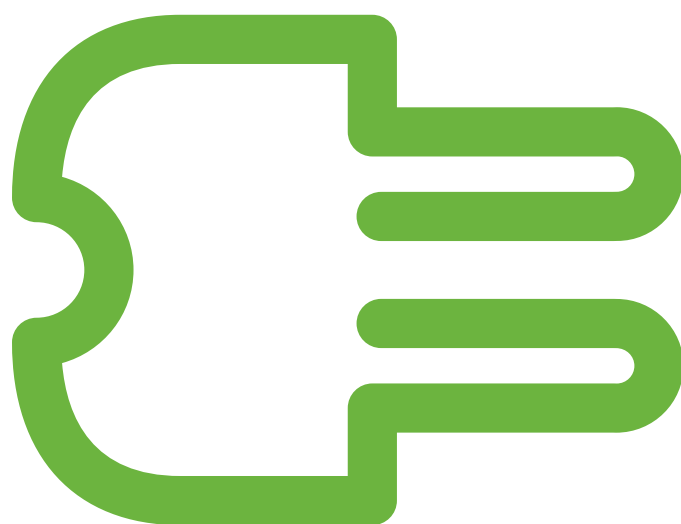


Schneider Electric
Supplier Guide Book

Operational documents



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Quality & Logistic terms and conditions

Quality terms and conditions

Schneider Electric Plant:.....
 Name/Signature (Schneider Electric Entity):.....
 Supplier Plant:
 Name/Signature (Supplier Entity):

Issue*	Name	Position/Role	Date	Comments

* The purpose of this table is to track any change on the agreement with the supplier, i.e. Issue 01, 02...

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1. Purpose

The supplier integration approach engaged by Schneider Electric within the suppliers' strategies framework targets a close partnership between Schneider Electric and its suppliers with the final objective to be at zero defects within a total quality environment.

A supplier, who is selected by Schneider Electric for its expertise, is accountable for the quality of the products delivered to Schneider Electric. The supplier is fully empowered to put all the necessary resources – at the design, development and production phases of the product – to predict, avoid and eventually correct the failures and non conformances of the product. In this environment, this document highlights the commitments of the supplier to Schneider Electric to meet the agreed objectives on products and support, to continuously improve the quality levels and set the corrective and cost recovery procedures in case of products identified as defective.

The term 'supplier' identifies the Schneider Electric supplier.

The term 'product' identifies all kind of products (parts, assembly, subassembly, material) delivered to Schneider Electric by the supplier.

This document validity is unlimited unless specified; only the parameters which reflect a continuous improvement approach or a change in the portfolio of products may be changed on a regular basis. The document called 'Schneider Electric Supplier Guide Book' determines the base reference of the Schneider Electric Quality system.

2. Quality Commitments

Both Schneider Electric and the supplier must follow the PPEP (Part Product Evaluation Plan) process:

- ▶ Quality commitments are the one defined in the PPEP.
- ▶ When no PPEP is available, the target is the one defined by Schneider Electric for the supplier.

3. Managing Deviation

The supplier shall indicate to Schneider Electric any major change which includes all process changes, firmware modifications, supply changes for key components, design changes, component stepping changes, geographical relocation of manufacturing site, drawing changes or process step discontinuance that effect the agreed specifications, the mechanical form or fit, the packaging, the environmental compatibility, the life, the reliability or the quality of Products. The supplier shall obtain Schneider Electric approval before implementing any major change.

The Minor changes do not need Schneider Electric approval, but the supplier shall notify Schneider Electric of the change. In all cases, the supplier is deemed responsible for any changes made without the Schneider Electric approval. Schneider Electric has all the refusal rights of any change. The Supplier is fully accountable of any changes applied to the products delivered to Schneider Electric (reference: SSQM).

The supplier will immediately notify Schneider Electric of any significant deviation of the process, products and major components from their internally defined quality and reliability parameters (initial parameters, yield, tests and measurements). Such a notification will fully detail the nature of the deviation and will identify the potentially affected deliveries together. It will be formalised through a 'Supplier Deviation Request' whose form can be found later in this booklet. Containment, corrective and preventive action plan will be presented to Schneider Electric within the shortest lead-time.

4. Traceability and Marking

(as per PPEP requirements)

In order to link product failures to in-process yields/controls/test data and final test results, the Supplier will put in place and will maintain for the duration of this agreement, a reliable and accurate procedure enabling forward and backward traceability of products throughout manufacturing, testing, marking and logistics.

For each delivery of products, the following data will be available at Supplier's premises for communication to Schneider Electric upon request: lot number, date and site of production and tests, explanation of alpha-numeric code and quality records. The Supplier will keep record of all quality inspection reports for a period of ten years as of their delivery date to Schneider Electric.

Date-code as well as the lot number will clearly appear on the parts, or if necessary on each primary packing. The Supplier will give a written explanation of the date-code.

5. Non Conformities Management

The Supplier is responsible for its Quality. This responsibility applies to deliver products, their transport to Schneider Electric's facility or logistical stock, the possible quality problems caused on Schneider Electric's final products.

