

LATEST REVISION

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REVISION HISTORY (LAST 3 CHANGES)

INDEX	DESCRIPTION OF THE MODIFICATION
A	New Form, entirely redrafted - harmonized manual for the new Exterior & Lighting BG

PURPOSE OF THE DOCUMENT

OPmobility strives to continuously optimize its supply chain performance through strategic, long-term partnerships with its suppliers. This commitment is anchored in jointly established activity roadmaps and governed by structured planning, execution, and performance monitoring processes in line with quality and operational excellence standards.

SCOPE OF APPLICATION

SITE:	<input checked="" type="checkbox"/> HEADQUARTER	<input checked="" type="checkbox"/> EC & TC	<input checked="" type="checkbox"/> PLANT / SILS
AREA:	Purchasing and Quality		

FOREWORD

At OPmobility, we firmly believe that the quality of our products begins with the strength of our supply base. As a global leader in mobility solutions, we are committed to excellence in every aspect of our operations - and this includes building and maintaining partnerships with suppliers who share our values and standards.

OPmobility continuously seeks out the best suppliers worldwide, those who demonstrate innovation, reliability, and a commitment to quality. This Supplier Quality Manual outlines the expectations, requirements, and collaborative processes that guide our relationship with suppliers. It serves as a cornerstone for ensuring consistent product quality, operational efficiency, and customer satisfaction.

We expect our suppliers to uphold the highest standards of quality management, comply with relevant industry and customer-specific requirements, and actively engage in continuous improvement. Through transparency, accountability, and technical collaboration, we aim to build long-term partnerships that drive mutual success.

Together, we can meet the evolving demands of the automobile industry and exceed the expectations of our customers across the globe.

David Ayres

Vice President Purchasing

Adrian Dietlmaier

Director Supplier Quality

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1 GENERAL INFORMATION

1.1 Scope

This Supplier Quality Manual defines the guidelines, requirements and procedures OPmobility is expecting to be strictly applied by all its suppliers.

The current version of IATF 16949, ISO 9001, General Purchasing Conditions, Supplier Inbound Logistics Manual, and this document define the fundamental quality system of OPmobility. Additional requirements may be provided by OPmobility based on written agreement between OPmobility and supplier. The requirements apply throughout supplier's entire productive value-stream, including sub-supplier processes. Suppliers are responsible to cascade all such OPmobility requirements within their entire supply chain.

Any non-compliance with this document shall be considered as a material breach of supplier's obligations towards OPmobility and may result, regardless of any other legal sanctions to be adopted, in the loss of existing and/or future businesses (i.e. placing the supplier on New Business Hold).

1.2 Language and Communication

As OPmobility is an international company, it is the responsibility of each supplier to provide documentation and communication in English.

1.3 References

Suppliers are expected to be familiar with and adhere to the applicable documents, as they form an integral part of the quality framework. Latest versions of relevant Procedures, Forms and Instructions and other relevant documents are available on the Supplier Portal or through your OPmobility Contact.

Relevant information has been made available to the supplier through the TEMPO portal:

<https://opmobility.ivalua.app/>

- Vendor Rating Scorecard - supplier performance management
- NCN Management (8D) - management of non-conformities and its corrective actions
- Supplier Data related to quality - certifications, audit results and collaboration plans etc.
- Sourcing and Auctions

2 SUPPLIER OBLIGATIONS

OPmobility suppliers are obliged to:

- ▶ Comply with all applicable governmental regulations, in addition to statutory requirements governed by law and regulatory requirements related to state, national, or international laws. When different, applicable government regulations refer to those in the country of receipt by OPmobility, country of shipment, the country of sale and the OEM-identified country of destination.
- ▶ Comply with OPmobility Supplier Charter, OPmobility Sustainability Policy, Ethics & Integrity Policy, Anti-Slavery and Human Traffic Policy.
- ▶ Inform OPmobility of any potential or actual non-conformance in products supplied to OPmobility that may affect its form, fit, function, quality, reliability, safety, delivery, service or its compliance with regulatory and statutory requirements, within one (1) working day from its detection.
- ▶ Inform OPmobility, should the supplier be subject of any open investigation on environmental and compliance offences by any local, national or international agencies.
- ▶ Inform OPmobility in case of supplier's financial distress, either potential or actual, which may affect supplier's due performance.

