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AXALTA SUPPLIER DIRECTIVES EUROPE

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Scope of this document:

The directives listed in this document cover requirements to supply of materials to the following Axalta sites in Europe: Wuppertal, Guntramsdorf, Montbrison, Essenbach, Darlington, Vaestervik, Bulle. It is our intention to have - to the extent possible - same requirements at all sites. Nevertheless, logistic aspects cause some differences between sites.

This document will not focus on individual materials and their specifications. But some directives will apply only to specific material groups or a specific type of supply (like bulk supply in tank trucks).

1 Regulatory requirements

1.1 Code of conduct

Axalta expects all suppliers to comply to our *Code of Conduct for Suppliers* which can be downloaded on the Axalta web page (http://www.axaltacs.com/corporate/en_US/about-axalta/values.html).

1.2 Safety Data Sheets

To the extent required under REACH-Regulation (EC) Nr. 1907/2006 Seller shall provide (extended) Safety Data Sheet ((e)SDS) for Materials delivered under this Agreement. The (e)SDS shall be provided in the local language of the respective Axalta Coating Systems delivery point. Delivery of goods ordered shall only be complete once the respective accurate and up to date (e)SDS is provided. Seller is requested to send new or up-dated (e)SDSs to the mail-in-account provided for the respective Axalta Coating Systems shipping point.

Updated safety data sheets need to be sent to:

Wuppertal: SDS-Mailbox-Wuppertal@axaltacs.com

Landshut: SDS-Mailbox-Landshut@axaltacs.com

Guntramsdorf: sds-mailbox-guntramsdorf@axaltacs.com

Darlington: sds-mailbox-darlington@axaltacs.com

Montbrison: sds-mailbox-montbrison@axaltacs.com

Vaestervik: sds-mailbox-vaestervik@axaltacs.com

Bulle: sds-mailbox-bulle@axaltacs.com

1.3 REACH and CLP

REACH: Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH)

CLP: Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008 on classification, labelling and packaging of substances and mixtures

The supplier shall ship only substances or mixtures to Axalta Coating Systems that are compliant with the CLP and REACH regulation in its valid version.

Supplier shall not ship any chemical substance, materials or product not specifically included in the (e)SDS or any similar material document previously agreed between Axalta Coating Systems and Supplier, unless otherwise agreed to in writing by Axalta Coating Systems.

Supplier undertakes to inform Axalta Coating Systems in advance of any REACH restriction (including substances being subject to authorization: "SVHC" (Substances of Very High Concern) governing the use and disposal of substances supplied hereunder, including, but not limited to, any proposed or final amendment of the annexes to REACH concerning such restrictions.

Upon written request of Axalta Coating Systems, and subject to execution of a mutually acceptable confidentiality agreement if requested by Supplier, Supplier undertakes to promptly provide Axalta Coating Systems with all information or certifications as deemed reasonably necessary by Axalta Coating Systems to assess regulatory compliance and satisfy any applicable reporting requirements for the European Union.

1.4 Long term supplier declaration

Suppliers are obliged to provide on request supplier's declarations according to articles 61-66 of Commission Implementing Regulation (EU) 2015/2447 having regard to Regulation (EU) No 952/2013 of the European Parliament and of the Council.

Suppliers are responsible for correctness and completeness of such supplier's declarations. The suppliers have to inform AXALTA in case of inaccurately issued supplier's declarations and shall bear full liability and responsibility for any claims resulting from such events.

2 Quality requirements

2.1 Adherence to specifications

All deliveries must comply with agreed specifications and must be substantially equivalent to the sample which was base of the approval as well as previous deliveries. The agreed specification can be a mutually signed Axalta specification or the last version of supplier's standard specification which was communicated to Axalta.

2.2 Crater prevention

Axalta Coating Systems is a manufacturer of coatings for the automotive and general industry. The performance of its products, in particular film building, and adhesion properties can be significantly influenced even by traces of surface-active materials such as silicone compounds, fluorinated materials, greases, oils and surfactants ("contaminant").

The supplier ensures the awareness throughout his entire organization and is responsible to ensure that the material is free of substances causing wetting defects in coatings. The supplier must avoid known substances (e.g. silicones, halogenated substances, detergents) to get in contact with the raw material or its packaging throughout the entire process of manufacturing, handling and transport, including adequate information to involved third parties. Proof to this may be given in audits by Axalta Coating Systems.

2.3 Quality management system

We expect our suppliers to provide evidence that they have implemented a quality management system to DIN ISO 9001 or IATF 16949 and that they co-operate and work closely with us on safety and environmental protection, as set out in ISO 14001 and EU Regulation 761//2001 (Eco-Audit Regulation).

Please provide us with your valid confirmation of certification without request.

2.4 Management of change

Suppliers have to inform Axalta Coating Systems of any change in manufacturing location and - process, processing materials, formulation, packaging material and auxiliary material. Axalta reserves the right to test a sample before such changes become effective.

2.5 Non-conforming deliveries

Should a supplier in exceptional cases not be able to supply Products that conform to the respective agreed specifications, supplier is obliged to inform AXALTA in writing about the detailed deviation and ask AXALTA for a deviation permit prior to delivery. A deviation permit is only valid for those properties, which have been the subject of supplier's written information.

AXALTA is not obliged to accept such Products with deviations from agreed specifications or to grant such a deviation permit.

3 Delivery documents

3.1 Delivery notes

All deliveries must be accompanied by delivery notes clearly stating:

- Address of Axalta destination
- AXALTA COATING SYSTEMS release/purchase order number.
- Name of the person who issued the order
- Supplier product name.
- AXALTA COATING SYSTEMS product code (D-code and TIPS code, shown on order).
- Net weight.
- Lot/batch number(s), (except for bulk).
- Net weight per lot/batch number if the delivery is from various lots/batches, when production lot is less than order quantity.
- Packaging type (cartons, drums, bags, IBC, big bags, can, pail).
- Number of units delivered.
- Identification (unique identifier) of trailer/container in combination with supplier product name (bulk)
- CMR Consignment Note or equivalent document

3.2 Certificate of Analysis

With each delivery SUPPLIER shall send a quality certificate pursuant to DIN 55350-18-4.2.2. or DIN EN ISO 10204, 3.1 B to AXALTA by e-mail / fax (see below), confirming that the delivered Products are in conformance with the specifications agreed upon. SUPPLIER shall transmit such certificate **PRIOR to delivery and preferred by mail**.

The CoA must list for all parameters the measured number as well as the tolerance range and the test method. Just a conformity statement is not enough.

CoA's need to be sent to the following Email addresses:

Mechelen: raw.mat-certificates@axaltacs.com

Wuppertal: axaltapruefzeugnis@axaltacs.com (non-Pigments)
coa-mailbox-wupp-208@axaltacs.com (Pigments)

Guntramsdorf : Vendor-COA@axaltacs.com

Landshut: coa.landshut@axaltacs.com or fax (+49 (0) 899 5439 8949)

Montbrison: emea-powder-supplier@axaltacs.com

Bulle: coa-mailbox-bulle@axalta.com

Vaestervik: leverantorcertifikat@axaltacs.com

Darlington: Elizabeth.Simpson@axaltacs.com

3.3 Cleaning certificates (bulk supply)

Axalta requests cleaning certificates for tank trucks / -tainers (see section 4.1) with every delivery. Only dedicated trucks are exempt from this request.

4 Requirements on packaging of raw materials

All changes regarding packaging materials need to be announced to Axalta up-front (regional procurement category manager).

Packaging must be in good condition. Damaged drums, bags, pallets, cartons etc. will not be accepted. Damage includes dents, rust, ripped bags, broken pallets etc.

Material destined for AXALTA COATING SYSTEMS sites must be loaded in such a way that this material can be unloaded without manipulation of other goods.

We can only expect drums, pails or bags from one lot per pallet. Deviations from this rule (for very small order sizes) need to be agreed to by the affected site(s).

4.1 Bulk supply (liquids)

Full truck load order size must be delivered only in one-compartment tank trucks. In special cases also multi compartment trucks are allowed. This must be communicated.

Delivery papers for all bulk deliveries must contain a cleaning certificate, showing the last loading of the tank and the tank identification. Axalta reserves the right to reject of bulk deliveries if the preloaded material is part of our list of potentially crater-causing substances (see Appendix 1). Revisions of this list can be requested from Axalta by email (RM-Technology-EU@axaltacs.com).

To speed up the unloading process, drivers should also have the CoA available. This should not replace sending the CoA to the Email accounts.

See site specific requirements for connectors (Appendix 6).

4.2 Drum supply

Only new steel drums are accepted by Axalta coating Systems. In case supplier wants to use re-conditioned drums or plastic drums, please contact the responsible procurement category manager.

Drums must always be stacked on Pallets and must be fitted with Tri-sure caps.

When using clamping ring drums, the closures must be turned inwards.

4.3 Big bag supply

All FIBCs must be "Type C" (conductive, groundable bags) and shall be certified in accordance with the most recent edition of IEC 61340-4-4. If the FIBC contains a plastic liner, the liner shall be static dissipative in conformance with the most recent edition of IEC 61340-4-4.

Other FIBCs (Type D or B) require special agreement.

They must be connected with pallet as one unit (stretch wrapped or taped).

For Wuppertal details: See Appendix 3.

4.4 Bag supply

Paper bags are preferred but in case this is not possible, only static dissipative (antistatic) plastic bags are allowed and they can only be accepted in case this is agreed upfront. See MINIMUM specifications below:

- Static Dissipative (antistatic) plastic bags have to meet either the NFPA35 or EN 60079-32 surface resistivity requirements:

- NFPA 35: A material having a surface resistivity less than 1.0×10^{11} ohms per square when tested at 23°C (73°F) and 20% relative humidity.

