SQR-001

General Quality Requirements for Suppliers

Revision	1	Date	2026-10-26

This document specifies the minimum requirements of Masterform Sp. z o.o. - hereinafter referred to as Masterform - for suppliers of production materials, production equipment and services, in particular Class II suppliers (suppliers of special services, e.g. heat treatment, electroplating; subcontractors). Acceptance and execution of a Masterform purchase order means an obligation to comply with the current version of the requirements specified in the purchase order or made available by Masterform at www.masterform.pl

1. Purpose and scope

The purpose of these requirements is to ensure the quality and reliability of supplied products and services, reduce the risk of nonconformities, and ensure continual improvement throughout the supply chain. The requirements apply to all products and services covered by a Masterform purchase order unless the purchase order, drawing, specification, or a separate agreement states otherwise.

Detailed requirements for specific processes are described in Appendices SQR-A through SQR-D. In the event of a conflict, the requirements specified directly in the purchase order, drawing/specification, or agreed in writing with Masterform shall take precedence.

The supplier is responsible for ensuring that the appropriate personnel and its sub-suppliers are familiar with the requirements applicable to the scope being performed.

2. Supplier quality management system

The supplier should have and maintain a quality management system compliant with the current version of ISO 9001 and strive to implement the principle of "Zero Defects".

Additional MASTERFORM requirements arising from the current version of the IATF 16949 standard must be met on the basis of a separate document.

The supplier should ensure adequate resources, competence, process supervision, and continual improvement activities.

The supplier is responsible for the quality of materials, services, tools, measuring equipment, software, and other supplies obtained from its sub-suppliers. If Masterform has specified or approved a particular source of supply, the supplier shall use that source unless Masterform approves an alternative in writing. At Masterform's request, the supplier shall provide evidence of qualification, approval, and supervision of sub-suppliers.

3. Audit and access to information

Following prior notification, an audit may be carried out as a system qualification audit, so-called assessment audit, or as a process or product audit. The supplier shall enable Masterform to conduct notified audits even at short notice.

The supplier shall provide Masterform - and, where necessary, its customers - with access to all production facilities, measuring and inspection stations, warehouses and surrounding areas, as well as access to quality-related documents.

Masterform accepts in this respect limitations resulting from the need to protect the supplier's trade secrets. If necessary, the supplier shall also conduct audits at its sub-suppliers jointly with Masterform.

Masterform will notify the supplier of the audit results. If corrective actions are required, the supplier undertakes to prepare them without delay, implement them on time, and inform Masterform of the results.

4. Notification, documentation and change management

The supplier shall immediately inform Masterform in writing if the agreed quality, quantity, or delivery-time requirements cannot be met, or if after delivery a deviation is detected that may affect the supplied products/services.

Before implementing a change concerning process technology, material, a sub-supplier specified by Masterform, measuring and inspection methods or equipment, plant location, or relocation of production equipment, the supplier shall submit a change request sufficiently in advance to allow Masterform to assess the risk. The change may only be implemented after approval by Masterform where such approval is required.

The supplier shall maintain and retain quality records, in particular test, measurement, and inspection results, in accordance with its own retention requirements and the requirements communicated by Masterform.

5. Quality planning, feasibility and product/process approval

Before starting performance, the supplier shall assess the completeness and unambiguity of the documentation provided and shall immediately report any identified omissions or ambiguities to Masterform. If required by Masterform, the supplier shall submit a feasibility declaration before nomination/start of supply.

In projects requiring quality planning, the supplier shall use appropriate preventive methods, e.g. FMEA, risk analysis, process plan, control plan, and process capability assessment. If initial samples / PPAP are required, serial production may begin only after their approval by MASTERFORM.

6. Production, inspection and traceability

The supplier shall establish an inspection system ensuring compliance with the requirements of drawings, specifications, and other technical documents. Important functional and quality characteristics should be monitored and documented; if the required process capability is not achieved, the supplier shall apply additional quality safeguards until the process is stabilized.

Products, parts, and packaging must be marked in accordance with the agreements, and the marking should remain legible during transport and storage. The supplier shall ensure traceability enabling identification of potentially affected nonconforming parts, batches, or deliveries.

Production and measuring equipment provided by MASTERFORM must be permanently marked as Masterform property, properly maintained, and protected.

7. Delivery, transport and product protection

The supplier shall use appropriate means of transport and packaging that prevent damage, contamination, corrosion, and deterioration of quality.

Additional packaging instructions provided by Masterform are binding.

Where corrosion protection applies, the supplier shall ensure protection of the delivered products for a minimum of 1 month from the date of delivery.

