

# SUPPLIER QUALITY MANAGEMENT

Training Material – Revision 1 – April 2018



# EECON SQM Supplies Training

Step 1. Open site:

<https://embraco.softexpert.com/softexpert/login>

Step 2. Enter with User and Password. Click in Login.

The screenshot shows the login interface for the Embraco SoftExpert Excellence Suite. The page features the Embraco logo (POWER IN. CHANGE ON.) and the text 'Software registered to: WHIRLPOOL S.A. - UNIDADE DE COMPRESSORES'. The login form includes fields for 'User', 'Password', and 'License key', along with a 'Login' button and a 'Single Sign-On' button. A language dropdown menu is set to 'American English'. Three green callout boxes provide instructions: 1° - Insert here User. The Supplier User always will be the SAP Supplier Code at related Embraco's site. For each Embraco's site Supplier will have a different SAP Supplier Code. 2° - Insert here the password. In the first login: 111111. The system will require a new password after first access. 3° - Click here to Login.

SoftExpert  
**Excellence Suite**

embraco  
POWER IN.  
CHANGE ON.

Software registered to:  
WHIRLPOOL S.A. - UNIDADE DE COMPRESSORES

User: 999999

Password: Password

License key: APOIO (FLOATING)

Login Single Sign-On

1° - Insert here User. The Supplier User always will be the SAP Supplier Code at related Embraco's site. For each Embraco's site Supplier will have a different SAP Supplier Code.

2° - Insert here the password. In the first login: 111111. The system will require a new password after first access

3° - Click here to Login

Step 3. Release the use of pop up for SQM site

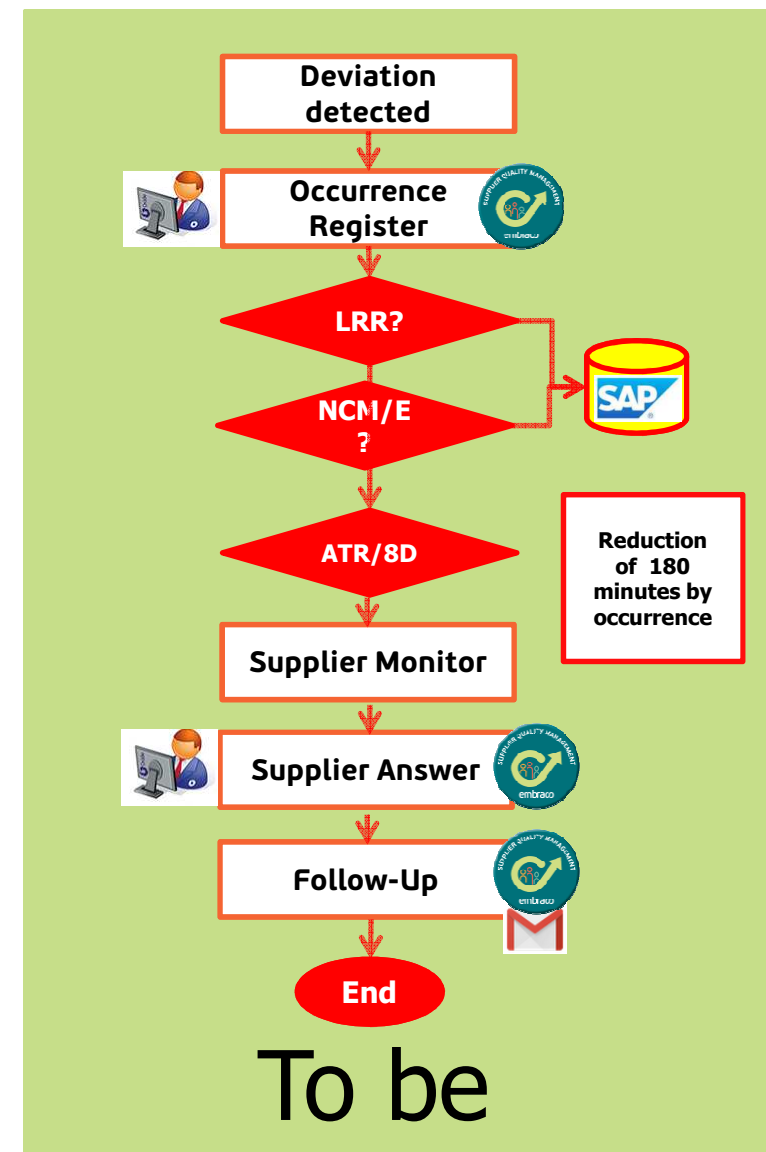
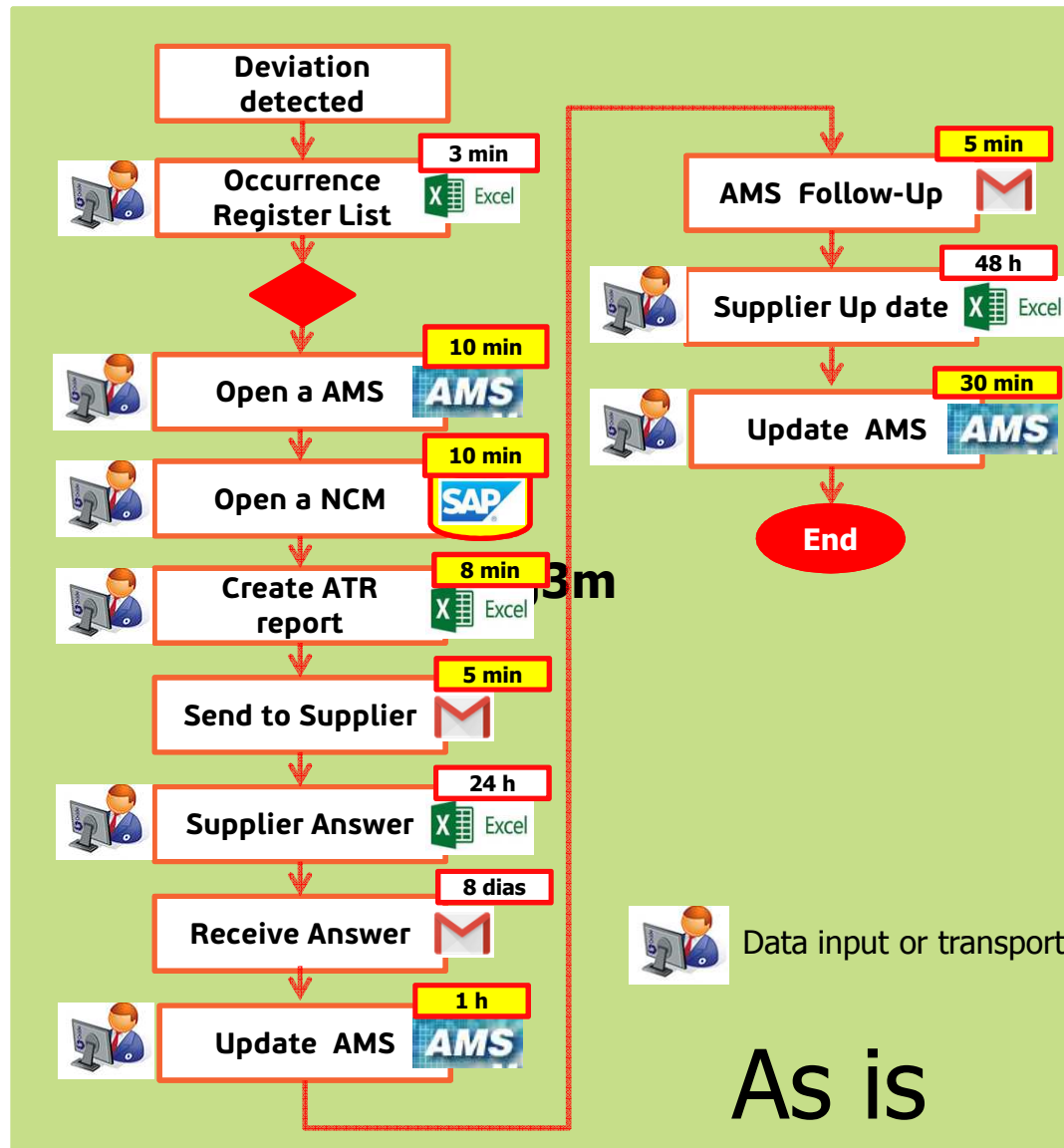
# Objective

1. Provide to Embraco's units, a commercial management tool to support the Suppliers Quality Assurance process, that:
  - Facilitate the execution of SQA records and tasks;
  - Optimize and automate the follow-up activities;
  - Generate the Supplier's KPI online and in real time, with better confidence and global approach;
  - Connect Suppliers through internet;
  - Supplier monitor online;
  - Standardizes work flow forms.



