

## REACTION IN CASE OF AN INCIDENT:

**Our requirement :**  
**Customer protection !**

The different steps :

- Detection of the defect
- Visualization of the defect by SQA technician and first analysis
- Supplier alarm

**If your responsibility is not demonstrated :**

Your responsibility at this step is to **certify the conformity of your product.**

**NOTA :** for this, a simple commitment is not sufficient, it is required to send within 4 hours to your SQA contact (the Supplier Quality Technician) :

1. The results of the last controls on your product
2. A copy of production events recordings of the concerned production date.

Finally, your contact could be requesting you a sorting agreement as a preventive measure.

**If your responsibility is demonstrated :**

- Send by e-mail your sorting agreement (for parts, vehicles,...)
- Send a sorting instruction for the assembly line and the control of assembled vehicles.

- Send the traceability of concerned parts in order to identify non-conform vehicles already assembled and to prevent them from going to the customer.

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Following this, an incident will be systematically declared in GQE system.

**Your responsibilities in GQE are**

- To recognize the non-conformity **Reconnaitre NC**
- To validate the quantity **Valider quantité**

- To Fulfill **within 48 hours** steps 1 to 4, (at least, you must supply : **QOOQCP, 5 why, description of protection activities**)

- To Fulfill **within 10 days** steps 5 to 6, applying at least one of the following analysis method : **Ishikawa Diagram, factor-tree analysis, decision matrix, 5 why.**

- To Fulfill **within 30 days** steps 7 to 8, (**measures, control charts, audit reports, extracts from modified drawings and control plans**)

For each step (1-4 ; 5-6 ; 7-8 ) it is mandatory to record

→ **Enregistrer**

and to send → **Envoyer étapes 1-4** your information in order to validate them with your Renault contact.

**INVOICING through GQE :**

You must validate the invoiced amount by clicking :

**Accepter**

# RENAULT's Suppliers

## Your Commitment :

# PRODUCT CONFORMITY



## DRIVE THE CHANGE



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### SYNTHESIS

#### Our COMMITMENT

Information about the defect :

Detection place

Gravity

Localisation of the defect on the car

Photographs

Traceability of NC parts  
Renault Plant protection measures

40'

Confirmation by Mail

#### Your RESPONSABILITY

Protection from the defect :

- For your plant

- **Sending of a sorting agreement for the protection of RENAULT plant**

Confirmation by Mail

100'

8D

Analysis and validation

- Respect of the timing for 8D

- Quality of the 8D analysis

- Invoice agreement

30

Days

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### AVES QUOTATION

The 4 levels for quality quotation of the assembled vehicles at different steps of the process are :

**V1+**

Defect leading to security problems or immobilizing breakdown.

**V1**

Defect leading to great dissatisfaction of the customer who will ask for repairing

**V2**

Defect for which the customer will express his dissatisfaction in case of a survey

**V3**

Defect which will be detected but tolerated by the customer

### CUSTOMER CLAIMS

**K1**

Concerning regulation or security problems

**K2**

Immobilizing breakdown or serious claims

**K3**

Other claims

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### FIREWALL

When setting up a firewall activity on your site, we will ask you systematically to supply us with the basic following documents :

1. Start-up checklist
2. Control instruction
3. Production defect recording document for production line and Firewall activity
4. Alarm and reactivity procedure in case of a problem
5. Chart of the daily quality results
6. Weekly results report

**Nota** : For a Firewall activity, shopfloor, workstations and operators must be different from the production ones.

### Important Plant Indicators : STR / RGU

**STR** : Straight Through Ratio. It is an indicator used in our plant to measure the ratio of "0 rework" vehicles.  
The target is 90% for Renault Group.

**RGU** : Rendement Global Usine : Ratio of the number of produced vehicles versus the number of vehicles that could be produced.

**The conformity of supplied parts has a major impact on these indicators.**