

ZF Friedrichshafen AG · 88038 Friedrichshafen

Board of Management

Abteilung/Dept. TQ-C
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Ihre/Your Ref.
Unsere/Our Ref.

Datum/Date 2011-07-18

New Edition of QR83 – ZF Quality Directive for Suppliers
Basis for successful cooperation

Dear Madam/Sir,

In order to emphasize our suppliers' strategic importance, ZF named 2011 the "Year of the Supplier". This helped us to sensitize the subject and create awareness of supplier-specific topics.

With a value added share of 60% on average, our suppliers contribute decisively to our products' competitiveness.

With this communication, we want to submit **QR83 "Quality Assurance Directive for Purchased Items"** in its 2011 edition.

The decisive changes compared to the 2006 edition are the following:

- Expansion of the scope of application to electronic components and software
- Further development of ZF requirements regarding quality planning
- Processing of complaints: complemented by the VDA requirement "Field Failures Analysis"
- Reference of the elements to ISO/TS 16949 in every chapter - for better referencing
- Requalification (planning and proof) - for clarification of claims
- Verification management of critical characteristics / traceability - adaptation to legal amendments
- Maturity level assurance for new parts for common risk minimization in the product evolution process
- Revised and new communication forms

Chairman of the Supervisory Board: Prof. Dr. Giorgio Behr
Board of Management: Hans-Georg Härter (CEO), Reinhard Buhl, Rolf Lutz, Dr. Peter Ottenbruch,
Dr. Michael Paul, Dr. Konstantin Sauer, Dr. Stefan Sommer, Dr. Gerhard Wagner
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We expect you, our supplier, to approve and implement the requirements of QR83.

We would like to ask you to please confirm your acknowledgement of QR83 via the enclosed **Feedback Form** within six weeks after receiving this communication.

We are looking forward to our future partnership and trusting cooperation so that, together with you, we can continue to guarantee our success on the market.

Yours faithfully

Member of the Board of Management
Responsible for: Materials Management



Dr. Stefan Sommer

Head of Group Quality Management
Production



Dr. Heiner Wannemacher

Annex

Feedback form "QR83 - 2011, Confirmation of Acknowledgement"

Feedback Form "QR83 - 2011 Edition"

Please send the form back **by Sept. 15, 2011** to:

By post:

ZF Friedrichshafen AG
Group Quality Management Customer/Supplier
H. Hamann, TQ-C dept.

Graf-von-Soden-Platz 1
D-88046 Friedrichshafen

Or by mail:

QR83-2011.Anerkennung@zf.com

QR83 – 2011 Confirmation of Acknowledgement

Herewith we confirm our acknowledgement of QR83 – 2011 edition- for all present and future deliveries.

Company name: _____

Location: _____

Name: _____ Function: _____

Dept. : _____ Tel: _____

ZF locations delivered to: _____

Location: _____ Date: _____

Signature: _____ Company Stamp: