Fragenkatalog

QS infrastructure

Prozesselement: A - management-system

Frage 1:	Does a certified QM system exist?
Beschreibung:	* *Does the scope correspond to the product being audited?* *Evidence is e.g. a certificate specific QMS or other certificates - IMS A5*

Frage 2:	Are the customers and their requirements known in the company?
Beschreibung:	* *Contractual content of individual contracts/framework agreements* * *Identification, procurement and communication of information sources* *Evidence is e.g. Contract with publisher (e.g., standards) DB Kommunikation or DB Netz AG (distributor TM)* * *Control of information such as standards, guidelines, DBS, etc.* * *Obligation of suppliers to the DB AG Code of conduct or own, adequate rules (Responsibilities and information requirements) Evidences are e.g. Process description, Current Ril 120.0381, Current EVB quality assurance*

Frage 3:	Are methods, processes of improvement established / deployed?
Beschreibung:	* *KVP, KAIZEN, suggestion schemes, idea management are excisting and effective* * *Cause-and-effect analyzes (Ishikawa, 8 D, 5 Why) are used for errors, problems* * *FMEA process / product are implemented Evidence is e.g. 8 D template / example, process FMEA (active or planning)* * *Tracking of measures from past internal or external audits*

Frage 4:	Is the leadership actively involved in the implementation of the management system?
Beschreibung:	* *Management evaluation and alignment of the system to meet customer requirements are documented and communicated* *Evidence is e.g. Management review (evaluation/ report), evaluation of effectiveness of measures* * *Appropriate performance indicators for quality data such as Complaint rate, error rate (FPY), delivery times, etc. are fixed and updated continuously*

	Evidence is e.g. Determination of customer satisfaction (DB), determined complaint rate/ actions/ effectiveness check

Frage 5:	Are legal requirements such as an occupational safety, environmental protection etc. integrated into the management system and documented?
Beschreibung:	* *Identification and control of requirements* * *Is there an integrated management system* * *Additional certifications* * *Integration into the QM documentation* * *Regular inspection Evidences are e.g. Risk assessment with regular updating, protocol plant inspection / action plan and effectiveness check, proof of disposal* * *Revision control of standards, laws, etc.*

Frage 6:	Is a process for the customer satisfaction assessment implemented?
Beschreibung:	* *Process description* * *Customer satisfaction assessment categories* * *Assessment criteria* * *Continual improvements/ actions from the customer satisfaction assessment*

Frage 7:	What elements are anchored in the company's Code of Conduct?
Beschreibung:	*Is there a code of conduct or what does the company's Code of Conduct include?* * * * *Corruption in kind of gifts / invitations?* * *Child labor* * *forced labor* * *Non-discrimination / anti-discrimination* * *Union releases visible* * *Mutual respectful treatment* * *Systems for recording working time and breaks*

Prozesselement: B - staff/qualification

Frage 1:	Is the suitability and availability of the employees, which are necessary for the realization of internal and external customer requirements, ensured and maintained?
Beschreibung:	* *Required qualification* * *Qualification matrix, with development potential* * *Training: work safety, environmental protection, hazardous materials, quality (methods, objectives, tasks) -> effectiveness check* * *Eyesight (e.g., ISO 9712 or DIN EN 13018)* * *Driving license for vehicles and means of transport*

	* *Handling of testing and measuring equipment* * *Fire protection, data protection officers, first responders, eviction workers, etc. are named, clear powers are defined*

Frage 2:	Is the transfer of responsibilities and powers for the product and process quality as well as for the production facilities regulated?
Beschreibung:	* *Signature regulation are existing and effective* * *Required designations and assignments are available* * *Authorizations for blocking, release and special releases are regulated* * *Notification and reporting channels are defined and effective* * *Adequate job descriptions, functional descriptions are existing and effective* * *Order and tidiness in all areas determinable* * *Quality notification / recording is managed*

Frage 3:	Are tools for continuous improvement of motivation of the employees effective used?
Beschreibung:	* *Effectiveness and conformity of the organization of KVP (continual improvement process, indicator of employee motivation) and suggestion schema* * *Information about quality(target / actual values) is available and understood* * *Quality islands are effective* * *Influence of quality is understood locally, implementation of the 4-eye principle (not an indicator of employee motivation)* * *Self-assessment* * *Regular appraisal interview* * *360 degree Feedback*

Frage 4:	Is a suggestion system / complaints management available to promote employee motivation?
Beschreibung:	* *Suggestion System (including suggestion box)* * *Idea Management (including suggestion box)*

