

# DAIMLER

## **Customer Specific Requirements Mercedes Benz Cars (MBC)**

**Excerpt from:  
Supplier Management Manual (Chapter 2)**

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## 2 Basic Requirements for Systems, Processes and Methods Contents

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<b>2</b>	<b>Basic Requirements for Systems, Processes and Methods</b>
<b>2.1</b>	<b>ISO TS 16949</b>
<b>2.2</b>	<b>VDA - Volumes issued by the German Association of the Automotive Industry</b>
<b>2.3</b>	<b>MBST - Mercedes-Benz Special Terms</b>
<b>2.4</b>	<b>Certificate Management</b>
<b>2.5</b>	<b>Electronic Data Interchange</b>
<b>2.6</b>	<b>Data Interchange via XML Interface in acc. to VDA</b>
<b>2.8</b>	<b>SIS - Standards Information System</b>
<b>2.9</b>	<b>Legal Text Online</b>
<b>3</b>	<b>Production Credits</b>

## 2 Basic Requirements for Systems, Processes and Methods Contents

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### 1. Ensuring that organizational principles and objectives are met:

- LOI (= Letter of Intent – in exceptional cases only)
- Development and production contract
- Purchase conditions and MBST (Mercedes-Benz Special Terms)
- Standardized inquiry (including latest possible EMPB)

### 2. Ensuring that the MDS milestones are adhered to:

- Specifications document (component specifications)
- Standardized inquiry
- Drawings, CAD data
- Daimler-Benz delivery specifications, Mercedes-Benz standards
- Basic samples for interior materials
- Basic samples for paintwork
- Milestone plan in accordance with MDS

### 3. Ensuring that the MPS strategy is followed:

- Mercedes-Benz Special Terms
- Guideline for product realization, ISO TS 16949
- Call-off details (delivery dates, quantities, packaging)
- Logistics Process Analysis (LPA)

### 4. Ensuring that QM and vehicle-specific methods are employed:

- All applicable VDA volumes must be taken into account
- Daimler Process Audit
- SPICE according to ISO 15504 as per HIS (Manufacturer Initiative Software)
- Production process and product release as per MBST13

### 5. Ensuring that communication is consistent with Extended Enterprise®:

- Global Supplier News Journal and Supplier Portal
- Forums and workshops with suppliers
- Data interchange via XML interface as per VDA

## 2.1 ISO/TS 16949 ISO TS 16949 - Certification of Quality Management Systems

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Daimler AG is a global vehicle manufacturer which operates worldwide. For product and process quality to be assured, it is necessary that suppliers adhere to the requirements of a globally applicable quality management system.

The QM system is selected and applied in accordance with the prevailing version of ISO TS 16949. The consent of Daimler AG shall be required for the use of another QM system. The document "Quality Assurance in Product Realization" provides guidance, based on ISO TS 16949, on how to put customer requirements into practice.

**Principle:** According to ISO TS16949, product realization includes product and process development as well as series production. MBC expects its suppliers to implement a quality management system based on ISO TS 16949.

**Objective:** A statement of those quality assurance measures which must be implemented by 1st tier suppliers and the sub-suppliers from whom they commission work (2nd tier to nth tier) on behalf of MBC as part of the product realization process.

## 2.2 VDA - Volumes Issued by the German Association of the Automobile Industry VDA - Reference Documents for Processes Common to MBC and its Suppliers

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### Management processes:

