

Prepare: Re on: 30.08.2024
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Issue: 2

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VFS-QM-001 Supplier manual quality assurance

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1. Scope and Purpose

This standard regulates the quality assurance of railway components. It specifies the requirements of Vossloh Fastening Systems GmbH (hereinafter referred to as VFS) for the manufacture and delivery based on European standards and national regulations. The goal is to ensure that all products meet the specified quality standards, comply with regulatory requirements, and fulfill customer expectations.

This standard replaces all other delivery instructions except:

- VFS-QM-002 Technical specification for ductile iron ribbed plate
- VFS-QM-003 Technical Specification for Sleeper Screws
- Delivery instructions for coatings

Former general delivery instruction (LV 01/05) and delivery terms for the sampling process (LV 12/03) are covered in this document. If nonreplaced delivery instructions are referring to these two instructions, this supplier manual for quality assurance must be used instead.

2. Sampling process

Sampling is intended to provide proof that the quality requirements agreed in drawings and specifications are met before the start of series production/manufacturing.

2.1. Delivery address

The samples are always to be sent to the following address and are to be labelled distinctively as "**First Samples**" or "**Other Samples**". Therefore, the attached label "Marking for the delivery" should be used.

Vossloh Fastening Systems GmbH Abt. Qualitätswesen Vosslohstr. 4 58791 Werdohl

2.2. Important note before delivery

Established deviations must be verified and accepted by the quality department of VFS before submitting the samples. Therefore, the attached form "Proposal for a special release" must be used. If there is no accepted proposal in case of deviations in the report, the samples will be rejected. The delivery of samples must be announced with the complete documentation via email to Sampling.Cc@vossloh.com.



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The delivery of samples must be accompanied by a complete documentation and include enough samples. If this is not the case, it will have a negative impact to the supplier evaluation.

3. Type of samples

3.1. Other samples

Other samples are products and materials that have not been completely manufactured under the conditions of series production or come from small batches of trial production runs.

The release of other samples is not simultaneously seen as release of series production and does not substitute the procedure of the first sample inspection.

3.2. First samples

The first samples are products and materials that have been manufactured completely by means of the operating facilities for series production and under the conditions of series production.

4. Conduction of sample inspection

4.1. Other samples

VFS will request the other samples with order placement and delivery date from the supplier. All quality features agreed up to this point in terms of drawings and specifications are to be sampled. An agreement between the vendor and the VFS project manager is required in any case.



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4.2. First samples

In different cases of first sampling, following levels apply:

Conditions	Dowel	Springs/ Spring washers	Casted parts	Blanked and milled parts	Welded and forged parts	Screws, bolds and nuts	Miscellaneous plastic parts	Base plates	Angled guide plates	Rail and elastic pads
New components	1	1	1	1	1	1	1	1	1	1
Tool changes	1	3	1	3	1	3	1	1	1	1
New material / Vendor	1	3	3	3	3	1	1	1	1	1
New tools/ molds	1	3	1	3	2	3	1	1	1	1
Relocation of production	1	1	1	1	1	1	1	1	1	1
Change in the production process	1	1	1	1	1	1	1	1	1	1
Downtimes ≥ 1 year	2	3	3	3	3	3	2	3	2	2
Delivery after suspension due to poor quality	1	1	1	1	1	1	1	1	1	1

- Level 1: First samples incl. documentation must be submitted to VFS
- Level 2: An internal first sample procedure is required. The documentation must be submitted to VFS for information.
- Level 3: An internal first piece approval is required. The documentations must be sent to VFS on demand within 24 hours.

Exemptions:

- Level 2 is also valid for new parts cut from existing, released base component.
 Only the key dimensions and dimensions which are affected through the cutting process must be measured for those parts.
- No first sampling is required for small series that are not manufactured under series production conditions or for manual, individual production. Level 3 applies here.
- Not mentioned special cases need to be agreed by VFS.



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In addition, agreements can be made between the supplier and VFS that supplement or restrict these regulations for first sample deliveries. This also applies to the number of parts to be sampled.

In principle, the supplier is obliged to carry out an internal approval and to document this.

All quality characteristics specified in drawings and specifications are to be inspected with reference to dimension, material, function, reliability, surface quality and other characteristics.

If required, compliance with legal regulations (environment, safety, recycling ability) is to be specified in addition.