Additional/expedited transports related to a process disruption must be reported immediately to the appropriate person at Masterform.

Costs resulting from supplier nonconformities may be charged in accordance with the applicable purchasing terms, purchase order, and agreements with Masterform. If these terms provide for quality-related charges, they may include a lump sum of EUR 100 per event and EUR 200 in the event of a repeated defect, as well as directly attributable costs, in particular sorting, transport, additional work, analyses, and customer complaint costs.

8. Nonconformities, complaints and corrective actions

In the event of a nonconformity, the supplier shall perform a root-cause analysis, implement corrective actions, and verify their effectiveness in accordance with Masterform requirements. An initial response to a complaint should be provided within 48 hours unless otherwise agreed by Masterform.

If an 8D report is required, the supplier shall submit it within the time limit specified by Masterform.

If a nonconforming delivery could cause downtime at Masterform or at the customer, the supplier, after agreement, shall implement immediate containment actions, e.g. sorting, rework, replacement delivery, or expedited transport.

Delivery of a product that does not conform to the specification is permitted only after obtaining prior, documented approval from Masterform.

9. Environmental protection, occupational health and safety, REACH

The supplier undertakes to comply with all statutory environmental protection regulations and to minimize harmful impact on people and the environment through appropriate organization of its plant structure with regard to environmental protection.

The supplier undertakes to comply with all statutory occupational health and safety regulations and, when working on Masterform premises, also with the instructions and rules applicable at the plant.

Materials and processes must comply with legal requirements concerning restricted, hazardous, and toxic substances. For deliveries within the EU, the supplier shall comply with REACH (EC 1907/2006), including the information obligation concerning SVHC substances under Article 33, where applicable.

10. Supplier management system at MASTERFORM, supplier evaluation

Masterform conducts quarterly evaluations of selected suppliers in accordance with its internal evaluation system. Development plans and quality objectives, including PPM and OTD targets, may be established for selected suppliers.

If the agreed objectives are not achieved, the supplier shall develop corrective actions and continue the improvement process.

11. Appendices

Appendix SQR-A Machining

1. Scope

This appendix is intended for Class II suppliers, i.e. suppliers of special services (e.g. heat treatment, electroplating, etc.) and suppliers of machining services;

2. Application of SQR-001

All SQR-001 requirements apply to the extent relevant to the machining service being performed.

3. Process capability criterion

Pp, Ppk ≥ 1.33

Cp, Cpk ≥ 1.33

Appendix SQR-B Electroplating

1. Initial sampling (initial trials)

In addition to the general initial sampling requirements, the following reasons requiring repeat initial sampling apply to the electroplating process:

- change of electrolytes
- change of passivation
- changes in the annealing process (temperature, times, equipment)

2. Additional work

Any additional work involving pickling processes shall be agreed with Masterform. Requirements concerning the coating measurement location must be agreed in advance. Masterform reserves the right to perform a salt spray test.

3. Other

Electroplating processes must comply with the requirements of CQI-11 (Special Process: Plating System Assessment) of AIAG (Automotive Industry Action Group).

Masterform expects a self-assessment in accordance with the questionnaire of the above specification annually.

4. Process capability criterion

Pp, Ppk ≥ 1

Cp, Cpk ≥ 1

Appendix SQR-C Heat Treatment

1. Initial sampling (Initial trials)

In addition to the general initial sampling requirements, the following reasons requiring repeat initial sampling apply to the heat treatment process:

- change of quenching medium
- use of new equipment
- change of equipment

2. Additional work

Any additional work shall be agreed with Masterform. These goods (after additional work) must also be appropriately marked for shipment.

3. Other

Heat treatment processes must comply with the requirements of CQI-9 (Heat Treatment System Assessment) of AIAG (Automotive Industry Action Group). MASTERFORM expects a self-assessment in accordance with the questionnaire of the above specification.

Masterform expects a self-assessment in accordance with the questionnaire of the above specification annually.

4. Process capability criterion

Pp, Ppk ≥ 1

Cp, Cpk ≥ 1

Appendix SQR-D Coating

1. Initial sampling (Initial trials)

In addition to the general initial sampling requirements, the following reasons requiring repeat initial sampling apply to the coating process:

- change of coating equipment
- use of new equipment
- change of suppliers of coating materials

2. Additional work

Any additional work shall be agreed with Masterform. These goods (after additional work) must also be appropriately marked for shipment.

3. Other

Coating processes must comply with the requirements of CQI-12 (Coating System Assessment) of AIAG (Automotive Industry Action Group). Masterform expects a self-assessment in accordance with the questionnaire of the above specification.

Masterform expects a self-assessment in accordance with the questionnaire of the above specification annually.