1.0 Purpose

The purpose of this procedure is to define the process for using material that deviates from specified process or product requirements via written approval for a temporary period.

2.0 Scope

This procedure applies to all nonconforming materials reported by our Suppliers or within JELD-WEN Sites. Deviation Requests (DRs) can be generated Suppliers or internally by JELD-WEN.

- Supplier DR: Requested by the Supplier before the product is shipped to JELD-WEN for non-conformances that will not affect form, fit or function. Needs JELD-WEN to approve before the product is shipped to JELD-WEN.
- Internal DR: Requested internally for a non-conformance that is outside the JELD-WEN specification. Requires internal approval before use or shipment.

*Does not apply to material attrition accounted for in the manufacturing process.

3.0 Reference Documents

3.1 OP05-F01 Deviation Request (DR) form
3.2 OP04-F01 Supplier Corrective and Preventative Action Report
3.3 OP06-F01 Engineering Change Request (ECR)
3.4 WI-QA-03 - PHRED 8D Generation Instruction

4.0 Abbreviations / Definitions

Corrective Action	Action taken to eliminate the cause of the existing non-conformity to prevent its recurrence.
Deviation (DR)	Allowance to use otherwise nonconforming product
Disposition	Defined action(s) to resolve the non-conformance
Nonconforming Product	Material or product that does not meet specification or requirements.
Preventive Action	Action taken to eliminate the cause of potential non-conformity
SCAR	Supplier Corrective Action Report

5.0 Roles and Responsibilities

The table below is to provide guidance and is to be modified as deemed appropriate by the plant.

Role	Responsibility
Supplier	• To follow the Deviation Process • Not ship nonconforming material without an authorized DR • Identify product in accordance with this procedure.
Employees	• Immediately report any suspect material • Identify and segregate non-conforming materials • Follow this procedure
Group Mangers & Leads	• Ensuring that nonconforming material is promptly identified and segregated. • Follow this procedure.
Site assigned Quality Authority	• Manage the DR process • Work with materials & production to ensure DR product properly identified and processed as identified in the DR.

Purchasing or Inventory designee	• To forward any Supplier DR request to the appropriate product engineer and send copy to jwsupplierrequests@jeldwen.com.
Production	• Promptly report suspect or nonconforming material • Follow the guidelines outline in this document and OP03 Control of nonconforming material
Director of Supplier Quality	• Assist plants when needed • Work with suppliers

6.0 General

JELD-WEN expects to receive and produce conforming product, but at times an unexpected occurrence may occur that impacts the product. A Deviation Request (DR) form OP05-F01 can be submitted, if it is believed that the non-conformance will not affect the form, fit or function of the end use. The submittal of the DR is NOT an authorization to ship or use the impacted product, it is simply a request for review. Note: Deviations are TEMPORARY and must be used sparingly.

7.0 Deviation Process

The DR process provides a path to have the nonconformance reviewed and dispositioned by the appropriate JELD-WEN team. This process is to be used externally by JELD-WENs Suppliers that are requesting a nonconformance to be reviewed for possible acceptance. The DR process should also be used internally to ensure proper documentation and that the deviations from for the product or process is approved by the proper authorities. When generating a DR, the DR must only be generated temporarily based on:

- Purchase Order (PO): The entire PO QTY is affected
- Quantity: A specific quantity is or will be affected.
- Time: The DR is limited by a set time restraint (Used when set actions are due to be completed). This option should only be used for the time it takes to get something corrected. Example, it may take 2 months to get a new mold or 3 months to get all the associated drawings corrected etc. This option should be used sparingly.

NOTE:

- The non-conformance or the specification must be corrected before the DR expires.
- No discrepant material is to be shipped or used until the DR form has been returned to the originator with the appropriate approvals.
- No changes to process can be made until the DR form has been returned to the originator with the appropriate approvals

7.1 Deviation Request (DR) Form OP05-01

The Deviation Request Form is used to request for a process or product deviation. These deviations are temporary and are used to document the deviated from requirement condition. Deviations can apply to any defined requirement whether it be product or process related.

7.2 Instructions for Completing Supplier Deviation Request Form

A. Supplier Information (or originator)

Self-Explanatory, enter all applicable information (Supplier/Originator to Complete).

B. Part Information

Enter the Part Number, Description of part, Part Revision, JELD-WEN PO Number, and Quantity of product affected.

NOTE: Only one DR form per Part Number (Supplier to Complete). However if the condition and requirement is exactly the same on several part numbers, a detailed part list with all the information (Part Number, Description of part, Part Revision, JELD-WEN PO Number, and Quantity of product affected) can be generated and attached to the DR, Note: See attachment in this section..

