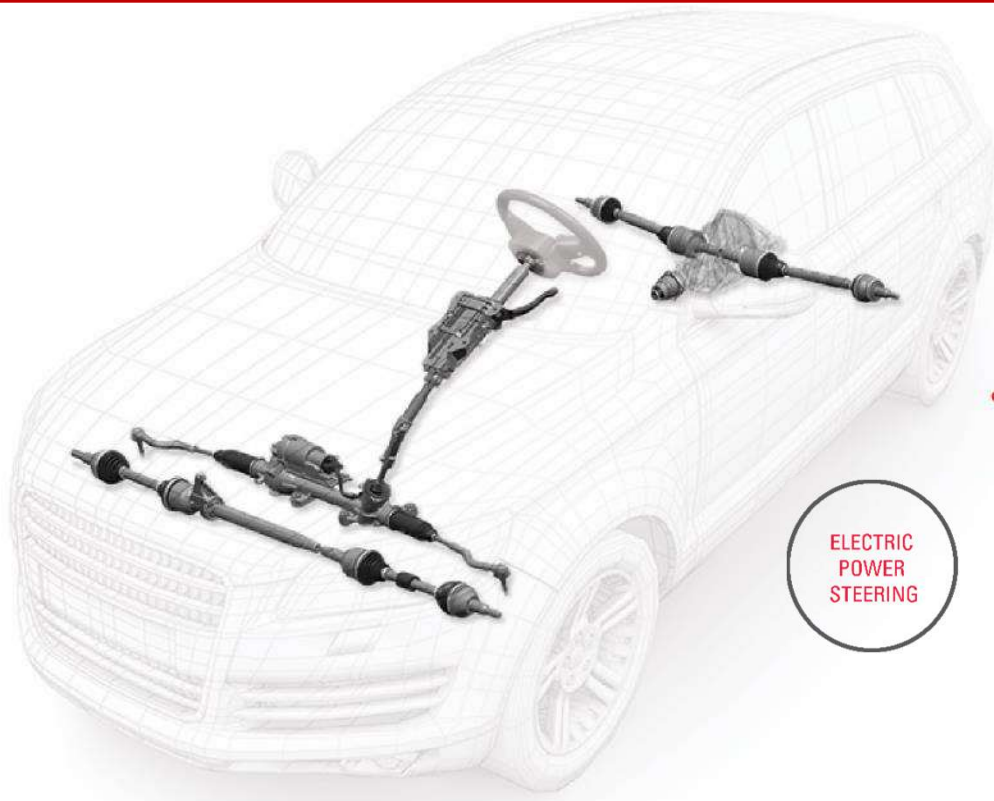
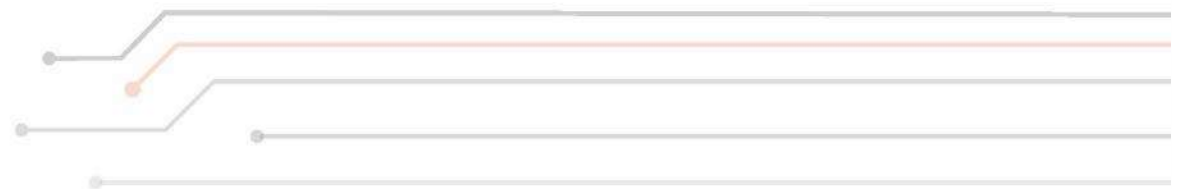




a leader in intuitive motion control



PCMS 3.0

NEXTEER USER TRAINING

JANUARY 2022

ELECTRIC
POWER
STEERING

COLUMNS &
INTERMEDIATE
SHAFTS

DRIVELINE
SYSTEMS

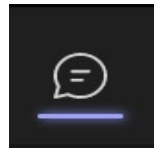
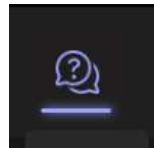
HYDRAULIC
POWER
STEERING

ADAS &
AUTOMATED
DRIVING

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PCMS 3.0 – TRAINING

- 50-55min Presentation
- 5-10min Questions
 - Please hold all questions until the end
 - Please use Q&A button to ask your question(s)
 - Additional questions can be included in quiz.
 - Link will be provided at end in Chat
- Short Quiz To Be Completed To Retain Access To PCMS
- Training Will Be Loaded Into SuccessFactors For Future New Users



PCMS 3.0 – GENERAL OVERVIEW

- Efficiency Improvements – SQ, PQ, Supplier.
- Fields Removed
- Fields Added
- Linkage with other modules where possible.
- Dashboard Revamp
 - Automatic Reports
 - Automatic Metrics

PCMS
3.0

Reviewed With Global Supplier Quality Staff Oct 7th

Reviewed With Global Quality Staff October 25th

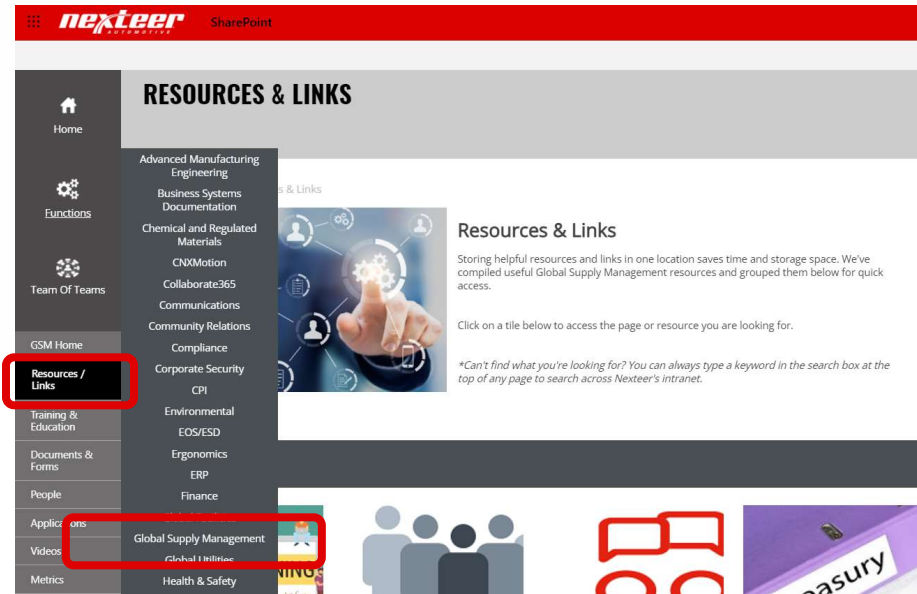
PROBLEM CASE MANAGEMENT SYSTEM (PCMS 3.0)

- Eliminates The Excel Based 3L5Y and Duplication. All Information Entered Directly Into Intellex
- New Automatic Dispute and Cancel Case Escalation Process (36.3% 599 of 1650 PC in 2020))
- Added Problem Description Fields and Required Information
- Returned Part RMA/Shipping Number/Tracking Information Added
- New Quality Alert and Containment Check-sheet Uploads
- New Corrective Action Drop Downs
- New Implementation Evidence Upload Fields (Like PPAP)
- Improved Workflow With Elimination Of All 2Day Holds
- Required Validation Evidence For All Severity 9/10, OEM Impact, and Major Disrupt.
- Blank Template Links Added Where Necessary



ACCESSING INTELEX

- Begin By Accessing Intelex
- Link Found On Compass
 - Select: Global Supply Management
 - Select: Resources/Links
 - Select: Intelex
- Recommend Creating A Bookmark

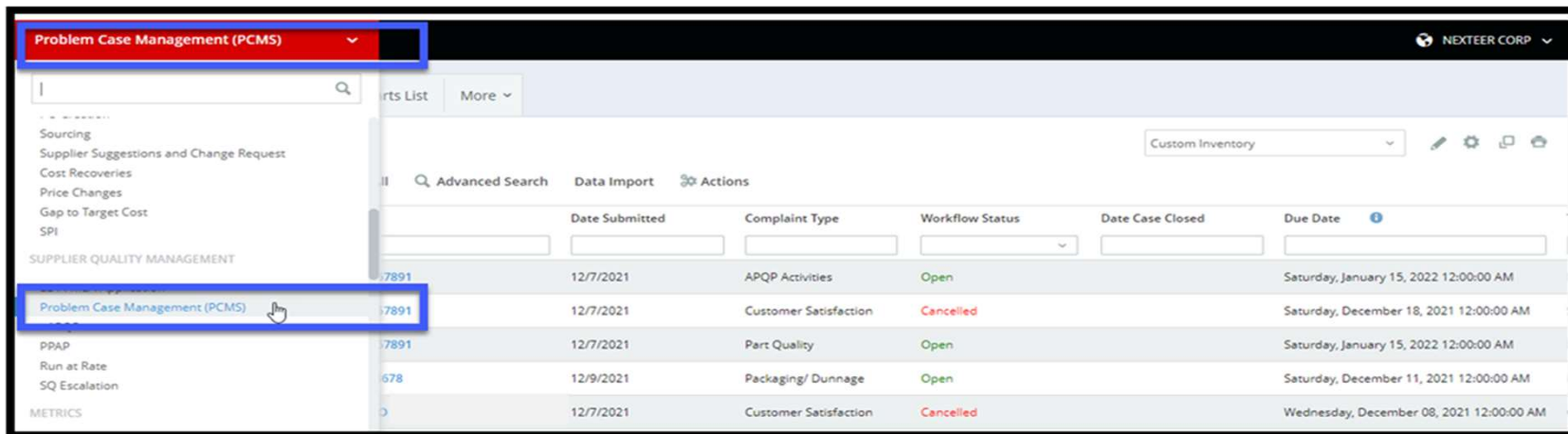


<https://clients.intelex.com/Login/Nexteer>

For Intelex access or system support contact: Be sure to include your name, UserId, and a brief description of your problem.
Email: GSM.Systems@Nexteer.com

ACCESSING PCMS 3.0

- From Red Dropdown:
- Select: Problem Case Management (PCMS)
 - Note Your Menu Options May Be Different Based Upon Your Access
- PCMS 2.0 and 3.0 Will Use The Same Link

