QAD Adaptive Applications

User Guide

QAD EQMS Applications: Supplier Quality

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Supplier Quality User Guide Change Summary

The following table summarizes significant differences between this document and previous versions.

Date/Version	Description	Reference	Changed By
APR 2019/v2019	Initial upload	--	RQT
AUG 2019/v2019	Added security role information	p. 104	RQT
SEPT 2019/v2019	Updated styles, links, and copyright	--	RQT
JAN 2020/v2019	Updated linkage	--	RQT
MAR 2020/v2019	Rebranded for 2020; Added scheduling information to Supplier Performance Reviews	p. 73	RQT
SEPT 2020/v2020.1	Rebranded for 2020.1; Updated Supplier Corrective Action Requests; Updated Supplier Audits	p. 116, p. 54, p. 67	RQT
MAR 2021/v2021	Updated linkage; Updated Supplier Corrective Action Requests; Updated Supplier Performance Reviews	p. 54, p. 73	RQT
MAY 2021/v2021	Added a section for Commands	p. 131	RQT
AUG 2021/v2021.1	Updated versioning; Updated Suppliers; Updated Supplier Corrective Action Requests	p. 42, p. 54	RQT
MAR 2022/v2022	Updated versioning; Updated Suppliers	p. 42	RQT
SEPT 2022/v2022.1	Updated versioning	--	RQT
MAR 2023/v2023	Updated versioning; Changed module name to Supplier Quality; Updated Supplier Performance Reviews	p. 73	RQT
MAR 2024/v2024	Updated versioning	--	RQT
SEPT 2024/v2024.1	Updated versioning; Updated Suppliers; Updated Supplier Corrective Action Requests	p. 42, p. 54	RQT
MAR 2025/v2025	Updated versioning	--	RQT

Chapter 1

Introduction

Overview

Managing suppliers and supplier quality helps a company be more successful and eliminates a potential cause of quality issues and process disruption.

Not only is it a good business practice, but many of the latest compliance standards require that the company must work with its suppliers to ensure adherence to the standard. While this will eliminate a significant source of risk and potential disruption for companies at the head of the supply chain, it can impose a significant burden on the companies tasked with the process.

The EQMS system includes the ability to manage suppliers for quality, delivery and continuous improvement.

- Schedules, manages and scores best practice assessments with suppliers.
- Assigns assessment and follow-up responsibility to individuals, and sends alerts and escalations as needed.
- Notifies the responsible parties about corrective action requirements and implementation dates.
- Simplifies communication with suppliers.

About This Guide

This user guide focuses on:

- Setup required for the Supplier Quality module
- Different forms of document organization in the Supplier Quality module
- Security and roles for the Supplier Quality module
- Instructions for the various Supplier Quality tasks

Note: This guide does not provide field descriptions for the Supplier Quality module fields. Field help is provided in the software.

Supplier Quality Module Setup Guide

This section describes the processes of the Supplier Quality module. The list below is arranged by the order in which the processes should be completed, starting with the setup operations and continuing with the main functions.

Setting Up the Supplier Quality Module

Supplier Approval Status

Use the Supplier Approval Status process to identify which suppliers are approved for purchasing activities and which are not. See "Supplier Approval Status" on page 18.

Certification Agencies

Use Certification Agencies to supply the name of a certification agency, who sets and controls industry standards. See "Certification Agencies" on page 19.

Supplier CAR Category

Use Supplier CAR Categories to organize Supplier Corrective Action Requests (SCAR) into logical groupings that support filtering of data. See "Supplier CAR Category" on page 20.

Supplier Chargeback Category

Use Supplier Chargeback Categories to add details regarding default or added costs, such as an administrative processing charge or third party sorting cost. See "Supplier Chargeback Categories" on page 21.

Supplier Chargeback Setup

Use Supplier Chargeback Setup to define the due date for a supplier chargeback. See "Supplier Chargeback Setup" on page 22.

Supplier Audit Types

Use Supplier Audit Types to organize supplier audits and set up the logic for who can be an auditor based on a skill. See "Supplier Audit Types" on page 23.

Supplier Audit Finding Type

Use Supplier Audit Finding Types to organize the different findings for a supplier audit. See "Supplier Audit Finding Types" on page 25.

Supplier Audit Question Categories

Use Supplier Audit Question Categories to organize audit questions and search through records based on this criteria. See "Supplier Audit Question Categories" on page 27.

Supplier Risk Categories

Use Supplier Risk Categories to define a level of risk associated with each supplier. See "Supplier Risk Categories" on page 27.

Supplier Performance Indicators

Use Supplier Performance Indicators to set up the values used to evaluate the performance of the suppliers. See "Supplier Performance Indicators" on page 30.

Supplier Audit Questions

Use Supplier Audit Questions to build up a library of questions for suppliers to respond to during a supplier audit. See "Supplier Audit Questions" on page 34.

Supplier Audit Checklists

Use Supplier Audit Checklists to create a custom checklist by combining one or more supplier audit questions to be asked during a supplier audit. See "Supplier Audit Checklists" on page 36.

Deviation Types

Use Deviation Types to organize deviations into common groups and set defaults, which provide consistency and make creating new deviations easier. See "Deviation Types" on page 38.

Using The Supplier Quality Module

Suppliers

Use the Suppliers process to document detailed information about all the suppliers that your company works with. See "Suppliers" on page 42.

Supplier Items

Use Supplier Items to document the relationship between an item and a supplier. See "Supplier Items" on page 51.

Supplier Certifications

Use Supplier Certifications to ensure that a supplier's product is produced, packaged, and shipped in a controlled process that conforms to proper industry standards, business practices, and the recipient company's requirements. See "Supplier Certifications" on page 52.

Supplier Corrective Action Request

Use the Supplier Corrective Action Request (SCAR) process to issue and track the status of corrective actions issued to suppliers. See "Supplier Corrective Action Request" on page 54.

Supplier Chargebacks

Use the Supplier Chargebacks process to reclaim costs associated with a supplier issue. See "Supplier Chargebacks" on page 62.

Supplier Audits

Use Supplier Audits to conduct full or partial standard audits of a supplier. See "Supplier Audits" on page 67.

Supplier Audit Findings

Use the Supplier Audit Findings process to document any observations, opportunities for improvement, or noteworthy efforts that are noticed during an audit. See "Supplier Audit Findings" on page 71.

Deviations

Use Deviations to document and approve deviations from controlled specifications or processes. See "Deviations" on page 76.

Supplier Performance Reviews

Use the Supplier Performance Reviews process to document the results of supplier performance indicators at a point in time. See "Supplier Performance Reviews" on page 73.

PO Item Log

Use the PO Item Log process to document all the details of a supply purchase order. See "PO Item Log" on page 81.

Receiving Item Log

Use the Receiving Item Log process as a receipt for an order that was fulfilled by a supplier. See "Receiving Item Log" on page 83.

Getting Started

Before you can begin using the Supplier Quality module, it is important to understand the basics of how to navigate and use the QMS system. The system is intuitive, but some layouts, features, and best practices require a more thorough understanding. See the User Interface user guide for additional information about the QMS software.

Chapter 2

Setting Up the Supplier Quality Module

Introduction

Some preparation is required before you can create or interact with suppliers.

Supplier preparation involves setting up the organization of supplier risk categories and audit checklists, reviewing supplier performance indicators, and scheduling frequencies for supplier review. These tasks are generally performed by the supplier quality administrator, supplier quality champion, or the supplier quality maintenance role.

Supplier Approval Status

Supplier approval statuses are used to identify which suppliers are approved for purchasing activities and which are not. Examples of approval statuses include approved, unqualified, and exceptional.

Supplier approval statuses are used in the Supplier Risk Categories process as ratings that determine if participants earn a passing score in the supplier approval configuration. See "Supplier Risk Categories" on page 27.

Fig. 1: Supplier Approval Status process screen

Supplier Approval Status States

This section defines each state available in the workflow for the Supplier Approval Status process. See "State Change Security" on page 110 to learn more about how these states transition.

There are no states available for this process.

Supplier Approval Status Tasks

Adding a New Supplier Approval Status

1. Select Supplier Approval Status from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the approval status code and name. Notice how the Display Expression field combines the two values; this is how users will look up this status.
3. Click Save to save the new record.

Certification Agencies

Suppliers receive quality certifications as evidence that they produce, package, and ship their product or service in a manner that conforms to industry standards, business practices, or recognized standards. They industry standards are set and controlled by certification agencies.

Before you can set up a supplier's certifications in the QMS system, you must create line items cor the corresponding certification agencies. Luckily, this process only contains one field.

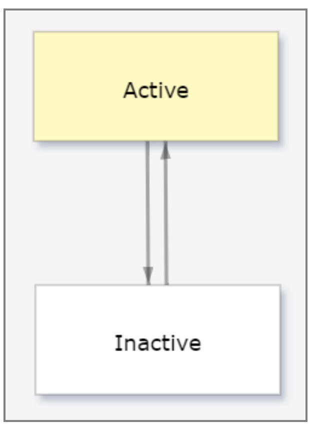
Fig. 2: Certification Agency process screen

Certification Agencies States

This section defines each state available in the workflow for the Certification Agencies process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A certification agency that is actively used.

Inactive. A certification agency that is no longer in use.



Certification Agencies Tasks

Adding a New Certification Agencies

1. Select Certification Agencies from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter a value in the Agency Name field.
3. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the agency cannot be used for new records.

Supplier CAR Category

The Supplier CAR Category process organizes Supplier Corrective Action Requests (SCAR) into logical groupings that support filtering of data. Typical examples include damaged material, late shipment, and shipping error. Each SCAR can belong to only one category. See "Supplier Corrective Action Request" on page 54 for more information.

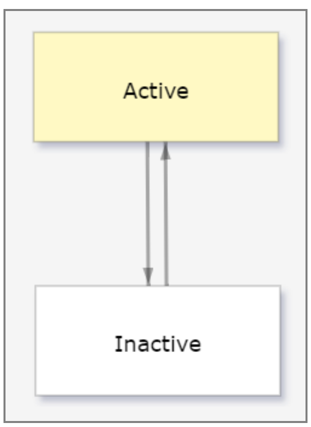
Fig. 3: Supplier CAR Category process screen

Supplier CAR Category States

This section defines each state available in the workflow for the Supplier CAR Category process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier CAR category that is actively used.

Inactive. A supplier CAR category that is no longer in use.



Supplier CAR Category Tasks

Adding a New Supplier CAR Category

1. Select Supplier CAR Category from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the category code and name. Notice how the Display Expression field combines the two values; this is how users will look up this category.
3. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the category cannot be used for new records.

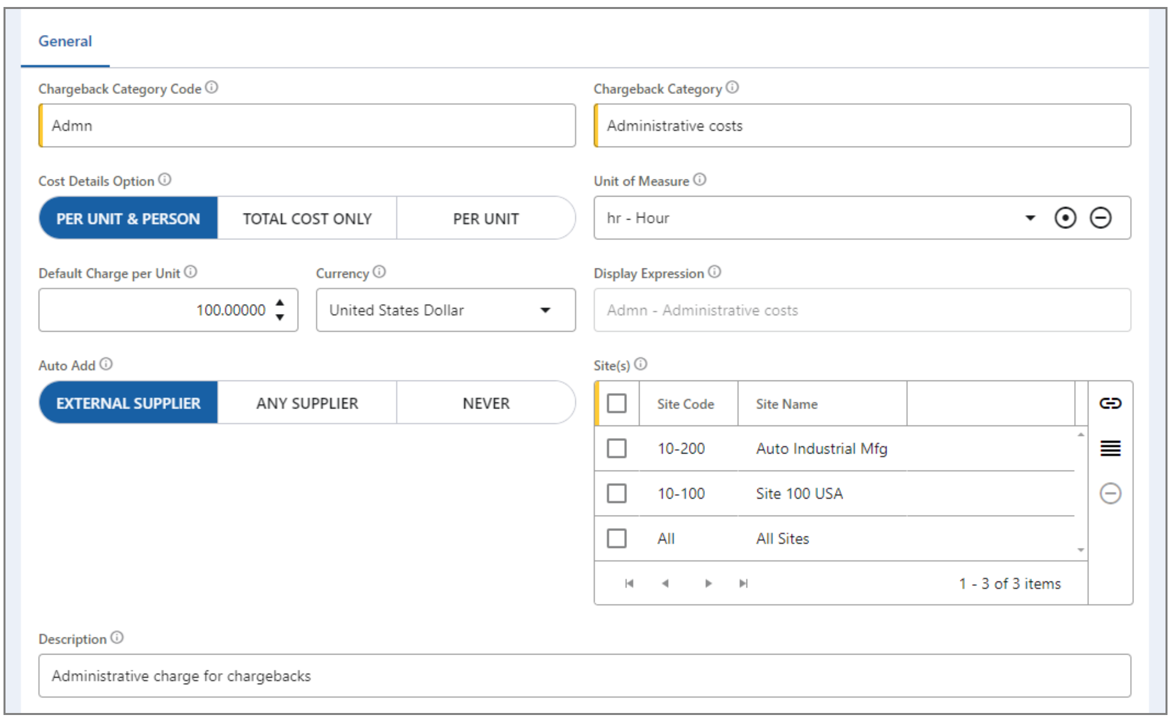
Supplier Chargeback Categories

Supplier chargeback categories are used in supplier chargebacks to add details regarding default or added costs, such as an administrative processing charge or third party sorting cost. There are three cost detail options available to choose from:

- **Per Unit.** Documents how many units were used (for example, per box of material). The amount of units is selected in the supplier chargeback details.
- **Per Unit & Person.** Documents how many people and how many units were used (for example, 5 people for 4 hours). The amount of units and people are selected in the supplier chargeback details.
- **Total Cost Only.** A single total cost is entered in the supplier chargeback record, such as a default per-instance fee. This cost is entered in the supplier chargeback details.

A category can be set up to automatically apply to all or specific suppliers, or it can be made available for manual selection on a case-by-case basis. See "Supplier Chargebacks" on page 62 for more information.

Fig. 4: Supplier Chargeback Categories process screen

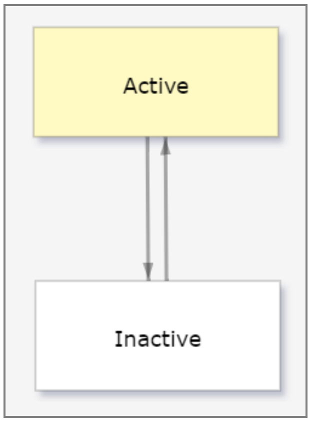


Supplier Chargeback Categories States

This section defines each state available in the workflow for the Supplier Chargeback Categories process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier chargeback category that is actively used.

Inactive. A supplier chargeback category that is no longer in use.



Supplier Chargeback Categories Tasks

Adding a New Supplier Chargeback Category

1. Select Supplier Chargeback Categories from the left navigation panel. Then, click the Add Item [+] button in the toolbar.
2. Enter values for the chargeback category code and name. Notice how the Display Expression field combines the two values; this is how users will look up this category.
3. Select the cost details option, unit of measure, and default charge per unit.

   Note: If you select "Total Cost Only" in the Cost Details Option field, then the Unit of Measure and Default Charge per Unit fields are hidden.

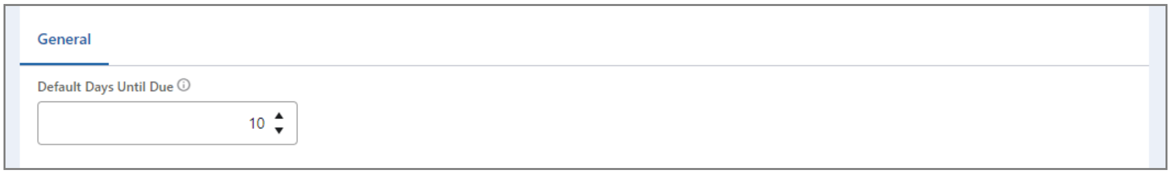
4. In the Auto Add toggle field, select how this category will be added to supplier chargebacks:
   a. **External Supplier.** Add this category automatically to external suppliers only.
   b. **Any Supplier.** Add this category automatically to both internal and external suppliers.
   c. **Never.** Does not automatically add this category. It will be available for selection from a list.
5. If you selected "External Supplier" or "Any Supplier", then use the Auto Add for the Following Sites field to select which sites will have this category automatically added to their supplier chargebacks.
6. Enter a description of the supplier chargeback category.
7. Click Save to save the new record. When selecting the next state, click Active.

   Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the category cannot be used for new records.

Supplier Chargeback Setup

Supplier Chargeback setup is a simple one-field process that defines the due date for a supplier chargeback. Once this time has passed, the supplier chargeback is considered late and the record moves to the state Supplier No Response. See "Supplier Chargebacks" on page 62.

Fig. 5: Supplier Chargeback Setup process screen

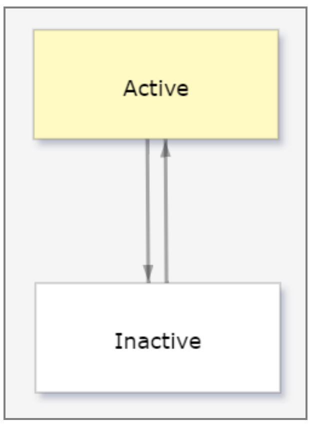


Supplier Chargeback Setup States

This section defines each state available in the workflow for the Supplier Chargeback Setup process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier chargeback setup that is actively used.

Inactive. A supplier chargeback setup that is no longer in use.



Supplier Chargeback Setup Tasks

Adding a New Supplier Chargeback Setup

1. Select Supplier Chargeback Setup from the left navigation panel. Then, click the Add Item ⊞ button in the toolbar.
2. Select the number of days used to determine the due date for a supplier chargeback.
3. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the supplier chargeback setup cannot be used for new records.

Supplier Audit Types

Supplier audit types provide a way to organize supplier audits and set up the logic for who can be an auditor based on a skill. Typical examples of supplier audit types are:

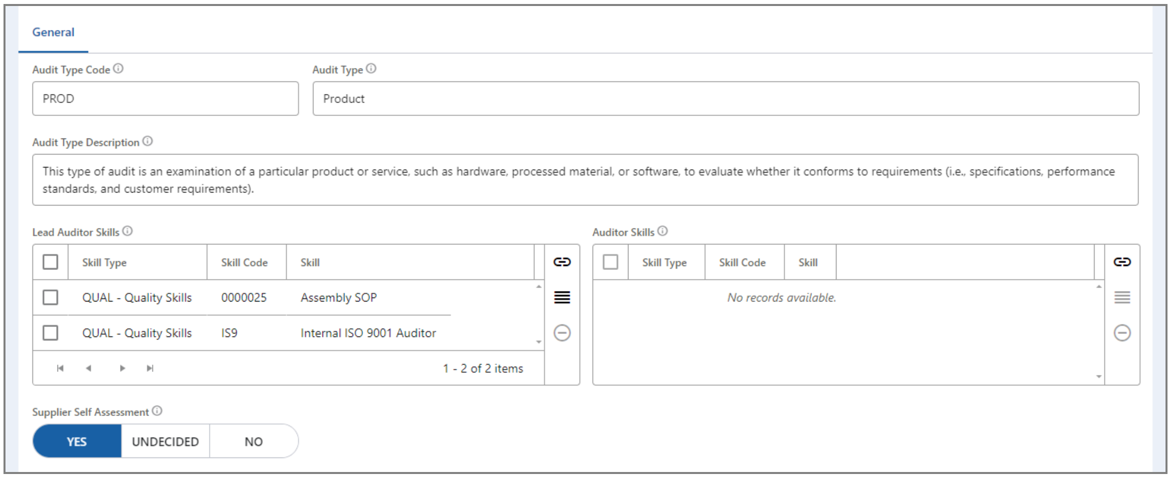
- **Process.** This audit type focuses on one or more processes, and verifies that the processes are working as documented.
- **System.** This audit type focuses on the supplier's quality management system.

In the Supplier Audit Type record, you define the skills required of lead auditors. An auditor and lead auditor skill must be predefined skill types in the Training Management module. To be an auditor or lead auditor, the employee must be assigned the Auditor or Lead Auditor skill types and their training must be up to date for that skill type.

If the Supplier Self Assessment check box is set to YES, it will allow the supplier to complete the audit themselves.

See the Training Management user guide for more information on skill types.

Fig. 6: Supplier Audit Types process screen

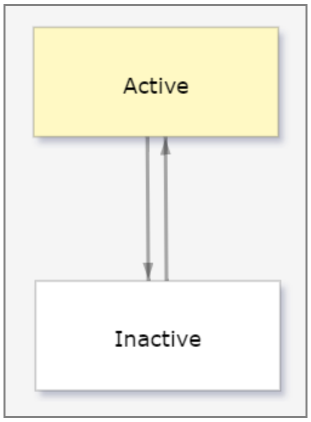


Supplier Audit Types States

This section defines each state available in the workflow for the Supplier Audit Types process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier audit type that is actively used.

Inactive. A supplier audit type that is no longer in use.



Supplier Audit Types Tasks

Adding a New Supplier Audit Types

1. Select Supplier Audit Types from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the audit type code and name. Notice how the Display Expression field combines the two values; this is how users will look up this audit type.
3. Enter a description of the supplier audit type.
4. Select skills for the lead auditor and auditor.
    a. Click the Link button. A new window appears.
    b. Select each skill that you want to include.
    c. Click OK.
5. If you want to allow an external supplier to fill out the audit results in a supplier audit using this type, then set the "Supplier Self Assessment" toggle field to YES.
6. Click Save to save the new record. When selecting the next state, click Active.

    Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the audit type cannot be used for new records.

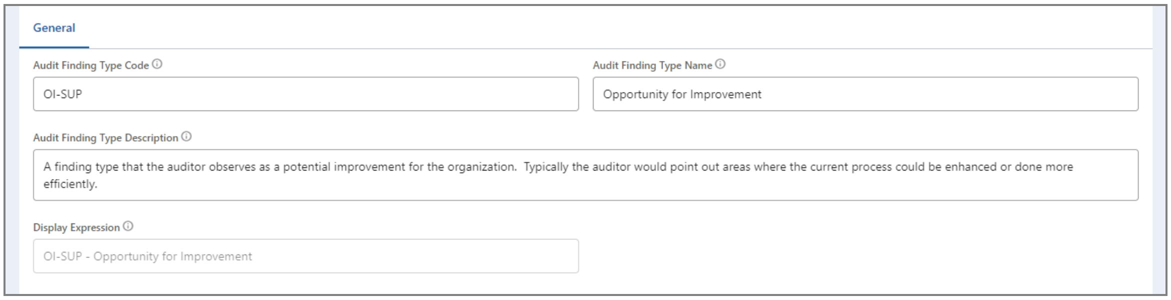
Supplier Audit Finding Types

The Supplier Audit Finding Types process organizes the different findings for a supplier audit. See "Supplier Audit Findings" on page 71 for more information.

The following are typical finding types:

- **Observation.** The auditor observes something that conforms with existing procedures or standards, but is very close to becoming a nonconformance.
- **Opportunity for Improvement.** The auditor observes something as a potential improvement for the organization.
- **Noteworthy Effort.** The auditor observes something done particularly well, worthy of praise.

Fig. 7: Supplier Audit Finding Types process screen

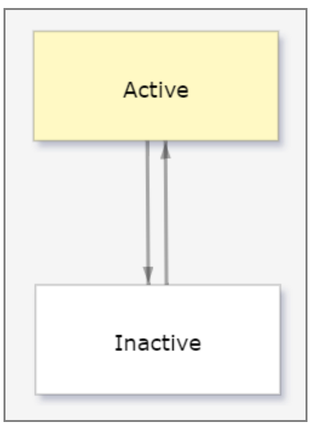


Supplier Audit Finding Types States

This section defines each state available in the workflow for the Supplier Audit Finding Types process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier audit finding type that is actively used.

Inactive. A supplier audit finding type that is no longer in use.



Supplier Audit Finding Types Tasks

Adding a New Supplier Audit Finding Type

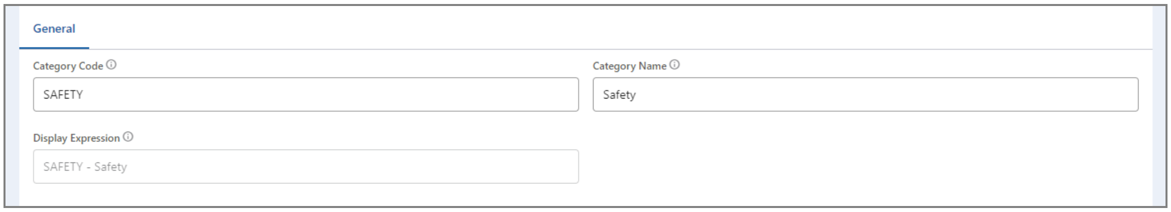
1. Select Supplier Audit Finding Types from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the audit finding type code and name. Notice how the Display Expression field combines the two values; this is how users will look up this finding type.
3. Enter a description of the audit finding type's purpose.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the audit finding type cannot be used for new records.

Supplier Audit Question Categories

Supplier audit question categories allow users to organize supplier audit questions and search through records based on this criteria. Each supplier audit question can belong to only one category. See "Supplier Audit Questions" on page 34 for more information.

Fig. 8: Supplier Audit Question Categories process screen



Supplier Audit Question Categories States

This section defines each state available in the workflow for the Supplier Audit Question Categories process. See "State Change Security" on page 110 to learn more about how these states transition.

There are no states available for this process.

Supplier Audit Question Categories Tasks

Adding a New Supplier Audit Question Category

1. Select Supplier Audit Question Categories from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the category code and name. Notice how the Display Expression field combines the two values; this is how users will look up this category.
3. Click Save to save the new record.

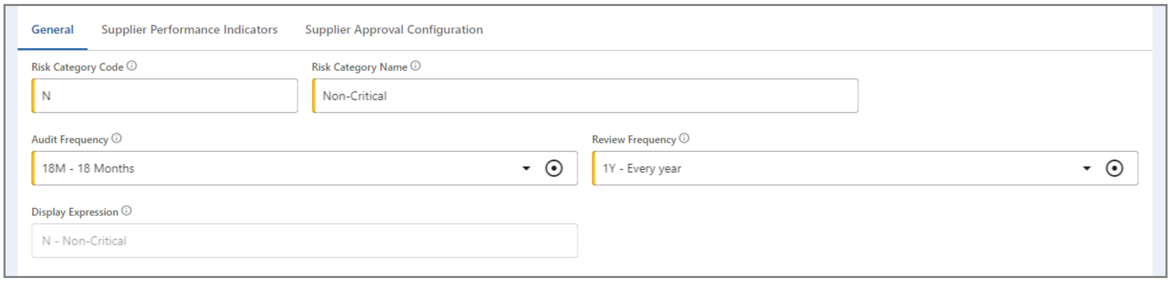
Supplier Risk Categories

Supplier risk categories define a level of risk associated with each supplier. Based on a risk category, supplier performance targets can be set as well as the frequency at which supplier reviews and audits are scheduled.

Supplier risk categories are used in the following processes of the Supplier Quality module:

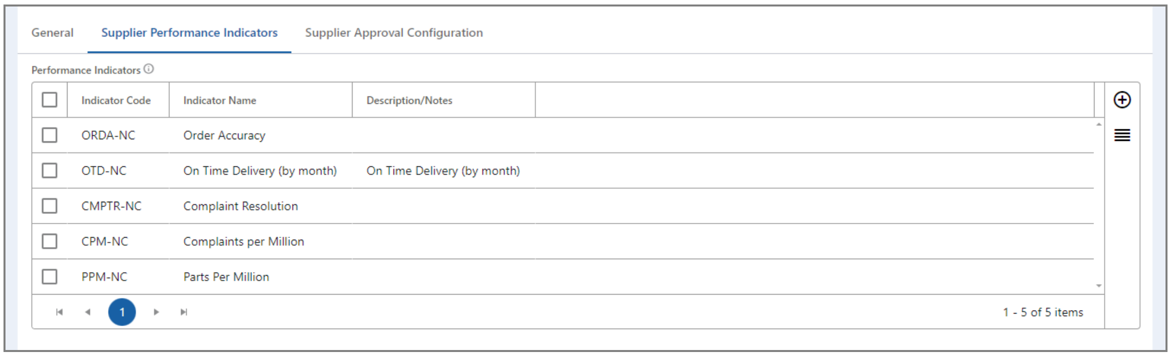
- By Supplier Performance Indicators when assigning an indicator to a risk category. See "Supplier Performance Indicators" on page 30.
- By Suppliers to determine the risk level of a supplier's performance. See "Suppliers" on page 42.
- By Supplier Performance Reviews to determine the performance indicators used for a review. See "Supplier Performance Reviews" on page 73.

Fig. 9: Supplier Risk Categories screen, General tab



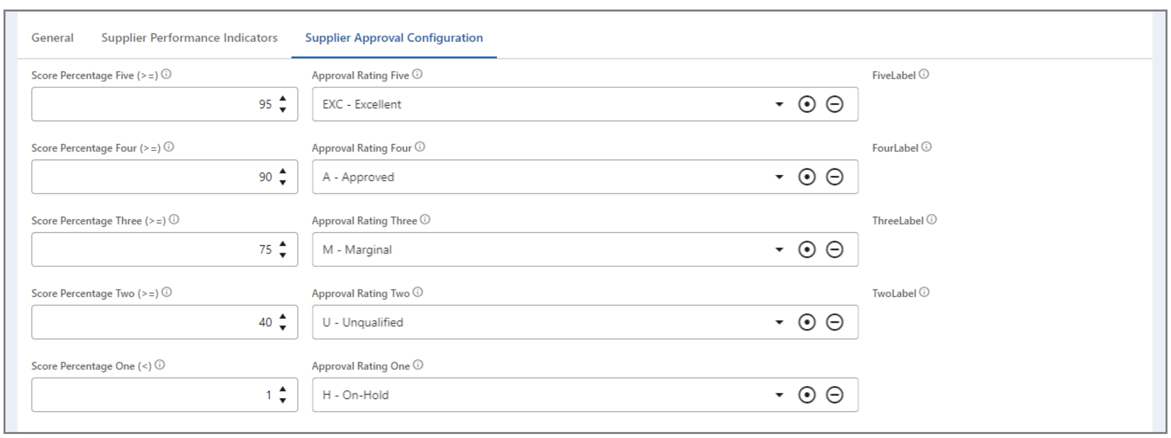
The General tab is used to define the basic details of a supplier risk category.