#### **VDA Volumes 6.1, 6.2, 6.4 \***

QM system audit

#### **VDA Volume 10**

Customer satisfaction

#### **VDA Volume 11**

Implementation

#### **VDA Volume 12**

Process-oriented management

#### **VDA Volumes 18.1 to 18.6**

Automotive excellence

### Customer ordering process:

#### **VDA Volume 2 \***

Quality assurance of supplies

#### **VDA Volume 6.3 \***

Process audit

#### **VDA Volume 6.5**

Product audit

#### **VDA Volume 7 \***

Data interchange

### Product engineering:

#### **VDA Volume 1 \***

Quality evidence

#### **VDA Volume 2 \***

Quality assurance of supplies

#### **VDA Volumes 3.1, 3.2**

Reliability management,  
tools and methods

#### **VDA Volumes 4 \***

Quality assurance prior to serial  
application

#### **VDA Volume 6.3 \***

Process audit

#### **VDA Volume 13**

Development of software related  
systems

#### **VDA Volume 16 \***

Decorative surfaces

### Process development:

#### **VDA Volume 1 \***

Quality evidence

#### **VDA Volume 2 \***

Quality assurance of supplies

#### **VDA Volume 5 \***

Test process suitability

#### **VDA Volume 6.3 \***

Process audit

#### **VDA Volume 7 \***

Data interchange

#### **VDA Volume 13 \***

Development of software  
related systems: Requirements  
on processes and products

#### **VDA Volume 16 \***

Decorative surfaces

#### **VDA Volume 19 \***

Technical cleanliness

**\* Mandatory requirements**

## 2.3 MBST - Mercedes-Benz Special Terms MBST - Overview of Mercedes-Benz Special Terms (As at 2007)

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<b>Purchasing</b>	No. 31	Tool for series production part and spare part delivery
	No. 34	Supply of spare parts for Daimler products
	No. 37	Regulations on the payment of setup costs and additional material costs by Daimler
<b>Quality</b>	No. 13	Production process and product approval (PPA)
	No. 14	Quality assurance: implementation of quality management system
	No. 18	Warranty claims against suppliers
	No. 27	Failure Mode And Effects Analysis (FMEA)
<b>Logistics</b>	No. 17	Delivery call-off
	No. 28	General packaging regulations and handling of containers
	No. 29	Shipment of goods
	No. 33	Rules for delivery via a supplier logistics center (LLZ) by the suppliers to Daimler
	No. 35	Communication with Daimler via electronic data interchange (EDI)
<b>Product creation process</b>	No. 1	Regulation regarding the provision, testing and exchange of CAD and Electrics/Electronics data
<b>Environmental protection</b>	No. 36	Environmental sustainability

## 2.4 Certificate Management

### Certificate Management - Documenting Quality Certificates

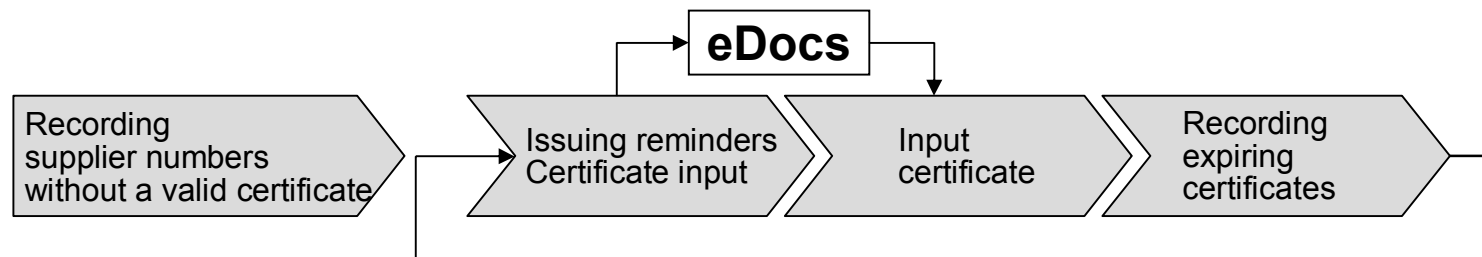
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The services of our suppliers have a direct influence on the quality of our final products. It is therefore of immense importance to Daimler AG that our suppliers implement quality management and fault prevention measures and that these are regularly recorded using certificates in accordance with our requirements.

The QM system is selected and applied in accordance with the prevailing version of ISO/TS 16949. The consent of Daimler AG shall be required for the use of another QM system.

In order to ensure that comprehensive documentation on the quality management level of the whole supply chain is also available for the future, certification data relating to our suppliers has been captured and recorded electronically since January 1, 2004.

