

Customer-Specific Requirements

for use with
ISO 9001 and IATF 16949

1st Edition
December 2025

Quality Commitment

Quality is the driving force behind everything at One Mobility. It drives our growth, our innovation, and our reputation. Every day, we ship countless components at a highly competitive quality level – to innumerable customers in many different countries, with extremely high delivery reliability and minimal tolerance for defects.

We deliver innovations where safety comes first. – We strive to build lasting customer and partner relationships that move us forward. – We aim to continue paving the way toward a safer, greener, better-connected, and more accessible world of mobility for everyone. At One Mobility, the pursuit of quality is embedded in everything we do – to be more efficient, error-free, and innovative. It is not just about eliminating mistakes. It is about delivering consistent quality that satisfies our customers and keeps drivers, passengers, and pedestrians safe.

Suppliers are indispensable

One Mobility believes that its suppliers are a vital part of achieving its goals. Therefore, One Mobility seeks out the most capable suppliers on a global basis. One Mobility recognizes that its suppliers must be successful for One Mobility itself to be successful. One Mobility wishes to be recognized by its suppliers as their preferred customer.

Key elements for developing a strong supplier relationship include initiatives for continuous improvement of communication, including information on all applicable statutory and regulatory requirements as well as special product and process characteristics, clarity on mutual performance expectations, and the collection and implementation (where appropriate) of supplier contributions to improvement opportunities at One Mobility.

One Mobility holds itself and its suppliers to high performance expectations, measures performance, and rewards superior results. In striving for excellence, One Mobility treats its suppliers with respect and dignity, aiming to earn supplier trust through its actions and integrity and to foster a positive environment so that suppliers bring their technology and innovative ideas to One Mobility first, enabling us to win together. In return, One Mobility respects suppliers' intellectual property and provides regular performance feedback.

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Scope and Applicability

Customer-Specific Requirements (CSRs) are interpretations or additional requirements concerning certain sections of QMS standards, e.g., IATF 16949 of the automotive industry. A detailed definition can be found in the VDA volume Customer-Specific Requirements, which must be fully observed.

This Customer-Specific Requirement ("CSR") applies to One Mobility GmbH and all its affiliated entities within the One Mobility Group that directly or indirectly procure goods or services from the Supplier. The Supplier acknowledges and accepts that all such affiliated entities are entitled to exercise the same contractual rights and may enforce these requirements independently.

This English-language version is the official version; all translations of this document serve for reference only. The latest edition applies.

Legal Framework

This CSR and any agreements or obligations arising from or in connection with it shall be governed by and construed in accordance with the applicable laws according to One Mobility's General Supply Agreement, excluding its conflict-of-law principles. The exclusive place of jurisdiction for all disputes shall be the defined one according to One Mobility's General Supply Agreement, unless otherwise agreed in writing.

Binding Effect

The provisions of this CSR are binding contractual obligations and form an integral part of the supply relationship between One Mobility and the Supplier. Any deviation, exemption, or alternative arrangement shall require the prior written approval of One Mobility.

Intellectual Property and Confidentiality

Ownership:

Intellectual property rights pre-existing prior to the Supplier's engagement shall remain with the original owner. Any intellectual property developed specifically for or financed by One Mobility shall become the exclusive property of One Mobility, unless otherwise agreed in writing.

Use and Protection of Information:

The Supplier shall treat all technical, commercial, and personal information received from One Mobility as strictly confidential and shall use it solely for fulfilling contractual obligations. The Supplier shall implement appropriate organizational and technical measures to prevent unauthorized disclosure, access, or misuse of such information.

Supplier Flow-Down Obligations

The Supplier shall ensure that all relevant requirements of this CSR are effectively communicated to and contractually incorporated into agreements with its sub-suppliers.

The Supplier shall monitor compliance through suitable control mechanisms and shall, upon request, grant One Mobility audit rights to verify adherence throughout the supply chain.

Liability and Warranty

The Supplier shall be liable for any damages, costs, or losses resulting from non-compliance with this CSR, including but not limited to product recalls, rework, containment actions, and field returns. The Supplier's warranty obligations include ensuring conformity with all CSR requirements and verifying compliance across the entire supply chain.

