

## **Examples of Acceptable Process Performance Complaints**

Although each customer ultimately determines what constitutes a concern qualifying for a process Performance Complaint, examples of certified site **process compliance concerns** resulting in a process Performance Complaint include, but are not limited to:

1. Product or process change without customer approval, if customer approval is required
2. Certified site use of alternative component sources not included in part approval without customer approval, if required
3. Use of substitute „equivalent“ materials without validation and without customer approval, if required
4. Use of substitute manufacturing equipment, without customer approval, if required
5. Continued operation of tooling beyond agreed viable tooling life, without customer tooling approval, if required
6. Consistent cases of site personnel not complying with the agreed Control Plans
7. Elimination of required maintenance activities, without customer approval, if required

*Note: each customer can specify the particular processes, requirements and recent time periods to trigger the consideration of issuing a Performance Complaint for not complying with customer-specified processes*