Guidelines on the implementation of a Request for Deviation

Contents

1. Why does a request for deviation need to be filled?

In order to guarantee a quick sampling process, deviations detected can be submitted in advance to the design engineer responsible using a request for deviation. The deviations will be systematically recorded and archived as well as to guaranty a smoother sampling process.

2. When does a request for deviation need to be filled?

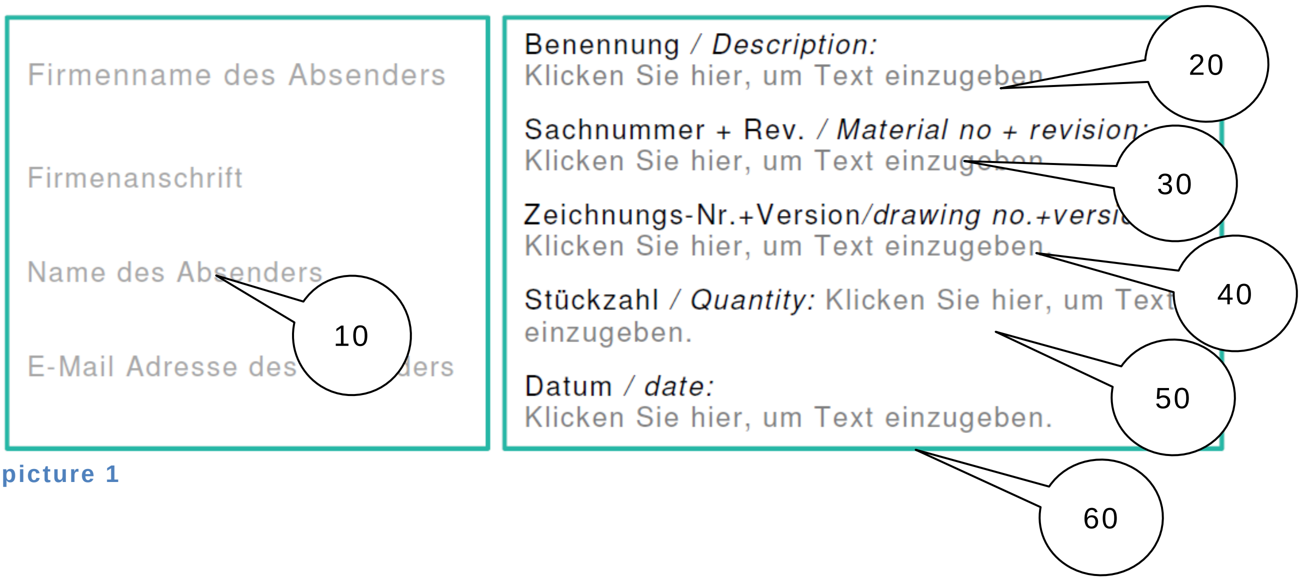
The request for deviation must be submitted by the supplier in MS Word form before first sample documents are lodged and first sample parts are received as well as processed by Hansgrohe.

3. How does a request for deviation need to be completed?

The form can be found on our homepage with following link:
http://www.hansgrohe.com/en/3084.htm

