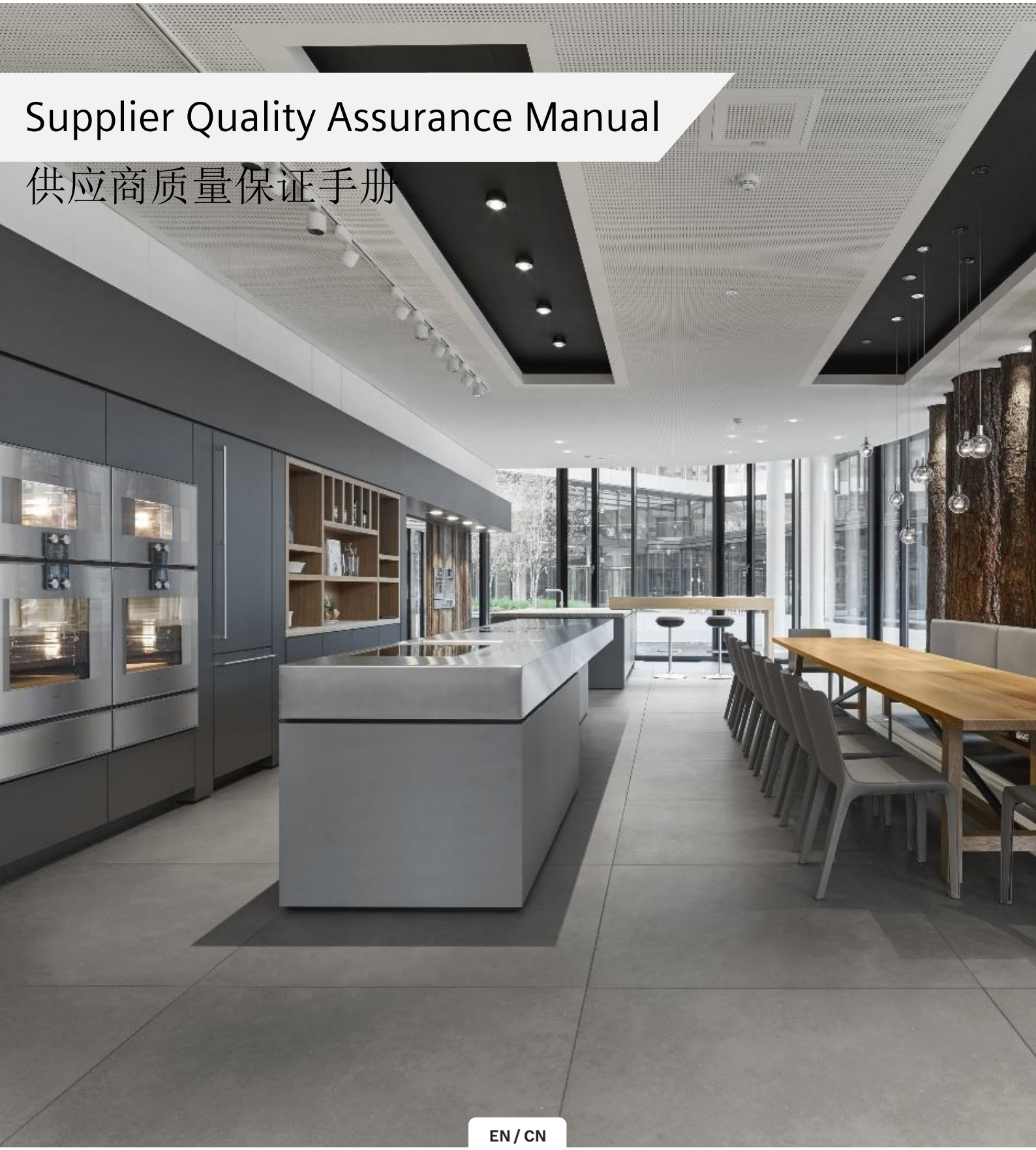
B/S/H/

Supplier Quality Assurance Manual

供应商质量保证手册



EN / CN

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内容

Dear Partners, Service Providers and Suppliers,

尊敬的各位合作伙伴、服务提供商和供应商

We at BSH promise our consumers top quality and we take this responsibility very seriously. This is why we expect you, our partner, to make the same promise to us. For it is only by working together that our products will satisfy the highest demands.

博西家电向消费者承诺提供高质量产品，并十分重视这项职责。因此我们希望合作伙伴也能对我们做出同样的承诺。只有通过携手合作才能打造出优质产品。

Zero defects and continuous improvement are two of the most important quality requirements for keeping this promise. For us quality already begins with reaching binding and comprehensive agreement with you, our supplier, at any early stage, and remains the center of attention throughout the product development process up and including series production. So we can ensure uniformly high product quality, we provide relevant procedures and documents for all agreements over the entire lifecycle of a component.

履行这一承诺的两项重要质量要求即为零缺陷及持续改进。对于博西家电而言，早在我们与您（博西供应商）达成具有约束力的全面协议任一早期阶段之时，质量要求即已生效，且这一关注重点将贯穿整个产品开发过程（包括批量生产）。由此，我们可以确保生产高质量的一致性产品，针对横跨某一部件整个生命周期各类协议，我们将提供相关步骤和文档。

This includes the present manual – our service offer for you and our business relationship based on partnership. Please make use of the detailed explanations of the individual process steps and do not hesitate to ask questions or suggest improvements.

本手册也隶属于此，内容为博西家电为供应商提供的服务以及基于合作伙伴关系的业务关系。请充分利用各个流程步骤的详细解释，并及时提出问题或改进建议。

We look forward to successful cooperation!

我们期待合作成功！

Terms and abbreviations 术语和缩略词

8D	Systematic problem-solving method (see section 7.2) 系统性问题解决法（见 7.2 节）
CQP	The component qualification planning defines the necessary requirements for the provision of documents by the supplier at different times. 部件合格计划规定了对供应商在不同时期所提供文档的必要要求。
Initial samples	Manufactured using the final tools and production equipment under series production conditions
初始样件	批量生产条件下通过最终模具与生产设备制造的样件
FMEA	Failure Mode and Effect Analysis (see 3.1.3.8 and 3.1.3.13) 失效模式和效果分析（见 3.1.3.8 及 3.1.3.13 节）
Pilot production	Manufacture of initial samples at the supplier's plant
试生产	在供应商工厂试制初始样件
PRODUCTS	Goods and services produced by the BSH supplier for BSH
产品	博西家电供应商为博西家电生产的货品及提供的服务
SIR	Sample inspection report (see 3.1.3.19) 样件检验报告（见 3.1.3.19 节）

Legal notice 法律声明

This document does not constitute a binding document and is solely intended as an aid for suppliers of BSH when dealing with our quality requirements. The Supplier Quality Assurance Manual is based on the contents of the quality management agreement, which is signed either on its own on conclusion of a contract or in conjunction with the framework contract.

本文件不构成具备约束力的文档，仅在博西家电供应商满足我司质量要求时为其提供协助。《供应商质量保证手册》以质量管理协议的内容为基础，该协议可在订立合同时自行签署，或与框架合同一并签署

1. Conforming products 合格产品

Higher customer expectations in terms of quality and flexibility call for the continuous improvement not only of all products, assemblies and materials, but also of service and processes.
客户对质量与灵活性的期望日益提高，这不仅需要持续改进各类产品、组件和材料，服务与流程也是如此。

Customer satisfaction with quality in all areas is the key criterion for the success of BSH Hausgeräte GmbH and also for you as a supplier whose products are incorporated in those of BSH. To meet these requirements, we need reliable and competent suppliers who feel an obligation to uphold the common objectives and quality level of BSH.
客户对各方面质量的满意度不仅是博西家电成功与否的关键标准，也是您作为我司配套产品供应商的关键评判指标。为满足这些要求，我们需要可靠且资质良好的供应商，其有义务维护博西家电的共同目标和质量水准。

This manual has been compiled to serve as a guideline / aid for our suppliers.

本手册旨在为我司供应商提供指导/帮助。

2. General agreements 总协议

In line with the obligation of BSH vis-à-vis its customers, the supplier is likewise obliged vis-à-vis BSH to uphold its philosophy of zero defects. The quality "0 defects" is an absolute requirement which can only be achieved through joint effort. The supplier undertakes in this context to proactively demonstrate to BSH the relevant strategy.

根据博西家电对其客户的义务，供应商同样有义务维护其零缺陷理念。质量"零缺陷"作为我司的绝对要求只有通过共同努力才能达成。在此背景下，供应商承诺向博西家电展示相关措施。

2.1 Quality management system 质量管理体系

The supplier shall employ an adequate, efficient and reliable quality management system, which must correspond to the state of the art at all times and shall be adapted as appropriate (e.g. management systems based on DIN EN ISO 9001 or ISO 9001). The BSH buyer must be notified of the expiry of a certificate where no recertification is planned at least three months

prior to the date of expiry. The withdrawal of a certificate must form the subject of immediate notification.

供应商应采用合适、高效且可靠的质量管理体系，该体系必须始终与前沿技术保持一致，并应酌情加以调整（例如，基于 DIN EN ISO 9001 或 ISO 9001 的管理体系）。若无计划重新认证，则至少在证书到期前三个月通知博西家电采购人员证书已到期， 而证书撤销则必须立即通知我司。

Where an uncertified quality management system is used by the supplier, an audit carried out by BSH may alternatively also serve here as evidence following approval by BSH. The supplier shall manufacture and test the products according to the rules of one of these quality management systems.

若供应商使用未经认证的质量管理体系，则博西家电所实施的审核也可在经其批准后作为依据。供应商应依据上述之一的质量管理体系规范生产和测试产品。

Should it transpire that the quality management system employed does not meet the specified requirements, the supplier undertakes to immediately improve the system to ensure conformity. To this end, the supplier shall submit binding schedules, which are subject to approval by BSH.

若发现所用质量管理体系不符合规定要求，供应商承诺立即改善管理体系以确保符合要求。为此，供应商应提交经博西家电批准的具有约束力的时间表。

Where valid certificates and / or binding schedules have not been submitted and where the supplier is responsible for such failure, BSH shall be entitled, following the issue of a previous warning to no avail, to terminate existing supply contracts and the framework contract without prior notice.

若未提交有效证书和/或有约束力的时间表，且供应商对类失效负有责任，则博西家电有权在发出事先警告无果后，无需事先通知即可终止现有的供应合同和框架合同。

2.2 Supplier management for sub-suppliers 次级供应商的供应商管理

The supplier shall be obliged to ensure that the execution and supply of the PRODUCTS are free of defects including all parts of PRODUCTS also supplied to him by third parties (referred to below: "sub-suppliers").

供应商有义务确保“产品”的执行和供应毫无缺陷，其中包括第三方（以下简称“次级供应商”）向其供应的所有“产品”部件。

The utilization of sub suppliers by BSH shall not relieve the supplier of his responsibility to ensure the quality of the supplied PRODUCTS.

博西家电对次级供应商的采用不得免除供应商确保所供应“产品”质量的责任。

The requirements of BSH on its suppliers shall equally apply to all sub-suppliers. All manufacturers included in the production chain must employ suitable quality management systems to guarantee the quality of the final product. The supplier is thus obliged to plan and

carry out audits or to request evidence of adequate quality assurance systems from sub-suppliers. The supplier is responsible for monitoring the appropriate measures of the sub-supplier to guarantee the agreed quality.

博西家电对其供应商的要求应同样适用于所有次级供应商。生产链中的所有制造商必须采用合适的质量管理体系以确保成品质量。因此，供应商有义务计划并实施审核，或要求次级供应商提供其质量保证体系的合格依据。供应商将负责监督次级供应商采取相应措施，保证质量符合协议要求。

The BSH buyer must be notified of any change in a sub-supplier, whereby this must be approved by BSH if there is a need for mutual agreement.

次级供应商的任何变更必须通知博西家电采购人员，如需双方达成协议，则必须得到博西家电的批准。

2.3 Auditing by BSH 博西家电审核

The supplier shall allow BSH to verify whether all quality requirements of BSH are being satisfied at his premises. Depending on the situation, this may take the form of a quality-related or technical discussion, in addition to a system, process or product audit. BSH shall timely inform the supplier about his intention.

