

We take care of it.



Company Manual
Quality Management System based on ISO 9001:2015



1. COMPANY POLICY	3
1.1. Company Mission Statement.....	3
1.2. Company Quality.....	3
2. PRODUCTS AND SERVICES	4
3. ORGANISATION.....	6
4. QUALITY MANAGEMENT SYSTEM.....	8
4.1. Processes	8
4.2. Documentation	9
5. MANAGEMENT RESPONSIBILITY	10
5.1. Company Management Obligations.....	10
5.2. Customer Orientation	10
5.3. Quality Policy and Objectives	10
5.4. Management Representative.....	10
5.5. Management Review	11
6. RESOURCE MANAGEMENT	11
6.1. Provision of Resources.....	11
6.2. Human Resources.....	11
6.3. Infrastructure and Working Environment.....	12
7. PRODUCT REALISATION.....	12
7.1. Planning of Product Realization	12
7.2. Offer and Contract Verification	12
7.3. Development	12
7.4. Procurement.....	13
7.5. Product and Service Provision	13
7.6. Test Equipment Monitoring	14
8. MEASUREMENT, ANALYSIS AND IMPROVEMENT	14
8.1. Conformity Certificates and Continuous Improvement.....	14
8.2. Customer Satisfaction	14
8.3. Internal Audits.....	14
8.4. Statistics	14
8.5. Corrective and Preventative Actions	15
9. OCCUPATIONAL SAFETY.....	15
10. ENVIRONMENTAL MANAGEMENT	15
11. DATA PROTECTION.....	15

I. COMPANY POLICY

The company A. Eberle GmbH & Co. KG was established on 1st of April 1980, as family-run business in Nuremberg. The focus of its activities includes the design, development, production, worldwide distribution, commissioning, maintenance and service of premium electronic measuring and control technology devices and systems. Our customers primarily come from the power generation, power distribution and industrial process engineering industries.

I.1. Company Mission Statement

- As an independent company, we are a successful partner for our customers.
- Innovative technology and continuous improvements to our hardware, software and service offers, help to ensure that we remain competitive on the global market.
- Our market success is down to the ability to find the best possible solution for any issues that our customers have.
- Each employee contributes to our success by acting in a responsible and target-driven manner.
- Our managers help promote and develop the skills of our employees, and contribute to a harmonious and constructive level of cooperation by acting in a cooperative manner.

I.2. Company Quality

The future-oriented alignment of the company combined with solid levels of profitability is the basis for making significant investments in technologies for the markets „of tomorrow“. In doing so, they also help to preserve jobs within the company too. Our innovations are characterized by their technical development and excellent contact with our customers as well as technical educational institutions. This ensures stability and continuity, both of which are essential to ensuring our position as a reliable partner for our customers into the future.

For us, company quality means fulfilling all expectations of the various parties for whom the company provides services. This also applies to services provided within the company.

More than anything, we always aim to satisfy our customers with respect to the product characteristics, schedules, quality level, communication and collaboration. We ensure that the various laws and regulations, including in particular DIN EN ISO 9001:2015, are observed.

Society's expectations of how we act are important to us. We aim to use all resources sparingly and carefully, and always aim to ensure the protection of the environment in every respect too.

The company's services are processes that are interconnected and aligned with the aim of ensuring faultless deliverables. Procedural variations and the possibility of human error are both taken into account in the planning process. The deliverables of process steps are reviewed and managed in the sense of a control circuit. We therefore encourage self-examination and process control by the individuals executing the activities.

Our processes are aligned in such a way so that there is added value in terms of the expected customer benefit at every step, and any waste, such as in warehousing, and unnecessary production and management interfaces, etc., are avoided.

In order to achieve our target of ZERO-DEFECT QUALITY, we ensure holistic collaboration between all internal and external partners who are involved in our company's various processes and services. The acquisition of customer requirements in partnership, the integration of suppliers, teamwork and clear agreements regarding the expected services are important to us.

The level of company quality is ultimately determined by the high professional level of training, skill, desire and communicative cooperation between managers and employees.

The quality management system of the company A. Eberle GmbH & Co. KG is stated in this Company Manual (CM).

