

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° points to the User 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.' 2° points to the Password field with the text '2° - Insert here the password. In the first login: 111111. The system will requires a new password after first access'. 3° points to the Login button with the text '3° - Click here to Login'.

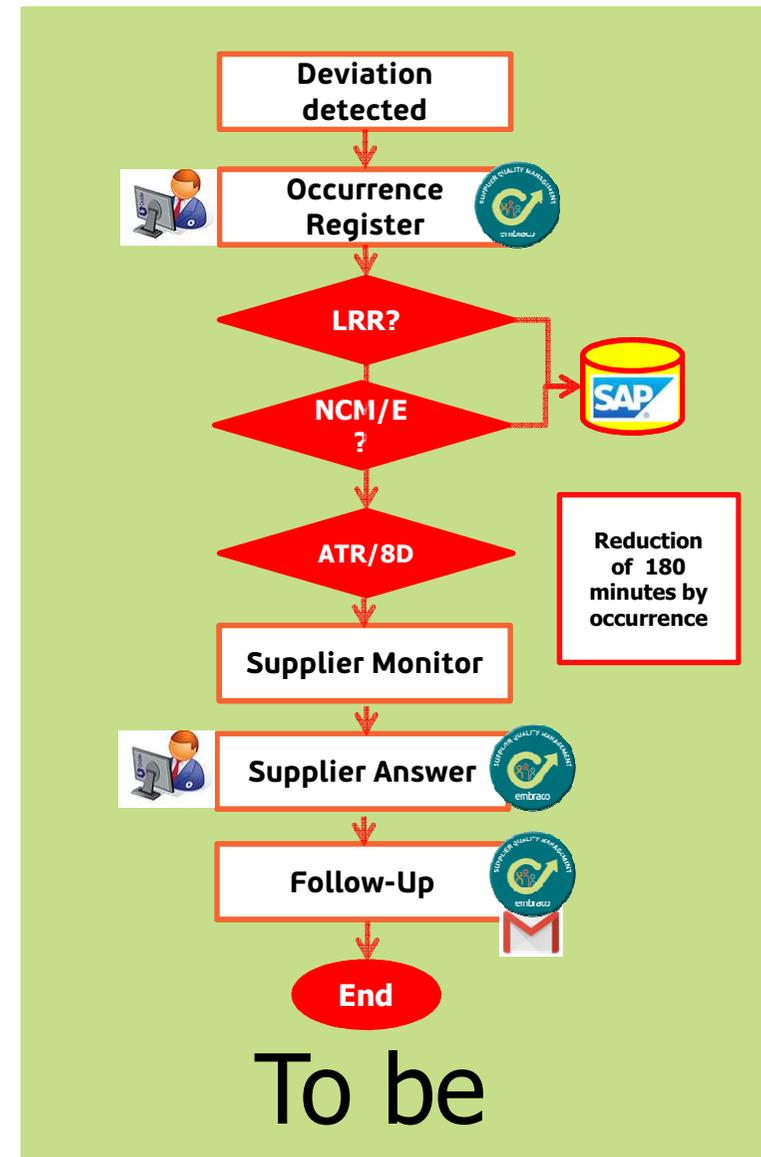
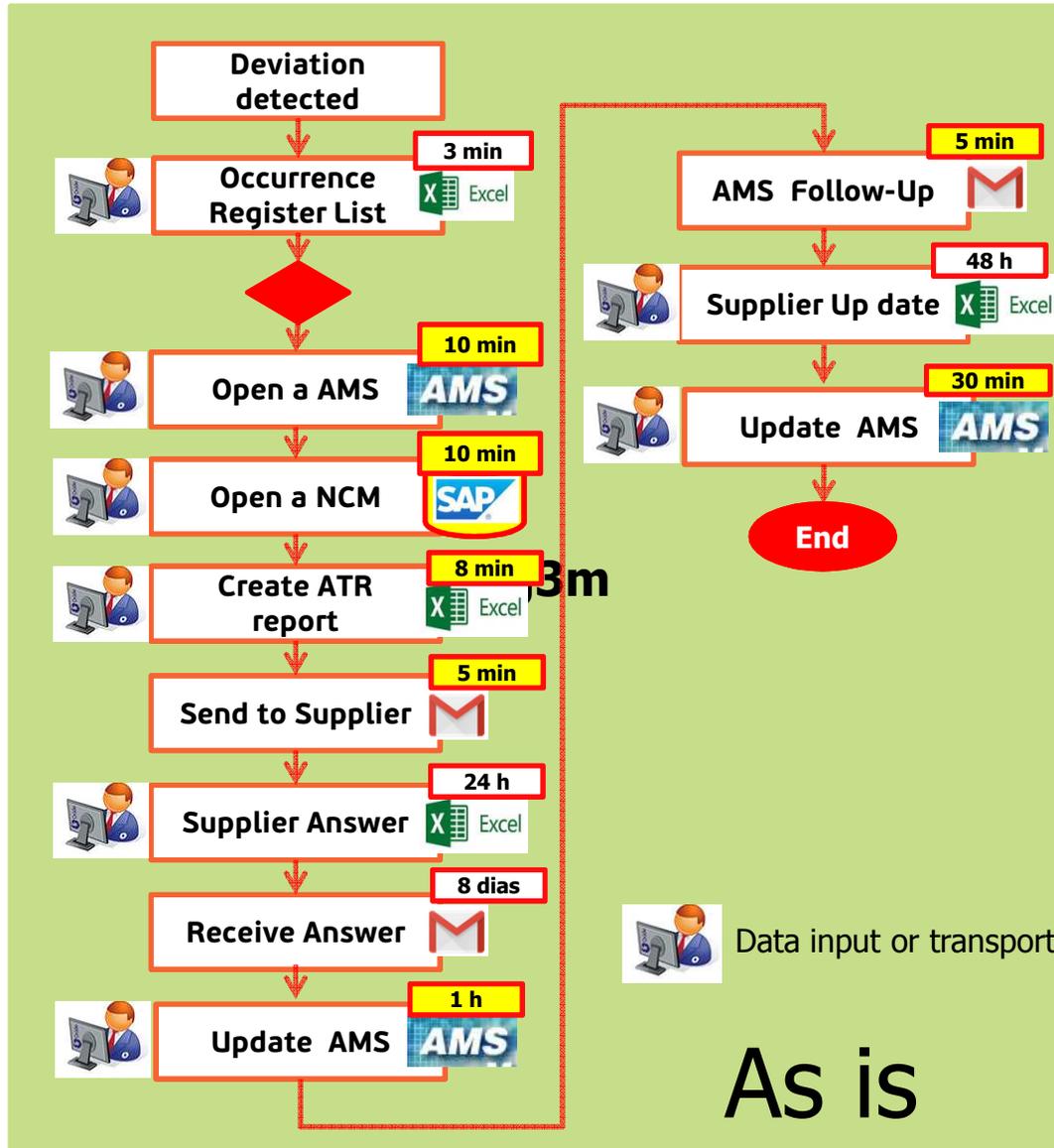
Step 3. Release the use of pop up for SQM site