5.1 Immediate actions following a quality incident

The supplier quality group is in charge of tracking defective material at the incoming inspection, in production or at the customer. A defective part is defined as a part different from the part specification validated during the PPEP process approved by the supplier. When a defective part is identified, Schneider Electric must notify the supplier of the incident using the G8D report.

G8D response time requirements:

- ▶ **Containment:** within 2 working days of the notification date, the supplier must identify, replace or sort all defective products. In case of sorting, the supplier may do it either in Schneider Electric location either in its own facility within the 2 required days. In case the 2 days rule can not be achieved, a recovery plan with expedited production & shipment shall be put in place and communicated to Schneider Electric by the supplier at their cost.
- ▶ **Analysis/Action Plan:** within 2 weeks of the notification date, the supplier must: perform an exhaustive analysis of the root causes of the non-conformance using the G8D method and issue a corrective/preventive action plan to be validated by SQE Purchasing & Quality before it is implemented by the supplier.
- ▶ **Action Implementation:** within 2 months of the notification date, the supplier must implement the actions identified and extend the implementation to all Schneider Electric products.

5.2 Processing of Schneider Electric production line and under warranty returns

▶ Defective Return Analysis:

The defective products will be returned to the Supplier in sufficient numbers to enable him to properly analyse the defect **if no concession has been granted**. However, the warranty system applied between Schneider Electric and Schneider Electric end-user may not allow all the defective products to be returned. The Supplier undertakes to transmit to Schneider Electric all information which will enable Schneider Electric to conduct investigations with regards to Schneider Electric end-user.

► Investigation procedure:

In the event of non-quality, Schneider Electric reserves its rights to set up an investigation team consisting of representatives appointed by Schneider Electric and the Supplier including the tiered supplier to meet at intervals which will depend of the nature and the quantity of the defects or failures to be investigated. These meetings can take place at Schneider Electric or at the supplier, at Schneider Electric's choice and Schneider Electric shall inform the Supplier of the part numbers of the products to be examined. The goal of that meeting is to define each party liability. At the end of the meeting, each party will sign the meeting minutes. Warranty expenses borne by Schneider Electric will be billed to the Supplier proportionally to his liability.

6. Audit

Schneider Electric has the possibility to carry out planned Supplier Audits on Supplier's premises and also on sub-tier supplier (using Schneider Electric standard). Schneider Electric will give the Supplier a 1-week notice. Both sides agree that such notification for planned audits will not be applicable to emergency audits.

A written report of observations and proposed actions will be communicated to the Supplier. The Supplier will communicate in writing, within a committed lead-time, the corresponding action plan. Audits will not relieve the Supplier of his obligations to deliver products complying with the committed quality level.

Quality Continuous Improvements

► Indicators:

The supplier performance will be evaluated against its objectives. The criteria of evaluation are listed and explained in the Schneider Electric Supplier Guide Book. The supplier will receive on a regular basis its quality performance indicators.

► Quality team:

In order to improve and facilitate communications, the Supplier and Schneider Electric will define qualified representatives of quality functions solely accountable to deal with quality items. The quality team will meet regularly in order to manage progress plans and will be called for action in case of quality incidents. The quality team is namely identified in hereinafter.

7. Quality targets and team members

► Quality targets:

Schneider Electric should communicate the quality performance to the supplier, at least on a monthly basis. Quality targets are set on an annual basis, as well as per quarter for critical part. The following template could be used:

Part reference	DPMe target for the year	DPMe target for Q1	DPMe target for Q2	DPMe target for Q3	DPMe target for Q4

► Quality team member list (names, functions...):

Enter here the quality team member list.

Quality & Logistic terms and conditions

Logistics terms and conditions

The purpose of this **Logistic terms and conditions** is to define the main parameters that comprise the **Supplier Logistic Offer Profile (SLO)**, and the **Critical component Logistic terms and conditions**. The main intent is to clarify with the Supplier all these topics and use them as the base for improvement.

There are two application levels for **Logistic terms and conditions** :

- ▶ The first and mandatory (at reference level) is the **'SLO Profile'** that defines the basic Supply Chain parameters.
- ▶ The second, the **'Critical component Logistic terms and conditions'**, is used when additional definition and follow up is required (for example on critical parts flows, critical supplier issues, etc.).

Schneider Electric Plant:.....

Name/Signature (Schneider Electric Entity):.....

.....

Supplier Plant:

Name/Signature (Supplier Entity):

.....

Issue*	Name	Position/Role	Date	Comments

* The purpose of this table is to track any change on the agreement with the supplier, i.e. Issue 01, 02...

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Schneider Electric/Supplier Agreement

The topics included in the present document are agreed between:

..... ,
Insert name of Schneider Electric Entity
 represented by: ,
Insert name of Schneider Electric representative
 position: ,
Position/Role

And...

