NCR APPLICATION MANUAL

MMS-WQM-209

June 1, 2014

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1.0 PURPOSE AND SCOPE

The Nonconformance Report (NCR) Application is a powerful closed-loop system designed to handle nonconforming product and allow various types of disposition, such as rework, scrap, use as is, remake, return to vendor, etc. It also allows you to identify defects for your nonconforming parts. Once an NCR is generated, it moves through a series of stages until action is successfully taken. The purpose of this manual is to guide users through the process for entering, processing, and viewing NCRs, analyzing NCR data using Key Performance Indicators, and managing the NCR Application using the Administration functions.

NOTE 1: In order to perform the actions below you will need to be assigned the NCR Action Taker or NCR Coordinator roles on Web QMS.

NOTE 2: In order to perform the actions in section **4.9 NCR Administration** you will need to be assigned the Administrator role.

NOTE 3: Depending on the customization of your Web QMS, the figures shown in this manual may not coincide perfectly with your Web QMS.

2.0 TERMS AND DEFINITIONS

NCR   Nonconformance Report

RMA   Return Merchandise Authorization

MRB   Material Review Board

CIP   Continual Improvement Program

KPI   Key Performance Indicators

3.0 SECURITY ROLES

Administrator   Full Web QMS Enterprise Administrator. This user can edit, create, or delete pages, as well as add, edit, or delete modules. Administrators can also authorize users, add roles, view File Manager, clear Logs, and view/clear Recycle Bin.

Employee   This user has full access to view information on Web QMS, but limited ability to edit or create records. Employees may create NCRs.

MRB Team   This user performs a review of the NCR to verify if the disposition selected by the Coordinator is acceptable.

NCR Action Taker   This user performs the actions for NCRs based on the disposition assigned.

NCR Coordinator   This user can accept or reject an NCR. If acceptable, he/she coordinates NCRs by assigning to MRB Routing or Action Taker.

4.0 INSTRUCTIONS

The **NCR Application** page is located under the **Operations** Tab of the Top Menu of Web QMS and in the Left Menu of the **Operations** page.
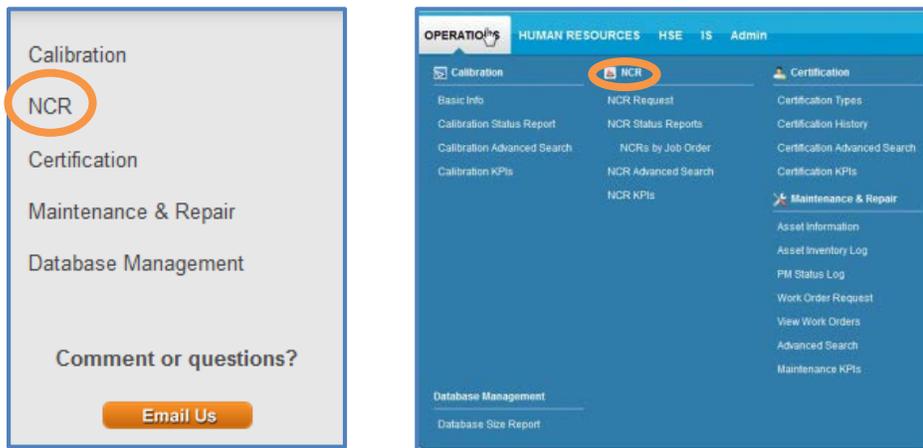
Once you SELECT the **NCR** Tab in the Left Menu of the **Operations** page or the Top Menu of the Operations Tab, you will be directed to the **NCR Application** page, which should look similar to this:

Another feature on the NCR Application is the **NCRs Waiting for Your Action** list:

4.1 VIEWING AN NCR

The table located at the bottom of the NCR Application is the **NCRs Waiting for Your Action** list. This list displays NCRs that in some way require your attention. You can view all the NCRs in this list, but the list also contains direct links to help you process the NCRs in various ways according to the following options:

ADMINISTRATOR:

EMPLOYEE:

- **Magnifying Glass icon:** Displays a more detailed view of the selected NCR.

4.2   EDITING AN NCR

- **Manage Yellow Pencil icon (ADMIN ONLY):** Allows Administrator to edit information related to existing NCRs.

- **Green Arrow icon:** Allows user to proceed to the next step of the NCR action.

4.3 DELETING AN NCR

- **Red X Delete icon (ADMIN ONLY):** Allows Administrator to delete the NCR record.

4.4 NCR REQUEST

An NCR Request is the first step in the NCR Application. Step-by-step guidelines on how to complete this stage are detailed below.

To access the **NCR Request** page, CLICK **NCR Request** in the Left Menu of the **NCR Application** page or in the Top Menu of the Operations Tab.
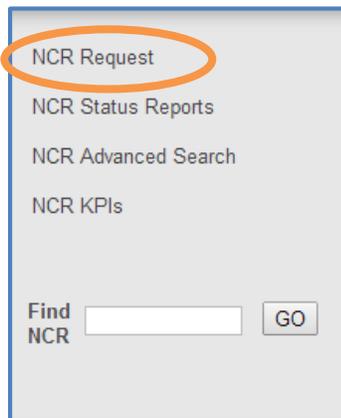
The following page will appear:

You are here: OPERATIONS > NCR > NCR Request

NCR REQUEST STAGE

NCR Number:*	NCR1225
	Regenerate Number?
Originator:*	Mireaux Admin
Site:*	-- Required -- ▼
Product:*	-- Required -- ▼
Line Item No:	Chemicals
Serial No:*	

Order No:*	
Lot No:	
Heat Code:	

Type of NCR:* -- Required -- ▼

NCR Summary Title:

Nonconformance: [text area]

Standard/Spec: -- Please Choose -- ▼

Is this an RMA?: ○ Yes ○ No

Condition of NCN Material: -- Please Choose -- ▼

Nonconforming Category:* -- Please choose -- ▼

Nonconforming Code:* -- Please choose -- ▼

Qty of Pieces Nonconforming:*

Disposition:* -- Please choose -- ▼

Reason for Selected Disposition: [text area]

Instructions/Comments for Action Stage: [text area]

Are there more nonconforming codes on the same part?:* ○ Yes ○ No

Select Coordinator: -- Please Choose -- ▼

Upload Attachment: Choose File | No file chosen

Upload Attachment: Choose File | No file chosen

Upload Attachment: Choose File | No file chosen

Save

NOTE: Fields marked with a red asterisk are required.

The **NCR Request Stage** page contains the following fields:

- **NCR Number:** This is a system-generated number. If the number is already taken, the system will prompt you to regenerate it.
- **Originator:** This is the name of the person requesting this NCR. This field is automatically filled out with the name of the user who is logged into Web QMS.
- **Site:** CHOOSE the **Location** where the nonconforming product or service was discovered. Administrators may add more options in the Organization Variables area.
- **Product:** CHOOSE the **Product** or **Product Family** most closely related to this NCR. Administrators may add more options in the Organization Variables area.
- **Order Number:** ENTER the **Internal Work Order/Job Number**, or, if this is a supplier NCR, ENTER your **Company's Purchase Order Number**. In your company, this may even be a project number.
- **Line Item Number:** ENTER the **Order Line Item Number** from the purchase order that contained the nonconforming product, if available.
- **Lot Number:** ENTER the **Lot Number** of the nonconforming product, if available or applicable.
- **Serial Number:** ENTER the **Serial Number,** or **Range of Serial Numbers,** of the nonconforming product, if available.
- **Heat Code:** Heat Code refers to the metal used to make a certain product. ENTER the **Heat Code** or **Heat Number** of the nonconforming product, if available or applicable.

- **Type of NCR:** If the nonconforming product or service originated from a supplier and it was found by your team, SELECT **Supplier**. If the nonconforming product originated from your team, SELECT **Internal**. If it was discovered by a customer, SELECT **Customer**.
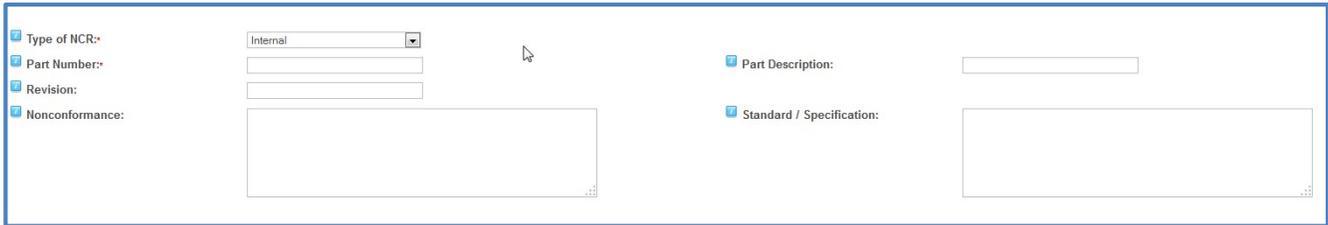
If you CHOOSE **Internal NCR**, the following fields will open:

NOTE: Fields marked with a red asterisk are required.

This **Internal NCR** page contains the following fields:

- **Part Number:** If the nonconforming product was associated with a specific Part Number, ENTER that **Part Number** here.
- **Part Description:** ENTER a **Description** of the nonconforming part, if available.
- **Revision:** ENTER the **Revision Information** for the nonconforming part, if available.
- **Nonconformance:** Briefly EXPLAIN the **Problem** with the part or product.
- **Standard/Specification:** LIST the **Standard** or **Specification** against which the product was judged to be nonconforming (e.g. ISO 9001, customer specifications, company drawing, etc.).

If you CHOOSE **Supplier NCR**, the following fields will open:
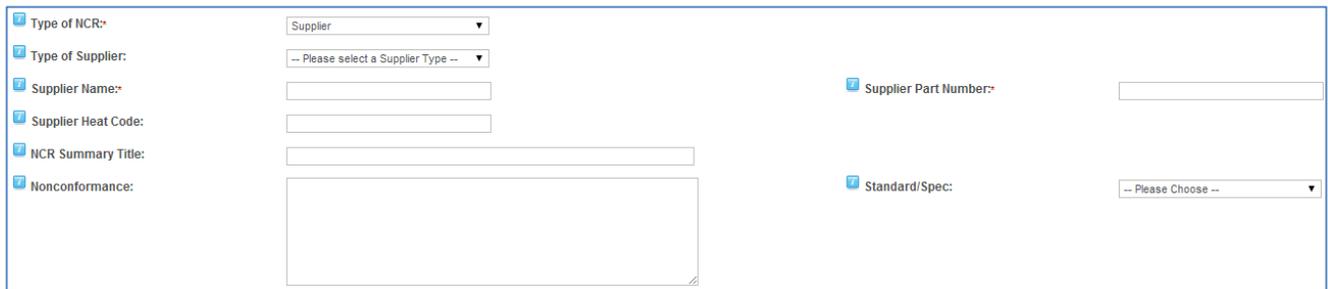
NOTE: Fields marked with a red asterisk are required.