# Gains

## NCM/Anomaly work flow. (Example)



# System Main Monitor

The screenshot shows the Embraco System Main Monitor interface. The browser address bar indicates the URL: <https://embraco.softexpert.com/softexpert/workspace?page=home>. The page features a navigation bar with a 'Modules' (模块) dropdown menu, which is highlighted with a red box and labeled 'Access NC already answered'. Below the navigation bar, the 'Suppliers' section is visible, containing a 'Main Supplier' tab and a 'Supplier Quality Score New - Month Summary - February...' table. This table lists suppliers with columns for Center, Supplier Code, and Corporate Supplier Code. A red box highlights this table with the text 'Supplier Quality Score Performance'. To the right of the table is a 'Warning - New Composition of Supplier Quality Score' section, which includes a table of 'Score Criteria' (分数标准) and a 'Monthly Score' calculation. A red box highlights this section with the text 'Access for Supplier KPIs'. Below the warning section is a 'List of Nonconformities that requires 8D Report' section, which displays a table of nonconformities with columns for Occurrence Id and Occurrence Complete Description. A red box highlights this section with the text 'List of Nonconformities that requires 8D Report'. At the bottom left, there is a 'My Tasks' (我的任务) section with a red box and the text 'Access for Activities to be done by Suppliers'. At the bottom right, there is a 'List of Nonconformities that not requires 8D Report' section, which displays a table of nonconformities with columns for Occurrence Id and Occurrence Complete Description. A red box highlights this section with the text 'List of Nonconformities that not requires 8D Report'.

**Access NC already answered**

**Supplier Quality Score Performance**

**Access for Supplier KPIs**

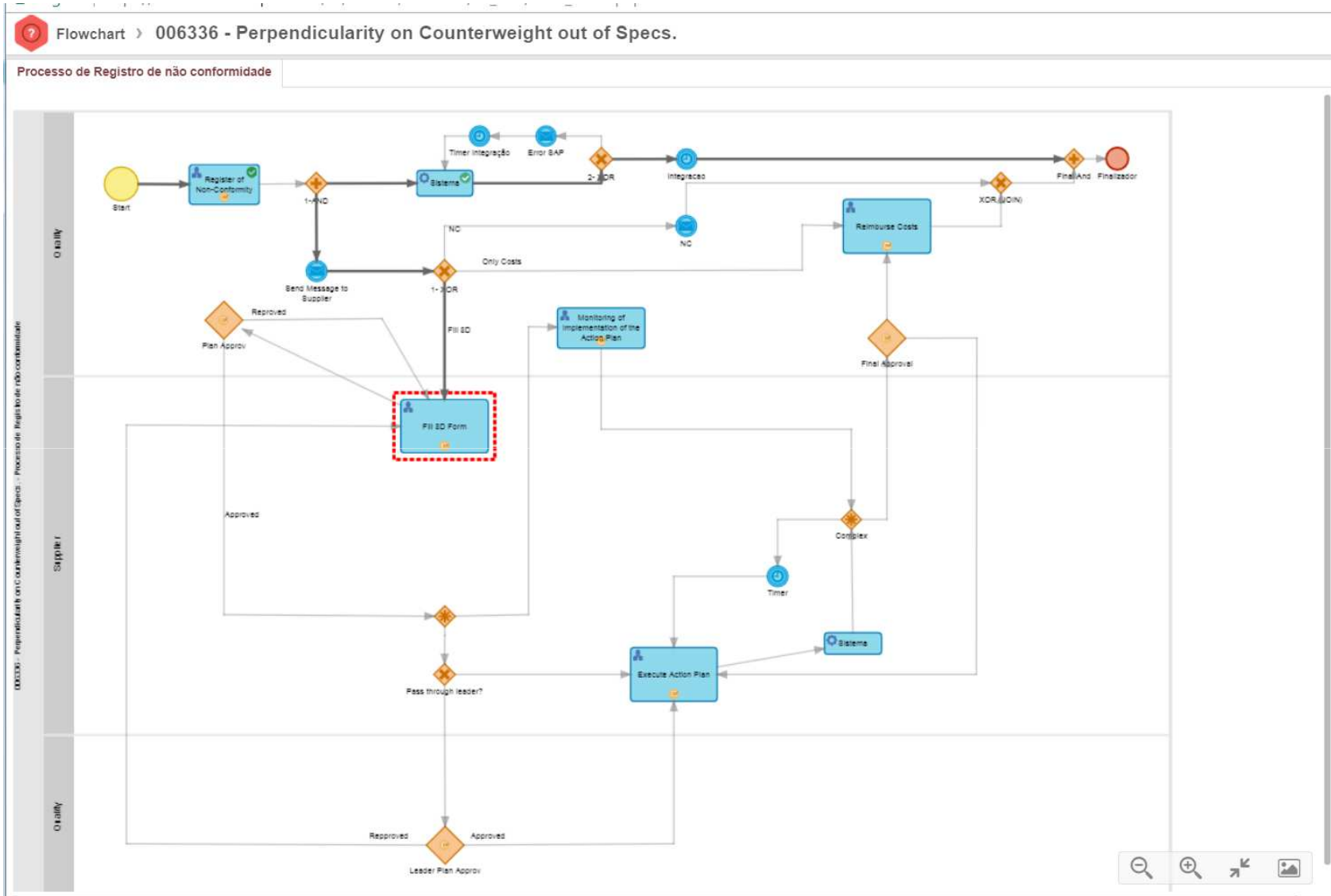
**List of Nonconformities that requires 8D Report**

**Access for Activities to be done by Suppliers**

**List of Nonconformities that not requires 8D Report**

# PRNC – Process of Non-Conformity Supplier Actions

# NC Workflow



# PRNC – Process of Non-Conformity

Step 1. Open site: **<https://embraco.softexpert.com/softexpert/login>**

Step 2. Enter with User and Password. Click in Login.

The screenshot shows the login interface for the Embraco SoftExpert Excellence Suite. The page features the Embraco logo and the text 'POWER IN. CHANGE ON.' on the left. On the right, there is a login form with the following fields and buttons:

- User:** A text input field containing '999999'. A green callout box points to this field with the text: '1° - Insert here User. The Supplier User always will be the SAP Supplier Code at related Embraco's site. For each Embraco's site Supplier will has a different SAP Supplier Code.'
- Password:** A text input field containing 'Password'. A green callout box points to this field with the text: '2° - Insert here the password. In the first login: 111111. The system will requires a new password after first access'.
- License key:** A dropdown menu showing 'APOIO (FLOATING)'.
- Login:** A button with a green callout box pointing to it with the text: '3° - Click here to Login'.
- Single Sign-On:** A blue button.

At the top left of the page, there is a logo for 'SoftExpert Excellence Suite'. At the bottom left, it says 'Software registered to: WHIRLPOOL S.A. - UNIDADE DE COMPRESSORES'. At the top right, there is a language selector showing 'American English'.



# PRNC – Selecting the activities

Step 3. Click in **Activity execution**.