The company management team expects all managers and employees to make the Company Policy the guiding principle of their own work and contribute personally to the company quality too.

2. PRODUCTS AND SERVICES

Systems and devices for measuring, control and recording tasks connected to the transformer

The main system components are

- Digital Voltage Regulators REG-D™ and REG-DA
- Resonance Regulators for E-coils REG-DP and REG-DPA
- Earth Fault locating relay EOR-D
- Power Quality Interface PQI-D
- Power Quality with disturbance recorder PQ-Boxes and PQI-DA smart
- Collapse Prediction Relay CPR-D
- Dynamic Monitor DMR-D
- Low Voltage Regulation system LVRSys™
- Communication and Interface modules

The main tasks in terms of the quality of our products and services are:

Marketing

- Innovation management
- Determining new products in a high quality, legally compliant and timely manner
- Compilation of technical specifications in collaboration with our customers
- Definition of product-specific service

Sales

- Technical advice for customers to ensure reliable use of our products
- Handling of customer queries and compiling offers
- Internal order clarification, execution of customer orders in workshop orders
- Drafting of contracts, responsibility for sales agreements and agreements
- After-sales service for supplied goods

Development and design

- Compilation of technical specifications in collaboration with marketing
- Design and development of new products
- Maintenance of current products
- Assistance with order clarification for customer-specific products
- Compilation of quality compatible product documentation
- Manufacturing and inspection scheduling for new products

Procurement

- Supplier selection
- Supplier evaluation
- Competent handling of goods, from delivery to processing
- Procurement of materials, parts and modules

