



ABN 78 075 422 445

SUPPLIER MANUAL

APPROVAL DATE:	22/10/09	REPLACES APPROVAL DATE:	26/11/07	PROCEDURE NUMBER:	VM-1000
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SUPPLIER QUALITY PROBLEM RESPONSE

TO: QUALITY ASSURANCE DEPARTMENT
 BRIDGESTONE TG AUSTRALIA PTY. LTD.)
 TELEPHONE: (08) 8372 0200, FACSIMILE (08) 8277 9093

No:

FROM: _____ RESPONSE DUE BY: _____

PROBLEM DESCRIPTION:

WHAT IMMEDIATE COUNTERMEASURES ARE NEEDED?:

ROOT CAUSE(S) OF THE PROBLEM IDENTIFIED AS:

PERMANENT CORRECTIVE ACTION:

PREVENT RECURRENCE (of this and similar problem)

TECHNICAL ACTION:

MANAGEMENT ACTION:

LESSONS LEARNED:

SIGNATURE: (Senior Manager)	TITLE:	DATE:
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QUESTION: **CAN THIS HAPPEN AGAIN?** If the answer is **yes**, then the root cause has not been identified, or the corrective actions are inadequate

BSTG SIGN OFF

SUPPLY OFFICER

QUALITY ENGINEER

NB: A COPY OF THIS DOCUMENT MUST ALSO GO TO THE SUPPLY OFFICE FOR FILING