






**ZETOR TRACTORS a.s.**  
**Trnkova 111**  
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## Supplier Quality Manual

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<b>1</b>	<b>AREA OF APPLICATION .....</b>	<b>4</b>
<b>2</b>	<b>SCOPE OF VALIDITY .....</b>	<b>4</b>
<b>3</b>	<b>ZETOR TRACTORS A.S. QUALITY POLICY.....</b>	<b>4</b>
<b>4</b>	<b>GENERAL REQUIREMENTS FOR ZETOR TRACTORS A.S. SUPPLIERS .....</b>	<b>5</b>
4.1	SUPPLY .....	5
4.2	QUALITY ASSURANCE.....	5
4.3	MODERN TECHNOLOGY .....	6
4.4	ENVIRONMENT, HEALTH AND SAFETY .....	6
4.5	SOCIAL RESPONSIBILITY .....	7
<b>5</b>	<b>TEST SERIES .....</b>	<b>7</b>
<b>6</b>	<b>COMPONENT APPROVAL PROCESS .....</b>	<b>7</b>
6.1	SAMPLING PROCEDURE.....	8
6.1.1	<i>First samples .....</i>	<i>8</i>
6.1.2	<i>Documentation for the sampling procedure of a new item.....</i>	<i>9</i>
6.1.2.1	Component categorisation .....	9
6.1.2.2	Level of submission.....	10
6.1.2.3	Required documentation.....	11
6.2	COMPLETION OF THE SAMPLING PROCEDURE .....	15
6.2.1	<i>Process of approval with change at the supplier .....</i>	<i>16</i>
6.2.2	<i>Repeat delivery of substandard samples .....</i>	<i>16</i>
<b>7</b>	<b>SERIAL PRODUCTION.....</b>	<b>16</b>
7.1	CHANGE MANAGEMENT INITIATED BY ZETOR TRACTORS A.S.....	16
7.2	CHANGE MANAGEMENT INITIATED BY THE SUPPLIER .....	17
7.3	REQUIREMENTS FOR PACKAGING FOR SERIAL PRODUCTION .....	17
<b>8</b>	<b>CLAIMS HANDLING PROCEDURE.....</b>	<b>17</b>
8.1	CUSTOMER CLAIMS (CLAIMS FROM CUSTOMERS OF ZETOR TRACTORS A.S.) .....	20
<b>9</b>	<b>AUDITS OF SUPPLIERS .....</b>	<b>21</b>
9.1	POTENTIAL ANALYSIS AUDIT .....	21
9.2	PROCESS AUDIT OF SERIAL PROCESS OF PRODUCT OR SERVICE REALISATION .....	22
9.3	AUDIT R&R (RUN AND RATE) .....	22
9.4	ESCALATION INVESTIGATION .....	23
9.5	AUDITING /INVESTIGATION CONDITIONS .....	23
<b>10</b>	<b>LANGUAGE OF COMMUNICATION.....</b>	<b>25</b>
<b>11</b>	<b>ANNEXES.....</b>	<b>26</b>
11.1	- FMEA – POTENTIAL CAUSE AND EFFECT ANALYSIS .....	26

11.2	- CONTROL PLAN .....	27
11.3	- DIMENSION PROTOCOL .....	28
11.4	- CHANGE REQUEST .....	29
11.5	- PACKAGING INSTRUCTIONS .....	30
11.6	- APQP .....	31
11.7	- EXAMPLE OF A FLOWCHART .....	33
11.8	- 8D REPORT .....	34
11.9	- CLAIMS TABLE FOR CUSTOMER CLAIMS .....	36
11.10	- ISIR APPROVAL REQUEST .....	37
11.11	COMPONENT PACKAGING LABEL FOR ISIR .....	38
11.12	COMPONENT PACKAGING LABEL FOR TESTING SERIE .....	39
11.13	COMPONENT PACKAGING LABEL FOR SUBSTITUTED PERFORMANCE .....	40
11.14	DEVIATION APPROVAL REQUEST .....	41
11.15	WARRANTY CLAIM REPORT .....	42

## 1 Area of application

The task of this document is to unify the methodology and determine the conditions for the successful categorisation of the company/entity and its products in the portfolio of ZETOR TRACTORS a.s. suppliers. The document is binding upon all ZETOR TRACTORS a.s. suppliers and determines under what conditions current suppliers can deliver new products and likewise under what conditions potential future suppliers can deliver their products to ZETOR TRACTORS a.s.

## 2 Scope of validity

The quality manual is available to all suppliers at the internet address [http://www.ZETOR.cz/file/1926/Manual\\_Kvality\\_Pro\\_Dodavatele.pdf](http://www.ZETOR.cz/file/1926/Manual_Kvality_Pro_Dodavatele.pdf) and suppliers are obliged to become acquainted with its wording. By signing the contract the supplier also undertakes to observe the current Supplier Quality Manual.

The quality manual is a document that is subject to changes and revisions by ZETOR TRACTORS a.s. and is a binding document between ZETOR TRACTORS a.s. and suppliers. If the quality manual is updated by ZETOR TRACTORS a.s., the supplier will be informed of the changes in specific parts.

The quality manual enters into force for items put forward after the date of the issue of this manual. It is valid for items purchased for serial production and for storage of spare parts from all suppliers of ZETOR TRACTORS a.s.

## 3 ZETOR TRACTORS a.s. quality policy

The supplier undertakes to plan, organise and implement the production process and quality assurance at its own responsibility to ensure all requirements for quality assurance of purchased parts.

By signing the contract the supplier undertakes to ensure and monitor all production processes, monitoring risks in all production processes, evaluating them and creating plans for their elimination. The supplier undertakes to continually improve the production processes.

A supplier of category C and D items is not obliged to own an ISO 9001 quality management certificate or any other. However by signing it confirms that within **three years** after signing the quality manual it will obtain this certification. If it does not obtain certification within this time horizon, ZETOR TRACTORS a.s. may cancel cooperation with the supplier. If this is cooperation of less than three years, the supplier is obliged to exert maximum efforts to obtain the required certification. However the effect of the absence of certification will be seen in the resulting evaluation in the audit.

Suppliers of category A and B must have at least ISO 9001 certification and by their signature they confirm that they will obtain certification of the quality management system according to IATF 16949 international quality standards within five years. If a supplier does not obtain certification within this time horizon, ZETOR TRACTORS a.s. may cancel cooperation with the supplier. If this is cooperation of less than five years, the supplier is obliged to exert maximum efforts to obtain the required certification. However the effect of the absence of certification will be seen in the resulting evaluation in the audit.

## **4 General requirements for ZETOR TRACTORS a.s. suppliers**

A company may become a supplier of ZETOR TRACTORS a.s. which meets the requirements of supply, quality, productivity, technology, environment, health, safety and social responsibility and fulfils these requirements throughout the period of cooperation with ZETOR TRACTORS a.s. Fulfilment of these indicators must conform to the following:

### ***4.1 Supply***

The supplier must be flexible and adapt its supply options to the requirements of ZETOR TRACTORS a.s.

The supplier must create plans for unforeseeable events and submit them to ZETOR TRACTORS a.s. This will prevent the possible interruption of deliveries, including events caused by force majeure.

Suppliers must be active in providing ZETOR TRACTORS a.s. with sufficient and accurate economic, financial and business information related to their companies to help ZETOR TRACTORS a.s. evaluate short and long-term risks connected with mutual cooperation.

### ***4.2 Quality assurance***

Suppliers must deliver goods and services in the required quality and according to the specifications agreed between them and ZETOR TRACTORS a.s.

They must conform to the agreed specifications of ZETOR TRACTORS a.s. regarding packaging, labelling, storage, delivery, monitoring and containerisation according to packaging regulations and valid technical specifications.

They must use a documented quality management system conforming to the latest standards of ISO 9000 or IATF 16949 – according to the categorisation of the past and agreement with ZETOR TRACTORS

a.s. They must ensure the management of processes of regular monitoring and measurement of critical outputs, making it easier to detect possible adverse trends.

They must keep records and ensure the back-tracking of components and final products including all records on quality for a period of 15 years. They must also handle all complaints of ZETOR TRACTORS a.s. without delay.

They must conduct internal audits of products, the process and system according to their certification.

The supplier must at the set frequency and scope as defined in the ISIR cover sheet, conduct and document so-called requalification tests (documents stating that its products meet the qualitative requirements which were defined as part of the sampling procedure and will send them in regular intervals with serial deliveries). The requalification tests must be defined in the control plan which the supplier submits as part of the sampling procedure before introducing the given items to serial production.

It must use the access to total quality management, TQM and constantly improve the reliability of products and services.

### ***4.3 Modern technology***

The supplier undertakes to provide technical support of products and services sold to ZETOR TRACTORS a.s. during their entire life cycle.