The screenshot displays the Embraco Suppliers portal. At the top, there's a navigation bar with 'Main Supplier' and several KPI tabs: 'Preliminary Quality Score (Points = LRR Sev NCM)', 'Supplier Quality Costs - Paid & Recovered', 'Line Rejection Rate (LRR)', 'Material Nonconformity - (NCM) Severity', and 'Material Nonconformity - (NCM) Quantity'. The main content area is divided into several panels. On the left, a 'Warning' panel states that KPIs and monitoring lists are under revision. Below it, a 'My tasks (1004)' panel shows a list of tasks with a red box highlighting the 'Activity execution' button. A green arrow points from this button to the 'Step 3' instruction. To the right of the 'My tasks' panel is a 'Links - Training Material' panel with a link to the 'Suppliers Training Manual'. Further right is a 'Latest' panel showing recent updates. On the far right, there are two panels: 'Supplier 8D Response Time - Supplier View - Calendar Days' and 'Non Conformity Occurrences Required 8D', both displaying 'The vision cannot be displayed. No record found'.

# PRNC – Choose the occurrence

Step 4. Select in the list the activity that you will run and double click.

Search filters

Quick search

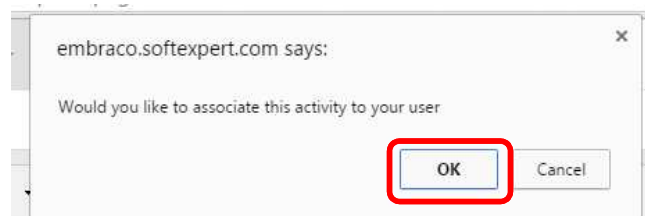
Type

Select type

Advanced filters

SEARCH

DL	PR	RT	A	Activity	Deadline	ID #	Title	User ID	Name	Department	Position
<input checked="" type="checkbox"/>	▼			Fill 8D Form	3/02/2016 03:00:00	000142	Teste Completo	sesuite	SE Suite	SeConsultor - Consultoria SESUITE	SEMan - SE Ma
<input type="checkbox"/>	▼			Fill 8D Form	3/02/2016 03:00:00	000143	Teste Completo 01	sesuite	SE Suite	SeConsultor - Consultoria SESUITE	SEMan - SE Ma
<input type="checkbox"/>	!			Fill 8D Form	3/03/2016 03:00:00	000145	teste Completo 03	kawe	kawe	SeConsultor - Consultoria SESUITE	SEMan - SE Ma
<input type="checkbox"/>	!			Fill 8D Form	3/03/2016 03:00:00	000148	Test	laiz	Laiz P. Maia	SeConsultor - Consultoria SESUITE	SEMan - SE Ma
<input type="checkbox"/>	▲			Execute Action Plan		000144	teste complet	kawe	kawe	SeConsultor - Consultoria SESUITE	SEMan - SE Ma



# PRNC – Process of Non-Conformity

**Step 5.** If Embraco opening one NC Report or Costs Report, Supplier will just visualize the register, wouldn't be possible to fill the 8D report.

Select the views to access the information, evaluate info provide by Embraco and start to answer the 8D.

The screenshot displays the Embraco PRNC (Process of Non-Conformity) system interface. The top navigation bar shows the problem ID '005625 - 森萨塔 13534008 标签信息错误' and the status 'Finished'. The left sidebar contains a 'NAVIGATION' menu with options: 'Problem data', '8D', 'Costs', 'NC', 'Attribute', 'Attachment', 'History', 'Flowchart', and 'Security'. The '8D' option is highlighted with a red box, and a green arrow points to it from the text above. The main content area shows the 'Register of 8D' for problem 005625. It includes fields for 'Occurrence Short Description' (森萨塔 13534008 标签信息错误) and 'Occurrence Complete Description' (2018/1/2 成品库房反馈 森萨塔 13534008 有三盒标签信息不对). Below these are two photo upload sections: 'According to specification' and 'Out of Specification', each with a placeholder image and a circular arrow icon.

# PRNC – Answer 8D - Suppliers

Step 6. Select the 8D view and start to fill the 8D Report.

Inform the containment actions to block the problem.

Implement and Verify Containment Actions - Supplier

What	Who	Start	End	Duration	Status	
						<div>+</div> <div>1° - In this step you will describe the Implemented containment actions by Supplier.</div>

1

# PRNC – Details of containment actions done at Supplier.

7° - Save: just save and keep editing later.

8° - Save and exit: save and update data in the form.

9° - Save and exit: save, update data in the form and add other register.

1° - Explain what you will do to implemented containment actions .

3° - Enter the date to start the containment actions.

5° - Enter the duration to the activities.

2° - Enter the name of the in charge of the action.

4° - Enter the date to finish the containment actions.

6° - Choose the status to the activities.



The screenshot displays a web-based form titled "Form > RNCAUXGRICONTSU - RNCAUXGRICONTSU". Below the title is a toolbar with four icons: a floppy disk for "Save", a floppy disk with an arrow for "Save and exit", a floppy disk with a plus sign for "Save and new", and a printer for "Form report". The form itself has a header section with the identifier "000148". Below this is a large text area labeled "What". At the bottom of the form is a section labeled "Who" with a text input field. To the right of the "Who" field are four fields: "Start" with a calendar icon, "End" with a calendar icon, "Duration" with a dropdown arrow, and "Status" with a dropdown arrow. Nine green callout boxes with black text and green borders point to specific elements: 1° points to the "What" text area; 2° points to the "Who" text field; 3° points to the "Start" date field; 4° points to the "End" date field; 5° points to the "Duration" dropdown; 6° points to the "Status" dropdown; 7° points to the "Save" button; 8° points to the "Save and exit" button; and 9° points to the "Save and new" button.

# PRNC – Evidences of changes

**Step 7.** In this step you will use some additional photos to explain the better the changes done by Suppliers.

Supplier must be able to provide evidences form previous (in the moment of failure) and reinforced process

\* Use some additional photos to explain the actions before and after the improvement.

Before		After	
<div>Test</div> <div>4/4000</div>		<div>Test</div> <div>4/4000</div>	
<input type="text" value="Select file"/>	<input type="button" value="Search"/>	<input type="text" value="Select file"/>	<input type="button" value="Search"/>

1° - Enter with description of the previous condition

2° - Enter with the new condition to assure the containment of problem

# PRNC – Defining the team for solve the problem

**Step 8.** Enter the name of the participants that will help to define and verify the root causes.

Remember that is necessary to have representatives of all process steps to assure the proper root cause analysis. ( Production, Engendering, Quality Control, etc...)

Define and Verify Root Causes

Team Members		
Position	Name	Area/Role

1° - In this step, the Supplier will enter the name of the participants that will help to define and verify the root causes.

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1

# PRNC – Enter of name of participants

Step 9. Choose the position in the team.

Step 10. Enter the name.

Step 11. Enter area.

Form > RNCAUXTEAM - Team Members

Record Tools

Save Save and exit Save and new Form report

000148

Position Name Area/Role

1° - Choose the position in the team.

2° - Enter the name.

3° - Enter area.

