Information for our suppliers
PURCHASING
Since its founding in 1899, Miele has been an independent family business, run with a deep commitment to its owners, employees, customers, suppliers, and also to the environment and to society as a whole.

The company specialises in the manufacture of domestic appliances for kitchens, laundry care and floor care and in equipment for use in businesses and medical facilities ("Miele Professional"). The products Miele offers its customers set high standards in terms of longevity, energy efficiency, performance, ease of use, design and service. This is all in line with the company’s motto "Forever better" – a slogan printed on the very first appliances developed by founders Carl Miele and Reinhard Zinkann and a philosophy still actively pursued by Miele today.

The company focuses on the unique brand that is Miele and its consistent positioning in the premium segment. Miele stands for long-term thinking and action, continuity in values and aims, a partnership-based relationship with customers and suppliers, and an employee-centric company and management culture. The company currently has sales subsidiaries in 47 countries around the world. Miele’s strategic vision is to become the most desirable brand in the industry in all relevant markets.

Miele is a family-run business for which sustainability is an integral component of its company culture. Its employees work under high social and working standards on the manufacture of long-life and energy-efficient products in a production environment designed to conserve resources. Miele’s membership of the UN Global Compact sustainability initiative and certification in accordance with the international social standard SA8000 reinforce its policy of realising sustainable responsibility, as does its decision to sign the “Diversity Charter”. A comprehensive management system that covers quality (ISO 9001), environment (ISO 14001) and energy management (ISO 50001) and health and safety at work (BS OHSAS 18001) systemises environmental protection in terms of production, products and the safety of employees. For Miele, sustainability is synonymous with integrity, a sense of responsibility towards people and the environment, continuity and, last but not least, quality awareness. For Miele, dialogue with its stakeholders is an absolute necessity for securing its sustainability goals and economic success.
For over 100 years, there has been one constant at Miele and that is that Miele is a company you can rely on. Our appliances won't let you down. We are the only manufacturer in the industry to test products like our washing machines, dryers, dishwashers or ovens to ensure a service life of 20 years. Once Miele, forever Miele. Once they choose Miele, customers around the world remain loyal to the company and have no hesitation in recommending us to others. When it comes to quality and longevity, we make no compromises.

Purchasing policy
The marketing success of our products is closely linked with their quality and is directly related to our objective of meeting the – often very high – quality expectations of our customers. In the light of increasingly intense competition on national and international markets, quality is a factor that is becoming more and more important.

As part of our purchasing strategy and in line with our company motto "Forever better", we aim to work with suppliers that have a similar quality philosophy to us and who are interested in cultivating a long-term business relationship with a global company in the domestic appliance industry.

As previously described, we are not only committed to our employees and our customers, but also to our suppliers and to the public. Cooperation with our suppliers should be based on partnership, oriented towards performance, characterised by reliability and geared towards continuity.

A quality management agreement lays the formal basis for this cooperation. This agreement sets down product-specific and process-specific quality requirements, derived correction measures and change management for the purpose of traceability. To meet the high quality demands, Miele expects a corresponding quality management system, a working sub-supplier management policy and that suitable control functions are ensured – also in the form of qualitative and financial parameters. Ultimately, the responsibility for the quality of purchased parts and services lies with the supplier.

This brochure is intended for all potential suppliers. On the following pages, we will therefore introduce the structure of our company, your contact partner and the required parts.

Miele’s procurement is organised in the form of a matrix organisation. Alongside decentralised procurement and their respective purchasing managers, material group management (MGM) was introduced and set up more than a decade. The task of the MGM is the cross-plant and cross-functional processing of defined product groups with the aim of optimisation. This in particular refers to cost reduction and standardisation for externally produced goods and services. In the area of manufacturing material, there are six material group managers responsible for the development and implementation of the procurement strategy in the respective product group. These groups are as follows:

- Steel/metal parts
- Plastic/packaging
- Electronic assemblies/electronic components
- Electromechanics I
- Electromechanics II/glass
- Supplier Relationship Management (e. g. value stream improvements by different methods)

In the area of non-production material, there is one material group manager. The names of the contact persons are provided on the following pages.
## Raw material, miscellaneous

### THERMOPLASTICS

<table>
<thead>
<tr>
<th>Material</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Granulate</td>
<td>Material: PP, ABS, PA6, POM, PE, TPE, PC</td>
</tr>
<tr>
<td>Elastomer</td>
<td>Material: EDPM, SBR, NB</td>
</tr>
</tbody>
</table>

### WAGE LABOUR

- Packaging work
- Assembly of parts
- Fitting of sub-assemblies

### NEED FOR TOOLS

- Tools for plastic and metal parts
- Cutting tools
- Hand tools
- Measuring tools and devices
- Ball bearings/shaft sealing, O-rings, retaining rings (for production and workshop requirements)

