

QRL 05

Information about Quality Management

A Introduction

This document was compiled due to various inquiries received from customers with regard to the ISO 9000 ff certification, the basis of the quality management (QM) system applied and the fundamental data of the company. We are aware of the fact that these inquiries were made to obtain confidence in FRESCO's products and service, even if they often only fulfill ISO 9000 formalities. To give our customers more support, we have decided to disclose essential features of our QM system and, at the same time, take confidence-building measures going far beyond the requirements of ISO 9000 ff.

B Business Philosophy

We develop our products by complying with our customers' requirements

- we are open to all ideas

We always offer our customers the optimum solution

- something to always rely on

In our products we combine: most advanced technology and proven methods

- we are always up-to-date

We consider all aspects

- pure perfection

C Elements of the QM System

For years, FRENCO GmbH has been one of the world's leading manufacturers of gear and spline high precision and shop floor measurement systems, with a number of special solutions to many kinds of measuring tasks which are available from FRENCO only. We have entered many co-operations, thus maintaining our lean structure. At our premises a team of about 65 highly skilled specialists is in charge of product development, marketing, engineering, production of gears and splines, quality assurance and assembly of the products. Particularly our long-standing experience in constructing measuring devices is the reason for every employee being thoroughly trained and very familiar with the elements of quality assurance.

The QM system individually established by us is subject to continuous changes and improvement. Among others, it consists of the following elements:

- Description of the QM system in company guidelines
- At least random, mostly, however, 100% inspection of incoming goods
- Clear product identification
- Regular manufacturing control
- Systematic 100% interim and final inspection according to inspection plans and inspection instructions
- Issuance of inspection certificates
- Direct traceability of measurement results to national standards
- Documentation of inspection results and storage period of 10 years
- Internal and external computerised supervision of inspection instruments
- Registration of quality-related cost
- Traceability back to the supplier
- Process for handling complaints, determining causes of failure and preventing future errors
- Guidelines for all business sections
- Responsible Quality Manager

D Certification according to ISO 9000 ff

FRENCO GmbH has not been ISO 9000 certified, and only plans to do this on a long-term basis. The main reason for this decision is that neither does the quality of our products and service depend on nor can it be proven by this certification.

Although our QM system is strongly influenced by the DIN EN ISO 9001:2015-11 many of its formal demands, however, are not fulfilled. With regard to a mainly single-piece production and a staff of about 65 employees, we feel this bureaucratic expenditure would not be justified. In this respect, we fulfill what is essential to us, for example documentation problematic cases guidelines.

To us advanced tasks are important, such as application advice to our customers and the rapid realisation of new knowledge and research results. Therefore, we have set the following medium-term targets which are especially beneficial of our customers:

- 100% final inspection of all gears and splines which must have gage quality
- Reduction of measuring uncertainties of gear and spline inspections
- Improvement of existing and development of new measuring methods for shop floor measuring instruments.

Instead of a certificate that is rather doubtful as to the quality of the products, we make the following offer:

- Every single one of our customer is welcome to carry out a short-term in-house audit to get an idea of our QM system.
- We are prepared to be audited by our customers.

This also gives our customers the possibility of auditing requirements which exceed the DIN EN ISO 9001:2015-11 and establish a relationship of confidence.

E Accreditation as DAkkS Calibration Laboratory according to DIN EN ISO / IEC 17025

FRENCO is accredited as DAkkS Calibration Laboratory D-K-15199-01 for gear standards by the “Deutsche Akkreditierungsstelle (DAkkS)”. Achieving this, FRENCO was the first DKD Calibration Lab for gear standards in Germany. Our DAkkS Calibration Laboratory belongs to the most accurate of its kind.

The accreditation shows our resources of power. It is in agreement with DIN EN ISO / IEC 17025 and is internationally accepted in many countries.

As service gearing artefacts and high precision gears can be calibrated in helix, profil, pitch, runout and dimension over balls. This can be done to the limit of accuracy being possible. So Gears and gear-equal artefacts with workpiece similar geometry can be fully traced.