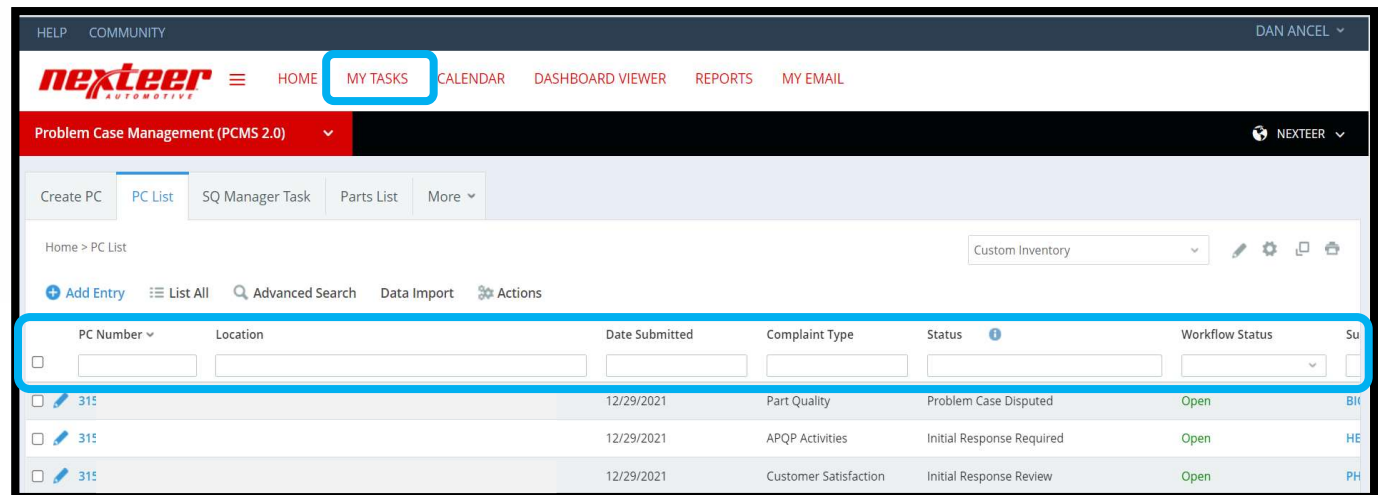


The screenshot displays the Nexteer Corp. web application interface. A red dropdown menu is open, showing various options under 'Problem Case Management (PCMS)'. The 'Problem Case Management (PCMS)' option is highlighted with a blue box. Below the dropdown, a table of complaint cases is visible. The table has columns for 'Case ID', 'Date Submitted', 'Complaint Type', 'Workflow Status', 'Date Case Closed', and 'Due Date'. The data rows are as follows:

Case ID	Date Submitted	Complaint Type	Workflow Status	Date Case Closed	Due Date
7891	12/7/2021	APQP Activities	Open		Saturday, January 15, 2022 12:00:00 AM
7891	12/7/2021	Customer Satisfaction	Cancelled		Saturday, December 18, 2021 12:00:00 AM
7891	12/7/2021	Part Quality	Open		Saturday, January 15, 2022 12:00:00 AM
678	12/9/2021	Packaging/ Dunnage	Open		Saturday, December 11, 2021 12:00:00 AM
0	12/7/2021	Customer Satisfaction	Cancelled		Wednesday, December 08, 2021 12:00:00 AM

PCMS 3.0 FILTER OPTIONS AND MY TASKS

- Encourage You To View Your Task list Each Time You Access Intelex.
- PCMS Can Be Filtered By Adding Text In The Boxes Or Clicking The Header.



PCMS 3.0 NEW INSTRUCTION BOX

- New Grey Instruction Box For Each Stage Of The Workflow With Clear Instructions



WORK INSTRUCTIONS

This **Supplier Owned** stage is to be completed by the latest Corrective Action Plan Target date submitted. Due date is listed in the upper right corner of this case.

Failure to submit acceptable Implementation evidence by this date may result in responsiveness points being deducted from your scorecard!

Complete the following:

1. Upload the completed Containment Worksheet (link to blank template provided below).
2. Upload all required evidence/documents as shown in this case. These requirements were set based on the Corrective Action Plans submitted, as well as any additional requests approved by Nexteer. Additional documents/evidence may be uploaded into the Supporting Document section below.
3. Save the form
4. Update approved Corrective Action Plans to indicate if and when the plans were completed. Note: fields highlighted below can be updated without clicking on Edit.

Additional Corrective Action Plan(s) may be added in this stage by clicking on add entry in the Corrective Action Plan section of each IIR. A target date cannot be added if adding the Corrective Action Plan during Implementation.

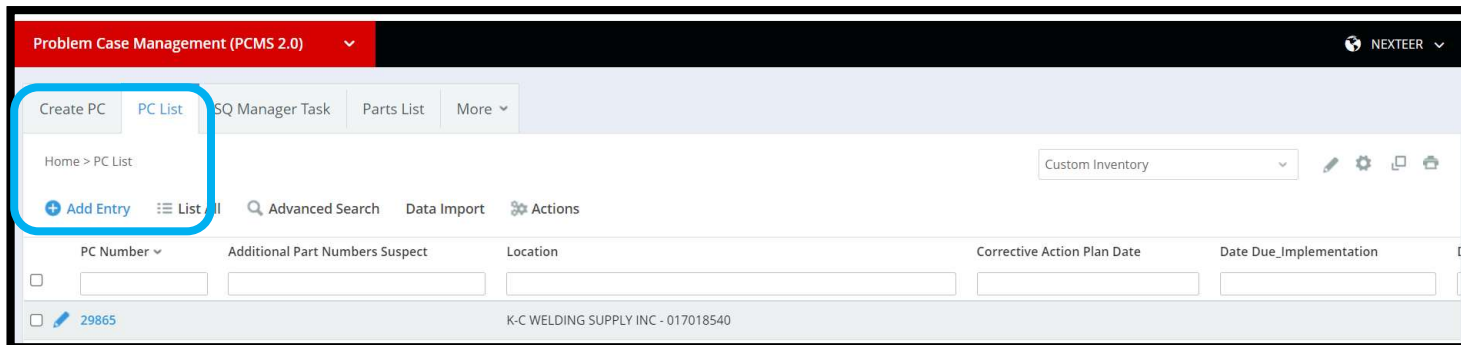
If accepted Corrective Action Plans need to be revised, click on Revised Corrective Action Plan(s). **WARNING:** this will result in the Problem Case being returned to the Corrective Action Plan stage and could affect responsiveness timing on your scorecard.

EXAMPLE

STAGE 1: CREATING A PROBLEM CASE



- PC Initiator Starts By:
 - Click +Add Entry or Create PC Tab
 - A New Draft PC Is Started



STAGE 1: CREATING A PROBLEM CASE



- Begin Answering Questions From The Drop Down Boxes.
- New Questions May Appear
- Select Complaint Type
 - **Note OKm and Warranty PCs Can Be Started In eQMS Only**
- Click Select And Add Part Number To Filter The Supplier Location.
- Part Number List Will Filter By Active PO, Launch Status, Production Status.
- Note: Customer Satisfaction Is For Production Parts Only

Save Save & Exit Save & Add Entry Cancel

New PC Form

Problem Case Header - Contact Information

Problem Case Number

Complaint Issuer GSM SYSTEMS Complaint Issuer Email

* Is this an Internal Nexteer to Nexteer case? Select Yes if issuing this case to another Nexteer plant
No

* Complaint Type OEM Customer Impact PCs (0km) and Warranty Cases can only be issued using the eQMS/Intelex Bridge. Please link your NC to Intelex.
Part Quality

* PC3 Part Number 07828317
Select | Clear

Part Name Part name will display upon Save

Supplier Location Supplier Name will display upon Save

* Issuing Plant NEXTEER AUTOMOTIVE - PLT03

Click Save

PCMS 3.0 – PROBLEM DESCRIPTION

1. Description of the defect REQUIRED
 2. Picture of the defect REQUIRED
 3. Specific date of initial occurrence REQUIRED
 4. Where found? REQUIRED DROP DOWN
 5. How many? REQUIRED
 6. Picture of box label - OPTIONAL
 7. Lot information (text field) – REQUIRED
 8. Defective part serial number information - REQUIRED
 9. Specific print dimension being referenced – balloon dimension? REQUIRED
 10. Snippet/picture of the print dimension out of print - OPTIONAL
 11. Description how measured (drop down): CMM, Calipers, Micrometers, Shadow graph, gage pin/block, height gage/micro-height, profilometer, test station, visual, other with required explanation. REQUIRED
 12. If warranty / OEM / PSCC classification – Only from eQMS Bridge
- Poor Problem Description Details, Missing Information, Incorrect DUNS, Lack Of Linkage To Print Requirement, etc... Top Drivers For Dispute/Cancellations
 - Team Worked To Incorporate Many Of The Same Details Contained In QRs And Avoid Duplication

STAGE 1: CREATING A PROBLEM CASE



- Click Edit
- Complete Complaint Details Section
- All Items With * Are Required
- Fields Will Change By Complaint Type.
- Required Items Will Also Change By Complaint Type.
- If Classified As A Major Disruption, Supplier Quality Manger Task Created To Confirm.
- **Once All Required Fields Are Complete**
Click Submit To Supplier

Submit to Supplier Cancel Case Add Comment **Edit** Add Entry Clone Blank 5Why Form Exit

Work Instructions

Complaint Issuer to fill out the details of this Problem Case; including Description of the Defect, and Date of Occurrence. Once all information has been entered and verified the Complaint Issuer will click "Submit to Supplier" to send the Problem Case to the supplier listed.

Complaint Details

* Date of Initial Occurrence

* Description of Defect

* Indicate where the problem was found:

* Lot Information

* Defective Part Serial Number Info

* Print Specification/Procedure

* How Measured?

Major Disruption

* Did this Problem cause a Major Disruption?