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

Access NC already answered

Access for Supplier KPIs

Supplier Quality Score Performance

Center	Supplier Code	Corporate Supplier Code
CN90	8670	Leas
EM40	8670	Leas
EM10	8670	Leas

Warnings and Others Relevant Infos

Warning - New Composition of Supplier Quality Score

供应商质量分数
New Composition valid from January 2018 新评估方式, 从2018年1月生效
 It is a measure, in percentage points and varying from 0% to 100%, of the quality level of every Supplier based on a KPIs composition. This serves to provide a ranking among active Suppliers, putting in evidence those performing better or worse than the others (relative performance). 供应商质量绩效考评, 以0%到100%分数的形式, 反应供应商质量管理水平, 按照此规则对不同绩效的供应商进行考评。

Item	Weight/Points	Score Criteria 分数标准	Score 得分
LRR 生产线下线率	20	>0 <= 100 ppm	Monthly Score
	10	>100 <= 500 ppm	
	5	>501 <= 1000 ppm	
	0	>1000 ppm	
NCM Severity 严重度	40	0 Points 0分	Sum of demerit applied in the Month 当月发生的缺陷的汇总
	30	>0 <= 10 points分	
	20	>10 <= 30 points分	
	10	>30 <= 80 points分	
	0	> 80 points分	
8D Time Response 8D报告回复时间	15	<=7 Calendar days自然日	Average of 8D time response answered in the Month 当月的8D报告的平均回复时间
	10	>7 <= 10 Calendar days自然日	
	5	>10 <= 14 Calendar days自然日	

Non Conformity Occurrences Required 8D

Occurrence Id	Occurrence Complete Description
000813	Fomos chamados na linha EM4 (CTR) do bloco 15 para atender uma ocorrência. O operador do passador 4100 misturador não percebeu que o passador estava com problemas de rebarba na região...
001113	Passador 4100 misturado com...

Access for Activities to be done by Suppliers

我的任务

- 阶段: 问题
- 活动执行

链接 - Training Material

- Suppliers Training Manual

最新

- 活动执行 | 20/03/2018 - 00:43
- 问题 (PB006) | 20/03/2018 - 00:40

Occurrence Without 8D

Occurrence Id	Occurrence Complete Description
000825	Passador com de...

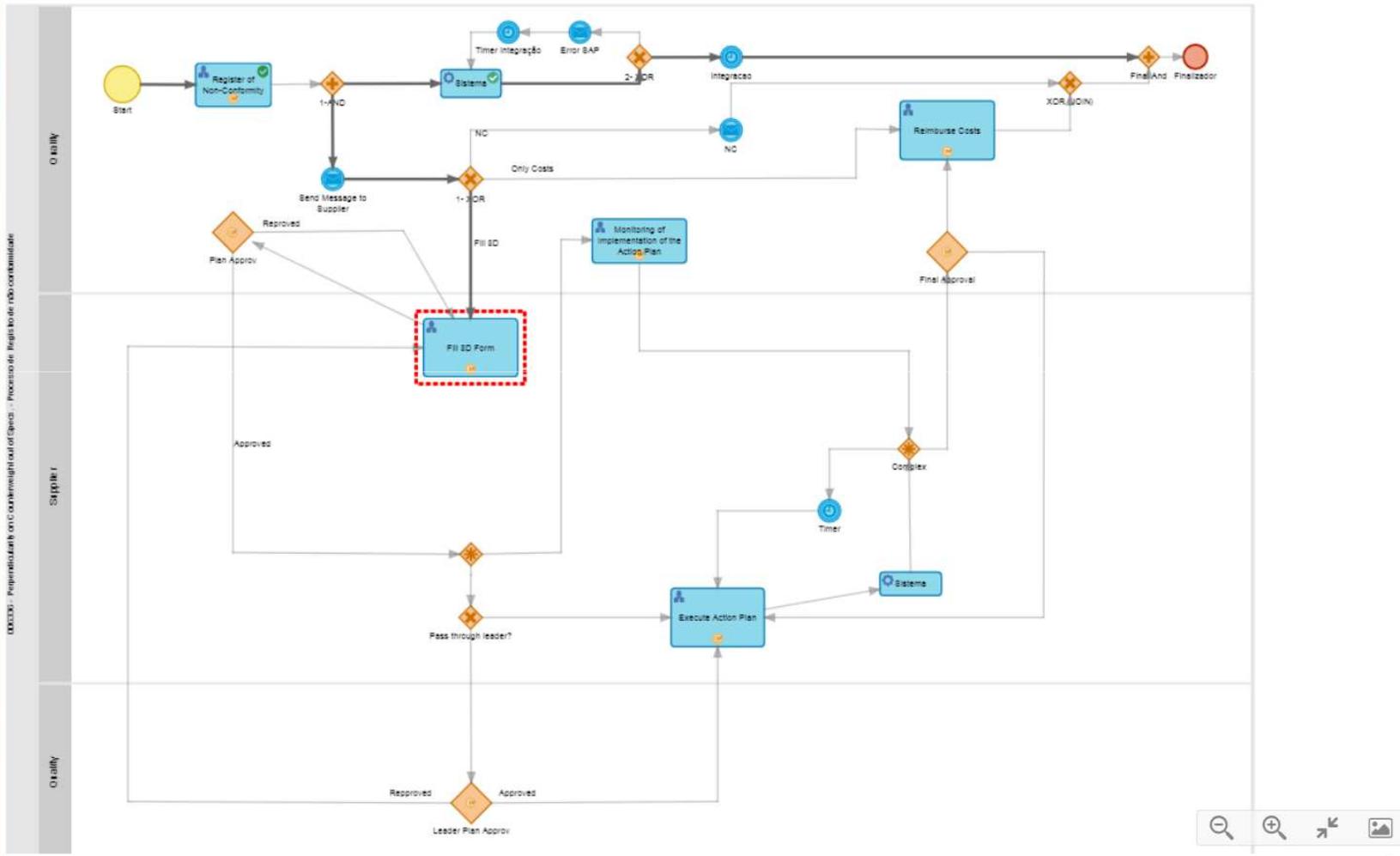
List of Nonconformities that not requires 8D Report

PRNC – Process of Non-Conformity Supplier Actions

NC Workflow

Flowchart > 006336 - Perpendicularity on Counterweight out of Specs.

Processo de Registro de não conformidade



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." and "Software registered to: WHIRLPOOL S.A. - UNIDADE DE COMPRESSORES". The login form includes fields for "User", "Password", and "License key", along with "Login" and "Single Sign-On" buttons. A language dropdown is set to "American English".