2.1 Supplier Profile

Supplier shall provide OPmobility with all requested company data to proceed with supplier set-up in OPmobility IT systems, and supplier should notify OPmobility about any change regarding this data.

In particular, in the event of any change in structure, company name, ownership, or contact person, supplier must communicate the change(s) to OPmobility purchasing in a reasonable time frame.

2.2 Supplier Contingency Plan (IATF 6.1.2.3)

The supplier shall develop, implement, and maintain a comprehensive contingency plan addressing all identified risks that may disrupt the manufacturing and delivery of products to OPmobility plants. The supplier must notify OPmobility immediately, and no later than twenty-four (24) hours, in the event of an actual disaster. These requirements shall also be cascaded to all sub-suppliers.

The contingency plan shall include measures to mitigate potential losses caused by force majeure events (including, but not limited to, fire, water supply interruption, electricity outage, flood, storm, pandemic, or cyber-attack). Such measures must be formalized, validated by OPmobility, and reviewed at least annually. The supplier shall regularly verify the effectiveness of these contingency plans through appropriate methods, such as simulations or drills, and for cybersecurity risks, testing may include simulated cyber-attacks, continuous monitoring for specific threats, identification of dependencies, and prioritization of vulnerabilities. Contingency plans shall be evaluated at least once per year by a multidisciplinary team, including top management, and updated whenever necessary.

Measures to protect facilities and manufacturing-support systems against cyber-attacks shall be implemented as part of this approach. Certification in accordance with TISAX or ISO 27001 is considered an effective method for addressing cybersecurity issues related to production infrastructure and ensuring the required level of security.

In the event of a disruption, the supplier shall provide OPmobility's authorized representatives immediate access to all OPmobility-owned or OPmobility customer-owned capital equipment. The supplier shall maintain adequate safety stock of products at its own expense and ensure sufficient property and liability insurance coverage to enable rapid replacement of all equipment and sub-components used in the manufacture of OPmobility products. OPmobility may, at its sole discretion, request documentary evidence of such insurance.

2.3 Safety, Statutory and Regulatory Compliance Requirements (IATF 8.2.2)

The supplier shall comply with all applicable statutory and regulatory requirements, including but not limited to any relevant decrees, acts, and legal obligations at the local, national, and international levels. These legal requirements are mandatory and must be fulfilled to ensure that the supplier's products are legally permitted for sale and distribution.

The supplier shall ensure the following obligations are fully met:

- Correct application of all regulatory characteristics as specified by OPmobility.
- Proper identification and documentation of all regulatory characteristics across all relevant internal records and systems.
- Full compliance with all applicable regulatory requirements, with the ability to provide evidence of such compliance upon request.
- Under no circumstances shall the supplier implement any change affecting a regulatory characteristic without prior written authorization from OPmobility
- Immediately notify OPmobility upon detection of any non-conformity that impacts a regulatory characteristic.

3 PRODUCT CONFORMANCE

3.1 Product Traceability (Batch/Lot) (IATF 8.5.2)

Supplier shall have an effective batch/lot definition and traceability procedure. The shipping number must be linked to the batch/lot traceability system in such a way that the delivered products can be traced back to the raw material, purchased components or the production date and shift. In case of quality issue supplier must be able to narrow down the number of suspected parts to maximum one shift or 8 hours of production whichever is smaller within 24 hours.

Supplier shall ensure that its batch/lot traceability system maintains a foolproof integrity throughout the entire extended supply chain, including raw material and purchased components/products and to apply the First In First Out (FIFO) process.

3.2 Deviation Management (IATF 8.7.1.1)

OPmobility adheres to a strict policy of not accepting any products or components that do not fully comply with the applicable requirements and specifications. Any request for deviation related to a non-conforming product must be formally submitted to the responsible Supplier Quality Engineer (SQE) at the OPmobility plant for evaluation. Written approval from OPmobility must be obtained prior to any shipment of such products.