The supplier will provide incentives and come up with new ideas which will ensure ZETOR TRACTORS a.s. competitive advantages in the market.

The supplier will use new technologies to help ZETOR TRACTORS a.s. in promptly ensuring innovations.

Using information technology the supplier will constantly improve, standardise and simplify business processes and product platforms.

### ***4.4 Environment, health and safety***

Suppliers must conform to all valid local, regional and national legal requirements and standards of the environment, health and safety (Environment, Health and Safety, EH&S and Energy) according to valid legislation.

They must constantly improve their activities in EH&S and Energy.

They must truthfully, fully and accurately disclose the risks connected with the provision of products or services. They must also provide all the required information applying to EH&S.

They must ensure that all delivered materials are registered for their intended use and conform to the laws of the relevant country and the laws of the Czech Republic (place of destination).

#### **4.5 Social responsibility**

Suppliers must conform to all local, regional and national legal regulations and laws.

They must actively protect the confidentiality of all information of ZETOR TRACTORS a.s.

### **5 Test series**

The test series is a set of several revisions of parts used to test the entire functionality of tractor units or individual units on prototypes before starting serial production. Therefore these are approved samples that go through constructional changes which will ensure their full functionality and compatibility in the unit/tractor.

To distinguish these components from standard serial production and the sampling procedure, the supplier is obliged to mark these batches with a label for material for the test series (see Annex No. 11.12). The supplier will therefore mark the batch on each packaging unit (pallet, box, cage...).

The supplier will also enter this marking in the delivery note and attach to the batch the dimension protocol and drawing documentation according to which the protocols were drawn up. It will also attach complete dimension protocols of all component parameters according to the specifications, material certificates and material sheets.

### **6 Component approval process**

The approval process serves to verify that the samples from the supplier meet all demands and requirements specified for them by ZETOR TRACTORS a.s. in the ISIR cover sheet, even before the start of serial deliveries of items to ZETOR TRACTORS a.s.

The release of items for production takes place with the approval and signing of the title sheet (see Annex 11.10) by ZETOR TRACTORS a.s. The supplier is obliged to have each new item approved this way.

The ISIR must be positively completed and approved by ZETOR TRACTORS a.s. by the start of serial production.

If the ISIR is not completed and approved before the start of serial production a deviation must be requested before the start of delivery for serial production. If the delay of the process is the approval of a component caused by an error of the supplier (such as late delivery of samples and documentation), the supplier will request the ZETOR TRACTORS a.s. Sourcing Department for a deviation based on the "Deviation Approval Request" form in Annex 11.14.

## **6.1 Sampling procedure**

The sampling procedure is the approval of serial production of an item. Each new purchased item must be approved before delivery to serial production of ZETOR TRACTORS a.s. or must issue a deviation for it.

Items that are standardised according to ČSN, STN, DIN, ANSI, ISO or EN standards are excluded from the obligation to pass through the sampling procedure. Such items are not sampled and an ISIR is not issued for them unless specially requested by ZETOR TRACTORS a.s.

However, if the standardised items are modified by the supplier or altered in a different way, or if this is a component consisting of standardised and non-standardised components, such cases are subject to the sampling procedure and issue of an ISIR cover sheet.

### **6.1.1 First samples**

First samples must be produced or tested under the conditions of serial production (machines, tools, materials and test equipment, production conditions).

Unless specified otherwise by ZETOR TRACTORS a.s., the supplier is obliged to deliver 3 first free samples. The delivery with the first samples must be clearly marked with a sticker by the supplier. To distinguish these components from standard serial production the supplier is obliged to mark these batches with a label intended for samples for the sampling procedure (see Annex 11.11).

It will mark the batch on each packaging unit (pallet, box, cage...) with a standard sampling procedure label. It will also enter the marking in the delivery note.

The supplier undertakes that the samples are produced by serial technology and throughout the period of deliveries to ZETOR TRACTORS a.s. the items will be produced according to the approved samples,



technology and tools. The supplier must notify ZETOR TRACTORS a.s. of any change and request a new sampling procedure before delivery of such modified parts after the change.

## **6.1.2 Documentation for the sampling procedure of a new item**

The critical characteristics of a component, unit or material must be measured and entered by the supplier in the Dimension Protocol (see Annex 11.3) or in the declaration of conformity. The supplier undertakes that values stated in the dimension protocol correspond to real values. The supplier will also enter the reference number of the measured characteristics in the valid drawing of the component or unit and send it to ZETOR TRACTORS a.s. together with the Dimension Protocol.

According to the categorisation of a component and reason for delivery of the first samples, as well as the first samples the supplier will send further required documentation according to the categorisation of the part and summary see Chapter 6.1.2.2 *Level of submission*. The ZETOR TRACTORS a.s. Quality Department will determine the level of submitted documentation. The supplier undertakes that all documentation corresponds to the real values of the material.

The documentation for the first samples must be sent in electronic form to the contact person at ZETOR TRACTORS a.s. (Sourcing Department). Documentation must be sent before the actual delivery of the samples (it is not required for printed documentation to be sent in packaging together with samples).

ZETOR TRACTORS reserves the right to dispute or claim deviations from the drawing documentation for delivered pieces even if these deviations were found on serial delivered pieces, but not already found on the first samples and only were not detected during the approval process of the first samples of a component, unit or material.

### **6.1.2.1 Component categorisation**

All purchased items are divided into 4 categories:

- Category A – Critical components  
Items that have a direct effect on safety, protection of health and ecology.
- Category B – Functionally important items  
Items which have a direct effect on the operability of the product (tractor) and their failure results in a costly repair.

- Category C – Other and catalogue components  
Functionally important items whose failure will disable only some less fundamental function of the product (tractor).
- Category D – Standardised items  
Serialised items according to international standards – these items are not sampled.

#### **6.1.2.2 Level of submission**

The supplier is obliged to request approval of samples (ISIR) in these cases and according to pre-defined levels of submission:

- First functional samples – level 1
- Initial samples produced by serial technology – level 1
- Change of approved TP - level 2
- Moving of production - level 2
- Change of production procedures and processes – level 2
- Renewal of deliveries after more than a 6-month interruption – level 2
- New sub-supplier – level 2
- New form / tool – level 2
- Permission of deviation – level 2
- Change of supplier (without changes in production) – level 3

The ZETOR TRACTORS a.s. Quality Department determines and may change the level of submission according to categorisation of the item.

Required documentation for approval of reference samples for Zetor Tractors a.s.	Product classification								
	A,B			C			D		
	Level of documentation submission								
Required documentation	Level 1	Level 2	Level 3	Level 1	Level 2	Level 3	Level 1	Level 2	Level 3
01 Cover sheet	S	S	S	S	S	S	S	S	S
02 Samples	S	S	R	S	S	R	S	S	R
03 Drawing documentation	S	S	R	S	S	R	S	S	R
04 Dimension protocol	S	S	R	S	S	R	S	S	R
05 Material certificate	S	S	R	S	S	R	S	S	R
06 Material safety data sheet	S	R	R	S	R	R	S	R	-
07 Development diagram	S	R	R	S	R	R	R	-	-
08 Surface tests	S	S	R	S	S	R	S	R	-
09 FMEA process	S	R	R	S	R	-	-	-	-
10 List of control products	S	R	R	S	R	-	-	-	-
11 Documents of approved changes	S	S	R	S	S	R	S	R	R
12 Control plan	S	R	R	S	R	-	R	-	-
13 Process capacity (CA)	S	R	R	R	R	-	-	-	-
14 Measuring equipment capacity (R R)	S	R	R	R	R	-	-	-	-
15 APQP	S	R	R	R	R	-	R	R	-
16 packaging instructions	S	R	R	S	R	R	S	R	R
17 List of approved sub-suppliers	S	R	R	S	R	R	R	R	R
18 Technical specification tests	S	R	R	S	R	R	R	-	-
19 Further customer requirements	S	R	R	S	R	R	R	R	R

S – The supplier will submit documentation together with the ISIR cover sheet

R – The supplier will draw up the documentation and upon request submit to ZETOR TRACTORS a.s.

“–” Documentation is not required by ZETOR TRACTORS a.s.

### 6.1.2.3 Required documentation

- **Cover sheet (ISIR – see Annex 11.10)** is a document which is required as a sample approval request. In it the supplier confirms that samples and documentation were delivered according to the requirements of ZETOR TRACTORS a.s. In case of approval or conditioned approval of the delivered samples the title sheet is signed by ZETOR TRACTORS a.s. and returned to the supplier. This way the supplier is informed of the result of the sampling procedure. The supplier has the right to keep the reference sample for the same period as records of the approval of the item for serial production.
- **Samples** serve to verify the functional properties and specifications according to the requirements of ZETOR TRACTORS a.s. Unless stated otherwise the supplier will deliver 3 samples for the sampling procedure. ZETOR TRACTORS a.s. can keep 1 of these three samples as a reference sample at ZETOR TRACTORS a.s. and offer 1 to the supplier to buy back as a reference sample at the supplier. The remaining 3<sup>rd</sup> sample is used for any possible further analyses or test assemblies for example at ZETOR TRACTORS a.s. The

reference sample must be marked with a sticker containing the part number and must also contain the date of approval by ZETOR TRACTORS a.s.

