

QRL 05

Information about Quality Management

A Introduction

The Management hereby adopts the following guideline on quality policy as part of its strategy. It was developed in response to numerous customer enquiries about certification in accordance with DIN EN ISO 9001:2015-11, on the fundamentals of the used quality management (QM) system and on general company data.

We are aware that the aim of these enquiries is to build trust in the products and services of FRENCO GmbH, even if with these requests often formalities of DIN EN ISO 9001:2015-11 are fulfilled. In order to support our customers in their assessment, we have decided to disclose essential characteristics of our QM system and to introduce confidence-building measures that go beyond the requirements of DIN EN ISO 9001:2015-11.

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 with proof of traceability and measurement uncertainties
- 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
- Responsible Quality Manager

D Certification according to DIN EN ISO 9001:2015-11

Our high-precision products are manufactured in single-part production and require 100% final inspection. Our measuring room is also a DAkkS calibration laboratory, accredited by the „Deutschen Akkreditierungsstelle“ in accordance with DIN EN ISO/IEC 17025:2018 for all essential gear characteristics with the smallest measurement uncertainties of its kind.

Due to the harmonisation of the DIN EN ISO/IEC series of standards, all requirements of DIN EN ISO/IEC 9001 are thus also fulfilled, because they are included in DIN EN ISO/IEC 17025:2018.

In this way, the essential requirements of this standard are met by all departments.

More advanced tasks are important to us, such as providing application-related advice to our customers and quickly implementing new findings and experiences.

We use the following methods to ensure customer satisfaction:

- 100% final inspection of all gears and gauges
- Smallest measurement uncertainty for gear inspection
- Improvement of existing and development of new measuring methods for shop floor measuring instruments.
- Ensuring the comparability of all measurement results through calibrated artefacts and ring comparisons
- Accreditation of our calibration laboratory according to DIN EN ISO/IEC 17025:2018
- Compliance with DIN EN ISO/IEC 9001 in our calibration laboratory due to harmonisation of the DIN EN ISO/IEC series of standards

If, in addition to compliance with DIN EN ISO/IEC 17025:2018, company-wide certification according to DIN EN ISO/IEC 9001 is required, we submit the following offer:

- Every one of our customers is invited to come and find out about our QM system on site at short notice.
- We will be pleased to show you our competence in conformity assessment of our products through our measuring room and the DAkkS calibration laboratory.
- We are ready to be audited by our customers. In customer audits according to IATF 16949, we have achieved 95% up to 100% compliance rates.

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 17025:2018

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 17025:2018 and is internationally accepted in many countries.

The accreditation according to DIN EN ISO / IEC 17025:2018 includes the conformity of our laboratory with the principles of ISO 9001.

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:

- 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 GmbH commits itself to avoid all environmental pollution caused by it or to keep it as low as possible. If environmental pollution occurs, the existing legal regulations must be complied with and this pollution must be reduced as far as possible in the future. The environmental management system is described in a separate guideline.

The management is responsible for environmental management. Within the framework of management, all environmentally relevant tasks are discussed, solutions are developed and documented.

The environmental management guideline is made available to all employees and the public on our website.

H General company information

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Sales Manager	(Technician) Johannes Ziegler
Design Manager	Dipl.-Ing. (FH) Andreas Pommer
Quality Manager	B. Eng. Markus Seifert
Manager IT	B. Eng. Philip Jukl
Delivery Information	(Technician) Armin Karl
Export Manager	(Industrial Business Administrator) Angelika Pappert

Company data	
Founded in	1978
Legal form	GmbH
Shareholders	IDUR GmbH+CO KG 80% Thomas Peter: 15% Philip Jukl: 5%
Share capital	1.000.000.- €
Turnover 2020	9.800.000 Euro
Export rate 2020	ca. 35%
Employees 2021	62 (without apprentices and externals)
Tax ID number	DE 133 56 555
Tax number	241/115/43867
Register court	Nürnberg HRB 3589
Authorized Economic Operator	certified
AEO	certified
Liability insurance	5 Mio. Euro per case
Transport insurance	Depending on delivery volumes, max. 500.000 Euro

Product lines

- High Precision Gears and Splines H
- Instruments for Size Inspection V
- Rotation Measuring Systems R
- DAkkS Calibration P
- Gear & Spline inspection P
- Know How Transfer K