Such requests must be accompanied by a comprehensive explanation, including:

- Description of Deviation: List all specifications not meeting the requirements
- Requested Interim Status: Define the proposed temporary compliance status
- Risk Assessment: Outline potential risks and impacts
- Containment Actions: Identify all potential affected parts and similar components/processes
- Initial Cause: Provide the suspected reason for the issue
- Compliance Date: Confirm when fully compliant parts will be available
- Traceability & Identification: Ensure traceability and explain how affected parts are marked

For a deviation bound by a duration or a quantity, supplier shall fulfil and submit the OPmobility "Supplier Deviation Request" to the responsible plant SQE. A specific marking (to be agreed between supplier and plant SQE) shall be placed on all documentations and labelling associated with the affected component. Temporary deviation is granted for a specified number of parts and/or for a period of maximum six (6) months.

If the introduced change cannot contribute to return to the original specification, supplier must submit a permanent "Product and Process Change Request".

Any change implemented without prior written approval from OPmobility shall be considered a breach of contract. The supplier shall be fully liable for any damages, losses, or liabilities arising from such unauthorized or uncommunicated changes. Furthermore, OPmobility reserves the right to recover all costs incurred due to the supplier's failure in quality or delivery performance.

3.3 Change Management (Permanent Change) (IATF 8.5.6)

Supplier is not allowed to implement any change on a serial product (including the packaging) or on a serial manufacturing process, without prior written approval from the OPmobility relevant authority.

These requirements are mandatory for the whole supply chain. For sub-suppliers, change management is subject to the same control requirements as those of OPmobility direct suppliers.

Layout change of a manufacturing process, or a relocation of the manufacturing process (internally and externally of the premises) is considered as a change which must be communicated to, and authorized by, OPmobility prior to its implementation.

In case supplier intends to apply a change, supplier must submit a "Product and Process Change Request" to the responsible plant SQE and the responsible SDL.

Along with the change request, supplier must specify the list of documents and reports that are intended to be submitted to OPmobility. OPmobility may request additional information or documents.

SQ will acknowledge and proceed with the change request internally, and once approved by OPmobility Cross Functional Team, will forward the approved "Product and Process Change Request" to the supplier. From that moment on, supplier has the authorization to implement the change. However, before delivering parts in serial production, supplier must get PPAP approval (if applicable) from plant SQE. The first approved shipment of components after the implemented change, shall be prominently labelled.

In the following cases a new supplier PPAP is mandatory:

- A part number revision / engineering (suffix) change
- Any change request that requires a revision of the Process Control Plan
- Product modified by an engineering change to customer specifications, design/customer drawing, or material
- New production site (including the change of manufacturing plant within the company)
- Change of production layout
- Transfer or relocation of production line
- Production was interrupted for six (6) months (for service parts, each case is to be managed separately) or tooling was inactive more than one (1) year
- Packaging change
- Any change in approved electronics BOM from OPmobility Electronics team
- Material change

For modification of products or processes for catalogue parts, supplier should follow ZVEI trigger matrix in case of electronic components and VDA2 trigger matrix for all other parts.

In case of Product Termination Notification (PTN) or Product Discontinuation Notification (PDN) supplier should inform OPmobility relevant authority at least 12 months prior to the planned date, giving necessary time for internal evaluation. The supplier should also provide an alternative for the terminated product which will have comparable properties based on datasheet. Additionally, the supplier must offer a Last Time Buy (LTB) option, and OPmobility shall place the LTB order no later than 6 months prior to the product discontinuation date.

3.4 Supplier Concern Management (IATF 10.2)

If a purchased item is found to be non-conforming, or if there is a suspected non-conformity or a delivery issue due to the supplier's fault, OPmobility will immediately notify the supplier during development or serial delivery phase by issuing a Non-Conformity Notification (NCN).

