

SQP-SO-74-0004 – Supplier Quality Requirement

Appendix E – Supplier Escalation Procedure

Rev No: G

Issue Date: 23-Jul-2025

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1 SCOPE AND PURPOSE

This process is applicable if the Supplier fails to meet Strata Minimum Expectation of Grade "B" according to **SQP-SO-74-0004 Appendix A** for consecutive three months / three deliveries.

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3 LIST OF CHANGES

Rev.	Issue Date	Page	Report
A	10-Nov-2015	All	Initial release
B	01-May-2018	All	Updated entire document
C	09-Dec-2018	All	CAPA escalation process defined and Escalation stages redefined
D	10-Jan-2019	2, 3, 4	Removed reference to SQF-SO-74-0016 and correction of IP lead times
E	01-Apr-2019	All	Escalation stages revised and timelines clarified
F	11-Feb-2025	2 & 3	Section 6 updated to include reference to the Scorecard solution on Supplier Portal.
G	23-Jul-2025	All	All sections are updated

4 INPUTS

Supplier Monthly Performance Rating

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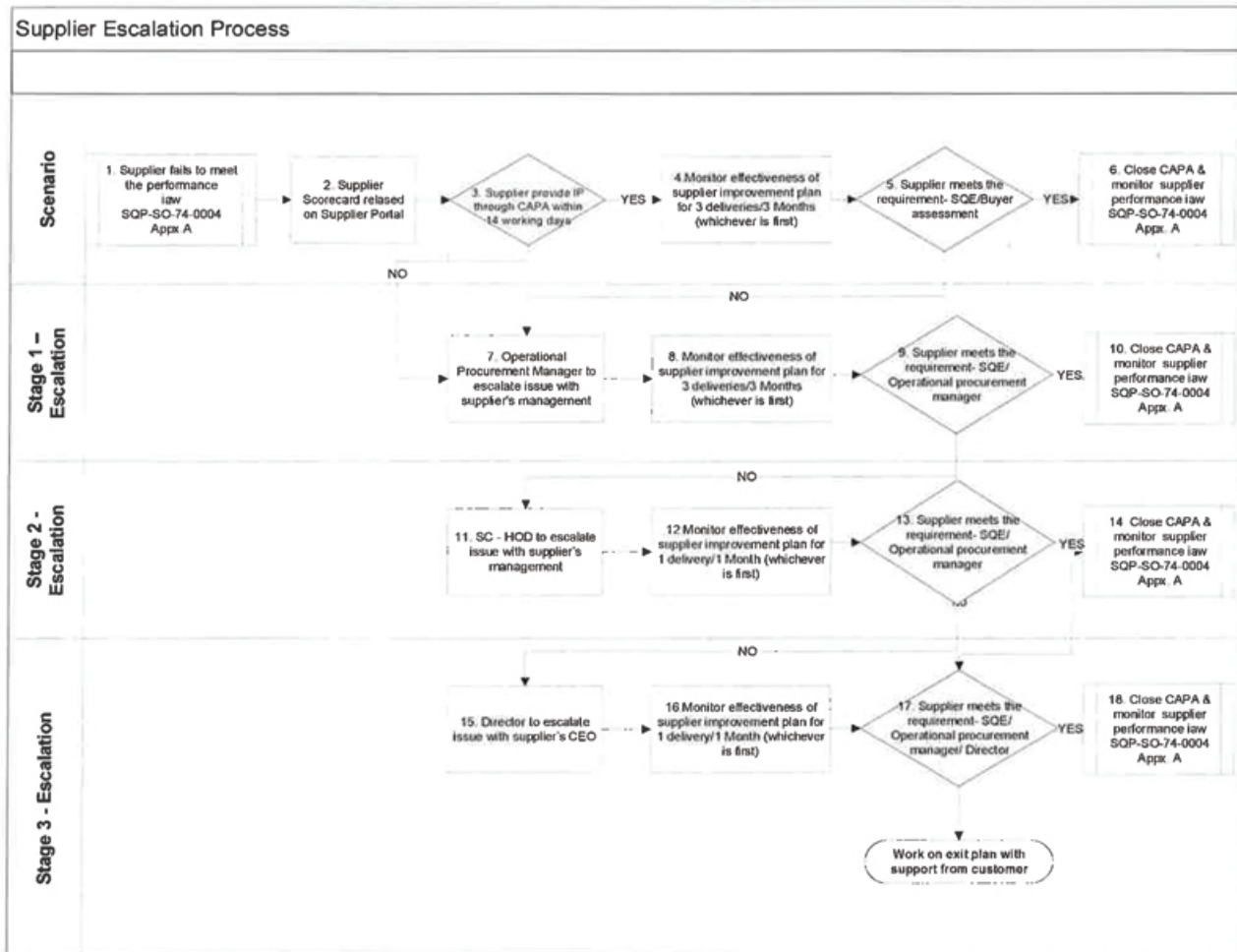
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5 DEFINITION / ABBREVIATIONS