- EN 60079-32: A material having a surface resistivity between 1.0×10^5 and 1×10^{12} ohms per square when tested at 20-25°C and 25% relative humidity
 - Antistatic plastic bags must be properly labeled on the outside to avoid confusion
- A certificate needs to be sent upfront (before first delivery) to confirm that the plastic is antistatic and conform (or better than) our specifications. In case more info is needed, please contact your buyer.
- For Wuppertal details: See Appendix 4.

4.5 IBC supply

All containers should have a non-damaged 3" (DN80) outlet. Two sides should be usable for labeling.

Containers for combustible liquids must be of steel construction having a groundable outlet and breather (normal vent for filling and emptying) and emergency venting (pressure relief for fire exposure).

Exception is for non-combustible liquids or conductive combustible liquids that will not sustain combustion. On special agreement these liquids can be supplied in "groundable" plastic IBC's (wrapped by a metal grating with a mesh distance less than 10cm by 10cm or wrapped completely by a metal cover). They should have a device for grounding the interior of the container and approval to be used in a Ex Zone 1 (Class I, Division1) area.

4.6 Pallets

Please deliver on pallets which are in good condition and are suitable for a hand elevating truck and forklifts (e.g. CP 1 pallets). For drum deliveries we expect CP 3-pallets only.

Bags and Big Bags must not overhang pallets, drums and other ridged units may only overhang slightly (see pictures in attachment ...).

Material on pallets must be secured.

The drums on the pallets should only be secured with a plastic strap, not with a steel strap and not be covered with wrapping foil.

The maximum load capacity per pallet must be observed

4.7 Collection of returnable packaging (drums, pallets, IBCs, etc.)

Returnable packaging needs to be discussed with the receiving sites prior to first supply. Some sites may not accept at all.

Suppliers are to arrange collection pick-up at the Axalta site, within 24 hours after the request to collect is given.

If not collected, return can be arranged by AXALTA COATING SYSTEMS at the supplier's expense.

For the collection of material and returnable packaging, the driver must present clear instructions on the product and/or returnable packaging that is to be loaded.

5 Requirements on labels

In addition to the hazard label (when required), every recipient (bag, drum, carton, pail, IBC, can, etc.) must be properly labeled. The following minimum data must be shown:

- European Consumer label (EG directive 67/548/EEG of 27/06/67 concerning classification,

- Packaging and identification of hazardous products and EG directive 88/379/EEG of 7/06/88 concerning classification, packaging and identification of hazardous preparations).
- Supplier product name
- Lot/batch number
- Net and gross weight
- Axalta raw material codes (TIPS) if applicable.

Every handling unit (pallet, drum etc.) will have one label showing AXALTA COATING SYSTEMS' release/purchase order number.

Material sensitive to temperature deviation must be labeled as such e.g. *'keep from freezing'*. Labels need to have a minimum size of 15 x 10 cm

6 Temperature sensitive materials

Delivery temperature must be within the defined storage temperature range (which is defined in the specification or technical data sheet).

Supplier takes all risks of any deviation from the storage temperature range during transport (unless Axalta is responsible for the delivery process) and until delivery. If such deviation is acceptable in supplier's opinion, Axalta requests upfront information.

On request, driver needs to provide temperature protocol for thermal transports (starting from the loading and including full transportation period until delivery).

Wuppertal: For specific requests regarding temperature of bulk materials see Appendix 6.

7 Deliveries and changes in delivery schedule

7.1 Delivery date and time

Deliveries shall be made only on the day specified on the release/purchase order.

Some of Axalta's plants are located close to a residential area. Please respect the local traffic legislation (e.g. according to parking spaces and speed limitations).

Receiving hours are varying by plant. Delivery outside of these hours must be agreed upon beforehand with the contact person mentioned on the purchase order.

Wuppertal: Tankers: Monday-Friday: 07:00 am till 12:00 am,
Others: Monday-Friday: 07:00 am till 14:30 pm

Wuppertal is using a time-slot-management. You need to register your delivery. For details see Appendix 2.

Guntramsdorf: Tankers: Monday-Thursday: 06:45 am till 11:30 am,
Friday: 06:45 am till 9:30 am
Others: Monday-Thursday: 06:45 am till 02:30 pm,
Friday: 06:45 am till 11:30 am

Landshut: Monday to Friday 08:00 - 14:00

Montbrison: Monday to Friday 07:00 - 15:00

Bulle:	Monday to Thursday	7:30 – 11h30	13:00 – 16:30
	Friday	7:30 – 11h30	13:00 – 16:30
Darlington:	Monday - Thursday	08:00 – 15:00	
	Friday	08:00 – 13:00	
Vaestervik:	Monday to Friday	06:50 - 15:00	

7.2 Change of delivery date and quantity versus PO

Axalta accepts deliveries (packed materials only) on the requested day or up to two working days early. Delivered quantities must not be outside of a +/- 5% window. All deviations from these tolerances will be treated as a fail in our OTIF (On-time-In-Full) statistics which is a major factor in our supplier performance assessment.

If you cannot meet the requirements on the PO please immediately contact the person shown on the purchase order.

8 Requirements for trucks and truck-drivers

8.1 No combined transports with food or animal feed

Advertising on the truck for food/animal feed could be an indicator for the additional supply of food. In this case, we will reserve the right to complaint this delivery.

8.2 Safe Loading

Trucks need to be loaded safely. Goods for Axalta need to be loaded in a way that they can be unloaded at our plant without moving other goods. For more details see Appendix 5.

8.3 Language and general instructions.

Drivers must have sufficient knowledge of local language or at least English.

Drivers have to report to the gate, read safety rules or watch safety video and sign-off for adherence.

Drivers have to follow instructions from plant personnel.

Truck driver must be present during loading and unloading activities and must be able to act according to instructions in case of emergency.

8.4 Personal Protective Equipment

Drivers are expected to present with the appropriate personal protective equipment:



Wuppertal: See also Appendix 6.

9 Complaint management (8D reports)

In case we detect a defect of the material or service we will send out a complaint report which is based on the 8D form. Suppliers are requested to fill in the relevant information within the given timelines. The report must include a root-cause analysis as well as corrective and preventive actions to prevent further incidents (see Appendix 7).

10 Plant specific requirements

10.1 Wuppertal (Germany)

See specific information in the attachments

- Time slot management (Appendix 2)
- Bag specifications (Appendix 4)
- Big Bag specifications (Appendix 3)
- Requirements for Tank Deliveries (Appendix 6)
- Securing of Transport (Appendix 5)

Unloading of trucks from the side must be possible.

10.2 Landshut / Essenbach (Germany)

We are not able to unload the trucks with double stacked raw materials and we do not have an unloading ramp. We can therefore only unload trucks with curtainsider.

Due to limited unloading capacity, we need delivery on the requested date and all changes in delivery date need to be communicated with the contact person on the purchase order 24 h in advance.

10.3 Bulle (Switzerland)

No loading / unloading dock available

Delivery in curtain side trailer truck preferred

10.4 Darlington (United Kingdom)

All deliveries must be pre-booked via one of the below communication options.

Email: WarehouseAAPQ@axaltacs.com

Tel: 0044 1325 355371

Please deliver on pallets which are in good condition and are suitable for a hand elevating truck and forklifts (e.g. CP 1 pallets). Only use one-trip drums for deliveries in drums.

10.5 Vaestervik (Sweden)

We can only offload trucks with opening on the side and not double stacked – hence no sea-containers!

11 Appendices

11.1 Appendix 1: Previous cargo restrictions (bulk deliveries)

Previous Cargo Restrictions for Bulk Truck Shipments / Solvents and Monomers

(Version 3.5)

- A **Cleaning Certificate** of an ECD certified company, EFTCO-conform, must be handed over by the driver before unloading at Axalta. If the certificate is missing, the driver must wait until the document is submitted. Axalta will not pay any demurrages.

The certificate can also be sent to the following email address: BulkDeliveries@axalta.com

- Dedicated tank-tainer or bulk trucks are preferred.
- No cleaning is necessary, if pre-loading is the same as the delivered material. Only complete removal of the pre-loading is requested.
- Caustic clean (**no detergent**), thorough rinsing and drying needed. Water insoluble compounds normally require chemical cleaning
- No reconditioned solvents for cleaning procedure
- Trucks must be dry, clean and free of any odor (end control)
- Last three deliveries must be silicone-free. If this is not possible due to truck shortage, Axalta needs to be informed upfront.
- Preloads are not permitted if they are labeled as proven carcinogenic, mutagenic and reproduction toxic (CMR):

Hazard classification	Hazard code and hazard warning (Regulation (EC) No 1272/2008)
Carcinogenic	Carc. 1A or 1B; H350 Carc. 1A or 1B; H350i
Mutagenic	Muta. 1A; H340 Muta. 1B; H340
Toxic to reproduction	Repr. 1A or 1B; H360F Repr. 1A or 1B; H360D

- The following product categories have been judged as non-washable, irrespective of the cleaning process, and are forbidden as pre-load:

Previous Cargo	Details
Amines	e.g. Pyridine and pyridine derivatives dodecylamines, aminoethylethanol amines
Antistatic agents	e.g. quaternary ammonium salts, glycerol monostearate

Previous Cargo	Details
Bitumen	or asphalt, tars
Colored Products	Dyes and optical brighteners, colorants, tinting pastes
Fluorocarbons or fluorine-based products	
Grease, Lube Oils, Engine Oils	e.g. Lubricants mineral oils containing additives, tall oil
Highly toxic Biocides	e.g. CMT (Chloromethylisothiazolinone), MIT (Methylisothiazolinone)
Latex, Dispersions and Emulsions	Latexes: Acrylic, vinyl acrylic and styrenic), styrene butadiene, etc.
Liquid Chalk and Slurries	Suspensions
Liquid Detergents, Fabric Softener	e.g. for washing machines
Mercaptans	e.g. Thiophenol, butanethiol
Molasses	
Paraffine, waxes with high melting point	except emulsions
Peroxides	Hydrogene peroxide,perhydrol dibenzoyl peroxide etc.
Pump and Hydraulic Oils, Brake Fluids	Could containe silicone!
Release agents / flow agents / mould and drawing oils	
Silicone compounds	Silicone, silicone oil, silicone waxes, siloxanes
Substances with intensive Odors	e.g. perfumes
Surfactants	Detergents, aromatic surfactants, synthetic surfactants, tall oil fatty acids
Used cooking oils	
Waste	Incl. waste oils

Axalta Training Documents



TIME SLOT MANAGEMENT (TSM)

Introduction

Dear Sir or Madam,

We would like to inform you in this letter of a forthcoming **change in the goods receipt process at the Wuppertal location** of Axalta Coating Systems, which involves the **introduction of timeslots** for unloading materials supplied by your company. **The change relates to deliveries of raw materials.**

Bulk Tanker deliveries are not in scope. Exemption: Dangerous goods labeled with **class 3** and **packaging group 2** must be notified in the TSM tool.

