

Supplier Quality Assurance Manual - SQAM



Chinese

B/S/H/	Supplier Quality Assurance Manual	Doc.-ID: 60100013219663
Quality Directive		Rev, Seq: B1 Date: 09.09.2026

Dear Partner, Service Provider and Supplier,

尊敬的合作伙伴、服务提供商、供应商：

Customer satisfaction regarding quality in all areas is the key criterion for the success of BSH Home Appliances Group and for you as a supplier whose PRODUCTS are integrated into BSH PRODUCTS. To satisfy the highest demands, we need reliable and competent suppliers who feel an obligation to uphold the common objectives and quality level of BSH.

客户对所有领域质量的满意度是 BSH 家用电器集团取得成功的关键标准，也是您作为其产品已集成到 BSH 产品中的供应商的关键标准。为了满足最高的需求，我们需要可靠有能力且有义务维护 BSH 的共同目标和质量水平的供应商。

We, at BSH, promise our consumer top quality and we take this responsibility very seriously. This is why we expect you, our partner, to make the same promise to us. Zero defects strategy and continuous improvement are two of the most important quality requirements for keeping this promise. Higher customer expectations make it necessary to continuously improve all PRODUCTS, assemblies, materials services and processes.

我们 BSH 承诺我们的消费者最高的质量，我们非常认真地对待这一责任。这就是为什么希望我们的合作伙伴你也向我们作出同样的承诺。零缺陷策略和持续改进是实现这一承诺的两个最重要的质量要求。更高的客户期望就必须持续改进所有产品，装配体，材料服务和流程。

For us, quality begins with early binding and comprehensive coordination with you, our supplier, and is a priority throughout the product development process right up to series production. To ensure consistently high product quality, we provide relevant processes and documents for all coordination throughout the entire life cycle of a component.

对我们而言，质量始于与您 (我们的供应商) 的早期约束和全面协调，是产品开发过程中的优先事项，直至产品系列生产。为了确保产品质量始终如一，我们为部件整个生命周期的所有协调提供相关流程和文档。

This document does not constitute a binding document and is solely intended as an aid for suppliers of BSH when dealing with our Process Requirements. The Supplier Quality Assurance Manual is based on the contents of the Quality Management Agreement, which is signed either on its own on conclusion of a contract or in conjunction with the Framework Agreement of BSH and their subsidiaries.

本文档不构成有约束力的文档，仅用作 BSH 供应商在处理我们的流程要求时的帮助。《供应商质量保证手册》以《质量管理协议》的内容为基础，该协议可以是在签订合同时自行签署的，也可以是与 BSH 及其子公司的框架协议一起签署的。

This and further supporting documents can be found on the BSH ONE Communication Platform (OCP):

本文档和其他支持文档可在 BSH One Communication Platform (OCP) 上找到：

<https://ocp.bsh-group.com/en/documents>

We look forward to a successful collaboration! 我们期待着成功的合作！

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Terms and Abbreviations 术语和缩写

8D	Eight Disciplines Problem Solving methodology	8D 问题解决方法
CIP	Continuous Improvement Process	持续改善流程
CQP	Component Qualification Planning	部件合格认证计划
CRS	Change Request Supplier	供应商变更申请
ESN	Einkaufsschlüsselnummer = Material Main Group	材料组号
FIFO	First In, First Out principle, first items added to a system should be the first ones to be removed or processed	先进先出
Field	In use at the customer / in the market.	市场
FMEA	Failure Modes and Effects Analysis	失效模式和影响分析
FOT	First Out of Tool parts	首模件
Initial samples	Parts manufactured using the final production equipment and tools under regular production conditions	释放样件（用于量产的生产条件下做出来的样件）
MSA	Measurement System Analysis	测试系统分析
Pilot production	Manufacture of initial samples at the supplier's plant	试生产
PQM	Product Quality Monitoring	产品质量监控
PRODUCTS	Goods and services produced by the BSH supplier for BSH	提供给 BSH 的产品及服务
Reference samples	Reference samples are essential tools that help ensure accuracy, consistency, and reliability in various processes	参考样品
RFQ-R	Request for Quotation Request	报价申请
SIR	Sample Inspection Report	样品检验报告
SPC	Statistical Process Control	过程统计
SQE	Supplier Quality Engineer	供应商质量管理工程师
QMA	Quality Management Agreement	质量管理协议

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1 General Agreements 总要求

Like BSH is committed to its customers, the supplier is also committed to BSH's zero-defect philosophy. The quality "0 defects" is an absolute requirement which can only be achieved through joint effort. The supplier undertakes in this context to proactively demonstrate to BSH the relevant strategy.

与 BSH 对其客户的承诺一样，供应商也需致力于 BSH 的零缺陷理念。质量“0 缺陷”是一项绝对要求，只有通过共同努力才能实现。在这方面，供应商承诺积极向 BSH 展示相关策略。

1.1 Quality Management System 质量管理体系

The supplier shall employ an adequate, efficient and reliable quality management system, which must always correspond to the state of the art and shall be adapted as appropriate (e.g. management systems based on DIN EN ISO 9001 or ISO 9001). The expiry of a certificate without planned re-certification must be notified to the BSH Purchasing Manager at least three months before the expiry date. The withdrawal of a certificate must form the subject of immediate notification.

供应商应采用适当，高效和可靠的质量管理系统，该系统必须始终符合最新的标准，并应根据需要进行调整（例如基于 DIN EN ISO 9001 或 ISO 9001 的管理系统）。证书到期而未经过计划的重新认证，必须至少在到期日三个月前通知 BSH 采购经理。撤回证书必须做为立即通知的主题。

Alternatively, following approval by BSH, an audit by BSH can also serve as proof if a non-certified quality management system is used by the supplier. The supplier shall manufacture and test the PRODUCTS in accordance with the rules of the agreed quality management system.

或者经 BSH 批准，如果供应商使用未经认证的质量管理系统，BSH 的审计也可以作为证据。供应商应按照商定的质量管理体系的规则生产和测试产品。

Should it transpire that the quality management system employed does not meet the specified requirements, the supplier undertakes to immediately improve the system to ensure conformity. To this end, the supplier shall submit binding schedules, which are subject to approval by BSH.

如果供应商认为所采用的质量管理体系不符合规定的要求，则承诺立即改进该体系以确保符合要求。为此，供应商应提交有约束力的时间表，这些时间表须经 BSH 批准。

If valid certificates and / or binding schedules are not available and the supplier is responsible for this, BSH shall be entitled to terminate existing supply contracts and the framework agreement without notice following a prior unsuccessful warning.

如果没有有效的证书和 / 或有约束力的时间表，供应商应对此负责，BSH 有权在事先发出失效警告后立即终止现有的供应合同和框架协议，恕不另行通知。

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1.2 Supplier Management for Sub-Suppliers 子供应商管理

The supplier shall be obliged to ensure that the execution and supply of the PRODUCTS are free of defects including all parts of PRODUCTS also supplied to him by third parties (referred to below: "sub-suppliers").

