

QUALITY MANAGEMENT AT THERMADOR GROUPE

Thermador Groupe and its subsidiary Syveco are not ISO 9001 certified yet. However, its organisation, particularly in terms of quality, performs the best practices in the industry.

Quality organisation

- **Purchasing Director:** He defines quality objectives and ranks priorities. Managing supplier quality complaints and initiating supplier audits are also part of his tasks.
- **Quality Manager:** He ensures that processes, products and service are constant. He is in charge of analysing customer feedbacks and product expertise.
- **Technical Manager:** He provides technical expertise to all services in the company.
- **Quality Controller:** He performs and manages controls at reception, flash controls and technical qualifications of new products.

Two warehouse employees are assigned to good receptions. They perform visual checks based on the Quality Controller's instructions.

Tools

Thermador Groupe has the following means of control:

- hydraulic bench test (\leq DN 400, 110 bar) with the possibility of issuing test reports
- pneumatic test bench (\leq 8 bar)
- spectrometer
- torque wrenches, measuring devices, paint thickness controller, etc.
- photo lab: a constantly supplemented and updated library that lists, for each product, potential defects and all marking and tracking elements. We have access to additional means of control if necessary, and can call upon the expertise of independent laboratories (e.g. CTDEC) for advanced measurements and analysis.

Methodology

- **Quarantine:** Our ERP allows us to manage a quarantine deposit in order to perform controls if a quality problem is suspected.

- **8D:** Quality complaints sent to our suppliers, are systematically 8D managed. The relevance of each step of this 8D analysis is assessed to determine whether the claim can be closed or if additional actions are required: Supplier goods return, sorting, testing, audits, etc.
- **Statistical analysis:** It allows us to target controls effectively. Each year a list of suppliers is defined based on the previous year quality rate. Based on this list, reception controls are thus reinforced and an audit schedule is set up to check whether the corrective actions required have been implemented by the supplier.

Control level

- **Visual control 1:** A verification of marking elements and product traceability. It is performed by the reception team or the Quality Controller.
- **Visual control 2:** A more accurate control including a targeted defect search. It is performed by the dedicated warehouse employees, the Quality Controller or the Technical Manager.
- **Complete control:** A control of critical product characteristics: weight, nature of the material, functional control. The product's cut allows to check the thickness distribution or to perform additional tests outside the lab.

Control types

- **Incoming control:** It is defined at each reception by the Quality Controller. The occurrence and level of control are defined according to the following criteria:
 - first batch reception
 - previous statistical analysis of the manufacturer or product range
 - supplier Quality System
 - criticality of product's conditions of use
- **Flash control:** It can be triggered at any time to verify information or erase a doubt. The Quality Controller may change the level and extent of the control based on its expertise.
- **Initial control:** It is used to validate a sample, before starting the serial production. Checkpoints, method and measurement means are defined by the Technical Manager and the Purchasing Manager.

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