Fig. 10: Supplier Risk Categories screen, Supplier Performance Indicators tab



This tab contains a list of supplier performance indicators assigned to the selected risk category. Performance indicators contain the values used to evaluate a supplier's performance. You can add a new performance indicator directly from this tab by using the Add New Item button.

Fig. 11: Supplier Risk Categories screen, Supplier Approval Configuration tab



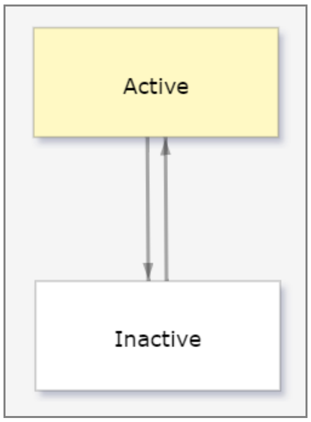
Use this tab to configure the score percentages that will be used to evaluate a supplier performance score and set the approval rating to the approval status selected for the resulting approval rating (such as approved, unqualified, and so on).

Supplier Risk Categories States

This section defines each state available in the workflow for the Supplier Risk Categories process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier risk category that is actively used.

Inactive. A supplier risk category that is no longer in use.



Supplier Risk Categories Tasks

Adding a New Supplier Risk Category

1. Select Supplier Risk Categories from the left navigation panel. Then, click the Add Item ⊞ button in the toolbar.
2. Enter values for the category code and name. Notice how the Display Expression field combines the two values; this is how users will look up this category.
3. In the Audit Frequency and Review Frequency fields, select frequencies for how often supplier of this category should be audited and how often they should be reviewed for performance.
4. Click Save to save the new record. When selecting the next state, click Active.

   Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the category cannot be used for new records.

Configuring Supplier Approval Ratings

1. In the Supplier Risk Categories detail screen, navigate to the Supplier Approval Configuration tab.
2. On the left, use the Score Percentage fields (One through Five) to determine the five different score percentages that will be used to evaluate a supplier performance score. These percentages must be between 0 and 100, with Score Percentage Five being the highest percentage value.

Note: It helps to think of the percentages from a school grading perspective. For example, Score Percentage Five could be set to 100, which is equal to an A+. Score Percentage One, however, might be set to 40, which is equal to an E (and therefore a failing grade).

3. On the right, use the Approval Ratings fields (One through Five) to select a rating to use depending on the participant's score in relation to the Score Percentage fields. These drop-down fields use records from the Supplier Approval Status process.

   See below for example ratings. Here, participants can score anywhere between 61-100 points and still earn an acceptable approval rating. Participants would have to score below 40 (as represented in the Score Percentage One field) to be considered "Unqualified".

   Fig. 12: Sample Supplier Approval Configuration

4. Once all of the score percentages and ratings have been set, click Save to save the record. When selecting the next state, click Active.

Supplier Performance Indicators

Supplier performance indicators allow you to set up the values used to evaluate the performance of the suppliers. Each indicator allows you to define the description, score ratings, and weight applied. When conducting a supplier performance review, the indicators will provide the basis of review completion.

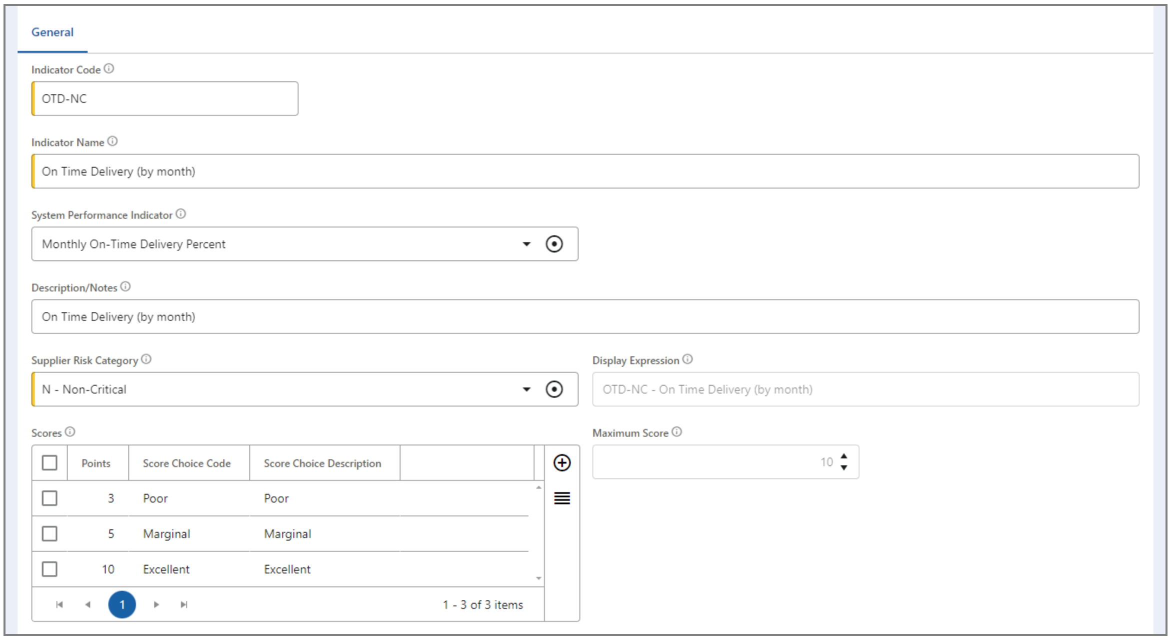
This process includes system-set performance indicators, which are set up to calculate the following metrics:

- **Monthly PM.** Parts per million (or DPM defects per million). The formula for PPM is (number of failures / number of opportunities) * 1,000,000.
  - Number of Failures = Sum of the Actual Quantity field from Containment Actions linked to any Non-conformance process for the supplier for the month of the supplier performance review, Completed Date field.

    - Number of Opportunities = Sum of the Quantity field from the receiving item log for the supplier for the month of the supplier performance review, Completed Date field.
- **Monthly CPM.** Complaints per million. The formula for CPM is number of SCARs / number of opportunities.
    - Number of SCARs = Count of SCARs for the supplier for the month of the supplier performance review, Completed Date field.
    - Number of Opportunities = Sum of the Quantity field for the receiving item log for the supplier for the year of the supplier performance review.
- **Complaint Resolution Time (Last 12 months).** The formula is the average number of days for (SCAR completed date - SCAR initiated date) for the supplier for the last 12 months.
- **Monthly On-Time Delivery Percent.** The formula is (number of deliveries on time / total number deliveries) * 100.
    - Number of Deliveries On Time = Count of Receiving Item Log records where the Late Delivery check box is false (not selected) where the month of the delivery due date is equal to the supplier performance review, Completed Date field.
    - Total Number of Deliveries = Count of Receiving Item Log records where the month of the delivery due date is equal to the supplier performance review, Completed Date field.
- **Monthly Order Accuracy Percent.** The formula is (number of accurate receipts / total number of receipts) * 100.
    - Number of Accurate Receipts = Count of Receiving Item Log records where the ordered quantity = received quantity where the month of the delivery due date is equal to the supplier performance review, Completed Date field.
    - Total Number of Deliveries = Count of Receiving Item Log records where the month of the delivery due date is equal to the supplier performance review, Completed Date field.

Supplier performance indicators use Supplier Risk Categories, which host connected performance metric indicators on their own tab. Performance indicators can also be created from this tab. See "Supplier Risk Categories" on page 27.

Fig. 13: Supplier Performance Indicators process screen

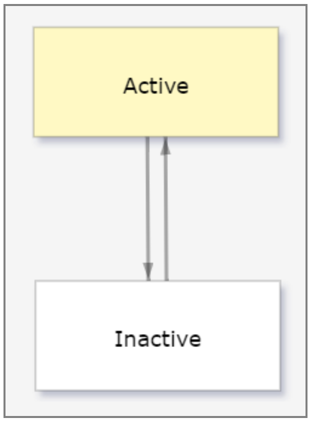


Supplier Performance Indicators States

This section defines each state available in the workflow for the Supplier Performance Indicators process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier performance indicator that is actively used.

Inactive. A supplier performance indicator that is no longer in use.



Supplier Performance Indicators Tasks

Adding a New Supplier Performance Indicator

1. Select Supplier Performance Indicators from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the indicator code and name. Notice how the Display Expression field combines the two values; this is how users will look up this indicator.
3. Select the system performance indicator, which allows supplier performance reviews to be calculated correctly. See descriptions of each system performance indicator on page 30.
4. Select the supplier risk category that this performance indicator belongs to in the appropriate drop-down field.

   Note: This field will default if the performance indicator is added from the supplier risk category screen.

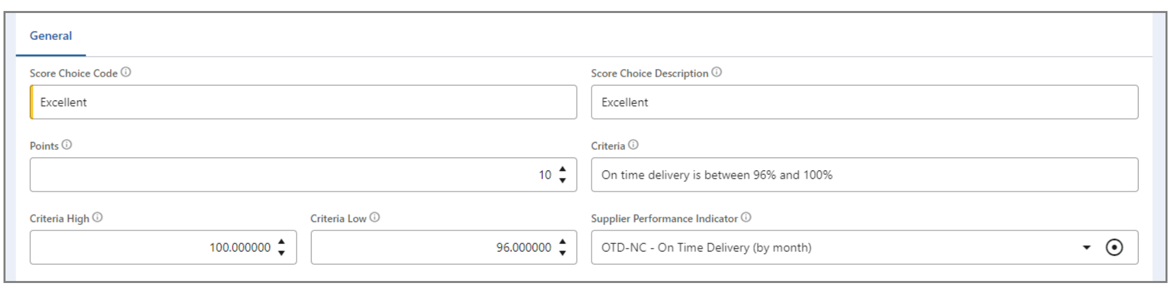
5. Click Save to save the new record. When selecting the next state, click Active.

   Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the indicator cannot be used for new records.

Adding Supplier Performance Score Choices

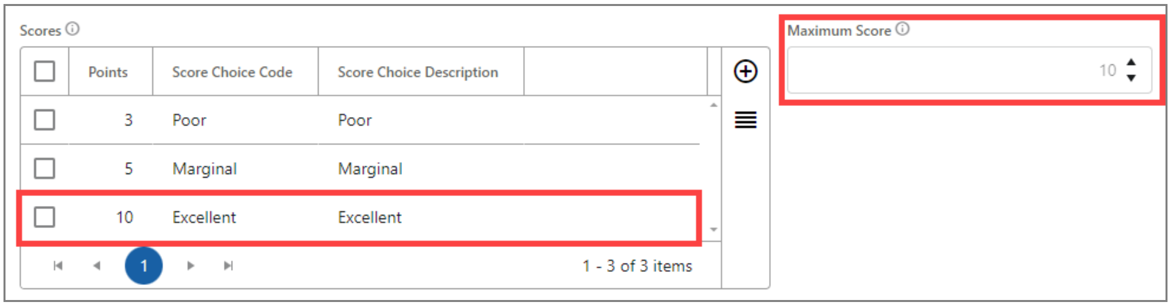
1. Open the Supplier Performance Indicators process screen.
2. Click the Add New Item button in the Scores field.
3. Enter values for the Code and Description fields.
4. Enter values for the Points field. This determines how many score points the supplier would earn for this score choice.
5. Enter values for the Criteria High and Criteria Low fields. These values set the parameters that the supplier must meet in order to earn this score choice.

Fig. 14: Supplier Performance Score Choice screen



6. Click Save to save the new record.
7. Back in the performance indicators screen, notice the Maximum Score field, which indicates the maximum amount of points possible from the score choices. In this case, the maximum score is 20.
8. Click Save to save the performance indicator.

Fig. 15: Supplier Performance Indicators, maximum score comparison

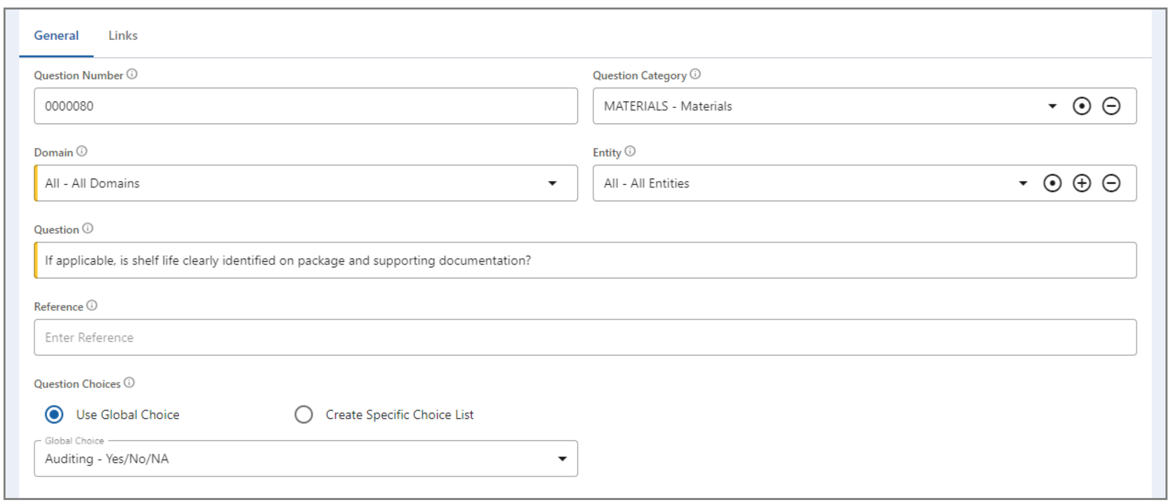


Supplier Audit Questions

Supplier audit questions allow you to build up a library of questions for suppliers to respond to during a supplier audit. Having a library of questions provides consistency between supplier audits, especially when several different people are conducting supplier audits.

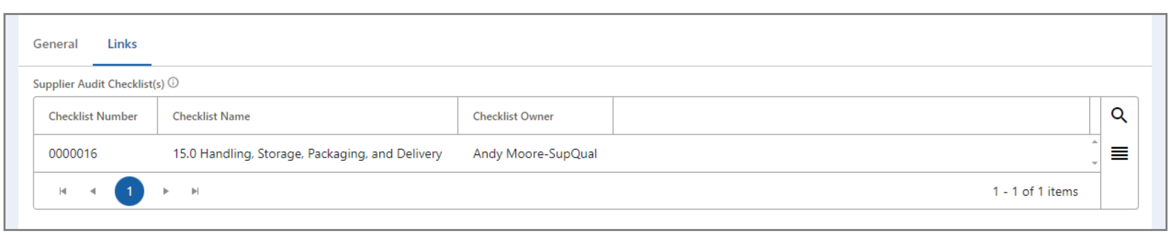
Supplier audit questions are compiled together to create Supplier Audit Checklists, which are then used during a supplier audit. See "Supplier Audit Checklists" on page 36.

Fig. 16: Supplier Audit Questions screen, General tab



The General tab contains all the fields necessary to create a supplier audit question.

Fig. 17: Supplier Audit Questions screen, Links tab



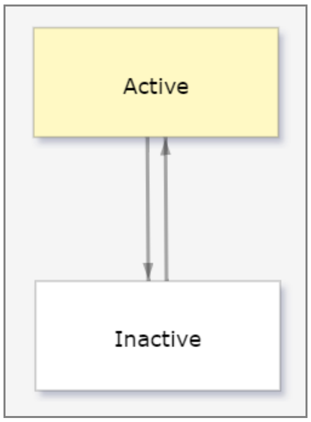
The Links tab lists all of the checklists a particular audit question is linked to. You can also link this question to an existing checklist, as long as you have edit rights to that checklist.

Supplier Audit Questions States

This section defines each state available in the workflow for the Supplier Audit Questions process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier audit question that is actively used.

Inactive. A supplier audit question that is no longer in use.



Supplier Audit Questions Tasks

Adding a New Supplier Audit Question

1. Select Supplier Audit Questions from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Select a domain and entity.
3. Enter the question content. If the question requires additional information to provide a reference point to the auditor who is asking the question, include that information in the Reference field.
4. Use the Question Choices field to determine what type of answer you will make available for your question:
   a. **Use Global Choice.** You can select a pre-made answer choice from a list of common choice scenarios, such as Yes/No, Scale 1-5, Pass/Fail, and more. This menu of answer types originates from the Global Choice process.
   b. **Create Specific Choice List.** You can create a list of choices specific to the record you are creating. For example, if the question is "What color is the icon?" you can create a specific choice list such as Red/Yellow/Green.
5. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the question cannot be used for new records.

Supplier Audit Checklists

With the Supplier Audit Checklists process, you can create a custom checklist by combining one or more supplier audit questions to be asked during a supplier audit. There may be several checklist possibilities when auditing different parts of an organization, such as manufacturing processes, receiving processes, or shipping processes.

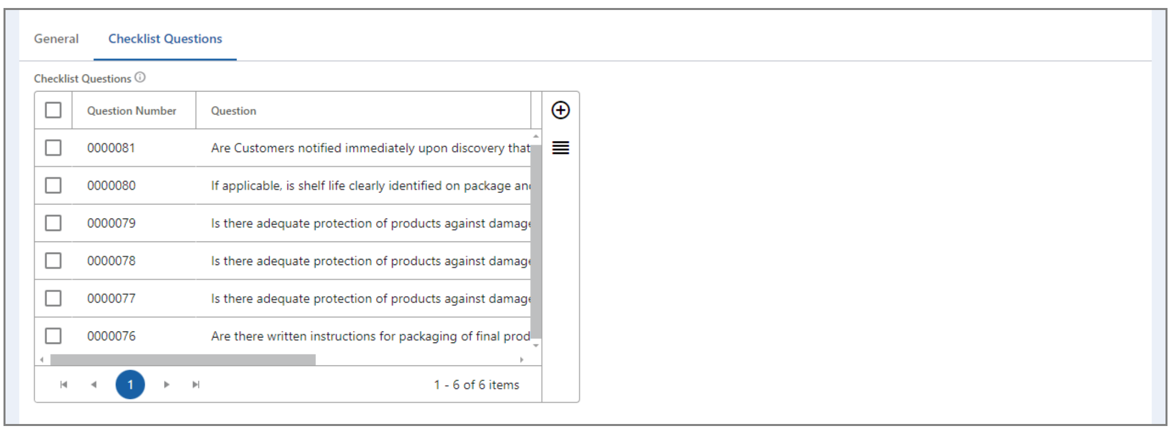
Supplier audit checklists are used in the following processes of the Supplier Quality module:

- By Supplier Audit Questions to link questions to a checklist group. See "Supplier Audit Questions" on page 34.
- By Supplier Audits to supply a list of questions to ask during an audit. See "Supplier Audits" on page 67.

Fig. 18: Supplier Audit Checklists screen, General tab

The General tab is used to define the basic details of a supplier audit checklist.

Fig. 19: Supplier Audit Checklists screen, Checklist Questions tab



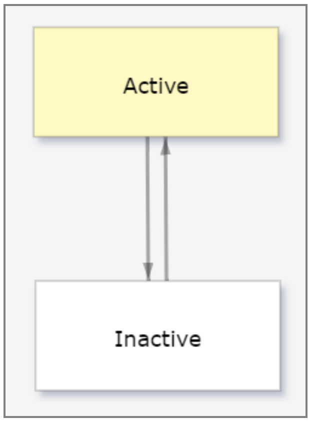
Use the Checklist Questions tab to select or create supplier audit questions that will be part of the checklist.

Supplier Audit Checklists States

This section defines each state available in the workflow for the Supplier Audit Checklists process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier audit checklist that is actively used.

Inactive. A supplier audit checklist that is no longer in use.

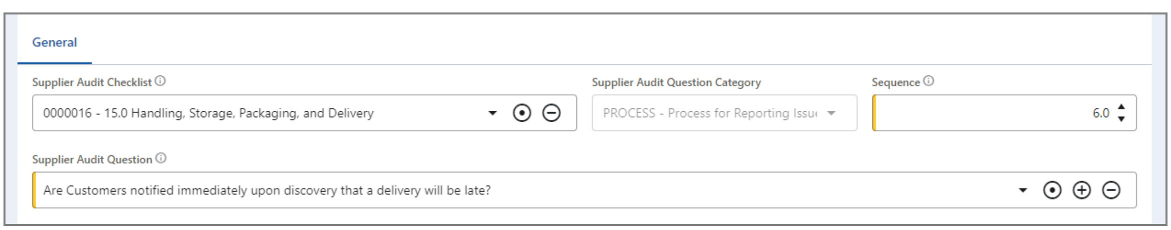


Supplier Audit Checklists Tasks

Adding a New Supplier Audit Checklist

1. Select Supplier Audit Checklists from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter a number and name for the checklist. Notice how the Display Expression field combines the two values; this is how users will look up this checklist.
3. Add a checklist owner in the appropriate drop-down field.
4. In the Checklist Questions tab, select the questions that will be part of the checklist.
    a. Click the Add button. A new screen opens.
    b. Select a question to link to the checklist.
    c. Assign a sequence to the question.
    d. Click Save to save the record.
    e. If you want to create a new checklist question, click the Add New Item button and follow the instructions in "Adding a New Supplier Audit Question" on page 35.

Fig. 20: Supplier Audit Checklist Question page



5. Back in the main detail screen, click Save to save the new record. When selecting the next state, click Active.

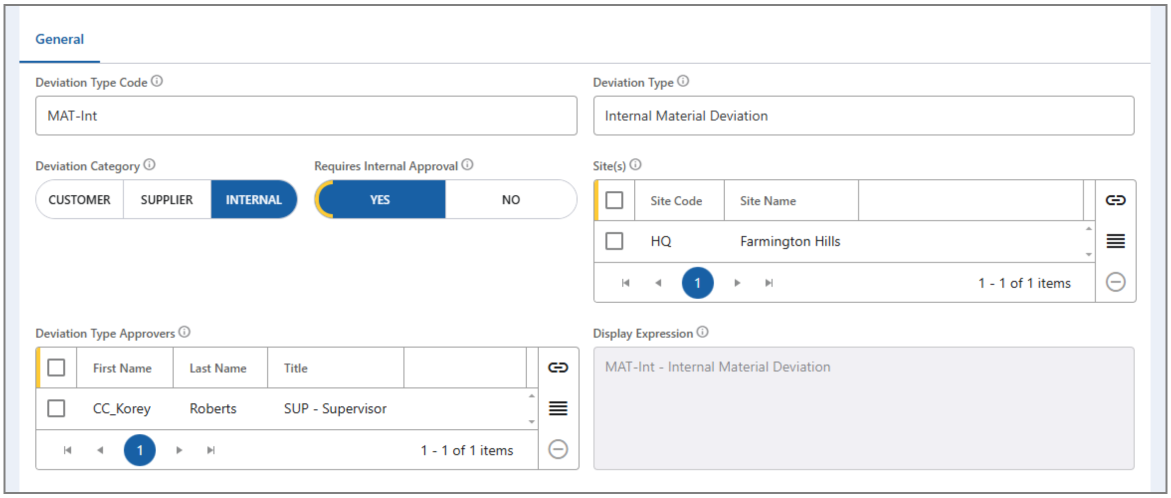
Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the checklist cannot be used for new records.

Deviation Types

Deviation types provide a way to organize deviations into common groups and set defaults, which provide consistency and make creating new deviations easier. Some examples include "out of materials" and "assignment shift". Deviation types can be further categorized by whether the type is for a supplier, customer, or internal.

When modifying an existing record, remember that these changes only apply to new deviations created from that type are not affected. See "Deviations" on page 76.

Fig. 21: Deviation Types process screen



Deviation Types States

This section defines each state available in the workflow for the Deviation Types process. See "State Change Security" on page 110 to learn more about how these states transition.

There are no states available for this process.

Deviation Types Tasks

Adding a New Deviation Type

1. Select Deviation Types from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the deviation code and name. Notice how the Display Expression field combines the two values; this is how users will look up this type.
3. Select the deviation category, which determines whether deviations of this type will be used for customer, supplier, or internal divisions.
4. If deviations of this type require internal approval, then select the "Requires Internal Approval" check box.
5. Select one or more sites, then one or more deviation type approvers. Note that the Sites field determines the options for the Deviation Type Approvers field.

   a. Click the Link button. A new window appears.
   b. Select any items that apply.
   c. Click OK.
6. Click Save to save the new record.

Chapter 3

Using the Supplier Quality Module

Suppliers

The Suppliers process allows you to document detailed information about all the suppliers that your company works with. Whether they supply one product or dozens, you can track their contacts, division information, items, performance, non-conformances, certifications, and more.

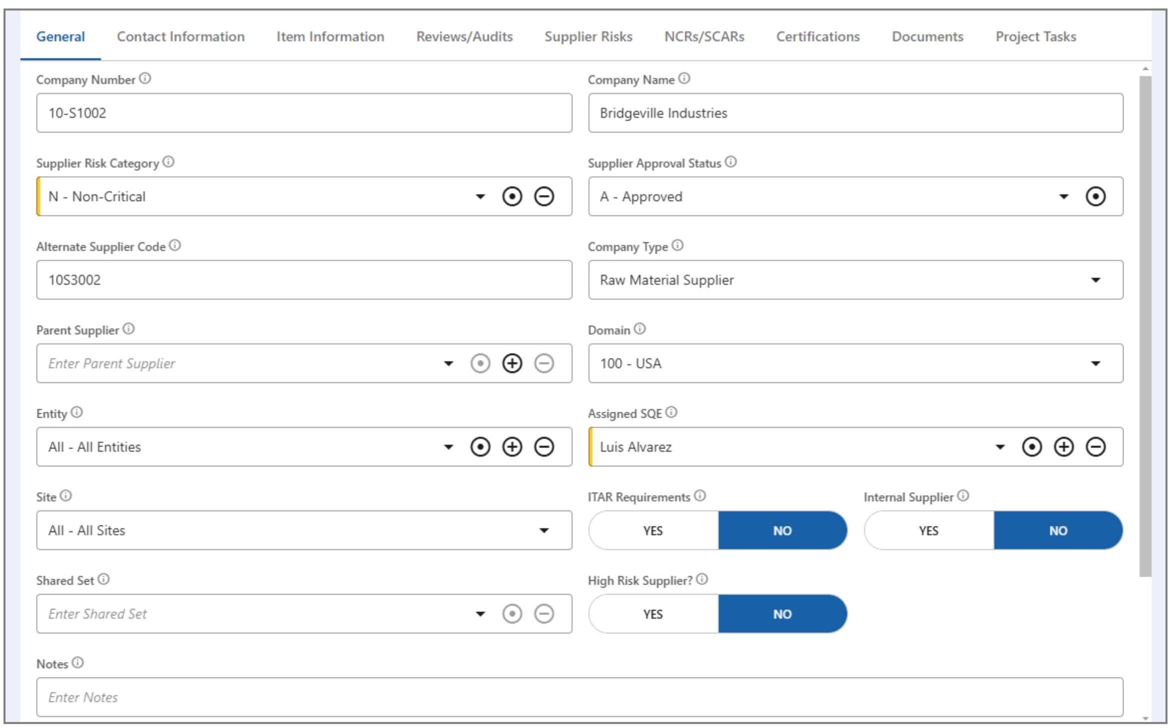
The Suppliers process contains separate tabs for the following processes:

- Supplier Items. Learn more on page 51.
- Supplier Certifications. Learn more on page 52.
- Supplier Corrective Action Requests (SCAR). Learn more on page 54.
- Supplier Audits. Learn more on page 67.
- Supplier Performance Reviews. Learn more on page 73.

A majority of these tabs provide a list of process items directly linked between that process and the supplier. These lists will grow as you add new process items and link them to the supplier. You can also create new process items directly from these lists by clicking the corresponding Add New Item button. See the screen shots below for examples.

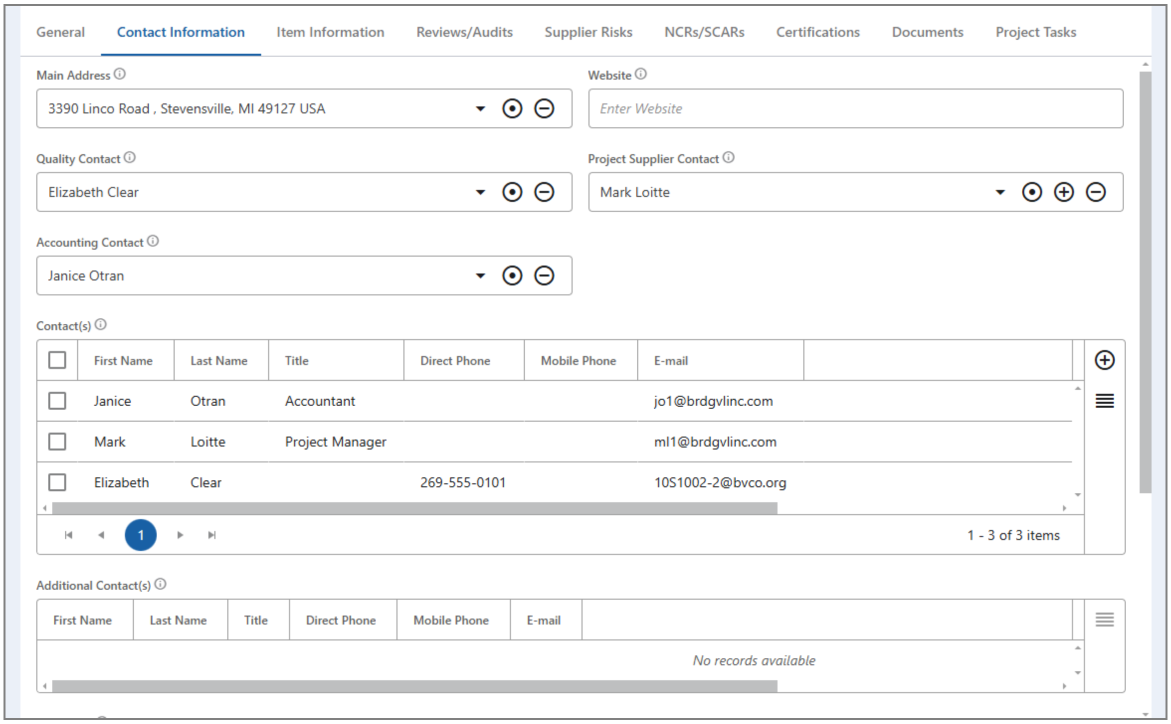
Suppliers may be linked to a responsible site with an ITAR (International Traffic in Arms Regulation) requirement. If this is true, then a new field appears on the General tab titled ITAR Restricted. Setting this toggle to YES means that only employees who are ITAR compliant can view, access, and interact with the Supplier record.