- **Drawing documentation** – The supplier will submit the constructional documentation for a product, component or detail of a product and send a copy of the constructional documentation with the samples determining the position of all dimensions (marking in accordance with the dimension protocol) and auxiliary drawings, blueprints, or 3D models (if the supplier is a “designer” – the author of the drawing documentation), which it uses in the production process. The drawing documentation must contain information about the surface finish.

Divided as follows:

- a) The drawing is owned by ZETOR TRACTORS a.s. – the supplier will contain a drawing based on which it will produce the required item
- b) The drawing is owned by the supplier – the drawing must be approved by the ZETOR TRACTORS a.s. Technical Department

Method of approval:

1. The supplier will deliver the drawing of the component to the ZETOR TRACTORS a.s. Technical Department.
  2. The Technical Department will validate and approve the supplier drawing.
  3. The supplier drawing is then adjusted to the drawing format of ZETOR TRACTORS a.s. and entered in the ZETOR TRACTORS a.s. system.
- **Dimension protocol (see Annex 11.3)** – The supplier will submit a complete dimension protocol for all dimensions or further specifications contained in the technical documentation with measuring methods. The supplier is fully responsible for the accuracy and completeness of the data and its conformity to technical documentation. Any inconsistency with the dimension protocol and measured sample will mean automatic rejection of the Sampling Procedure by ZETOR TRACTORS a.s.
  - **Material certificate** – The supplier will submit a certificate for use of individual materials during production of the given item and that the data conforms to all requirements of ZETOR TRACTORS a.s.
  - **Material safety data sheet** – The supplier submits a safety data sheet of the material of used paint, plastic parts or any chemical compounds used in the delivered component.
  - **Development diagram** – The supplier will submit a process development diagram which clearly illustrates and describes individual steps and the sequence of the production

process during protection of the delivered component. The changes in the approved production process are subject to the need of prior approval by ZETOR TRACTORS a.s.

- **Surface tests** – The supplier will submit confirmation (protocol) on the quality of the surface finish (coat, zinc, chromium, mechanical pre-treatment, designation of the coating substance, colour shade, level of gloss, coating thickness, for repair of the final coat the type of coating substance and repair procedure, ...).
- **FMEA process (see Annex 11.1)** – The supplier will evaluate the analysis of risks and their effect in the process. Upon request it will submit it during the audit.
- **Control product list** – The supplier will submit the list of measuring equipment, preparations, models and aids used to assure quality during the production process of the components. ZETOR TRACTORS a.s. reserves the right to request the supplier to provide proof of calibration and capacity of the measuring device.
- **Approved changes documents** – In case of deviations/changes against the required technical documentation or other requirement of ZETOR TRACTORS a.s. to request their approval before submission of the documentation for the Sampling Procedure. These changes must be approved by the ZETOR TRACTORS a.s. Technical Department and such signed Approved Changes Document (see Annex 11.4) must be part of the documentation for the sampling procedure. If changes are submitted without the prior approval of ZETOR TRACTORS a.s. this will result in rejection of the sampling procedure.
- **Control plan** – serves to verify that the control of the produced components is sufficiently set at the supplier and the quality of the delivered parts is guaranteed. The control plan must contain all operations on the given product, from receipt of the material to the dispatch of the product including special controls according to the customer's requirements (e.g. Requalification tests). The supplier can use the template in Annex 11.2 to create a control plan.
- **Process capability** – The aim of this requirement is to ensure the constancy of the dimensions (important characteristics) as part of one production batch and series of production batches during the production process. These important characteristics (dimensions) are marked in the technical documentation or in Technical-Receiving conditions. The Cpk Process Capacity Index is used to define the capacity of the process. The requirements of ZETOR TRACTORS a.s. for indexes of the capacity of important characteristics are the following:
  - As part of one production batch Cpk must be  $\geq 1.67$
  - As part of the series of production batches Cpk must be  $\geq 1.33$

ZETOR TRACTORS a.s. must be informed immediately if the required capacity of the process of important characteristic is not fulfilled and active cooperation is required to define the remedial measures.

If the supplier is not able to measure the stability of its process, it is obliged to set on its products delivered to ZETOR TRACTORS a.s. 100% input control of the critical dimensions and a record of this control must be attached to each batch of products delivered to ZETOR TRACTORS a.s.

- **Measuring equipment capability** – serves to verify that the uses measuring equipment (measuring method) is suitable for measuring the given dimension or given group of dimensions, one of the MSA methods, the best being the R&R (Repeatability and Reproducibility) method. The basis for calculating the capacity of measuring equipment must be kept and submitted upon request.
- **APQP** - Planning is a structure process which defines the individual steps which are necessary to ensure the satisfactory quality of the product for ZETOR TRACTORS a.s.

The individual quality planning steps are:

- 1) Plan and defining of the programme
  - 2) Design and development of the product
  - 3) Design and development of the process
  - 4) Validation of the product and process
  - 5) Feedback – evaluation and remedial measure
  - 6) Methodology of regulation plan / control plans
- **List of approved sub-suppliers** – The supplier will submit a list of its approved sub-suppliers as information for ZETOR TRACTORS a.s. on the origin of the components.
  - **Packaging instructions** – The supplier will submit a filled in form “packaging instructions” in which it will determine the packaging specification (see Annex 11.5).
  - **Technical specification tests** – The supplier will submit a list of tests of technical specifications of the components specially required by ZETOR TRACTORS a.s. The tests are conducted in all cases when properties are specified for the components (climatic, material, appearance, noise, functional, reliability, cleanliness test...).

The supplier will conduct all tests based on the technical documentation. If the supplier is not able to carry out the required special measurement, it will arrange to have these tests carried out at a qualified external test room or in case of special arrangement at the

ZETOR TRACTORS a. s. test room. If the supplier uses a third-party test room for the tests, the results are presented on its letterhead paper.

- **Further requirements of ZETOR TRACTORS a.s** – the supplier will submit further documents required by ZETOR TRACTORS a.s. These are documents not found in the list above, but are necessary for the approval of the sampling procedure.

## **6.2 Completion of the sampling procedure**

After the completion of the sampling procedure, the supplier will send back the evaluated copy of the ISIR which contains the evaluation of the sampling procedure within four weeks after delivery of the samples and complete documentation.

The output of the approval process is the decision on the quality of reference samples. The result can be as follows:

**APPROVED** – the criteria of ZETOR TRACTORS a.s. have been met and the supplier can deliver to serial production

**SUBJECT TO APPROVAL** – the supplier can deliver according to the approved documentation and orders of ZETOR TRACTORS a. s. In addition to the first delivery it must submit to the ZETOR TRACTORS a.s. Quality department for approval the remedial measure implementation plan. If the plan is not submitted or will not be implemented, ZETOR TRACTORS a.s. can end cooperation with the supplier with immediate effect as part of the purchase of the given item.

**NOT APPROVED** – means that the request, delivered samples or attached documentation does not conform to the requirements of ZETOR TRACTORS a. s. If ZETOR TRACTORS a.s. does not determine otherwise, the supplier cannot deliver to serial production and must request a new sampling procedure at the ZETOR TRACTORS a.s. SRC Department. The supplier must request a new ISIR within 4 weeks after delivery of the rejected ISIR.

The approved sampling procedure does not relieve the supplier of responsibility for the quality of the delivered products.

An incomplete ISIR and incomplete delivery of supporting documents will automatically result in the rejection of the sampling procedure.

### **6.2.1 Process of approval with change at the supplier**

The supplier must notify the ZETOR TRACTORS a.s. of any changes to technology and the process for the part or service. ZETOR TRACTORS a.s. may subsequently request submission of the ISIR for approval. The costs of ZETOR TRACTORS a.s. for all necessary analyses during the change to the design and process are covered by the supplier.

### **6.2.2 Repeat delivery of substandard samples**

If during the first sampling procedure the delivered samples will be substandard due to the supplier, the supplier must deliver new samples without any fee. However, the supplier is obliged to pay to ZETOR TRACTORS a.s. an administrative fee of 1200 CZK to process these samples for any third and further delivery of remedied samples. Any further claim of ZETOR TRACTORS a.s. incurred due to third and further delivery of remedied samples is hereby not affected.

## **7 Serial production**

The supplier is obliged to mark the first batch of the component as “series 0” after successful approval of the component for serial production according to Chap. 5.