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

PRNC – Selecting the activities

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

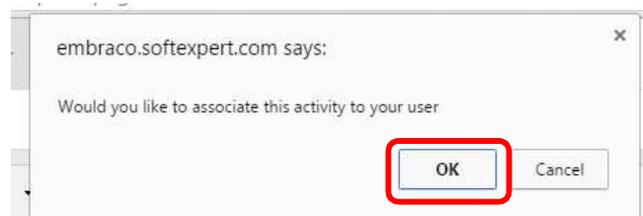
The screenshot shows the Embraco Suppliers portal dashboard. At the top, there is a navigation bar with the 'Suppliers' logo and several tabs: 'Main Supplier', 'Preliminary Quality Score (Points = LRR Sev NCM)', 'Supplier Quality Costs - Paid & Recovered', 'Line Rejection Rate (LRR)', 'Material Nonconformity - (NCM) Severity', and 'Material Nonconformity - (NCM) Quantity'. Below the navigation bar, the dashboard is divided into several widgets. A green arrow points from the top right towards the 'Activity execution' button in the 'My tasks (1004)' widget, which is highlighted with a red box. Other widgets include 'Warning' (with a message about KPIs and Monitoring Lists), 'Supplier 8D Response Time - Supplier View - Calendar Days', 'Non Conformity Occurrences Required 8D', 'Links - Training Material' (with a link to 'Suppliers Training Manual'), 'Latest' (with a list of recent updates), and 'Occurrence Without 8D'.

PRNC – Choose the occurrence

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

The screenshot shows the 'My tasks' section of the Embraco software. The interface includes a navigation bar with 'Home', 'Portals', 'My tasks', 'Components', and 'Shortcuts'. Below this is a search bar and a user profile icon. The main content area is titled 'My tasks Activity execution'. On the left, there are search filters including a 'Quick search' box, a 'Type' dropdown, and 'Advanced filters'. The main table lists activities with columns for DL, PR, RT, A, Activity, Deadline, ID #, Title, Starter (User ID, Name, Department, Position), and a status icon. The first row 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 – 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) interface. The top navigation bar shows the problem ID '005625 - 森萨塔 13534008 标签信息错误' and the status 'Finished'. A left-hand navigation menu is visible, with the '8D' option highlighted by a red box and a green arrow pointing to it. 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 areas labeled 'According to specification' and 'Out of Specification', each with a placeholder image and a '0/4000' character count.

PRNC – Answer 8D - Suppliers

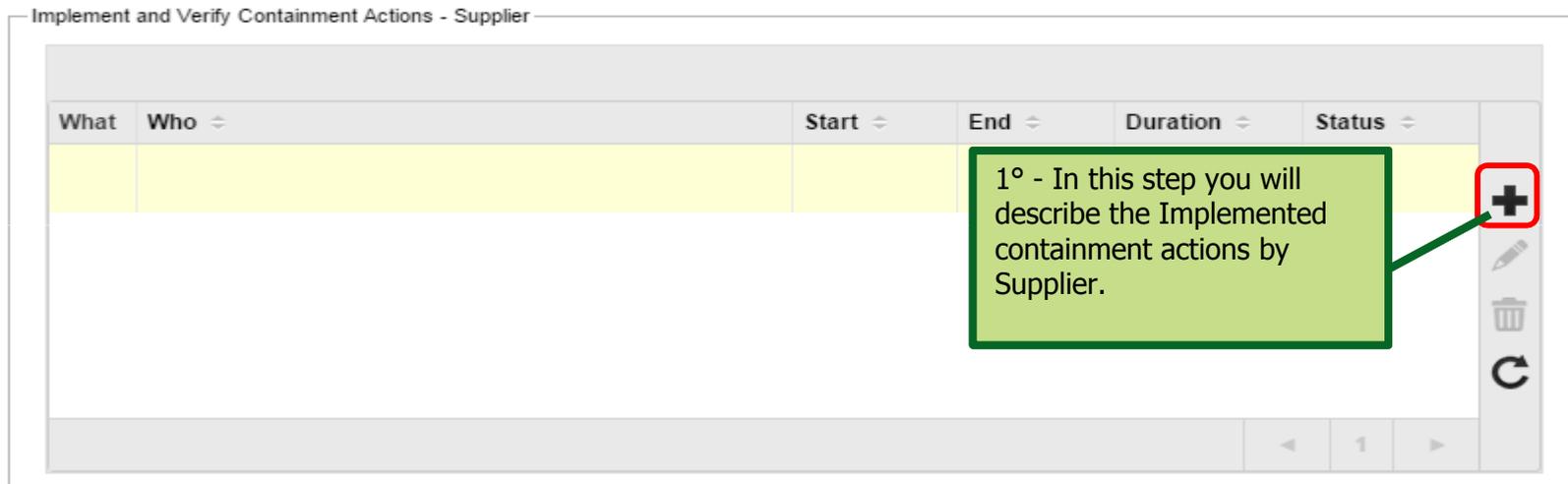
Step 6. Select the 8D view and start to fill the 8D Report.

Inform the containment actions to bock the problem.

Implement and Verify Containment Actions - Supplier

What	Who	Start	End	Duration	Status	
						

1° - In this step you will describe the Implemented containment actions by Supplier.



PRNC – Details of containment actions done at Supplier.

The image shows a software interface for recording containment actions. At the top, a breadcrumb trail reads 'Form > RNCAUXGRICONTSU - RNCAUXGRICONTSU'. Below this is a 'Record' toolbar with four icons: 'Save', 'Save and exit', 'Save and new', and 'Form report'. The main form area has a header '000148' and a large text area labeled 'What'. Below the text area are fields for 'Who', 'Start', 'End', 'Duration', and 'Status'. The 'Start' and 'End' fields have calendar icons. The 'Status' field is a dropdown menu. Nine green callout boxes with black text provide instructions for each step:

- 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.

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.

<p>Before</p> <p>Test</p>  <p>4/4000</p> <p>Select file</p> <p>Search</p>	<p>After</p> <p>Test</p>  <p>4/4000</p> <p>Select file</p> <p>Search</p>
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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

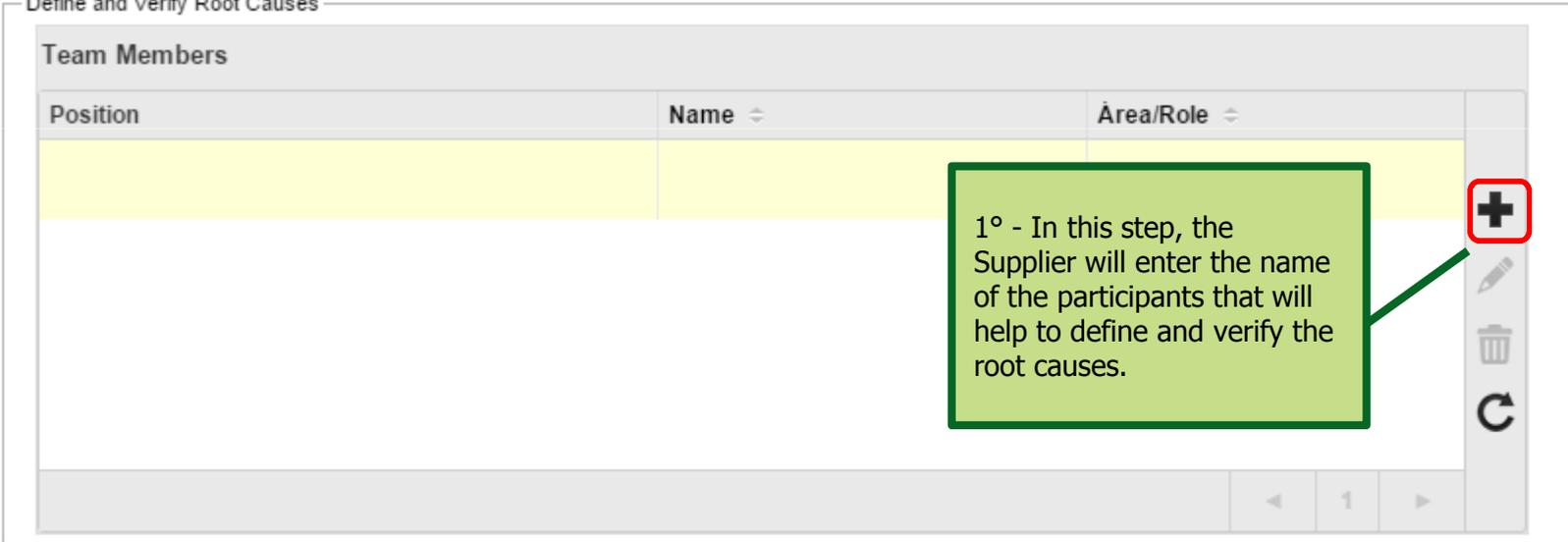
Step 8. Enter the name of the participants that will help to define and verify the root causes.