* Number of Defective Parts found at Nexteer

* Picture of Defect

Picture of Box Label

Picture of Print Specification/Procedure

Click Submit

STAGE 1: CREATING A PROBLEM CASE



PC Stage	Item	0km	Warranty	Part Quality	Pkg Damage	Customer Satisfaction	APQP	Shipping	Prototype
Initial Create	NZN Case?	Bridge	Bridge	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Create	Complaint Type	Bridge	Bridge	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Create	Issuing Plant	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Create	PN or Supplier Location (for Customer Satisfaction)	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Draft Stage (Complaint Details)	Date of Occurrence	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Draft Stage (Complaint Details)	# of defective parts	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	TRUE	TRUE
Draft Stage (Complaint Details)	Defect Description	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Draft Stage (Complaint Details)	Picture of Defect	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Draft Stage (Complaint Details)	Where Problem Found	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE
Draft Stage (Complaint Details)	Lot Info	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	TRUE	TRUE
Draft Stage (Complaint Details)	Serial PN Info	TRUE	TRUE	TRUE	FALSE/Hide	FALSE	FALSE/Hide	FALSE/Hide	FALSE
Draft Stage (Complaint Details)	Print Dimension	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE
Draft Stage (Complaint Details)	How Measured	TRUE	TRUE	TRUE	FALSE/Hide	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Draft Stage (Complaint Details)	Box Label Pic	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE/Hide	FALSE	FALSE
Draft Stage (Complaint Details)	Print Dimension Pic	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
Draft Stage (Complaint Details)	Major Disruption?	TRUE	TRUE	TRUE	FALSE/Hide	FALSE/Hide	FALSE/Hide	FALSE/Hide	FALSE/Hide
Initial Response	Dispute Case?	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Response	Return Part?	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Disposition Of Suspect Material	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Description Of Containment	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Sorting Authorized?	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Sorting PO/Comments	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Marking On Individual Parts	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Marking On Containers	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Initial Response	Breakpoint Date	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE
Initial Response	RMA	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE
Initial Response	Shipping Account	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Response	Address & Name To Ship Part	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Response	Sample Return Tracking	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Initial Response	Initial Response Comments	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
If Disputed	Dispute Reason	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
If Disputed	Dispute Evidence	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan	Severity, Occurrence & Detection	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Corrective Action Plan	PFMEA Background Info	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE/Hide	FALSE/Hide	FALSE
Corrective Action Plan	Quality Alert	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE
Corrective Action Plan	Operator Signature Page	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE
Corrective Action Plan	Picture Of Current State (3 Legs)	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan	Whys (3 Legs)	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan	CA's (3 Legs)	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan	Supplier Lessons Learned	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan Review	Required Documents To Update	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan Review	Approved Corrective Action Plan	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Corrective Action Plan Review	CA Review Comments	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Implementation	Completed Containment Worksheet	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE/Hide	FALSE/Hide	TRUE
Implementation	Required Updated Documents	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Implementation	Completed Corrective Action Plans	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Implementation Review	Systems Root Cause	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE
Implementation Review	Implementation Review Comments	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE

- Required Fields Change Based Upon Complaint Type
 - 0Km – Only Initiated From eQMS (Bridge To InteleX)
 - Formal or Informal
 - Warranty – Only Initiated From eQMS (Bridge To InteleX)
 - Formal or Informal
 - Part Quality
 - Packaging & Dunnage
 - Customer Satisfaction – Part In Production Status
 - APQP – Part In Launch Status
 - Shipping
 - Prototype

We drive continuous improvement in everything we touch and do"



STAGE 1: CREATING A PROBLEM CASE



Major Disruption

* Did this Problem cause a Major Disruption?

* Indicate the nature of the Major Disruption

- Customer Field campaign issued to Nexteer because of Supplier Event
- Customer Yard Hold issued to Nexteer because of Supplier Event
- Saleable assemblies replaced in vehicle at customer location because of supplier event
- Containment of Finished Goods (saleable assemblies) in-transit, at sequencer and/or at Nexteer facility

Note: This Major Disruption status will be confirmed by the Regional SQ Manager prior to being considered an actual Major Disruption!

Spill replaced with Major Disruption

Recommended Major Disruption definition update in G1773 to match how our customers measure Nexteer

- A problem case is classified as a Major Disruption based upon the following:

- Customer field campaign issued to Nexteer because of supplier event – **Bridge In Future**
- Customer yard hold issued to Nexteer because of supplier event – **Bridge In Future**
- Saleable assemblies replaced in vehicle at customer location because of supplier event. **Bridge**
- Containment of finished goods (saleable assemblies) in-transit, at sequencer, and/or at Nexteer facility.

Beginning with Intalex PCMS3.0 the regional Supplier Quality Manager **must acknowledge** and confirm the Major Disruption classification.

STAGE 2: INITIAL RESPONSE – SUPPLIER SUBMISSION



Initial Response & Containment

* Do You Dispute this Complaint?

* Does the part need to be returned?

* Disposition of Suspect Material

* Description of Supplier Containment

* Sorting Authorized

* Marking on Individual Parts

* Breakpoint Date for Conforming Material

* Disposition of Suspect Material

* Description of Supplier Containment

* Sorting Authorized

* Sorting Purchase Order/Comments

* Marking on Containers

Disposition of Suspect Material Dropdown:
Sort at Nexteer
Sort at Supplier (Return)
Sort at Nexteer and Supplier
Scrap
N/A

Question if Sorting Authorized: PO/Comment required.
Breakpoint Date Required. Ability to add how individual part marking or container marking.



STAGE 2: INITIAL RESPONSE – SUPPLIER SUBMISSION



* Do You Dispute this Complaint?

Note: Disputing this case will NOT delay the required time necessary to respond to this case late for this PC and it will be reflected in your Scorecard.

* Dispute Reason Please select the main reason for disputing this complaint.

* Dispute Evidence

*Note: You **MUST** provide evidence supporting the reason for your dispute request. For a guide of what is requested, click here.*

Dispute Evidence PowerPoint Required
 PowerPoint Required To Have All Documents In ONE FILE
 Link to PPT Template
 Dispute Reason Required

Embedded Links For: Containment Worksheet, Dispute Evidence, Validation Run-Chart, Cancel Case Escalation Meeting, etc...

* Do You Dispute this Complaint?

* Does the part need to be returned?

* Disposition of Suspect Material

* Description of Supplier Containment

* Sorting Authorized

* Breakpoint Date for Conforming Material

* Return Material Authorization

* Address & Name to send back part

Sorting Purchase Order/Comments

* Shipping Account Enter the name of the shipping company (Fed-Ex, DHL, etc.) and the account number

Part Returned = Yes
 Requires Return Material Authorization (RMA)
 Shipping Acct #
 Name and Address

STAGE 2: INITIAL RESPONSE APPROVAL – PC INITIATOR



Approve
Request More Information
Cancel Case
Edit PC Details

Initial Response & Containment

* Do You Dispute this Complaint? Yes

Dispute Reason Please select the main reason for disputing this complaint.
Lack of Proper Communication

Dispute Evidence All In Blue.png (70.65 KB)

Does the part need to be returned? Yes

Disposition of Suspect Material Sort at Nexteer

Description of Supplier Containment It was contained?

Completed Containment worksheet may be required during the Implementation phase of this Problem Case. For a blank C please click here.

Sorting Authorized Yes

Marking on Individual Parts Labels

Breakpoint Date for Conforming Material Monday, January 31, 2022

Return Material Authorization It will be returned

Address & Name to send back part Enter the shipping address as well as the contact who should receive the returned part(s)
123 Sesame St.

* Sample Return Tracking Enter Tracking Number of returned part

Initial Response Review Comments

If Defective Part To Be Returned:
Requires Initiator to provide the tracking number before initial response can be approved.

- Initiator can return to draft and make edits to the PC (problem description, complaint details, etc..) prior to Initial Response Review Approval
- Sends PC back to supplier and resets 24hr responsiveness timing = submission to supplier date.
- After Initial Response Approval changes require Cancellation/Re-issue

STAGE 3: CORRECTIVE ACTION PLAN – SQE ASSIGNMENT



Final Proposal
ASSEMBLIES & SUB-ASSEMBLIES
BEARINGS
CASTINGS
CHEMICALS -- GREASE, ADHESIVE, SEALANT, OIL, LABELS
COLD HEADED
CONFLICT MINERALS & MAGNETS
CONTROLLERS -- CCA, MSB, PIA
DIRECTED BUY -- ECU SUB-COMPONENTS, HEADERS, CONNECTORS
DRIVELINE
ELECTROMECHANICAL-- SWITCHES, SENSORS, & COILS
EXPLOSIVES
EXTRUSIONS
FASTENERS
FORGINGS
HARNESSES
I-SHAFTS
MACHINING
OUTSIDE PROCESSES -- HEAT TREAT, SOLDER, PLATING, COATING, PAINT, FOAM
MOTORS
PLASTICS
POWDERED METAL
RESINS
RUBBER
SERVICE & AFTERMARKET
SPRINGS
STAMPINGS
STEEL
TUBING

- Auto populate/auto assign SQE/AQE (Reduce 1day)

Commodity/Process	Region	ECM	Commercial Manager	Strategic Buyer	Operational Buyer	SQ Manager	AQE Supervisor	AQE	SQE Supervisor	SQE
Assemblies	US	Thomas Gropp	XOCHITL NAVARRO	XOCHITL NAVARRO	ROBERT MAIER	DAN ANCEL	KAREN TILLEY	MEL TROWBRIDGE	EMILY FITZKO	MIKE ORLIK
Bearings	US	ZONGXIANG HUANG	XOCHITL NAVARRO	Mary Scagesh	Mary Scagesh	DAN ANCEL	KAREN TILLEY	MARK KATYNSKI	EMILY FITZKO	CHRISTOPHER ZIELINSKI
Castings	US	MICHAEL BEYER	SAEED NOOR	LAUREN SHULER	KEVIN DONALDSON	DAN ANCEL	KAREN TILLEY	MARTY SALISBURY	EMILY FITZKO	BRANDON GERMAN
Chemical Raw	US		SAEED NOOR	ERIKA PHILLIPS	ERIKA PHILLIPS	DAN ANCEL	KAREN TILLEY	MEL TROWBRIDGE	EMILY FITZKO	MIKE ORLIK
Driveline	US	MANISH PODDAR	SAEED NOOR	BARBARA HESS	BARBARA HESS	DAN ANCEL	KAREN TILLEY	JAMES MCCONNELL	EMILY FITZKO	CHRISTOPHER ZIELINSKI
ECU	US	MARCO CARRILLO	FRAN CONROY	AARON MATTHIAS	AARON MATTHIAS	PAUL MINN	KAREN TILLEY	EDUARDO ALATORRE	EMILY FITZKO	MIKE ORLIK
Extruded Parts	US		SAEED NOOR							
Fasteners	US		XOCHITL NAVARRO							
Machined Parts	US	Thomas Gropp	SAEED NOOR							
Magnets	US	BOB YEAGER	XOCHITL NAVARRO							
Motors	US	BOB YEAGER	FRAN CONROY							
Outside Services	US		XOCHITL NAVARRO							
Plastic Components	US	CHRISTI ROBERTSON	XOCHITL NAVARRO							
Powder Metal Component	US	CHRISTI ROBERTSON	XOCHITL NAVARRO	KUMAR JESUDAS	KUMAR JESUDAS	DAN ANCEL	KAREN TILLEY	JAMES MCCONNELL	EMILY FITZKO	MIKE ORLIK
Rubber Components	US	ZONGXIANG HUANG	SAEED NOOR	KEVIN DONALDSON	KEVIN DONALDSON	DAN ANCEL	KAREN TILLEY	MARK KATYNSKI	EMILY FITZKO	CHRISTOPHER NEIGH
Springs	US		XOCHITL NAVARRO	JUDIE HARRIS	JUDIE HARRIS	DAN ANCEL	KAREN TILLEY	KEVIN GAMM	EMILY FITZKO	CHRISTOPHER NEIGH

- Global Commodity Assignment File Moved Into Intelix.
- New Auto Assign SQE Based Upon PC Supplier Commodity.
- Tasks Can Be Reassigned By SQ Supervisor/Manager If Changes Required.
- PCs For Production Part = SQE, PCs For Launch Part = AQE
- If Blank On Commodity Assignment File, SQ Supv Will Receive Task To Assign

Nexteer Supplier Quality: "We drive continuous improvement in everything we touch and do"



STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Select Severity, Occurrence, Detection number from drop-down
 Note: As needed based upon complaint type)
 Auto Calculates RPN upon save

Severity

* Before: 10 - Potential failure mode affect -

* After: 10 - Potential failure mode affects safe vehicle operation and/or involves noncompliance with government regulation without warning.

