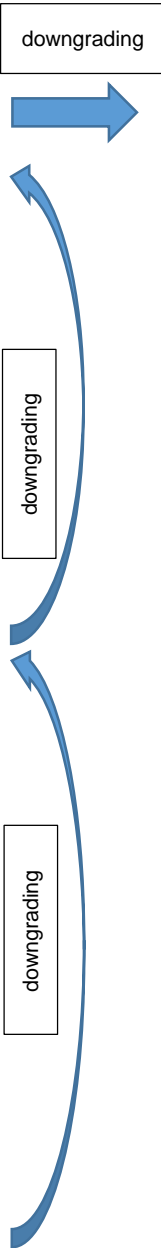


Standard Operating Procedure
Escalation process
Enclosure 10000454/E50/AA



Level	Triggering criteria	Possible consequences	Exit criteria
1	<ul style="list-style-type: none"> - repeated errors - 3 x not reaching the monthly quality targets (Ppm or PKZ) in a row - Process audit result C (classification according to VDA 6.3) - critical errors / customer complaints - downgrading of Hirschvogel from the customer caused by the supplier 	<ul style="list-style-type: none"> - quality discussion including action plan - process audit - reaudit 	<ul style="list-style-type: none"> - 4 x reaching of the monthly quality targets in the last 3 months (ppm and PKZ) <p>Examination of the last 6 months:</p> <ul style="list-style-type: none"> - no repeated errors - control of effectiveness - reaudit A or B classification according to VDA 6.3
2	<ul style="list-style-type: none"> - repeated errors during level 1 classification - low cooperation - reaudit C classification according to VDA 6.3 - level 1 for more than 6 months 	<ul style="list-style-type: none"> - quality discussions with Hirschvogel at the quality management level + Hirschvogel purchasing including action plan - short-term visits at the supplier - reaudit - additional measures 	<p>Downgrade to level 1 after successful positive decision</p> <ul style="list-style-type: none"> - 4 x reaching of the monthly quality targets in the last 3 months (ppm and PKZ) <p>Examination of the last 6 months:</p> <ul style="list-style-type: none"> - no repeated errors - control of effectiveness - reaudit A or B classification according to VDA 6.3
3	<ul style="list-style-type: none"> - repeated errors during level 2 classification - failure in the field (field actions and recall) - level 2 for more than 6 months - serious customer disruptions e.g. Yard holds und stop ships - warranty 	<ul style="list-style-type: none"> - management discussion at the plant on manager level - support from external services to improve the quality managements system is required - purchasing decision by Hirschvogel is critically questioned - New business only after the approval of the management board - reaudit 	<p>Downgrade to level 2 after successful positive decision</p> <ul style="list-style-type: none"> - 4 x reaching of the monthly quality targets in the last 3 months (ppm and PKZ) <p>Examination of the last 6 months:</p> <ul style="list-style-type: none"> - control of effectiveness



All costs caused by the escalation model (personnel hourly rates, travel expenses, etc.) have to be borne by the initiator.

TPL 100010951 E00 AV
 AHV 100000312

SUSNJAGO/AHV/100000454/E50/AA/Freigabe