Fig. 22: Suppliers screen, General tab



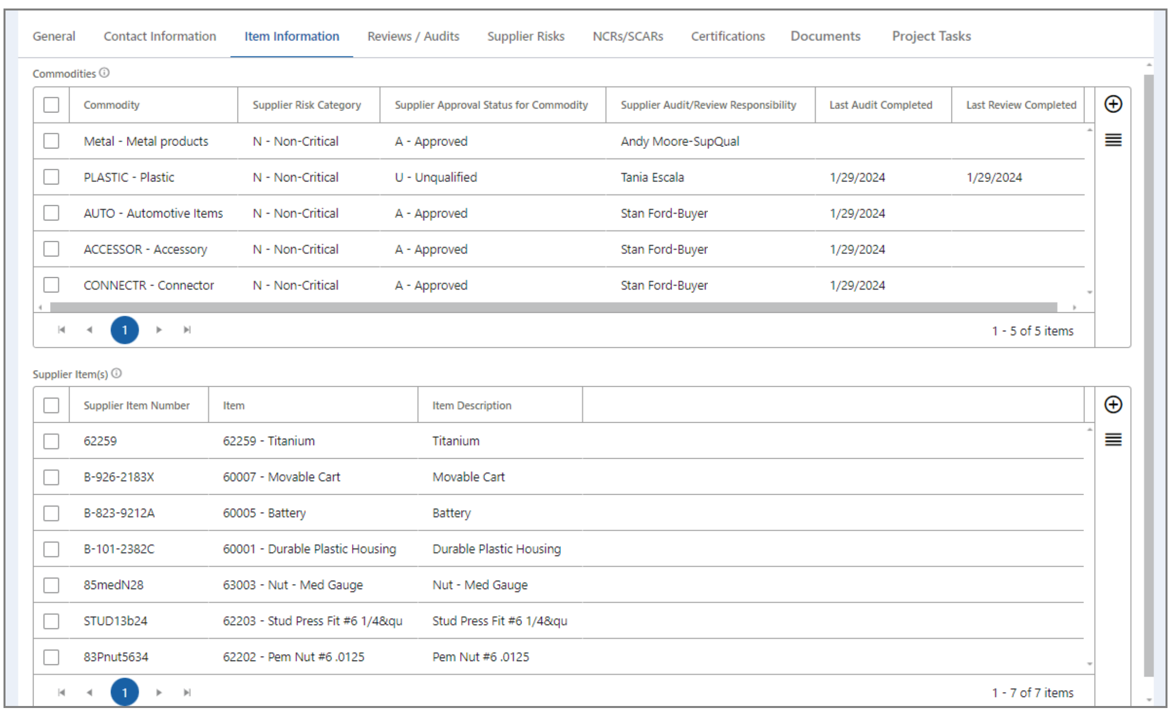
The General tab is used to define the basic details of a supplier. If the supplier is another internal site and not an external supplier, then set the Internal Supplier toggle to YES.

Fig. 23: Suppliers screen, Contact Information tab



The Contact Information tab lists all of a supply company's contacts, locations, and divisions. The supplier contacts listed in this tab are responsible for correspondence, approvals, and SCAR investigations.

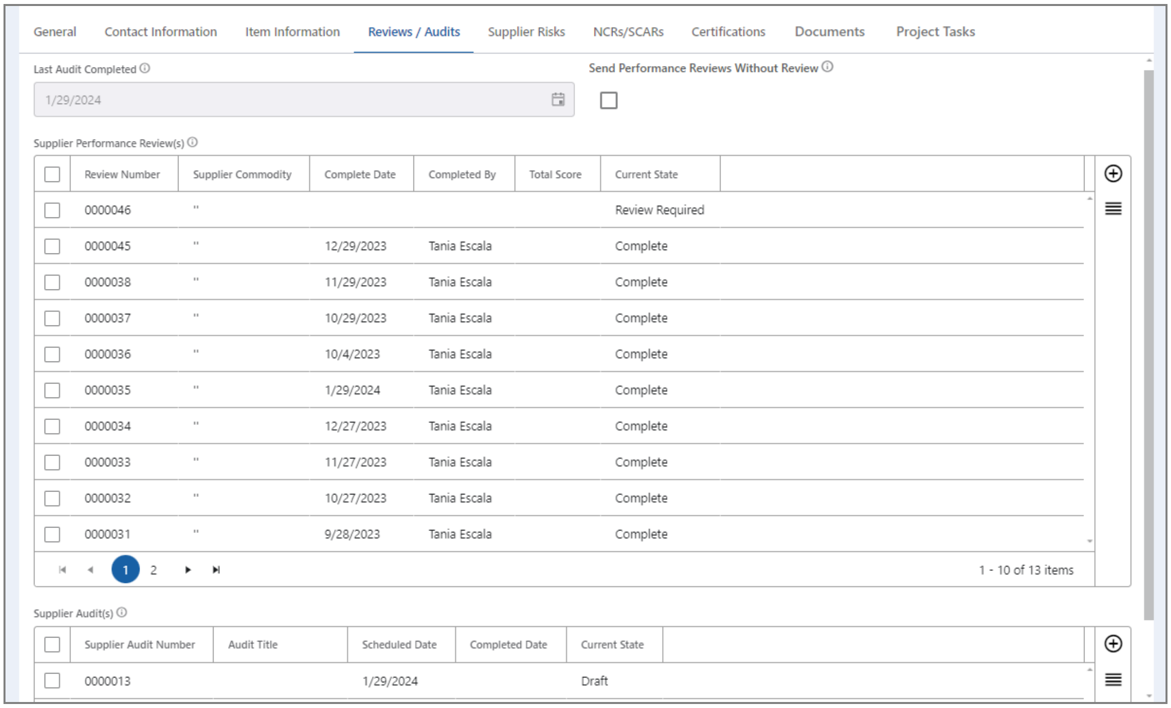
Fig. 24: Suppliers screen, Item Information tab



The Item Information tab provides a list of commodities associated with the selected supplier, as well as a list of all items that the company supplies to the organization. You can add new supplier items directly from this tab by clicking the Add New Item button. See "Supplier Items" on page 51 for more information.

Note that commodities do not have their own process; they must be added directly from this tab. Commodity records import from the Item Groups process in the APQP module.

Fig. 25: Suppliers screen, Reviews/Audits tab

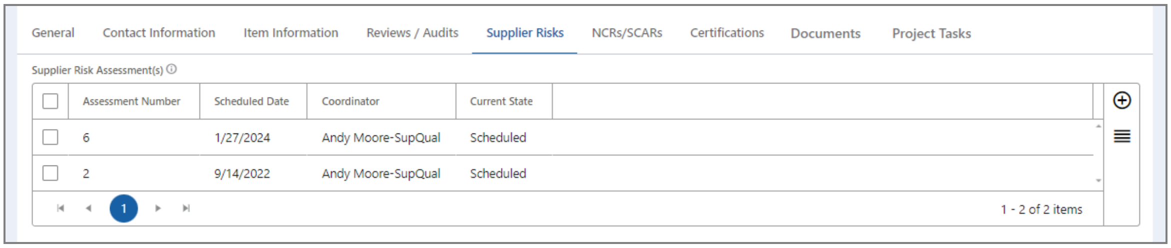


The Reviews/Audits tab provides lists of all the performance reviews and audits for this supplier. You can add new supplier performance reviews and supplier audits directly from this tab by clicking the Add New Item button.

The Send Performance Reviews Without Review check box determines the Supplier Performance Review workflow. On the third day after the Period End Date, all system performance indicators automatically calculate and any Suppliers with the check box selected will automatically move to the Complete state, and the supplier is notified. If the supplier's check box is not selected, the performance review will move to the Review Required state.

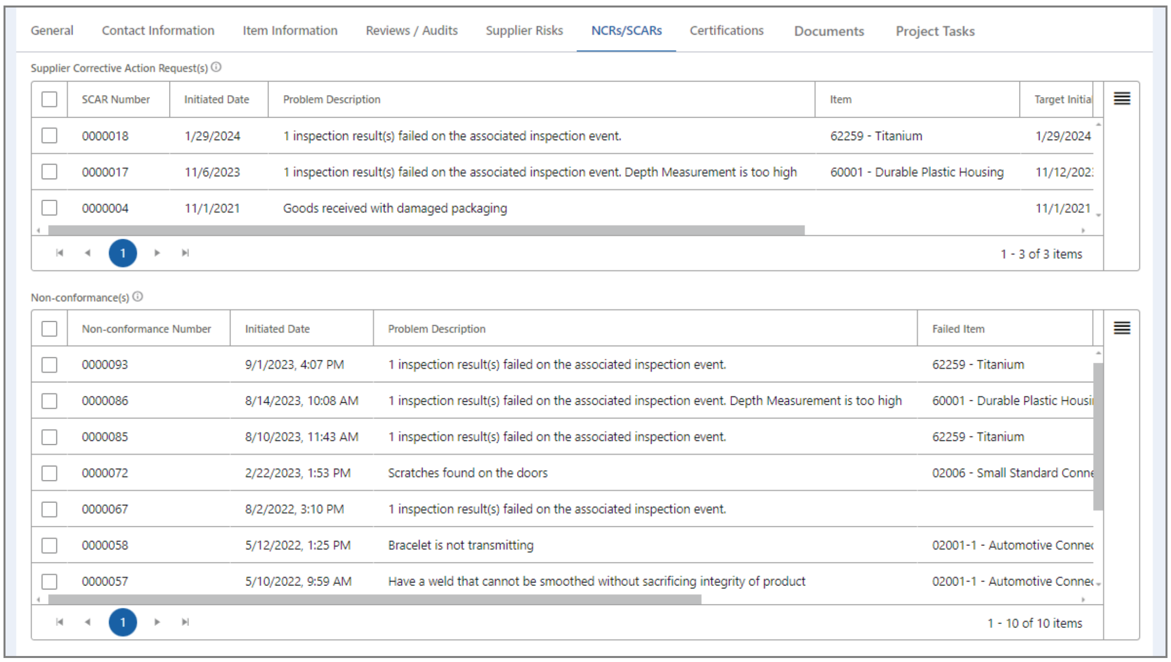
See "Supplier Audits" on page 67 and "Supplier Performance Reviews" on page 73 for more information about completing this tab.

Fig. 26: Suppliers screen, Supplier Risks tab



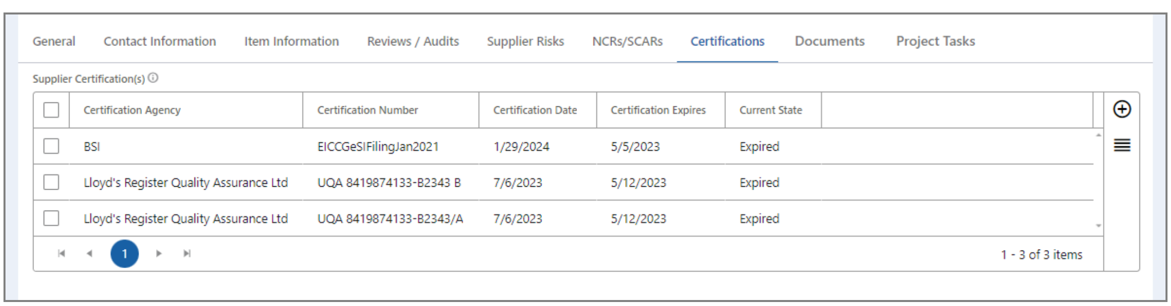
The Supplier Risks tab provides a list of the risks that are assessed as part of a risk assessment. Adding a supplier risk record from this tab allows users to coordinate and schedule the completion of the assessment. See "Risks" in the Risk Management user guide for more information about completing this tab.

Fig. 27: Suppliers screen, NCRs/SCARs tab



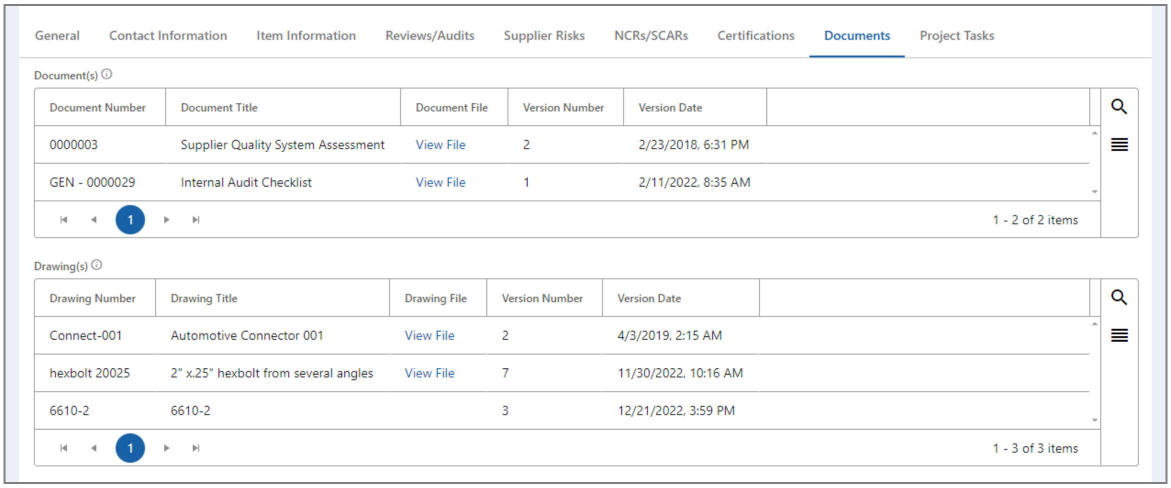
The NCRs/SCARs tab provides a list of non-conformances and supplier corrective action requests associated with this supplier. This tab only allows non-conformances and SCARs to be linked; you cannot create new records here.

Fig. 28: Suppliers screen, Certifications tab



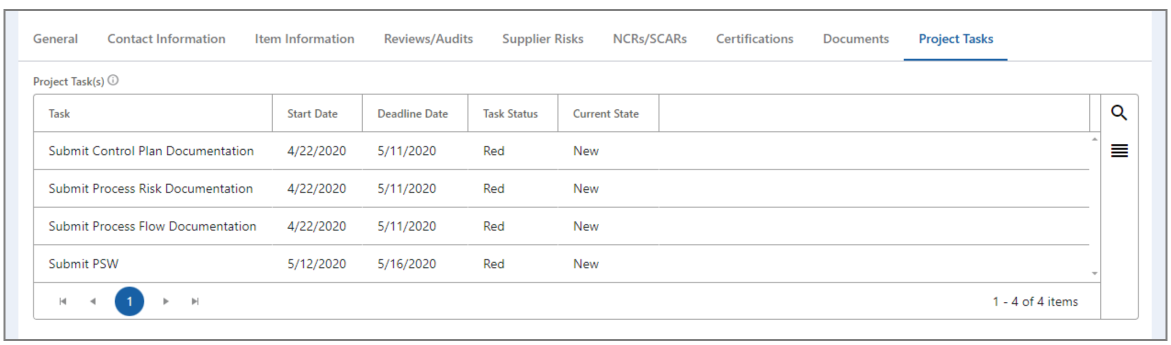
The Certifications tab provides a list of certifications associated with this supplier. You can add new supplier certifications directly from this tab by clicking the Add New Item button. See "Supplier Certifications" on page 52 for more information about completing this tab.

Fig. 29: Suppliers screen, Documents tab



The Documents tab displays all documents and drawings associated with the company.

Fig. 30: Suppliers screen, Project Tasks tab



The Project Tasks tab displays all project tasks associated with the company.

Suppliers States

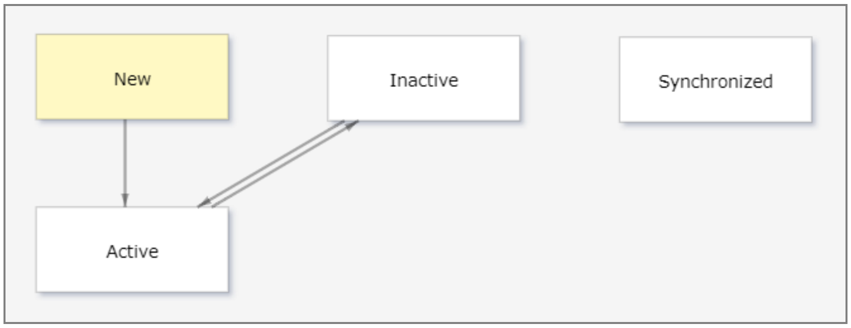
This section defines each state available in the workflow for the Suppliers process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier who is actively being used for procurement.

Inactive. A supplier who no longer supplies to the organization.

New (Default). A newly entered supplier who has not yet been evaluated.

Synchronized. State is automatically set if the item is created or updated from integration. Synchronized fields are read-only.

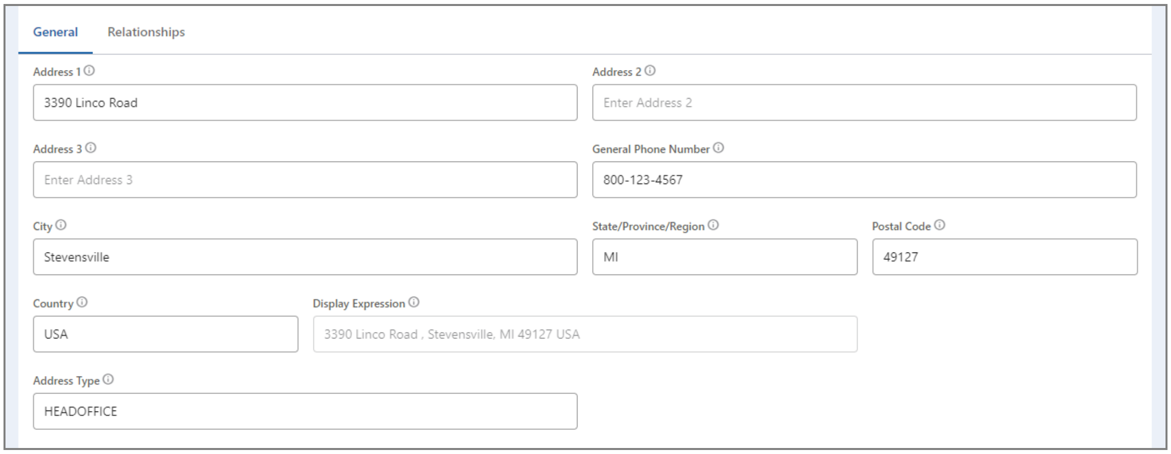


Suppliers Tasks

Adding a New Supplier

1. Select Suppliers from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the company name and number. Notice how the Display Expression field combines the two values; this is how users will look up this company.
3. Select a supplier risk category, approval status, and a company type. If this company belongs to a parent supplier, then select that as well.
4. Select an assigned SQE. This is the user who is overall responsible for completed audits and reviews for the supplier.
5. If this supplier is another site and not an external supplier, then select the "Internal Supplier" check box.
6. If this supplier was directed by your customer, then select the "Customer Directed Supplier" check box.
7. Navigate to the Contact Information tab. Link or add an address to the supplier.
    - **Link**
        a. Click the Link button. A new window appears.
        b. Select any pertinent addresses from the list.
        c. Click OK.
    - **Add**
        a. Click the Add New Item button. A new screen appears.
        b. Enter the new address information, including the general phone number.
        c. Click Save to save the record.

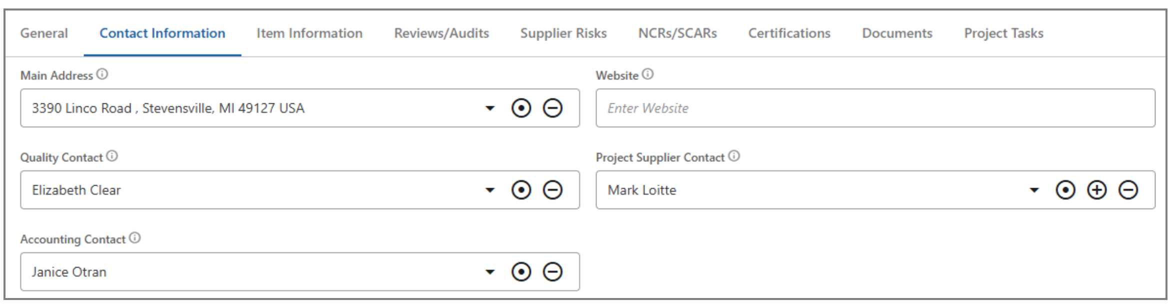
Fig. 31: Address screen



8. Use the drop-down fields at the top of the Contact Information tab to select:
   - Main Address
   - Quality Contact
   - Project Supplier Contact
   - Accounting Contact

Note: See "Adding Supplier Contact Information" on page 48 for more information on adding a contact.

Fig. 32: Contact Information tab

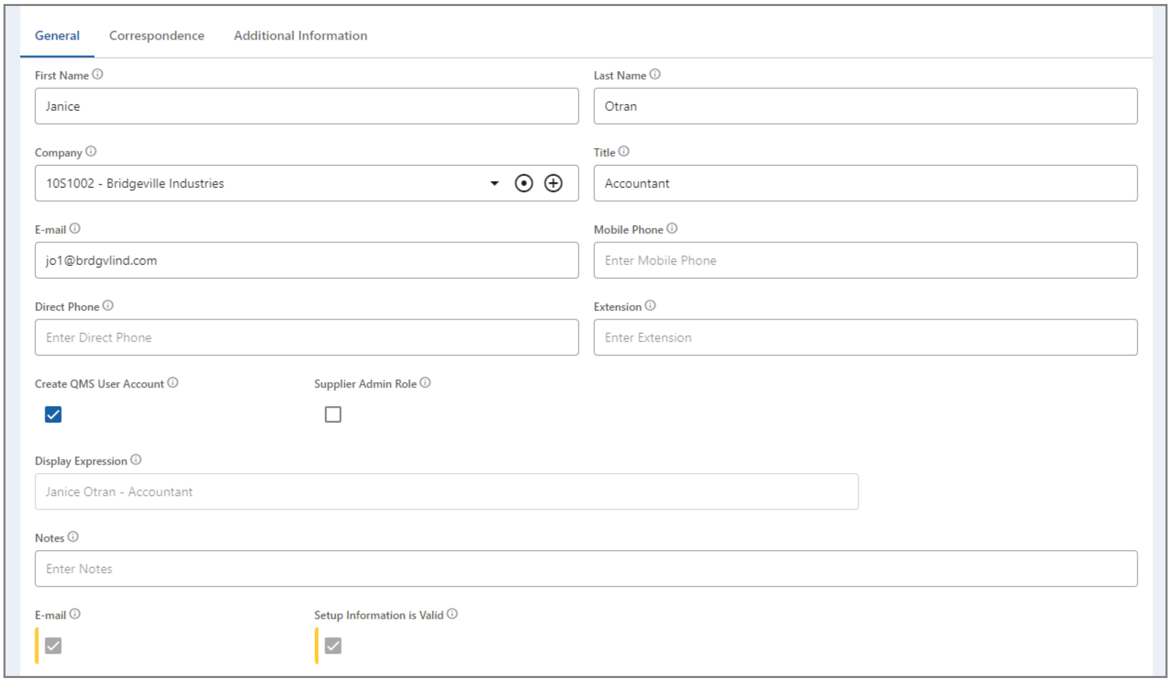


9. Click Save to save the record. When selecting the next state, click New.

Adding Supplier Contact Information

1. In the Suppliers record, navigate to the Contact Information tab.
2. Click the Add New Item button in the Contacts field. A new screen opens.

Fig. 33: Contacts screen

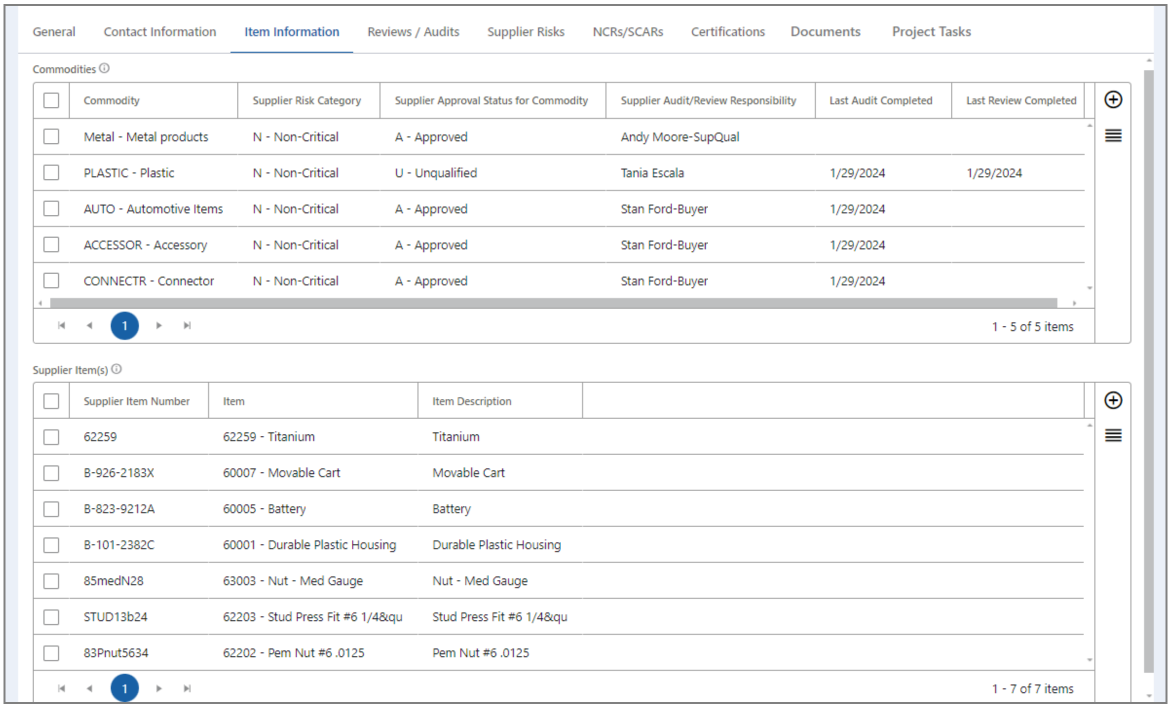


3. Enter the new contact's personal information, including their name, title, e-mail address, and phone numbers.
4. If you want to create a user account in the system for this supplier contact, select the "Create User Account" check box.
5. Click Save to save the record. When selecting the next state, click Active.
6. Back in the main process screen, click Save to save the record. When selecting the next state, click New.

Adding Commodity Information

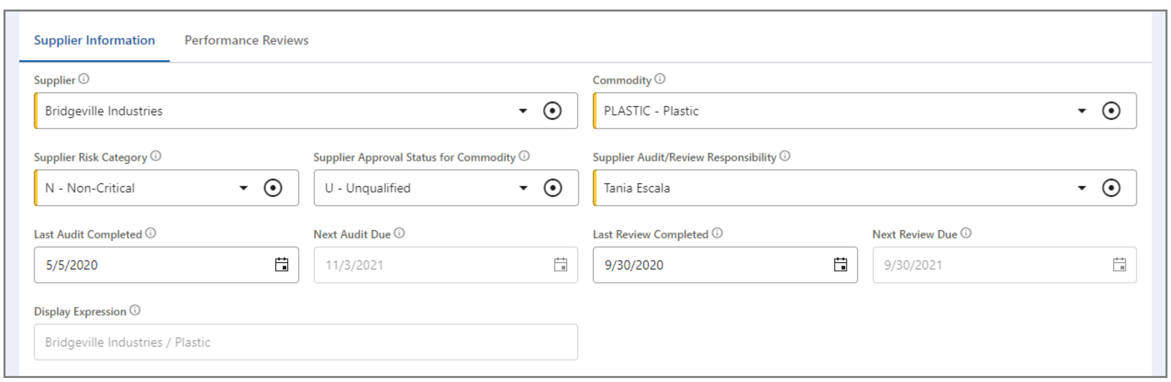
See "Adding a New Supplier Item" on page 52 to learn how to add supplier item information

Fig. 34: Item Information tab



1. In the Suppliers record, navigate to the Item Information tab. Then, click the Add New Item button in the Commodities field. A new screen opens.

Fig. 35: Supplier Commodities



2. Select the commodity, supplier risk category, supplier approval process, and the person responsible for audits and review.
3. Select dates for the last supplier audit and last review completed for this supplier.
4. Click Save to save the record. When selecting the next state, click Active.
5. Repeat Steps 1-4 as needed for each commodity.
6. Back in the main process screen, click Save to save the record. When selecting the next state, click Active.

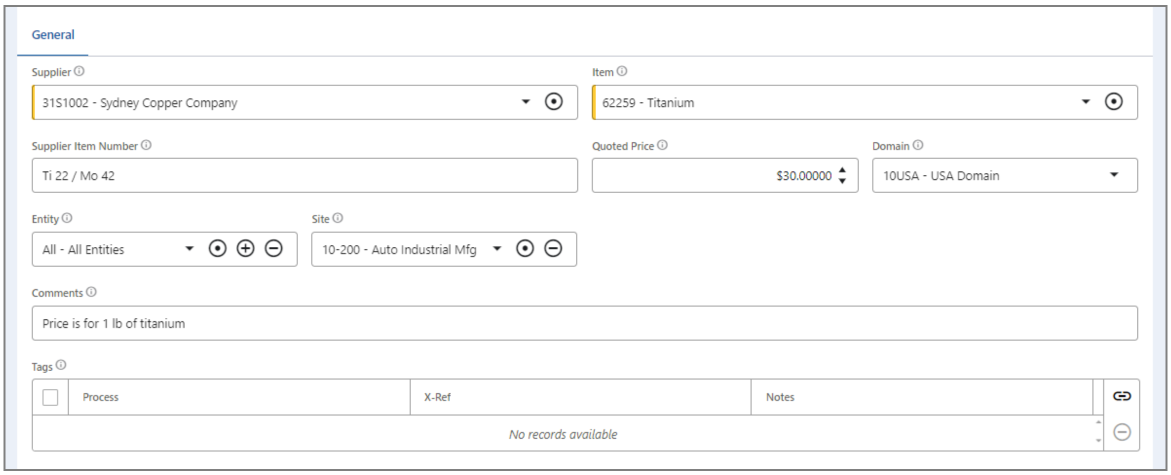
Supplier Items

Supplier items allow you to document the relationship between an item and a supplier. Within this documentation, you can indicate specific information such as the supplier's catalog or item number as well as a standard price.