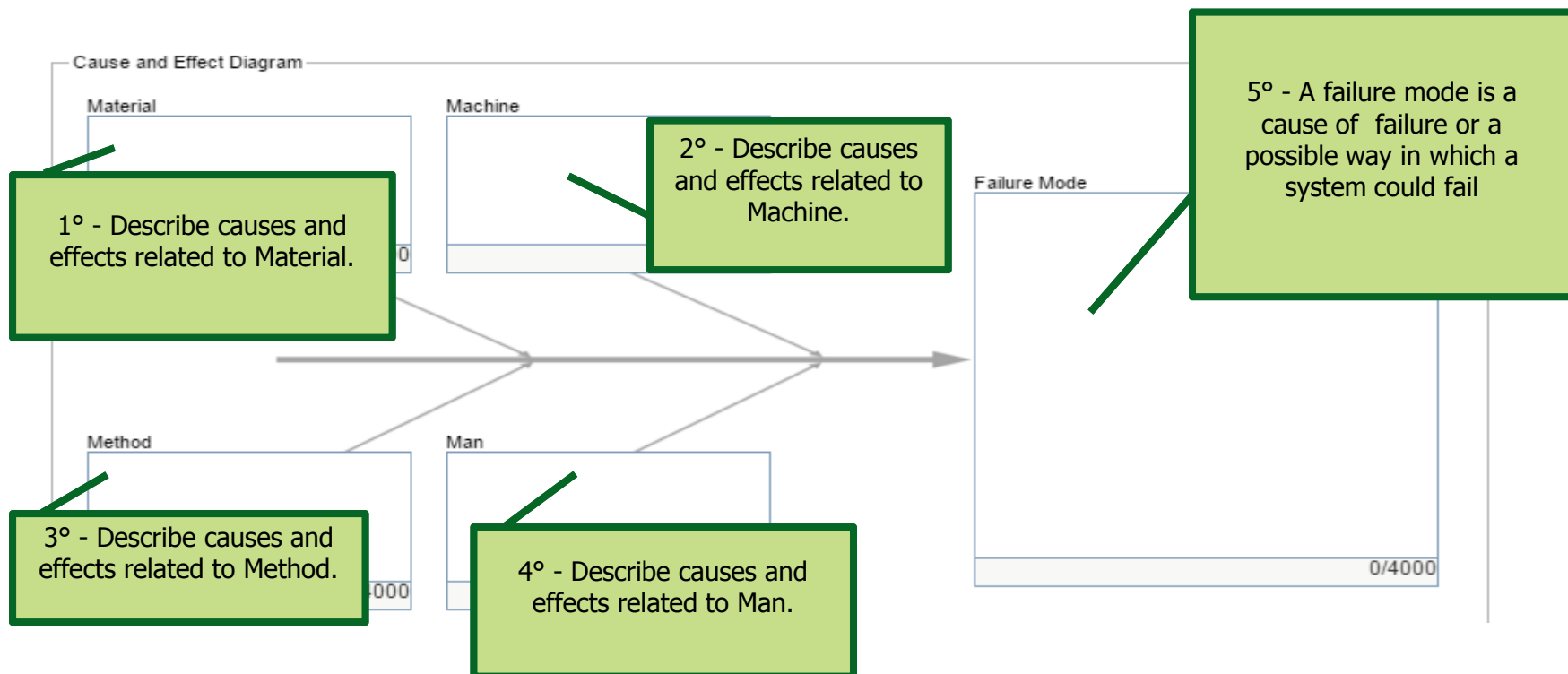
Remember that is necessary to have representatives of all process steps to assure the proper root cause analysis. ( Production, Engendering, Quality Control, etc...)



# PRNC – Root cause analysis.

**Step 12.** In this section, define Ishikawa's diagram to the 4M's: Material, Machine, Method and Man.

If any 'M' is not applicable, inform "N/A"



# PRNC – Defining the most probable causes

Step 13. Enter the most probable cause analysis.

For any M probable cause informed in Ishikawa's diagram is mandatory describe the most probable cause and its priority related others ones.

Cause Analysis		
Priority	4M	Most probable cause(s)

1° - Enter the cause analysis.

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...

# PRNC – Enter with most probable cause

Step 14. Enter the with most probable cause details.

The screenshot shows a web form titled "Form > RNAUXGRIDCAUSANALI - Formulário de Análise de Causa". The form has a header bar with "Record" and "Tools" tabs. Under "Record", there are buttons for "Save", "Save and exit", and "Save and new". Under "Tools", there is a button for "Form report". Below the header, the form displays the ID "000148". There are two dropdown menus: "Priority" and "4M". A green box with an arrow pointing to the "Priority" dropdown contains the text "1° - Choose the priority." Another green box with an arrow pointing to the "4M" dropdown contains the text "1° - Choose the M related to the characteristic." Below these dropdowns is a large text area labeled "Most probable cause(s) - please describe, based on the diagram above." A green box with an arrow pointing to this text area contains the text "1° - Describe the probable causes, based on the Ishikawa diagram." The text area has a character count "0/4000" in the bottom right corner.

Form > RNAUXGRIDCAUSANALI - Formulário de Análise de Causa

Record Tools

Save Save and exit Save and new Form report

000148

Priority 4M

1° - Choose the priority.

1° - Choose the M related to the characteristic.

Most probable cause(s) - please describe, based on the diagram above.

1° - Describe the probable causes, based on the Ishikawa diagram.

0/4000

# PRNC – Validate the root causes

Step 15. Answer the 5W for each defined root cause.

Root Cause Analysis						
Why? (1)	Why? (2) ▾	Why? (3) ▾	Why? (4) ▾	Why? (5) ▾	Root Cause ▾	Proof Cause ▾
						<div><div>+</div><div><div>1° - Answer the 5W to describe the Root Cause.</div></div></div>
						<div><div></div><div></div><div></div></div>
						<div><div>◀</div><div>1</div><div>▶</div></div>

# PRNC – Validate the root cause

Step 16. Choose cause.

Step 17. Answer the 5W.

Step 19. Explain the Proof Causes.

Step 18. Explain the Root Cause.

The screenshot shows a software interface for root cause analysis. At the top, a title bar reads "RNCAUXGRIDROOTC - Formulário de Análise de Causa Raiz". Below this is a toolbar with icons for "Record", "Save and exit", "Save and new", and "Form report". The main form area contains several sections:

- Cause:** A dropdown menu with the value "000148" selected.
- Why?:** Five empty text boxes for the 5 Whys analysis.
- Root Cause:** A text area for the final description of the root cause.
- Proof Causes:** A text area for describing the validation process.

Four green callout boxes with arrows point to specific parts of the form:

- 1° - Choose the probable cause:** Points to the "Cause" dropdown menu.
- 2° - Answer the 5W1H for each probable root cause:** Points to the five "Why?" text boxes.
- 3° - Final description of root cause:** Points to the "Root Cause" text area.
- 4° - Describe the way applied to validate if defined root cause really cause the problem:** Points to the "Proof Causes" text area.




# PRNC – Defining Corrective Actions

Step 20. Enter the permanent corrective action.

Permanent Corrective Actions					
What	Who ▾	Start ▾	End ▾	Duration ▾	Status ▾

1° - Answer the 5W to describe the Root Cause.

+



# PRNC – Enter with corrective actions

**Step 21.** Enter with details about the corrective actions planned by Suppliers

The screenshot shows a web form titled "Form > GRIDAUX ACTPERMAN - Grid Permanent Actions". The form includes a "Tools" bar with a "Save and new" button. Below this, there is a large text area labeled "What" and a section with fields for "Start", "End", "Duration", and "Status". Each field has a corresponding icon (calendar for dates, clock for duration, and a dropdown for status). Six green callout boxes with numbered instructions are overlaid on the form:

- 1° - Explain what you will do to take permanent corrective actions. (points to the "What" text area)
- 2° - Enter the name of the in charge of the action. (points to the "Who" field)
- 3° - Enter the date to start the permanent corrective actions. (points to the "Start" date field)
- 4° - Enter the date to finish the permanent corrective actions. (points to the "End" date field)
- 5° - Enter the duration to the activities. (points to the "Duration" field)
- 6° - Choose the status to the activities. (points to the "Status" dropdown)

# PRNC – Enter with preventives actions to avoid recurrence

Step 22. How prevent the recurrence?

Prevent Recurrence			
What?	Applicable ▾	Comments ▾	Status ▾





1° - Enter Prevent Recurrence.



# PRNC – Define the preventive actions

**Step 23.** Detail the action done to prevent the recurrence, at least the actions described below warning attention must be considered.

Form > RNCAUXGRIDPREVR - Prevent Recurrence

Record			Tools
			
Save	Save and exit	Save and new	Form report

000176

What	Applicable	Status
<div>1° - What will prevent the recurrence ? What action will be done?</div>	<div>2°- Is this applicable?</div>	<div>3°- Status</div>
<div>Comments</div> <div>4°- Comments about the results of action and other details</div>		

0/4000 0/4000

**Attention!**

Supplier: The prevent actions list bellow, must be presented in this section:

- \* FMEA: Creation or Review
- \* Similar products and process prevention: Apply the learnings obtained in this 8D.
- \* Review control plan: Considering the learnings of this occurrence.
- \* Review standard operating procedure: Considering the learnings obtained with this occurrence

# PRNC – Submission of 8D action plan to Embraco

**Step 26.** Once 8D plan be concluded, Supplier must submit the plan to Embraco evaluation.

2° Select the button save & send to Approval you want close, save the occurrence and notify Embraco about conclusion of 8D plan.