4. How is a request for deviation need to be filled in?

4.1 How to fill in the head data respective the company and vendor from the request.

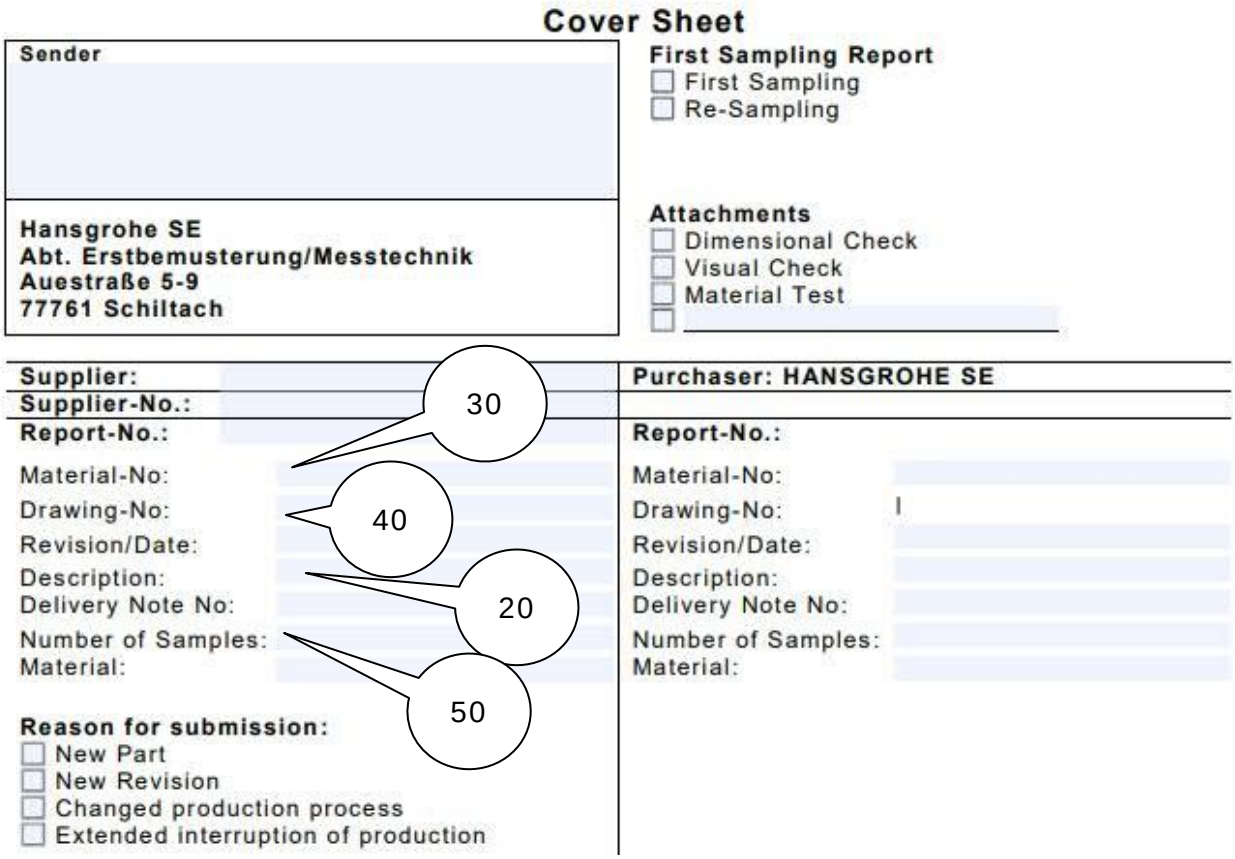


picture 1

Pos 10: Company, address, name of the vendor and email address.

Pos 20-40: Are identical according to the PPAP (See picture 2).

Pos 50: The quantity of parts for which the deviation release has been issued, does not need to be identical with picture 2. If a deviation release is issued without stating the quantity of parts, it´s should be filled in “not defined” here.



picture 2

Pos 60: Here has to be filled in the date of submission.

4.2 To describe the request with reference to the position-number.

<u>Pos 70</u>: The description of the deviation must be clearly stated including an stamped draw, item number and maximum deviation, if possible, presented visually. Furthermore is the method of measurement to specify.
If there are more deviations on a component, please add for each item a further line in the table below. Copy the needed area and paste it again with the function original formatting.

<table>
<tr><td colspan="2">Auszufüllen von HG / to be filled in by HG</td><td colspan="2"></td></tr>
<tr><td>Merkmal Characteristic</td><td>Gesamtentscheid
Total decision</td><td colspan="2">Beschreibung der Abweichung mit Bezug der EMPB Positionsnummer. Kurze Beschreibung der Messmethode.
Ein Ausschnitt der gestempelten Zeichnung muss eingefügt werden.

Description of deviation with reference to the position on PPAP. Description of measurement method. The detail of stamped drawing needs to be attached.</td></tr>
<tr><td>☐ AF</td><td rowspan="2">Annahme
release</td><td rowspan="3"></td><td rowspan="3"></td></tr>
<tr><td>☐ ZA</td></tr>
<tr><td>☐ K</td><td>Rückweisung
rejection</td></tr>
</table>

70

picture 3

5. Who processes the request for deviation at Hansgrohe?

The request for deviation must be sent to the construction engineer by the supplier. He/she will make the decision whether the deviation(s) will either be approved or rejected. (See picture 4).
The processed request(s) for deviation will be forwarded to the *Quality planer, he is responsible to send the documents as an PDF file* via email to the producer (supplier) and the responsible buyer.

Example: Deviations with a different decision.

- Not approved deviations has to be corrected before introduce the PPAP.
- Approved deviations could be introduced again for PPAP without any further request.

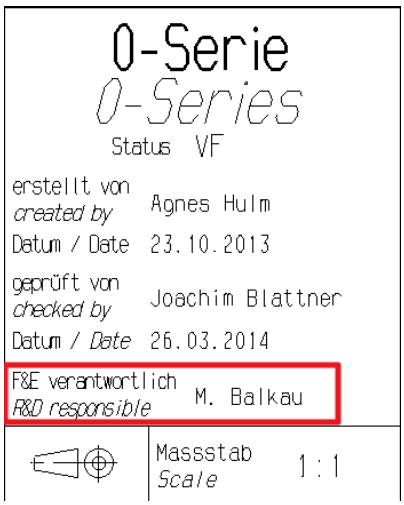
<table>
<tr><td colspan="2">Entscheidung durch verantwortlichen Konstrukteur in F+E
Decision by responsible designer of R+D department</td></tr>
<tr><td colspan="2">Bemerkung oder Auflage / Comment or conditions:
Klicken Sie hier, um Text einzugeben.

Freigegebene Menge / limited release for deviation: Klicken Sie hier, um Text einzugeben.</td></tr>
<tr><td>Datum: Klicken Sie hier, um Text einzugeben.
Date</td><td>Name: Klicken Sie hier, um Text einzugeben.
Name</td></tr>
</table>

picture 4

6. How do I know who the responsible engineer is?

If the responsible engineer is not known, please refer to the drawing header (See picture 5).



picture 5

7. What happens with the request for deviation during the PPAP?

With the delivery of the PPAP, the parts need to be clearly identified by the request for deviation. Suppliers who do the PPAP via IQS, are requested to attach the request for deviation. Suppliers without connection to IQS must enclose a copy of the request for deviation to the documentation.

8. What characteristics are verified in a sampling process?

Characteristics approved by a request for deviation do not need compulsory verification in a sampling process.

9. Where and how are these requests for deviation filed?

For each approved request for deviation, it will be created a Q2-report with appropriate coding.