PFME

- 9 - Potential failure mode affects safe vehicle operation and/or involves noncompliance with government.
- 8 - Loss of primary function (vehicle inoperable, but at reduced level of performance).
- 7 - Degradation of primary function (vehicle operable, but at reduced level of performance).
- 6 - Loss of secondary function (vehicle operable, but comfort/convenience functions inoperable).
- 5 - Degradation of secondary function (vehicle operable, but comfort/convenience functions at reduced level of performance).
- 4 - Appearance or Audible Noise, vehicle operable, item does not conform, Defect noticed by most customers (>75%).
- 3 - Appearance or Audible Noise, vehicle operable, item does not conform, Defect noticed by many customers (50%).
- 2 - Appearance or Audible Noise, vehicle operable, item does not conform, Defect noticed by discriminating customers (<25%).
- 1 - No discernible effect.
- 0 - Not Applicable or Not Present

Corrective Action

PFMEA Summary - enter values below to calculate the RPN value

	Severity		Occurrence		Detection	RPN #
* Before:	<input type="text"/>	*	<input type="text"/>	*	<input type="text"/>	
* After:	<input type="text"/>	*	<input type="text"/>	*	<input type="text"/>	

PFMEA Background Information

* Quality Alert

Upload file...

* Operator Signature Page

Upload file...

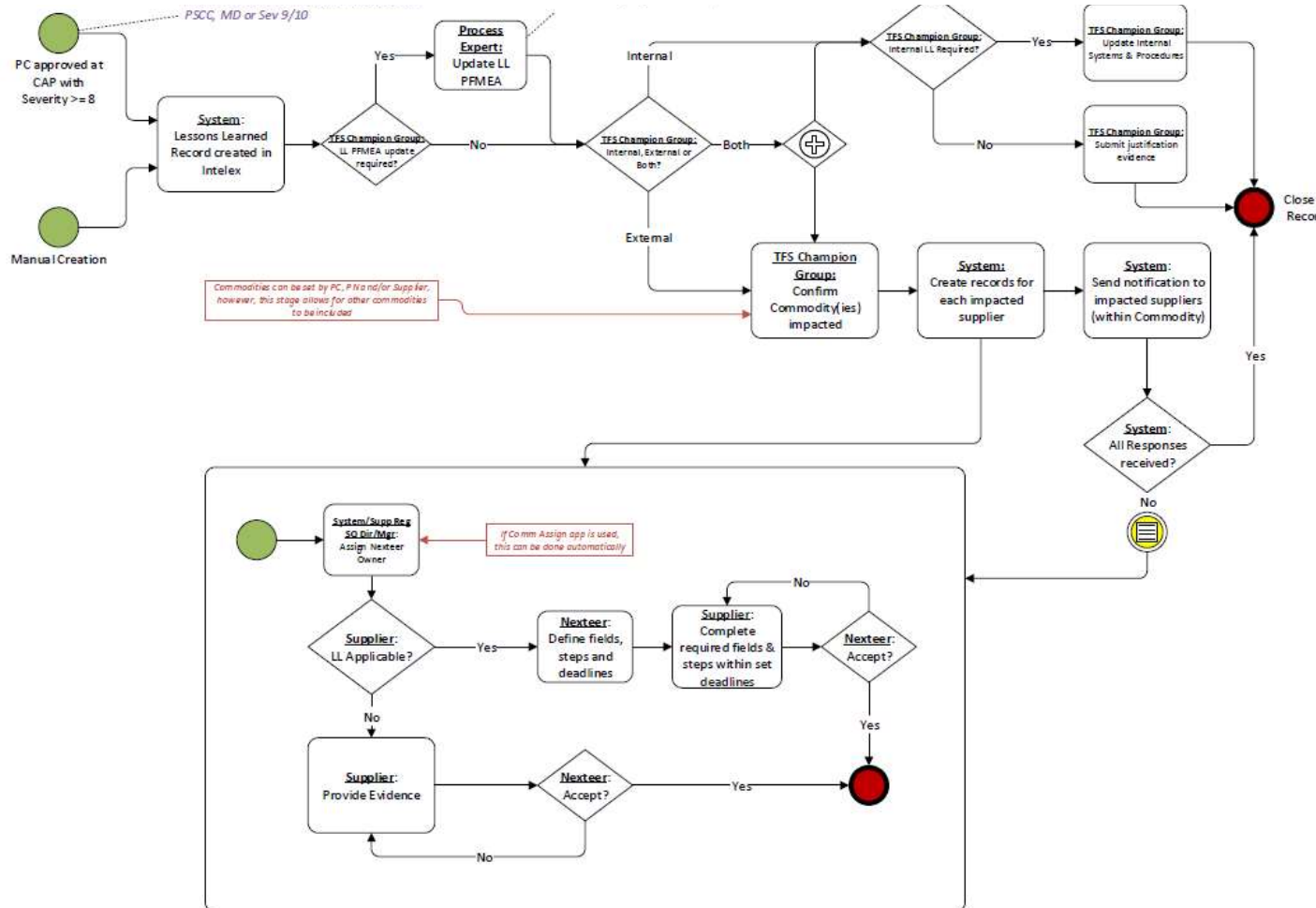
STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Specific Leg #1	* Picture of Current State	Upload file...	Corrective Action Target Date
Detection Leg #2	* Picture of Current State	Upload file...	Corrective Action Target Date
Systemic Leg #3	* Picture of Current State	Upload file...	Corrective Action Target Date
* Supplier Lessons Learned			

- Why and CA grids will not show until these required documents are loaded.
- Supplier Lessons Learned Is Required and Completed By The Supplier For All PCs

NEXTEER LESSONS LEARNED: MODULE LINKAGE



- Nexteer Lessons Learned: Sev 9/10, 0Km, Major Disruption, PSCC
- Auto linkage to the new Lessons Learned Module In Intelx (Including Linkage to LL PFMEA with Link To APQP)

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Why's (Click Add Entry if more than 5 Why's are needed)

+ Add Entry ≡ List All

Why Number	Why Text
<input type="checkbox"/> 1	Testing Stage Instructions
<input type="checkbox"/> 2	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/> 3	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/> 4	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/> 5	CLICK HERE TO ENTER OR UPDATE

SPECIFIC LEG:

Pulls Why1 directly from problem description – specific & detection.

If Why Splits Into 2, Add Into Same Why/Box: Ex. A) xxxx B) xxxx

Can also add more than 5 Whys by clicking Add Entry

Requires a minimum of 2 Whys.

Requires a minimum of 1 Corrective Action per leg

Specific Leg Corrective Action Plans (click Add Entry below to add)

+ Add Entry ≡ List All

Corrective Action Plan	Corrective Action Plan Completed	Corrective Action Plan Completion Date	Corrective Action Plan Owner	Corrective Action Plan Target Date

Nexteer Supplier Quality: "We drive continuous improvement in everything we touch and do"



STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Detection Whys (Click Add Entry if more than 5 Whys are needed)

+ Add Entry ≡ List All

Why Number	Why Text
<input type="checkbox"/> 1	Testing Stage Instructions
<input type="checkbox"/> 2	another why
<input type="checkbox"/> 3	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/> 4	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/> 5	CLICK HERE TO ENTER OR UPDATE

- Pulls Why1 from problem description.
- Requires minimum of 2 whys.
- 1 C/A required per leg

Detection Leg Corrective Action Plans (click Add Entry below to add)

+ Add Entry ≡ List All

Corrective Action Plan	Corrective Action Plan Completed	Corrective Action Plan Completion Date	Corrective Action Plan Owner	Corrective Action Plan Target Date
<input type="checkbox"/> Traceability			Anthony	Tuesday, February 01, 2022

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Systemic Whys (Click Add Entry if more than 5 Whys are needed)

+ Add Entry ≡ List All

<input type="checkbox"/>	Why Number	Why Text
<input type="checkbox"/>	1	why why why
<input type="checkbox"/>	2	another why
<input type="checkbox"/>	3	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/>	4	CLICK HERE TO ENTER OR UPDATE
<input type="checkbox"/>	5	CLICK HERE TO ENTER OR UPDATE

Viewing 1 - 5 of 5 Records Items Displayed 20

- 1st Why Is Not Pulled Automatically Since 1st Systemic Why Could Be Last Why From Specific Or Detection Leg
- Systemic Requires A Minimum Of 2 Whys.
- Systemic Requires A Minimum Of 1 Corrective Action

Systemic Leg Corrective Action Plans (click Add Entry below to add)

+ Add Entry ≡ List All

<input type="checkbox"/>	Corrective Action Plan	Corrective Action Plan Completed	Corrective Action Plan Completion Date	Corrective Action Plan Owner	Corrective Action Plan Target Date
<input type="checkbox"/>	Core Design			Maria	Tuesday, March 01, 2022

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Automotiv... Compass

Cancel Case Add Com

Add Entry

Save & Exit Add Another C

New Systemic CAS

Systemic Correc

* Corrective Action Plan

* Corrective Action Plan Owner

PPAP

Joe

- APQP/Launch process changes
- Change Management & Change control
- Compliance to standardized work
- Control charts & process monitoring
- Control Plan
- Core Design
- Core Process
- Layered audits
- Other (please specify)
- PFMEA (severity, occurrence, missed failure modes)
- Policy & Procedures
- PPAP
- Preventive Maintenance increased?
- Process Flow
- Setup, Changeover & Repair instructions
- Submit a SCR if process/product change required.
- System changes
- Training

Add Entry

Save Save & Exit Save & Add Entry Cancel

New Specific CAs

Fields

* Corrective Action Plan Line Side Reviews

* Corrective Action Plan Owner

* Corrective Action Plan Target Date

Corrective Action Plan Completed

Corrective Action Plan Completion Date

Unique Drop-Down For Specific, Detection, and Systemic Legs (Similar to Cheat-Sheet)

- Required Minimum Document Uploads During Implementation With Selection
- If C/A Dates All In Past, System Will Add 5days for Implementation Submission

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Home > Create PC > 29831

Submit Plan Cancel Case Add Comment Edit Add Entry Delete Archive Clone Security Blank 5Why Form Exit

29831

Workflow Stage: Corrective Action Plan Workflow Status: Corrective Action Plan Required Person Responsible: TEST TE

- Problem Case Header - Contact Information (click here to view details)
- Complaint Details (click here to view details)
- Initial Response & Containment (click here to view details)
- Corrective Action Plan

Sections Compressed and can be expanded.