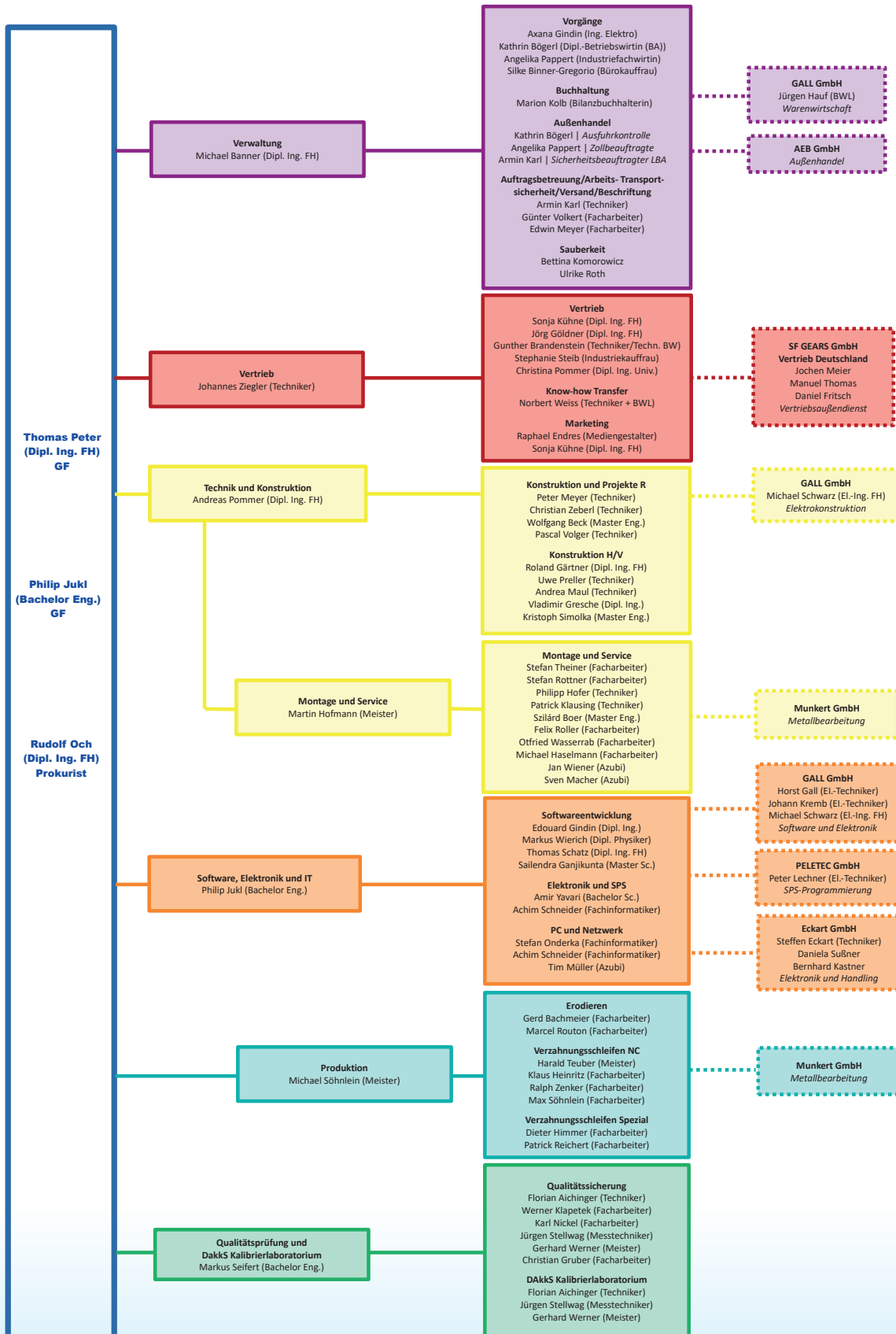
Main clients

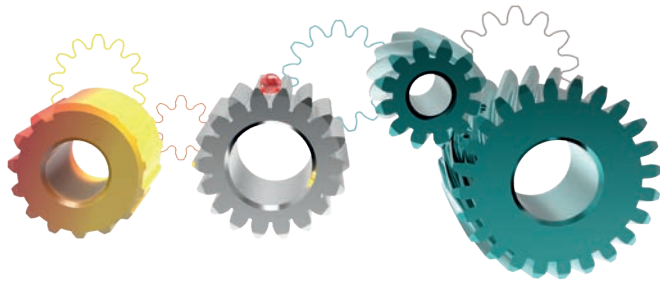
ZF Group, Volkswagen, Daimler, GKN Group, BMW, Audi, BOSCH, Neapco, Neumayer Tekfor, Hörbiger, Metaldyne, Schaeffler Group, Zeiss, Mahr, Klingelberg, Wenzel uvm.

Main suppliers

Metal processing	Munkert GmbH
Plant engineering, electronic components	Eckart Anlagenbau GmbH
Service software and hardware	Gall EDV-Systeme GmbH

I Frenco Organigramm





Pure Perfection. Since 1978.

Experience, competence and innovation in gear metrology.



Our Products:

Spline Gauges | Toothed Artefacts and Masters | Master Gears |
Tools and Clamping Systems | Size Inspection Instruments |
Double Flank Gear Inspection | Gear Flank Analyser | Universal
Measuring Machines | Rack Inspection Machines | Software

Our Services:

DAKKS Calibration | Gear and Spline Inspection |
Gear and Spline Manufacturing | Seminars | Service |
Support and Calculation

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FRENCO GmbH

Gear + Spline Technology

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