



**C L E P A**

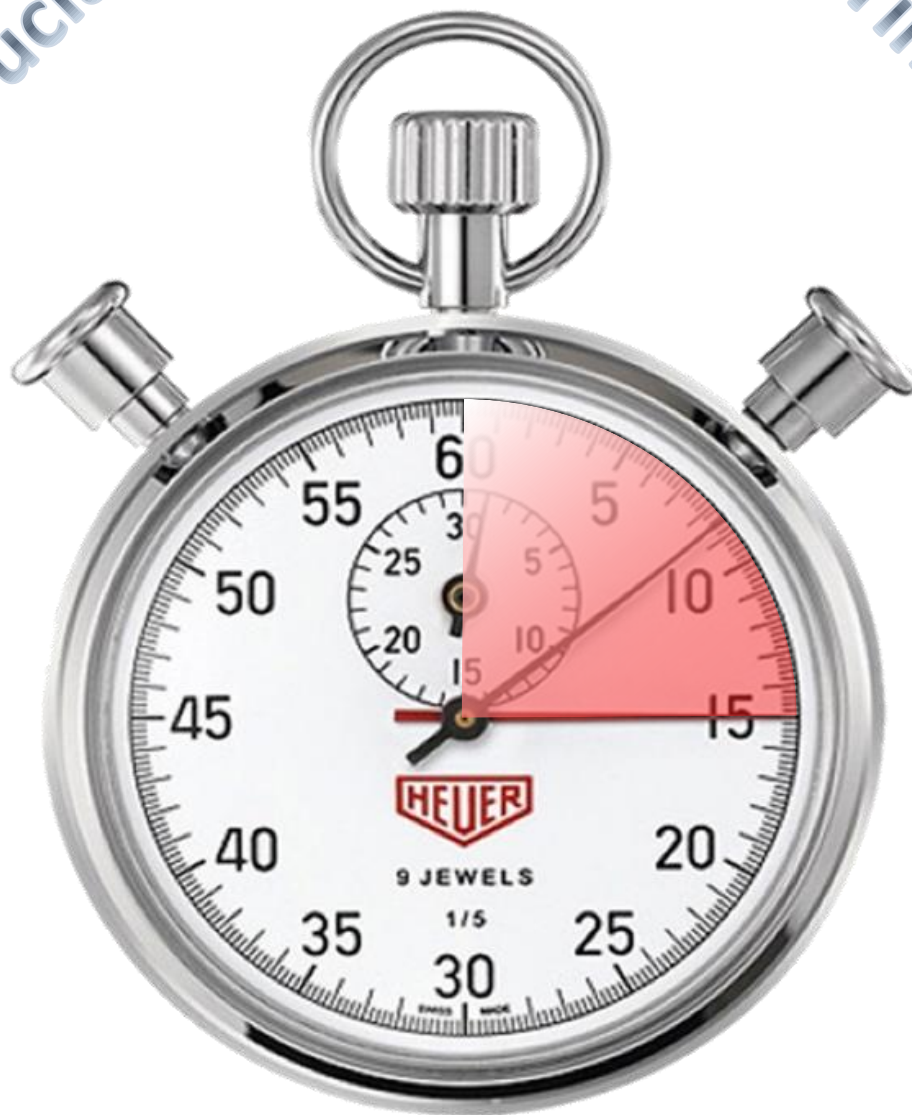
*European Association of  
Automotive Suppliers*