Data Protection and Information Security

The Supplier shall comply with all applicable data protection and information security laws, including the EU General Data Protection Regulation (GDPR). Where personal data are processed on behalf of One Mobility, the Supplier shall conclude a Data Processing Agreement pursuant to Article 28 GDPR. Transfers of personal data outside the European Economic Area (EEA) shall be based on adequate safeguards, such as EU Standard Contractual Clauses. Compliance with ISO 27001 and TISAX certification shall be maintained as baseline security standards.

Updates and Version Control

One Mobility reserves the right to amend or update this CSR at any time. Updated versions shall be made available upon request or other official communication channels. The Supplier shall acknowledge receipt of any update and confirm implementation within 30 calendar days. Unless otherwise stated, the most recent version published by One Mobility shall be deemed binding.

Severability

Should any provision of this CSR be or become invalid or unenforceable, the remaining provisions shall remain in full force and effect. The invalid provision shall be replaced by a valid one that most closely reflects the original intent and commercial purpose.

Applicable documents

Standards & norms

- IATF 16949 Automotive Quality Management System Standard
- ISO 9001 Quality Management Systems
- ISO 14001 Environmental Management Systems
- ISO 19011 Guidelines for Auditing Management Systems
- ISO 27001 Information Security Management System/ Information Security Assessment
- ISO 45001 Occupational Health and Safety Management Systems
- ISO 16232 Road Vehicles Cleanliness of Components and Systems

VDA requirements

- VDA Volume 1 Documented Information and Retention
- VDA Volume 2 Production Process and Product Approval (PPA)
- VDA Volume 4 Quality Assurance in the Process Landscape
- VDA Volume 5 Measurement and Test Processes
- VDA Volume 6.3 Process Audit
- VDA Volume 6.5 Product Audit
- VDA Volume 8D Problem-Solving in 8 Disciplines
- VDA Volume 19.1 Testing of Technical Cleanliness (where required)
- VDA Volume 19.2 Technical Cleanliness (where required)
- VDA Volume Customer-Specific Requirements
- VDA Volume Product Integrity
- VDA Volume Field Failure Analysis
- Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers for IATF16949 (MAQMSR)

Terms and definitions

Abbreviation	Explanation
AIAG	Automotive Industry Action Group - a non-profit association where members of the automotive industry work together to develop common global standards for quality, supply chain, and corporate responsibility.
APQP	Advanced Product Quality Planning
ASN	Advanced Shipment Notification - an EDI (Electronic Data Interchange) transaction that provides the receiving company with detailed shipment information prior to delivery.
Special characteristics	Critical and functionally relevant product, process, and test characteristics must be defined using D-FMEA and in cross-functional teams. Additional special characteristics may result, for example, from the subsequent P-FMEA. In addition to legal, safety-related, design, and process-oriented aspects, they may also include essential customer-oriented aspects.
BCP	Business Continuity Plan (German: Geschäftskontinuitätsplan) - a written plan describing supplier measures in response to natural or man-made disasters or emergencies (e.g., natural disasters, power outages, labor shortages, equipment failures, system failures, on-site returns, etc.).
DUNS	Data Universal Number System – a unique nine-digit company identifier assigned by Dun & Bradstreet.
FMEA	Failure Modes and Effects Analysis – analysis of potential failure effects and consequences.
IATF	International Automotive Task Force - a group of automotive manufacturers and trade associations working together to provide improved quality products to automotive customers worldwide.
ISO	International Organization for Standardization - an independent, non-governmental international organization developing voluntary, consensus-based, market-relevant international standards.
Capacity verification	A verification method to prove that a supplier can meet the capacity planning volume requirements defined in the One Mobility RFQ.
MAQMSR	Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers for IATF16949.
NTF	No Trouble Found - Rejected parts for which the cause(s) of rejection has/have not yet been clarified.
PPAP	Production Part Approval Process (German: Produktionsfreigabeprozess) nach AIAG.
PPF	Production process and product approval. VDA (Volume 2) specification for a phased approval of products via the supply chain. (German: Produktionsprozeß- und Produktfreigabe)
Product safety	Requirement of IATF 16949, which states that every supplier must have a designated, trained resource who covers product safety requirements.