供应商有义务确保产品的执行和供应不存在缺陷，
包括第三方 (以下简称“子供应商”) 向其提供的所有产品部件。

The use of sources of supply prescribed by BSH does not release the supplier from the responsibility to ensure the quality of the procured PRODUCTS.

使用 BSH 规定的供应来源并不能免除供应商确保采购产品质量的责任。

The requirements of BSH on its suppliers shall equally apply to all sub-suppliers. All manufacturers included in the production chain must employ suitable quality management systems to guarantee the quality of the final product. The supplier is thus obliged to plan and carry out audits or to request evidence of adequate quality assurance systems from sub-suppliers. The supplier is responsible for monitoring the appropriate measures of the sub-supplier to guarantee the agreed quality.

BSH 对其供应商的要求同样适用于所有子供应商。生产链中的所有制造商都必须采用合适的质量管理体系来保证最终产品的质量。因此，供应商有义务计划和进行审计，或向次级供应商索取足够质量保证制度的证据。供应商负责监控子供应商的适当措施，以保证商定的质量。

Any planned change of a subcontractor must be reported to the BSH Purchasing Manager and approved by BSH if this is necessary after mutual agreement.

分包商的任何计划变更都必须向 BSH 采购经理报告，并在双方同意后获得 BSH 批准 (如果有必要)。

1.3 Auditing by BSH 审核

The supplier shall allow BSH to verify whether all quality requirements of BSH are being met by supplier. Depending on the situation, this may take the form of a quality-related or technical discussion or a system, process, or product audit. BSH will announce an audit in a timely manner.

供应商应允许 BSH 验证供应商是否满足 BSH 的所有质量要求。视情况而定，这可能采取与质量相关或技术讨论或系统，流程或产品审核的形式。BSH 会及时告知审核计划。

As an ISO-certified company (ISO 9001, ISO 14001, ISO 45001, ISO 50001), BSH is obliged to evaluate the management systems and basic process capabilities of our suppliers. We do so through on-site audits. All our audits are based on a BSH-specific questionnaire that covers all our expectations towards our suppliers. As a Bosch Group company, we use multiple tools and training documents applied globally within Bosch—such as the "14 Quality Basics." Therefore, some of our documentation may refer to global Bosch standards.

作为一家通过 ISO 认证的公司 (ISO 9001, ISO 14001, ISO 45001, ISO 50001)，BSH 有义务评估我们供应商的管理系统和基本流程能力。我们通过现场审计来实现这一点。我们的所有审计都基于针对 BSH 的调查问卷，该调查问卷涵盖了我们对供应商的所有期望。作为博世集团的一家公司，我们使用了多种在博世内部应用的工具和培训文档，例如“14 质量基础知识”。因此，我们的一些文档可能会引用全球博世标准。

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Further supporting documents can be found on the ONE Communication Platform (OCP) → section Supplier Enabling Supporting Documents → 14Q-Basics:

<https://ocp.bsh-group.com/en/documents>

The supplier shall grant BSH access to his entire business premises and to all testing stations, warehouses, and adjacent areas in which the PRODUCTS to be supplied are developed, manufactured and / or stored. BSH shall be permitted here to inspect the procedures, documents, and records of the supplier where they might concern the QM system or the quality of the PRODUCTS to be supplied.

供应商应允许 BSH 访问其整个业务场所以及开发，制造和 / 或存储要供应的产品的所有测试站，仓库和邻近区域。BSH 应被允许检查供应商供应产品的相关质量体系或产品质量相关的程序，文件和记录。

BSH shall inform the supplier of the result of this inspection. If corrective actions are necessary from BSHs point of view, the supplier undertakes to immediately draw up an action plan together with a binding schedule, to inform BSH accordingly and to implement it in a timely manner. The action plan and the schedule require the approval of BSH.

BSH 应将此次检查的结果通知供应商。如果 BSH 需要其采取纠正措施，供应商应承诺立即制定行动计划和有约束力的时间表，告知 BSH 并及时实施。行动计划和时间表需要获得 BSH 的批准。

If necessary, BSH reserves the right to ask the supplier to arrange an audit of its sub-suppliers. BSH must be able to participate in the audit. The supplier is obliged to obligate the sub-supplier to carry out these audits when concluding the contract with the sub-supplier.

如有必要，BSH 保留要求供应商安排对其子供应商进行审核的权利。BSH 必须能够参与审核。供应商有义务在与该子供应商签订合同时要求子供应商执行这些审核。

The performance of such inspections shall not lessen the contractual responsibility of the supplier for the PRODUCT.

执行此类检查不会减轻供应商对产品的合同责任。

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2 Request for Quotation Request (RFQ-R)

With BSH's official enquiry requesting an offer, called Request for Quotation Request (RFQ-R), the potential supplier is receiving all relevant documents as Process Requirements, technical specifications, drawings, packaging instructions which are mandatory for the part qualification.

随着 BSH 的正式咨询请求报价 (称为报价请求 (RFQ-R))，潜在供应商将收到所有相关文件，如流程要求，技术规格，图纸，包装说明，这些文件是零件资格要求所必需的。

The Process Requirements document includes the Component Qualification Planning (CQP) checklist. Respective to the BSH's component classification A, B or C, it is defined which documents need to be provided with the offer, as mentioned under the column "Available latest until".

过程要求文档包括部件质量认证计划 (CQP) 核对表。BSH 按 部件级别 A，B 或 C 分类，定义了需要随报价提供哪些文档，如“最晚截止日期”一栏中所述。

Component Qualification Planning (CQP)

Classification of Component					A, B or C (according to BSH internal Regulation HQ R 74)		Please select
X: Evidence/documentation must be submitted according to the column "Available latest until" E: Must be available on BSH's request or review during process assessment							
No.	Item	A	B	C	Available latest until	Comments	
1	Feasibility Commitment	X	X		offer	the Feasibility Commitment template received with Request for Quotation, must be filled out	
2	Tooling / Capacity Planning	X			offer	every change requires update	
3	Production Layout	X			offer	every change requires update	
4	Process Flow Chart	X			sampling	every change requires update	
5	Control Plan	X	X		sampling	every change requires update	
6	Packaging Concept as per BSH Packaging Specification (LV95a) + PPWR Specification (Packaging and Packaging Waste Regulation)	X	X	X	offer	according to Packaging Directive, every change requires update	
10	Material Report	X	X	X	sampling	SIR relevant section shall be filled out	
11	Measuring Report / Dimension Check	X	X	X	sampling	SIR relevant section shall be filled out; for catalog part data sheet acceptable	

IMAGE 1 CQP CHECKLIST - OFFER

With the offer, supplier acknowledges the fulfillment of the requirements for component qualification and the further contractual obligations.

随着报价，供应商确认已满足部件资格要求以及进一步的合同义务。

Deviations, risks, and further information on contractual bases must be indicated via the feasibility study (Feasibility Commitment) and agreed with BSH before conclusion of the contract.

偏差，风险和合同上的进一步信息必须通过可行性研究 (可行性承诺) 表明，并在合同签订前与 BSH 达成一致。

2.1 Feasibility Commitment 可行性承诺

During the contractual review, the supplier must verify the feasibility of all commercial, logistical and technical specifications (e.g. drawings, CAD data, test instructions). The Feasibility Commitment included with the RFQ addresses key aspects of this review. The supplier must answer all questions and provide appropriate responses.

