

This manual has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for all supplies to OETIKER. The manual is also a tool to assist OETIKER in complying with the IATF 16949 and to develop our suppliers.

编写本手册的目的旨在帮助我们的供应商了解向欧梯克所有供货的采购期望和质量要求。本手册还可作为工具，有助于欧梯克遵循 IATF 16949 的相关规定，并且有助于开发我方的供应商。

The purpose of this Supplier Manual is to define the minimum requirements for all supplies. All suppliers shall be obliged to fulfil the requirements defined in this manual.

本供应商手册的目的旨在规定所有供货的最低要求。所有供应商均有义务满足本手册中规定的相关要求。

In addition, other relevant documents named in this manual shall become applicable with the acceptance of this Supplier Manual. Other local agreements may exist and require supplier acceptance, they have a complementary character.

此外，本手册中指定的其他相关文件应在本供应商手册接受后适用。可能存在其他的需要供应商接受的本地协议，它们具有互补性。

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1. General

概述

- 1.1 The provisions of this supplier manual, hereinafter the Manual, shall apply to all current and future purchase agreements between OETIKER and the supplier. The Manual's provisions will be considered as a supplement to the requirements defined in the purchase order, OETIKER's general purchase terms and conditions and any additional requirements as determined by OETIKER.

本供应商手册（以下简称本手册）的各项规定应当适用于欧梯克与供应商之间的所有现在和未来的采购协议。本手册的各项规定应当被视为采购订单中规定的要求、采购条款与条件以及欧梯克规定的任何其它要求的补充内容。

- 1.2 It is the responsibility of the supplier to make products and provide services that meet the requirements of OETIKER and its customers. The supplier is further responsible for the quality of the products provided by their sub-suppliers and ensuring that they adhere to the same quality requirements to which the supplier is obligated.

供应商的责任是确保生产的产品和提供的服务满足欧梯克及其客户的要求。供应商还负责其分供方提供产品的质量，并确保其遵循相同的质量要求。

- 1.3 It is the supplier's responsibility to inform OETIKER of any change to the status of an approved quality or environmental certification and to provide proof of new or updated certification upon receipt from an approval body.

供应商有责任将已批准之质量或环境认证状态的任何变化告知欧梯克，且在收到批准机构之全新或更新认证后提供证明。

- 1.4 The Manual is of unlimited duration. OETIKER shall dully notify in writing to the supplier the latest released version of the Manual. Any updates of the Manual will be notified electronically if there are any substantial revisions. Failure to maintain the Manual with OETIKER may result in the supplier being blocked for existing and future business and/or removed from the approved supplier listing

本手册效力为无限期。欧梯克应以书面方式将手册的最新发布版本通知供应商。如有任何实质性修订，则以电子方式通知本手册的任何更新。未与欧梯克共同维护手册可能会导致供应商现有及将来业务受阻和/或从已批准之供应商名录里移除。

- 1.5 The supplier and OETIKER shall keep all details of any communication, verbal or written, confidential. For the exchange of confidential or sensitive information a Non-Disclosure Agreement (NDA) shall be signed.

供应商和欧梯克应就所有口头或书面交流的所有细节予以保密。对于机密或敏感信息的交换，应予以签署保密协议（NDA）。

- 1.6 The supplier and OETIKER shall comply at all times with the data protection legislation applicable and shall not perform any obligation under this Manual in such a way as to breach any obligations under data protection legislation

供应商和欧梯克应始终遵守适用的数据保护法规，且不得以违反数据保护法规项下任何义务的方式履行本手册的任何义务。

2. Supplier Categories

供应商类别

Given by the impact of the influences to product and services that OETIKER is providing to the customers we categorize the supplier in three groups:

根据对于 OETIKER 提供给客户之产品和服务的影响， 我司将供应商分为三类：

- **DIRECT SUPPLIERS.**
直接供应商。
- **INDIRECT SUPPLIERS.**
间接供应商。
- **SERVICE SUPPLIERS.**
服务供应商。

This allows us to identify and mitigate risks.

这使得我司能够识别及规避风险。

This supplier manual is valid only for category **INDIRECT SUPPLIERS.**

本供应商手册仅对间接供应商类别有效。

3. Supplier Selection

供应商选择

To get an approved OETIKER supplier status, the candidate must pass the following selection process:

为获得欧梯克批准供应商的资格， 候选供应商必须通过下列选择流程：

- **Self-assessment**
自我评估
- **Supplier manual agreement**
供应商手册协议
- **Acceptance of the ordering specifications**
接受订单规范

Further on-site audits may be also needed.

此外可能还需要进一步的现场审核。

4. Auditing and Verification

审核与验证

OETIKER and its customers reserve the right to examine, evaluate and audit the processes and quality assurance measures of the supplier and its sub-suppliers at any time, with advanced notification.

欧梯克及其客户保留在提前通知情况下随时检查、评估和审核供应商及其子供应商之流程和质量保证措施的权利。

5. Change Management

变更管理

- 5.1 The supplier must give an advanced notice to OETIKER for any proposed change to the supply chain, the product, the production processes, the manufacturing location and/or the warehouse location that might affect the products supplied. Change will be notified through the Supplier Change Request form stored in the section Supplier Document at <https://oetiker.com/en/Downloads/>. Oetiker approval for proposed change is needed before products are dispatched.

供应商须就可能影响所供产品之供应链、产品、生产流程、生产地点和/或仓库地点的任何拟议变更提前通知欧梯克。通过 <https://oetiker.com/en/Downloads/> 之供应商文件一栏所存的《供应商变更申请》表格来通知变更。产品发货前需获得欧梯克对拟议变更的批准。

- 5.2 Early warning and deviation permits: the supplier shall notify OETIKER of any significant deviation of the process, products, packaging from their internally defined quality requirements and parameters using the template OEGR-F-0141 Supplier Request for Deviation Approval stored in the section Supplier Document at <https://oetiker.com/en/Downloads/>. Such a notification has to be sent in advance and detailed with potentially affected deliveries and describe potential consequences of the deviation. Deviation approval is required prior the dispatch of the goods.

预警和偏差许可：供应商应使用 <https://oetiker.com/en/Downloads/> 之供应商文件一栏所存的模板 OEGR-F-0141 《供应商偏差批准申请》将流程、产品、包装与其内部定义的质量要求和参数之间的任何重大偏差通知欧梯克。该通知必须提前发送，详述可能受到影响的交付且描述偏差的潜在后果。产品发货前需获得偏差批准。

6. Delivery and Transport

交付和运输

- 6.1 OETIKER expects a delivery performance which is in accordance with OETIKER's schedules on-time and quantity.

欧梯克期望交付执行情况与欧梯克时间表一致（按时、按量交付）。

- 6.2 Delivery must be in accordance with OETIKER's normal receiving hours, unless otherwise agreed. Information must accompany each delivery to identify the supplier, the product(s) and quantities, the reference/order number, and hazardous material or environmental notification. OETIKER may specify additional requirements previously

agreed with the supplier.

除非另有约定，否则必须按欧梯克正常接收时间进行交付。每次交付时必须附有用于识别供应商、产品和数量、参考/订单编号及有害物质或环境通知的信息。欧梯克可指定与供应商提前商定的其他要求。

6.3 Packaging must be sufficient and according to the agreed specifications to ensure no damage to the product(s).

包装必须充分且符合商定的规格，以确保产品不会受损。

- 6.4 For tools and spare part suppliers documents like dimensional report, raw material certificate and heat treatment certificate could be required to be attached with every delivery.

对于工具和备件供应商而言，每次交付时可能需要附上尺寸报告、原材料证书和热处理证书等文件。

7. Supplier Evaluation and Escalation Process

供应商评价及升级流程

- 7.1 The supplier is expected to maintain a production and quality system to provide zero defects culture. In order to achieve the target of zero defects, the supplier shall have an active continuous improvement program in place.

