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1 General / Introduction

ZEISS Industrial Quality Solutions (ZEISS) is a leading manufacturer of multidimensional metrology solutions. These include coordinate measuring machines, optical and multisensor systems, microscopy systems for industrial quality assurance as well as metrology software for the automotive, aircraft, mechanical engineering, plastics and medical technology industries.

To provide our customers innovative solutions, which meet the permanent increasing market requirements regarding quality, flexibility and competitiveness, a collaborative and efficient partnership with our global supplier network is required.

1.1 Objective

The purpose of the Supplier Manual is to establish an efficient collaboration and strong relationships by communicating to potential and existing suppliers the supply requirements of ZEISS. It is the expectation that all suppliers comply with the requirements defined in the Supplier Manual.

1.2 Scope

The Supplier Manual applies to all potential and existing suppliers providing materials and services to ZEISS. The general requirements stated in this manual do not supersede conflicting requirements in ZEISS contracts or drawings.

The Supplier Manual covers the following functional areas:

- Purchasing
- Logistics
- Quality

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2 Sustainability and responsibility

ZEISS works closely with a worldwide network of suppliers. In addition to economic and ecological factors, social factors also play a role in the selection of and collaboration with suppliers. Because ZEISS can meet their customers' expectations regarding sustainability and responsibility only if their suppliers also adhere to environmental and social standards and play their own part in ensuring sustainable development.

2.1 Code of Conduct / ZEISS Policy

ZEISS is dedicated to delivering optimum performance and meeting the highest demands, not only in terms of technology, but also regarding compliance with the "rules" of good and fair behavior in competition and when dealing with our employees, customers and business partners.

The fundamental and overarching principles of the entire ZEISS Group are depicted in the [ZEISS Policy](#) and the [ZEISS Code of Conduct](#).

The ZEISS Code of Conduct fully complies with the requirements of the internationally recognized [Electronic Industry Citizenship Coalition \(EICC\) Code of Conduct](#) and governs the day-to-day actions of all ZEISS employees as a globally applicable code of conduct. It covers aspects such as the fair treatment of colleagues and business partners, as well as product safety and environmental protection, and expressly recognizes the international labor standards (ILO standards).

ZEISS expects its suppliers to recognize the minimum standards of the Electronic Industry Citizenship Coalition (EICC) as well as the contents of the ZEISS Policy and the ZEISS Code of Conduct and to implement ongoing measures to meet these requirements and confirm their compliance with them to ZEISS as required.

It is vital to the reputation of ZEISS that its business partners and customers, public authorities, the general public and its competitors have confidence in the responsible, law-abiding and ethical behavior of all ZEISS employees without exception. ZEISS considers integrity and compliance to be fundamental conditions for growth and success.

2.2 Conflict minerals

ZEISS supports the aims of Section 1502 of the American Dodd-Frank Act, which aims to stop the financing and preferential treatment of armed groups in the Democratic Republic of the Congo and its neighboring states through trade with so-called conflict minerals and has established an appropriate identification and monitoring process for this purpose.

Conflict minerals include:

- Columbite-tantalite (raw material for tantalum extraction)
- Cassiterite
- Gold
- Wolframite (raw material for tungsten extraction)
- Compounds of these minerals

ZEISS expects its suppliers to take action to ensure that the requirements of the Dodd-Frank Act regarding the use of conflict minerals are met and that the materials supplied to ZEISS contain no conflict minerals that directly or indirectly finance or benefit armed groups.

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2.3 Environment

Active, forward-looking environmental policy is part of the company's social and societal responsibility. However, environmental protection is not seen only as responsibility towards people and the environment. The optimized use of resources and innovations here also creates economic opportunities for new products and business fields. We therefore expect our suppliers to handle raw materials, products, packaging and waste in an environmentally conscious and appropriate manner. Unnecessary resources must be avoided. All finished goods, semifinished goods, raw materials and packaging must comply with the local laws and requirements. More far-reaching requirements are specified separately.

For further information, visit our [website](#).

2.4 Restriction of Hazardous Substances (RoHS)

ZEISS launched its own project to implement the European Union's Directive on the "Restriction of Hazardous Substances in Electrical and Electronic Equipment" (RoHS). ZEISS introduced the legal regulations in 2005 with the help of a software application that all of the business groups use.

