Auxiliary Process Steps

Process steps for efficiency control and quality assurance in product development

Heidelberg input

Primary business processes in the cooperation

Supplier output

Areas concerned at the supplier's

Idea, customer's spec. book

Product development supplier / Heidelberg product development specification

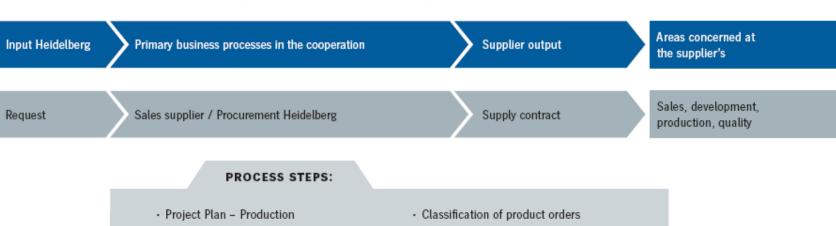
Development, sales, production, quality

PROCESS STEPS:

- · Project Plan Development
- · Project Plan Quality
- · Quality planing
- · 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



- · Project Plan Documentation
- · Offer / Supplier information
- · Supplier selection and development
- · Supplier selection and rating
- · Supplier rating and development

- · 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

Input Heidelberg Primary business processes in the cooperation Supplier output Areas concerned at the supplier's

Purchased part specification Product manufacture supplier / Quality assurance Heidelberg Product Quality, production, development, sales

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

Heidelberg input

Primary business processes in the cooperation

Supplier output

Areas concerned at the supplier's

Delivery order, returns

Order processing supplier / Heidelberg logistics

Lot size

Sales, logistics, finance

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

Heidelberg input

Primary business processes in the cooperation

Supplier output

Areas concerned at the supplier's

Service part purchase order, complaints

Service supplier / Service Heidelberg

PROCESS STEPS:

Areas concerned at the supplier's

Customer service, development, quality, production, logistics, service part sales

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