It will also mark the batch on each packaging unit (pallet, box, cage...) with a “0 series” label. It will also enter this marking in the delivery note and attach to the batch the dimension protocols made according to the control plan; certificates; material sheets and packaging regulation.

ZETOR TRACTORS a.s. will perform a strict statistical inspection and assembly on this batch according to the standard technological procedures of ZETOR TRACTORS a.s.

If nonconformities are found due to the supplier this batch will be claimed in the standard manner and the entire process will be repeated until all nonconformities are totally removed.

### ***7.1 Change management initiated by ZETOR TRACTORS a.s.***

The parameters of the specification of goods purchased from the supplier can be subject to change. If the change management is submitted to the Sourcing Department, this department will contact the supplier which will:

- Ensure delivery of samples will conform to the change specification. Samples will be delivered to ZETOR TRACTORS a.s. in the shortest possible period.
- Samples will come with documentation necessary to implement the Sampling Procedure. This Manual will determine the scope of the documentation.



## **7.2 Change management initiated by the supplier**

- The supplier will notify the ZETOR TRACTORS a.s. Sourcing Department of the planned change to goods specification at least 6 months before the planned effective date of the new specification.
- Part of the notification will be detailed technical documentation of the new goods specification. The supplier will perform an analysis of the economic impact of the change and request approval from the Sourcing Department.
- The SRC Department will evaluate the change internally and ensure further internal processes.
- Sourcing will then order samples and valid documentation which will conform to the new specification.
- The supplier will cover the costs necessary for analysis for the approval of the change.

## **7.3 Requirements for packaging for serial production**

The supplier will always strictly observe the packaging standard if drawn up by ZT and approved by the supplier. The pieces in the packaging quantitatively always correspond to the amount stated in the delivery note if the MOQ is set, the MOQ or its multiple corresponds quantitatively.

The material is always delivered in undamaged and clean packaging which is appropriately chosen according to the character of the product (in case that it is not specified in the packaging regulation), so that the material is not damaged during transport to ZT or during internal handling (any undamaged pallets with the proper load, for heavier material wooden or metal crates not cardboard boxes, properly anchored material in a vehicle). If packaged on pallets as returnable packaging, the standard of the dimension and quality of the EU PALLET is fully respected.

## **8 Claims handling procedure**

The supplier must ensure that a product does not conform to the requirement of ZETOR TRACTORS a.s., is properly identified and managed to prevent their unintended use or delivery to ZETOR TRACTORS a.s. The supplier must keep records of nonconformities and all performed subsequent measures, including all granted deviation requests. The supplier is responsible for the immediate reaction to the delivery of any nonconforming products to ZETOR TRACTORS a.s. or that defective products from the supplier cause a customer claim of ZETOR TRACTORS a.s. products. An immediate reaction involves replacement of the delivery, including any categorisation, extra works, all tests at the supplier and at ZETOR TRACTORS a.s. The decision of the form of handling the claim (financial,

substituted performance) is in the competence of ZETOR TRACTORS a.s. The replaced batch must be properly marked with a label (see Annex No. 11.13). The supplier will mark the batch on each packaging unit (pallet, box, cage...).

The supplier is obliged to pay to ZETOR TRACTORS a.s. 1200 CZK for administrative procedures incurred by ZETOR TRACTORS a.s. for each justified claim. Any further claim of ZETOR TRACTORS a.s. incurred due to administrative procedure related to justified claim is hereby not affected.

ZETOR TRACTORS a.s. can also demand payment of provable extra costs (including extra costs at the customer of ZETOR TRACTORS a.s.) related to the resolution of the delivered nonconforming product.

In case of problems (claims, nonconformities, notifications) the supplier will immediately undertake measures. The supplier must respond in writing to the claim within one working day at the latest in the form of a filled in claims protocol (sent by email).

After detecting nonconformity in delivered approved components at ZETOR TRACTORS a.s. the supplier is sent information about nonconformity, a so-called 8D-Report (see Annex 12).

After receiving the claim, the supplier is obliged to take immediate measures within 24 hours to eliminate any further defects and report these in the form of an 8D to ZETOR TRACTORS a.s. Within 7 days after sending an 8D-Report, or after receiving the claimed pieces, the supplier must identify the root cause of the defect and adopt measures which permanently remove the cause of the defect. All costs of the analysis of the claimed material provided by the supplier to verify the root causes of the defect are covered by the supplier with any result of the analysis. The supplier is obliged to provide information about the course of the implementation of the remaining steps. The supplier will submit the complete 8D-Report within 30 days at the latest, unless agreed otherwise with the Supplier Quality Department depending on the nature of the problem being resolved.

#### **Description of filling in the 8D-Report:**

##### **D1: Determination of the team responsible for handling claims**

- The team resolving the claim must have persons with knowledge of the process and product, including a representative of production, representative of the quality department and representative of the department responsible for setting the process.
- A project leader must be appointed who will also be responsible for reporting the progress of the resolution.

##### **D2: Determination of the risk of a defect even in similar products / processes**

- Must be determined before step D3 (immediate measures), given that similar products / processes may be threatened by the same problem and therefore it will also be necessary to apply immediate measures to these.

**D3: Immediate remedial measures (send to ZETOR TRACTORS a.s. within 24 hours as of receipt of the claim)**

- Immediate remedial measures must be defined in order to prevent the further penetration of bad quality into ZETOR TRACTORS a.s. They usually involve categorisation of products defined by the risk of a potential error. They may also involve the introduction of temporary categorisation in the period of the application of robust countermeasures. The summary of remedial measures must contain at least:
  - Provably informing operators in production (all shifts), incl. a record of training
  - Control of production in progress
  - Categorisation of the warehouse at the supplier
  - Categorisation of pieces in transit (transport)
  - Categorisation of the warehouse at ZETOR TRACTORS a.s. This categorisation must be performed by the supplier or external company paid by the supplier. In case of need ZETOR TRACTORS a.s. will assist the supplier in securing an external categorising company.
  - Marking the pieces, boxes, pallets of controlled components. The reason, including the number of the 8-D report which applies to this defect must be clear from the marking.

**D4a: Root cause – why was the problem not detected?**

**D4b: Root cause – why did the error appear?**

- Human error (operator error) is not an acceptable answer. Such measures must be set in production so this defect does not reach the customer.
- Possible questions: Was the first piece controlled? Are all operators properly trained in the given operation?
- When determining the root causes it is necessary to use some of the quality tools such as 5x why which is part of the 8D-Report.

**D5: remedial measure (send to ZETOR TRACTORS a.s. within 7 days as of receipt of the claim)**

- Remedial measures must be set for all detected root causes for the origin of the cause and for the cause of not detecting the defects.

- In case that any of the remedial measures are not detected at the time that the 8D-Report is sent, it is necessary to draw up an action plan appointing the date and persons responsible for taking the necessary steps.

**D6: Efficiency of the Remedial Measure**

- Verification of the efficiency and robustness of the remedial measures.
- Simulating the defect and verifying whether it was detected this time. Are operators acquainted with the defect? Does the defect still appear despite the implemented measures?

**D7: Preventive measure**

- This is a measure aimed at removing possible causes of nonconformities.
- When making the determination methods are used which even before the implemented task/project help to estimate the risk of possible nonconformities, reveal possible causes, consider the effects and implement measures preventing their occurrence. This means making an entry in Lessons Learned database, update of the Control Plan, update of the Possible Occurrence Analysis and effect of the defects (FMEA), update of working procedures and any further documents.

**D8: Conclusion of the problem (send to ZETOR TRACTORS a.s. within 30 days as of receipt of the claim)**

**8.1 Customer claims (claims from customers of ZETOR TRACTORS a.s.)**

The supplier will provide a warranty period of 12+24 months for products assembled in tractor units (TUs) (unless stated otherwise in the contract) from the date of delivery of the part to ZETOR TRACTORS a.s. Customer claims are governed by the same rules see Chapter 8 – Claims Handling Procedure except the following:

- The supplier will receive a summary of the claims every month in the form of a table and Warranty Claim Report (see Annex 11.15). The requirements are always defined in the sent Warranty Claim Report required from the supplier for the given claims and at what dates. If an 8D Report is required this report must be properly filled in (see Chapter 8 –

Description of Filling in the 8D Report) and sent to ZETOR TRACTORS a.s. within 30 days after the date of receiving the claim.

- The claimed parts required by the supplier for analysis will be sent, without the need to pay for transport by the supplier, to ZETOR TRACTORS a.s., Trnkova 111, Brno from customers from markets of the Czech Republic, Slovak Republic and Poland. The supplier may conduct an analysis directly at ZETOR TRACTORS a.s., or may take away a component for analysis at its own costs. In other countries it will be possible to fully transport a component for analysis only at the supplier's costs.
- The value of the component will be stated incl. extra works incurred by ZETOR TRACTORS a.s. with the removal of the defect on the TU.

