

ERP Consulting Web Development Custom Programming Solutions Desktop & Web Applications for Manfact

# NorthClark Computing, Inc.

# Quality Control and Supplier Corrective Action Requests User Guide

Web and Desktop Applications for Manfact by Epicor

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## Introduction

The Quality Control module is designed to enhance Manfact's Quality Assurance module by providing a modern user interface along with a variety of special features aimed at streamlining the inspection process.

The Supplier Corrective Action Notice (SCAR) application complements the Quality Control module by formalizing the process of reporting defects in purchased parts, notifying the supplier that corrective action is required, and allows the user to decide whether the Supplier's performance rating should be impacted by the event.

Features of the Quality Control module include the ability to:

- QA Specification Codes define inspection requirements and statistical sampling plans.
- Search for Manfact QA records using a variety of search criteria
- View details of a QA record including all previous dispositions and stock transactions
- Enter details about the inspection, including Manufacturer information
- Accept or reject a QA lot
- Create and email a Non-Conforming Material Report (NMR)
- Retain the NMR Document and related Attachments in the NMR Data Store
- Disposition a rejected QA lot
- Require Approval of certain Disposition types before the QA record is finalized
- Send email notifications to request NMR Disposition Approval
- Enter NMR Disposition Approval or Refusal by clicking a link in the email message
- Create Stock transactions to move parts in/our of QA Controlled locations.
- Locate drawings and other electronic files in an electronic data store
- Generate an Inspection Report including QA Inspection History for the Part Number

The Supplier Corrective Action Request application includes the following major components:

- Create, view and modify Supplier Corrective Action Requests.
- Provides documentation for in-house repairs of defective parts.

- Record failures and impact supplier performance rating without generating a debit memo.
- Email notifications may be automatically sent to the Supplier, with the SCAR attached as a Word document or PDF file.
- Integration with the NorthClark Supplier Portal Web Site.

The Quality Control Module serves the needs of three separate functional areas: Receiving Inspection, the Material Review Board, and Supplier Quality Management. When purchased parts are received, the system determines whether inspection is required based on various parameters. Certain parts always require inspection, others are transferred directly to stock, and some are occasionally inspected based on "skip lot" criteria.

When a part requiring inspection is received, it will be moved to the Receiving Inspection location. At least one RI location should be created for each Warehouse. In the Manfact system, the RI location will be designated as a "QA" Location, meaning that each transfer will be assigned a unique QA Identification Number. The QA Identifier is essentially a temporary Lot Number that will be used to track the progress of the parts through the inspection process.

Each lot to be inspected is assigned a Specification Code. The Specification Code is initially obtained from the Parts master file, but may be changed to accommodate special circumstances. The Specification Code describes the type of inspection to be performed, along with rules for calculating sample sizes and rejection criteria.

When parts pass inspection, they are immediately transferred to Stock, and no further updates are required. Rejected items are transferred to the Material Review Board location for disposition. Note that the MRB location must also be identified as a "QA" location, as every item moved in or out of the location must be controlled by the QA Identifier.

When parts are rejected, the Inspector will generate a Non-Conforming Material Report (NMR). This document may be printed and/or emailed to the responsible people on the Material Review Board. The NMR includes pertinent information such as the QA Identifier, Part Number, Supplier, Rejected Quantity, the reason for rejection, and so forth. The Material Review Board reviews the NMR, and decides on the appropriate course of action. For example, the parts may be scrapped, repaired, used as is, or returned to the supplier.

Entering the proposed disposition of rejected parts on the NMR will initiate the approval process. The number of approvals required depends on the Disposition Code. An email notification will be sent to each potential approver, with a copy of the NMR document attached. A link in the email message will direct the user to a web page where they may choose to approve or refuse the proposed disposition.

Once it has been determined that a lot is defective, and Supplier notification is required, the SCAR module may be invoked to create the *Supplier Corrective Action Request*. The SCAR will reference the NMR (QA record) identifier, allowing pertinent inspection information to be included without redundant data entry.

The Disposition Code assigned to a defective lot identifies additional follow-up documents that will be required: Engineering Change Request, Corrective Action Request (internal), Supplier Corrective Action Request and Debit Memo. The QA record will be finalized only when all of the required document numbers and signatures have been posted.

# **Quality Control Module**

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File Edit View DataEntry Tools Reports Help		
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1. Search Options 2. Results 3. Detail 4. Inspect 5. A	ccept/Reject 6. Stock 7. NMR	8. Disposition 9. Returns
QA / NMR#	Creation Date:	Status:
Part Number:	End Date 12/01/11	<ul> <li>Needs Disposition</li> <li>Ready to Move</li> </ul>
Product Class: (All)	Source Type: • Not Apply	<ul> <li>✓ Q/A Complete</li> <li>✓ Final</li> </ul>
QA Spec Code:	C Non-Inventory C Receipt	Also Include
Warehouse: (All)	C Debit Memo Work Order#	Needs Approval     Approval Refused
Stock#     ■ Needs Documents       Search Sets:     ■ Save       ALL     ■ Load       Bates     > Remove		
Ready		Lot Qty: Account: MDEM05.9

The Main screen of the Quality Control application is comprised of the following tabs:

- 1. Search Options Locate existing QA records using a variety of search criteria
- 2. **Results** The Results tab displays a list of QA records generated from the search
- 3. **Detail** Displays information for a QA record selected from the Results tab
- 4. **Inspection** Displays Manufacturer information, Sampling Plan and Inspection Steps
- 5. Accept / Reject Enter the Inspection Results.
- 6. Stock Move parts in or out of the RI and MRB inventory locations.
- 7. NMR Non-conforming Material Report.
- **8. Disposition** Disposition rejected items.
- 9. Returns Returns to Supplier

#### **Search Options**

QA records are created automatically in the Manfact system when a qualifying part is received into a Quality Inspection location. Recording information about the inspection process begins by locating the desired QA record.

The fields on the Search Options display may be used in any combination to narrow your search (leave the field blank if you do not wish to consider it in the search). *Wildcarding* is supported for text fields. Once the desired selection criteria have been entered, click the **Search** button, and the list of qualifying records is displayed on the Results tab.

Search Filters:

QA ID	Enter a specific QA Identifier
Part Number	Enter the Part Number or use the Part Number Search Query.
Lot Number	The Lot Number assigned by the Manfact inventory control system.
Product Class	Select the Product Class from the drop-down list.
Product Sub Class	Select the Product Sub Class from the drop-down list.
QA Spec Code	Enter the QA Spec Code or use the QA Spec Code Search screen.
Supplier	Enter the Supplier identifier or use the Supplier Search function.
Warehouse	The Warehouse associated with the QA Receiving Inspection location.
Creation Date	Click the Start Date and End Date checkboxes, then enter the start and end dates that you want to use for your search criteria.
Source Types	Select the Source Types to include by clicking on the radio buttons. To select all Source Types, click Not Apply.
Status	Check all that apply. Note that a QA record may meet multiple criteria:
	Needs Inspection: Items awaiting action by Receiving Inspection
	Needs Disposition: Items awaiting action by the Material Review Board
	<b>Ready to Move:</b> Units are ready to be moved out of the RI or MRB location. This includes units that have passed inspection, as well as rejected items where the disposition has been entered.
	Complete: All items have been moved out of the RI and MRB locations.

Final: All required signatures and document numbers and have been posted.

**Needs Notification:** Disposition transactions are awaiting Approval, and a notification has not been sent. If you check this box, and Approval is needed, the record will be selected regardless of Status.

**Needs Approval:** Disposition transactions are awaiting Approval. If you check this box, and Approval is needed, the record will be selected regardless of Status.

**Approval Refused:** Approval has been denied on an open Disposition transaction. If you check this box, and Approval is needed and has been refused, the record will be selected regardless of Status.

**Needs Documents**: Document numbers (ECR, CAR, SCAR, Debit Memo) need to be entered. If you check this box, and document numbers are required, the record will be selected regardless of Status.

### Results

After you choose the Search command, the resulting list of QA records are displayed on the Results tab in spreadsheet format. You will be able to print the results or export to Excel. Data may not be updated using this tab.

Select a record to update by double-clicking on the desired row.

		ه 🔏 🖻		QA/NMR# ∫		•
Sea	rch Option:	2. Results	3. Detail 4. Inspect 5. Accep	ot/Reject   6. 9	Stock 7. NMR 8. Disposition	n 9. Retur
	QAId 🛇	Supplier 👌	Supplier Name 🔗	Part Number ጰ	Part Description	♦ Produce Class
1	1	1345	ACME NAMEPLATES	2001	HOUSING, MOTOR MACHINED	С
2	2	1345	ACME NAMEPLATES	2002	ROTOR ASSEMBLY	С
3	3	1	MATTHEW'S MACHINING	2001	HOUSING, MOTOR MACHINED	С
4	4	1345	ACME NAMEPLATES	2001	HOUSING, MOTOR MACHINED	С
5	5	1345	ACME NAMEPLATES	2001	HOUSING, MOTOR MACHINED	С
6	8	1	MATTHEW'S MACHINING	2001	HOUSING, MOTOR MACHINED	С
7	10	5	COMPUFACT	2001	HOUSING, MOTOR MACHINED	С
8	11	5	COMPUFACT	2001	HOUSING, MOTOR MACHINED	С
9	12	5	COMPUFACT	2001	HOUSING, MOTOR MACHINED	С
10	13	5	COMPUFACT	2001	HOUSING, MOTOR MACHINED	С
11	14	7	FOREMOST PAINT AND FINISH	2001	HOUSING, MOTOR MACHINED	С
ŧ٦	15	7	ENDEMNET DAINT AND EINIGH	2001	UNLICING MOTOR MACUINED	

#### Search Results Columns:

QA#	System assigned QA record identifier.
Part Number	Part Number to be inspected.
Description	Part Description
Part Revision	The Revision Level of the Part.
Supplier ID	Identifier of the Manfact Vendor file.
Supplier Name	Supplier's Company Name

Status	Active – Some or all of the parts are still in the RI or MRB location. Complete – All parts have been moved out of the RI and MRB locations. Final – All required signatures and document numbers have been posted.
QA Lot Qty	Total quantity issued to the inspection location.
Needs Inspection	Total quantity awaiting inspection.
Needs Disposition	Total quantity awaiting disposition.
Ready to Move	Quantity ready to move out of RI and/or MRB.
Accept Qty	Quantity that passed inspection.
Reject Qty	Quantity rejected.
Needs Notice	Disposition transactions are awaiting Approval, and a notification has not been sent.
Needs Approval	Disposition transactions are awaiting Approval.
Approval Refused	Approval has been denied on an open Disposition transaction.
Needs Docs	Document numbers (ECR, CAR, SCAR, Debit Memo) need to be entered.
Source Type	RC = Receipt, SK = Stock
Source Doc#	Receipt Number or Stock Transaction identifier.
Source Line#	Receipt Line Item Number.
Create Date	The date parts were received into inspection.
Complete Date	The date the last unit was moved out of inspection.
Buyer	The Buyer who placed the Purchase Order.
Inspected By	Name of the Inspector.
Specification Code	The Specification Code assigned to the part defines Inspection parameters.
Sampling Plan	The Sampling Plan determines the number of units that must be inspected, and criteria for rejecting the entire QA Lot.
Inspection Level	Normal, Reduced or Tightened.
Comments	Comments entered by the Inspector.

Product Class	Product classification code from the PARTS master file.
Sub-Class	Product sub-classification code from the PARTS master file.
Manufacturer	The Manufacturer's Name may be entered at time of Receipt.
Mfg. Part Number	The Manufacturer's Part Number may be entered at time of Receipt.
Date Code	The Date Code may be entered at time of receipt.
Lot Number	Manfact inventory lot number.
Work Center ID	When a part is rejected during work-in-process, the Work Center identifier is posted to the QA record.
WO Seq#	When a part is rejected during work-in-process, the operation sequence number is posted to the QA record.

## Detail

The Detail tab displays information for a QA record selected from the Results tab.

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File Edit View Data B	Entry Tools Reports Help				
	<b>&amp; ि</b> ■ <u></u>	QA / NMR	# 1	K	
1. Search Options	2. Results 3. Detail 4. Inspect	5. Accept/Reject	6. Stock 7. N	R 8. Disposition	9. Returns
Warehouse:	[W1]	Course Turney	[Description]	Needs Inspection:	
Part Number:	2001	Source Type: Source Doc#		Needs Disposition:	No No
Description:	HOUSING, MOTOR MACHINED	Source LI#	1	Ready to Move:	No
Revision:		Reference QA#		Needs Notice:	Yes
Supplier ID:	1345	Reference REC#		Needs Approval:	Yes
Supplier Name:	ACME NAMEPLATES	QA Location:	REC-1	Needs Docs:	Yes
Lot Number:		Destination:	STK-1		
Product Class:	C	Status:	Complete		
Sub Class:	9	Creation Date:	02/03/03		
Work Center:		Complete Date:	08/29/11		
WO Seq#:		Final Date:			
, Ready		Part Numb	per: 2001 QA Lo	it Qty: 10 Account: MI	DEM05.9

#### Information on the Detail Display

Information on the D	etan Display
Warehouse	The Warehouse the RI Location belongs to.
Part Number	Part Number to be inspected.
Description	Part Description
Part Revision	The Revision Level of the Part.
Supplier ID	Identifier of the Manfact Vendor file.
Supplier Name	Supplier's Company Name
Lot Number	Manfact inventory lot number.
Product Class	Product classification code from the PARTS master file.
Sub-Class	Product sub-classification code from the PARTS master file.
Work Center ID	When a part is rejected during work-in-process, the Work Center identifier is posted to the QA record.
WO Seq#	When a part is rejected during work-in-process, the operation sequence number is posted to the QA record.
Source Type	Receipt or Stock Transaction
Source Doc#	Receipt Number or Stock Transaction Number
Source Line#	Receipt Line Number
Reference QA#	When parts are moved into a QA Controlled location from stocking location that is not QA Controlled, a new QA Number is assigned by the system. When this occurs, you may optionally reference another QA# where inspection was previously completed.
Reference REC#	When parts are moved into a QA Controlled location from stocking location that is not QA Controlled, a new QA Number is assigned by the system. When this occurs, you may optionally reference a Receipt Number for information purposes.
QA Location	The Receiving Inspection Inventory Location
Destination	The Ultimate Destination Inventory Location from the Purchase Order.
Status	Active – Some or all of the parts are still in the RI or MRB location.

