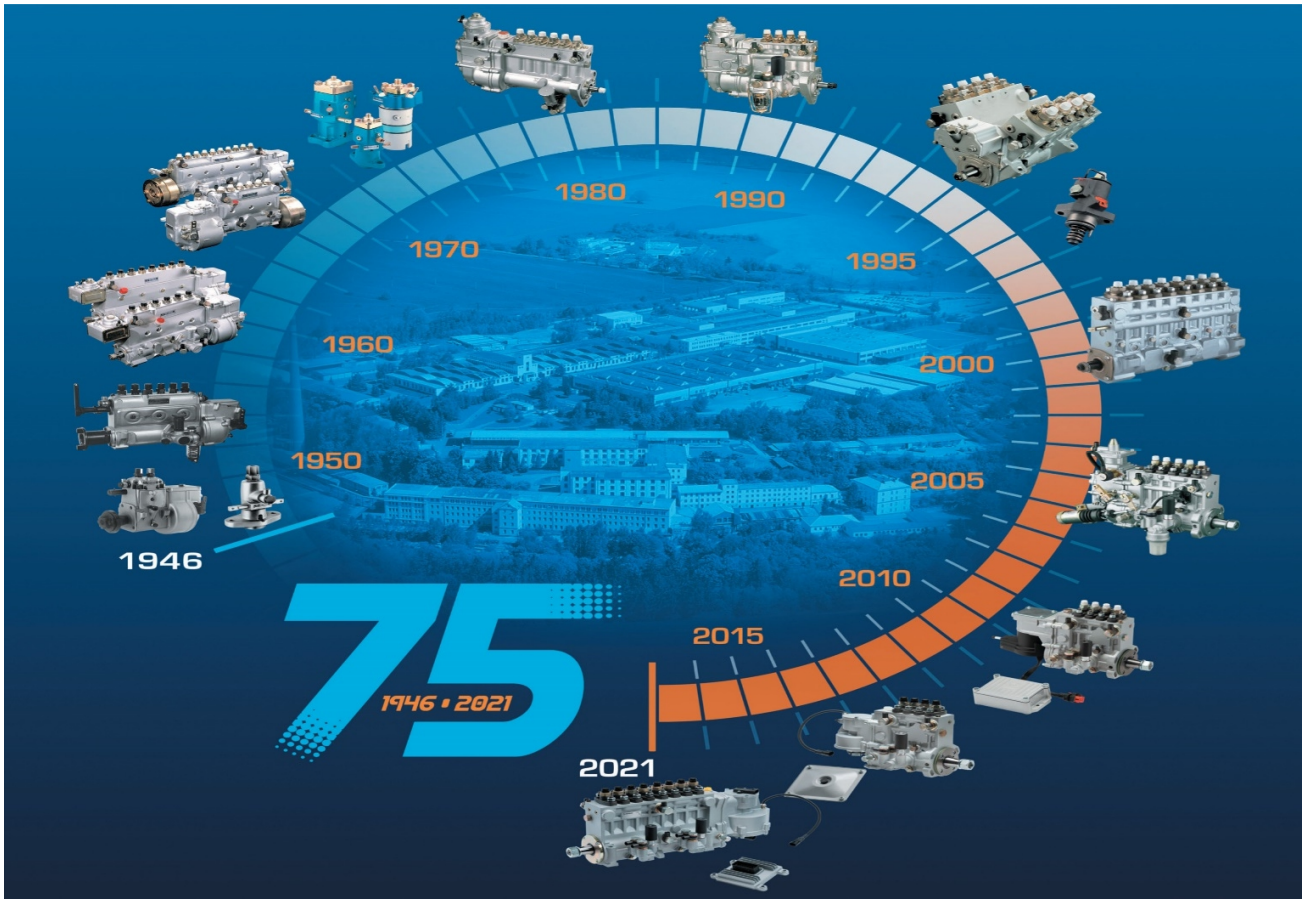
Supplier Quality Manual

Motorpal, a.s.



Compiled by:	**Zbyněk Ress**	**Approved by:**	**Bc. Lukáš Hurt**
Signature:		**Signature:**	
Date:	**28. 10. 2022**	**Date:**	**1. 11. 2022**

Revision:	**5**	**Effective from:**	**1. 11. 2022**

Content

1 Area of use of Supplier Quality Manual Motorpal, a.s.

Quality manual (Hereinafter the "Manual") defines Motorpal, a.s. suppliers requirements and sets quality assuring procedures of purchased parts.

