

## ARNOLD FASTENERS SHENYANG wins quality award



Xiao Hong, Plant Manager of ZF TACS (3rd from right) hands over the Excellent Supplier Quality Award 2018 to ARNOLD FASTENERS SHENYANG's Marketing Manager William Zhang (2nd from right) on the occasion of the Supplier Conference in Shanghai. (Picture: ZF TRW)

ZF TRW honours ARNOLD, based in Shenyang, China, with the "Excellent Supplier Quality Award 2018". The award was presented at the Supplier Conference held in Shanghai on 23rd January 2019, by managers at ZF TRW, a China-based company belonging to ZF, the automotive supplier operating worldwide.

ZF TRW uses a continuous performance appraisal process to continually analyse its suppliers' performance against a Supplier Performance Scorecard. This goes into a detailed assessment of supplier quality: the way suppliers deal with changes in delivery schedules, their reaction to complaints, their delivery performance and the frequency of premium consignments. For both product quality and delivery standards, ARNOLD FASTENERS SHENYANG scored an overall satisfaction level of 100 percent throughout 2018.

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„The crucial factor in achieving this excellent result was because our products can be installed without major issues.“

Reiner Haberstock,  
CEO, ARNOLD FASTENERS SHENYANG

cause, in principle, our products can be installed without major issues. The audits carried out all indicated an absence of anomalies. The speed of reaction by our staff in the event of queries or a complaint was another factor,” said Reiner Haberstock, CEO of ARNOLD FASTENERS SHENYANG, speaking about the quality award.

From the Shenyang site ARNOLD supplies fastening solutions to over ten different plants in China, the USA, Mexico and the Philippines for use in a wide variety of applications.



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#### ARNOLD FASTENERS SHENYANG

ARNOLD FASTENERS SHENYANG is a part of the internationally operating ARNOLD Group whose 1,350 employees worldwide generate sales of over € 240 m. A total of 250 people are employed at the Shenyang site. ARNOLD develops, produces and markets innovative fastening systems and functional parts – efficiently, sustainably, and internationally.