供应商应允许博西家电核实其场所是否满足博西家电的各类质量要求。根据具体情况，除系统、过程或产品审核外，还可通过质量相关或技术讨论的形式进行核实。博西家电应及时通知供应商其审核意向。

Quality management system audits will be performed by BSH according to DIN EN ISO 9001. Process audits are based on the VDA6.3 questionnaire, although auditing is not carried out accordingly. The 14 quality principles of BOSCH form a substantial part of both these types of audit. Detailed information about these principles can be found using following link:

博西家电将根据 DIN EN ISO 9001 标准进行质量管理体系审核。过程审核以 VDA6.3 调查表为基础，不过审核并未相应进行。博世的 14 项质量原则是这两类审核的重要组成部分。有关这些原则的详细信息请见下方链接：

http://purchasing.bosch.com/en/de/quality_innovation/quality_management/requirements/29_wertstrom_q_basics/wertstrom_q_basics.html （both EN and CN version）

The supplier shall grant BSH access to his entire business premises and to all testing stations, warehouses and adjacent areas in which the PRODUCTS to be supplied are developed, manufactured and / or stored. BSH shall be permitted here to inspect the procedures, documents and records of the supplier where they might concern the QM system or the quality of the PRODUCTS to be supplied.

供应商应允许博西家电进入其整个营业场所、以及用于开发、制造和/或储存所供应 “产品” 的各类测试站点、仓库和相邻区域。若供应商的程序文件、文档和记录可能与质量管理体系或所供 “产品” 的质量有关，则应允许博西家电检查上述资料

BSH shall notify the supplier of the result of this inspection. Should corrective measures be necessary from the viewpoint of BSH, the supplier undertakes to immediately draw up an

action plan together with a binding schedule, to notify BSH accordingly and to implement it in a timely manner. The catalogue of measures and the schedule require the consent of BSH.

博西家电应告知供应商检查结果。若博西家电认为有必要采取整改措施，供应商承诺会立即制定行动计划和有约束力的时间表，并相应地通知博西家电，及时实施上述计划。措施目录和时间表需征得博西家电的同意。

. Where necessary, BSH reserves the right to ask the supplier to arrange an audit of its sub-suppliers. It must be possible here for BSH to also take part in the audit. On conclusion of a contract with the sub-supplier, the supplier must impose an obligation on the sub-supplier regarding performance of this audit.

如有必要，博西家电保留要求供应商对其次级供应商进行审核的权利， 并且博西家电也必须能参与审核。在与次级供应商签订合同时，供应商必须规定次级供应商有义务实施此项审核

The performance of such inspections shall not lessen the contractual responsibility of the supplier for the PRODUCT.

此类检验的实行不得减轻供应商对"产品"的合同责任。

3. Product development and qualification 产品开发和鉴定

3.1 Quality requirements / Quality requirements specification 质量要求/质量要求规范

With BSH's official enquiry requesting an offer the potential supplier is also receiving the "Quality Requirements" along with other documents. The Quality Requirements describe component-specific requirements made on the supplier. This includes his manufacturing and quality assurance processes, as well as additional requirements with technical relevance that are not described in the drawing or specifications.

随着博西家电进行正式询价并请求报价，潜在供应商也将收到 "质量要求" 及其他文档。"质量要求" 描述了对供应商提出的具体部件要求。这包括其制造和质量保证过程，以及图纸或规范中未描述的技术相关附加要求。

By submitting an offer, the supplier thereby confirms the stipulations of the Quality Requirements. Any deviations, risks and further information must be reported via the Feasibility Commitment (see 3.1.3.1) and agreed with BSH prior to the conclusion of a contract.

通过提交报价，供应商借此确认了 "质量要求" 的规定。任何偏差、风险和进一步信息必须通过 "可行性承诺"（见 3.1.3.1 节）进行报告，并在签订合同前与博西家电达成一致。

In the event of changes to the information in the following documents the supplier must proactively send an updated copy to BSH.

如果以下文档中的信息变更，供应商必须主动向博西家电发送更新后的副本。

The individual sections of the quality specification are described below. The Quality Requirements document is divided into 5 parts (cover sheet, explanations, quality targets, CQP and technological and process-related requirements).

质量规范的各个章节如下所述。“质量要求” 文档分为 5 个部分（封页、说明、质量目标、CQP、技术及过程相关要求）。

3.1.1 Cover sheet 封面

The cover sheet provides general information. BSH consists of different product areas. Different requirements may result for a PRODUCT depending on the product area. Identification of the product group can be found in the field "Product Division".

封页可提供基本信息。博西家电的产品涵盖不同领域， 根据具体领域，“产品”要求可能会有所不同。可在“产品部门”章节中确认产品组别。

The field "ESN-4 / Product Group" is an internal BSH instrument used to classify materials into different categories.

“ESN-4/产品组”信息组是博西家电用于将材料划分为不同类别的内部工具。

The Q-Classification (A, B or C) is an internal BSH key that standardizes processes and requirements and regulates the need for different documents for the preventive assurance of product quality at the supplier's plant.

质量分类（A、B 或 C）是博西家电内部的关键分类标准，用于将过程和要求标准化，并规范了用于预防性保证供应商工厂产品质量的各类文件的需求。

3.1.2 Attachment 1: Quality targets 附件 1：质量目标

The quality targets not only define failure rates for 0-hours failures but also failures experienced by BSH's end customers. The relevant explanation and calculation basis is described in section 7.

质量目标不仅定义了零时失效率，还定义了博西家电的终端客户所经历的失效率。相关说明和计算依据请见第 7 节。

3.1.3 Attachment 2: Part classification and component qualification planning 附件 2：零部件分类和元器件合格计划

The purpose of the CQP (component qualification planning) is to approve purchased PRODUCT and processes. Timely incorporation of the supplier in the CQP is an important prerequisite for ensuring the required supply quality. Evidence must be provided via the CQP procedure that a product can be reliably developed and manufactured according to the requirements and standards. The area encompasses 22 fixed elements, which can be extended with individual requirements (depending on the component classification).

CQP（部件合格计划）旨在批准采购“产品”和过程。及时将供应商纳入 CQP 是确保所需供应质量的重要前提。必须通过 CQP 规程提供依据，证明产品可按照要求和标准进行可靠的开发及制造。该领域涵盖 22 个固定项目，可根据个别要求加以扩展（取决于部件分类）。

No.	Item	A	B	C	Available latest till	Comments
1	Feasibility Study / Commitment (based on requirements)	X	X		offer	feasibility study has to be discussed and agreed between BSH and supplier; every change with impact on price, date and/or quality requires updated and confirmed feasibility commitment; update has to be sent proactively to BSH
2	Tooling / Capacity Planning	X			order placement	every change on capacity planning requires update; update has to be sent proactively to BSH
3	Production Layout	X			order placement	every change on layout requires update; update has to be sent proactively to BSH
4	Process Flow Chart	X			order placement	every change on process requires update; update has to be sent proactively to BSH
5	Control Plan	X	X		order placement	every change on measurements requires update; update has to be sent proactively to BSH
6	Packaging Specification and Concept	X			order placement	every change on packaging requires update; update has to be sent proactively to BSH
7	Advanced Quality Planning (APQP)				tbd.	optional
8	FMEA Product (Design and System)				tbd.	optional
9	Design Release				tbd.	optional
10	Material Report				tbd.	optional
11	Measuring Report / Dimension Check	X	X	X	every sampling	every sampling requires measurement report; for catalog part data sheet acceptable
12	Qualified Laboratory Documentation	E			production initial samples	
13	FMEA Process	E			production initial samples	every change on process requires update
14	List of Test / Measurement Equipment	E			production initial samples	every change on Control Plan requires update; update has to be sent proactively to BSH
15	Measurement System Analysis (MSA)	E			production initial samples	
16	Approval Evidence for Purchased Parts from Sub Suppliers	E	E		production initial samples	
17	Process Assessment (Audit)	X			production initial samples	
18	Supplier Declaration on Prohibited or Declarable Substances (RoHS, REACH)	X	X	X	initial sampling	
19	BSH Sample Inspection Report	X	X	X	initial sampling	full documentation for final release mandatory (measuring report, other reports, components lists, preliminary process capability study,material report)
20	Machine Capability Analysis	X			initial sampling	
21	Preliminary Process Capability Analysis	X	X		initial sampling	
22	Reference Samples					

No.	条款	A	B	C	最迟提交日期	备注
1	可行性研究/承诺（根据要求）	X	X		报价	可行性研究必须经过博西家电和供应商一起讨论并达成一致； 每一个变更都可能导致价格的变化； 任何日期和质量要求的变更都会导致可信性研究的更新； 任何更新都必须提前发送给博西家电
2	模具 / 产能计划	X			下订单	任何产能计划的变更都需要更新文档； 每次更新都必须提前发送给博西家电
3	生产布局	X			下订单	任何生产布局的变更都需要更新文档； 每次更新都必须提前发送给博西家电
4	过程流程图	X			下订单	任何过程流程的变更都需要更新文档； 每次更新都必须提前发送给博西家电
5	质量控制计划	X	X		下订单	任何测量 / 控制方法的变更都需要更新文档； 每次更新都必须提前发送给博西家电
6	包装规范和概念	X			下订单	任何包装的变更都需要更新文档； 每次更新都必须提前发送给博西家电
7	先进质量计划(APQP)				待定	可选项
8	设计失效模式分析 (设计和产品)				待定	可选项
9	设计批准				待定	可选项
10	材料报告 / 材料测试				待定	可选项
11	测量报告 / 尺寸检查	X	X	X	每次交样	每次交样都需提供测量报告； 对于一些通用物品部件的数据表也可以接受
12	鉴定实验室文档	E			生产初始样品	
13	过程失效模式分析	E			生产初始样品	每次过程变更都需更新
14	测试/测量设备清单	E			生产初始样品	每次控制计划变更后都需要更新并提前发送给博西家电
15	测量系统分析 (MSA)	E			生产初始样品	
16	从次级供应商外购部件的批准证明	E	E		生产初始样品	
17	过程评估 （审核）	X			生产初始样品	
18	供应商对禁止或申报物质的声明 (RoHS, REACH)	X	X	X	提交初始样品	
19	博西家电样品检测报告	X	X	X	提交初始样品	在最终放行前所有要求的文档都必须提供 （测量报告， 子部件清单， 初始过程能力分析， 材料报告）
20	设备能力分析	X			提交初始样品	
21	初始过程能力分析	X	X		提交初始样品	
22	参考样品					

X...Evidence/documentation must be submitted according to the column "Available latest till"

X 指按照“最迟提交”一栏要求必须提交的证明/文档

E...Evidence/documentation must exist and be available at BSH's request

E 指必须已备好的证明/文档，且可应博西家电的要求提供

The requested documents must be returned in their entirety by the deadline.

所要求的文件必须在截止日期前全部提交。

3.1.3.1 Feasibility Commitment 可行性承诺

In the framework of the contractual review, the supplier must check all commercial, logistical and technical specifications such as drawings, CAD data or test instructions whether it is feasible (use of internal checklists, technical feasibility studies, capacity planning, cost analyses, packaging requirements, FMEA). The Feasibility Commitment (see also Annex 2) is focusing on individual aspects of the contract review. The supplier must answer all questions in this document and enter appropriate responses.

在合同审查的框架内，供应商必须检查诸如图纸、CAD 数据或测试指导书等各类商业、物流和技术规范是否可行（通过内部检查表、技术可行性研究、产能规划、成本分析、包装要求、FMEA 进行检查）。"可行性承诺"（另见附件 2）侧重于合同审查的各别方面。供应商必须回答本文档中的所有问题，并填入相应答案。

The Feasibility Commitment must be submitted with each offer for A- and B-parts (see 3.1.1, Q-Classification), as well as with any changes in specifications as agreed.

"可行性承诺"必须与 A 和 B 部件的各个报价（见 3.1.1 节，质量分类），以及所议定的任何规范变更一同提交。

3.1.3.2 Tooling / Capacity planning 模具/产能规划

The supplier must submit a binding declaration relating to tooling plans and mould cavity data, in addition to the maximum production rate, prior to final award. The ramp up/disposition plan must be considered into the time schedule planning. The tooling / capacity plan must be updated with the project progress and series production.