..... (hereafter referred to as the supplier),
Insert Supplier Name
 represented by: ,
Insert name of Supplier representative
 position:
Position/Role

Supplier & Schneider Electric contact information
 (for any issue/question/change):

	Supplier	Schneider Electric
Name		
Address		
Telephone		
Fax		
E-mail address		

1. Order Management

Purchase orders & order acknowledgement

The Order Acknowledgement process comprises:

- ▶ Schneider Electric Purchase Order (PO) placement (requested delivery date, using predominantly the standard lead-time),
- ▶ PO processing (Schneider Electric & Supplier's),
- ▶ Supplier order review (proposed delivery date) & negotiation (only as an exception to standard lead-time),
- ▶ Date agreement (Order Acceptance) with the supplier ('1st delivery date' is set).

Predominantly the '1st delivery date' will be the standard lead-time.

The purchase orders will be placed via
Describe mean to communicate the supplier

Order acceptance/rejection from the supplier should be received
 by Schneider Electric within (48 hrs. is the standard)
Insert time

of order reception via
Describe mean to receive confirmation

2. Critical Component Logistic parameters

2.1. Tier 2 Suppliers

Product reference ⁽¹⁾ Tier 2	Designation & Description	Where used Tier 1 reference ⁽²⁾	Quantity used ⁽³⁾	Tier 2 Supplier Name	Tier 2 Supplier Phone	Tier 2 Supplier Contact	Other applicable documents and/or comments

1. Purchased by Tier 1 supplier to a Tier 2 supplier.
2. Product delivered to Schneider Electric by Tier 1 supplier that integrates Tier 2 product.
3. Tier 2 product quantity used in Schneider Electric product provided by Tier 1 supplier (specify units).

2.2. Flows

Product reference	Designation	Delivery lead-time ⁽¹⁾ (calendar days)	Procurement lead-time ⁽²⁾ (calendar days)	Incoterm	Incoterm place (location)	Transport Mode (Air/Sea/Land)	Delivery frequency	Max. Consolidation period	Other applicable documents and/or comments

1. Supplier delivery lead-time: includes all the process steps from order placing to change of ownership (Incoterm).
2. Procurement lead-time: includes all the process steps from order placing to goods receipt in Schneider Electric entity.

2.3. Inventory

Product reference	Flow Typology ⁽¹⁾				Maximum stock ⁽²⁾ (Securing)	Maximum Raw - material stock (Securing)	Other applicable documents and/or comments
	Inventory location ⁽¹⁾	Inventory management responsibility ⁽¹⁾	Inventory ownership ⁽¹⁾	Minimum stock (Securing)			

1. Inventory location (Schneider Electric/ Supplier/ 3rd Party), Inventory management responsibility (Schneider Electric/Supplier) and Inventory ownership (Schneider Electric/Supplier).
2. Maximum liability stock that Schneider Electric will carry out (WIP + Finished goods).

2.4. Packaging

Product reference	Order/Delivery Lot sizes	Product quantity per box	Box type	Number of boxes per pallet	Product quantity per pallet	Pallet type	Single product pallet* (yes/no)	Phyto-sanitary pallet (yes/no)	Stackable pallet (yes/no)	Label requirements	Net part weight (g)	Other applicable documents and/or comments

* Single product by pallet, no consolidation/mixing is allowed.

3. Critical Component Forecast & Flexibility

3.1. Forecast

The forecast is in goods received and not orders placed quantity.

Product Family Group reference	Unit* (part quantity, weight...)	Forecast frequency (periodicity)	Forecast date	Forecast horizon (6-12 months)	Communication mean

* Suggestion: - For standard (production for stock) parts forecasting use part quantity.
 - For buy to order (production for order) parts forecasting use weight to approximate forecast.

3.2. Delivery Capacity - Flexibility

Product Reference	Mgmt. mode ⁽¹⁾	Unit ⁽²⁾ (part quantity, weight...)	Average consumption over a period: [Insert Period]	Maximum consumption over a period: [Insert Period]	Quantity flexibility (%) over a period: [Insert Period]	Maximum period for cumulative flexibility ⁽³⁾ [Insert Period]	Flexibility ramp-up ⁽⁴⁾ (calendar days)	Time flexibility (Early days from standard lead-time)	Supplier launch quantity ⁽⁵⁾	Max. Supplier's Procurement lead-time (calendar days)	Supplier's manufacturing lead-time (calendar days)	Other applicable documents and/or comments

1. S = Stock (make to) / O = Order (make to).
2. Suggestion: - For standard (make to stock) parts forecasting use part quantity,
 - For buy to order (make to order) parts forecasting use weight to approximate forecast.
3. Number of time units (week, month...) the supplier can sustain the quantity flexibility.
4. Time required to reach the quantity flexibility (always less than the procurement lead-time).
5. Minimum number of parts required to run the production process (by supplier).

4. Critical Component Supplier Capacity Management

Schneider Electric will request the supplier to monitor at least once a year, the capacities & status of all Schneider Electric owned and the critical production means and/or tools used by the supplier. A production mean or tool is critical, if it can not be substituted without significant impact on the committed delivery dates or the capital expenditures (i.e. it takes a long time to replace it or it is expensive).

