

Escalation Process / Supplier Categorization



Ensuring Supply of Parts	Repeated C – classification in supplier evaluation	Classification last process audit	8D-Report complaint (incomplete/ incorrect/ delayed)	Frequency of Error repetition
no	3x	C	3x	3x
conditionally	2x	B	2x	2x
yes	1x	A	1x	1x

Risk assessment:

- Failure at customer
- Failure costs
- Application / Process
- Adverse effect (Customer Satisfaction)
- Internal non-discovery

NB	ESK 1	ESK 2
NB	NB	ESK 1
NB	NB	NB
low risk	medium risk	high risk

	Escalation Level 2 SQA-Quality-Series + EK (+etc. other departments, GL and/or GF)
	Escalation Level 1 SQA-Quality-Series (+etc. other departments)
	Worker Level