Supplier Complaint Process Flow Enter details of complaint at point of discovery Submit to Process Owner depending on complaint category Shipping (Categories W & C) Defective Material Warehouse & Carrier (Categories M & D) Pricing & Freight Material & Design (Category P) **Order Entry** (Category O) Process Owner QUALITY **PURCHASING** Reviews Justified to Submit to external YES supplier? Supplier will be notified by email on how to access Extranet and enter Evaluation Process Owner reviews Evaluation Adequate NO. Evaluation? NO YES Process Owner: Adds Conclusion & Enter disposal, replacement Delegate to Purchasing Credit Note as complaint owner if not required? already owned by Buyer NO Close Supplier Credit note Complaint recieved

Rev Date: 11/17/2008