在合同评审期间，供应商必须验证所有商务，物流和技术规格 (例如图纸，CAD 数据，测试说明) 的可行性。RFQ 中包含的可行性承诺是本次评审的关键。供应商必须回答所有问题并提供适当的回答。

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The completed and signed Feasibility Commitment must be returned to BSH together with the offer.

完整的并签署的可行性承诺必须连同报价一起返回 BSH。

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Project / Part Description:			
Material Number(s):		Drawing No. / Revision:	
Basis for Assessment:	☐ For Quotation Update ☐	RFQ No.:	
Supplier Name Address / Plant:			
Team Members Supplier:	Plant / Dept.:	Function:	Mail / Phone:

IMAGE 2 FEASIBILITY COMMITMENT DOCUMENT

2.2 Tooling / Capacity Planning 模具/产能计划

The supplier must submit a binding declaration relating to tooling plans and mold cavity data, in addition to the maximum production rate, prior to final award. The ramp up/disposition plan must be considered into the time schedule planning. The tooling / capacity plan must be updated with the project progress and series production.

在最终授予之前，供应商必须提交一份与模具计划和模腔数据相关的有约束力的声明，以及最高生产率。必须在时间表规划中考虑到生产爬坡计划。必须根据项目进度和批量生产更新模具 / 产能计划。

2.3 Production Layout 生产布局

The production layout is a diagram showing the production equipment of the production facility planned for manufacture of the components/assembly specified in the offer. This diagram must largely correspond to the local circumstances and link up with the process flow chart.

生产布局需显示计划生产的产品或组件的相关生产设备。此图必须大致符合实际生产状况并与流程图相联系。

2.4 Packaging Concept 包装方式

The supplier is responsible for the packaging of its components. It must be designed so that the PRODUCT cannot become damaged or soiled through external influences during shipment.

供应商负责其部件的包装。其设计必须确保产品在运输过程中不会因外部影响而损坏或弄脏。

The Packaging Specification made by BSH as regards the handling of load carriers and materials must be observed, as well as regulations on packaging, logistics and environmental protection.

必须遵守 BSH 制定的关于装卸货物承运人和材料的包装规范，以及有关包装，物流和环境保护的法规。

The planned Packaging Concept is part of the offer and will be evaluated in terms of its quality-specific requirements and capabilities.

包装方案是报价的一部分，将根据其特定于质量的要求和功能进行评估。

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3 Process Requirements 过程要求

The Process Requirements, received with RFQ-R, describe component-specific requirements made on the supplier by BSH Supplier Quality Engineer (SQE). This includes the manufacturing and quality assurance processes, as well as additional requirements with technical relevance that are not described in the drawing or specifications.

RFQ-R 中的过程要求文档描述了 BSH 供应商质量工程师 (SQE) 对供应商提出的部件要求。包含制造和质量确保流程，以及图纸或规格中未描述的与技术相关的附加要求。

The Process Requirements document is structured with individual chapters (Basic Information, Quality Targets, Component Qualification Planning, Process Related and Part Specific Requirements).

过程要求文档由各个章节组成 (基本信息，质量目标，部件质量认证计划，流程相关和零件特定要求)。

In the event of changes of the information provided in the following documents, the supplier must send an updated copy to BSH proactively.

如果以下文档中提供的信息发生变化，供应商必须主动向 BSH 发送更新的副本。

B/S/H/ Quality Directive	Process Requirements PR_Cx_ESN_part name / BSH Template	Doc.-ID: 60100004704447 Rev, Seq: D1 Date: 8/27/2025
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Explanations

The aim of this document is to describe the component specific process requirements, including manufacturing and quality assurance processes of the supplied parts.
The Component Qualification Planning (CQP) defines which information (documents) must be provided by the supplier together with the sampling inspection report (SIR), depending on the CQP-classification of the component.
For detailed information, please refer to the BSH Leaflet on Sampling.
As an additional service, BSH offers the **Supplier Quality Assurance Manual** to support compliance with BSH procedures.

Go to: BSH homepage → About BSH → Global Supply Chain → Additional Documents → Section Quality & Environment:

<https://ocp.bsh-group.com/en/documents#section-quality>

IMAGE 3 PROCESS REQUIREMENTS TEMPLATE

3.1 Basic Information 基本信息

BSH consists of different Product Families/ Categories. Different requirements may result for a PRODUCT identified in the Information field "Product Family/ Category".

BSH 由不同的产品事业部组成。不同的事业部可能会有不同的要求。

The field "Material Group ESN" is an internal BSH instrument used to classify PRODUCTS into main groups out of similar materials.

“材料组 ESN ” 是 BSH 内部用于将产品从类似材料中进行分类。

Further part specific information as Material Number, Drawing Number, and Specification Number can be optionally filled out during technical discussion or placement meeting.

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更多零件特定信息，如物料号，图纸号和规格要求编号，可以通过技术讨论后选择性填写。

3.2 Quality Targets 质量目标

The quality targets not only define the upper limits for 0-hours failure rate, but also failures experienced by BSH's end customers, called Field Failure Rate (FFR).

质量目标不仅定义了 0 小时故障率的上限，还定义了 BSH 终端客户遇到的故障，称为市场故障率 (FFR)。

In case of defects of the PRODUCTS BSH has rights, which are in detail described in the Framework Agreement for the Purchase of Production Material and Spare Parts.

针对产品缺陷的权利，BSH 在生产材料和备件的采购框架协议中进行了详细定义。

The Limit Values defined in the Agreement on Conditions pursuant Attachment 2 to the Framework Agreement, are key figures used to assess the reliability and performance of the PRODUCTS.

《框架协议》附件 2 中定义的限值用于评估产品可靠性和性能的关键指标。

The supplier is obliged to plan measures to establish and maintain its own quality assurance system with all accompanying activities to achieve and verify the level required for fulfilment of mutually agreed quality targets.

供应商有义务制定措施，建立和维护自己的质量保证体系，并同时开展所有相关活动，以达到和验证实现双方商定的质量目标水平。

3.2.1 Upper Limit 0 hours Failure Rate 0 小时不良率

The 0 hours Failure Rate refers to the failure rate of a PRODUCT that has not yet experienced any failures over a specified period, in this case, zero hours of operation.

0 小时故障率是指在指定时间段内尚未发生任何故障的产品的故障率，即零小时运行。

PPM ("parts per million") is used to denote the number of defects per million units delivered to BSH. For instance, if the supplier delivers 1 million PRODUCTS and 50 are found defective at BSH, the defect rate would be 50 PPM.

PPM ("百万分之数") 用于表示交付给 BSH 的每百万单位的缺陷数。例如，如果供应商交付了 100 万件产品，在 BSH 发现了 50 件有缺陷的产品，则缺陷率为 50 PPM。

不合格数量

0 小时故障率 [ppm] = ----- x 1.000.000

交付数量

All defects or deviations that were not previously agreed with BSH will result in a complaint.

