

SUPPLIER MANUAL

5TH ISSUE

Table of Contents

I. INTRODUCTION	2
II. SUPPLIER QUALITY PLANNING	2
III. Q DOCUMENTS.....	3
IV. QUALITY ACTIVITIES DURING SERIES PRODUCTION	5
V. SUPPLIER ACTIVITIES IN CASE OF A COMPLAINT	6
VI. SUPPLIER RESPONSIBILITY.....	7
VII. FLOWCHART OF SUPPLIER QUALITY ASSURANCE.....	8
VIII. PHASES OF SUPPLIER QUALITY ASSURANCE	9
IX. SUPPLIER EVALUATION	13
X. ENVIRONMENTAL REQUIREMENTS.....	13
XI. ADDITIONAL REQUIREMENTS	14
XII. APPENDICES.....	15

Date: 01-01-2024
Vladimír Kargeradov
Quality Director

Date: 01-01-2024
Martin Nedoma, MBA
Chief Supply Chain Officer

I. INTRODUCTION

This Supplier Manual of Česká zbrojovka a. s. describes and defines requirements concerning suppliers and serves as a Quality Agreement between Česká zbrojovka a. s. and its suppliers, which forms an integral part of any contractual relationship.

It is a common goal of the supplier and Česká zbrojovka a. s. to make sure that the products and services provided are in conformity with customer requirements through improving product quality and reliability.

Česká zbrojovka a.s. expects its suppliers to provide intense co-operation focused on prevention and quality assurance at all stages of the supplier process, particularly in the product development planning and implementation phase and in subsequent processes.

Scope of “Supplier Manual” of Česká zbrojovka a. s.

The Supplier Manual of Česká zbrojovka a. s. serves for defining requirements concerning suppliers of Česká zbrojovka a. s., while laying down procedures desirable for assuring timeliness of deliveries and quality of purchased products.

In principle, suppliers are responsible for quality of purchased products. This rule applies to the full scope of delivery. At the same time, the supplier is responsible for the existence of adequate quality management system.

Suppliers of Česká zbrojovka a. s. are expected to implement continuously and consistently the specified methods and procedures. This may be verified by Česká zbrojovka a. s. by means of supplier audits.

All suppliers should pass the requirements of the Supplier Manual to their sub-tier suppliers.

The main objective of Česká zbrojovka a. s. purchasing is to ensure steady quality of products and supplies within the required delivery dates and for the required prices in order that it is possible, as a result, to reduce the range of input inspection.

II. SUPPLIER QUALITY PLANNING

The supplier commits to plan, organize and carry out the production process and quality assurance at its own responsibility in order to make sure that all quality assurance requirements imposed on the product are met.

CONTACTS

It is a prerequisite for successful mutual co-operation based on trust between the customer and supplier to appoint contact persons of both parties in the following areas:

- QUALITY –to deal with quality assurance issues
- PURCHASING –to deal with delivery reliability issues (timeliness, completeness of deliveries).

CZUB requires that contact persons of the supplier are appointed during the inquiry stage.

EVALUATION CRITERION - “Percentage of defective units ”

Unless otherwise specified, the evaluation criterion is set at the maximum of 0.65% of defective units. The average value achieved for 6 months shall be reflected into the regular half-yearly supplier evaluation.

III. Q DOCUMENTS

The supplier is required to prepare the following documents:

CONTROL PLAN

In addition to the delivery of first samples, Česká zbrojovka a. s. requires the supplier to develop an inspection plan or similar document defining and describing all inspection steps throughout the process (input, inter-operational, output inspection, special processes) up to the shipment of final products.

At least the following information shall be stated for each inspected characteristic:

- Inspected (measured) value including the tolerance;
- Applied gauge and measurement method;
- Inspection frequency;
- Response plan in case that a nonconformity is found;
- Inspection record.

PREVENTIVE MAINTENANCE

Suppliers shall provide a system of preventive maintenance of production equipment.

It is necessary to demonstrate systematic and consistent performance of preventive maintenance of production equipment.

The supplier is expected to establish a documented plan of preventive inspections and records of the performed regular and irregular inspections and repairs of production equipment.

The verification of preventive maintenance setting can be checked by a supplier audit.

FMEA – FAILURE MODE AND EFFECT ANALYSIS

FMEA is an analytical method that aims to identify where defects may occur in production.

The requirement to prepare or update a process FMEA applies to suppliers implementing a product with CC or SC characteristics, always according to the established rules in stage 2 (SAMPLES) or in case of a complaint.

SPC – STATISTICAL PROCESS CONTROL

It helps to achieve and maintain the production process at an acceptable and stable level to ensure that the products conform to customer-specified requirements.

Critical and significant product characteristics require the use of statistical control by measurement or comparison and evaluation of process capability. Process capability is acceptable when the conditions of a statistically controlled process have been verified.