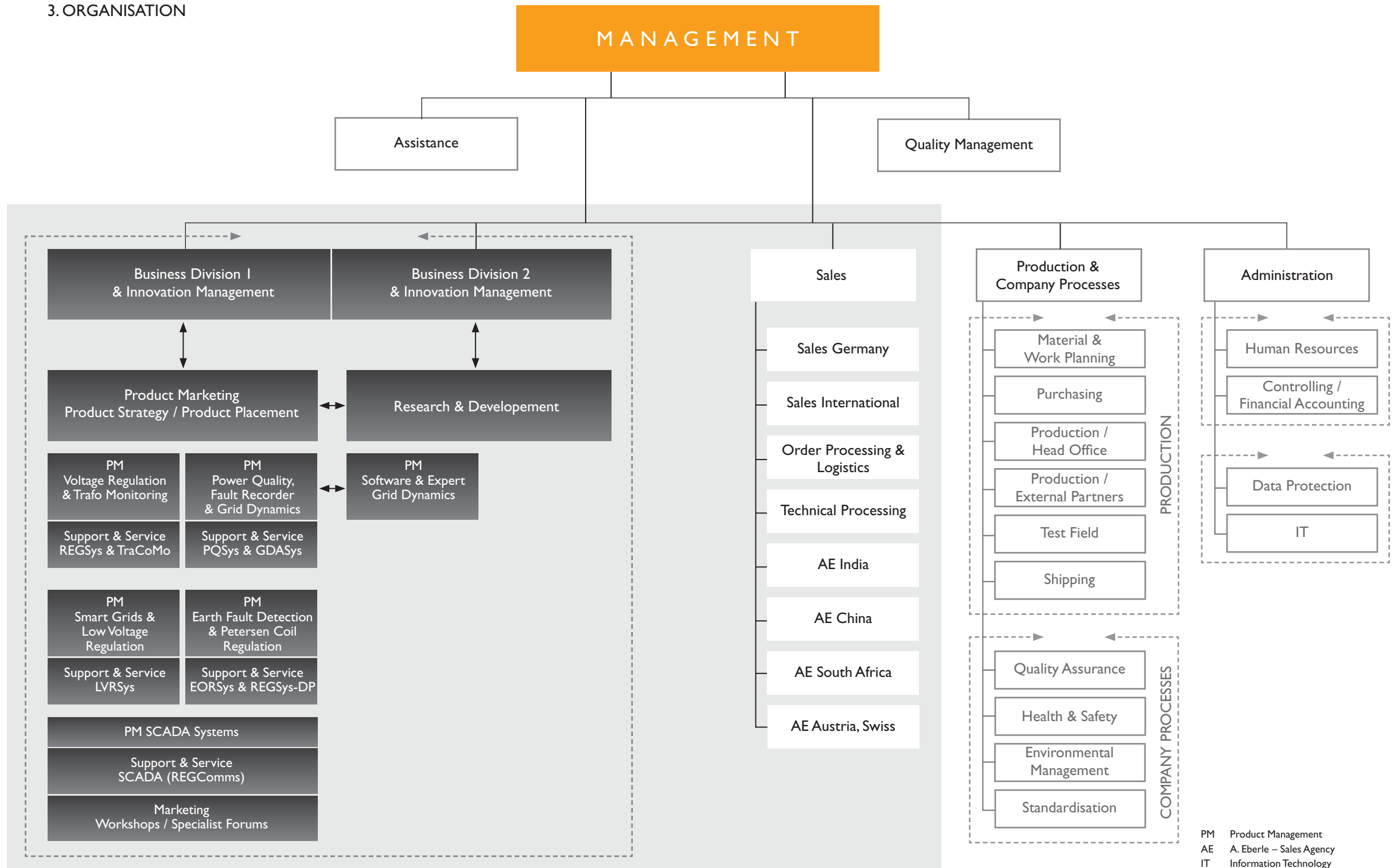
Product realization

- Ensuring manufacturing processes to achieve the specific level of product quality
- Execution of defined inspections to verify the specifications

Service

- Comprehensive customer support (Support)
- Global commissioning of systems
- Repair of devices and systems

3. ORGANISATION



4. QUALITY MANAGEMENT SYSTEM

4.1. Processes

The various processes ongoing within the company are described. The resources required for the processes are available or can be provided as required.

The processes are executed and monitored in accordance with the descriptions. The measurements that are to be executed and analyzed are specified.

Our core process „Product Realization“ and its associated sub-processes (offer and contract verification up to customer satisfaction) are illustrated in the following:



The following are supporting processes:

- Documented information
- Personnel requirements and qualification
- Customer satisfaction and statistics
- Corrective and preventive actions
- Occupational safety, environmental management, data protection

4.2. Documentation

The quality management system documentation consists of the Company Manual (CM), process descriptions (PD), work instructions (WI), printed forms, performance standards (PS) and their lists.

The following is stated in the Company Manual:

- Company Policy
- Products and Services
- Organization
- Quality Management System
- Company Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis and Improvement

The Company Manual is updated by the Quality Manager (Management Representative). It is checked and released (implemented) by the company management.

The process descriptions (PD) contain the purpose, scope, responsibilities, detailed procedures, checking, release (= implementation), changes, distribution and retention periods for documents and records.

The most important process descriptions are:

- Documented information
- Personnel requisition and qualification
- Offer and contract verification, maintenance and customer services
- Product development
- Procurement and management of products provided
- Production process, inspections and test equipment monitoring
- Identification and traceability
- Handling, storage, packaging and shipping
- Control of defective products
- Customer satisfaction and statistics
- Internal audits
- Corrective and preventive actions
- Occupational safety, environmental management

Our work instructions (WI) lay down working conditions and decision-making criteria for individual work processes.

Performance standards (PS)

The performance standards govern organizational details.

5. MANAGEMENT RESPONSIBILITY

5.1. Company Management Obligations

In order to provide evidence that the various quality assurance system requirements have been met by A. Eberle GmbH & Co. KG, the company management introduced this Company Manual (CM) along with the associated process instructions and performance standards. The company management shall ensure the availability of resources for the purpose of observing these requirements.

5.2. Customer Orientation

The company management is customer-oriented and is responsible for the following:

- Determination and rating all customer requirements (including those that are not explicitly stated) for supplies and services.
- Determination and evaluation of Statutory and regulatory requirements.
- Determination of the impact of customer requirements on the company's internal processes.
- Handling customer property.
- Communicating with the customer.
- Customer satisfaction.

5.3. Quality Policy and Objectives

The Quality Policy is part of the Company Policy (Section I). Its aim is to ensure the level of quality in products and services as demanded by customers at all times (customer satisfaction).