事先未与 BSH 达成一致的所有缺陷或偏差都将导致投诉。

If BSH discovers a defect in a PRODUCT and the PRODUCT is part of a delivery batch and the inspection of each PRODUCT in this batch involves a considerable amount of work, BSH is authorized to reject the entire batch.

如果 BSH 发现交付的批次中产品存在缺陷且需花大量的工作来检查每个产品，BSH 有权拒绝整个批次。

3.2.2 Limit Value Field Failure Rate 市场不良率

The Limit Value Field Failure Rate describes the number of supplier-caused defective PRODUCTS in the field that leads to a customer’s complaint during a defined (warranty) period (1st, 2nd and 3rd year) and a service call with components or device exchange.

针对在(保修) 期间 (第一, 第二和第三年) 由于供应商质量问题导致的客户投诉或更换零件定义了市场缺陷率限度值。

Defects brought to BSH's attention are processed and rectified by its customer service. If customer service finds from its inspection that a defect involves the supplier's final PRODUCT, this defect will be recorded in BSH Product Quality Monitoring (PQM) system.

需要 BSH 客户服务处理和纠正的缺陷。如果客户服务通过检查发现缺陷涉包括供应商产品, 则该缺陷将记录在 BSH 产品质量监控 (PQM) 系统中。

The calculation methos is detailed described in the Framework Agreement.

《框架协定》中详细介绍了计算方法。

3.3 Component Qualification Planning (CQP) 零件合格认证计划

The Component Qualification Planning (CQP) should provide an overview of the specific BSH requirements, which are mandatory for the part and process qualification. The part classification (A/B/C) is done by BSH SQE according to the anticipated part criticality. The part classification defines the scope of required release documents, which need to be provided for sampling, as mentioned under the column “Available latest until”.

零件质量认证计划 (CQP)中概述了 BSH 的特定要求, 这些要求对于部件和过程认证是强制性的。 零件分类 (A/B/C) 由 BSH SQE 根据零件的重要性进行的分类。 零件分类定义了样品释放所需的相关文档, 如 “最晚到” 一栏中所述。

Component Qualification Planning (CQP)

Classification of Component A, B or C (according to BSH internal Regulation HQ R 74)

Please select

X: Evidence/documentation must be submitted according to the column "Available latest until"
E: Must be available on BSH's request or review during process assessment

No.	Item	A	B	C	Available latest until	Comments
1	Feasibility Commitment	X	X		offer	the Feasibility Commitment template received with Request for Quotation, must be filled out
2	Tooling / Capacity Planning	X			offer	every change requires update
3	Production Layout	X			offer	every change requires update
4	Process Flow Chart	X			sampling	every change requires update
5	Control Plan	X	X		sampling	every change requires update

IMAGE 4 CQP CHECKLIST - SAMPLING

3.4 Process Related Requirements 过程相关要求

Process related requirements refer to the specific guidelines and criteria that outline how a particular manufacturing or operational process should be conducted. These requirements are crucial to ensure that the

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processes are carried out efficiently, safely, and consistently, leading to high-quality outcomes. The standards of BSH supplier Audit are assumed and not repeated here.

过程要求根据特定的流程和标准定义了制造或操作过程中需要执行的要求。这些要求对于确保高效，安全，一致地执行流程，从而获得高质量的结果至关重要。BSH 供应商审核的标准是设定好的，此处不再重复。

Examples of specific process related requirements: 特定过程相关要求示例：

- Equipment and Tool Specifications: Guidelines on the types of equipment and tools to be used in the process, including maintenance requirements, calibration standards, and operational constraints.
设备和工具规格：过程中要使用的设备和工具类型指南，包括维护要求，校准标准和操作限制。
- Risk Management: Processes for identifying, assessing, and mitigating risks associated with the operations, including contingency plans for potential issues.
风险管理：用于识别，评估和缓解与运营相关的风险的流程，包括针对潜在问题的应急计划。
- Documentation and Record Keeping: Requirements for maintaining records of the process, including production logs, inspection documents, and compliance reports, to ensure traceability and accountability.
文档和记录保存：过程记录 (包括生产日志，检查文档和合规性报告) 的要求，以确保可追溯性和责任性。

3.5 Part Specific Requirements 零件特定要求

This section formulates additional requirements, which are not mentioned on the drawing and technical specification, such as further characteristics for quality controls or catalogue of permissible deviations. Understanding these part specific requirements is crucial to ensure product reliability, compliance, and overall quality during production at supplier, assembly at BSH and during the lifetime of the PRODUCT.

本节制定了图纸和技术规格中未提及的附加要求，如其它特性的质量控制或允许偏差目录。了解这些零件特定要求对于确保产品可靠性，合规性以及 在供应商生产，BSH 装配和产品寿命期间的整体质量至关重要。

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4 Product Qualification Process 产品释放流程

4.1 Planning and procurement of systems, test equipment, and operating resources 体系，测试设备 and 操作资源的规划和采购

All systems and operating resources for the manufacture of the component must be planned and procured in such a manner that they are available with sufficient capacity at the latest by production of “First Out of Tool” (FOT) parts on the date for initial sampling.

在初始样品“FOT”前，部件生产所需的体系和操作资源必须进行规划和实现来满足产能。

In addition, all devices and the internal and external mode of transport must also be taken into consideration here.

此外，还必须考虑到所有设备以及内外部运输方式。

The supplier determines the test methodology for all characteristics with the corresponding test equipment.

供应商使用相应的测试设备确定所有特性的测试方法。

Evidence of suitability and maintenance of own and provided systems, test and operating equipment must be provided. Where using more than one device or multi-cavity molds, evidence of capability and suitability must be provided individually.

必须提供证据证明自己 and 提供的系统，测试和操作设备的适用性和维护。如果使用多个设备或多腔模具，则必须分开提供性能和适用性的证据。

4.2 Prototype Manufacturing 初始样品生产

For prototype parts from an experimental toll, a prototype test report must be submitted on initial delivery and in the event of changes (index / part number). In this report all drawing characteristics and the scope of changes must be evidenced on at least one part. Any further scope of documentation required here will be specified in each case by the SQE.

对于试验机中的原型零件，必须在初始交付和变更时提供原型测试报告(索引 / 零件号)。在报告中必须需包括所有图纸特征和更改范围。所需的其他文档将由 SQE 根据情况指定。

Prototype deliveries should be additionally appropriate labeled.

原型件交付应做好适当的标识。

4.3 Sampling Procedure 样品流程

With Request for sample order (RFO), the supplier receives the initial Sample Inspection Report (SIR), which needs to be filled.

对于样品订购请求 (RFO)，供应商将会收到初始样品检验报告并需要填写 (SIR)。

The supplier shall send the electronically completed SIR and further documents to the email address prefilled by BSH or shall use a portal specified by BSH.