The following quantities of samples apply to the first sample inspection and the results shall be recorded in the first sample inspection report.

Product group	Quantity for tests	Additional samples
Dowel	1 piece/ cavity	1 piece/ cavity
Springs/ Spring washers	3 pieces	2 pieces
Casted parts	1 piece/ cavity	3 pieces of separated casted test bars for the tensile strength test
Screws, bolds and nuts	3 parts	7 parts
Miscellaneous metal parts	3 parts	2 parts
Miscellaneous plastic parts, tool- or mould- bounded	1 piece/ cavity	1 piece/ cavity
Miscellaneous plastic parts, not tool- or mould- bounded	3 pieces	2 pieces
Base plates	1 piece/ cavity	One shoot each, conditioned and unconditioned
Angled guide plates	1 piece/ cavity	One shoot each, conditioned and unconditioned And prepared samples
		for the impact strength one per cavity

The <u>measured</u> samples must be provided to VFS for a crosscheck. The additional samples (see table above) must be sent along.

Sampling must be conducted in a way that the results will be found repeatable as acquired on the basic population of samples.



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5. Sample testing by the supplier

5.1. Responsibilities

The department clearly defined by the supplier, is responsible for the implementation and accuracy of the test and measurement results of the sample tests.

5.2. Test basis

The basis for the sample tests are the drawings and specifications, agreed between VFS and the supplier. The supplier must ensure that samples are only taken in accordance with clearly legible documents, in particular drawings.

The supplier must use test procedures and test equipment that enable him to properly test products from his own and third-party production for compliance with the specifications provided. If necessary, test procedures must be agreed in good time between the Supplier and VFS.

All measurement and test characteristics must be measured with a reasonable degree of accuracy, taking all influences into account.

If the tests require special test equipment that the supplier does not have, a reliable other test center must be commissioned. The responsibility remains with the supplier in any case.

5.3. Creation of the first sample inspection report

The supplier shall carry out the tests regarding the agreed drawings and specifications. A corresponding fully completed sample test report in accordance with point 5.4 must be prepared for each sampling.

The samples must be clearly identified to ensure allocation to the individual measured values.

The origin from single or multiple molds must be included in the identification. All characteristics must be clearly listed individually with nominal value, limit values and actual values using a position stamp. The numbering of the position stamps must correspond to the numbering in the report.

The actual values must be assigned to the individual sample specimens. Actual values that lie outside the limit values must be clearly and conspicuously marked in the test report.



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5.4. Reporting system/ Forms

The documentation can be based on the template provided by VFS (see appendix), test report in accordance with VDA 2, or a test report based on this in the supplier's template. Dimensional and material tests are always necessary and must be included in the report. VFS specifies which test types must be documented in addition to the dimensional and material tests. In addition to the test results from the supplier, enough space must be left so that the measured values counter-measured by VFS can supplement the test report.

The checklist for the completeness of the documents (see appendix) must be completed and attached to the test report.

5.5. Sample inspections conducted by VFS

After the samples have been submitted and the first sample inspection reports have been provided, VFS will conduct its own tests within the scope of the agreed drawings and specifications at its own discretion. If necessary, a joint inspection can also be performed together with the supplier. If necessary, VFS will conduct an assembling test, also with the participation of the concerned suppliers. A release of the sample by VFS does not relieve the supplier's responsibility of ensuring the quality of its products. The release does not represent a supply contract.

5.6. Overall evaluation by VFS

The overall evaluation can be:

Release

If the product meets all requirements and the documentation is complete. With this, the supplier is entitled to deliver the production quantities in accordance with the order placed by VFS.

Release with condition

If the product does not meet all requirements and/or the documentation is not complete.

This only allows the delivery of a limited quantity and/or under a fixed term. A fixed-term release can only be given if the supplier submits an action plan for the elimination of the deviation and nominates the responsible persons and the date of remedy before the delivery. After that, new first samples are required.

Rejection

If the product does not meet all requirements and/or the documentation is not complete. The deviations are to be remedied. After that, new first samples are required.



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5.7. Retention of first samples/ inspection reports

The supplier shall retain at least the same quantity of samples as provided to VFS (see item 15.1), complete labelled and under suitable storage conditions for at least one year.

The documentation must be retained for at least 15 years.