Frage 5:	Is a complaint management available?
Beschreibung:	*Complaint management (including complaint box):* * *Requirement 3 clicks away from the Main Intranet Page up to message = 10 points*

Frage 6:	Are there sufficient personnel with the necessary qualifications to carry out the necessary quality audit?
Beschreibung:	* *For example: Quality Officer Certificate, VDA 6.3-Certificate, EOQ-Auditor, Specialist welding engineer, etc.* *Alternative employees with many years of professional experience in quality management*

Prozesselement: C1 - purchasing/procurement

Frage 1:	Is it ensured that only released and qualified suppliers/ sub contractors are appointed?
Beschreibung:	* *Obligation of suppliers to the Code of Conduct of DB AG or their own, adequate rules* * *Supplier selection on the basis of references, prototypes, initial samples, operating trial contracts, etc.* * *Conclusion and supervision of quality assurance agreements (QAA)* * *Dependencies and substitution options are appropriate* * *Supplier audits to assess Q capability are systematically planned and executed* * *Supplier talks conducted and documented*

Frage 2:	Are there sub contractors which deliver products from the LgP/ HPQ overview?
Beschreibung:	* *If NO, the question is not evaluated and rated with nb -> the next question is C2.* * *If YES, then the next question is C1.2 on worksheet PE C1.2.*

Frage 3:	Is the agreed quality of the procured products ensured and measures taken in the event of nonconformities?
Beschreibung:	* *Is the agreed quality of the procured products ensured and measures taken in the event of nonconformities?*

Frage 4:	Is it ensured that the test specifications are suitable for verifying product specifications?
Beschreibung:	*Principle:* * *Test the right and important adequate and effective* * *Test schemas and test criteria are transmitted and known* * *Drawings / schemas are available and understood* * *Standards / specifications are known and available in the company* * *Order specifications and order clarification are documented* * *Test / acceptance criteria are accepted* * *Good / bad pictures are available, understood*

Frage 5:	Is the quality performance of the supplier assessed and are receivables / measures initiated in case of deviations?
Beschreibung:	* *Are there records of discussions about quality* * *agreement of analysis of cause and action to be taken (8 D, FMEA, etc.)* * *evaluation of failure hot spots/challenging suppliers* * *evaluation is carried out on a comprehensible and transparent schema/ procedure*

Frage 6:	Does the goods receipt (incoming goods department) have a suitable

	infrastructure and logistics?
Beschreibung:	* *Storage and transport areas are appropriate* * *Lighting and workplace space are sufficient* * *Lock camp (marking) is clearly demarcated and protected* * *Requirements for purity, climate, humidity, etc. are known and fulfilled* * *suitable means of transport* * *access permissions* * *Specifications for delivery with vehicles and load securing are complied*

Frage 7:	Is the delivery and storage of the materials appropriate?
Beschreibung:	* *Maybe separation delivery and storage?* * *Requirements for packaging and storage are known and implemented* * *Packaging, delivery takes place acc. the requirements* * *Warehouse management system is set up and effective* * *Stock principles such as FIFO (first in / first out) are implemented* \-> *internal information flow* * *Order and cleanness are implemented sustainably* * *Climatic conditions during transport are monitored and maintained* * *Protection against damage, pollution ensured* * *Labeling of all products as required* * *Traceability, test status possible at any time (if required)* * *Mixing security given* * *Lock camp (furnished, marked and used)* * *Localization of materials in the system* * *External footprint/ external storage*

Prozesselement: C1.2 - Purchasing/ Subcontractor

Frage 1:	Were all required monitoring audits planned and done within the fiscial year?
Beschreibung:	* *Usage of the DB AG Questionnaire, naudit schedule/ audit program is available*

Frage 2:	Are audit reports and notes of corrective actions/ deviations incl. dead lines and effectiveness checks available?
Beschreibung:	*Documentation*

Frage 3:	"Were the audit assessments above than 90 % points (Q1 level similar to the DB AG Q1 rating)?
Beschreibung:	* *If the answer is "Yes", the question is not assessed -> continue with question 16 from process element C1.* * *If the answer is "No", continue with question 24 from process element C1.2.*

Frage 4:	Are product approvals regulated according to EVB?
Beschreibung:	* *Q2-Decreases, Sorting out, SFI, etc.* * * *Otherwise long-standing professional experience in Quality Management*