This **Supplier NCR** page contains the following fields:

- **Type of Supplier:** SELECT whether the supplier who provided the nonconforming part is a distributor or reseller of components or an original equipment manufacturer (OEM).
- **Supplier Name:** ENTER the **Supplier's Name** who provided the nonconforming product.
- **Supplier Part Number:** ENTER the **Supplier Part Number** of the nonconforming part(s).
- **Supplier Heat Code:** ENTER the specific **Heat Code** or **Heat Number** of the supplier material that is related to the nonconforming product, if available.
- **Nonconformance:** ENTER a **Description** of the nonconformance, including the nature of the damage, the extent of the damage, and any other important details.

- **Standard/Specification:** LIST the referenced **Standard** or **Specification** against which the product was judged to be nonconforming (e.g. ISO 9001, customer specifications, company procedure, etc.).

If you CHOOSE **Customer**, the following fields will open:

NOTE: Fields marked with a red asterisk are required.

This **Customer** page contains the following fields:

- **Customer Name:** ENTER the **Customer's Name** who discovered the nonconformance.
- **Customer Part Number:** ENTER the **Customer-Assigned Part Number** for the nonconforming product.
- **Customer Heat Code:** If the customer supplied the material for the product, ENTER the **Customer-Assigned Heat Code** or **heat Number** of the material used in the nonconforming product.
- **Nonconformance:** ENTER a **Description** of the nonconformance, including the nature of the defect or damage, the extent of the defect or damage, and any important details.
- **Standard/Specification:** LIST the **Standard** or **Specification** against which the product was judged to be nonconforming (e.g. ISO 9001, customer specifications, company procedure, etc.).

The following fields will open in the middle part of the page:

NOTE: Fields marked with a red asterisk are required.

The middle part of the page contains the following fields:

- **Is this an RMA:** Does this NCR have a Return Material Authorization or valid warranty? CLICK **Yes** if your organization is obligated to repair or replace the nonconforming product. CLICK **No** if it is not.
- **RMA Number:** If the nonconforming part has an RMA or is under warranty, a new field will appear asking for the RMA number. ENTER the **Identifying Number** here.
- **Condition of NCN material:** SELECT the **Option** that best describes the condition in which the nonconforming material was discovered: **Annealed, Broken, Ingots, Machined,** or **Other**. Administrators may add more options in the Organization Variables area.
- **Nonconforming Category:** SELECT the **Category** in which the error or mistake can best be segregated. The next field will populate with options depending on this choice. Administrators may add more options in the Organization Variables area.

- **Nonconforming Code:** ENTER the **Specific Code** assigned to the nonconforming product. The choices will vary based on the option selected in the previous field. Administrators may add more options in the Organization Variables area.
- **Qty of Pieces Nonconforming:** ENTER the **Quantity** and **Unit** (pieces, boxes, pallets, etc.) of the nonconforming product.
- **Disposition:** SELECT the best **Course of Action** to address the nonconforming product: **Rework, Return to Vendor, Downgrade, Scrap, Use as Is, Remake,** or **Recall.**
- **Reason for Selected Disposition:** Briefly EXPLAIN why the **Above Disposition** was **Chosen**.
- **Instructions/Comments for Action Stage:** ENTER **Further Instructions** regarding how to carry out the disposition, possible instructions include how to mark material being returned to the vendor, how to handle the rework, potential price reductions for nonconforming product used as-is, etc.

The following fields will open in the bottom part of the page:

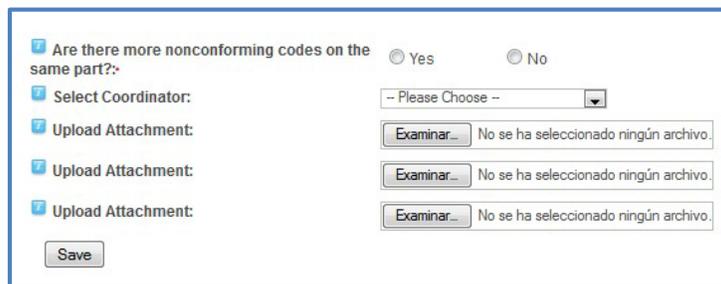

NOTE: Fields marked with a red asterisk are required.

The bottom part of the page contains the following fields:

- **Are there more nonconforming codes on the same Part?:** INDICATE whether there are (**Yes**), or are not (**No**), any more nonconforming codes, mistakes, or errors in this same part. If you CLICK **Yes**, a new NCR will open with partially populated information so you can add the new defects needed.
- **Are there more Part Numbers that need NCRs on the same order?**: Once you select **Yes** or **No** to the previous question, a new question appears asking if you need to enter more NCRs on the same order. INDICATE whether there are (**Yes**), or are not (**No**), any more Part Numbers that need to be designated as nonconforming on the same order. If you SELECT **Yes**, a new NCR will open with partially populated information so you can add the new information.
- **Select Coordinator:** SELECT the **User** who will **Review** this NCR and who will select the appropriate people to act on the disposition. The users who show in the drop down menu are those with the role of NCR Coordinator only.
- **Upload Attachment:** ATTACH **Relevant Files** such as pictures, letters, etc., if available, by clicking **Browse,** then FINDING your **Chosen File** and SELECTING **Open**. Note that Word, Excel, and PDF file formats are preferred.

When you have finished entering the information, CLICK **Save** to proceed. The following message will appear on the screen:
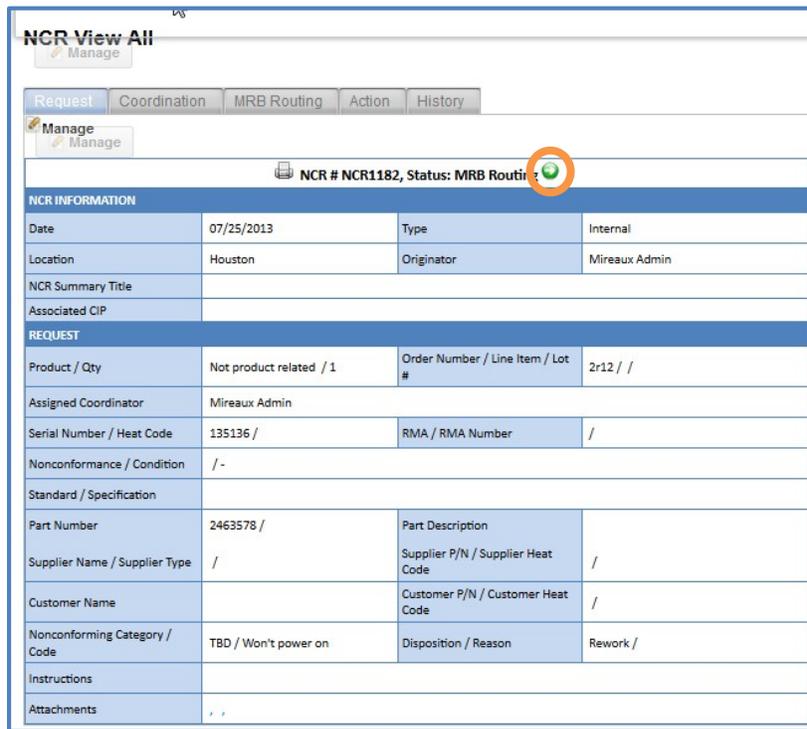
From here, you can CLICK **Continue** to return to the main **NCR Application** page, or CLICK the **NCR Number** to view the details of your NCR request.

Once you create an NCR, the NCR Coordinator will receive an email similar to this:
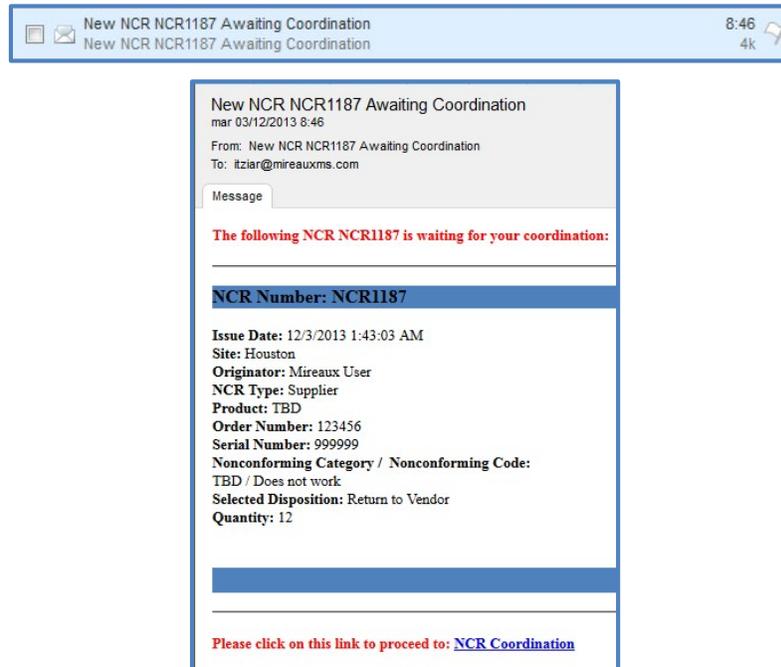
4.5 NCR COORDINATION (NCR COORDINATOR ROLE ONLY)

Every NCR that is created must be coordinated in order to proceed to the MRB Routing and Action stages. Critical decisions are made during the Coordination stage that will determine what stages the NCR must go through. Step-by-step guidelines on how to complete this stage are detailed below:

LOCATE the **NCR** you wish to coordinate. You can do this either by going to the **NCRs waiting for your action** table, or by locating the NCR via another method. (For more information on locating NCRs refer to **4.6 Locate an NCR.**) CLICK the **Magnifying Glass icon** next to the NCR you wish to coordinate and review the **Request** Tab to familiarize yourself with the NCR Request and the reported nonconforming product.

Next, CLICK the **Green Arrow icon** at the top of the **NCR View All** page. The **NCR Coordination** page will appear. In the top section of this page, you are asked to **Approve** or **Reject** the NCR. An NCR may be rejected if, for example, the NCR was entered in error or is a duplicate.

If the NCR is rejected, SELECT **No** in the Approve NCR field, SCROLL to the **Bottom of the Page**, and CLICK **Save** to proceed. If the NCR is accepted, SELECT **Yes** in the Approve NCR field and continue filling out the rest of the fields on the page as necessary. There are 6 sections on the page:

- **Information Section**: This section contains information which was provided during the NCR Request. Update this section only if necessary. If the disposition was not entered during the request stage, it must be entered here.
- **Approval Section**: INDICATE whether you would **(Approve),** or would not **(Reject)** like to approve the NCR. If you **Approve**, various fields will open below to give you a chance to edit nonconforming codes and disposition fields.
- **MRB Section**: If the NCR Coordinator feels that other users shall verify the NCR Disposition selected, then MRB Team members must be chosen. SELECT **Users** to be on the MRB Team for this NCR. The NCR can be assigned to one or more MRB Team members, as necessary, or you can choose to complete Coordination of the NCR without assigning it to someone.

- **Select Employee to Disposition this NCR (If Necessary):** SELECT **Employee** to act on the disposition. If NO is selected, then "Disposition" stage and "2nd Coordination" stage will not be necessary.

- **Select Employees to Act on Disposition**: SELECT **Employees** to act on the disposition. If no selection is made, all employees will be assigned to act on the disposition.