Product Reference	Detailed resources Mark if Schneider Electric (SE) or supplier owned	Theoretical capacity (parts / hr)	Production organization (hours per week)	Summary tooling efficiency rate	Production lot size	Possible additional capacity (parts / hr)	Time necessary to set up additional capacity

5. Schneider Electric & Supplier Receiving/Opening

		Date/Time	Comments
Schneider Electric	Opening hours and days for reception of goods at Schneider Electric*		
	Schneider Electric's shipping days		
	Shipping of returnable packaging by Schneider Electric		
	Shipping of components delivered by Schneider Electric		
	Schneider Electric entity closing periods (date & duration)		
Supplier	Opening hours and days for reception of goods at supplier's facility		
	Limit date and time for receipt of goods at supplier's facility		

* General or supplier specific.

6. Supplier Closing Management

Within this framework, the supplier will ensure continuity of service relative to Schneider Electric both in terms of availability of resources as well as in availability of components.

In order to ensure the availability of components and without any impact for Schneider Electric, the supplier is committed to either:

- Keep open his production facility as well as those of his suppliers and sub-contractors,
- Keep open his production facility and holding a buffer stock of parts and sub-assemblies bought at suppliers and/or sub-contractors who close,
- Schedule the necessary buffer stock (of suppliers and of his production facility) and guaranteeing deliveries relative to Schneider Electric throughout the closing period at the initial delivery date on the orders.

In case of Tier 1 supplier (to Schneider Electric) or Tier 2 supplier closure, the Tier 1 supplier will to guarantee the technical quality of the buffer stock before the closing period.

Describe required activities/controls

Schneider Electric reserves its right to audit the build-up of the buffer stock and to request the supplier to provide a monthly buffer report.

On sensitive parts, Schneider Electric reserves the right to request samples to carry out anticipated quality control on stored production lots at your premises.

		Comments
Supplier closing periods (date & duration)		
Name and address of the service provider carrying out deliveries		
Contact at the service provider carrying out the deliveries		

Important: the supplier remains responsible for managing the service provider throughout the closure (compliance with delivery dates).

9. Delivery Documents

Invoice:

- Supplier name & address
- Recipient name & address
- Schneider purchase order (PO) number
- Delivery Incoterm
- Payment term
- Full Schneider Electric reference and clear description of the goods
- Total delivered quantity
- Price and invoicing currency
- Origin of goods
- Customs classification
- Dispatch date
- 'Order complete' statement in the case of finishing the order with a partial quantity after agreement by Schneider Electric logistics department.

Packing list:

- Reference to the sales invoice
- Total number of parcels and their nature
- Total gross and net weight
- Number of parcels, their weight and size
- Detail of what is inside each parcel
(item, reference, designation, quantity, PO Number)

Packing label:

- Package number
- Reference to the sales invoice
- Detail of what is inside (item, reference, designation, quantity, PO Number)

Comments:

- ▶ The packing label must withstand bad weather and be readable.
- ▶ The packing label must not be positioned on the lid.
- ▶ Usage of a copy of the packaging list as packaging label is recommended.

Certificate of origin:

- Reference to the sales invoice
- Nature of the goods
- Number of parcels and number of each one
- Total gross and net weight or total value of the good

Shipment information:

- Air: flight number and date, AWB. If consolidated also the HAWB and MAWB.
- Sea: name of the vessel, the boarding date, the forecasted date of arrival, the number of the Bill of Lading (B/L) and the original of the B/L.

General Comments:

The invoice can replace both the packaging list and the packing label in the case where one invoice per pallet is provided and each order for the same item number is on the same pallet.

Contract Review for Product Development

Objectives

Obtain a shared and formalized commitment between the project team and the suppliers, for each component or sub-assembly, depending on its criticality and specificity, in order to reach the targeted cost, quality and timing targets.

Structure & content

Agree on the qualification requirements:

- Detail the technical specifications and the expected 'quality level' (eg. design review with the supplier), and ensure that the supplier agrees on them. Check the integration of Schneider Electric qualification method into the Supplier process MPQ (Mechanical Part Qualification) method and tool, PPEP (Part Product Evaluation Plan).
- Agree on how to perform the required controls (eg : how to check a dimension, how to measure the voltage...) to support the qualification,
- List the deliverables and the control parameters expected from the supplier, and which will support the qualification of the industrial process,
- Agree on the archiving and communication modes of the quality records,
- Ensure that the Information System used by the supplier to publish inspection reports is certified by Schneider Electric,
- Secure that the method to respond to non conforming parts is defined, and in compliance with Schneider Electric Supplier Guide Book.

Agree on the Supply Chain requirements:

- Manufacturing capacity and related parameters,
- Quantities stored by suppliers (finished sub-assembly, purchased components, raw material),
- Packaging: size, weight, quantity/box, labelling, ...,
- Delivery time and its compliance with the expected industrial process Order monitoring process (how the supplier receives orders...).

