1   PURPOSE & SCOPE of this document

This document is an instruction for Suppliers to fill in and make a Deviation Approval Request (DAR) using the system JIRA.

2   DESCRIPTION of how it works

JIRA is a web portal DAR system used at Husqvarna in Huskvarna Sweden where you login and apply for a for a DAR. To be able to login, suppliers have to contact the planning department in Sweden to apply for an account.
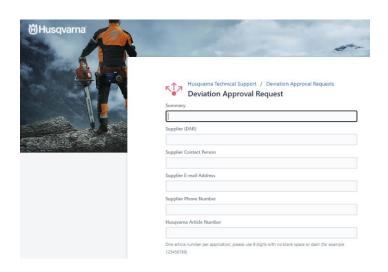
2.1   To Make a Deviation Approval Request

1. Go to Deviation Approval Request customer portal in JIRA Deviation Approval Requests - Service Desk (riada.se)
2. Log in
3. Click on "Deviation Approval Request"
4. Fill in information about the deviating part in the form (see table below for description of each field). Fields marked with * are mandatory to fill in.
5. After the fields have been filled in, click "Create".
6. Submit parts and package to Husqvarna Sweden according to the mandatory requirements:
   - **25** samples must be submitted for any request for testing, unless otherwise agreed upon with Husqvarna.
   - The sample package must be clearly marked with Husqvarna article number and the DARSD number (the unique case number generated when a request is sent, see example issue in Appendix to see where to find this)
   - Samples must be send separately from serial production deliveries.
   - **Package must be send to the following address:**
     Husqvarna Group
     Terminal 32
     Drottninggatan 2
     SE-561 82 Huskvarna, Sweden

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Editor: Fredrik Robarth	Approved: 2022-02-15 by Sten C Nilsson	

Page **1** of **4**

2.2 DAR Field Explanations

Field name	Description
Summary *	Summarize the issue, for example write DAR- part – what is deviating
Supplier (DAR) *	Which supplier is making the request
Supplier Contact Person *	Who Husqvarna can contact at the supplier's if needed
Supplier E-mail Address *	E-mail address to contact person at supplier
Supplier Phone Number *	Phone number address to contact person at supplier
Husqvarna Article Number *	
Article Description *	
Article revision *	
Number of parts affected *	How many alternative parts you want to deliver
Affected Husqvarna Site(s) *	Which Husqvarna factory this will be delivered to
Application applies from * and to *	Between which dates you want to deliver the deviating part
Deviation Description *	Describe the issue
Cause *	Description of what has caused the problem to deliver a part within specification
Corrective actions *	What is being done to fix the problem
Date of supplier shortage	At which date does the supplier need an answer in order to deliver without disturbances
Attachment	Files with information about the issue, could for example be pictures, drawings, measuring protocols, material data sheets or 8D report
Part sent to Husqvarna *	Has the supplier sent a sample or delivery to Husqvarna for evaluation
Recipient at Husqvarna	Who was the sample or delivery addressed to

For more help with how to fill in the fields in JIRA, see appendix for example issue.

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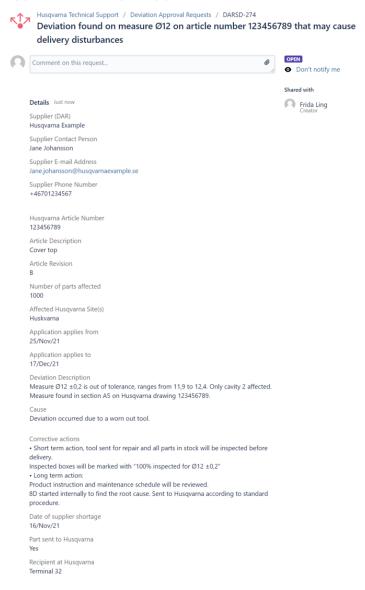
Page **2** of **4**

2.3 Status Update and Final Decision

To see the request status, click the "Requests" button in the top right corner, shown in the picture below. Here you can see both open and closed requests. If someone from Husqvarna comments on the issue you will get an email with a notification about this and can also see that comment in the request. You can also reply to the comment if needed.

When the request has been handled you will get an e-mail saying that the status of the request has been changed to "Approved" or "Declined".

3 Appendix: Example Application

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Page **3** of **4**

4   Version History

The version is managed automatically by How We Work. There is no need for manual modification.

Version number	Tracking of changes in the document	Date
Version history - SharePoint	Review / Compare function of Microsoft Office	Version history - SharePoint

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Page **4** of **4**