Performance Complaint Form Template – Stage 1

Supplier Information:	
Site Name:	My Client Name
Corporate Scheme:	Yes/No
IATF Number:	0000000
Supplier Code:	123456-78
Current Certificate:	DD/MM/YY to DD/MM/YY
Address:	
Street:	Street name & No.
City:	City name
Post Code:	0000
State:	
Country:	Client location country
OEM Name:	IATF OEM name
CB Name:	CB Name

Populated automatically by the IATF DB when the supplier's USI is entered.

No entry required.

Complaint Details:

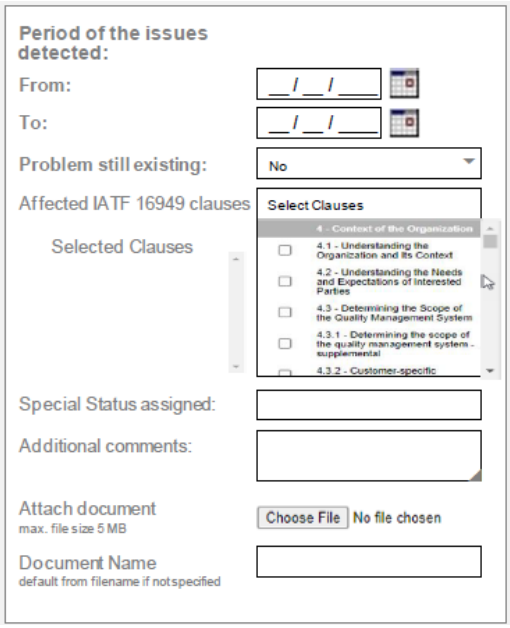
Complaint Statement:	
Area of Complaint	
Additional Information:	
Detailed description of the complaint:	
Parts affected (e.g. name of part or part number):	

Complaint Statement: Please enter a short summary and description of the identified complaint against the IATF 16949 certified supplier.

Area of complaint: Please select the area most affected by selecting one option from the drop-down list; "pre-production, production, service". If a different area is affected, or if multiple areas are affected, select "other".

Detailed description of the complaint: Please enter supporting information to provide a problem statement including the affected product or processes, the error state(s), and the scope of the issue, such as number of parts, customer program/project, and summary of actions taken so far and failures in an attempt to resolve the issue.

Parts affected: Please enter a list of affected parts names and part numbers. The information can also be included in a attachment and uploaded using the "Attach document".



Period of issues detected:

From: Please enter the (first) date when the issue was detected.
To: In case the issue is resolved, please enter the confirmed date of clean stock.
Problem still existing: Please select "Yes or No".

Affected IATF 16949 clauses: Please identify the clause(s) of IATF 16949 standard which were likely not met, resulting in the issue.

Special Status assigned: Please enter the special status and associated date(s) of the status, if applicable.

Attach document: Please attach a document with information that cannot be entered into the text boxes. Maximum size is 5MB. Multiple documents can be combined into a single document. Only Zip file types and MS office files are accepted.

Document Name: Allows a change of the name of the attached document, if needed. No entry is required.



Populated automatically by the IATF DB based on the user who logged into the Customer Portal to file the complaint.

No entry required.