除最高生产率外，供应商必须在最终授标前提交一份与模具计划及模腔数据有关的具有约束力的声明。在时间表规划中必须考虑产能爬坡/处置计划。模具/产能计划必须随项目进度和批量生产的进行而更新。

3.1.3.3 Production layout 生产布局

The production layout is a diagram showing the production equipment of the production facility planned for manufacture of the components/assembly specified in the offer. This diagram must largely correspond to the local circumstances and link up with the process flow (3.1.1.4).

生产布局图将显示计划用于制造报价中所述部件/组件的生产设施设备。该图必须基本对应现场当地情况，并与过程流程（3.1.1.4 节）相衔接。

3.1.3.4 Process flow chart 过程流程图

The flow chart is a simplified portrayal of the entire production sequence. It may form part of the control plan or be generated in a separate document. The process flow chart links up with the production layout, and comprehensible assignment to the control plan must be possible here.

流程图简单描述了整套生产工序。该图可以是控制计划的一部分，也可单独生成文档。过程流程图与生产布局相关联，其中指定给控制计划的流程必须易于理解。

Where more than one production, storage or test facility is planned for manufacturing, this must be clearly recognizable as such.

这点在计划建设一个以上的的生产、储存或测试设施时，必须要清楚地认识到。

3.1.3.5 Control plan 控制计划

The control plan specifies what is to be tested, when, how, by whom and the scope of testing. It contains the necessary information and quality assurance measures which are required during the entire production process in order to guarantee the quality of the final product. The production flow shown in the process flow chart must be reflected in the control plan.

控制计划将规定测试的内容、时间、方式、人员和范围。计划包含整个生产过程中所需的必要信息和质量保证措施，以保证成品质量。过程流程图所示的生产流程必须体现在控制计划中。

3.1.3.6 Packaging specification and concept 包装规格和方案

The supplier is responsible for the packaging of his components. It must be designed so that the PRODUCT cannot become damaged or soiled through external influences during shipment.

供应商需负责其部件的包装。其设计必须确保"产品"在运输过程中不会因外部影响而损坏或沾污。

Stipulations made by BSH as regards the handling of load carriers and materials must be observed, as well as regulations on packaging, logistics and environmental protection.

必须遵守博西家电关于物料盒及材料、包装、物流和环境保护方面的规定。

The planned packaging forms part of the offer and will be evaluated in terms of its quality-specific requirements and capabilities.

报价将包含所规划的包装，并将根据其质量要求和产能进行评估

3.1.3.7 Advanced quality planning (APQP) 先进质量规划 (APQP)

The APQP is a plan drawn up by the supplier to assure development and production quality. This plan is a supplier-dependent document and in many points resembles the Component Qualification Planning document (see 3.1.1).

APQP 是供应商为保证开发和生产质量而制定的计划。该计划因供应商而异，在许多方面类似于"部件合格计划"（见 3.1.1 节）。

3.1.3.8 Design FMEA (design and product) 设计 FMEA（设计与产品）

Suppliers with development responsibility must perform a design FMEA. The design FMEA remains with the supplier, who shall allow BSH to inspect the documentation on request at any time. The participation of BSH in FMEAs shall take place by mutual agreement. The findings resulting from the design FMEA must be reflected in the specifications as well as the process and control plan. The FMEA must be amended with any changes and is subject to regular updating.

负有开发责任的供应商必须制定设计 FMEA。设计 FMEA 归供应商所有，供应商应允许博西家电随时应要求检查文档。博西家电介入 FMEA 时应经双方同意。设计 FMEA 的成果必须体现在规范、过程及控制计划中。FMEA 必须随任何变更而修改，并定期更新。

3.1.3.9 Design release 设计批准

Where a supplier bears the responsibility for development, design release must be verified and given by BSH according to the project plan depending on the contractual agreement.

若由供应商负责开发，则根据合同协议，博西家电必须按照项目计划进行验证并予以设计批准。

3.1.3.10 Material report 材料报告

The material report covers all materials which are used in a PRODUCT to be tested and their properties. The material report contains all information relevant to release of the component and makes reference to compliance with the common standards and legal requirements such as the RoHS directive and the REACH regulation. Deviations should be proactively reported to BSH at once. It is recommended that a material report is kept for every sub-supplier so that all materials, their products and the available releases are listed in a table. New materials without any release should be highlighted with a blue background. The change history can be found on the left-hand side. All changes in the form are documented here (e.g. with a new material, new product). The material report is subdivided into groups of materials, and it is recommended sorting the list by component.

材料报告涵盖了待测产品中使用的所有材料及其特性。材料报告包含有部件放行的所有相关信息，并提及对 RoHS 指令和 REACH 法规等通用标准和法律规定的遵守情况。如有偏差，应立即主动向博西家电报告。建议为每家次级供应商均保留一份材料报告，以便将所有材料、其产品和可用放行批次列在同一表格中。未放行的新材料应以蓝色背景突出显示。变更历史可列在左侧。表格中的所有变更都将记录在此处（如新材料、新产品）。材料报告将根据材料细分，并建议按部件排序。

3.1.3.11 Measuring report / Dimension check 测量报告/尺寸检查

The measuring report contained in the SIR is used to check the actual values against the specified values plus the tolerance from the design drawing (see Annex 3). If the actual value exceeds the tolerance, this value is automatically highlighted in red.

SIR 中的测量报告用于将实际值和指定值与设计图纸公差之和相比较检查（见附件 3）。若实际值超出公差，则该值会自动以红色突出显示。

The dimensions to be measured are identified by being stamped with a number. If the design drawing has not been stamped, it must be stamped by the supplier.

待测尺寸将以数字标示出来。若设计图纸无盖章认证，则必须由供应商盖章。

With multi-cavity components a separate measuring report must be drawn up for every mould cavity. The sheets in the template should be copied here as required. Parts weights should be indicated in grams or kilograms.

对于多模腔部件，必须为每个模腔编制单独的测量报告。模板中的表格应根据需要复制到此处。零件重量应以克或千克为单位表示。

3.1.3.12 Qualified laboratory documentation 鉴定实验室文档

Stipulation of BSH relating to laboratory accreditation or concession: All external laboratories must be accredited according to ISO / IEC 17025. The extent of accreditation must correspond to the testing performed. Where internal or unaccredited laboratories are used, the supplier must submit a concession to BSH beforehand or optionally, a process audit must be carried out.

博西家电关于实验室认可或特许的规定：所有外部实验室必须获得 ISO / IEC 17025 标准认证。认证范围必须与所进行的测试相对应。当采用内部或未经认证的实验室时，供应商必须事先向博西家电提交特许申请，或者必须进行过程审核。

3.1.3.13 Process FMEA 过程 FMEA

The process FMEA is drawn up based on the results of the design FMEA and is evaluated in relation to possible weak points in the production process. The process FMEA remains with the

supplier, who shall permit BSH to inspect the documentation at any time on request. The participation of BSH in FMEAs shall take place by mutual agreement. The findings resulting from the design FMEA must be reflected in the process and control plan.

过程 FMEA 是根据设计 FMEA 的结果制定的，并根据生产过程中可能存在的薄弱环节进行评估。过程 FMEA 归供应商所有，供应商应允许博西家电随时应要求检查文档。博西家电介入 FMEA 时应经双方同意。设计 FMEA 的结果必须体现在过程及控制计划中。

Risks that are disclosed with the help of a FMEA must be minimized by means of appropriate measures.

FMEA 所揭示的风险必须通过适当措施降至最低。

Deadlines and the persons responsible for implementation of the measures should be specified so that the measures will have been completed prior to the commencement of series delivery. The measures initiated should be re-evaluated in terms of their efficiency. BSH must be immediately informed of any necessary design changes.

应明确规定实施措施的期限和责任人，以便在开始批量生产前完成措施。而已采取的措施则应重新评估其效率。若有任何必要设计发生变更，必须立即通知博西家电。

The FMEA must be amended with any changes and is subject to regular updating according to the principle of 0-defects.

FMEA 必须随任何变更而修改，并依据零缺陷原则定期更新。

3.1.3.14 List of test/measurement equipment 测试/测量设备清单

The supplier must provide a list itemising the parts-specific test / measurement equipment (possibly integrated into the control plan). This should be submitted two weeks prior to pilot production.

供应商必须提供列出部件专用测试/测量设备的清单（可能会纳入控制计划）。该清单应于试生产前两周提交。

3.1.3.15 Measurement system analysis (MSA) 测量系统分析 (MSA)

The supplier must draw up an MSA study in relation to the capability of measuring instruments and complete measurement systems in terms of accuracy, repeatability, reproducibility, stability and linearity. The measurement system analysis must be submitted at the latest two weeks prior to pilot production.

供应商必须就测量仪器和整套测量系统在精度、重复性、再现性、稳定性和线性方面的能力制定 MSA 研究报告。且最迟必须在试生产前两周提交测量系统分析。

3.1.3.16 Approval evidence for purchased parts from sub-suppliers 从次级供应商外购部件的批准证明

Evidence of release for parts bought in from a sub-supplier (sample inspection report, materials certification, process evaluation, etc.) must be available by the time the initial samples are produced.

从次级供应商处购买部件，其放行证明（样件检验报告、材料认证、过程评估等）必须在初始样件生产前提供

3.1.3.17 Process assessment 过程评估

The process inspection at the supplier's premises under series production conditions forms an integral part of the component qualification planning for complex parts mostly with the Q-classification A.

在批量生产条件下，于供应商处进行的过程检验是复杂零件（主要是质量分类 A）部件合格规划的一个重要组成部分。

3.1.3.18 Supplier declaration on prohibited or declarable substances (RoHS, REACH) 供应商对禁止或申报物质的声明（RoHS、REACH）

The supplier must disclose to BSH all declaration documents for substances and materials in their entirety. The availability of these documents is a prerequisite for the release of parts and assemblies.

供应商必须向博西家电披露所有物质及材料申报文档的全部内容。提供此类文档是放行部件与组件的先决条件。

3.1.3.19 BSH sample inspection report 博西家电样件检验报告

The supplier must submit an initial sample inspection report (SIR) documenting all characteristics forming the basis of the contract (generally drawings, specifications) together with the initial samples prior to the start of pilot production. The initial sample inspection report includes a) Dimension b) Function c) Material d) Haptics, Acoustics e) Appearance f) Surface check g) Reliability h) Other.

试生产前，供应商必须提交初始样件及其检验报告 (SIR)，该报告记录构成合同基础的所有属性（一般为图纸、规范）。初始样件检验报告包含 1) 尺寸 2) 功能 3) 材料 4) 触感、声音 5) 外观 6) 表面检查 7) 可靠性 8) 其他。

All yellow fields in the individual spreadsheets of the SIR should be filled by the supplier and completed accordingly. When completed, the background of these fields will automatically change to white in color.

SIR 各个电子表格中的所有黄色区域均应由相应供应商填写完成。填写完成后，这些区域的背景将自动变为白色。

The BSH e-mail address given on the cover sheet is the address to which the completed SIR should be sent.

已填妥的 SIR 应发送至封页上给出的博西家电电子邮件地址。

An example of a completed SIR can be found in the annex.

已填妥的 SIR 示例请见附件。

Deviations from the nominal value and the tolerances are fundamentally not permitted (see also 4.1). Three parts must be measured per cavity.

基本上不允许存在额定值及公差偏差（另见 4.1 节）。每个模腔的检验都必须测量三个部件。

The submission of initial samples with deviations is only permitted by way of exception and with the approval of the relevant BSH development

只有在例外情况下，经博西家电相关开发部门批准，才允许提交有偏差的初始样件。

BSH-QM uses the finalized sample inspection report (SIR) to notify the supplier of the component release decision (release, limited release or no release). The release decision can be found at the bottom of the cover sheet. The decision in relation to release is valid throughout BSH (see also 5.1).

博西家电质量管理部门采用最终样件检验报告 (SIR) 来通知供应商部件放行决定（放行、有限放行或不放行）。放行决定位于封页底部。放行相关的决定在博西家电全体部门中均有效（另见 5.1 节）

The template can be found on the BSH home page under the heading: www.BSH-Group.com → Company → Global Supply Chain → Documents

该模板可在博西家电主页标题栏下找到：www.BSH-Group.com → 公司 → 全球供应链 → 文档

(https://ocp.bsh-group.com/en/documents#section-quality).

