



L. KLEIN SA

ACIERS FINS ET MÉTAUX

EDELSTÄHLE UND METALLE

FINE STEEL AND METALS

Zero Defects philosophy

Dear customer

The increasing quality requirements and the question of product liability present a complex situation for you and us. Although it is in the interest of the producer and the manufacturer to use all technical means available to ensure the highest standard of quality possible, this does not seem to suffice from a contractual point of view.

In connection with quality management contracts, we have looked closely at the traditional quality philosophy of our company and have analysed relevant technical and legal questions. An informative document is the extensive report of the study-group 'zero defects'-philosophy of the German steel institution VDEh, which represents members of the most important steel producers in Germany.

It is correct and legitimate to require that, within the parameters of the agreed specification, all physically detectable, meaning measurable and noticeable, errors have to be observed and eliminated by quality control.

All producers, distributors and manufacturer are actively involved in this process of error detection and elimination. This is an important fact for questions of liability when talking about a defect in the material that could neither have been detected when delivered nor could it have been prevented with the most modern process control. In other words, the defect could only have been detected through a 'material destroying' sample.

When a defect is found when handling or processing material that could not have been detected with all adequate methods in the above mentioned sense, compensation will be limited to the replacement of the delivered material plus waste.

A 'zero defect'-philosophy for products made from natural resources is not entirely possible and implies constructive contributions on each level of production and manufacturing to reach this 'infinite' goal.

Our liability contains the guarantee that steel bars of 4 mm diameter and up are online eddy current tested. Below 4 mm diameter steel bars are peeled from torches, and as such, natural impurities are already eliminated at this stage.

Additional offline testing is possible with considerable additional cost by either a second test of each bar after the final working process, or cutting off of the bar-ends that cannot be automatically tested. Even these additional measures cannot guarantee the absolute elimination of sporadic natural inclusions or fissures.

It is our policy to offer our customers the highest quality standard possible. Therefore, we appreciate being informed immediately of any defects found during manufacturing. Through this kind of cooperation, we can optimize the standard of quality on a continuous basis.

If you have any questions please do not hesitate to contact us.

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