



Code of conduct concerning the communication between Supplier and Customer via the eQuality module.

Issuer and Receiver.

All deviations reported regarding product quality and / or logistical problems are opportunities for improvements. Availability of resources at Supplier and Customer has to be sufficient to secure an immediate stop of the problem. (Every few minutes delay can cause 1 more defective product delivered to our final Customer or stops production or deliveries at / from Customer Units).

Communicate! If things are not clear, take the phone. (Open minded, based on mutual trust).

Resources: During office hours both sides shall have authorized (back up) staff available.

Quick return of parts enables contra verification and fast root cause definition without delays. Use the tracking and tracing boxes in eQuality to inform each other. Where possible speed transport will be arranged (TNT; DHL; etc.)

Mutual commitment of lead-times on each activity. (No open ends, keep things / processes moving).

Zero tolerance is the only way to zero defects / deviations.

Mind: Issuer as well as Receiver are totally depending on demands / inputs from internal teams.

Consider your self to be Issuer instead of Receiver and vice versa.

OEM (Zero Mileage), OES (Warranty/Field Quality) or logistical problems are equally important.

Receiver.

Confirm (within 24 hours) that you have read and understood the report and if suspected part(s) are needed to support your Root Cause analysis. Confirm also how the sorting / inspection will be supported.

Confirm (explain) what (containment) actions are in progress to prevent repeating problems or (risk for) shortages / production stops. Attach sorting instruction for the Customer and write your result of inspection (yield) in eQuality.

Confirm that actions requested by the Customer are in progress (for quality and logistics) or explain why these are not needed or possible. How is the sorted flow identified?

Confirm that new deliveries (including similar part families) do not have the same problem.

Confirm that the by the Customer requested lead-time is accepted or request a new date for follow-up.

Confirm and explain the impact of any subcontractor involvement in the problem solving process.

Confirm in the appropriate boxes in eQuality if you send suspected parts to any other Customer consignee and if you informed them.

Confirm that other Customer consignees are equally involved in any problem solving actions needed.

Aspects to consider for receiver:

Seriousness, priority, part history, re-occurrence or new failure mode, production logbook at time that part was produced, 100% inspection, exchange of stock at Customer, sent staff to Customer, consultation experts, assure that current "in process inspection" or other containment actions covers failure mode, replacement deliveries, involvement of subcontractors, special markings, initiation long term solution, exclude same failure on similar parts, verify design index Customer/Supplier, etc. Recovery plans possible by extending production time (extra shifts, weekends, overtime, etc). Make sure that in case of your absence the back-up colleague can be reached by the issuer.

Note: In case the Supplier wants the report to be withdrawn, this has to be discussed and agreed upon with the issuer. The report can be proposed for closure when all the work is done by ticking the box in the very end of the report.

Issuer.

Information regarding the deviation / symptom (failure mode) is specific. (What do I see? What should it be? How and where was deviation found? Always detectable? Impact, consequence, stop time, costs?).

Report part production details (date codes, serial numbers, special markings, bar codes)

Where applicable, use the Customer template for a complete "visualized" deviation and attach to eQuality report.

"Real time" response on questions and feed back from Receiver.

In case of FQ (Field Quality) in addition following information is required: Chassis number, Production date of chassis, Chassis registration date, and Chassis type, Mileage, Repair date, Country and Customer warranty claim number.

Aspects to consider for Issuer:

Phone Supplier, invite Supplier, classify failure mode, risk for production stop, check history, evaluate logistic impact, risk for final Customer involved, sort parts in stock, communicate with other production units, involve spare parts, evaluate rework potentials, EFR possible, risk for delivery stop, presence of eSCR or EFR, index drawings up to date, use pictures, mark rejected parts with eQuality number concerned, etc. **Important:** If Customer has made a mistake and the Supplier advices how this can be solved: inform production unit responsible. Make sure that in case of your absence the back-up colleague can be reached by the receiver.

Note: In case the Supplier does not accept the deviation and requests the report to be withdrawn, the issuer has the authority to do so. The reason for withdrawal shall be noted in the report concerned. In case of doubt the issuer is welcome to contact the purchasing quality team responsible to evaluate the case and take a common decision.