- **Upload Attachments**: ATTACH **Relevant Files** such as pictures, letters, etc., if desired, by CLICKING **Browse**, then LOCATING your **Chosen File** and SELECTING **Open**. Note that Word, Excel, and PDF file formats are preferred.

- **Enter Cost if applicable:** ENTER the **Cost** involved in processing this NCR. Cost may include the cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with filling out paperwork, etc.

When the NCR Coordination stage is complete, CLICK **Save** to proceed. The following confirmation page will appear:

From here, you can CLICK the **NCR Number** to view the details of the NCR, CLICK **Continue** to return to the main **NCR Application** page, or CLICK **Yes** to initiate a CIP (Corrective/Preventive Action) related to this NCR. A CIP may be necessary when the nonconformance issue is systemic or large in nature, therefore requiring Root Cause Analysis and Corrective Action. However, if the cause of the nonconformance appears to be small and isolated, you do not need to initiate a CIP.

If you choose to initiate a CIP related to this NCR, the CIP will be linked to it. You will be able to see the associated NCR Number on the **CIP View All** page, as shown below:
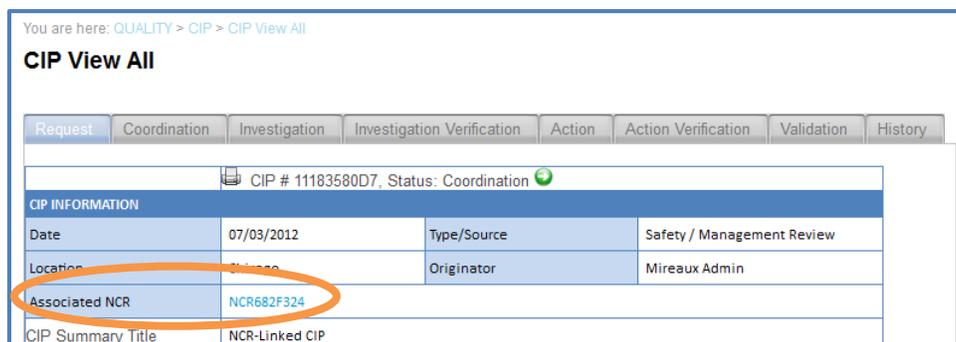
By CLICKING on the **NCR number**, you can go directly to the **NCR View All** page to view detailed information about this NCR. Similarly, you can see the Associated CIP from the **NCR View All** page.

NOTE: When a CIP is created from an NCR, you will be able to see an Associated CIP number when viewing an NCR, and Associated NCR number when viewing a CIP. The CIP or NCR number is an active link, so you can click it directly to view the associated CIP or NCR.

4.6   MRB ROUTING

If an NCR has been assigned to you for MRB Routing, you will receive an email notification similar to this:

From here, you can CLICK **MRB Routing** to be taken directly to the **MRB Routing** page, or you can go to the NCR Application and locate the NCR. Once you have reviewed the NCR, CLICK the **Green Arrow icon** to proceed. Either CLICKING the **MRB Routing** link from the email or **Green Arrow icon** from the NCR Application will lead you to the **MRB Routing** page, as shown below:

NCR MRB Routing Stage

NCR Number: NCR9AC96EB

Do you approve or reject the disposition?:*   ○ Approve   ○ Reject

Save

- Based on your own experience and review of the NCR, APPROVE or REJECT the **Disposition** that was previously chosen for the part or product.
- If the disposition is **approved** by the MRB Reviewer(s), the NCR will move to the Action stage and no more input is required of the MRB Team member.
- If the disposition is **rejected** by the MRB reviewer(s), the reviewer will be required to ENTER comments, and the NCR will go back to the Coordination stage. The NCR Coordinator may facilitate a change in the disposition of the product or material and approve the NCR or re-route for MRB review as necessary.

NOTE: The NCR will not move to the next stage until all the MRB Routing members approve the disposition. For example, if you have three MRB Routing team members, the NCR will move to action only when all three members approve the disposition. So there are two situations:

- If all the MRB Team members approve the NCR, it will move to the Action stage.
- If one (or more) of the team members rejects the NCR, the NCR will move back to the Coordination stage.

If you mistakenly send the NCR to the entire MRB Routing team, your NCR can get stuck in the MRB Routing stage waiting for all team members to take action. If you want to reduce the number of MRB Team members whose approval is required, the Administrator has the following options:

- EDIT the **NCR Status** back to Coordination. To do this, LOCATE the **NCR** first and CLICK the **Manage Yellow Pencil icon** to edit it.

	NCR Number	Site	Issue Date	AssignedTo	NCR Status	Product	Part Number	Quantity	Nonconforming Code	Disposition	Cost	NCR Summary Title
	NCR73778D3	Chicago	07/03/2012		Closed	Chemicals	87		Off color	Recall	$0	
	NCRF9BB11E	San Diego	08/03/2012	Mireaux User;	MRB Routing	Chemicals	1	1	Voltage	Rework	$0	

- SCROLL down to LOCATE the **NCR Status** field, EDIT the **Status** to Coordination**,** and SAVE the NCR. The NCR will return to the Coordination stage, giving you the opportunity to RE-SELECT which **MRB Team Members** you wish to review the disposition.

ID	122
NCRNumber	NCRE7DAF8C
Originator	Jing Yang
IssueDate	8/8/2012 9:13:00 AM
UserID	
PortalID	
ModuleID	
NCRStatus	Coordination
Site	Houston
Product	Machining

- PROCEED as **Above**, but EDIT the **NCR Status** to Action. This way, the NCR will skip the MRB Routing stage. In the edit window, LOCATE the **NCR Status** field, CHANGE it from **MRB Routing** to **Action,** and SAVE.

ID	122
NCRNumber	NCRE7DAF8C
Originator	Jing Yang
IssueDate	8/8/2012 9:13:00 AM
UserID	
PortalID	
ModuleID	
NCRStatus	Action
Site	Houston
Product	Machining
OrderNumber	802

4.7 NCR ACTION

After the NCR disposition has been approved in the MRB Routing stage or has been skipped from Coordination directly to Action, the NCR moves to the Action stage. The Action stage of the NCR Application varies depending on the disposition requested for the NCR product or part. The chart below shows the Action stage fields available for each specific disposition.

Disposition
Rework
Return to Vendor
Downgrade
Scrap
Use As Is
Remake
Recall

If the NCR Action Taker was selected, an email notification that an NCR is waiting on their action will be sent. The email is similar to this:
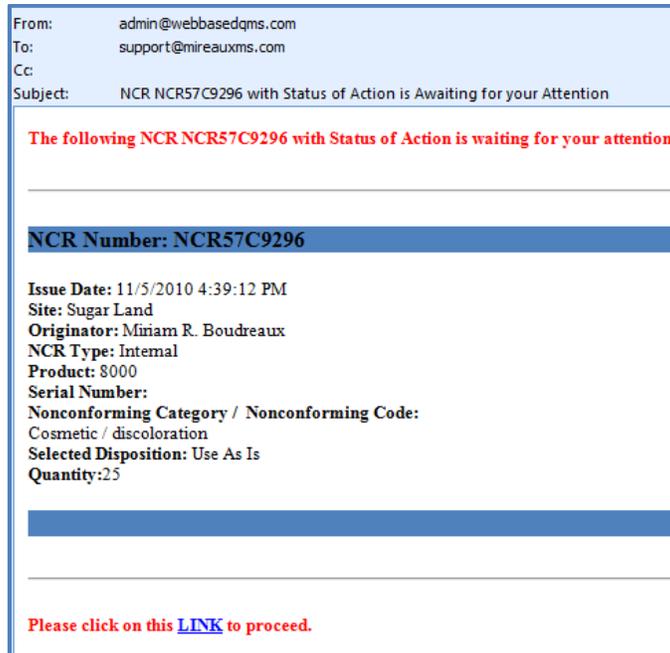

From here, you can CLICK the **LINK** to be taken directly to the appropriate **Action** page, or you can go to the NCR Application, locate the NCR in question to review the details, and CLICK the **Green Arrow icon** to proceed. Either CLICKING the **Link** from the email or **Green Arrow icon** from the NCR Application will lead you to the appropriate **Action** page, which will vary based on the disposition. We will look at each disposition separately.

NOTE: If parts are to be re-ordered or charged back to vendor, another email is sent.

4.7.1   NCR Action-Rework

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. The screen will be shown as follows:
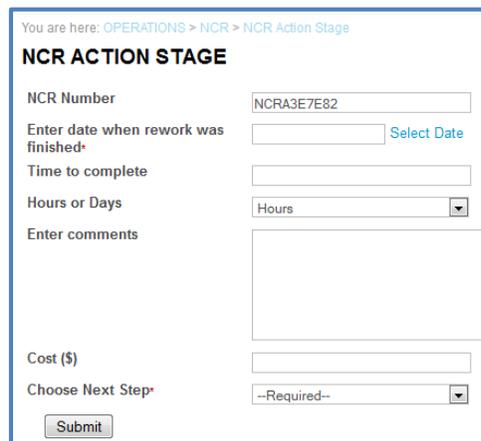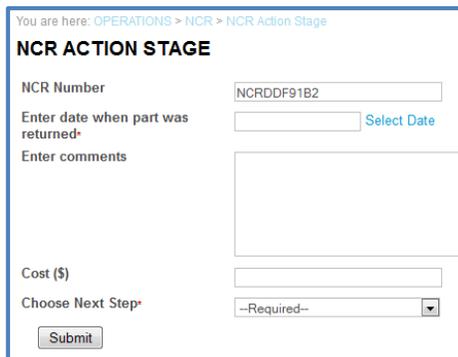
NOTE: Fields marked with a red asterisk are required.

The **NCR Action-Rework** page contains the following fields:

- **Enter the date when rework was finished**: ENTER the **Date** when the rework of the nonconforming product was completed. The format is MM/DD/YYYY. You can also SELECT the **Date** from the calendar located in the Select Date option.
- **Time to Complete**: ENTER **How Long** it took to rework the nonconforming product.
- **Hours or Days**: SELECT the **Unit** to match the above completion.
- **Enter Comments**: ENTER any **Relevant Details** about the rework process. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.
- **Cost**: ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.
- **Choose Next Step**: SELECT from **Save** or **Save & Close**.
  - **Save:** If the NCR has not been fully processed (i.e., rework has not occurred), CHOOSE **Save** to come back and add more comments later.
  - **Save & Close:** If all stages of the NCR have been completed, CHOOSE **Save & Close**.

4.7.2   NCR Action-Return To Vendor

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. At the action stage for Return to Vendor, the screen will be shown as follows:

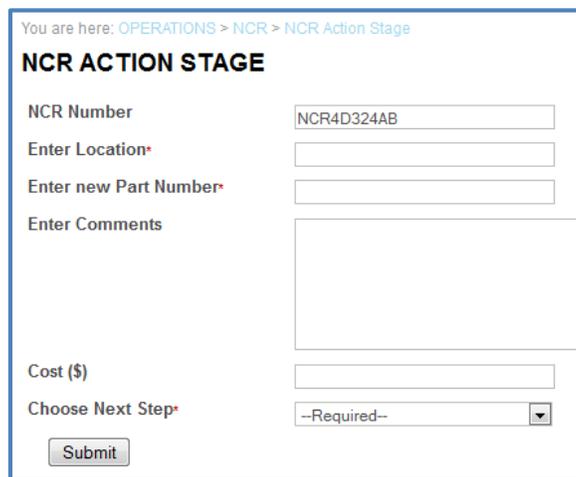**NOTE:** Fields marked with a red asterisk are required.