Supplier items are used in the following processes of the Supplier Quality module:

- By Suppliers to list all items that the supplier supplies to the organization. See "Suppliers" on page 42.
- By Supplier Corrective Action Requests (SCARs) to identify the item in which a problem was detected. See "Supplier Corrective Action Request" on page 54.
- PO Item Logs to document which supplier item was purchased. See "PO Item Log" on page 81.

Fig. 36: Supplier Items process screen

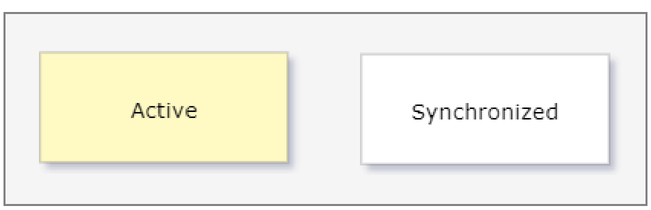


Supplier Items States

This section defines each state available in the workflow for the Supplier Items process. See "State Change Security" on page 110 to learn more about how these states transition.

Active (Default). A supplier item that is actively used.

Synchronized. State is automatically set if the item is created or updated from integration. Synchronized fields will be read-only.



Supplier Items Tasks

Adding a New Supplier Item

1. There are two ways to add a new supplier item:
   a. Select Supplier Items from the left navigation panel. Then, click the Add Item button in the toolbar.
   b. In a Suppliers record, navigate to the Item Information tab. Then, click the Add New Item button in the Items field. A new screen opens.
2. Select a supplier and an item from the appropriate drop-down fields. The Item field pulls data from the Item process in the APQP module.

   Note: If this record was initiated from the Suppliers process, then the Supplier field is automatically populated.

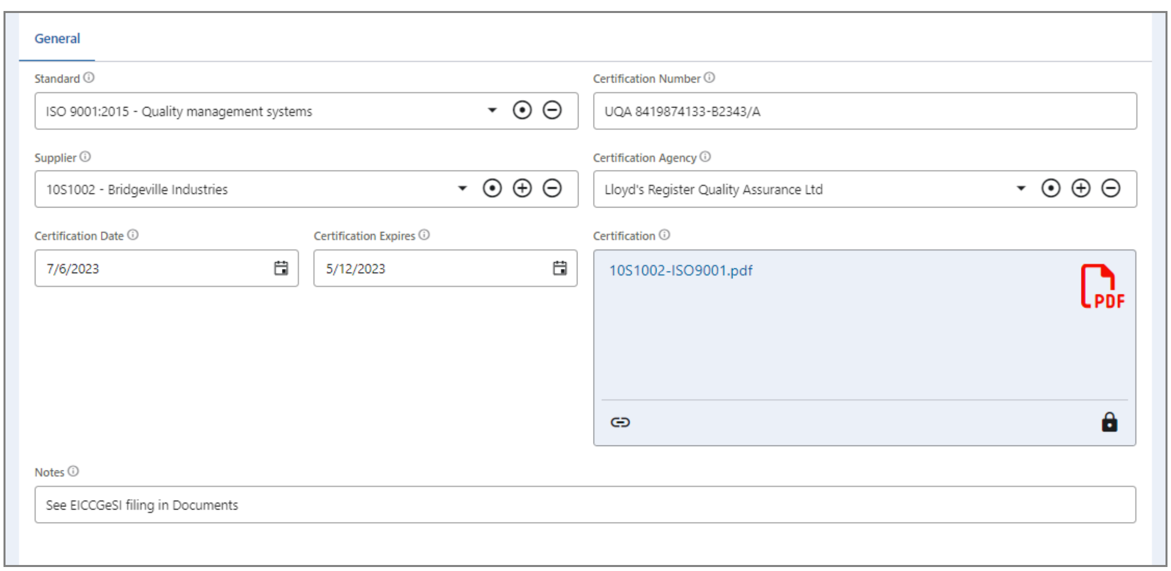
3. Enter a value in the Supplier Item Number field.
4. In the Quoted Price field, enter the most recent quoted price for the item from the selected supplier.
5. Enter any comments regarding this item, such as the quantity included in a package.
6. Click Save to save the new record.

Supplier Certifications

Supplier certifications are used to ensure that a supplier's product is produced, packaged, and shipped in a controlled process that conforms to proper industry standards, business practices, and the recipient company's requirements. Certification is important when considering potential suppliers; in order to earn certification, a supplier must prove they are reliable, consistent, and altogether a safe investment.

The Supplier process contains a Certifications tab listing which supplier certifications are associated with that supplier. See "Suppliers" on page 42.

Fig. 37: Supplier Certifications process screen



Supplier Certifications States

This section defines each state available in the workflow for the Supplier Certifications process. See "State Change Security" on page 110 to learn more about how these states transition.

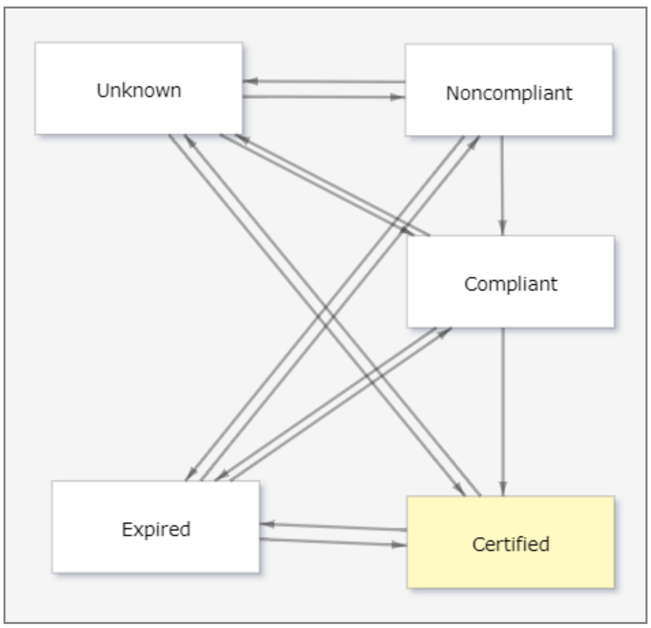
Unknown(Default). The status of the supplier certifications is unknown.

Noncompliant. Select this state if the supplier is not compliant or certified to the selected standard.

Compliant. Select this state if the supplier is compliant but not certified to the selected standard.

Certified. The supplier certification is certified and active.

Expired. The supplier certification has expired and is no longer valid.



Supplier Certifications Tasks

Adding a New Supplier Certification

1. Supplier certifications can be created two ways:
   a. Select Supplier Certifications from the left navigation panel. Then, click the Add Item button in the toolbar.
   b. In a Supplier record, navigate to the Certifications tab. Then, click the Add New Item button in the Supplier Certifications field. A new screen opens.
2. Select a standard, certification agency, and a supplier.

Note: If you initiated the certification from the Supplier process, then the Supplier field automatically populates.

3. Enter a certification number.
4. Select the date that the certification was issued and the date when it will expire.
5. In the Certification field, upload an electronic copy of hte certification. This can be conducted one of two ways:
    a. Drag the file from your computer to the field.
    b. Click the "Select File to Upload" button and select the file from the Open window.
6. Click Save to save the new record. When selecting the next state, click Certified.

    Note: If the company is compliant but not certified, then select the state Compliant. See for more state options.

Supplier Corrective Action Request

Supplier Corrective Action Requests (SCARs) allow you to issue and track the status of corrective actions issued to suppliers. SCARs are initiated as a way to notify a supplier that an issue exists with the quality of their incoming products or services. Possible issues include late arrival, nonconforming parts, and poor cumulative performance.

Once a supplier has received a SCAR, they are expected to identify the root cause of the issue, perform corrective actions, and ensure that preventive measures are put in place to ward off any recurrences.

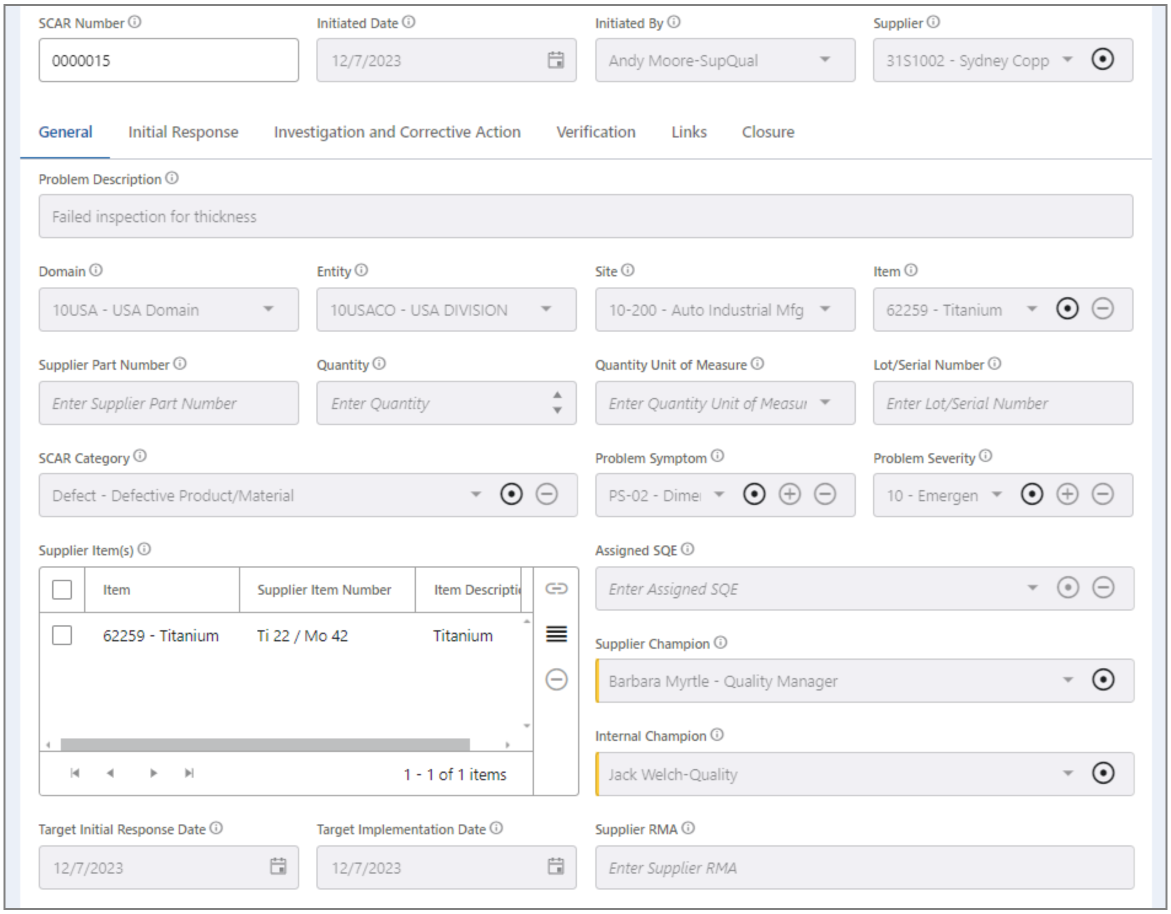
The Suppliers process contains a SCARs tab that lists which SCARs are associated with that supplier. See "Suppliers" on page 42.

The Supplier Audits process contains a list of SCARs that were verified during an audit. See "Supplier Audits" on page 67.

SCARs can originate from a non-conformance, which is used to identify products or processes that are not conforming to their identified specifications. See "Non-conformances" in the NCR & CAPA user guide for more information.

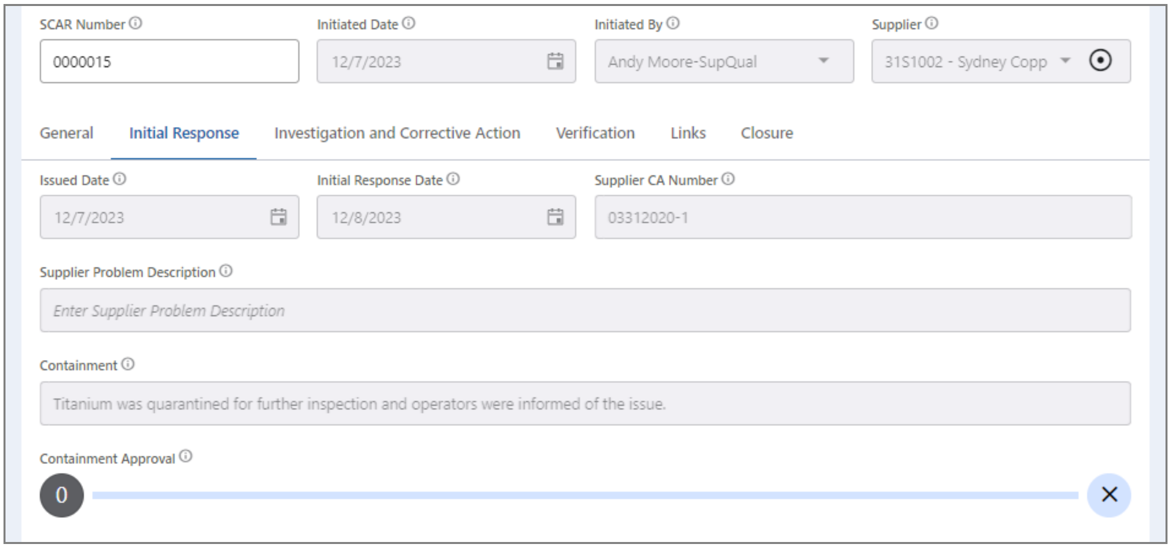
SCARs may be linked to a site with an ITAR (International Traffic in Arms Regulation) requirement. If this is true, then a new field appears on the General tab titled ITAR Restricted. Setting this toggle to YES means that only employees who are ITAR compliant can view, access, and interact with the SCAR.

Fig. 38: Supplier Corrective Action Request screen, General tab



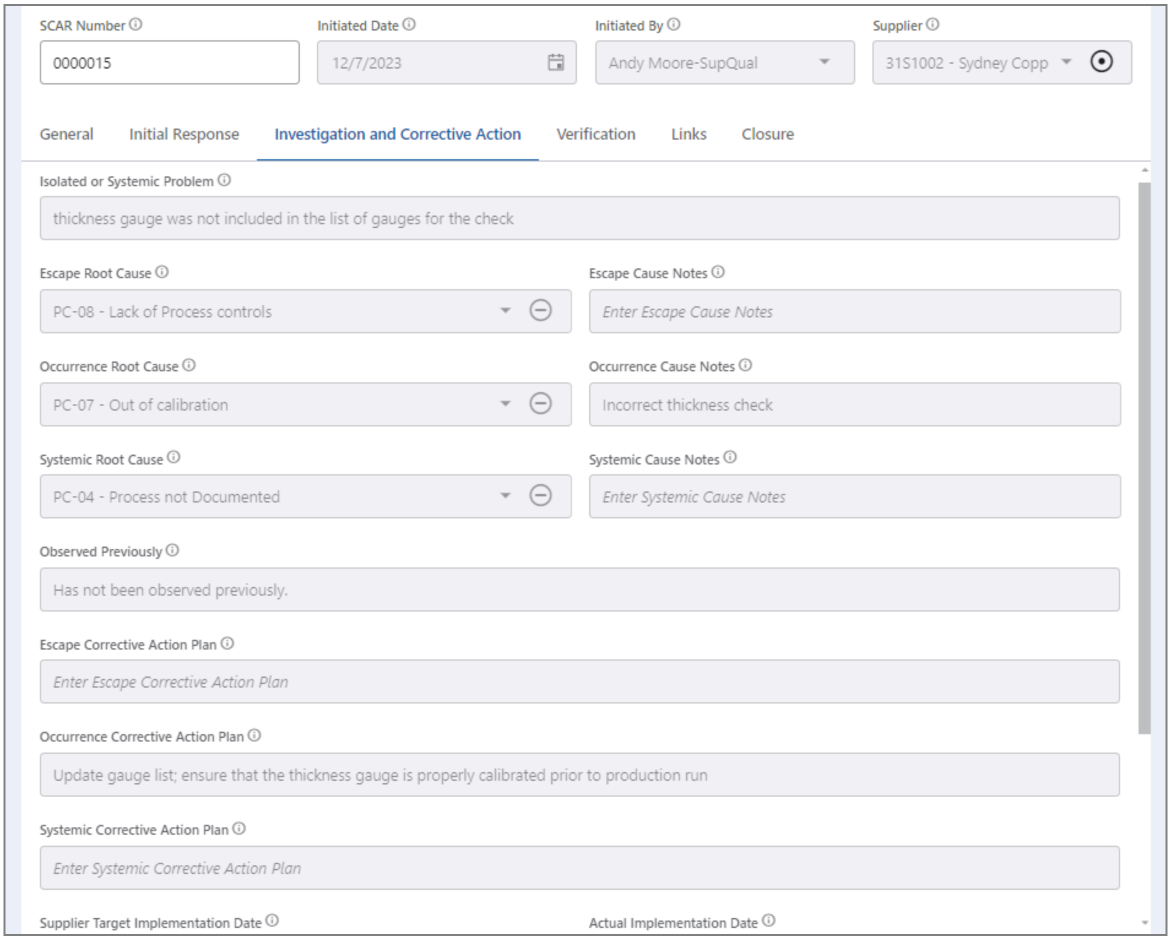
The General tab is used to define the basic details of a SCAR, such as the problem symptom and severity, items involved, target implementation date and more. This tab also includes the ITAR toggle; set this toggle to YES if access is dependent on the ITAR compliance of the user.

Fig. 39: Supplier Corrective Action Request screen, Initial Response tab



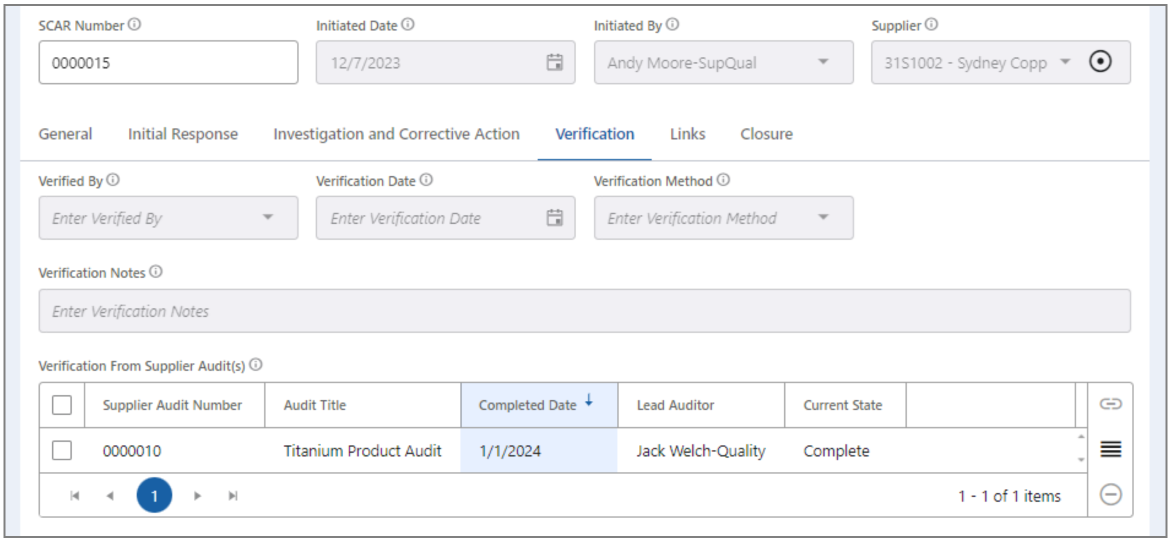
The Initial Response tab supplies the SCAR issued date, initial response date, supplier CA number (if one exists), and the initial containment response. This tab should be completed by the Supplier Champion.

Fig. 40: Supplier Corrective Action Request screen, Investigation and Corrective Action tab



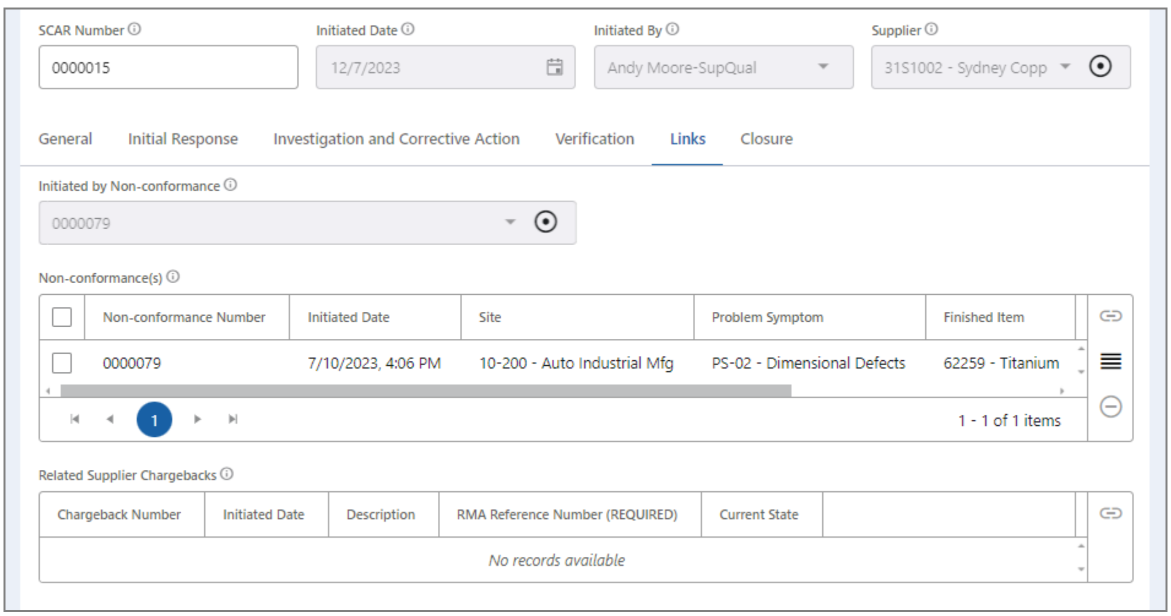
The supplier uses the Investigation and Corrective Action tab as an investigative list of what happened, what can be done to remedy the issue, and whether this issue has happened before. This tab should be completed by the Supplier Champion.

Fig. 41: Supplier Corrective Action Request screen, Verification tab



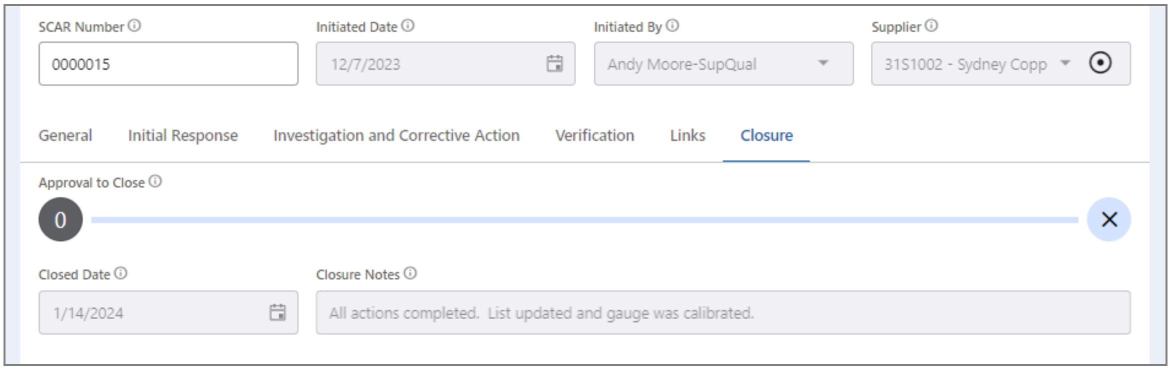
Use the Verification tab to verify the SCAR. The verifier can select supplier audits to support the verification. Verifiers should have either the CAPA & NCR Administrator role or the Supplier Quality Administrator role.

Fig. 42: Supplier Corrective Action Request screen, Links tab



Use the Links tab to list any non-conformances or supplier chargebacks related to the SCAR, as well as the originating non-conformance, supplier audit, or supplier audit result. The Non-Conformances and Related Supplier Chargebacks fields are connected to the Site field in the General tab.

Fig. 43: Supplier Corrective Action Request screen, Closure tab



The Closure tab verifies the conclusion of the SCAR.

Supplier Corrective Action Request States

This section defines each state available in the workflow for the Supplier Corrective Action Request process. See "State Change Security" on page 110 to learn more about how these states transition.

Draft (Default). The supplier corrective action is still being drafted and is not yet ready to send to the supplier.

Void. The supplier corrective action is no longer needed and has not yet been sent to the supplier. It can not be moved from this state.

Issued. The supplier corrective action has been sent to the supplier for a formal response

Canceled. The supplier corrective action is no longer needed but has been sent to the supplier. It can not be moved from this state.

Containment Ready for Approval. The supplier has defined their containment/product disposition/short term plans and are ready for the organization to review.

Containment Rejected. The supplier's containment/product disposition/short term plans were rejected. The supplier should address any of the comments noted in the rejection and re-submit for approval.

Corrective/Preventive Plans. The supplier corrective action has been sent to the supplier to define their corrective and preventive plans to eliminate a recurrence of this problem regardless of which of their plants produce the part.

Plan Ready for Approval. The supplier has completed the corrective action and it is ready to be reviewed.

Plan Implementation. The implementation of a corrective action plan is underway.

Plan Approval Rejected. The supplier corrective action was rejected. The supplier should address any of the comments noted in the approval and re-submit for approval.

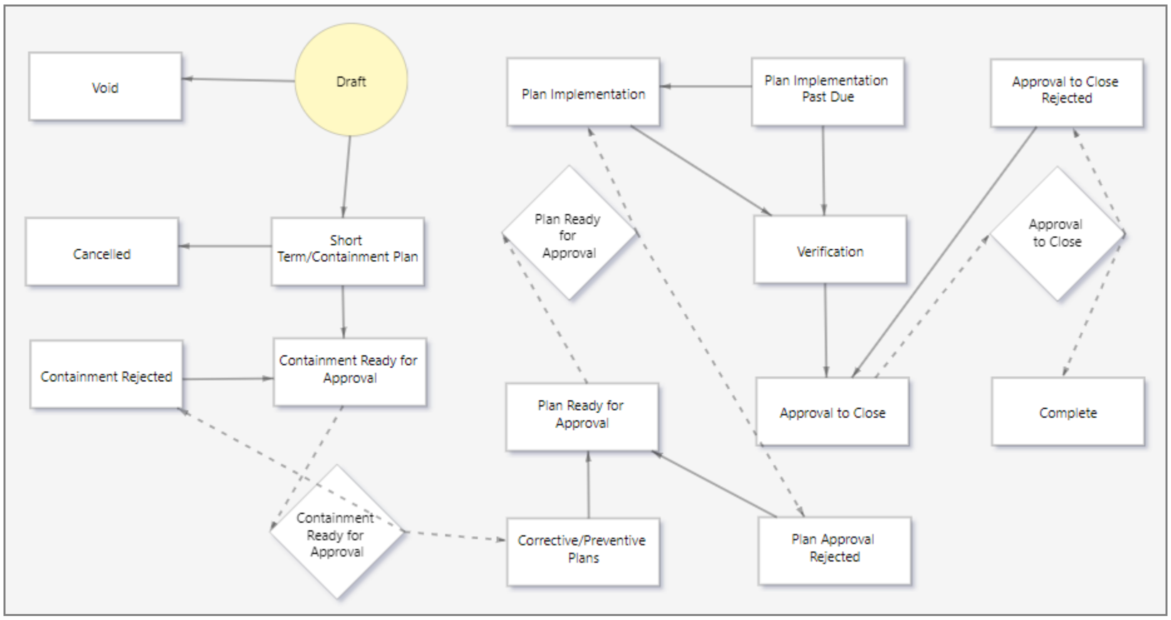
Verification. The overall supplier corrective action effectiveness is being verified.

Plan Implementation Past Due. The implementation of the corrective action plan is past due.

Approval to Close. The supplier has completed the plan implementation and is requesting a review and approval to close the SCAR.

Approval to Close Rejected. The SCAR closure was rejected and is being sent back to the supplier to address.

Complete. The supplier corrective action is complete.



Supplier Corrective Action Request Tasks

Adding a New Supplier Corrective Action Request

1. Select Supplier Corrective Action Requests from the left navigation panel. Then, click the Add Item ⊞ button in the toolbar.
2. Describe the problem that prompted this SCAR and selected the supplier involved. Note that the target initial response date and target implementation date automatically populate.
3. Select the problem symptom and severity. If the SCAR was created from a non-conformance, then this information is automatically populated.
4. Select the SCAR category and, if pertinent, the relevant supplier item. Note that the Supplier field determines the selection list of the Supplier Item field.
5. Select a Supplier Champion and an Internal Champion, who will be responsible for completing the SCAR.

   Note: The Internal Champion defaults to the current user.

6. Navigate to the Links tab. Select the relevant item and supplier audit that generated the SCAR. If the SCAR was created from a non-conformance, then that non-conformance

number is automatically populated in the Originating Non-conformance field.

7. Link any other relevant non-conformances. Note that the selection list for this field is determined by the Site field in the General tab.
8. Click Save to save the new record. When selecting the next state, click Issued.

   Note: Once the SCAR is issued, it is sent to the Supplier Champion, who will then fill out the Initial Response tab.

Submitting a New Supplier Corrective Action Request as a Supplier

The Supplier Champion receives a notification once the SCAR is issued.

1. From the inbox, click the notification and the Open button to open the SCAR.
2. Navigate to the Initial Response tab and select the current date in the Initial Response Date field.
3. If you have your own internal number for the corrective action, enter that number in the Supplier CA Number field for reference.
4. Enter a description in the Containment field to describe how the issue will be contained in the short term before the full corrective action can be implemented.
5. Navigate to the Investigation and Corrective Action tab.
6. In the Root Cause field and following drop-down fields, explain the root causes for the issue.
   a. **Escape Root Cause.** Why the problem escaped the supplier's location.
   b. **Occurrence Root Cause.** Why the problem occurred.
   c. **Systemic Root Cause.** Does the root cause involve a systemic problem with the supplier?
7. In the remaining fields, describe whether this is an isolated or systemic problem; whether this problem has been observed previously at your organization; and what planned and completed actions have been taken to address the root cause and prevent recurrence.
8. Select a target implementation date.
9. Click Save to save the SCAR.
   a. If the SCAR is still being completed, select the state Issued.
   b. If you have completed the SCAR, ensure the Actual Implementation Date is set and then select the state Plan Ready for Approval.