Axalta Coating Systems wants to improve the efficiency of the incoming goods receiving, and process deliveries at the Wuppertal location more efficiently. This will significantly reduce the processing times at the acceptance points for you as suppliers, as well as internally. To facilitate this project, the AEB **Time Slot Management** booking software will be introduced.

From June 01 2017, all deliveries for **building 270, gate 3, Hatzfelder Str. 200** must be registered on the time slot management portal

(<https://rz3.aeb.de/axaltaprod1ma/html/>)

As of July 1, 2017, deliveries for **building 221, Tor 1, Märkische Str. 243** must also be registered. In the case of a missing time window booking or non-observance of the booked time window, a timely discharge of goods may not be possible. Existing order and delivery agreements will remain in force and remain valid.

In future, you will find the full delivery address including building number & a reminder of the mandatory requirement to make a time window booking on the second page of our order confirmation e-mails/faxes.

We will provide you with an account created for you including a password for accessing the booking tool.

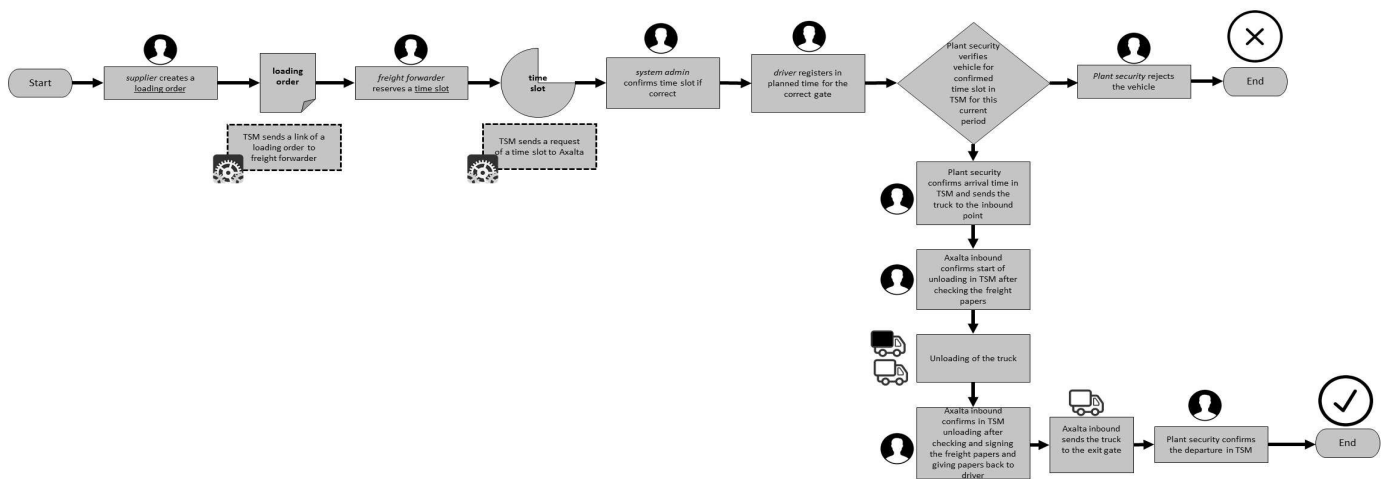
Please note that the details of the timeslot you have booked can only be viewed by us - other suppliers see only booked windows as "booked from ... to ...", but without further details.

To ensure a smooth startup of this process for everyone, we offer you training to use the web-based tool in an intuitive and practical way. Two options are available: An access to a training document in digital form and / or a participation in an online training via conference call via Skype or AT & T. The training Documents and the dates for the online training will be sent to you later.

Thank you very much for your cooperation!

Overview Workflow

A sequence of defined roles is required for the timeslots in the Time Slot Management. The process chain starts with the creation of a loading order by the role supplier. The freight forwarder follows and can reserve a time slot with the supplier's loading order. This time slot will be confirmed and booked by Axalta. For a full overview, the role plant security and the role inbound for the internal processes are mentioned in the process flow diagram below.



System Access

<https://rz3.aeb.de/axaltaprod1ma/html/>

Field Name	Input	Description
Client	Axalta	Standard is Axalta. You deliver to the company Axalta.
User	TSM_<Companyname>	Your username can be found in the separate info (client, user, one-time password, stored e-mail contact address).
Password	Axalta123	When you log in for the first time, you will be prompted to change the initial password once to a password you have chosen. The password is valid for 180 days or you manually change it via the user management password.
Language	German or English	The system can be used in German or English.
Forgot your password?	(choose if required)	A password can be reset via "Forgot your password?" in the login window. A mail will be sent to the contact address you specified in the master data.

System Requirements

The time slot management software from AEB is a web application.

Role supplier (loading orders)

The process flow for booking a time slot always starts with the creation of a loading order by the supplier in the role supplier.

Three sub-items are available in the left-hand side of the "Time slot information" menu item. With the menu item "Loading orders", the input / info mask for loading orders opens, where new loading orders can be created. The button „New“, leads to this input mask of a loading order.

In addition, the loading orders can be filtered and displayed in this screen depending on the status. The following filter options are most useful: Planned from, Planned to, Status, Without time slot and Without confirmation. Also a complete omission of the to and from date is possible.

The screenshot shows the 'Loading orders' input mask in the 'Visibility & Collaboration Platform'. The interface includes a sidebar with navigation options like 'Logistics information', 'Time slot information', and 'Loading orders'. The main area contains several input fields and filters: 'Planned from' and 'Planned to' (date pickers), 'Reference number', 'License plate no.', 'Status' (dropdown), 'Consignee', 'Forwarder', 'Without time slot' (checkbox), 'Without confirmation' (checkbox), and 'Shipper'. A 'Search' button is located at the bottom right. Below the input fields, there are buttons for 'Open', 'New', and 'Delete', along with a 'View' button and a 'Grouping' dropdown set to 'Loading dock & date'. At the bottom, a table header is visible with columns: 'From/to', 'Order no. / Ref. no.', 'Fow. ref. no. / License', 'Forwarder', 'Driver', and 'Status'. The table currently shows 'No record'.

yellow info box gives hints to possible mandatory fields, etc.

Select the inbound point (please refer to Axalta order page 2)!

enter PO number (4XXX...)

for hints if necessary

select „Unloading“ (from the supplier's perspective)

select „Truck“

under „properties“ select the entry „Chemical raw materials“

enter the name of the freight forwarder to be assigned (fill in further fields if necessary)

enter the mail address of the freight forwarder

under “Add Loading order item” the below section with further entries

“Loading order items” opens the below section in which the “Load device” is to be selected. Here you must choose “Pallet” as a load device from the list and enter the quantity of pallets and their weight.

Load device	Quantity	Weight	QU	Length	Width	Height	QU	Contents
<input type="text"/>	<input type="text"/>	<input type="text"/>	kg	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Important note:

As long as all the yellow mandatory fields are not filled, the button “Search Time slot” in the section "Completion" remains inactive and cannot be selected.

Completion

As soon as all fields are filled in correctly, the button changes to an active state.

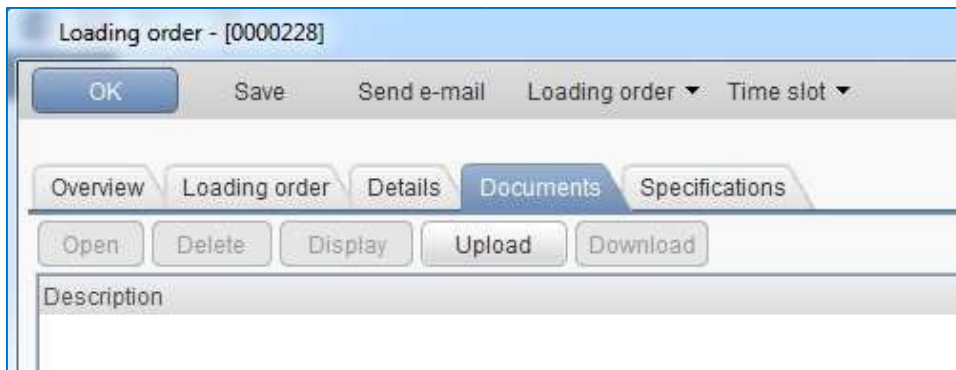
Completion

A further hint that all mandatory fields have been entered in the “Loading order” tab is a newly added “Overview” tab. At this early stage, however, the overview contains not much of helpful details. This tab will be later on more important for tracking the loading orders.