F National and International Standardisation

Many of today’s valid standards in the field of gears and splines are outdated or simply wrong. On the one hand, FRENCO has introduced a series of actions to rectify standards, on the other hand there is co-work in numerous standardization committees, including for example:

- Voting participation in ANSI standardization committee.
- Modernization of DIN 5480 and 5481. FRENCO has the chairmanship of standards for gears and splines in germany and the committee AA 2 (spline standards).
- Renewal and accepting of ISO 4156. FRENCO is working on a new version as German delegation of the TC14 WG1.

- Work in DIN-Committee 1.1 ,‘Terminology of gears and splines‘‘ and 1.2 ,‘Tolerances of gears‘‘.
- Renewal of DIN 3970
- Member and chairmanship of the VDI-Committee ,‘Measuring gears and gearboxes‘‘.
- Member of the german delegation for the creation of the new ISO-Standard 18653 , ‘Calibration of instruments for measuring gears‘‘.
- Member of VDMA (German Engineering Federation)
- Member of FVA (Research Association for Power Transmission Engineering)
- Member of ‘‘Sektorkomitee der Deutschen Akkreditierungsstelle GmbH (DAkKS)
- Member of ‘‘Fachausschuss Länge des Deutschen Kalibrierdienstes‘‘

Besides this, there still are many ambiguities and confusion in the field of product measuring technology of gears and splines. Whenever possible, standardising steps are supported or own definitions and documents are compiled. Further and actual information can be found in the internet at www.frenco.de.

