

## Damage Definition for KPI Reporting

This document describes what will be considered as damage by Bosch and therefore has to be tracked and reported by the forwarder, hubs and plants.

The KPI damage reports a visual damage of the outer packaging. There is no differentiation concerning with and without goods damage.

It is the responsibility of the respective plant to identify if there is a goods damage and request for financial compensation, where necessary.

Please find below examples for considered damages:

### 1) External packaging is tore (carton) or broken (wood)

Kind of damage: With our without goods damage, has to be analysed case by case.



### 2) External packaging is deformed

Kind of damage: With our without goods damage, has to be analysed case by case.



### 3) Damages on quad boxes or returnable container

### 4) Cargo is wet or has water stain

Kind of damage: with goods damage



### 5) Do not stack



### 6) Cargo was moved from the original place in the inner package. There will be very likely also a damage of the outer packaging.



**7) Sensitive cargo is shocked (even if the external packaging isn't damaged)**



**8) Pallet is broken or legs are missing**

*Kind of damage: With or without goods damage, has to be analysed case by case. Examples:*



**9) Finished goods transports, e.g. wrapping foil damages, finished goods damages**

*Kind of damage: With goods damage. Examples:*