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.



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

Save Save and exit Save and new

Tools

Form report

000148

Position Name Area/Role

1° - Choose the position in the team.

2° - Enter the name.

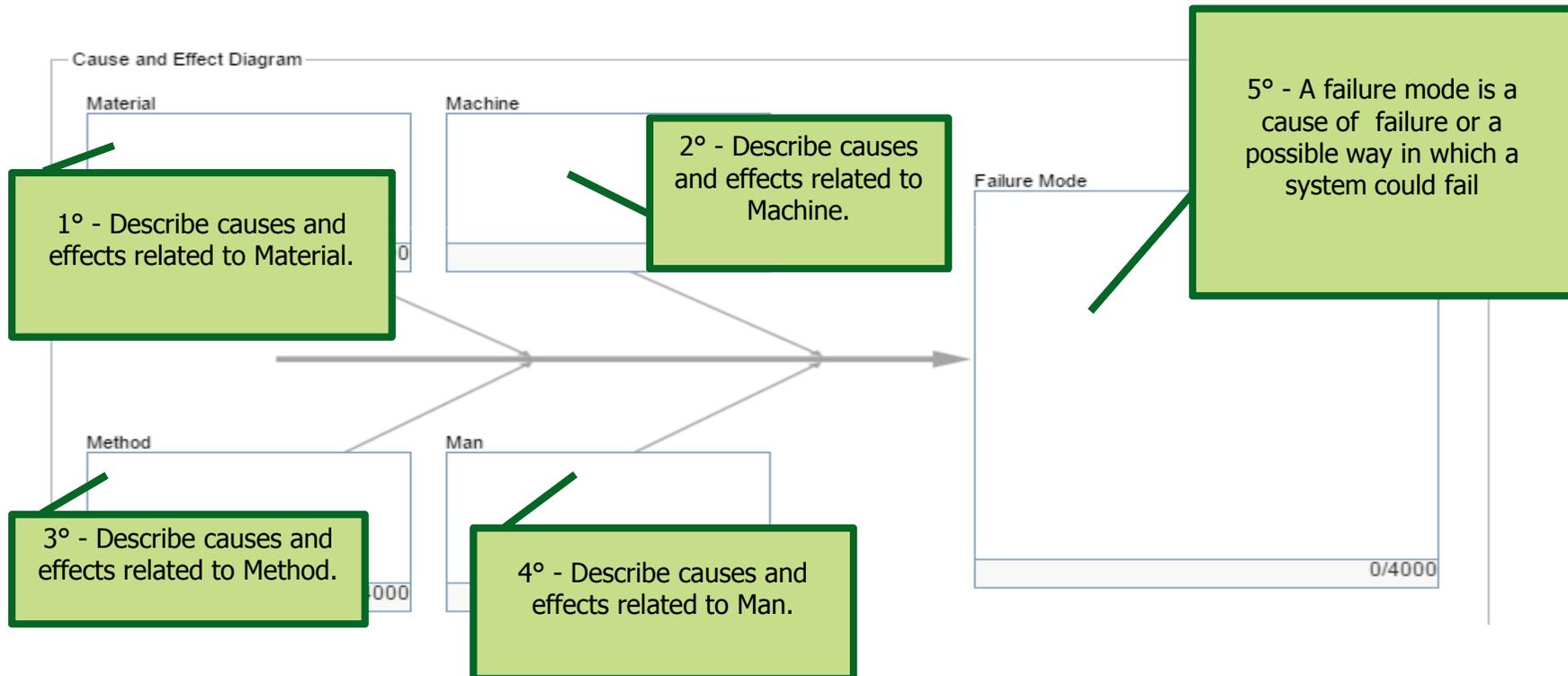
3° - Enter area.

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 Analisis		
Priority	4M ⇅	Most probable cause(s) ⇅

1° - Enter the cause analysis.

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 with a record ID "000148" and a toolbar with buttons for "Save", "Save and exit", "Save and new", and "Form report". Below the toolbar, there are two dropdown menus: "Priority" and "M", with "4M" selected in the "M" dropdown. A text area below these menus is labeled "Most probable cause(s) - please describe, based on the diagram above." and contains the text "0/4000". Three green callout boxes provide instructions: one pointing to the "Priority" dropdown, one pointing to the "M" dropdown, and one pointing to the text area.

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.

Root Cause Analysis						
Why? (1)	Why? (2)	Why? (3)	Why? (4)	Why? (5)	Root Cause	Proof Cause

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



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 image shows a screenshot of a web-based form titled "RNCAUXGRIDROOTC - Formulário de Análise de Causa Raiz". The form includes a toolbar with "Record" and "Tools" sections, and a main content area with several input fields. Four green callout boxes with black text and 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?" input 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.