C. Deviation Information

Identify whether the deviation request is process or product related, First Time or Repeat deviation, Permanent or Temporary and Duration if Temporary.

- Current Requirement/Process:
  Fully describe the current requirement, specification or process (Should be condition).
- Requested Deviation:
  Fully describe the requested deviation from the current requirement, specification or process (IS condition).
- Reason for Deviation:
  Fully describe the reason & Root Cause for the Deviation Request.

D. Corrective Action Taken

Identify corrective action taken to prevent similar deviations in the future.

E. Preventative Action

Identify preventative action necessary to prevent similar deviations in the future.

F. JELD-WEN Disposition

The responsible persons from JELD-WEN representing each affected department will indicate their approval or disapproval. If disapproved use Comments field to indicate why. (Completed by JELD-WEN). Deviations requests may not require all signatories for approval.

G. Actions:

Identify whether the deviation request requires:

- No further action
- A permanent drawing change and the ECN number of the change.
- A Supplier Corrective Action Request is required and the SCAR Number. (Completed by JELD-WEN)
- Other Actions.

H. Comments

Note any relevant comments.

JELD-WEN Deviation Request (DR)

Date: Date originated

Deviation# Issued by JELD-WEN

A. Supplier (Originator) Information	B. JELD-WEN Part Information
Name: Title: e-mail: Phone #: Must complete all information.	Part Number: Description: Revision: PO Number: Quantity of parts affected: Must complete all information.

C. Deviation Information

Deviation Request is (check as applicable):

☐ Part Related ☐ Process Related	☐ 1st time request ☐ Repeat Issue	☐ Duration _____ ☐ Impacts entire PO _____ ☐ DR QTY _____

Current Requirement	Requested Deviation
The requirement. What dimension or specification "should the product be" is entered here (i.e. .123 +/ - .004").	The current nonconforming condition that needs to be reviewed. "Is: .115 - .118"

Reason for Deviation

Reason (root cause) for Request: What caused the non-conformity and why can't it be corrected without a DR? Example: "Chipped tooling causing burr at the tip of the leg, does not affect form, fit or function, will take two weeks to fix tooling"

D. Corrective Action Taken

Action taken / to be taken to eliminate the root cause(s).

E. Preventive Action

Action taken / to be taken to prevent the root cause(s) from re-occurring.

F. JELD-WEN Disposition

	Signature	Date	Approved	Disapproved
Purchasing			☐	☐
Engineering			☐	☐
Category Manager			☐	☐
Quality			☐	☐
Other			☐	☐

Applicable JELD-WEN Team approvals (may be done via attached email).

G. Actions (Completed by JELD-WEN)

☐ Approved on te

Drawing Change Re — CN Number:

Supplier Corrective — CAR Number:

Other:

To be completed by applicable JELD-WEN Team. Identify an associated action.

H. Comments

Note any information that needs to be communicated.

7.3 Submitting the DR

Once the originator completes the DR form OP05-F01 the form needs to be submitted for review. Supplier DRs are to be sent to jwsupplierrequests@jeldwen.com and the appropriate JELD-WEN Purchasing Agent for processing. Internal DRs are to be sent to the appropriate Engineer for review.

7.4 Disposition

When dispositioning (approve or disapprove) the DR, due care must be taken to consider how it will impact production and our customers.

JELD-WEN Disposition team:

Role	Ascetics	Function
Product Line Managers	X	*
Product Engineers	*	X
Testing Group	*	*
Aesthetics Engineer	X	*
Procurement	*	*
Supplier Quality Director	*	*
X = Required *As deemed applicable		

7.5 Actions

The JELD-WEN team must determine if any further action is needed.

- No further action needed
- Drawing Change is needed (OP06-F01 - Engineering Change Request (ECR) to be generated) to change the drawing or specification.
- Supplier Corrective Action Report (SCAR) required from the supplier to ensure that proper root cause has been identified, appropriate corrective actions and preventative actions are identified to prevent re-occurrence. Reference WI-QA-03 - PHRED 8D Generation Instruction.
- Other: other actions needed.

7.6 Completed DR

Once the DR form has been dispositioned, a signed copy must be sent back to the the supplier or the originator. A distribution email should be sent to the approving team and the DR record formally filed in the Quality SharePoint site.

7.7 DR Impacted Product Identification

Impacted product is to be identified with the appropriate DR number “DR #___” and a copy of the approved DR attached to the packing slip of the the shipment. The identification must be protected against weathering.