SQM	Supplier Quality Manager – AK employee who is responsible for evaluating potential suppliers and guiding contracted suppliers through the APQP process until the product is manufactured.
Part family	Groups of parts that are processed on the same production line using the same control plan, PFMEA, and process equipment. The parts differ only in their final article value. PPAP for the “family” is approved by using the extreme values of the ‘family’ specification to define the limits of the “family.”
QMS	Quality Management System - A system for meeting the requirements of customers or other interested parties. This ensures that products and services meet a specific, required quality standard.
Supplier	Supplier of production materials, software, components, service parts, assemblies, heat treatment, welding, painting, coating, or other finishing services directly to a One Mobility supplier; may also be referred to as a Tier N supplier or sub-tier supplier, depending on the value-added stage in the supply chain.
VDA	The German Association of the Automotive Industry. (German: Verband der Automobilindustrie).

Customer-Specific Requirements

ISO 9001 chapter	The IATF 16949 standard is a supplement to ISO 9001, which is why reference is made to the ISO 9001 clause numbers.
4.3	<p>Defining the scope of the quality management system</p> <p>All requirements of ISO 9001 / IATF 16949 and all requirements of this document must be integrated into the supplier's QMS. Unless otherwise agreed, it is the supplier's goal to be certified according to both ISO 9001 and IATF 16949.</p>
4.3.2	<p>Customer-Specific (OEM-)Requirements</p> <p>In addition to the forementioned customer-specific requirements of One Mobility, which are documented in this document and referred to herein, it is the supplier's responsibility to ensure that it always complies with the relevant customer-specific requirements and standards of the original equipment manufacturers (OEMs), regardless of how they are communicated within the supply chain. The OEMs' CSRs can be found on our customers' portals and can also be accessed on the IATF website at this link:</p> <p>https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/</p> <p>Raw material suppliers and software suppliers must also comply with the CSR. One Mobility will request quality management certificates as part of our supplier management and on an ongoing basis to ensure that the certificates remain valid.</p>
4.4.1.2	<p>Product safety and conformity</p> <p>The supplier must ensure that a Product Safety and Conformity Representative (PSCR) and a qualified representative in accordance with VDA Volume Product Integrity are appointed to the supplier and for the next stage of the supply chain, and that the relevant PSCR at One Mobility is aware of this. These roles must be kept up to date.</p> <p>The supplier declares that it is responsible for having a documented process for the management of product safety-related products and manufacturing processes.</p>
5.3.1	<p>Roles, responsibilities, and authorities in the organization – supplemental</p> <p>For production and development-related sites, suppliers must report their complete supplier details to One Mobility, including their DUNS number. This also includes:</p> <ul style="list-style-type: none"> • the name of the product conformity officer, • the name of the quality contact person, • the name of the security contact person, and • information about the quality management, environmental, and TISAX certificates issued. <p>These requirements must also be passed on by the supplier to the rest of the supply chain. All entries must be kept up to date.</p> <p>The data must be available before the bid is prepared. If the information provided is incomplete, inclusion in the group of bidders may be suspended.</p>
6.1.2.1	<p>Risk analysis - Business continuity and risk management</p> <p>The Supplier must annually review potential risks that could interrupt its production and/or deliveries and make them available to One Mobility upon request. The</p>

	<p>Supplier must have a Business Continuity Plan (BCP) in place with respect to these risk events. Risks include, but are not limited to:</p> <ul style="list-style-type: none"> • Natural disasters - floods, storms, earthquakes, etc. • Localized events - fires, explosions, terrorist threats, utility outages, etc. • Problems with raw materials • Problems with subcontractors • Labor issues - strikes, illness, training, safety, personnel policy, etc. • Information technology (IT) issues – data security/recovery, systems, cybersecurity, etc. • Regulatory or compliance issues • Pandemics <p>The supplier's BCP process must define preventive measures, immediate measures, recovery steps, and the timeline for resuming production of a quality product. Robust plans must include the following:</p> <ul style="list-style-type: none"> • Defined roles and responsibilities • Organization of the response and contact information • Initial measures • Escalation procedures • Communication plans • Recovery plans
6.1.2.2	<p>Preventive measures</p> <p>The FMEA must be created using the latest revision of the harmonized AIAG/VDA FMEA manual, unless otherwise agreed on with One Mobility.</p> <p>An FMEA may be created for part families if batch processes and/or common tools are used. The families must be clearly defined and contain a complete list of part numbers. The family designations must be approved by One Mobility.</p> <p>Upon request by One Mobility, the supplier must submit a copy of the family FMEA documents for review. If the document is considered copyrighted, the supplier may provide the relevant section or provide qualified technical support and submit the FMEA to the requester at One Mobility for review without retaining copies. A letter explaining the protected nature of the FMEA must be included with the PPAP submission package.</p>
7.1.4	<p>Process environment</p> <p>The supplier must apply at least the 5S method in laboratories and production facilities. For processes that have cleanliness requirements, the requirements of VDA volumes 19.1 and 19.2 must be implemented.</p>
7.1.5.1.1	<p>Evaluation of measurement systems</p> <p>The supplier must perform a test equipment evaluation in accordance with the methods and schedule specified in the latest AIAG Measurement System Analysis (MSA) Handbook for each piece of test equipment used to check a specific characteristic (special, critical, or identified by the supplier itself), the supplier must perform a test equipment examination in accordance with the methods and schedule described in the latest AIAG Measurement System Analysis (MSA)</p>