The preliminary process capability must be assessed prior to the start of mass production indicating $P_p, P_{pk} > 1.67$. A process is considered to have long-term capability if the value of $C_{pk} > 1.33$.

Where parts/materials are manufactured under incapable process conditions ($C_{pk} < 1.33$), a 100% inspection of the manufactured parts must be subsequently introduced.

CRITICAL (CC) AND SIGNIFICANT (SC) CHARACTERISTICS

A critical characteristic - CC - is a product quality characteristic that affects product safety or compliance with legislation (e.g. user protection and safety, emissions, noise, etc.).



A significant characteristic - SC - is a product quality characteristic that affects customer satisfaction with the product (its functioning, assembly, appearance, workability, etc.)



Critical and significant characteristics are identified and shown in the design and technological documentation issued by Česká Zbrojovka a.s. using a symbol placed in a square.

MSA – MEASUREMENT SYSTEM ANALYSIS

The aim of the measurement system analysis is to decide whether the chosen measurement method or measuring instruments are suitable or appropriate for determining the value of a measurable quality characteristic. The supplier is required to carry out studies focusing on the measurement system analysis to analyze repeatability and reproducibility.

IV. QUALITY ACTIVITIES DURING SERIES PRODUCTION

KEEPING QUALITY DATA

The supplier is responsible for organization, observance and archiving of quality system documentation. All quality system documents shall be archived for a period of 5 years (these are documents demonstrating compliance with all dimensional, chemical, mechanical, physical and other requirements). Upon request of Česká zbrojovka a. s., the supplier shall enable review of these documents. The supplier shall further allow representatives of Česká zbrojovka a. s. access to its facilities. Česká zbrojovka a. s. shall announce the date of its visit and the composition of the team well in advance.

MARKING OF PARTS –TRACEABILITY

Materials, parts, semi-finished products and final products shall be clearly marked and stored in order to eliminate any confusion or mixing of parts and in order to guarantee identification allowing traceability of individual production batches. The FIFO system (first in, first out) and the expiry date monitoring shall be applied, where the expiry date shall prevail over FIFO.

REVIEW OF REQUIREMENTS REGARDING THE PRODUCT

The supplier is required to check the order/agreement (e.g. material availability according to the specification, capacity, measuring gauges, tools, terms of delivery, quantity, change indices in the technical documentation etc.) –with a provable record. The confirmation of a CZUB order and the solution of changes during implementation.

DOCUMENT AND RECORD CONTROL

The supplier shall have written rules created for the document and record control, including responsibilities, such as CZUB documentation (drawing documentation, TPP, a master purchase agreement, a confidentiality agreement, the Supplier Manual etc.), national and industrial standards, and laws to prevent an unintentional use of obsolete/invalid documents and a procedure for the transfer of customer's requirements to its internal processes or regulations to rub-tier suppliers. Any workers involved shall be familiarized with all requirements of CZUB.

APPROVAL OF DEVIATIONS

If during its inspection activities the supplier finds out any nonconformity of the product compared to the applicable technical documentation (a drawing, TPP), it shall immediately advise Česká zbrojovka a. s. of this fact by sending a filled-in Request for Deviation (see Appendix No. 2) –contact person - Purchasing. An approval of any deviation for a delivery of components that are not in compliance with specifications shall only be granted based on the approval in writing following a Request for Deviation. In principle, the approval of deviations shall be limited to a certain number of parts or to a certain period of deliveries. A deviating delivery can be supplied to Česká zbrojovka a.s. only after the approval of the Request for Deviation. Such delivery shall be clearly marked with a

yellow label with the text: “DEVIATION + deviation number”, and a note that this is a deviating delivery shall also be marked in the delivery note.

CALIBRATION OF MONITORING AND MEASURING EQUIPMENT

The supplier is required to use only calibrated and verified measuring and test equipment. Any and all multi-purpose measuring equipment, including stationary inspection and measuring jigs and reference samples shall be registered and regularly calibrated according to a developed calibration plan.

Calibration intervals depend on the type of measuring equipment and purpose of use. Calibration shall be related to international or national calibrating devices and shall be documented. The gauges shall be identified to enable the calibration status (the gauge shall clearly show the next calibration date).

Any measuring equipment that is not calibrated shall not be used. Measuring equipment shall be protected from damage during handling, maintenance and storing.

NON-CONFORMING PRODUCT MANAGEMENT

The supplier shall implement non-conforming product management in the following scope:

- Identification and isolation of non-conforming products;
- Assessment of non-conformities, including the investigation and definition of cause, definition/implementation of corrective and preventive actions;
- Records of the nature of non-conformities, causes and corrective and preventive actions taken;
- Evaluation of efficiency of applied corrective actions;
- Analyses of costs of internal reject rate, their evaluation, solution, and improvement.