3.1.3.20 Machine capability analysis 设备能力分析

BSH stipulates a machine capability index (Cmk) ≥ 1.67. The requirements for the process capability characteristics can be found on the BSH home page under the heading www.BSH-Group.com → Company → Global Supply Chain → Documents

博西家电规定机器能力指数 (Cmk) ≥ 1.67。过程能力特性可在博西家电主页标题栏下找到：www.BSH-Group.com → 公司 → 全球供应链 → 文档

(https://ocp.bsh-group.com/en/documents#section-quality) . (GE version)

The machine capability analysis must be submitted prior to the pilot production.

设备能力分析必须在试生产前提交。

See also section 3.2 Planning of series monitoring.

另见 3.2 节：批量生产监控规划

3.1.3.21 Process capability analysis 过程能力分析

For regular production BSH expects a process capability index (Cpk) ≥ 1.33 and optionally for production release, a preliminary process capability index (Ppk) ≥1.67.

对于正常生产，博西家电要求过程能力指数 (Cpk) ≥ 1.33；对于生产放行，可选的初始过程能力指数 (Ppk) ≥1.67。

The BSH requirements for the process capability specification can be found on the BSH home page under the heading Quality & Environment / Statistical calculation for initial sample inspection.

博西家电对过程能力规范的要求可在其主页标题栏：质量与环境/初始样件检验的统计计算项下找到。

See also section 3.2 Planning of series monitoring.

另见 3.2 节：批量生产监控规划

3.1.3.22 Reference samples 参考样件

Reference samples are parts retained from pilot production at the supplier's plant (see "Terms and abbreviations") and must be preserved by the supplier.

参考样件是指供应商工厂试生产时留存的部件（见“术语和缩略词”），必须由供应商保存。

The obligation to retain the documents (incl. reference samples) shall remain in force for at least 10 years after the last product was "placed on the market" by BSH unless longer periods are stipulated by law (see European Directive 1999/34/EC). This period shall commence at the end of the calendar year in which the last PRODUCT was supplied. The supplier shall allow BSH to inspect the documentation at any time on request.

文档（包括参考样件）的留存义务应在博西家电将最后一件产品 “投放市场” 后至少 10 年内保持有效，除非法律规定更长期限（见《欧盟指令 1999/34/EC》）。该期限应始于供应最后一件“产品”的日历年年底， 且供应商应允许博西家电随时应要求检查文档。

3.1.4 Technology and process-related standard Q-requirements 技术和过程相关标准质量要求

This section formulates all minimum requirements on the supplier necessary for manufacturing and quality assurance.

本节规定了供应商制造和质量保证所需的所有最低要求。

3.2 Planning of series monitoring 批量生产监控规划

All product and process characteristics are in principle important and must observed.

原则上，所有产品和过程的特性都很重要，因此必须遵守。

Special characteristics (see also item 3.2.1) requires evidence of process capability. To this end the supplier must monitor these characteristics with appropriate methods, e.g. using quality control charts (SPC).

特殊特性（另见第 3.2.1 项）需要过程能力证明。为此，供应商必须采用适当方法监控这些特性，例使用质量控制图 (SPC)。

3.2.1 Scope of testing for special characteristics 特殊特性测试范围

BSH assigns special characteristics which are relevant to release according to the following criteria to a PRODUCT in drawings.

博西家电根据以下标准为图纸中的“产品”指定放行相关的特殊特性。

Critical characteristic (CC) Category 1

关键特性 (CC) 类 1

These are product or process characteristics

此类产品或过程特性

- which are clearly relevant to safety
- 与安全显著相关
- where non-compliance may result in a risk to life or limb

▪ 若不符合可能会危及生命或损伤肢体

Significant characteristic (SC) Category 2

显著特性 (SC) 类 2

These are product or process characteristics

此类产品或过程特性

▪ whose quality is critical but not critical to safety
▪ 其质量虽重要，但非关键安全特性
▪ where non-compliance results in impaired functional capability, marred aesthetics or limited capability for further processing of the product or component
▪ 若不符合会导致产品或部件的功能、外观受损或后续加工能力受限

Important characteristic, Category 3

重要特性，类 3

These are product or process characteristics

此类产品或过程特性

▪ whose quality is critical to a certain extent but not critical to safety
▪ 其质量在某种程度上重要，但非关键安全特性
▪ where non-compliance may result in impaired functional capability, marred aesthetics or limited capability for further processing of the product or component
▪ 若不符合可能会导致产品或部件的功能、外观受损或后续加工能力受限

Relevant characteristic, Category 4

相关特性，类 4

These are product or process characteristics which have a minor impact on quality.

此类产品或过程特性对质量影响较小。

Table 表格

		Category 1 Critical characteristic 123,45 ±0,2 CC	Category 2 Significant characteristic 123,45 ±0,2 SC		Category 3 Important characteristic 123,45 ±0,2		Category 4 Relevant characteristic 123,45 ±0,2
Target criterion for pilot series (M5 – M6)	Criterion	within tolerance	within tolerance	$C_{mk} \geq 1{,}67$ (1, 2)	within tolerance	$C_{mk} \geq 1{,}67$ (1, 2)	within tolerance
	Random sample	100% measuring	according to inspection plan	n=50 (7) k=1 (8)	according to inspection plan	n=50 (7) k=1 (8)	according to inspection plan (6)
Criterion for series release (at M6)	Criterion	within tolerance	$p_{pk} \geq 1{,}67$ (3, 5)		within tolerance	$p_{pk} \geq 1{,}67$ (1, 3, 5)	within tolerance
	Random sample	100% measuring	n=3 - 5; k=25		according to inspection plan		according to inspection plan
Series attendant inspections (after M6)	Criterion	within tolerance	SPM (9) $C_{pk} \geq 1{,}33$	SPC (10) $C_{pk} \geq 1{,}33$	within tolerance		within tolerance
	Random sample	100% measuring	n≥5; k≥20 ongoing according to inspection plan		according to inspection plan		if applicable: according to inspection plan

		类1 关键特性 123,45 ±0,2 CC	类2 显著特性 123,45 ±0,2 SC		类3 重要特性 123,45 ±0,2		类1 相关特性 123,45 ±0,2
M5-M6 阶段 （样品至少有限里放行状态）	判断标准	在公差范围内	在公差范围内	Cmk≥1.67 (1, 2)	在公差范围内	Cmk≥1.67 (1, 2)	在公差范围内
	抽样	100%测里	根据检验计划	n=50 (7) k=1 (8)	根据检验计划	n=50 (7) k=1 (8)	根据检验计划 (6)
M6 阶段 （开始SOP）	判断标准	在公差范围内	PPK≥1.67(3,5)		在公差范围内	PPK≥1.67(1, 3, 5)	在公差范围内
	抽样	100%测里	N=3-5; K=25		根据检验计划		根据检验计划
M6之后 （批里生产阶段）	判断标准	在公差范围内	SPM(9) CPK≥1.33	SPC(10) CPK≥1.33	在公差范围内		在公差范围内
	抽样	100%测里	n≥5, K≥20		根据检验计划		根据检验计划

Footnotes (for table) 表格脚注

(1) Inspection optional; only necessary where specified in the release plan and/or supply agreement
检查可选；仅在放行计划和/或供应协议中规定的情况下才需进行

(2) Cmk machine capability index (short-term capability)
Cmk 机器能力指数（短期能力
The acceptance inspection of production equipment performed at the equipment manufacturer's plant generally includes a short-term capability test, also known as a machine capability test. This test aims to examine only the influences originating from the production equipment itself. The framework conditions should be kept as consistent as possible in order to minimise or avoid any influences from man, material or environment. The result of the short-term capability test is a provisional assessment of the suitability of the production equipment to satisfy specific requirements. Normally, at least 50 parts are manufactured in an uninterrupted sequence. The quality characteristics of interest are measured and the measured results are recorded according to the sequence of manufacturing and then subjected to statistical analysis, e.g. in terms of stability and distribution time model. Lastly, the Cmk machine capability index is calculated
设备制造商对生产设备进行的验收检查，通常包括短期能力测试，即机器能力测试。该测试仅检查来自生产设备本身的影响。框架条件应尽可能保持一致，以尽量减少或避免人为、材料或环境因素的影响。短期能力测试的结果是对生产设备是否能满足具体要求的临时性评估。通常情况下，至少需要不间断制造 50 个部件。对有关质量特性进行测量并依照制造次序记录，然后进行统计分析，如稳定性和分布时间模型，最后计算得出 Cmk 机器能力指数

(3) Ppk provisional process capability index Ppk 临时过程能力指数
It is possible to examine the series production conditions as all variance influences take effect. It is possible to assess process capability prior to the commencement of series production. Performance of this test generally involves sampling at least 125 units from the process. The allocation of these 125 parts to the individual samples and also the sampling intervals should be determined according to the specific process and cannot be defined in a generalized basis. The customary sample size is 3-5 parts.

在各类方差影响因素均生效的情况下，可检查批量生产条件。批量生产前可评估过程能力。实施该测试通常至少需要从过程中至少取样 125 个部件。这 125 个部件在各个样本中的分布及取样间隔应根据具体过程确定，不能一概而论。样本量通常为 3-5 个部件。

(4) Cpk process capability index (long-term capability) Cpk 过程能力指数（长期能力）
Long-term capability is assessed by the statistical study of control charts. Quality capability is determined under real process conditions. The impact of process improvements becomes apparent. The observation period is at least 20 days of production.
长期能力由对控制图的统计研究来评估。而质量能力是根据实际过程条件确定的。这对过程改进的影响将会愈加明显。观察期至少是 20 日生产天数。

(5) The use of components with dimensions relevant to process capability analysis (PCT) for purposes of series production should be controlled by means of limited releases until conclusion of this testing. Should there be changes to the tool during determination of the Ppk, it should be clarified in agreement with Development, QM and, where necessary, Production whether the Ppk needs to be determined again.
在本次测试结束前，应通过有限放行的方式控制批量生产使用尺寸与过程能力分析 (PCT) 相关的部件。若工装在计算 Ppk 期间发生变更，应与开发、质量管理部门及生产部门（如有必要）一同确认是否有必要重新计算 Ppk。

(6) Testing can be omitted in consultation with Development, Production and Quality Management.
在与开发、生产和质量管理部门协商后，可省略测试。

(7) Number of parts 部件数

(8) Sample 样件

(9) Statistical process monitoring 统计过程监控

(10) Statistical process control 统计过程控制
If the production process permits statistical process control and the necessary measuring and control equipment is available or such investment is planned, this is preferable to process monitoring. The quality control chart (QCC) is used to monitor and control the process. For the person responsible it serves as a control loop, where the process represents the control system, and the geometry to be produced (dimensions, shape and position tolerances) represents the control variable (machine settings). The following limits should be specified in the QCC: tolerance limits (UTL, LTL), control limits (UCL, LCL) and warning limits (UWL, LWL).

若生产过程允许进行统计过程控制，且配备必要的测量和控制设备或计划进行此类投资，则较之过程监控，应优先选用此方法。质量控制图 (QCC) 用于监控和控制过程。对于责任人而言，该图可作为控制回路。其中过程代表控制系统，而要生成的几何图形（尺寸、形状和位置公差）代表控制变量（机器设置）。在 QCC 中应明确以下极限：公差极限（UTL、LTL）、控制极限（UCL、LCL）和警戒极限（UWL、LWL）。

If it is not possible to demonstrate process capability for one of the categories of characteristics, 100% inspection and testing must take place.

若无法证明其中一类特性的过程能力，则必须进行 100% 检验和测试。

3.3 Planning and procurement of systems, inspecting/testing equipment and operating resources 系统、检验/测试设备及运行资源的规划与采购

All systems and operating resources for manufacture of the component must be planned and procured in such a manner that they are available with sufficient capacity at the latest by production of first of tool parts (FOT) on the date for initial sampling. In addition, all devices must also be taken into consideration here, as well as internal and external means of transport.

所有部件制造用系统及运行资源的规划和采购方法必须确保，最迟在初始取样之日生产首批工装部件 (FOT) 时供应商具备充足产能。另外，此处还必须考虑到所有设备以及内外部运输工具。

The supplier defines the test method for all characteristics along with the relevant inspection/testing equipment.

由供应商规定所有特性的测试方法以及相关的检验/测试设备。

The procurement process should be planned so that the necessary inspection/testing equipment is available at the latest by pilot production and evidence of the suitability of the testing process has been provided.

