Supplier Deviation Process
Self paced training module
Rev:A Revision Date 12/10/2014

Training Objectives

- ✓ Describe what the Supplier Deviation process **IS** and **IS NOT**
- ✓ Define when the Supplier Deviation form is required
- ✓ Identify the work that is required in advance of submitting the form
- ✓ Review key items for gaining first time Supplier Deviation approval
- ✓ Demonstrate master “Good” example

What a Supplier Deviation **IS** and **IS NOT**

A Supplier Deviation is a process to identify, understand and communicate a request for a TEMPORARY product and/or process change that meets the scope of AIAG PPAP.

The Supplier Deviation form requires an understanding of what the deviation is, the cause of the deviation, associated potential failure modes and a plan to return to the normal state.

A Supplier Deviation IS NOT a method to implement permanent change or release change documents. The SREA process applies

What is the Purpose?

The Supplier Deviation Process is to exhibit that you, as a supplier, proactively identify and communicate a temporary change to a production intent product or business process. Further, the Supplier Deviation Process exhibits that you understand the reason for change, the potential risk of the change and have a plan to return to the normal state.

Failure to follow this process has the potential of creating a recall event (worst case) and create chaos for GHSP and our customer.

Examples of when to use a Supplier Deviation (Not all inclusive)

- When shipping production intent parts that do not meet drawing specifications where the drawing specification will not change
- When shipping production intent parts that do not meet drawing specifications with an Engineering Change in process to change print to match part
- When a business process is temporarily changed and does not affect form/fit/function of a production intent part

Examples of when not to use a Supplier Deviation (Not all inclusive)

- When shipping a pre-production product that meets design specifications
- When the requested change is permanent
- When a design record is required to be updated
- When shipping production intent product without PPAP approval and a pending design change