QUALIFICATION OF SUB-TIER SUPPLIERS

The same procedure as is the procedure applied by Česká zbrojovka a. s. in co-operation with its suppliers shall be also applied by the supplier in co-operation with its sub-tier suppliers.

The supplier is expected to flow down the requirements stated in the “Supplier Manual” of Česká zbrojovka a. s. to its sub-tier suppliers.

The supplier shall make sure that its sub-tier suppliers guarantee the required quality, however the supplier bears full responsibility for the complete product.

V. SUPPLIER ACTIVITIES IN CASE OF A COMPLAINT

If a non-conformity is identified in delivered products, Česká zbrojovka a. s. shall advise the supplier of this fact without any delay by sending a claim form and a G8D report. The supplier shall implement actions that will ensure the continuity of assembly process in Česká zbrojovka a. s. and the continuity of dispatching goods from Česká zbrojovka a. s. to its customer.

The supplier shall adopt actions to prevent re-occurrence of an identical defect. Such actions shall be developed via completing “G8D REPORT” (see Appendix No. 3). A detailed guidance on how to fill in

a “G8D REPORT ”is described in the “G8D Tool for Suppliers ”(see Appendix No. 4). CZUB will review these measures.

THE SUPPLIER SHALL ALWAYS COMPLETE THE FOLLOWING:

- D1.** “Team” –the supplier shall establish a G8D report team of solvers.
- D3.** “Temporary immediate actions” –the supplier shall define and implement actions to isolate consequences of problems (100% sorting of defective products, repair of defective products, replacement for defective pieces), Term of delivery of D3 –48 hours.
- D4.** “Root cause determination” –determination why a non-conformity occurred and why it was not detected. Term of delivery –2 weeks.
- D5.** “Corrective action introduction” –select permanent corrective actions to eliminate root causes of the non-conformity. Term of delivery of D5 –2 weeks –evidence of fulfillment shall be submitted.
- D6.** “Verification of corrective actions” –verification of corrective action efficiency. Term of delivery of D6 –2 weeks –evidence of fulfillment shall be submitted.
- D7.** “Preventive action” –prevention of recurrence of a problem Term of delivery of D7 –2 months –evidence of fulfillment shall be submitted
- D8.** “Complaint conclusion” –approval of the complaint.

COST OF NON-CONFORMITY:

If a non-conformity is found on the product in CZUB, which is provably caused by the supplier, the supplier will be charges any costs in compliance with the concluded agreement/purchase conditions.

VI. SUPPLIER RESPONSIBILITY

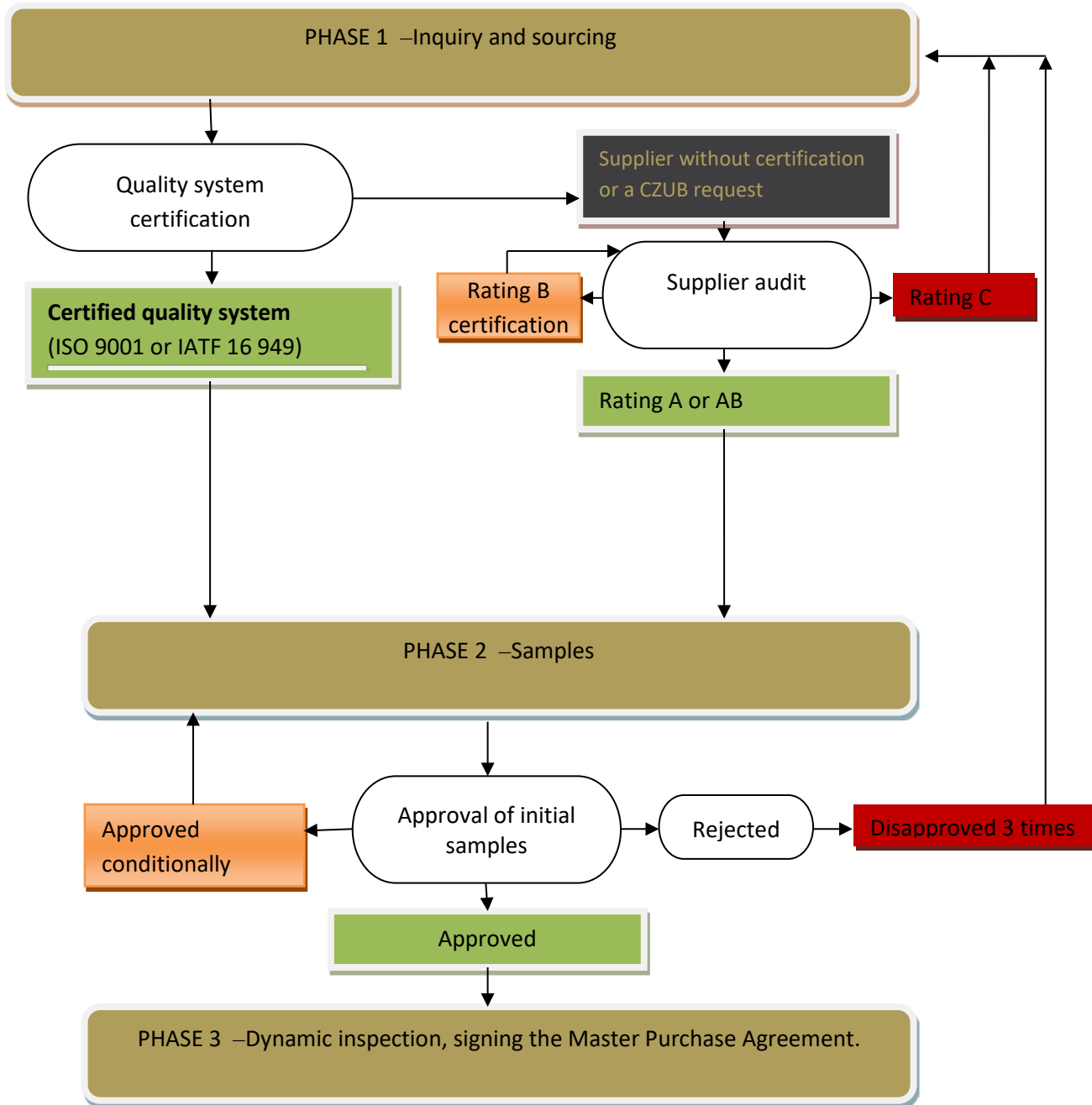
The supplier provides Česká zbrojovka a.s. warranty for the quality of goods for 36 months from the goods handover (hereinafter referred to as “Warranty Period”).

