

MOTOR | CHASSIS | SERVICE

BECAUSE QUALITY
IS THE SOLUTION.

RUVILLE. EXPERTS FOR A GOOD 90 YEARS.

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The ever faster pace of technical developments in vehicle models is bringing about constant changes not only in the range of individual spare parts but also in the market as a whole. Quality is the one thing that endures here in the long term. And innovation is the other. For around 90 years now, RUVILLE has been living up to this claim, and today, the company is a renowned specialist supplying OE-quality automotive spare parts in the global aftermarket.

We know the market and constantly focus on the current needs of our customers. This is why we think not just in individual parts but above all in actual solutions. We develop intelligent repair solutions whose success extends right into the garage.

Here we are supported by meticulously selected partners consisting of international original equipment manufacturers and quality suppliers. When it comes to serving our customers, modern logistics, practical packaging, and training programmes are a matter of course for us.

Furthermore, our position in the Schaeffler Group also puts us in contact with many vehicle manufacturers – a network we also use for developing new technologies. And so we provide our customers with system and engineering expertise as well as products, all from a single source.







**WE WANT TO
SURPASS YOUR
EXPECTATIONS.
BECAUSE QUALITY IS THE SOLUTION.**

We promise quality. With all the power of our conviction. But how do we achieve this? What makes the difference between the ordinary and extraordinary?

We make the difference, because our promise also extends to first-rate performance in terms of service, technical expertise and advice. You too can benefit from our know-how and experience as a globally successful specialist.

But we go one step further. Our aim is always to be one step ahead of your customarily high standards. To this end, we have developed our own quality process, and are constantly setting new standards. Because we know that we have to earn your trust anew every day.

WE SET THE STANDARD IN THE AFTERMARKET, ON YOUR BEHALF.

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Here at RUVILLE we focus on German engineering know-how in order to fulfil the strictest standards. And show it with our quality seal. Most of the parts we label with our quality seal are our own developments. Regardless of whether it comes from our own production or from our partners, every part has gone through a long, intensive testing process.

This entails close cooperation with independent institutes such as RWTH Aachen University, TÜV (Technical Inspection Agency) and Germanischer Lloyd. They test material and part properties and proceed with on-going developments when the need arises.

But not only our products are certified as excellent. Our own production, ordering and management processes are also certified, for example to DIN EN ISO 9001:2008. By the way, this is something we also expect from our suppliers, all of whom must use certified processes.

The reward for years of experience: certificates and standards issued by independent institutes. ▶



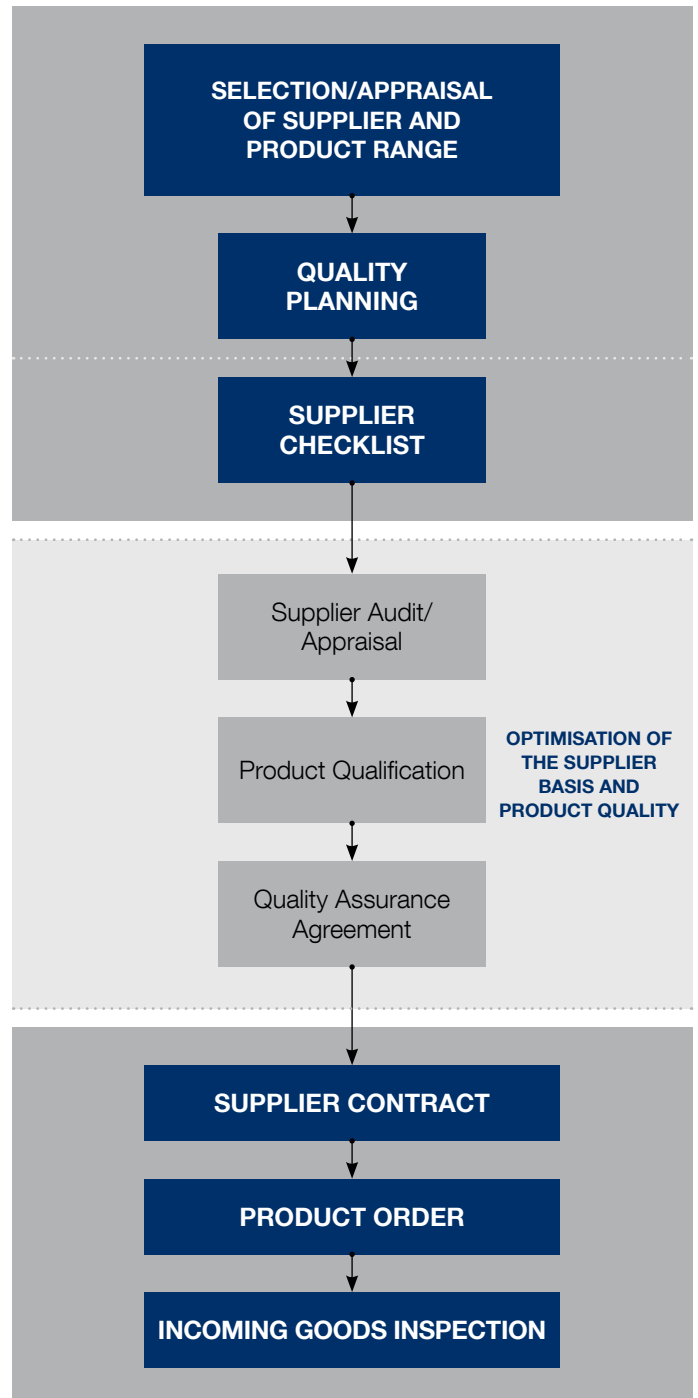
HOW YOU BENEFIT FROM OUR METICULOUS SUPPLIER APPRAISAL.