Completing a New Supplier Corrective Action Request

Once the Supplier Champion sets the SCAR state to Plan Ready for Approval, a notification is sent to the Internal Champion. This user reviews the supplier's plan and either approves or rejects it.

1. Navigate to the Investigation and Corrective Action tab. Scroll down to the Plan Approval field and click the arrow button to expand it.
2. Click the Approve/Reject button. A small window appears.
3. Enter your password and any relevant comments, select whether this is an approval or rejection, and then click the Approve or Reject button that appears at the bottom. Rejections require a comment.

   a. If you chose Approve, then the state automatically transitions to Plan Implementation.
   b. If you chose Reject, then the state automatically transitions to Plan Approval Rejected.
4. After saving the record, the Supplier Champion receives a notification regarding the new state.
   a. **Plan Implementation.** The supplier must implement the plan that was submitted by the date selected in the Supplier Target Implementation Date. If this date passes before the implementation is complete, the state transitions to Plan Implementation Past Due and the Supplier Champion receives a warning notification.
   b. **Plan Approval Rejected.** The supplier must revise the plan according to the rejection notes and resubmit it in the state Plan Ready for Approval.
5. Once the plan is implemented, the Supplier Champion must select the current date in the Actual Implementation Date field.
6. Click Save to save the record. When selecting the next state, click Approval to Close.

The Assigned SQE is then notified to review and approve the closure of the SCAR.

1. Enter your password and any relevant comments.
2. Select whether this is an approval or rejection, and click the Approve or Reject button that appears at the bottom. Note that rejections require a comment.
   a. If you chose Approve, then the state automatically transitions to Complete.
   b. If you chose Reject, then the state automatically transitions to Approval to Close Rejected.

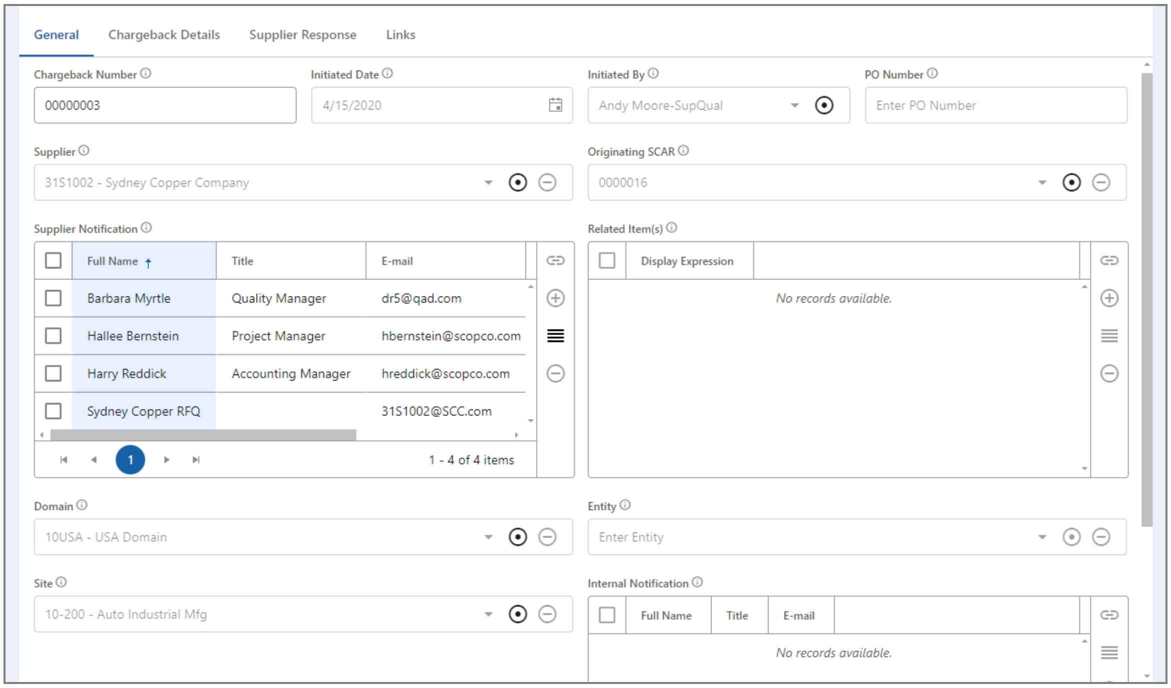
Supplier Chargebacks

The Supplier Chargebacks process allows a company to reclaim some of the costs associated with a supplier issue. For example, if your company received some metal parts that arrived with dents and rust, you will exchange those damaged parts with ones that conform to proper standards. That exchange may involve extra shipping costs, administration fees, and other charges. With chargebacks, you can request that the supplier pay these charges.

Because chargebacks typically occur due to a non-conformance, they are created through the SCAR process. See "Supplier Corrective Action Request" on page 54.

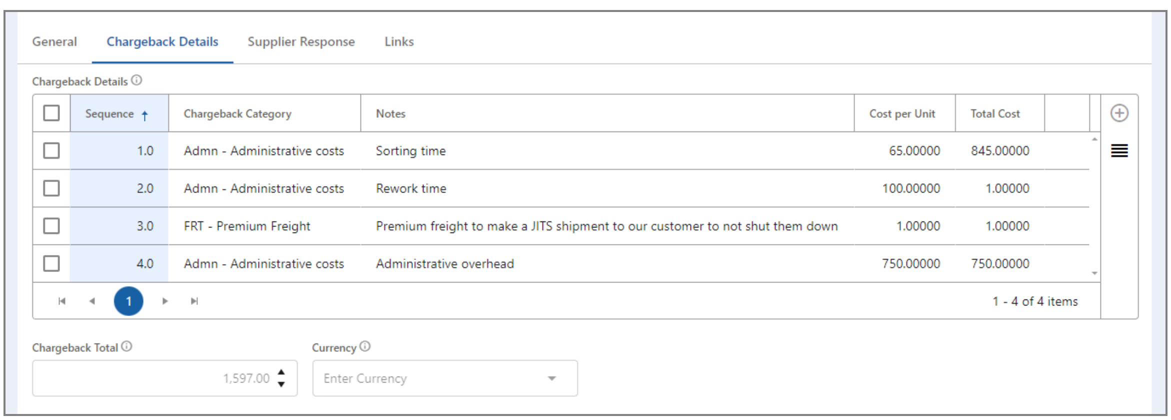
Chargeback details originate from the Supplier Chargeback Category process, where you can set up default costs, whether people are involved in the cost, and whether the category should be automatically added to a chargeback or just available for selection. See "Supplier Chargeback Categories" on page 21.

Fig. 44: Supplier Chargebacks screen, General tab



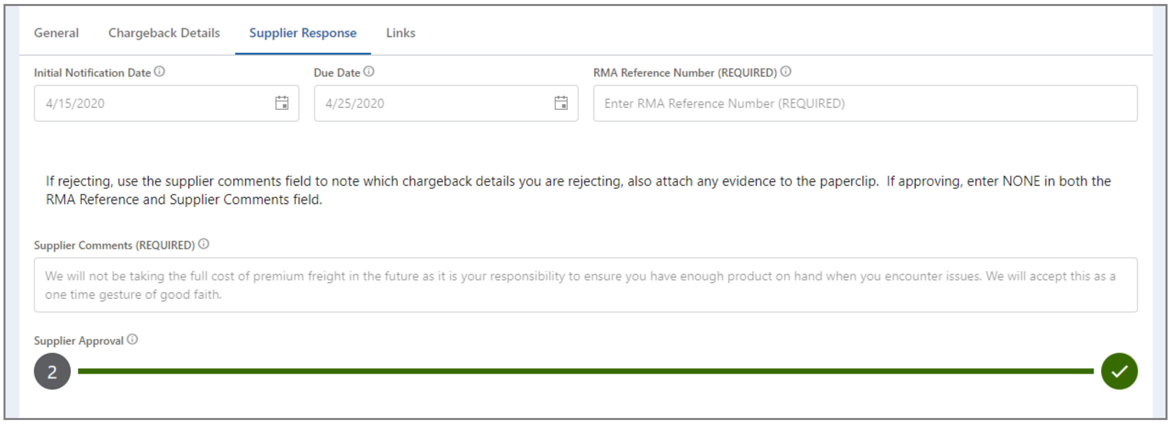
The General tab is used to define the basic details of a supplier chargeback. You can include internal notes that are not visible to the supplier.

Fig. 45: Supplier Chargebacks screen, Chargeback Details tab



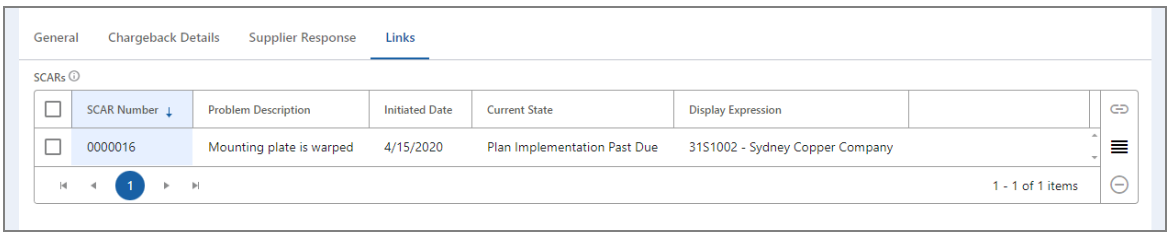
The Chargeback Details tab contains the cost and detail information about the chargeback. Some of these detail records are added by default through the Supplier Chargeback Categories process.

Fig. 46: Supplier Chargebacks screen, Supplier Response tab



The Supplier Response tab indicates when the supplier must respond to the chargeback request, their comments, and their approval.

Fig. 47: Supplier Chargebacks screen, Links tab



The Links tab connects the chargeback to one or more SCAR records.

Supplier Chargebacks States

This section defines each state available in the workflow for the Supplier Chargebacks process. See "State Change Security" on page 110 to learn more about how these states transition.

Draft (Default). The initial state of the chargeback.

Submit to Supplier. The chargeback has been sent to the supplier for approval.

Awaiting Supplier Approval. The supplier must review and approve the chargeback details.

Supplier Approved – Update Accounting. The supplier approved the chargeback. The supplier accounting contact is informed and must proceed with the charges.

Complete. The chargeback is complete.

Supplier No Response. The supplier has not responded to the chargeback within the amount of time specified in the Chargeback Setup process. It is either routed back to Submit to Supplier or is escalated to the quality manager.

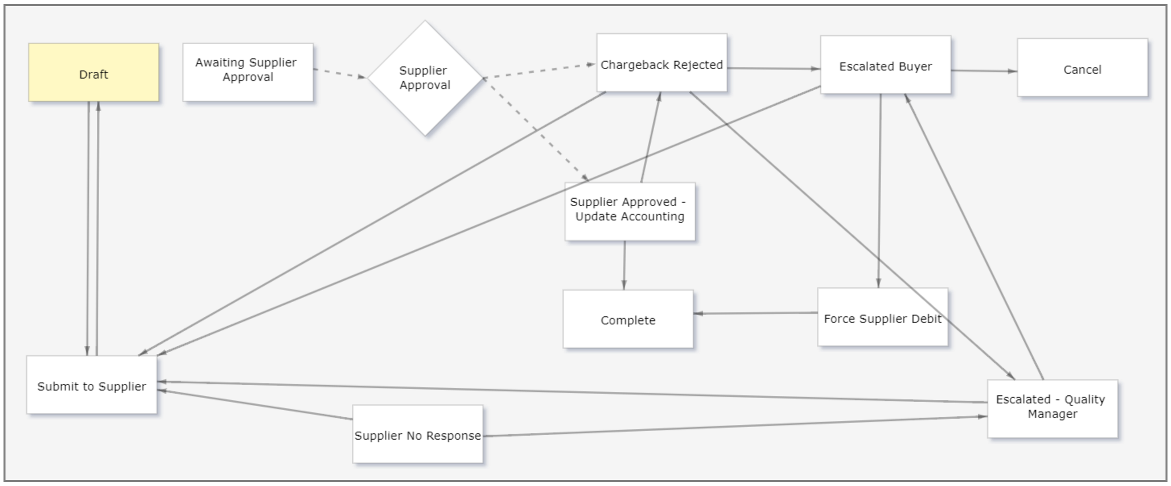
Chargeback Rejected. The supplier rejected the chargeback. It is either routed back to Submit to Supplier or is escalated to the quality manager.

Escalated Buyer. The chargeback is escalated to the designated Buyer role, who must decide whether to cancel the chargeback or force a supplier debit.

Cancel. The chargeback has been canceled. It will no longer proceed.

Force Supplier Debit. The supplier accounting contact is notified that the buyer is forcing the chargeback to proceed.

Escalated – Quality Manager. The chargeback is escalated to the quality manager, who must decide whether to return the state to Submit to Supplier or return the chargeback to the Buyer.



Supplier Chargebacks Tasks

Adding a New Supplier Chargeback

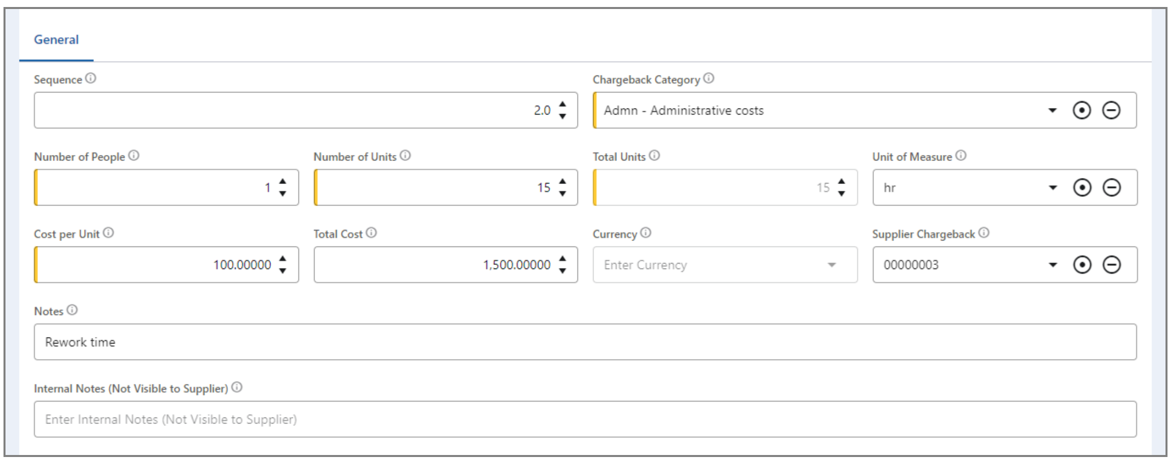
1. Select Supplier Chargebacks from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Select a supplier.
3. Select related items, supplier notifications, and internal notifications.
   a. Click the Link button in the pertinent field. A new window opens.
   b. Select any items that apply.
   c. Click OK.
4. Enter a description. You can also enter internal notes, which are not visible to the supplier.
5. Click Save to save the new record. When selecting the next state, click Draft.

Note: If the chargeback was generated from a SCAR, then these fields are automatically populated.

Entering Supplier Chargeback Details

1. In the Supplier Chargebacks detail screen, navigate to the Chargeback Details tab and note that it contains values. These chargeback details are generated from the Chargeback Categories process. See "Supplier Chargeback Categories" on page 21 for more information.
2. Double-click an item to open it. A new screen appears.
3. The drop-down and selection fields already contain values from the chargeback category. The visible fields will vary depending on the category's cost details option.
    a. **Per Unit.** Select the number of units for the detail item.
    b. **Per Unit & Person.** Select the number of units and number of people for the detail item.
    c. **Total Cost Only.** Select the total cost of the item, if it did not automatically populate.

Fig. 48: Supplier Chargeback Details screen



4. Click Save to save the record. When selecting the next state, click Active. Note that the Total Cost field adjusts according to the data you entered.
5. Repeat Steps 2-4 for each Chargeback Details item in the list. Then, back in the main process screen, click Save to save the record, and select the state Submit to Supplier. Note that the Chargeback Total field adjusts to the new total.

Approving a Supplier Chargeback as a Supplier

1. From the inbox, click the notification and the Open button to open the chargeback.
2. Navigate to the Supplier Response tab. The Initial Notification Date and Due Date fields are automatically populated.
3. Enter any comments regarding the chargeback.
4. Click the Approve/Reject button in the Supplier Approval field. A small window appears.
5. In the Sign Off window, enter your password and approve the chargeback. Use the Comments field to document any information about your decision.
6. Enter NONE in both the RMA Reference and Supplier Comments fields.

7. Click Save to save the record. When selecting the next state, click Supplier Approved – Update Accounting.
8. The designated Accounting user must save the record to the Complete state.

Rejecting a Supplier Chargeback as a Supplier

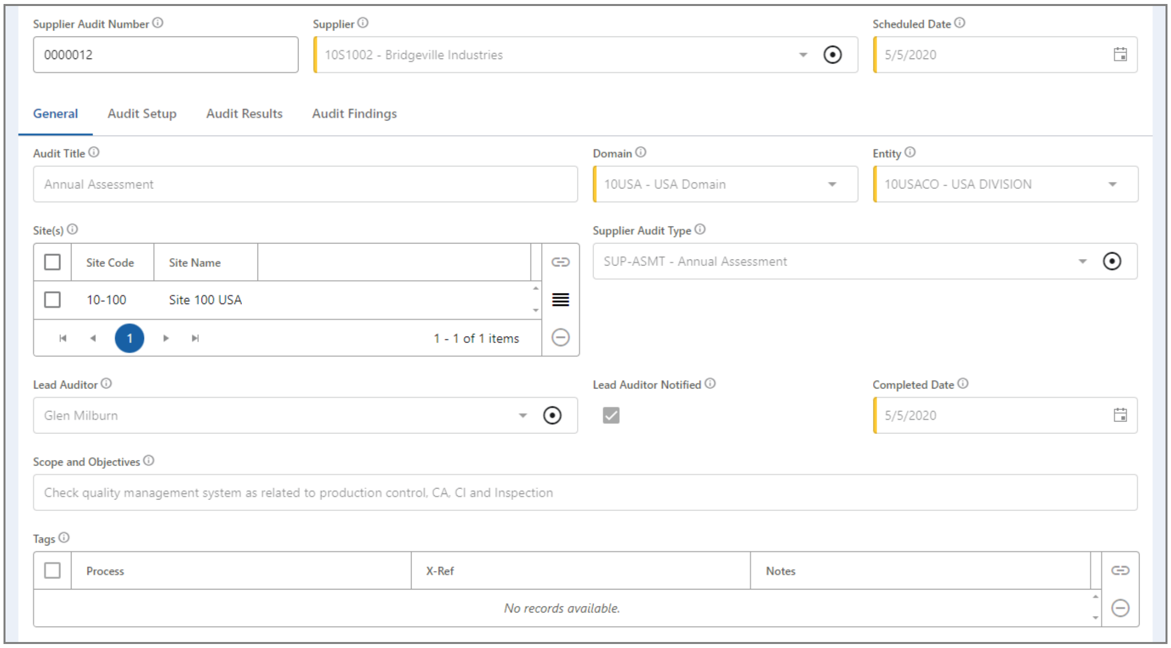
1. From the inbox, click the notification and the Open button to open the chargeback.
2. Navigate to the Supplier Response tab. The Initial Notification Date and Due Date fields are automatically populated.
3. Enter any comments regarding the chargeback. Indicate which line items you are rejecting and why.
4. Click the Approve/Reject button in the Supplier Approval field. A small window appears.
5. In the Sign Off window, enter your password and reject the chargeback. Use the Comments field to document any information about your decision. Comments are required for rejection.
6. Click Save to save the record. When selecting the next state, click Chargeback Rejected.
7. From here, the chargeback can be escalated in a number of ways:
    a. **Escalated – Quality Manager.** This state escalates the chargeback to the designated Quality Manager role, who must decide whether to return the state to Submit to Supplier or return the chargeback to the Buyer.
    b. **Escalated Buyer.** This state escalates the chargeback to the designated Buyer role, who must decide whether to cancel the chargeback, resubmit it, or force a supplier debit.
        i. **Cancel.** The chargeback is canceled and will no longer proceed.
        ii. **Force Supplier Debit.** The supplier accounting contact is notified that the buyer is forcing the chargeback to proceed. The Accounting contact must then move the state to Complete.
        iii. **Submit to Supplier.** The chargeback is resubmitted to the supplier for approval.

Supplier Audits

Supplier audits are used to conduct audits of a supplier. On some occasions, an audit is required in order for a supplier to become certified to supply to an organization, depending on what commodities are supplied. Supplier audits do not typically update the supplier approval rating (supplier reviews are used for that) but they may be an input into the supplier review process.

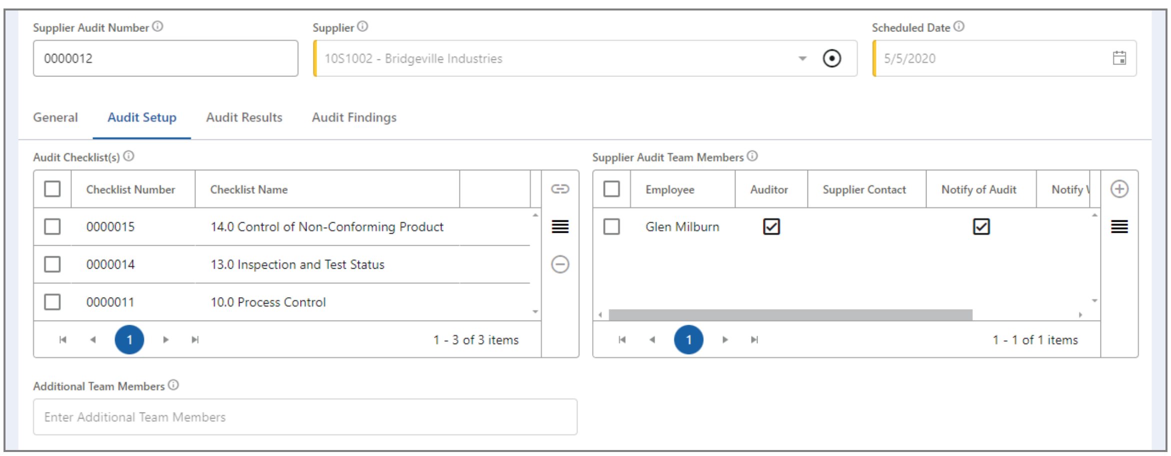
The Suppliers process contains a tab for audits that lists which audits are associated with that supplier. See "Suppliers" on page 42.

Fig. 49: Supplier Audits screen, General tab



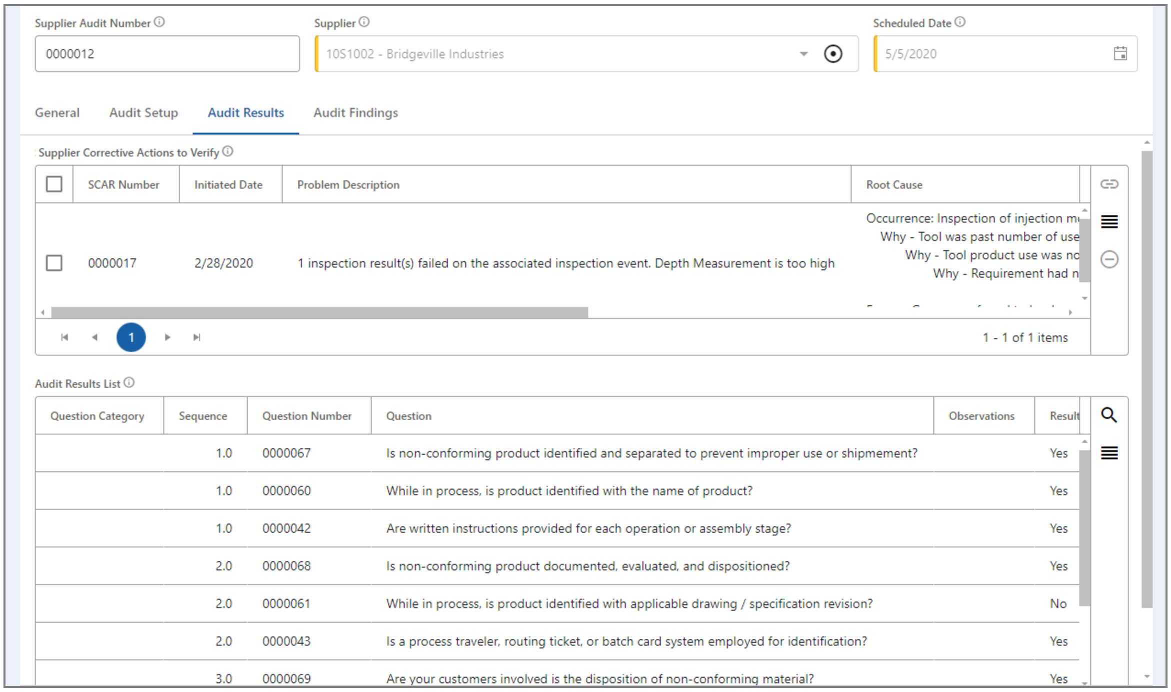
The General tab is used to define the basic details of a supplier audit, including the title, supplier involved, lead auditor, scope and objectives, and more.

Fig. 50: Supplier Audits screen, Audit Team tab



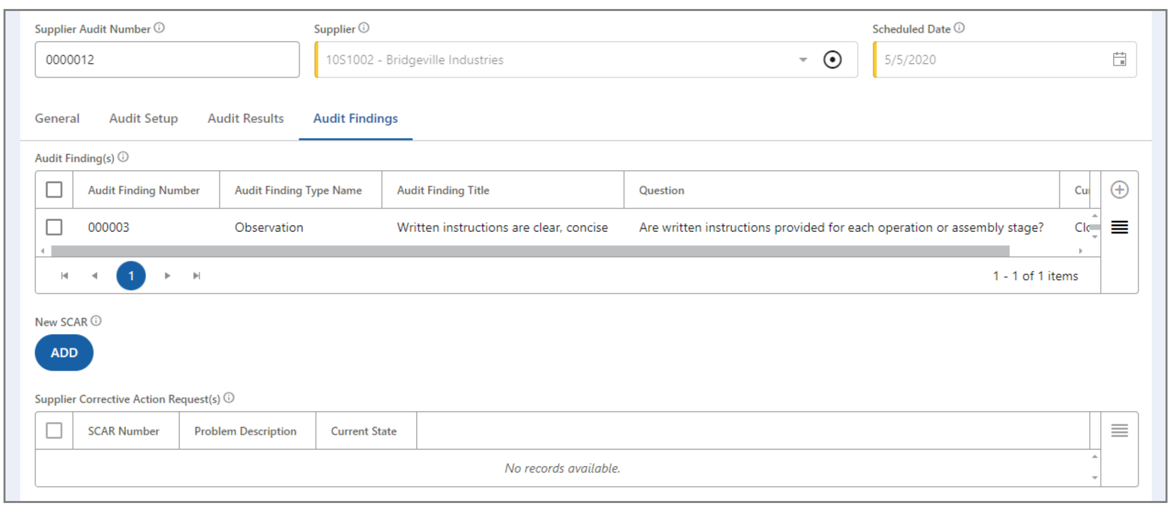
The Audit Set Up tab contains the audit checklists and a list of all team members who participate in the audit. Team members can come from within or outside of the organization. The list of team members is automatically populated after the first record save, and is linked to the Supplier Audit Type field.

Fig. 51: Supplier Audits screen, Audit Results tab



Use the Audit Results tab to document the results of each audit question. This list is pulled from the Checklist field in the Audit Set Up tab. You can also link to SCAR records that were verified during the audit.

Fig. 52: Supplier Audits screen, Audit Findings tab



Use the Audit Findings tab to create one or more findings based on the results of the supplier audit. Findings that qualify as a non-conformance are added to the supplier audit as a supplier corrective action request. See "Supplier Corrective Action Request" on page 54 and "Supplier Audit Findings" on page 71 for more information.

Supplier Audits States

This section defines each state available in the workflow for the Supplier Audits process. See "State Change Security" on page 110 to learn more about how these states transition.

Draft (Default). The supplier audit is still being drafted and is not yet ready to be scheduled.

Scheduled. Select this when the supplier audit setup is complete and ready to be scheduled. The Lead Auditor will be notified five days before the scheduled date.

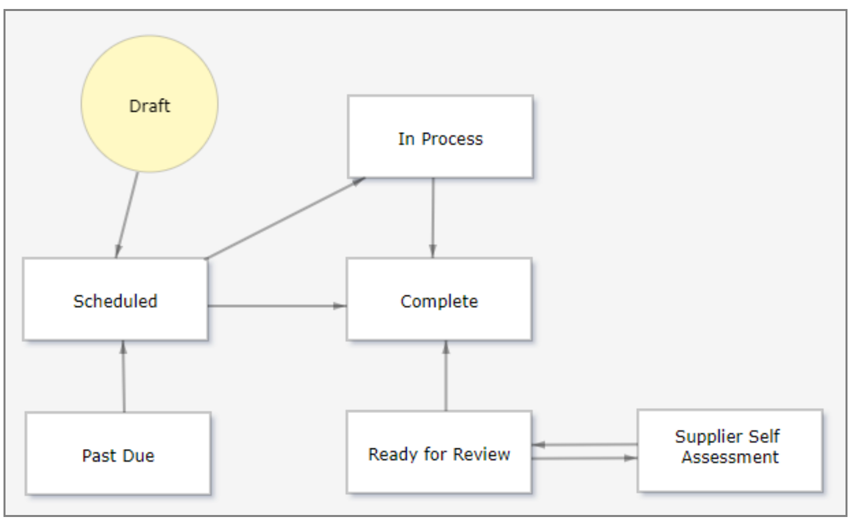
In Process. The supplier audit is in process, but not yet complete.

Past Due. The supplier audit is past the scheduled date. Update the scheduled date and then move the state to Scheduled.

Complete. The supplier audit is complete. The supplier's last audit date will be updated at this state.

Supplier Self Assessment. The supplier audit is in the process of being completed by the Supplier Quality Contact.