供应商应维持生产和质量体系，以提供零缺陷文化。为达成零缺陷目标，供应商应制定积极的持续改进计划。

- 7.2 All suppliers will be assessed according to our supplier evaluation process in order to ensure conformity of externally provided products, processes & services to internal & external customer requirements.

所有供应商将根据我司供应商评估流程进行评估，以确保外部提供之产品、流程及服务符合内外客户要求。

- 7.3 The following indicators will be monitored:

监测如下指标：

- a) Delivered product conformity to requirements, named as SQD
交付产品符合要求，即 SQD
- b) Customer disruptions caused by suppliers, named as SCD
供应商对客户造成的干扰，即 SCD
- c) Delivery schedule performance, named as SDP
交付时间计划表履行情况，即 SDP
- d) Environmental disruptions caused by suppliers, named SEP
供应商导致的环境破坏，即 SEP

- 7.4 The supplier will be rated for each indicator by an A-, B- or C-classification.

将针对各项指标将供应商评定为 A 级、B 级或 C 级。

- 7.5 Reaching B- and/or C-classification can initiate an escalation process to improve the supplier performance. The supplier should support the OETIKER defined escalation steps.

达到 B 和/或 C 级将启动升级流程以提高供应商的绩效。供应商应当执行欧梯克规定的升级步骤。

8. Corrective Action

纠正措施

- 8.1 It is of high importance that the supplier starts the problem solving process upon notification. It is critical that appropriate actions occur immediately to contain the problem and avoid any further disturbances to production or potential quality hazard. 供应商一经通知后立即启动问题解决流程非常重要。关键在于应立即采取适当措施来控制问题，且避免对生产造成任何进一步干扰或潜在质量危害。

When notified of a non-conformance suppliers are requested to react in accordance with the following timelines:

收到不符合项通知时， 供应商须根据如下时间线作出反应：

- **24 Hours: Acknowledge receipt of quality notification. Begin containment activities and if needed include sorting internally, in transit and at Oetiker facilities. Problem analysis started. Identify other Oetiker sites at risk.(Email or other communication such as 8d)**
24 小时：确认收到质量通知。开始围堵措施且在必要时实施包括内部、运输途中及欧梯克处的全选。开始问题分析。识别其他有风险的欧梯克场所。（电邮或其他沟通方式例如 8d）
- **48 Hours: Containment completed and short term corrective action fully implemented.(Email or other communication such as 8d)**
48 小时：完成围堵和充分执行短期纠正措施。（电邮或其他沟通方式例如 8d）
- **14 days: Root Cause analysis complete for both occurrence and non-detection, permanent corrective action defined and implemented.(Timing starts after confirmation and acceptance of non-conformance.) (Supplier to Submit 8d)**
14 天：完成产生和流出的根本原因分析，制定且实施永久纠正措施。（计时从确认和接受不符合开始）（供应商需提交 8d）
- **28 days: Effectiveness of permanent corrective action checked and recurrence prevented.(Supplier to Submit 8d)**
28 天：确认永久纠正措施的有效性且防止再度发生。（供应商需提交 8d）

If the resolving time lasts longer than **28 days**, the supplier must reach an agreement with the quality contact at Oetiker

如果解决时间超过 28 天， 供应商必须与欧梯克的质量联系人达成协议

- 8.2 If the supplier is liable for the defect products, the supplier must arrange immediately actions for collection and replacement of defective products or arrange actions for sorting or reworking at a location specified by OETIKER.

如果供应商对缺陷产品负有责任， 则供应商必须立即安排收集和更换缺陷产品， 或安排

在欧梯克指定地点处进行分选或返工。

- 8.3 Should the supplier fail to respond on time OETIKER will take appropriate measures to ensure production is not jeopardized. All actions will be documented and costs tracked (see “9 Failure Costs” below).