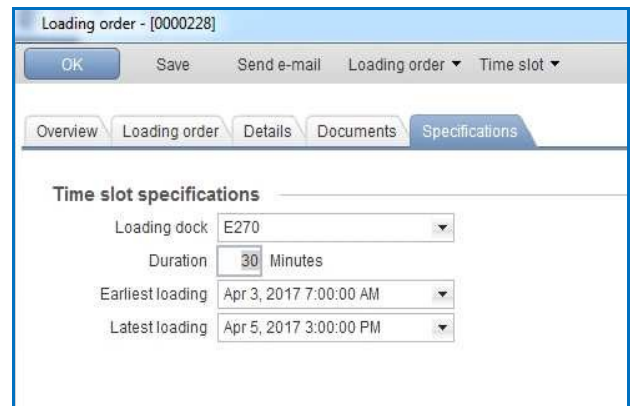
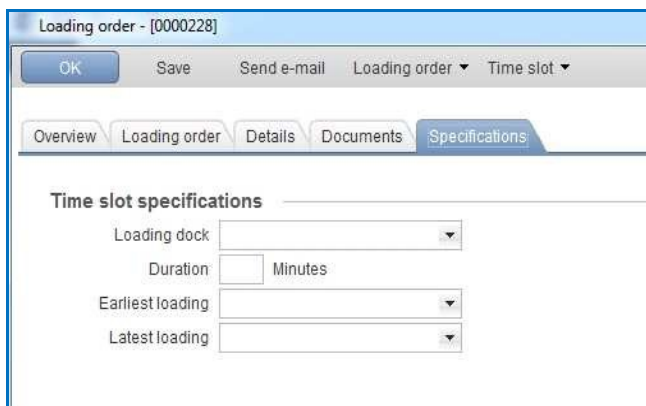


The “Details” tab is not relevant to create a loading order. If necessary, you can upload documents such as delivery notes, freight papers, analysis certificates etc.

in this “Documents” tab.



Besides the mandatory fields in the “Loading order” tab, further entries are mandatory in the “Specifications” tab. You need to type in two details:

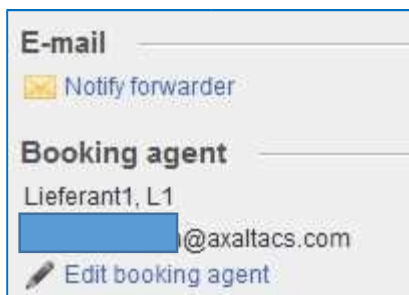


Enter the loading dock: The information details which loading dock to select you can take from the [Axalta order, page 2](#).

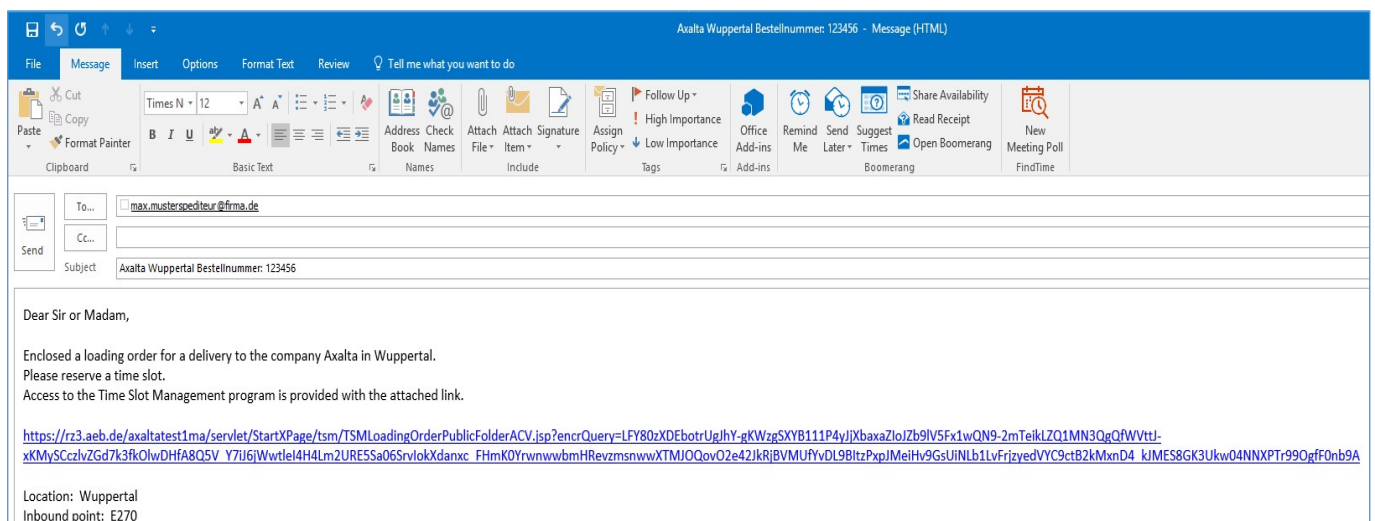
Duration should be left blank, because of automatic calculation of the time slot according to the number of Pallets.

Enter the loading time period: Please enter here the delivery date from the Axalta order including a 2-day lead-time according to the agreed delivery agreements. If the delivery date is e.g. 05.04.2017, you enter the time period from 03.04.2017 to 05.04.2017. If the period falls on a weekend, e.g. a Monday, than the period begins on Thursday of the week before. The earliest and latest loading times are based on the opening times. Please enter the times from 7 am to 3 pm.

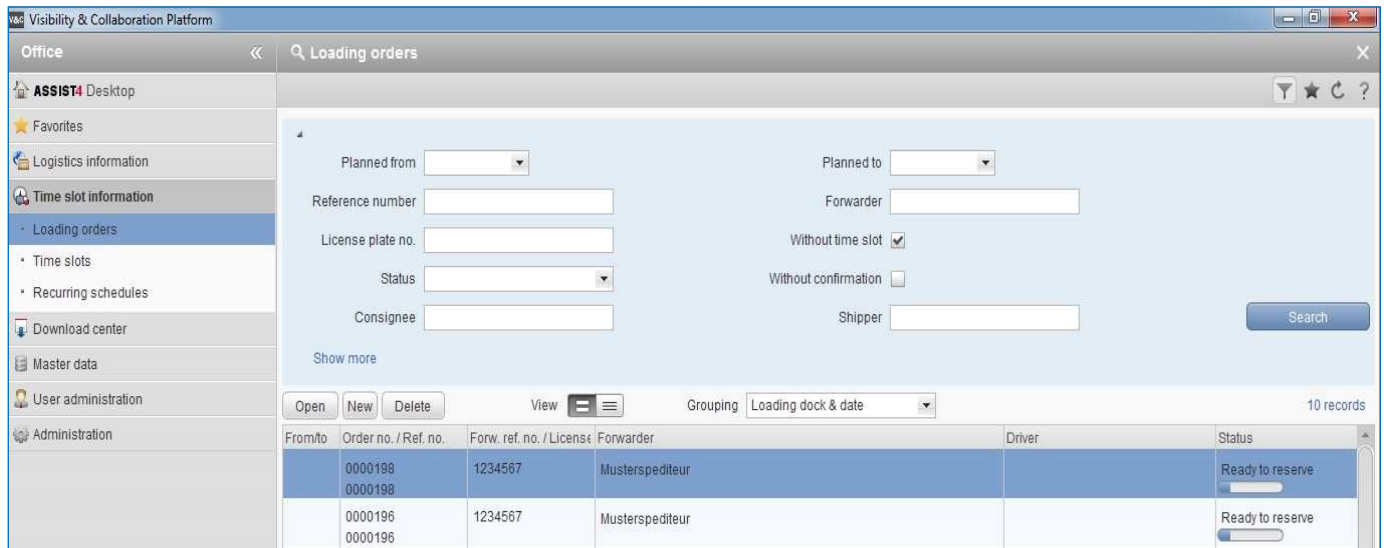
Only now all the necessary information has been stored and the loading order can be handed over to the forwarder with a click on “Notify forwarder” under the “E-mail” section on the right sight of the screen.



The transfer to the freight forwarder chosen by you is done by a separate mail. For this purpose, your mail program automatically opens with a stored link and is sent to the mail address previously stored in the loading order.



For tracking purposes, you have the option to filter and display the status of the loading orders in this screen. The following filter options are most useful: Planned from, Planned to, Status, Without time slot and without confirmation. Also a complete omission of the to and from date is possible. In your example, you can omit "Planned from" and "Planned to" and select "Without time slot". All the loading orders that you have listed now appear, where the forwarder can select his individual time slot within your period and what has to be done by the forwarder.



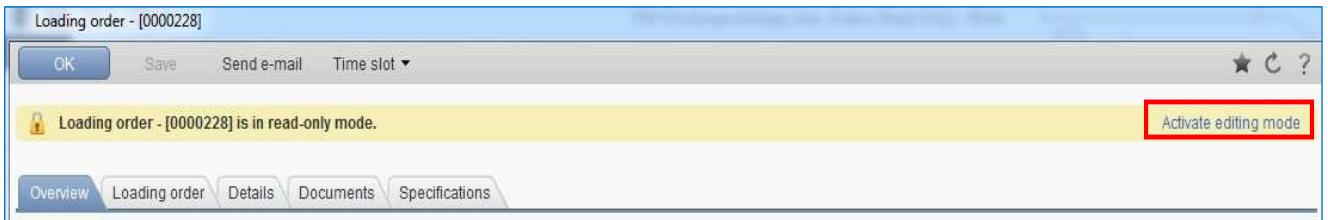
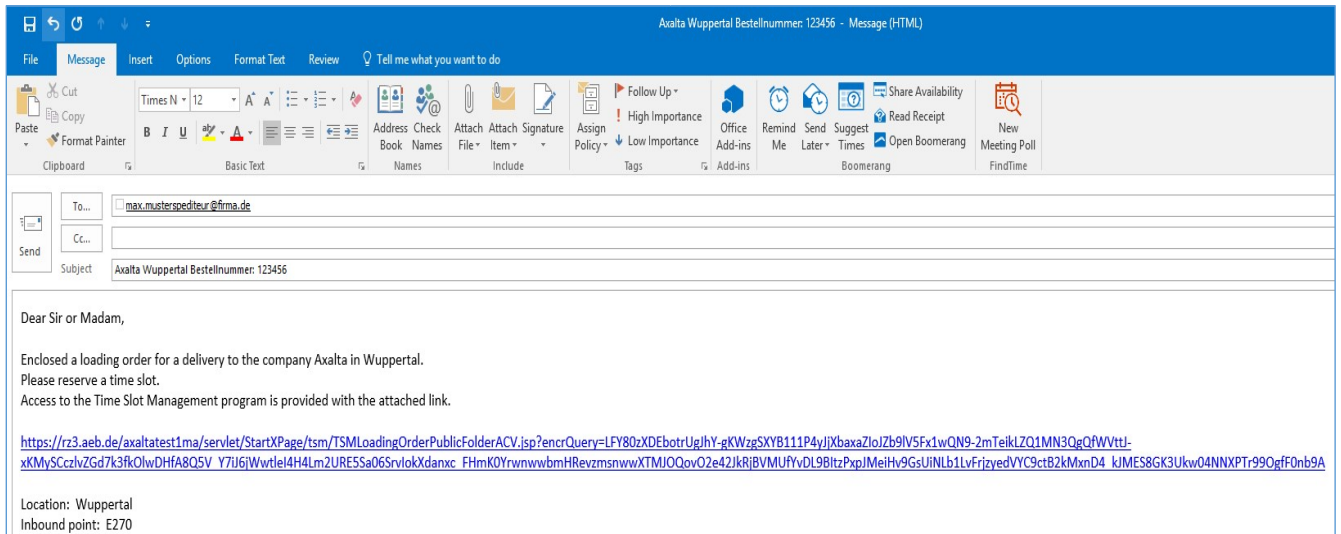
The next process step is the reservation of the time slot by the forwarder in the role forwarder according to your specifications and requirements as a supplier.