## 9 Audits of suppliers

ZETOR TRACTORS a. s., as the customer has the right to verify the QMS, the process capacity of the supplier or conformity of the products with the audit. An external audit at the supplier is conducted by authorised and qualified workers of the ZETOR TRACTORS a.s. Quality Department. The results of the audit provide information of the capacity of the verified areas of the audit and point out the possibility of improvement.

The audit of the suppliers will take place based on the VDA. 6.3 standard.

### Types of supplier process reviews according to the material contents:

- potential analysis audit,
- process audit of the serial process of the implementation of the product or service,
- R&R (run and rate) audit,
- escalation investigation.

### 9.1 Potential analysis audit

The potential analysis audit is conducted due to the verification of the qualitative capacity of the eventual supplier or any extension of the new commodity at the existing supplier.

The experience and skills of the supplier are considered here in relation to the design, development and inquired scope of deliveries and its skills to meet the specific requirements of a ZETOR TRACTORS a.s. customer and the VDA 6.3 standard.

Before the start of the potential analysis audit by ZETOR TRACTORS a.s. self-evaluation reports and own reviews are requested from the eventual supplier.

The potential analysis audit is conducted based on P1 control questions according to the VDA 6.3 standard.

The potential analysis can be conducted before the conclusion of the contract between the supplier and ZETOR TRACTORS a.s., and its aim is to ensure that the supplier is ready to deliver defective-free products or ensure a problem-free service during serial production.

## ***9.2 Process audit of serial process of product or service realisation***

The process audit is conducted in the event of the need to verify if the given supplier meets the requirements of ZETOR TRACTORS a.s. and the VDA 6.3 standard and does not show fundamental deficiencies having an effect on quality assurance (e.g. current problems with production quality, or at the suppliers, narrow places of deliveries, stoppages in suppliers, new start of production, or transferred priorities).

The process audit of suppliers will be conducted according to P5, P6 and P7 control questions of the VDA 6.3 standard.

The process audit may be conducted at any time during serial production.

## ***9.3 Audit R&R (run and rate)***

The run and rate audit is used in the event of a new project. It aims to ascertain if the supplier is ready for the start of serial production.

The R&R audit is conducted according to P3 and P4 control questions of the VDA 6.3 standard + the supplier's capacity for the given project + R&R questions of ZT.

The R&R audit can be conducted 1 month before the start of serial production.

An integral part of the evaluation of suppliers in the R&R audit is also the capacity evaluation of the supplier.

The objective of the capacity evaluation is to find whether the performed activities and operating processes are optimal with regard to the quantitative requirements of ZT. It is evaluated if the capacity of all the supplier's sites is adequately used and the supplier is able, without any problem, to meet the quantitative requirements of ZETOR TRACTORS a.s.

## **9.4 Escalation investigation**

The need of an escalation investigation arises in the event of a serious deficiency having an unacceptable negative impact on the follow-up product, process and work procedures. The need of an investigation may also arise due to non-fulfilment of the requirements of ZETOR TRACTORS a.s., potential/real threats, etc. Such a defect needs to be resolved immediately and without delay.

The supplier is informed by ZETOR TRACTORS a.s. of the time of the escalation investigation at least 24 hours before the actual investigation.

The supplier will be informed of the reasons for the investigation and possible negative effects in case the escalation investigation is not conducted.

The supplier will receive numbers of the purchased material/product with the notification of the investigation that will apply to the investigation and the name of the worker/s who will conduct the investigation.

The consent of the supplier is not required for the abovementioned reasons to conduct the escalation investigation. Likewise the supplier will know in advance the reason and possible effects of the defect.

The escalation investigation is conducted based on a special list of questions of ZETOR TRACTORS a.s. Each of the questions carries the same weight and is considered important. Immediate remedial measures are required with the detection of an inconsistency.

The escalation investigation can be conducted at any time during serial production.

## **9.5 Auditing /investigation conditions**

Before the start of the audit/investigation at the supplier by a certified employee of ZETOR TRACTORS a.s., the CA (chief auditor) is obliged to send the supplier information according to what standard the audit/investigation will be conducted, i.e. according to the VDA 6.3 standard and the number of the part or the core of the investigated problem.

A technical expert may be invited to evaluate specific questions of given processes/products exceeding the auditor's knowledge. At the same time, the expert does not have to necessarily be a certified VDA auditor of the process.

The assignment of the audit is approved between the audit participating parties.

The supplier is obliged to provide information applying to the quality management and assurance, organisational arrangement, safety and protection of the environment in relation to the audited product/material etc.

The supplier is also obliged to answer all questions applying to the audit/investigation.

The supplier is also obliged to enable certified employees/technical experts of ZETOR TRACTORS a.s. conducting the audit/investigation access to the supplier's premises for the purpose of ascertaining the appropriate information applying to the fulfilment of the requirements of ZETOR TRACTORS a.s. for quality assurance.

After the completion of the comments procedure and presentation of the results of the audit/investigation, all participating parties of the audit/investigation are obliged to sign the binding result of the audit/investigation in the form of a closing report.

After the completion of the audit/investigation, ZETOR TRACTORS a.s. is obliged to send the supplier the audit report within 5 working days.

The supplier is obliged to conduct an internal audit of the process once a year according to the VDA 6.3 standard on all production processes for ZETOR TRACTORS a.s., within 12 months after the date of the last audit/investigation at the latest conducted by an authorised employee/s of ZETOR TRACTORS a.s. The supplier is also obliged to immediately inform ZETOR TRACTORS a.s. of the results and findings of the conducted internal audit.

If the supplier attains evaluation A after conducting a "self-audit", the CA of ZETOR TRACTORS a.s. can conduct an additional audit. If the result of the audit of ZETOR TRACTORS a.s. will differ in the total classification and the CA reaches a finding that the self-evaluation was intentionally over-evaluated and does not correspond to the reality of the process then the supplier will be responsible for the evaluation and it could be charged the relevantly necessary costs for the conducted audit.

If a deficiency or deficiencies are found in the internal audit, the supplier shall be obliged to state the proposed remedial measures and their impact within 2 weeks. The supplier will also state the date of the performance when the remedial measures will come into force.

Within 11 weeks after finding deficiencies the supplier will be obliged to completely remove the defect/s and immediately inform of this fact the competent employee of ZETOR TRACTORS a.s., particularly the CA.



Also after the completion of the process audit, the R&R audit the supplier is obliged to inform the competent employee of ZETOR TRACTORS a.s., particularly the chief auditor within 2 weeks of the proposed remedial measures (for the escalation investigation within 2 working days), together with their impact and time of implementation, while the supplier is obliged within 11 weeks (for the escalation investigation within 2 weeks) after finding the deficiencies to totally remove the defect and deficiency/ies. It will hand over the concluded action plan for the audit automatically to the disposal of the chief auditor.


The supplier bears responsibility for the delivered quality of the components/services/processes of its sub-suppliers and the suppliers ordered by ZT. It is its obligation to ensure the required quality of the products/services/processes meeting the requirements of ZETOR TRACTORS a.s. and the VDA 6.3 standard.

## **10 Language of communication**


The language of communication between ZETOR TRACTORS a.s. and all other entities is Czech, Slovak and English. This applies to all written and spoken communication. In case that an entity communicating with ZETOR TRACTORS a.s. will not be able to communicate in one of these languages, it is obliged to make arrangements to secure a translator.

# 11 Annexes

## 11.1 - FMEA – potential cause and effect analysis



**FMEA - POTENTIAL FAILURE MODE AND EFFECTS ANALYSIS (PROCESS)**



Item \_\_\_\_\_

Customer No. \_\_\_\_\_

Prepared By \_\_\_\_\_

FMEA Team \_\_\_\_\_

FMEA Number \_\_\_\_\_

FMEA Date (Orig.) \_\_\_\_\_

FMEA Date (Rev.) \_\_\_\_\_

NR.	Process	Process Function / Requirements	Potential Failure Mode	Potential Effect of Failure	Severity	Potential Cause / Mechanism of Failure	Occurrence	Current Process Controls	Detection	R.P.N.	Recommended Action(s)	Responsibility & Target Completion Date	Action Taken	Výsledky akce			
														Severity	Occurrence	Detection	R.P.N.