Česká zbrojovka a. s. expects its suppliers and their sub-tier suppliers to create such organizational and technical conditions that will ensure at least maintaining the quality, or improving the quality of supplied products, while minimizing risks and consequent complaints.

Any products supplied by the supplier to Česká zbrojovka a.s. shall meet the currently valid legal regulations, including in relation to the protection of the environment.

THE SUPPLIER IS FULLY RESPONSIBLE FOR QUALITY AND SAFETY OF SUPPLIED PRODUCTS.

VII. FLOWCHART OF SUPPLIER QUALITY ASSURANCE



VIII. PHASES OF SUPPLIER QUALITY ASSURANCE

PHASE 1 –INQUIRY AND SOURCING

Potential suppliers are addressed in this phase. This phase results in selection of a supplier and putting (not putting) the supplier on the List of Approved Suppliers of Česká zbrojovka a. s. and they are given a time period of 3 months to incorporate requirements of CZUB in their quality system – after every revision of the Supplier Manual at existing suppliers, after the confirmation of an agreement/order at new suppliers.

Only the suppliers included in the “List of Approved Suppliers ”can be addressed directly, particularly those who meet the requirements of the “Supplier Manual ”of Česká zbrojovka a. s.

During this phase, the suppliers receive information concerning drawing documentation and its integral parts, related standards, regulations and product specifications.

The supplier is selected based on optimum concord in the areas Quality –Price.

Purchasing requirements:

- In case of a CZUB request for establishment of consignment stock, the supplier shall consider its establishment either in CZUB or at the supplier's premises.
- Packing of products in packages as agreed with Česká zbrojovka a.s. (e.g. TPP), or according to the supplier’s packing regulation approved by CZUB.

Supplier quality system requirements

Česká zbrojovka a. s. requires its suppliers to implement a Quality Management System.

The compliance with these requirements shall be demonstrated at least by ISO 9001 certificate. In certain cases, the requirement of certification to ISO 9001 or ISO/IATF 16949 may be replaced with an audit by Česká zbrojovka a. s. Česká zbrojovka a. s. reserves the right to perform audit even in case the supplier is a holder of ISO 9001 and ISO/IATF 16949 certifications.

A certified quality system (or an audit by Česká zbrojovka a. s. with AB rating at minimum, as the case may be) is a prerequisite for putting a supplier on the “List of Approved Suppliers ”of Česká zbrojovka a. s.

Supplier audit

Appointed quality assurance auditors of Česká zbrojovka a. s. shall carry out audits in the supplier's facilities to verify the supplier process qualification. Processes and procedures taking place in the supplier facilities shall be assessed according to the queries of Česká zbrojovka a. s., which are in compliance with this Supplier Manual.