Create Date	The date the QA record was created.
Complete Date	The date the Status of this record became Complete.
Final Date	The date the Status of this record became Final.
Needs Inspection	Total quantity awaiting inspection.
Needs Disposition	Total quantity awaiting disposition.
Ready to Move	Quantity ready to move out of RI and/or MRB.
Needs Notice	Disposition transactions are awaiting Approval, and a notification has not been sent.
Needs Approval	Disposition transactions are awaiting Approval.
Needs Docs	Document numbers (ECR, CAR, SCAR, Debit Memo) need to be entered.

#### Inspection

The Inspection tab allows you to view and maintain information about the inspection process.

🗢 Quality Control	
File Edit View Data Entry Tools Reports Help	
D 🖬 🖉 🖻 🛦 🛍 🖬 🔍 🗉 🗷 🐴 💡 🤋	QA / NMR# 53
1. Search Options 2. Results 3. Detail 4. Inspect 5. Ad	ccept/Reject   6. Stock   7. NMR   8. Disposition   9. Re 💶 🕨
	This Part Number was Last Received on 08/29/11
Manufacturer: ABC	1 Unit was Received on Receipt# 52.12
Mfg. Part Number: 12345	None were Accepted, 1 was Rejected on QA# 45
Date Code:	
QA Spec Code: 20R	1 Active QA Deviation Record on File.
Sampling Plan: Test Description (TEST)	Inspection Steps:
Inspection Level: Tight (T)	
Sample Size: 10	Step 👌 Complete By 👌 🗖
Sample Reject Qty: 1	1     Visual Inspection     Albert Wright (AWRIGHT)     1.       2     Shock Test      =
Comments:	3
Free-form notes entered by the Inspector.	
	Q/A Data     Part Data     View       Store     Part Data     Part Data
Ready	Part Number: 2001 QA Lot Qty: 10 Account: MDEM05.9

The following fields may be updated using this view:

Manufacturer	Enter the Manufacturer Code, or use the command button to search for the code using the Manufacturer Code Search screen.
Mfg. Part Number	The Manufacturer's Part Number for the selected Manufacturer Code validated against the Approved Manufacturers List in the PARTS file.
Date Code	The Date Code may be entered at time of Receipt.
QA Spec Code	Enter the QA Spec Code, or use the command button to access the QA Spec Code Search screen. This entry initially defaults from the PARTS file.
Sampling Plan	A drop-down box is available to select from the list of Sampling Plans. Sampling Plans are defined using the System Administration screen. This entry defaults based on the QA Spec Code, and may be changed by the user.

Inspection Level	A drop-down box is used to select Reduced, Normal, or Tight.
Sample Size	The system calculates and displays the required Sample Size based on the Sampling Plan, Inspection Level, and QA Lot Size.
Comments	Free form notes.
Last Receipt Info	Messages at the top of the screen display the Date and QA Identifier of the last receipt of this part number, and the number of units accepted and rejected.
Inspection Steps: The list of Inspection	Steps defaults from the QA Spec record and may be modified by the user.
Step	A brief description of the inspection step to be performed.
Completed By	Select the Inspector's Name from the drop-down box.

Complete Date Enter the date this step was completed.

The [Q/A Data Store] button will open the folder containing inspection instructions and other Q/A related information for the Part Number. The name of the folder containing the QA data consists of the Part Number, followed by a space, followed by a description.

The [Part Data Store] button opens the drawing file for the Part Number. The Drawing File Name may be the Part Number alone, or the Part Number followed by "\_", followed by the Revision Letter.

Please refer to the Data Warehouse chapter for more information.

Click the [View Deviations] button to see a list of active QA Deviation records for this Part Number.

## Accept/Reject a QA Lot

Use this screen to enter the results of the Inspection process.

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1. Search Options 2. Results 3. Detail 4. Inspect 5. Accept/Reject 6. Stock 7. NMR 8. Disposition 9. Returns									irns	
Q/A Lot Qty:       10.00       Inspected Qty:       10.00       Accepted Qty:       5.00       Qty in Inspection:       1.00         Qty Complete:       9.00       Failed Qty:       2.00       Rejected Qty:       5.00       Qty in MRB:       0.00         Balance Qty:       1.00       Defect Rate:       20.00%       Disposition'd Qty:       5.00       Ready to Move:       1.00										
Accep	ot/Reject Tra	nsactions::						A		
Accep	ot/Reject Tran Date ≬	nsactions:: Inspect By 📣	Inspect 👌 Qty	Failed Qty ♦	Accept ∕Reject ◊	Reason Code	\$	Accept / Reject 🔇 Quantity	Comments ·	
Accep	1		ųų *	ųty *	Accept / Reject ♦ Reject	Reason Code REJECT - PHYSICAL DEFEC	♦ • • •		Comments ·	
	Date ≬	Inspect By 💧	цку 5.00	uty 2.00	/Reject *		♦ T <b>~</b>	Reject 🔇 Quantity	Comments ·	
	Date ♦ 02/01/04	Inspect By 🔌 Mary Jones (I 🗸	uty 5.00	uty 2.00	7 Reject *	REJECT - PHYSICAL DEFEC	() () () () () () () () () () () () () (	Reject Quantity 5.00	Comments ·	

Enter the following information:

Date	Defaults to the current date
Inspected By	Select the Inspector's Name from the drop-down list.
Inspected Qty	Defaults to the system calculated Sample Size.
Quantity Failed	The number of units that failed inspection cannot exceed the Inspected Quantity.
Accept/Reject	The system determines if this is an Accept or Reject transaction based on the rejection criteria defined by the Sampling Plan. This value may not be changed by the user.
	If a Sampling Plan was not used, or the Inspected Quantity is less than the Sample Size, the transaction will be considered a rejection if the Failed Quantity is greater than zero.

Accept/Reject Code	Select the appropriate code from the drop-down list. Only appropriate codes are included in the list, depending on whether this is an Accept or Reject transaction.
Accept/Reject Qty	This value defaults to the QA Lot Quantity, less the number of units previously accepted or rejected.

#### **Stock Transaction Entry**

This functionality is limited to the transfer of parts either to or from a QA Controlled Inventory Location.

📤 Quality Control				
File Edit View Data	Entry Tools Repo	rts Help		
	👗 💼 🔳 🖻	× # • ?	QA / NMB# 1	I   1 of 35 ► ►
1. Search Options	2. Results   3. D	etail   4. Inspect   5. Acc	ept/Reject 6. Stock 7	. NMR 8. Disposition 9. Returns
From Location: From Bin:	REC-1	To Location:		Quantity: 1.00
				Move Stock
Location Summary:	Inventory Location			I Number
	1 REC-1	1.00		
	2 PUR-1	5.00		
<u> </u>				
Stock Transactions	Stock 0	Date 👌 From 👌	To Location ◊ Quantity ◊	Unit Cost 👌 Extended Cost
	1 29	02/03/03 PUR-1	REC-1 10.00	25.7632 257.63
	2 59	02/01/04 REC-1	PUR-1 5.00	25.7632 128.82 🗨
Ready			Part Number: 2001	A Lot Qty: 10 Account: MDEM05.9

Enter the following information:

From Location Select a Location from the drop-down list. Only those locations where the parts associated with this QA record currently reside will be offered.

To Location If the from location is Receiving Inspection, and there are rejected parts onhand in Receiving Inspection, this value defaults to the MRB location defined for the Warehouse.

	If the from location is Receiving Inspection, and there are accepted parts on- hand in Receiving Inspection, this value defaults to the Ultimate Destination from the Purchase Order .
Quantity	Defaults to the quantity currently on hand at the From Location for this QA record.
From Bin	This entry is required if the From Location is Bin Controlled.
To Bin Location	This entry is required if the To Location is Bin Controlled.

If the Inventory Location you need is not in the list, you may type it, or use the browse button to search for the appropriate Inventory location. The following restrictions apply:

- At least one of the locations, from or to, must be a QA Controlled Inventory location.
- Movements to/from Adjustment, Purchasing and Cost Of Goods Locations are not permitted.
- Transfers to/from Work in Process, Outside Processing, Direct Shipment, and In-Transit locations are not supported.
- When moving from a QA Controlled location to a stocking location that is not QA Controlled, the transaction quantity may not exceed the *Quantity Ready to Move* on the QA record.

#### Quantity Ready to Move

Parts may be transferred freely between two QA Controlled locations, such as Receiving Inspection and MRB. The Quantity Ready to Move out of the QA Controlled environment includes parts that have been accepted and are ready to move to Stock, along with rejected parts whose disposition has been determined.

#### Creating New QA Records

When parts are moved into a QA Controlled location from stocking location that is not QA Controlled, a new QA Number is assigned by the system. When this occurs, the system displays a prompt as shown in this example:



When a new QA record is created in this manner, the "Reference QA#" and "Reference Receipt#" fields are automatically updated with the original QA Identifier and Receipt Number. This feature is useful when parts that were previously received into Stock are subsequently returned to Inspection.

### Non-Conforming Material Report (NMR)

Use this screen to enter additional details to be printed on the Non-Conforming Material Report.

🐥 Quality Control	
File Edit View Data Entry Tools Reports Help	
	QA / NMB# 1
1. Search Options 2. Results 3. Detail 4. Inspect 5. Accept	Reject 6. Stock 7. NMR 8. Disposition 9. Returns
Problem Description:	✓ Affects Functionality
Parts were painted blue, should have been green.	Detected When?
Test Process:	Location: Assembly
Visual Inspection	Shift: 1
Containment Action:	Specific Cavities:
Repaint some parts in-house, return the rest to the Supplier.	Mold Id:
Defect Codes:	Mfg. Dates / Shifts:
Defect Type ♦ Description	Attachments: 2001.dwg
	<u>Create/Email NMR</u> <u>MR Folder</u>
Ready	Part Number: 2001 QA Lot Qty: 10 Account: MDEM05.9

The browse button next to the **Attachments** prompt allows you to locate documents, drawings or other files that may be attached to the NMR. When you attach a file, it is automatically copied to the NMR folder where it may be accessed by members of the Receiving Inspection and Material Review Board departments.

Click the [Create/Email NMR] button to generate the NMR as a Word Document, and optionally a PDF file to be stored in the NMR folder. When created, the document may be emailed to a list of responsible persons as defined in the System Administration function.

Click the [NMR Folder] button to view the folder containing documents and other attachments that may be linked to the NMR.

Information on this screen includes:

Problem Description	Free form text
Test Process	Briefly describe the testing performed.
Containment Action	Describe the Containment Action for Manufacturing Continuity (e.g. Sorting, parts on-hold, 100% testing, etc.)
Defect Codes	A table of Defect Codes and Descriptions.
Affects Functionality?	Yes or No
Detected When?	Receiving Inspection, In-Process, Dock Audit
Location	Area or Manufacturing Line
Shift	Reported during Shift
Specific cavities	Free-form entry.
Mold ID	Free-form entry.
Mfg. Dates/Shifts	Free-form entry.

## Disposition a Rejected QA Lot

Use this tab to enter Disposition and Approval information for a rejected lot.

	1011 00		ci y 1001	s Reports	<b>,</b> ,	heih											
			* 💼	II I	×	<b>#</b> -	?	QA / I	MR#	1			[				•
Searc	ch Optio	ns 2	. Result	s 3. Del	tail	4. Insp	ect 5. Acc	ept/Reject	6. SI	tock	7. NI	MR	B. Dis	positio	n g	9. Return	
															-		
Dispos	sition:																
	Disp# <	>	Dispos	ition	0	Туре 👌	Quantity 👌	Reasor	i.	$\diamond$	Date	$\diamond$	Sta	tus	0	Number Approvals Needed	٥
1	1	BET	THEN TO	VENDOR		Reject	5.00	Supplier's Fau	ilt (Y)	<b>v</b> 02	2/01/04	4 N	eeds A		~		2
		1121	TONNITO	veneour	×.										· ·		_
2	2			YENDON	*					~					~		
2	2				*					*	_		_		-	_	•
					~					~					-	_	
		A Re	leviewer Name	♦ Send Notice	~		ail Address	♦ Notified Date	A Ap	prove Refuse	/ >	Enter	ed 👌	Entry Date	-	Comment	
	val: Disp#	♦ Bi	eviewer	♦ Send Notice	~	) Ema		♦ Notified Date	A Ap	pprove			ed 👌	Entry Date	~	Comment	
Appro-	val: Disp#	♦ Ri	eviewer Name	♦ Send Notice	~	) Ema gary@n	ail Address	♦ Notified Date	A Ap	pprove	<ul><li>✓</li></ul>		ed 👌	Entry Date	~	Comment	
Approv	val: Disp#	♦ Ri	leviewer Name ary Clark	♦ Send Notice	~	) Ema gary@n	ail Address orthclark.com	♦ Notified Date	A Ap	pprove			ed 👌	Entry Date	~	Comment	

## **Disposition Information:**

Disposition#	The identifier of the QA.DISP file.
Date	Defaults to the current date
Quantity	Enter the Disposition Quantity
Status	N = Needs Approval A = Approved X = Cancelled (quantity will be set to zero)
Disposition	Select the appropriate code from the drop-down list.
	The Disposition Code should indicate the action to be taken. For example: Accept and Move to Stock, Return at Supplier's Expense, Return at Our Expense, Use As Is, and so forth.

Туре	The type of disposition, Accept or Reject, is associated with the Disposition Code. This value is displayed by the system and may not be changed.
Reason	The Disposition Code is associated to a "QA Code" which determines Supplier Fault. For example:
	Internal Error Supplier is at Fault Supplier Not at Fault
ECR# Required	Checkbox: Engineering Change Request is required.
CAR# Required	Checkbox: Corrective Action Request is required.
SCAR# Required	Checkbox: Supplier Corrective Action Request is required.
Debit Memo Required	Checkbox: Debit Memo is required.
Number of Approvals Needed	Indicates the number of signatures required before the Disposition may be finalized.
Number of Approvals Received	The number of approval signatures posted to this Disposition.
Comments	Free-form multi-line text.