The measurable targets to be issued each year are derived from the company policy and broken down into the individual execution levels where possible. All employees are responsible for this by ensuring constant self-regulation and improvement during the course of processes.

The Company Manual (CM) acts as a guiding principle for smooth, error-free and effective collaboration within the Company, and illustrates our quality assurance actions in an easy-to-understand format for our employees, customers and suppliers alike.

5.4. Management Representative

The management representative (MR) reports directly to the top management and only has to answer to the top management. The top management defines the guidelines for his/her work.

The management representative checks and enforces compliance with the quality management system. He/she is responsible for promoting awareness within the company of the key importance of customer requirements. He/she therefore has the full support of the company management. He/she issues a report about the quality management system each year, otherwise reports are issued for special events or as required. The scope of responsibility and the authority of the management representative can be found in his/her task description (performance standard).

5.5. Management Review

The management objectives are constantly reviewed and evaluated by the company management.

To help achieve this, procedures and objectives regarding the following topics are drafted each year:

- Work of the management representative
- Internal audits, implementation status
- Customer satisfaction, Sales, Marketing, technical management
- Revenue figures, new orders, export share, controlling
- Up-to-dateness of the quality policy
- Changes to process descriptions, work instructions, performance standards and printed forms
- Planning with respect to quality objectives, product compliance and required resources
- Recommendation and status of preventive and corrective actions
- Context of the organization
- Interested parties
- Follow-up actions from previous management evaluations

The effectiveness and state of the quality management system is reviewed on a regular basis within the company management group. The results are documented once a year and then evaluated by the top management.

6. RESOURCE MANAGEMENT

6.1. Provision of Resources

The provision of resources (for staff and equipment) is part of the company policy and quality policy.

6.2. Human Resources

Activities that have an impact on quality are executed by suitably qualified staff. The required actions are described in detail in the process description PD „Personnel Requisition and qualification“.

This PD governs the following:

- Defining the qualifications required for activities that have an impact on quality
- Determining the existing level of qualifications and any resulting training requirements
- Instigating training measures with review of success of such training
- Conveying an awareness of quality

6.3. Infrastructure and Working Environment

The company management ensures that facilities are provided that are required to ensure compliance with product requirements. Any concerns regarding production are governed by the process description PD „Production process, inspections and test equipment monitoring“.

7. PRODUCT REALISATION

7.1. Planning of Product Realisation

The planning of product realisation is the responsibility of the top management. This includes maintaining the quality management system, including the documentation requirements, as well as the various regulations described below regarding offer and contract verification, development, procurement, production, service provision and product monitoring. Communication with the customer is regulated in the individual chapters.

7.2. Offer and Contract Verification

The employee commissioned by the Sales department management team is responsible for the offer and contract verification. He/she ensures that all requirements (i.e. customer, in-house, statutory and official, both up to and after delivery) regarding use of and practicality of products are determined, evaluated, documented and agreed with the customer. This applies to amendments as well. The process description PD „Offer and contract verification, maintenance and customer services“ governs the implementation.

7.3. Development

With respect to the development planning, the development phases, their assessment dates and criteria as well as the parties involved and their obligations are defined (where necessary). The process description PD „Product development“ applies to the execution of development work.

This refers to:

- Input
 - Requirement definition and evaluation
- Output
 - Verifiability
 - Consequences for procurement and production
 - Instructions for inspecting the characteristics of the product, its safety and suitability
 - for potential use (verification)
 - Proof of suitability for actual use (validation)
- Change management during development
- Scope of documented information for input, output, verification, validation and changes.

7.4. Procurement

Items are procured in accordance with the process description PD „Procurement and management of products provided“.

This governs the following:

- Supplier evaluation
- Requirements for products to be procured
- Production monitoring and inspection at the supplier
- Verification of procurement requirements for incoming goods inspections.