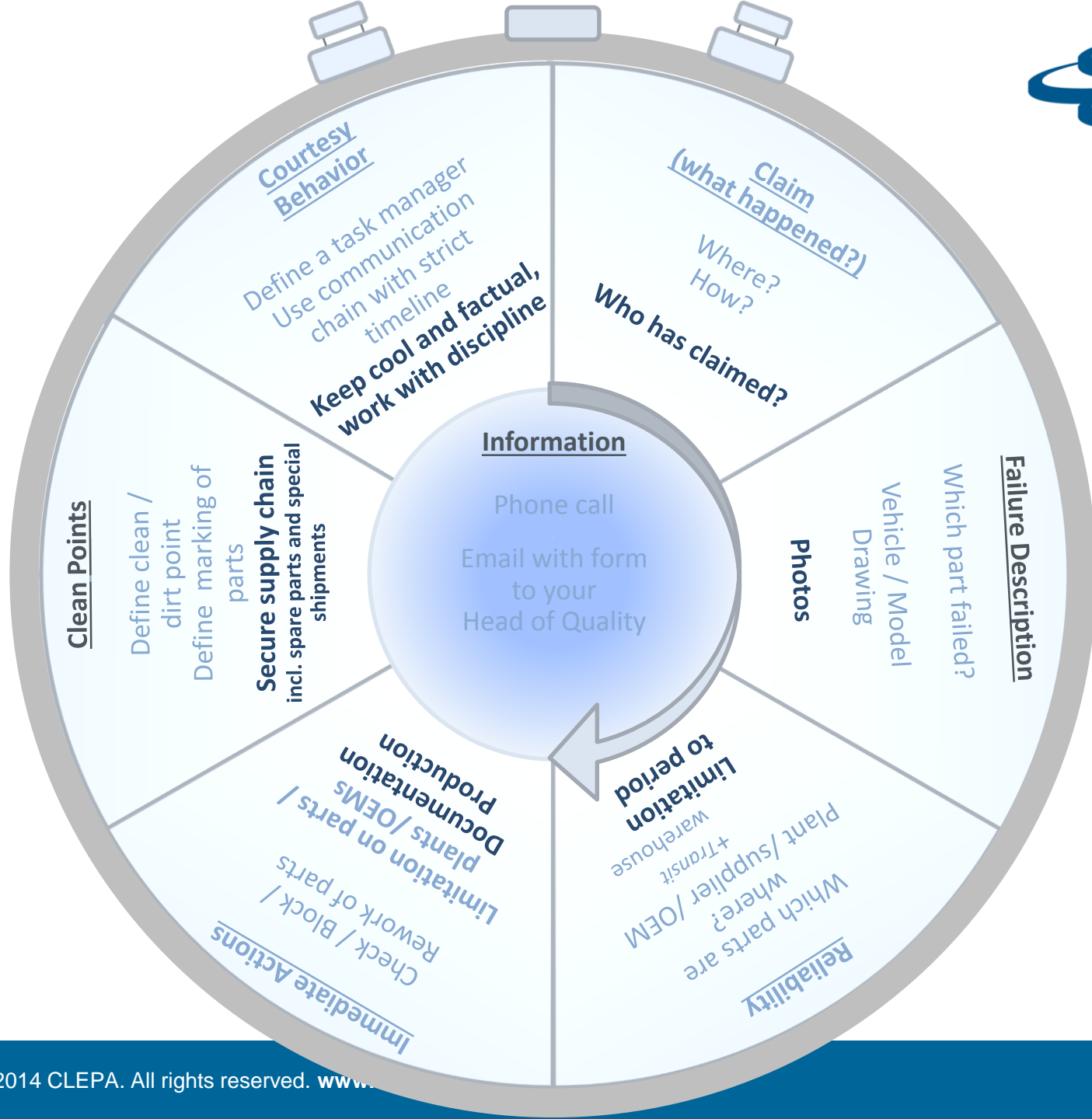
**Detlef Voege**  
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**ZF Friedrichshafen AG**