Ready for Review. The supplier audit was completed by the supplier, and is ready for review by the Assigned SQE.



Supplier Audits Tasks

Adding a New Supplier Audit

1. Select Supplier Audits from the left navigation panel. Then, click the Add Item ⊞ button in the toolbar.
2. Provide a title for the supplier audit.
3. Select the supplier to be audited, the supplier audit type, and the scheduled date.

4. If the Lead Auditor field did not default from the Supplier process, then select the person responsible for completing the audit.
5. Enter a value in the Scope and Objectives field.
6. Navigate to the Audit Set Up tab. Link one or more checklists in the Audit Checklist field.
    a. Click the Link button. A new window appears.
    b. Select any items that apply.
    c. Click OK.
7. Click Save to save the new record. When selecting the next state:
    a. Click Draft if you are still setting up the audit.
    b. Click Scheduled if the audit setup is complete and ready to be scheduled.

Completing a Supplier Audit

The Lead Auditor receives a notification five days before the scheduled date of a supplier audit.

1. From the inbox, click the notification and the Open button to open the supplier audit.
2. Navigate to the Audit Results tab. Use the Supplier Corrective Actions Verified field to link any SCARs that are verified during the audit.
3. Use the Audit Results field to document the results of the audit questions that are pulled from the checklist. Click the Result column to select the answer to each question.
4. Enter audit observations for each question by clicking and typing within the Observations column. You can also add these directly in the Supplier Audit Results record by clicking the corresponding View button.
5. To add a new Audit Results question, click the Add New Record button. The new record is added to the end of the questions list.
6. Navigate to the Audit Findings tab. Add one or more findings based on the supplier audit. See "Supplier Audit Findings" on page 71 for more information.
7. Click Save to save the audit. When selecting the next state:
    a. Click In Process if you are still conducting the audit.
    b. Click Complete if you are finished with the audit. Note that the Completed Date field in the General tab must be filled out before the audit can be completed.

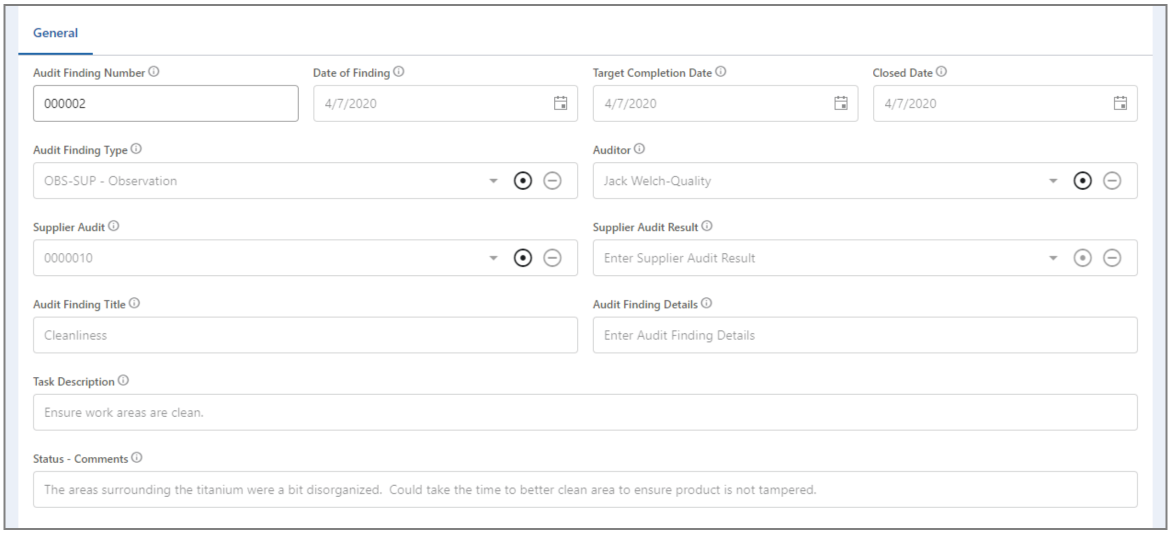
Supplier Audit Findings

Supplier audit findings allow an auditor to document any observations, opportunities for improvement, or noteworthy efforts that are noticed during an audit. See "Supplier Audits" on page 67.

Findings are audit outcomes not considered to be non-conformities, either because they represent a favorable outcome or their severity, frequency, or depth of analysis did not warrant a non-conformance. Observations and findings require, at minimum, some form of acknowledgment from the auditee or designated responsible person. The system facilitates this process using notifications and a simple workflow.

> ***Note:*** A supplier audit finding does not exist on its own and must be associated with a supplier audit.

Fig. 53: Supplier Audit Findings process screen



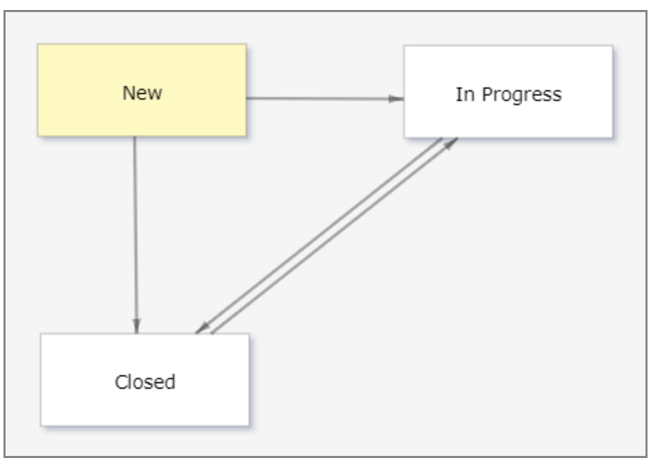
Supplier Audit Findings States

This section defines each state available in the workflow for the Supplier Audit Findings process. See "State Change Security" on page 110 to learn more about how these states transition.

New (Default). The default state for a newly created supplier audit finding.

In Progress. The supplier audit finding is currently being worked on.

Closed. The supplier audit finding has been completed and closed.



Supplier Audit Findings Tasks

Adding a New Supplier Audit Finding

The Supplier Audit Finding is conducted once a supplier audit is complete, and is typically created directly from the Supplier Audit process screen.

1. Open a Supplier Audit record.
2. There are two locations from which you can add a new audit finding:
    a. Navigate to the Audit Findings tab and click the Add New Item ⊕ button in the Audit Findings field. A new screen appears.
    b. Navigate to the Audit Results tab and click the View button beside an audit result. In the Audit Result screen, scroll down to the Supplier Audit Findings field and click the Add new Item button. A new screen appears.
3. Select an audit finding type and the name of the auditor recording the finding.

    Note: If the audit finding was created from an audit result record, then the Supplier Audit Result field automatically populates.

4. Enter a title and details for the audit finding.
5. If the finding requires a task to be conducted, then enter a task description and select a target completion date.
6. Click Save to save the new record. When selecting the next state, click In Progress.

Completing a Supplier Audit Finding

1. In the Supplier Audit Finding record, review the Task Description field and complete the task described.
2. When finished with the task, select the date in the Target Completion Date field.
3. In the Status – Comments field, enter any comments or updates on the task. If the task was not conducted, then explain why.
4. Select the closed date.
5. Click Save to save the record. When selecting the next state, click Closed.

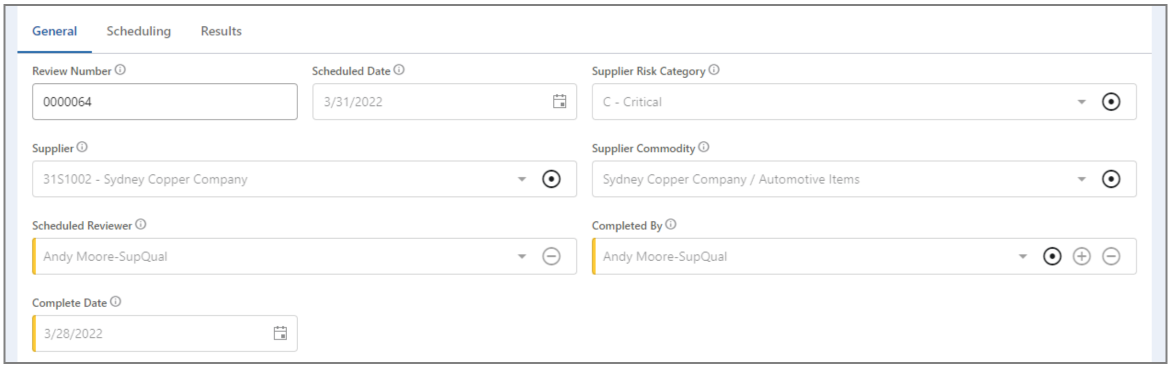
Supplier Performance Reviews

The Supplier Performance Reviews process is used to document the results of supplier performance indicators at a point in time. Based on the criteria set up for the supplier's risk category, the total score of the performance review is used to automatically calculate the supplier's approval status.

Supplier performance review results are calculated using the QAD product SRM. Therefore, users must have access to up-to-date versions of QAD SRM, EQMS, and AUX/ERP in order to view these results.

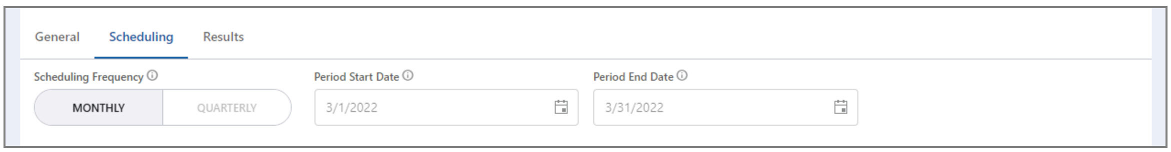
Supplier performance reviews are typically initiated from the Suppliers process. See "Suppliers" on page 42.

Fig. 54: Supplier Performance Reviews screen, General tab



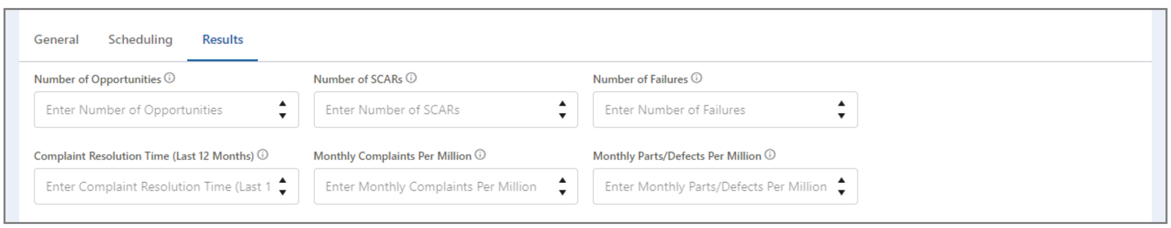
The General tab is used to define the basic details of a supplier performance review.

Fig. 55: Supplier Performance Reviews screen, Scheduling tab



In the Scheduling tab, you can set a monthly or quarterly scheduling frequency, or disable scheduling frequencies altogether. When you set a period start date, the system automatically sets the period end date.

Fig. 56: Supplier Performance Reviews screen, Results tab



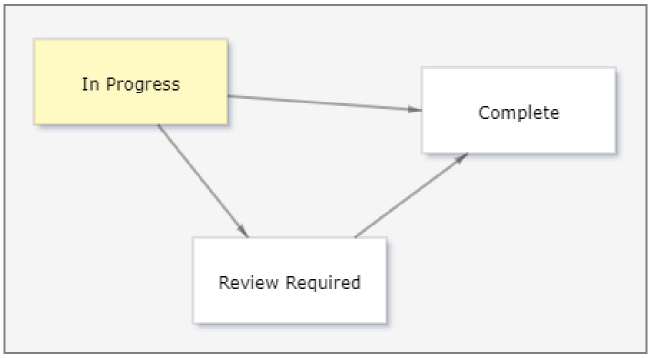
Use the Results tab to review the results of each performance indicator. Several of the results are populated by data that is received from QAD ERP through integration.

Supplier Performance Reviews States

This section defines each state available in the workflow for the Supplier Performance Reviews process. See "State Change Security" on page 110 to learn more about how these states transition.

> *In Progress (Default).* A supplier review that is in progress but not yet complete.
>
> *Review Required.* A supplier review must be reviewed before moving to the complete state.

Complete. A supplier review that has been completed. The supplier's approval status is determined based on their total score and the supplier's last review date is completed at this state.



Supplier Performance Reviews Tasks

Adding a New Supplier Performance Review

1. In a Supplier record, navigate to the Item Information tab. Double-click the commodity that you want to review. A new screen opens.
2. Navigate to the Performance Reviews tab. Click the Add New Item button in the Supplier Performance Reviews field. A new screen opens.
3. The following fields are automatically populated:
   - Supplier
   - Supplier Risk Category
   - Supplier Commodity
4. Select the scheduled reviewer.
5. Select a scheduled date.
6. Navigate to the Scheduling tab. Select a scheduling frequency and the period start date.
7. Click Save to save the record. When selecting the next state, click In Progress.
8. Back in the Supplier Commodities screen, click Save to save the record. When selecting the next state, click Active.

Completing a Supplier Performance Review

1. Once a Supplier Performance Review is assigned, the Scheduled Reviewer receives an inbox notification. The performance review can be opened:
   a. Directly from the action
   b. From the Supplier Performance Review process in the navigation panel
2. Navigate to the Results tab and review the numbers, which have been calculated using QAD SRM and the transaction rule "3 Days Beyond – Review". See "Transactions" on page 116 for more information.
3. Once the performance review is complete, record the person who completed the review and the date of completion in the General tab.
4. Click Save to save the review. When selecting the next state, click Complete.

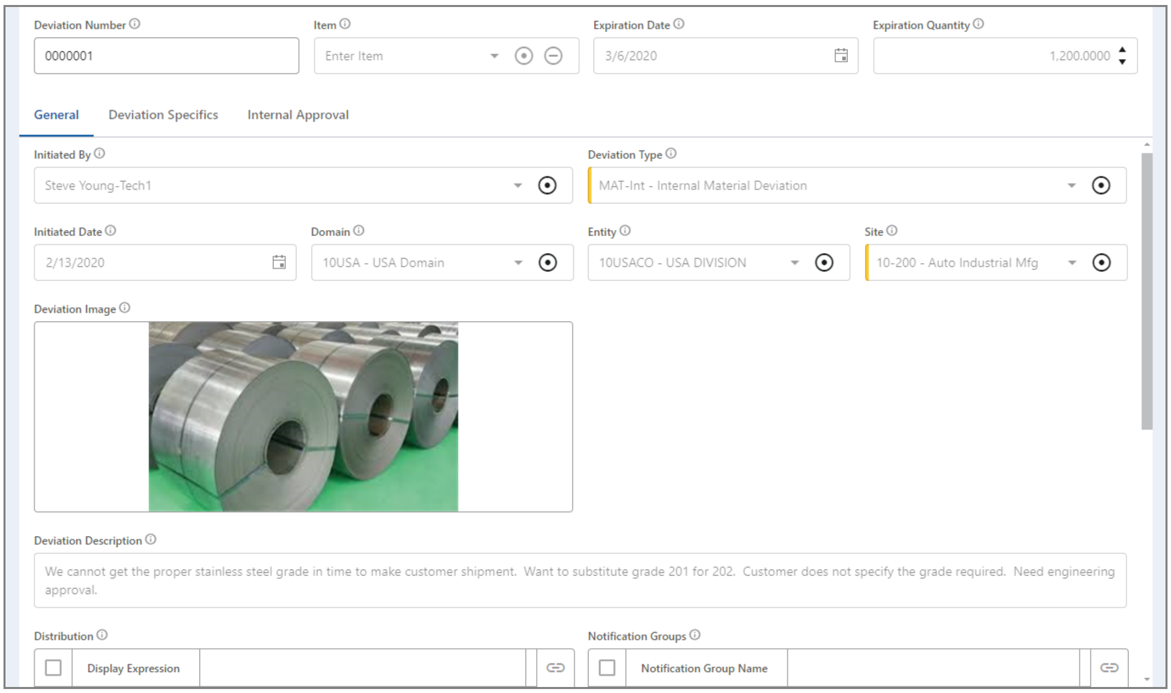
Note: On the third day after the Period End Date, all system performance indicators will automatically calculate and any suppliers with the Send Performance Reviews Without

Review check box selected will automatically move to the Complete state, and the supplier will be notified. If the supplier's check box is not selected, the performance review will move to the Review Required state.

Deviations

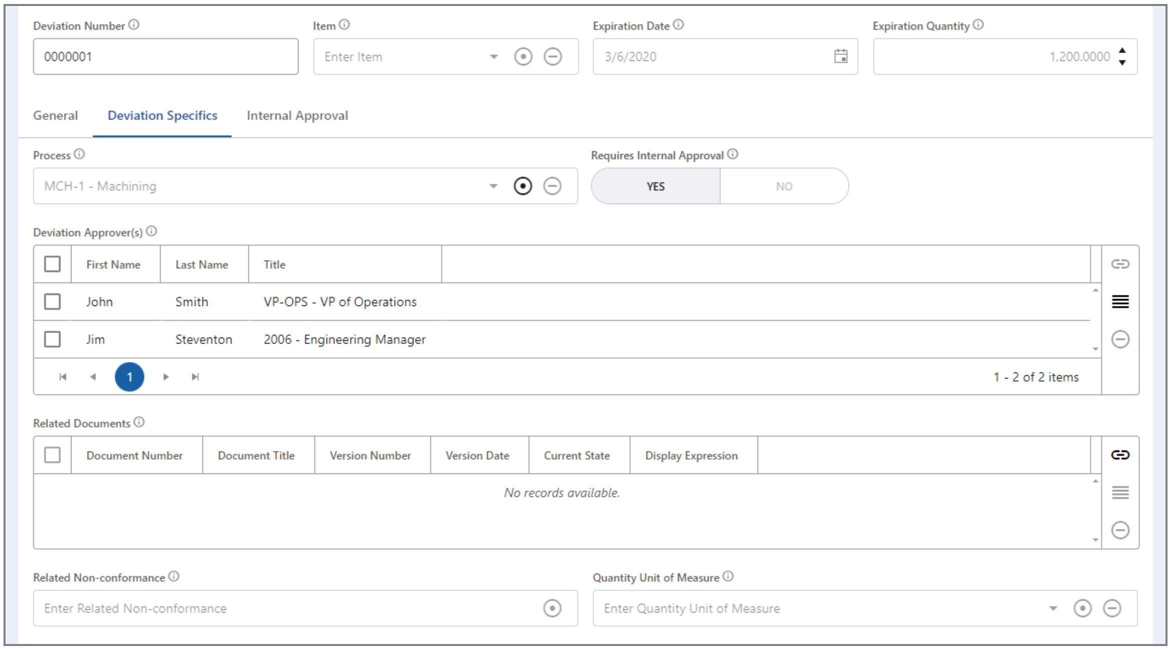
Suppliers are able to request deviations from the customer. The supplier can document their requests for product or process changes in the deviation process and then route the request for approval to the Supplier Quality Engineer (SQE) assigned to them via their master data. The SQE is then able to review the deviation request and either route it for approval or reject the request. The deviation will then remain active for the specified period of time.

Fig. 57: Deviations screen, General tab



The General tab is used to define the basic details of a deviation, including the description, distribution list, notification groups, and more.

Fig. 58: Deviations screen, Deviation Specifics tab

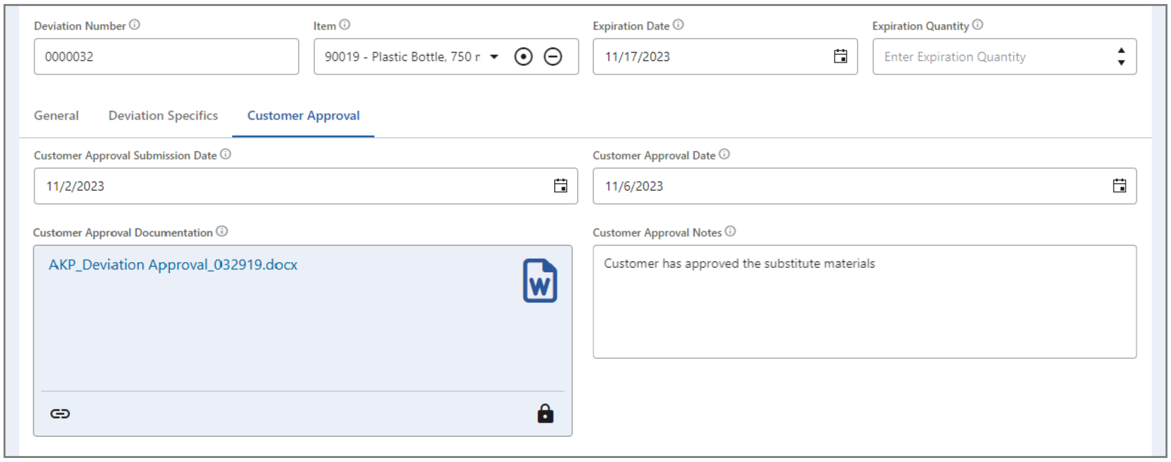


The Deviation Specifics tab specifies the process, documents, and non-conformance that the deviation is related to, as well as whether the deviation requires internal or customer approval.

Fig. 59: Deviations screen, Internal Approval tab

The Internal Approval tab lists each user who has been assigned as an approver for the deviation. This tab only appears when the "Requires Internal Approval" toggle field is selected in the deviation type and the deviation category is Supplier or Internal.

Fig. 60: Deviations screen, Customer Approval tab



The Customer Approval tab tracks the customer approval documentation, notes, submission date, and approval date. This tab only appears when the deviation category is set to Customer in the deviation type.

Deviations States

This section defines each state available in the workflow for the Deviations process. See "State Change Security" on page 110 to learn more about how these states transition.

Draft (Default). A new deviation that is still being drafted.

Ready for Approval. Select this state to begin the approval process for the deviation. If neither internal nor customer approval is required, the deviation will become Active.

SQE Review. The system moves the deviation to this state when the supplier indicates that the deviation is ready to be submitted for approval.

Ready for Internal Approval. The deviation is ready for internal approval. This state may be automatically set after customer approval, if internal approval is required.

Internal Approval Rejected. The internal approver has rejected the deviation. Review the rejection comments, make the appropriate changes, and resubmit for internal approval.

Submit for Customer Approval. The deviation is ready to be submitted for customer approval. This state is automatically set when the state is Ready for Approval and customer approval is required.

Submitted for Customer Approval. Select this state once the deviation has been sent to the customer for approval.

Customer Approval Rejected. The customer has rejected the deviation. If changes are possible, move the state to Draft, make the appropriate changes, and resubmit for approval; otherwise, move the state to Void.

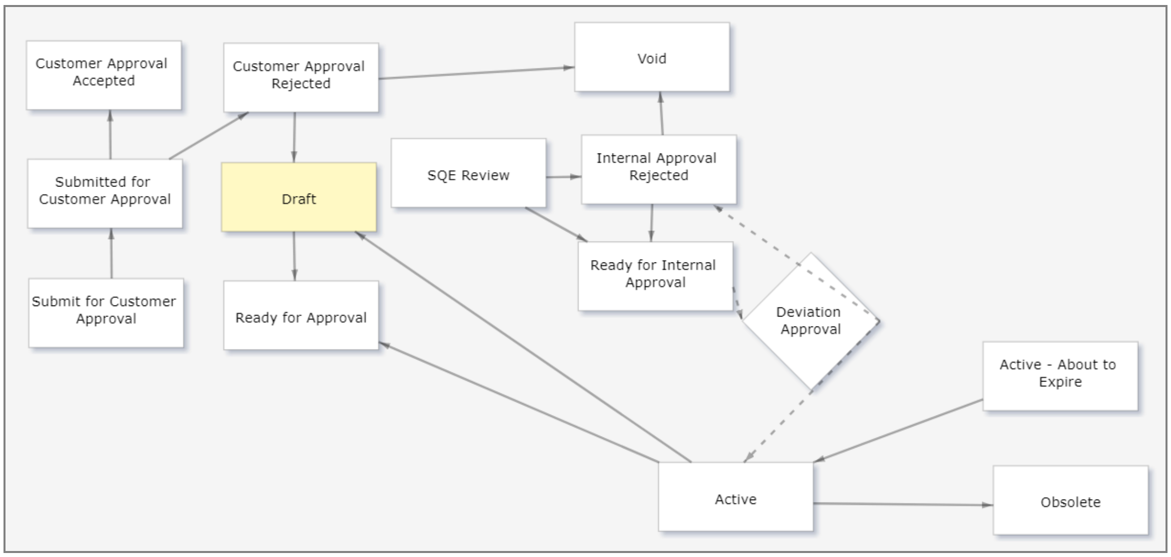
Void. Select this state when a deviation will not be used, due to customer rejection, internal rejection, or other reasons.

Customer Approval Accepted. The customer has approved the deviation.

Active. An active deviation that is authorized to ship or use items that meet the deviation criteria.

Active – About to Expire. Deviation is active but will expire in five days or fewer. This state is set automatically when the deviation is within five days of the expiration date.

Obsolete. An obsolete deviation. This deviation is for historical purposes only.



Deviations Tasks

Adding a New Deviation – Internally

1. Select Deviations from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Select a deviation type, which will determine the Level 2 approvers for the deviation. A new tab may appear depending on your selection: Customer Approval or Internal Approval.
3. Describe the deviation, including its reasoning. Use the Notes field if necessary.
4. In the Distribution field, use the Link button to select one or more people to receive notice of the deviation once it is active.
5. In the Notification Groups field, use the Link button to select one or more groups to be notified of the new deviation and when it is about to expire.
6. If the deviation is related to an item, then select the item.
7. Select an expiration date or expiration quantity.
    a. **Expiration Date.** If the deviation was approved by the customer, then the customer will typically provide the expiration date.
    b. **Expiration Quantity.** Sometimes deviations define a limited number of parts, such as needing to replace a set number of boxes of product.

8. Navigate to the Deviation Specifics tab. If the deviation is related to a process, then select the process.
9. In the Related Documents field, use the Link button to select one or more documents related to the deviation.
10. Click Save to save the new record. When selecting the next state, click Ready for Approval.

    Note: If the deviation was marked for customer approval, then the state automatically transitions to Submit for Customer Approval. If the deviation was marked for internal approval, then the state automatically transitions to Ready for Internal Approval.

Adding a New Deviation – Supplier

1. Select Deviations from the left navigation panel. Then, click the Add Item ⊞ button in the toolbar.
2. Select a deviation type, which will determine the Level 2 approvers for the deviation.
3. Describe the deviation, including its reasoning. Use the Notes field if necessary.
4. Navigate to the Deviation Specifics tab. Select the supplier item associated with the deviation.
5. Select an expiration date or expiration quantity.
    a. **Expiration Date.** If the deviation was approved by the customer, then the customer will typically provide the expiration date.
    b. **Expiration Quantity.** Sometimes deviations define a limited number of parts, such as needing to replace a set number of boxes of product.
6. Move the "Supplier Deviation Ready for Submission" toggle to YES.
7. Click Save to save the new record. When selecting the next state, click Ready for Approval. Once the record is saved, the state automatically transitions to SQE Review. See "Reviewing a Deviation as the Supplier Quality Engineer" on page 80.

Reviewing a Deviation as the Supplier Quality Engineer

This task takes place when the Deviation record is in the SQE Approval state.

1. The assigned Supplier Quality Engineer (SQE) is automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the deviation for approval).
2. Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.
3. Upon opening the inbox, click the approval item under the Supplier group to show the inbox action icons. Then click the Open icon. The screen navigates to the deviation's detail screen.
4. After reviewing the record, select the next state and click Save to save the record. There are two state options:
    - **Ready for Internal Approval.** The SQE approves the deviation and is forwarding the record to the next stage.
    - **Internal Approval Rejected.** The SQE rejects the deviation. An inbox action is sent to the Supplier, who can move the state to Void (which concludes the deviation) or update the deviation then move the state to Ready for Internal Approval.

Note: See "Approving a Deviation Internally" on page 81 if the state was moved to Ready for Internal Approval.

Approving a Deviation Internally

This task takes place when the Deviation record is in the Ready for Internal Approval state.

1. The person responsible for approving a deviation is automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the deviation for approval).
2. Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.
3. Upon opening the inbox, click the approval item under the CAPA & NCR group to show the inbox action icons. Then click the Open icon. The screen navigates to the deviation's detail screen.
4. In the detail screen, navigate to the Deviation Approval field in the Internal Approval tab and click the Approve/Reject button. A small window appears.
5. In the Sign Off window, enter your password and either approve or reject the change. Use the comments field to document any information about your decision. Comments are required for rejection.

   Note: Once all members of the approval process have finished, the deviation state becomes Active.

Approving a Deviation Through a Customer

This task takes place when the Deviation record is in the Submit for Customer Approval state.

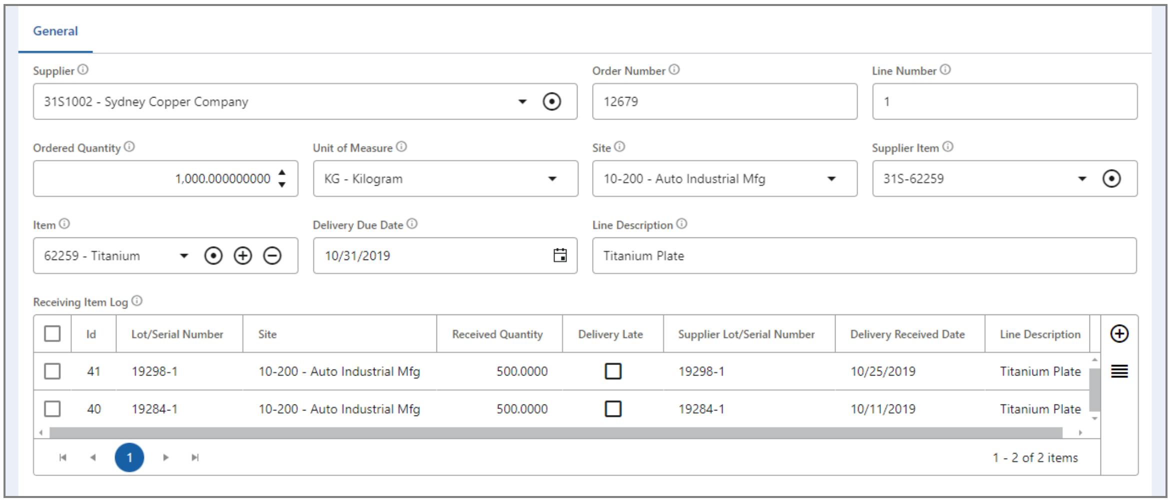
1. Select the state Submitted for Customer Approval, then click Save. This indicates that the responsible user has sent the deviation to the customer.
2. Once you have received documented evidence of the customer's approval, navigate to the Customer Approval tab.
3. Set the customer approval date.
4. Enter any notes regarding the customer's approval.
5. Attach the documented customer approval to the Customer Approval Documentation field. There are two ways to accomplish this:
   a. Drag and drop the file.
   b. Click the Select File to Upload button. In the new window, navigate to the file, select it, then click OK.
6. Click Save to save the record. When selecting the next state, click Customer Approval Accepted.