7.5. Product and Service Provision

Production and service provision measures are executed in accordance with the process description PD „Production process, inspections and test equipment monitoring“

Production process governs the following:

- Availability of requirements for the product, process descriptions and work instructions, equipment, test equipment type
- Monitoring, scope of inspections, releases
- Process evaluation
- Personnel qualification
- Records

Inspections governs the following:

- Inspection of fulfillment of product requirements on receipt of goods and at end of product realization
- Responsibilities
- Releases
- Records

PD „Identification and traceability“ governs the following:

- Identification, product and inspection status during entire product realization
- Records

PD „Handling, Storage, Packaging and Shipping“ governs the following:

- Observance of product compliance and identification until delivery

PD „Management of defective products“ governs the following:

- Prevention of any unauthorized further use of defective products (identification)
- Responsibility and authority
- Fault resolution measures
- New conformity assessment in the case of fault resolution measures
- Release
- Records

7.6. Test Equipment Monitoring

Test equipment is monitored in accordance with the procedural instruction PD „Production process, inspections and test equipment monitoring“.

This governs the following:

- Choice of required test equipment
- Ensuring valid test results (calibration points and methods, identification of test equipment and its calibration status, preservation of test equipment function)
- Procedure for determining faulty test equipment (evaluation of previous inspections)
- Records
- Use of computer software to monitor and measure specified requirements

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1. Conformity Certificates and Continuous Improvement

The planning of conformity certificates and continuous improvement is the responsibility of the top management. This includes maintaining the quality management system, including the documentation requirements, as well as the various regulations described below regarding customer satisfaction, internal audits, inspections, inspection status, management of defective products, statistical methods, corrective and preventive actions.

8.2. Customer Satisfaction

Determining customer satisfaction is governed by the process description PD „Customer satisfaction and statistics“. Questionnaires are used for the determination and evaluation, on a regular basis, of customer satisfaction levels, and, where appropriate, any measures are initiated.

8.3. Internal Audits

The implementation of internal audits is defined in the process description PD „Internal audits“.

This governs the following:

- Planning
- Auditor qualifications
- Execution and reporting
- Consideration of previous audit results
- Measures to rectify any defects and their causes
- Reporting on defect rectification measures

8.4. Statistics

Aside from the management evaluations, supplier evaluations, process evaluations and complaint assessments, carried out on a regular basis, data is also statistically compiled, where appropriate to do so, regarding incoming, interim and final inspections, repair frequencies and observance of delivery dates. This helps to determine any process and product characteristic trends. Improvements can then be made where necessary. The use of statistical methods is governed in the process description PD „Customer satisfaction and statistics“.

8.5. Corrective and Preventative Actions

Corrective and preventative actions are used to help ensure the continuous improvement of the entire quality management system, i.e. the processes, products and organization, and are described in the process description PD „Corrective and preventative actions“.

This contains the following:

- Cause assessment and evaluation of actual and/or potential errors
- Prevention of errors occurring and/or re-occurring
- Assessment of preventive and corrective actions
- Records

9. OCCUPATIONAL SAFETY

Occupational safety within our company is extremely important. An external company has taken over all of the duties of a health and safety officer and company medical officer arising from the German Health and Safety at Work Act (ASiG) and DGUV Regulation 1 and 3. A safety officer is appointed internally. The criteria for occupational safety are governed in the process description PD „Occupational safety and environmental management“.

10. ENVIRONMENTAL MANAGEMENT

All employees within our company are encouraged to use resources carefully. The opportunities to use recycled products are constantly monitored and being further developed. The efficient use of consumables and packaging materials is a matter of course for us.

When designing new products, targeted efforts are also made to take into account environmental protection requirements (using recyclable materials where possible, using environmentally friendly production methods).

Employees are requested, even at the procurement stage, to exert influence on suppliers and contracting partners so as to help improve environmental protection measures.

All employees are obliged to separate accumulated waste into recyclable materials, hazardous waste and residual waste. Hazardous waste, such as batteries, fluorescent lamps, plastics etc., must be disposed of in an environmentally safe manner.

The measures for the disposal of pollutants, as stipulated by law, are governed by the process description PD „Occupational safety and environmental management“.

II. DATA PROTECTION

We have appointed a data protection officer to ensure the protection of our personal data in accordance with the German Federal Data Protection Act. The data protection officer shall ensure compliance with the German Federal Data Protection Act and other data protection provisions. He/she reports directly to the top management.

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