Role freight forwarder (time slot booking)

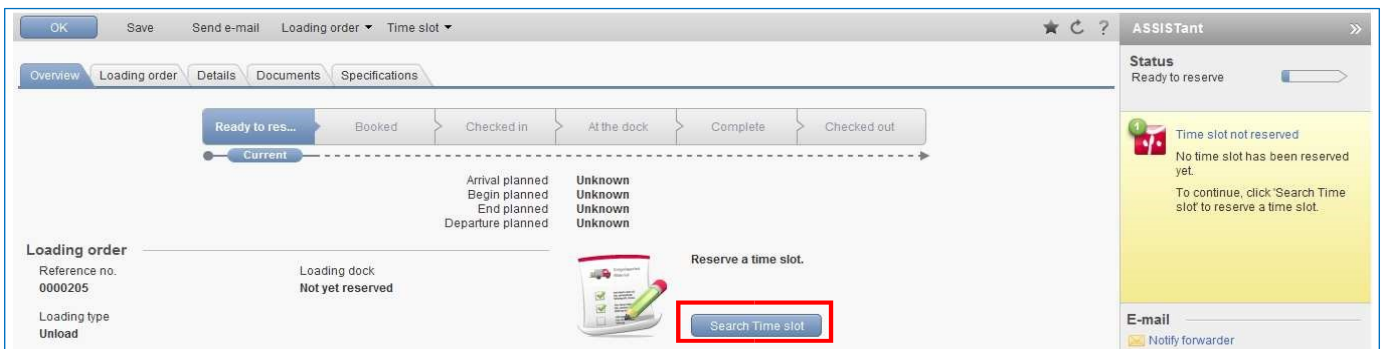
After the loading order has been created by the supplier, the freight forwarder stored in the respective loading order, gets a mail with a link to the specific loading order in the role forwarder.

When you open the specified link, your default web browser opens and the specific loading order from the supplier is displayed to the forwarder.¹

¹ Note: The TSM requires the latest Java version. In chapter [System Requirements](#) you find further details to install Java and for solving installation issues.



To change the loading request, you must switch to the change mode. To do so, click on "Activate change mode" in the yellow note area.



The main task of the forwarder is the search for a suitable time slot. For this purpose, the supplier has already provided the appropriate information in the system for the earliest and latest possible delivery. With the button "Search time slot", the time slot search assistant opens, and you can view the presets and search for a suitable time slot within this given periods.

For understanding: The beginning of the time slot is to be understood as the entry time to the plant. It is therefore **not allowed** to enter "at some point" within the time slot. The planned arrival time before the time slot starts is max. 15 minutes. During this time, the truck should arrive.

Search criteria

Location: Wuppertal, 270 (Tor3) E270 (Unloading point)
 Duration: 30 Minutes
 Earliest loading: Apr 3, 2017 7:00:00 AM
 Latest loading: Apr 5, 2017 3:00:00 PM

Possible booking times (9 records)

On	From	To	Loading dock
Apr 3, 2017	7:30:00 AM	9:00:00 AM	E270 (Unloading point)
Apr 3, 2017	9:45:00 AM	12:00:00 PM	E270 (Unloading point)
Apr 3, 2017	12:15:00 PM	3:00:00 PM	E270 (Unloading point)
Apr 4, 2017	7:00:00 AM	9:00:00 AM	E270 (Unloading point)
Apr 4, 2017	9:15:00 AM	12:00:00 PM	E270 (Unloading point)
Apr 4, 2017	12:15:00 PM	3:00:00 PM	E270 (Unloading point)
Apr 5, 2017	7:00:00 AM	9:00:00 AM	E270 (Unloading point)

In the upper screen of the time slot search assistant, several possible booking periods are displayed. It is important to understand that these are system-related periods (depending from opening hours, break times etc.) and not the time slots itself. For this purpose, the first-time period (here from 07:00-09:00 on 03.04) is marked by the system as standard. It is also possible to select a different time period (for example, on 04.04 from 12:15 to 15:00), in which the time slot can be reserved.

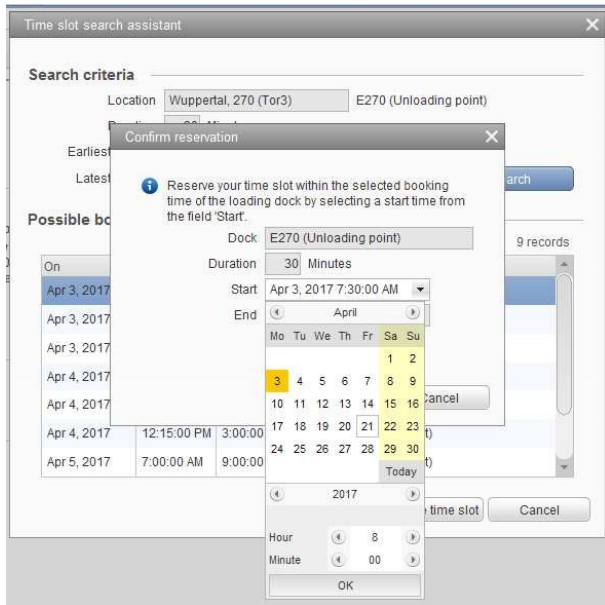
If the appropriate period has been selected above, the time slot can be defined more precisely. The system takes the first possible 30-minute time period (here: 07:00-07:30) by default. This 30-minute section can also be from 08: 30-09: 00.

Confirm reservation

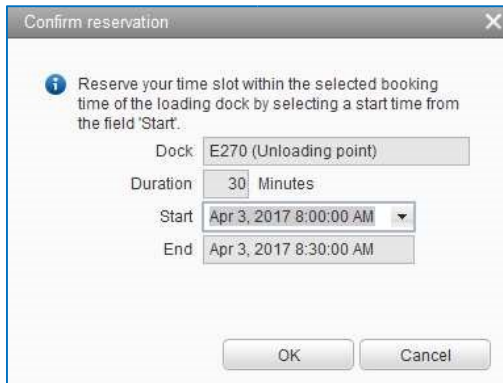
Reserve your time slot within the selected booking time of the loading dock by selecting a start time from the field 'Start'.

Dock: E270 (Unloading point)
 Duration: 30 Minutes
 Start: Apr 3, 2017 7:00:00 AM
 End: Apr 3, 2017 7:30:00 AM

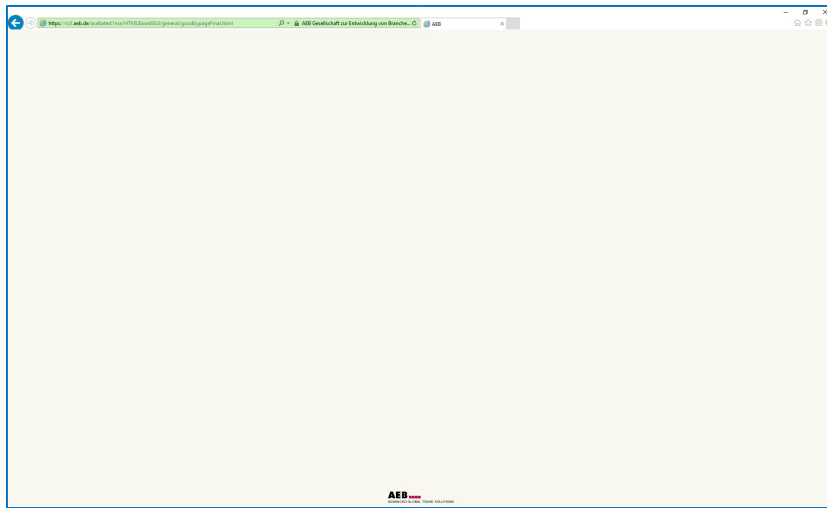
You can enter the times directly in the start and end field or by the calendar widget (see below screenshot).



In the example below, the time slot 08:00-08:30 has been selected in the 07:00-09:00 period on 03.04.2017. In the "Confirm reservation" dialog box, the reservation request of this time slot is sent to Axalta for confirmation.



You can close the window by clicking on the blue OK button and an empty window (greyish surface) with the logo of the system provider AEB appears.



Note:

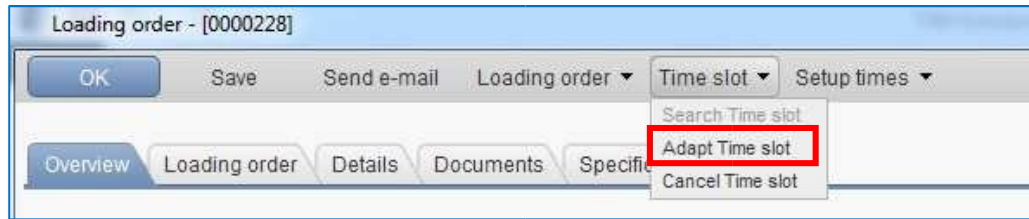
After a successful check or a possible adjustment, you will receive an automatically generated info mail with a summary of all relevant details about the now bindingly booked time slot. This mail is to be kept for any adjustments!