Agree on the component and sub-assembly costs:

- Breakdown costs (raw material, added-value, transport, packaging),
- Required investments (manufacturing tools, test and inspection equipment...).

Agree on the next steps and the global schedules:

- Prepare with the Supplier the industrialization of tools and equipment, and the production for stock and the ramp up (eg: forecasts, anticipate procurement of raw material or components with long delivery time).
- Decide Who does What for next actions to formalize an operational report for efficient follow up.

Execution recommendation

- ▶ Ensure that all functions needed attend the Contract Review for Product Development.
- ▶ Formalize the decisions on a Contract Review for Product Development report, including a actions plan.
- ▶ It is useful that both parties sign the report as a contract.
- ▶ This report will be followed-up all along the project life cycle.
- ▶ It should be reviewed before 'Produce' decision.

Reference document

- ▶ PPEP (Part Product Evaluation Plan) from SSQM.

DPMe Definition


Acronym	DPMe
Indicator label	Defective Per Million external
Description	The Defective Per Million (e) measures the quality of outside group companies that are supplying to Schneider Electric entities, parts, products or services. DPM(e) concerns deliveries from external suppliers, declared as not being conforming upon receipt or during use, even at the customer's, if traceable.
KPI Calculation	<p>The DPM (e) is calculated monthly for each manufacturing plant.</p> $\text{DPM (e)} = \frac{\text{DP1} + \text{DP2} + \text{DP3}}{\text{Total Parts received (TPR)}} \times 1,000,000$ <ul style="list-style-type: none"> ▶ Est DP1 = (applicable if sampling inspection is done) = (number of defective samples / total number of samples inspected) x Total number of parts in the batch ▶ Real DP1 (applicable if 100% sorting is done) = total no. of defective found during sorting. <p>Note: either Est DP1 or Real DP1 shall be used depending whether sampling or 100% sorting is done in incoming inspection.</p> <ul style="list-style-type: none"> ▶ DP2 = number of defective parts found in manufacturing line ▶ DP3 = number of defective parts found at customers when traceable. ▶ Total Parts = total no. of parts or products received during the month from external suppliers. <p>The DPM (e) is expressed in ppm (parts per million) of non-conforming parts or products.</p>
Unit	Data reported by each Schneider Electric Manufacturing Plant.
Reporting level	Monthly
Reporting frequency	DPMe is reported in spot (monthly) value: DP m, TPR m
Spot Value	DPMe m = DP m / TPR m
Year To Date value	$\text{DPMe ytd} = \text{DP ytd}^{(1)} / \text{TPR ytd}^{(2)}$ <ol style="list-style-type: none"> 1. DP ytd = sum (DP m) on the n months of the period 2. TPR ytd = sum (TPR m) on the n months of the period
Comments	<ul style="list-style-type: none"> ▶ The DPM (e) should take into account all pieces or products received from external suppliers; even those delivered directly to a logistics platform, a distribution center or even on a production line. ▶ The DPM (e) is related to the quantity of defected pieces or products or to the proportion of non-conforming components in the batch but neither to the quantity of defects per piece or product in the same batch. ▶ In case of parts ordered by units such as weight, length or volume, DPMe is calculated by extrapolating the proportion of defective units measured, within the sampled products, to the entire batch size (for example: in the case of sheet metal ordered by length, if, within the sampled products, 0,1% of the checked length is found defective at incoming inspection, then 0,1% of the batch is considered as defective, which makes a DP1 of 1000 ppm, the same rule applies for DP2 and DP3). <p>Nota: if within the inspected product it is not possible to separate good and bad portion of it (case of a barrel of liquid), and the sample from this product is defective, then 100% of the inspected product is considered as defective.</p>
Version	February 2007

ENCR Definition

Acronym	ENCR
Indicator label	External Non-Conformance Rate
Description	The External Non-Conformance Rate measures the quality of outside group companies that are supplying to Schneider Electric entities, raw materials, parts products or services. External Non-Conformance concerns deliveries from external suppliers, declared as not being conforming upon receipt or during use, even at the customer's, if traceable.
KPI Calculation	<p>The ENCR is calculated monthly for each manufacturing plant.</p> $\text{ENCR} = \frac{\text{No. of Non-Conforming Batches (NCB)}}{\text{No. of Batches Received (NBR)}} \times 1,000,000$ <ul style="list-style-type: none"> ▶ No. of Non-Conforming Batches = number of batches from external suppliers found to be non-conforming upon receipt or while being used during the month. ▶ No. of Batches Received = total number of batches received during the month from external suppliers.
Unit	Batches Per Millions (BPM)
Reporting level	Data reported by each Schneider Electric Manufacturing Plant.
Reporting frequency	Monthly
Reporting flow	ENCR is reported in spot (monthly) value: NCB m, NBR m
Spot Value	ENCR m = NCB m / NBR m
Year To Date value	$\text{ENCR ytd} = \text{NCB ytd}^{(1)} / \text{NBR ytd}^{(2)}$ <ol style="list-style-type: none"> 1. NCB ytd = sum (NCB m) on the n months of the period 2. NBR ytd = sum (NBR m) on the n months of the period
Comments	<ul style="list-style-type: none"> ▶ The ENCR should take into account all batches received from external suppliers; even those delivered directly to a logistics platform, a distribution center or even on a production line. ▶ The notion of a batch used here is the supply delivery/receipt pairing, not a supplier's production batch. ▶ The ENCR is neither related to the number of failure characteristics in the same batch, nor to the proportion of non-conforming components in the batch.
Version	February 2007