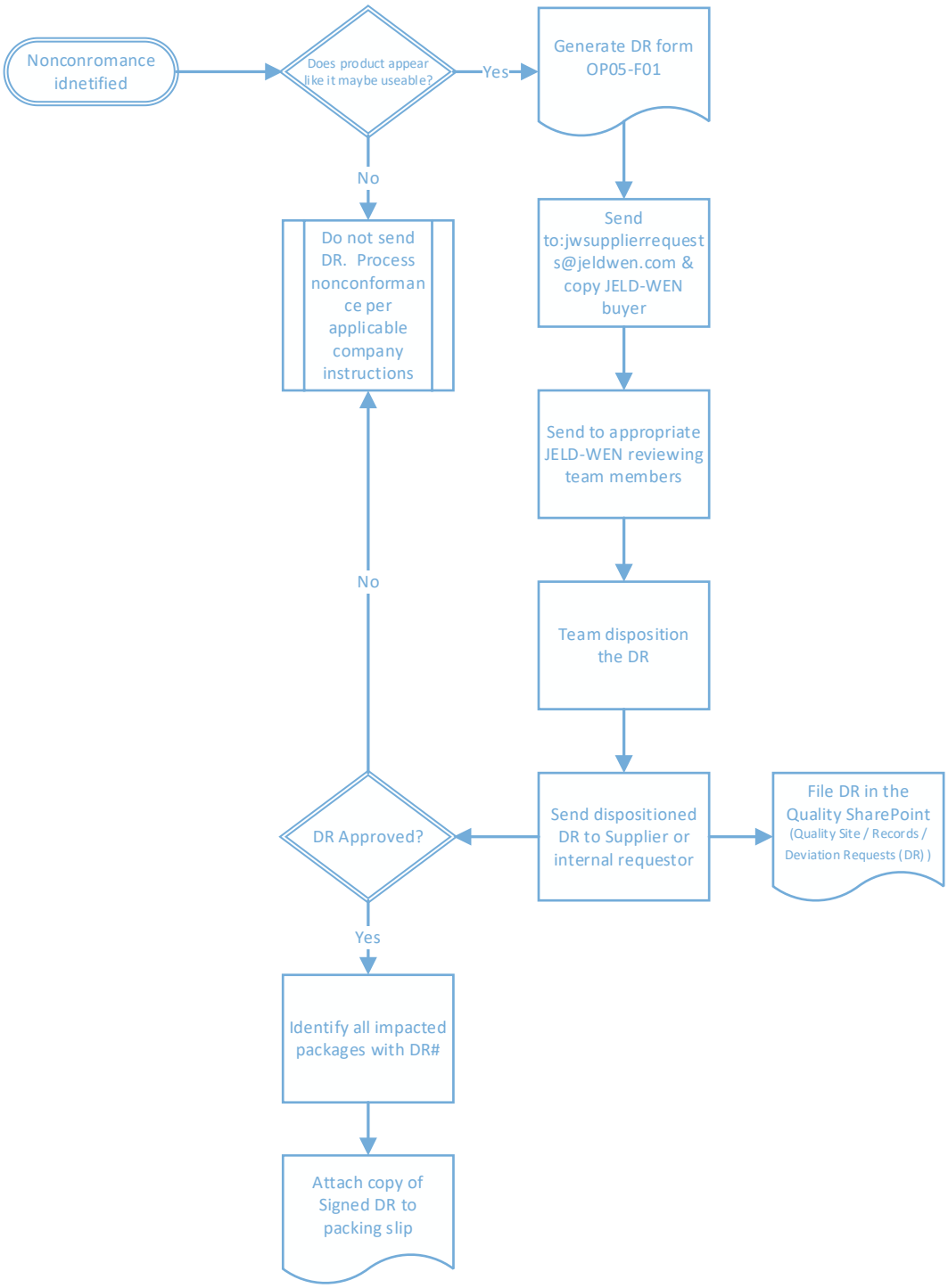
7.8 Containment

Upon arrival of DR material, the site must control the use of this material and determine if other containment activities need to be executed. Reference OP03 – Control of Nonconforming material.

7.9 Support

If the plant is not getting prompt responses from the supplier and needs Corporate support, the plant may contact the the appropriate Category Manager and/or the JELD-WEN Corporate Director of Supplier Quality for assistance. The email must include all information required to assist the plant, such as a copy of the DR, NCMR, pictures and label information including any emails to/from the supplier. Reference OP03.

7.10 Process Flow



8.0 Records

Copies of signed DR's are to be logged and copies kept for at least 5 years on the JELD-WEN Quality SharePoint.

9.0 Revision History

REV	DCN#	EFFECTIVE DATE	INITIATED BY	DESCRIPTION OF CHANGE
A	-	10/11/19	C. Copley	Initial Release
B	-	4/30/20	C. Copley	Removed appendix figure