# 11.2 - Control plan

Príloha č. 3 OS-P-04/2en





## CONTROL PLAN



<input type="checkbox"/> prototype	<input type="checkbox"/> pre-series	<input type="checkbox"/> serie	Contact person / phone			Date (orig.)		Date (last revision) / Revision on rules			
CP			Team			Engineering / approve / date (if required)					
Product number / last change			Supplier / approve / date			Customer / approve / date (if required)					
Item			Other Approval / Date (if required)			Other Approval / Date (if required)					
Supplier			Supervized			Approve by					
Created by											
Process number	Process / operation	Machine / tool	Characters			Special characters	Specifications product / process tolerance	Evaluation / method of measurement	Methods		Response plan
			Product	Process					Control sample	Control method / Form / record	
	INCOMING MATERIAL							Quantity	Frequency		
	PREPARATION OF MATERIAL										
	PRODUCTION										
	ASSEMBLY										
	PACKING										
	FINAL INSPECTION										
	EXPEDITION										
	SPC										
	PRODUKT AUDIT										

SAMPLE

### 11.3 - Dimension protocol

		DIMENSIONAL REPORT				
Drawing Nr. / Index		Component Name	Supplier	Submitter / Date		Pieces measured
Ref. Nr.	Requirements Drawing values / allowance	Real values Measured values			Rating	
		1.	2.	3.	Yes / No	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
<b>Note:</b>						
<b>Measured by:</b>			<b>Date:</b>			

**11.4 - Change request**

**Zetor** **MODIFICATION SHEET** 

Modification Nr.	Date	Before the modification	After the modification	Approved by the supplier	Approved by ZETOR TRACTORS, a. s.

SAMPLE

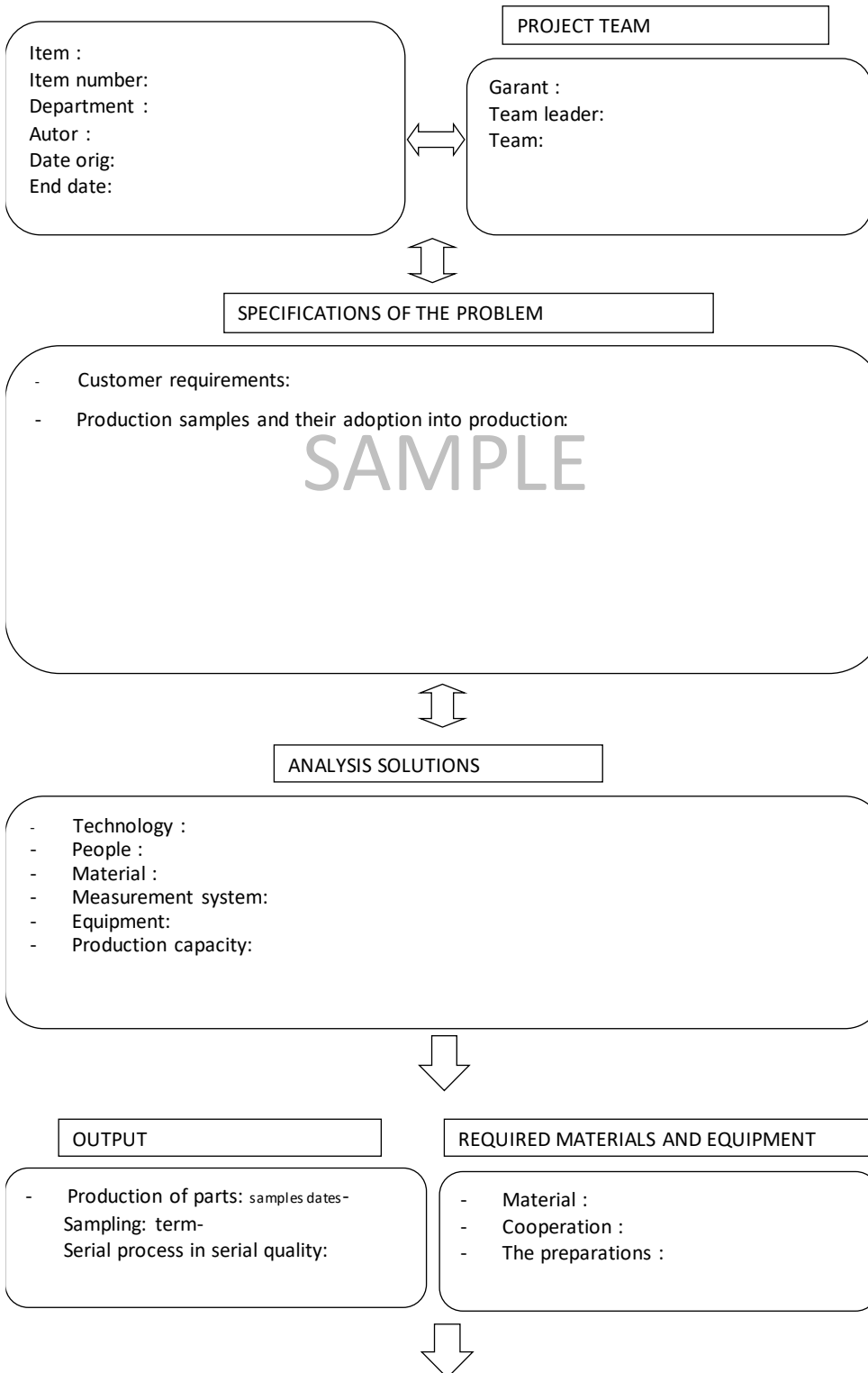
## 11.5- Packaging instructions

<b>Packaging instruction</b>																	
Product name				Supplier													
Supplier Identification Number				Client													
Zetor Ident. Number				Company name													
Zetor Drawing Number				Contact person													
ISIR Registration Number				Telephone													
				e-mail													
<b>PACKAGE</b>				<b>Photography / sketch :</b>													
Typo of package				<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Label:</div> <div style="width: 45%;">Product storage in package:</div> </div>													
Nr. of pieces in one package																	
Nr. of pieces in one layer																	
Number of layers																	
Weight																	
Others																	
Dimensions																	
	Length	Width	Height														
<b>Transport packaging</b>						<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Packaging before despatch:</div> <div style="width: 45%;">Product storage in layers:</div> </div> <div style="text-align: center; font-size: 48px; opacity: 0.5; margin-top: 20px;">SAMPLE</div>											
EuroPallet																	
Wooden Pallet, Metal Pallet																	
Weight																	
Others																	
Dimensions																	
	Length	Width	Height														
Total Nr. of boxes on the pallet																	
Nr. of boxes-layers on the pallet																	
Total Nr. of pieces on the pallet																	
Weight of the pallet																	
Made out by				<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Were the stress tests performed to test the possibility of component damage</td> <td>YES/NO</td> <td>Result</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table> </div> <div style="width: 45%;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td></td> <td>YES/NO</td> </tr> <tr> <td>Component washing</td> <td></td> </tr> <tr> <td>Preservation</td> <td></td> </tr> </table> </div> </div>		Were the stress tests performed to test the possibility of component damage	YES/NO	Result					YES/NO	Component washing		Preservation	
Were the stress tests performed to test the possibility of component damage	YES/NO	Result															
	YES/NO																
Component washing																	
Preservation																	
Approved by																	
Valid from																	
Valid till																	

## 11.6 - APQP



Item:  
Item number:  
Supplier:



SCHEDULE

Action	Deadline	Solver	Realized
Receiving orders			
Offers creating and sending			
Production samples			
PFMEA creating			
Product inspection, functional test			
Creating sampling documentation			
Approve by customer			



**FINAL RATING**

- Description of the result:
  
- Recommendation:
  
- Ekonomical result:

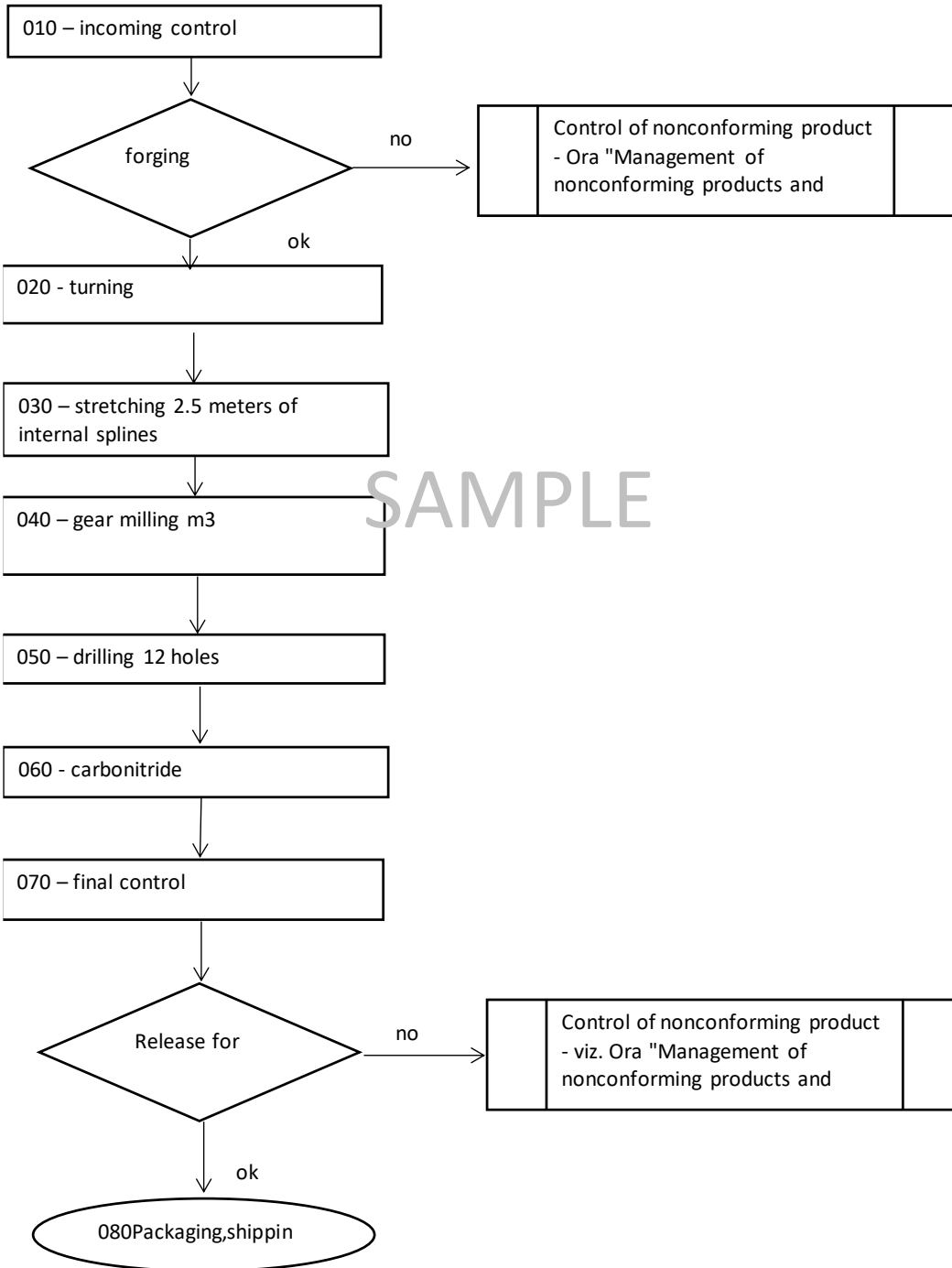
SAMPLE



### 11.7 - Example of a Flowchart




Item  
 Item number:  
 Supplier:



## 11.8- 8D report

<b>Zetor</b> 8D-REPORT		Reklamacie / Claim	
Reklamacie zákazníka číslo / Customer claim number:		Týden / Week:	
Datum reklamacie / Date claim:			
Vada objevena / Defect found at:			
<input type="checkbox"/>	0 km reklamacie / 0 km claim	<input type="checkbox"/>	Reklamacie z pole / Field claim
<input type="checkbox"/>		<input type="checkbox"/>	Logistická reklamacie / Logistic claim
1.	Císlo dílu / Part number:	Index:	Dodavatel / Supplier:
	Název dílu / Part name:		
	Dodací list / Delivery note:	Datum / Date:	
	Dodané množství / Delivered qty:		
	Reklamované množství / Claim qty:		
	Protokol vystavil / Report issued by:		
	Preferované vyřízení reklamacie / Preferred claims settlement:		
<input type="checkbox"/>	Dodání náhradního dílu / Replacement part	<input type="checkbox"/>	Dobropis / Credit note
2.	Popis vady / Defect description:		
3.	Fotky nebo jiné detaily vady / Pictures or other details of defect:		
	SAMPLE		


 8D - REPORT		Nápravné opatření / Corrective actions (vyplní dodavatel / to be filled by supplier)			
Reklamacie zákazníka číslo / Customer claim number:		Týden / Week:			
Uznání reklamace a vícenákladů / Acceptance of claim and additional costs					
Hodnota reklamace / Claim cost (CZK)	Vícenáklady na výměnu vadných kusů / Additional cost on exchange defective parts (CZK)	Vyjádření dodavatele k reklamaci / Supplier's decision to claim		Vyjádření dodavatele k vícenákladům / Supplier's decision to additional cost	
		uznáno / accepted	neuznáno / not accepted	uznáno / accepted	neuznáno / not accepted
Team pro řešení 8D reportu / Supplier 8D Team					
D1	First Name	Last Name	Position	E-mail adress	Phone number
D2 Riziko u podobných produktů, produktů / Risk for similar products, processes					
Okamžitá nápravná opatření / Containment actions (<24h)				Celkem k třídění / Total pcs for sorting	NOK
Kontrola rozpracované výroby / Control of the work in progress (WIP)					
Třídění skladu u dodavatele Zetoru / Sorting of the stock at Zetor supplier					
Třídění kusů v transitu / Sorting in transit					
Třídění skladu v Zetor / Sorting in the Zetor plant					
				Datum/Date	Odpovídá / Responsible
D3	Operátoři ve výrobě informováni (všechny směny) / Operators informed (all shifts)				Výsledek / Result
	Třídění dokončeno / Sorting completed				
Další přijatá okamžitá opatření? / Other containment actions implemented?				Datum/Date	Odpovídá / Responsible
					Výsledek / Result
SAMPLE					
D4 Kořenová příčina - proč nebyl problém objeven? / Root cause - why has the defect not been detected?					
1x proč / why ? protože / because:					
2x proč / why ? protože / because:					
3x proč / why ? protože / because:					
4x proč / why protože / because:					
5x proč / why protože / because:					
D4 Kořenová příčina - proč chyba vznikla? / Root cause - why could the defect occur?					
1x proč / why ? protože / because:					
2x proč / why ? protože / because:					
3x proč / why ? protože / because:					
4x proč / why protože / because:					
5x proč / why protože / because:					
D5 Nápravná opatření / Corrective actions: (< 10 prac. dnů / < 10 working days)				Datum/Date	Odpovídá / Responsible
					Výsledek / Result

D6	Efektivita Nápravných opatření / Effectiveness of Corrective Actions:	Datum/Date	Odpovídá / Responsible	Výsledek / Result
D7	Preventivní opatření / Preventive actions:	Datum/Date	Odpovídá / Responsible	Výsledek / Result
D8	Uzavření problému a poděkování týmu / Verify and congratulate Team:			

### 11.9 - Claims table for customer claims

Reklamační protokol / Claim report	Tractor - VIN code	MTH při převzetí do opravy/ Engine hours before the repair	Datum konce opravy	Příčinná součástka - katalogové číslo/ Causal part - catalog number	Příčinná součástka - anglický název / Causal part - english title	Příčinná součástka - sériové číslo / Causal part - serial number	Popis závady / Defect description	Dodavatel číslo / Supplier number	Příčinná součástka - dodavatel jméno / Causal part - Supplier name	Traktor - datum výroby / Tractor - Date of production	Celková částka k zatížení v CZK / Completed cost CZK
PL011603xxx	000F3G5M42T50xxxx	349	27.12.2016	26.009.xxx	Unit	xxx	Wyciek oleju z czujnika pompy wtryskowej./ Prolíná olej u čidla vstříkovacího čerpadla. Oprava provedena v autorizovaném servisu	xxx	xxx	17.8.2015	18991