8D	8 Discipline
CAPA	Corrective Action and Preventative Action
HOD	Head Of Department
IP	Improvement Plan
OEM	Original Equipment Manufacturer
SC	Supply Chain
SQA	Supplier Quality Assurance
DIR	Director
SM	Supplier Management

6 PROCESS ACTIVITIES AND DETAILS

6.1 PROCESS FLOW CHART



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6.2 PROCESS STEPS

Below steps are followed.

6.2.1 Scenario

1. In case the Supplier fails to meet the performance in accordance with SQP-SO-74-0004 the relevant communication shall be published to the Supplier via Scorecard available on Supplier Portal. CAPA to improve / resolve the gaps / issues identified shall also be requested from Supplier by relevant Buyer or Supplier Quality Engineer.
2. Supplier shall provide the below Improvement Plan (IP) to:
 - Buyer for Recovery plan, LOB for delivery issues
 - SQE for 8D related Quality issues within 14 working days. Failure to meet this requirement shall result in an Escalation to the **Stage 1**.
3. Internal stakeholders (Supply Chain / SQA) will review the Supplier IP. Effectiveness of the IP will be monitored for three consecutive deliveries / months, whichever comes first.
4. If the IP is effective, then the identified gap / issue shall be closed, and supplier shall be monitored further in accordance with SQP-SO-74-0004 Appendix A. If the supplier does not meet the requirements in the scenario defined, the issue will be escalated to **Stage 1**.

6.2.2 Stage 1

5. The **Strata Operational Procurement Manager** shall escalate the issue to **Supplier's Management**, to ensure the supplier commitment to resolve the gaps/ Issue.
6. Monitor effectiveness of supplier IP for 3 deliveries / 3 months (whichever is first) after **Stage 1** escalation.
7. If the Supplier response/action to Strata Escalation is effective, then the issues / gaps will be closed, and supplier will be monitored in accordance with SQP-SO-74-0004 Appendix A. If the supplier does not meet the requirements in **Stage 1**, the issue will be escalated to **Stage 2**. In addition, Strata may enforce the below;
 - a) Increased containment activities (i.e. 100% or 3rd party sorting)
 - b) Supplier visits and onsite audits
 - c) Weekly and/or daily phone conversations to resolve issues
 - d) Monthly follow-up and reporting activity

6.2.3 Stage 2

8. The **Strata SC HOD** shall escalate the issue to the **Supplier's Management (CEO/Managing Director)**, to ensure the supplier commitment to resolve the gaps/ Issue.
9. Monitor effectiveness of supplier IP for 1 delivery / 1 month (whichever is first) after **Stage 2** escalation.
10. If the Supplier response/action to Strata Escalation Letter is effective, then the issues / gaps will be closed, and supplier will be monitored in accordance with SQP-SO-74-0004 Appendix A. If the supplier does not meet the requirements in **Stage 2**, the issue will be escalated to **Stage 3**. In addition, Strata may enforce the below;
 - a) Re-evaluation of the Supplier / Scope of work.
 - b) Put current business on hold
 - c) Block the Supplier in accordance with SQF-SO-74-0020
 - d) Escalate to customers (Ex: - Airbus, Boeing etc.).

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6.2.4 Stage 3

11. The **Operational Strata Director** shall escalate the issue to the **Supplier's Senior Management (CEO)**, to ensure the supplier commitment to resolve the gaps/ Issue.
12. Monitor effectiveness of supplier IP for 1 delivery / 1 month (whichever is first) after **Stage 3** escalation.
13. If the Supplier response/action to Strata written communication (email /formal letter) for all the stages is effective, then the issues / gaps will be closed, and supplier will be monitored in accordance with SQP-SO-74-0004 Appendix A. In case the issue is not resolved Strata Management may reinforce any of the actions below on the Supplier;
 - e) Re-evaluation of the Supplier / Scope of work.
 - f) Put current business on hold
 - g) Block the Supplier in accordance with SQF-SO-74-0020
 - h) Escalate to customers (Ex: - Airbus, Boeing etc.)

7 RELATED DOCUMENTS

SQP-SO-74-0004 Appendix A – Supplier Rating and Monitoring System
SQF-SO-74-0020 STRATA Supplier Removal Document