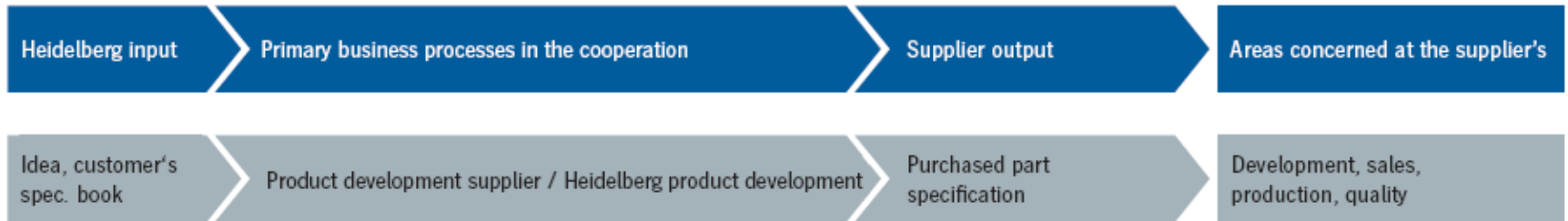


Auxiliary Process Steps

Process steps for efficiency control and quality assurance in product development



PROCESS STEPS:

- Project Plan – Development
- Project Plan – Quality
- Quality planning
- Product qualification
 - Functional test
 - Service life verification
 - Field test
- System software qualification
- Product development documents
- Product documentation
- Product labeling
- Product and process changes
 - Notifiable changes
 - Changes subject to approval
- Life cycle management – system software

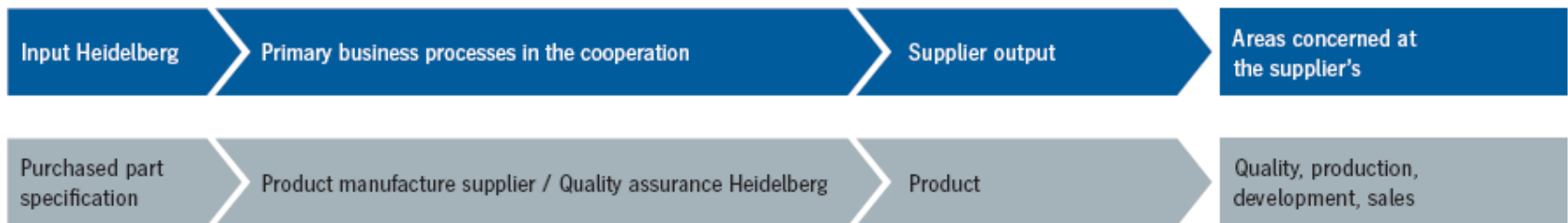
Process steps for efficiency control and quality assurance in procurement



PROCESS STEPS:

- Project Plan – Production
- Project Plan – Documentation
- Offer / Supplier information
- Supplier selection and development
 - Supplier selection and rating
 - Supplier rating and development
- Classification of product orders
 - Supply of component parts
 - Supply of subassemblies
 - Supply of systems
- Contracts and agreements

Process steps for efficiency control and quality assurance in the production process during product launch and during serial delivery



PROCESS STEPS::

- Project Plan – Production
- Project Plan – Documentation
- Production planning
- Test planning
 - Measuring equipment
 - Production-integrated testing
 - Final inspection
- Quality assurance for subcontractors' products
- Initial sample inspection
- Process assurance / Continuous quality improvement

Process steps for efficiency control and quality assurance in order coordination and delivery



PROCESS STEPS::

- Project Plan – Production
- Communication / EDI
- Purchase order / Order confirmation
 - Types of purchase orders
- Delivery / Acceptance of goods
 - Supply of special-purpose products
- Packaging, storage and transport
- Faults and complaints
 - Warranty / Liability for material defects
 - Supplier's statement on complaints
 - Special approval
- Returns
 - Returns for maintenance, repair or rework
 - Rotables repair process
 - Disposal
 - Auxiliary products

Process steps for efficiency control and quality assurance of services



PROCESS STEPS:

- Service support
- Fault elimination in the series
- Service parts
 - Life cycle management for service parts
 - Repair of service parts
- Service parts supply