



# General Guidelines for Quality Assurance for suppliers

**DAFRA KONTAKT TEHNOLOGIJA, d.o.o.**  
**Cesta ob železnici 3**  
**3310 Žalec**  
**Slovenija**  
(hereinafter "Dafra" / "Customer")



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## 1. OBJECTIVES

At Dafra Kontakt Tehnologija, d.o.o. (Dafra), all activities are directed towards meeting the requirements, needs, and expectations of our customers. This commitment includes the continuous improvement of the quality of our products and services to ensure the highest level of customer satisfaction. In doing so, we encourage the development of our suppliers and their compliance with agreed-upon standards, which enhances the competitiveness of both ourselves and our suppliers along the supply chain. Our guiding principle is to achieve optimal quality with economically justified investments. Optimal quality not only refers to the product but also to meeting all requirements related to functionality, reliability, and lifespan, all in line with our zero-defect philosophy.

## 2. GENERAL

These guidelines set out the general terms and conditions of cooperation for quality assurance and establish specific requirements for our suppliers in terms of:

- requirements for the quality management system,
- quality audits,
- supplier assessments;
- technical specifications for products,
- documentation and quality records,
- product labelling and ensuring traceability,
- corrective actions in case of non-compliance,
- production of initial samples,
- material handling and storage
- other

## 3. SCOPE AND DURATION OF VALIDITY

The guidelines cover all services and products that are supplied to Dafra, referring to all Dafra units as well as the supplier's. The provisions of this document apply to all existing and future sales contracts between Dafra and the supplier. In the event of non-compliance or concerns regarding any specifications in this document, the supplier must immediately inform Dafra in writing. In this case, a joint decision with Dafra is required. Any changes and additions to these guidelines must be documented and attached to the existing document.

The document enters into force on the day of publication or on the day of receipt of the guidelines (sent by Dafra). Its latest valid version is available at: <https://www.dafra.si/>. The supplier is expected to conduct a review of the guidelines for possible changes at regular intervals.

The requirements of this document do not at any point lessen the requirements of statutory regulations.

## 4. QUALITY MANAGEMENT SYSTEM - SUPPLIER

The supplier is expected to maintain an effective system for ensuring the quality of its products and services. Appropriate measures must be taken to maintain a stable quality management (QM) system in accordance with the latest version of ISO 9001 or an equivalent, documented operating structure. The quality assurance system in place must strive for continuous improvement and be subject to regular audits.

Dafra encourages the introduction of an environmental management system in accordance with the ISO 14001 standard and continuous development to achieve compliance with IATF 16949. Compliance with these standards is also positively reflected in the higher rating in the assessment and selection process of the supplier.



## 5. QUALITY AUDITS

The supplier shall enable Dafra representatives and, if necessary, their customers to carry out a quality audit at the supplier. The scope and timing of the audit will be determined and agreed upon in advance with the supplier.

## 6. SUPPLIER EVALUATION

Dafra conducts an annual assessment of the performance and relevance of its suppliers. The supplier's assessment takes into account, but is not limited to, factors such as: quality of delivered products and services, timeliness of deliveries, commercial aspects (competitiveness of the prices offered), number of complaints, special statuses and recalls, delays caused by the supplier, satisfaction with services, handling of complaints, etc. The specific criteria by which the supplier's assessment is made are described in each assessment report sent. Reports are provided to the supplier once a year and reflect the performance for the previous year. Dafra evaluates and informs about assessments in cases where it is reasonable to do so (based on the value of the joint business, the frequency of transactions, etc.). The evaluation of the supplier is one of the key factors in decisions regarding further business.

In the event of a lower Supplier Rating (<A) and/or the Supplier's classification as "Reserved", the Supplier is expected to carry out an analysis of possible areas for improvement and submit corrective actions to Dafra within a specified timeframe.

## 7. TECHNICAL SPECIFICATIONS / PRODUCTION DOCUMENTATION

The supplier is responsible for ensuring that the delivered products fully comply with the technical and other required specifications. In case of additional technical specifications and requirements, the product quality requirements (technical requirements) will also be sent to the supplier. The supplier must review and confirm the sent requests.

In the event that the documents sent from Dafra are incomplete, the supplier is obliged to request the missing information or documents. If the requirements or specifications provided contradict or are unclear, the supplier must immediately notify Dafra in writing and request clarification before accepting the order. Dafra reserves the right to reject all shipments and incoming materials that do not comply with the given requirements.

## 8. QUALITY PLANNING AND SAMPLING

The supplier must properly plan the production process and the product using an appropriate method (e.g. APQP).

New sampling is usually required:

- For all first deliveries and in the event of a change in the product/process
- Before the start of serial production of products from new materials or made with new tools
- Before the start of serial production with products received from new sub-suppliers
- In the event of a change in the location of tools or production
- In the event of a previous interruption of production for a period of 12 months or more

If requested, the supplier must prepare a test report on the initial samples, which includes a measurement protocol comparing the required and actually measured parameters. Unless otherwise specified, the initial sample report must be made in accordance with PPAP vol. 2 or EMPB.