ESSR Definition

Acronym	ESSR
Indicator label	External Supplier Service Rate
Description	The External Supplier Service Rate measures the capability of outside group companies that are supplying Schneider Electric entities, in terms of the delivery/receipt recorded by manufacturing plants.
KPI Calculation	ESSR = $\frac{NLD^{(1)}}{LTD^{(2)}}$ 1. NLD = Number of purchase order lines received 'on-time' or 'in-advance' and complete, from external suppliers during month m. 2. LTD = Number of purchase order lines to be received from external suppliers during month m.
Unit	% Percentage
Reporting level	Data reported by all Schneider Electric Manufacturing Plants.
Reporting frequency	Monthly
Reporting flow	NLD & LTD are reported in spot (monthly) value: NLDm, LTD m
Spot Value	ESSR m = $\frac{NLD\ m}{LTD\ m}$
Comments	<p>Standard application rule:</p> <ol style="list-style-type: none"> Each reference has a standard procurement lead-time (also known as the standard lead-time) - PLT (from PO placement to reception at customer plant as agreed with the supplier). Purchase order is placed with the standard procurement lead-time (PLT agreed with the supplier). Purchase order is acknowledged by supplier at standard lead-time or, by exception a date agreed by Schneider Electric during the order acknowledgement process (becoming the '1st delivery date' = ESSR reference). Any date change outside the Order Acknowledgement process (unless requested by Schneider Electric and agreed by supplier), will be considered late. Delivery date (complete order) is measured at reception at customer plant (independent of incoterm). ESSR is calculated as indicated above. <ul style="list-style-type: none"> ESSR includes all incoming flows of material (excluding indirect, samples, trial material, prototypes, pre-serial products, repair lots, etc.) like raw materials, parts, sub-assemblies & finished products. The purchase order lines delivered early are recorded the day of their scheduled delivery. Order lines not delivered 'On-time' are only recorded once. This indicator does not take into account the extent of the delay. Quality is measured on a separated metric.
Version	April 2008

PLANTS:	PLANT NAME:	PLANT FAX:	CREATION DATE:
PART:	PART NAME:	NUMBER:	
QUALITY TARGET: ZERO DEFECT		REASON FOR SUBMISSION	
The supplier commit to deliver good parts (Quality, quantity and lead time delivery) according to the specifications agreed at the contract review. <input type="checkbox"/> Agreed DPMe Target: PPM <input type="checkbox"/> Agreed ESSR Target: %		<input type="checkbox"/> Initial Submission <input type="checkbox"/> Engineering changes <input type="checkbox"/> Tooling Transfer, Replacement or additional <input type="checkbox"/> Change to material <input type="checkbox"/> Sub-supplier change	
PPEP QUALIFICATION TEAM, Engineering, Purchasing, Quality, Industrial function are mandatory			
Project Leader: <i>E-mail:</i> Engineering (<i>Product responsible</i>): <i>E-mail:</i>		Purchasing: <i>E-mail:</i> Other: <i>E-mail:</i>	
SUPPLIER DETAILS		Supplier contact:	
Supplier: <i>E-mail:</i>		Supplier details: (Address, phone, ...)	
DECLARATION			
I affirm that I agree on the Schneider Electric requirements enclosed in the PPEP form. I also certify that during the qualification phase, samples are representative of our parts and have been made to the applicable customer drawings, specifications are made from the specified materials on regular production tooling with no other than the regular production process. I have noted any deviations from this declaration below:			
Explanation: Comments:			
Print Name:		Phone:	
Supplier Authorized Signature:		Date:	
PART DISPOSITION		Comments:	
<input type="checkbox"/> Approved <input type="checkbox"/> Rejected		<input type="checkbox"/> Others Schneider Quality Name:	
Schneider Electric Quality Signature:		Date:	
		C19 - Part Product Evaluation Plan	
All information and data contained in this document are the exclusive property of Schneider Electric Industries SAS and may neither be used nor disclosed without its prior written consent.		State: <input type="checkbox"/> Validated for quotation <input type="checkbox"/> Validated for prototype <input type="checkbox"/> Released for manufacturing	
Number:		Revision: Sheet: 1/3	

PPEP Planning

End of stage 0: Consultation Date
 End of stage 2: Samples verified Date

End of stage 1: Contract review (Implement) Date
 End of stage 3: Pilot Run validated (Produce) Date

