Escalation process – Status report

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| --- | --- | --- | --- |
| **Customer** | | **Supplier** | |
|  | |  | |
| Contact |  | Contact |  |
| Department |  | Department |  |
| Telephone |  | Telephone |  |
| E-mail |  | E-mail |  |

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|  | **Escalation level E 0** | |  |
| **Standard process** | |  |
| Reason for classification | |  | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Escalation level E 1** | | | | | | | | | | | | **CSL 1 (100% inspection)** | | | | |
| **Intensified process** | | | | | | | | | | | | **CSL 2 (100% external inspection)** | | | | |
| Reason for classification / definition of actions | | | |  | | | | | | | | | | | | | | | |
| Date for checking | | | |
|  | |  | | | |  | |  | |  | |  |  | | |  | | |  |
|  | Name/ customer signature | | | |  | | Date | |  | | Name/ supplier signature | | |  | | | Date |  | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Escalation level E 2** | | | | | | | | | | | | **CSL 1 (100% inspection)** | | | |
| **Warning** | | | | | | | | | | | | **CSL 2 (100% external inspection)** | | | |
| Reason for classification / definition of actions | | | |  | | | | | | | | | | | | | | |
| Date for checking | | | |
|  | |  | | | |  | |  | |  | |  |  | | |  | |  |
|  | Name/ signature - customer, SG Purchasing | | | |  | | Date | |  | | Name/ supplier signature | | |  | Date | |  | |

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|  | | **Escalation level E 3** | | | | | | | | | | | | **CSL 1 (100% inspection)** | | | | |
|  | | **New Business Hold (stop on new orders)** | | | | | | | | | | | | **CSL 2 (100% external inspection)** | | | | |
| Reason for classification / definition of actions | | |  | | | | | | | | | | | | | | | |
| Date for checking | | |  | | | | | | | | | | | | | | | |
|  | Michael Hartig | | | |  | |  | |  | |  |  | | |  | | |  |
|  | Executive Vice President Corp. Purchasing Schaeffler | | |  | | Date | |  | | Name/ supplier signature | | |  | | | Date |  | |

|  |  |  |
| --- | --- | --- |
|  | **Escalation level E 4** |  |
| **Disqualification (replacement of supplier)** |  |

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| **Annulment of conditions** | | | | | Reason for the annulment: | | |
|  | | |  | |  | | |
|  | Name/ customer signature |  | Date |  |  |  |  |