

Examples of Concerns Inappropriate for Performance Complaints

Examples of situations or concerns **inappropriate for Performance Complaints** issued against certified sites (potentially violating escalation, consistency, severity and QMS applicability requirements) include but are not limited to:

1. Quality issues from 2 years ago (or beyond the customer stated performance period), with no repeated concerns
2. Single instance of a product quality of delivery issue not repeated
3. Single instance of an issue from immature data (not yet confirmed per the regular quality reject process)
4. Poor score from a trial metric at the customer, which is not impacting the overall official performance score
5. Commercial issue due to a pricing dispute between the certified organization and the customer
6. Customer Supplier Quality or delivery Personnel bundling all delivery issues into Performance Complaints due to lack of customer resources
7. Quality issues not escalated to the organization's IATF QMS leadership and approved for submission as a Performance Complaint. Not following the internal process to get approval for filing the complaint.
8. Issue agreed by the customer not to be the responsibility of the certified site (e.g., responsibility of customer design, supplier to the certified site, etc.)
9. Insufficient capacity to make product quantities beyond that approved by the customer in capacity demonstration runs
10. Not meeting quality levels beyond that specified in the contract
11. Concern not attributable to any clause in the IATF standard such as a legal dispute with the supplier