Before select this button, be sure that all fields and information were properly fulfilled.

The screenshot displays the 'Activity execution' page for '000148 - Test'. The 'Actions' tab is active, showing a toolbar with icons for 'Save', 'Save & Send to Approval', 'Report', and 'Form report'. The 'Save' icon is highlighted with a red square, and the 'Save & Send to Approval' icon is highlighted with a green square. A green arrow points from the 'Save & Send to Approval' icon to a green callout box. Another green arrow points from the 'Save' icon to a green callout box. The 'NAVIGATION' sidebar on the left shows a tree structure with 'Fill 8D Form' expanded, containing '8D', 'NC', 'Costs', 'Attribute', and 'Comments'. The main content area shows the '8D' form with a 'STARTER' field, a 'DESCRIPTION' field, and a 'DEADLINE OF THIS ACTIVITY' field. The Embraco logo and 'POWER IN. CHANGE ON.' tagline are visible at the bottom of the form. The 'Register of 8D' section shows the ID '000148'.

1° Select the button save just to save the form and complete action later.

After select button Save and Sent to Approval, the root cause definition and corrective actions planning phase is concluded. Is necessary to wait that Embraco approves the action plan.

## PRNC – Process of Non-Conformity Completing the Supplier Actions

This phase starts only after Embraco approves the action plan.

# PRNC – Selecting the activities

Step 1. Click in **Activity execution**.

The screenshot displays the Embraco Suppliers portal. At the top, there's a navigation bar with 'Main Supplier' and several tabs: 'Preliminary Quality Score (Points = LRR Sev NCM)', 'Supplier Quality Costs - Paid & Recovered', 'Line Rejection Rate (LRR)', 'Material Nonconformity - (NCM) Severity', and 'Material Nonconformity - (NCM) Quantity'. The main content area is divided into several sections. On the left, there's a 'Warning' section stating 'The KPIs and Monitoring Lists view are under revision.' Below this is a 'My tasks (1004)' section with a status bar (Status: 1, 1, 1, 1) and a 'Type' dropdown. The 'Activity execution' button is highlighted with a red box and a green arrow. To the right of the 'My tasks' section is a 'Links - Training Material' section with a 'Suppliers Training Manual' link. Further right is a 'Latest' section with a list of recent updates: 'Embraco | 1/11/2018 - 09:39', 'Support Information | 1/11/2018 - 09:39', 'Supplier's KPIs | 1/11/2018 - 09:26', and 'Analysis panel (AN003) | 1/10/2018 - 23:04'. On the far right, there are two sections: 'Supplier 8D Response Time - Supplier View - Calendar Days' and 'Non Conformity Occurrences Required 8D', both displaying 'The vision cannot be displayed. No record found'.

# PRNC – Choose the occurrence

Step 2. Select in the list the activity that you will run and double click.

The screenshot displays the Embraco Activity execution interface. The top navigation bar includes the Embraco logo, Home, Portals, My tasks, Components, and Shortcuts. The main header shows 'My tasks' and 'Activity execution'. On the left, there are search filters including a quick search bar, a type selector, and advanced filters. The main table lists activities with columns: DL, PR, RT, A, Activity, Deadline, ID #, Title, and Starter (User ID, Name, Department, Position). The activity 'Execute Action Plan' is highlighted with a red box.

DL	PR	RT	A	Activity	Deadline	ID #	Title	Starter
								User ID - Name - Department - Position
<input checked="" type="checkbox"/>	▼		👤	Fill 8D Form	3/02/2016 03:00:00	000142	Teste Completo	sesuite SE Suite SeConsultor - Consultoria SESUITE SEMan - SE Ma
<input type="checkbox"/>	▼		👤	Fill 8D Form	3/02/2016 03:00:00	000143	Teste Completo 01	sesuite SE Suite SeConsultor - Consultoria SESUITE SEMan - SE Ma
<input type="checkbox"/>	!		👤	Fill 8D Form	3/03/2016 03:00:00	000145	teste Completo 03	kawe kawe SeConsultor - Consultoria SESUITE SEMan - SE Ma
<input type="checkbox"/>	!		👤	Fill 8D Form	3/03/2016 03:00:00	000148	Test	laiz Laiz P. Maia SeConsultor - Consultoria SESUITE SEMan - SE Ma
<input type="checkbox"/>	▲		👤	Execute Action Plan		000144	teste complet	kawe kawe SeConsultor - Consultoria SESUITE SEMan - SE Ma



# PRNC – Complete the containment, corrective and preventive actions.

Step 3. Supplier must complete all planned actions.

Implement and Verify Containment Actions - Supplier

What	Who	Start	End	Duration	Status
<input checked="" type="radio"/> sssssdd	Marcos Ramos	3/01/2016	3/03/2016	2	In progress

Permanent Corrective Actions

What	Who	Start	End	Duration	Status
<input checked="" type="radio"/> ffffffffffffffffffffffffffffffffff	ddddddddddddd	3/04/2016	3/05/2016	1	In progress

Prevent Recurrence

What?	Applicable	Status	Comments
<input checked="" type="radio"/> fmea	yes	done	vvvvvv


All action must have the status completed before sent to Embraco final evaluation.

# PRNC – Show the improvements

**Step 2.** In this step you will use some additional photos to explain the situation before and after the improvements.

Use some additional photos to explain the actions before and after the improvement.

Before




0/4000

Select file

Search

After



0/4000

Select file

Search

1° - Enter with the situation before the improvement and one file to illustrate.

2° - Enter with the situation after the improvement and one file to illustrate.

# PRNC – Final comments and results

**Step 3.** In this step Supplier should formalize the final comments, expectations as well as recognize the work done by team.

Closure and Team Celebration / Comments

0/4000



# PRNC – Final submission to Embraco

**Step 4.** After complete all the actions planned, including evidences Supplier can submit the results to Embraco final approval.

https://embraco.softexpert.com/se/v28516/workflow/wf\_gen\_instance/wf\_gen\_instance\_data.php

Execução de atividade > 000216 - Teste Completo Marcos Ramos Doming 06/03 | PRNC - Process of Non-Conformity | Execução

Registro | Ações | Ferramentas

Salvar | Save & Send to Approval | Imprimir | Relatório do usuário

NAVEGAÇÃO <<

- Execute Action Plan
  - 8D
  - NC
  - Costs
  - Observação
  - Anexo
  - Histórico
  - Fluxograma

EXECUTE ACTION PLAN > 8D

INICIADOR marcos

DESCRIÇÃO

Teste Completo Marcos Ramos Doming 06/03

ESTA ATIVIDADE NÃO POSSUI PRAZO

Total de registros: 1

Utilize imagens adicionais para explicar as ações tomadas antes e depois da implantação.  
Use some additional photos to explain the actions before and after the improvement.

Antes

Before

6/4000

Anel 23.jpg

105.58 KB

Depois

After

7/4000

Anel 33.jpg

124 KB

Finalização e Celebração do Time / Comentários

Be sure that all fields and information were completed before submit to Embraco final approval