6. Production control plan

The production control plan must be submitted together with the first sample inspection report. It must content at least:

- Date of issue and change (if applicable)
- Part No.
- Part name
- Drawing No. with index and date of issue
- Contact person
- Inspection characteristics incl. specification and tolerances
- Test method
- Sample size and frequency
- Process parameters
- Process-oriented key characteristics
- Reaction plan in case of deviations

The production control plans must be updated and evaluated in case of any changes, which may have influences on the product or the process. It's possible to create a combined control plan for one certain group of components.

7. Quality assurance

After first sample approval, series production can begin. The following must be considered.

7.1. Incoming goods control

An incoming goods inspection must always be carried out on the raw material to be used. This test or measurement must be carried out in accordance with the current state of science and technology and the applicable regulations (e.g. standards, customer standards, delivery specifications) and must provide a clear statement as to whether the raw material to be used is faultless and can be released for processing. Only approved raw materials may be used for production. The incoming goods inspections carried out must be documented and presented on request.



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7.2. In-process inspection

In-process inspections are required to ensure product quality. The scope and frequency are defined by the manufacturer, considering the manufacturing process and statistical process control. This must be documented in the production control plan (see point 6). The manufacturer is responsible for the product quality.

All relevant documentation shall be available for review by VFS upon request.

7.3. Test certificate

The condition in compliance with the specification must be certified with an inspection certificate 3.1, according to DIN EN 10204 and submitted at the latest, at the day of dispatch. It is required per delivery. The VFS Excel document template must be used for this, which must be sent in Excel format to the e-mail address QW.Zeugnis@vossloh.com Help file is available if needed.

7.3.1. Data in the test certificate

The test certificate must contain the nominal values and the determined actual values as min, max and average value with standard deviation, number of tested parts, for each key dimension, according to the drawing.

For material properties according to material data sheet or standard, the nominal values and the determined actual values as min and max are sufficient.

The test certificate must be complemented with a raw material certificate of the manufacturer in compliance with DIN EN 10204 3.1. The parts supplied, must meet all other specifications, (not mentioned in the specific delivering instruction).

7.3.2. Inspection frequency

The test certificate must include at least the following sample sizes. They are to be understood as documentation requirements and do not define the necessary scope for ensuring product quality. The measuring results from the in-process inspection should be used for the certificates. A separate outgoing goods inspection is not required.



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7.3.2.1. Plastic components

According to VFS material data sheets, if applicable.

Characteristic	Frequency
Key dimensions	1 / 5,000 ¹⁾
Visual check	1 / 5,000 ¹⁾
Density	1 / material batch
Shore hardness	1 / cavity
Moisture content	1 / conditioning process
MFR	1 / material batch
Melting point	1 / material batch
DSC	1 / material batch
Viscosity No. material	1 / material batch
Viscosity No. product	1 / material batch per product
Static stiffness	1 / cavity
Round bar bending test	1 / 1,000
Charpy impact strength	1 / 1,000

7.3.2.2. steel components

According to standards, mentioned on the drawing.

Characteristic	Bolts	Washers	Springs and spring washers	Base plates
Key dimensions	1 / 1,000 1)	1 / 1,000 1)	1 / 1,000 1)	1 / 500 ¹⁾
Visual check	1 / 1,000 1)	1 / 1,000 1)	1 / 1,000 ¹⁾	1 / 500 ¹⁾
Tensile test Rm	3/ heat	3/ heat	_	3/ heat
Tensile test Re	3/ heat	3/ heat	_	3/ heat
Tensile test A	3/ heat	3/ heat	_	3/ heat
Bending test	3/ heat	_	_	_
Hardness HV/ HB	3/ heat	3/ heat	_	_
Spring force	_	_	1 / 1,000 ¹⁾	_
Spring rate	_	_	1 / 1,000 1) 2)	_

¹⁾ But at least 5 pcs.

²⁾ If applicable



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8. Delivery terms

According to our Packaging & shipping instructions.

The max. number of batches per delivery is one. A second batch is only allowed in case of batch change in the production.

8.1. Samples

Additional samples are required for deliveries with a quantity of less than 1,000 pieces, if the delivery will be sent to our warehouse in Lüdenscheid. These samples must be clearly marked and separated from the delivery.