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供应商应将电子档 SIR 报告和其他文件发送到 BSH 预留的电子邮件地址，或使用 BSH 指定的平台。

Sample Inspection Report

B/S/H/

Supplier Report No.		Rev.		Request for Order-No.		Rev.	
Release Plan No.		Rev.					
Supplier Address							
Company Name		Street Name		BSH Serial No.			
Post Office Box		City		Part Designation			
Zip Code		Country		BSH Drawing No.			
Supplier No.		Production Location		Drawing Status			
SIR Recipient (please send all sampling documents to following E-Mail address)				Project			
E-Mail:				Quantity Ordered		Change Request (BSH)	
BSH Hausgeräte GmbH				☐ Initial Sample Inspection		☐ Subsequent Inspection	
Reason for sampling:				☐ Production Relocation			
☐ New Part				☐ Changed Production Conditions			
☐ Part Modification				☐ Long Delivery Interruption			
☐ New Sub-Supplier							

IMAGE 5 SIR COVER PAGE

Please follow the detailed explanations on “Leaflet on Sampling” and “SIR Instruction Supplier” documents.

请参照“样品手册”和“SIR 操作指导书”。

Leaflet on Sampling and SIR instruction Supplier and exemplary SIR template can be found on the ONE Communication Platform (OCP) → section Quality Management → Release Management → Sampling:
<https://ocp.bsh-group.com/en/documents>

4.3.1 BSH Sample Inspection Report (SIR) BSH 样品检测报告

The cover sheet of the SIR is the only mandatory document for a release decision (Release, Limited Release or Not Released) given by the BSH SQE.

SIR 的封面页是 BSH SQE 给予释放决定 (发布，有限发布或未发布) 的唯一强制性文档。

If, by way of exception, only a “Limited Release” can be issued by BSH SQE, the supplier may make deliveries only in accordance with the details defined in the SIR cover sheet (until date, quantity, remarks to decision). If “Not Released” has been issued, regular deliveries are not permitted.

如果 BSH SQE 给予“限度释放”，供应商只能根据 SIR 封面页中定义的详细信息 (截止日期，数量，决策备注) 进行交货。如果是“不释放”，则不允许常规交货。

Beside the cover sheet further SIR pages of the excel file need to be filled.

- BSH CQP Check List 清单
- Measuring Report (per single part) 测量报告（每个单件）
- Components List 部件清单
- Process Capability 过程能力
- Material Report 材料报告
- Packaging Label A4/A5 包装标签 A4/A5

Release Limited Release until Date: _____ Quantity: _____ Not Released Remarks to decision:

SIR Cover Sheet

BSH CQP Check List

Measuring Report 1

Measuring Report 2

Measuring Report Master

Components List

Process Capability

Material Report

Packaging Label A4

Packaging Label A5

IMAGE 6 SIR PAGES

Due to the many links and formulas in the Excel file, deleting any sheets is not permitted.

由于 Excel 文件中有许多链接和公式，因此不允许删除任何内容。

Some of the required items from the CQP checklist can be completed directly in the SIR. Others need to be provided as separate documents.

CQP 检查列表中的某些项目可以直接在 SIR 报告中填写。 其它的需要提供单独文件。

The SIR contains printable label templates (DIN A4 and A5) for the different sample types (SIR, Assembly, and Development). These templates can be completed directly in the SIR, and selecting a destination in the "Location" drop-down automatically populates the address. They must be used for all sample shipments.

SIR 包含不同样品类型 (SIR， 组装和开发) 的可打印标签模板 (DIN A4 和 A5)。 这些模板可以直接在 SIR 中完成， 在“位置”下拉列表中选择目标会自动填充地址， 提供样品时须使用。

4.3.2 BSH CQP Check List 部品初始认证计划清单

In accordance with Process Requirements CQP the required documents need to be provided with the SIR.

CQP 流程要求的相关文档需要跟 SIR 报告一起提交。

Process Requirements CQP

Component Qualification Planning (CQP)

Classification of Component A, B or C (according to BSH Internal Regulation 710 A-14)			
X: Evidence/documentation must be submitted according to the column "Available latest until" E: Must be available on BSH's request or review during process assessment			
No.	Item	A B C	Available latest until
1	Feasibility Commitment	X X	offer
2	Tooling / Capacity Planning	X	offer
3	Production Layout	X	offer
4	Process Flow Chart	X	sampling
5	Control Plan	X X	sampling
6	Packaging Concept as per BSH Packaging Specification (LV95a) + PPWR Specification (Packaging and Packaging Waste Regulation)	X X X	offer
10	Material Report	X X X	sampling
11	Measuring Report / Dimension Check	X X X	sampling

SIR CQP Check List

Sample Inspection Report CQP Check List			
Supplier Report No.	Rev.	Supplier	
Release Plan No.	Rev.	Serial No.	
		Tool No.	
QM department			
Level of Component Qualification		Remark: Independent of the request and is resp. Prior to placement The signed component explicit request. Th	
No.	Item	Status	Comments
1	Feasibility Study / Commitment (based on requirements)	-	
2	Tooling / Capacity Planning	-	
3	Production Layout	-	
4	Process Flow Chart	-	
5	Control Plan		
6	Packaging Concept as per BSH Packaging Specification (LV95a) + PPWR Specification (Packaging and Packaging Waste Regulation)		
7	Advanced Product Quality Planning (APQP)		
8	FMEA Product (Design and System)		
9	Design Release		
10	Material Report/ Material Test	-	
11	Measuring Report / Dimension Check	-	

IMAGE 7 PROCESS REQUIREMENTS CQP AND SIR CQP

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4.3.3 Process Flow Chart 流程图

The process flow chart is a simplified portrayal of the entire production sequence. It may form part of the control plan or be generated in a separate document. The process flow chart links up with the production layout, and comprehensible assignment to the control plan must be possible here.

流程图是对整个生产工序的简化描述。它可以和控制计划相结合，也可以是单独的文档。流程图与生产布局和控制计划相联系。

Where more than one production, storage or test facility is planned for manufacturing, this must be clearly recognizable as such.

如果有多个生产，储存或测试设施，则必须明确识别。

4.3.4 Control Plan 控制计划

The control plan specifies what is to be tested, when, how, by whom and the scope of testing. It contains the necessary information and quality assurance measures which are required during the entire production process to guarantee the quality of the final product. The production flow shown in the process flow chart must be reflected in the control plan.

控制计划指定要测试的内容，时间，方式，对象和测试范围。它包含在整个生产过程中为保证最终产品的质量而需要的必要信息和质量保证措施。工艺流程图中显示的生产流程必须反映在控制计划中。

4.3.5 Material Report 材料报告

The material report shall be filled out for any used part or component in the SIR page "Material Report". Please follow the detailed explanations on "SIR Instruction Supplier" document available on OCP.

应在 SIR 报表中的“物料报告”一页需填写使用过的零件或组件。请参照 OCP 上提供的“SIR 操作指导书”的详细说明。

4.3.6 Measuring Report/Dimension Check 测量报告/尺寸确认

The measuring report shall be filled out for any used part or component in the SIR page "Measuring Report". Please follow the detailed explanations on "SIR Instruction Supplier" document available on OCP.