### STEEL

- Chrome steel
- Chrome nickel steel
- Electro-galvanised material
- Coils and sheet metal blanks
- Material suitable for enamelling
- Material thicknesses: approx. 0.2 – 3 mm
- Chemical composition: chrome steel, chrome nickel steel
- Electro-galvanised material
- Coils and sheet metal blanks
- Material suitable for enamelling
- Material thicknesses: approx. 0.2 – 3 mm
- Electrical sheet V 800-50, enamelled on both sides, 0.5 mm thick, 50 – 100 mm wide
- Semi-finished material, 800-65, 0.65 mm thick, 60 - 230 mm wide
- Aluminium ingots, Pure aluminium and leg. 231
- CU enamelled wire, 2- and 3 layer with overcoat and/or baked enamel, 0.2 – 1.0 µ

### STANDARD PARTS FOR TOOLMAKING (BUSHINGS AND PUNCHES)

### ABRASIVES

### PROTECTIVE EQUIPMENT

### MAINTENANCE CLEANING

- Disposal
- Telekom machines and equipment
- Services
- Heating and sanitary needs
- Lubricants
- Fuels
- Colours, finishes
- Transport and drive belts

### NEED FOR SURFACES ON DEVICES

- Enamelling
- Electroplating
- Welding
- Wiring
- Electrodes
- Safety equipment
- Technical gases
Electronic components / modules

- Semiconductors
- Circuit boards
- Relays for circuit board assembly
- Displays
- Capacitors
- Sensors
- Coil components
- Resistors
- Signal generators
- Contactors, relays, fuses, automatic circuit breakers
Plastics

Material: thermoplast and thermoset
Weight: approx. 2 – 1,500 g

Production tools, devices and models
- Plastic injection moulds (thermoplast, thermoset, elastomer)
- Blow moulds
- Models
Metal

STAMPINGS AND DRAWN PARTS
Material: zinc-plated belt material and sheet metal blanks, stainless steel, thickness 0.2 – 3 mm

TURNED PARTS
Material: machining steel
Size: 30 – 50 mm
Profiles according to drawing

ALUMINIUM DIE CASTING
Example: pulley approx. 500 g, spring retainer approx. 20 g

ZINC DIE CASTING
Example: door ring material Z410
Weight: approx. 1,400 g
Hinge material Z410
Weight: approx. 220 g

SUB ASSEMBLIES

WIRE COMPONENTS

GREY IRON CASTINGS
WIRE SPRINGS AND BENT PARTS

Material:
Spring steel, chrome nickel steel
Surface: 8 µm
Material thickness 0.5 – max. 3 mm

SCREWS, NUTS AND COLD EXTRUDED PARTS

Material: steel and chrome nickel steel
Surface: RoHS-compliant, Cr6-free
Sheet metal screws
Size: 3.9 – 4.8 mm
High-strength screws M6 – M10
Metric screws M4-M5
Screws for plastic 3 – 5 mm
Cold extruded parts up to 36 mm
Glass, rubber and wooden parts

RUBBER

Rubber:
Moulded rubber parts
Material: elastomer
Weight: up to max. 800 g

Water inlet hoses with fittings
Material:
EPDM, EPDM-XTR (basic PP), PVC
Size: DN10 standard cable 1500 mm
Length, bursting strength test 70 bar
GLASS

Material: borosilicate glass,
Resistance to thermal fluctuations
10 – 160 °C

WOODEN PARTS

EXPANDED POLYSTYRENE
Electromechanical components for washing machines and dryers

- Engines, cold air blowers
- Heater elements, tubular heating elements, heater banks for dryers
- All types of pumps (drain pumps, condensation pumps, synchronised pumps)
- Thermostats, bi-metal temperature regulators for dryers
- Harnesses and assembled cables, cable terminals
- Pressure controllers, level controls
- Solenoid valves
- Door locks
- Relays
- Interference suppression
- Lights for dryers and washing machines
- Switches, micro-switches, pressure switches and encoding switches (NTC sensors)
Heating Elements
Heat Exchanger
Production plants

Gütersloh appliance production plant
The oldest and largest of the Miele production plants located at the company’s Headquarters (part of the company’s main centre with 5,000 employees founded in 1907) and is also the Competence Centre for domestic and semi-commercial laundry care within the Miele Group. Here, Miele develops and manufactures with this production staff of 2,900 employees its washing machines (frontloaders) and washer-dryers. Further departments include a press-shop, a foundry and an enamelling plant, which also supply to other Miele production plants. Gütersloh is also responsible for product and process development for the laundry-care appliances built in Uničov/ Czech Republic.

Gütersloh electronics plant
The second plant at the company headquarters is responsible for the development and highly automated production of electronic controls, power modules and sensors for virtually the entire range of products manufactured by the Miele Group. (approx. 470 employees, founded as a separate plant in 2003). Additional fields of expertise include the development of networking concepts and fascia systems for Miele appliances. This plant coordinates the company’s electronics division with its two locations in Gütersloh and Braşov (Romania).