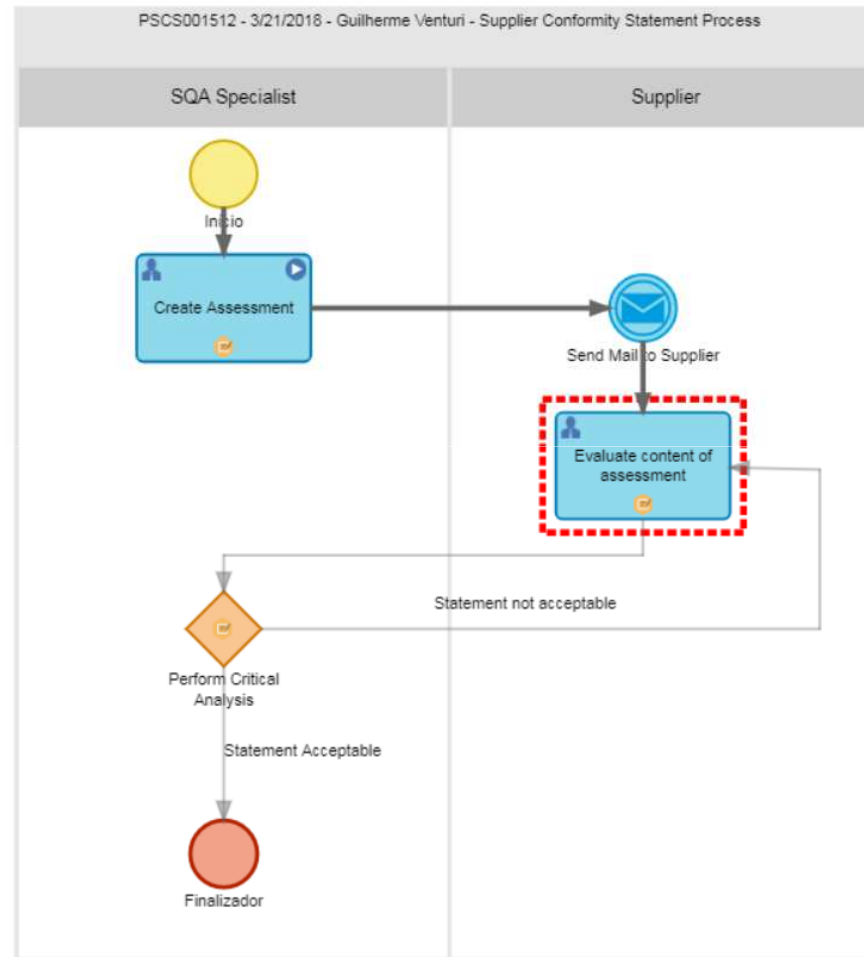
**PRNC will be finished once Embraco  
accept the evidences**

# PSCS – Supplier Conformity Statement Process



Flowchart > PSCS001512 - 3/21/2018 - Guilherme Venturi

Supplier Conformity Statement Process



# PSCS – Supplier Conformity Statement Process Supplier Actions

# PSCS – Accessing Supplier Conformity Statement Process

Step 1. Click in **Activity execution**.

The screenshot displays the Embraco PSCS dashboard. The top navigation bar includes the Embraco logo, a home icon, and dropdown menus for Portals, My tasks, Components, and Shortcuts. A search bar and a user profile icon are on the right. Below the navigation bar, a welcome message for Laiz P. Maia is shown. The main content area is divided into several sections:

- Portals:** A list of links including Non Conformity Material - NCM Severity, Line Rejection Rate (LRR), 8 Stages Matrix, Embraco Suppliers Monitor, Supplier Quality Score, Quality Costs - Paid & Recovered, and Non Conformity Material - NCM Quantity.
- Quality Performance Overview (Based on Rolling 12):** A table showing performance metrics for various sites across two months. The table has columns for Site, Quality Score, COSTS P&R, LRR, NCM SEV., and NCM QTY. for both Month 1 and Month 2. The sites listed are WHIRLPOOL S.A., Embraco Slovakia Sro, Embraco North America-ENA, Embraco Brasil, and Embraco China.
- WorkFlows:** A list of workflow links including PRNC Process of Non-Conformity, PSCS Supplier Conformity Statement Process, and PSPA Supplier Process Audit.
- My tasks:** A section with a status indicator (red, yellow, green) and a list of tasks. The 'Activity execution' task is highlighted with a red box and a green arrow pointing to it.
- Saved searches:** A list of saved search filters including Performance Data, Site, and Supplier.
- Links:** A link to the Service Desk.
- Latest:** A list of recent updates including NCM, SEV NCM, and LRR (Line Rejection Rate) for the period 06/04/2016 - 06:07.

# PSCS – Accessing Supplier Conformity Statement Process

**Step 2.** Select in the list the activity that you will run and double click.

**embraco** POWER IN. CHANGE ON.

Home Portals My tasks Components Shortcuts

My tasks Activity execution

Search filters

Quick search

Type

Select type

Advanced filters

SEARCH

	DL	PR	RT	A	Activity	Deadline	ID #	Title	Starter		
									User ID	Name	Department
<input checked="" type="checkbox"/>					Evaluate content of assessment		PSCS000038	4/14/2016 - Laiz P. Maia	laiz	Laiz P. Maia	SeConsultor - Consultoria SESUITE

# PSCS – Answering Supplier Conformity Statement Process

**Step 1.** Supplier will answer: 'Comply with the specification' or 'Not comply with specification'.

**Step 2.** Select files to attach to the document.

**Step 3.** Enter additional comments.

## Supplier Statement Section

The screenshot shows a web form titled "Supplier Statement Section". At the top, there are two radio button options: "Comply with the specification" (which is selected and highlighted with a red box) and "Not comply with specification" (highlighted with a red box). Below these is a section for "Supplier Statement File" with a red cross icon, containing a "Select file" button and a "Search" button. At the bottom is a large text area for "Supplier Additional Comments" with a red cross icon. A character count "0/4000" is visible in the bottom right corner of the text area.

# PSCS – Answering Supplier Conformity Statement Process

## Step 4. Submit statement to Embraco.

The screenshot displays the Embraco PSCS (Supplier Conformity Statement Process) interface. At the top, the breadcrumb navigation shows 'Activity execution > PSCS000038 - 4/14/2016 - Laiz P. Maia'. Below this, a toolbar contains icons for 'Record', 'Actions', and 'Tools'. The 'Actions' tab is active, and the 'Submit Statement to Embraco' button, represented by a play icon, is highlighted with a red rectangle. Other buttons in the toolbar include 'Save', 'Report', and 'Form report'. The main content area is titled 'EVALUATE CONTENT OF ASSESSMENT > SUPPLIER CONFORMITY STATEMENT PROCESS'. It shows a 'STARTER' section with the user 'Laiz P. Maia' and a note 'THIS ACTIVITY DOES NOT HAVE A DEADLINE'. Below this is a text input field containing 'test'. The 'Supplier Statement Section' includes two radio buttons: 'Comply with the specification' (selected) and 'Not comply with specification'. A file upload section shows 'Supplier Statement File' with a file named 'Koala.jpg' (762.53 KB). At the bottom, there is a 'Supplier Additional Comments' section with a text input field containing 'Test'.