The aim of the manual is to define and delegate all the suppliers of all the special requirements of Motorpal, a.s. the ISO 9001 quality management system. Motorpal, a.s. expects intensive cooperation with suppliers aimed particularly on prevention and quality assurance during all process phases, especially in the phases of planning, product realisation and product delivery. The supplier alone is responsible for the quality assurance of purchased parts. This manual´s requirements are to be transfered on the sub-supplier in full extent. Motorpal, a.s. reserves the right to audit following of the rules and requirements of this Quality Manual. Aim is to build and develop supplier – customer relationships.

2 Effective range specification

Manual is subject to change by Motorpal, a.s. Revision no. 4 is in force and becomes effective on 4. 9. 2017. The current version of the manual is available to download at www.motorpal.cz

3 Management policy of Motorpal a.s.

The strategic objective of Motorpal, a.s. is to be a reliable and preferred manufacturer of complete injection systems for diesel engines. This goal can only be achieved through the process approach in all processes in the supply chain.

Motorpal a.s. believes that the procedures outlined in this Manual is the only way of leading to the fulfillment of its objectives and, therefore, all suppliers are obliged to observe this Manual. Motorpal, a.s. cooperation from their suppliers expects in all areas of quality assurance of delivered products. Failure to comply with the requirements set out in the Manual may be one reason for the termination of cooperation with the company Motorpal, a.s.

4 Supplier´s responsibility

Supplier guarantees that the supplied goods are without any defects and meet agreed reguirements, technical specifications and valid technical documentation. Supplier is fully responsible for materials and services of his subsuppliers.

The supplier undertakes not to compromise the agreed specifications of the quality characteristics with the customer. The supplier is required to actively address the risks of the management system, processes and products to ensure the potential threat to meeting customer requirements and to implement the requirements of laws and regulations.

5 Management system

The supplier is expected to have its quality management system comply with the latest valid ISO 9001 revision. An additional recommendation for the supplier is the certification of its environmental management according to ISO 14001, certification health and safety management system according to ČSN ISO 45001 and management system certification Quality in the automotive industry according to IATF 16949.

5.1 Regulated documentation

The supplier agrees to work under controlled valid documentation. All documents must be in accordance with the requirements of Motorpal, a.s. and must be managed in accordance with ISO 9001. The supplier is required to have a system of regulated documentation ie. system of the processing, issuance, amended of internal documentation. Document Requirements:

- Identification and description (title, date, author).
- Change Management (actual, internally approved).

The regulated documentation must be provided by the employee of the purchase department. If the drawing is owned by the supplier, it must be approved and registered in Motorpal, a.s. drawing documentation should not be provided to third parties without written permission of Motorpal, a.s..

5.2 Identification and traceability

The supplier is required to have a system to identify the product and thus have ensured a designated stage of completion. Identification is provided from goods receipt and entry controls, over the course of the production, assembly and final inspection to delivery and commissioning in operation. In the process of material flow and storage of supplies is maintained FIFO methodology. Traceability must also be set in terms of the instruments used and the staff involved.

The Supplier must ensure that during production there is no confusion of material or equipment. If the non-standard procedures comes, manufactured parts may not be reused.

5.3 Control of monitoring and measuring devices

The supplier must ensure that monitoring and measuring devices and testing equipment are able to consistently perform measurements of the quality so that decisions based on the results of the measurements are correct. Requirements of measuring gauges:

- Identification of measuring gauges.
- Evidence of measuring gauges.
- Plan calibration of measuring gauges.
- To check functionabillity of measuring gauges.
- Archiving records of inspection gauges.

5.4 Control of nonconforming product

The Supplier agrees that he has set up a process for the management of nonconforming products that are not in conformity with the requirements of the company Motorpal, a.s. Ways of dealing with nonconforming product:

- Identification of nonconforming product.
- Rejection of nonconforming product from the manufacturing process.
- Take corrective measures to eliminate the possible emergence of nonconforming products.

With products that are unidentifiable, and it is not possible to determine their state of development, must be treated as non-conforming products.

6 Approval process

On delivery of the purchased components is required by Motorpal, a.s. to perform quality control, which is carried out with approval process.

6.1 Sampling

All sampling documentation must be provided on Motorpal, a.s. forms. Supplying quality representing Motorpal, a.s. establishes sampling requirements in Attachement No. 1.

The Contractor shall carry out sampling as required in the order, is carried out according to the forms, which are attached to this Manual (Attachement no. 1, 2, 3).

If Motorpal, a.s. does not provide otherwise, must be inspected first samples of all the dimensions and parameters specified in the drawing, including the designation numbered positions. The supplier must properly label samples (Attachement No. 6) and numbered samples must be made by serial technology.

