

**IV-11 WARRANTY/FIELD QUALITY ASSURANCE & COST OF QUALITY
RESPONSIBILITY****Purpose**

Suppliers must be aware of part and material quality in field applications.

Supplier Responsibilities**General Requirements**

1. All suppliers must have a warranty management system for all parts from mass production release through the life of the part.
2. The supplier's warranty management system must include:
 - Defined targets and measures gauging warranty performance
 - Plan for achieving warranty targets
 - Cross-functional working groups to address issues as they arise
 - Periodic forum (e.g. management review) to discuss warranty issues and performance against targets
 - Documented procedures for problem solving and corrective action:
 - Tracking and control of incoming warranty information and parts
 - Analysis, identification and verification of root cause
 - Further flow-out prevention (field issue containment)
 - Countermeasure implementation and effectiveness verification
 - Determination and confirmation of recurrence prevention
 - Check of similar processes and application of needed controls or countermeasures
 - Reporting of results to all impacted groups (internal & external)
3. Suppliers are responsible for requesting warranty parts needed for investigation. If within seven days there is no request for parts return, the parts are disposed.
4. The supplier is responsible for Warranty Cost under the conditions outlined within the ADVICS Terms and Conditions.

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