**SYNTHESIS**

**Our COMMITMENT**
- Information about the defect:
- Detection place
- Gravity
- Localization of the defect on the car
- Photographs
- Traceability of NC parts
- Renault Plant protection measures

**Your RESPONSIBILITY**
- Protection from the defect:
  - For your plant
  - Sending of a sorting agreement for the protection of RENAULT plant

**Confirmation by Mail**
- Confirmation by Mail
  - 100’
  - Respect of the timing for 8D
  - Quality of the 8D analysis
  - Invoice agreement

**8D Analysis and validation**
- 30 Days

**AVES QUOTATION**

The 4 levels for quality quotation of the assembled vehicles at different steps of the process are:

- **V1+**: Defect leading to security problems or immobilizing breakdown.
- **V1**: Defect leading to great dissatisfaction of the customer who will ask for repairing
- **V2**: Defect for which the customer will express his dissatisfaction in case of a survey
- **V3**: Defect which will be detected but tolerated by the customer

**CUSTOMER CLAIMS**

- **K1**: Concerning regulation or security problems
- **K2**: Immobilizing breakdown or serious claims
- **K3**: Other claims

**FIREWALL**

When setting up a firewall activity on your site, we will ask you systematically to supply us with the basic following documents:

1. Start-up checklist
2. Control instruction
3. Production defect recording document for production line and Firewall activity
4. Alarm and reactivity procedure in case of a problem
5. Chart of the daily quality results
6. Weekly results report

**Nota**: For a Firewall activity, shopfloor, workstations and operators must be different from the production ones.

**Important Plant Indicators**: STR / RGU

**STR**: Straight Through Ratio. It is an indicator used in our plant to measure the ratio of "0 rework" vehicles.
- The target is 90% for Renault Group.

**RGU**: Rendement Global Usine: Ratio of the number of produced vehicles versus the number of vehicles that could be produced.

The conformity of supplied parts has a major impact on these indicators.