

Levels	Cause	Supplier	ZFH	Steps	Step back criteria
0	N/A				
1	1 pce complaint	QM worker	SQA	<u>Complaint</u> <ul style="list-style-type: none"> • Dinamization rule changes to REK at the Incoming Inspection • 100% inspection at the supplier or at ZFH • 100% inspection by external sorting company • Checking other similar parts supplied by the claimed supplier • Supplier visit (task flow) 	No problems found in case of the next 4 deliveries. Closed 8D.
2	No improvement or feedback from the supplier within 2 weeks. After complaint same failure happens again. New failures regarding the same product.	Quality Manager Sales worker	Management, Quality- Manager	Supplier to be informed about the missing information and the escalation level change (via email).	There is a closed 8D for all the failures and decreasing PPM trend.
3	The supplier is on escalation level 2 for 3 months without any improvement.	Q Manager Sales Manager	SQE Responsible Buyer Purchasing Manager	Supplier to be informed in written form about the next escalation level and no further business opportunities. Supplier development program is starting. If necessary: Changing SAZUG indicator. Purchasing headquarter to be informed. Quoted parts to be transferred to better supplier. Certificator company to be informed.	Non-cumulative ppm goal is reached during 3 months after implementing the measures.
PHASE OUT	Supplier is on level 3 for more than 3 months. No quality improvement. Negative/ declining trend!	Management	Purchasing Manager General Manager Commodity Purchasing	Supplier phase out based on the Headquoter's decision. Starting the development of a new supplier. Phasing out due to KR04/07.	No – after management decision