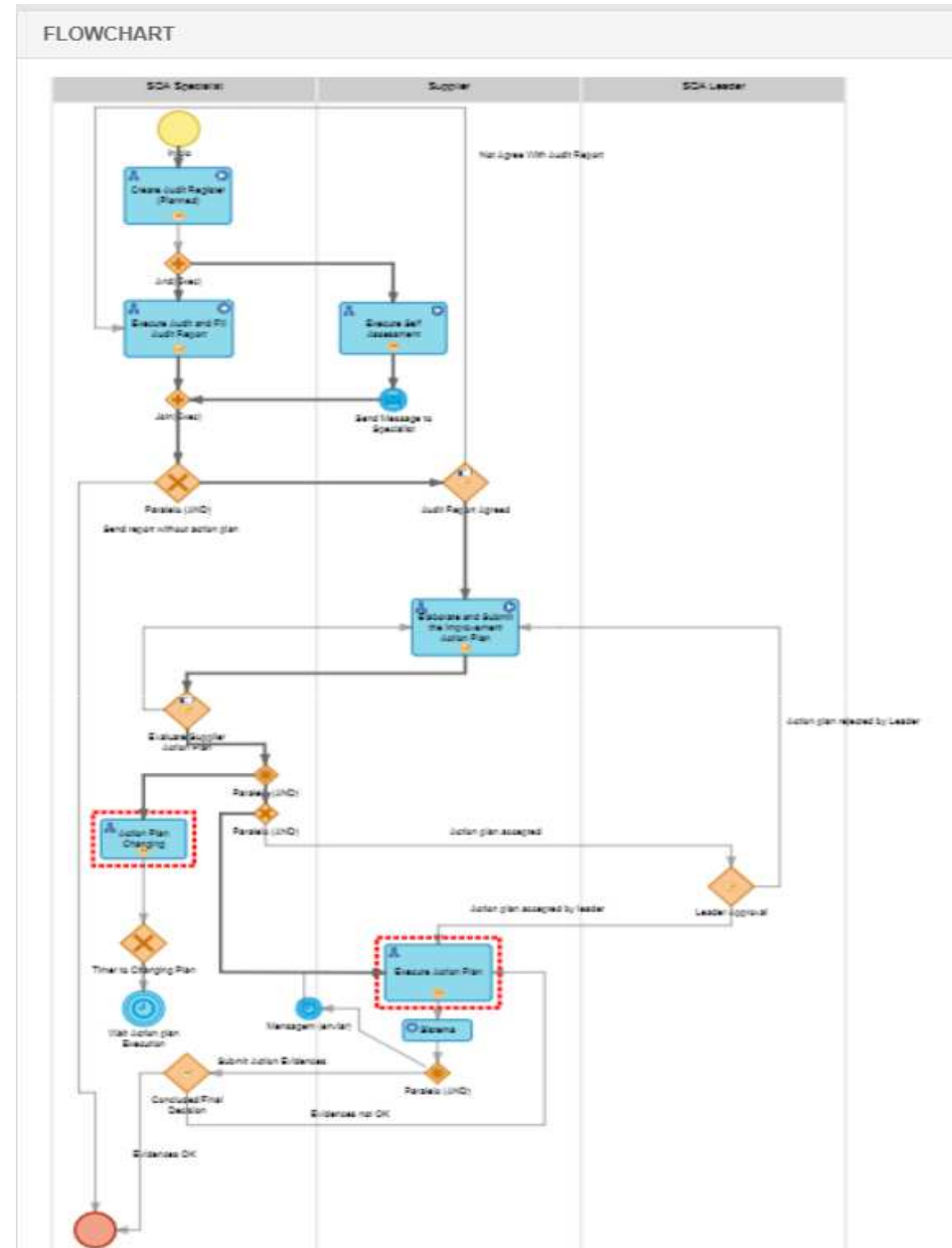
The next steps will be done by Embraco



# **PSPA** — Supplier Process Audit Process

## Supplier Actions

# PSPA – Supplier Process Audit Process



# PSPA – Supplier Process Audit Process

Step 3. Click in **Activity execution**.

The screenshot shows the Embraco PSPA system interface. The top navigation bar includes the Embraco logo, a home icon, and dropdown menus for Portals, My tasks, Components, and Shortcuts. A search bar and a user profile icon are also present.

The main content area is divided into several sections:

- Portals:** A list of links including Non Conformity Material - NCM Severity, Line Rejection Rate (LRR), Supplier Quality Score, 8 Stages Matrix, Embraco Suppliers Monitor, Quality Costs - Paid & Recovered, and Non Conformity Material - NCM.
- Quality Performance Overview (Based on Rolling 12):** A table showing performance metrics for various sites. The table has columns for Month 1 and Month 2, and rows for WHIRLPOOL S.A., Embraco Slovakia Sro, 北京恩布拉科雪花压缩机有限公司, and Embraco Luxembourg. The data is represented by red and white squares.
- WorkFlows:** A list of links including PRNC Process of Non-Conformity, PSCS Supplier Conformity Statement Process, and PSPA Supplier Process Audit.
- My tasks:** A section with a status indicator (red, yellow, green) and a list of tasks. The 'Activity execution' task is highlighted with a red box and a green arrow.
- Saved searches - Form ...:** A section with input fields for Center, Part Number, and Performance Data.
- Links:** A section with a link to Training 01.
- Latest:** A section with a list of recent activities, including 'My tasks > Problem > Activity execution' and 'Line Rejection Rate (LRR)'.

# PSPA – Supplier Process Audit Process

Step 4. Select the activity.

The screenshot displays the Embraco PSPA (Supplier Process Audit Process) interface. The top navigation bar includes the Embraco logo, a search bar, and menu items for Home, Portals, My tasks, Components, and Shortcuts. The main content area is titled 'Activity execution' and features a search filter on the left and a table of activities in the center.

**Search filters:**

- Quick search
- Type
  - PPAP - Production Part Approval Process (1)
  - PRNC - Process of Non-Conformity (1)
  - PSPA - Supplier Process Audit Process (1)
- Advanced filters

**Activity Table:**

Activity	Deadline	ID #	Title	User ID	Name	Department
Approve PPAP Certification requirements	2/06/1231 -6899093:-20:00	005495	teste	marcos	marcos	QUALITY DE
Fill 8D Form	3/22/2018 03:50:00	005676	Rust in the pieces	marcos	marcos	QUALITY DE
Execute Self Assessment		005715	4/09/2018 - RAMOSMV	RAMOSMV	Marcos Valerio Ramos	CORPORATE

# PSPA – Supplier Process Audit Process

**Step 5.** Access the document, perform the self assessment fulfilling all the scores and observations and submit the report to Embraco's analysis..

Activity execution > 005715 - 4/09/2018 - RAMOSMV | PSPA - Supplier Process Audit Process | Execution

Record Actions Tools

Save **Submit Self Assessment to Embraco** Report Form report

NAVIGATION

- Execute Self Assessment
  - Supplier Process Audit Form Id
  - Attribute
  - Comments
  - Attachment
  - History
  - Flowchart

EXECUTE SELF ASSESSMENT > SUPPLIER PROCESS AUDIT FORM ID

STARTER Marcos Valério Ramos THIS ACTIVITY DOES NOT HAVE A DEADLINE

**embraco** POWER IN. CHANGE ON.

**SQA - Supplier Quality Assurance**  
Supplier Process Audit Check List & Report  
Edition V Review 01 - November, 2017

1 - Audit Identification

Empresa	Planta	Especialista/Técnico do SQA	005715
Site	Center	SQA Specialist/Technician	
EM01	EM10	Marcos Valério Ramos	
Código SAP Fornecedor	Fornecedor	Localização do Fornecedor	
Supplier SAP Code	Supplier	Supplier Localization	
297	EXPANDRA ESTAMPARIA E MOLAS LTDA	Joinville - SC - Brazil	
Data Planejada da Auditoria			
Audit Plan Date - To be Confirmed	Audit Real Date	Report Issue Date	
4/27/2018			
Leader Auditor	Assessors		
Lead Assessor			
Marcos Valério Ramos			
Audit Objectives / Report Distribution / Others Comments			
Terminals production process audit.			
35/4000			
Material Family	Material de referência	Risk Level	
	Reference Part Number	Quality risk level	
		HS risk level	
		HFC Risk Level	

# PSPA – Supplier Process Audit Process

**Step 6.** After Embraco evaluates the audit results, the report will be submitted to Supplier's content evaluation. Access the document and verify if the scores, comments and improvement action makes sense for Supplier.

The screenshot displays the Embraco PSPA (Supplier Process Audit Process) interface. The top navigation bar includes links for Home, Portals, My tasks, Components, and Shortcuts. The left sidebar shows the 'Activity execution' section with a search filter and a list of activity types: PPAP - Production Part Approval Process (1), PRNC - Process of Non-Conformity (1), and PSPA - Supplier Process Audit Process (1). The main area shows a table of activities with columns for DL, RT, PS, SLA, PR, APS, A, Activity, Deadline, ID #, Title, User ID, Name, and Department. A red box highlights the 'Audit Report Agreed' activity, and a green arrow points to the 'Approve PPAP Certification requirements' activity.

DL	RT	PS	SLA	PR	APS	A	Activity	Deadline	ID #	Title	User ID	Name	Department
✓	✓	✓					Approve PPAP Certification requirements	2/06/2018 - 6899093 - 20:00	005495	teste	marcos	marcos	QUALITY DE
✓	✓	✓					Fill 8D Form	3/22/2018 03:30:00	005676	Rust in the pieces	marcos	marcos	QUALITY DE
✓	✓	✓					Audit Report Agreed		005715	4/09/2018 - RAMOSMV	RAMOSMV	Marcos Valerio Ramos	CORPORATE

# PSPA – Supplier Process Audit Process

**Step 7.** Supplier can agree or not agree with the report content. If not agrees Supplier must to inform the rejection reasons.