Time is crucial

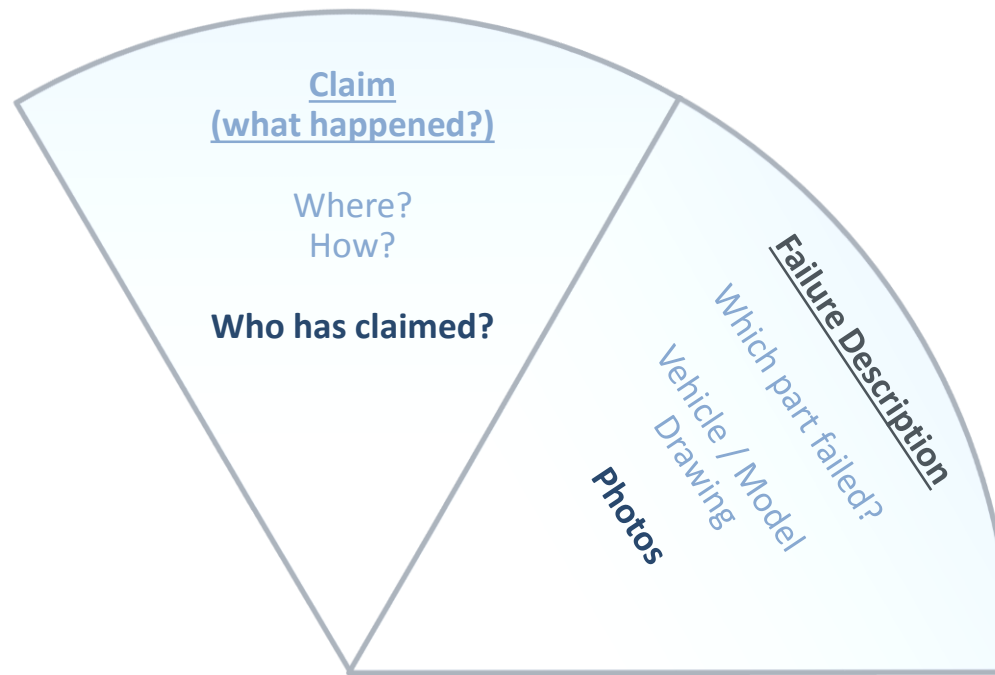
Time is crucial







**Time is crucial**



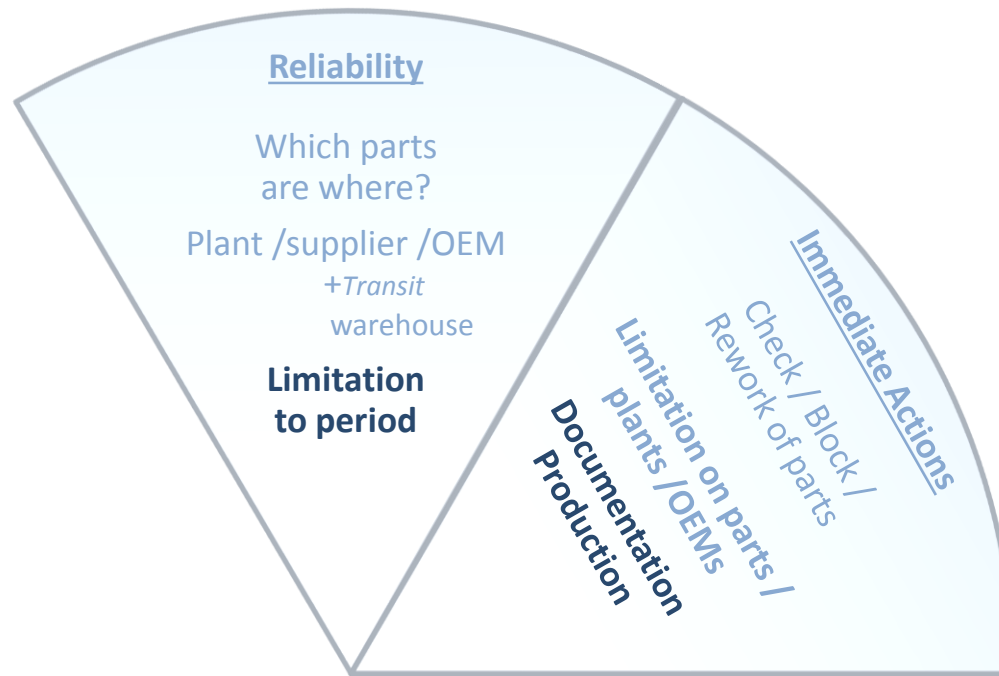
## **Precision in – precision out**

- Who issued the complaint, information about the people who claimed (OEM, dealer, consumer, Internet ...).
- What happened, give a description of the situation which resulted in the complaint if possible or known.
- Are the suspect parts used in other applications, do you have knowledge about other model lines or plants which could be affected?

**➔ Describe details as good as possible help to run in right direction**



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## **Actions to contain occurrence of failure**

- Which parts are affected, raw parts, finished parts, parts in warehouse or at Tier 2
- How many parts were delivered in total, in last or affected period?
- Where are these parts now, if possible inform about quantities in transit (from Tier 2, in warehouses, to different locations at customer)
- Is it possible to limit the suspect parts to a special batch or period?
- Implement 100% check and/or rework

**➔ *Don't panic everything is under control***



**Time is crucial**



### Clean Points

Define clean /  
dirt point

Define marking of  
parts

**Secure supply chain**  
incl. spare parts and  
special shipments

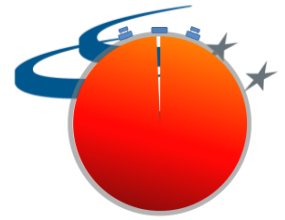
### Avoid delivery of suspect parts

- If a limitation was possible, a dirt point can be fixed
- How can the customer identify the non suspect /checked / reworked parts?
- What happened, is it possible to define a clean point?
- When is it possible to define a clean point or what is necessary to do it?
- How can you secure the delivery to the customer (special shipment, airfreight, etc.)

