

T.I. no.: 2017 - 20 Updated: -	Topic: Delivery quality (feedback to Schaerer AG)
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Date: 09.10.2017	Priority	Need for action
Affected machines: General	High	As soon as possible
From serial number: -	Medium	On next visit to the machine
As of date: -	X Low	X FYI only

ⓘ This technical information is NOT aimed at partners of Schaerer Germany!

GENERAL INFORMATION

- ▶ Until recently, a form for assessing delivery quality was included with every machine in the factory. The form is used to get feedback from our customers in case something is not okay with the machine. Every piece of feedback is entered into our quality statistics and is discussed in our (monthly) meetings to decide which measures we have to take.

NEW SITUATION


- ▶ Effective immediately, the form for assessing delivery quality will no longer be included. We rarely receive filled-out forms since most customers contacts us by e-mail. In addition to the quality assessment, we often receive pictures, which is very beneficial for us.

YOUR FEEDBACK IS VALUABLE AND VERY IMPORTANT TO US!

- ▶ Your feedback helps us to maintain and improve our quality standards. We would therefore like to encourage you to continue to send us your comments (or to start doing so now - with pictures if possible).
- ▶ If we do not receive any feedback, we assume that the quality of the machine fulfils your expectations and that the machine was delivered free of problems. To create realistic statistics on delivery quality, we need your help!

HOW TO GIVE US YOUR FEEDBACK

- ▶ **If possible**, please send us the filled-out delivery quality form (electronically by e-mail QManagement@Schaerer.com - or printed in the post). You can find the form by clicking on this link: <https://schaerer.picturepark.com/Go/xMzRTMxW>. The form is also available in our download area: (<https://schaerer-ss0.com/> in the media centre under 'Various / Forms and Regulations / Schaerer out of the box quality').
- ▶ You can also send us an e-mail with the following minimum information:
 - Machine number / Machine model
 - Date
 - Technician involved
 - Detailed description of the problem
 - Picture(s), if possible

Nummer: 4.0.0469 Ausgabe: 19.12.2011 Seite: 1/2 MS / M. Hostettler	Auslieferqualität / Calidad del suministro / Quality of delivery / Qualité de livraison	
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Ständige Verbesserung der Qualität unserer Kaffeemaschinen ist unser oberstes Gebot. Deshalb bitten wir Sie, sofern bei der neu installierten Maschine eine Beanstandung vorliegt, dieses Formular auszufüllen und es uns mittels beigelegtem Couvert oder per Fax an untenstehende Adresse zurückzusenden.

A constant improvement regarding the quality of our coffee machines is absolutely necessary. Therefore we kindly ask you to fill in this form whenever you install a machine with a defect. Then please return the form in the enclosed envelope or by fax to the address mentioned below.

L'amélioration qualitative continue de nos machines à café est une nécessité absolue. Nous vous prions de faire remplir ce formulaire si la machine installée présente un défaut et de nous l'envoyer au moyen de l'enveloppe ci-jointe ou par fax à l'adresse indiquée ci-dessous.

Nuestra mejor oferta es el continuo perfeccionamiento de la calidad de nuestras cafeteras. Por este motivo, le rogamos que rellene este formulario y nos los remita en el sobre adjunto o por fax a la dirección abajo indicada, en caso de que haya una reclamación en relación al equipo instalado.





Schaerer AG, Allmendweg 8, CH-4528 Zuchwil Fax: ++41 (0) 32 681 63 35
QManagement@Schaerer.com

Installationsdaten / Data of installation / Données d'installation / Datos de instalación	
Kunde / Customer / Client / Cliente	CO-Nr. / CO-no. / No. de CO / N° CO
Maschinen-Typ / Machine model / Type de machine / Tipo de equipo	Maschinen-Nr. / Serial-no. / No. de machine / N° de equipo
Datum / Date / Date / Fecha	*Servicetechniker / *Technician / *Technicien / *Personal del Servicio Técnico

*Nur wenn durch Servicetechniker installiert / *Only if a technician installs the machine / *Seulement si le technicien fait l'installation / *Sólo si la instalación la ha realizado el personal del Servicio Técnico

Qualitätsbeurteilung / Quality-report / Feuille de qualité / Valoración de la calidad			
	I.O. / Oui / Sí	Nicht I.O. / Non / No	Begründung / Reasons / Commentaires / Explicación
Verpackung (Bei Problemen bitte Foto belegen und Beschädigung in der Skizze auf der Rückseite markieren) Packing (In case of damage, please attach a picture and mark the damage in the illustrations on the back) Emballage (En cas de dégâts, joignez une photo et marquez le dégât dans les illustrations au verso svp.) Embalaje (en caso de problemas, por favor, adjunte una fotografía y marque los daños en el boceto de la parte posterior)	<input type="checkbox"/>	<input type="checkbox"/>	
Lackierung/Verschalung (Bei Problemen bitte Foto belegen und Beschädigung in der Skizze auf der Rückseite markieren) Faint finish/casing (In case of damage, please attach a picture and mark the damage in the illustrations on the back) Laque / coffrage (En cas de dégâts, joignez une photo et marquez le dégât dans les illustrations au verso svp.) Pintura/carcasa (en caso de problemas, por favor, adjunte una fotografía y marque los daños en el boceto de la parte	<input type="checkbox"/>	<input type="checkbox"/>	
Allgemeinzustand (innen) General condition (inside) Condition générale (interne) Estado general (interior)	<input type="checkbox"/>	<input type="checkbox"/>	
Vollständigkeit nach Kundenauftrag Complete according to customer's order Complet selon commande client Integridad del pedido de cliente	<input type="checkbox"/>	<input type="checkbox"/>	
Funktion Function Fonction Funcionamiento	<input type="checkbox"/>	<input type="checkbox"/>	

= Feedback erwünscht / = Feedback desired / = Feedback souhaité / = se requiere respuesta
 z.Hd. Qualitätsmanagement

Bitte markieren Sie die schadhafte Stelle der Verpackung in den untenstehenden Illustrationen Please mark the defective area of the packaging in the illustrations below Veuillez marquer le défaut de l'emballage dans les illustrations ci-dessous Por favor, marque los daños del embalaje en las siguientes ilustraciones.	
Parte frontal / front side / front	Parte posterior / back side / derrière
	
Linke Seite / left side / gauche / Lado izquierdo	Rechte Seite / right side / droite / Lado derecho
	

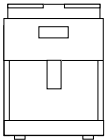
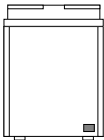
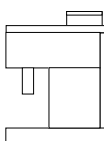
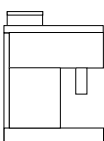
Bitte markieren Sie die schadhafte Stelle der Verschalung / Lackierung in den untenstehenden Illustrationen Please mark the defective area of the casing / paint finish in the illustrations below Veuillez marquer le défaut du coffrage / du laquage dans les illustrations ci-dessous Por favor, marque los daños de la carcasa / pintura en las siguientes ilustraciones.	
Frontseite / front side / front / Parte frontal	Rückseite / back side / derrière / Parte posterior
	
Linke Seite / left side / gauche / Lado izquierdo	Rechte Seite / right side / droite / Lado derecho
	

Illustration of the form for assessing delivery quality.