	<p>Handbook and/or VDA Volume 5 on the capability of measurement processes and measurement systems in order to determine the capability of the measurement system. The supplier must have a plan in place to contain measuring equipment that does not meet the MSA specifications (e.g., 100% inspection, improvement of measuring equipment, etc.). The supplier must maintain documented records of test equipment examinations. The above requirements apply to all measuring systems referred to in the production control plans.</p>
7.2.3	<p>Competence of internal auditors</p> <p>The supplier's internal auditors must be qualified in accordance with the recommendations of the ISO 19011 guidelines for auditing management systems. In addition, the supplier's internal auditors must be able to understand the applicable requirements of ISO 9001, IATF 16949, VDA 6.3, and AIAG.</p> <p>These requirements regarding VDA 6.3 are met with a "Certified Process Auditor VDA 6.3" qualification. Alternatively, training as a quality auditor, for example in accordance with EOQ guidelines or IATF16949 with examination and personnel certificate from appropriately accredited certification bodies, is accepted as a basis. These basic qualifications are only recognized with the additional qualification certificate from a VDA 6.3 training course.</p> <p>The above certificates are only valid for a limited period. These certificates must be renewed regularly to maintain the qualification.</p>
8.2.1	<p>Communication with the customer One Mobility</p> <p>The supplier must inform One Mobility in advance of any changes that may affect products and processes (see also section 8.2.4).</p> <p>Documentation of quality certification</p> <p>The supplier must provide One Mobility with its currently valid and complete quality management system certificate(s) without being asked to do so.</p> <p>Quality certificates must be written in English or contain an accurate English translation. The supplier must ensure that the name and address on its certificate match the DUNS number in the supplier profile. The supplier must provide all required information on quality certification in the specified fields of the One Mobility request for all bids.</p> <p>Notification of the certification body/registration body</p> <p>Suppliers certified to ISO 9001 and/or IATF 16949 must notify One Mobility of any revoked or suspended certificates. The supplier must notify One Mobility of any plans to change the registration body.</p> <p>Change of production site</p> <p>The supplier may not change the production site (this also includes a change of location within the same plant) without the prior written approval of One Mobility's authorized personnel responsible for change management. Any request by the supplier to change the production site must be submitted. Any change of production site requires a new PPAP.</p> <p>Change of customer representative</p> <p>In the event of a change in the supplier's customer representative(s), the supplier must provide/update the new contact information without being asked to do so.</p> <p>Change of ownership</p> <p>Changes in the ownership of the production facility (mergers, sales, etc.), changes in the company name, as well as increases in delivery quantities and changes in the</p>