PFMEA Summary - enter values below to calculate the RPN value

Severity	Occurrence	Detection	RPN #
Before:	Before:	Before:	
After:	After:	After:	

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



CA Type	Corrective Action Plan	PFMEA	Control Plan	SWI	Visual	Training	/Total Productive Maint.	Error Proof	LPA	Process Chart, and/or SPC Log	Gage Instructions	Gage Cal	DSS / DFMEA Update	Reject Reconciliation Log	Procedures Update	Start Up/Shutdown	Change Notice (CN)	Look Across
Specific	Standard Work Instructions (good & bad visuals)	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Specific	Set-up Procedures	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	FALSE	TRUE
Specific	Drawing Updates	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE
Specific	Individual Part Identification Added/Updated	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Specific	Tooling Modified/Updated	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Specific	Contamination control	TRUE	TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Specific	Process Parameter control	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	FALSE	TRUE
Specific	Recreate Defect - Turn defect on & off	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
Specific	Other (please specify)	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Error proofing Masters/Red Rabbits added/updated	TRUE	TRUE	TRUE	FALSE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
Detection	Error proofing checks added/updated in control	TRUE	TRUE	TRUE	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
Detection	Detection method added to PFMEA	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Reject chute tied to machine logic to count bad parts	TRUE	FALSE	TRUE	FALSE	TRUE	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	TRUE
Detection	Reject part reconciliation and/or lockbox added	FALSE	TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	FALSE	TRUE
Detection	Reject alarm limits added/updated	FALSE	TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Equip, Station, Gage, CMM Logic changes	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Added Gages & frequency used	TRUE	TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Gage, Gage Master, and Gage Drawing updates	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Gage and/or Calibration instructions added/updated	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Inspection Frequency Updated	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Process sheet added/Updated	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Traceability added/Updated	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Other (please specify)	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	PFMEA (severity, occurrence, missed failure modes)	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Process Flow Diagram Updated	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Process Control Plan Updated	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Control charts & process monitoring	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Preventive Maintenance Added/Updated/Increased	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Layered process audit added/updated	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Compliance to standardized work	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	APQP/Launch process changes	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE
Systemic	Change Management & Change control	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE
Systemic	Setup, Changeover & Repair instructions	TRUE	TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
Systemic	Policy & Procedures	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE
Systemic	System changes	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Training	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Core Design	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE
Systemic	Core Process	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	PPAP	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Systemic	Submit a SCR if process/product change required	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE
Systemic	Other (please specify)	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE

- Required document uploads based upon supplier C/A plan.

Everything we touch and do"



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STAGE 3: CORRECTIVE ACTION PLAN – SQE REVIEW



Corrective Action Plan Review - select documents that are required to be updated

* PFMEA	<input checked="" type="radio"/> Yes <input type="radio"/> No	* Control Plan	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Standardized Work Instruction	<input type="radio"/> Yes <input type="radio"/> No	* Visual Update	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Training Signature Log and Matrix	<input checked="" type="radio"/> Yes <input type="radio"/> No	* PM/TPM	<input type="radio"/> Yes <input type="radio"/> No
* Error Proof Log and/or Instruction	<input type="radio"/> Yes <input type="radio"/> No	* LPA	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Quality Process Chart/Sheet and/or SPC Log	<input type="radio"/> Yes <input type="radio"/> No	* Gage Instruction	<input type="radio"/> Yes <input type="radio"/> No
* Gage Calibration and/or Frequency Update	<input type="radio"/> Yes <input type="radio"/> No	* DFMEA (if supplier design responsible)	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Reject Reconciliation Log	<input type="radio"/> Yes <input type="radio"/> No	* Procedure Update	<input type="radio"/> Yes <input type="radio"/> No
* Start-up/Shut-down	<input type="radio"/> Yes <input type="radio"/> No	* Change Notice?	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Look Across?	<input checked="" type="radio"/> Yes <input type="radio"/> No		

- Required items default to yes.
- Others must be selected yes/no to save
- C/A Plan Reviewed By Supplier Region SQE and Plant Region SQE
- If PSCC, Major Disruption, 0Km: Requires Plt Region SQ Mgr Approval for Implementation, and Validation.

STAGE 4: IMPLEMENTATION – SUPPLIER SUBMISSION



Implementation Details

Evidence showing approved Corrective Actions were properly implemented. All Corrective Actions must be completed in order to submit Implementation Data. Documents required per approved Corrective Action documents can be loaded into the Supporting Documentation section located below.

Corrected State Picture (Specific)

Specific Leg #1 Corrective Actions Submitted

- Corrected State (After) Picture Upload
- Additional new C/As can be added during implementation.
 - Will leave the target date blank. Add the actual date of new C/A item completion.
 - Will Not Change The Overall Implementation Date.
- Completion Dates Added In Implementation For Each C/A

To edit the Corrective Action Plans submitted below, please SAVE the form. Once saved, click on the field(s) highlighted below.

Specific Leg Corrective Action Plans

+ Add Entry ≡ List All

Corrective Action Plan Corrective Action Plan Complete

Drawing Updates

Viewing 1 - 1 of 1 Records

Click on the highlighted field(s) below to edit each Corrective Action Plan, indicating if and when the CA was completed.

Specific Leg Corrective Action Plans

+ Add Entry ≡ List All

<input type="checkbox"/>	Corrective Action Plan	Corrective Action Plan Completed	Corrective Action Plan Completion Date	Corrective Action Plan Owner	Corrective Action Plan Target Date
<input type="checkbox"/>	Drawing Updates	CLICK HERE TO ENTER OR UPDATE	CLICK HERE TO ENTER OR UPDATE	David	Wednesday, January 19, 2022

Viewing 1 - 1 of 1 Records

Items Displayed 20

- Automatic Validation For ALL: After Sev 9/10, 0Km, PSCC, Major Disruption

STAGE 4: IMPLEMENTATION – SUPPLIER SUBMISSION



Confirmation By clicking OK, this Problem Case will be moved back to the Corrective Action Plan stage to allow you to update your submitted Corrective Action Plans. This will require Nexteer to review and approve your Corrective Action Plans again. CAUTION!!! This may impact responsiveness points if Corrective Action Plans are resubmitted after the original 15 days provided!
If you wish to just add new Corrective Action Plans, please click Cancel to enter new Corrective Action Plans as necessary.

- Pop-Up Box With Warning

Submit Implementation Details Revise Corrective Action Plan(s) **Cancel Case** Add Comment Edit Add Entry Delete Archive Clone Security Blank 5Why Form Exit

29831 Workflow Stage: Implementation Workflow Status: Implementation of Plan Person Responsible: TEST TES

- Problem Case Header - Contact Information (click here to view details)
- Complaint Details (click here to view details)
- Initial Response & Containment (click here to view details)
- Corrective Action Plan (click here to view details)
- Implementation Details

- Required Containment Check-sheet
- Required Individual Document Uploads Before Submission
- Additional Documents Can Be Added In Supporting Documentation Section
- If Severity Changes During Implementation Verification, Supplier Can Click Link And Update

* Completed Containment Worksheet

* Updated PFMEA * Updated Control Plan

* Updated Visual Update Evidence

* Updated Training Signature Log and Matrix

* Supplier Lessons Learned

30 Click [here](#) to edit the Severity as requested by Nexteer.

STAGE 4: IMPLEMENTATION – SQE IMPLEMENTATION REVIEW



Implementation Review **Supplier Region**

* Approve Implementation: Yes

* Systemic Root Cause: []

GSM Implementation Review Comments: Must be completed if sending back to the supplier

* Final Quantity Non-Conformance: []

* Confirm PFMEA Severity Entered: []

* Validation to be completed within: 30 Days, 60 Days, 90 Days

Implementation Review **Plant Region**

* Approve Implementation: Yes

* Systemic Root Cause: Labeling

PSCC Case: Based on the Severity confirmed by Supplier Quality, please indicate if this is a PSCC case. []

Validation to be completed within: 60 Days

* Final Quantity Non-Conformance: 3

Confirm PFMEA Severity Entered: Yes

Final Implementation Review Comments: Must be completed if rejecting

- Supplier Region and Plant Region SQ Review Of Implementation Documents AND Give Approval (or Request More Information)
- Supplier Region SQE Must Confirm Sev 9/10 if supplier lists 9/10 in the after RPN during in Implementation. Rejected back to supplier if not confirmed.
- Required Validation After Implementation For Sev 9/10, 0Km, PSCC, Major Disruption
- 30, 60, 90 Day Selection By Supplier Region SQE During Implementation Approval – Supplier Run Chart Upload
- IF Warranty or OEM Impact (Formal or Informal) From eQMS
- AND After Sev 9/10
- AND No PSCC Flag = Notification Email To PSCC
- IF PSCC Flag From eQMS – PC Cannot Close Until eQMS Shows PSCC Approved.

Nexteer Supplier Quality: "We drive continuous improvement in everyth

Invelex Standard Systemic Cause	eQMS Systemic Cause
Standard Work Inadequate	Standardized Work Inadequate
Non conforming part handling	Reject/Repair/Reflash handling
APQP process inadequate	APQP
CPI process inadequate	CPI
DFMEA- DSS - PFD - PFMEA-CP flow down	DFMEA-PFMEA Flow Down
Process control is not adequate	Process Control (PFMEA-OCP-SW)
PFMEA missing failure mode/cause	PFMEA (i.e. failure mode, cause missing)
Contamination Control	
Training or Competency	Competency
Material Handling / FIFO	Material Handling
Material identification	Material Identification
Maintenance / TPM	Maintenance/ TPM
Inspection & Error Proof inadequate	Inspection and Testing (G1795) & Error Proof
Change Management	Change Management (G1375)
No Production Trial Run (PTR)	Change Control / Production Trial Run (PTR)
Deviations / Bypass	Bypass(G1765)/Deviation Mgt(G1302)
Packaging	
Labeling	
Shipping / Scheduling	Scheduling
Gage calibration	Gage Calibration
MSA / correlation	MSA
Layered Audit / Line side Review	Line Side Review / Layered Audit
Machine Qualification	Machine Qualification (MQ1/MQ2)
Bill of Design	Bill of Design
Bill of process	Bill of process
Customer Responsibility	Customer responsibility
No Data	No Data
NTF	NTF
Nexteer to Nexteer	Nexteer to Nexteer
Containment ineffective	Ineffective containment
	QAD
	Infrastructure

- Supplier Region SQE Now Selects Systemic Root Cause From Drop Down List During Implementation Approval
- Supplier No Longer Selects To Provide Better Accuracy
- Mapping To eQMS To Allow PowerBi Systemic For Supplier
- Will Also Allow For Elimination Of Supply Chain As Systemic.