# **Requesting NMR Approval**

Disposition#	If there are multiple Disposition transactions, indicate which one this Approval applies to. The system defaults this entry to the first Disposition transaction where approvals are needed.
Reviewer's Name	Select the person's name from the drop-down list.
Send Notice	Check this box if an email notification should be sent to this person notifying them that their approval is requested. The email message will be sent when you click the [Save] button. Once the message is successfully transmitted, the checkbox will be automatically cleared.
Approve / Refuse	The Reviewer's decision.
Entered By	The login identifier of the person who entered the Approval is updated by the system and may not be changed. If the Approval was posted via the Web Site, the system will update this field automatically and this value may not be changed.

Entered Date	The date the Approval was entered is posted by the system and may not be changed.
Comments	Free-form multi-line text.

Email Message:

Upon saving, an email message will be generated if you have clicked the "Send Notice" option on an Approval request. Before sending notices, you must first create the NMR document. If you have not already done so, the system will prompt you to create the NMR before sending the Request for Approval.

If you have implemented the Supplier Portal Web Site, the Reviewer may enter their Approval or Refusal via the web site. If the URL for the Supplier Portal Web Site has not been entered in the System Administration screen, the link will be omitted from the Email Message.

Subject:	Approval Requ	ested for Disposition of NMR#
Attachment:	NMR Docume	nt
Body:		he attached NMR document, and then click on this link to ject the NMR Disposition: (Web Link)
	Supplier:	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Part Number:	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Description:	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Disposition:	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Quantity	999999

Web Link:

A link in the email message will provide access to the NMR Approval web page. The format of the link is: "http://URL/Page\_Name?a=Approval\_Number&b=Serial\_Number".

URL	The location of the Supplier Portal Web Site is entered using the System Administration screen.
Page_Name	The name of the NMR Approval Page: NMR_Approve.asp.
Approval_Number	Identifier of the NCC_QA_APPROVE record.

Serial\_Number A system generated random number. If this value does not match the Serial Number stored in the NCC\_QA\_APPROVE record, the user will not be able to access the NMR Approval Page.

#### Returns

Use this screen to authorize returns to the Supplier.

File       Edit       View       Data Entry       Tools       Reports       Help         Image: Second Secon
1. Search Options       2. Results       3. Detail       4. Inspect       5. Accept/Reject       6. Stock       7. NMR       8. Disposition       9. Returns         Work Order:       ECR#       Returned Goods Authorization:       Returned Goods Authorization:       RGA#       RGA Date       1         Rework Cost:       CAR#       SCAR #'s:       52*1*1       1       1       Image: Complex
Work Order:   Rework Hours:   Rework Cost:   Charge Back\$   C/B Acct#
Rework Hours:   Rework Cost:   CAR#   SCAR #'s:   52*1*1     Image: Scare # image: scale #
Rework Cost:   Charge Back\$   C/B Acct#     Returns to Supplier:     Formation
Charge Back\$ SCAR #'s: 52*1*1
Returns to Supplier:
Error 🖂
Debit ↓ LI# ♦ Return ♦ Qty ♦ Reason Code ♦ Supplier ♦ Correct ♦ Credit / Replace
1 52.5 1 02/01/04 5.00 Supplier's Fault (Y) 🗸 📝 Replace
2 52.11 1 08/29/11 1.00 Supplier's Fault (Y) 🗸 Replace
Enter SCAR         Ready, Save Message       Part Number: 2001       QA Lot Qty: 10       Account: MDEM05.9

Click the [Enter SCAR] button to create a Supplier Corrective Action Request.

#### Rework and Charge Backs

- Work Order# Enter the Work Order Number used for repair or rework of these parts.
- Rework Hours Internal hours associated with repair, special handling, etc.
- Rework Cost Internal cost associated with repair, special handling, etc.
- Charge Back \$ Amount to be charged back to the Supplier (for information only)

Charge Back The G/L Account Number associated with the Charge Back (for information only.

Acct#

ECR#	Enter the Engineering Change Request Number if required.
CAR#	Enter the Corrective Action Request Number if required.
SCAR#	This field is updated automatically by the system when a SCAR referencing this QA/NMR# is created.

#### Returned Goods Authorization

RGA#	Enter the Returned Goods Authorization Number provided by the Supplier.
RGA Date	Enter the date the RGA# was provided.

#### Returns to the Supplier:

Debit Memo#	Select an existing Debit Memo Identifier from the drop-down list, or select (TBA) to authorize a new Debit Memo.
Return Date	If you selected an existing Debit Memo Number, this value is displayed by the system and may not be changed. If you are entering authorization for a new Debit Memo, the estimated return date may be entered.
Qty Returned	If you selected an existing Debit Memo Number, this value is displayed by the system and may not be changed. Otherwise, entry is required.
Reason Code	This value determines Supplier Fault, and may be changed for both proposed and existing Debit Memos.
Supplier Fault?	Supplier fault is indicated by the Reason Code, and may not be manually altered.
Error Correct?	The Reason Code may indicate the transaction corrects an administrative error. This value may not be manually altered.
Comments	Free-form multi-line text.

#### Generate Non-Conforming Material Report (NMR)

This screen is displayed when you click the [Create/Email NMR] button on the NMR tab. It is used to create the NMR document, which may be printed and/or emailed to the responsible people on the Material Review Board. The document may be transmitted in either Word Document or PDF format.

🜲 Create / Email Non-Conforming Material Notice	
1. Options 2. Email Settings	
Word Template Path: C:\QC Data Store\Templates	Display Word Document When Created
Word Template Name: NMR.DOT	Print Word Doc Automatically When Created <u>E</u> -mail Word Doc Automatically When Created
Save NMR in Folder Name: \\Pc-7-w2kpro\c\PLM_DATA_STORE\NMR\1	<u>Create PDF When Word Doc Posted (Local)</u>
NMR Document Name: NMR_1.doc	Create PDF When Word Doc Posted (Server)
Last Created: Last Emailed:	Supplier Notified:
Date: 09/05/11 Date:	Method:
Time: 15:09:00 Time:	Date: 09/05/11
<u>         Create NMR</u>	😽 E <u>m</u> ail 📑 Email Properties
	NMR ID: 1 Account: MDEM05.9

#### Email Settings

Use this view to create the email message. The information on this screen is initially filled in based on entries made using System Administration screen, but may be adjusted here if desired.

📤 Create / Email Non-Conforming	Material Notice	
1. Options 2. Email Settings		
Email To: perri@northclark.com gary@northclark.com	Email CC:	Blind CC:
Subject: NMR#1		
Part Number: 200	SING, MOTOR MACHINED	
Attach: \\Pc-7-w2kpro\c\PL	ttachments M_DATA_STORE\NMR\1\2001_A.pdf M_DATA_STORE\NMR\1\NCC_DWM_N	Request Notification of Receipt
reate NMR⊻iew	Existing 🖉 Print	Email     Email Properties       NMR ID: 1     Account: MDEM05.9

#### NMR Document Format

See next page for a sample of the NMR Document format.

Comput	ing PC Or	BOX 209 egon City, one: 503.6	96 OR 9704	100		g, Inc.				
		N	on-Co	nform	ing Ma	terial Rep	ort			
Part Numb	ег:			Part	t Revision:			NMR#		
Part Descripti	Part Description:			Insj	pected By:		Warehouse:			
Supplier Na	ne:			Ins	pect Date:		Source Type:			
Mfg. Dates/Sh	ifts				Shift:		Sou	Source Trans#		
Specific Cavit	ies:				Mold Id:		Qt	y Rejected:		
Detected Whe	en?				Location:			Part Cost:		
			PF	ROBLEN	I DESCI	RIPTION				
Problem Desci										
Fest Definition										
Containment # Affects Euroti										
Affects Function		Descripti	on.				Comment	6		
Defect Code		Descript					Comment	3		
			MA	TERIAL	REVIE	W BOARD				
Date	ate Qty Dispositio			n Reason					Status	
				AP.	PROVA	L				
Reviewer 1	√ame	Notified	Review	ewed Decision		Com	ments			
					TUDNE					
RGA# RGA Date		Debit I	Memo	KI DM Date	ETURNS Qty		Reason		Credit / Replace	
RGA#					1.00	ICCHJOII				
RGA#				FOI	LOW-U	J <b>P</b>				
RGA#	ECR? ECR#			WO#		Return?				
RGA# ECR?	0 M T			Rework Hours:		Charge Back\$				
	CAR#			Rework Cost:		Account#				
ECR? CAR?	CAR# SCAR#									
ECR? CAR? SCAR?										
ECR?										

## **Supplier Corrective Action Request (SCAR)**

The Non-Conformance / Corrective Action Notice is a two-way communication device used when defective parts are received from a Supplier. The primary functions are:

- Formally notify the Supplier when defects are discovered
- Obtain Supplier Feedback
- Perform a final review to determine the impact on the Supplier's Performance Rating.
- Retain the SCAR document in a Data Store for future reference.

<b>&amp;</b> Supplier Corrective Action Request					
File Edit View Tools Help					
	M • ?				
1. Search Options 2. Search Results	3. View/Create 4. Inspection 5. Notify Supplier 6. F	Review/Finalize 7. Returns			
PO Number:	Part Number:	Status: New Final Open Cancelled			
QA / NMR#	Manufacturer:	Pending     Inspection Date:			
WO Number: QA Spec Code:	Lot Number: Buyer: (All)	Start Date         07/29/11           End Date         07/29/11			
Product Class: (All)	Whse: (All)	Supplier Notified Start Date 07/29/11 End Date 07/29/11			
Search Sets:       Save       Save         Clear       Account: MDEM05.9					

The main screen is comprised of seven tabs:

1. Search Options Locate SCAR records using a variety of search criteria.

2. Search Results View a list of SCAR records in spreadsheet form.

- 3. View / Create View details from the associated Purchase Order line item.
- 4. Inspection Entry of details regarding non-conforming material.
- 5. Notify Supplier View and update Supplier's contact information, and their response to this notice.
- 6. Review/Finalize Determine whether Supplier is at fault and enter Reviewer's comments.
- 7. Returns Update Reason Codes on debit memos for the selected line item.

Use the Search Options and Search Results tabs to locate existing SCAR records in your database. The remaining tabs are used to view and update a specific SCAR record. A *Navigator Bar* on the upper right corner of the screen allows you to scroll through a list of selected records.

To create a new record, choose the "New / Open" option from the *File* menu. You may also use this option to open an existing record if you know the SCAR record identifier. For convenience, a button at the bottom of tabs 3-5 is also available to invoke the "New / Open" option.

The SCAR record must be associated to a specific Purchase Order and Line Item Number. If your company uses the Quality Control module, a QA Identifier may also be specified. When a QA Identifier is entered, details about the inspection are automatically copied to the SCAR. Additional information about the problem or defect may be entered using the *Inspection* tab.

Enter the Supplier's contact information on the *Notify Supplier* tab. Click the "Word Doc" button on the bottom of tabs 2-5 to generate the SCAR as a Microsoft Word Document, and optionally a PDF file, and save it the BWB Data Store. Once produced, the SCAR document may be emailed to the Supplier. When the document is emailed, a list individuals may be automatically copied, according to the options entered in the System Administration screen.

The Supplier may respond by traditional means (phone, email, etc.) or they may visit the Supplier Portal web site to enter comments regarding the SCAR. Once the Supplier's comments are entered, the status of the SCAR changes to "Pending Final Review".

Verify the Reason Code (which determines fault) and change the status to "Final" to close the SCAR.

#### **Search Options**

You may fill in as many fields as desired to narrow your search. If you leave a field blank, it will be ignored. Wildcard features are supported for all text fields. Click the "Search" button at the bottom of the screen, and the qualifying records will be displayed on the *Search Results* tab.

#### Search Sets

The **Search Set** commands at the bottom of the screen allow each user to name and save their favorite search options. Select an existing Search Set from the drop-down list, or simply type a description to name a new Search Set.

Click the **Save** button to save the settings for the named Search Set. Click the **Load** button to recall the saved settings. Click the **Remove** button to permanently delete the Search Set from the list.

Check the **Save Dates** box if you want the system to remember dates when settings are saved. If this box is unchecked, all date fields will default to the current date.

## Search Results

Edit	View Too			· · ·	101					
- Cor					·	nanantian	E. Matifu Cu	nation C. Do	N North Strate	ize 7. Returns
. 588	ICN Uptions	s 2. 56an		3. VIEW/U	Jeate   4. I	nspection	o. Notity Su	pplier   6. ne	view/rinal	
	PO# 🛇	PO LI 👌	Seq# 👌	QA/ NMR# ◊	Receipt Number ♦	Status 👌	Entry Date ♦	Supplier 👌	Supplier ≬ ID ◊	Supplier Name 🚊
1	117	1	1			Pending	01/01/11	01/01/11	l	MATTHEW'S MACHINI
2	52	1	1	1	52.1	Final	03/11/05	03/11/05	345	ACME NAMEPLATES
3	7	1	1			Pending	05/04/11	05/04/11	l	MATTHEW'S MACHINI
4	138	1	1	6	138.1	Final	07/18/05	07/26/05	5	COMPUFACT
										₹
					L.	🝰 Open	1			

Columns Included in Search Results:

PO#	Purchase Order Number.
PO LI	Purchase Order Line Item Number.
Seq#	Each SCAR is uniquely identified by the Purchase Order Number, PO Line Number, and a system assigned Sequence Number.
QA / NMR#	The QA record identifier, which is also the identifier of the internal Non- Conforming Material Report (NMR).
Receipt Number	The Receipt Number from the QA record is displayed.
Status	The Status may be set to one of the following:
	New, Notice Not Sent (N) Open, Supplier Notified (O) Pending Final Review (P) Final Review Complete (F) Cancelled (X)
Entry Date	Open, Supplier Notified (O) Pending Final Review (P) Final Review Complete (F)

Supplier ID	The identifier of the VENDOR file.
Supplier Name	The Supplier's company name.
Warehouse	The Warehouse where the parts were originally received.
Buyer	The name of the Buyer who placed the Purchase Order.
Work Order#	The Work Order number used to rework or repair the defective parts.
Part Number	The Part Number from the Purchase Order line item.
Description	The Part Description from the Purchase Order line item.
Disposition	The Disposition Code determines the action to be taken (Return to Supplier, Scrap, Use As Is, etc.).
Reason	The Reason Code (also known as the QA Code) indicates whether or not the Supplier is at fault.
Supplier Fault	Yes or No as indicated by the Reason Code.
Reject Qty	The total quantity reported as defective.
Return Qty	The number of units returned to the Supplier via a debit memo.
Used As Is Qty	The number of non-conforming or defective units that were not returned.
Inspected by	The name of the person who performed the inspection.