FAQs & Remarks

In the following chapter, you can find answers regarding frequently asked questions (FAQs) about the process flow and the involved roles. In addition, the correct handling of possible deviations is described.

In case of foreseeable delays and a passed time slot?

You have received a confirmation mail from Axalta, if the reservation for the time slot is correct. This mail contains a link to the relevant loading order. After clicking the link, you have the possibility to adjust the time slot (see below), which in turn must be confirmed by Axalta again. This should only be done in exceptional cases in the context of efficient processing!



Which option is available if delays are foreseeable and a time slot adjustment is not possible (due to no more available time slots)?

In these absolute exceptional cases an unloading is possible after a phone conversation with Axalta!

Multiple PO numbers within the same delivery?

With up to 3 PO numbers please enter a note in the input field "Forwarder Reference No.". If there are more than 3 PO numbers please enter a note in the "Remarks" field.

Goods for both inbound points on the same truck?

Please reserve a time slot for the loading dock with the higher number of pallets. In the case of up to 5 pallets, the goods will be organized from one inbound point to the other internally by Axalta.

What is the procedure in TSM in case of a refusal of a delivery?

The booked loading order remains in the status "booked" and the system admin enters a note about the refusal in the "Remarks" field within the tab "Loading order".

Is it possible to define time slot series on a regular basis?

Series dates are possible after consultation with Axalta.

What must be done in TSM if the delivery date provided by Axalta can't be adhered to?

After consultation with Axalta and a confirmed new delivery date a new loading order can be created in TSM.

How long in advance can a time slot be booked?

A time slot can only be reserved if a loading order has been created by the supplier and according to the time requirements. To increase your planning security, it is advisable to create the loading order after receipt of the Axalta order.

Is it possible to exchange already booked time slots with other drivers (other supplier, other forwarder)?

This is possible after a phone conversation with Axalta and a remark in the remarks field in the loading order done by Axalta. This is possible if the time slots have the same length.

A time slot is booked for a truck for e.g. 8-9 am. Is a delivery possible at 8:40?

No, this is not possible! A delivery begins with the beginning of the time slot (here: 8:00) and the truck can enter the factory within 15 minutes before the start of the time slot (here: 7: 45-8: 00). The time between 8:00-9:00 includes the actual unloading and internal processing steps at the inbound point.

Is it possible to book several time slots with the same PO number?

When reserving the time slots, it is checked whether the PO number has already been used in the system for a different time slot. If this is the case, the reservation will not be confirmed and booked.

Exception: This is possible for an order with several items (with different delivery dates). In the "Forwarder Reference No." field, the PO number for the first item must be added with "Pos. 1", for position 2 with "Pos. 2 " in a separate loading order, but with the same PO number, etc.

The loading order will be forwarded to a forwarder, who forward the order to a sub-forwarder. How is the loading order handled in this case?

For this purpose, the freight forwarder enters the sub-forwarder in the remarks field in the loading order tab (using the info mail and the link stored there). In this way, the plant security and the inbound team will be informed about this change.

11.3 Appendix 3: Big bag specifications (Wuppertal)

Specification BigBags for deliveries of solid materials Axalta Wuppertal

For all deliveries of solid materials, we require a Big Bag according to the following descriptions: Type C FIBC:

surface specification:

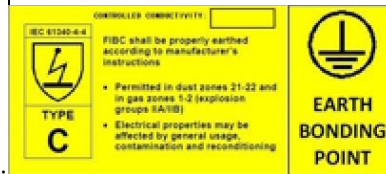
Bag made of woven synthetic fiber containing a matrix of conductive fibers that are interconnected to form a conductive path to a common, clearly identified grounding tab (see pic 1). Resistance to the grounding tab must be $< 10^8$ ohms from any point on the surface of bag. (according to 1/200-2.8 / BG Chemie)

The bag must be clearly identified as „Type C“, which indicates that it is suitable for use in the presence of combustible dusts and / or flammable vapors (see pic 2). Bag has to be equipped with four loops, construction of bag either tubular or four panel (preferred).

Pic1:



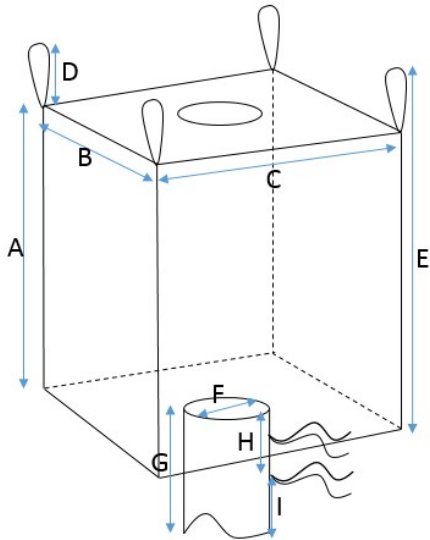
Pic2:



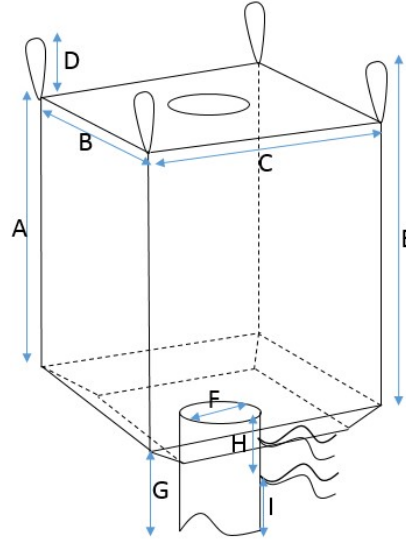
Dimensions:

- | | |
|----------------------------|--------------|
| a. Height: | max. 1000 mm |
| b. Length: | max. 1000 mm |
| c. Width: | max. 1000 mm |
| d. Length of strap: | 250 – 400 mm |
| Width of strap: | 40 - 60 mm |
| e. Length total: | max. 1550 mm |
| f. Diameter: | 390 mm |
| g. Length discharge: | max. 850 mm |
| h. Length to 2. Lacing: | 200 mm |
| i. Length after 2. Lacing: | 600 mm |

version A:



version B:



Safety factor : 6

Allowed capacity for pigments / filler: 200 or 400 or 500 or 1000 Kg
Allowed capacity for other raw: 500 or 1000 Kg

Material specification:

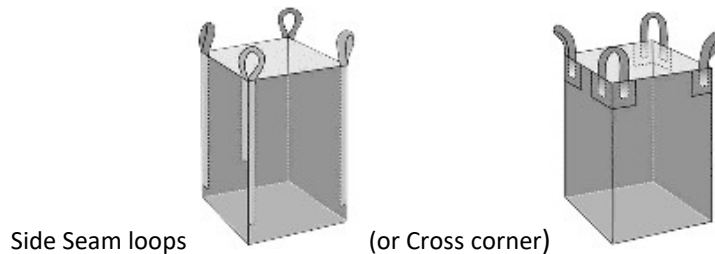
- polypropylene, UV-stabilized, DIN EN 1898 Quick UV-Test 200 H with min. break resistance 50%
- PP-cover
- electrostatic permanently dissipative
- strap material polypropylene
- in case of Big bags with inliner, antistatic PE foil needs to be completely fixed, for filling and discharge spout, antistatic PE foil sewed

Construction:

basic shape: four panel

Seams: sewed and sealed

Lifting:

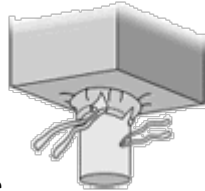


Filling & closure:



Filling spout

Discharge spout:



with petal closure

Identification:

Label: **pictogram of handling, Labeling Type „C“ (see pic 2)**

Pouch for documents: DIN A4

Delivery:

The delivery must be affected at once on CP3 or CP1 pallet and they must be connected with pallet as one unit (stretch wrapped or taped). Expedient a barrier between pallet and BigBag.

11.4 Appendix 4: Bag specifications (Wuppertal)

Specification bags for deliveries of solid materials Axalta Wuppertal

Bags must either be of paper or "static dissipative" plastics (meeting the above specification for "static dissipative").

Plastic bags in cartons must be labelled "static dissipative" outside of the carton.

In case bags consist of 2 layers the inlay must be fixed to the outside layer of the bag. The maximum weight should not exceed 25kg.

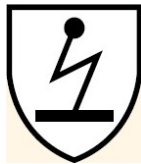
Requirements to the surface at plastic bags:

Plastic bags must be antistatic or dissipative.

The packaging must have experienced a long-lasting antistatic or dissipative treatment. Antistatic surface resistance = less than 10^{10} ohms per square at 20-25 ° C and 50% relative humidity or less than 10^{12} ohm per square at 20-25 ° C and 30% relative humidity.

Labelling of plastic bags:

Label: **dissipative / antistatic**



Dimensions:

1.)

Approx. width: ca. 400 mm

Length approx.: ca. 600 mm

Height: ca. 100 mm

Maximum capacity: max 25 kg

OR

2.)

Width approx.: ca. 600 mm

Length approx.: ca. 1200 mm

Height: ca. 200 mm

Maximum capacity: max: 10 kg

Delivery:

The delivery must be affected at once on CP3 or CP1 pallet and they must be connected with pallet as one unit (stretch wrapped or taped). Expedient a barrier between pallet and bags.

11.5 Appendix 5: Securing of Transport (Wuppertal)

Minimum Safety Requirements for rawmaterial deliveries

Axalta plant 2 Wuppertal

1. Background

During the unloading of two BigBags stacked upon each other from the warehouse shelves, the upper one slid from the one below and fell back into the rack. Fortunately, it did not fall from the third platform of the rack otherwise an employee could have been seriously injured.