The **NCR Action-Return To Vendor** page contains the following fields:

- **Enter date when part was returned:** ENTER the **Date** when the nonconforming product was returned to the vendor. The format is MM/DD/YYYY. You can also SELECT the **Date** from the calendar located in the Select Date option.
- **Enter Comments:** ENTER any **Relevant Details** about the return process. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.

- **Cost**: ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.
- **Choose Next Step**: SELECT from **Save** or **Save & Close**.
  - **Save:** If the NCR has not been fully processed (i.e., return to vendor has not occurred), CHOOSE **Save** to come back and add more comments later.
  - **Save & Close:** If all stages of the NCR have been completed, CHOOSE **Save & Close**.

4.7.3   NCR Action-Downgrade

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. At the action stage of the NCR, the screen will be shown as follows:
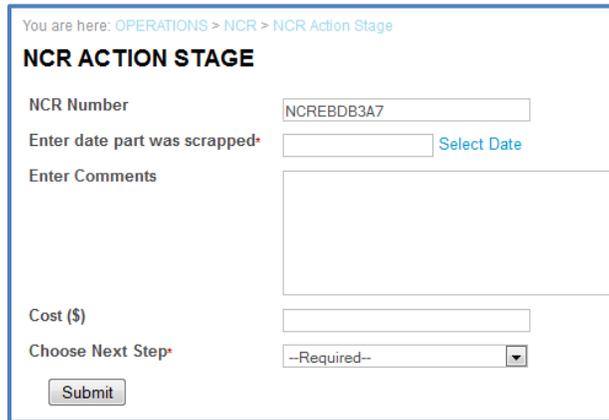

NOTE: Fields marked with a red asterisk are required.

The **NCR Action-Downgrade** page contains the following fields:

- **Enter Location:** ENTER the **Location** where the downgraded product was stored or to which it was moved.
- **Enter new Part Number:** ENTER the new **Part Number** that was assigned to the downgraded product or part.
- **Enter Comments:** ENTER any **Relevant Details** about the downgrade process. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.
- **Cost:** ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.
- **Choose Next Step:** SELECT from **Save** or **Save & Close**.
  - **Save:** If the NCR has not been fully processed (i.e., downgrade has not occurred), CHOOSE **Save** to come back and add more comments later.
  - **Save & Close:** If all stages of the NCR have been completed, CHOOSE **Save & Close**.

4.7.4   NCR Action-Scrap

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. At the action stage of the NCR, the screen will be shown as follows:

NOTE: Fields marked with a red asterisk are required.

The **NCR Action-Scrap** page contains the following fields:

- **Enter date part was scrapped:** ENTER the **Date** when the nonconforming product was scrapped. The format is MM/DD/YYYY. You can also SELECT the **Date** from the calendar located in the Select Date option.
- **Enter Comments:** ENTER any **Relevant Details** about the scrapping process. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.
- **Cost:** ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.
- **Choose Next Step:** SELECT from **Save** or **Save & Close**.
  - **Save:** If the NCR has not been fully processed (e.g., rework has not occurred), CHOOSE **Save** to come back and add more comments later.
  - **Save & Close:** If all stages of the NCR have been completed, CHOOSE **Save & Close**.

4.7.5   NCR Action-Use As Is

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. At the action stage of the NCR, the screen will be shown as follows:
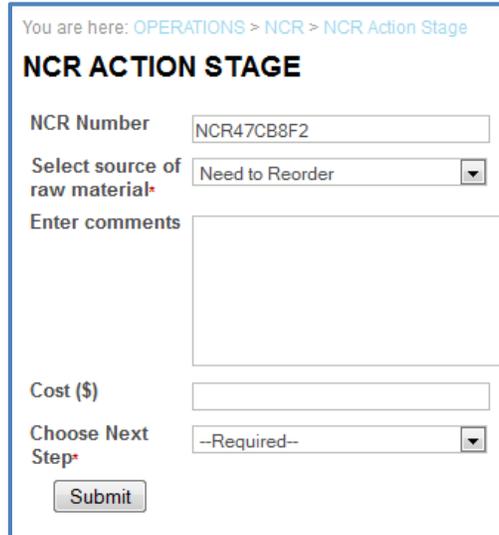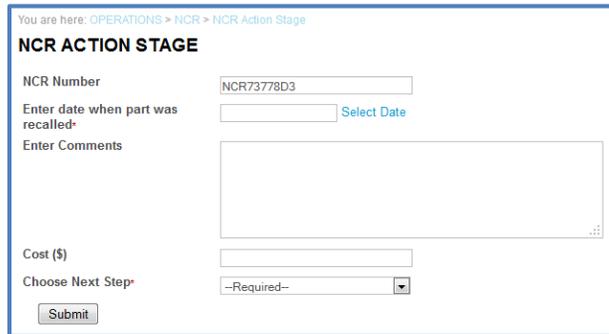
NOTE: Fields marked with a red asterisk are required.

The **NCR Action-Use As Is** page contains the following fields:

- **Enter date when part was used:** ENTER the **Date** when the nonconforming product was used. The format is MM/DD/YYYY. You can also SELECT the **Date** from the calendar located in the Select Date option.

- **Select type of concession:** SELECT **Who Authorized** the nonconforming product/service to be used as is. Nonconforming products/services cannot be used as-is without appropriate authorization. CHOOSE who made the concession to allow the use of the NCR product: **Customer, End User, Regulatory body,** and **Engineering**. For example, if the customer gave approval to use the nonconforming product, then you will CHOOSE **Customer** under type of concession and ATTACH a **Customer email** or **Letter** with their authorization.

- **Upload Attachment:** ATTACH **Relevant Files** such as pictures, letters, etc. by CHOOSING **Browse**, LOCATING your **Chosen File**, and Clicking **Open.** Reference documents regarding the concession may be attached here. You have up to 3 attachments to upload.

- **Enter Comments:** ENTER any **Relevant Details** about the use as is process. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.

- **Cost:** ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.

- **Choose Next Step:** SELECT from **Save** or **Save & Close**.
  - **Save:** If the NCR has not been fully processed (e.g., rework has not occurred), CHOOSE **Save** to come back and add more comments later.
  - **Save & Close:** If all stages of the NCR have been completed, CHOOSE Save & Close.

4.7.6   NCR Action-Remake

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. At the action stage of the NCR, the screen will be shown as follows:

```
You are here: OPERATIONS > NCR > NCR Action Stage

NCR ACTION STAGE

NCR Number              NCR47CB8F2

Select source of        Need to Reorder          ▼
raw material*

Enter comments          [                    ]



Cost ($)                [                    ]

Choose Next             --Required--             ▼
Step*

     Submit
```

NOTE: Fields marked with a red asterisk are required.

The **NCR Action-Remake** page contains the following fields:

- **Select source of raw materials:** CHOOSE from the drop down menu the **Source** of the material for the product being remade. Note that the other fields on the page will change based on the choice made in this field:
  - **Replace from stock**
    - **Enter New Part Number:** ENTER the new **Part Number** for the product being remade.
    - **Description:** Briefly DESCRIBE the **Product** remade. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.
  - **Need to Reorder**
  - **Back charge to vendor**
- **Enter comments:** ENTER any **Relevant Details** about the remake process. ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.
- **Cost:** ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.
- **Choose Next Step:** SELECT from **Save** or **Save & Close**.
  - **Save:** If the NCR has not been fully processed (e.g., rework has not occurred), CHOOSE **Save** to come back and add more comments later.
  - **Save & Close:** If all stages of the NCR have been completed, CHOOSE **Save & Close**.

4.7.7   NCR Action-Recall

The **NCR Action Taker** will receive an email notification that an NCR is awaiting action. At the action stage of the NCR, the screen will be shown as follows:

NOTE: Fields marked with a red asterisk are required.

The **NCR Action-Recall** page contains the following fields:

- **Enter date when part was recalled:** ENTER the **Date** when the nonconforming product was recalled. The format is MM/DD/YYYY. You can also SELECT the **Date** from the calendar located in the SELECT **Date** option.
- **Enter Comments:** ENTER any **Relevant Details** about the recall process. If you won't be closing the NCR yet, ENTER your **Comments** with a date next to them, as you will be able to return to add more comments as necessary until the NCR is closed.
- **Cost:** ENTER the **Cost** involved in the disposition of this NCR. Cost may include cost of parts, products, or services, cost of replacement, cost of repair, clerical cost associated with paperwork, etc.
- **Choose Next Step:** SELECT from **Save** or **Save & Close**.
    - **Save:** If the NCR has not been fully processed (e.g., rework has not occurred), CHOOSE **Save** to come back and add more comments later.
    - **Save & Close:** If all stages of the NCR have been completed, CHOOSE **Save & Close**.

4.8 LOCATE AN NCR

Once you have created an NCR, it is easy to locate it within the NCR Application, whether you want to review the information, work on advancing the NCR through the stages, delete the NCR, or otherwise make modifications. There are three main ways to locate a NCR: the **NCR Status Reports** page, the **NCR Advanced Search**, and the **Find NCR/Go Button** search. Step-by-step guidelines on each of these methods are included below.

4.8.1   Using NCR Status Reports

To access the **NCR Status Reports** page, CLICK on **NCR Status Reports** in the Left Menu of the **NCR Application** page or in the Top Menu of the Operations Tab.
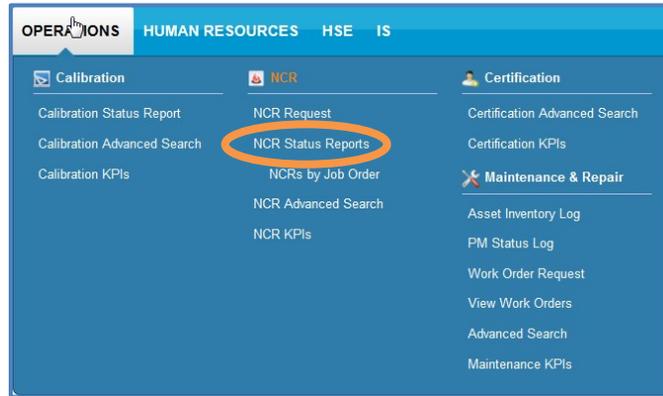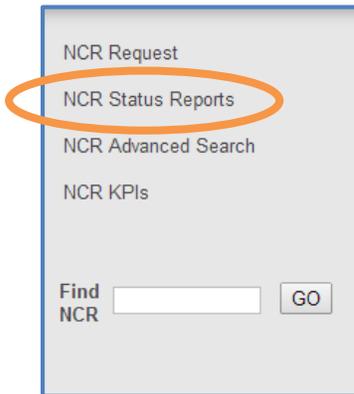
The following screen will appear:
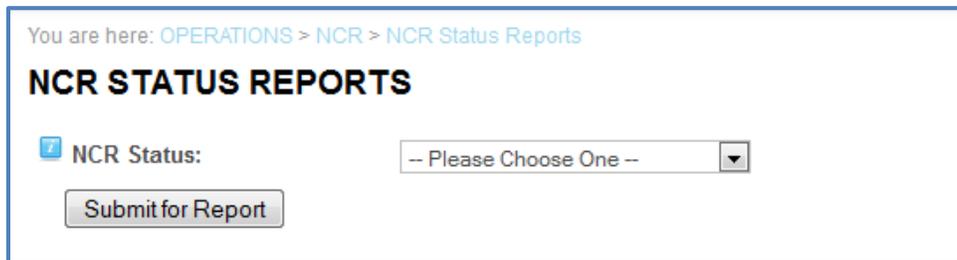
The page contains a field asking for the **NCR Status**. SELECT a **Status** to view all NCRs that share that status. You can view NCRs at all stages of the process: **Awaiting Coordination**, **Awaiting MRB Routing**, **Awaiting Action**, **Open,** and **Closed**. SELECT the **Status** whose NCRs you wish to view, and CLICK **Submit for Report.**

In this example, the **NCR Status Reports** page is displaying all NCRs which are currently **Closed.**

4.8.2   Using NCR Advanced Search

Advanced Search is one of the most accurate ways to find an NCR, because so many variables can be used to narrow your search.