采购过程的规划应确保最迟在试生产前可获得必要的检验/测试设备，并提供测试过程适用性证明。

This evidence should be based on the requirements of the "Measurement System Capability" Reference Manual (version 2.1) and is available from the company Q-DAS® GmbH (q-das@q-das.de).

该证明应基于“测量系统能力”参考手册（2.1 版）的要求，并由 Q-DAS® 公司出具(q-das@q-das.de)。

Evidence of suitability must be provided, as well as of the maintenance of in-house and external systems, inspecting/testing equipment and operating resources. Where using more than one device or multi-cavity

必须提供适用性证明，以及内外部系统、检验/测试设备和运行资源的维护证明。若使用多个设备或多模腔模具，必须分别提供能力和适用性证明。

3.4 Control of parts 部件控制

To avoid the mixing of batches and ensure traceability, unfinished parts and purchased parts from sub suppliers or self-manufactured should be processed and supplied according to the "First In - First Out" principle.

为避免混批，确保可追溯性，半成品和购自次级供应商的外购品或自制品部件应按照 “先进先出” 原则加工供应。

3.5 Cleanliness 洁净度

Cleanliness is a fundamental prerequisite for the manufacture of high-quality products. BSH expects its suppliers to focus on this basic requirement as appropriate. The supplier is responsible for the cleanliness of his parts and packaging, also giving consideration to any stipulations of BSH in relation to residual soiling.

洁净度是制造高质量产品的基本前提。博西家电要求其供应商酌情关注这一基本要求。供应商负责其部件和包装的洁净度，并兼顾博西家电对残留污物的各类规定。

3.6 Prototype manufacturing 原型样件制造

A prototype test report must be presented for prototype parts from an experimental tool on first delivery and with any changes (index / reference number). In this report all drawing characteristics and the scope of changes must be evidenced on at least one part. Any further scope of documentation required here will be specified in each case by the Quality Management department responsible.

试验模具的原型样件在首次交付及发生任何变更时必须提交原型测试报告（索引/参考编号）。在此报告中，所有的图纸特性和变更范围必须至少在一个部件上得以体现。每当发生变更，对此负责的质量管理部门将指定此处所需的后续文档范围。

Prototype deliveries should be additionally identified in an appropriate manner.

交付的原型样件应采用合适的方式进行额外标识。

3.7 Audit planning / Outgoing goods inspection 审核规划/出货检验

The supplier is required to set up an outgoing goods inspection suited to the product where the supplier is unable to reliably demonstrate that all relevant product characteristics will be guaranteed during production. The regular performance of a product audit with a defined scope is stipulated in the corresponding case.

若供应商不能确切地证明所有相关产品特性在生产过程中均可得到保证，则其需制定适用于产品的出货检验。在相应情况下已规定需定期实施有明确范围的产品审核。

BSH can order the performance of an outgoing goods inspection subject to the need for quality assurance or may call in an external service provider at the supplier's expense.

根据质量保证的需要，博西家电可要求进行出货检验，或请外部服务供应商进行检验并由供应商承担费用。

3.8 Production output 批量生产

The supplier undertakes to ensure his quality at the start of series production by appropriate measures (Run@Rate, pilot production, quarantine stock production etc.).

供应商承诺在批量生产开始时，通过适当措施（按预定能力生产、试生产、隔离库存生产等）以确保产品质量。

3.9 Continuous improvement process 持续改进过程

One of the most important tasks prior to the start of and during ongoing series production is the development and implementation of measures to ensure the Continuous Improvement Process.

在批量生产前及其期间，最重要任务之一是制定和实施确保持续改进过程的措施。

The following points must be considered here:

必须考虑下列几点：

- Improvement in process capability by reducing variance
- 通过减少变异提高过程能力
- Increase in productivity
- 提高生产效率
- Centring of processes
- 过程集中化
- Avoidance of reworking and rejects
- 避免返工和拒收
- Analysis of complaints
- 投诉分析

4. Release of components/assemblies 部件/组件的放行

4.1 Sampling procedure 取样步骤

The supplier shall use pilot production to manufacture a sufficient quantity of samples in relation to BSH's order and according to the requirements of statistical evidence.

供应商应根据博西家电订单和统计证明的要求，采通过试生产制造足量的样件。

If all requirements on the component and the production process are met, the supplier shall send the sample parts to the BSH delivery address together with the SIR (see also 3.2.1.19).

若部件及生产过程的所有要求均得以满足，供应商应将样件连同 SIR 一同寄至博西家电的收货地址（另见 3.2.1.19 节）。

If the parts do not satisfy all requirements and no agreement is reached beforehand with BSH Development, BSH will reject the sample delivery before the start of in-house testing. The supplier may be charged for any costs incurred thereby.

若部件不满足所有要求，且事先未与博西家电开发部门达成协议，博西家电将在内部测试开始前拒绝接收样件。由此产生的任何费用将向供应商收取。

BSH shall sample the components using both in-house release procedures and those laid down by the legal regulations.

博西家电应采用内部放行规程及法律规定的步骤对部件进行取样。

The release decision will be documented in the SIR and the supplier informed accordingly.

放行决定将记录在 SIR 中，并通知相应供应商。

4.2 Contractual basis 合同基础

The drawing, 3-D model, Quality Requirements, technical terms of delivery and other written specifications for the parts to be supplied shall form the contractual basis for the initial sample inspection.

所供部件的图纸、三维模型、“质量要求”、交货技术条件及其他书面规范应作为初始样件检验的合同依据。

4.3 Initial sample inspection by the supplier 供应商实施的初始样件检验

With the initial sample inspection by the supplier evidence of the following shall be provided:

在供应商进行初始样件检验时，应提供以下证明：

- compliance of the part with the contractual basis
- 部件符合合同基础
- the capability of the supplier to manufacture and test the part
- 供应商制造和测试该部件的能力
- the conformity of the materials and substances utilized
- 所用材料和物质的一致性

4.4 Supplier's test report 供应商测试报告

The supplier is asked on submission of the initial samples and creation of the measuring report to use the current test report and protocol forms available on BSH's home page or they shall be transmitted as an electronic contract package.

供应商在提交初始样件和编制测量报告时，请使用博西家电主页上提供的最新测试报告及协议表格，这些文档也可以电子合同包的形式发送。

The supplier shall send the documents completed electronically to the address specified in the SIR (see 3.1.3.19), together with the material report and additional documents ensuring unambiguous assignment of the test measurements (e.g. stamped drawing with test measurements numbered consecutively or drawing coordinates).

供应商填写完成该电子文档后，应将其连同材料报告以及确保测试测量结果准确无误的附加文档（如带有连续编号测量结果或图纸交叉索引的盖章图纸）一同发送至 SIR 中的指定地址（见 3.1.3.19 节）。

Where sent by e-mail, the subject line should indicate the supplier's name, at least one material number and the drawing incl. index. The report must be sent in at the same time as the sample parts.

若通过电子邮件发送，主题栏应注明供应商名称、至少一个料号及图纸（包括索引）。报告必须与样件同时发送。

If the supplier does not submit a measuring report, BSH reserves the right to charge the supplier for the costs of the initial sample inspection performed either in-house or by an external service provider.

若供应商未提交测量报告，博西家电保留向供应商收取因内部或外部服务供应商进行初始样件检验所产生费用的权利。

4.5 Dispatch and safe receipt 发货和安全收货

The fast and safe dispatch of initial samples with the test report is of special importance in a time-critical phase of a project.

在项目的关键时间节点，快速、安全地派送初始样件及测试报告是尤为重要的。

- Initial samples should not be submitted together with series deliveries
- 初始样件不得与批量生产产品一同提交。
- Delivery in a separate container or separate packaging with a separate delivery note
- 应使用单独容器或包装交付，并附上单独的送货单
- Adequate protection of the parts from damage and environmental influences
- 部件应使用足量的包装保护材料，避免损坏或受环境影响
- Containers/packaging clearly marked "Muster/Sample" (sample consignment)
- 容器/包装上应明确标明"样件"（样件托运）

5. Series production 批量生产

5.1 Delivery prior to release 放行前交付

Following the decision of "Limited release" by BSH, deliveries may be effected according to the provisions of the test report (stipulations, quantity, deadline). Series deliveries are not permitted if "Release" or "Limited release" has not been given.

在博西家电作出"有限放行"的决定后，可根据测试报告的规定（条件、数量、期限）进行交付。若未作出"放行"或"有限放行"决定，则不允许批量交付。

In case of an order for series production parts without any release, the supplier is asked to request release from BSH in good time.

若批量生产部件的订单未获得放行，请供应商及时向博西家电提出放行申请。

On the one hand, the supplier is entitled to receive a release decision by BSH, but on the other hand, he should contribute towards release by sending in samples with a test report in good time.

一方面，供应商理应获得博西家电的放行决定，但另一方面，其应及时提交样件和测试报告以促成放行。

Regular series delivery of products may not commence until the manufacturer has demonstrated his capability to satisfy the specified quality requirements and release has been given by BSH at the receiving site.

在供应商证明其有能力满足规定的质量要求，且博西家电在收货现场发出放行通知之前，不得开始定期交付批量产品。

Release of the initial samples does not relieve the supplier of his responsibility to ensure constant series quality of the products.

放行初始样件并不能免除供应商确保批量产品质量一致的责任。

5.2 Prerequisite for series production 批量生产的先决条件

The supplier shall be obliged to perform regular and comprehensive testing of his production process and its results by means of sampling (at least for the test characteristics agreed according to the test plan, see also 3.1.3.5 Control plan) and to document this testing. The scope of sampling can be agreed separately, e.g. in the quality requirements specification. It is also necessary to give sufficient consideration here to process parameters which might negatively affect product characteristics. The documentation must clearly indicate any process interruptions and quality control measures in terms of type and frequency. This documentation shall be submitted to BSH at regular intervals and at once at the request of BSH.

供应商有义务定期通过取样对其生产过程及其结果进行全面测试（至少涵盖根据测试计划确定的测试特性，另见 3.1.3.5 节“控制计划”），并将该测试记录在案。取样范围可单独商定，如在质量要求规范中确定。此外，还需充分考虑到可能对产品特性产生不利影响的过程参数。文档必须明确指出所有过程中断及质量控制措施的类型和频率。该文档应定期提交至博西家电，且如有要求应立即提供。

In case a fault is ascertained in a PRODUCT during the production process, the supplier must at once interrupt the process, correct it and segregate any products concerned.

若在生产过程中发现“产品”存在故障，供应商必须立即停止生产，纠正故障并隔离所有相关产品。

In this case all PRODUCTS that were manufactured since the last sampling with a positive finding (last OK part) must undergo 100% testing. Defective PRODUCTS shall be immediately segregated and held at a safe location ("quarantine stock") until final clarification of the cause of the fault. Any corrective measures must be documented in the records in a transparent manner. If there is a risk that BSH has been supplied with defective PRODUCTS, BSH must be notified accordingly and immediately informed in detail about the measures initiated.

在这种情况下，自最后一次取样后生产的所有合格产品（最后一个合格部件）必须进行 100% 测试。不良 “产品” 应立即隔离并放置于安全地点（“隔离库存”），直至最终明确故障原因。任何纠正措施必须以清晰易懂的方式记录在案。若存在博西家电接收不良 “产品” 的风险，必须相应地通知博西家电并即刻告知所采取的详细措施。

Should reworking of the products not be possible, the parts concerned must be reliably scrapped in a verifiable manner. In the event of reworking, all series testing specified must be

carried out. If the supplier is exceptionally unable to supply PRODUCTS that conform to the specifications, the supply of PRODUCTS not conforming to the specifications shall be subject to special release by BSH. The PRODUCTS concerned (and their delivery containers) must be clearly labelled in agreement with BSH.

若产品无法返工，则须以可验证的方式可靠地报废相关部件。若可以返工，则必须进行所有规定的批量测试。若供应商因特殊情况无法供应符合规范的 “产品”，则博西家电将特别放行此类 “产品”。有关 “产品”（及其运输容器）的标签须与博西家电达成一致，并标识清晰。

5.3 Traceability and labelling of PRODUCTS “产品”的可追溯性和标识

The supplier undertakes to ensure the traceability of the PRODUCTS he has supplied. This also includes all sub-suppliers and complete documentation of changes to the product and production process. Where a fault is ascertained, identification of the defective PRODUCTS / product parts / batches, etc. must be guaranteed.