In case of request, it is also necessary to attach additional documentation, such as:

- Report on the ability of the process on special characteristics ( $ppk/cm_k \geq 1.67$ ,  $cp_k \geq 1.33$ )
- IMDS entry
- Flowchart
- RoHS and REACH Statements
- Control plan (C-plan),...



Sample specimens must be appropriately labelled. The quantity, delivery date and other details are agreed in advance between Dafra and the supplier. Samples, accompanied by appropriate documentation, must be sent to the Dafra quality department responsible for approving or refusing sampling. In case of approval, Dafra will return the approved PPAP/EMPB document to the supplier in a timely manner. Approval of the commencement of batch delivery shall be deemed when the initial samples are fully approved. If this is not feasible due to time constraints, the supplier must apply for special approval from the Dafra quality department.

In the event of required changes, Dafra shall ensure that the relevant documentation is delivered to the supplier in a timely manner and that the requirements for the resampling process are submitted.

## 9. MARKING AND TRACEABILITY

All products supplied must be labeled in accordance with Dafra's requirements. Each unit of the product or package must be appropriately labelled and contain appropriate supporting documents to ensure the traceability of the supplies. Labels and accompanying documents must contain the following information: batch number or LOT, quantity of parts or material in the packaging unit, quantity of consignment, date of manufacture and exact identification of the product with the Dafra production code. Where required, each delivery must also be accompanied by a certificate of conformity or a quality report.

Delivery documents (delivery notes, invoices, proof of quality) must be issued in Slovenian or English and must contain all the above information, as well as the date of issue, Dafra order number, customs tariff of the delivered material and other relevant information.

Any supply of products accepted on the basis of an emergency authorisation must be clearly marked and separated from any regular deliveries of products in such a way that it cannot be confused with other supplies.

## 10. COMPLAINTS / CORRECTIVE ACTIONS

If it is found that the delivered products are not in compliance with the requirements, the supplier will be notified in writing in the form of a complaint report. The supplier must immediately take corrective measures and ensure the smooth continuation of deliveries in such a way that there are no delays in the production and supply process.

The supplier must analyse the problem exposed or non-compliance with the 8D method or a comparable method.

Required deadlines for reactions:

- First reaction (3D) within 24 hours
- Root cause analysis (4D) within 5 days
- Determination of measures (5D) within 10 days
- Final report (8D) within 20 days or by agreement according to the possible date of implementation of the measures

Costs incurred as a result of non-compliance or delay in deliveries shall be borne by the supplier. In the event of a discrepancy, Dafra reserves the right to charge the following initial costs:

- Notice of non-conformity: 50,00 €
- Sorting costs: 23,00 €/h
- Other costs in accordance with the valid price lists (material, equipment, transport, etc.)

## 11. MATERIALS – STORAGE AND HANDLING

The supplier must establish and maintain a system for proper product labeling, storage, packaging and transport. This system must prevent mixing between materials and ensure that there is no damage or deformation of the product during storage, transport and use, thereby protecting it from factors that could affect its quality or basic/key characteristics. The use of the FIFO (First In, First Out) system is mandatory to maintain proper inventory management and traceability.

In the event of damage during transport organized by the supplier, Dafra reserves the right to refuse the shipment at the supplier's expense. The material will be considered as part of the complaint, and immediate delivery of replacement products is expected. The supplier is obliged to ensure that no delays due to such problems will occur.



## 12. CONFIDENTIALITY

Dafra undertakes and requires suppliers to treat the information provided by other parties in accordance with the principle of strict confidentiality. This obligation applies to all employees and subcontractors who are directly or indirectly involved in the business or who become acquainted with the information in the course of their business. The principle of confidentiality also applies to all interactions during carried out audits and other business meetings. The documents, data and information provided by the originating party are not intended for the use of another party, whether in their original or modified form, in whole or in part, nor may they be shared with third parties or used for commercial purposes, without the express written consent of the originating party.

If necessary, Dafra and the supplier conclude a data protection agreement (NDA).

It is understood that the confidentiality obligations are of perpetual validity and are not tied to the validity of these guidelines.

## 13. LIABILITY / WARRANTY

The supplier must ensure that the products and services supplied do not infringe any patents or other legally applicable regulations. The supplier is responsible for ensuring that the risks to the products are adequately insured. The accompanying proof of insurance (insurance policy) shall be made available to Dafra for inspection if necessary. If a defect is discovered that may result in a product liability claim, the parties are obliged to immediately coordinate further actions. In the event of a product recall, the supplier must provide a replacement quantity and bear the costs of the recall.

## 14. CODE OF CONDUCT

In addition to the economic criteria and requirements set out in this document, suppliers are also required to have a fundamental understanding and compliance with applicable legislation, principles of environmental protection, respect for human rights, labour and social standards, as well as anti-discrimination and anti-corruption regulations.

## 15. CONTACTS

Persons responsible for the content of the document and related topics:

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## 16. CHANGE HISTORY

Revision	Date	Description of the change
01	06.01.2025	First issue