**11.10 - ISIR approval request**

<b>SUPPLIER</b>		<b>Approval Request ISIR</b>	Request number (supplier): _____ Registration number (Zetor): _____
	(To be filled in by the supplier)		
<b>Supplier:</b>			
Contact person: _____		telephone/e-mail: _____	
<b>The reasons of the request</b>			
<input type="checkbox"/> first functional samples		<input type="checkbox"/> re-delivery after more than 6 months	
<input type="checkbox"/> first samples manufactured by the serial technology		<input type="checkbox"/> new sub-supplier	
<input type="checkbox"/> modification of the approved TP		<input type="checkbox"/> new mould/instrument	
<input type="checkbox"/> relocation of the manufacturing		<input type="checkbox"/> deviation approval	
<input type="checkbox"/> manufacturing procedures modification		<input type="checkbox"/> others, please specify in verbal specification	
<b>Samples supplied:</b>			
Component num _____		Bill of delivery number/date _____	
Name: _____		The amount of samples delive _____	
Drawing index: _____		Batch number: _____	
		Samples received by: _____ tel. _____	
<b>Product Categorization:</b> <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D			
<b>Appendices supplied:</b>			
<input checked="" type="checkbox"/> 01 Cover sheet	<input type="checkbox"/> 07 Process Flowchart	<input type="checkbox"/> 13 Process capability (CA)	
<input type="checkbox"/> 02 Samples	<input type="checkbox"/> 08 Surface testing	<input type="checkbox"/> 14 Measurement equipment capability (R&R)	
<input type="checkbox"/> 03 Design documentation	<input type="checkbox"/> 09 Process FMEA	<input type="checkbox"/> 15 APQP	
<input type="checkbox"/> 04 Dimensional report	<input type="checkbox"/> 10 List of means of control	<input type="checkbox"/> 16 Packaging instructions	
<input type="checkbox"/> 05 Material certificate	<input type="checkbox"/> 11 Documents on approved modifications	<input type="checkbox"/> 17 List of approved sub-suppliers	
<input type="checkbox"/> 06 Data sheet regarding the safety of the	<input type="checkbox"/> 12 Control plan	<input type="checkbox"/> 18 Technical specifications tests	
<b>SAMPLE APPROVAL</b>			
<input type="checkbox"/> APPROVED <input type="checkbox"/> CONDITIONALLY APPROVED <input type="checkbox"/> NOT APPROVED			
<b>VERBAL SPECIFICATION</b>			
SAMPLE			
_____ Date		_____ Approved by	
<b>APPROVAL FOR THE PILOT RUN</b>			
<input type="checkbox"/> APPROVED <input type="checkbox"/> CONDITIONALLY APPROVED <input type="checkbox"/> NOT APPROVED			
<b>VERBAL SPECIFICATION</b>			
_____ Date		_____ Approved by	
Appendices <input type="checkbox"/> The Zetor Deviation number in case of the Deviation Approval: _____			
The original of the filled-in form to be sent to the supplier!			

**11.11 Component packaging label for ISIR**

**Zetor**

**MATERIÁL PRO  
VZORKOVÉ ŘÍZENÍ**

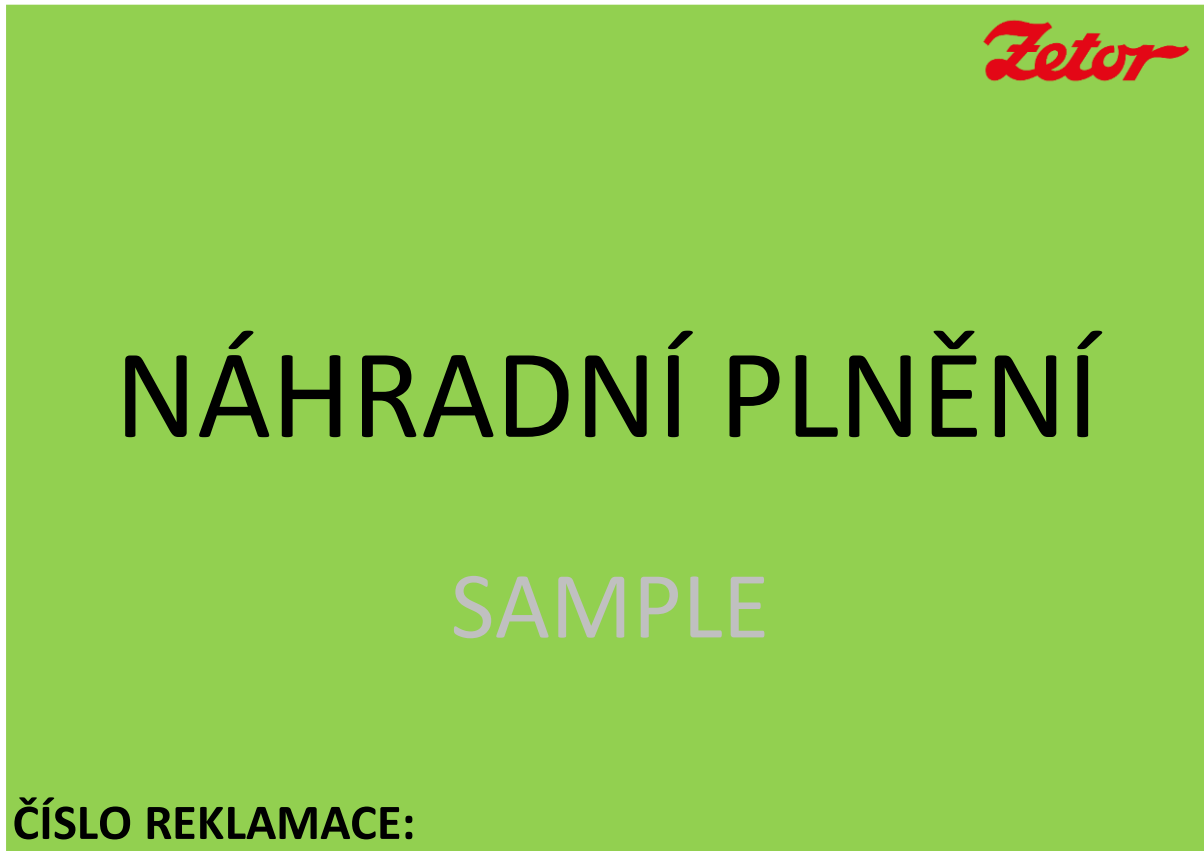
**SAMPLE**

**NÁZEV DÍLU:**  
**ČÍSLO DÍLU:** **INDEX:**

**11.12 Component packaging label for testing serie**




**11.13 Component packaging label for substituted performance**






## 11.14 Deviation approval request

		Číslo odchylky dodavatele:	
<b>Žádost o schválení odchylky</b>		Datum:	
		Strana:	
Dodavatel:		Číslo dodavatele:	
Jméno:		Útvar:	
Číslo dílu:		Číslo dílu:	
Označení:		Označení projektu:	
Počet neshodných dílů:		Číslo odchylky:	
Popis specifikace:		Popis odchylky:	
Foto dílu dle specifikace:		Foto dílu dle odchylky:	
Foto označení dílů při dodávce do ZT:		Foto označení dílů při dodávce do ZT:	
Platnost odchylky od:		<b>Vyplní ZT</b>	
Platnost odchylky do:		Schválení nákup ZT: ANO / NE	Podpis
Datum:		Schválení konstrukce ZT ANO / NE	Podpis
Podpis žadatele:		Schválení kvalita ZT: ANO / NE	Podpis

## 11.15 Warranty Claim Report

		<b>Warranty Claim Report</b>																																	
Supplier name:		Warranty Claim report No:																																	
Contact person - Supplier:		Date of Warranty Claim report:																																	
E-mail - Supplier:		Total costs of claim:																																	
<p>Dear all,</p> <p>hereby we present the Warranty Claim report (customer warranty claim)</p> <p>Below we specify the actions required from your side.</p>																																			
<p><b>Required actions:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Complete 8D report</td> <td style="width: 10%;">Yes <input type="checkbox"/></td> <td style="width: 10%;"></td> <td style="width: 10%;">No <input type="checkbox"/></td> </tr> <tr> <td>100% Outgoing inspection (included in price)</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Assembly line warning</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Price repayment</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Exchange of the part</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Repair of claimed parts</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Repair/ exchange in the field</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Extra costs due to the claim (damages) *</td> <td>Yes <input type="checkbox"/></td> <td></td> <td>No <input type="checkbox"/></td> </tr> </table> <p><small>* actual to the date of hereof</small></p>				Complete 8D report	Yes <input type="checkbox"/>		No <input type="checkbox"/>	100% Outgoing inspection (included in price)	Yes <input type="checkbox"/>		No <input type="checkbox"/>	Assembly line warning	Yes <input type="checkbox"/>		No <input type="checkbox"/>	Price repayment	Yes <input type="checkbox"/>		No <input type="checkbox"/>	Exchange of the part	Yes <input type="checkbox"/>		No <input type="checkbox"/>	Repair of claimed parts	Yes <input type="checkbox"/>		No <input type="checkbox"/>	Repair/ exchange in the field	Yes <input type="checkbox"/>		No <input type="checkbox"/>	Extra costs due to the claim (damages) *	Yes <input type="checkbox"/>		No <input type="checkbox"/>
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Repair/ exchange in the field	Yes <input type="checkbox"/>		No <input type="checkbox"/>																																
Extra costs due to the claim (damages) *	Yes <input type="checkbox"/>		No <input type="checkbox"/>																																
<p>We ask for your respond to the presented claims in 30 days term (starting from delivery of hereof).</p> <p>If the claim is not accepted by you, we ask you to store the claimed parts in your possession for 30 days from the date of reaction to the warranty claim report. ZETOR reserves right to get the claimed parts back for further inspection.</p> <p><b>!</b> In case you do not react on the warranty any claim report within 30 days from the date of delivery of hereof, the claims shall be automatically considered as accepted and the invoice for the purchase price repayment and extra costs (if any) will be issued. <b>!</b></p>																																			
<p>ZETOR TRACTORS a.s. Trnkova 111, 628 00 Brno Czech republic</p>																																			