测量结果应填入 SIR 报表中的“测量报告”一页。请参照 OCP 上提供的“SIR 操作指导书”的说明。

The measuring report contained in the SIR is used to check the actual values against the specified values plus the tolerance from the design drawing. If the actual value exceeds the tolerance, this value is automatically highlighted in red.

SIR 测量报告表格中包含自动检查实际值对照设计图纸中的公差值检查公式。如果实际值超过公差，该值将自动显示成红色。

The submission of initial samples with deviations from the nominal value and the tolerances are fundamentally not permitted without agreed exception by BSH SQE.

未经 BSH SQE 同意不允许提交不符合公差要求的初始样品。

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If available, the supplier needs to include the measurement machine protocol or measurement machine report as an additional document to the SIR.

如供应商有测量原始图表，可作为 SIR 的附加文档提交。

4.3.7 FMEA Process FMEA 流程

The Failure Modes and Effects Analysis (FMEA) is a systematic, proactive method used to identify potential failure modes in a product or process, assess the impact of those failures, and prioritize the risks associated with them. The purpose of FMEA is to improve reliability, increase safety, and minimize risk in design and manufacturing processes.

故障模式和影响分析 (FMEA) 是用于识别产品或过程中的潜在故障模式，评估失效影响及风险等级的系统性方法。FMEA 的目的是提高可靠性、安全性，并将设计和制造过程中的风险降至最低。

The prioritized failure modes, based on the risk priority number (RPN), focusing efforts on the most critical ones that require corrective actions or improvements.

根据风险等级指标(RPN) 确定故障模式的优先级，重点关注需要采取纠正或改进措施的最关键故障模式。

The developed and implemented strategies to reduce or eliminate the risks associated with high-priority failure modes must be reflected in the process and control plan.

流程和控制计划中必须反映为降低或消除高优先级故障模式相关风险而制定和实施的策略。

FMEA is an ongoing process that should be revisited periodically to update the analysis based on new information, changes in processes, or lessons learned.

FMEA 是一个持续的过程，应定期回顾并根据新信息，过程变化或经验教训进行更新。

The participation of BSH in FMEAs shall take place by mutual agreement. BSH must be immediately informed of any necessary design changes by using the Change Request Supplier document (CRS). The process FMEA remains with the supplier, who shall permit BSH to inspect the documentation at any time on request.

BSH可经双方同意后参与FMEAs。任何必要的设计变更应使用供应商变更申请文档 (CRS)立即通知 BSH。过程 FMEA保留在供应商处，供应商应允许 BSH 在需要时检查文档。

4.3.8 Measurement Concept 测量方案

The supplier must prepare a list itemizing the parts-specific test / measurement equipment (possibly integrated into the control plan). Upon request, a measurement concept describing the measurement strategy for the component to be qualified must also be prepared and provided to BSH.

供应商必须列明零件特定的测试 / 测量设备（可以整合在控制计划中）。根据要求，还须准备合格的部件测量方案并提供给 BSH。

4.3.9 Measurement System Analysis (MSA) 测量系统分析

Measurement System Analysis (MSA) is a crucial component in quality management and is primarily used to assess the accuracy and reliability of measurement systems. It's essential for ensuring that the measurements taken during testing, inspection, or production are trustworthy and can accurately reflect the true values of the characteristics being measured.

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测量系统分析 (MSA) 是质量管理的关键组成部分，主要用于评估测量系统的准确性和可靠性。这对于确保测试，检查或生产过程中的测量结果的真实性和准确性至关重要。

The supplier must draw up an MSA study in terms of reduce variability in measurement processes, identifies opportunities for improving measurement systems and techniques, ensuring that the data-driven decisions are based on precise and accurate measurements. The MSA remains with the supplier, who shall permit BSH to inspect the documentation at any time on request.

供应商必须制定 MSA 以减少测量过程中的变异性，找出测量系统和技术的改进机会，确保决策是基于精准的测量。MSA 保留在供应商处，供应商应允许 BSH 在需要时检查文档。

4.3.10 Approval Evidence for Purchased Parts from Sub Suppliers 子供应商部件批准证据

Evidence of release for parts bought in from a sub-supplier (sample inspection report, materials certification, process evaluation, etc.) must be available by the time the initial samples are produced. The Approval Evidence remains with the supplier, who shall permit BSH to inspect the documentation at any time on request.

初始样品生产时需从子供应商处购买的零件的释放证据 (样品检查报告，材料认证，过程评估等)。批准证据保留在供应商处，供应商应允许 BSH 在需要时检查文档。

4.3.11 Process Assessment (Audit, 2 Days Production Release, ...) 过程审核

The process assessment at the supplier's premises under series production conditions forms an integral part of the CQP for complex parts mostly with the Q-classification A.

对于大多数 A 类的复杂零件，在量产生产条件下的供应商过程审核是 CQP 的组成部分。

4.3.12 Supplier Declarations 供应商申明

The supplier must submit to BSH complete declaration documents for all substances and materials. Where applicable, this includes a valid Food Contact Declaration.

供应商必须向 BSH 提交所有物质和材料的完整声明文档。如适用包括有效的食品接触声明。

These documents must be available before parts and assemblies can be released. Declarations should preferably be uploaded via the OCP portal. Also, the "Material Report" tab in the SIR shall be fully completed accordingly.

文档必须在部件释放前提供。声明需通过 OCP 平台上传。此外 SIR 中的“材料报告”表也应完整填写。

Supporting User Guide and OCP-Logon to Material Compliance App can be found on the ONE Communication Platform (OCP) → section Environment /Material Compliance:
<https://ocp.bsh-group.com/en/documents>

4.3.13 Machine and Process Capability Analysis 机器和过程能力

The individual values of machine and preliminary process capability analysis shall be filled out in the SIR page "Process Capability".

设备和初步过程能力结果应填写在 SIR “过程能力” 表格中。

A full report incl. raw data (individual measurements) for each specified dimension as per drawing or other technical requirement document is to be submitted. The format of the report is freely selectable, e.g. exportable

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reports from the supplier's CAQ system, customized Excel files, or similar. Optionally, the template provided on the BSH OCP platform can also be used.

图纸或其他技术要求上指定的尺寸，需提交包含原始数据的完整报告（单个测量）。报告的格式可以自由选择，例如，可从供应商的 CAQ 系统导出的报告，自定义的 Excel 文件或类似文件。也可以使用 BSH OCP 平台上提供的模板（可选）。

The proof of long-term process capability is to be submitted to BSH without request as soon as possible.

长期过程能力的证明需尽快主动提交给 BSH。

For further information and details on determining process capability evidence please follow the detailed explanations in BSH Leaflet on Sampling and SIR Instruction.

有关过程能力要求的更多详细信息，请参照 BSH 样品手册和 SIR 操作指导书的详细说明。

4.3.14 Reference Samples 参考样品

Reference Samples, also known as limit samples, refer to items or specimens used in quality assurance and control processes to define acceptable limits or thresholds for specific characteristics during inspections or assessments. These samples help ensure consistency and reliability of properties that are difficult to specify, such as surface accuracy, structure, color, haptics as well as form fit to connecting parts. Reference samples are parts retained from pilot production at the supplier's plant and must be preserved by the supplier.