STAGE 5: VALIDATION – SUPPLIER SUBMISSION & SQE APPROVAL



Work Instructions

Validation

Problem Case Header - Contact Information (click here to view details)

Implementation Details (Evidence of Implementation)

Completed Containment Worksheet	All In Blue.png (70.65 KB)
Updated Control Plan	All In Blue.png (70.65 KB)
Updated Standardized Work Instructions	All In Blue.png (70.65 KB)
Updated Training Signature Log and Matrix	All In Blue.png (70.65 KB)
Updated LPA	All In Blue.png (70.65 KB)
Updated Quality Process Chart/Sheet and/or SPC Log	All In Blue.png (70.65 KB)
Updated Procedure	All In Blue.png (70.65 KB)
Updated Start-up/Shut-down	All In Blue.png (70.65 KB)
Updated Look Across	All In Blue.png (70.65 KB)

- Template Link Provided To The Supplier To Use Or Supplier Can Use Their Version.
- Template Must Show Number Of Pieces Inspected and Number Of Defects Found By Day During The Validation Period.
- The Inspection Data Must Cover The Entire Validation Period.
- The Supplier Region SQE Selected The 30, 60, or 90 Day Validation Period During Implementation Approval.
- Additional Documents Can Also Be Uploaded Into The Supporting Documents Section Of The PC

Validation Details

Completed Run Chart must be submitted as required. A copy of the Nexteer Run Chart can be found at this [link](#). Any similar file may be used as long as it contains the information required. Data must cover validation period and show daily results.

Completed Run Chart

Upload file...

STAGE 5: VALIDATION – SUPPLIER SUBMISSION & SQE APPROVAL



Validation Details

Completed Run Chart [baby yoda.jpg \(64.97 KB\)](#)

Validation Review

* Approve Validation Final Quantity Non-Conformance

* PSCC Approved

Final Validation Review Comments Must be completed if sending back to the supplier

- Supplier Region and Plant Region SQ Review Of Validation Data In The Form Of A Run Chart
- If PSCC, Major Disruption, 0Km: Requires Plt Region SQ Mgr Approval for Validation.
 - If A PSCC Case, PSCC Approval Required Before PC Can Close
- Run Chart Must Show Number Of Pieces Inspected and Number Of Defects Found By Day During The Validation Period.
- The Inspection Data Must Cover The Entire Validation Period.
- Additional Documents Can Also Be Uploaded Into The Supporting Documents Section Of The PC

PROBLEM CASE CLOSED – NO EDITS

Home > Create PC > 29831

Add Comment Edit Add Entry Delete Archive Clone Security Blank 5Why Form Exit



29831

Workflow Status: Closed (Completed)

Problem Case Header - Contact Information

Problem Case Number	29831	Part Name	Test 3
PC3 Part Number	12345678		
Supplier Location	TEST SUPPLIER - 12345678T		
Issuing Plant	NEXTEER AUTOMOTIVE - PLT06		
Complaint Issuer	MUNEEB KHAN	Complaint Issuer Email	muneeb.khan@nexteer.com
Complaint Type	Part Quality		

Once closed no edits

If PSCC – cannot close until
PC shows Approved Status

Complaint Details

Did this Problem cause a Spill?	No	Number of Defective Parts found at Nexteer	1
Date of Initial Occurrence	Monday, September 20, 2021	Picture of Defect	Test.docx (11.65 KB)
Description of Defect	Test	Picture of Box Label	
Indicate where the problem was found:	Suspect parts found in Nexteer Receiving		
Lot Information	123		

Error message when trying to approve validation on a PSCC case that is not approved:

29865

Workflow Stage: Final Validation Review Workflow Status: Validation in Review Person Responsible: RgiSQManager_US (Role) Due Date: Saturday, January 15, 2022

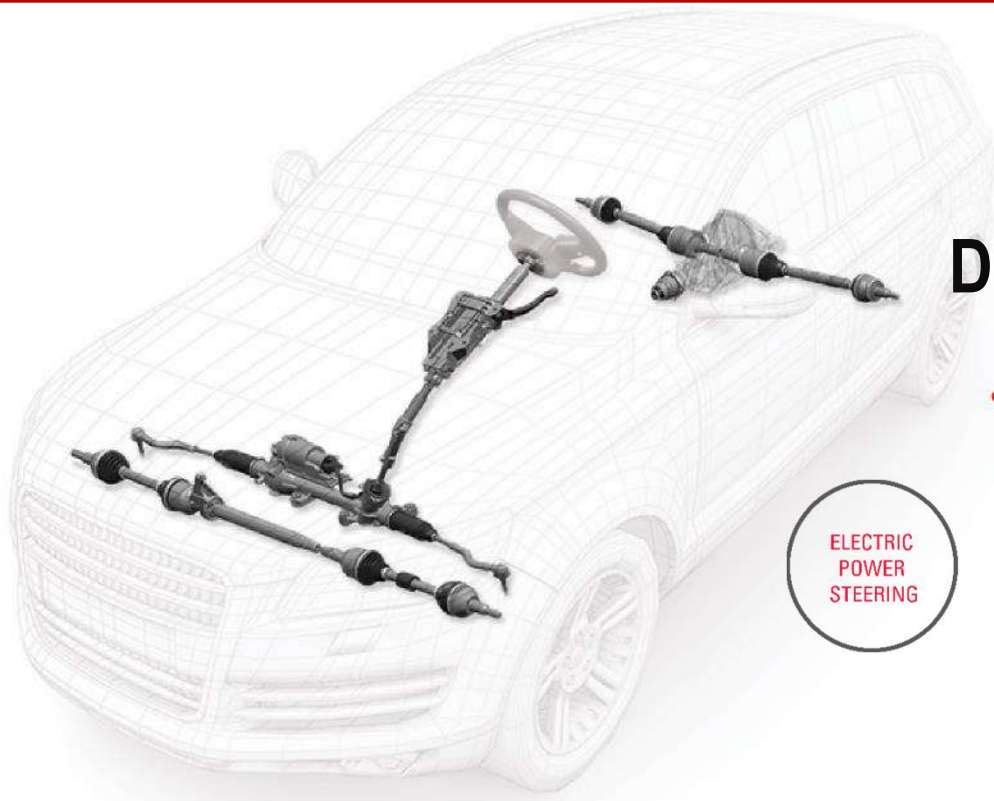
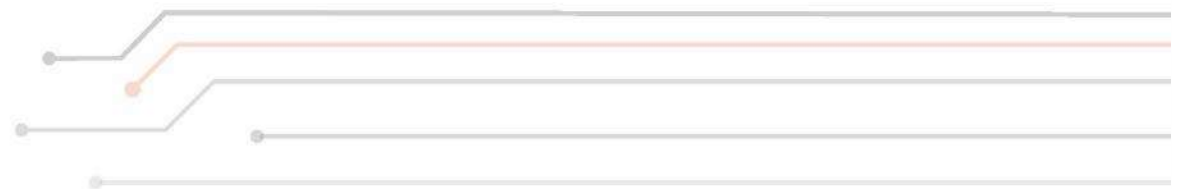


Please correct the following errors

- **Error** - PSCC must be approved in order to close this Problem Case! Please confirm with the PSCC team on proper approvals for this issue.



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PROBLEM CASE DISPUTE AND CANCELLATION

JANUARY 2022

ELECTRIC
POWER
STEERING

COLUMNS &
INTERMEDIATE
SHAFTS

DRIVELINE
SYSTEMS

HYDRAULIC
POWER
STEERING

ADAS &
AUTOMATED
DRIVING

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PCMS 3.0 – DISPUTE AND CANCEL CASE WORKFLOW

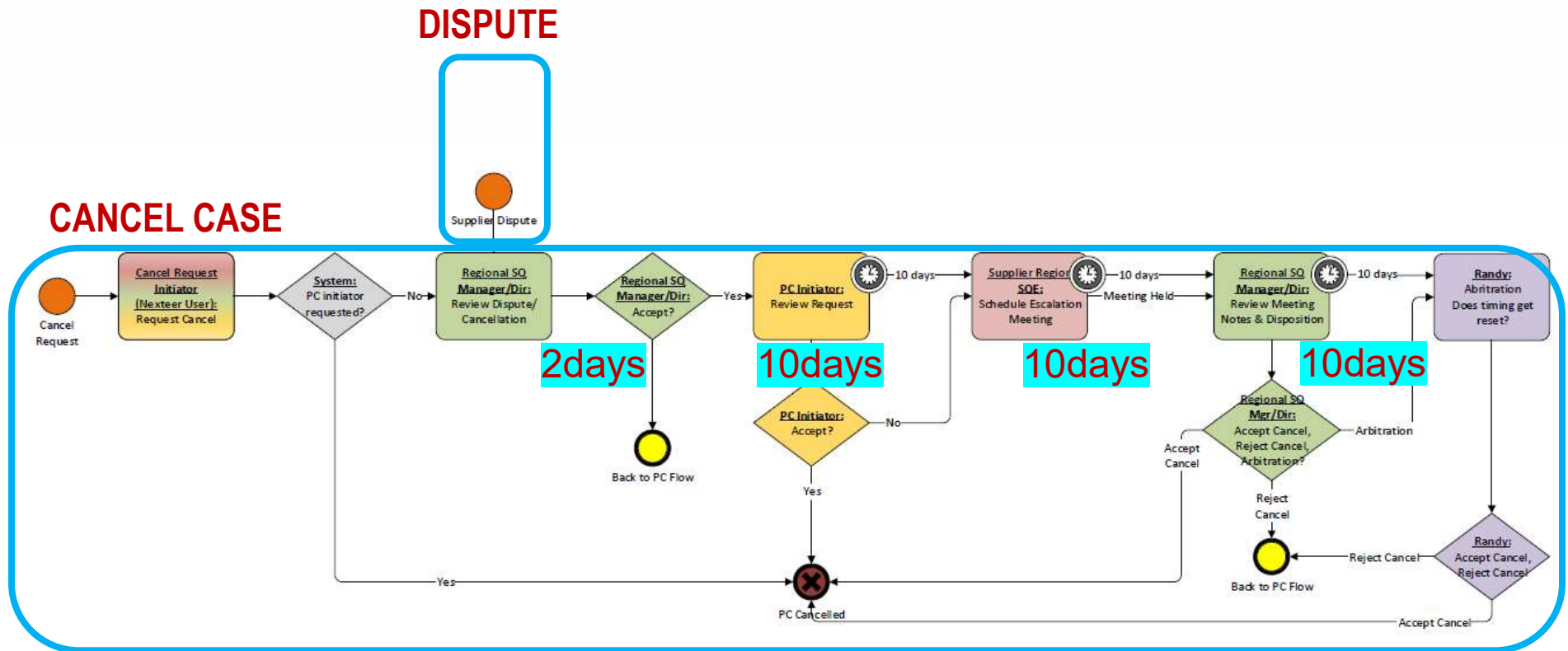
- Dispute: Entered By Supplier Prior To Initial Response
- Cancel Case: Entered By Any Nexteer User After Initial Response
- Both Follow Same Escalation Workflow
 1. SQ Supervisor Evidence Review
 2. Initiator Review
 3. Escalation Meeting
 4. SQ Manager Disposition After Escalation Meeting
 5. Arbitration
- Only 1 Dispute Allowed.
- Arbitration Decision Final – No Cancellation Requests After Arbitration