#### View or Create a SCAR

If you have used the search feature to produce a list of Supplier Corrective Action Requests on the Results tab, you may use the navigator bar on the upper right corner of the screen to scroll through the list. If you wish to create a new SCAR, click the **New / Open** button at the bottom of the screen.

📤 Supplier Corrective Action Re	quest				
File Edit View Tools Help					
		▲ 2 of 7 ► ►			
1. Search Options 2. Search Re	sults 3. View/Create 4. Inspection 5. Notify	Supplier 6. Review/Finalize 7. Returns			
P0 Number: 52	Part Number: 2001	Supplier Code: 1345			
PO Line: 1	Rev:	Supplier Name: ACME NAMEPLATES			
Seq# 1	Description: HOUSING, MOTOR MACHINED	Warehouse: MAGNA MOTORS MAIN			
QA / NMR# 1		Buyer: Perri Clark (PC)			
Receipt# 52.1	Manufacturer:	Order Type: 1			
Receipt LI: 1	Mfg. Part #	Location STK-1			
QA Spec: 20R	Product Class: C	Project#			
QA Lot Qty: 10	Sub Class: 9	Lot Number:			
Save     New / Open     Save + New       Ready     SCAR ID: 52*1*1     Account: MDEM05.9					

Information on this screen includes:

PO Number	Purchase Order Number.
Line Number	Purchase Order Line Item Number.
Sequence Number	Each SCAR is uniquely identified by the Purchase Order Number, PO Line Number, and a system assigned Sequence Number.
QA / NMR#	The QA record identifier, which is also the identifier of the internal Non- Conforming Material Report (NMR).
Receipt Number	The Receipt Number from the QA record is displayed.
Receipt Line Number	The Receipt Line Item Number from the QA record is displayed.
QA Spec Code	The QA Specification Code from the QA record. This Code defines the inspection requirements for the part, including the Sampling Plan.
-------------------------------	--
QA Lot Quantity	The total quantity received.
Part Number	Part Number from the Purchase Order Line Item.
Part Revision	Part Revision Level from the Purchase Order Line Item.
Description	Part Description from the Purchase Order Line Item.
Manufacturer	The Manufacturer's Name from the RECEIPTS record.
Manufacturer's Part Number	The Manufacturer's Part Number from the RECEIPTS record.
Product Class	Product Classification code from the PARTS master file.
Product Sub-Class	Product Sub-Class code from the PARTS master file.
Supplier Number	Identifier of the VENDOR file.
Supplier Name	The Supplier's company name.
Warehouse	The Warehouse where the parts were originally received.
Buyer	The name of the Buyer who placed the Purchase Order.
Order Type	Order Type from the Purchase Order line item.
Location	Receiving inventory location.
Project Number	Project Number from the Purchase Order line item.
Lot Number	The Inventory Lot Number from the QA record.

#### Creating a New SCAR

Click the New/Open button at the bottom of the screen to create a new Supplier Corrective Action Request.

Create / Open SCAR	
QA / NMR#	25
PO Number:	117
PO Line:	1 -
Sequence#	(New)
<u> </u>	× Cancel

Information on this dialog includes:

- QA / NMR# Optionally, you may associate the SCAR to an existing QA Identifier, which is the same as the internal Non-Conforming Material Report Number. If entered, the system displays the Purchase Order and Line Number automatically.
- PO Number If you do not wish to associate this SCAR to a specific QA record, enter the Purchase Order Number instead. The browse button next to the PO Number prompt provides a search screen for locating the Purchase Order and Line Item Number.
- PO Line Select the Purchase Order Line Number this SCAR applies to. If you entered a QA Identifier, this entry is not required.
- Sequence# If one or more SCAR records have already been entered for this PO and Line Number, you may select a Sequence Number from the drop-down list to open an existing record.

# Inspection

The *Inspection* tab is used to enter details about the non-conforming material.

📥 Supplier Corrective Action Request		
File Edit View Tools Help		
D 🖬 🗃 🖶 🛦 🛍 🗊 🔳 🗷 🛤 - 🤋	<b>I 4</b> 2 of 4 <b>→</b>	
1. Search Options 2. Search Results 3. View/Create 4. Inspe	ection 5. Notify Supplier 6. Review/Finalize 7. Returns	
Inspect Date: 03/11/05	Defect Codes:	
Qty Rejected: 5.00	Defect Type 👌 Description	
Inspect By: John Smith (JSMITH)	1 Paint Color/Qualtity ( Vrong color	
Notice Prepared By: Mary Jones		
Preparer's Email: mjones@mycompany.com		
Internal Notes:	Problem / Defect Description:	
Supplier is slow to replay to email and phone calls. Parts are blue, should be green.		
L.	l'	
Save <u>New/Open</u>	Save+New WordDoc	
Ready, Save Pending	SCAR ID: 52*1*1 Account: MDEM05.9	

Information on this screen includes:

Inspection Date	Select the date that the inspection took place
Qty Rejected	The total quantity of rejected or non-conforming parts.
Inspected By	Enter the name of the inspector
Preparer's Name	Name of the individual preparing the SCAR
Preparer's Email	Email address of the individual preparing the SCAR
Internal Notes	These notes do not print on any external documents.
Defect Code	Select the Defect Code from the drop-down window. Multiple defect Codes may be entered. Note, Defect Codes and Descriptions are entered using the System Administration screen accessible from the Tools menu.
Defect Code Description	The Defect Code Description is displayed, and may be modified if desired.

Problem / Defect Description Free-form multi-line text.

# **Notify Supplier**

🚔 Supplier Corrective Action Request			
File Edit View Tools Help			
	<b>I</b> ◀ 2 of 4		
1. Search Options 2. Search Results 3. View/Create 4. Inspec	ction 5. Notify Supplier 6. Review/Finalize 7. Returns		
Supplier Notified Via: Email (E) Date Notified: 03/02/05 Reply Due: 03/07/05 Supplier Responded Via: Fax (F) Response Date: 03/11/05	Contact Name:       Fred Fickle         Telephone:       (213) 555-1234         Fax#       (213) 555-1236         Email Address:       ffickle@thesupplier.com		
Root Cause:       Corrective Action:       Action Effective:       03/14/05         Administrative error when Purchase Order was received.       Please return the parts for immediate replacement.			
Save       Beady, Save Pending	SCAR ID: 52*1*1 Account: MDEM05.9		

Information on this screen includes:

Supplier Notified Via	Select one of the following options from the drop-down list: Not Notified, Email, Fax, Mail, Phone / In Person
Supplier Notified Date	The date the Supplier was notified.
Reply Due	The Supplier is expected to reply on or before this date. The value defaults to the Supplier Notified Date plus 5 days.
Supplier Responded Via	Select one of the following options from the drop-down list: Not Notified, Email, Fax, Mail, Phone / In Person. If the Supplier responded via the Supplier Portal Web Site, this information is updated automatically.

Supplier Response Date	The date the Supplier responded. If the Supplier responded via the Supplier Portal Web Site, this information is updated automatically.
Supplier Contact Name	The name of the person who will respond to the SCAR.
Contact Phone	The phone number of the Supplier Contact. This information initially defaults from the VENDOR file.
Contract Fax	The fax number of the Supplier Contact. This information initially defaults from the VENDOR file.
Contact Email	The email address of the Supplier Contact. This information initially defaults from the VENDOR file.
Root Cause	The Supplier's explanation as to the root cause of the problem or defect. If the Supplier responded via the Supplier Portal Web Site, this information is updated automatically.
Corrective Action	The corrective action proposed by the Supplier. If the Supplier responded via the Supplier Portal Web Site, this information is updated automatically.
Action Effective Date	The date the Corrective Action is to be put into affect. If the Supplier responded via the Supplier Portal Web Site, this information is updated automatically.

# **Review / Finalize**

4	Supplier Corrective Action R	lequest				
F	File Edit View Tools Help					
[	] 🖬 🛛 🕭 🖪 🕷 🗉					2 of 4
	1. Search Options 2. Search F	}esults∫ 3. View/Crea	te 4. Insp	ection 5. Notify Supplier	6. Review/Finalize	7. Returns
				V/at-Order		
	Status: Final Revi	ew Complete (F)	<b>_</b>	Work Order:		
	Disposition: RETURN	TO VENDOR (RTV)	•	Repair Hours:		
	Reason: Supplier's	Fault (Y)	•	Charge Back\$	50.00	
	Supplier's Fault: Yes	1		Charge Back Acct#	01.123.4567	
	Debit Memo: 52.5	•		Reviewer's Notes: Parts Returned to Supplier	for replacement	
	Qty Returned: 5					
	Qty Used As Is:					
	J					
	<b>Save</b>	🗋 <u>N</u> ew/Open		🔛 Save+New		WordDoc
R	leady, Save Pending				SCAR ID: 52*1*1 Acc	count: MDEM05.9

#### Information on this screen includes:

Status	The Status may be set to one of the following:
	New, Notice Not Sent (N)
	Open, Supplier Notified (O)
	Pending Final Review (P)
	Final Review Complete (F)
	Cancelled (X)
Disposition Code	Disposition Codes are stored in Manfact's DISPCODE file, and describe the action to be taken. For example, Return to Supplier, Scrap, Use As Is, etc.
Reason Code	Reason Codes are stored in Manfact's QA.CODE file. A flag on the QA.CODE record indicates whether or not the Supplier is at fault.
Supplier's Fault	The system displays Yes or No based on the Reason Code. If you wish to change this value, you must change the Reason Code.
Debit Memo Id	If the SCAR is related to a Debit Memo, select the Debit Memo from the drop down list

Qty Returned	If a Debit Memo is entered, the quantity is displayed and may not be updated	
Qty Used As Is	The number of defective units that will not be returned to the Supplier. For example, they may be reworked, scrapped, or used for an alternate purpose.	
	If the Reason Code entered indicates the Supplier is at fault, entry of a Quantity in this field will have a negative impact on the Supplier Performance Rating.	
Work Order Number	Enter the identifier of the Work Order used to make repairs (optional).	
Est. In-House Repair Hours	Enter the estimated time required to perform the repair (optional).	
Supplier Charge Back	Amount to be charged back to the Supplier (optional).	
Account Number	G/L Account Number for Charge Back (optional).	
Reviewer's Notes	The Reviewer's comments will print on the SCAR document.	

# Returns

The *Returns* screen displays a list of all returns to the Supplier for the selected line item.

🚔 Supplier Corrective Action Request	
File Edit View Tools Help	
	<b>I I</b> 2 of 7 <b>I I</b>
1. Search Options 2. Search Results 3. View/Create 4. Inspection 5. Notify Supplier 6. Review	w/Finalize 7. Returns
PO Number: 52 Qty Ordered: 10 Returned for Replace: 5	Awaiting Inspect: 0
PO Line: 1 Qty Received 15 Returned for Credit: 0	Total Rejected: 5
Balance Due: 0 Other Rejects/Used As Is: 0	Reject % 33.33%
Returns to Supplier:	
	redit / eplace
1 52.5 1 02/01/04 5 Supplier's Fault (Y) 🗸 🔤 Rep	lace
Save     New / Open       Ready     SCAR ID: 1	₩ word Doc

# NorthClark Computing, Inc.

The information included on this screen includes:

PO Number	The Purchase Order Number this SCAR applies to.
PO Line	Purchase Order Line Number.
Qty Ordered	Total PO Line Item Order Quantity
Qty Received	Total Quantity Received on this Purchase Order Line Item
Balance Due	Balance Due from Supplier
Returned for Replacement	Quantity returned to the supplier for replacement.
Returned for Credit	Quantity returned to the supplier for credit.
Rejects Used As Is	Qty Rejected but Not Returned.
Awaiting Inspection	Quantity received against this PO Line Item, but not yet inspected.
Total Rejected	The greater of Quantity Rejected using the Quality Control Module, or total returns via Debit Memo.
Rejected %	Total Quantity Rejected / Total Quantity Received
List of Returns to Supplier:	
Debit Memo Number	Identifier of the RECEIPTS file.
Return Date	Debit Memo Date
Qty	Quantity Returned
Reason Code	QA Code Assigned to the Return, determines Supplier's fault. If you change the Reason Code, the Supplier's Performance Rating will be updated accordingly.
Supplier's Fault?	If checked, this transaction will have a negative impact on the Supplier's Performance Rating.
Error Correct?	If checked, indicates that this is an error correction only. Reduces the Total Quantity Received for Supplier Performance Rating calculation purposes.
Credit / Replace	Returns for replacement increase the Balance Due, returns for credit do not.

# Print or Email the Supplier Corrective Action Request

Use this screen to generate a Microsoft Word Document, and optionally a PDF file, and store the document in the BWB Data Store. Once produced, you may email the document directly to the Supplier along with any desired attachments.

🐣 Create / Email Supplier Corrective Action Request	
1. Options 2. Email Settings	
Word Template Path: \\Pc-7-w2kpro\c\BWB_Data_Store\Templates\	Display Word Document When Created
Word Template Name:	Print Word Doc Automatically When Created
SCAR.DOT	E-mail Word Doc Automatically When Created
Save SCAR in Folder Name: \\Pc-7-w2kpro\BWB_Data_Store\MDEM05.9\SCARs	Create PDF When Word Doc Posted (Local)
SCAR Document Name: SCAR_52_1_1.doc	Create PDF When Word Doc Posted (Server)
Last Created:	Supplier Notified:
Date:	Method: Email (E)
Time: Time:	Date: 03/11/05 -
👿 <u>C</u> reate Notice 🔍 <u>V</u> iew Existing 🛃 <u>P</u> rin	t 😽 E <u>m</u> ail 📑 <u>E</u> mail Properties
	SCAR ID: 52*1*1 Account: MDEM05.9

📤 Create / Email Supplier Corrective	e Action Request	
1. Options 2. Email Settings		
Email To: info@northclark.com	Email CC:	Blind CC: mjones@mycompany.com
Subject: New SCAR # 52-1-1		
If the Status is OPEN: response is entered with REJECTED SCAR will a	hed Supplier Corrective Action Request based Within 7 days, please visit our Website and res in 7 days, the FINAL Q/A Disposition will be c affect your quality rating. Your first method of re able to respond via the website, please email y	pond to the SCAR. If no oded as REJECTED. A sponse should be through the
X:\BWB_Data_Store\C	ompany_Documents\SUPPLIER_HANDBOO ompany_Documents\CONFIDENTIALITY.PDI ompany_Documents\HOURS.PDF	
	Request Notification of Receipt	
<u>₩</u> <u>C</u> reate Notice <u>Q</u> <u>V</u> ie <del>w</del>		CAR ID: 52*1*1 Account: MDEM05.9

SCAR Sample Document

See sample on next page.