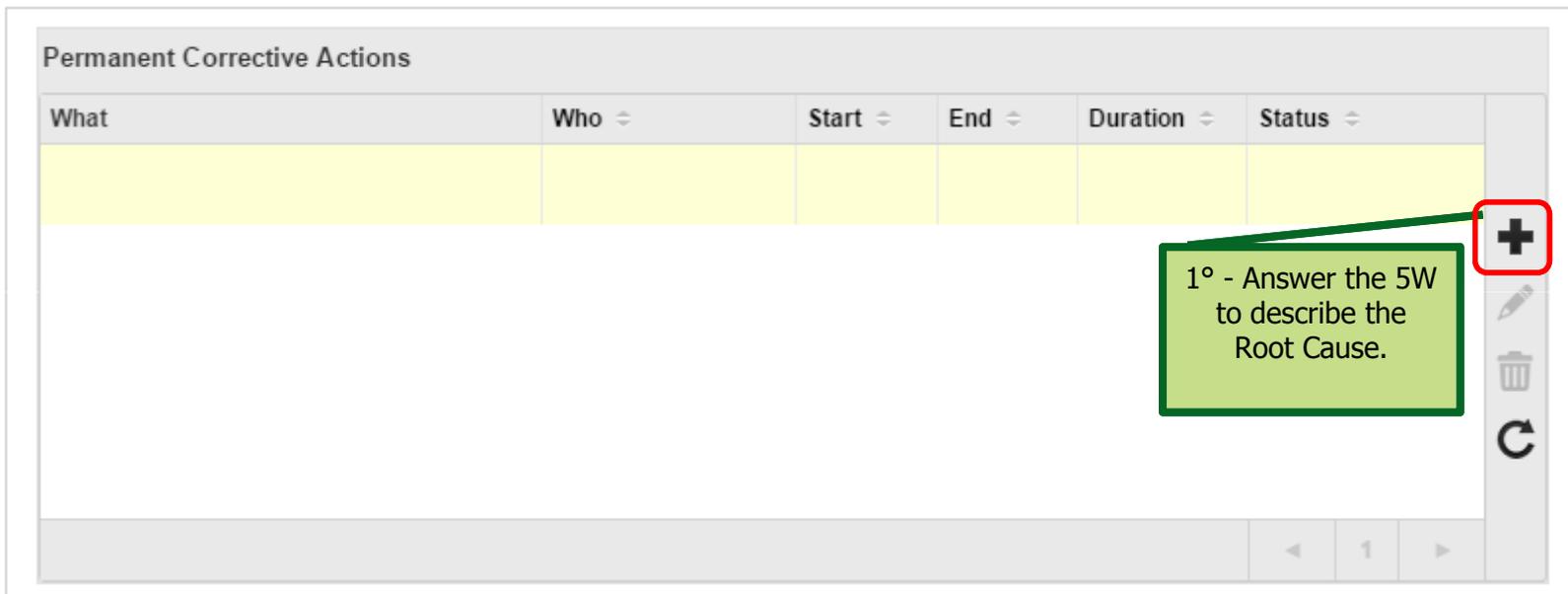
The form also displays the number "000148" and progress indicators "0/4000" for the "Root Cause" and "Proof Causes" sections.

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 "Save and new" and "Tools" buttons. Below the title, the number "00148" is visible. The form contains several input fields and a dropdown menu, each with a corresponding callout box:

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

PRNC – Enter with preventives actions to avoid recurrence

Step 22. How prevent the recurrence?

Prevent Recurrence			
What?	Applicable ▾	Comments ▾	Status ▾

+

1° - Enter Prevent Recurrence.

✎

🗑

↻

◀ 1 ▶

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.

The screenshot shows a software interface for defining preventive actions. At the top, there is a breadcrumb 'Form > RNCAUXGRIDPREVR - Prevent Recurrence'. Below this is a toolbar with icons for 'Save', 'Save and exit', 'Save and new', and 'Form report'. The main form area is titled '000176' and contains several input fields: 'What' (with a character count of 0/4000), 'Applicable' (with a character count of 0/4000), and 'Status'. A 'Comments' section is also present with a character count of 0/4000. Below these fields is an 'Attention!' section with a list of required actions.

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 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 Embraco PRNC (Process of Non-Conformity) system interface. At the top, the breadcrumb navigation shows 'Activity execution > 000148 - Test > PRNC - Process of Non-Conformity > Execution'. Below this, there are several action buttons: 'Save' (highlighted with a red box), 'Save & Send to Approval' (highlighted with a green box and a checkmark), 'Report', and 'Form report'. A green arrow points from the 'Save & Send to Approval' button to a callout box. Another green arrow points from the 'Save' button to a second callout box. The main content area shows the 'Fill 8D Form' section with a 'STARTER' field containing 'Laz...' and a 'DESCRIPTION' field containing 'Test'. A 'DEADLINE OF THIS ACTIVITY' is set for 3/03/2016 03:00. At the bottom, the Embraco logo is visible along with the text 'POWER IN. CHANGE ON.' and 'Register of 8D 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 shows the Embraco Suppliers portal dashboard. At the top, there is a navigation bar with the 'Suppliers' logo and several tabs: 'Main Supplier', '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'. Below the navigation bar, the dashboard is divided into several widgets. A 'Warning' widget on the left contains a message about KPIs and Monitoring Lists being under revision. A central widget titled 'Supplier 8D Response Time - Supplier View - Calendar Days' and a 'Non Conformity Occurrences Required 8D' widget both display 'The vision cannot be displayed. No record found'. A 'My tasks (1004)' widget at the bottom left shows a list of tasks with a red box around the 'Activity execution' task, which has a green arrow pointing to it. Other widgets include 'Links - Training Material' with a 'Suppliers Training Manual' link, a 'Latest' widget with a list of recent updates, and an 'Occurrence Without 8D' widget also 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 shows the 'My tasks' section of the Embraco system. The page title is 'Activity execution'. On the left, there are search filters including a 'Quick search' box, a 'Type' dropdown, and an 'Advanced filters' section with a 'SEARCH' button. The main area contains a table of tasks with columns for DL, PR, RT, A, Activity, Deadline, ID #, Title, and Starter (User ID, Name, Department, Position). The 'Execute Action Plan' row 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
ssssdd	Marcos Ramos	3/01/2016	3/03/2016	2	In progress

Permanent Corrective Actions

What	Who	Start	End	Duration	Status
%%	ddddddddddddd	3/04/2016	3/05/2016	1	In progress

Prevent Recurrence

What?	Applicable	Status	Comments
fmea	yes	done	wwwww

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.

The screenshot displays the Embraco software interface for a PRNC (Process of Non-Conformity) activity. The browser address bar shows the URL: https://embraco.softexpert.com/se/v28516/workflow/wf_gen_instance/wf_gen_instance_data.php. The page title is "Execução de atividade > 000216 - Teste Completo Marcos Ramos Doming 06/03 | PRNC - Process of Non-Conformity | Execução".

The interface includes a top toolbar with icons for "Registro", "Ações", and "Ferramentas". The "Ações" section contains a "Save & Send to Approval" button, which is highlighted with a green checkmark. A green arrow points from this button to a green box containing the text "1º - Submit to Embraco".

The main content area shows the "EXECUTE ACTION PLAN > 8D" step. The "INICIADOR" is "marcos" and the "DESCRIÇÃO" is "Teste Completo Marcos Ramos Doming 06/03". A status indicator on the right says "ESTA ATIVIDADE NÃO POSSUI PRAZO". Below this, there is a section for "Total de registros: 1" and a table for uploading images to explain actions before and after improvement.