A non-conformity is any deviation or failure to meet a requirement for the product, process, or service and can be assigned to any supplier (IN-BOM, CAPEX, Specific Invest, Supply Chain, Indirect Purchasing). Following such notification, the supplier shall immediately and without undue delay ensure conformity of the purchased product through replacement, corrective action and/or containment activity.

Different Type of NCN (e.g. Development, Service / Delivery Issue and Product / Quality Reject) with pre-defined defect codes (e.g. PPAP documentation is not correct, wrong quantity, dimension NOK,) can be issued to the supplier. There can be an assigned demerit score which is used to monitor the supplier performance (1 – Cost Recovery, 5 – Moderate Impact, 15 – Significant Internal Impact, 55 – Major Impact or Risk of Customer Impact, 100 – Confirmed Customer, Safety or Regulatory Impact). Defective Quantity will be reported only for components in case of product / quality rejects and will be reported as PPM (part per million) when defective goods are identified by OPmobility or the OEM, without prior notification from the supplier. The analysis of the concern and the development of the corrective action plan shall be conducted in accordance with the 8D problem-solving methodology. The 8D can be requested through OPmobility supplier portal or per e-mail and must be managed from the supplier in the dedicated system. Additional OPmobility forms can be requested to support the analysis e.g. "Visual Inspection Failure Analysis".

The following timing and activity requirements from OPmobility must be strictly followed by the supplier:

Within 24 hours: Containment actions must be defined and implemented (D3)

Within 5 working days: Root cause(s) must be identified and corrective action(s) defined (D4)

Within 10 working days: Corrective action(s) must be implemented (D6)

Within 30 working days: Effectiveness of corrective action(s) must be validated and the issue closed (D8)

Defective or quality blocked parts related to the particular claim will be scrapped on supplier's costs if no other information is given within 30 days after closing the NCN.

3.5 Field Quality Actions

In the event of a recall, soft recall, or campaign initiated by OPmobility or the OEM due to a supplier-related issue, the supplier is required to fully support all field quality actions. This includes timely collaboration in root cause analysis, containment, corrective measures, and communication activities. The supplier must provide all necessary technical documentation, traceability data, and support resources to ensure effective resolution and minimal impact on the end customer.

The supplier is expected to respond promptly to all requests and contribute to the implementation of robust preventive actions to avoid recurrence. Failure to cooperate or provide adequate support may result in escalation. The supplier shall be held fully responsible for all associated costs this includes, but is not limited to, analysis, containment, rework, logistics, field actions, and any penalties or charges imposed by the OEM.

3.6 Controlled Shipping Level

OPmobility may require the supplier to implement independent containment activities if the severity of the issue impacts product performance or integrity. OPmobility reserves the right to request Controlled Shipping Level 1, Level 2 for part and components or Level 3, as per the following definition:

Controlled Shipping Level 1 – CSL 1

Further to a request from OPmobility, and due to the incapability from supplier to secure deliveries to OPmobility, supplier shall implement a quality wall (CSL1) in addition to the pre-existing sorting activities in production. The CSL1 shall be operated by the supplier workforce in a dedicated zone out of the production line, and in compliance with work instructions previously validated by OPmobility.

The sorting/control activity shall be conducted by a trained and authorized personnel and shall be monitored on daily basis. Supplier shall deliver to OPmobility weekly reports of the CSL1 activity, and upon request by OPmobility, daily report. By applying a specific CSL1 identification on each packaging, the supplier guarantees the conformance of parts delivered to OPmobility. The cost for CSL1 activity will be borne by the supplier.

Should the CSL1 activity prove to be inefficient in protecting OPmobility and/or customers, a CSL2 will be requested.

Controlled Shipping Level 2 - CSL 2

In addition to the CSL1 activity, supplier must organize and put in place an additional quality wall (CSL2) implemented and operated by an external company validated by OPmobility, applying work instructions coherent to those defined in prior CSL1 activity.

CSL2 costs will be borne by the supplier. The external company shall deliver daily reports of the CSL2 activity to both OPmobility and supplier.

Controlled Shipping Level 3 (CSL 3):

Long term operation involving a third-party consultant helping the supplier to find the root cause for re-occurring issues and suggesting an improvement plan.