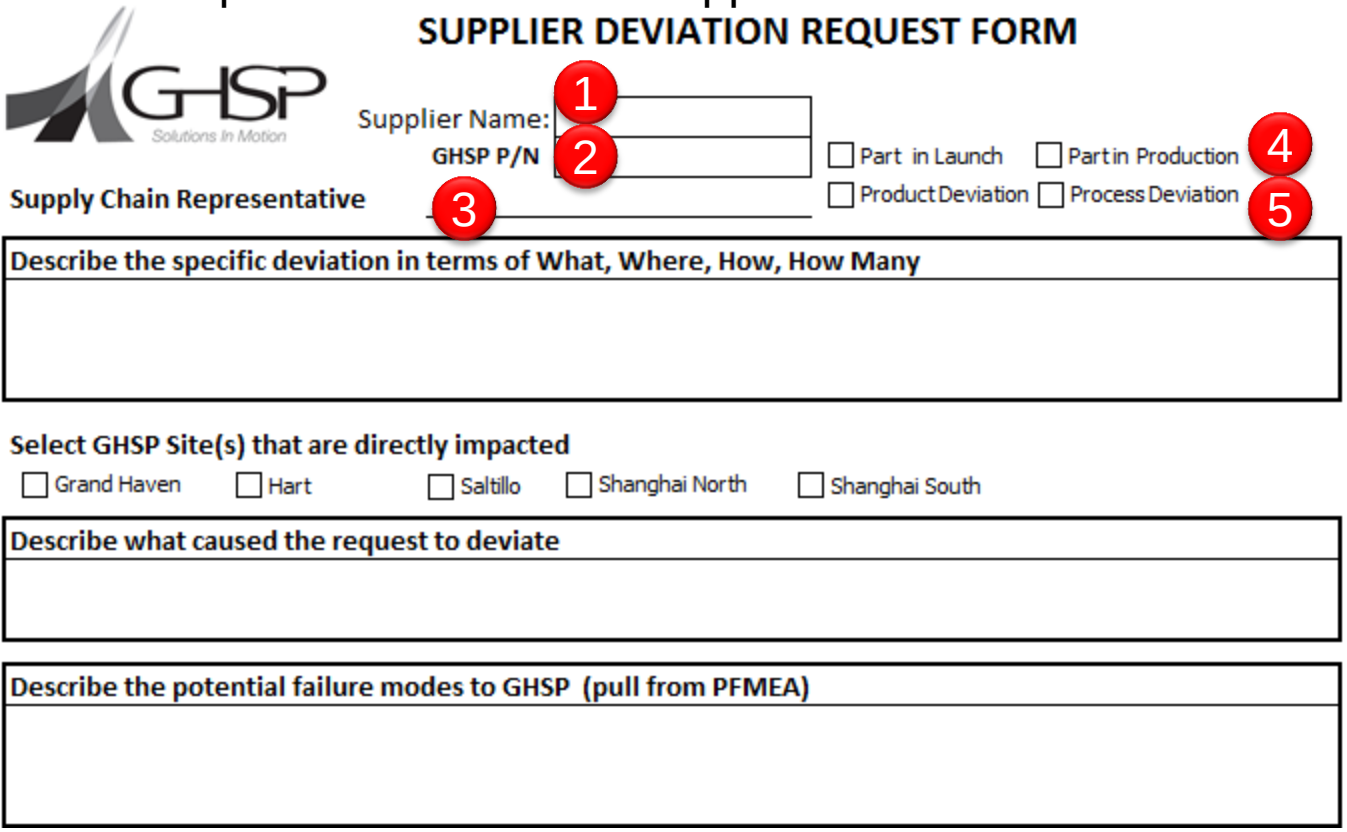
Preparing and Planning

Before sending GHSP a deviation request, work through:

- What product is affected by the deviation?
- Is the product in launch or production?
- What GHSP facilities are affected by the deviation?
- What specifically is the deviation?
- What is the reason for deviating?
- What is the risk, both internally and externally, of deviating? (Check the PFMEA)
- What are the specific actions required to return to the normal state? Keep in mind the 3W's (Who, What and When)

Filling out the Supplier Deviation Form

See either www.ghsp.com/supplier/policies&procedures or contact a GHSP Supply Chain Representative for the Supplier Deviation form.