Antes	Depois
Before dddddd	After ddddddd
6/4000 Anel 23.jpg 105.58 KB	7/4000 Anel 33.jpg 124 KB

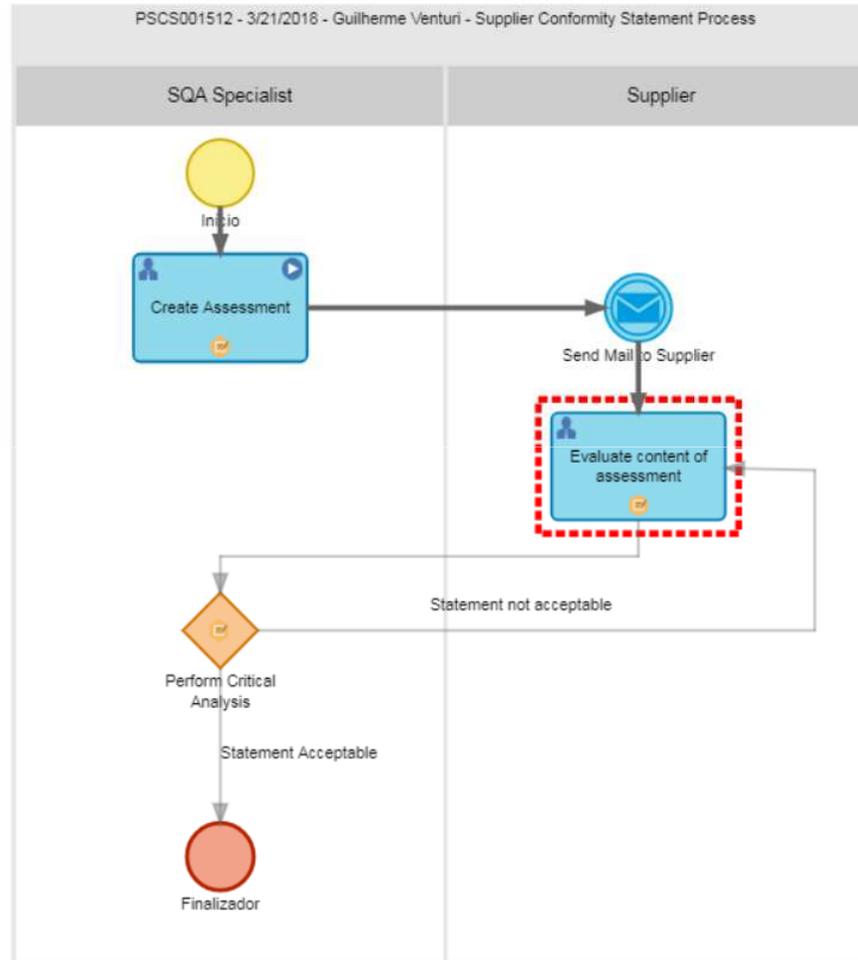
Be sure that all fields and information were completed before submit to Embraco final approval

**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 shows the Embraco dashboard with the following sections:

- Portals:** Non Conformity Material - NCM Severity, Line Rejection Rate (LRR), 8 Stages Matrix, Embraco Suppliers Monitor, Supplier Quality Score, Quality Costs - Paid & Recovered, Non Conformity Material - NCM Quantity.
- Quality Performance Overview (Based on Rolling 12):** A table with columns for Quality Score, COSTS P&R, LRR, NCM SEV., and NCM QTY. for two months. Rows include WHIRLPOOL S.A., Embraco Slovakia Sro, Embraco North America-ENA, Embraco Brasil, and Embraco China.
- WorkFlows:** PRNC Process of Non-Conformity, PSCS Supplier Conformity Statement Process, PSPA Supplier Process Audit.
- My tasks:** Status indicators (red, yellow, green) and a list of tasks. The 'Activity execution' task is highlighted with a red box and a count of 32.
- Saved searches:** Performance Data, Site, Supplier.
- Links:** Service Desk.
- Latest:** NCM | 06/04/2016 - 06:07, SEV NCM | 06/04/2016 - 06:07, LRR (Line Rejection Rate) | 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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

Supplier Statement Section

Comply with the specification Not comply with specification

Supplier Statement File 

Select file

Supplier Additional Comments 

0/4000

PSCS – Answering Supplier Conformity Statement Process

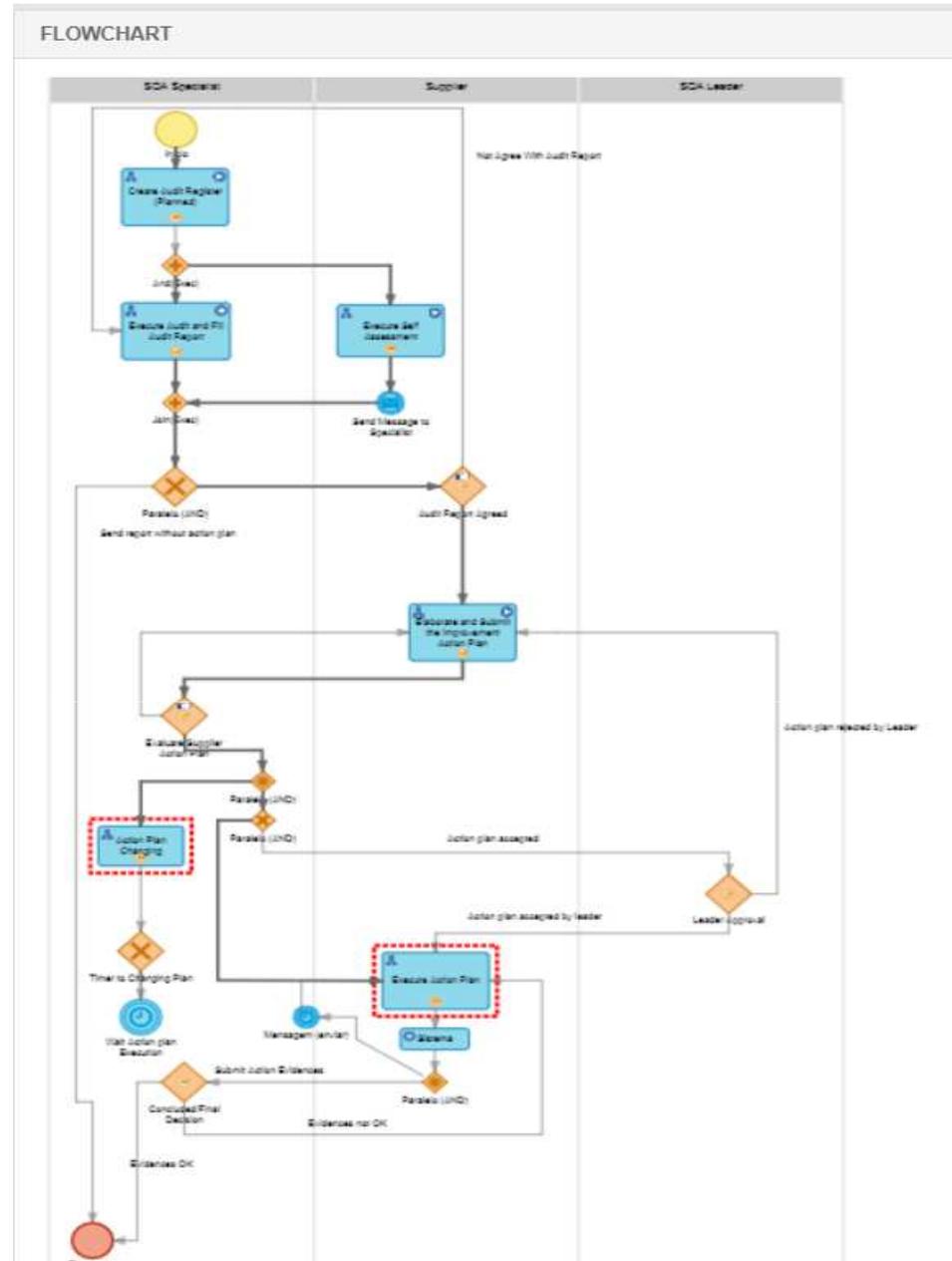
Step 4. Submit statement to Embraco.

