EECON SQM Supplies Training

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

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

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.

2° - Insert here the password. In the first login: 111111. The system will requires 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.
NCM/Anomaly work flow. (Example)

Deviation detected
- Occurrence Register List
  - Open a AMS (10 min)
  - Open a NCM (10 min)
  - Create ATR report (8 min)
  - Send to Supplier (5 min)
  - Supplier Answer (24 h)
  - Receive Answer (8 dias)
  - Update AMS (1 h)

AMS Follow-Up
- Supplier Update (30 min)
- Update AMS (48 h)

LRR?
- NCM/E ?
- ATR/8D

End

Data input or transport

As is

To be

Supplier Monitor
- Supplier Answer
- Follow-Up

End
PRNC – Process of Non-Conformity
Supplier Actions
NC Workflow

Flowchart 006336 - Perpendicularity on Counterweight out of Specs.

Process de Registro de não conformidade
PRNC – Process of Non-Conformity

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3° - Click here to Login
PRNC – Selecting the activities

Step 3. Click in **Activity execution**.
PRNC – Choose the occurrence

Step 4. Select in the list the activity that you will run and double click.
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.
Step 6. Select the 8D view and start to fill the 8D Report.

Inform the containment actions to block the problem.

1° - In this step you will describe the Implemented containment actions by Supplier.
PRNC – Details of containment actions done at Supplier.

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

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

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

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

5° - Enter the duration to the activities.

6° - Choose the status to the activities.

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.
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.
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...)
PRNC – Enter of name of participants

Step 9. Choose the position in the team.
Step 10. Enter the name.
Step 11. Enter area.

Remember that it 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

<table>
<thead>
<tr>
<th>Priority</th>
<th>4M</th>
<th>Most probable cause(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

1º - Enter the cause analysis.
PRNC – Enter with most probable cause

Step 14. Enter the with most probable cause details.

1° - Choose the priority.

1° - Choose the M related to the characteristic.

1° - Describe the probable causes, based on the Ishikawa diagram.
PRNC – Validate the root causes

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

<table>
<thead>
<tr>
<th>Root Cause Analysis</th>
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</table>

1º - Answer the 5W to describe the Root Cause.
PRNC – Validate the root cause

Step 17. Answer the 5W.
Step 18. Explain the Root Cause.

**Step 19. Explain the Proof Causes.**

1° - Choose the probable cause
2° - Answer the 5W1H for each probable root cause
3° - Final description of root cause
4° - Describe the way applied to validate if defined root cause really cause the problem
PRNC – Defining Corrective Actions

Step 20. Enter the permanent corrective action.

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

1° - Explain what you will do to take permanent corrective actions.

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

3° - Enter the date to start the permanent corrective actions.

4° - Enter the date to finish the permanent corrective actions.

5° - Enter the duration to the activities.

6° - Choose the status to the activities.
Step 22. How prevent the recurrence?

PRNC – Enter with preventives actions to avoid recurrence

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.

<table>
<thead>
<tr>
<th>Record</th>
<th>Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>Save and exit</td>
</tr>
</tbody>
</table>

1° - What will prevent the recurrence? What action will be done?

2° - Is this applicable?

3° - Status

4° - Comments about the results of action and other details

Attention!

- Supplier: The prevent actions list below, 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.

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

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.

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.
Step 1. Click in **Activity execution**.
PRNC – Choose the occurrence

Step 2. Select in the list the activity that you will run and double click.
PRNC – Complete the containment, corrective and preventive actions.

Step 3. Supplier must complete all planned actions.

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.

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.

<table>
<thead>
<tr>
<th>Closure and Team Celebration / Comments</th>
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<tbody>
<tr>
<td>[Textarea]</td>
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</table>
Step 4. After complete all the actions planned, including evidences, Supplier can submit the results to Embraco final approval.

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

Table: Supplier Conformity Statement Process

<table>
<thead>
<tr>
<th>SQA Specialist</th>
<th>Supplier</th>
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Diagram:

- Initiate
- Create Assessment
- Send Mail to Supplier
- Evaluate content of assessment
- Perform Critical Analysis
- Statement Acceptable
- Finalizador
- Statement not acceptable
PSCS – Supplier Conformity Statement
Process
Supplier Actions
PSCS – Accessing Supplier Conformity Statement Process

Step 1. Click in **Activity execution**.
Step 2. Select in the list the activity that you will run and double click.
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.
PSCS – Answering Supplier Conformity Statement Process

Step 4. Submit statement to Embraco.

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**.
PSPA – Supplier Process Audit Process

Step 4. Select the activity.
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.
**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.
**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.
**PSPA — Supplier Process Audit Process**

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