The supplier shall ensure that the submission of sample reports and samples meet the requirements set out in the front page of the sample report. Sampled components must comply with all specifications and requirements.

After evaluation the samples in Motorpal, a.s. will be sent back to suppliers with an electronically evaluated sample report. Sampled components are stored at the Incoming Inspection Dept. in Motorpal, a.s. and if necessary (e.g. disagreements within the standard specifications) are used as reference samples.

Suppliers agree that after the first sampling they will entres data of the materials into IMDS (International Materials Data System Data System International Marsal, see www.imdsystem.com and suppliers are responsible for the correctness of the record made by them. If the supplier is unable to arrange this activity, the supplier is obliged to provide the necessary information to be entered into IMDS by the company Motorpal, a.s.

Possible outcome of sampling:

- **APPROVED** – Motorpal, a.s. requirements has been met and supplier can supply the parts for the test series. Sampling release does not free supplier from responsibility for delivered products quality. Requirement deviations that were undetected during sampling process can be the subject of claim or reclamation later.
- **APPROVED UNDER CONDITIONS –** Supplier can supply test series according to approved documentation and Motorpal, a.s. order. Together with the test series the plan of corrective actions for insufficiencies discovered during sampling must be submited for approval. In case the plan is not submited or realized the supplier is not allowed to supply untill all requirements are met.
- **NOT APPROVED** - Samples submited by supplier did not comfort to usage or funcion of Motorpal, a.s. products in key parameters. Incomplete reports and documentation will automatically lead to dissaproval of the sampling. Supplier will be notified electronically and will be asked for new sampling.

6.2 Approval for serial production

Commencement of serial deliveries follows obtaining of written or electronic Sampling Report approval. Due to assuring the serial deliveries quality supplier must constantly prove comformity of the product with the equirements by elaborating and recording the Preventive Quality Sheet.

6.2.1 Documents for approval to serial production

- **Control plan** – supplier will introdukce a control plan for whole part (Attachement no. 4) and process defining all methods used for measurements inspection and product testing (gauge type, measurement frequency, operations sequence etc.)
- **Flow-Chart** - Supplier will introduce a process flowchart clearly describing steps and sequence of the production process. The flowchart must meet Motorpal, a.s. requirements and needs (it shall begin with an incoming inspection and end with expedition, etc.).).
- **Packaging specification -** During the sampling process the supplier will introduce a proposal of packaging method that will ensure to protect the part from corrosion and mechanical damage. In this proposal the supplier will make provisions for Motorpal, a.s. parts cleanliness requirements. Supplier is obliged to use this (approved) packaging method during the whole course of deliveries.
- **Material atest -** Supplier must introduce required material atest as stated in the order. Atest 3.1 containing chemical composition and mechanical characteristics unless agreed otherwise. Atest 2.2 must contain chemical composition. In the event that the certificate is not supplied, the supplier will cover cost of analysis to ensure in the laboratory of Motorpal a.s.
- **Heat and surface treatment protocol** - Supplier is to introduce heat treatment process and quality documentation if he provides heat treatment (cementation, hardening, annealing, etc). In case of providing surface treatment the protocols must contain coat measurements (galvanizing, chromating etc).
- **Dimensions measurement report (inspection result) -** If the supplier delivers cutting, NC parts must be supplied with every delivery dimensional report of output control (Attachement No. 5). Dimensional report must contain: the measured dimensions (@ drawing) visual inspection (eg. Deburring, corrosion, surface treatment), other dimensions (extension measured dimensions may be required during mass production on the basis of complaints and problems during installation, etc.).
- **Quality Certificate -** Quality Certificate (Attachement no. 7) must be by supplier properly filled.

The supplier is obliged to deliver every supply those mentioned accompanying documents, otherwise it is a reason for refusing to supply parts: material certificate, record of the heat treatment, surface finish, dimensional report, certificate of quality.

7 Change and deviation proceedings

7.1 Deviation procedure

The supplier must have a system of deviation management. Issues of deviations asks contractor purchasing department according to the communication plan of Motorpal, a.s. electronically. The decision is sent to suppliers electronically by an employee of the purchase department within 14 days of your request. The supplier shall maintain records of the date of expiry of the deviation. After deviation expiry must be ensured with the original specifications. Deliveries concerning the approved deviation must be properly labeled (Attachement No. 8). Deviation requested by the supplier (Attachement No. 9) may force max. 12 months. After the expiration date a new deviation may be issued. The supplier must select one of the following criteria, which limit deviation: for one batch, for a date, for a tool, chase of labeling.