Prozesselement: D1 - Product/ process planning

Frage 1:	Are the customer requirements known and how are they conveyed? Also to subcontractors?
Beschreibung:	* *Implementation of the contract contents in the company* * *Rule Drawings* * *Standards* * *Specifications* * *Specification books* * *Technical Delivery Conditions (eg. Deutsche Bahn Standards (DBS), TL, Railway Standards (BN))* * *Techn. Messages (TM)* * *Access, Storages and steering*

Frage 2:	Are the required qualifications / approvals known and attained?
Beschreibung:	

Frage 3:	If a process FMEA has been created, will it be updated in case of changes and are the measures implemented?
Beschreibung:	*Consider transitional period:* * *Update on changes* *To consider are:* * *Customer requirements* * *all production stages, even from suppliers (outsourced processes)* * *important parameters / characteristics, legal requirements* * *material* * *Traceability, environmental aspects*

Frage 4:	Are the necessary plans for dimensional, material and functional tests (QM plans) available and are suitable production and test documents prepared?
Beschreibung:	* *For significant features labelling and identification is carried out* * *Adequate test schema is available* * *tests at convenient points of the product realization are planned, implemented, documented* * *Test instructions are available, applied*

	* *Clarification of acceptance criteria* * *Defined, known, documented, process parameters (e.g., pressures, temperatures, times, speeds)* * *Data on machines / tools / tools known and documented* * *Test specifications (important characteristics, test equipment, methods, test frequencies) available* * *Intervention limits defined in process control charts - machine and process capability certificates, known, documented* * *Operating instructions and work instructions available, understood*

Frage 5:	Is a short-term reaction ensured in the event of complaints and are measures planned to supply the customer with products?
Beschreibung:	* *Contingency plans exist and risks are known and evaluated* * *Measures to reduce risks are implemented* * *Capacities and response times are known and planned* * *Modifications to the systems, special equipment and tools are documented and taken into account in the emergency plan* * *Use of external capacity is planned* * *Responsibilities and powers are clearly defined in the emergency plan*

Frage 6:	How are the requirements for occupational health and safety fulfilled?
Beschreibung:	* *DB guidelines* * *Regulation on hazardous substances (operating instructions, subsitution checks)* * *Risk assessment (GuB) are available and kept up to date* * *Tests of means of transport, electr. Equipment, shelves, ladders, PPE, cranes, gates, load means are currently performed* * *Operating instructions available, understood* * *Evacuation plans (including identification of the current location) are defined and escape routes are identified* * *Fire protection measures have been implemented and maintained* * *Evacuation exercises currently performed* * *Occupational safety instructions (for internal and external) and workplace inspections* * *Are personal protective equipment available to employees?* * *Are first aid kits available?*

Prozesselement: D2 - Equipment/ Facilities

Frage 1:	Are the production facilities / tools suitable to meet the product-specific quality requirements?
Beschreibung:	* *Machines and process capability certificates for important characteristics / process-determining parameters are available and maintained* * *Forced control/ Regulation important parameter is defined and understood* * *Warnings in case of deviation from target specifications (for example,*

	lamp, horn, shutdown) are available ** Maintenance, maintenance status of tools / systems / machines (including preventive, planned maintenance) is monitored* ** Requirements for particle freedom, electrostatics, etc. are known, monitored and adhered to* ** Structural condition of the building*

Frage 2:	Can the quality requirements during production be effectively monitored with the measuring and testing equipment used?
Beschreibung:	** Required test equipment has been determined and needs are monitored* ** Reliability and functional tests are carried out and documented (intervals)* ** Measuring accuracy / test equipment capabilities are determined* ** Data collection and readability are proven* ** Calibration of the test equipment is planned*

Frage 3:	Are the work and test stations adequate to the requirements?
Beschreibung:	** Ergonomics* ** Lighting, ventilation, air conditioning* ** Order and Cleanness* ** Environmental Protection* ** Environment/ Handling of components* ** Marking of hazardous areas*

Frage 4:	Are the requirements for production and test documents met?
Beschreibung:	** Completeness of the Manufacturing- / test steps* ** Tools and test Equipment Used* ** Marking of the Production / test status* ** Documentation of Results*

Frage 5:	Are the release of production starts and the recording of setting data as well as the deviations regulated?
Beschreibung:	** Completeness of the manufacturing / test steps* ** New/ changed products are monitored separately* ** Standstill of the facility/ process interruptions are documented or planned* ** Repair, tool change, material change (e.g. batch change) are documented or planned too* ** Changed manufacturing parameters are communicated, verified and monitored* ** First-time inspection with documentation* ** Production parameters are up to date* ** Release / change status of tools and test equipment are up to date* ** Implementation of correction and improvment action provable, effective and scheduled*

