

Introduction of the Out-of-Box (OoB) system for improving quality reporting

Dear Sir or Madam,

We would like to inform you that our new Out-of-Box (OoB) system will be introduced starting on **01.02.2024**. This is a feedback system for errors detected during initial installation of coffee machines. The goal is to optimise the quality of reporting for German-speaking and international customers and continuously improve product quality. In doing so, we would like to give you an understanding of the goals, developments and associated benefits.

General information about the Out-of-Box (OoB) system:

The OoB system was developed to provide all customers with the same options, regardless of their location or language. This includes standardised handling of forms, digital use and improved customer feedback. Our main goal is to offer a simple and innovative form for quality purposes.

Goal and development:

The OoB system allows us to receive standardised reports from different customers. This makes it possible for us to collect high-quality feedback in order to make continuous improvements. Data collection is currently done manually, but we plan to digitalise this process and create a standardised format.

Today:

- Technician opens the packaging, carries out a visual inspection, starts the coffee machine.
- If there are OoB errors, the **Delivery quality** form is filled out by hand or PDF and sent by email.
- Our quality management team checks the error report, enters the information in an Excel list and creates a 4D report.
- Feedback is sent in line with the customer's wishes.

Future:

- Technician opens the packaging, carries out a visual inspection and commissions the coffee machine.
- If there are OoB errors, the **Delivery quality** form is called up digitally by scanning a QR code on the coffee machine or using a browser and can then be filled out directly through a link on the smartphone or tablet.
- Quality management receives the message by e-mail and can view the report on our platform.
- A 4D report is generated and feedback is written in line with the customer's wishes.

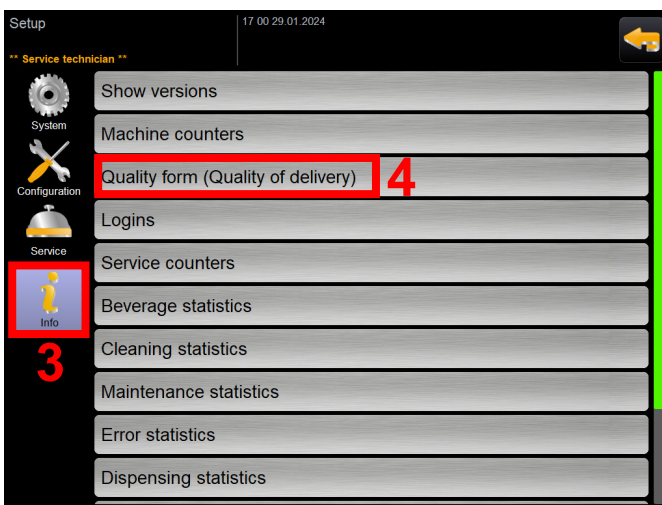
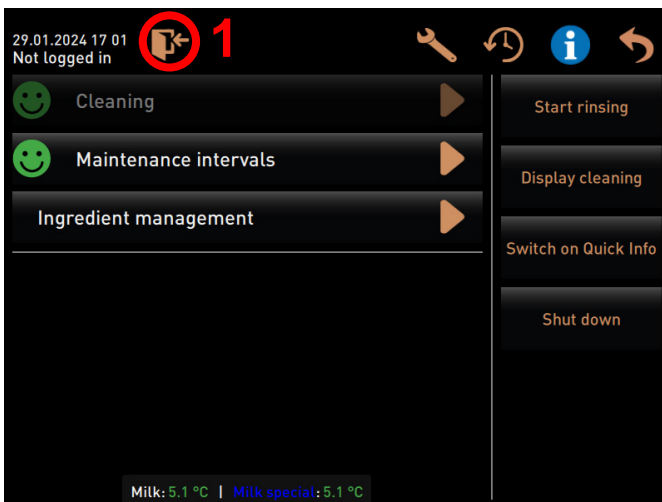
Important: The QR code is only intended for initial installation. Please continue to submit all other complaints through technical support. The QR code only works with SOUL, SOUL-C and SKYE coffee machines. All other coffee machines, such as SCA, SCCLub and WMF machines, must be manually generated in the browser at quality.schaerer.com. Thank you!

Submitting a report using QR code:

- Scanning the QR code on the coffee machine takes you to the **Delivery quality** form, where all machine-specific information is already filled in.

How to find the QR code on the coffee machine:

1. Click on **Log in**.
2. Navigate to the **Service technician** menu.
3. Click on **Info**.
4. Click on **Quality form** button.
5. Scan QR code.
6. Delivery quality form link appears on your smartphone or tablet.



Alternative:

- If you enter quality.schaerer.com in your browser, you will also get to the **Delivery quality** form.

Advantages:

Introduction of the OoB system has many benefits for both us and our customers:

- Simplified, standardised use of forms for technicians.
- Standardised forms in German-speaking countries and internationally.
- Centralised portal for customer complaints with multiple points of internal access.
- Foundation for reports and statistics.
- Improved customer feedback for continuous improvement in quality.
- Optimised processing of spare parts deliveries.
- Adaptation to digital trends and future developments.

We are convinced that the OoB system will not only make our work processes more efficient, but also improve the quality of our products and services on a sustainable basis. If you would like more information or have any questions, please do not hesitate to contact us by e-mail at easani@schaerer.com.

Best regards,

Customer Quality Department