2. Goal:

This specification shall avoid the replication of such an incident and ensures all employees physical integrity.

3. General instructions:

This requirement has to be handled like a specification for raw material.

Any loading unit has to be delivered in a safe way so that during the unloading, transport or storage there is no possibility of hazard for people, environment or technical equipment.

Any kind of loading unit has to be delivered on a stable wooden pallet which can be underrun by a manual forklift.

Single packages may not protrude over or slip from the pallet.

The covering material / wrap foil has to be conductive or antistatic.

Enclosed find some examples for a best possible loading unit, but also negative examples.

After the 1st of January 2011, goods receipt can be denied if the loading units will not be secured in a safe way.

4. effected packaging:

- 4.1 buckets / hobbocks
- 4.2 canister
- 4.3 barrels
- 4.4 bags
- 4.5 cartons / boxes
- 4.6 BigBags

4.1 *buckets / hobbocks*

OK

NOK

Secured with security tape (vertical) and foil, wooden pallet can be underrun



Drums unfixed on pallet



Secured with security tape (horizontal) and foil, wooden pallet can be underrun



Drums unfixed on pallet

4.2 canister

OK

NOK

Wrapped with foil, pallet can be underrun



Canister unfixd on pallet



Wrapped with foil, pallet can be underrun



Canister unfixd on pallet



4.3 barrels

OK

NOK

Secured with security tape (horizontal), pallet can be underrun



unfixed



Wrapped with foil, pallet can be underrun



Pallet cannot be underrun

4.4 bags

OK

NOK

Wrapped with foil, pallet can be underrun



Security tape is too slack



Wrapped with foil, first position covered with paperboard



Pallet cannot be underrun



4.5 cartons/boxes

OK

NOK

Tightly wrapped with foil, connected with the pallet



Pallet cannot be underrun



Cartons fixed with security tape.



Cartons lying upon each other

4.6 BigBags

OK

NOK

BigBag does not protrude over the pallet, secured with foil, connected with pallet



2 BigBags lying upon each other, tie-down completely missing



BigBag in Oktainer, Oktainer fixed with security tape and foil



Pallet between Bigbags, foil not strong enough, BigBag on top can slip from the beneath one

11.6 Appendix 6: Requirements for Tank Deliveries (Wuppertal)

Tank Farm (Bulk Materials)

General requirements for all trucks	<ul style="list-style-type: none"> - Deliveries: 7:00 am - 12:00 am - If possible, only one product per chamber - For trucks: Handrail and continuously walkable area to all connections / hatches - Grounding Connection - Unloading connection: „German“ TW coupling 3“ right side or back side - Vapor return connection: „German“ TW coupling 2“(if necessary, an adapter should be on the truck) - Upfront COA (Certificate of analysis) - One chamber with unloading connection at the back (center position)
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Acrylic monomers, Styrene, Cresolic acid

	Special cases			
	Acrylic Acid	HEA	Cresolic acid	
General requirements for all trucks	<ul style="list-style-type: none"> - Delivery: 7:00 am - 12:00 am - If possible, only one product per chamber - For trucks: Handrail and continuously walkable area to all connections / hatches - Grounding connection - Unloading connection: „German“ TW coupling 3“ right side or back side - Vapor return connection: „German“ TW coupling 2“ 			
Additional personal protection	./.	Protective suit and full face mask	Protective suit and full face mask	Protective suit and full face mask
Delivery temperature	max. 32°C	max. 25°C min. 13 °C	max. 32°C	max. 60°C
Sample with delivery / Sample send upfront + COA (Certificate of analysis)	./.	./.	./.	Yes

Molten Monomers

General requirements for all trucks	<ul style="list-style-type: none"> - Deliveries: 7:00 am - 12:00 am - One chamber with unloading connection at the back or on the right/left side at the end of the truck - For trucks: Handrail and continuously walkable area to all connections / hatches - Grounding Connection - Delivery temperature 10°C – 20°C above melting point - Unloading connection: „German“ TW coupling 3“ right side or back side - Vapor return connection: „German“ TW coupling 2“ - If a vapor return line is necessary, no flame arrester shall be installed! - Sample with delivery / Sample send upfront + COA (Certificate of analysis) 					
	Connection for heating	Connection for nitrogen	Connection for vapor return line	Unloading connection	Additional personal protection	Delivery temperature
Hexahydro-PSA	½“ Hansen-coupling „male“ (B4KP26)	¾“ Jaw coupling	./.	TW coupling 3“ „female“	Protective suit and full face mask	>50°C
DMT	½“ Hansen-coupling „male“ (B4KP26)	./.	Camlock coupling 1 ½“ „male“ rear/bottom	Camlock coupling 3“ „male“	./.	>150°C
Hexanediol 1.6	½“ Hansen-coupling „male“ (B4KP26)	./.	TW coupling 2“ front/top	„TW coupling 3“ „female“	./.	>60°C
DADM	Power Connection	./.	¾“ Jaw coupling + Silica gel cartridge with ¾“ Jaw coupling (bottom)	3“-connection with DN100 flange	Protective suit and full face mask	>110°C
Neopentylglykol	½“ Hansen-coupling „male“ (B4KP26)	./.	TW coupling 2“ front/top „male“	TW coupling 3“ „female“	./.	>140°C
MDI	Truck with own heating	Truck with own N2 supply	./.	Rising pipe with 2“-flange	Full face mask	42-46°C
Phenol	½“ Hansen-coupling „male“ (B4KP26)“	./.	TW coupling 2“ top or bottom	TW coupling 3“ „female“	Protective suit and full face mask	>55°C
IPDI (no melt)	./.	¾“ Jaw coupling Top, beside rising pipe	./.	Rising pipe with flange	./.	./.

Building 208 (Isocyanates)

General requirements for all trucks	<ul style="list-style-type: none">- Deliveries: 6:00 am - 2:00 pm- If possible, only one product per chamber- For trucks: Handrail and continuously walkable area to all connections / hatches- Grounding Connection- Unloading connection: „German“ TW coupling 3“ right side or back side- Vapor return connection: „German“ TW coupling 2“(if necessary, an adapter should be on the truck)- One chamber with unloading connection at the back (center position)- Sample with delivery / Sample send upfront + COA (Certificate of analysis)- If a vapor return line is necessary, no flame arrester shall be installed!- Delivery temperature >19°C: Always clarify with Axalta Supply Chain before first delivery!
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Building 214a (Resins)

General requirements for all trucks	<ul style="list-style-type: none">- Delivery Time: Must be clarified before delivery!- Sample with delivery / Sample send upfront + COA (Certificate of analysis)- If possible, only one product per chamber- For trucks: Handrail and continuously walkable area to all connections / hatches- Grounding connection- One chamber with unloading connection at the back (center position)- Unloading connection: „German“ TW coupling 3 right side or back side- Vapor return connection: „German“ TW coupling 2- If a vapor return line is necessary, no flame arrester shall be installed!- Delivery Temperature: Always clarify with Axalta Supply Chain before first delivery!
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Building 218a (Resins)

General requirements for all trucks	<ul style="list-style-type: none">- Delivery: 6:00 am - 5:00 pm- Sample with delivery / Sample send upfront + COA (Certificate of analysis)- If possible, only one product per chamber- For trucks: Handrail and continuously walkable area to all connections / hatches- Grounding connection- One chamber with unloading connection at the back (center position)- Unloading connection: „German“ TW coupling 3 right side or back side- Vapor return connection: „German“ TW coupling 2- If a vapor return line is necessary, no flame arrester shall be installed!- Delivery Temperature: Always clarify with Axalta Supply Chain before first delivery!
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Building 219 (Resins)

General requirements for all trucks	<ul style="list-style-type: none">- Delivery Time: Must be clarified before delivery!- Sample with delivery / Sample send upfront + COA (Certificate of analysis)- If possible, only one product per chamber- For trucks: Handrail and continuously walkable area to all connections / hatches- Grounding connection- One chamber with unloading connection at the back (center position)- Unloading connection: „German“ TW coupling 3 right side or back side- Vapor return connection: „German“ TW coupling 2- If a vapor return line is necessary, no flame arrester shall be installed!- Delivery Temperature: Always clarify with Axalta Supply Chain before first delivery!
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Building 220 (Resins)

General requirements for all trucks	<ul style="list-style-type: none">- Delivery: 6:00 am - 2:00 pm- If possible, only one product per chamber- For trucks: Handrail and continuously walkable area to all connections / hatches- Grounding connection- One chamber with unloading connection at the back (center position)- Unloading connection: „German“ TW coupling 3 “male“ right side or back side- Vapor return connection: „German“ TW coupling 3 “female“- Sample with delivery / Sample send upfront + COA (Certificate of analysis)- If a vapor return line is necessary, no flame arrester shall be installed!- Delivery Temperature: Always clarify with Axalta Supply Chain before first delivery!
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Building 256/258 (Resins)

General requirements for all trucks	<ul style="list-style-type: none">- Delivery: 6:00 am - 2:00 pm- Sample with delivery / Sample send upfront + COA (Certificate of analysis)- If possible, only one product per chamber- For trucks: Handrail and continuously walkable area to all connections / hatches- Grounding connection- One chamber with unloading connection at the back (center position)- Unloading connection: „German“ TW coupling 3 Back or rear right/left- Vapor return connection: „German“ TW coupling 2- If a vapor return line is necessary, no flame arrester shall be installed!- Delivery Temperature: Always clarify with Axalta Supply Chain before first delivery!
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Requirements for Truck Drivers of bulk tank trucks and tanktainers:

Basic knowledge of German facilitates co-operation!
Samples are generally taken from the bottom (Exception: Tank farm).
A safety harness shall be use for work on top of the truck.
Safety clothing must be used for any type of work.