Computing

# NorthClark NorthClark Computing, Inc.

PO BOX 2096 Oregon City, OR 97045 Phone: 503.632.5671

#### **Supplier Corrective Action Request**

Purchase Order#	117-1	NMR#	6
Supplier Name:	MATTHEW'S MACHINING	Inspect Date:	01/01/11
Supplier Contact:	Fred Fickle	Supplier Notified Date:	01/01/11
Notified By:	Phone/In Person	<b>Reply Due Date:</b>	01/06/11
Part Number:	2001	Part Revision:	С
Part Description:	HOUSING, MOTOR MACHINED	Quantity Rejected:	5
Inspected By:	Albert Wright	Quantity Returned:	1
Prepared By:	Perri Clark	Quantity Used As Is:	9
Preparer's Email:	perri@northclark.com	Estimated Repair Hours:	42.00

#### PROBLEM DESCRIPTION

The parts are the wrong color and the wrong size. They are not suitable for the intended application.

Defect Type	Notes
Paint Color/Qualtity (PT)	Wrong Color
Dimensional Issue (110)	Wrong size

SUPPLIER COMMENTS				
Responded By:	Phone/In Person	Respond Date: 08/11/11	Effective Date: 08/12/11	
Root Cause:	This was a clerical er received and entered	rror that occurred when the H into our system.	Purchase Order was	
Corrective Action:		ts for immediate replacemen entry validation procedures		

#### QUALITY MANAGEMENT REVIEW

Disposition: Reason:	RETURN TO VENDOR Supplier's Fault	Status: Final Review Complete
Comments:	This is the third time this has happ Supplier's performance rating will	

Page 1 of 1

# **Data Warehouse Management**

The Quality Control and Supplier Corrective Action Request modules rely on the following Data Stores:

- Part Drawings and Blueprints
- Q/A Specifications
- Non-Conforming Material Requests
- Supplier Corrective Action Requests (BWB Data Store)

The System Administration function is used to define the location on your network where each Data Store resides.

This example illustrates a view of the Parts Data Store for Record Identifier: 2001. Note that with the exception of the titles, the format of this screen, and the options available, are the same for all Data Stores.

👂 Parts / Bills of Material	
Part# 2001	🔲 <u>K</u> eep On Top
Desc:	Explore Folder
<ul> <li>2001 - Inspection History.xls</li> <li>2001 - Inspection Instructions.txt</li> <li>NCC_DWM_NOTES_QA_2001.txt</li> </ul>	Add
	<u>D</u> elete
	<u>R</u> ename
	<u>O</u> pen
	Print
Check All Refresh	Close
Click Here to Edit Notes	
PARTS Notes File Created for 2001 on 08/09/11	<ul><li></li></ul>

Information on this Screen:

Record Identifier Part Number, QA, or SCAR Record Identifier

Description Part Description or Part Number

# NorthClark Computing, Inc.

File List	A list of files currently contained in this Data Store is displayed. Use the checkboxes to select multiple items to Open, Print, or Delete.
Keep on Top	Check this box to keep the Data Store View on top of other Windows on your desktop, so it stays visible.
Explore Folder	Click this button to launch an instance of Windows Explorer, open at the current Data Store Folder. If desired, you can copy/paste or drag-n-drop to copy files from the Explorer Window to the Data Store View File List. This option is recommended for advanced users.
Add	A dialog is displayed allowing you to browse your computer network for files to be added to the Data Store.
Delete	Choose this option to delete one or more selected files. Note, when a file is deleted from the Data Store, it is moved to a folder called "Backup Files" where it may be retrieved using Windows Explorer, if needed. The name of the file will be changed to reflect the date and time it was saved, so multiple copies of the same file may exist in Backup Files.
Rename	Choose this option to Rename the <i>highlighted</i> file. A box will be displayed allowing you to edit or type over the existing file name.
Open	The program attempts to open the selected file(s) by launching the application associated with the file extension.
Print	The program attempts to print the selected file(s) by launching the application associated with the file extension.
Close	Closes the Data Store View.
Check All	Selects all the files in the list.
Uncheck All	Deselects all the files in the list.
Refresh	Redisplays the file list and Notes with currently information from the Data Store folder.
Splitter Control	The white horizontal bar in the center of the screen allows you to adjust the size of the top and bottom panels.
Edit Notes	Click this button to edit the Notes file for this Data Store. If the text file does not exist, the program will create it automatically.
Notes Display	The system displays the Notes from the text file.

### Part Data Warehouse

This function may be accessed from the Tools Menu, or from the Inspection tab on the QA screen. It is used to locate drawings and blueprints in the Part Data Warehouse.

## Q/A Data Warehouse

This function may be accessed from the Tools Menu, or from the Inspection tab on the QA screen. It is used to locate files in the Q/A Data Warehouse associated with a Part Number.

## NMR Data Warehouse

This function may be accessed from the Tools Menu, or from the NMR tab on the QA screen. It is used to locate files attached to a Non-Conforming Material Report.

# **Supplier Portal Web Site**

The Supplier Portal Web Site allows authorized guests to interact with the Purchasing and Supplier Quality organization.

NorthClark Computing	Supplie	r Portal
Location Information	Company History	Company Principle
This site is designed to work with Internet Ex	Login plorer or Netscape versions 4.0 or gra Terms of Use Privacy Policy	eater, and is best viewed at 800x600.
UserName: Password: Login Please	This site was developed strengthen supplier relations	d to improve efficiency and tionships.

The Main Menu is displayed upon successful login:



### **Supplier Response to Corrective Action Request (SCAR)**

Upon receipt of a Supplier Corrective Action Request (SCAR), the Supplier may visit the Supplier Portal Web Site to enter their response. The Search Screen allows the Supplier to locate the desired record.

			sc	AR Sear	ch - MA	TTHEV	V'S MAC	HII	NING	
Main Me	enu Searc	:h								
					Sear	ch Criteria	1			
F	PO Number			Status		SC/	AR Date		Sort By	Sort Order
P	'art Number		0			From:			<ul> <li>SCAR Date</li> <li>PO Number</li> <li>Part Number</li> </ul>	<ul> <li>Ascending</li> <li>Descending</li> </ul>
					Sear	ch Results	;			
PO Number	PO Line Number	SCAP Numb		SCAR Date	Status	Buyer	Part Number		art escription	
7	1		1	05/04/11	Pending		3507	I - BEAM STEEL 3 X 4 X 2		
117	1		1	01/01/11	Open	PC	2001	HOUSING, MOTOR MACHINED		
	Showing 1 to 2 of 2 matches									

The Supplier clicks on the "SCAR Number" link to open a record to view or update.

	SCAR Edit - MATTHEW'S MACHINING										
Main Menu		Return to SCAI	R Search	ו							
PO Number:	117	Inspection Date:	nspection Date: 01/01/11 Quantity Inspected: 5 Part Number: 2001								
PO Line:	1	Inspected By:	AWRIGHT	Quantity Returned:	1	Part Description:	HOUSING, MOTOR MACHINED				
SCAR:	1	Buyer:	PC	Quantity Repaired / Used As-Is:	9	Part Revision:	C				
Defect Type				Notes							
PT	Wror	ıg Color									
110	Wror	ig size									
				Details of Non-Conforming Ite	m						
The parts are	the w	rong color and the	wrong size.	They are not suitable for the inten	ideo	d application.					
				MATTHEW'S MACHINING Comr	men	nts					
Root Ca	Root Cause. This was a clerical error that occurred when the Purchase Order was received and entered into our system.										
Corrective Action: Please return the parts for immediate replacement. We have implemented new Purchase Order entry validation procedures to ensure this does not happen in the future.											
Effective [	Date:	08/12/11									
Submit Co	mmen	ts									

The SCAR Edit Page allows the Supplier to submit their comments:

When the Supplier responds, an email notification is sent to the person who prepared the SCAR, and to the list of individuals who were copied when the SCAR was originally transmitted.

## NMR Disposition Approval Page

This page is available for internal personnel to approve or reject the disposition of a Non-Conforming Material Report (NMR). When the disposition of an NMR is entered, an email notification is sent to the individuals who are asked to approve the proposed action (return to Supplier, use as is, etc.), along with a copy of the NMR document. A link in the email message will direct the user to the NMR Disposition Approval page.

This page is not available to Suppliers, and it cannot be accessed directly from an Internet browser. A unique serial number embedded in the email message ensures that the page can only be accessed by the intended party. Information on this screen includes:

NorthClark Computing NMR Approval				
Ap	oproval for NMR# 2 - Reviewer Perri Clark			
	lf you are not Perri Clark Please click <u>here</u>			
Supplier:	ACME NAMEPLATES (1345)			
Part Number:	2002			
Part Rev:				
Part Description:	ROTOR ASSEMBLY			
Disposition:	RETURN TO VENDOR (RTV)			
Quantity:	5			
Approve/Refuse:	<ul> <li>Approve</li> <li>Refuse</li> </ul>			
Comments:				

If you are not [Reviewer's Name], click here. (closes the web page)

NMR# The QA Record Identifier

# NorthClark Computing, Inc.

Supplier	Supplier Name and Identifier.
Part Number	The identifier of the Part on the QA record.
Part Description	25 character description.
Part Revision	The Revision Level of the Part on the QA record.
Disposition	Description of the proposed action (return to supplier, use as is, etc.)
Quantity	The number of units on this Disposition.
Approve	Click this button to Approve the Disposition.
Reject	Click this button to Reject the Disposition.
Comments	Comments may be entered by the Approver.

# **Data Entry and Maintenance**

### **Deviation Authorization**

Use this procedure to document an allowable deviation from established Quality Assurance specifications and/or procedures. This data is for information purposes only, and does not impact the user's ability to accept or reject a given QA lot.

Authorized users may create and update Deviation records using this procedures (please refer to the Security section for more information). Inspectors and other non-administrative personnel may use this procedure for inquiry purposes.

#### Search Options

The Search tab allows you to locate QA Deviation records using a variety of search criteria.

🔜 Deviation Authorization	
File Edit View Tools Help	
	I   1 of 4 ► ►
1. Search 2. Results 3. Detail	
Deviction Munchen	Authorized Date:
Deviation Number:	
	Start Date 01/01/12
Part Number:	End Date 01/01/12 💌
🍰 Use Last Parts Query Results	,
Supplier:	Expiration Date:
	Start Date 01/01/12 👻
	End Date 01/01/12 💌
Authorized By:	
Search Sets:	1 — Save
🙀 Search 🗋 Clear	Save Save Remove
Ready	Account: MDEM05.9

### Search Results

This tab displays a list of QA Deviation records meeting your search criteria. To open a record for updating, double-click on the row header, or highlight a row and click the Open button.

🔡 De	🗄 Deviation Authorization									
File	Edit View To	ols Help								
	- 84	🖻 🐰 💼	III Q 🚧 - 🢡			M	•			
1. Se	arch 2. Result	s 3. Detail								
	Deviation # ◊	Part Number ◊	Part Description	Part Rev ≬	Supplier 👌	Supplier Name 🛛 🛇	Authorized By 💧	Autł		
1	1	3505	NAME/RATING PLATE	A	1	MATTHEW'S MACHINING	CLARKP	12/3		
2	2	2001	HOUSING, MOTOR MACHINED	В	2	AMPEX FASTENERS INC	ADMINISTRATOR	01/0		
3	3	XTR500	POWER DRIVE ASSY.	С	3	ARMEN SUPPLY COMPANY	GaryClark	01/0		
4	4	4505	WASHER FOR BOLT 4503	×	4	B.D.P. CORPORATION	ADMINISTRATOR	01/0		
	😂 Open									
Ready							Account: MDEMI	05.9		

#### Detail

Use this tab to create or update a QA Deviation record.

💀 Deviation Authori	zation			
File Edit View Tools	Help			
🗅 日 🛛 🛎 🖻	🔏 💼 🔍 🏘 - 🦻			1 of 4 🕨 🕨
1. Search 2. Results 🤇	3. Detail			
Deviation Number:	1	Authorized By: Perri Clark	(CLARKP)	•
Part Number:	3505	Authorized Date: 12/31/11	•	
	NAME/RATING PLATE	Expiration Date: 01/31/12	•	
Part Revision:	A	Max. Quantity: 100		
Supplier:	1	Notes:		
	MATTHEW'S MACHINING	OK to use blue instead of red.		
,				
		<b>S</b> ave		
Ready, Save Message			Acco	unt: MDEM05.9

Use the navigator bar on the upper-right corner of the screen to scroll through the list of QA Deviation records you have selected, or enter the desired record identifier at the Deviation Number prompt.

#### Assigning Deviation Numbers

Click the [New] button to start a new record. The system will assign the next sequential Deviation Number when the record is saved. If you enter a Deviation Number that does not exist, an error message is displayed, then the system asks you if you want to create it. This feature may be useful for entering Deviations that were generated prior to implementing the NorthClark system.

#### Prompts on this Screen

You must enter a Part Number, Authorization Date, and Expiration Date. All other prompts are optional.

## **Parts Master Update**

The Q/A Parts Master Update screen is accessible from the Data Entry menu on the Main screen.

4	Q/A I	Parts Mast	er Update							
Fi	le Edit	: View Too	ols Help							
С	) 🖬		B 🐰 💼 💷 🔍	Ξ <u></u> Ξ α	M - 🤋					
		ch Criteria —							Jse Last Parts Query Results	
	Pa	art Number:			Make/Buy	<sup>x</sup> Buy	- 4	<u> </u>		
	9	Spec Code:	100E	0	Q/A Required	t: (All)	- D	<u>C</u>	lear 🏼 🏘 Search	
		1	1	1	1	Q/A				
		Part Number ∛	> Part Description	≬ Make ≬ /Buy ≬	Q/A Req'd? ◊	Spec ≬ Code	Inspect Level	$\diamond$	Q/A Notes	
	1	3501MS	CASTING, STATOR	Buy	<b>V</b>	100E	Normal (N)	~	QA Comments go here. Another line of QA Comments	
	2	3503MS	CASTING, STATOR	Buy	<ul> <li>Image: A set of the set of the</li></ul>	100E	Tightened (T)	~		
	3	3505MS	CASTING, STATOR	Buy	<ul> <li>Image: A set of the set of the</li></ul>	100E	Reduced (R)	~		
	4	3508MS	CASTING, STATOR	Buy	<ul> <li>Image: A set of the set of the</li></ul>	100E	Normal (N)	~		
	5	4502MS	CASTING, STATOR	Buy	<ul> <li>Image: A set of the set of the</li></ul>	100E	Normal (N)	~		
	6							~		-
	Save       ∑ancel         Update PARTSDTL for These Cost Groups:       AC         AVG       AVG									
Re	eady								Account: MDEM0	05.9 🛛 🏒

This prompts at the top of the screen allow you to search for a list of Manfact PARTS records to be updated. To use this feature, enter the desired filters and then click the [Search] button.