SUPPLIER DEVIATION REQUEST FORM

Supplier Name: 1

GHSP P/N 2

Supply Chain Representative 3

☐ Part in Launch ☐ Part in Production 4

☐ Product Deviation ☐ Process Deviation 5

Describe the specific deviation in terms of What, Where, How, How Many

Select GHSP Site(s) that are directly impacted

☐ Grand Haven ☐ Hart ☐ Saltillo ☐ Shanghai North ☐ Shanghai South

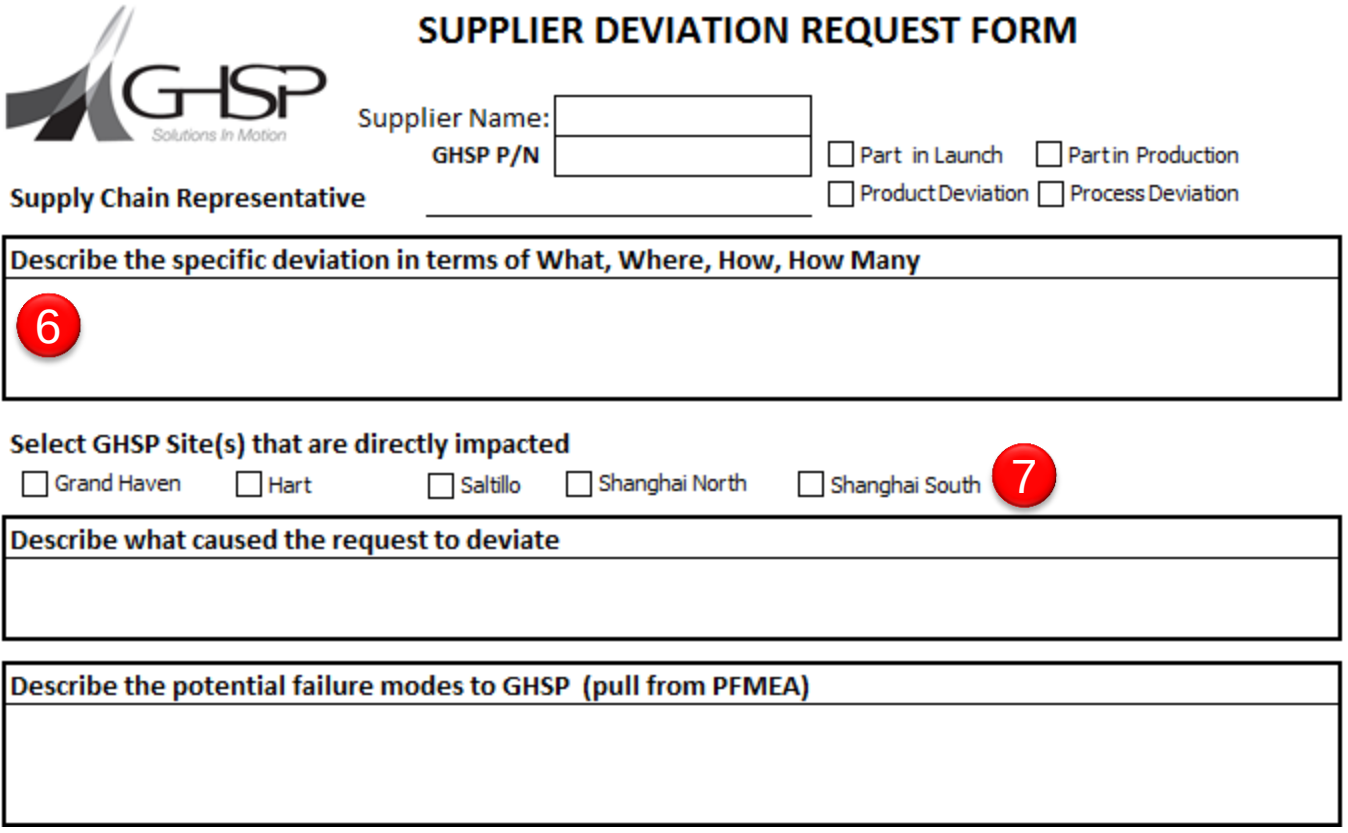
Describe what caused the request to deviate

Describe the potential failure modes to GHSP (pull from PFMEA)

1. Insert Supplier Name
2. Insert GHSP part number as shown on the current design record, including revision
3. Define who the GHSP Supply Chain Representative is
4. Define whether the part is in production or launch
5. Define whether a product or process deviation

Filling out the Supplier Deviation Form

www.ghsp.com



SUPPLIER DEVIATION REQUEST FORM

Supplier Name:

GHSP P/N

☐ Part in Launch ☐ Part in Production

☐ Product Deviation ☐ Process Deviation

Supply Chain Representative

Describe the specific deviation in terms of What, Where, How, How Many

6

Select GHSP Site(s) that are directly impacted

☐ Grand Haven ☐ Hart ☐ Saltillo ☐ Shanghai North ☐ Shanghai South 7

Describe what caused the request to deviate

Describe the potential failure modes to GHSP (pull from PFMEA)

6. Describe the deviation in a way that reads like a story. Explain what the deviation is (current state versus expected state) and quantify the deviation. Include number of parts affected, how big the effect is, where the deviation is occurring, etc.

7. Select all GHSP sites affected. If unsure contact your SCR prior to submitting the form.

Filling out the Supplier Deviation Form

SUPPLIER DEVIATION REQUEST FORM

Supplier Name:

GHSP P/N

☐ Part in Launch ☐ Part in Production

☐ Product Deviation ☐ Process Deviation

Supply Chain Representative

Describe the specific deviation in terms of What, Where, How, How Many

Select GHSP Site(s) that are directly impacted

☐ Grand Haven ☐ Hart ☐ Saltillo ☐ Shanghai North ☐ Shanghai South

Describe what caused the request to deviate

8

Describe the potential failure modes to GHSP (pull from PFMEA)

9

8. Describe the reason for the request. What is the root cause for the product / process to not be at the expected state.
9. Describe the potential failure modes of the deviation. What is the risk of the temporary product / process change? Reference the PFMEA and DFMEA (f available) for failure modes.