Arnsberg production plant
High tech made to measure and ’Made in Germany’ is what Miele customers can expect from Arnsberg, the Competence Centre for the development and production of cooker hoods. Around 220 employees produce cooker hoods with great inhouse production depth and manufacturing flexibility – from series production in medium- to small-size lots through to one-off special orders. Arnsberg, like the factory in Bünde, has been part of the Miele group since the take-over of the kitchen appliance manufacturer Imperial in 1989.

Bielefeld production plant
The second oldest and second largest production plant in the Miele Group (approx. 1,800 employees, founded in 1916) has the most varied of product portfolios. In Bielefeld, Miele produces household appliances such as vacuum cleaners and dish washers. In addition this plant manufactures commercial dishwashers as well as washer disinfectors for hospitals, surgeries and laboratories for the Division Professional. From this location, Miele also coordinates the production of further vacuum cleaner and dishwasher ranges at production plants in Dongguan/ China and Uničov/Czech Republic.

Bünde production plant
Bünde is the site of Miele’s Competence Centre for the development and production of hob units, steam ovens and warmer drawers (for pre-heating crockery, keeping food warm and for low-temperature cooking). Bünde, together with the Arnsberg plant, joined the Miele Group in 1989 as part of the take-over of the kitchen appliance manufacturer Imperial. Today, this plant with around 550 employees stands for innovation and technology leadership in the field of steam ovens and built-in pressure cookers as well as high performance ceramic glass hobs.

Euskirchen motor plant
Euskirchen is the home of the Competence Centre for the development and production of electric drive systems for all vacuum cleaners, washing machines, tumble dryers and dishwashers. Cable reels for vacuum cleaners are also produced here. This makes Euskirchen, with its workforce of approx. 410, an in-house supplier to five other Miele production plants. Durable, powerful and energy-efficient motors from this plant, which was set up in 1951, make a key contribution towards ensuring that Miele appliances stand out from the competition.

Lehrte production plant
Being a part of the Division Professional Miele develops and produces washing-machines and tumble dryers with load capacities ranging from 8 to 32 kg as its competence center for commercial laundry care in Lehrte. These are complemented by flatwork ironers, payment systems (for coinop laundries), domestic ironing systems. Miele purchased the Lehrte plant in 1965 and now employs a staff of around 380. This plant has to contend with high product complexity in smaller numbers on the one hand through to customised machine configurations combined with considerable production depth and short delivery lead times on the other.

Oelde production plant
With around 620 employees, Oelde is the Competence Centre for the development and production of ovens and microwave combination ovens. Like all other Miele appliance production plants, Oelde is characterised by considerable vertical integration and a broad range of stock-keeping units. One of the highlights from Oelde is PerfectClean, an easy-to-clean, non-stick surface finish. This production plant joined the Miele production network in 1986 when Miele took over Cordes, a local laundry machine manufacturer.

Warendorf plastic shop
This Competence Centre for plastic components is a supplier to all appliance production plants within the Miele Group. The product range includes complex sub-assemblies such as washing machine doors and tumble dryer filters, multicomponent assemblies and injection-moulded parts with a high-gloss finish (e.g. vacuum cleaner casings). 60% of all plastic components used at Miele’s German appliance production plants originate from Warendorf, which also oversees the production of plastic components at Miele plants in the Czech town of Uničov and in Dongguan (China).
Bürmoos production plant (Austria)
Bürmoos is the Competence Centre for sterilisation and develops and manufactures sterilisers and container and trolley washers. In addition to this, the plant’s workforce of approximately 270 produces technically sophisticated metal sub-assemblies for the domestic sector and for medical and systems engineering applications. These include stainless steel load carriers for washer-disinfectors and sterilisers. In 1962, Miele Bürmoos was the first Miele production plant to be opened outside Germany and now forms part of the Division Professional.

Dongguan production plant (China)
Dongguan was founded in 1996 as part of a joint venture and now belongs entirely to the Miele Group. The plant, with its 450 employees, produces vacuum cleaners. This includes the production of plastic parts at its own injection moulding plant and final assembly.

Uničov production plant (Czech Republic)
In Uničov, Miele produces domestic and semi-commercial tumble dryers, toploading washing machines and part of the dishwasher models. Today, the plant – which was founded in 2004 – employs a staff of around 1,000 and is the third-largest production plant within Miele’s international manufacturing network. Not least on account of its close ties with the parent plants in Gütersloh and Bielefeld. Uničov today makes an important contribution towards ensuring a competitive leading edge and upholding quality standards.

Brasov production plant (Romania)
The youngest production plant within the Miele Group was set up in 2009 as the second electronics plant alongside Gütersloh. Around 200 employees are engaged in the production of electronic components for most of the Miele products. The focus of activities is on the labour-intensive production of power electronics and large series in collaboration with the Electronics Plant in Gütersloh. Hence Brașov stands for flexible and value-for-money production processes in 100% Miele quality.
Production plants
Active environmental protection
The paper used for this brochure is 100 % chlorine-free.