Clicking the browse button next to the Part Number prompt will initiate the NorthClark Part Number Search Query, which offers more extensive search features. Click the [Use Last Parts Query Results] button to copy the list of Part Numbers from your last search into the list below.

If you wish to update a specific Part Number, simply type it into the blank row at the bottom of the spreadsheet. Note, you may only enter existing Part Numbers. New records may not be created using this procedure.

In the Manfact system, the "QA Required" flag exists in both the PARTS and PARTSDTL files. The flag in the PARTSDTL file allows you to enter a different value for each "Cost Group", while the flag in the PARTS file serves as a default value. The check box list at the bottom of the screen let's you choose the Cost Groups that should be updated. Most companies have only one Cost Group, and under these circumstances, the box should always be checked.

Once you have entered a Part Number into the spreadsheet, or loaded a list of Part Numbers using the Search features, you may edit the Q/A related fields. Click the [Save] button to post your changes to Manfact.

The columns on this screen include:

Part Number	This entry must exist on the Manfact PARTS master file.
Description	This Part Description is displayed by the system and may not be updated.
Make / Buy	The Make/Buy flag is displayed by the system and may not be updated.
QA Required?	Check this box if this Part Number normally requires inspection upon receipt, even if inspection may be bypassed based on "Skip Lot" parameters. Uncheck this box if the part <i>never</i> requires inspection.
QA Spec Code	Q/A Specification Codes define the rules for inspecting each type of part, including inspection steps, and optionally a statistical sampling plan. Please refer to the QA Specification Code entry topic for more information.
Inspection Level	The Inspection Level is used in Sampling Plan calculations. Valid entries are Normal, Reduced and Tightened. The value entered here is used only when an Inspection Level as not been entered for the Supplier using the Skip Lot Parameter entry screen.
QA Notes	Free form multi-line text.

# **QA Specification Codes**

In the Manfact system, the QA.SPEC.N procedure is used to define Quality Assurance Specification Codes, which can be assigned to parts via the PARTS.ALL procedure. Users who normally have access to Manfact's QA.SPEC.N procedure will be able to create, modify, and delete Q/A Specification Codes using the NCC\_QC program.

🐣 QA Specification (	Codes			
File Edit View Tools	Help			
D 🖃 🗙 📓 🎒	🖻 🔏 🖪 🔍 🗉 🗷 🚧 🢡			
Specification Code:	20R	Inspe	ection Steps:	
Type of Samplilng:	Test a Random Sample (R)		Step	
Sampling Plan:	Random Sample (S2-4.0)	1	VISUAL INSPECTION STRESS TEST	
% To Be Tested:	20	3		
Minimum Qty to Test:				
%=Total Rejection:	20			
Description:	Random Sample per spec S2-4.0.			
Test Definition:	Examine for physical defects, and then mount and run stress test for at least 1 hour.			▼
Ready			Account: MI	DEM05.9

Note: A QA.SPEC record may not be deleted if it is referenced on an existing QA record.

The fields below are available in addition to the information currently available in the Manfact version:

Specification Code:	A command button has been provided to allow access to the QA
	Specification Code Search screen.

Type of Sampling Options are: Test a Random Sample, or Test Each Piece.

Sampling Plan:	A drop-down list is provided to select from the list of available Sampling Plans. Note, this prompt is disabled if the Type of Sampling is not "Test a Random Sample"
	If a detailed Statistical Sampling Plan has been provided, the following prompts are disabled: % To Be Tested, Qty to Be Tested, %=Total Rejection.
% To Be Tested	If you have chosen Random Sampling, but do not wish to use a statistical Sampling Plan, enter the percentage of the total QA Lot Quantity to be tested.
Minimum Qty to Test	If you have chosen Random Sampling, but do not wish to use a statistical Sampling Plan, enter the minimum number of units to test. The Sample Size will be the greater of "% To Be Tested" or "Minimum Qty to Test".
% = Total Rejection	If you have chosen Random Sampling, but do not wish to use a statistical Sampling Plan, enter the Defect Rate (Failed Quantity / Sample Size) that will cause the entire QA Lot to fail.
Description	Free form text entry.
Test Definition	Free form text entry.
Inspection Steps:	This multi-valued prompt will allow the user to create a sequential list of steps that must be performed to complete the inspection process. When the Inspection Report is entered, the Inspector's Name and Inspection Date will be entered for each Inspection Step.

## **Sampling Plans**

Each Sampling Plan will have a table of values used to calculate the Sample Size required for each QA Lot, along with the Reject Quantity for both Normal, Tightened and Reduced Inspection Levels. For example:

🔺 s	iamp	ling Plans						
File	File Edit View Help							
D		× 🔳 🗧	) 🖻 🐰	<b>1</b>	रे≣≣	?		
		Sampling Plar	n: S2-4.0		•	Descrip	otion: Rand	lom Sample
	Plan D	etails:						
		Code	Lot Qty	Sample Size	Normal Reject Qty	Tightened Reject Qty	Reduced Reject Qty	
	1	A	25	2	1	1	1	
	2	В	150	3	1	1	1	
	3	С	1200	5	1	1	1	
	4	D	35000	8	1	1	2	
	5	E	9999999	13	2	1	3	
	6							
			<u>S</u> ave			:	× <u>C</u> los	
Read	ły							Account: MDEM05.9

The Specification Code assigned to the Part Number determines the Sampling Plan to use. The Inspection Level assigned to the QA record indicates Normal, Tightened, or Reduced. If the number of failures is greater than or equal to the Reject Quantity, the entire QA Lot will fail.

## **Skip Lot Inspection Parameters**

In the Manfact system, a flag in the PARTSDTL record determines whether or not the item will require quality inspection upon receipt. When this option is enabled, the part is automatically transferred to the Receiving Inspection location when the item is received against a Purchase Order. The NorthClark Quality Control module enhances this feature by allowing you to specify additional parameters used to determine when the part will require inspection.

<b>4</b> :	🛓 Skip Lot Inspection Parameters													
File	Edit	View To	ools Help											
			B 🖁	🖪 🔲 Q 🔳	× M	• 💡								
	Searc	ch Criteria												
		Part Nu	umber:			Manufactur	en					ar		
		Su	pplier:			Mfg. Part Numb	er:				<b>64</b> <u>S</u> ea	rch		
		×	Part Number	♦ Part Description ♦	Supplier Number	♦ Supplier < Name <	Mfg Code	\$	Mfg Part	Inspect	Level 🔇	Enable Skip Lot?	♦ # of Lots to Skip	
	1		2001	HOUSING, MO	1	MATTHEW'S	(ALL)	<b>~</b> (	ALL)	🗸 Normal (	N) 🗸		2	2
	2		4505	WASHER FOR	2	AMPEX FAS	r (ALL)	<b>~</b> (	ALL)	🗸 Tightene	ed (T) 🗸	<ul> <li>Image: A start of the start of</li></ul>	10	)
	3							*	•	×	~			
	Save To Manfact X Cancel													
Read	dy							_			_	Δ	ccount: MDEM	105.9 🛛 🔏

This screen is accessed from the Tools Menu and is used to define the "Skip Lot" inspection parameters for each Part Number, Supplier Number, Manufacturer and Manufacturer's Part Number combination. These parameters will be used to determine when a given receipt will be allowed to skip inspection.

#### Delete Checkbox

Check this box if you wish to permanently delete this record. This action causes the row to turn red. The record will be removed when you click the [Save] button.

#### Enable Skip Lot?

Check this box to allow inspection to be periodically bypassed for this Part Number, Supplier Number, Manufacturer and Manufacturer's Part Number combination.

#### # of Lots to Skip

Enter the number of times this item may skip inspection, after which inspection becomes mandatory for the next lot received.

#### Inspection Level

The Inspection Level is used in Sampling Plan calculations. Valid entries are Normal, Reduced and Tightened. If left blank, the Inspection Level indicated on the NCC\_PARTS file is used.

## **Create New Non-Inventory QA Record**

QA records are normally created automatically by the system when parts are received into a QA controlled location via a Purchase Order Receipt or a Stock transaction. However in some cases, it may be desirable to report a quality failure for items that are not currently in inventory. After creating a Non-Inventory QA record, you may enter Inspection results, generate a Non-Conforming Material Report (NMR) and record Disposition and Approval information. If a Vendor Number is supplied, the system will automatically update Vendor Performance statistics.

🖶 Create/Update Non-Inventory QA Record	
File Edit Tools Help	
D 🚘 🖬 🐚 🗶 💼 🎮 🤶	
QA / NMR# 53 Reference QA# 1 Reference REC# 52.1 QA Lot Qty: 10.00	QA Spec Code: 20R Sampling Plan: Inspection Level: Reduced (R) Sample Size: 2
Warehouse:       MAGNA MOTORS MAIN WHSE (W1 -         Part Number:       2001         Description:       HOUSING, MOTOR MACHINED         Revision:	Sample Reject Qty: 1 Comments: This is a non-inventory QA record. This is another line of text.
▶ew     Den       Ready, Save Message	Save     Close       Account: MDEM05.9     //

- Click the [New] button to clear the screen and begin entering data on a new record.
- Click the [Open] button to access a Non-Inventory QA record created previously. Note, you may not update Inventory type QA records using this screen.
- Click the [Save] button to save your work. The system will automatically assign a QA/NMR# to new records.
- Click the [Close] button to return to the Main screen. The last Non-Inventory QA record you just created or updated will automatically be displayed on the main screen, ready for your to add addition information and create the NMR document if desired.

# Tools

The options described in this section may be accessed from the Tools Menu.

### **Part Number Search**

The Part Number Search query helps you locate a Manfact Part Number using a variety of search criteria. This procedure is for inquiry purposes only, and does not allow records to be updated.

🚧 Part Number Search			
File Edit View Help			
1-Search         2-Results         3-Eng.         4-Plar	ning <u>5</u> -Material <u>6</u> -f	Purch 7-Mrk 8-On Hand	
Part Number:	Vendor#:	Part Type:	
Description:	Prod Class:	Category:	
Vendor Desc:	Sub Class:	Buyer:	
Mfg#*Part#:	Make/Buy:	Planner:	
Notes:			
Exclude Parts Flagged for De	eletion		
List Location Contents Stock Location	: Bin Location:	Sort By	tion
X Clear A Search			
Database: C:\DOCUME~1\Owner\LOCALS~1\Te	mp\NCC_Partsq\PartsList.m	ndb Account: MD	EMO5.11 🛛 🥂

## **Supplier Search**

Use this view to locate Suppliers in the Manfact VENDOR file. Wildcarding may be used to enter part of the Supplier Name as shown in this example.

<b>#</b>	Lo	cate	a Supplie	r				
File	e Ed	lit Vie	ew Help					
	Searc	ch Crite	eria Name: <sup>*</sup> ac ategory:	me*	Buyer:		•	
		~	Supplier Number	Supplier Name	Phone	Address	Contact	Notes
	1		1347	ACME MAINTAINENCE SERVICE	213-760-9150	9120 BROOKHURST NORWALK, CA 90650	BOB CASEY	
	2		1345	ACME NAMEPLATES	405-566-2700	650 WILLIAMS STREET SAN FRANCISCO, CA 90199	BETTY SOURI	
	•			·	·			
		✓	Select	🏘 Search		Clear	🗙 <u>C</u> ano	el

### **Manufacturer Search**

Use this option to locate Manufacturer Codes stored in Manfact's MANFR file.

4	👫 Locate a Manufacturer Code						
F	File Edit View Help						
	Search Criteria						
	Description: Corp*						
		~	Manufacturer Code	Manufacturer Description	<u> </u>		
	1		ABC	ABC Corporation			
	2		LOCKTITE	Locktite, Corp.			
	3		MURATA	MURATA CORP *	-		
ľ	, <u>, , , , , , , , , , , , , , , , , , </u>						
	✓ Select All Search Clear X Cancel						

# **QA Specification Code Search**

Use this view to locate QA Specification codes stored in Manfact's QASPEC file.

ł	👫 Locate a QA Specification Code								
	File Edit View Help								
	Search Criteria								
	Description:								
		~	Specification Code	Specification Description	Type of Ampling				
	1	Г	100E	INSPECT EACH PIECE	Test Each Part				
	2		20R	SAMPLE 20% AT RANDOM	Test a Random Sample of Parts				
	3		50F	SAMPLE QUANTITY OF 50	Test Each Part				
		~	Select	Ma Search	ear <u>C</u> ancel				

# **PO Search**

Use this screen to locate Purchase Orders using a variety of search criteria.

🐣 Purchase Order Search	
File Edit View Tools Help	
	<b>I</b> ■ 1 of 46
1. Search Options 2. Results 3. Detail	
P0 Number:	Purchase Order Date:
Supplier:	Start Date 07/29/11 🔽
Warehouse:	End Date 07/29/11
Part Number:	
<b>And </b> Search	Load Save Dates Remove
Ready	Account: MDEM05.9

Enter your selection criteria, and then click the *Search* button. You may use as many fields as desired to narrow your search, and *wildcarding* is supported for text fields.