参考样品（也称为限样）是指用于质量控制的样品，用于检查或评估特定特性的可接受限值。这些样品有助于确保难以定性的属性的一致性和可靠性，例如表面精度，结构，颜色，触觉以及适配性。参考样品是从供应商试生产中保留的零件，由供应商保存。

It is important to document the characteristics and acceptance criteria of the upper and lower limits, as this ensures clarity and uniformity in quality assessments at the supplier and at BSH side.

记录这些特性验收限度标准非常重要，从而确保供应商和 BSH 质量判定的一致性。

The release of reference samples is documented with the SIR. Reference samples are valid and stored throughout the whole production lifetime of the product.

参考样品的批准需记录到 SIR 中。参考样品需保留至产品的整个生产周期。

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5 Series production 量产

5.1 Cleanliness 清洁

Cleanliness is a fundamental prerequisite for the manufacture of high-quality PRODUCTS. BSH expects the suppliers to focus on this basic requirement as appropriate. The supplier is responsible for the cleanliness of its parts and packaging, considering any residual soiling requirements of BSH.

清洁是生产高质量产品的基本前提条件。BSH 期望供应商关注这一基本要求。供应商应根据 BSH 的要求对其零件和包装的清洁负责。

5.2 Production Output 产能

The supplier undertakes to ensure its quality at the start of series production with appropriate measures (Run@Rate, pilot production, quarantine stock production etc.).

供应商应承诺量产开始时采取适当措施(小批量产, 试生产, 库存等) 确保其质量。

5.3 Planning of Series Monitoring 量产监控计划

All product and process characteristics are in principle important and must be observed.

所有产品和工艺特性原则上都很重要, 必须遵守。

The testing scope for special characteristics requires evidence of process capability. To this end the supplier must monitor these characteristics with appropriate methods, e.g. using Statistical Process Control (SPC) charts.

特殊特性需要提供过程能力的证据。为此供应商必须使用适当的方法监控这些特性, 例如使用统计过程控制 (SPC) 图表。

Leaflet on Sampling and a useful template for Statistical Calculation can be found on the ONE Communication Platform (OCP) → section Quality Management → Release Management → Sampling:
<https://ocp.bsh-group.com/en/documents>

5.4 Final Inspection 终检

The supplier is required to perform a Final Inspection referring to the last phase of the quality control. In case the supplier is unable to reliably ensure that all relevant product characteristics are met during production, the regular performance of a random product audit with a defined scope is stipulated.

供应商必须根据质量控制的最后阶段执行最终检查。如果供应商无法确保在生产过程中满足所有相关的产品特性, 则需按要求定期执行随机的产品审核。

The goal of the final inspection is to ensure that the product meets the required specifications, quality standards, and agreed quality targets before delivery to BSH. Quality issues that are not caught before delivery can lead to returns, warranty claims, and damage to a BSH's reputation.

最终检查的目标是确保产品在交付给 BSH 之前满足规格, 质量标准和质量目标。在交付前未发现的质量问题会导致退货, 保修索赔以及 BSH 的声誉受损。

Key aspects of final inspection: 最后检查的关键因素:

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- Purpose:** The primary purpose is to verify that the product is free from defects and meets the established requirements. This can include checking for functionality, aesthetics, dimensions, and other critical features.
 目的：主要目的是验证产品是否无缺陷并满足既定要求。这可能包括检查功能，美观度，尺寸和其他关键功能。
- Types of Inspections:** Final inspections can be visual (checking for physical defects), functional (ensuring that the product works as intended), or dimensional (verifying measurements against supplier's internal and BSH specifications).
 检查类型：最终检查可以是目视检查 (检查物理缺陷)，功能检查 (确保产品按预期工作) 或尺寸检查 (验证供应商内部检查是否根据 BSH 的规格)。
- Documentation:** Inspection results are typically documented in the Control Plan, and any discrepancies or defects are noted. This documentation can be used for auditing purposes and to inform necessary corrective actions.
 文档：检查结果通常记录在控制计划中，并记录任何差异或缺陷。本文档可用于审核目的并为必要的纠正措施提供信息。
- Pass/Fail Criteria:** At the end of the final inspection, the product is usually classified as a "pass" (suitable for delivery) or a "fail" (requiring rework or rejection).
 通过/失效标准：在最终检查结束时，产品通常被分类为“通过” (可以交付) 或“失效” (需要返工或拒绝)。

5.5 Handling with defective PRODUCTS 不合格品处理

A prerequisite for releasing a production batch is that no defective PRODUCT is found in the sample.

生产批次合格的先决条件是样品中未发现有缺陷的产品。

If a defect is detected in a PRODUCT during the production process, the supplier must interrupt the process immediately, rectify the defect and reject the affected PRODUCTS.

如果在生产过程中检测到产品中存在缺陷，供应商必须立即中断该过程，纠正缺陷并拒绝受影响的产品。

In this case, all PRODUCTS manufactured since last sample inspection with positive results (last good part) must be inspected 100 percent. Defective PRODUCTS must be sorted out immediately and stored in a safe place ('quarantine storage') until the cause of the defect has been finally clarified. Any corrective action initiated must be clearly documented in the records in a traceable manner. If there is a risk that BSH has been supplied with defective PRODUCTS, BSH must be informed accordingly and immediately informed in detail of the actions taken.

在这种情况下，自上次样本检查以来生产的所有产品 (最后一个合格部件) 都必须 100% 进行检查。缺陷产品必须立即分类并存放在安全的地方 ('隔离存储')，直到缺陷原因最终得到澄清。必须以可追踪的方式明确记录所启动的任何纠正措施。如果提供给 BSH 的产品有不合格风险，则必须相应地通知 BSH 并立即详细告知所采取的措施。

If a subsequent inspection reveals that the defective PRODUCTS cannot be reworked, they must be reliably and demonstrably scrapped.

如果随后的检查显示出有缺陷的产品无法返工，则必须明确报废。

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All PRODUCTS that are subject of a complaint or are rejected by the supplier as defective but are suitable for reworking and conditional use can be reworked after prior enquiry from the supplier and written confirmation by BSH.

所有被投诉或被供应商拒绝判定为不合格品的产品，但可以返工和有条件使用的产品，均可在供应商事先咨询并经 BSH 书面确认后重新加工。

The rectification and repair of returned or defective PRODUCTS and delivery without reaching prior agreement with BSH constitutes a major breach and will result in immediate escalation.

未与 BSH 达成事先协议而对退回或有缺陷的产品进行校正和维修以及交付的重大违规行为，将会立即上报。

5.6 Change Request and Deviations 变更请求和偏差

If, by way of exception, the supplier is unable to deliver PRODUCTS conforming to the specification, the delivery of PRODUCTS will require a Special Release by BSH. Minor deviations during the series production for a short time and quantity can be handled with a Special release without changing the main release status of the component.

如果供应商无法交付符合规格的产品想例外放行，需要 BSH 特殊放行后才能交货。批量生产时轻微的偏差可以通过一段时间和数量特殊释放和跟踪，但不会更改部件的释放状态。

For all deviations or planned changes on PRODUCT or process requested by supplier, the required information must be specified in the Change Request supplier document (CRS) and sent to BSH for approval or decision about further procedure.