The process assessment takes place as standard in the mass production conditions, and production of products from the CZUB portfolio is required during the time when the audit is carried out. Audit results provide information about qualitative qualifications of processes and advise of any improvement opportunities. The supplier is expected to develop a corrective action plan for the findings found during the audit. During quality audits carried out by Česká zbrojovka a. s. in the supplier facilities, the supplier commits to:

- Furnish information concerning organizational arrangement, management and assurance of quality, safety and environmental protection;
- Answer any and all questions concerning quality assurance asked during the audit;

- Allow the representatives of Česká zbrojovka a. s. access for the purpose of determining the degree of product quality assurance.

The audit date and the team composition shall be announced by Česká zbrojovka a.s. well in advance.

Audit evaluation

Degree of fulfillment of requirements (%)	QMS evaluation	Classification
90 - 100%	Fulfilled	A
80 - 89%	Conditionally fulfilled	AB
60 - 79%	Necessity to reevaluate QMS	B
0 - 59%	Failed	C

A supplier with B rating shall implement improvement programs and corrective actions within three months in order to achieve A or AB rating status.

Česká zbrojovka a.s. reserves the right to conduct a product audit at the supplier's site to verify compliance of the processes related to the manufacture of a specific product.

PHASE 2 –SAMPLES

An approval of initial samples from the supplier is carried out according to the requirement of Česká zbrojovka a.s. and it is implemented according to the valid, mutually approved, documentation.

Česká zbrojovka a. s. may require to be present at the production of samples. They shall be manufactured using the method corresponding to the planned series technology while using the series tools. The supplier shall analyze its production capacities according to announced purchases and confirm sufficient capacities to its purchaser.

Samples shall be submitted for approval in the following cases:

- New, purchased parts;
- Changes in the supplier and/or drawing documentation according to the following:

Sampling in case of a change of production documentation or TPP;

- A change of a nominal dimension value;
- Addition of further dimensions;
- Stricter tolerance (the same nominal value);
- A change in material quality;
- A change in material heat treatment;
- A change in material surface treatment;
- making access to part visual characteristics (roughness);
- Addition of special requirements for the part (X-ray scan, NDT etc.);
- Addition of distinguishing marks (a date stamp, an index stamp, supplier sign, cavity marking);

Sampling is not necessary in case of a change of production documentation or TPP;

- Extension of tolerance (the same nominal value);
- A change of a dimension of the prescribed semi-finished product;

- Extension of the List of acceptance dimensions;
 - A change in semi-finished product dimension standards;
 - Release of part visual characteristics (roughness);
 - Re-drawing of an obsolete production documentation to a new form (windchill);
 - Addition of an alternative material;
-
- Significant modifications or repair to the tooling;
 - Long-term interruption of production exceeding a period of 2 years;
 - Significant technology changes of the supplier production or a change in its sub-tier sub-contractor.

The Purchasing Department of Česká zbrojovka a. s. is responsible for negotiations related to the provision of samples and for receipt of mutually approved drawing documentation, explanation of any requirements for the supplier's mass production (jigs, measuring equipment, packing).

Sampling of metallurgical materials is performed from the first delivery when the supplier shall submit:

- Verification of the material (composition, properties) - material certificate.

Number of samples

The requirement concerning measurement of samples shall be included in the purchase order. The supplier shall deliver samples according to the order together with measurement reports (at least 5 measured pieces, 5 pieces of each cavity for molds). The parts shall be numerically marked in order that identification of parts is ensured.

The minimum number of samples for products with CC and SC characteristics is 25 (for molds, 25 pcs from each cavity).

Marking of samples

The supplier shall visibly mark the individual samples. The marking shall be performed in a manner preventing its loss or damage. If products consist of several components, the supplier shall mark the individual components of the product if such marking is not shown on the component.

Marking of samples shall include:

- Supplier name;
- Product name or number;
- Change index;
- "Samples" label;
- Material used;
- Quantity of pieces (number of cavities in case of a multiple cavity mold);
- Other data (color, version, etc.).

Details for approval of samples:

- a) Registration for approval of samples in the Vzorkování (Sampling) app:
Launch the app at <https://vzorkovani.czub.cz>

The login details are identical to your credentials for the application through which you download drawings. If you do not know these details, please contact the relevant Purchasing staff member.

The manual for submitting a sampling request is attached as Annex 1 to this Supplier Manual.

b) Supplier documentation

- Measurement report –100 % dimensions are always checked in sampling;
- Verification of the material (composition, properties) - material certificate;
- Visual appearance criteria to the extent specified in the technical documentation of the respective part (drawing, Technical and Acceptance Conditions, standards, etc.);
- Functional testing to the extent specified in the technical documentation of the respective part (drawing, Technical and Acceptance Conditions, standards, etc.);

c) Additional documentation for products with CC and SC characteristics

- PFMEA – Process Failure Mode and Effects Analysis
- Process flow diagram
- SPC – Statistical Process Control
- MSA – Measurement System Analysis
- Control plan

Statement on samples

AFTER FINISHING THE APPROVAL PROCEDURE, AN ELECTRONIC REPORT WILL BE SENT TO THE SUPPLIER WITH THE STATEMENT OF ČESKÁ ZBROJOVKA A.S. ON THE APPROVAL, CONDITIONED APPROVAL OR REJECTION OF SAMPLES.