PO Item Log

Whenever supplies are purchased from a supplier, the PO Item Log is used to document all the details of that order. You can track how many items were ordered, their unit of measure (boxes, gallons, pounds, etc.), delivery due date, and more. This information can be used in conjunction with non-conformance quantities to produce a supplier PPM (parts per million) number, which is then used to track supplier quality.

Once an order is received, the PO item log is linked with the receiving item log. See "Receiving Item Log" on page 83.

Fig. 61: PO Item Log screen, General tab



PO Item Log States

This section defines each state available in the workflow for the PO Item Log process. See "State Change Security" on page 110 to learn more about how these states transition.

There are no states available for this process.

PO Item Log Tasks

Adding a New PO Item Log

1. Select PO Item Log from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the following fields:
   - Order Number
   - Line Number
   - Ordered Quantity
   - Delivery Due Date
3. Select values in the following drop-down fields:
   - Supplier
   - Unit of Measure
   - Site
   - Supplier Item

   Note: The Supplier Item field will automatically populate the Item field.

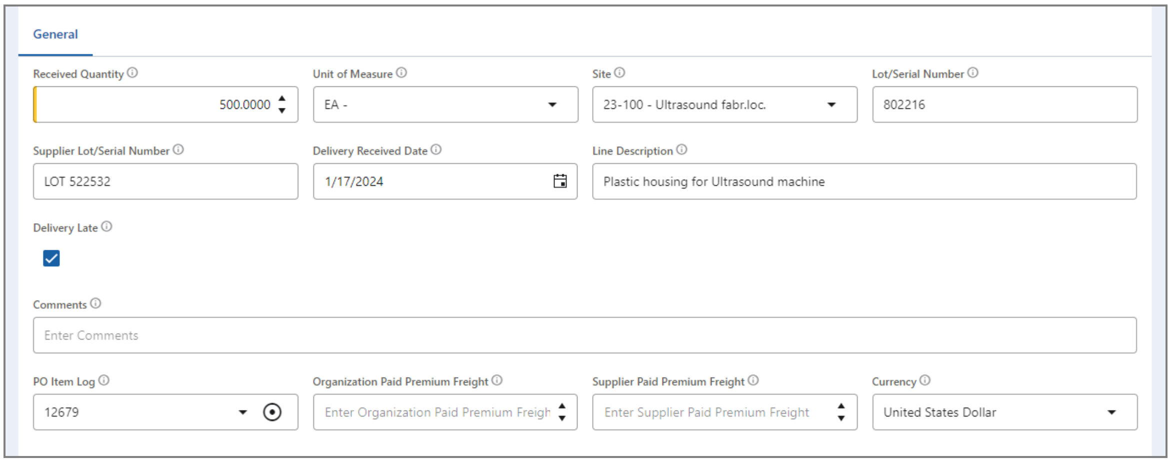
4. Click Save to save the new record.

Receiving Item Log

The Receiving Item Log is used as a receipt for an order that was fulfilled by a supplier. In addition to supplying the item order details, this log allows you to track whether a delivery was late and document the amount paid for premium freight. This information can be used in conjunction with non-conformance quantities to produce a supplier PPM (parts per million) number, which is then used to track supplier quality.

The receiving item log process is connected to the PO Item Log process and therefore contains many of the same fields. See "PO Item Log" on page 81.

Fig. 62: Receiving Item Log process screen



Receiving Item Log States

This section defines each state available in the workflow for the Receiving Item Log process. See "State Change Security" on page 110 to learn more about how these states transition.

There are no states available for this process.

Receiving Item Log Tasks

Adding a New Receiving Item Log

1. Select Receiving Item Logs from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the Received Quantity, Unit of Measure, Site, and Line Description fields.
3. Select the PO item log in the appropriate drop-down field.
4. Enter a value in the Comment field regarding this particular shipment receipt. Examples of noteworthy comments include whether the items were received in imperfect condition, if an item is missing from the shipment, and so on.
5. Select the delivery received date in the appropriate date field. If this date is past the Delivery Due field in the corresponding PO Item Log, then the "Delivery Late" check box will automatically be selected.

6. If your company or the supplier company paid premium freight, enter the amount in the corresponding Paid Premium Freight field.
7. Click Save to save the new record.

Chapter 4

Inbox Messages

Introduction to Inbox Messages

Most processes in the system require multiple people, departments, or groups to coordinate on completing a process. The inbox automates notifications sent to the appropriate users at specific times in the process.

An individual inbox action item represents a single task, approval, or notification that has been sent to you. This task will remain in your inbox until the necessary steps have been taken for completion.

Inbox messages can be separated into three different inbox action types:

- **Assignment.** You are required to take some action in the system to move it beyond your workflow.
- **Approval.** Your approval is requested. You must approve or reject the process item.
- **Acknowledgment.** This is only for your information. You can acknowledge the notification to remove it from your inbox.

See the User Interface user guide to learn how to access inbox messages.

Inbox Messages

The table below describes each inbox action item involved in the Supplier Quality module. In addition to title and description, the table indicates which process each item comes from, who receives the message, and when it is sent. See the User Interface user guide to learn more about inbox messages.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Certifications	Supplier Certification Expires in Less Than 30 Days	Certification Number: {CertificationNumber_f} for Certification Agency: {CertificationAgency_f} will expire on {CertificationExpires_f}.	Assignment	Sent to the Supply Chain Managers when a supplier certification is about to expire.
Supplier Certifications	Supplier Quality Contact - Supplier Certification Expires Today	Certification Number: {CertificationNumber_f} for Certification Agency: {CertificationAgency_f} will expire on today.	Assignment	Sent to the Supplier Quality Contact when the current date matches the Certification Expires date.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Certifications	Supplier Quality Contact - Supplier Certification Expires in 30 Days	Certification Number: {CertificationNumber_f} for Certification Agency: {CertificationAgency_f} will expire on {CertificationExpires_f}.	Assignment	Sent to the Supplier Quality Contact when the expiration date is less than 30 days from today's date, and the Supplier state is Certified or Compliant.
Supplier Certifications	Assigned SQE - Supplier Certification Expires in 5 Days	Certification Number: {CertificationNumber_f} for Certification Agency: {CertificationAgency_f} will expire on {CertificationExpires_f}.	Assignment	Sent to the Assigned SQE when the current date is less than 5 days away from the expiration date and the Supplier state is Certified or Compliant.
Supplier Certifications	Assigned SQE - Reports To - Supplier Certification Expired 10 Days Ago	Certification Number: {CertificationNumber_f} for Certification Agency: {CertificationAgency_f} will expired 10 days ago.	Assignment	Sent to the person to whom the Assigned SQE reports when the current date is 10 days beyond the expiration date and the Supplier state is Certified or Compliant.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Corrective Action Request	Internal Champion – Past Due	This message is to notify you that the follow supplier corrective action is overdue for implementation. Please notify the supplier to finishing the implementation, get a new target completion date and update the SCAR with this information, then move the state to Plan Implementation. Supplier: {Supplier_f} Supplier Champion: {SupplierChampion_f} Target Implementation Date: {TargetImplementationDate_f}	Assignment	Sent to the internal Champion when the SCAR is overdue for implementation.
Supplier Corrective Action Request	Internal Champion – Rejected	The Supplier Corrective Action Request Plan {SCARNumber_f} for {Supplier_f} has been rejected.	Assignment	Sent to the Internal Champion when the approval has been rejected.
Supplier Corrective Action Request	Supplier Champion – Issued	This message is to notify you of a new supplier corrective action request. Please review the following information and response by {TargetInitialResponseDate_f}: Problem Description: {ProblemDescription_f} Site: {Site_f}	Assignment	Sent to the Supplier Champion when the SCAR is issued.
Supplier Corrective Action Request	Supplier Champion – Rejected	This message is to notify you that the approval of the following supplier corrective action request has been rejected, please update the SCAR per the comments and re-submit for approval: Problem Description: {ProblemDescription_f} Site: {Site_f}	Assignment	Sent to the Supplier Champion when the SCAR approval is rejected.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Corrective Action Request	Supplier Champion – Past Due	This message is to notify you that the following supplier corrective action request is past due, please update the SCAR and submit for approval as soon as possible: Problem Description: {ProblemDescription_f} Site: {Site_f}	Assignment	Sent to the Supplier Champion when the SCAR is overdue for implementation.
Supplier Corrective Action Request	Supplier Champion (Internal) – Issued	This message is to notify you of a new supplier corrective action request. Please review the following information and response by {TargetInitialResponseDate_f}: Problem Description: {ProblemDescription_f} Site: {Site_f}	Assignment	Sent to the internal Supplier Champion when the SCAR is issued.
Supplier Corrective Action Request	Supplier Champion (Internal) – Rejected	This message is to notify you that the approval of the following supplier corrective action request has been rejected, please update the SCAR per the comments and re-submit for approval: Problem Description: {ProblemDescription_f} Site: {Site_f}	Assignment	Sent to the internal Supplier Champion when the SCAR is rejected.
Supplier Corrective Action Request	Supplier Champion (Internal) – Past Due	This message is to notify you that the following supplier corrective action request is past due, please update the SCAR and submit for approval as soon as possible: Problem Description: {ProblemDescription_f} Site: {Site_f}	Assignment	Sent to the internal Supplier Champion when the SCAR is overdue for implementation.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Supplier Corrective Action Requests	Internal Champion – Draft	This message is to notify you that a new supplier corrective action has been created but not yet issued: Supplier: {Supplier_f} Supplier Champion: {SupplierChampion_f} Target Initial Response Date: {TargetInitialResponseDate_f}	Assignment	Sent to the Internal Champion when the SCAR is in the Draft state and was created from a non-conformance.
Supplier Corrective Action Requests	Ready for Approval	This message is to notify you that the following supplier corrective action is ready for you to approve. Please either approve or reject the suppliers plan. Supplier: {Supplier_f} Problem Description: {ProblemDescription_f} Root Cause: {RootCause_f} Corrective Action Plan: {CorrectiveActionPlan_f}	Approval	Sent to the approval team when the SCAR is ready for approval.
Supplier Chargebacks	Initiated By – Draft	This message is to notify you that a new supplier chargeback has been created but not yet submitted to the supplier: Supplier: {Supplier_f} Description: {Description_f}	Assignment	Sent to the Initiated By role when a new chargeback is created that they are responsible for.
Supplier Chargebacks	Initiated By – Supplier No Response	This message is to notify you that a supplier chargeback is past due but has not been responded too: Supplier: {Supplier_f} Description: {Description_f} Due Date: {DueDate_f}	Assignment	Sent to the Initiated By role when a chargeback is past due but has not been responded to
Supplier Chargebacks	Initiated By – Chargeback Rejected	The following Chargeback's approval has been rejected. Please review the comments, make the necessary changes and then re-submit the Chargeback for approval.	Assigned	Send to the Initiated By role when the chargeback's approval is rejected.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Chargebacks	Escalated – Quality Manager	This message is to notify you that the following supplier chargeback has been escalated to you for resolution: Supplier: {Supplier_f} Description: {Description_f} Internal Notes: {InternalNotes_f} Initiated By: {InitiatedBy_f} Initiated Date: {InitiatedDate_f}	Assigned	Sent to the Quality Manager of each site when the state moves to Escalated - Quality Manager
Supplier Chargebacks	"Supplier Approved – Update Account" OR "Force Supplier Debit"	This message is to notify you that the following supplier chargeback has been approved and should be loaded into the accounting system: Supplier: {Supplier_ f} Description: {Description_f} Total: {ChargebackTotal_f} Domain: {Domain_f} Site: {Site_f} PO Number: {PONumber_f}	Assigned	Sent to the Controller of each site when the state moves to Supplier Approved - Update Accounting.
Supplier Chargebacks	Escalated Buyer	This message is to notify you that the following supplier chargeback has been escalated to you for resolution: Supplier: {Supplier_f} Description: {Description_f} Internal Notes: {InternalNotes_f} Initiated By: {InitiatedBy_f} Initiated Date: {InitiatedDate_f}	Assignment	Sent to the Buyer role when the state moves to Escalated Buyer.
Supplier Chargebacks	Internal Notification – New Supplier Chargeback	This message is to notify you that a new supplier chargeback has been created for the following: Supplier: {Supplier_f} Due Date: {DueDate_f} Description: {Description_f} Total: {ChargebackTotal_f}	Assignment	Sent to the employees identified in the Internal Notification field on a chargeback when a new supplier chargeback is created.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Chargebacks	Supplier Contact – Awaiting Supplier Approval	This message is to notify you of a supplier chargeback that requires approval or rejection for the following: Due Date: {DueDate_f} Description: {Description_f} Originating SCAR: {OriginatingSCAR_f} PO Number: {PONumber_f}	Approval	Sent to the Supplier Approval role when a chargeback requires approval/rejection.
Supplier Audits	Lead Auditor – Past Due	This message is to notify you that you're the lead auditor for the following supplier audit that is past due. Please either complete the audit or update the scheduled date and change the state to Scheduled. Supplier: {Supplier_f} Scheduled Date: {ScheduledDate_f} Scope and Objectives: {ScopeandObjectives_f}	Assignment	Sent to the Lead Auditor when their supplier audit is past due based on the scheduled date.
Supplier Audits	Lead Audit – Audit Scheduled	This message is to notify you that you're the lead auditor for the following supplier audit that is due to be completed in the next 5 days. Please complete the audit and then move the state to Complete. Supplier: {Supplier_f} Scheduled Date: {ScheduledDate_f} Scope and Objectives: {ScopeandObjectives_f}	Assignment	Sent to the Lead Auditor when their supplier audit is due to be completed in the next five days.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Supplier Audits	Assigned SQE - Ready for Review	This message is to notify you that you are the Assigned SQE of a Supplier Audit that is Ready for Review. Please review the audit and move the state to Complete. Supplier: {Supplier_f} Scheduled Date: {ScheduledDate_f} Scope and Objectives: {ScopeandObjectives_f}	Assignment	Sent to the Assigned SQE when the current state is Ready for Review.
Supplier Audits	Supplier Quality Contact - Supplier Self Assessment	This message is to notify you that you are the Quality Contact of a Supplier Audit that is ready for Supplier Self Assessment. Please review the audit and move the state to Ready for Review. Supplier: {Supplier_f} Scheduled Date: {ScheduledDate_f} Scope and Objectives: {ScopeandObjectives_f}	Assignment	Sent to the Supplier Quality Contact when the current state is Supplier Self Assessment.
Supplier Performance Reviews	Review Task	You are responsible for reviewing an upcoming Supplier Performance Review for {Supplier_f} on {ScheduledDate_f}.	Assignment	Sent to the Scheduled Reviewer when the supplier performance review is scheduled.
Supplier Performance Reviews	Review Required	You are responsible for reviewing a Supplier Performance Review for {Supplier_f} on {ScheduledDate_f}. Please review the scorecard and make any necessary adjustments before moving the record to the Complete state.	Assignment	Sent to the Scheduled Reviewer when the current state becomes Review Required for the first time.

Process	Title	Message	Action Type	Sent To / Sent When
Supplier Performance Reviews	Review Complete - Quality Contact	The following Supplier Performance Review was completed on {CompleteDate_f}. Please review the scorecard and acknowledge the inbox action. * Review Number: {ReviewNumber_f} * Supplier: {Supplier_f} * Complete Date: {CompleteDate_f}	Assignment	Sent to the Supplier Quality Contact when the current state becomes Complete for the first time and the supplier is not internal.
Supplier Performance Reviews	Review Complete - Quality Contact Internal	The following Supplier Performance Review was completed on {CompleteDate_f}. Please review the scorecard and acknowledge the inbox action. * Review Number: {ReviewNumber_f} * Supplier: {Supplier_f} * Complete Date: {CompleteDate_f}	Assignment	Sent to the Supplier Quality Contact Internal when the current state becomes Complete for the first time and the supplier is internal.
Deviations	Initiated By – About to Expire	This message is to notify you that the following deviation is about to expire. This is only a notification action and can be removed from your list by acknowledging the action. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to the Initiated By role when the deviation is going to expire in five days.

Process	Title	Message	Action Type	Sent To / Sent When
Deviations	Distribution – Active	This message is to notify you that the following deviation is active. This is only a notification action and can be removed from your list by acknowledging the action. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to any user linked in the distribution field to notify them that there is an active deviation.
Deviations	Initiated By – Submit for Customer Approval	This message is to notify you that the following deviation is ready to be submitted to the customer for approval. Please send the deviation to the customer and the move the state of the deviation to Submitted for Customer Approval. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to the Initiated By role when the deviation is ready to sent to the customer for approval.
Deviations	Initiated By – Customer Approval Rejected	The following Deviation approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the Deviation for approval. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to the Initiated By role when the deviation approval is rejected.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Deviations	Initiated By – Internal Approval Rejected	The following Deviation approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the Deviation for approval. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to the Initiated role when the deviation approval is rejected.
Deviation	Notification Groups – Active	This message is to notify you that the following deviation is active. This is only a notification action and can be removed from your list by acknowledging the action. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to the Notification Groups when the deviation is active.
Deviation	Notification Groups – About to Expire	This message is to notify you that the following deviation is about to expire. This is only a notification action and can be removed from your list by acknowledging the action. Deviation Description: {DeviationDescription_f} Customer: {Customer_f} Item: {Item_f} Process: {Process_f}	Assignment	Sent to the Notification Groups when the deviation is about to expire.
Deviations	Deviation Ready for Review	Deviation {DeviationNumber_f} is ready for review Supplier: {Supplier_f} Deviation Description: {DeviationDescription_f}	Assignment	Sent to the assigned SQE when the deviation is ready for review.

Process	Title	Message	Action Type	Sent To / Sent When
Deviations	Supplier Deviation Approved	Deviation {DeviationNumber_f} has been Approved Supplier: {Supplier_f} Deviation Description: {DeviationDescription_f}	Assignment	Sent to the Supplier Contact when the deviation is approved.
Deviations	Supplier Deviation Rejected	Deviation {DeviationNumber_f} has been Rejected Supplier: {Supplier_f} Deviation Description: {DeviationDescription_f}	Assignment	Sent to the Supplier Contact when the deviation is rejected.
Deviations	Supplier Deviation About to Expire	Deviation {DeviationNumber_f} is about to expire Supplier: {Supplier_f} Deviation Description: {DeviationDescription_f}	Assignment	Sent to the Supplier Contact when the deviation is about to expire.
Deviations	Approvers – Ready for Approval	This message is to notify you that the following deviation is ready for approval. Please review the deviation and then either approve or reject. Deviation Description: {DeviationDescription_f} {Action_f} Item: {Item_f}	Approval	Sent to the Deviation Approval role when the deviation is ready for approval.

Chapter 5

Metrics and Reports

Introduction to Metrics and Reports

The QMS system includes reporting and metric features that let you analyze the data in each process, measuring efficiency and effectiveness. The metrics and reports available differ between each process.

Report are generated within each process, either from the search screen or the detail screen. Metrics and key process indicators (KPIs) are gadgets that can be placed on one of your dashboards.

See the User Interface user guide to learn how to generate reports, metrics, and KPIs.

Reports

Pre-set reports have been set up to be pulled on a process by process basis, though not every process has a pre-set report. Certain reports require additional parameters in order to be previewed. The parameters are listed on the right side of the preview window. If a report requires parameters, then this pane will automatically appear. Once you have selected the desired parameters, click the Preview button to see the report preview.

Below is a table that describes each report available in the Supplier Quality module. In addition to title and description, the table indicates which process each report comes from and whether it is pulled from the search screen or detail screen. Lastly, if the report requires specific parameters in order to be generated properly, a description of those parameters is included below that report. See the User Interface user guide to learn how to access reports.

Process	**Pulls From**	**Title**	**Description**
Supplier Approval Status	Detail Screen	Audit Trail – Supplier Approval Status	Provides a path of how the record has progressed over time with changes (who, what, and when).
Certification Agencies	Detail Screen	Audit Trail – Certification Agencies	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier CAR Category	Detail Screen	Audit Trail – Supplier CAR Category	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Chargeback Categories	Detail Screen	Audit Trail – Supplier Chargeback Categories	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Chargeback Setup	Detail Screen	Audit Trail – Supplier Chargeback Setup	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Audit Types	Detail Screen	Audit Trail – Supplier Audit Types	Provides a path of how the record has progressed over time with changes (who, what, and when).

Process	Pulls From	Title	Description
Supplier Audit Finding Types	Detail Screen	Audit Trail – Supplier Audit Finding Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Audit Question Categories	Detail Screen	Audit Trail – Supplier Audit Question Categories	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Risk Categories	Detail Screen	Audit Trail – Supplier Risk Categories	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Performance Indicators	Detail Screen	Audit Trail – Supplier Performance Indicators	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Audit Questions	Detail Screen	Audit Trail – Supplier Audit Questions	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Audit Checklists	Detail Screen	Audit Trail – Supplier Audit Checklists	Provides a path of how the record has progressed over time with changes (who, what, and when).
Deviation Types	Detail Screen	Audit Trail – Deviation Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Suppliers	Detail Screen	Audit Trail – Suppliers	Provides a path of how the record has progressed over time with changes (who, what, and when).
Suppliers	Detail Screen	Supplier Scorecard	Creates supplier performance information.
Supplier Items	Detail Screen	Audit Trail – Supplier Items	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Certifications	Detail Screen	Audit Trail – Supplier Certifications	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Corrective Action Request	Detail Screen	Audit Trail – Supplier Corrective Action Request	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Chargebacks	Detail Screen	Audit Trail – Supplier Chargebacks	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Audits	Detail Screen	Audit Trail – Supplier Audits	Provides a path of how the record has progressed over time with changes (who, what, and when).

Process	Pulls From	Title	Description
Supplier Audits	Detail Screen	Suppler Audit Detail Report	Displays the full details of the supplier audit, including the audit results, audit findings, and any non-conformances for the audit.
Supplier Audits	Detail Screen	VDA Supplier Assessment Overview Potential Analysis	Shows a supplier's potential to meet the requirements to supply a part or service. The report is in compliance to VDA 6.3.
Supplier Audits	Detail Screen	VDA Supplier Improvements	Summarizes the findings associated with an audit and indicates the list of potential improvements. The report is in compliance to VDA 6.3.
Supplier Audits	Detail Screen	VDA Supplier Non-Conformances	Shows non-conformances related to an audit in a format. The report is in compliance to VDA 6.3.
Supplier Audits	Detail Screen	VDA Supplier Question Summary	Summarizes the number of questions related to each category and subsection. The report is in compliance to VDA 6.3.
Supplier Audits	Detail Screen	VDA Supplier Results Summary	Shows the degree to which the organization audited conforms to each individual category covered in the audit. The report is in compliance to VDA 6.3.
Supplier Performance Reviews	Detail Screen	Audit Trail – Supplier Performance Reviews	Provides a path of how the record has progressed over time with changes (who, what, and when).
Supplier Performance Reviews	Detail Screen	Supplier Commodity Comparison	Commodity comparison for all suppliers.
Deviations	Detail Screen	Audit Trail – Deviations	Provides a path of how the record has progressed over time with changes (who, what, and when).
PO Item Logs	Detail Screen	Audit Trail – PO Item Logs	Provides a path of how the record has progressed over time with changes (who, what, and when).
Receiving Item Log	Detail Screen	Audit Trail – Receiving Item Log	Provides a path of how the record has progressed over time with changes (who, what, and when).

Metrics

Below is a table that describes each metric available in the Supplier Quality module. In addition to title and description, the table indicates which process each metric comes from. Lastly, if the metric requires specific parameters in order to be generated properly, a description of those parameters is included below that metric. See the User Interface user guide to learn more about metrics.

Process	Pulls From	Title	Description
Supplier Corrective Action Request	Gadgets	Number of Corrective Actions by Site	A metric that displays the count of supplier corrective actions grouped by site and ordered by SCAR number ascending.
Supplier Corrective Action Request	Gadgets	Number of SCARs per Supplier by Site for a Given Time Period	A metric that displays the number of SCARs assigned to suppliers grouped by site. The metric is filtered for a given date range that can be defined by the user.
Supplier Corrective Action Request	Gadgets	Number of SCARs by Item Type for a Time Range for a Given Time Period	A metric that displays the number of SCARs by item type. The metric is filtered for a given date range as well as the item type that can be defined by the user.
Supplier Chargebacks	Gadgets	Top X Chargebacks by Supplier by Month for a Given Time Period	A metric that allows the user to define the number of records they want to show for chargebacks. The results show the sum of the chargeback total grouped by month and supplier and is filtered for a date range.
Supplier Chargebacks	Gadgets	Total Chargeback by Site	A metric that provides the total chargeback grouped by site.
Supplier Chargebacks	Gadgets	Total Chargeback by Supplier	A metric that provides the total chargeback grouped by supplier.
Deviations	Gadgets	Number of Open Deviations by Site	A metric that displays the number of open deviation requests grouped by site.
Deviations	Gadgets	Number of Deviations by Month by Site for a Given Time Period	A metric that displays the number of deviations that have been opened by month grouped by site over a given time period.

KPIs

See the User Interface user guide to learn more about KPIs.

There are no KPIs available for this module.

Chapter 6

Security Settings

Security Roles

Security roles define how various users access and control different types of processes and data. These roles are then assigned to each user. Some roles are used by many users, while others may only be applied to one or two individuals.

The following security roles apply in the Supplier Quality module.

Accounting

This security role allows users to view supplier chargebacks and details, as well as move a chargeback to the Complete or Rejected state.

All Roles

System controlled All Roles value. Any security applied to this special system role grants that security access to all users of the system.

CAPA & NCR Administrator

This security role allows you to add, edit, and remove records in any process in the NCR & CAPA module.

CAPA & NCR Champion

This security role allows you to add records in any process in the NCR & CAPA module.

CAPA & NCR Maintenance

This security role allows you to modify setup processes for the NCR & CAPA module.

CAPA & NCR Navigation

This security role allows you to navigate to the NCR & CAPA module.

Deviations Add/Edit

This security role allows you to add new and edit deviations.

Device Administrator

This security role allows you to add new device history records information. The Device Administrator also have the ability to edit any device history record as if they were the owner of the device history record.

Document Maintenance

This security role allows you to add and remove document types, drawing types, document templates, and record types, as well as add review frequencies. Besides being able to add and remove items for those processes, this role can also view and edit all of the fields of the processes noted. Typically this maintenance account is only given to one or two individuals responsible for setting up this data for others to use.

Documents Administrator

This security role allows you to add, edit, and remove records in any process in the Documents module.

Documents Champion

This security role allows you to add records in any process within the Document Control module.

External Supplier

Allows specific permissions meant for users linked to supplier accounts. Also allows viewing documents linked to their supplier company record, or to all suppliers.

PO Item Log Maintenance

This security role allows you to add new, edit, and remove PO item logs.

Receiving Item Log Maintenance

This security role allows you to add new, edit, and remove receiving item log maintenance record logs.

Supplier Chargeback Add/Edit

The security role allows users to add and edit supplier chargebacks and chargeback details.

Supplier Quality Administrator

This security role allows you to add and remove supplier risk categories, supplier performance indicators, supplier approval status, and review frequencies. Besides being able to add and remove items for those processes, you can also view and edit all of the fields of the processes noted. Typically, this maintenance account is only given to one or two individuals responsible for setting up this data for others to use.

Supplier Quality Champion

This role allows you to add records in any process within the Supplier Quality module.

Supplier Quality Maintenance

This role allows you to modify setup processes for the Supplier Quality module.

Supplier Maintenance Navigation

This security role allows you to navigate to the Supplier Quality module.

Supply Chain Manager

This security role allows you to add new suppliers, supplier items, supplier audit checklists, supplier audit questions, supplier audits, supplier performance reviews, and supplier corrective action request. This role also allows you to edit those items.

System Administrator

This maintenance security role allows you to add and remove security roles, domains, entities, sites, locations, generalized code types and codes, product lines, item groups, item types, review frequencies, company types, cost accounts,a dn units of measure. Besides being able to add and remove items, you can also view and edit all of the fields for the processes noted. Typically, this maintenance security role is only given to one or two individuals whoa re responsible for setting up the data for the data for others to use.

System View

System view is a generic role that most users and modules use. This role allows you to view (but in most cases not edit) much of the non-sensitive data in the system. Being able to view the data is still subject to you having the ability to navigate to, and open, a process.

Every user should have this security role because it allows users to view non-secure data for most processes. For users who typically only have to approve data, but do not have to add or edit data, this role is what they need.

Training Administrator

This security role allows you to add new and edit employees, employee titles, employee roles, skills, skill training questions, and training events.

Process Security Roles

Each list below displays the security roles that provide you with permissions to add items for the indicated individual process.