如果供应商未能及时响应，则欧梯克将采取适当措施确保生产不会受到危害。将记录所有措施且跟踪成本（见下文“9 缺陷成本”）。

- 8.4 The supplier must update the 8D (or similar) document regarding the identification of the root cause(s), actions taken to prevent recurrence, and verification that the actions have been effective. OETIKER has to be informed on a regular base until the issue is closed.

供应商必须根据根本原因的识别、采取的防止再发的措施，及措施有效性验证来更新 8D（或类似）文件。供应商需定期通知欧梯克，直至问题关闭。

- 8.5 **Quality Complaint Escalation 质量投诉升级**

In the event a Supplier does not communicate in a satisfactory method regarding claims which meets Oetiker expected timelines (as listed in the relevant supplier manual), the SD/CM in charge will initiate regularly scheduled meetings to correct the situation. If regular meetings do not correct the situation or if the same behavior is reoccurring then further actions such as onsite face to face meetings, onsite audit and/or onsite management intervention meetings could be initiated.

If all options taken do not correct the situation, then supplier could be placed on “New Business Hold” status.

如果供应商未能按照欧梯克期望的时间点（如相关供应商手册中所列）就抱怨进行有效的沟通，负责该供应商的供应商开发/品类经理将组织定期会议纠正这种情况。如果定期会议无法纠正该状况，或者同样的行为再次发生，将采取进一步的措施，如面对面会议，现场审核和/或现场管理干预会议。

如果所有的措施已经实施仍无法纠正该情况，供应商将被设置为“新项目暂停”状态

- 8.6 Oetiker concern will be deemed as closed with an official closing confirmation is sent to supplier.

向供应商发送正式关闭确认，视为欧梯克确认问题已关闭。

- 8.7 OETIKER reserves the right for an escalation audit on a management level upon reasonable prior notice to the supplier, and during regular business hours at supplier's offices and shall not interfere unreasonably with the Supplier's business activities, if:

在下列情况，欧梯克保留在合理地事先通知供应商、供应商办公室正常工作时间且未有不合理地干扰供应商业务活动的情况下进行针对管理水平的升级审核的权利：

- The supplier is not following the requirements regarding “Supplier deviation notification”.

供应商未遵守有关“供应商偏差通知”的要求。

- The supplier makes any changes in the supply chain, the product, the production processes, the manufacturing location and/or the warehouse location without the approval from OETIKER whenever these changes affect the products supplied.

在未经欧梯克批准的情况下，供应商对供应链、产品、生产过程、生产地点和/或仓库地点进行任何变更（只要该等变更影响到所供产品）。

- Improper quality performance as a result of unstable internal or external processes.

因内外过程不稳定导致的不当质量绩效。

9. Containment Actions and Failure Costs

围堵措施及失效成本

- 9.1 In the event the defective product is found, OETIKER will take reasonable actions necessary to maintain production at OETIKER or customer location(s). All costs incurred will be documented and may include, but is not limited to, inspection, premium freight, and travel and expenses to and from customer sites. All or some of the costs incurred may be charged to the supplier (the costs could be covered by an insurance-solution, which is limited to a defined level).

一旦发现缺陷产品，欧梯克将采取合理措施以维护欧梯克或客户处的生产。所产生的全部成本将记录在案，且可能包括但不限于检验费、超额运费，和往返于客户处的差旅费。所引发的全部或部分成本可向供应商收取（该成本可由保险解决方案支付，但仅限于规定水平）。

- 9.2 If reasonable, subsequent deliveries must be inspected at supplier cost, until effectiveness of corrective actions can be ensured. The evidence has to be shown for an adequate and from OETIKER approved quantity and period.

如果合理，后续交付需由供应商承担费用进行检验，直至纠正措施的有效性可以得到保证。证据要充分且数量和范围需要得到欧梯克的批准。

- 9.3 Inspected parts must be suitably identified with sort labels.