The screenshot displays the 'Activity execution' page for 'PSCS000038 - 4/14/2016 - Laiz P. Maia'. The breadcrumb trail is 'PSCS - Supplier Conformity Statement Process > Execution'. The 'Actions' menu is open, with 'Submit Statement to Embraco' highlighted by a red circle. Other actions include 'Save', 'Report', and 'Form report'. The main content area shows the 'EVALUATE CONTENT OF ASSESSMENT > SUPPLIER CONFORMITY STATEMENT PROCESS' section. The 'STARTER' is 'Laiz P. Maia' and it notes 'THIS ACTIVITY DOES NOT HAVE A DEADLINE'. A text input field contains 'test'. Below this is the 'Supplier Statement Section' with radio buttons for 'Comply with the specification' (selected) and 'Not comply with specification'. An attached file 'Koala.jpg' (762.53 KB) is shown. A 'Supplier Additional Comments' field contains '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

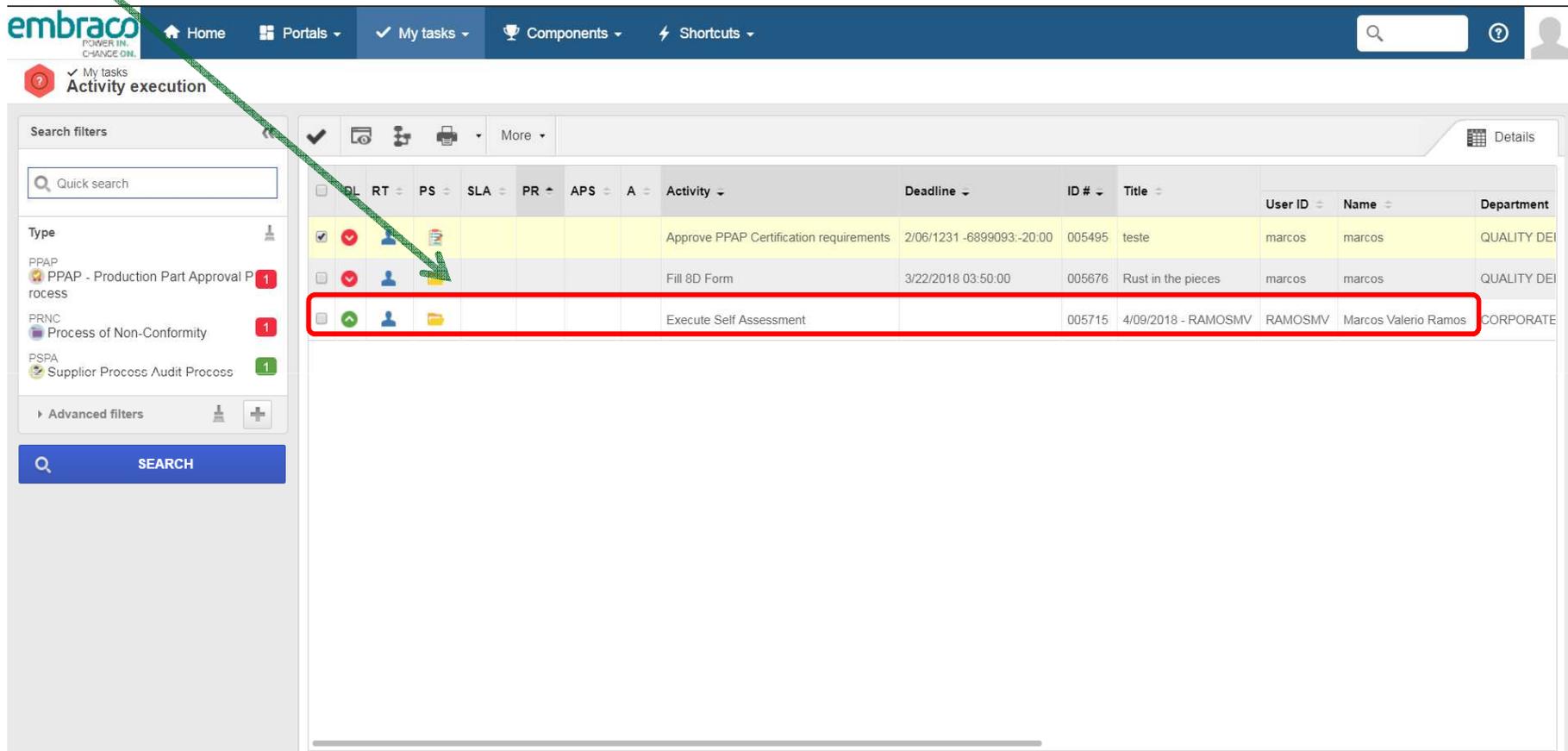
Step 3. Click in **Activity execution**.

The screenshot displays the Embraco PSPA dashboard. The user is logged in as Laiz Patricia da Maia. The dashboard is divided into several sections:

- Portals:** A list of various quality and compliance metrics such as 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 two months (Month 1 and Month 2) across various sites. The table has columns for Quality Score, COSTS P&R, LRR, NCM SEV., NCM QTY, and NC Q1. The data for the listed sites is currently redacted with red boxes.
- WorkFlows:** A list of active workflows including PRNC (Process of Non-Conformity), PSCS (Supplier Conformity Statement Process), and PSPA (Supplier Process Audit).
- My tasks:** A section showing the user's current tasks. The status is indicated by three colored circles (red, yellow, green). Under the 'Problem' section, the task 'Activity execution' is listed and highlighted with a red box. A green arrow points from the text 'Step 3. Click in Activity execution.' to this task.
- Saved searches - Form ...:** A section for saved searches, currently showing 'Center', 'Part Number', and 'Performance Data'.
- Links:** A section with a link to 'Training 01'.
- Latest:** A section showing the most recent activity, including 'My tasks > Problem > Activity execution | 28/04/2016 - 09:31' and 'Line Rejection Rate (LRR) | 26/04/2016 - 15:16'.

PSPA – Supplier Process Audit Process

Step 4. Select the activity.



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 content area shows a table of activities with columns for checkboxes, icons, Activity, Deadline, ID #, Title, User ID, Name, and Department. A red box highlights the row for 'Execute Self Assessment', and a green arrow points to it from the text 'Step 4. Select the activity.'.