Frage 6:	Are the quantities/ production lot sizes production quantities matched to the

	requirements and is the forwarding between the operations regulated?
Beschreibung:	* *Are Sufficiently suitable means of transport available* * *Defined storage bins* * *No or small Intermediate storage* * *KANBAN principle implemented* * *Is "just in time" in time realized* * *First in/ first out implemented* * *Change status communicated, documented* * *Quantity acquisition/ evaluation* * *Communication, Information planned and effective*

Frage 7:	Are rejects, rework and good parts as well as internal residual quantities separated, marked and secured against mixing/ confusion?
Beschreibung:	* *Blocked storage; Restricted areas established and secured* * *Marked containers are set up and secured for scrap or rework* * *Defective products are marked* * *Error characteristics are recorded, evaluated* * *Defined rework stations in production are set up, monitored* * *Reworking is planned* * *Defined, effective procedures for handling special releases*

Frage 8:	Are tools, equipment and test equipment properly used?
Beschreibung:	* *Protection against damage* * *Order and cleanness (5 S)* * *Defined repository (computer traceability)* * *Environmental influences* * *Labeling* * *Defined release and change status* * *Check before each use*

Frage 9:	Is handling of expiration (date of expiry) controlled in production?
Beschreibung:	* *Documented control* * *Labeling/ marking, e.g. no use!* * *Separation/ Disposal*

Frage 10:	What are the working conditions?
Beschreibung:	* *Hygienic conditions: sanitary, canteen, etc.* * *Separate dorms from the goods receipt/ production*

Prozesselement: D3 - Error analysis/ error correction

Frage 1:	Are product and process data recorded completely and evaluable?
Beschreibung:	* *Demonstrate how the company controls its processes, which data is collected and evaluated* * *Value cards*

	* *Error collecting cards* * *Control charts* * *Data collection* * *Process parameters (e.g., temperature, time, pressure)* * *Plant shutdown* * *Parameter change* * *Availability, downtime, etc.*

Frage 2:	Are quality and process data statistically evaluated and improvement programs derived from it? Does an escalation management exist?
Beschreibung:	* *Process capabilities* * *Types of errors/ error frequencies* * *Error costs (of nonconformity)* * *Process parameters* * *Rework* * *Blocking messages* * *Cycle times, throughput times* * *Reliability/ failure behavior*

Frage 3:	In the case of deviations from product and process requirements, are the causes analyzed and any implemented corrective measures checked for effectiveness?
Beschreibung:	* *Supplementary exams* * *Cause/ effect diagram* * *5xWhy* * *Ishikawa* * *Error analysis* * *Process capability analysis* * *Q compass* * *8D method* * *Quality Islands/ Quality information points*

Frage 4:	Are processes and products regularly audited internally?
Beschreibung:	*Audience events are for example:* * *Audit program is implemented* * *New projects/ processes/ products* * *Non-compliance with quality requirements (internal/ external)* * *Proof of compliance with quality requirements* * *Identification of potential for improvement* * * *Deviation reports are to be forwarded to the persons responsible and the improvement measures must be followed. An effectiveness check of the implemented improvement measures has to be carried out* *For instance to consider are :*

	* *Customer requirements* * *Important characteristics* * *Function* * *Process parameters/ capabilities* * *Labeling, packaging* * *Defined processes and procedures*

Prozesselement: D4 - Packaging/ Shipping/ Storage

Frage 1:	Is it ensured that products and materials are stored according to requirements?
Beschreibung:	* *Stock quantities and location are defined in relation* * *Protection against damage* * *Order, cleanliness, overfilling (storage bins, containers)* * *Mnitoring the storage time* * *Environmental influences, air conditioning*

Frage 2:	Is the handling of the minimum shelf life (including expiration dates) regulated?
Beschreibung:	* *Regularly documented, scheduled checks* * *Spatial separation/ labeling of non-compliant material* * *Disposal concept*

Frage 3:	Are confusions of packaged products excluded?
Beschreibung:	* *Spatial separation* * *Identification/ marking*

Frage 4:	Are the products protected against external influences during transport/ storage?
Beschreibung:	* *Packaging instructions (pictures)* * *Suitable material (protection against damage)* * *Transport packaging* * *Safety instructions (sticker)*

Frage 5:	Will the legally compliant loading and the safe transport of goods be ensured?
Beschreibung:	* *Loading instructions* * *Load securing* * *Dangerous goods marking* * *Transport damage protection* * *Distribution logistics (truck, rail)* * *Fixed logistics companies with contracts*

