

Case Study 1 QM (Thomas Fricke)

Project title

**Implementation of a quality management system for certification preparation as an operational quality manager.
(Implementation of a process landscape as well as the introduction of a complaint, requirements, change, and recall management process, etc.)**

Information about the client

Client (Company name including legal form)	Medium-sized electrical engineering and apparatus construction supplier of electronic systems for recreational vehicles (Caravan-Industrie)
Branch of industry (if applicable submarket):	Caravan/Recreational Vehicles (Automotive)
Further information about the company:	Leading supplier of electronic controls and energy management systems for the European caravan industry (innovative power supply, solar and booster systems, as well as control solutions and display panels).
Sales volume: (approximate figure):	Approximately 21 million euros
Number of employees (approx.):	94 (12.500 global)

Information about the mandate

Initial situation in the company:	<ul style="list-style-type: none"> • No quality management system or process landscape in place • No dedicated quality management or quality assurance department • Increased number of complaints • Upcoming external conformity audit (KBA & GS) • No effective risk, requirements, complaint, or recall management, including root cause analysis, etc. • Unstructured process and change management
Core tasks & objectives of the mandate:	<ul style="list-style-type: none"> • Development of a quality management system (QMS), including quality policy, process landscape & process description • Development of a risk, product safety & escalation process • Development & implementation of a change, requirements, claims & recall management process, etc.

<p>Measures / actions:</p>	<ul style="list-style-type: none"> • Creation of a process landscape for the company, including process descriptions in collaboration with all process owners and department heads • Introduction and description of all management, core, and support processes, including document management • Introduction of an audit and conformity process, including testing, complaint, and recall processes • Implementation of a risk management process (FMEA) • Internal training of employees on quality, risk, and requirements management.
<p>Challenges:</p>	<ul style="list-style-type: none"> • After almost 40 years, the established electrical engineering and apparatus manufacturing company (SME), a key supplier to the European caravan industry and leisure market, was integrated into an international corporate group (USA). • The challenge was to integrate the site into the enterprise and new management processes and to establish an independent quality management system (QMS). • Lack of awareness regarding quality, conformity, and process flows. (Processes were not being followed or implemented.) • Upcoming surveillance audits regarding ECE R10 and GS certification to ensure compliance with legal and regulatory requirements for product and process conformity.
<p>Results & successes for the company:</p>	<ul style="list-style-type: none"> • Reduction of the internal complaint rate • Standardization of company processes • Reduction of complaints by > 25% • Successful completion of the KBA audit for monitoring compliance with international ECE R10 requirements to ensure legal and regulatory conformity, October 2025. (3 minor deviations) • Successful completion of the external GS monitoring audit by TÜV Rheinland, end of October 2025. • Following successful implementation of the quality management system, my interim mandate was extended for maintenance. • Appointment as Quality Management Representative (QMR) • Appointment as CoP & Product Safety Representative