PCMS 3.0 – PC CANCELLATION WORKFLOW

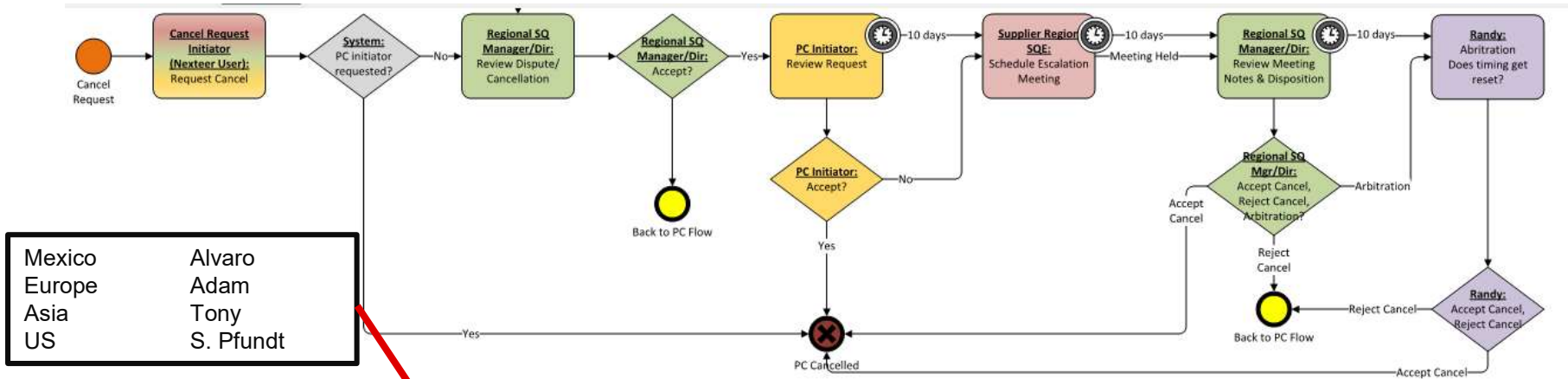
1. Initiator Can Cancel At Any Point
2. If Request to Dispute or Cancel Made – Require PPT Template Upload With Required Info In 1 File. No longer just accept comments
3. SQ Supervisor still reviews/approves and moves to Initiator for Approval - **Timing 2Days**
4. Initiator has **10days** to accept/reject Dispute or Cancellation Request. Automatic Move To Escalation Meeting If No Decision.
 - If accepted = PC Cancelled.
 - If rejected, require specific reasons for rejection and Nexteer PPT Upload With All Required Info In 1 File No longer just accept comments.
5. Task moves to SQE to schedule/hold escalation meeting within **10days** to review Intellex evidence (2 PowerPoints Only) with Incoming, Quality Manager, SQE, SQ Supv). Mtg To Be Held (Task Complete) Or Automatic Move To SQ Mgr.
6. SQ Mgr Disposition From Escalation Meeting Within **10days** – If Unresolved or No Disposition Within 10days Automatic Move To Final Arbitration.
7. Final Arbitration Step Owned By SQ Systems Specialist To Schedule/Hold/Disposition PC. (2 PowerPoints Only)
 - Identify why PC being cancelled (drop down). **Arbitration Decision Final – No Further Cancellation Requests.**

PCMS 3.0 – PC DISPUTE OR CANCELLATION WORKFLOW



ARBITRATION PROCESS

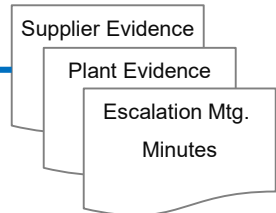
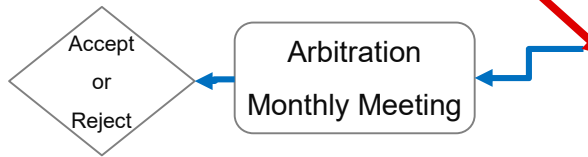
PCMS 3.0 INITIATIVE



Mexico	Alvaro
Europe	Adam
Asia	Tony
US	S. Pfundt

Mexico	Roman
Europe	Artur
Asia	Peter
US	Dan

3 Arbitration Participants:
Another Region:
 1. Plant Quality Manager
 2. SQ Manger / Director
 3. Troy Rohn? or Jeff Sutter?



- Monthly Arbitration Mtg
- Arbitration Decision Final
 - No Further Cancellation Requests After.

Nexteer Supplier Quality: "We drive continuous improvement in everything we touch and do"



PCMS 3.0 – PC DISPUTE OR CANCELLATION WORKFLOW



Fields are read only and cannot be changed.

Initial Response & Containment

* Do You Dispute this Complaint?

Dispute Accepted No

Dispute Reason Please select the main reason for disputing this complaint.

Dispute Reason, Other Comments

Dispute Evidence

 All In Blue.png 70.65 KB

* Dispute Reason Please select the main reason for disputing this complaint.

* Dispute Evidence

*Note: You **MUST***

-
- Issued to Incorrect Supplier Location
- Awaiting Defective Part(s) Return
- Duplicate Problem Case
- Lack of Proper Communication
- Problem Description does not provide enough detail
- Testing Procedures vary between Supplier and Customer
- Part/Packaging matches Specs
- Nexteer Plant Responsible (evidence must be provided)
- Nexteer Requirement not defined
- Transportation Late/Damaged/Lost
- Schedule/Capacity Discrepancies
- Other

Nexteer Supplier Quality: "We drive co

- If Supplier Disputes Prior To Initial Response:
 - Require Reason for Dispute
 - PowerPoint Containing All Dispute Evidence
- Only 1 Dispute Request Can Be Made
- SQ Supervisor Reviews Dispute Request (2Days)
- Then Initiator Reviews (Decision Required Within 10days)
- If Dispute Request Rejected, Escalation Meeting Scheduled/Held (10days)

PCMS 3.0 – PC DISPUTE OR CANCELLATION WORKFLOW



Accept Cancellation/Dispute Reject Request Add Comment Save

PC Dispute/Cancellation Request Details

Dispute Details

Supplier Disputes PC Yes

Dispute Reason Lack of Proper Communication

Dispute Evidence All In Blue.png (70.65 KB)

Dispute Review Details

Dispute Reject Evidence Upload file...

Dispute Review Comments

Confirmation

By clicking OK, you are rejecting the request for cancellation/dispute. The Problem Case will return to normal processing and timing will NOT be reset!

Ok Cancel

Confirmation

By clicking OK, this Problem Case will be sent to the Initiator for review of this cancellation/dispute.

Ok Cancel

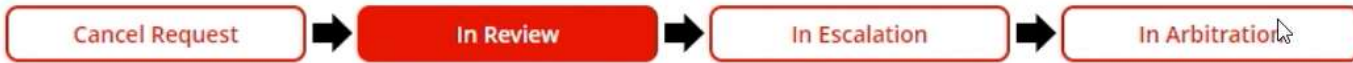
- Supervisor Must Accept Or Reject Dispute or Cancellation Request.
- Must Make The Selection In 2 Days
- Request Then Moves To Initiator.



Nexteer Supplier Quality: "We drive continuous improvement in everything we touch and do"



PCMS 3.0 – PC CANCELLATION WORKFLOW



nexteer
AUTOMOTIVE

PROBLEM CASE - DISPUTE OR CANCELLATION REVIEW

PROBLEM CASE NUMBER: 29031
 SUPPLIER NAME: TEST SUPPLIER - 12345678T
 PROBLEM CASE DESCRIPTION:
 MEETING DATE: TIME:

REQUIRED PARTICIPANTS		
NEXTEER ATTENDEES:	NAMES	PRESENT (YES/NO)
RECEIVING INSPECTION (PC INITIATOR)	MUNEEB KHAN	
SUPPLIER REGION SQE	LISA TESTING	
PLANT REGION SQE	GSM SYSTEMS	
SQE SUPERVISOR - SUPPLIER REGION		
SQE SUPERVISOR - PLANT REGION	ERIC CHAVEZ	
PLANT QUALITY MANAGER		
SQ MANAGER (OPTIONAL)		

AGENDA		
AGENDA TOPICS	PPT UPLOADED INTO INTELEX?	NOTES
REVIEW REQUIRED PLANT CANCEL CASE EVIDENCE IN A PPT PRESENTATION		
REVIEW REQUIRED SUPPLIER CANCEL CASE EVIDENCE IN A PPT PRESENTATION		

NOTES, NEXT STEPS, FOLLOW-UP ITEMS		
ITEM	OWNER & DATE	NOTES

- Task moves to SQE to schedule escalation meeting required **within 10days** to review Intelx evidence (Incoming, Quality Manager, SQE, SQ Supv). Supplier If Needed.
- Auto Populated Sections
- Template Download
- Required Attendance, Minutes, Decision Upload After Meeting
- SQ Manager Disposition within **10days** After Escalation Meeting