CSL3 costs will be borne by the supplier. The external consultant shall deliver reports of the activity to both OPmobility, and supplier based on agreed frequency.

Exit from Controlled Shipping:

OPmobility shall decide on the removal of the Control Shipment activities once the exit criteria are met and will notify supplier accordingly.

The actions required to exit from CSL are as follows:

- minimum 3 production batches without problems
- updated problem-solving report to confirm corrective action effectiveness

In case of any issues during the three (3) weeks following the CSL exit, the CSL process will be restarted. If there is no delivery within this timeframe, this rule remains valid until the next delivery occurs.

3.7 Supplier Escalation

The supplier escalation process is a structured, multi-level process designed to address unresolved or critical supplier performance issues that impact quality, delivery, compliance, or business continuity. Escalation is only initiated after standard communication efforts, formal requests, and corrective actions have failed to produce a satisfactory resolution or sustained improvement. The supplier will be informed in writing with an official Notification Letter and will receive all relevant additional information during a Kick Off meeting e.g. meeting frequency, required milestones, reporting rules.

The escalation model is tiered into multiple levels, each defined by specific entry criteria based on the severity, frequency, and impact of the issue (see "Supplier Escalation Process"). As the escalation level increases, so does the involvement of higher management tiers from the supplier and OPmobility. This ensures that appropriate authority, resources, and strategic oversight are applied to drive resolution and accountability.

Each escalation level is governed by a defined set of parameters to ensure transparency, accountability, and timely resolution. These include:

- **Entry Criteria:** Specific performance thresholds or repeated non-conformances that trigger escalation
- **Exit Criteria:** Clearly defined conditions that must be met to de-escalate or close the escalation
- **Final Deadline:** A maximum timeframe within which the issue must be resolved to avoid further escalation or business impact

- **Special Status Designations:** Depending on the severity and nature of the issue, additional measures may be applied, such as:
 - CSL (Controlled Shipping Level): Mandatory additional inspection or containment at the supplier’s site
 - NBH (New Business Hold): Suspension of new business awards until resolution
 - Certification Body Notification: Required communication to external certification bodies in case of regulatory or compliance breaches

3.8 Cost Chargeback

Upon confirmation of supplier responsibility for a quality or delivery-related concern or incident, OPmobility will issue an official claim to the supplier. Unless the supplier can provide factual evidence to waive responsibility, it shall remain fully liable for all direct and indirect damages and losses, including but not limited to lost profits resulting from non-conformity with contractual obligations, the requirements outlined in this document, or applicable regulations.

All charges are formalized through a Cost Summary Form. Upon receipt of a cost claim, the supplier is granted a period of ten (10) calendar days to review the charges. The response must consist of either a formal acceptance of the declared costs or a justified refusal, duly supported by objective evidence and/or a counterproposal.

If the supplier fails to respond within the specified timeframe, the charges shall be deemed accepted by default. In such cases, OPmobility reserves the right to automatically process and debit the NCN-related costs to the supplier for minor claims not exceeding EUR 5.000 (five thousand euros), or the equivalent amount in local currency. The supplier will be notified in writing prior to any such debit.

The supplier is financially responsible for all costs resulting from non-conformities attributable to its actions. These may include administrative costs, labour and time losses, material and production waste, logistics expenses, and any charges from the OEM. All costs are assessed on a case-by-case basis.

The following regional-specific cost table defines the administrative cost incurred for claim processing at each OPmobility site. This initial administrative cost shall be charged for every claim as a mandatory component of cost recovery. In addition to this initial cost, further case-specific administrative costs may apply depending on the circumstances of each claim.

Regional Administrative Cost Table:

Region	Admin Costs
Europe	250 EUR
Morocco	150 EUR
Turkey	150 EUR
USA	500 USD
Mexico	250 USD
Brazil / Argentina	120 USD
India	16.500 INR
China	1.000 RMB
All other countries	200 USD

3.9 Supplier Monitoring and Development (IATF 8.4.2)

OPmobility constantly monitors supplier performance to ensure the continuous conformity to OPmobility and customer requirements. Depending on the supply base the supplier performance is available on monthly or quarterly basis. The supplier commits to consult the Vendor Rating indicators regularly on OPmobility supplier portal if it's not provided per e-mail and must inform the responsible plant SQE's without request regarding any deterioration.