The decision of release may include comments concerning e.g. conditioned time-limited release, description of deviations detected during sampling, or tasks the fulfillment of which is required for release of the samples. The release of the samples shall not relieve the supplier from responsibility for quality of supplied products. Failure to fully complete the reports and to furnish complete details/documents shall result in rejection of samples.

An agreement on packing shall be approved prior to commencing serial production deliveries to Česká zbrojovka a. s., including in particular: the method of packing, package type, type of preservation, permitted stackability, usable life, etc.

PHASE 3 –DYNAMIC INSPECTION

The goal of this phase is to verify the quality of deliveries. The deliveries are subject to dynamic inspection. If the supplier proves to be reliable in the long term in respect of deliveries to Česká zbrojovka a. s., the quantity of checked parts will decrease. Each quality incident shall result in immediate increase in the quantity of checked parts in subsequent deliveries. The necessary documentation for serial deliveries (certificates, dimensional reports) must be sent electronically to vstupnikontrola@czub.cz.

Products with CC and SC characteristics:

A process is considered to have long-term capability if the value of $C_{pk} > 1.33$. Where parts/materials are manufactured under incapable process conditions ($C_{pk} < 1.33$), a 100% inspection of the manufactured parts must be subsequently introduced. Evidence of the capability achieved must always be included in the documentation accompanying the delivery.

IX. SUPPLIER EVALUATION

Supplier evaluation serves for creation of strategy of purchasing and for purchasing development. In accordance with the QMS requirements, suppliers are evaluated in the following areas:

- Purchasing/Logistics;
- Quality.

Supplier evaluation shall be carried out 2x a year, always for the past half year.

Each supplier shall be placed into a group (A, B, C) depending on the total score. The achieved score (max. 100 in each of the two evaluated groups, i.e. the total of 200) is converted to percentage. Every part has the same weight for the total rating, i.e. the sum = $1/2$ Purchasing/Logistics + $1/2$ Quality. Rating results are sent to suppliers in the electronic form, and if corrective actions are stated and their implementation is monitored.

Supplier:

A	-	$x > 85\%$
B	-	$75\% < x \leq 85\%$
C	-	$x < 75\%$

The suppliers placed into the group B, C shall implement corrective actions in the subsequent period (i.e. half year). If a supplier is placed into the group C in two consecutive periods, it shall be considered as disapproved for the subsequent delivery period, and shall therefore be blocked. The suppliers placed into the group D shall not be approved and shall be automatically blocked for the subsequent purchasing period. The consent of the management of Česká zbrojovka a. s. is required for potential re-release of such supplier.

X. ENVIRONMENTAL REQUIREMENTS

According to Act No. 348/2004 Coll., the suppliers of Česká zbrojovka are obliged to furnish accompanying documentation for raw materials, materials and products regarding product safety, including the method of disposal.


Upon entry into to the premises of Česká zbrojovka, suppliers and importers of raw materials, materials and products shall observe the applicable environmental legislation, particularly Act on Waters (No. 254/2001 Coll.), Act on Wastes (No. 541/2020 Coll.), Act on Chemical Substances and Preparations (No. 350/2011 Coll.) and Air Protection Act (No. 201/2012 Coll.), as amended. They are liable for any environmental damages originated on the premises of the company.

XI. ADDITIONAL REQUIREMENTS

Information, which may be made available to Česká zbrojovka suppliers as part of their cooperation, may be subject to U.S. International Traffic in Arms Regulations (ITAR) and the Export Administration Regulations (EAR). All information made available to Česká zbrojovka suppliers and subject to U.S. International Traffic in Arms Regulations (ITAR) and the Export Administration Regulations (EAR) will be marked by Česká zbrojovka, and in such cases the suppliers will be provided with the basic information of the relevant conditions that are relevant to them under such regulations. The supplier agrees to comply in such cases with all requirements of such laws and regulations applicable to such confidential information and that confidential information subject to such regulations will not be transferred, exported or disclosed in any manner without the prior written consent of Česká zbrojovka.

XII. APPENDICES

1. User manual for operating the CZUB Vzorkování (Sampling) app
2. Request for Exception
3. G8D Report
4. G8D tool for suppliers


	User manual for operating the CZUB Vzorkování (Sampling) app 1-03-03/Man 01	
	Prepared by: Pavel Mikulka	Effective from: 10/10/2023
Applies to CZUB	Approved by: Martin Nedoma, MBA	Page 1/3

1 Purpose

To simplify the procedure for suppliers and to reduce errors when starting to use the app.