Sample size:

- For tool- or die related parts, 1 piece per cavity, but with a minimum of 5 samples.
- For all other parts min. 5 pieces.

These samples must be taken from the same production as the delivery. They must represent the basic population. Cast iron parts are excluded.

9. Audits

VFS reserves the right to conduct audits at supplier facilities to verify compliance with our requirements.

Audits will be scheduled with reasonable notice.

10. Complaints

We reserve the right to inspect and test all incoming products through us or an external institute.

Any non-conforming products will be reported and must be rectified at the supplier's expense.

We reserve the right to charge any costs arising from the complaint to the supplier.

We expect a confirmation of receipt of the complaint within 24 hours.

A written statement in the form of an 8D report is required within 14 days. It must be sent by email to Complaints.CC@vossloh.com.

11. Warranty condition

In accordance with VFS general purchase condition.



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12. Environment and health

We operate an environmental assurance policy according to ISO 14001 and completed by issues of the EMAS. When supplied, the product and packaging must comply at least with the governmental regulations for the control of hazardous materials. For example, the law against Hazardous Chemicals, Recycling and Waste, related regulations, guidelines, and EU instructions for protection of the ozone-layer, etc.

13. Validity of delivery instructions, norms and other regulations

The supplier must ensure that the required norms and standards, including the DB standards, are available in their current version.

14. Important notes

We herewith indicate that we are applying a certified quality management system according to DIN EN ISO 9001. Therefore, it is required that your quality management system and quality management assurance measures meet the above-mentioned standard specification.

The supplier is obligated, without being asked, to send VFS the current ISO certificate 9001, the Q1 certificate, and the manufacturer-based product qualification (HPQ) for the products to the German DB AG. The supplier immediately informs VFS at loss of any of these certificates.

15. REACH

The supplier is obliged to be aware of his tasks and obligations in accordance with the REACH-VO EG no. 1907/2006. The supplier is obliged for the VFS to inform without being asked, about substances which are listed in the list of candidates or confirm that no such substances are contained. (See Articel 57 of the REACH-VO). After publication of an updated list of candidates, an updated list must be sent without being asked within a month to the VFS GmbH. Planned material changes or process changes must be announced to the quality department of VFS GmbH.It must be guaranteed that the REACH-VO is compiled, and the quality of the products is ensured.



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16. Supplier rating:

The quality score (QKZ) will be evaluated according to the following schema:

1. Result of the incoming inspection (WEP)

a. No deviation
b. Special release
c. Rejection
→ 100%
→ 75%
→ 0%

2. Audit result (AE)

a. Result of the last audit in %

3. Reaction time for answering a complaint (BMT)

a. ≤ 2 Weeks
 b. > 2 Weeks ≤ 3 Weeks
 c. > 3 Weeks
 3 Weeks

4. Results of the first sample test (EM)

a. No deviation
b. Special release
c. Rejection
→ 100%
→ 75%
→ 0%

$$QKZ = \frac{\bar{x} (WEP) \times 1,4 + (AE) \times 1,2 + \bar{x} (BMT) \times 1,1 + \bar{x} (EM) \times 1,3}{(\bar{x}_{(WEP)} > 0 => 1,4) + (\bar{x}_{(AE)} > 0 => 1,2) + (\bar{x}_{(BMT)} > 0 => 1,1) + (\bar{x}_{(EM)} > 0 => 1,3)}$$

The supplier rating is separated into 4 levels:

A $\geq 85 \leq 100$ No action required
B $\geq 70 < 85$ Internal action plan required
C $\geq 50 < 70$ Action plan required, the content and the progress must commit to VFS GmbH
D < 50 Supplier blocked



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17. Supplier's declaration:

The supplier hereby confirms that he has sufficient knowledge and experiences with the materials and the qualities, required by VFS. Furthermore, the knowledge about the use and the installation situation are known to him. In the other case, he is obligate to ask for needed information.

The supplier established the basic assessment of the suitability and informs VFS about these if this turns out negative.

Furthermore, the supplier must inform VFS immediately if he gets knowledge or information, for a non-suitability of the material or the quality of the product.

The delivery items must meet the technical specifications, the construction data, and requirements, described in the technical documents; (drawing, material data sheet and delivering instruction), provided by VFS.

R	е	n	n	a	r	k

The signatories of this contract assure that they are authorized for the company to sign this scope.