All the rules for calculation are available upon request if not accessible through the OPmobility web portal. All supplier who are not rated in the best category (i.e. good performing supplier) must define an action plan and make it obtainable upon request. OPmobility will track and monitor the activity and request additional audit and or self-assessment depending on supplier performance or risks identified.

Selected suppliers will receive specific objectives that represent an intermediate improvement step. Suppliers commit to continuously improve the supplied Quality level and recognize that this is not a final acceptable quality level but represents an intermediate continuous improvement step toward our common goal of zero (0) defects and 100% on time delivery. The criteria used to monitor supplier performance may vary depending on the commodity. However, several standard indicators are commonly taken into consideration. These include, but are not limited to:

- **Quality performance**, such as the number of NCNs, Customer Impact, NCN closure times, PPM defect rates, IPBs
- **Delivery performance**, including adherence to delivery schedules and quantities
- **APQP/PPAP performance**, reflecting the component supplier's ability to meet project convergence and PPAP on time requirements
- **Audit results**, based on findings from internal or external assessments
- **Escalation events**, which may indicate recurring or unresolved issues requiring formal intervention

3.10 Supplier Warranty Returns / 0 km return (IATF 10.2.5)

Suppliers shall establish and maintain a robust process for managing field returns in alignment with applicable OEM requirements, such as CQI-14 Consumer-Centric Warranty Management or VDA Field Failure Analysis. It is the supplier's responsibility to proactively obtain, understand, and comply with all relevant OEM warranty requirements that apply to their scope of supply. Unless otherwise specified in a dedicated program by OPmobility or through Customer Requirements, the standard warranty period shall be of seventy-two months or two hundred thousand kilometres from the date of registration of the vehicle or of the installation of the replacement part.

Suppliers are expected to implement a proactive and comprehensive program aimed at reducing warranty and 0 km returns, with the ultimate objective of achieving zero claims. OPmobility and the supplier shall collaborate closely to resolve any issues. In the event of a dispute regarding responsibility, both parties agree to engage an independent ISO 17025 accredited laboratory, mutually approved by OPmobility and the supplier. The findings of this laboratory shall be considered binding, and the costs associated with the analysis shall be borne by the party determined to be responsible.

Suppliers must adhere to all applicable OEM warranty policies. In cases where the OEM applies a warranty factor to a program, OPmobility and the supplier may not receive all failed parts for analysis. Under such circumstances, rejection of parts is not possible, and a Technical Factor (TF) will be applied. All costs related to warranty claims will be charged to the party identified as responsible for the failure code.

The Technical Factors, which are agreed upon and reviewed annually between the OEM and each OPmobility site, will be communicated to the supplier. These factors may vary by part and defect code and can be provided by the plant Quality Management (QM) team upon request. If deeper analysis is required, additional parts may be requested from the OEM for specific regions. The associated costs for such requests shall be covered by the requesting party, whether OPmobility or the supplier.

Suppliers are encouraged to submit supporting data and technical evidence to assist in the review and validation of each applicable Technical Factor.

3.11 No-Trouble-Found (NTF) (IATF 10.2.5)

The No-Trouble-Found (NTF) process addresses situations where a customer returns a part or product due to a suspected failure, but the supplier is unable to replicate or confirm the issue during testing or analysis. This can lead to unresolved quality concerns, repeated returns, and customer dissatisfaction. The NTF process requires suppliers to implement a documented and traceable investigation procedure, ensure transparent communication with the customer, define escalation criteria for recurring cases, apply preventive measures even in the absence of confirmed failures, and systematically collect and analyse data to identify potential trends or systemic issues. Unless otherwise agreed, the following criteria can trigger an NTF case:

- High proportion of "part ok based on field part inspection" (NTF-rate \geq 30% per month)
- High amount of repeating failure mode description through the customer, which cannot be reproduced during the analyse (NTF-rate \geq 30% per month)

During ramp up of new products, the NTF-process should be started also by a lower quantity of parts. In general, starting NTF procedure shall be mutually agreed between the supplier and OPmobility.