To access the **NCR Advanced Search** page, CLICK on **NCR Advanced Search** in the Left Menu of the **NCR Application** page or in the Top Menu of the Operations Tab.:
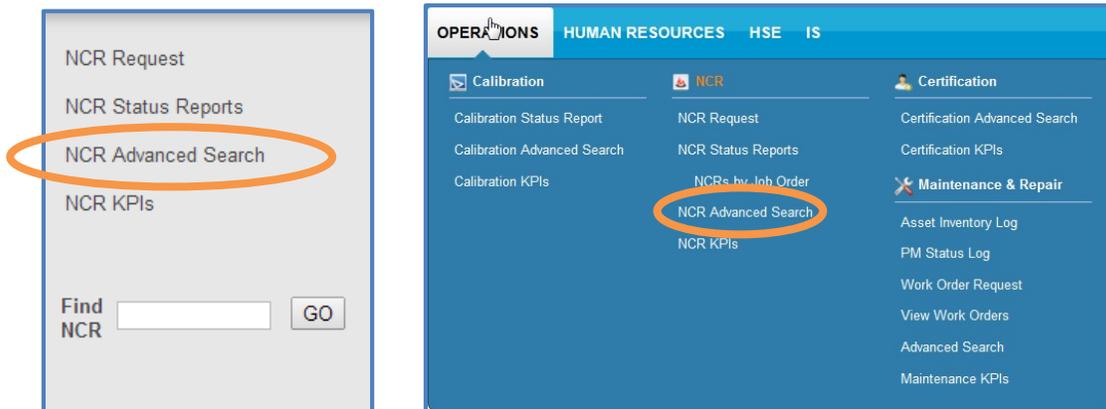
The **Advanced Search** page contains the following fields:

You are here: OPERATIONS > NCR > NCR Advanced Search

NCR ADVANCED SEARCH

NOTE: Fields marked with a red asterisk are required.

The **NCR Advanced Search** page contains the following fields:

- **NCR Number**: ENTER the **Identifying Number** of the NCR you would like to find. You can ENTER the **Whole Number**, or just a few characters.
- **NCR status**: SELECT the **Processing Status** of the NCR(s) you would like to find.
- **Issue Date From:** SELECT the **Starting Date** of issued NCRs. Format MM/DD/YYYY. If you ENTER this **Date**, you must ENTER the **Issue Date To**.
- **Issue Date To:** SELECT the **End Date** of issued NCRs. Format MM/DD/YYY. If you ENTER this **Date**, you must ENTER the **Issue Date From**.
- **Type of NCR**: To find NCRs that originated from a supplier, SELECT **Supplier**. To find NCRs that were discovered internally, SELECT **Internal**. To find NCRs that were discovered by a customer, SELECT **Customer**.
- **NCR Site**: CHOOSE the **Location** where the NCR(s) you wish to find originated.
- **Type of Supplier**: SELECT whether you'd like to **view NCRs** where the supplier who provided the nonconforming part is a component supplier or an OEM supplier.
- **Standard/Specification**: LIST the **Standard** or **Specification** against which the NCRs you would like to find were judged.
- **Nonconformance:** ENTER **Keywords Relevant** to the NCRs which you wish to find. The search will find and display NCRs where those key words are present in the nonconformance explanation provided in the NCR Request stage.

- **NCR Product**: CHOOSE the **Product** related to the NCR(s) whose reports you wish to find.
- **Main Nonconforming Category**: SELECT the **Category** or **Grouping** of defect which best describes the nonconformances whose reports you wish to find. The next field will populate with options depending on this choice.
- **Nonconforming Code**: ENTER the **Specific Code** assigned to the nonconforming product whose reports you wish to find. The choices will vary based on the option you selected in the previous field.
- **Order Number**: ENTER the **Internal Order/Job PO Number** for the NCR(s) you wish to find.
- **Line Item Number**: ENTER the **Order Line Item Number** from the PO associated with the NCR(s) you wish to find.
- **Lot Number**: ENTER the **Lot Number** associated with the NCR(s) you wish to find.
- **Serial Number**: ENTER the serial number or range of serial numbers of the nonconforming product associated with the NCR(s) you wish to find.
- **Part Number**: ENTER the **Internal Part Number** assigned to the nonconforming product associated with the NCR(s) you wish to find.
- **Part Description**: ENTER **Keyword(s)** which might be found in a brief description of the nonconforming part associated with the NCR(s) you wish to find.
- **Revision**: ENTER the **Revision Information** for the nonconforming part associated with the NCR(s) you wish to find.
- **Supplier Name**: ENTER the **Supplier's name** who provided the nonconforming product associated with the NCR(s) you wish to find.
- **Supplier Part Number**: ENTER the **Supplier-Assigned Part Number** of the nonconforming product associated with the NCR(s) you wish to find.
- **Supplier Heat Code**: ENTER the **Supplier-Assigned Heat Code** of the nonconforming product associated with the NCR(s) you wish to find.
- **Client Name**: ENTER the **Customer's name** who discovered the nonconformance associated with the NCR(s) you wish to find.
- **Client Part Number**: ENTER the **Customer-Assigned Part Number** of the nonconforming product associated with the NCR(s) you wish to find.
- **Client Heat Code**: ENTER the **Customer-Assigned Heat Code** of the nonconforming product associated with the NCR(s) you wish to find.
- **Is this an RMA?**: SELECT whether you would like to find NCR(s) that do (**Yes**) or do not (**No**) have a Return Material Authorization or valid warranty.
- **RMA Number**: ENTER the **RMA Number** associated with the NCR(s) you would like to find. You can ENTER the **Whole Number**, or just a few characters.
- **Disposition:** ENTER the **Disposition** associated with the NCR(s) you wish to find.
- **Condition nonconforming material was in**: **SELECT** the option that best describes the condition in which the nonconforming material associated with the NCR(s) you wish to find was discovered.

In this example search, the user has SELECTED **Supplier** as the **Type of NCR** and **Closed** as the **NCR Status**.

This search returns all closed NCRS that deal with supplier issues.

4.8.3 Using The Find NCR Search/Go Button

The NCR Left Menu has a GO button at the bottom of the menu:
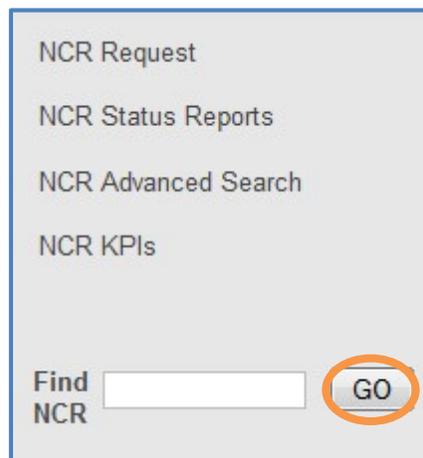
When you CLICK **GO**, the NCR Application displays all NCRs currently on Web QMS. Depending on your organization, this list could vary in length:
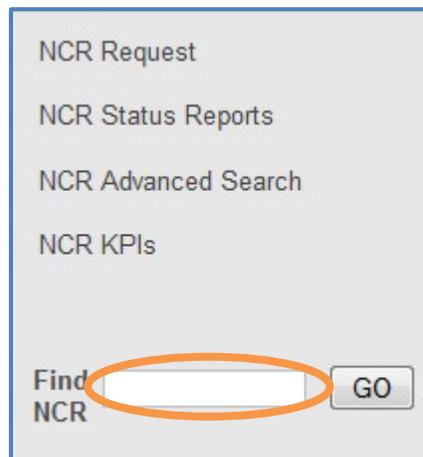
You are here: OPERATIONS > NCR > NCR Number Search

NCR NUMBER SEARCH

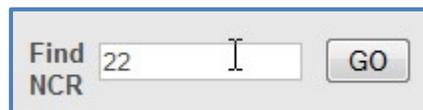|				NCR Number	Site	Issue Date	Assigned To	NCR Status	Product	Part Number	Quantity	Nonconforming Code	Disposition
🔍	🟢	🖨	📝	❌	NCR1001	Houston	10/31/2012	Mireaux Admin	Closed	Web QMS	N/A	1	Broken Links	Rework
🔍	🟢	🖨	📝	❌	NCR1002	Houston	10/31/2012		Closed	Web QMS	N/A	1	Others	Rework
🔍	🟢	🖨	📝	❌	NCR1003	Houston	11/01/2012	Mireaux Admin	Closed	Web QMS	N/A	1	Wrong Role	Rework
🔍	🟢	🖨	📝	❌	NCR1004	Houston	11/02/2012		Closed	Not product related	N/A	1	Wrong Information	Rework

NOTE: This is by far the easiest way to bring up all the NCRs currently in the system. You can just SCROLL down or SORT until you find the needed NCR.

The NCR Left Menu has a **Find NCR** field at the bottom of the menu:

NCR Request

NCR Status Reports

NCR Advanced Search

NCR KPIs

Find NCR [   ] GO

If you know even a few characters of the NCR Number, you can TYPE them in here, CLICK **Go**, and all NCRs whose numbers contain those characters will be displayed.

