



QAD Adaptive Applications

User Requirements Specifications
QAD EQMS Applications
Supplier Quality

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Supplier Quality User Requirements Specification Change Summary

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

Date/Version	Description	Reference	Changed By
JULY 2020/v2020	Initial upload	--	RQT
NOV 2020/v2020.1	Updated versioning; Added a General section.	p. 10	RQT
MAR 2021/v2021	Updated versioning; Updated the Suppliers section; Updated the Supplier Corrective Actions (SCARS) section; Updated the Certifications section; Updated the Performance Reviews section; Updated the Audits section; Added a Deviations section	p. 7, p. 7, p. 8, p. 8, p. 9, p. 9	RQT
AUG 2021/v2021.1	Updated versioning; Updated the Suppliers section; Updated the Supplier Corrective Actions (SCARS) section.	p. 7, p. 7	RQT
MAR 2022/v2022	Updated versioning.	--	RQT
SEPT 2022/v2022.1	Updated versioning; Updated the General section	p. 10	RQT
MAR 2023/v2023	Changed the module name to Supplier Quality; Updated versioning; Updated the Performance Reviews section; Updated the General section	p. 8, p. 10	RQT

Date/Version	Description	Reference	Changed By
MAR 2024/v2024	Updated versioning; Updated the General section	p. 10	RQT
SEPT 2024/v2024.1	Updated versioning; Updated the Supplier Corrective Actions (SCARs) section; Updated the General section	p. 7, p. 10	RQT
MAR 2025/v2025	Updated versioning; Updated the General section	p. 10	RQT

Confidentiality

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Purpose

This requirements specification includes the documentation of the EQMS Applications business requirements for the EQMS Supplier Quality Module version 2025.

This document was used as the basis for the configuration of the Supplier Quality Module and shall be used in the definition of testing criteria for operational qualification.

Scope

The scope of this document is to define the EQMS Applications business requirements for the Supplier Quality Module version 2025.

Supplier Quality

Manages suppliers and supplied goods information, streamlines organizational and inter-organizational communication via a supplier portal and coordinates sequential assessment. Activities managed by the application include: supplier assessment, supplier audit, and supplier corrective action responses (SCARs), as well as supplier certification tracking.

Suppliers

1. The system shall have the ability to maintain an "Approved Supplier List".
2. The system shall have the ability to categorize suppliers based on risk that ultimately drives the suppliers audit and review frequency as well as their performance indicators.
3. The system shall have the ability to maintain one or more addresses for a supplier.
4. The system shall have the ability to maintain one or more contacts for a supplier.
5. The system shall have the ability to organize suppliers by commodity.
6. The system shall have the ability to have one or more commodities per supplier.
7. The system shall have the ability to maintain supplier risk and approval at the commodity level.
8. The system shall have the ability to maintain supplier items.
9. The system shall have the ability to conduct one or more supplier reviews for a supplier.
10. The system shall have the ability to conduct one or more supplier audits for a supplier.
11. The system shall have the ability to maintain one or more certifications for a supplier.
12. The system shall have the ability to document and track one or more SCARs for a supplier.
13. The system shall have the ability to flag a supplier as an internal supplier for the purposes of identifying suppliers that are actually other plants within the organization.
14. The system shall have the ability to document one or more risk assessments for a supplier.
15. The system shall have a method to identify suppliers that are customer directed.
16. The system shall show the following related records on a supplier's record (added in 2021):
 - RFQs on the Review/Audit tab.
 - Supplier Chargebacks to the NCRs/SCARs tab
 - Added a Document(s) tab with Documents and Drawings shared with the supplier.
 - Added a Project Task(s) tab with the Project Tasks.
17. The system shall allow supplier contacts to be flagged as ITAR compliant in order to control the contact's view of ITAR data (added in 2021.1).

Supplier Corrective Actions (SCARs)

1. The system shall have the ability to include supplier participation in the problem solving process as appropriate, with notifications and the ability for them to document their responses, as well as participate in the workflow.
2. The system shall have the ability to escalate a non-conformance to a Supplier Corrective Action (SCAR).
3. The system shall have the ability to notify a supplier of a new SCAR.

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4. The system shall have the ability for a supplier to sign into the system and complete the SCAR information.
 5. The system shall have the ability to verify SCARs on supplier audits using the Supplier Quality Module.
 6. The system shall have the ability for the assigned SQE to approve the closure of a SCAR (added in 2021).
 7. The system shall protect ITAR supplier corrective action request information from non-ITAR persons' view (added in 2021.1).
 8. The system shall provide the ability to print a SCAR report (added in 2024.1).

Certifications

1. The system shall have the ability to track supplier registration/certification information and status.
2. The system shall have the ability to upload an image of the registration/certification.
3. The system shall have the ability to send notifications when registration/certification is about to expire (30 days prior to expiration).
4. The system shall notify the Supplier-Quality Contact 30 days prior to expiration (added in 2021).
5. The system shall notify the Assigned SQE -5 days before expiration (added in 2021).
6. The system shall notify the Supplier-Quality Contact on date of expiration (added in 2021).
7. The system shall notify the Assigned SQE -> Reports to -10 days after expiration (added in 2021).