4 ACCEPTANCE AND SIGNATURES

The Parties agree that this agreement shall be executed in its original form without any handwritten annotations, alterations, or marginal notes. Any such markings shall be deemed invalid and shall not be considered part of the Agreement. Modifications, amendments, or waivers of any provision of this Agreement shall only be valid if made using the official waiver form provided by OPmobility and duly signed by authorized representatives of both Parties. No other form of amendment, including verbal agreements or informal writings, shall be recognized or enforceable.

Company Name:		OPmobility
Signature:		
Function:		SQ Director
Name:		Dr. Adrian DIETLMAIER
Date:		

APPLICABLE DOCUMENTS

EXTERNAL DOCUMENTS	
VDA Standards	
AIAG Standards	
CQI Standards	

INTERNAL DOCUMENTS	
DIV.O5.PR.33	Supplier Inbound Logistics Manual
DIV.S6.FO.011	Supplier Top Safety Observation Sheet
DIV.S6.FO.025	Commodity Assessment
DIV.S6.FO.024	Specific Invest – Potential Analysis
DIV.S6.WI.019	Supplier Qualification Requirements
DIV.O4.FO.211	Supplier Launch Readiness Review
DIV.S6.FO.010	Product and Process Change Request
DIV.S6.FO.008	Supplier Deviation Request
DIV.S6.FO.010	Product and Process Change Request
DIV.S6.FO.016	Supplier Escalation Process and CSL Process

GLOSSARY

TERMS AND ACRONYMS (IN ALPHABETICAL ORDER)	
AIAG	Automotive Industry Action Group
APQP	Advanced Product Quality Planning (AIAG Manual)
CAPEX	Capital Expenditure
CIP	Supplier - Continuous Improvement Process
Component	Any kind part or component built into the finished product from OPmobility
CQI	Continuous Quality Improvement (AIAG manual for special process audits)
CSLx	Controlled Shipping Level (1, 2, or 3)
CSR	Customer Specific Requirements
DVP&R	Design Validation Plan & Report
FIFO	First In First Out (inventory management)
FMEA	Failure Mode and Effects Analysis
IATF	International Automotive Task Force
IMDS	International Material Data System
IN-BOM	Any material or part built into the finished product
IPB	Incidents per Billion (number of or incidents per one billion parts received)
ISO	International Organization for Standardization
LPA	Layered Process Audits
Mandated	Tier 2 suppliers imposed by the customer (OEM) to OPmobility
MSA	Measurement System Analysis (AIAG Manual)
NCN	Non-Conformity Notification
NTF	No-Trouble-Found
OEM	Original Equipment Manufacturer (Customer)
OPmobility	OPmobility (Tier 1 supplier)
PDCA	Plan Do Check Act
PPA	Production Process and Product Approval (VDA Volume 2)

Post-EOP	Post End of Production
PPAP	Production Part Approval Process (AIAG)
PPE	Personal protective equipment
PPM	Parts per Million (number of or non-conforming parts per one million parts received)
Products	Any part, material, process equipment, tool, packaging (etc....) purchased from the supplier
R&R	Repeatability & Reproducibility (AIAG Manual)
RfQ	Request for quotation
SOP	Start of Production
SPC	Statistical Process Control (AIAG Manual)
SSOW	Supplier Scope of Work (SSOW)
Sub-supplier	A company that provides goods, components, or services to a supplier (Tier 3 Supplier)
Supplier	A company that provides goods, components, or services directly to OPmobility (Tier 2 Supplier)
TEMPO	OPmobility Supplier Portal
Tool	Injection moulding-, stamping tool, grippers, racks used for injection, stamping, assembly or other device directly used at production
VDA	Verband der Automobilindustrie (German Association of the Automotive Industry)
VDA 6.3	Process Audit (VDA)
VDA 6.5	Product Audit (VDA)