Tear3 decision	QUALIFICATION REQUIREMENTS						End of stage of Schneider Electric A: Supplier B: Supplier	Owner	COMMENTS	Approver	Disposition Accept/Reject (Date)	
	L	M	H	A	B	A					R	
✓	X	X	X	0	0	Eng	Eng	Drawings 2D, 3D. Specifications (material, etc.)	Qua			
			X	0	0	Eng	Eng	Component and sub-assembly verification plan	Qua			
	X	X		0		Pur		3. Supplier Approval Module (SAM) The SAM supplier status must be, before pilot run, minimum yellow. Supplier SAM status: <input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Orange <input type="checkbox"/> Red	Qua			
	X	X	X			Pur		4. Process Flow Charts (including external processes)	Qua			
			X			Pur		5. Process FMEA Precise the target and perimeter of the FMEA: part of the process required. To be conducted by supplier with/ without support of Schneider Electric.	Qua			
	X	X	X	1	3	Pur	Pur	6. Traceability (requirements and implementation) Production batch definition & traceability management Material certificate requirements	Qua			

Eng = Engineering
 Qua = Quality
 Pur = Purchasing



C19 - Part Product Evaluation Plan

Number:

Revision: Sheet: 2/3

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State: Validated for quotation Validated for tooling
 Validated for prototype Released for manufacturing

Team decision		QUALIFICATION REQUIREMENTS				End of stage		Owner	COMMENTS	Approver	Disposition	
		A	B	A	B	A	R					
	✓											
X	X	X	X	1	3	Pur		Requirement = CQCP (Qua-05) Implementation = supplier response describing the quality disposals implemented for each step described in § 4	Qua			
		X	X		2,3	Pur		Supplier to provide Equipment capability for First Article inspection report and/or Control plan: - List of equipment used, - Certificate of calibration of tools, - Staff training dedicated to measurements.	Qua			
X	X	X	X		2	Pur			Eng			
		X	X	1	3	Pur			Qua			
			X	3		Pur		Audits during part pilot run Verification of implementations: § 6, 7, 10, 16, 17, 18 & 23	Qua			
		X	X		3	Pur			Qua			
		X	X	3		Pur			Eng			
		X	X	1	4	Pur		Target & dimensions to be follow-up	Qua			
		X	X	3		Pur			Ind			
X	X	X	X	1	3	Pur			Ind			
		X	X	1	3	Pur		For tooling: preventive tooling maintenance plan	Ind			
			X		3	Pur			Qua			
X	X	X	X	1		Pur			Qua			
X	X	X	X	3		Qua			Eng			
		X	X	1		Pur			Qua			
		X	X		3	Pur			Qua			
X	X	X	X	1	3	Pur			Qua			

Eng = Engineering
 Qua = Quality
 Pur = Purchasing
 Ind = Industrial



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C19 - Part Product Evaluation Plan

Number:

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G8D Report

Claim Notification (to be filled in by Schneider Electric)							
Schneider Electric incident n°: _____		Schneider Electric factory: _____					
RMA n°: _____		Schneider Electric ref n°: _____		Revision n°: _____			
Supplier name: _____		Part name: _____					
Supplier Dun's code: _____		Supplier batch number: _____					
Non Conformity Graveness: _____		Purchase order: _____		Batch quantity: _____			
Quality / Supply chain		Number of bad parts detected: _____					
<input type="checkbox"/> Schneider Electric Customer <input type="checkbox"/> Schneider Electric Production line <input type="checkbox"/> Schneider Electric Incoming inspection							
Recurrence: _____		Yes / No					
Discipline 1		Cross-Functional Team					
	Name	Department / Team	Role	E-mail	Tel. :		
Supplier contacts							
Plant Manager							
Supplier Quality Manager contact							
Supply Chain & Logistic contact							
Schneider Electric contacts							
Quality contact							
Supply Chain contact							
Supplier Leader							
Purchasing Commodity Manager							
Discipline 2		Define the problem					
What is the problem :				Picture of the defect compare to good :			
Why is it a problem :							
Why is it a supplier problem :							
Who has detected it :							
Where it was detected :							
When it was detected :							
How many parts detected :							
Occurrence :							
Containment (to be filled in by the supplier within 48h)							
Discipline 3		Define and Implement Containment Actions					
3.1 What Containment Actions are necessary in Schneider Locations ?							
What ?		Who ?			When ?		
.....							
3.2 What Containment Actions are needed in your Plant ?							
What ?		Who ?			When ?		
.....							
3.3 What Containment Actions are needed in your Supplier Location/Others ?							
What ?		Who ?			When ?		
.....							
	Number of non conformities	Number of sorted products	PPM		Sorting date	Who	Identified pieces OK
Sorting result at Schneider Electric plant			=		PPM		
Sorting result at the logistic platform			=		PPM		
Sorting result at the supplier site			=		PPM		
First batch certified conformed n°/Date: _____							
Containment approval:			Schneider Electric comments:				
Supplier commitment							
Approved by:			Approved by:		Supplier Quality Engineer		
Date:			Schneider Electric Approval Date:				