7.2 Change procedure

7.2.1 Change procedure by the supplier

Supplier requests Motorpal, a.s. Purchasing Dept. for change approval by written electronic form (Attachement no. 9). Decision is sent to supplier by the Purchasing Dept. executive in electronic form within 30 days from request introduction. Changes cannot be introduced into the process without Motorpal, a.s. written approval.

7.2.2 Change procedure by Motorpal, a.s.

Motorpal, a.s. reserves the right to change the design or technical specifications of the requested goods during the contract. Supplier will receive written announcement of technical change plan from Motorpal, a.s. Purchase Dept. Supplier will inform Motorpal, a.s. in response about goods quantity on stock and/or in process and about time needed to implement the requested change. This information includes a time plan suggestion for neccessary steps to be introduced at Motorpal, a.s. Purchase Dept. within 10 days unless agreed otherwise. After reviewing all questions regarding technical change Motorpal, a.s. can authorize the supplier to realize the technical change. Based on information from Motorpal, a.s. about releasing the change supplier is obliged to introduce detailed time plan for change implementation to Motorpal, a.s. Purchase Dept. and to report weekly about the progress. Supplier is not authorized to implement any change before obtaining information about technical change release from Motorpal, a.s.

8 Supplier audit

The supplier must allow Motorpal, a.s. perform a process audit of its quality management system (or management system) at agreed intervals and provide information on:

- The products and services they provide to our company.
- Method of releasing products, processes, or devices.
- Work with employees (training, education).
- How to address risks, opportunities and environmental aspects and process monitoring.
- Evaluating the effectiveness of control activities in terms of meeting customer requirements and legal regulations.

The supplier must allow Motorpal, a.s. and its customers access to storage and production facilities (their own and their subcontractors) to evaluate the quality of the parts, processes and documentation.

Company Motorpal, a.s. undertakes to announce the date of the audit in good time. The supplier is acquainted with the audit results through an audit report. For the deficiencies identified during the audit, the contractor has to design and, upon agreement with Motorpal, a.s. to implement remedial action.

9 Complaint procedure

Where Motorpal, a.s. that the purchased material or service does not meet the required specifications, the supplier is informed of this fact in electronic form.

After receiving complaints about the quality or delivery, the supplier must establish a team dealing with the investigation of the complaint and to introduce up to 24 hours a immediate control actions, about which inform, through the point 3) of the completed 8D-report (Attachement No. 10). The supplier must also propose, verify and evaluate permanent measures to prevent recurrence of defects. The measures proposed contractor is heading to the root causes of defects and their goal of a preventive character.

Unless otherwise agreed,Motorpal, a.s. performs financial evaluation of claims 1x month exposing the summary record of defects, which is being sent to suppliers in electronic form.

10 Suppliers evaluation

Suppliers of materials entering the company's products of MOTORPAL, a.s., are evaluated with a minimum annual frequencies. Suppliers are classified into the following categories according to ratings.

A - preferred supplier

AB - fully compliant supplier

B - Approved Supplier

C - temporary supplier

D - unacceptable supplier

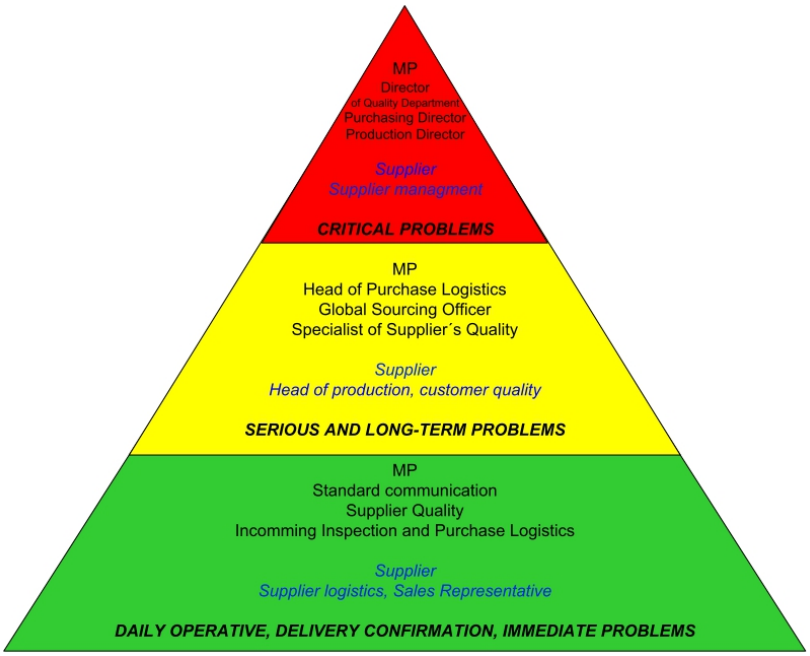
11 Escalation process

After major deviations Motorpal, a.s. Supplier Quality Dept. will include supplier in escalation program „Critical suppliers“. Deescalation will be possible after proving sustainable effectiveness of implemented actions.