Prozesselement: E - Environmental protection

Frage 1:	Do an environmental management system exist?
Beschreibung:	* *Environmental Management System in accordance with the internationally recognised standard ISO 14001*

Frage 2:	How is the product life-cycle managed?
Beschreibung:	*Does a life cycle analysis (resource procurement --> production --> transportation --> usage --> disposal/ recycling) exist?* *Is an eco balance (in accordance with ISO-Standards 14040 and 14044) provided:* * *The eco balance has four requirements: (1) definition of goals and examinitation limits, (2) balance, (3) outcome estimation, (4) evaluation* * *Two fundamentals are considered: inter-media consideration (effect of damage to environmental media) and mass flow integrated consideration (where each mass flow - raw material charge and emissions - is included)* * *Assessment and criteria are included in management decisions* * *Evidence/ documentation e.g. ISO 14001 Certification*

Frage 3:	How are emissions determined and reduced? (Reference to anthropogenic and natural emissions)
Beschreibung:	* *Accuracy of key data to detect emissions e.g. CO2 balance* * *Monitoring of direct emissions* * *Proceedings are implemented e.g. positioning balance limitation / identification of the origin of emissions/ emissions calculations/ development of reduction goals / reporting* * *Are actions (such as programmes for employees/ technologies for reduction/ renewable energy/ transportation optimization) in place?* * *Evidence of EMAS-Certification/ ISO-Certification 14001*

Frage 4:	How is unnecessary material usage avoided?
Beschreibung:	* *Actions/ methods to optimize material usage and reduction of material waste* * *Recycling system for material waste* * *Optimization of production methods e.g. use of correct instruments, standardization* * *Communication with responisble person for material selection* * *Evidence / existence of training courses for employees*

Frage 5:	How is the waste segregation process managed?
Beschreibung:	*Does a transparent waste management system exist? Guidelines for waste separation:* * *Waste separation responsibility* * *Waste inspector* * *Goals for reduction of waste*

	** Evidence/ documentation e.g. book for employees/ environmental balance/ disposal bills*

Frage 6:	How are chemicals stored and disposed of?
Beschreibung:	*Regulations for chemical usage are documentated and communicated:* ** Inventory and risk assessment with reference / proof of legally compliant storage; usage and disposal of waste is available:* ** Risk assessment in accordance with Regulation (EC) No 1272/2008* ** Labelling requirements are satisfied* ** Safety data sheets are completed* ** Briefing and instruction of employees and proof of expertise (where applicable)* ** Employment medical duty examination (in the case of working with dangerous substance) is maintained* ** Storage requirements are fulfilled:* ** Separate storage for dangerous/ flammable chemicals in accordance with EN 14470-1* ** Preventative actions are taken where required* ** Disposal of dangerous substances* ** Employee responsible for preventative actions determined and known to all* ** Evidence and all required documentation in place* * *

Frage 7:	What is the waste water management process?
Beschreibung:	** Applicable legal regulation/ purpose of water and source of sewage water is documented and known* ** Data relating to type of water (drinking water; industrial water) / annual total consumption of water in litres / costs are known and documented* ** Explanation of industrial water conditioning (where applicable)*

Frage 8:	How is hazardous radiation determined, e.g. radioactive radiation?
Beschreibung:	*If applicable, ask how to proceed in the event of a fault.*

Prozesselement: F - Sustainability

Frage 1:	Does an energy management system exist?
Beschreibung:	*Consider the transposition of the Energy Efficiency Directive 2012/27/EU on energy efficiency into national law!*

Frage 2:	How is the energy balance/ energy usage monitored?
Beschreibung:	** Is an energy management system (in accordance with ISO 50001/ EN 16247) in place? KPIs are documented and analysed* ** Is there an overview of energy usage and energy inputs (type and*

	quantity)? ** Tracking of actions / methods for potential energy savings* ** Evidence e.g. energy flow diagram, energy table*

Frage 3:	How are energy saving goals/actions defined?
Beschreibung:	** Goals and actions are based on an energy balance and are transparent for all employees* ** Incentive system to increase employee awareness* ** Evidence e.g. documentation of energy saving goals*

Frage 4:	How is it ensured that machinery is not used without a load?
Beschreibung:	*Key data for total investment effectiveness (i.e. the value add of the system) are known and documented:* ** Shut off vs. No load* ** Availability, power and quality of machinery*

Generiert am Mittwoch, 08. Januar 2025 um 17:19