供应商承诺确保其供应 “产品” 的可追溯性。这也包括所有次级供应商及产品和生产过程变更的完整文档。在确定存在故障的情况下，必须识别出不良“产品”/产品部件/批次等信息。

To enable unambiguous traceability, relevant data on production, testing and condition shall be furnished by the supplier and his sub-suppliers.

为实现清晰的可追溯性，供应商及其次级供应商应提供生产、测试和状态的相关数据。

The supplier undertakes to label PRODUCTS, parts and packaging according to the agreements concluded with BSH.

供应商承诺根据与博西家电签订的的协议对“产品”、部件和包装进行标识。

He must ensure that the labelling of the packaged products is also legible after transport and storage.

供应商必须确保包装产品的标识历经运输储存后也清晰可见。

5.4 Notification of changes and deviations 变更和偏差通知

All changes to the PRODUCT or its production or testing should be agreed with the parties concerned at BSH. The following points are described in the quality management agreement: "The supplier undertakes, **prior to**

“产品”及其生产与测试的变更均应经过博西家电相关部门同意。质量管理协议对以下几点均已说明：“供应商承诺，在

- making any changes to the PRODUCT, in particular any change to product parts relevant to function / processing or safety (e.g. bought-in parts, materials),
- 变更或更换 “产品”，尤其是功能/加工或安全相关的产品部件（如外购部件、材料）

- making changes to production processes, equipment, sequences and materials,
- 生产过程、设备、工序及材料
- changing a sub-supplier,
- 次级供应商
- making changes to test methods / equipment,
- 测试方法/设备
- relocating or establishing production sites, and
- 搬迁或建立生产场地，以及
- making other changes whose impact on quality cannot be ruled out,
- 进行其他不能排除对质量影响的变更之前

to obtain written consent to these measures from BSH. This shall also apply where the change has been requested by BSH. The supplier furthermore undertakes to inform BSH in detail (results of inspection/testing, risk analyses, etc.) of planned measures in good time so that BSH is able to conclusively examine the impact of the changes.

前应取得博西家电的书面同意。这同样适用于博西家电所要求的变更。此外，供应商还承诺及时向博西家电告知计划应用的措施详情（检验/测试、风险分析等的结果），以便博西家电能够彻底验证变更的影响。

If it becomes apparent that concluded agreements, e.g. quality characteristics, dates, delivery quantities, cannot be observed, the supplier shall immediately notify BSH (relevant departments of the accepting BSH sites) and clarify further procedure with BSH, including for PRODUCTS that have already been delivered. The supplier shall disclose the necessary data and facts in the interest of quickly finding a solution.

若确定无法遵守已签订协议的内容，如质量特性、日期、交付数量，供应商应立即通知博西家电（博西家电接收现场的相关部门），并与博西家电一同确定后续措施，包括已经交付产品。供应商应告知必要数据和实情，以便迅速找到解决方案。

5.5 Special release 特殊放行

In the case of deviations from the specification, release by means of "Special release" must always be obtained prior to delivery. All deliveries effected on the basis of special release must be additionally marked as such on all load carriers (see also 5.3).

若产品偏离规范，必须在交付前通过“特殊放行”方式放行。所有通过特殊放行的交付物都应在各级物料盒上进行额外标注（另见 5.3 节）。

6. Quality targets 质量目标

The supplier shall be obliged to plan measures to set up and maintain his own quality assurance system with all concomitant activities in order to achieve the level required for attaining and verifying quality targets established by mutual agreement.

供应商有义务制定措施，开展相关工作，以建立和维护其质量保证体系，以达到实现与验证双方协议规定质量目标所需的水平。

Independently of the agreed ppm upper limit, this does not relieve the supplier of his obligations to deal with claims and ensure continuous improvement.

尽管双方已协定缺陷率 (ppm) 上限，但这并不免除供应商处理投诉和确保持续改进的义务。

The costs of handling claims shall be borne by the party who caused the defect.

处理投诉的费用应由造成缺陷的一方承担。

6.1 Zero-hours failure rate (0h ppm) 零时失效率 (0h ppm)

The 0-hours failure rate describes the number of the supplier's PRODUCTS found to be defective in the time between delivery of the PRODUCT to BSH and delivery of BSH's final product, manufactured with said PRODUCT, to its customer. It is calculated by determining the number of defective products per calculation period in relation to the number of total products delivered by the supplier per calculation period and extrapolating this to a number of 1 million delivered products ("parts per million").

零时失效率描述了从“产品”交付至博西家电到其用该“产品”制造的成品交付给客户的这段时间内，所发现供应商不良品的数量。计算方法是，确定供应商在每个计算期内交付的产品总量及其涉及到的不良品数量，并据此比例推算 100 万件交付产品的不良品数量（“每百万部件不合格数”）。

$$PPM = \frac{\text{bewertete, fehlerhafte Einheiten}}{\text{gelieferte Einheiten}} \times 1.000.000$$

PPM = (缺陷数量 / 交付数量) X 1,000,000

All defects or deviations that were not previously agreed with BSH will result in a complaint.

所有事先未与博西家电达成一致的缺陷或偏差都将导致投诉。

Where BSH finds a defect in a PRODUCT and the PRODUCT is part of a delivery batch (referred to below as the "lot") and inspection of each PRODUCT in this lot involves a level of expenditure that is no longer insignificant, BSH shall be entitled to reject the lot as a whole.

若博西家电发现 “产品” 存在缺陷且该产品属于某一交付批次（以下简称“批次”），则由于逐一检验该批次所有 “产品” 的涉及费用不菲，因此博西家电应有权拒收整个批次产品。

6.2 Warranty failure rate 保修失效率

The number of defective products per calculation period is determined as follows: Defects brought to BSH's attention are processed and rectified by its customer service. If customer service finds from its inspection that a defect involves the supplier's final PRODUCT, this defect will be recorded in a BSH computer system (referred to below as the "PQM system").

每个计算期的不良品数量确定方式如下：告知博西家电以及由客户服务部门处理和纠正的缺陷品。若客户服务部门在检验中发现供应商的最终“产品”存在缺陷，则该缺陷将被记录在博西家电计算机系统中（以下简称“PQM 系统”）。

BSH will analyze at regular intervals how many defective products have been recorded in the PQM system and whether these defects were caused by the supplier. BSH must give the supplier the opportunity to inspect the defective PRODUCT or a sample of it. The supplier should be aware that not all defective PRODUCTS can be stored by BSH so that inspection may have to be carried out based on random sampling.

博西家电将定期分析 PQM 系统中记录的缺陷品数量及其是否由供应商造成。博西家电必须给予供应商检验缺陷 “产品” 其样品的机会。供应商应认识到博西家电无法存放所有缺陷 “产品”，因此可能需以随机抽样的方式进行检验。

If inspection is carried out based on such a sample, the result of the sampling analysis will be extrapolated to the number of products supplied during the calculation period.

若进行此类抽样检验，则将根据抽样分析的结果推算计算期内所供产品的缺陷品数量。

The number determined by BSH in this manner represents the number of defective products during the calculation period.

博西家电以此种方式确定的数值即代表计算期内的缺陷品数量。

For every time that the limit of the agreed ppm warranty failure rate is exceeded in relation to the actual number of instance of non-observance (in relation to the number of PRODUCTS delivered by the supplier), the supplier shall be obliged to pay a flat-rate sum as reimbursement of expenditure for each defect for the expense and services of BSH corresponding to the amount stipulated by the contracting parties in the document "Agreement on Conditions".

对于每次实际不合格品数量（与供应商交付的 “产品” 数量相关）超出商定的保修失效率 ppm 限度的情况，供应商有义务按照合同双方在“条件协议”文档中规定的金额，向博西家电支付一笔定额款项，作为其在每个缺陷品上的费用和服务支出的补偿。

In the case of safety-relevant failures, the upper defect rate of 0 ppm shall apply (see also 3.2.1).

针对安全相关的失效，应适用零时失效率的上限（另见 3.2.1 节）。

6.3 Reporting by BSH to the supplier 博西家电向供应商提供的报告

BSH measures the performance of its suppliers at regular intervals. The 0-hours failure rate attained is used as the basis here. The supplier will be notified accordingly if he exceeds the agreed limits. In addition to the general requirement on the supplier to deliver uniformly good quality ("zero defects" principle) and to rectify defects according to the cause-effect principle, the supplier must immediately introduce special measures in the event of deviations.

博西家电将定期评估其供应商绩效。此处以所实现的零时失效率为基础。若供应商超出商定的限度，博西家电将会通知相应供应商。除通常要求供应商交付高质量一致性产品（“零缺陷”原则）及根据因果原则纠正缺陷外，一旦出现偏差，供应商必须立即采取特殊措施。

7. Complaints and elimination of errors 投诉和错误排除

7.1 Complaints procedure 投诉程序

Defects constitute exceptions and BSH will notify the supplier in this regard in the form of complaints. The supplier shall be advised here by e-mail, short notification, detailed documentation or additional return of parts.

缺陷构成例外情况后，博西家电将以投诉的形式通知供应商相关信息。此处将通过电子邮件、临时通知、详细文档或额外退回部件的方式告知供应商。

Depending on the type of defect and frequency, BSH reserves the right to send parts forming the subject of complaint back to the supplier either immediately or by means of a consolidated return consignment.

根据缺陷的类型和频率，博西家电保留将构成投诉对象的部件立即或以合并退货的方式退还给供应商的权利。

The top priority is to ensure trouble-free production at BSH with flawless products.

博西家电的首要目标在于可靠地生产高质量产品。

The supplier shall make sure of comprehensive and regular communication when handling complaints. BSH expects deviations of any type to be processed according to the cause-effect principle (8D logic). It should be noted that deviations are not only due to technical, but also to organisational causes. Both should be examined here. BSH reserves the right to request an 8D report depending on the type of defect and frequency. The quality of such problem-solving methods will be included in the in-house supplier evaluation.

供应商在处理投诉时应确保定期进行全面沟通。博西家电希望供应商依照因果原则（8D 逻辑）处理各个类型的偏差。应注意的是，偏差不仅来自技术方面，也可由组织因素造成， 二者都应进行核查。博西家电保留根据缺陷类型和频率要求提交 8D 报告的权利。此类问题解决方法的质量将纳入内部供应商评估中。

7.2 Problem-solving process using 8D 运用 8D 解决问题的流程

Proper application of the "problem-solving process" throughout the company in order to eliminate the cause of defects forms the basis of a professional business partner.

在全公司范围内正确应用“问题解决流程”以消除缺陷原因，是成为专业业务合作伙伴的基础。

The 8D methodology is a procedure for solving problems consisting of 8 steps. It is necessary to work through all eight steps when solving a problem. If necessary, the steps

should be processed recursively, i.e. the 8D methodology is reconstituted at a previous point with known and confirmed facts. Steps D1 to D3 can be processed in parallel.

8D 问题解决法是由 8 个步骤组成的问题解决程序。解决问题时必须全盘采用所有 8 个步骤。如有必要，应以递归的方式进行各步骤，亦即采用已知与已确认的事实来重构 8D 问题解决法。步骤 D1 至 D3 可并行处理。

D1: Create a team 建立团队

D2. Describe the problem 描述问题

D3: Develop measures for short-term containment 制定临时措施

D4: Perform cause-effect analysis 进行因果分析

D5: Define permanent correction measures and determine test statistics

明确永久纠正措施并确定检验统计量

D6: Implement correction measures from D5 and monitor their efficacy

实施 D5 的措施并监控其效果

D7: Introduce preventive quality assurance practices 采取预防性质量保证措施

D8: 8D finalisation and evaluation of 8D 确认 8D 最终方案并进行评估

Each of the individual disciplines entails numerous possible methods that could be applied. 8D is a time-consuming instrument which is therefore only used selectively.

每条单独原则均可实现多种适用方法。8D 问题解决法十分耗时，因此只能选择性地使用。

Use the following link to access BOSCH's freely available 8D online training.

请使用下方链接访问博世提供的免费 8D 在线培训。

BOSCH Supplier Quality Trainings

7.3 Renewed delivery of returned PRODUCTS 退回"产品"的重新交付

All PRODUCTS that form the subject of a complaint or are separated out by the supplier as being defective but are suitable for revision and conditional usage may be reworked on the basis of a previous enquiry from the supplier and written confirmation by BSH.