Program contains four defined levels:

- Level 0 - Supplier with problems.
- Level 1 – Suplier not succesful in problems solution.
- Level 2 – Supplier in need of assistance to secure deliveries capability. Warning.
- Level 3 – Supplier not suitable for Motorpal, a.s. quality. Evaluation.

In case of repeated incidence and/or not meeting Motorpal, a.s. requirements on improvement process, terms keeping or not reaching goals following escalation principle is used.



12 Final notices

- Supplier Quality Manual Motorpal, a.s. becomes effective on the date of signature by the Contracting Parties.
- Any changes and amendments to any part of this contract will only be in written form.
- Supplier Quality Manual Motorpal, a.s. is the integral part of the Framework Agreement and MOTORPAL's General Purchasing Conditions ("GPC"), forming an integral part of the Framewirk Agreement. In the event of a conflict, the provisions of the RS are considered to be decisive. GPC are available at: http://www.motorpal.cz/wp-content/uploads/2017/11/VNP-MOTORPAL.pdf. SQUAM is available at: https://www.motorpal.cz/kvalita/manual-kvality-pro-dodavatele/. Application of the supplier's terms and conditions is excluded. The supplier confirms that he has familiarized himself with GPC and SQUAM. The Parties exclude the possible use of §§ 1799 and 1800, paragraph 1 of the Civil Code.

13 Attachements

Attachement 1: Cover sheet - sampling

Attachement 2: Inspection results - sampling

Attachement 3: IMDS protocol - sampling

Attachement 4: Control plan

Attachement 5: Measurement protocol

Attachement 6: Marking samples

Attachement 7: Statement on the completeness and quality of deliveries

Attachement 8: Statement on the completeness and quality of supply - deviation

Attachement 9: Application for approval of deviations / changes

Attachement 10: 8D - report

Acceptance of the Quality Manual for suppliers Motorpal, a.s.

This agreement has been signed by the Parties on: _____

For Customer:

MOTORPAL, a.s.

_____

Name: Dr. Ing. Radim Valas

Position: President of the Board of Directors

_____

Name: Ing. Lukáš Večeř

Position: Vice-president of the Board of Directors

For Supplier:

_____

Name:

Position:

Attachement 1: Cover sheet – sampling

Quality Assurance

Cover sheet

Supplier

Customer

- ☐ Initial sample inspection report VDA
- ☐ Initial sample inspection
- ☐ Subsequent sample inspection
- ☐ New part
- ☐ Product modification
- ☐ Production relocation
- ☐ Change of production process
- ☐ Longer stoppage of production
- ☐ New sub-supplier
- ☐ Product with DwSpA
- ☐ Production/Inspection and Test Plan prepared
- ☐ FMEA finisched

Attachment

☐ 01 Dimensional Check	☐ 09 Electromagnetic Compatibility	☐ 17 Process Capability Evidence
☐ 02 Functional Test	☐ 10 Reliability Test	☐ 18 EU-Data Safety Sheet
☐ 03 Material Test	☐ 11 DFMEA	☐ 19 Materials in Purchased Instruction
☐ 04 Haptics	☐ 12 Design Release	☐ 20 Certificates
☐ 05 Acoustics	☐ 13 PFMEA	☐ 21 Packing Instruction
☐ 06 Smell	☐ 14 Process Flow Chart	☐ 22 Process Audit
☐ 07 Appearance	☐ 15 Control plan and List of measuring equipments	☐ 23 Other
☐ 08 Surface	☐ 16 Evidence of Inspection and Test Equipment Capability	

Code number, supplier:		**Code number, customer:**	
Insp.report No.:	**Version:**	**Insp.report No.:**	**Version:**
Part No.:		Part No.:	
Drawing No.:		Drawing No.:	
Version/ Date:		Version/ Date:	
Modification No.:		Modification No.:	
Part description:		Part description:	
Order No./date:			
Invoice No./date:		**Advice note/date:**	
Delivery quantity:		Unloading:	
Batch number:			
Sample wieght:			

Confirmation supplier:

It is hereby confirmed that the samples inspection were carried out in accordance with VDA document, Volume 2 , Article 4

Name:	Comment:
Department:	
E-mail/Phone:	

Date: Signature:

Decision Customer	**Overall**	**According to appendix**																						
		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Approved:	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Concession:	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Rejected,new samples required:	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Deviation-approving-No.	
In case of return delivery note No./date:	

Name:	Comment:
Department:	
E-mail/Phone:	

Date: Signature:

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Attachement 2: Inspection results – sampling

Quality Assurance

Results of check

- ☐ Initial sample inspection report VDA
- ☐ Initial sample inspection
- ☐ Subsequent sample inspection
- ☐ New part
- ☐ Product modification
- ☐ Production relocation
- ☐ Change of production process
- ☐ Longer stoppage of production
- ☐ New sub-supplier
- ☐ Product with DwSpA
- ☐ Production/Inspection and Test Plan prepared
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Code number, supplier:	0		**Code number, customer:**	0	
Insp.report No.:	0	**Version:** 0	**Insp.report No.:**	0	**Version:** 0
Part No.:	0		Part No.:	0	
Drawing No.:	0		Drawing No.:	0	
Version/ Date:	0		Version/ Date:	0	
Modification No.:	0		Modification No.:	0	
Part description:	0		Part description:	0	

No.	Nominal value	Real values - supplier					Real values - customer					Evalution	
		1.	2.	3.	4.	5.	1.	2.	3.	4.	5.	Yes	No
1.													
2.													
3.													
4.													
5.													
6.													
7.													
8.													
9.													
10.													
11.													
12.													
13.													
14.													
15.													
16.													
17.													
18.													
19.													
20.													
21.													
22.													
23.													
24.													
25.													

Supplier/Comment	Customer/Comment

Name:		Name:	
Department:		Department:	
E-mail/Phone:		E-mail/Phone:	
Date:	Signature:	Date:	Signature:

Attachement 3: IMDS protocol – sampling

IMDS REPORT

1. Data about producer and product

1.1 Supplier data

0
0
0
0
0

Contact person	
Phone:	
Fax:	
E-mail:	

1.2 Data about product

Part No.:	0		
Part description:	0		
Drawing No.:	0		
Version/ Date:	0		
Modification No.:	0		
Insp.report No.:	0	Version:	0

2. Characterization of the Component

☐ A data file IMDS was created (http://www.mdsystem.com) under document number IMDS- ID- Nr.:

☐ It wasn't created data file IMDS

If the data file IMDS wasn't created complete the following tables. All materials, substances (including chemical composition of material) and duly declare substances (after VDA 232- 102, EC directive 2000/53 ES) have to be entered.

Part/Material/Substance description:	Part/Material No.:	Quantity	Weight (g)	Portion (%)	Portion (from - to) (%)

Attachement 4: Control plan – OS 19.3

PRODUCT QUALITY ASSURANCE PLAN

Sample ☐	Pre-series ☐	Series ☐	Name and telephone number of executive	Valid on:	Date of revision:
PQP-Number:					Revision No.:
Part Number, Change Index:		Team:		Technology approval of the customer:	
Part Name and Description:		Supplier approval (date):		Approval of quality customer	
Supplier:	Supplier code:		Other approvals:	Other approvals:	

Operation number/step	Process name / operation description, inspection process step	Machine/tool/ equipment	Characters			Spec. char.	Metody				Control Method	Reaction plan
			No.	Product	Process		Product or process specification,Tolerance	Inspection Method	Preference			
									Area	Frequency		

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Attachement 5: Measurement protokol – OS 2.4

MOTORPAL	RECORD OF MEASUREMENT			Part description:		Drawing No.:
Supplier:		Amount of measurements		Measured by, Date:		Head of quality, Date:
		Total:		Quantity of pieces:		
Customer:	MOTORPAL a.s.	Valid:		Packed by, Date:		
		Invalid:		Invoice No.:		

Measurement - scope of measurement	Measuring tool	Measured values													
		1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.
Visual check															
Produced according to drawing															
Corrosion															
Deburring															

The proportions will be checked regularly in every delivery.

Any others dimensions mentioned in technical documentation may be checked as well.