Personal Protection Equipment

Safety clothing:

The use of fire-retardant safety clothing according EN531 is mandatory at the Wuppertal site.
A chemical protective suit must be used in case the MSDS requires to do so.

Safety glasses / goggles:

Safety glasses with side protection or safety goggles. In addition, a visor shall be used during coupling and de-coupling operation.
Normal optical glasses do not replace safety glasses!

Safety gloves:

Rubber, nitrile or other solvent resistant materials.
Leather gloves are permeable for most liquid and therefore not suitable.

Safety shoes:

Safety shoes with steel toe cap, anti-static protection.
Safety boots must be used in case the MSDS requires to do so.

Safety helmet:

Approved safety helmet, preferably with visor.

11.7 Appendix 7: 8D Report

Quick Guide 8D-Report via iPDF



Quick Guide 8D-Report via iPDF (English)

Functions

The new online 8D-report will be the central Instrument for processing of complaints of Axalta Coating Systems

8D Methodology

Using the 8D Methodology enables a systematic approach and consequent documentation of the single steps of coming to a solution. The approach is fact based and makes sure that product or service defects are traced back to their root causes and that these are permanently eliminated, instead of covering the symptoms. The problem solution process is a sequence of steps that have to run through, as soon as a problem is recognized. It helps finding a complete solution in time and to avoid defect repetitions.

Advantages

- **Quick processing:** By means of the standard format QDX in Form of an interactive iPDF uncomplicated and quick exchange of information between the parties is enabled.
- **Process reliability:** The only prerequisite for working on the iPDF is an Adobe Reader version 7.1 or higher (free download at (<http://get.adobe.com/.....>)) Not using Adobe Reader may result in processing defects.

Procedure for completing the interactive form:

- 1) **Receiving the complaint**
- 2) **Working on the 8D-report**
- 3) **Reporting back steps D1 – D3**
- 4) **Saving and returning the 8D-report**
- 5) **Attaching files (optional)**

1) Receiving the complaint



Lieferantennummer / vendor number OB-10	Disposit-Ansprechpartner / Disposit-person of contact CONTACT NAME	(3)
Lieferant / supplier LIEFERANT	Telefon / phone 012545 887854321	
E-Mail Address iPDF-Dispositgeber / e-mail address iPDF-receiver	E-Mail / e-mail	
Reklamationsgebet / complaint title COMPLAINT NAME	Reklamationsnummer / complaint ID 0015	Reklamationsdatum / complaint date 04.07.2012
Reklamationsbeschreibung / defective product number MATERIALNR	Wf Menge / Qty quantity 3 ST	Reklamierung EG / response EG 06.08.2012
Tabellebeschreibung / part description MATERIALTEXT	Reklamier-Menge / complained quantity 2 ST	Reklamierung EG / response EG 10.08.2012
Lieferantenbeleg / supplier batch ID BATCH ID	Reklamierungsmenge / claimed quantity 1 ST	First 8D Report / des date 8D report 12.08.2012
Disposit / Feldbeschreibung / Disposit / defect description THIS IS THE DEFECT DESCRIPTION		

- (1) Open the iPDF, that was electronically sent as complaint. It will be pointed out if there are attachments to the iPDF right at the beginning.
- (2) Attachments can be called up by clicking on the paper clip icon that is displayed on top or on the left side dependent on the Adobe Reader version.
- (3) The iPDF-8D-report contains basic information like product description and customer complaint in the header.

2) Processing the iPDF (8D-report)

In the following the report is divided into 8 steps or 8 dimensions respectively (8D) that have to be reported back according to the target date. In general all red-rimmed fields have to be filled by you mandatory.

Step D1: Define the team that is qualified to solve the problem. When filling in the team members it has to be started with the team leader. Any team member added can be chosen later.

D1 - Team / D1 - team					
ID / ID		Name / name		E-Mail / e-mail	
hinzufügen / add (1) Den Teamführer bitte als Erstes benennen! / Please name teamleader first!					
1					löschen / delete (2)

- (1) Add additional team members (maximal 5 persons) to the report using the button "hinzufügen/add"
- (2) Remove team members by using the button "löschen/delete" if it has not been referenced to them in a subsequent step of the 8D-report.

Step D2: Describe the defect of the complained product/service from your point of view (supplier/ recipient of complaint)

D2 - Fehlerbeschreibung / D2 - defect description

Status / status Statusinformation / status information

(1) (2)

Fehlerbeschreibung aus Lieferantenicht / defect description from supplier's point of view

(3)

- (1) Choose your statement in the drop down menus (pls. see the options to the right)
- (2) Categorize your statement by the next drop-down menu (pls. see option to the right)
- (3) Describe the defect from your point of view in the text field

Step D3: define your containment measures for avoiding repeated defects quickest possible. Adding and deleting is possible here by using the buttons, too.

D3 - Sofortmaßnahmen / D3 - containment actions

hinzulügen / add

ID / ID	Titel / title	Vorantvortlicher / responsible	Plandatum / due date	Fertigstellungsdatum / completion date	Wirksamkeitsgrad % / effect degree %	löschen / delete
9301	(1)	(2)	(3)	(4)	(5)	
Maßnahmenbeschreibung / action description						
(6)						

- (1) Insert the title of the measure that shall prevent repeated defects.
- (2) Choose a team member (team members were defined in step D1) that is responsible for this measure.
- (3) Define the due date.
- (4) Record the actual completion date.
- (5) Degree of efficiency estimation: To which extent does the measure solver the problem. Allowed values range from 0 to 100.
- (6) Fill in a precise description of the measure in free text form. (What are in detail the proceedings to finalize the measure?)

If a complaint is refused D3 has to be filled anyway. In that case it is recommended to fill in as measure "none" or "product will be sent back to AXALTA".

3) After the steps D1 to D3 have been completed please send the document within two work days back to Axalta Coating Systems. Please use the direct send button in the lower right corner of the document or send the document as attachment by e-mail. You can always carry on working in the document, even if there are updates coming from AXALTA, as long as the complaint number is identical.

Step D4: Here all root causes that lead to the defect have to be filled in. Here as well several causes can be added or deleted. If a failure cause is added or deleted automatically the according steps in D5 and D6 are added or deleted.

D4 - Fehlerursachen / D4 - root causes	
<input type="button" value="hinzufügen / add"/> <input type="button" value="löschen / delete"/>	
Kurzbeschreibung (TM) / short description (TM)	ID / ID
(1)	9401
Ursachenbeschreibung / cause description	
(2)	

- (1) Chose in the drop down menu who or what is responsible for the defective supply.
- (2) Fill in a detailed cause description

Step D5: Define possible corrective actions for each cause and describe the effectiveness. Use also here the buttons “add” and “delete”, analog to the previous steps.

D5 - Abstellmaßnahmen / D5 - corrective actions					
<input type="button" value="hinzufügen / add"/>					
ID / ID	Titel / title	Verantwortlicher / responsible	Plandatum / due date	Wirksamkeitsgrad % / effect. degree %	<input type="button" value="löschen / delete"/>
9511	(1)				
Maßnahmenbeschreibung / action description					
(2)					
Wirksamkeitsüberprüfung / effectiveness verification					
(3)					

- (1) Denominate the corrective actions (e.g. “Automatic printing of delivery documents”), the fields responsible, due date, effectiveness have to be considered analogous to the functions described above.
- (2) Make a precise description of the corrective measure
- (3) Indicate which positive effects the action has for both sides.

Step D6: Here please fill in the realized corrective actions as well as the prove of their effectiveness. If needed please use the buttons add or “delete” as well.

D6 - Wirksamkeitsprüfung / D6 - effectiveness evaluation						
<input type="button" value="hinzufügen / add"/>						
ID / ID	Titel / title	Verantwortlicher / responsible	Plandatum / due date	Fertigstellungsdatum / completion date	Wirksamkeitsgrad % / effect. degree %	<input type="button" value="löschen / delete"/>
9611	(1)	(1)	(1)		(3)	
Maßnahmenbeschreibung / action description						
(2)						

- (1) Define a concrete action including responsible and due date enabling a continuous follow up of effectiveness
- (2) Describe the action defined before in detail.
- (3) Indicate the percentaged degree of effectiveness for reducing the problem for the particular measure.

Step D7: Define actions to prevent from recurrence of the same or similar defects in the future by implementing changes in the control or management systems.

D7 - Präventivmaßnahmen / D7 - preventive actions					
hinzulügen / add					
ID / ID	Titel / title	Verantwortlicher / responsible	Plandatum / due date	Fortfertigungsdatum / completion date	löschen / delete
8701	(1)	(1)	(1)		
Maßnahmenbeschreibung / action description					
(2)					

- (1) Choose in the drop down menu which kind of preventive measures are carried out. Define responsible and due date.
- (2) Describe in detail what the preventive measure is about.

The optimal kind of preventive measure is to introduce or review a process that is documented in a product/process history. That makes sure that similar defects will not occur again in new developments or redesigns of a product.

Step D8: Quote the closure date of the 8D report.

D8 - Abschluss / D8 - closure
Abschlussdatum / closure date
(1)

- (1) Quote the closure date only, the appreciation of the team success is not specifically inquired by AXALTA.

4) Storing and sending back the 8D report

The 8D reports can be stored locally with the filled in contents.

Sending back the report to AXALTA:

By clicking on the direct sending button which is in the lower right corner of the document. If using a recent Adobe Reader version (10.1.4) you will be asked if the iPDF shall be sent with the desktop e-mail application or as internet e-mail. After the choice was made the report is sent back to AXALTA as normal e-mail with a standardized text, in which the iPDF is forwarded as normal attachment.

The completed 8D-report shall be sent back within the deadlines defined in the header.

Attention: The text of the standardized and automatically generated e-mail will not be read by AXALTA. **Therefore please always use the iPDF form or attachments for messages. Please don't change the file name of the document!**

5) Attaching files (optional)

Enclose files (e.g. Photos...) in the iPDF

- Click on the staple (left side of iPDF)
- Click on Add -> chose attachment