Root cause analysis and corrective actions (to be filled in by the supplier within 2 weeks)					
Discipline 4		Root Cause Analysis			
4.1 Why did the Problem Occur ? (Non-conformance Occurrence Root Cause)					
4.2 Why were you not able to Detect the Problem ? (Non-Detection Root Cause)					
4.3 Why did your System allow the Problem to happen ? (Systemic Root Cause)					
Potential root cause (Why ?)					
4.4 Have you reproduce the defect with root cause identify ?					
Discipline 5		Identify and Implement Permanent Corrective Actions			
5.1 What are your Corrective Actions to address Non-conformance ?					
	What ?	Who ?	When ?	Done ?	
1.					
2.					
3.					
5.2 What are your Corrective Action to improve Detection ?					
	What ?	Who ?	When ?	Done ?	
1.					
2.					
3.					
5.3 What are the changes you will implement in your system to avoid this problem ?					
	What ?	Who ?	When ?	Done ?	
1.					
2.					
3.					
Discipline 6		Verify Corrective Actions Implementation and Effectiveness			
6.1 Provide evidences of implementation of Corrective Actions above :					
	What ?	Who ?	When ?	Done ?	
1.					
2.					
3.					
Root cause analysis approval :		Schneider Electric comments :			
Supplier commitment					
Approved by :		Approved by :		Supplier Quality Engineer	
Date :		Schneider Electric Approval Date :			
Preventive actions definition and implementation (to be filled in by the supplier within 2 months)					
Discipline 7		Identify and Implement Permanent Preventive Actions			
7.1. How will you Prevent Occurrence of this Problem ?					
	What ?	Who ?	When ?	Done ?	
1.					
2.					
3.					
7.2. How will you protect Schneider Electric from this problem ?					
	What ?	Who ?	When ?	Done ?	
1.					
2.					
3.					
Look Across Process : Does this problem has a potential to happen in other product you supply to Schneider Electric ?					
Problem	Corrective Actions / Resp / Date	Customer 1	Customer 2	Customer 3	Done ?
Action implemented approval :		Schneider Electric comments :			
Supplier commitment					
Approved by :		Approved by :		Supplier Quality Engineer	
Date :		Schneider Electric Approval Date :			
Claim closure					
Discipline 8		Individual and Team Recognition			
Claim closure approval :					
Supplier commitment		Schneider Electric comments :			
Approved by :		Approved by :		Supplier Quality Engineer	
Date :		Schneider Electric Approval Date :			

Supplier deviation request

Completed by Caller (all sections of A,B,C)				
A. SUPPLIER INFORMATION		B. PART INFORMATION		
Date: Name: Contact: Phone:		Number: Description: Revision level: Quantity:		
C. DEVIATION INFORMATION				
Request is:				
<input type="checkbox"/> Product related <input type="checkbox"/> 1 st time <input type="checkbox"/> Permanent <input type="checkbox"/> Supplier Sub-tier <input type="checkbox"/> Process related <input type="checkbox"/> Repeat <input type="checkbox"/> Temporary/Duration				
Current Requirement/Process	Proposed Deviation		Reason for Deviation/Corrective action	
This request has an effect on: <input type="checkbox"/> None (<i>explain why</i>) <input type="checkbox"/> Reliability				
<input type="checkbox"/> Delivery performance <input type="checkbox"/> Cost <input type="checkbox"/> Schedule (<i>Provide details below</i>)				
Comments:				
Planned effectively date/product serial number:				
<input type="checkbox"/> Attachments				
Completed by Schneider Electric				
D. SCHNEIDER APPROVAL or DISAPPROVAL				
<i>Note: Supply management to determine appropriate approvals</i>				
Acknowledgement	Signature	Date	Approve/disapprove	Comments
<input type="checkbox"/> Supply management <i>Name:</i>				
<input type="checkbox"/> Supply quality <i>Name:</i>				
<input type="checkbox"/> Engineering <i>Name:</i>				
<input type="checkbox"/> Marketing <i>Name:</i>				
<input type="checkbox"/> Others <i>Name:</i>				
E. DISPOSITION				
Drawing Change Required		<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes, CA n°:</i>	
Corrective Action Request Required		<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes, CA n°:</i>	
Final Disposition/Comments:		<i>Accept / Reject</i>		
F. CLOSURE				
Closure date:			Author:	

Schneider Electric SAS industries

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G-HACO-R7-2 - version 01

Conception: Corporate Purchasing Direction & Internal Communication SSC
Graphics: Metamorphoz (www.metamorphoz.com)
Printing: Alias (www.alias-graphique.com)
Printed in June 2008 on FSC⁽¹⁾ - PEFC⁽²⁾ paper
by an environment friendly printer (Imprim' Vert[®] certified).

1. FSC: Forest Stewardship Council

2. PEFC: Programme for the Endorsement of Forest Certification schemes