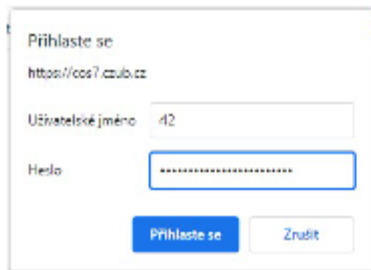
2 Procedure Description

To launch the app, go to <https://vzorkovani.czub.cz>

A link to this file (.pdf) is on the right side of the sampling overview under the symbol 

2.1 Login Details

The login details are identical to your credentials for the application through which you download drawings. If you do not have these details, please contact the Purchasing Department Secretariat at +420 705 841 669 or send a message to nakup@czub.cz and we will generate your login details.



Once logged in, you will see a list of the sampling you have requested – by default, those records that are active, i.e. not approved or rejected.



ID	Dodavatel	Měření	Měry	Vyročí	Záslezy (ZDÚ)	Dny	Schvázeno	Cb	Termín	Celk.
276	Česká zbrojovka a.s.	0000000000	0000	2022	2022	2022	00	0	11.10.2022	0,0
276	Česká zbrojovka a.s.	0000000000	0000	2022	2022	2022	00	0	12.10.2022	0,0
276	Česká zbrojovka a.s.	0000000000	0000	2022	2022	2022	00	0	11.10.2022	0,0
276	Česká zbrojovka a.s.	0000000000	0000	2022	2022	2022	00	0	11.10.2022	0,0
276	Česká zbrojovka a.s.	0000000000	0000	2022	2022	2022	00	0	11.10.2022	0,0
276	Česká zbrojovka a.s.	0000000000	0000	2022	2022	2022	00	0	11.10.2022	0,0

Request for the Deviation

SUPPLIER	(to be completed by the supplier)	
	Supplier: Contractual person:	Telephone/ email:
	Part number:	Delivery note No:
	Name:	Quantity supplied:
	Drawing index:	Melt / batch number:
	Material quality:	Purchase order No.:
	Description of deviation:	
	Reason of deviation / changes, corrective actions taken	
	Name in block letters:	Date:
	Signature:	
Česká zbrojovka a.s.	DEVIATION APPROVAL	
	<input type="checkbox"/> APPROVED <input type="checkbox"/> REJECTED	
	Verbal specification:	
	DATE:	APPROVED BY:



G8D REPORT


 CZfirearms
 #CZguns
 info@czub.cz

Supplier: XY		Name: XY		Complaint number: 2009XXX	
Control batch: XXXXXXXX		Part number: XXXXXXXXXXXXXXXX		Internal G8D no.: XXXX	
Discipline 1:		Team:			
Name:	Department:	Team role:	E-mail:	Phone:	
Discipline 2:		Problem/non-conformity description			
What is the non-conformity:					
Why is it a problem?					
Quantity supplied:		Quantity checked:		NOK parts out of those checked:	
Photo documentation:					
CONTAINMENT ACTIONS:					
Discipline 3:		Define and implement containment actions:			
		Action:	Conducted by:	Proof of implementation:	
1.					
2.					
3.					
NON-CONFORMITY CAUSE:					
Discipline 4:		Determining the root cause:			
4.1 Why did the non-conformity occur?					
1.					
2.					
3.					
4.2 Why have you not been able to detect non-conformity?					
1.					
2.					
3.					
Discipline 5:		Implementation of corrective actions:			
5.1 What are the corrective actions you will implement to resolve the non-conformity?					
		Action	Conducted by:	When:	Proof of implementation:
1.					
2.					
3.					
5.2 What are the corrective actions you will implement to improve the detection of non-conformity?					
1.					
2.					
3.					
Discipline 6:		Corrective action verification:			
6.1 Verification of the effectiveness of CAs to resolve non-conformity:					
1.					
2.					
3.					
6.2 Verification of the effectiveness of CAs to improve non-conformity detection:					
1.					
2.					
3.					
PREVENTIVE ACTIONS:					
Discipline 7:		Implementation of preventive actions:			
1.					
2.					
3.					
CLAIM CLOSURE:					
Discipline 8:					
8.1 Closure on the part of the supplier:			8.2 Closure on the part of CZUB		
Comments:			Comments:		
Approved by:			Approved by:		
Date:			Date:		

Supplier activities in the case of a complaint

If a quality nonconformity is identified in delivered parts, Česká zbrojovka a. s. shall advise the supplier of this fact without any delay. The supplier shall implement actions that will ensure the continuity of assembly process in Česká zbrojovka a. s. and the continuity of dispatching goods from Česká zbrojovka a. s. to its customer. The supplier shall adopt actions to prevent re-occurrence of an identical defect. Such measures shall be developed via completing the "G8D REPORT". The time period for the implementation and completion of the report is to be calculated from a date of G8D issuance.