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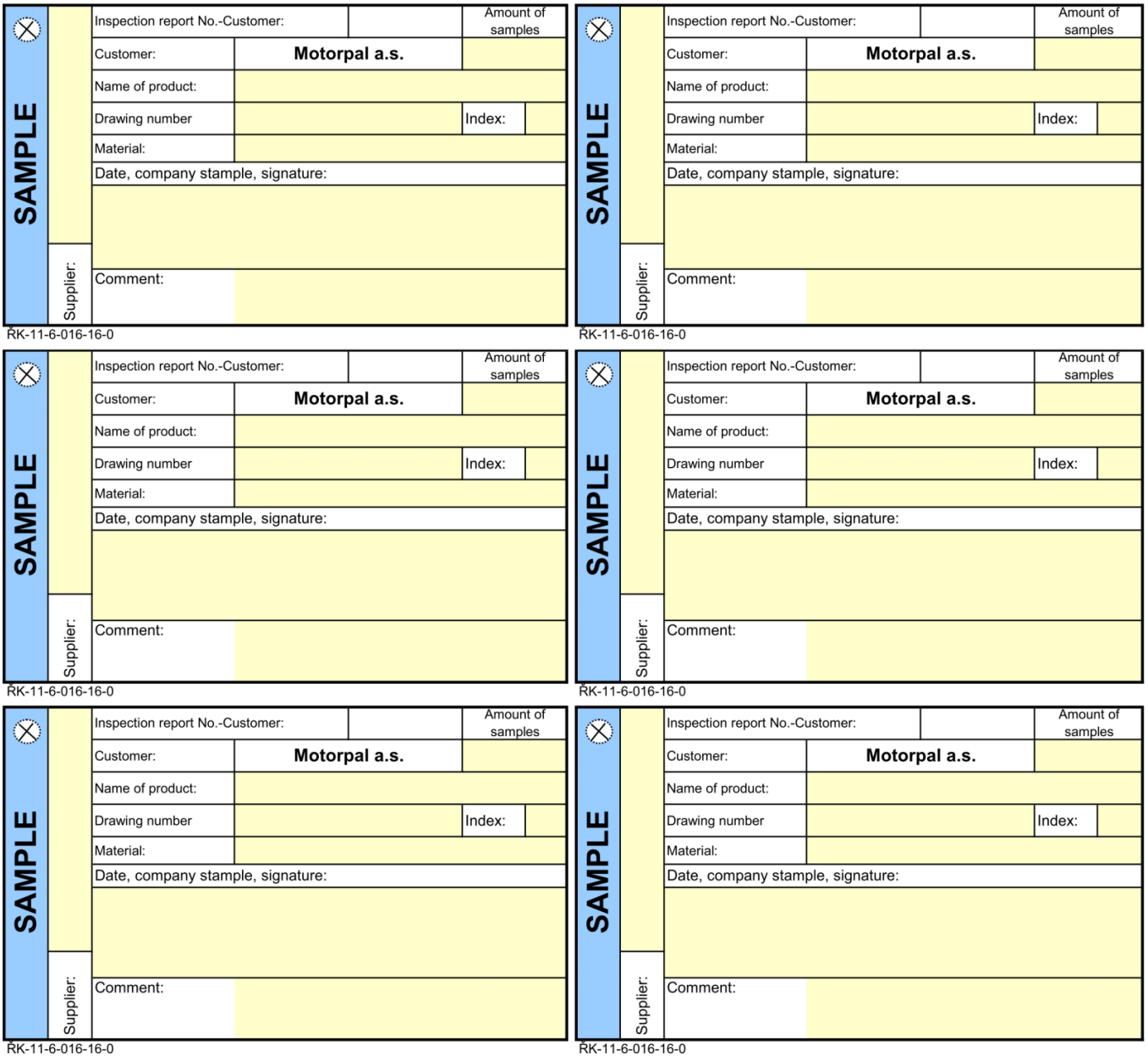
Attachement 6: Marking samples – OS 2.4



Attachement 7: Statement on the completeness and quality of deliveries – OS 2.4.

Customer:		Supplier:
Motorpal .a.s		
Declaration of completed and quality of delivery		
By this declaration we affirm and account for complete, function and fair avarage quality of delivery,		
Name of component:		Time of conservation:
Drawing number:	Index:	Date of conservation:
Quantity of pieces:		Date of delivery:
Purchase order Number:		Company stample and signature:

ŘK-11-5-017-16-0

Attachement 8: Statement on the completeness and quality of supply – deviation – OS 2.4

DEVIATION Nr.		
Customer:		Supplier:
Motorpal a.s.		
Declaration of completed and quality of delivery		
By this declaration we affirm and account for complete, function and fair avarage quality of delivery,		
Name of component:		Time of conservation:
Drawing number:	Index:	Date of conservation:
Quantity of pieces:		Date of delivery:
Purchase order Number:		Company stample and signature:

ŘK-11-5-018-16-0

Attachement 9: Application for approval of deviations / changes – OS 19.7

Application for approval of variance / change	Created on:
☐ Change ☐ Variance — Number of variance/change	Completed on:

Name of variance / change:	Name of components in MP: Name of component - supplier:

Reference number of component drawing: ID INFOR:	Supplier:	
Validity of variance / manufacturing change: Term from/to: Number of pieces: Remaining pieces:	Name:	
	Telephone number:	
	Department:	
	To assess by:	
	Unit:	

Production orders / receipts:		
Description and type of difference / change:	Unobserved parameters:	
	It supposed to be:	Reality:
Reason of variance / change:	Corrective measures (person, term)	

Data to change

Change is required by Motorpal? ☐ YES ☐ NO	Does change affect customer product number? ☐ YES ☐ NO	Change affects: ☐ FMEA ☐ PQP
The change is approved by Motorpal? ☐ YES ☐ NO	Effect on other documents? ☐ YES ☐ NO	.....

Reason of change?	It is required to determine the data of change?	Effect of change on product reliability? ☐ YES ☐ NO
☐ Savings ☐ Correction ☐ Supplier's requirement ☐ Quality improvement ☐ Customer's requirement ☐ Other	☐ YES ☐ NO	Include into the history of the product? ☐ YES ☐ NO

Attachments:

Expressing opinion, comment	Production technology
KR	Production Manager
Supplier quality department	Plant manager
Customer quality department	Director of quality

The process of approving a request for a variance does not have a suspensive effect in relation to the required date of delivery goods. However, in the case of approval of the application, parts will be supplied by the Supplier. Based on and under the conditions of approval included into the PPM values in the evaluation of suppliers. Approval of variation has also a character of permmision of exemption to deliver goods outside the FIFO mode (ie. A chance to return after the approval of variation to the original production batch of goods which were temporarily skipped). The Supplier acknowledges that Theky will be charged (100 EUR) for any request for variation received by MOTORPAL, regardless of the approval or rejection of the application. If the application is approved, the application the supplier could be required to cover any extra costs associated with processing otherwise non-conforming goods (their quantification or calculation mechanism will be part of the approval conditions); approval of variance in any case does not constitute an opportunity to exonerate the Supplier from liability for any other hidden defects on the supplied goods or tolerance of other defects that were not subject of variation management.

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Attachement 10: 8D – report

CORRECTIVE ACTION (8D-report)						No.	
1). TEAM:		**PURPOSE OF ISSUANCE**					**Following of PDCA**
Chief		Customer/ Plant:			Marking of the part:		A P C D
Participant:		☐	Claim of customer		Number of the claim:		
Participant:		☐	Internal mistake	☐	Repeated mistake		
Participant:		☐	Supplier mistake	☐	Others (in detail):		

Comments : P = Planning, D = Perform, C = inspection, A = Action

2) Description of the problem (who, what, where, when, how, how many, why)

Part No: Quantity: Date of production:

Date: Signature:

3) Short-term actions	Responsibility	Date of start of short-term action
Date: Signature:		

4) Analyse of reasons	5) Actions for elimination	Responsibility	Term	Closed
Date: Signature:	Date: Signature:			

6) Effectiveness of introduced actions

Date: Signature:

7) Preventive actions	Responsibility	Term	Closed
Date: Signature:			

8) Evaluation

Date: Signature:

RK-11-4-039-12-0

8D- report description

8D-Report search for problem definiton and understanding. It asks why the process works outside the target range and gives suitable corrective action. 8D-Report is devided into 8 steps.

1) Team assembly

If a single person cannot solve the problem quickly then put together a small group of people with good knowledge of product/process. Share the roles in the team (leader, members). Record the team members and identify their goals, roles and responsibilities.

2) Problem description

Describe the problem entirely, not only its symptoms. Its recommended to ask questions (who, what, where, how, how many, why,…).

3) Short-term actions

Implement, audit and record actions leading to isolation of problem from customer until permanent corrective action is implemented. For example sorting the not OK parts by customers (assembly, stocks, incoming inspection). Or immediate replacement of not OK parts with OK parts (if you have any).

4) Analysis of reasons

Goal is to identify all possible causes of problem occurance. Use Ishikawa chart (fish-bone chart) and identify possible problem causes. Record the most probable causes.

5) Actions for elimination

Identify possible actions that should eliminate main causes of the problem. Assess the costs and supposed effectiveness and choose the most suitable ones.

6) Effectiveness of introduced actions

Define, apply and monitor the permanent corrective action that will eliminate the problem.

7) Preventive actions

Goal of this phase is to prevent reoccurence of the solved problem by both technical and system means, for example by changes in FMEA and control plan of this product and of all alike products with risk of same problem occurance.

8) Evaluation

Evaluation of introduced actions and 8D-Report closing.