

Hidria d.o.o.

Nazorjeva 6a, 1000 Ljubljana, Slovenija T:+38653756000, E:info@hidria.com, www.hidria.com

FINAL COMPLAINT REPORT TO THE SUPPLIER NO.

Quality claim

Supplier No. :521320

EMMEGI ZINCATURA SRL

VIA E. DA FIUME 16

33080 FIUME VENETO (PN)

ITALY

HIDRIA D.O.O.

Contact person - SQE :BLAŽEVIČ MARJAN

Contact person-Purchase :Koterle Sladjana

Contact person at supplier : MR Gianluca Tinti

Complaint report date: 05-07-2023

Claim No.:440-00696

Page : 1

Pos.	Item	Delivered quantity	Claimed quantity	PPM Quantity	Date Receipt	Location of detection
------	------	--------------------	------------------	--------------	--------------	-----------------------

10 1629-8-3430 OKVIR BMW K07 KTL

0,00

12,00

1,00

1629-8-3300

Pos.	Nonconformity type	Deviation description	Quantity of non-compliant
10	Barva We have problems with KTL coating imperfections on frames. These parts have been reworked. The costs for this action are invoiced to you by a complaint report. We kindly ask you to install an outgoing goods inspection immediately on your side in order to sustainably prevent further shipping of products with the same defects.	Defects in the surface treatment of KTL.	12,00

DECISION

Return to Supplier	Conditional use of quantities	In company stock sorting/rework	Supplier stock sorting/rework	Date req.	Substitute quantity required	Date req.
		12,00				

Position cost specification

Sorting costs	:	Costs of repair or rework	:	120,00	Logistic cost	:	20,00	Total costs
	h			6,00				Per position
Costs of standstill	:	Cost for add.incoming inspect.	:	20,00	Laboratory costs	:		
	h			1,00			h	
Material costs	:	Value of claimed quantity	:	2.628,63	Other costs	:		
Cost on customer side	:							210,00 EUR

Hidria d.o.o.
Nazorjeva 6a, 1000 Ljubljana, Slovenija T:+38653756000, E:info@hidria.com, www.hidria.com

Report cost specification

Claim procedure costs	100,00 EUR	Logistic cost	:	0,00 EUR	Total costs
Other costs	:	0,00 EUR	Description of other costs:		310,00 EUR

Remarks	We are going to request a 4D and or 8D report from you (online form at B2B portal). We kindly request you to initiate the problem solving process by 5x why's study immediately. Please contact us by 4D reporting straightaway (within the next 24).
---------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Please send us an 8D Report in addition to 4D at least till 06-07-2023
and 8D report to provide 8D at least till: 24-07-2023.
Without any response to the claim within above prescribed due dates we considered that you fully accept the claim.
Root cause analysis (5xwhy, Ishikawa) must be attached to the 8D report.
Please update your internal documents (e.g. Control Plan, FMEA, Work instruction...)
Hidria retain the right to charge you the costs related to this claim, as per Annex 1 - Costs of poor quality
(Document ID: HA-007)