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Issuer: Amar Sijamic	Approved: Stellan Alexandersson	Reg. Date: 2022-06-16	PU-No: 13764 Date: 2022-06-16

The deviation report system – AM system

To solve a deviation successfully, understanding it is a key factor. If a product or service deviate, it will result in a report in VBG’s deviation reporting system – the AM-system. Suppliers of VBG are expected to use and respond in the AM-system. Supplier have to assign a responsible administrator, with contact information, for every report.

- When VBG detect a new quality issue supplier will receive an e-mail from AM-system
- Click on the link attached to find the actual deviation

Sender:
Stellan Alexandersson

Hello.

Here is the deviation regarding the 11-111213 with wrong diameter.

Best regards SA

Open notification:
<https://vbgroup.amsystem.com/p.php?page=10403796337ac6e029c465b934093bd2&mailexchange=mail>

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VBG TE Description of deviation
Edit

Issue No # 1740	Issue date 2022-05-11	Status Registered
Issuer Stellan Alexandersson	Site of Purchase Vänernborg	Supplier Test
Part groups Coupling	Customer Claim Yes	Probable cause Inaccurate part
Part number 11-111213	Scrapped parts 3	Amount of NOK parts 1
Description bracket	Supplier Test	Supplier No 11111
Deviation caused by: Supplier	Price -	
Severity Functions problems	Internal VBG deviation 4444	Batch / Order No. 456789
Contact at VBG Stellan Alexandersson	Email stellan.alexandersson@vbggroup.com	Tel 0046 521 277764 mob 0046 722 319030

Headline
Wrong Ø of axle 11-111213

Description of failure
When we assembled the axle to our product we noticed a deviation on the axle 11-111213
The diameter should be 12mm and it is measured to 13mm
see attached picture and drawing

Short term solution at VBG
Sort out the stock at VBG for part number 11-111213 2022-05-28 0 defects Found //SA

Instruction VBG deviation

↓
Download

Routine 5 Whys

↓
Download

Image upload

Attached files

📄 Drawing 11-111213.pdf

The deviation has four status levels

- Deviation registered (no information in the root cause, short and long term)
- Deviation in progress (when you have started to write 'action' and saved your answers)
- Deviation resolved (at VBG for approval)
- Deviation completed (deviation approved and closed)

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- To enter the administration of the deviation – click “Edit” in the top right corner

Supplier actions and measures
Edit

- 1 Responsible
Amar

- 2 Corrective action /Short time solution (Action taken immediately) RESPONSE TO VBG IN 24H HOURS
Sort the stock of part number 11-111213.

No defects found = OK Amar 2022-05-11

- 3 First OK article, Shop order:nr / Date shorttime solution
Stock checked 2022-05-12, OK

- 4 Root cause analysis - 5 Whys (Click "Add New" to start analysis)

Question 1-5 The 12 mm axle is measured to 13 mm	Answer 1-5 Turning operation went wrong
Question 1-5 Turning operation went wrong	Answer 1-5 Tool broken, not detected
Question 1-5 Tool broken, not detected	Answer 1-5 Lack of control after tool breakage
Question 1-5 Lack of control after tool breakage	Answer 1-5 Poor routine after tool breakage

- 5 Conclusion - Root Cause
Poor routine after tool breakage

- 6 Corrective measures and long term solutions (Action taken to avoid repetition) RESPON TO VBG IN 14 DAYS
Update the routines regarding control (see attached file). OK Amar 2022-05-12.

Information to all affected operators. OK Amar 2022-05-12.

- 7 Forward to VBG for closing
 Stellan Alexandersson
- 8 Date when the deviation is send to VBG for clos...
2022-05-11

- 9 Material in return?
NO
- Forwarder
-
- Customer No, at forwarder
-

- 10 Communication
-

- 11 Image upload
-
- 12 Attached files
 Control Instruction Turning.docx

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1. Responsible Person

Fill out the name of responsible administrator for the deviation within your company.

2. Corrective Action and Short Time Solution

SQE at VBG requires an initial response with a short-term solution to the deviation within **24 hours** of the report been issued. Supplier have to check their stock prior to upcoming shipments. If the control affect delivery performance, supplier shall notify VBG logistics and SQE.

3. Break Point

VBG need supplier to fill in a break point in the system after short time solution is implemented. The break point is the date/batch from where VBG can expect no-deviated parts

4. 5-Why (Root Cause Analysis)

VBG expect supplier to have systemized ways of working to find the root cause to the deviation. There are a lot of different methods to get to the root cause. VBG recommend supplier to use the 5 Why-analysis, which is integrated in the AM-system.

5. Conclusion - Root Cause

There should be a root cause found in the root cause analysis.

6. Corrective Action and Final Solution

A final solution (emerged from the root cause analysis) with an action taken to avoid repetition is required within **14 days' time**.

7. Forward to VBG For Closing.

When every above is filled out the deviation can be sent for closure. Choose your VBG contact in the drop-down menu.

8. Date

Today's date.

9. Material in Return

Yes or No. In case of material in return for adjusting replacement etc. Fill out customer number at forwarder and your forwarder name. VBG will book the shipment at suppliers' expense.

10. Other Issues/Communications

Other information.

11. Image Upload

Possibility to attach images.

12. Attach Files

Possibility to attach documents work instructions drawings etc.

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Corrective action /Short time solution (Action taken immediately) RESPONSE TO VBG IN 24H HOURS

Sort the stock of part number 11-111213.

No defects found = OK Amar 2022-05-11


- You can find a short explanation of information expected in each field by clicking “?”.
- When all fields are filled out, please press Save in the bottom right corner to save your answers.
- Once you press save, a smaller box will appear. (See picture)

Thank you for editing!

Close
My cases
Notify

- Once you press “Notify”, a smaller box will appear. (See picture)
- You can leave a comment to inform and add other appropriate staff.
- Once you press send the chosen staff will get notified.

Send private notification




Hello,

I have filled in the deviation.

Please check my answers.

Best regards

To: Add user



Cancel
Send