对于供应商产品和过程中的任何差异或变更计划，供应商必须提交变更申请文档并发送给 BSH 审批或决定下一步的批准流程。

Template CRS can be found on the ONE Communication Platform (OCP) → section Quality Management → Release Management:
<https://ocp.bsh-group.com/en/documents>

The PRODUCTS concerned (and their delivery containers) must be clearly marked in consultation with BSH.

必须与 BSH 协商，明确产品标识 (及其交付容器)。

5.7 Traceability and Labelling 可追溯性和标签

The supplier undertakes to ensure the traceability of the PRODUCTS delivered by it. This also includes all sub-suppliers and complete documentation of changes to the product and production process. If a defect is detected, it must be ensured that the defective PRODUCTS / product parts / lots, etc. can be localized.

供应商承诺确保其交付的产品具有可追溯性。包括所有子供应商的产品和生产过程变更的完整文档。如果检测到缺陷，必须确保可追溯缺陷产品 / 产品部件 / 批次等。

To avoid the mixing of batches and ensure traceability, unfinished parts and purchased parts from sub suppliers or self-manufactured should be processed and supplied according to the "First In, First Out" (FIFO) principle.

为避免批次混用并确保可追溯性，子供应商和自己生产的半成品、成品都应按照“先进先出”(FIFO)原则处理。

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To enable unambiguous traceability, relevant data on production, testing and condition shall be furnished by the supplier and his sub-suppliers.

为了实现明确的可追溯性，供应商及其子供应商应提供有关生产，测试和状况的相关数据。

The supplier undertakes to label PRODUCTS, parts and the packaging in accordance with the agreements made with BSH and must ensure that the labelling of the packaged PRODUCTS is also legible after transport and storage.

供应商承诺按照与 BSH 签订的协议为产品，部件和包装贴上标签，并确保包装产品的标签在运输和储存后也清晰可辨。

5.8 Continuous Improvement Process (CIP) 持续改善

One of the most important tasks before the start and during ongoing series production is the development and implementation of measures that lead to the continuous improvement of processes.

在开始和批量生产时，最重要的任务之一是制定和实施有助于持续改进流程的措施。

Key steps:

- **Identify** improvement opportunities and recognize areas where enhancements can be made.
确定改进机会并识别可以进行改进的领域。
- **Analyze** and understand current processes identifying weaknesses or inefficiencies.
分析和理解现状，识别薄弱点或低效率点。
- **Implement** changes and make the necessary modifications based on analysis.
根据分析，实施更改并进行必要的修改。
- **Monitor** results and track the outcomes of the changes to assess their effectiveness.
监测变更结果，以评估其有效性。
- **Standardize** successful practices and attempt to integrate successful changes into standard operating procedures.
将成功的实践标准化，并更新标准操作流程。
- **Review** and reflect continuously the processes, gather feedback, and reflect on the improvement cycle to identify new opportunities.
不断评审流程，收集反馈，并反思改进周期以发现新的机会。

The following points must be considered: 需考虑以下几点:

- Improvement in process capability by reducing variance 减少差异以提高过程能力
- Increase in productivity 提高生产效率
- Centering of processes 流程归核化
- Avoidance of reworking and scrap 避免返工及报废
- Analysis of complaints 投诉分析

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6 Complaints 投诉

6.1 Complaints Procedure 投诉流程

Defects are exceptions and will be reported to the Supplier by BSH in the form of complaints. Depending on the type and frequency of the defect, BSH reserves the right to return the rejected parts to the supplier either immediately or as part of collective return.

对于不良品，BSH 将通过抱怨清单的形式发给供应商。根据缺陷的类型和频率，BSH 会决定是立即退货或集中退货。

The top priority is to ensure trouble-free production at BSH with flawless PRODUCTS.

首要任务是确保 BSH 顺利生产无瑕疵的产品。

It should be noted that deviations have not only technical but also to organizational causes. The supplier shall ensure comprehensive and regular communication when handling complaints. BSH expects deviations of any type to be processed according to 8D method.

偏差不仅有技术原因，也有组织原因。供应商应确保在处理投诉时进行全面，定期的沟通。BSH 希望根据 8D 方法来分析问题。

The 8D report is created by BSH in case of serious defects in the PRODUCTS to determine the root causes and to initiate appropriate corrective actions. Supplier should analyze the root causes and define the related measures that will prevent the recurrence of the problem. BSH provide the 8D report as an Adobe Interactive file by mail. The Supplier need to complete this form and return it to BSH.

8D 报告由 BSH 在产品存在严重缺陷时创建，用于确定根本原因并采取适当的纠正措施。供应商应分析根本原因并定义相关措施，以防止问题再次发生。BSH 通过邮件将可编辑的 8D 报告发给供应商，供应商需要填写此表并将其发回给 BSH。

Please follow the detailed explanations on "Instruction 8D-Report" document.

请按照“8D 报告指导书”文档的详细说明进行操作。

Supporting document "Instruction 8D-Report" can be found on the ONE Communication Platform (OCP) → section Supplier Enabling Supporting Documents → Problem Solving → New Claim System:
<https://ocp.bsh-group.com/en/documents>

6.2 Problem Solving with 8D Method 8D 问题解决

The proper application of the "problem-solving process" throughout the company to eliminate the cause of defect forms the basis of a professional business partner.

在整个公司中正确应用“问题解决流程”来消除缺陷的原因，是专业业务合作伙伴的基础。

The 8D method is a procedure for the problem solving in 8 steps. All 8 steps are to be processed within the problem solving.

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8D 方法是一个 8 步解决问题的过程。所有 8 个步骤都将在问题解决过程中处理。

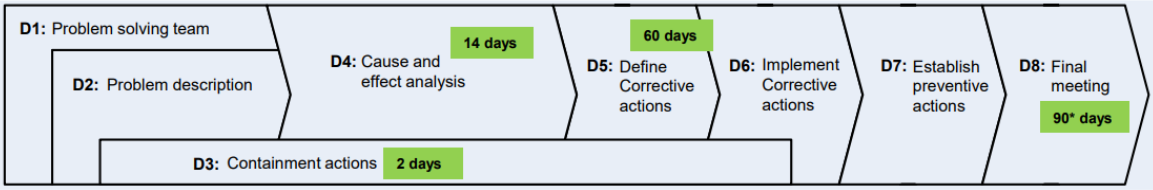


IMAGE 8 BSH REACTION RULE

Detailed explanation about the 8D procedure could be find in the section “Overview Problem Solving with 8D for Suppliers”. Further useful Web-based Trainings, Videos, Documents, Booklets, and Instructions are also available there.

有关 8D 过程的详细说明，请参阅“供应商用 8D 解决问题概述”。此外平台上还提供了更多有用的在线培训，视频，文档，小册子和说明。

Supporting documents can be found on the ONE Communication Platform (OCP) → section Supplier Enabling Supporting Documents → Problem Solving:
<https://ocp.bsh-group.com/en/documents>