As an example, let us look for NCR1022. First, TYPE "22" in the Find NCR field:

Find NCR [22   ] GO

When you CLICK **Go**, you will see that the results include only NCRs whose numbers match those characters:
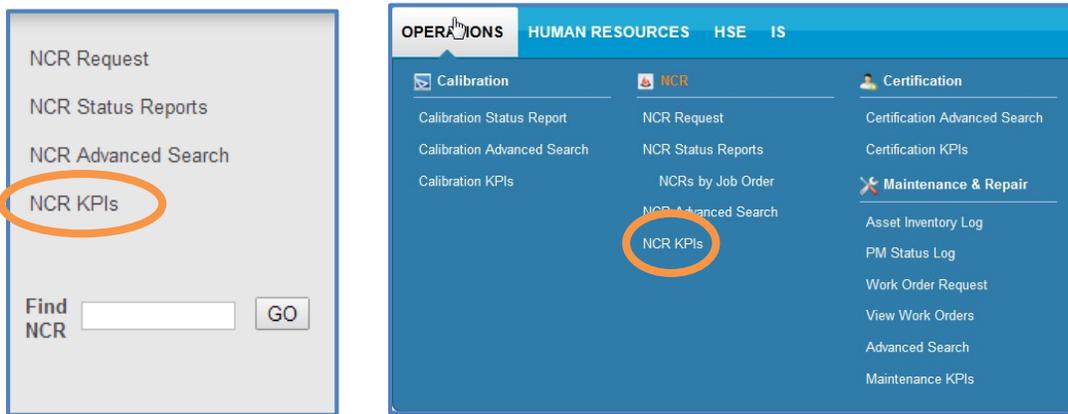
4.9   KEY PERFORMANCE INDICATORS (KPIS)

Key Performance Indicators (KPIs) display real-time NCR Information in a graphical format. To access the **NCR KPIs** page, CLICK **NCR KPIs** in the Left Menu of the **NCR Application** page or in the drop down menu of the Operations Tab.

The following page will appear:

If you want to view KPIs for the whole set of data, CLICK **Run Report and Chart.** If, however, you want to view a subset of KPIs, you can narrow the range of information used in creating the KPI graphs by using the available filters, which are as follows:

- **Site:** SELECT the **Site** for which you wish to view NCR KPI data.
- **Product:** SELECT the **Nonconforming Product** for which you wish to view NCR KPI data.
- **Nonconforming Category:** SELECT the **Category** of nonconformance for which you wish to view NCR KPI data.
- **Disposition:** SELECT the **NCR Disposition** for which you wish to view KPI data.
- **Status:** SELECT the **NCR status** for which you wish to view KPI data.
- **Issued Date From:** ENTER the **Beginning of a Time Range** during which the NCR was issued.

> **NOTE**: Must be filled out in conjunction with **Issued Date To**.

- **Issued Date To:** ENTER the end of a time range during which the NCR was issued.

  > **NOTE**: Must be filled out in conjunction with **Issued Date From**.

Once you have narrowed down your field, CLICK **Run Report and Chart.** At the top of the page, you will see a report containing information about the NCRs currently recorded in the system.

NCR Number	Issue Date	Status	Site	Product	Nonconforming Category	Nonconforming Code	Disposition	Cost
NCR1001	10/31/2012 10:27:01 AM	Closed	Houston	Web QMS	Web QMS - CIP	Broken Links	Rework	350
NCR1002	10/31/2012 11:56:37 AM	Closed	Houston	Web QMS	Web QMS - CIP	Others	Rework	6.25
NCR1003	11/1/2012 10:02:28 AM	Closed	Houston	Web QMS	Web QMS - NCR	Wrong Role	Rework	350
NCR1004	11/2/2012 2:49:44 PM	Closed	Houston	Not product related	CRM	Wrong Information	Rework	0
NCR1005	11/2/2012 2:51:43 PM	Closed	Houston	Not product related	Blog	Categories Wrong	Use As Is	0

If you wish to further analyze the data, download this report as an Excel spreadsheet by clicking **Excel.**
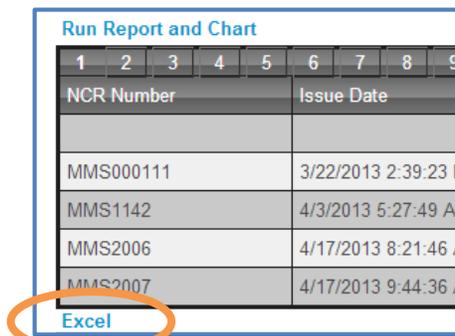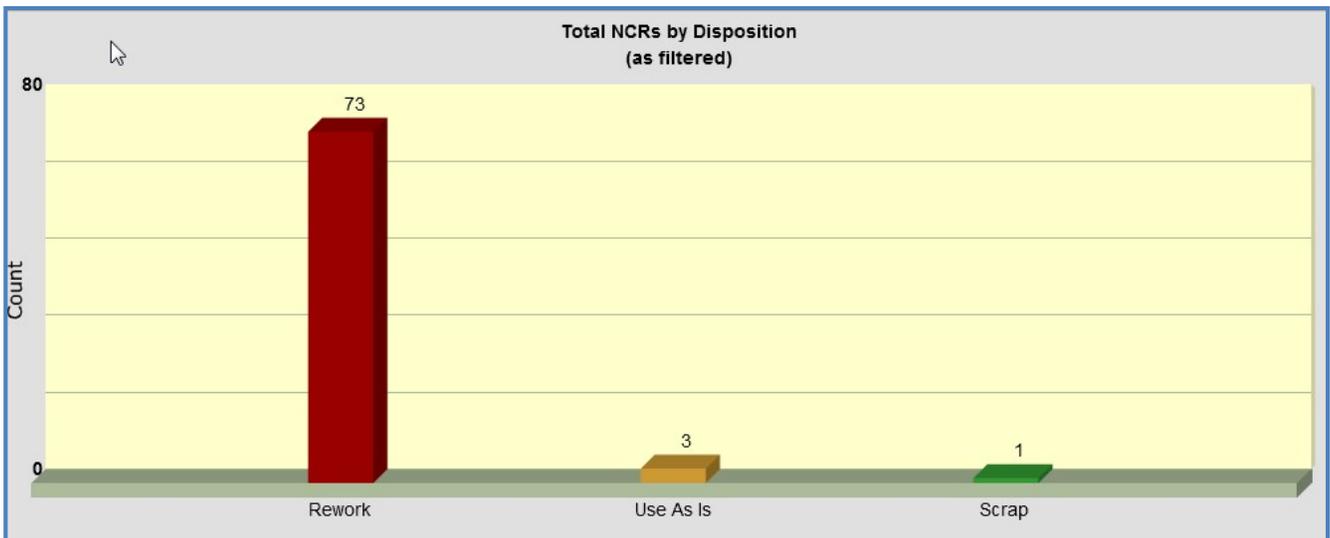

Below the report are several graphs which display real-time information about your company's KPIs, which may include:
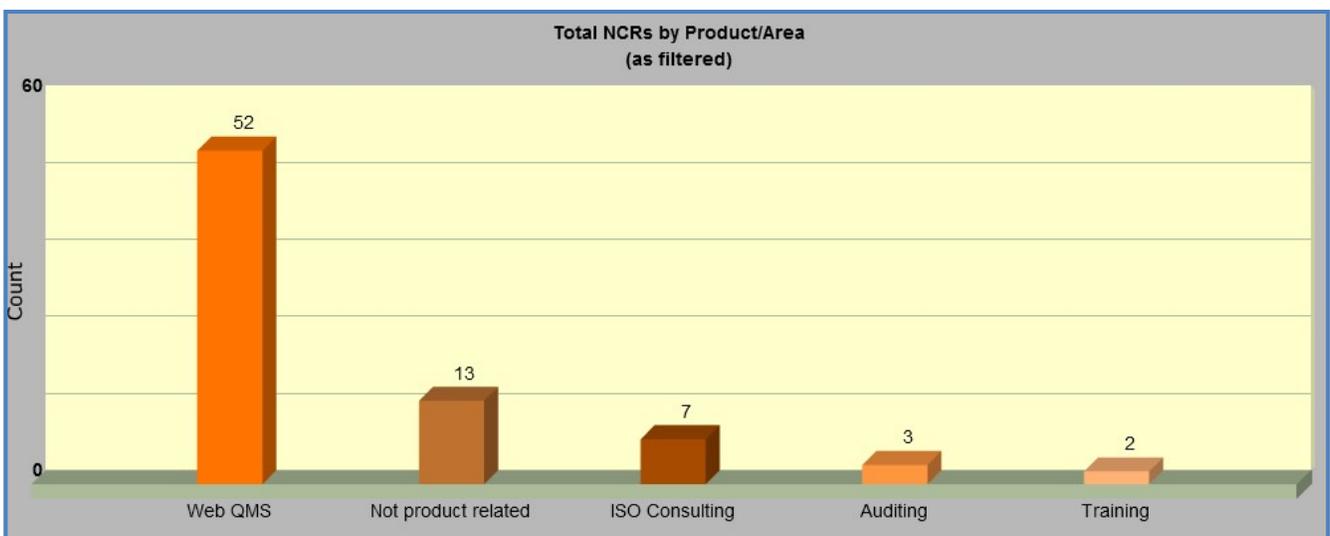
- **Total NCRs by Status:** Shows how many NCRs are currently in each stage of the NCR process.
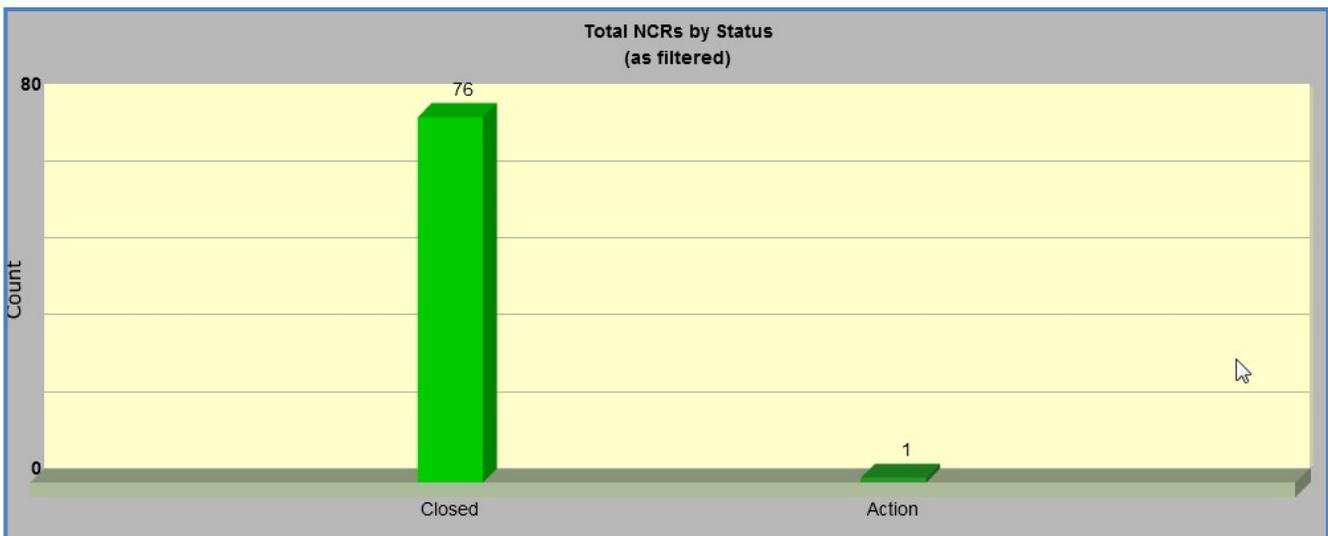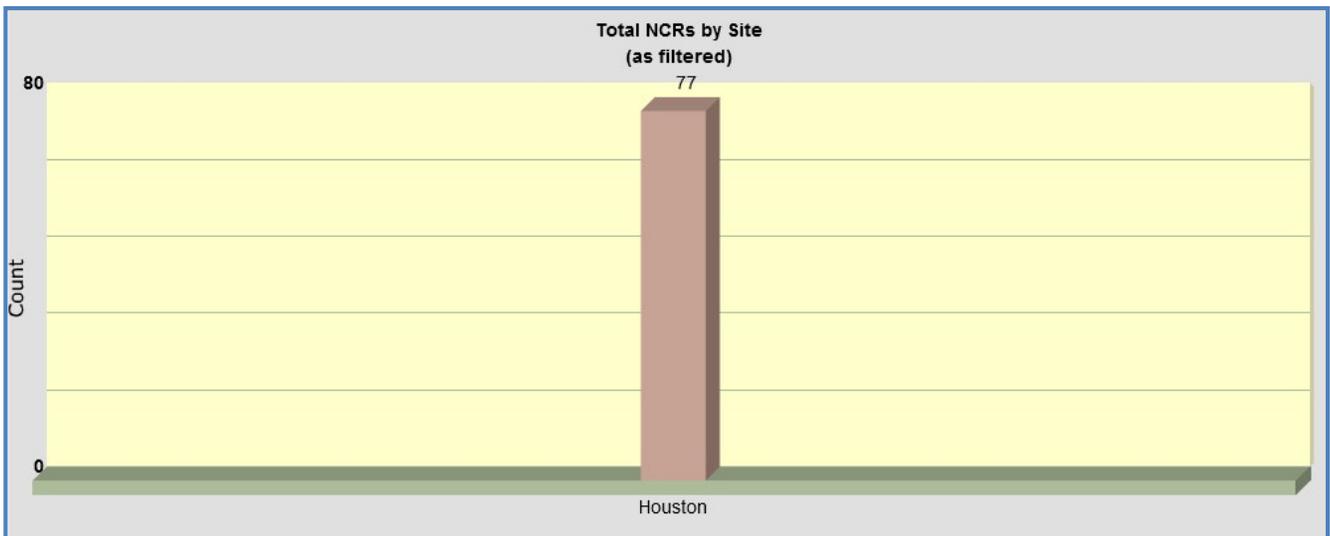
- **Total NCRs by Disposition:** Shows how many NCRs have been placed in each disposition.
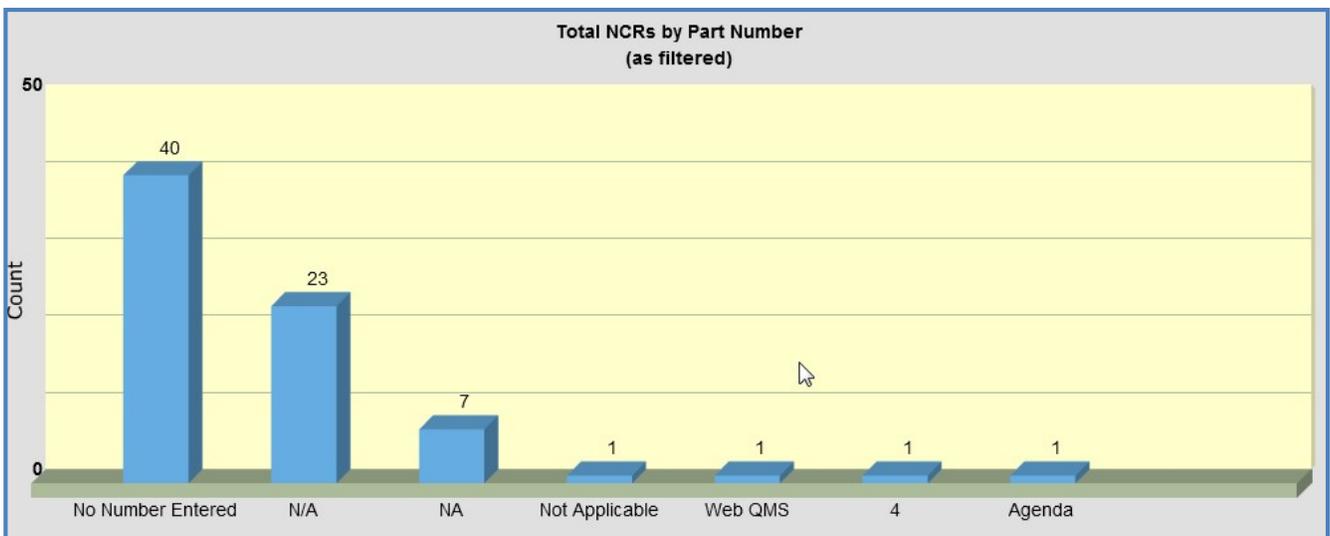