City	, date					
Signature Supplier						

Annex

- Form for the First Article Inspection Report
- Proposal for a special release
- Labeling for the delivery
- Checklist for the complete documentation



Proposal for a special release

Supplier:					Article				
Drawing with index:			Ord		er No.:				
	0	NI!I		A street		Danas			
Pos.	Cavity	Nominal		Actual		Reaso	on		
The c	orrection	of the devi	ations	determine the follo	wina e	stimate	d costs ar	nd delay:	
Costs						in days			
Date			Signa	ature supplier					
	ion VEC								
Decis	sion VFS			A t					
				Accepted. First samples can be submitted					
Propo	osal								
				Rejected, corrections required. First samples must not be					
				submitted					
Rema	arks:								
Dete			Ciar	atura V/CC					
Date	Date Signature VFS								

Established deviations must be verified and accepted by VFS before submitting the samples. Therefore, this form must be filled out and sent, together with the complete documentation, to Sampling.CC@Vossloh.com. Incomplete documentations will not be handled. An approval for submitting the samples is not a production release or costs absorption.



Checklist for the complete documentation

Pos.	Requirement	Yes	No	N/A
1	Is the type of report defined? Dimension/ Material/ Function?			
2	Report No. existing?			
3	Are all measurements done and are they documented?			
4	Delivery No. and date existing?			
5	Is the part name clear?			
6	Are the measurements acc. to the latest drawing revision?			
7	Is the reason for sampling, checked on the cover page?			
8	Is there a signature on the report?			
9	Is the responsible contact person named on the report?			
10	Is a valid, correct and readable drawing available?			
11	Are the measuring positions labeled?			
12	Are all necessary instructions available and up to date?			
13	Have all necessary characteristics been measured?			
14	Was the surface condition (like roughness) checked?			
15	Marking OK? Size, position, readability etc.?			
16	Are all noses, ribs etc. at the correct place?			
17	Are material test required and tested?			
18	Has a licensed material been used?			
19	Is he raw material certificate enclosed?			
20	Are not OK results clearly highlighted?			
21	Is a special release required an enclosed?			
22	Are enough samples ready to submit?			
23	Are unconditioned samples required and enclosed?			
24	Are samples for the impact strength required and enclosed?			
25	Is the production control plan enclosed?			



Kennzeichnung für die Lieferung von Musterteilen/ Label for the delivery of samples

Lieferant/					
Supplier:					
Artikelbezeichnung/					
Part name:					
Zeichnung/					
Drawing:					
Versanddatum/					
Shipping date:					
Packstück/	von/ of				
Package:	VOI // OI				
[] Erstmuster/ First samples [] Sonstige Muster/ Other samples					
Bitte umgehend an die Qualitätssicherung weiterleiten.					