#### Search Results

When the search is complete, the list of qualifying records will be displayed on the Search Results tab:

Sea	rch Optior	ns 2. Results	3. Detail					•
	Select	PO#	P0 Date	Supplier ID	Supplier Name	Status	Amount	2
1		101	10/18/02	2	AMPEX FASTENERS INC	Complete	0.00	
2		51	01/05/03	1	MATTHEW'S MACHINING!	Backorder	25,400.00	
3		52	02/03/03	1345	ACME NAMEPLATES	Complete	30,003.50	
4		53	02/03/03	1350	SMITH'S OFFICE SUPPLIES	Paid	0.00	
5		54	02/27/03	1	MATTHEW'S MACHINING!	Paid	72,000.00	
6		55	02/27/03	3	ARMEN SUPPLY COMPANY	Complete	1,014.00	
7		56	08/07/03	1	MATTHEW'S MACHINING!	Paid	2,000.00	
8		102	11/07/03	1336	THE IRONWORKS	Paid	45,000.00	
9		103	11/08/03	1	MATTHEW'S MACHINING!	Paid	80.00	R
	in and the second							

If you accessed this screen from a prompt that permits entry of one or more Purchase Order Numbers, click the checkboxes in the first column to choose the desired PO Numbers. Use the **Select All** and **Select None** buttons at the bottom of the screen to check or uncheck all of the boxes.

Click the OK button when you are finished selecting Purchase Orders.

Double-click on a row to view line item details for the selected Purchase Order.

Columns Displayed for PO Search Results:

Select	Use the checkbox to select or de-select a Purchase Order.
PO #	The identification number for the PO.
Date	The creation date for the PO.
Supplier ID	Number or Code assigned to a specific Supplier (Vendor ID).
Supplier Name	Name of the Supplier/Vendor

Status	The current status of the Purchase Order:				
		New: There have been no receipts against the purchase order.			
		Backordered: There has been a receipt against the purchase order and there is a quantity remaining to be received			
		Closed: All line items have been fully received			
		Closed and Paid: All Line items have been fully received and paid for.			
PO Value	The to	tal value of the Purchase Order.			

#### PO Search - Detail

This screen displays the line item detail for a selected Purchase Order.

Image: Second Stress       Image: Second Stress         1. Search Options       2. Results       3. Detail									
	lumber: 5				ACME NAMEPLATES (1345)				
	Select	PO#	Line#	Part#	Description	W0#	Whse	Invloc	Rei
1		52	1	2001	HOUSING, MOTOR MACHINED		W1	STK-1	
2		52	2	3505	NAME/RATING PLATE			STK-1	
3		52	3	4505	WASHER FOR BOLT 4503			STK-1	
4		52	4	2002	ROTOR ASSEMBLY			STK-1	
5		52	5	2003	STATOR ASSY.			STK-1	
6		52	6	1001	MOTOR, 2HP			STK-3	
7		52	7	XTR500	POWER DRIVE ASSY.			STK-3	
8		52	8	2001	HOUSING, MOTOR MACHINED			STK-1	-
	1111								
								<ul> <li>Q</li> </ul>	ik

If you accessed this screen from a prompt that requires input of a specific Purchase Order Line Item, you may use the checkboxes in the first column to select the desired line item. Click the **OK** button once the desired line items has been located.

# NorthClark Computing, Inc.

Columns Displayed for PO Line Item Detail:					
Select	Use the checkbox to select or de-select a line item.				
PO Line#					
Part Number					
Description					
Work Order#					
Warehouse					
Inventory Location					
Receipt Qty					
Unit of Measure					
U/M Factor					
Unit Cost					
Ext. Cost					
Cost Factor					
Cost Conversion					
Тах Туре					
Resource Code					
# Reports

# **Receiving Inspection Report**

The Inspection Report will be generated as an Excel spreadsheet that may be printed or stored electronically. It may be created for a specified QA Id as an input document prior to inspection, and it may also be used to produce a report after the QA information has been entered.

The System Administration is used to define the starting path for the Inspection Reports. Each file will be created with a unique name that includes the QA Id, Creation Date and Creation Time.

Inspection Report Creation	
File Edit Help	
🗅 ờ 🖻 🗶 💼 🢡	
QA Id:	
Template File Name: C:\Program I	Files\NCC_QC\Sample Templates\
Max # of Transactions: 10	
🗞 Create Report	× Close
	Account: MDEM05.11

The user is prompted for the following information:

QA ID Defaults to the selected QA Identifier from the QA Detail View

Template File Name The name of the Excel template to be used for Inspection Report.

Max # of Transactions The maximum number of the most recent transactions to be exported

The report has three parts; a header section with information about the current QA Inspection transaction, an inspection "sign-off" section, and a history section listing previous inspections for the part number.

*Header Section:* QA Identifier, Part Number, Part Description, Product Class, Product Sub Class, Inspection Level, Date Code, Sampling Plan, Manufacturer Name, Manufacturer Part Number. Sign Off Section: Inspection Steps, Inspector Name, Complete Date

*History Section:* Transaction Date, Transaction Type, Source Document, Supplier, Manufacturer, Lot Number, Date Code, Lot Size, Sample Size, Quantity Accepted, Quantity Rejected, Disposition, Completed By, Remarks

### Report Sample

Receiving Inspection Report											
QA ID	Part#	Part Description		Product Class	Sub Class	hspect. Level	Date Code	Sampling Plan	Mfg. Name	Manufacturer Part Number	
5	1002	CLUTCH ASSE	с	9	Norm al	70105	Sample 20%	JONES	1002.123		
Inspection Steps Inspector Name Exam he plysical detects Jo Savage							te Date 7/16/2005				
Date	e Type Source Supplier Mfg. Lot#		Lot#	Date Code	Lot Size	Sample Size	Quantity Accepted	Quantity Rejected	Disp. Cmpl. By	Remark	
7 /15 /2005			JONES	10		200.00			200.00		Return to Vendor-Detective
7/11/2005	RC 109.1	MARTIN P. WILSON	JONES	8	70 105	100.00	20.00		100.00		Random Sample

### **Inspection History Report**

The Inspection History Report will be generated as an Excel spreadsheet that may be printed or stored electronically. It may be created for a specified QA Id. The System Administration will be used to define the starting path for the History Reports. Each file will be created with a unique name that includes the QA Id, Creation Date and Creation Time.

🔺 Inspection History Creation	
File Edit Tools Help	
Part Id: 1002	
Description: CLUTCH ASSEMBLY	]
Template File Name: C:\Program Files\NCC_QC\Sample Templates\	
Max # of Transactions: 10	
😵 Create Report 🛛 🗙 Close	
Close Account: MD	EM05.11

The user is prompted for the following information:

QA ID Defaults to the selected QA Identifier from the QA Detail View

Template File Name The name of the Excel template to be used for Inspection History Report

Max # of Transactions The maximum number of the most recent transactions to be exported

The report consists of the following information: Transaction Date, Transaction Type, Source Document, Supplier, Manufacturer, Lot Number, Date Code, Lot Size, Sample Size, Quantity Accepted, Quantity Rejected, Disposition, Completed By and Remarks.

Report Sample:

	Inspection History Report												
Part# Part Description													
1002 CLUTCH ASSEMBLY													
Date	Туре	Source	Supplier	Mfg.	Lot#	Date Code	Lot Size	Sample Size	Quantity Accepted	Quantity Rejected	Disp.	Cmpl. By	Remark
7/15/2005	RC	113.1	MARTIN P.	JONES	10	70105	200.00	200.00		200.00	JS		Return to Vendor-Defective
7/11/2005	RC	109.1	MARTIN P.	JONES	8	70105	100.00	20.00		100.00			Random Sample

# **System Administration**

The System Administration screen is accessed from the Tools menu, and is used to define various parameters that are necessary for the system to function properly. You must have appropriate security clearance to gain access to the System Administration function. This view is comprised of the following tabs:

- 1. General
- 2. People
- 3. Defect Codes
- 4. QA Reason Codes
- 5. Disposition Codes
- 6. Locations
- 7. Non-Conforming Material Reports (NMR)
- 8. Supplier Corrective Action Requests (SCAR)

# General

📤 System Administratio	n for Quality Control and SCAR Modules
File Edit View Tools Help	
<b></b>	
1. General 2. People	3. Defect Codes   4. QA Codes   5. Disposition   6. Locations   7. NMR   8. SCAR
Q/A Data Store:	\\Pc-7-w2kpro\c\PLM_DATA_STORE\QA Specs
NMR Data Store:	\\Pc-7-w2kpro\c\PLM_DATA_STORE\NMR
BWB Data Store:	\\Pc-7-w2kpro\C\BWB_Data_Store\
Part Data Store:	\\Pc-7-w2kpro\C\PLM_DATA_STORE\PARTS         \\Pc-7-w2kpro\c\PLM_DATA_STORE\PARTS\Products         \\Pc-7-w2kpro\c\PLM_DATA_STORE\PARTS\Products 2
- Automatic Email Noti	Ces:
Supplier Portal URL:	http://localhost/bwb_portal_master/
From Email Address:	info@northclark.com
	Save X Close
Ready	Account: MDEM05.9

### Data Stores

Q/A Specifications, Non-Conforming Material Reports, Supplier Corrective Action Requests and Part Drawings may be stored in an electronic data warehouse. Enter the path name or use the browse button to locate the root folder for each Data Store.

Note that Supplier Corrective Action Requests are stored in a sub-folder of the BWB Data Store making them accessible to the Supplier Portal Web Site. Enter only the root folder to the BWB Data Store; the system will create the sub-folders automatically.

If you have already entered the Data Store Pathnames using the NorthClark Data Warehouse Management (NCC\_DWM) application, this information will be filled in automatically.

#### Automatic Email Notices

The system may generate automatic email notifications when: (1) approval is required for the disposition of rejected parts, and (2) when a Supplier responds to a Corrective Action Request via the Supplier Portal Web Site.

Supplier Portal URL	The web address of your Supplier Portal Web Site (Universal Resource Locator).
From Email Address	The "From" email address to be used for system generated messages.

Enable Skip-Lot Inspection

Check this box to enabled the Skip Lot Inspection feature.

### People

Create a table of Names to be used when updating QA and SCAR records. The Login Identifier must exist in the Manfact OPER file. Peoples names are displayed by the system and may not be changed.

۲	Syste	m Administratio	n for Qualit	y Control a	nd SCAR M	odules				[	
File	e Edit	View Tools Help	)								
		😂 陆 👗 🛍	<u>∎ Q</u> <u>≢</u>								
L L	1. Gen	eral 2. People	3. Defect Co	des 4. QA	Codes   5.	Disposition 6. Loc	atio	ons 7. NMR	8. SCAR		
		Login Id 🛛 👌	Person's 👌 Name	Person's 👌 Inititals	Email Address 🛇	Warehouse	$\diamond$	ls Inspector? ♦	Approves NMR?	Prepares SCAR?	Em A
	1	AWRIGHT	Albert Wright	AW	albert@myco	MAGNA MACHINING	¥	<ul> <li>Image: A set of the set of the</li></ul>			[
	2	CLARKP	Perri Clark	PC	perri@northcl	All Warehouses (ALL)	¥	<ul> <li>Image: A set of the set of the</li></ul>	<b>~</b>		[
	3	GaryClark	Gary Clark	GC	gary@northcl	MAGNA MACHINING	*	✓	<ul> <li>Image: A set of the set of the</li></ul>	<ul> <li>Image: A set of the set of the</li></ul>	[
	4	MJONES	Mary Jones	MJ	mjones@myc	All Warehouses (ALL)	¥				[
	5						~				[
											-
-							_		1		
				<u>S</u> ave		×		<u>C</u> lose			
Re	ady, Sa	ve Message							1	Account: MDE	MO5.9 🛛 🖉

# NorthClark Computing, Inc.

People Columns	
Login Id	The Login Name must exist on the Manfact OPER file.
Person's Name	The name from the OPER file is displayed and may not be changed.
Person's Initials	Enter the person initials for printing on reports.
Email Address	Enter this person's email address for sending notifications.
Warehouse	Select the Warehouse where this person works. If entered, this person will receive email notifications only when the event occurs within their warehouse. If you choose "All Warehouses", the person will receive notification for all transactions.
Is Inspector	Check this box if want this person's name to appear in the drop-down list of Inspector Names.
Approves NMR	Check this box if want this person's name to appear in the drop-down list of Approver Names.
Prepares SCAR	Check this box if want this person's name to appear in the drop-down list of SCAR Preparer Names.
Email NMR	Check this box if this person should be included in the email distribution of Non-Conforming Material Reports.
Email SCAR	Check this box if this person should be included in the email distribution for Supplier Corrective Action Requests.
Delete?	Check this box if you wish to permanently delete this record. This action causes the row to turn red. The record will be removed when you click the [Save] button.

# **Defect Codes**

Defect Codes may be entered on both Non-Conforming Material Reports and Supplier Corrective Action Requests to help standardize defect types and descriptions.

🔺 System Administration for Quality Control and SCAR Modules	
File Edit View Tools Help	
1. General 2. People 3. Defect Codes 4. QA Codes 5. Disposition 6. Locations 7. NMR 8. SC	AB
Defect Ocode Description O	
1 100 Functional Testing Issue	
2 110 Dimensional Issue	
3 HL Hole Location	
4 HT Hole Tolerance	
5 PT Paint Color/Qualtity	
6	
Save     Close       Ready, Save Message     Account: MDEMO	59

# **QA Reason Codes**

Use this procedure to define QA Reason Codes for both Inspection and Disposition purposes.

File       Edit       View       Tools       Help         Image: Second state       Image	
1. General 2. People 3. Defect Codes 4. QA Codes 5. Disposition 6. Locations 7. NMR 8. SCAR	
1. General 2. People 3. Defect Codes 4. QA Codes 5. Disposition 6. Locations 7. NMR 8. SCAR	
Beacon Supplier From	
Code ↓ Type ♦ Description ♦ Supplier ♦ Error ↓ Used For ♦ ★	
1 ERR Reject (R) 🗸 INTERNAL ERROR 🔽 🔽 Disposition Only (D) 🗸 🗌	
2 F1 Reject (R) 🗸 REJECT · PHYSICAL DEFECT 🔽 🦳 Inspection Only (I) 🗸 🗌	
3 F2 Reject (R) 🗸 NOT VENDORS FAULT 🔲 Inspection Only (I) 🗸 🗌	
4 N Reject (R) 🗸 Supplier Not At Fault 🔲 🔲 Disposition Only (D) 🗸 🗌	
5 NA Accept (A) 🗸 TRANSFER TO QA IN ERROR 🔲 🔽 All Transactions (A) 🗸 📋	
6 OK Accept (A) 🗸 PASSES QA 🔲 🔲 Inspection Only (I) 🔽 🗍	
7 Y Reject (R) 🖌 Supplier's Fault 🔽 🔲 Disposition Only (D) 🔽	
8 • • • • • • • • • • • • • • • • • • •	
Save     Close       Ready, Save Message     Account: MDEMO	15.0

# Reason Code Columns:

Reason Code	User defined accept or reject code.
Type Code	A = Accept, R = Reject
Description	Free form multi-line text.
Impact Vendor Performance	Enter a "Y" if this QA Code should impact the Supplier's performance rating.
Filed in Error	Enter a "Y" if this Reason Code is used to correct internal administrative errors.
Inspection or Disposition?	This is a new prompt that will be added to support the NorthClark Quality Control module (see below).