- **Total NCRs by Product/Area:** Shows how many NCRs are associated with a specific product or area.
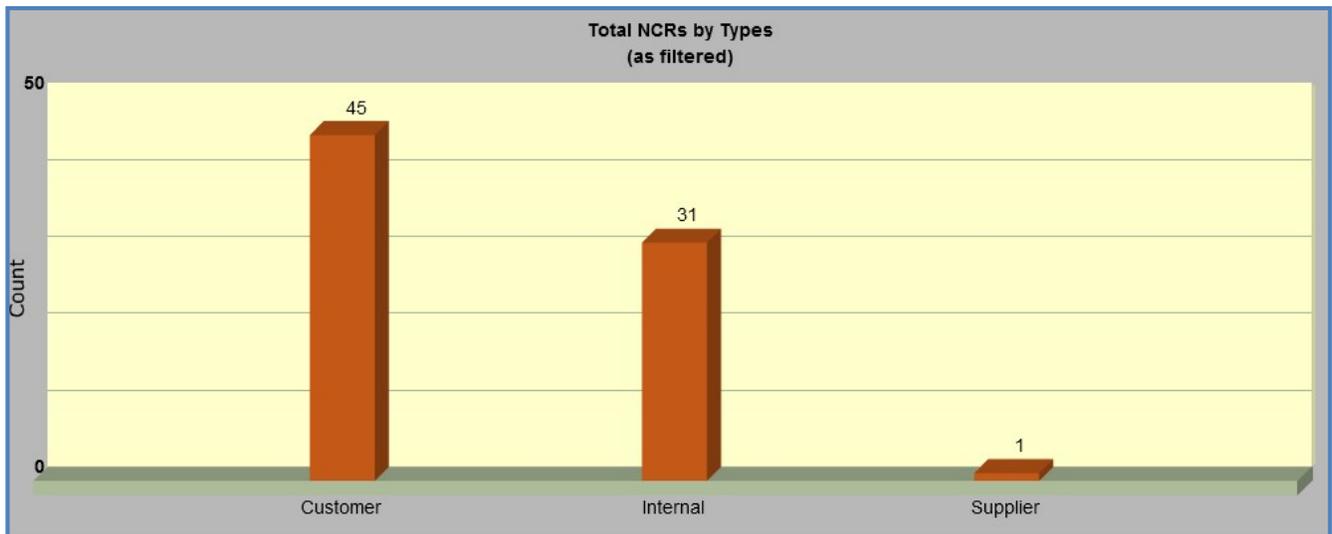
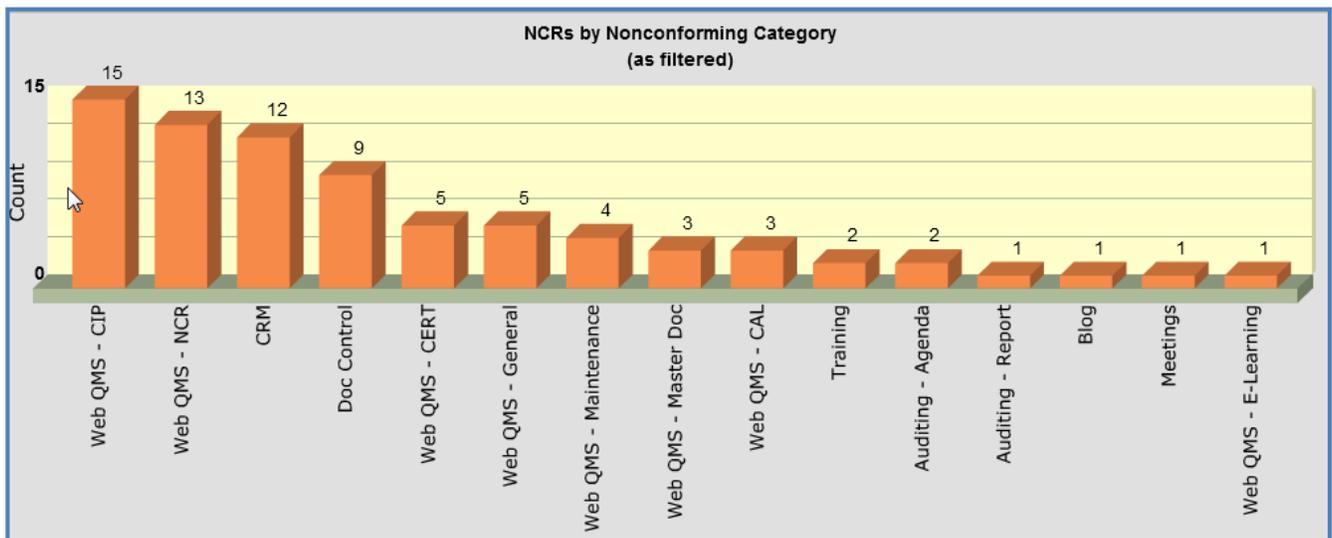- **Total NCRs by Site:** Shows how many NCRs have been associated with each site.