在供应商实现进行问询并得到博西家电书面确认的基础上，所有构成投诉对象或供应商认为有缺陷但适合修改和有条件使用而分拣出的"产品"均可返工。

The supplier must inform BSH about delivery of these PRODUCTS in advance as they must be additionally labelled as such, whereby each PRODUCT must be clearly marked on an individual basis (at least each packaging unit).

供应商必须提前通知博西家电这些“产品”的交付情况，因为这些产品必须另贴标签，每个“产品”必须单独贴标（至少是每个包装单位），标识清楚。

Rectification and repair of returned or defective PRODUCTS and delivery without reaching prior agreement with BSH constitutes a major breach and will result in immediate escalation.

在未与博西家电事先达成一致的情况下，对退回或缺陷“产品”进行整改维修并交付的行为将构成重大违约，并将立即导致事态升级。

8. Forms 表格

The necessary forms from this manual and other relevant documents can be found as a file in the current version on the Internet at:

可在互联网上找到本手册和其他相关文档中必要表格的当前版本文档：

www.bsh-group.de → Company → Global Supply Chain → Important documents

www.bsh-group.de → 公司 → 全球供应链 → 重要文档

https://ocp.bsh-group.com/en/documents#section-quality

Annex 1: Template Quality Requirements 附件 1：质量要求模板

B/S/H/	Quality Requirements for Supplied Parts	Doc.-ID: 60100004704447 Rev, Seq: A1 Date: 2020-04-29

Content

Basic Information

Product Division:	
ESN-4 / Product Group:	
Further Description:	
Q-Classification of Component *A, B or C*	**B**

Optional Information

BSH Material No.:	
Part Description:	
Drawing No. / Revision:	

Version	Reason for Modification	Date	Creator

Explanations

General

The aim of the document is to describe the quality and CQP requirements for the production of supplied parts. With the request for quotation (RFQ) all known requirements of BSH are submitted to the supplier by the respectively responsible purchasing department.

The quality requirements complements the BSH purchasing frame contract and quality assurance agreement (QMA) with product specific quality requirements. The supplier has to implement the quality requirements into a quality functional specification (incl. manufacturing and testing concept) and confirm with feasibility commitment.

In case of inconsistencies of contract, specification, requirements, etc., the responsible QMS has to be informed.

The supplier covenants to participate in our IT-based quality data exchange.

Quality Targets

The supplier is obliged to produce and deliver zero-defects products. As an intermediate goal on the way to reaching the final goal, BSH defines the following time-restricted upper limits for 0h ppm and the WFR (Warranty Failure Rate). Quality targets are defined in RFQ supplier report or Attachment 1.

Attachment 1 Individual Quality Agreements

Part Classification and Component Qualification Planning (CQP)

The classification is done by the respective quality management department according to the anticipated part and process criticality. The part classification defines the scope of required release documents.

Further information regarding the component qualification planning (CQP) is available on BSH homepage.

- Leaflet on sampling BSH homepage

  https://media3.bsh-group.com/Documents/MCDOC02042899_Leaflet-Sampling.pdf

Independent of the requested documents, the supplier has to document all applicable records and has to make them available on request.

Prior to placement of order, this document and feasibility study have to be agreed between BSH QM and supplier.

Part Classification and Component Qualification Planning (CQP)

X: Requirements according part classification, additional requests are possible

E: Only on request or review during process assessment

No.	Item	A	B	C	Available latest till	Comments
1	Feasibility Study / Commitment (based on requirements)	X	X		offer	feasibility study has to be discussed and agreed between BSH and supplier; every change with impact on price, date and/or quality requires updated and confirmed feasibility commitment; update has to be sent proactively to BSH
2	Tooling / Capacity Planning	X			order placement	every change on capacity planning requires update; update has to be sent proactively to BSH
3	Production Layout	X			order placement	every change on layout requires update; update has to be sent proactively to BSH
4	Process Flow Chart	X			order placement	every change on process requires update; update has to be sent proactively to BSH
5	Control Plan	X	X		order placement	every change on measurements requires update; update has to be sent proactively to BSH
6	Packaging Specification and Concept	X			order placement	every change on packaging requires update; update has to be sent proactively to BSH
7	Advanced Quality Planning (APQP)				tbd.	optional
8	FMEA Product (Design and System)				tbd.	optional
9	Design Release				tbd.	optional
10	Material Report				tbd.	optional
11	Measuring Report / Dimension Check	X	X	X	every sampling	every sampling requires measurement report; for catalog part data sheet acceptable
12	Qualified Laboratory Documentation	E			production initial samples	
13	FMEA Process	E			production initial samples	every change on process requires update
14	List of Test / Measurement Equipment	E			production initial samples	every change on Control Plan requires update; update has to be sent proactively to BSH
15	Measurement System Analysis (MSA)	E			production initial samples	
16	Approval Evidence for Purchased Parts from Sub Suppliers	E	E		production initial samples	
17	Process Assessment (Audit)	X			production initial samples	
18	Supplier Declaration on Prohibited or Declarable Substances (RoHS, REACH)	X	X	X	initial sampling	
19	BSH Sample Inspection Report	X	X	X	initial sampling	full documentation for final release mandatory (measuring report, other reports, components lists, preliminary process capability study,material report)
20	Machine Capability Analysis	X			initial sampling	
21	Preliminary Process Capability Analysis	X	X		initial sampling	
22	Reference Samples					
23						

Attachment 1 Individual Quality Agreements

ESN-4 / Product Group	Failure Rate* [ppm]	Warranty Failure Rate** [ppm]	
	0-hours	1st Warranty Year	2nd Warranty Year
<text>	<100>	<100>	<100>

*All defects detected by BSH (including lots) and confirmed by supplier
**Warranty failure rate (WFR)

Attachment 2 Technology and Process related Standard Q-Requirements

General Requirements

<text>

Process Requirements

Incoming Inspection	
<process step>	
<process step>	
<process step>	
<process step>	
<process step>	
<process step>	
<process step>	
<process step>	
Finished Goods Management	

Additional Requirements

<text>

Attachment 3 Part Specific Characteristics & Requirements

Pos. No.	Important Items / Characteristics	cpk/cmk	Comments / Additional Information (e.g. measurement tool, frequency, etc.)
1	As defined in specification		
2			
3			
4			
5			
6			
7			
8			
9			
10			

Annex 2: Template Feasibility Commitment

Project / Part Description:			
Material Number(s):			Drawing No. / Revision:
Basis for Assessment:		For Quotation ☐ Update ☐	RFQ No.:

Supplier Name Address / Plant:			
Team Members Supplier:	Plant / Dept.:	Function:	Mail / Phone:

Explanations

The aim of this document is to evaluate the ability of you, supplier, producing the requested parts according to BSH requirements. While checking the feasibility and creating the offer, the supplier has to consider all requirements amongst others in material specifications, drawings and quality requirements. The prices in the offer shall match with the information given here in the feasibility commitment.

One feasibility commitment document can be used for several part numbers of one project, if the feasibility is valid for these material numbers. The feasibility commitment will be valid for the drawing numbers mentioned above with the following revisions, until feasibility is no longer valid (e.g. due to technical modifications) or a new feasibility commitment is requested by BSH.

The yellow fields have to be filled by the supplier
Each question that is answered with "no" has to be commented by the supplier. If necessary additional information / documents can be attached.

Question for Feasibility Commitment:		Feasible:
1. You should have received amongst other things drawings (also additional sub-drawings that are mentioned on the part drawings), part specifications, quality requirements. According to your professional evaluation, are those documents plausible, complete and understandable?		Please choose decision between yes and no.
Comment:		

附件 2：可行性承诺模板

B/S/H/	可行性承诺	文档编号：60100004704846 版本，序列号： B1 日期： 2021-01-21

项目/部件描述：			
物料编号：		图号/版本：	
评估基础：	请二选一：“用于报价”或“更新”	报价请求审核编号/版本	

供应商名称 地址/工厂：				
供应商团队成员：	**工厂/部门：**	**职能：**	**邮箱/电话：**	**签名**
		项目责任人		

说明

本文档旨在让供应商进行自我评估，是否能够按照博西家电的要求生产所需部件。在确认可行性和创建报价的同时，供应商必须考虑材料规范、图纸和质量要求中的所有条件。报价中的价格应与此处可行性承诺书中提供的信息相一致。

如果可行性评估适用于多个物料，那么一份可行性承诺文档可用于单个项目中的多个部件号。可行性承诺对上述图号有效，直到可行性评估不再适用或者根据博西家电要求给出新的可行性评估承诺。

供应商必须填写所有黄色区域！

若问题的答案为“否”，供应商必须提供备注。必要时，应附上补充信息/文档。

2. Are the requirements out of those documents feasible and measurable?		Please choose decision between yes and no.
Comment:		
3. Are the needed capacities (production, quality, laboratory, qualified work force, project management resources etc.) available and planned? Do you confirm the time schedule and are you able to produce on time?		Please choose decision between yes and no.
Comment:		
4. Do you have experience with all required and necessary technologies (materials, machinery, processes etc.)? No new operations or processes necessary, which arenormally not within the scope of your operations?		Please choose decision between yes and no.
Comment:		
5. Do you use only your own facilities and processes for the production of the parts?		Please choose decision between yes and no.
Comment:		
6. Is the measuring procedure for the part(s) defined, available and all measuring equipment capable?		Please choose decision between yes and no.
Comment:		
7. Is the process/machine capability and stability controllable without foreseeable risks?		Please choose decision between yes and no.
Comment:		
8. Overall Result		Please choose your decision.
Comment:		
9. Your comments are welcome. Please write them in case you see improvement potentials regarding process and component quality, raw material, sustainability, delivery etc.?		

请给出上述决定。如果是“有条件可行”或“不可行”，请补充说明。

可行性承诺问题：		**可行：**
1. 你应该收到了相关图纸（包含图纸中所提到的子件图纸）、物料规格、质量要求。根据您的专业评估，这些文件是否合理，全面并且可理解？		是/否
备注：	对于 A/B 类部件请对图纸中的尺寸做详细的评估并反馈， 然后研发（主导）和供应商质量部（支持）一起评估； 对于物料规范由研发主导， 供应商质量部主导质量要求	
2. 所有文档中的要求是否可行并且可衡量？		是/否
备注：	同上	
3. 是否具备并计划了所需的能力（生产，质量，实验室，合格的工作人员，项目管理资源等）。您确认了时间表并且可以按时生产吗？		是/否
备注：	发送给采购部门评估	
4. 您是否具备所有必需和必要的技术（材料，设备，过程等）的经验？是否存在通常不属于供应商操作范围的必要新操作或过程？		是/否
备注：		
5. 您是否仅使用自已的设备和过程来生产这些零件？		是/否
备注：		
6. 零件的测量程序是否已定义、可用并且具备所有的测量设备？		是/否
备注：		
7. 过程/机器能力是否稳定可控且没有可预见的风险？		是/否
备注：		
8. 总体评估		是/否
备注：		
9. 如果您看到有关过程和部件质量，原材料，可持续性，交付等方面的改善潜力，欢迎您写下来。		是/否
备注：		

Annex 3: Specimen of a completed SIR

Sample Inspection Report

B/S/H/

Request for Order-No.	60100005347894	Rev.	A2
Report No.		Rev.	
Release Plan No.	60100012XY	Rev.	B

Supplier Report No.	X7394	Rev.	1

Supplier Address

Sample Producer GmbH			Company Name
Firststreet 1			Street Name
12345			Post Office Box
89537	Zip Code	Giengen	City
Germany			Country
78945	Supplier No.	Germany	Production Location

BSH Serial No.	8001123456
Part Designation	Sample for Fridge
BSH Drawing No.	5700 0001234567
Drawing Status	A 7, 29.08.2019 Released
Project	NewFridge
Quantity Ordered	25
Change Request (BSH)	

SIR Recipient (please send all sampling documents to following E-Mail address)

E-Mail: ERFG-sampling@bshg.com

FRFG - Refrigeration

BSH Hausgeräte GmbH
Robert-Bosch-Str. 100,
89537 Giengen,
Germany

[X] **Initial Sample Inspection** [ ] **Subsequent Inspection**

Reason for sampling:

[ ] New Part [ ] Production Relocation [ ] New Tool
[X] Part Modification [ ] Changed Production Conditions [ ] New Raw Material
[ ] New Sub-Supplier [ ] Long Delivery Interruption
[ ] Short text stating reason for sampling:

Raw Material has changed from PS to ABS

Level of Component Q-Qualification: C "C" = Only SIR

In case of Level A or B please expand the sheet and select the enclosed CQP-items

Please select the enclosed items related to this SIR

[X] 19 **BSH Sample Inspection Report (cover sheet) (Items nr. 11, 18, 19 and 22)**

[X] a Measuring Report / Dimension Check
[X] b Functional Test
[X] c Material Report/ Material Test
[ ] d Haptics/ Acoustics/ Odors
[ ] e Appearance
[ ] f Surface Check
[ ] g Reliability Test
[ ] h Other:
[X] 11 Supplier declaration (RoHS, REACH)
[ ] 18 Machine capability analysis (Cm;Cp)
[X] 22 Process capability analysis (Ppk;Cpk)

to be completed by supplier

We confirm, …

1. that the presented samples were manufactured under standard conditions using standard operation resources,
2. the correct implementation of the sample inspection and recording of the findings in this sample report (all deviations are indicated in this report),
3. that the release of products does not exempt the supplier from his responsibility to deliver the goods in accordance to the respective valid drawing and specification,
4. that we accept and will abide by the rules regarding information and documentation stated in the quality assurance agreement.