	<p>destination plants must be communicated to the quality department and purchasing department of One Mobility in advance or reported immediately. One Mobility reserves the right to request a repeat of the PPF/PPAP process.</p> <p>Enterprise resource planning (ERP) and/or material requirements planning (MRP)</p> <p>The supplier must inform One Mobility in advance of any changes to its systems that may affect its ERP and/or MRP. The notification must be made within a reasonable period of time to allow for proper planning and must include a business continuity plan (BCP) to be executed in the event of an interruption to ERP and/or MRP.</p> <p>Requests</p> <p>The supplier must respond to all requests from One Mobility in writing by the date specified in the request.</p>
8.2.1*	<p>Communication with One Mobility customers</p> <p>One Mobility expects suppliers to be available for technical support during discussions with One Mobility customers or at One Mobility. No communication may take place between One Mobility suppliers and One Mobility customers without the formal and documented approval of the responsible One Mobility representatives. All parties are bound to comply with the applicable confidentiality agreements.</p>
8.2.3.1.2	<p>Special characteristics specified by the customer (One Mobility)</p> <p>One Mobility shall inform the supplier of all special characteristics specified by One Mobility or its customers that are to be used on production control plans, drawings, FMEA, etc. The supplier must ensure that these specific symbols are used.</p>
8.2.4 / 8.5.6.1	<p>Changes (to requirements) to products, services, or processes</p> <p>The supplier must have a documented process for controlling and implementing changes that affect the product (or service), product realization, and manufacturing process.</p> <p>A change refers to all situations mentioned in the AIAG PPAP Manual and/or VDA Volume 2 Trigger Matrix.</p> <p>The effects of each change, including those caused by subcontractors, must be assessed, verified, and validated to ensure compliance with One Mobility requirements prior to implementation. Evidence of the risk associated with the change must be documented and evaluated.</p> <p>Any intended change that deviates from the last PPF/PPAP approval (interim and final approval) must be communicated to One Mobility as soon as possible to allow for timely review and approval by One Mobility.</p> <p>The supplier must submit a written request. The request must be accompanied by a detailed schedule that demonstrates proper change control and specifies the necessary safety stock requirements and the schedule for timely approval and validation by One Mobility/the customer.</p> <p>Changes may not be implemented before written approval has been received from One Mobility.</p> <p>Approval of the shipment of production material after changes have been made requires new PPF/PPAP approval.</p>
8.3.2.1	(Design and) development planning – supplemental

	<p>The FMEA (Failure Mode and Effects Analysis) must be conducted to investigate potential risks and their evaluation.</p> <p>It must be prepared using the latest revision of the harmonized AIAG/VDA FMEA Handbook, unless otherwise agreed with One Mobility.</p> <p>These risks must be minimized by implementing suitable measures satisfactory to One Mobility.</p> <p>The FMEA must be conducted sufficiently early so that the results and the necessary actions can still be incorporated into the planning.</p> <p>It must be used for all phases of the product life cycle, such as design, production, assembly, packaging, transport, customer use, as well as recycling and disposal.</p> <p>The FMEA is to be used as an instrument for continuous improvement.</p> <p>It must be developed and/or revised in the following cases, for example:</p> <ul style="list-style-type: none"> • Development/Production of new parts • Introduction of new manufacturing methods • Failure simulation along the FMEA (product and process) • Material change • Management of part variants • Control of scrap parts, rework parts, setup parts, and reference parts • Technical cleanliness • Bypass/Skip process • Relocation of equipment • Drawing changes • Process changes • When defects occur • Lessons Learned
8.3	<p>Design and development of products and services – Intellectual property</p> <p>The supplier is obliged to ensure that the products and services supplied are free from third-party rights. To this end, the supplier must implement a suitable and documented process for reviewing the intellectual property rights situation (e.g., freedom-to-operate analysis/IP clearance) and carry it out before start of series production.</p> <p>At the request of One Mobility, the supplier must provide evidence of the FTO searches carried out (e.g., patent searches in the relevant sales markets). If risks are identified, the supplier is obliged to inform One Mobility immediately in writing and to propose technical alternatives.</p>
8.3.4	<p>Design and development controls</p> <p>When reviewing product design and development phases, the supplier must participate in and fulfill the APQP (Advanced Product Quality Planning) requirements. Suppliers of products that contain embedded software must retain documented information regarding their self-assessment of software development capability (see IATF 16949, 8.4.2.3.1).</p>
8.3.4.2	<p>Design and development verification</p> <p>The supplier must perform design verification to demonstrate conformity with One Mobility's design qualification requirements. At the component level, the supplier must develop a qualification plan in cooperation with One Mobility's development</p>