- **Total NCRs by Part Number:** Shows how many NCRs are associated with a part number.
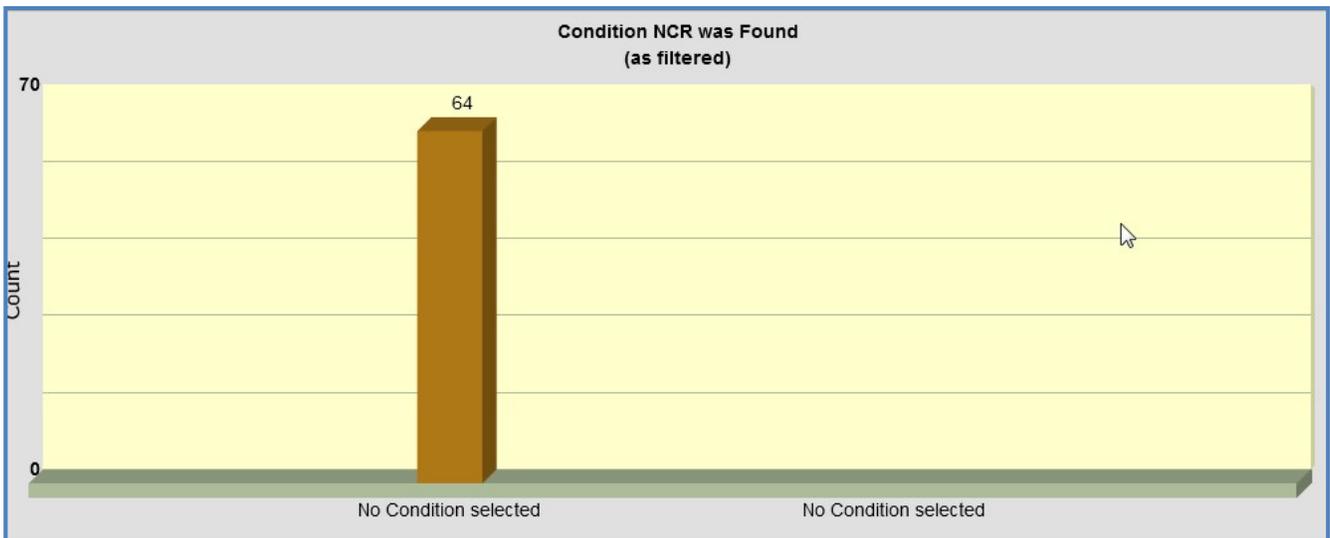
- **NCR Types:** Shows how many NCRs are filed based on internal issues vs. supplier issues.
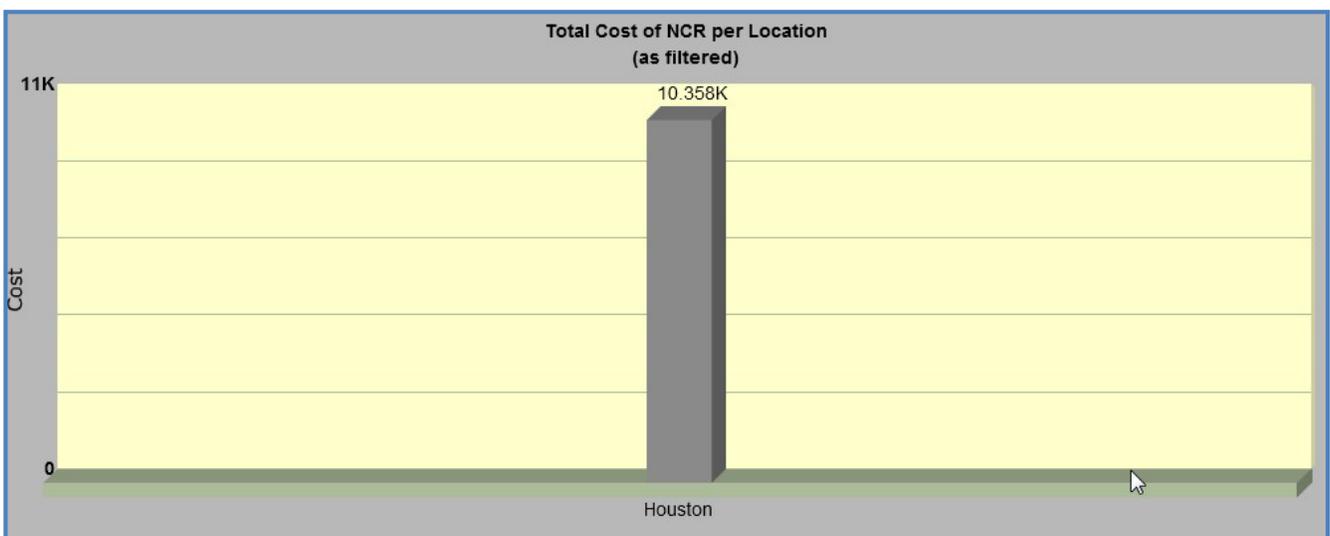

- **NCRs by Nonconforming Category:** Shows how many NCRs are associated with each category of nonconformance.
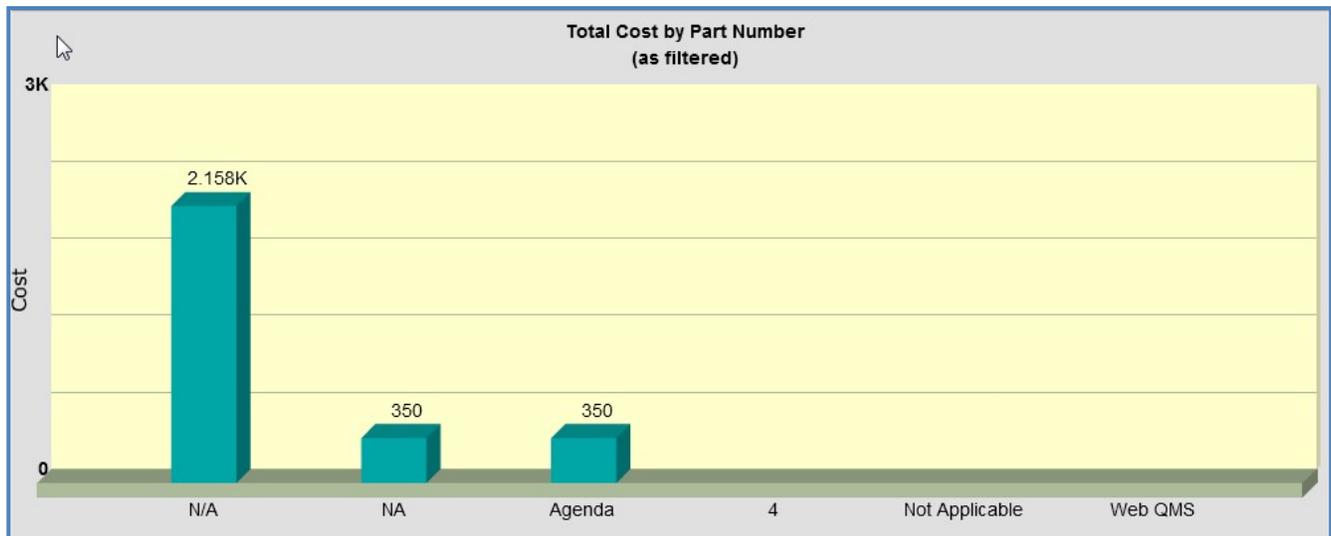
- **Condition NCR was Found:** Shows NCRs condition when found.

- **Total Cost of NCR per Location:** Shows the total cost of NCRs per location (if cost is available).

- **Total Cost by Part Number:** Shows the total cost of NCRs per part number.

NOTE: If a chart does not display it may be because no data is available for the filters used.

4.10 NCR ADMINISTRATION (ADMIN ONLY)

The NCR Administration Application allows the Administrator to change the options in the drop down menus throughout the NCR Application and to set up email reminders. In order to use the NCR Administration Application, you must have the Administrator role. To access the **NCR Administration** page, CLICK on **Organization Variables** in the Left Menu of the **Admin** page, or in the Top Menu of the Admin Tab:
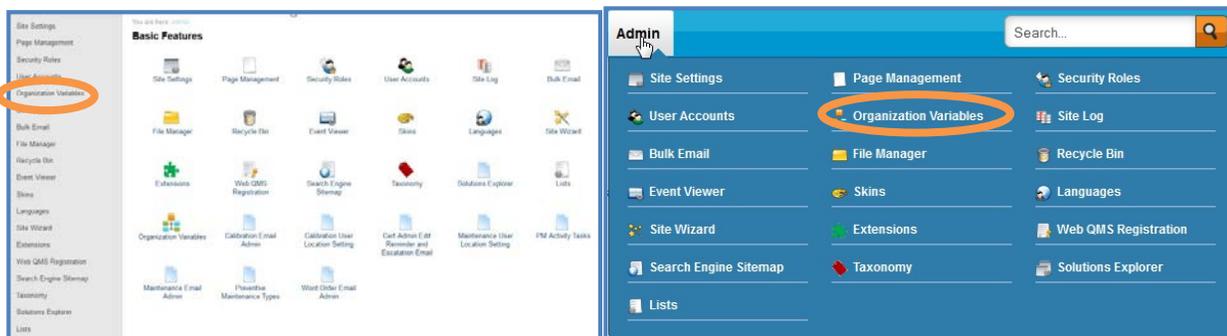
On the left side of the page, locate the title NCR Administration. The drop down menu below the title allows you to change options throughout the NCR Application.

This **NCR Administration** menu contains the following options:
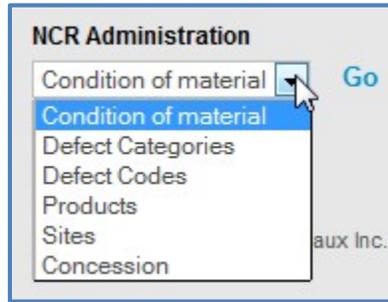
- **Condition of material**
- **Defect Categories**
- **Defect Codes**
- **Products**
- **Site**
- **Concession**

Each of these options represents a drop down menu in the NCR Application. The process of adding, editing, or removing values from these lists is simple, and the same for all options.
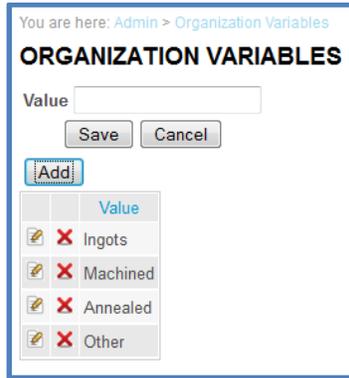
SELECT the **Desired Option** in the NCR Administration drop down menu, then CLICK **Go.**
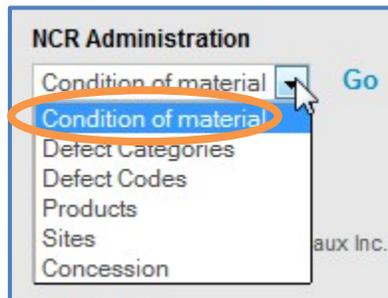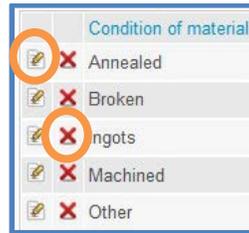

The following page will appear:

CLICK **Add** to add another value. ENTER the value to be added into the **Value** field. CLICK **Save.**

To edit or delete an existing value from the list menu:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** allows you to edit an existing value.
- **Delete**: CLICKING **Red X Delete icon** allows you to delete an existing value.

5.0 REVISION LOG

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
02/06/2010	All	Original Release of MMS-WQM-218 NCR Admin Guide.	M. Boudreaux
01/11/2012	All	Formatting inserted and edited pictures, adjusted the size of the pictures of MMS-WQM-218.	M. Boudreaux
01/12/2012	All	Formatting, inserted and edited pictures, adjusted the size of the pictures on MMS-WQM-219.	M. Boudreaux
01/13/2012	All	Added section4.9 on MMS-WQM-218.	M. Boudreaux
04/10/2012	All	Added explanation about MRB Routing on MMS-WQM-218 and new section 4.4 MRB Routing on MMS-WQM-219.	M. Boudreaux
05/01/2012	All	Added section about "Associated CIP" and "Associated NCR" and updated the screenshot on MMS-WQM-218 and added noted for 4.2 "Associated NCR" and "Associated CIP" on MMS-WQM-219.	M. Boudreaux
07/09/2012	All	MMS-WQM-218 updated to include application enhancements and skin changes	M. Boudreaux
01/31/2014	All	Revision and integration of MMS-WQM-218 and MMS-WQM-219. Released as MXM-WQM-509 NCR Application Manual.	M. Boudreaux
06/01/2014	All	Revision, editing, and formatting performed throughout the NCR Application Manual.	M. Boudreaux

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