The QA Reason Codes serve two separate purposes in Manfact:

- Entered by the Inspector to indicate Acceptance or Rejection of a lot quantity.
- Entered on Debit Memos to indicate Supplier Fault.

Arguably, the indication of Supplier Fault should really be a function of the Disposition Code, not the Reason Code. To address this discrepancy, the NorthClark system allows you to create separate QA Codes for each purpose.

When the Inspector enters an Accept/Reject transaction, only those QA Codes flagged as "Used for Inspection" will be included in the drop-down list. When a Debit Memo is proposed, only those codes flagged as "Used for Disposition" will be offered.

Note that entry of the "Impact Vendor Performance" and "Filed in Error" prompts are only applicable to QA Codes that are used for Disposition.

# **QA Disposition Codes**

QA Disposition Codes define the action to be taken when material is rejected (Return to Supplier, Use As Is, etc.)

e Edit View Tools Help													
	Disposition ♦ Code	Туре	$\diamond$	Description	\$	Q/A Code	$\diamond$	Number Approvals 👌 Needed	ECR Reqd? ◊	CAR Reqd? ◊	SCAR Reqd? ◊	Debit Memo Regd?	♦
1	ASIS	Reject (R)	~	USE AS IS		Supplier's Fault (Y)	~	1	<b>~</b>	<ul> <li>Image: A set of the set of the</li></ul>	<b>~</b>		
2	DIT	Reject (R)	~	DESTROYED IN TEST		Supplier Not At Fault (N)	~	0					
3	OK	Accept (A)	~	MOVE TO STOCK		INTERNAL ERROR (ERR)	~	0					
4	OUR_ERROR	Reject (R)	~	RTV - OUR ERROR		Supplier Not At Fault (N)	~	2				<b>~</b>	
5	REWORK	Reject (R)	~	RETURN TO WIP		Supplier's Fault (Y)	~	2			<ul> <li>Image: A set of the set of the</li></ul>		
6	RTV	Reject (R)	*	RETURN TO VENDOR		Supplier's Fault (Y)	~	2			<ul> <li>Image: A set of the set of the</li></ul>	<b>~</b>	
7	SCRAP	Reject (R)	~	MOVE TO SCRAP		Supplier's Fault (Y)	~	2			<b>~</b>		
8			~				~						
Disposition Codes													
ady				<b>S</b> ave		2	×	<u>C</u> lose			Account	: MDEMO	15.9

### QA Disposition Code Columns:

Disposition Code User defined.

Type Code A = Accept, R = Reject

Description	Free form multi-line text.
QA Code for Debit Memo	If this Disposition Code is used for returns to the Supplier, select the QA Code that should be assigned to the Debit Memo. The available options will be displayed in a drop-down list. For example:
	Internal Error Supplier Fault Supplier Not at Fault
Number of Approvals	Indicates the number of signatures required before the Disposition may be finalized.
ECR# Required	Checkbox: Engineering Change Request is required.
CAR# Required	Checkbox: Corrective Action Request is required.
SCAR# Required	Checkbox: Supplier Corrective Action Request is required.
Debit Memo Required	Checkbox: Debit Memo is required.

If the Disposition Code indicates that an ECR, CAR, SCAR or Debit Memo is required, the associated document number must be entered on the Disposition record before it may be finalized.

# Warehouse Locations

This view allows you to enter parameters unique to each Warehouse. Warehouse Codes are defined in Manfact. You may not create new warehouses using this procedure.

		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		<ol> <li>QA Codes 5. Disposition 6.</li> </ol>	Locati		
Ger	Whse 👌	Description	MRB Loc	NMR Template	¢	SCAR Template	
1	NDF	MEXICO	MRB-1	C:\QC Data Store\Templates\NMR M>	K.DOT	C:\QC Data Store\Templates\SCAR MX.DOT	
2	W1	MAGNA MOTORS	MRB-1	C:\QC Data Store\Templates\NMR.D0	DT	C:\QC Data Store\Templates\SCAR.DOT	
3	W2	SLAVE WAREHO	MRB-2	C:\QC Data Store\Templates\NMR.D0	DT	C:\QC Data Store\Templates\SCAR.DOT	
4	W3	MAGNA MACHIN	MRB-3	C:\QC Data Store\Templates\NMR M>	K.DOT	C:\QC Data Store\Templates\SCAR MX.DOT	
5	W4	SLAVE WAREHO	MRB-4	C:\QC Data Store\Templates\NMR.D0	TC	C:\QC Data Store\Templates\SCAR.DOT	
•							
Eind NMR Template for Warehouse NDF     Eind SCAR Template for Warehouse NDF							

Location Columns:

MRB Location	Enter the MRB location for each Warehouse. This will be used as the default destination location when rejected parts are moved out of Receiving Inspection.
NMR Template	The Word Document Template used to create Non-Conforming Material Reports for this Warehouse.
SCAR Template	The Word Document Template used to create Supplier Corrective Action Requests for this Warehouse.

# Non-Conforming Material Reports (NMR)

Use this view to create a default email message body for NMR notifications.

🐣 System Administration for Quality Control and SCAR Modules						
File Edit View Tools Help						
1. General 2. People 3. Defect Codes 4. QA Codes 5. Disposition 6. Locations 7. NMR 8.	SCAR					
Email Message:						
Greetings,						
Please review the attached Non-Conforming Material Report.						
Part Number: [PART_ID]						
Description: [PART_DESC]						
Quantity Rejected: [QTY_REJECTED]						
Thank you, [INSPECT_BY]						
	~					
Save X Close						
Ready, Save Message Account: MDEN	105.9 //					

# **Supplier Corrective Action Requests (SCAR)**

Use this view to create a default email message body for Supplier notifications. You may also enter a list of standard attachments to be included along with the SCAR document.

System Administration for Quality Control and SCAR Modules							
File Edit View Tools Help							
1. General 2. People 3. Defect Codes 4. QA Codes 5. Disposition 6. Locations 7.	NMR 8. SCAR						
Email Message:							
Dear Valued Supplier,	<u>^</u>						
Please review the attached Supplier Corrective Action Request based on the following criteria.							
If the Status is OPEN: Within 7 days, please visit our Website and respond to the SCAR. If no response within 7 days, the FINAL Q/A Disposition will be coded as REJECTED. A REJECTED SCAR will affect y rating. Your first method of response should be through the Website. If you are not able to respond via the please email your response to the sender.	your quality						
If the Status is PENDING: Our Supplier Quality Management Team will make FINAL Q/A Disposition. No response from you is needed at this time.							
If the Status is FINAL: Review the Supplier Quality Management Team's Comments and the FINAL Q/A Disposition. Thank you,							
[PREPARED_BY] Our Company Name							
Attachments: Attachments:							
X:\BWB_Data_Store\Company_Documents\SUPPLIER_HANDBOOK.PDF X:\BWB_Data_Store\Company_Documents\CONFIDENTIALITY.PDF X:\BWB_Data_Store\Company_Documents\HOURS.PDF	~						
Save X Close							
Ready, Save Message Ac	count: MDEM05.9						

### Security

Access to NorthClark applications is governed by the Manfact security system. In order to access the NorthClark Quality Control module, one of the following commands must be added to the user's Manfact Security Table:

NCC_QC	-	Normal access to the NorthClark Quality Assurance module
NCC_QCADMIN	-	Ability to use all features of NCC_QC, including access to the System Administration screen.
NCC_SCAR	-	Can create and transmit SCAR documents to Suppliers.
NCC_SCARADMIN	-	Same as NCC_SCAR, plus access to the System Administration.

One or more of the following entries may also be included to authorize *additional* privileges.

NCC_QCNEW	-	Manually create new QA records
NCC_QCPARTS	-	Update Quality Control parameters in the Parts Master
NCC_QCSKIPLOT	-	Modify "Skip Lot" parameters for Parts
PARTS.ALL	-	Update Quality Control parameters in the Parts Master
PARTS.EN	-	Update Quality Control parameters in the Parts Master
PARTS.PC	-	Update Quality Control parameters in the Parts Master
QA.ACT.N	-	Ability to Accept or Reject a QA Lot
QA.DISP.N	-	Ability to Disposition a QA Lot
QA.SPEC.N	-	Authorization to create or modify QA Specification Codes, Sampling Plans, and QA Deviation records.
STOCK.N	-	Create Stock Transactions to move parts in or out of a QA Location

# **General Information**

# **Export to Excel**

All spreadsheet views are equipped with the option to Export to Microsoft Excel. Click on the spreadsheet your wish to export, then choose the Export to Excel option from the menu or toolbar.

🖾 Export "Resource Details" to Excel	$\mathbf{ imes}$					
Export <u>M</u> ethod						
Export <u>Directly</u> to Excel						
Sheet Name: Sheet1						
C Export to File in Excel Format 🛛 Generate Warning List						
Save <u>A</u> s File Name:						
C:\Documents and Settings\Administrator\Local Settings\						
Export Include <u>H</u> eader <u>X</u> <u>Close</u>						

### Export to Excel or to a File?

You may export the contents of the display directly to Excel, or you may choose to create a file in Excel format.

### Sheet Name

Enter the Excel sheet name to create. This will automatically default to Sheet1.

### Save As File Name

Enter the pathname of the file you wish to create. You may Browse the files by clicking the button to locate the drive and folder where the file will be stored.

### Generate Warning List?

Select this option to create a log file. The log file contains error messages and other information about how your Excel file was created. The name of the log file is "CreateExcelFile.log", and it will be stored in the same folder as your spreadsheet.

### Include Header

Check this box to export the column headings.

### **Export Button**

Click this button to export your data to Microsoft Excel.

# Print a Spreadsheet

All spreadsheet views are equipped with a Print feature. Click on the spreadsheet you wish to print, then choose the Print option from either the menu or the toolbar.

🖨 Print "Resource Details"	
1 - Reset to Default 2 - Select All Columns 3 - Sele	ect No Columns
Bange       Orientation            • All           • Portrait             • Selected Cells           • Landscar             • Current Page           • Left to Bit             • Page           1             • Margins (Inches)           Left             Iop           0.50	Include       Columns to Print:         Include       Image: Column Headers         Row Headers       Resource Code         Grid Lines       Resource Description         Borders       Shadows         Image: Column Headers       Project Number         Shadows       Image: Column Headers         Image: Column Headers       Project Number         Image: Color       Image: Column Headers         Image: Column Headers       Image: Column Headers         Image: Color       Image: Column Headers         Image: Color       Image: Color         Image: C
Headers and Footer Left Center Header 1: 08/23/09 06:2 · WDR ENTERF Header 2: NCC_PROJEC Header 3: Footer: Print Print Review	Right       Image: Actual Hours         RISES       Page: /p         Image: Budget Hours       Image: Actual Cost         Image: Close       Image: Actual Cost         Image: Image: Actual Cost       Image: Actual Cost         Image: Image: Actual Cost       Image: Actual Cost         Image: Image: Actual Cost       Image: Actual Cost         Image: Image: Image: Actual Cost       Image: Actual Cost         Image: I

### Range - Selecting a Print Range

You may choose to print the entire spreadsheet (all), selected cells (those that you have highlighted on the current screen), the current page (only the rows that are currently visible on your screen), or a range of page numbers.

### **Orientation - Portrait or Landscape**

You may print your report in portrait mode (normal) or landscape mode (sideways). Printing in landscape mode will allow you to fit more columns of information on your report.

### Margins - Report Margins

You can make your report more attractive by setting the top, bottom, left, and right margins. Reduce the left and right margins if you need to fit more columns on the report.

### Units - Inches or Centimeters?

Are the margins you entered expressed in inches or centimeters?

### Page Order

If your report is too wide, it may span multiple pages. When this occurs, do you want the report printed from top to bottom or left to right?

#### What Do You Want to Print?

You can customize the appearance of your report by printing (or not printing) column headers, row headers, grid lines, borders, shadow, and color.

#### Headers and Footers

Your report may have up to three lines for the heading, and one line for the footer. The system initially displays a default heading, which you may modify if desired. *Tip*: Use /p to designate a page number.

#### Which Columns Do You Want to Print?

The columns that are available for printing are listed. Select the columns you wish to include on your report.

### **Arranging / Hide Columns**

Use this view to change the sequence in which columns appear on your spreadsheet.

🗄 Arrange Columns - Resource Details												
🔽 Show Hidd	en Columns											
Resource Code	e Resource Description	Element	Project Number	Task Description	Fiscal Period	Source Date	Source Type	Source Doc	Source Line	Source ID	Source Name	TI A
Show 🔽		~	~	~	•	•	~	•	~		~	
•												
Select a Column to Move       << Move First     < Move Left     Move Right >     Move Last >>												
Number of Columns to Freeze: 1 🕂												
<u>o</u> k	<u>C</u> anc	el		Re <u>s</u> et	to Defau	ik		Numt	per of Ro	ws to Fre	eze:	

Each column represents a field that is available for display on the spreadsheet. To hide a column remove the check from the box under the title heading. Use the [Move First], [Move Left], [Move Right] and [Move Last] Buttons to re-arrange the order in which the fields appear on the specific screen Display. Click [Reset to Default] to return to the system's default settings. Select the Number of Columns and Rows you with to Freeze on the Display. Note, these settings are stored in the Windows Registry for each user.

Wildcardinged in the Windows Registry for each user.

# Wildcarding

Wildcarding is a powerful feature that allows you to search using a portion of the field. You tell the system you want to use a wildcard by typing three periods "…" or an asterisk "\*" at the beginning or end of your search entry. You can also use "+" and "," to include and/or conditions. Here are some examples of search commands and their expected results:

FREIGHT or *FREIGHT*	Search for the word "FREIGHT" anywhere in the field
*FREIGHT*+*EXP*	Both "FREIGHT" and "EXP" must appear in the field
*FREIGHT*,*TAX*	Either "FREIGHT" or "TAX" must appear in the field



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