Suppliers must confirm that the materials, substances, and mixtures supplied to ZEISS are compliant with the applicable directives, laws, and regulations. ZEISS requests that suppliers submit certificates of conformity for this purpose. If there is any doubt, ZEISS conducts its own chemical analysis of the supplied parts. The suppliers are responsible for compliance.

[Form for RoHS conformity certificate](#)

2.5 REACH

As a so-called "downstream user", ZEISS is devoting particular attention to the activities being undertaken to revise the chemicals policy of the EU (REACH, i.e. Registration, Evaluation, Authorization and Restriction of Chemicals). Via chemicals management, the corporation is ensuring that only registered chemicals are used. Furthermore, in accordance with REACH, we also ensure that no "substances of very high concern (SVHC)" are used. The suppliers are responsible for compliance.

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3 Purchasing requirements

3.1 General Purchasing Terms and Conditions

The General Purchasing Terms and Conditions of ZEISS shall apply to all deliveries and services performed for ZEISS by the supplier, to the extent that other arrangements were not expressly made between ZEISS and the supplier.

The current version of our Purchasing Terms and Conditions can be found in the company information on our [website](#).

3.2 Contracts / Agreements

For close collaboration with its suppliers, ZEISS relies on basic agreements which must be concluded in writing before establishing a business relationship. These include the following agreements:

- [Nondisclosure agreement \(NDA\)](#)
- [Web EDI agreement](#)
- Supplier self-assessment/profile via Jaggaer Supplier Portal (invitation by responsible purchaser, [Instructions for PIP supplier self-assessment](#))
- [Quality assurance agreement \(QAA\)](#)

Depending on the material category to be supplied and type of collaboration involved, it may be necessary to conclude further agreements. This includes the following contracts:

- Consignment contract
- General contract of supply
- Tool rental contract
- Logistics agreement
- Development contract
- Consultancy agreement
- Service agreement

The above contracts are not applicable to all suppliers. The responsible purchaser will determine the required contracts on a case-by-case basis.

3.3 Request and submission of quotation

In the request for quotation, the supplier receives all of the information (ZEISS material number, designation, annual/overall requirement) and specifications (drawing and its version, BOMs, manufacturer, item number etc.) required to submit a quotation for the requested item. The quotation must be prepared based on this information. The supplier must discuss and find resolution on incomplete, misleading information or specifications with the responsible purchaser.

When submitting the quotation, it is essential to ensure that all general conditions (batch size, terms of delivery and payment, etc.) and technical specifications are considered.

When submitting a quotation, the supplier must perform a feasibility analysis using the linked [form](#) in order to verify and comply with the technical specification.

Depending on the item and market situation, requests for quotation from ZEISS are addressed to several suppliers. Contracts are then awarded to one or more suppliers of ZEISS considering all of the criteria to be applied only after the submission of quotations.

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3.4 Request / Submission via Jaggaer Supplier Portal

ZEISS uses the Jaggaer Supplier Portal (formerly the Pool4Tool) to communicate requests for quotation and also expects its suppliers to submit their quotations via this platform.

The Jaggaer platform informs the supplier of incoming requests for quotation via an email from ZEISS. The email includes a link to the corresponding request for quotation. Suppliers can access the quotation in two ways; via the link specified in the email or, via the general link, to the ZEISS Jaggaer Portal <https://app11.jaggaer.com/portal/zeiss>. Instructions for submitting quotations can be found in the following link [Instructions for Supplier Portal](#) (pg.11).

Furthermore, the following points must be considered when submitting a quotation via the Supplier Portal:

- **Deadline for submission of quotations:** It is not possible to submit a quotation after the deadline. Extensions of the quotation deadline may be required in exceptional cases. If this occurs the supplier must coordinate with the responsible purchaser.
- **Delivery lead time:** This is a mandatory field which must be filled out in calendar days and would be applied to a potential initial order.
- **Quotation attachment:** At the item level, it is possible for the supplier to attach documents (original quotation) to further support their quotation. Attachments which apply to multiple items should only be appended to the first item.
- **Message Portal:** This communication function is located within a quotation request. Messages and questions can be sent to the responsible purchaser or, if preset by ZEISS for the respective request, to the responsible technical contact and answered by ZEISS.

All requests by Jaggaer are sent by email to the recipient as determined by the supplier's key user. If changes to the account are required (i.e. recipient of notification, new user) the supplier's key user must make the changes in the Jagger portal Administration section.

3.5 Technical documents for the request

There are two ways in which technical drawings can be transferred:

3.5.1 Web-SFTP

For production suppliers of Carl Zeiss Industrielle Messtechnik GmbH in Oberkochen, technical documents are transmitted through a Web-SFTP server which the suppliers can access using the Jaggaer Supplier Portal under <https://app11.jaggaer.com/portal/zeiss> in the menu item Web-FTP.

The documents for the request are stored on the Web-STP server under the corresponding request number (6xxxxxxx).

For more information, see [Instructions for Supplier Portal](#) (p. 15)

The documents regarding the request can be transmitted here for up to 24 hours after receipt of the request; these documents will remain available to you for download for a period of 10 days. Then the documents will be deleted again. No separate notifications or reminders concerning the documents availability will occur prior to the expiration of the 10 day period.

If documents regarding the request cannot be stored on the WEB-SFTP server, for example due to their data format (STP files), or are associated with new, potential suppliers, they will be transmitted through Jaggaer or Brainloop.

3.5.2 Brainloop / Direct storage in Jaggaer request

Technical drawings can also be sent to suppliers through Jaggaer and Brainloop. Technical drawings submitted through Jaggaer can be found at the header or item level as attached documents.

ZEISS also uses Brainloop as another method for transferring documents. In this case, you receive a link to the database by email giving you access to open the protected content by entering either a password, sent to you by email, or a transaction number (TAN), sent to your mobile telephone.

3.6 Supplier management / evaluation

ZEISS regularly conducts supplier evaluations based on the quality of the goods delivered and services rendered by the supplier; among other things, these evaluations are also considered when selecting suppliers and when considering further collaboration with the supplier.

The supplier evaluation is also the basis for the collaboration of objectives with the supplier in order to achieve continuous improvement. If these objectives are not achieved and depending on the case in point, a supplier development program may be agreed on. This will help to ensure that the supplier's planned delivery performance is achieved. When not achieved, volume of deliveries may be reduced or the supplier may be phased out.

Within the scope of supplier evaluation and depending on the targeted overall evaluation the suppliers will be assigned to the following categories:

Category	Points
A	86 - 100
B	66 - 85
C	0 -65

The evaluation of all suppliers is based on the supplier-related logistics and quality data (Objective Data) listed below.

On-time delivery:

<u>Early delivery</u>	<u>Late delivery</u>	<u>Points</u>
0 ≤ 2 days	0 days	100
3 ≤ 4 days	1 day	80
5 ≤ 6 days	2 ≤ 3 days	60
7 ≤ 10 days	4 ≤ 5 days	40
11 ≤ 15 days	6 ≤ 7 days	20
> 16 days	> 8 days	1

Quantity reliability:

<u>Overdelivery</u>	<u>Underdelivery</u>	<u>Points</u>
0% < 2%	0% < 1%	100
2% < 10%	1% < 5%	95
10% < 15%	5% < 10%	80
-	10% < 15%	65
15% < 20%	-	60
20% < 30%	15% < 20%	40
30% < 99.9%	20% < 99.9%	10
≥ 99.9%	≥ 99.9%	1

PPMQM:

$$PPMQM = \frac{\text{Number of defective parts} * 1.000.000}{\text{Number of delivered parts}}$$

Overrun in %	Points
≤ 5	100
25	95
50	90
75	85
100	80
250	50
500	10
99999999	1

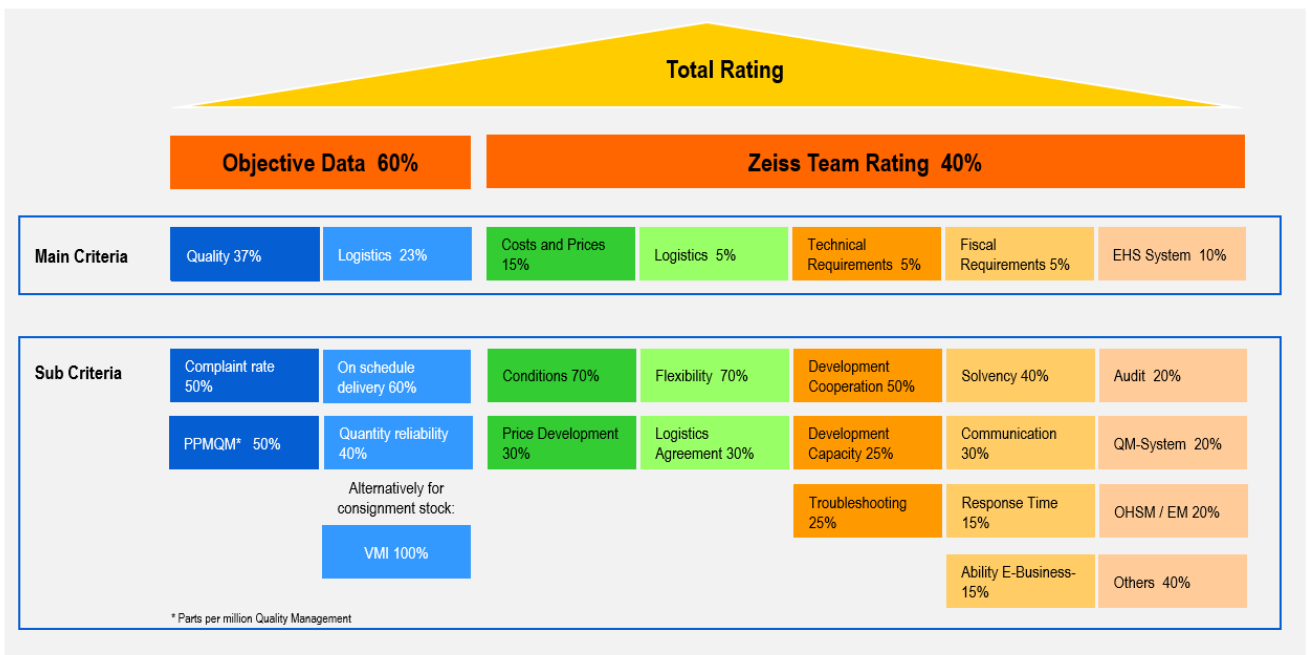
Complaint rate:

$$\text{Complaint rate} = \frac{\text{Number of complaints}}{\text{Number of the inbound delivery items}} * 100$$

Complaint rate	Points
< 1%	100
1.00% - 1.49%	95
1.50% - 1.99%	90
2.00% - 2.49%	85
2.50% - 2.99%	80
3.00% - 3.99%	70
4.00% - 4.99%	65
5.00% - 5.99%	50
6.00% - 7.99%	30
8.00% - 9.99%	10
>10%	1

Suppliers classified as "Managed " or "Strategic ", are evaluated by criteria such as QM systems, health and safety/environmental management systems, logistics, price level, technology and commercial requirements (soft facts or ZEISS Team Rating) also will be evaluated.

The figure below represents an overview of all components in the evaluation and the percentage associated to the overall evaluation accounted for by the individual criteria.



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4 Logistic requirements

4.1 Delivery note

The supplier is obliged to provide the carriers with a delivery note. The delivery note must be prepared as specified in the [Packing instruction](#).

4.2 Packaging

The packaging of shipments must be designed as specified in the [Packing instruction](#). In addition, the following specifications also must be met.

Exceptions must be agreed with ZEISS in writing. Noncompliance will result in a complaint and therefore influences the supplier evaluation.

4.3 Electronic order transmission

The Jaggaer Supplier Portal (formerly Pool4Tool) is used for document exchange between ZEISS and their suppliers. This tool facilitates document and data exchange between ZEISS and the supplier in a secure electronic form. It includes changes of orders performed by ZEISS, as well as order confirmations and order changes submitted by the suppliers.

The cost-free connection to the Supplier Portal is performed via Web-EDI (web based electronic data interchange) and the operating principle is as follows:

New orders generated by ZEISS and changes to existing orders are submitted to the portal. The supplier is informed by email and can enter the portal through secure access to retrieve information. Supplier is able to enter required information and send confirmation to ZEISS in just a few steps by simply entering the delivery date and the order confirmation number. The data transmitted by the supplier is automatically sent to ZEISS and the respective Lead Planner is informed concerning any changes to the order.

Delivery date as stated on the purchase order is the date we expect goods to arrive at ZEISS IQS. Applies to all types of deliveries, including exworks.

For more information, see [Instructions for Supplier Portal](#) (p. 4 ff.)

4.4 Kanban

Kanban is a procedure for controlling production and material flow and operates based on long-term supply agreements. Material that is required on a regular basis is constantly delivered to ZEISS in fixed lot sizes. Different forms of kanban can be arranged between the supplier and ZEISS.

4.5 Consignment

In case of vendor consignment process, goods are delivered to ZEISS warehouse, but remain supplier's property until they are consumed or reach a certain age. Vendor consignment can be set up on all types of parts: kanban or non-kanban.

4.5.1 VMI (vendor managed inventory) with consignment

VMI is supplier-driven method of material supply for regularly required parts and is available to be set up between ZEISS and qualified suppliers. In this case the supplier is responsible to monitor and maintain

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agreed min/max inventory levels (via Jaggaer). The purchase orders are independently created by the supplier and regularly checked by the responsible ZEISS Lead Planner.

For more information and a detailed description, see [Instructions for Supplier Portal](#) (p. 16 ff.).

4.5.2 Consignment inventory audits

The following points must be considered by the supplier during an inventory of the consignment store stock:

- An inventory of consignment stock may be performed once a year at ZEISS. Inventories also may take place several times per year for justifiable reasons.
- The need for an inventory must be announced to the respective key planner four weeks prior to implementation.
- The supplier must provide ZEISS with an overview of all material numbers to be checked prior to the inventory.
- The basis for the inventory is the transaction data of the deliveries performed after the last payment run. This data must be provided by the supplier.
- The inventory is performed with employees of ZEISS.
- Any deviations are checked directly on-site, finally defined and mutually credited if necessary.

4.6 Change management

ZEISS utilizes an Engineering Change Order process (ECO) to manage phase in/out of new revisions and new parts. Information (Change Notification) will be communicated to supplier by the responsible ZEISS Lead Planner via Jaggaer Supplier Portal (formerly Pool4Tool) or an e-mail.

4.7 Shipping instructions

4.7.1 Shipping Method

For deliveries to a ZEISS location in Germany, whereby the transport costs have to be covered by ZEISS (= delivery according to INCOTERM EXW), the guidelines of the Carl Zeiss AG routing order must be executed as described on <https://www.zeiss.com/corporate/int/contact/consignments-to-zeiss.html#kep>.

Additional guidelines apply for deliveries to ZEISS IQS locations in the United States:
www.zeiss.com/metrology/routing-guide

The ship-to party address provided by ZEISS on the purchase order must be used for the documents accompanying the goods/shipment.

4.7.2 Customs

A separate customs number is required for a delivery abroad. Any questions regarding export of goods to the respective country must be clarified with the respective ZEISS Lead Planner and with the responsible customs office.

4.8 Forecast

If a logistics agreement has been signed between ZEISS and supplier, ZEISS can provide nine months of forecast at the beginning of every month. The forecast is binding for a period of time defined in the

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logistics agreement and indicates the minimum quantity of parts to be produced. In addition, the contractually agreed safety stock level must be kept available. The forecasts of the individual plants are collected and submitted to the supplier by the 5th working day of the month.

For international deliveries, supplier must take into account longer transport times and schedule production accordingly. The forecast makes it clear which demands come from which location (distinguishable by the plant code specified, e.g. 1014 for Oberkochen, 7003 for USA, 5942 for China and 5972 for India). The delivery dates mentioned in the forecast are always the actual delivery dates to the respective ZEISS locations. Applies to all types of deliveries, including exworks.

The forecast is communicated as an Excel file with three lines per material number. The first line contains already ordered quantities, the second line contains prospective demands and third line is the sum of the first two lines, so the total demand.

4.9 Expectation for Vendor Communication

4.9.1 Order Confirmation Expectations

ZEISS expects suppliers to confirm purchase orders within 48 hours of receipt. Failure to confirm on time will result in a negative impact on the supplier performance evaluation.

4.9.2 Past Due Purchase Orders

If purchase order is expected to miss its delivery date, supplier is encouraged to contact respective ZEISS Lead Planner as soon as possible to prevent negative impact on supplier's performance evaluation.

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5 Quality

5.1 Initial sample test report

If ZEISS orders initial samples from the supplier, the initial samples must be manufactured under series conditions with standard production facilities. The initial samples must comply with the specification indicated or supplied by ZEISS with the order.

The testing and inspection of the initial sample must be documented by the SUPPLIER in an initial sample test report with all the inspection criteria indicated in the specifications, and submitted to ZEISS by the agreed route (by email, supplier portal or mail) in a form that can be evaluated by electronic means. An additional hard copy of the documentation must be included with the delivery of the initial sample. The supplier must be sure to submit the proper documentation of the results of the initial sample testing and inspection in the [Template](#) specified by ZEISS for this purpose, and must take care to ensure that the initial sample and the test report can be matched with each other again at any time and that the initial samples are clearly identifiable as such for ZEISS without opening the packaging.

If the initial sample test report contains deviations from the referenced specification, the report and the associated initial sample may only be submitted with the written consent of ZEISS. The deviations must be clearly marked in the report.

The supplier will receive the usage decision after further testing of the initial sample by ZEISS or an independent third party engaged by ZEISS. Series delivery may only commence with the "released" usage decision. If the initial sample test report is rejected or is the subject of only conditional release, the supplier must immediately initiate corrective measures and, after agreement with ZEISS, resubmit initial samples conforming to the specification (resampling).

Resampling may also be required in the following cases:

- In the case of modified specifications, process changes (process changes, tool changes, changes to or at the premises of subcontractors, etc.) and in the event of the relocation of production;
- If the supplier has not supplied any goods or services to ZEISS for a period of 18 months or longer; or
- At the request of ZEISS.

If the supplier caused the changes, the supplier will bear all of the costs incurred in the course of the renewed initial sample testing and inspection (including those incurred by ZEISS).

The initial sample testing and inspection must be carried out in the following steps:

1. Manufacture of the initial sample under series conditions with production equipment and methods used in series production;
2. Testing of the initial sample in accordance with the agreed test specifications and proper measuring equipment;
3. Documentation of the test results in an initial sample test report;
4. Delivery of initial samples along with the relevant initial sample test reports;
5. If applicable, further testing and inspection of selected features by ZEISS and documentation of the results in the initial sample test report by ZEISS;
6. ZEISS-internal release or rejection for series production;
7. Information passed to the supplier by ZEISS on the result of initial sample testing and inspection; and
8. Definition of further measures in consultation with the supplier, if necessary.

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5.2 Request for concession (special release)

If the supplier is unable to supply the contractually agreed performance due to nonconformities identified prior to delivery and if the deviations cannot be rectified by special efforts and emergency measures before the agreed delivery date, in truly exceptional cases the supplier may request approval for the delivery of nonconforming goods and services by submitting a [Supplier request for special release](#) to ZEISS.

Nevertheless, the urgency of the supply situation must always be first clarified with the person at ZEISS who placed the order and efforts made to rectify the deviations by reconditioning or remanufacturing. The causes of the deviations which were identified must be analyzed immediately and suitable corrective action taken which will permanently prevent the recurrence of the deviations.

The request for concession must be made in writing using the ZEISS form and always sent to the person at ZEISS who placed the order. The request must always contain a detailed description of the deviation, the cause which was identified, the corrective actions taken and the planned date of implementation.

Quality Management, Technical Development and other departments of ZEISS will assess the request for concession with regard to the potential effects and risks of the deviations.

At the conclusion of the assessment ZEISS will inform the supplier about the decision taken with regard to the concession. The following decisions are possible:

1. Acceptance of the delivery with a concession subject to subsequent rectification or an extension of the warranty obligation
2. Acceptance of the delivery with a concession, but with a reduction in the purchase price
3. Refusal of the defective delivery and rejection of the concession

A combination of 1 and 2 of the above decisions is also possible.

All deliveries based on an accepted concession must be clearly and unambiguously marked. A copy of the concession signed by ZEISS must be attached to the goods and services when they are delivered.

Any declaration by ZEISS to waive the assertion of warranty claims regarding the defective goods and services as part of the concession does not constitute a waiver of the assertion of warranty claims based on other defects in the goods and services.

5.3 Change management

As a matter of principle, the supplier must establish its own process to ensure that every intended change to the released scope of the goods and services (e.g. changes to the technical as-built condition, specification, production processes and sequences, additives and operating materials as well as the use of equivalent or alternative products) must be assessed, verified, validated and approved by the supplier with regard to potential effects prior to their implementation. The supplier must also maintain appropriate records.

During the assessment process the supplier must examine whether there is an obligation to obtain the approval of ZEISS for the planned change prior to its implementation.

In principle, all changes are subject to the approval of ZEISS if product properties (normally in terms of form/fit/function) are altered by such changes.

The following change criteria are subject to the approval of ZEISS as a matter of principle:

- Changes to the specification and other procurement documents
- All modifications of the as-built condition (including the use of alternative components for discontinued parts)
- All modifications of components or assemblies which are used in a safety-relevant capacity
- Changes which influence the function and performance of the scope of supply

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- Changes which influence the service life or serviceability
- Changes to and the relocation of production sites
- Changes in subcontractors
- Outsourcing of the production of complete units to subcontractors (third parties)
- All changes to software and/or firmware (product-related)
- Changes to any interfaces (electrical, mechanical or functional)

Clarifications of these criteria for the mandatory approval of changes may be expanded on a case by case basis by ZEISS units based on business requirements. These must be agreed in the procurement documents or in the attachment to the QAA in a manner such that they are binding.

If at least one of the above-mentioned criteria applies, ZEISS must be informed immediately in writing about the intended change and written approval must be obtained from ZEISS in accordance with the agreed procedure via the linked [Change form](#) before the planned change is implemented.

Changes initiated by ZEISS must also be assessed by the supplier in a feasibility study using the linked [form](#). This procedure also applies to projects that are still in the development phase.

These requirements for change management also include planned changes at or by sub-contractors.

5.4 Complaints handling

In the event of complaints, these will be processed by the supplier with a prescribed, structured method of solving the problem; this method will ensure that the defects are rectified in a sustainable and permanent manner. ZEISS will decide on a case by case basis which of the following methods will be used:

- Supplier's comments (email)
- 5D report
- 8D report

The supplier must reply and provide a report promptly within the time limits and specifications prescribed by ZEISS.

Additional information: [8D report form](#) (insofar as no processing has been agreed upon via the Jaggaer Supplier Portal) and [Instructions/8D report procedure](#)

5.5 Material return

The return shipment of material can be performed in three different ways.

For material which already has been received and whose defective condition was determined at a later point of time, a return/repair pro forma order process is used to return it to the supplier.

The supplier here receives a Redelivery/Repair Order with an order number which, contrary to normal order processes, begins with 431. furthermore, its total value is negative and it contains a reference to the corresponding 8D report. It thus serves to implement a chargeback of the amount already paid to the supplier for the defective item.

A possible redelivery and recalculation of the item which was the object of the complaint made by ZEISS can take place in connection with one of the later call-off orders. Or, if no further call-off orders exist at the time of the complaint, the supplier can request a new order item schedule line from the responsible MRP controller.

If a complaint is discovered during the incoming goods inspection, the order will be returned.

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The supplier receives a return delivery note which refers to the original order number. The original order is classified as not delivered or only partially delivered. In order to complete the order process, the supplier must deliver the quantity of the parts subject to complaint. The quantity of missing parts and the number of the 8D report must be obtained from the return delivery note.

Repair orders are used if the material:

- is a component of a set/kit and will not be ordered separately (complaint) or
- was damaged by ZEISS (repair).

The distinction between a repair and a complaint depends on whether the material was damaged by ZEISS or was delivered in a defective condition. This difference can be detected by checking the order to determine whether a reference is made to an 8D report in the item text.

In the event of a repair, the order is sent to the supplier along with the damaged material. The price per unit of 1€ may be accessed; as soon as the incurred costs become known, they will be coordinated with ZEISS. Following the cost approval by ZEISS, the goods are repaired and delivered to ZEISS under the specified order number. Furthermore, an invoice must be issued by ZEISS.

In the event of a complaint, the material must be repaired/replaced as soon as possible and once again delivered to ZEISS under the specified repair order number. In this case, no invoice may be issued.