经检验的部件须适当地张贴全选标签。

10. Documentation

文档

The supplier and their sub-suppliers must keep quality records on file to ensure 100% traceability of products back to the date of manufacture or receipt. OETIKER will specify the required data and retention period. If no date is specified, the documentation must be kept for at least 10 years. The supplier must make these available on request by OETIKER or the customer.

供应商及其子供应商必须将质量记录存档，以确保产品可 100% 追溯至生产或接收日期。欧梯克将规定所需数据及留存期限。如果未规定日期，则文档必须保存至少 20 年。欧梯克或客户要求时，供应商必须提供这些文档。

Renewed management certifications must be sent without request to your purchasing contact

更新的管理证书必须无条件地发送给采购联系人

11. Testing and Inspection by OETIKER

OETIKER 测试及检验

OETIKER reserves the right to participate in tests and inspections carried out by the supplier and their sub-suppliers, to have inspections observed by an authorized third person, and to carry out inspections of products and system from the supplier, if deemed necessary.

欧梯克保留参与供应商及其子供应商所实施之测试和检验、由授权第三方监督检验以及在必要时从供应商处对产品和系统进行检验的权利。

12. Code of Conduct / Sustainability

行为准则/可持续性

- 12.1 OETIKER expect our supplier to act according to our Business Partner Sustainability Standard (Code of Conduct) available at section Supplier Document at <https://oetiker.com/en/Downloads/> which outlines the basic rules for decision-making and specifies what is in violation of legal, ethical and moral norms. Oetiker's expectations of conduct in the areas of human rights, labor standards, business ethics, environmental protection and safety are outlined. Oetiker expects our suppliers to communicate these requirements to their employees as well as to their own suppliers and to ensure compliance.

欧梯克希望供应商按照我司的《商业合作伙伴可持续性标准》（行为准则）行事，该标准在 <https://oetiker.com/en/Downloads/> 之供应商文件一栏可查，其概述了决策的基本规则且规定了哪些为违反法律、伦理和道德规范。概述了欧梯克在人权、劳动标准、商业道德、环境保护和安全方面的行为期望。欧梯克希望我们的供应商将这些要求传达给其员工及其自己的供应商，以确保合规。

- 12.2 Oetiker engage our suppliers to undertake the assessment in a sustainability system, Oetiker will provide all needed information prior. The assessment covers the areas of environment, labor & human rights, Ethics and sustainable procurement and are in alignment with Oetiker Supplier CoC and suppliers should strive to provide as much information as possible. Suppliers who are asked to join the assessment will be expected to undertake the assessment within the time period specified in the system. 欧梯克鼓励我司供应商在可持续系统中进行评估，欧梯克将事先提供所有必需信息。该评估涵盖环境、劳动与人权、道德和可持续采购等方面且与欧梯克供应商行为准则保持一致，供应商应尽力提供尽可能多的信息。被要求参加评估的供应商需在系统规定的期限内进行评估

13. Regulatory and Statutory Requirements

监管和法定要求

13.1 The supplier must ensure that products and services delivered comply with all relevant with all applicable laws, with all regulatory requirements on occupational and public health and safety and as well as environmental protection. These for the country of manufacture as well as in the country of sale. Supplier must ensure that all statutory and regulatory requirements are passed on to the complete supply chain.

供应商必须确保所交付的产品和服务符合所有相关适用法律以及职业、公共健康安全和环境保护方面的所有监管要求。这些适用于生产国以及销售国。供应商须确保将所有法定和监管要求传达至整个供应链。

13.2 The supplier must provide all regulatory required documentation for the products and services delivered (e.g.: safety data sheets; marking and labeling of hazardous materials; machines safety conformity declarations associated with operation manual and technical file; etc.) in the languages available from the supplier.

