

Examples of Acceptable Performance Complaints

Although each customer ultimately determines the performance thresholds of what constitutes a concern, examples of certified site quality or delivery performance levels resulting in a Performance Complaint include, but are not limited to:

Examples of generic examples of performance thresholds

1. Multiple repeat identical issues where the supplier's corrective actions have proven to be ineffective
2. Site put onto special status, for example New Business Hold, after repeated attempts by the customer to address the site's performance issues
3. Sustained poor performance resulting in production quality or delivery performance score below the customer's required minimum level
4. Ineffective response within the supplier's corrective action process, including escalation levels

Specific examples of performance thresholds from IATF OEMs

1. 6 instances within the last six months of production quality concerns that are included in the quality rating for the certified site
2. 2 or more instances in the last six months of customer plant operations being interrupted (e.g., assembly plant line stoppages or stop shipments / yard holds) due to nonconforming product from the certified site
3. A recent Government mandated safety recall of vehicles sold to end customers due to product from the certified site within the last six months (determined to be supplier responsible)

Note: each customer can specify the required metrics, target thresholds and time periods to trigger a concern for the consideration of issuing a Performance Complaint, the list above only contains possible examples