Performance Reviews

1. The system shall have the ability to track supplier's performance by commodity.
2. The system shall have the ability to notify the person responsible for the review that a review is due.
3. The system shall have the ability to document a score for one or more performance indicators.
4. The system shall have the ability to automatically populate the score for a performance indicator that is based off of a system performance indicator.
5. The system shall have the ability to automatically total an overall score for a performance review.
6. The system shall allow performance reviews to be scheduled monthly or quarterly (added in 2020).
7. The system shall notify the Supplier-Quality Contact when the record is moved to the Complete state (added in 2021).
8. The system shall calculate the system performance indicators 3 days after the period end date and send non-reviewed performance reviews directly to suppliers and the remainder set for internal review before going to the supplier (added in 2021).
9. The system shall be able to send specific supplier quality KPI values to QAD SRM for a comprehensive scorecard (added in 2023).

Audits

1. The system shall have the ability to maintain a supplier audit schedule using a manual scheduling system or a recurring pattern.
2. The system shall have the ability to use one or more audit checklists as part of the audit for the purposes of identifying questions and/or concepts that auditors should respond to.
3. The system shall have the ability to categorize, sequence, and reuse questions.
4. The system shall have the ability to insert ad hoc questions into an audit.
5. The system shall have the ability to define the lead auditor.
6. The system shall have the ability to document the results of the audit.
7. The system shall have the ability to notify the lead auditor of a scheduled audit.
8. The system shall have the ability to notify the lead auditor of a past due audit.
9. The system shall have the ability to link one or more SCARs for verification during an audit.
10. The system shall notify the supplier contact when an audit is scheduled (added in 2021).
11. The system shall allow audits to be supplier self-assessment audits for hte supplier to complete (added in 2021).

Deviations

1. The system shall have the ability to allow suppliers to create new deviations (added in 2021).

Supplier Chargebacks

1. The system shall have the ability to document and submit chargebacks to suppliers.
2. The system shall have the ability to define one or more chargeback categories, with options for setting the default fee and whether the category should automatically be added to new supplier chargebacks.
3. The system shall have the ability to manage the notification and approval/rejection of the chargeback to the supplier.
4. The system shall have the ability to escalate rejected chargebacks to the quality manager and/or buyer.
5. The system shall have the ability to notify the internal controller upon approval of a chargeback for inclusion into the accounting system.

Portal

1. The system shall have a security role that can be assigned to supplier contacts granting them the proper permission for the system.
2. The system shall have the ability for suppliers to manage their contacts.
3. The system shall have the ability for suppliers to review their performance reviews.
4. The system shall have the ability for suppliers to review their audits.
5. The system shall have the ability for suppliers to respond to their supplier corrective action requests.
6. The system shall have the ability for suppliers to review related non-conformances.
7. The system shall have the ability for suppliers to manage their certifications.
8. The system shall have the ability for suppliers to respond to assigned project tasks.

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9. The system shall have the ability for suppliers to view documents and drawings shared with them.
 10. The system shall have the ability for suppliers to view receiving inspection events for their products (added in 2019).
 11. The system shall have the ability for suppliers to add deviations.
 12. The system shall have the ability for suppliers to respond to RFQs (added in 2019).
 13. The system shall have the ability for suppliers to propose packaging specifications (added in 2019).
 14. The system shall have the ability for suppliers to respond to chargebacks.
 15. The system shall have the ability to create a supplier login account when creating a supplier contact.

Setup

1. The system shall have the ability to maintain one or more supplier audit checklists.
2. The system shall have the ability to maintain one or more supplier risk categories.
3. The system shall have the ability to maintain one or more supplier approval status.
4. The system shall have the ability to maintain one or more supplier performance indicators, with the opportunity to base a supplier performance indicator on a system performance indicator.
5. The system shall have the ability to maintain purchasing log and receiving log information for the purposes of automatically calculating on-time delivery and parts per million.
6. The system shall have the ability to maintain one or more review frequencies.
7. The system shall have the ability to maintain one or more certification agencies.

Metrics

1. The system shall have a number of corrective actions by site metric.

Reports

1. The system shall have a supplier scorecard report.
2. The system shall have VDA audit summary reports.

General

1. The system shall support Coordinated Universal Time (UTC), which adjusts Date/Time fields to represent the Date/Time in the current user's timezone (added in 2020.1).
2. The system shall have a global search feature to search for records within the system that have the search term in applicable fields and within files linked to File fields (added in 2020.1).
3. The system shall have the ability to create URLs to other systems in the Navigation menu (added in 2020.1).
4. The system shall provide audit trail reports for all records (added in 2022.1).
5. The system shall have an option to disable the ability to approve a record without opening it (added in 2022.1).

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6. The system shall allow checklist responses to have the same score among different responses—e.g. to allow all wrong answers to have a zero value (added in 2023).
 7. The system shall allow users to easily move to the next detailed record based on the search screen initiating the detailed screen view (added in 2023).
 8. The system shall provide a web-based report designing tool (added in 2023).
 9. The system shall provide an option to limit users to be able to only view records associated with the sites specified in their employee record (added in 2023).
 10. The system shall have an option to see the prior rejection comments during a re-approval of a record (added in 2023).
 11. The system shall provide the ability to report on the security configured for each process including customer extensions/changes to security setup (added in 2024).
 12. The system shall allow the user to cancel the generation of a report (added in 2024).
 13. The system shall provide the ability to open multiple EQMS windows in the same browser tab (added in 2024).
 14. The system shall provide the ability to embed video in key areas (added in 2024.1).
 15. The system shall provide the ability to support arrays of images in key areas (added in 2024.1).
 16. The system shall provide (for critical workflow processes) a visual indicator of the progress of a record through its life-cycle (added in v2025).
 17. The system shall provide a mechanism to socialize a record with others including @mentions that notify those individuals mentioned (added in v2025).