	<p>department. Pass/fail (OK/NOK) results should be avoided, and the actual variable values must be recorded if available.</p>
8.3.5	<p>Design and development outputs</p> <p>The AIAG APQP Handbook is to be used for the development and reporting of progress on new programs. The supplier must use APQP forms and process flows unless One Mobility has granted an exception in writing. All specified One Mobility quality and process documents for suppliers (including technical cleanliness, special processes, etc.) must be obtained and used. One Mobility must grant all exceptions in writing.</p>
8.4	<p>Control of externally provided processes, products and services</p> <p>Subcontractors have a significant impact on the quality of the product. One Mobility suppliers must have a documented supplier management system in place.</p> <p>One Mobility suppliers are responsible for the development of their subcontractors. They must have the necessary processes, competencies, and resources to manage their subcontractors (including direct-buy suppliers and outsourced processes) and monitor their performance.</p> <p>One Mobility must be notified in good time of any intention to change a subcontractor. A subcontractor may only be changed with the prior approval of One Mobility. Any change to a product or process in accordance with PPF/PPAP is mandatory and must be carried out.</p> <p>One Mobility reserves the right to participate in audits and assessments of sub-suppliers regarding quality management systems, processes, products, etc., together with the One Mobility supplier, a One Mobility customer, or a third party commissioned by One Mobility.</p> <p>One Mobility's participation in a subcontractor audit does not release the One Mobility supplier from its responsibility to properly monitor and develop the subcontractor.</p>
8.4.1.2	<p>Type and extent of control - supplemental</p> <p>The supplier must implement a proactive containment (safe launch) in the launch period to make the control plan robust and prevent NOK parts at the beginning of the serial production. The supplier must also require its suppliers to do so.</p>
8.4.2.3	<p>Supplier quality management system development (normative reference: MAQMSR)</p> <p>If a supplier has a sub-supplier that (a) is so small that it does not have sufficient resources to develop a system in accordance with ISO 9001 / IATF 16949, or (b) supplies non-technical products, the supplier may waive certain specified elements.</p> <p>In the above statements, the term "small" refers to the quantity supplied to the automotive industry or to the annual sales volume of the sub-supplier. The supplier must consistently apply the following evaluation criteria to determine the specifically designated sub-suppliers to which this provision may apply. The supplier must at least</p> <ul style="list-style-type: none"> • the size of the sub-supplier • the company value • annual automotive sales • number of employees

	<ul style="list-style-type: none"> • the type of products supplied • the quality system • the capability of the manufacturing and delivery system, and • any risk to One Mobility that could be caused by the subcontractor's failure to develop a quality system that complies with ISO 9001 / IATF 16949. <p>In addition, the supplier must ensure that the subcontractor develops a quality management system that facilitates error prevention, monitoring, and improvement.</p>
8.5.1.1	<p>Control plan (PCP)</p> <p>The supplier must have a production control plan (PCP) for the ordered product, which forms the basis for quality control. This plan also applies explicitly to prototypes.</p> <p>The PCP must describe the various manufacturing processes in the order in which they are carried out and the resources used.</p> <p>To make the production control plan clear and easy to understand, it must be presented as a process flow chart with symbols to identify the various activities.</p> <p>A PCP must describe:</p> <ul style="list-style-type: none"> • The manufacturing processes to be carried out, described in a flow chart • The manufacturing and testing equipment to be used • Features to be tested or inspected • Special features • Planned inspection methods or control activities, such as control charts • Scope of inspection and sampling • Work and test instructions to be used • Measures to be taken if the products do not meet the specifications • Procedure, scope, and frequency of product audits • Documentation of spare parts, service procedures, and service tools • Requalification <p>The supplier must develop its own tests and work instructions.</p>
8.6.2	<p>Layout inspection and functional testing (requalification)</p> <p>To ensure quality, the supplier must carry out regular requalification of its scope of delivery in accordance with IATF 16949 and the VDA volume "Robust Production Processes." The supplier must carry out a complete requalification for all technical material and performance requirements annually or as agreed with One Mobility. The requalification cycle begins with the completion of the PPF process.</p> <p>Requalification cycles may be defined by additional legal, regulatory, and product-specific requirements (e.g., from specifications) and must be implemented.</p> <p>Unless otherwise agreed with One Mobility, the scope to be documented corresponds to a requalification of the PPF/PPAP production process and product approval. The results must be documented internally, stored securely, and presented to One Mobility upon request.</p> <p>Products must also be requalified in the last year of delivery.</p>