供应商须以供应商可用语言就所交付之产品及服务提供全部监管所需文件（例如安全数据表；危险材料标记和标签；与操作手册和技术文件相关的机器安全符合性声明等）。

13.3 OETIKER would encourage that the supplier establishes and maintains an environmental management system in accordance with ISO 14001 or equivalent. At least, environmental procedures should be in place covering the manufacture and delivery (e.g. durable, recyclable packaging) of the products or services in question.

欧梯克鼓励供应商根据 ISO 14001 或等效标准建立及保有环境管理体系。至少应制定环境程序，涵盖相关产品或服务的生产和交付（例如耐用、可回收包装等）。

13.4 The European End-of-Life-Vehicles Directive 2000/53/EC (ELV) that was entered into force on October 21, 2000, imposes specific rules for materials used in cars. All suppliers of OETIKER are responsible to ensure that materials and components supplied to OETIKER are in compliance with the ELV-Directive and its latest valid version of the related Annex II to the European Commission Decision.

2000年10月21日生效的欧洲报废汽车指令 2000/53/EC (ELV) 对汽车所使用的材料作出了具体规定。欧梯克所有供应商均有责任确保提供给欧梯克的材料及组件符合 ELV 指令及欧洲委员会决策相关附录 II 的最新有效版本。

13.5 OETIKER suppliers must be registered as an IMDS user and are required to report the contents of the products they supply to OETIKER in the IMDS under the respective IMDS ID Number Refer to the following link for more information about IMDS:

<http://www.mdsystem.com> Liability rests with the supplier in the event of that components being supplied to OETIKER do not conform to the relevant statutory requirements.

欧梯克供应商必须注册为 IMDS（国际材料数据系统）用户且需在 IMDS 中以各自 IMDS ID 号报告其向欧梯克所提供产品的内容。有关 IMDS 的更多信息，请参阅如下链接：

<http://www.mdsystem.com>。如果向欧梯克提供的部件不符合相关法定要求，则供应商应承担 responsibility。

13.6 In the case of wooden pallets or containers with phytosanitary treatment, the supplier ensures that NIMP-15 specification is respected for the entire supply chain.

对于经过植物检疫处理的木质托盘或容器，供应商确保整个供应链遵守 NIMP-15 规范。

13.7 Other regulatory and statutory requirements or customer specific requirements may occur and will be communicated separately.

可能会有其他监管和法定要求或客户特定要求，将单独进行传达。

14. Intellectual Property

知识产权

The supplier ensure that the parts / components delivered are exempted from any claims on the part of a third party.

供应商确保所交付之零部件免于第三方索赔。

15. Contingency Plan

应急计划

Suppliers shall develop a contingency plan for potential catastrophes disrupting product flow to OETIKER and advise OETIKER at the earliest in the event of an actual disaster. In an actual catastrophe, suppliers shall provide access to the OETIKER tools and/or their replacements.

供应商应当针对可能对欧梯克供货造成影响的潜在灾难而制订应急计划，并且在发生实际灾难时第一时间通知欧梯克。一旦发生实际灾难，则供应商应当为欧梯克提供工具及/或相关替代品。



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16. Agreement to Comply

同意遵守

As an authorized representative of the supplier, I certify that supplier agrees to comply with and adhere to this revision of the supplier manual.

作为供应商的授权代表，本人证明供应商同意遵守此版本的供应商手册。

This manual is finally interpreted in English, Chinese version is for reference only.
本手册的最终解释以英文为准，中文仅供参考。

Supplier Name

供应商名称

Product liability Insurance

产品责任保险

Insurance name / Policy no.

保险名称/保单编号

Insured coverages

保险范围

Address

地址

Date

日期

Printed Name

印刷体姓名

Title of Signatory

签署人职务

Signature

签名

Do not fill out this section – only for internal use
请勿填写本节 - 仅供内部使用

Release of confirmed supplier manual (please confirm with date & initials)

经确认之供应商手册的发布 (请以日期和首字母确认)

declined 拒绝

Accepted 接受

CM / Purchasing

declined 拒绝

accepted 接受

SD / SQA



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Comments 注释:
