

### ORDER CONFIRMATIONS

The following must be considered for a trouble-free ordering process:

- Send the order confirmation within three working days to [orderconfirmation@blohmjung.com](mailto:orderconfirmation@blohmjung.com) or via the Jaggaer supplier portal. Order confirmations may only be sent to the responsible purchaser in exceptional cases.  
**Important:** If you are connected to the supplier portal, please do not send us an additional order confirmation by any other means.
- The delivery date in your order confirmation must always be the exact date of arrival at our premises. Shipping dates and/or information on delivery weeks will quickly lead to problems for us and a poor rating for you.
- Changes to delivery dates that you communicate to us verbally must also be confirmed in writing; this applies in particular if we receive your confirmations via the supplier portal.

### SPECIAL APPROVAL FOR CONSTRUCTION DEVIATION PARTS

If deviations are detected, the goods may not be delivered. In exceptional cases, delivery is possible in consultation with Blohm Jung as part of a special approval.

- If required, please submit an application for special approval to [quality@blohmjung.com](mailto:quality@blohmjung.com).
- Special approvals must always be delivered separately and marked accordingly for each transport unit/carrier. A copy of the special approval must be enclosed with the delivery documents.

### COMPLAINT PROCESSING

If you receive a complaint from us, then our expectations are as follows:

- **Feedback** with a **new delivery date** for the reworked or replaced part within 24 hours
- Return of a **detailed 8D** report to [quality@blohmjung.com](mailto:quality@blohmjung.com) within 14 days.

### ESCALATION PROCEDURE FOR QUALITY DEFECTS (SEE ILLUSTRATION ON PAGE 3)

This process defines our escalation rules in the event of serious or recurring quality problems or increased risk in delivery. With the help of the escalation procedure and the resulting measures, further damage and risks for Blohm Jung and its customers are to be averted. During this phase, the supplier is closely managed by the Blohm Jung Supplier Development Steering Committee. If you are included in this process, you will receive a separate notification.

### OPENING HOURS OF INCOMING GOODS DEPARTMENT

Our incoming goods department is available at the following times:

Hamburg location:

Monday - Thursday: 06:30h - 09:00h, 09:15h - 12:30h & 13:00h - 15:00h

Friday: 06:30h - 09:00h & 09:15h - 12:15h

We are usually closed from Christmas to New Year and on bridging days between weekends and public holidays.

### FORMS AND GUIDELINES

Current forms and guidelines as well as further information can be found here:

<https://www.blohm-machines.com/en/blohm/news-topics/suppliers/>

## VENDOR EVALUATION

### ON TIME DELIVERY

... assesses the punctuality of the goods delivered and services performed.

With each goods receipt booking, an assessment is made of whether the agreed delivery date corresponds to the actual delivery date or to what extent there are deviations.

- We expect delivery **at the earliest four working days before and no day later** than agreed.
- The *agreed date* is generally the delivery date first confirmed by you if this is within the agreed lead time. Deviations from this can be agreed between the supplier and the purchaser on a case-by-case basis.

### COMPLAINT RATE

... assesses the **quality** of the goods delivered and services performed.

This is the ratio of the number of complaints to the total number of incoming goods bookings

### SOFT FACTS

... is a manually maintained criterion.

- The supplier is regularly evaluated on the basis of "**soft**" **criteria** (in the areas of service level, innovative strength, etc.) in order to supplement the two "hard" criteria mentioned above and thus create an overall picture of the supplier.

### OVERALL RATING

The overall rating is calculated on the basis of the weighted score achieved for each criterion. The total number of points achieved is the basis for the **classification**.

Classification	Score Range
Excellent	100-90
Good	89-80
Average	76-65
Poor	64-0

### INVOICES BY E-MAIL

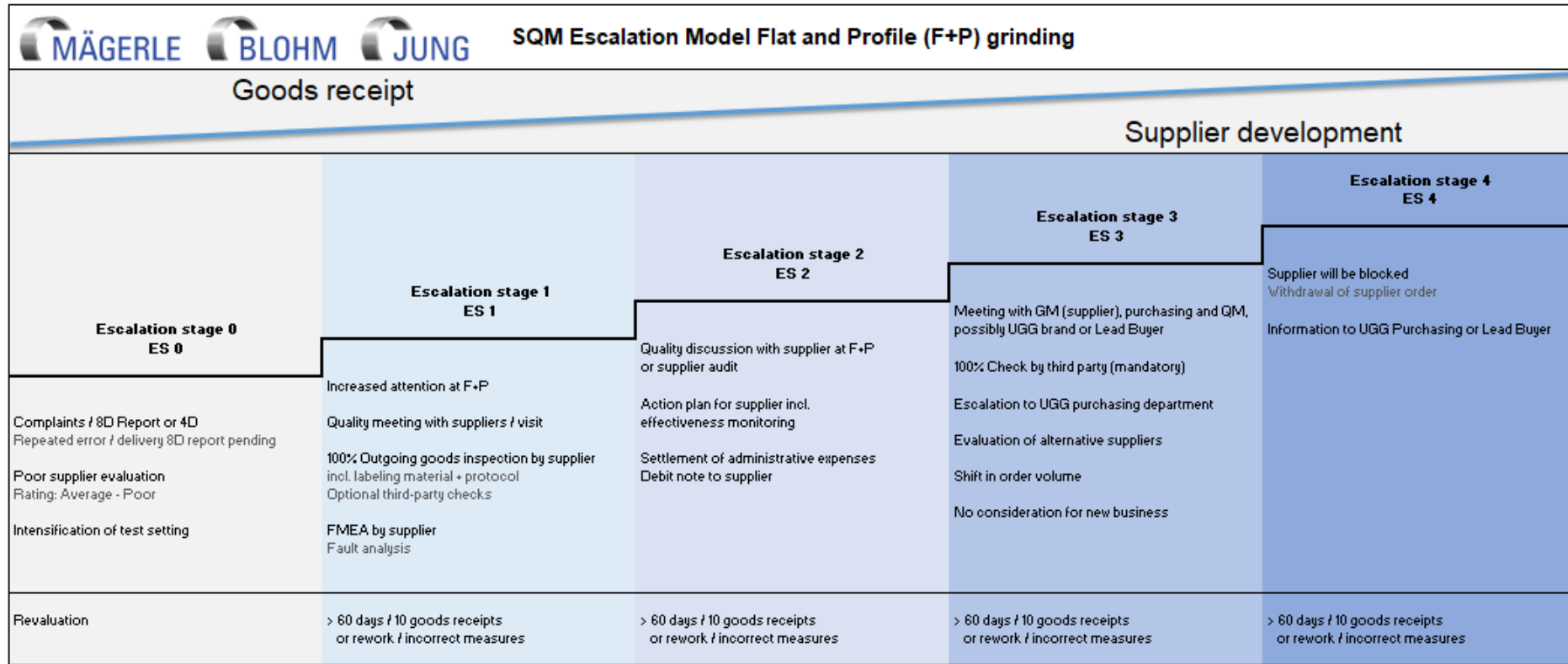
You are welcome to send us your invoices and credit notes electronically. Please only use the following e-mail address and do not pass it on to other companies.

E-mail for electronic invoice receipt: [e-invoice.bj@blohmjung.com](mailto:e-invoice.bj@blohmjung.com)

The following points must be observed in this context:

- One e-mail may only contain one invoice or credit note in PDF format (unencrypted and without password protection).
- If attachments are to be sent with the invoice or credit note, please do so in a single PDF that contains the invoice or credit note at the beginning and the attachments at the end. Additional PDF attachments are irrelevant for the automated processing of the invoice or credit note and will be ignored.
- Copies of invoices are generally not required - so please do not send us any invoices or credit notes or duplicates in paper form.
- Invoice-relevant information may only appear on the invoice or credit note within the PDF document, as the e-mail body is ignored as part of the automated process.
- The total file attachments of an e-mail must not exceed 10 MB, otherwise the e-mail will not be accepted by our mail system.
- This e-mail address may only be used for sending invoices and credit notes. Other correspondence will not be processed via this address.

We reserve the right to make changes to these requirements at any time, even at short notice, or to switch to sending invoices or credit notes in paper form.



**Remarks:**

**Targets for achieving de-escalation at the respective escalation stage are specified by F+P and must be accepted by the supplier!**

**Participants ES 1**

Supplier: Sales Manager (QM if applicable)

F+P: Purchasing and Quality Department

**Participants ES 2 - mandatory**

Supplier: Quality Management

F+P: Purchasing and Quality Department

**Participants ES 3 - mandatory**

Supplier: General Management

F+P: Purchasing and Quality Department

UGG: Purchasing or Lead Buyer, if applicable