Supplier Approval Status

- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance

Review Frequencies

- Document Maintenance
- Documents Champion
- Supplier Management Administrator
- Supplier Management Champion
- Supplier Management Maintenance
- System Administrator
- Training Administrator
- Training Champion
- Training Maintenance

Certification Agencies

- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance
- Supply Chain Manager

Supplier CAR Category

- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance

Supplier Chargeback Categories

- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Supplier Audit Types

- Supplier Quality Administrator
- Supplier Quality Champion

Supplier Audit Finding Types

- Supplier Quality Administrator
- Supplier Quality Champion

Supplier Audit Question Categories

- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance

Supplier Risk Categories

- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance

Supplier Performance Indicators

- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance
- Supply Chain Manager

Supplier Audit Questions

- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager
- System Administrator

Supplier Audit Checklists

- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Deviation Types

- CAPA & NCR Administrator
- CAPA & NCR Champion
- CAPA & NCR Maintenance
- Supplier Quality Administrator

Suppliers

- Connect Champion
- Contact Add/Edit
- Customer Champion
- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager
- System Administrator

Supplier Items

- RFQ Administrator
- RFQ Planner
- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Supplier Certifications

- External Supplier
- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Supplier Corrective Action Request

- CAPA & NCR Administrator
- CAPA & NCR Champion

- Supplier CAR Add/Edit
- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Supplier Chargebacks

- Supplier Chargeback Add/Edit
- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Supplier Audits

- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Supplier Audit Findings

- Supplier Quality Administrator
- Supplier Quality Champion

Supplier Performance Reviews

- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

Deviations

- CAPA & NCR Administrator
- CAPA & NCR Champion
- CAPA & NCR Maintenance
- Deviations Add/Edit
- External Supplier

PO Item Log

- PO Item Log Maintenance
- Supplier Quality Administrator
- Supplier Quality Champion
- Supplier Quality Maintenance
- Supply Chain Manager

Receiving Item Log

- CAPA & NCR Administrator
- CAPA & NCR Champion

- Receiving Item Log Maintenance
- Supplier Quality Administrator
- Supplier Quality Champion
- Supply Chain Manager

State Change Security

As you complete tasks in the system, changes occur based on your activities (such as changing a record's state) and when other events occur (such as a specific amount of time passing). The changes based on your activities are called **actions**, while the event-based changes are called **transactions**. The main difference between the two is the initiator: actions are performed by users, and transactions are managed by the system.

Each system change may depend on a number of factors, including where you are in the system, who is involved, which fields are populated, and more. It is important to know the actions and transactions for each process because these affect your ability to complete a task.

The state change security for each process is separated into two sections:

1. **Security.** Which users (by security role or field role) can change the state of a record. Field roles are indicated with an asterisk*.
2. **Transactions.** The conditions that must be met to initiate a transaction.

Security

Review Frequencies

Transitions	Document Maintenance	System Administrator
Active >> Inactive	✓	✓
Inactive >> Active	✓	✓

Certification Agencies

Transitions	Supplier Chain Manager	Supplier Quality Administrator	Supplier Quality Maintenance
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	✓	✓

Supplier CAR Category

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supplier Quality Maintenance
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	✓	✓

Supplier Chargeback Categories

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	X	✓

Supplier Chargeback Setup

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	X	✓

Supplier Audit Types

Transitions	Supplier Quality Administrator	Supplier Quality Champion
Active >> Inactive	✓	✓
Inactive >> Active	✓	✓

Supplier Audit Finding Types

Transitions	Supplier Quality Administrator	Supplier Quality Champion
Active >> Inactive	✓	✓
Inactive >> Active	✓	✓

Supplier Risk Categories

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supplier Quality Maintenance
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	✓	✓

Supplier Performance Indicators

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supplier Quality Maintenance	Supply Chain Manager
Active >> Inactive	✓	✓	✓	✓

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supplier Quality Maintenance	Supply Chain Manager
Inactive >> Active	✓	✓	✓	✓

Supplier Audit Questions

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager	System Administrator
Active >> Inactive	✓	✓	✓	✓
Inactive >> Active	✓	X	✓	✓

Supplier Audit Checklists

Transitions	Supplier Quality Administrator	Supply Chain Manager
Active >> Inactive	✓	✓
Inactive >> Active	✓	✓

Suppliers

Transitions	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	✓	✓
New >> Active	✓	✓	✓

Supplier Certifications

Transitions	External Supplier	Supply Chain Manager
Certified >> Expired	X	✓
Certified >> Unknown	X	✓
Compliant >> Certified	✓	✓
Compliant >> Expired	X	✓
Compliant >> Unknown	✓	✓
Expired >> Certified	X	✓
Expired >> Compliant	X	✓
Expired >> Noncompliant	X	✓
Noncompliant >> Compliant	X	✓
Noncompliant >> Expired	X	✓
Noncompliant >> Unknown	X	✓

Transitions	External Supplier	Supply Chain Manager
Unknown >> Certified	X	✓
Unknown >> Compliant	X	✓
Unknown >> Noncompliant	X	✓

Supplier Corrective Action Request

Transitions	Internal Champion*	CAPA & NCR Administrator	External Supplier	Supplier CAR Add/Edit	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager
Draft >> Issued	✓	✓	X	✓	✓	✓	✓
Draft >> Void	✓	✓	X	✓	✓	✓	✓
Issued >> Canceled	✓	✓	X	✓	✓	✓	✓
Issued >> Plan Ready for Approval	✓	✓	✓	X	✓	X	✓
Plan Approval Rejected >> Plan Ready for Approval	✓	✓	✓	X	✓	X	✓
Plan Implementation >> Approval to Close	✓	✓	✓	X	✓	X	✓
Plan Implementation Past Due >> Approval to Close	✓	✓	✓	X	✓	X	✓
Plan Implementation Past Due >> Plan Implementation	✓	✓	✓	X	✓	X	✓
Approval to Close Rejected >> Approval to Close	✓	✓	✓	X	✓	X	✓

Supplier Chargebacks

Transitions	Accounting	Quality Manager	Supplier Chargeback Add/Edit	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager
Chargeback Rejected >> Escalated - Quality Manager	X	X	✓	✓	✓	✓
Chargeback Rejected >> Escalated Buyer	X	X	✓	✓	✓	✓
Chargeback Rejected >> Submit to Supplier	X	X	✓	✓	✓	✓
Draft >> Submit to Supplier	X	X	✓	✓	✓	✓
Escalated - Quality Manager >> Escalated Buyer	X	✓	X	✓	X	✓
Escalated - Quality Manager >> Submit to Supplier	X	✓	X	✓	X	✓
Escalated Buyer >> Cancel	X	X	X	✓	✓	✓
Escalated Buyer >> Force Supplier Debit	X	X	X	✓	✓	✓
Escalated Buyer >> Submit to Supplier	X	X	X	✓	✓	✓
Force Supplier Debit >> Complete	✓	X	X	✓	X	✓
Submit to Supplier >> Draft	X	X	✓	✓	✓	✓
Supplier Approved - Update Accounting >> Chargeback Rejected	✓	X	X	✓	X	✓
Supplier Approved - Update Accounting >> Complete	✓	✓	X	✓	X	✓
Supplier No Response >> Escalated - Quality Manager	X	X	X	✓	✓	✓
Supplier No Response >> Submit to Supplier	X	X	✓	✓	✓	✓

Supplier Audits

Transitions	Assigned SQE	Lead Auditor	External Supplier	Supplier Quality Administrator	Supplier Quality Champion	Supply Chain Manager
Draft >> Scheduled	X	✓	X	✓	✓	✓
In Process >> Complete	X	✓	X	✓	✓	✓
Past Due >> Scheduled	X	✓	X	✓	✓	✓
Ready for Review >> Complete	✓	✓	X	✓	X	X
Ready for Review >> Supplier Self Assessment	✓	✓	X	✓	X	X
Scheduled >> Complete	X	✓	X	✓	✓	✓
Scheduled >> In Process	X	✓	X	✓	✓	✓
Supplier Self Assessment >> Ready for Review	X	✓	✓	✓	X	X

Supplier Audit Findings

Transitions	Supplier Quality Administrator	Supplier Quality Champion
Closed >> In Progress	✓	✓
In Progress >> Closed	✓	✓
New >> Closed	✓	✓
New >> In Progress	✓	✓

Deviations

Transitions	Assigned SQE*	CAPA & NCR Administrator	CAPA & NCR Maintenance	Deviations Add/Edit
Active - About to Expire >> Active	X	✓	✓	✓
Active >> Draft	X	✓	✓	X
Active >> Obsolete	X	✓	✓	✓
Active >> Ready for Approval	X	✓	✓	X
Customer Approval Rejected >> Draft	X	✓	✓	✓
Customer Approval Rejected >> Void	X	✓	✓	✓
Draft >> Ready for Approval	X	✓	✓	✓

Transitions	Assigned SQE*	CAPA & NCR Administrator	CAPA & NCR Maintenance	Deviations Add/Edit
Internal Approval Rejected >> Ready for Internal Approval	✓	✓	✓	✓
Internal Approval Rejected >> Void	✓	✓	✓	✓
SQE Review >> Internal Approval Rejected	✓	X	X	X
SQE Review >> Ready for Internal Approval	✓	X	X	X
Submit for Customer Approval >> Submitted for Customer Approval	X	✓	✓	✓
Submitted for Customer Approval >> Customer Approval Accepted	X	✓	✓	✓
Submitted for Customer Approval >> Customer Approval Rejected	X	✓	✓	✓

Transactions

Supplier Chargeback Categories

Cost Details Option = Total Cost Only

If the Cost Details Option is set to Total Cost Only, the following fields are hidden:

- Default Charge per Unit
- Unit of Measure

Supplier Audit Questions

Question Category Updated

When the Question Category field is updated, the system updates the Supplier Audit Results process' Question Category field for records using a specific Question record ID and associated with an incomplete supplier audit.

Deviation Types

Deviation Category = Customer

When the deviation category is Customer, the "Requires Internal Approval" field is updated to FALSE and is hidden.

Deviation Category = Supplier

When the deviation category is changed to Supplier, the "Requires Internal Approval" field is TRUE.

Deviation Category Changes

When the deviation category is changed, the linked sites are updated.

Deviation Category does not Equal Customer

When the deviation category is not Customer, the "Requires Customer Approval" field is updated to FALSE and is hidden.

Requires Internal Approval is False

When the "Requires Internal Approval" field is FALSE, the Deviation Type Approvers field is hidden.

Suppliers

Current User Isn't ITAR Compliant

When the current user is not ITAR compliant, the ITAR Requirements field is hidden.

Customer Directed Supplier is not Checked

When the "Customer Directed Supplier" check box is **not** selected, the Customer Directed Proof field is hidden.

External Supplier

When the "Internal Supplier" check box is **not** selected, the following fields are hidden:

- Accounting Contact Internal
- Quality Contact Internal

First Save

When the supplier record is saved for the first time, the system updates the Supplier field.

Internal Supplier

When the "Internal Supplier" check box is selected, the following fields are hidden:

- Accounting Contact
- Contacts
- Customer Directed Proof
- Customer Directed Supplier
- Quality Contact

Parent Supplier Updated

When the Parent Supplier field is updated, the following changes occur:

- The record's ID is removed from the previously assigned parent supplier's Child Suppliers list

- The parent supplier's value is made available at the base process level
- The record's ID is added to the assigned parent supplier's Subsidiary Suppliers list

Shared Set is Not Empty

When the Shared Set field is not null, the following fields are hidden:

- Domain
- Entity
- Site

Shared Set is Null

When the Shared Set field is null, the Domain Settings field is hidden.

State is Changed

When the Supplier state changes, the system updates the inherited process state to one of the following:

- A = Active
- I = Inactive
- N = New
- S = Synchronized

When Changing Supplier Approval Status

When the Supplier Approval Status field on the General tab is changed, the system updates the Supplier Approval Status of the Supplier Commodities field in the Commodities tab.

Supplier Items

Link to Supplier Domain Setting is True

When the Use Supplier Domain Setting? field is set to YES, the Site and Entity fields are hidden.

Link to Supplier Domain Setting is False

When the Use Supplier Domain Setting? field is set to NO, the Supplier Domain Setting field is hidden.

Shared Set is Null on Supplier

When the Shared Set field on the relevant Supplier record is null, the Use Supplier Domain Setting? field is hidden.

Supplier Certifications

Expiration Date has Arrived

A notification is sent to the Supplier Quality Contact of an active supplier when the supplier's certification expiration date matches the current date.

Expiration Date Has Passed

When a supplier's certification expiration date matches the current date and the current state is not Expired, the system sets the Supplier Certifications state to Expired.

Expiration Date is in 30 Days and Supplier State is Certified or Compliant

A notification is sent to the Supplier Quality Contact and the Supply Chain Managers of an active supplier when the supplier's certification expiration date is within 30 days of the current date and the current state is Certified or Compliant.

Expiration Date is in 5 Days and Supplier State is Certified or Compliant

A notification is sent to the Assigned SQE of an active supplier when the supplier's certification expiration date is within 5 days of the current date and the current state is Certified or Compliant.

The Current Date is 10 Days Beyond the Expiration Date and Supplier State is Certified or Compliant

A notification is sent to the person to whom the Assigned SQE reports of an active supplier when the supplier's certification expiration date is 10 days beyond the expiration date and the current state is Certified or Compliant.

Supplier Corrective Action Request

Approval Rejected

When SCAR approval is rejected, the following users receive a notification:

- Internal Champion
- Supplier Champion
- Supplier Champion (Internal)

Approval to Close Rejected

When the current state changes to Approval to Close Rejected, the Supplier Champion receives a notification that the approval to close the SCAR has been rejected.

Complete

When the current state changes to Complete, the Closed Date field is updated to the current date.

Current User Isn't ITAR Compliant

When the current user is not ITAR compliant, the ITAR Restricted field is hidden.

Draft, Originated from NCR

When the current state is Draft and the SCAR was created from a non-conformance, a notification is sent to the Internal Champion to inform them that the SCAR was issued.

External Supplier

The Supplier Champion (Internal) field is hidden when External Supplier is selected.

First Save

When the SCAR is saved for the first time, the system links the supplier items based on the originating non-conformance.

Initiated by Complaint is Null

The Initiated by Complaint field is hidden when empty.

Initiated by Incident Investigation is Null

The Initiated by Incident Investigation field is hidden when empty.

Initiated by Non-Conformance is Null

The Initiated by Non-conformance field is hidden when empty.

Initiated by Supplier Audit is Null

When the Initiated by Supplier Audit field is empty, the following fields are hidden:

- Initiated by Supplier Audit
- Supplier Audit Result

Internal Supplier

The Supplier Champion field is hidden when Internal Supplier is selected.

Issued

When the current state transitions to Issued, a notification is sent to the Supplier Champion to inform them that the SCAR was issued.

Additionally, the Issued Date field is updated to the current date.

ITAR Restricted and Current User has Permission

When the SCAR is ITAR restricted and the current user is ITAR compliant, the ITAR Restricted Warning field is hidden.

Not ITAR Restricted

When the SCAR is not ITAR restricted, the ITAR Restricted Warning field is hidden.

Plan Implementation and Past Implementation Date

When the current state is Plan Implementation and the Supplier Target Implementation Date is beyond the current date, a notification is sent to the Internal Champion and the Supplier Champion to inform them that the SCAR is overdue for implementation.

This inbox action remains on your list until you move the state of the SCAR to another state besides Plan Implementation Past Due.

Responsible Site Isn't ITAR Restricted

When the responsible site linked to the SCAR is not ITAR compliant, the ITAR Restricted field is set to False. Additionally, the ITAR Restricted and ITAR Restricted Warning fields are hidden.

Site Change to non-ITAR Compliant and ITAR Restricted is True

When the site linked to the SCAR is changed to a non-compliant site and the ITAR Restricted field is set to True, the ITAR Restricted Warning field is hidden.

State Changes to Issued

When the current state transitions to Issued, the Issued date updates to the current date for the current SCAR.

Update "Verification Method" to Completed Inspection

When the Verification Method field is updated to First Article Inspection and the linked inspection is complete, the Verification Date and Verified By fields are populated from the linked inspection.

Update to "Complete"

When the current state transitions to Complete, the Closed Date field is populated.

Update to "Ready for Containment Approval"

When the current state transitions to Ready for Containment Approval, the Initial Response Date field is populated, if null.

Update to "Short Term/Containment Plan"

When the current state transitions to Short Term/Containment Plan, the Issued Date field is populated.

Supplier Chargebacks

"Supplier Approved – Update Account" OR "Force Supplier Debit"

A notification is sent to the Supplier Accountant when the current state moves to either "Supplier Approved – Update Account" or "Force Supplier Debit". This notification informs them that the supplier chargeback has been approved and should be loaded into the accounting system.

Chargeback Rejected

When the current state transitions to Chargeback Rejected, a notification is sent to the user who initiated the chargeback to inform them of the response.

Currency Modified

When the Currency field changes value and at least one record exists in the Chargeback Details field, the currency is updated on the related chargeback detail record(s).

Draft

When the current state is Draft, a notification is sent to the user who initiated the chargeback to inform them of the chargeback that they are responsible for completing and submitting to the supplier.

Draft and No Supplier Chargeback Details and Sys: Category is Linked

When the current state is Draft, the Chargeback Details field contains no records, and the Sys: Category field is linked, the following changes occur:

- The system adds Chargeback Details based on the category
- The system defaults the sequence number for chargeback detail rows that are added automatically
- The system defaults related items based on the originating SCAR

Due on Awaiting Supplier Approval

When the current date is greater than the due date and the current state is Awaiting Supplier Approval, the system moves the state to Supplier No Response.

Escalated – Buyer

When the current state moves to Escalated – Buyer, a notification is sent to the Buyer role to inform them that the chargeback has been escalated to them for resolution.

Escalated – Quality Manager

When the current state moves to Escalated – Quality Manager, a notification is sent to the Buyer role to inform them that the chargeback has been escalated to them for resolution.

External Supplier

When the supplier's "Internal Supplier" check box is **not** selected, the Supplier Notification (Internal) field is hidden.

First Draft

When the supplier chargeback is saved for the first time while in the Draft state, the following situations occur:

- A notification is sent to the Initiated By user to inform them that they are responsible for completing the supplier chargeback and submitting it to the supplier.
- The system adds chargeback details based on the Category field.
- The system defaults the sequence number for the chargeback details that are added automatically.
- The system defaults related items based on the originating SCAR.

First Draft External Supplier

When the supplier chargeback is saved for the first time while in the Draft state and the supplier's Internal Supplier field is not selected, the system links the Active Category field based on the selected site.

Internal Supplier

When the supplier's "Internal Supplier" check box is selected, the Supplier Notification field is hidden.

Related Items Changed

When the Related Items field is changed, the Buyer is linked.

Submit to Supplier

When the current state transitions to Submit to Supplier, the following changes occur:

- The Initial Notification Date is updated to the current date.
- The current state is set to Awaiting Supplier Approval.
- The due date is set to the current date plus the Default Days Until Due field from the Chargeback Setup process.

Supplier No Response

When the current state transitions to Supplier No Response, a notification is sent to the user who initiated the chargeback to inform them that the supplier has not responded to the chargeback.

Supplier Audits

Current State Changed to Audit Complete

When the current state of an audit transitions to Audit Complete, the following changes occur:

- The state of all audit team members updates to Notify of Results.
- The "Current State Complete" check box is selected.
- Linked Supplier Audit Result records are moved to the Complete state.
- The system updates the supplier commodity last audit complete date.
- The Last Audit Date field in the Suppliers process is updated to the same date as the completed audit.
- The state of all audit team members updates to Notify of Audit.

Current State Changed to Scheduled

When the current state is changed to Scheduled, the system updates the state of any Audit Team Members for this audit to Notify of Audit.

Current State is Draft, Scheduled, In Process, or Complete

When the current state is Draft, Scheduled, In Process, or Complete, the system force updates the linked Supplier Audit Results records that require a save to update.

Current State is Ready for Review

When the current state is Ready for Review, a notification is sent to the Assigned SQE to inform them of the state change.

Draft or Schedule state and Audit Checklist Changes

When the current state is Draft or Scheduled and changes are made to the Audit Checklists field, the system removes the previous audit results and creates new ones.

Hide: Assigned SQE

When the Supplier Self Assessment field is **not** True, the Assigned SQE field is hidden.

Hide: Audit Results

When the current state is Complete, the Audit Results field is hidden.

Hide: Audit Results List

When the current state is **not** Complete, the Audit Results List field is hidden.

Hide: Not Supplier Self Assessment Date

When the current state is **not** Supplier Self Assessment, the "Complete the Audit Results and set the state to Ready for Review" field is hidden.

Hide: Supplier Self Assessment is True

When the Supplier Self Assessment field is True, the following fields are hidden:

- Lead Auditor
- Lead Auditor Notified

Hide: Supplier Self Assessment Label

When the Supplier Self Assessment field is **not** True and the current state is **not** Draft, the "The Supplier Audit is set for Supplier Self Assessment" field is hidden.

Lead Auditor has Changed

When the lead auditor is changed and the current state is Draft or Scheduled, the previous lead auditor is removed from the Audit Team Members list and the Lead Auditor check box is updated for the new lead auditor.

Lead Auditor is not in the Audit Team

When the lead auditor is not in the Audit Team list and the current state is Draft or Scheduled, the lead auditor is inserted in the Audit Team Members list.

Past Due

When the current state transitions to Past Due, a notification is sent to the lead auditor to inform them. This inbox action will remain on your list until you move the state of the supplier audit to another state besides Past Due.

Schedule and 5 Days Before Scheduled Date

When the current state is Scheduled and the current date is 5 days before the scheduled date, a notification is sent to the lead auditor to inform them that the supplier audit must be completed within the next 5 days. Additionally, the "Lead Auditor Notified" check box is selected.

This inbox action will remain on your list until you move the state of the supplier audit to another state besides Scheduled.

Scheduled and Past Due

When the currents state is Scheduled and the current date is beyond the Scheduled Date, the system updates the current state to Past Due.

State is Supplier Self Assessment

When the current state is Supplier Self Assessment, a notification is sent to the Supplier Quality Contact to inform them of the state change.

Supplier Audit is Scheduled and Supplier Self Assessment is True in the Audit Type

When the current state of the audit is Scheduled and the Supplier Self Assessment field in the audit type is set to True, the current state changes to Supplier Self Assessment.

Supplier Performance Reviews

3 Days Beyond – No Review

When the record is three days beyond the period end date, the state is In Progress, and the supplier sends performance reviews without review, the state is moved to Complete and results are calculated.

3 Days Beyond – Review

When the record is three days beyond the period end date, the state is In Progress, and the supplier does not send performance reviews without review, the state is moved to Review Required and results are calculated.

Complete

When the current state transitions to Complete, the Supplier Approval Status field is updated for the supplier and the supplier commodity. The Last Review Date field for the supplier commodity is also updated.

Complete and Scheduling Enabled

When the current state changes to Complete and the record has a scheduling frequency, the next supplier performance review is created.

External Supplier – Review Complete

When the current state moves to Complete for the first time and the supplier is **not** internal, the Supplier Quality Contact receives a notification that the review is complete.

Internal Supplier – Review Complete

When the current state moves to Complete for the first time and the supplier is internal, the Supplier Quality Contact Internal receives a notification that the review is complete.

Notify Reviewer

When Notify Reviewer is selected and the previous value was not true, the Scheduled Reviewer receives a notification that they are responsible for reviewing the upcoming supplier performance review.

Number of Opportunities Populated

When the Number of Opportunities field is populated for the first time, the system returns the following results:

- The number of SCARs for the supplier for a specific date range
- The Parts/Complaints Per Millions result
- The Parts/Defects Per Million result

Note that the following numbers should be calculated before running this transaction:

- The number of failures (EQMS)
- The number of opportunities (QAD ERP)

Review is Scheduled for a Reviewer

When the Scheduled Date and Reviewer fields are updated, the Notify Reviewer check box is set to TRUE.

Review Required

When the current state becomes Review Required for the first time, the Scheduled Reviewer receives a notification that they are responsible for reviewing the supplier performance review.

Review is Scheduled for a Reviewer

When the Scheduled Date and the Reviewer fields have both been filled in or changed, a notification is sent to the Scheduled Reviewer to inform them that the Supplier Performance Review is scheduled.

Deviations

Active

When the current stat transitions to Active, a notification is sent to any person listed in the Distribution field to notify them that there is an active deviation.

This is only a notification action and can be removed from your list by acknowledging the inbox action.

Active – About to Expire

When the current state transitions to Active – About to Expire, a notification is sent to the Initiated By role to inform them that the deviation is going to expire in 5 days.

This is only a notification action and can be removed from your list by acknowledging the inbox action.

Active and Expires in 5 Days

When the current date is greater than the Expiration Date minus 5 days and the current state is not Obsolete, the system updates the current state to Active – About to Expire

Create Investigation is True

When the Create Investigation check box is true and the Incident Investigation field is null, the system creates an incident investigation and updates the investigation image of the incident.

Customer Approval Accepted – Customer Type Not Requires Customer Approval

When the deviation type is Customer and customer approval is not required, the system updates the deviation's current state to Active.

Customer Approval Accepted – No Internal Approval

When the current state is Customer Approval Accepted and internal approval is not required, the system updates the current state of the deviation to Active.

Customer Approval Accepted – Requires Internal Approval

When the current state is Customer Approval Accepted and internal approval is required, the system update the current state of the deviation to Ready for Internal Approval.

Customer Approval Rejected

When the current state transitions to Customer Approval Rejected, the Initiated By role receives a notification that the deviation was rejected.

Deviation Type is Customer

When the deviation type is Customer, the following fields are hidden:

- Assigned SQE
- Deviation Approval
- Deviation Approvers
- Requires Internal Approval
- Supplier
- Supplier Contact
- Supplier Deviation Ready for Submission
- Supplier Item

Deviation Type is Internal

When the deviation type is internal, the following fields are hidden:

- Assigned SQE
- Customer
- Customer Approval Date
- Customer Approval Documentation
- Customer Approval Notes
- Customer Approval Submission Date
- Requires Customer Approval
- Supplier
- Supplier Deviation Ready for Submission
- Supplier Item

Deviation Type is Supplier

When the deviation type is supplier, the following fields are hidden:

- Customer
- Customer Approval Date
- Customer Approval Documentation
- Customer Approval Notes
- Customer Approval Submission Date

- Requires Customer Approval
- Initiated By
- Process
- Related Documents
- Related Non-conformance
- Requires Customer Approval

Deviation Type Modified and State is Draft

When the current state is Draft and the deviation type is modified, the deviation is updated with the requirements from the new deviation type.

Draft and Supplier Deviation Ready for Submission

When a supplier deviation's Ready for Submission field is set to YES and the current state is Draft, the system updates the state to SQE Review.

Initiated By is Null

The Initiated By field is hidden when empty.

Internal Approval Rejected

When the current state transitions to Internal Approval Rejected, the Initiated By role receives a notification that the deviation was rejected.

Investigation is Null

The Incident Investigation field is hidden when empty.

Moves to Active

When the current state is changed to Active, a notification is sent to all users listed in the Distribution and Notification Groups fields to inform them of the active Deviation record.

This is only a notification action and can be removed from your list by acknowledging the inbox action.

Ready for Approval – No Approval

When the current state is Ready for Approval and no customer or internal approval is required, the system updates the current state of the deviation to Active.

Ready for Approval – No Customer Approval, Requires Internal Approval

When the current state is Ready for Approval and customer approval is not required, but internal approval is required, the system updates the current state of the deviation to Ready for Internal Approval.

Ready for Approval – Requires Customer Approval

When the current state is Ready for Approval and customer approval is required, the system updates the current state of the deviation to Submit for Customer Approval.

Requires Customer Approval and Requires Internal Approval are not Checked

When the "Requires Customer Approval" and "Requires Internal Approval" check boxes are not selected, the Deviation Approver(s) field is hidden.

Requires Customer Approval is not Checked

When the "Requires Customer Approval" check box is not selected, the following fields are hidden:

- Customer Approval Date
- Customer Approval Documentation
- Customer Approval Notes
- Customer Approval Submission Date

Requires Internal Approval is not Checked

When the "Requires Internal Approval" check box is not selected, the Deviation Approval field is hidden.

SQE Review

When the current state is SQE Review, a notification is sent to the Assigned SQE to inform them that the deviation is ready for review.

Submit for Customer Approval

When the current state transitions to Submit for Customer Approval, the Customer Approval Submission Date is updated to the current date.

Additionally, a notification is sent to the Initiated By role to inform them that the deviation is ready to send to the customer for approval.

This inbox action will remain on your list until you move the state of the deviation to another state besides Submit for Customer Approval.

The Record is Expired / Obsolete

When the current date reaches or is past the expiration date, the current state is updated to Obsolete.

The Site Field has been Selected

When the Site field is selected for the first time, the system links notification groups to the record based on the site selection.

Commands

Some processes utilize command buttons to perform pre-defined actions. Commands can be found under the Actions icon in the top toolbar of the appropriate process.

Below is a table that describes each command available in the Supplier Quality module. In addition to title and description, the table indicates which process each command comes from, the roles that can execute the command, and the states when the command can be executed.

Process	Title	Description	Used By	State When Used
Supplier Corrective Action Request	Generate Supplier Chargeback	Creates a new supplier chargeback based on the current supplier corrective action.	Supplier Chargeback Add/Edit; Supplier Quality Administrator	All States
Supplier Audits	Create SCAR	Creates a new supplier corrective action request based on the information from the current supplier audit.	Assigned SQE*, Supplier Quality Administrator; Supplier Quality Champion; Supply Chain Manager * Ready for Review state only	Complete; In Process; Past Due; Ready for Review; Scheduled; Supplier Self Assessment
Supplier Audits	Change Frequency	Opens the Frequency Options dialog, allowing you to change the frequency of the audit.	Supplier Quality Administrator; Supplier Quality Champion; Supply Chain Manager	Draft
Supplier Audits	Adjust Schedule Dates	Opens the Scheduling Options dialog window, allowing you to modify the scheduling frequency for the current and future audits.	Supplier Quality Administrator	All States
Supplier Performance Reviews	Calculate Scores	Updates the scores for the supplier scorecard(s).	Scheduled Reviewer; Supply Chain Manager	In Progress

Chapter 7

Module Frequently Asked Questions

Frequently Asked Questions

Why shouldn't I delete items?

Records should only be deleted when you are sure that they are no longer needed. Even though records use a soft delete mechanism, there is still work that must be done to restore an item once it has been deleted.

The best thing to do with an item that is no longer needed is to set it to Inactive, Retired, or Obsolete, whichever state is applicable. This way, the item historically remains in the system but cannot be used.

If you do need to delete an item for good, then use the Trash button in the toolbar. Typically, only the system administrator can delete items.

I just changed the state of a process. What happens now?

When a process' state makes a transition, the system typically takes some automated steps. Details about these steps are listed in the State Transitions section of each process in this user guide.

Typically, state transition steps perform one of three functions:

1. **Notifications.** Notifications are sent to the users that are responsible for the next state of a process.
2. **Field Update.** Fields that depend on a state, date, or action are updated.
3. **Another State Transition**. A process' state may be transitioned automatically by the system, depending on a state, date, or action update.

Some processes may not have any automatic state transitions. In that case, it is useful to check the States section to view the process' state map and read the definitions of each state.

You can also review the Task list for that process. Each list typically describes which state to select when saving a process record.