Supplier Part No.	913	Delivery Note Date	01.10.19	BSH Tool No.	4569
Delivery Note No.	453195	Quantity Delivered (total)	25	Number of Tool	#01
Supplier's Remarks		Quantity Delivered per Cavity	5	Number of Cavities	5

Name / Department	Phone & Fax / E-Mail	Date	Signature
Max Mustermann / Quality Management	Phone: 12345 - 9365 Max.Mustermann@sampleproducer.com	29.08.2019	M. Mustermann

Decision

[ ] Release
[ ] Limited Release, Quantity/ until Date .....
[ ] No Release
[ ] New Samples by (Date) .....

[ ] Delivered Quantity Returned

Remarks to decision:

Name / Department	Phone & Fax / E-Mail	Date	Signature

CQP Check List

B/S/H/

CQP-No.									
Supplier Report No.		Rev.		Supplier		Supplier No.		Production location	
Release Plan No.		Rev.		Serial No.		Part Designation		Drawing No.	
Report-No.		Rev.		Tool-No.		Cavities		Project	BSH Depository

QM department

Milestones / Synchronisation points for:

Remark: Independent of the requested items the supplier has to document all applicable records, have to make them available on request and is responsible to ensure the part quality.
Prior to placement of order this document has to be agreed between BSH QM and Supplier.
The signed component qualification planning has to be send to the responsible BSH QM within 2 weeks after receipt without explicit request. This document is part of the release documents.

	Level of Component Q-Qualification				Planned date	Delivery date	Comments
No.	Item	A	B	C			
1	Feasibility study/ commitment (based on requirements)	X	X		-		
2	Tooling/ Capacity Planning	X			-		
3	Production Layout	X			-		
4	Process flow chart	X			-		
5	Control Plan	X	X		-		
6	Packaging specification and concept	X			-		
7	Advanced quality planning (APQP)				-		
8	FMEA Product (Design and System)				-		
9	Design Release				-		
10	Material report/ Material test				-		
11	Measuring report / Dimension check	X	X	X	-		
12	Qualified laboratory documentation	E			-		
13	FMEA Process	E			-		
14	List of test/measurement equipment	E			-		
15	Measurement System Analysis (MSA)	E			-		
16	Approval evidence for purchased parts from sub suppliers	E	E		-		
17	Process assessment (Audit)	X			-		
18	Supplier declaration on prohibited or declarable substances (RoHS, REACH)	X	X	X	-		
19	BSH Sample Inspection Report (full documentation for final release mandatory)	X	X	X	-		
20	Machine capability analysis	X			-		
21	preliminary process capability analysis	X	X		-		
22	Reference samples				-		
23					-		
24					-		

additional remark / zusätzliche Bemerkung :

B/S/H/

Sample Inspection Report
Measuring Report

Report-No/Nr.:		Rev.	RP-No./Nr.:	60100012XY	Rev.	B	Page: 1 of
Supplier:	Sample Producer GmbH	Serial No.:	8001123456	Ordering No.:	60100005347894		
Drawing No.:	5700 0001234567_	Part Designation:	Sample for Fridge	Supplier No.:	78945		
Drawing Status:	A 7, 29.08.2019			Quantity Ordered:	25		
Name / Dept.:	Measure / Measuring Depar	Phone:	12345 / 9999	Date:	29.08.2019	Signature:	M. Measure

Incoming No.:	Incoming Date:	Incoming Quantity:	Drawing Status:	Date / Name:

Remark

Development department Decision Comment:
- ☐ Release
- ☐ No Release
- ☐ Limited Release until Date _____ Part responsible: _____ Department: _____ date: _____

Quality department Decision Comment:
- ☐ Release
- ☐ No Release
- ☐ Limited Release until Date _____ Responsible: _____ Department: _____ date: _____

Test results Cavity Formnest 1 of 5 — Part weight (measured): Teile-Gewicht: 0,1Kg

Item-No.: Drawing Field:	Nominal value	Upper allowed deviation	Lower allowed deviation	Additional Information	Actual value (Supplier) 1	2	3	Actual value (Customer) 1	2	3	Change Drawing	New target value	Correct tool by supplier	Modify tool by BSH	Remarks (e.g. No. of Measured Parts)	Name
1	100	1	-1	3 Parts Measured with caliper	99,5	99,8	99,9								3 Parts Measured with caliper	
2	55	0,7	-0,7	3 Parts Measured with caliper	55	55,1	54,8								3 Parts Measured with caliper	
3	45	0,01	-0,02	3 Parts Measured with caliper	45	45	45								3 Parts Measured with caliper	

B/S/H/

Sample Inspection Report

Report-No/Nr.:		Rev.	RP-No./Nr.:	60100012XY	Rev.	B	Page: 1 of
Supplier:	Sample Producer GmbH	Serial No.:	8001123456	Ordering No.:	60100005347894		
Drawing No.:	5700 0001234567_	Part Designation:	Sample for Fridge	Supplier No.:	78945		
Drawing Status:	A 7, 29.08.2019	Please select type of test:	Functional Test	Quantity Ordered:	25		
Name / Dept.:	stermann / Quality Mar	Phone:	Phone: 12345 - 9365	Date:	29.08.2019	Signature:	M. Mustermann

Incoming No.:	Incoming Date:	Incoming Quantity:	Drawing Status:	Date / Name:

Remark

Functional Test has been done and is passed

Development department Decision Comment:
- ☐ Release
- ☐ No Release
- ☐ Limited Release until Date _____ Part responsible: _____ Department: _____ date: _____

Quality department Decision Comment:
- ☐ Release
- ☐ No Release
- ☐ Limited Release until Date _____ Responsible: _____ Department: _____ date: _____

Test results Cavity Formnest 1-5 of 5 — Part weight (measured): Teile-Gewicht: 0,1 Kg

Item-No.: Drawing Field:	Nominal value	Upper allowed deviation	Lower allowed deviation	Additional Information	Actual value (Supplier) 1	2	3	Actual value (Customer) 1	2	3	Change Drawing	New target value	Correct tool by supplier	Modify tool by BSH

B/S/H/

Sample Inspection Report
Components List

Report-No/Nr.:		Rev.	RP-No./Nr.:	60100012XY	Rev. B
Supplier:	Sample Producer GmbH	Serial No.:	8001123456	Ordering No.:	60100005347894
Drawing No.:	5700 0001234567	Part Designation:	Sample for Fridge	Supplier No.:	78945
Drawing Status:	A 7, 29.08.2019	Appendices:		Quantity Ordered:	25
Name / Dept.:		Phone:		Date:	Signature:

Incoming No.:	Incoming Date:	Incoming Quantity:	Drawing Status:	Date / Name:

Only to fill out for assembly parts (>1 part)

Part-No.	Description	Serial No.	Drawing No.	Drawing Status	Material	Colour	Paint	No. of cavities	complete by BSH: MPP (Material)	complete by BSH: MPP (Measure)
1	Plastic Part 1	8001123457	5700 0001234568	A3 02.07.19	ISO 2580-ABS 1 EGN, 1272/2008	Nature		5		
2.	Plastic Part 2	8001123458	57001234569	B4 09.08.19	ISO 2580-ABS 1 EGN, 1272/2008	Nature		5		
3.										

B/S/H/

Sample Inspection Report
Process Capability Study

Report-No/Nr.:		Rev.	RP-No./Nr.:	60100012XY	Rev. B
Supplier:	Sample Producer GmbH	Serial No.:	8001123456	Ordering No.:	60100005347894
Drawing No.:	5700 0001234567	Part Designation:	Sample for Fridge	Supplier No.:	78945
Drawing Status:	A 7, 29.08.2019	Appendices		Quantity Ordered:	25
Name / Dept.:		Phone:		Date:	Signature:

Incoming No.:	Incoming Date:	Incoming Quantity:	Drawing Status:	Date / Name:

Results supplier of process capability

Item No.:	Parameter	Quantity Conditions	Process Stable yes	Process Stable no	Capability Index cmk	Capability Index ppk	Capability Index cpk	Remark
A3	Outside diameter(Left and right)_92±0.5	25	X				0.84	vernier caliper
A3	Outside diameter(Upper and lower)_92±0.5	25	X				1.38	vernier caliper
F1-2	Hight_2_32+0.5/-0.2	25	X				1.65	vernier caliper

Attention!
If you have more than one type / variant of a part the Serial No., Drawing No. and Drawing status has not to be filled in.

Used Raw Materials for this SIR/MPP have to be blue highlighted!

Change History

version of list	Change / Description	PPN Part Pos. No.	Supplier Name / Dept. / date of change	BSH Name / Dept. / date
V0.1	creation of list			
V0.2	Raw Material Change	1	Max Mustermann / Quality Management / 20.08.2019	

Material Report B/S/H/

Supplier: Sample Producer GmbH	Serial No.: 8001123456	Drawing No.: 5700 0001234567			
Supplier Code: 78945	Part Description:	Drawing Status.: A 7, 29.08.2019	Report-No/Nr.:		
Name / Dept.:	Phone:	Date:	Signature:	RP-No/Nr.: 60100012XY	

Part Position No. PPN	Part name	Remarks		No. of Raw Material	A Material possibly concerning DIN/ISO	B Manufacture of Raw Material	C Trade Name	D Colour index Farbe (concerning manufacturer)	E Supplier of Raw Material Lieferant (Material) only if deviating to B	F Coating / Beschichtung Self-colouring / Selbsteinfärbung Modification / Modifikation: a. Trade Name, Batch/Varnish/Ink	F b. Manufacturer	F c. Layer Thickness(µm) or d. Adding Weight (%)	G Does the used substance correspond to EU-guidline 1935/2004 and/or FDA (yes / no)	H	I ENVIRONMENT EU RoHS Directive 2011/65/EU REACH Candidate List: EURoHS compliant without exemptions (Yes (X))	I EURoHS compliant with exemptions (Exemption No.)	I EUREACH SVHC Candidate list (CAS No.)	J Tests concerning B/S/H/ delivery specification carried out? (yes LV.../no)	Internal working area BSH: SIR- or RP-no. (first release of this raw material connected to part name) status
A	plastic parts			A															
1	Sample for Fridge			1	ISO 2580-ABS 1 EGN, 1272/2(	Plasticproducers inc.	ABS Magnum 3504	Nature	ic Supplier Sample C	7/045797	ABC Colors	1%			X				
2																			
3																			
4																			
5																			
6																			
7																			
8																			
9																			
10																			
B	metal parts			B															
1																			
2																			
3																			
4																			
5																			
6																			
7																			
8																			
9																			
10																			
C	rubber parts			C															
1																			
2																			
3																			
D	oil/resin/paste/grease			D															
1																			
2																			
E	others / mix			E															
1																			
2																			
3																			
4																			
5																			

List of Products/ Variants:
part name of variant / if needed Material No.