	<p>Products with specific and/or approval-relevant characteristics must undergo annual requalification.</p> <p>The scope of the tests (including dimensional accuracy, laboratory tests, endurance tests) for the annual product audits as part of the requalification must be agreed with the quality control departments at One Mobility during the project phase and adjusted accordingly in the event of changes/complaints.</p> <p>If discrepancies are found, the supplier must contact One Mobility unsolicited in order to find a solution. The supplier must submit corrective measures and a notification of the updated requalification to One Mobility for approval.</p> <p>The supplier must carry out annual raw material certification with an updated scope of accreditation for the laboratory.</p>
8.7.1.2	<p>Control of nonconforming products</p> <p>The supplier must have an internal restriction procedure in place that meets the requirements of One Mobility.</p>
8.7.1.4 / 8.7.1.5	<p>Control of reworked or repaired product</p> <p>The supplier must use risk analysis methods (e.g., FMEA) to assess the risks involved in the rework and repair process before deciding whether to rework or repair the product. The supplier must obtain approval from One Mobility before commencing rework or repair of the product. It is prohibited to start a rework or repair process without the approval of One Mobility. The process of reworking or repairing the product should comply with the requirements of IATF 8.7.</p>
9.1.1.2	<p>Identification of statistical tools</p> <p>The supplier must use the latest AIAG SPC manual for manufacturing process control and the latest AIAG MSA manual for measurement system administration.</p>
9.1.2 / 9.1.2.1	<p>Customer satisfaction</p> <p>The supplier must implement processes and designs to achieve Category A supplier ratings (scorecards).</p> <p>Scorecards</p> <p>One Mobility Car Cables monitors the supplier's quality and delivery performance and initiates corrective actions for improvement through supplier scorecards. The supplier reviews and verifies updates twice a year and ensures that action plans are developed to achieve Category A scorecards.</p> <p>Using the scorecard to drive improvement</p> <p>If the supplier's scorecard has one or more C indicators, quality scores, or shipping scores, the supplier must develop action plans to drive improvement to A. If the supplier's scorecard has a B rating, the supplier must develop and implement action plans to improve to A. If the supplier is at Controlled Shipping Level 2, New Business on Hold, or has a twelve-month C average on its scorecard, the supplier must take appropriate corrective action as soon as possible. NOTE: The supplier must notify its certification body in writing within five calendar days if it is classified as Controlled Shipping Level 2 and/or New Business on Hold.</p>
9.2.2.1	<p>(Internal) audit program</p> <p>The supplier must create an audit program that specifies the regular implementation and scope of internal product and process audits. VDA Volume 6, Part 5 (product audit) and/or VDA Volume 6, Part 3 (process audit) or equivalent</p>

	<p>procedures must be applied. Audits of sub-suppliers must also be considered. The supplier must have qualified auditors to meet automotive and customer standards.</p> <p><i>Note: If this expertise is not available within the supplier's company, it should be obtained by outsourcing to a suitably qualified contractor.</i></p> <p>Specific audit requirements relating to special processes and products (CQI, customer-specific requirements, SPICE assessment, etc.) must also be considered.</p>
10.2.1 / 10.2.3	<p>Corrective actions and response to complaints</p> <p>The supplier must monitor and respond to all complaints issued by One Mobility within the required time frame, unless additional time has been requested and approved by the person responsible for the issue at One Mobility.</p> <ul style="list-style-type: none"> • Initial response due within 24 hours • Final response with verified root cause analysis within ten calendar days <p>Formal problem solutions are desirable and may be attached to the problem case as evidence or supporting documentation. The supplier must perform and verify a systematic error/root cause analysis. This makes it easier for One Mobility to measure the effectiveness of the measures taken to permanently resolve the problem. Suppliers must complete a comprehensive 8D report and send it to One Mobility.</p> <p>One Mobility will notify the supplier of cost recovery claims with a problem case and a cost recovery notice. The supplier must respond to cost recovery claims within seven calendar days.</p>
10.2.5 / 10.2.6	<p>Warranty management systems / Customer complaints and field failure test analysis</p> <p>For complaints from the field, the supplier must plan a methodical analysis in accordance with the VDA volume "Field Failure Analysis" or other customer specifications.</p> <p>The NTF process is part of the procedure.</p>

Change history

Version	Change	Date
1.0	Introduction of "One Mobility's Customer-Specific Requirements"	01. December 2025
1.1	Section 8.3 added - "Design and development of products and services – Intellectual property"	08. December 2025