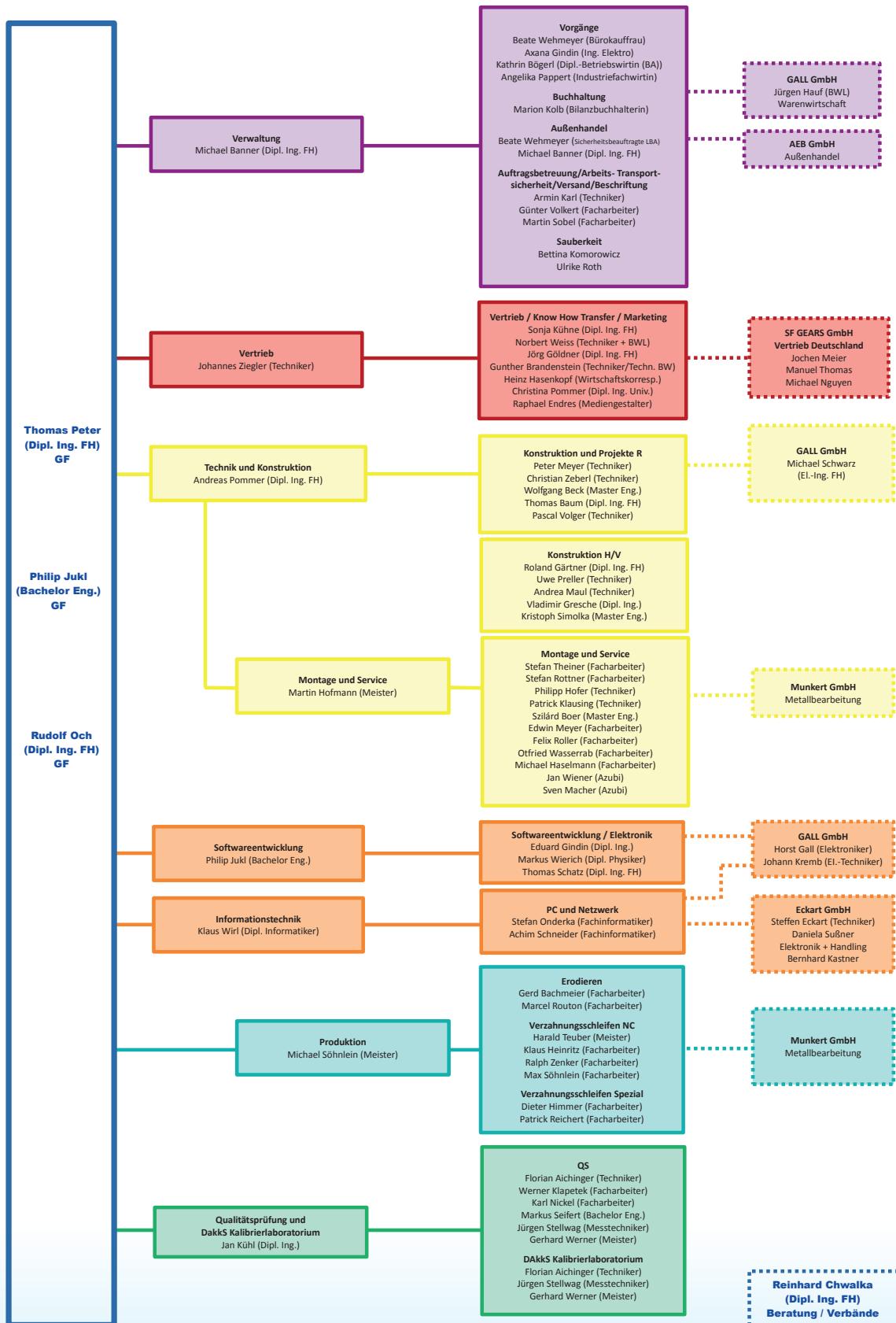
G Environmental management

FRENCO feel commit to avoid or to keep as small as possible all environmental pollutions caused by FRENCO. If we have environmental pollutions, then we have to keep the rules and try to avoid these. Responsible is Mr. Thomas Peter and the FRENCO rule is VRL 21. This rule is available on demand for all customers and employees of FRENCO

H General Data

1.	Delivery address		Jakob-Baier-Str. 3, D 90518 Altdorf/Germany
2.	Phone Fax Email Internet		(49) 09187 9522 0 (49) 09187 9522 40 frenco@frenco.de www.frenco.de
3.	Persons to contact	President Administration Sales Manager Design Manager Quality Manager Manager IT Delivery Information Export Manager	Dipl.-Ing.(FH) Thomas Peter Dipl.-Ing.(FH) Rudolf Och Dipl.-Ing.(FH) Michael Banner Dipl.-Ing.(FH) Thomas Peter Dipl.-Ing.(FH) Andreas Pommer Dipl.-Ing. (FH) Jan Kühl Dipl.-Inf. Klaus Wirl (technician) Armin Karl (office administrator) Beate Wehmeyer
4.	Company data	Founded in Legal form: Shareholders Share capital Turnover Export rate Employees	1978 Frenco GmbH IDUR GmbH+CO KG 80% Thomas Peter: 20% 1.000.000.- € 2017: 15.000.000.- € 2017: ca. 30% 2017: 66
5.	Product lines		Gear and spline high precision H Size inspection instruments V Universal Rotation Measuring R DAkkS calibration P Gear and spline inspection P Know-How Transfer K
6.	Important customers		ZF Group, VW, Daimler, GKN Group, BMW, Audi, Bosch, Neapco, Neumayer Tekfor, Hörbiger, Metaldyne, Schaeffler, Zeiss, Mahr, Klingelberg, Wenzel
7.	Main suppliers		Munkert Präzisions-Metallbearbeitung Eckart Anlagenbau GALL Software
8.	Production plant		D-90518 Altdorf/Nürnberg Deutschland
9.	Tax ID number Tax number		DE 133 56 5555 241/115/43867
10.	insurance	liability transport	€ 5 Mio pro Fall Depending on delivery volume, max. € 500.000
11.	Authorized Economic Operator AEO		certified
12.	Register court	Nuremberg	HRB 3589

I Frenco Organigramm



J Technical details

IT-environment

Network of the company	Gigabit-Netzwerk (Cat 5e/LWL)
Server	Server Microsoft 2008/2012 DEBIAN/UBUNTU LTS VM Ware ESXI ERP-Software at UNIX AIX with Informix-SQL database hosted mailservers/WEB-Server inhouse Software AEB for foreign trade
CAD	2D: ME10 3D: Creo
Design data transfer	2D: Ij, DXF, IGES 3D: IGES, PRO E, Step, VDA, Catia STL, GDE