This tool can be used to help with the completion of the report:

 CZ	G8D tool for suppliers	
	Examples of G8D report solving procedure	
<p>1.0 Team of solvers</p> <ul style="list-style-type: none"> fill in the details of persons who will be solving the problem (usually a process engineer, a foreman, a supervisor...) the team delegates a person responsible for the report including their contact details – this person will represent a point of contact in relation to the problem the team will analyze the problem (obtaining and evaluating the necessary information) 	Supplier	<p>2.0 Problem – non-conformity description: to be filled in by CZUB</p> <p>2.1 What is the non-conformity:</p> <ul style="list-style-type: none"> Noncompliance with the 30.2mm dimension (nonconforming gauge – see photo) Scratches on the surface of the part (see photo) <p>2.2 Why is it a problem</p> <ul style="list-style-type: none"> Functional acceptance dimension Unacceptable visual defect <p>2.3 Quantity supplied</p> <ul style="list-style-type: none"> 100 pcs <p>2.4 Quantity checked</p> <ul style="list-style-type: none"> 20 pcs <p>2.5 NOK parts out of those checked</p> <ul style="list-style-type: none"> 18 pcs <p>2.6 Photo documentation</p> <ul style="list-style-type: none"> Photo documentation of the problem / drawing cutout
<p>3.0 Immediate measures</p> <p>Action:</p> <ul style="list-style-type: none"> isolating defective products or parts ensuring replacement delivery to the customer re-checking and repairing defective parts and stored parts considering the production in progress, re-checking/repairing any parts which are being manufactured scrapping/disposing of defective parts inspecting and documenting the immediate actions <p>Who</p> <ul style="list-style-type: none"> Provide the name of employee responsible for the implementation of immediate corrective action <p>When</p> <ul style="list-style-type: none"> Specify the time period for the implementation of specific CA <p>Proof of implementation</p> <ul style="list-style-type: none"> Proof of implementation of CA (scanned copy of the modified document, change procedure number) 	Supplier - within 48 hours	
<p>4.0 Determining the root cause</p> <p>4.1 Why has the nonconformity occurred?</p>	Supplier	

<ul style="list-style-type: none"> • Have any process or product changes been made in the past which could have resulted in this problem (innovations, repairs) • Determine possible causes of the problem using the “5M Method” (manpower, machinery, method, measurement, material) • Use the “5-Why” method, Ishikawa diagram or another method which will lead to finding the root cause <p>4.2 Why have you not been able to detect nonconformity?</p> <ul style="list-style-type: none"> • Non-acceptance dimension • Drawing documentation not clear • Appearance criteria not specified • Human factor • Insufficient control mechanism • Different measurement method 	
<p>5.0 Corrective actions</p> <p>5.1 What are the corrective actions you will implement to resolve the nonconformity?</p> <ul style="list-style-type: none"> • State any constructive measures or improvement of the manufacturing process (= preventive measures) which shall take priority over additional monitoring procedures (= detection measures) • Implement permanent measures (changing the technical drawings, adjusting the tools) • Assess the corrective actions and verify their effectiveness in order to confirm that the problem has been resolved and it will not re-occur. <p>5.2 What are the corrective actions you will implement to improve the detection of nonconformity?</p> <ul style="list-style-type: none"> • Temporary inclusion in the acceptance dimensions • Clarifying the drawing documentation • Specify the appearance criteria (baseline sample, defects catalog, etc.) • Elimination of the human factor – training with focus on the issue • Establish adequate control mechanism • Unify measurement methods 	Supplier - within 2 calendar weeks
<p>6.0 Verifying the effectiveness of corrective actions implemented</p> <ul style="list-style-type: none"> • Assess the corrective actions and verify their effectiveness in order to confirm that the problem has been resolved and it will not re-occur. • Consider whether defects were really removed • Verify that the production in progress and stored parts were repaired • Are the corrective measures permanently implemented? • Is there a detailed documentation of new procedures? • Are the employees familiar with the new system? • Set a realistic date to ensure sufficient certainty in the assessment of effectiveness. 	Supplier - within 2 calendar weeks
<p>7.0 Implementation and use of preventive measures:</p> <ul style="list-style-type: none"> • Consider whether the problem (in the case of identical/similar products) could occur at other production sites/locations (foremen, sites/locations)? If yes – implement adequate measures • Change of manufacturing procedure? • Have any risks been considered for additional protective measures? 	Supplier - within 2
<p>8.0 Claim closure:</p> <ul style="list-style-type: none"> • Approval of the responsible employee • Notes: <ul style="list-style-type: none"> - has the relevant documentation on the progress/procedure been completed/finished? - has any general knowledge been gained? - is the re-occurrence of the nonconformity prevented? • Signature of the responsible employee 	Supplier - within 2 months