Filling out the Supplier Deviation Form

Describe the action plan to return the condition(s) back to the normal state, including an end date		
ACTION	OWNER	DATE
Label each container with Deviation Approval # and expiration date		
Confirm back to GHSP closure of Deviation		

10

11

12

10. Document the action plan required to return to the expected (normal) state. When creating actions document the 3W's (What, Who, When). Actions must be clearly defined.
11. Define who will be responsible for labeling containers with deviation number
12. Define who will communicate deviation closure and when the deviation will be closed

Deviation First Time Approval Strategies

- Collect data showing a deviation from the design record prior to submitting the request (layout data, performance testing, etc.)
- Understand and document the root cause of the deviation from the design record prior to submitting the request. Ensure the problem solving has been completed at least through identification of permanent corrective action.
- Understand the failure mode from the FMEA prior to submitting the request. If unclear to what the failure mode is work with your Supply Chain Representative to gain an understanding.
- Have a timing plan in place for permanent corrective actions prior to submitting the request.
- Identify a closure date when you will report back to GHSP the permanent corrective actions have been completed and the deviation is closed.

Master 'Good' Form Example

www.ghsp.com

SUPPLIER DEVIATION REQUEST FORM

Supplier Name: ACME Products

GHSP P/N and Revision: 1111555A_B ☐ Part in Launch ☑ Part in Production

Supply Chain Representative: John Doe ☑ Product Deviation ☐ Process Deviation

Describe the specific deviation in terms of What, Where, How, How Many

Width of dimension 12.1±0.01mm measures between 12.10 and 12.13 on parts manufactured 10/14/2014. Manufacturing lot from this date consists of 200 parts. Parts were identified during safe launch inspection prior to shipping to GHSP. GHSP requires part delivery 10/25/14.

Select GHSP Site(s) that are directly impacted

☑ Grand Haven ☐ Hart ☐ Saltillo ☐ Shanghai North ☐ Shanghai South

Describe what caused the request to deviate

Worn tooling resulted in process deviation beyond high side of tolerance.

Describe the potential failure modes to GHSP (pull from PFMEA)

Increased noise in assembly resulting from increased width of dimension. PFMEA severity of 4.

Describe the action plan to return the condition(s) back to the normal state, including an end date

ACTION	OWNER	DATE
Replace perishable tooling prior to next run to bring parts within tolerance.	Jane S.	10/16/2014
Add inspection point in process and xbar & r chart to identify tool wear condition prior to creating defective product.	Steve M.	10/20/2014
Update control plan and PFMEA t include added inspection	Roger J.	10/21/2014
Label each container with Deviation Approval # and expiration date	Steve M	10/17/2014
Confirm back to GHSP closure of Deviation	Roger J	10/21/2014

All fields correctly filled out. Description is thorough, root cause is identified, failure mode is understood, action plan is complete with 3W's in place.

Rejected… Now what?

- Seek to understand why
  - Not feasible due to product risk (warranty, quality, safety, assembly)
  - Timing not feasible
  - Action plan not accepted
- Consider the reason for rejection and resubmit if applicable
- Develop an alternative plan that does not require deviation in order to fulfill GHSP requirements
- Respect the decision, GHSP will make every effort to be collaborative and work together


Thank
You
Merci
Gracias
Xièxie
Mèsi
Takk
Kasih
Terima
Spacibo
Danke
Hvala
Arigato
Kamsahamnida
Grazie
Chokrane
Dziakuju
Kiitos
Rahmat
Blagodaram
ThintKo
Buznyg
Tanemirt
Tenki
Gràcies
Faleminderit
Efharisto
Bayarlalaa
Multumesc
Salamat
Obrigado
Saha
Gracie
Tak
Dankie
Motashakkeram
GratiasAgimus
GratiasAgo
KopKhunKha
TänanVäga
Ačiū
Mauruuru
Barkal
Aabhar
BarakAllahuFiik
Matondo
Mercé
Taiku
Dakujem
Grandmerce
NäjisTuke
Nirringrazzjak
CámOn
Sagolun
Chnorakaloutioun
Grattzias
Tapadhleat
Köszönöm
Murakoze
WaadMahadsantahay
aDank