BECAUSE QUALITY IS THE SOLUTION.

We don't make it easy for firms aspiring to become a RUVILLE supplier. After all, we make particularly high demands when it comes to material and part quality. Impeccable quality and reliability of parts, materials and services together with verified process and quality capability play a major role in fulfilling our quality promise.

Accordingly, every possible supplier is intensively vetted. We set great store by achieving reliable, stable cooperation, together with processes that avoid all waste in terms of material, time and other resources. And so we have the greatest possible influence on our supplier quality right from the start. This is the only way for you in turn to be convincing.

Suppliers undergo a multi-step appraisal process according to our stipulations, before we make any actual selection. ▶



EVERY PART HAS TO SHOW US WHAT IT IS CAPABLE OF.

BECAUSE QUALITY IS THE SOLUTION.

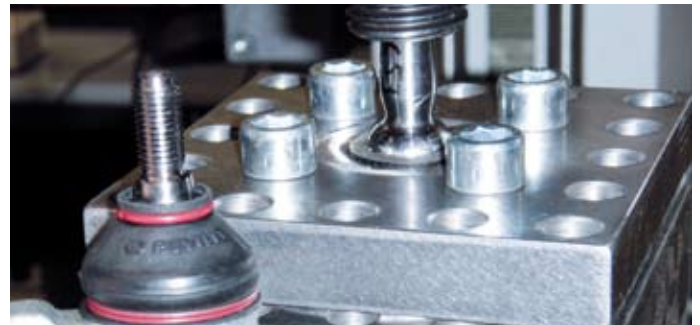
At RUVILLE, in the long term it is material quality, perfection and precision that set the standards for earning the „OE quality“ distinction. We have therefore developed an intensive product qualification process for our suppliers, which we also subject to continuous review.

It starts with extensive verification for OE approval according to the PPAP (Production Part Approval Process) and T/U parts pursuant to the block exemption regulation. This is followed by parts testing, which is conducted for us by independent institutes such as Germanischer Lloyd.

Eventually, every part has gone through hundreds of hours of testing to show what it is capable of. And proven that it has what it takes to become an excellent RUVILLE product.

And because we take testing so seriously, in 2010 we also started using our own state-of-the-art testing laboratory, where we can set up nearly all material test scenarios ourselves.

Chassis joints on the test stand at Germanischer Lloyd, being tested among others for break-out torques, ejecting forces, material composition and hardness. ▶





YOU CAN RELY ON OUR PARTNERS TOO. BECAUSE QUALITY IS THE SOLUTION.

Successful conclusion of product qualification is followed by the contracting stage. Together with an international pool of experts in the Schaeffler Group, we have drawn up a set of quality assurance agreements that apply to each of our suppliers. After all, we want committed certainty that the achieved standard of quality will be sustained on a permanent footing.

We therefore expect every supplier to comply with the following, for example:

- Quality management processes
- Swift complaint processing
- Product review
- Verification of test equipment capability
- Archiving of quality documents and records

After all, expertise also needs partners who know what quality is all about.



FOR YOU WE GO ONE STEP FURTHER AND PUT THE SYSTEM TO THE TEST.

BECAUSE QUALITY IS THE SOLUTION.

The supplier has fulfilled our requirements, signed a contract and sent us the first delivery of goods. At this point too, supplier quality has to pass yet another test: we take random samples from the first delivery and check it with just the same fastidious precision as before – using laboratory standards.

We check the first delivery for example with regard to:

- Dimensional accuracy
- Material specifications
- Correct packaging
- Correct marking and labelling

It is only when this last test has been successful that a new RUVILLE spare part or component continues its journey to you. And will prove in practice that we are as good as our word.



REASSURING FOR YOU: 2 YEARS GUARANTEE.

BECAUSE QUALITY IS THE SOLUTION.

Every single RUVILLE part is the product of meticulous development, elaborate production and comprehensive testing. We are therefore so convinced that our components are truly first class, that we even grant a two-year guarantee on all products within the scope of the guarantee provisions.

If nevertheless there should be cause for complaint, we have made guarantee processing procedure in our service department as simple as possible, to minimise the processes and waiting times for you.

We examine the part in question as soon we receive it. You will be informed of the results directly by fax or e-mail; if the guarantee comes into effect, you can be assured that you will receive a credit note. And at RUVILLE, one thing is quite certain: we want to turn every weakness into a strength.

Do you have our guarantee flyer with all the necessary information yet?

If not, you can simply download the flyer from our website. Also you can find our guarantee application form at:
www.ruville.de → Service → Support → Guarantee

Or e-mail us and we will be glad to send you all the information about our guarantee procedures:
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