**➔ A fast clean point protects us and “cools” down the customer**



**Time is crucial**



Courtesy  
Behavior

Define a task manager

Use communication  
chain with strict  
timeline

**Keep cool and  
factual, work  
with  
discipline**

**Lead the task – lead the communication**

- Work with discipline, define a clear line of communication!
- Install a communication line with strict rules,  
as time to start, writer of meeting minutes, meeting room etc.  
(the task manager does not take the minutes, he has to lead the communication)
- Clear reporting structure and files shared with internal and external participants  
(The aim is to show “one face to the customer”,  
only one person sends information to internal or external participants)

**➔ Professional management of the task avoids stress and hysteria (external and internal)**



Keep in mind

## Time is crucial

- **Professional management** of the task keeps everybody relaxed
- **Containment first**,  
avoid to deliver suspect parts in the field
- **Root cause analysis** is simultaneous  
and in correlation to containment
- **Isolate the symptom**, helps to define a Clean Point
- **Any delay will cause costs** in an emergency case



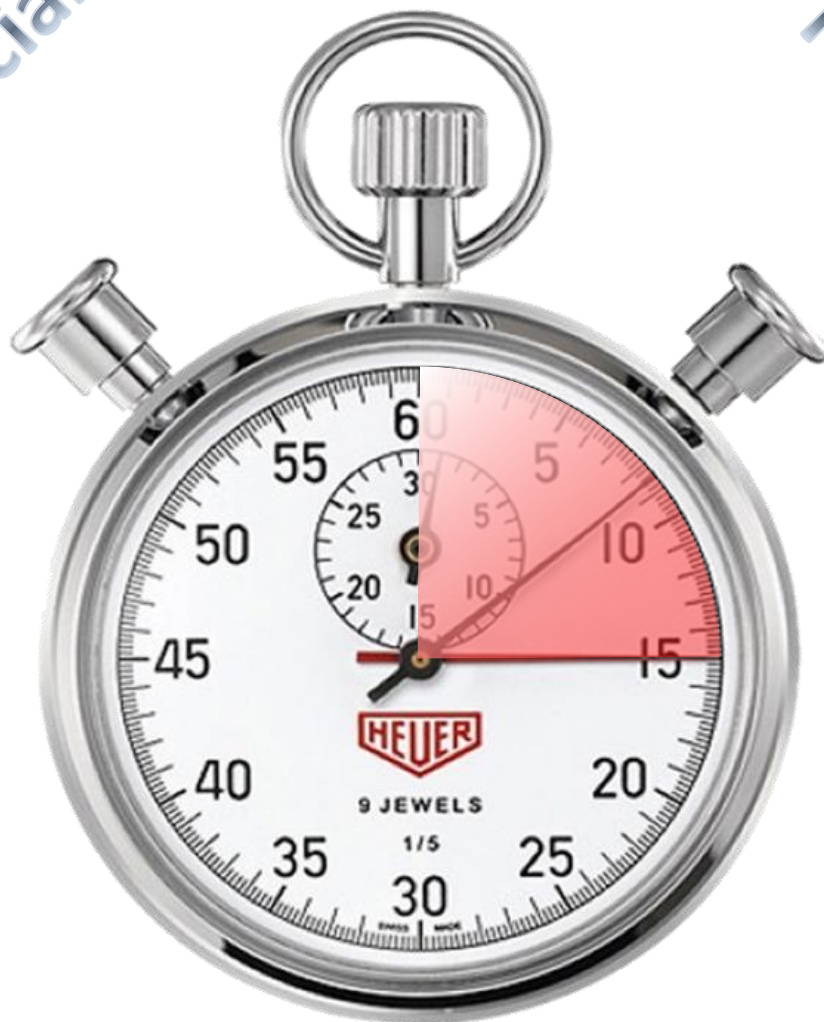
“In emergency cases you cannot save money!”





Time is crucial

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Thank you for your time