

**SUPPLIER QUALITY ASSURANCE MANUAL
FOR PARTS AND RAW MATERIALS**

***** QUALITY ASSURANCE SUPPORT ACTIVITIES FOR TRIAL AND MASS PRODUCTION *****

SECTION 38 - DEVIATION REQUEST/ REPLY

PURPOSE: To inform the Supplier about the proper procedure for the consideration of a Supplier requested Deviation Request for parts or raw materials.

SCOPE: Applies to Suppliers of production parts and raw materials to DENSO. This procedure must be followed when the Supplier has parts or materials that do not meet all the requirements of DENSO's drawings/ specifications.

EXPLANATION:

The DENSO Supplier Deviation Request/ Reply form is to be used to request DENSO approval for parts or materials that do not meet drawing or specification requirements or other DENSO approved requirements. The Supplier is responsible for submitting a DENSO Supplier Deviation Request/ Reply form at ISIR and Mass Production if a deviation is requested.

If any nonconformance is found by the Supplier which has the potential to cause shortages of acceptable parts or materials at DENSO it must be communicated as soon as possible to DENSO QA/QC Engineering and DENSO Production Control.

SUPPLIER RESPONSIBILITIES:

1. A deviation represents a temporary condition based on a start and end date, a known quantity/ weight, or die life. Types of deviations defined:
 - A. Assembly Process- assemblies of a given quantity which differ from the approved Supplier Control Plan, but that the Supplier would like to submit for use.
 - B. Part- part of a given quantity that does not meet DENSO specifications, but that the Supplier would like to submit for use.
 - C. Material- material of a given quantity or weight which does not meet DENSO specifications, but that the Supplier would like to submit for use.
 - D. Die/ Mold Deviation- stamping/ molding dies whose parts do not meet dimensional specifications, but that the Supplier would like to submit for use for a given quantity or "Life of Die". On multi-cavity dies Supplier must identify the affected cavities and submit parts from each cavity for which the deviation is requested.

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2. The following steps must be followed when submitting a DENSO Supplier Deviation Request/ Reply form:

A. Timing: ISIR – Submit with ISIR (Reference Section 20 - Initial Sample Inspection Report (ISIR)); Mass Production – As soon as a non-conformance is found.

B. Samples: must be provided at the same time the Deviation Request is submitted. Contact the responsible QA/QC section for guidance on the quantity required.

C. Filling out the form: the Supplier must fill out the top portion (Request section) with the following information:

- a.) Type of Deviation: Assembly Process, Part, Material, Die/ Mold Deviation.
- b.) Part Number: DENSO's part number.
- c.) Part Name: DENSO's part name (per drawing).
- d.) Submission Date: current date.
- e.) Quantity: the total quantity/ weight affected (If deviation is granted for a certain quantity or weight, a new deviation would have to be submitted and approved to send any amount above that which is stated on the original DENSO Supplier Deviation Request/ Reply form request.
- f.) Delivery Date: The date the first delivery would be required based on Supplier inventory and DENSO's delivery requirements.
- g.) Ending Date: Put the date the last shipment would be made (If Supplier later wishes to extend the ending date from that which was approved, a new DENSO Supplier Deviation Request/ Reply form would have to be submitted and approved to cover that additional time period. For a die deviation specify if for life of the tool).
- h.) Supplier: company's name.
- i.) Deviation Request Signed off by: Supplier's Quality Assurance Manager.
- j.) Item No.: Item per marked up ISIR drawing or sketch (I. below). This applies during Mass Production as well.
- k.) Cavity No.: cavity numbers(s) affected (as applicable).

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- l.) Criteria: affected dimension or specification, including tolerances.
- m.) N=: Number of samples checked by Supplier.
- n.) Supplier Results: measurement/ testing results.
- o.) Sketch: If no drawing is attached, put a sketch of the affected dimension on the form.
- p.) Cause(s): cause(s) of the non-conformance(s).
- q.) Corrective Action: actions taken to prevent recurrence of the non-conformance along with Supplier's method of verifying countermeasure as being effective.

Note: Failure to fill out all areas of the DENSO Supplier Deviation Request/ Reply form properly will result in a rejection of the request.

D. The Supplier must include any additional supporting documentation (as necessary) that will assist DENSO in evaluating the deviation request.

- 3. DENSO will evaluate the Deviation Request and inform the Supplier of the decision. If approved, the Supplier must follow the Stratification Control Section of this Manual for all shipments of deviated parts/ materials.

Note: If the use of deviated parts/ materials cannot be avoided and DENSO must modify it's process DENSO Purchasing will be involved to address costs incurred by modifying DENSO systems as a result of the deviation.

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