	QL	RT	PS	SLA	PR	APS	A	Activity	Deadline	ID #	Title	User ID	Name	Department
<input checked="" type="checkbox"/>								Approve PPAP Certification requirements	2/06/1231 -6899093:-20:00	005495	teste	marcos	marcos	QUALITY DEI
<input checked="" type="checkbox"/>								Fill 8D Form	3/22/2018 03:50:00	005676	Rust in the pieces	marcos	marcos	QUALITY DEI
<input type="checkbox"/>								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..

The screenshot displays the Embraco SPA (Supplier Process Audit) interface. At the top, the breadcrumb navigation shows 'Activity execution > 005715 - 4/09/2018 - RAMOSMV'. Below this, there are tabs for 'Record', 'Actions', and 'Tools'. In the 'Actions' tab, the 'Submit Self Assessment to Embraco' button is highlighted with a red box. A green arrow points from this button towards the main content area. The main content area is titled 'EXECUTE SELF ASSESSMENT > SUPPLIER PROCESS AUDIT FORM ID' and includes a user profile for Marcos Valerio Ramos. The Embraco logo and tagline 'POWER IN. CHANGE ON.' are visible. The document title is 'SQA - Supplier Quality Assurance Supplier Process Audit Check List & Report', with a version of 'Edition V Review 01 - November, 2017'. The form section '1 - Audit Identification' contains fields for 'Empresa' (EM01), 'Planta' (EM10), 'Especialista/Técnico do SQA' (Marcos Valerio Ramos), 'Codigo SAP Fornecedor' (297), 'Fornecedor' (EXPANDRA ESTAMPARIA E MOLAS LTDA), and 'Localização do Fornecedor' (Joinville - SC - Brazil). Other fields include 'Audit Plan Date' (4/27/2018), 'Audit Real Date', 'Report Issue Date', 'Leader Auditor' (Marcos Valério Ramos), and 'Assessors'. A text area for 'Audit Objectives / Report Distribution / Others Comments' contains the text 'Terminals production process audit.' and a 'Risk Level' indicator showing '35/4000'. At the bottom, there are fields for 'Material Family', 'Material de referência' (Reference Part Number), 'Quality risk level', 'HS risk level', and '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 shows the Embraco 'Activity execution' dashboard. The navigation bar includes 'Home', 'Portals', 'My tasks', 'Components', and 'Shortcuts'. The 'My tasks' section is active, showing 'Activity execution'. A search filter sidebar is on the left. The main area displays a table of activities. A red box highlights the 'Audit Report Agreed' row, and a green arrow points to the 'Approve PPAP Certification requirements' row.

DL	RT	PS	SLA	PR	APS	A	Activity	Deadline	ID #	Title	User ID	Name	Department
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Approve PPAP Certification requirements	2/06/1231 -6899093-20:00	005495	teste	marcos	marcos	QUALITY DEI				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fill 8D Form	3/22/2018 03:30:00	005676	Rust in the pieces	marcos	marcos	QUALITY DEI				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	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

Tools: 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

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 system interface. At the top, the record ID is 005715 - 4/09/2018 - RAMOSMV, and the process is PSPA - Supplier Process Audit Process. The interface includes a top navigation bar with 'Record', 'Actions', and 'Tools' tabs. Below this, there are icons for 'Save', 'Submit Evidences to Embraco', 'Report', and 'Form report'. A green arrow points from the top of the page down to the 'History' option in the left-hand navigation menu, which is highlighted with a red box. The main content area is titled 'HISTORY' and contains a list of activity logs. The logs are organized by date, with the first section labeled 'TODAY'. Each log entry includes a user profile picture, a thumbs-up icon, a description of the activity, and a timestamp. The activities listed are: 1. Marcos Valerio Ramos executed 'Evaluate Supplier Action Plan' with 'Approve Supplier Improvement Plan' action at 09:40:41. 2. EXPANDRA ESTAMPARIA E MOLAS LTDA executed 'Elaborate and Submit the Improvement Action Plan' with 'Submit Improvement Plan' action at 09:40:20. 3. EXPANDRA ESTAMPARIA E MOLAS LTDA executed 'Audit Report Agreed' with 'Agree with Audit Report Content' action at 09:30:47. 4. Marcos Valerio Ramos executed 'Execute Audit and Fill Audit Report' with 'Send Report With Action Plan' action at 09:24:17. 5. 'Send Message to Specialist' message event executed at 09:19:53. 6. EXPANDRA ESTAMPARIA E MOLAS LTDA executed 'Execute Self Assessment' with 'Submit Self Assessment to Embraco' action at 09:19:53. Each entry has an 'ATTRIBUTE' button below it. A '+ Comment' link is visible at the top right of the history 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.

The screenshot displays the 'Activity execution' interface in the Embraco system. The top navigation bar includes 'Home', 'Portals', 'My tasks', 'Components', and 'Shortcuts'. The main content area shows a table of activities with the following columns: DL, RT, PS, SLA, PR, APS, A, Activity, Deadline, ID #, Title, User ID, Name, and Dep. The table contains three rows of data:

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 identification 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 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

A red box highlights the last two rows of the table. A green arrow points to the 'Approve PPAP' row. The left sidebar shows search filters and a search button.

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”.

The screenshot shows the 'Supplier Process Audit Action Plan' table with the following data:

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					

At the bottom of the table, there is a 'Total records: 2' indicator and a pagination control showing '1' of 2 records. The 'edit' icon (pencil) is circled in red, and a green arrow points from the 'submit Improvement Plan' button to it.

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 (Supplier Process Audit Process) interface. The top navigation bar includes the Embraco logo and various menu items like Home, Portals, My tasks, Components, and Shortcuts. Below this, there's a section for 'My tasks' and 'Activity execution'. A search filter sidebar is on the left, and a table of activities is on the right. The table has columns for DL, RT, PS, SLA, PR, APS, A, Activity, Deadline, ID #, Title, User ID, Name, and Department. Three rows are visible: 'Approve PPAP Certification requirements', 'Fill 8D Form', and 'Execute Action Plan'. The 'Execute Action Plan' row is highlighted with a red border. A green arrow points to the 'Deadline' column of the 'Execute Action Plan' row.

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	2/09/2031-6899093-20:00	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 Valério 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

The screenshot displays a web application interface for a 'Process Audit Improvement Action Plan'. The title bar shows 'Form > processauditplan - Process Audit Improvement Action Plan'. Below the title bar is a toolbar with icons for 'Save', 'Save and exit', 'Save and new', and 'Form report'. The main content area is divided into sections: 'Improvement Needs Proposed by Embraco' (containing 'Aspect 5.1.1 - improvement action' with a progress indicator '33/4000'), 'Ação?' (containing 'Action Proposed by Supplier' with 'Action 1' and a progress indicator '8/4000'), and a table with columns for 'Quem? Who', 'Início Start', 'Fim End', 'Duração Duration', and 'Situação Status'. The table contains one row for 'Action 1' with start date '4/11/2018', end date '4/27/2018', duration '16', and status 'Completed'. Below the table is an 'Upload de Evidência' section with a 'Select file' button and a 'Select' button. Two green arrows point from the text above to the 'Action 1' row and the 'Completed' status dropdown. Two red boxes highlight the 'Action 1' row and the 'Upload de Evidência' section.

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