					Ausstellungsd	dat	tum/ $D\epsilon$	ate of issi	ıe				
	erant	rprüfbericht											
Supplier				First Sample Test Report									
				Berichtsergebnis/ (3) Messbereich			Report Results (4) Werkstoffber. (5) Funktionsber.						
				(3) Messi	ereich sion Report			verkstoffbe <i>laterial Rep</i>				sber. <i>Report</i>	
			Lieferant			(6) Bericht Nr.			(7) Zeichen				
				Supplier	Rep			rt No.		Sign			
				Abnehmer (Bu		(8) Bericht Nr. Report No.			((9) Zeichen Sign			
				Customer (Purchaser) Lieferanten-Nr.:			кероп	NO.		Blatt 1 von Blatt 2			
				Supplier No.:								et 1 from2	
	ferant/Supplier	¥ .			Abnehme								
	Sachnummer (ZeichngNr.) Article No. (Drawing No.)		gsst./Datum on status/ Date	(13) Sachnummer (Z Article No. (Draw				Änderungsst./Datum Modification status/ Date					
	Benennung Designation			(15) Benenn Designa									
(16) Bestell-/Abruf-Nr.			(1	7) Bestell-/Abi				(18) Werkzeugbestell- Nr.					
Order-/Request- No.			•	Order-/ Requ			Order- No. for the tool						
				20) Lieferscheir						Muster			
Delivery Note- No.				Date of Deli	very Note.	Note.			Quant	ınıtıy			
	D"-Teil (Dokumentationspflichtig						Die für die Erstbemusterung zwischen Besteller						
	O" Product (Product has to be do	-					und Lieferant vereinbarten Spezifikationen sind in folgenden Unterlagen enthalten:						
☐ (22) ja/ yes ☐ (23) nein/ no Grund der Erstmusterprüfung/								he agreed specifications for the first sampling					
	easoning for a First Sample Test				between purchser and following documents:					supplier are included in the			
	(24) neuer Lieferant/ new st	upplier					jouowir	ig aocumeni	S.				
] (25a) neues Teil/ <i>new produc</i>] (25b) neues Werkzeug/ <i>new</i>												
	ion- conditions	,											
	ion- conailions	•											
 ☐ (28) neuer Fertigungsort/ new production place ☐ (29) längeres Aussetzen der Fertigung/ longer stop of the 					production								
	ifergebnisse siehe Folgeblätter: Die Ist-					aufo	geführt.						
Te.	cht eingehaltene Spezifikationen sind du st results you will find on the following	g sheets: The a				er o	of the san	ıple numberin	g.				
	n confirmed specifications are underli erkungen Remarks	ined.			Bemerkunge	n <i>I</i>	Remarks						
20					20		· comanno						
Bes	stätigung/Confirmat	ion			Entsche	e i	duna	/Decisi	o n				
	estätigen/ We confirm,						~ ~ · · · g	, 2 0 0 . 0 .	•				
1.	daß die vorgestellten Erstmuster v				Maß		freige-	(30)	freige-	(34)	abge-	(38)	
	Betriebsmitteln unter serienmäßig worden sind.	en Bedingun	gei	n hergestellt	Dimension		geben		geben		lehnt neue		
	that the introduced First Samples hav standard measurement devices and m				Werkstoff Material		released	(0.)	mit Auf-	(35)	Muste erfor- r	(39)	
2.	· ·				Funktion				lage Releas	(36)	derlich rejected	(40)	
Darstellung in diesem Erstmusterprüfbericht (Abv			bw	eichungen	Function			(0-)	ed with instruc	(30)	new samples	` '	
	davon sind in diesem Bericht beso									(2=)	are		
		ct execution of the First Sample Report and presentation in this uple Report (Deviations from that are mentioned in this report Decision plus (Parks).				(33)	tion	(37) required		(41)			
3.	Auflagen / I	Ins	truction.	5		•	•	•					
nach der jeweils gültigen Zeichnung bzw. Lehre und vorgeschriebenen Funktionsvorschrift zu liefern, entbindet.													
that a release does not dispense the supplier from delivering according to the actual drawings or rather devices and provided specification													
	ю те асшаг arawings or rather devic	ces ana provid	ea	<i>specyication</i>									
-	Name / Hausruf (bei Rückfragen)	Name / Extens	ion	1									
					_								
	Datum verantwortling Pate responsible s	che Untersch	rift	en	Datum/			erantwortlich		rschriften			

	Auss	Ausstellungsdatum / Date of issue					
Erstmusterprüfbericht First Sample Test Report) Meßbericht Dimension Report	(4) Werkstoffber. Material Report	(5) Funktionsbericht Function Report			
Prüfergebnis	Liefer		(6) Bericht Nr.	(7) Zeichen			
(Berichtsergebnis siehe Blatt 1) Test Results	Suppli	nmer (Besteller)	Report No. (8) Bericht Nr.	Sign			
(Result of the Report see Sheet 1)		ner (Purchaser)	Report No.	(9) Zeichen Sign			
Lieferant:		Blatt 2					
Supplier:				Sheet 2 from 2			
Lieferant/ Supplier		A b n e h m e r (Besteller) / In s p e c t o r (ordered Person)					
(10/12) Sachnummer / Benennung Article No. / Designation		(13/15) Sachr Article					
Zeichnungs-Nr.: Drawing No.:			Les				
(42) (43) Merkmal / Soll-Wert Pos. Value / Nominal Pos.	` '	ST-Wert / Lieferant Actual / Supplier (45) IST-Wert / About Actual / Purcha					
7 05.							
46) Bemerkung (Lieferant) Remark (Supplier)			1				
Bemerkung (Abnehmer) Remark (Inspector)							
Datum verantwortliche Unt Date responsible signature		Datum Date		e Unterschriften ature / Purchaser			