Activity execution > 005715 - 4/09/2018 - RAMOSMV | PSPA - Supplier Process Audit Process | Execution

Actions: Agree with Audit Report Content, Not Agree With Audit Report Content, Report, Form report

NAVIGATION: Audit Report Agreed, Supplier Process Audit Form Id, Comments, Attachment, History, Flowchart

AUDIT REPORT AGREED > SUPPLIER PROCESS AUDIT FORM ID

STARTER: Marcos Valerio Ramos

THIS ACTIVITY DOES NOT HAVE A DEADLINE

5 The statement is fully accomplished.  
NA The statement is not applicable. \* Improvement action mandatory for score from 0, 1, 2 and 3,

3 - Audit Results

	Possible Score	Obtained Score	Score %
5 - QUALITY ROUTINE MANAGEMENT - QA Aspect	95	94	98
5.1 - Control of Raw Materials	15	15	100
5.2 - Process Parameters & Product Quality Characteristics Controls	30	29	96
5.3 - Reliability of the Measurement Systems	30	30	100
5.4 - Manufacturing Environment & Controls	20	20	100
6 - R134a (HFC) GAS COMPATIBILITY - HFC Aspect	20	20	100
7 - MANAGEMENT OF HAZARDOUS SUBSTANCES - HS Aspect	15	15	100
8 - SOCIAL RESPONSIBILITY - SR Aspect	20	20	100
OVERALL SCORE = Average of Possible and Obtained Score (QA and HFC*0,6 plus HS*0,2 plus SR*0,2)		99	

0% to 69%	70% - 79%	80% - 94%	95% - 100%
Not Acceptable Process Control	Limiting Process Control	Good Process Control	Robust Process Control
Supplier not recommended to development.	Not recommended until finished improvement action plan	Approved for development	

The overall score must be used just as a reference for Suppliers. The assessment feedback to Supplier must be provided based on the individual aspects score. (QA, HFC, HS and SR aspects)

Weak Points & Improvement Opportunities

Weak Points

# PSPA – Supplier Process Audit Process

Comments and Reasons to rejection of process phases will be available in the “History” document section.

The screenshot displays the PSPA - Supplier Process Audit Process interface. The top bar shows the record ID '005715 - 4/09/2018 - RAMOSMV' and the process name 'PSPA - Supplier Process Audit Process'. Below the top bar, there are tabs for 'Record', 'Actions', and 'Tools'. The 'Record' tab is active, showing options like 'Save', 'Submit Evidences to Embraco', 'Report', and 'Form report'. On the left, a 'NAVIGATION' sidebar lists various sections: 'Execute Action Plan', 'Supplier Process Audit Form Id', 'Comments', 'Attachment', 'History' (highlighted with a red box and a green arrow), and 'Flowchart'. The main area is titled 'HISTORY' and contains a list of activities executed today. Each entry includes a user profile, a description of the activity, and a timestamp. The activities listed are:

- Marcos Valerio Ramos has executed the Evaluate Supplier Action Plan activity with Approve Supplier Improvement Plan action (09:40:41)
- EXPANDRA ESTAMPARIA E MOLAS LTDA has executed the Elaborate and Submit the Improvement Action Plan activity with Submit Improvement Plan action (09:40:20)
- EXPANDRA ESTAMPARIA E MOLAS LTDA has executed the Audit Report Agreed activity with Agree with Audit Report Content action (09:30:47)
- Marcos Valerio Ramos has executed the Execute Audit and Fill Audit Report activity with Send Report With Action Plan action (09:24:17)
- Send Message to Specialist message event executed (09:19:53)
- EXPANDRA ESTAMPARIA E MOLAS LTDA has executed the Execute Self Assessment activity with Submit Self Assessment to Embraco action (09:19:53)



# PSPA – Supplier Process Audit Process

**Step 8.** Once Supplier agrees with content, Supplier must to complement the action plan section with actions to cover the improvement points proposed by Embraco.

The screenshot displays the Embraco PSPA (Supplier Process Audit) interface. The top navigation bar includes the Embraco logo and links to Home, Portals, My tasks, Components, and Shortcuts. The main section is titled 'Activity execution' and features a search filter on the left and a table of activities on the right. A green arrow points to the 'Approve PPAP certification requirements' activity. A red box highlights the 'Fill 8D Form' and 'Elaborate and Submit the Improvement Action Plan' activities.

DL	RT	PS	SLA	PR	APS	A	Activity	Deadline	ID #	Title	User ID	Name	Dep
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Approve PPAP certification requirements	2/06/1231 -6899093:-20:00	005495	teste	marcos	marcos	QU
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Fill 8D Form	3/22/2018 03:50:00	005676	Rust in the pieces	marcos	marcos	QU
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Elaborate and Submit the Improvement Action Plan		005715	4/09/2018 - RAMOSMV	RAMOSMV	Marcos Valerio Ramos	COI

# PSPA – Supplier Process Audit Process

**Step 9.** Supplier must “Edit” each one of proposed action, informing the action to cover the improvement opportunity indicated by Embraco.

After inform action for all lines, Supplier must submit the planned actions to Embraco “approval”.

Activity execution > 005715 - 4/09/2018 - RAMOSMV | PSPA - Supplier Process Audit Process | Execution

Record Actions Tools

Save submit Improvement Plan Report Form report

NAVIGATION <<

- Elaborate and Submit the Improvement Action Plan
  - Supplier Process Audit Form Id
  - Comments
  - Attachment
  - History
  - Flowchart

ELABORATE AND SUBMIT THE IMPROVEMENT ACTION PLAN > SUPPLIER PROCESS AUDIT FORM ID

STARTER Marcos Valerio Ramos THIS ACTIVITY DOES NOT HAVE A DEADLINE

8.4 - The Supplier has knowledge and are completely aligned with principles that are part of Whirlpool's Suppliers Code of Conduct. Score 5 Test 4/4000 4/4000

9 - SUPPLIER IMPROVEMENT ACTION PLAN

Improvement description	Action Description	Action Responsible	Start date	End date	Action duration
<input checked="" type="checkbox"/> Aspect 5.1.1 - improvement action					
<input type="checkbox"/> Aspect 6.1 - improvement action					

Total records: 2

Revision 00 - Mar2016 - Initial version

# PSPA – Supplier Process Audit Process

**Step 10.** Embraco can reject the Action Plan and ask for additional information, once Embraco approves the action plan Supplier must complete the actions and submit the evidences to Embraco's Final Approval.

The screenshot displays the Embraco PSPA interface. The top navigation bar includes the Embraco logo and various menu items like Home, Portals, My tasks, Components, and Shortcuts. The main content area is titled 'Activity execution' and features a search filter on the left and a table of activities on the right.

**Search filters:**

- Quick search
- Type: PPAP (Production Part Approval Process), PRNC (Process of Non-Conformity), PSPA (Supplier Process Audit Process)
- Advanced filters
- SEARCH

**Activity execution table:**

DL	RT	PS	SLA	PR	APS	A	Activity	Deadline	ID #	Title	User ID	Name	Department
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Approve PPAP Certification requirements	2/06/18 13:31 - 6899093 - 20:00	005495	teste	marcos	marcos	QUALITY DE
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Fill 8D Form	3/22/2018 03:50:00	005676	Rust in the pieces	marcos	marcos	QUALITY DE
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Execute Action Plan		005715	4/09/2018 - RAMOSMV	RAMOSMV	Marcos Valerio Ramos	CORPORATE

# PSPA – Supplier Process Audit Process

**Step 10.** Embraco can reject the Action Plan and ask for additional information, once Embraco approves the action plan Supplier must complete the actions and submit the evidences to Embraco's Final Approval.

If Embraco accepts the evidences the process will be concluded. If not, additional info can be required by Embraco

Form > processauditplan - Process Audit Improvement Action Plan

Record Tools

Save Save and exit Save and new Form report

Improvement Needs Proposed by Embraco

Aspect 5.1.1 - improvement action

33/4000

Ação?

Action Proposed by Supplier

Action 1

8/4000

Quem? Who	Início Start	Fim End	Duração Duration	Situação Status
Action 1	4/11/2018	4/27/2018	16	Completed

Upload de Evidência

Select file Select