The certificate management system automatically sends email reminders that expired certificates need renewing. Document transfer then occurs via eDocs.



## 2.6 Data Interchange via XML Interface in accordance with VDA XML Standard Interface in accordance with VDA - Objective and Issues

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- Objective:** The online transmission of Q data via XML standard interfaces will primarily be employed in pursuit of the following aims:
- Rapid and secure data transfer
  - Paperless data interchange
  - Elimination of the need for repeated - manual - recording of data by the data recipient (time and costs)
  - Reduction in number of errors due to double recording
  - Relieving the burden imposed on suppliers by the volume of work and costs
  - Independent, economic and ergonomic IT solutions
  - Win-win situation for both sides

**Issues :** Description of standardized IT interfaces for supporting the quality processes in customer/supplier relationships (business-to-business) and for the transmission of quality data via VDA-wide standardized interfaces, based on XML.

The standardization of communications interfaces does not affect the freedom of business partners to choose their own in-house IT system. The IT systems in use today can quickly be exchanged for alternative systems without the need for data transmission to business partners to be re-configured and re-defined.

## 2.8 SIS - Standards Information System “Standards Information System (DocMaster)” - Objective and Issues

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**Objective:** The Standards Information System – SIS (DocMaster) has the mission to provide a comprehensive overview over technical documents of the Daimler AG to their employees as well as to their external partners (suppliers, engineering partners) on a one-stop-shopping basis.

**Issues:** SIS is a web-based system, which provides a wide variety of technical documents covering a wide range of different international as well as local formats. Predefined search criteria and the possibility to search by keyword provide user-friendly and fast access to relevant documents. Thus (by means of uniform search criteria) clear access to all documents deposited in the SIS deposited is possible across all works. Each query (basis setting) shows the latest version of the requested document by default. However, it is also possible to search for previous versions or the entire document history. For quick indication of current or historic documents, the lines in search results are color-coded. The documents can be linked to each other by hyperlinks. Hyper-linked documents can be directly accessed and do not require a new query. If an existing document is changed or replaced, the user receives an update notification the next time he logs on to the system. If this change notification is not read within 7 days, the user also receives information by e-mail. It is also possible to directly send e-mail notifications after new documents have been created. Editors can place documents in the system by following the relevant divisional release procedures. After a predetermined follow-up date the editor is requested to verify the document for technical accuracy and topicality.



Currently, there are round 62 different types of internal Daimler rules and regulations with about 78,000 documents available. The majority of internal documents are organized in standard virtual folders which can be subscribed to by every user. In addition, there are about 78 different kinds of external rules and regulations such as DIN, ISO etc. with currently approximately 98,000 documents online.

## 2.9 Legal Text Online “Legal Text Online”- Objective and Contents

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**Objective:** Developing and manufacturing automobiles as well as the obligations of the manufacturer subsequent to the actual production process are regulated by a number of regulations. If a product is to be marketed internationally, one must be thus be informed about the global legislation. “Legal Text Online” is a decisive help in this matter.

**Issues:** “Legal Text Online” is a database with laws, ordinances, guidelines and directives as well as corresponding draft texts that must be observed in the development, construction, licensing and operation of vehicles in Germany and particularly outside Germany. These regulations and drafts are generally adopted and issued by the legislative body of individual states, international organizations and bodies. Other than some exceptions, the texts from “Legal Text Online“ can be found in their original version and also in German and if applicable, in English translation. Currently English versions of the regulations are available for the most important markets (EU, ECE, Japan etc.) and in some chosen cases also for less important markets.



- The documents obtained from the database are either adopted laws or (nearly) finished drafts.
- In addition, regulations about passenger cars, freight vehicles, omnibuses and vehicle combinations (no motorcycles or farming tractors) are covered by “Legal Text Online”.
- All countries in the world and all international ECE rules and EU guidelines and other supranational regulations are processed. The regulation processing concentrates on particular areas, i.e. not all countries are equally current and regulation documents for all topics are not deposited for all countries. In general, the regulations from the countries that are most requested (EU, ECE, USA etc.) are most up-to-date.

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