Merge Templates

Sample Template Upload Template Remove Template List All

Template Name

PC Cancellation Review Template.docx

Viewing 1 - 1 of 1 Records

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PCMS 3.0 – DUE DATES

23 Days vs 25 Days

Stage	Person Responsible	Actions	Due Date	Notes
<i>Name of the stage in the system</i>	<i>Person owning the case at this stage</i>	<i>Buttons available in this stage</i>	<i># of days to complete from previous stage or Date Field</i>	<i>If you enter something like "+2 days", please indicate what day that is from; such as "from date submitted" or "from date action button hit"</i>
Draft	Complaint Issuer	Submit to Supplier Cancel Case	N/A	
Initial Response	Supplier	Submit Initial Response Cancel Case Edit PC Details	+2	From Plant Submit To Supplier
Initial Response Review	Complaint Issuer	Approve Request More Information Cancel Case Edit PC Details	+2	From Supplier Initial Response Submit
Corrective Action Plan	Supplier	Submit Plan Cancel Case	+15	From Plant Initial Response Review Approval
Supplier Region SQE CA Review	Assigned Supplier Region SQE	Approve Request More Information Cancel Case	+2	From Supplier Corrective Action Plan Submit
Plant Region SQE CA Review	Assigned Plant Region SQE	Approve Request More Information Cancel Case	+2	From Supplier Region SQE CA Review
Implementation	Supplier	Submit Implementation Detail Revise Corrective Action Plan(s) Cancel Case	Set In Root Cause	
GSM Implementation Review	Assigned Supplier Region SQE	Approve Request More Information Cancel Case	+2	From Supplier Implementation Submit
Final Implementation Review	Assigned Plant Region SQE or Regional SQ Mgr	Approve Request More Information Cancel Case	+2	From Supplier Region SQE Implementation Approval
Validation	Supplier	Submit Validation Evidence Cancel Case	Set By Implementation Supplier Re	From Plant Region SQE/Mgr Approval
GSM Validation Review	Assigned Supplier Region SQE	Approve Request More Information Cancel Case	+2	From Supplier Validation Submit
Final Validation Review	Assigned Plant Region SQE or Regional SQ Mgr	Approve Request More Information Cancel Case	+2	From Supplier Region Validation Review
Cancel Request	Person who requests to cancel case (not Initiator)	Request Cancellation Cancel Request	N/A	N/A
GSM Cancellation Review	Regional SQ Mgr (Issuing Region)	Accept Cancellation/Dispute Reject Request	+2	From Cancel Case Request Submit
Plant Cancellation Review	Complaint Issuer	Accept Cancellation/Dispute Reject Request	+10	From Regional SQ Mgr Cancellation Review From Plant Cancellation Review and if no response auto escalation after 10days
Cancel Escalation	Assigned Supplier Region SQE	Meeting Held Cancellation Not Approved	+10	From Cancel Escalation Meeting and if no response auto escalation after 10days
Cancel Escalation Resolution	Regional SQ Mgr (Issuing Region)	Request Resolved	+10	
Arbitration	SQ Executive Director			

PCMS 3.0 – NOTIFICATIONS

Email Message Template

Channel Template

Channel Email

Subject Supplier's Implementation Data has been approved by Supplier Quality for Problem Case (#PCNumber)

Plain Text Message

Html Message

Dear { #InitAppStageOwn},

The Implementation Data for the Problem Case (#PCNumber), detailed below, has been approved by Nexteer Supplier Quality.

Nexteer Plant Region SQE email address: {#ImpPitAppOwn.Email}
 Problem Case Number: {#PCNumber}
 Supplier Location Name: {#Location.Name}
 Part Number: {#PartNumber.Number}
 Part Name :{#PartNumber.Name}
 Other Part Number: {#OtherPN}
 Other Part Name: {#OtherPNName}

Complaint type: {#ComplaintType}
 Problem Description: {#ProbDescription}

- **Initiator Notification When:**
 - Initial Response Submission, C/A Approval, Implementation Approval, Validation Approval
- **PSCC Notification When**
 - Implementation Approved + Sev 9/10 + OEM/Warranty + No PSCC
- **SQ Mgr Notification If +7days and No Movement**
- **New Notifications and Reminders Added**

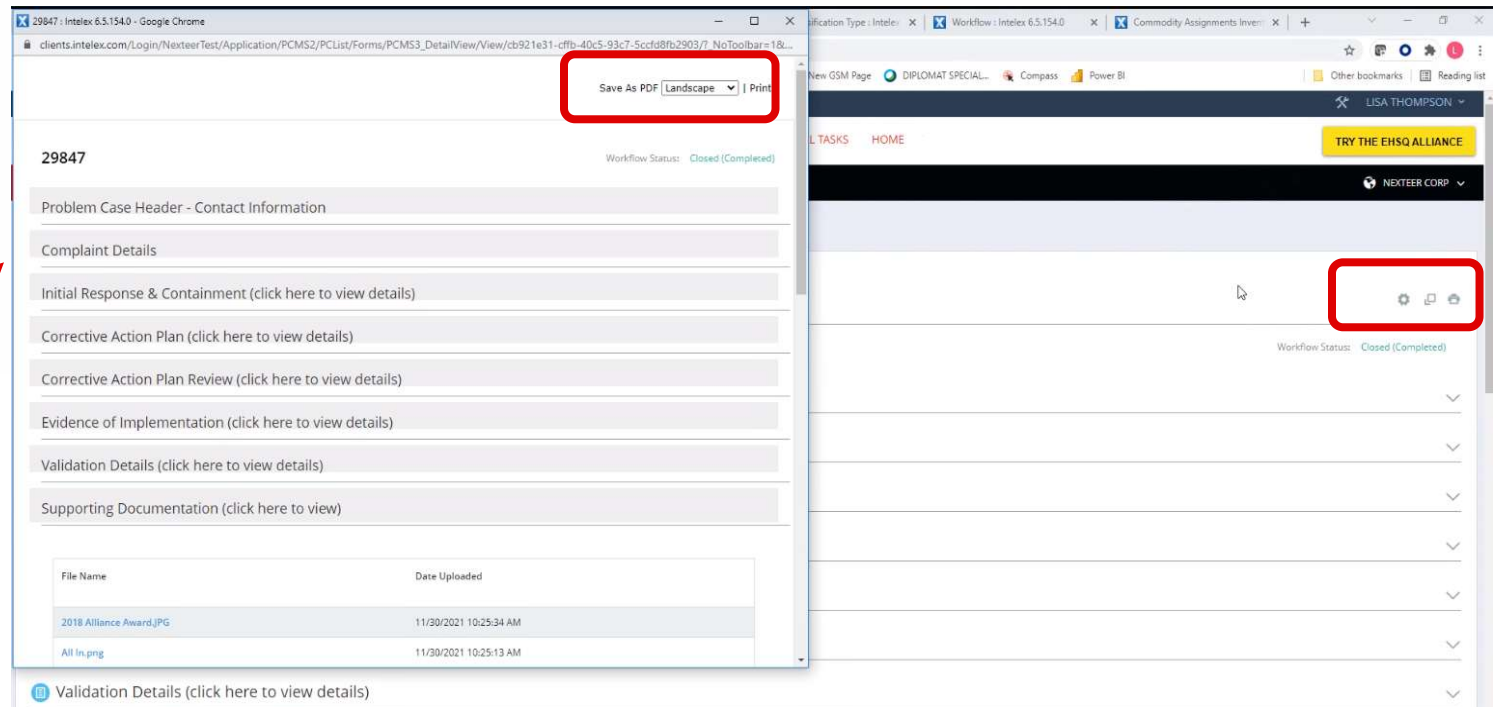
PC Stage	Item	Initiatr	Supplier Region SQE	Plant Region SQE	SQ Mgr/Supv	Supplier	PSCC	REQUIRED = TRUE
Cancel Case	Request for Additional Information	REQUESTOR						To Cancel Case Requestor
Cancel Case	Request To Cancel Has Been Approved	REQUESTOR						To Cancel Case Requestor
Cancel Case	Request To Cancel Has Been Rejected	REQUESTOR						To Cancel Case Requestor
Cancel Case	Request To Cancel Has Been Submitted				TRUE			Add reminder after 2days not dispositioned? Today goes to Initiator. Send to SQ Supv in PC37
Dispute Case	Supplier Has Disputed PC	TRUE						
Dispute Case	Supplier Dispute Accepted					TRUE		
Dispute Case	Supplier Dispute Rejected					TRUE		
Dispute Case	Disputed PC has not been dispositioned > 1day	TRUE						Remove ? - Move to after SQ Supv has approved and back to initiator with 2day time limit
PC Submitted	Additional Incident - Acknowledgement Needed					TRUE		Remove ? - Not Used
PC Submitted	Early Notification PC Issued				TRUE			
PC Submitted	Supplier Notification For Initial Response Submission					TRUE		
Initial Response	Initial Response Overdue > 2days		TRUE					Today Not Used - Send to Supplier Region SQE?
Initial Response	Initial Response Needs Additional Information					TRUE		
Initial Response	Initial Response Resubmitted	TRUE						
Initial Response	Initial Response Submitted	TRUE						
Root Cause/Corrective Action	PC Requires RC/CA Submission						TRUE	
Root Cause/Corrective Action	Additional Information Required for RC/CA Submission						TRUE	
Root Cause/Corrective Action	Supplier Region SQE Review/Approval Needed		TRUE					
Root Cause/Corrective Action	Plant Region SQE Review/Approval Needed			TRUE				
Root Cause/Corrective Action	Additional Information Required for RC/CA Submission		TRUE					
Root Cause/Corrective Action	RC/CA Has Been Re-Submitted		TRUE					
Root Cause/Corrective Action	RC/CA Has Been Approved	TRUE						
Implementation	Supplier Implementation Data To Be Submitted						TRUE	
Implementation	Supplier Region Implementation Data Review Needed		TRUE					
Implementation	Plant Region Implementation Data Review Needed			TRUE				
Implementation	Implementation Data Approved	TRUE						
Implementation	Additional Information Needed		TRUE				TRUE	
Implementation	Additional Information Needed		TRUE					
Implementation	Additional Information Re-Submitted		TRUE				TRUE	
Validation	PC Requires Validation Data						TRUE	
Validation	Validation Data Review Needed		TRUE					
Validation	Validation Data Has Been Re-submitted		TRUE					Is there one for Plant Region SQE Approval?
Validation	Additional Information Required for Validation Data						TRUE	
Validation	Validation Data Has Been Approved & PC Closed	TRUE						
PC Closure	Notification Of PC Closure After Implementation						TRUE	
PC Closure	Notification Of PC Closure After Validation						TRUE	
Tier 3 Supplier Issue	Confirmation Needed For Nexteer Managed Tier 3		TRUE					To Elect Team - Not used
Tier 3 Supplier Issue	Nexteer Managed Tier 3 Issue Confirmed						TRUE	
Tier 3 Supplier Issue	Nexteer Managed Tier 3 Issue Denied						TRUE	
Implementation	PSCC Notification - Okin, Warranty PC with Sev 9/10 and No PSCC Flag						TRUE	Need To Add. Also add if status changes to PSCC approved?
Cancel Case	Cancel Case Disposition						TRUE	SQ Supv Cancel Case Overdue 7days
Cancel Case	Automatic Move To Escalation > 2Days	TRUE						Notification to move to SQE for Escalation Meeting
Cancel Case	Automatic Move To Mgr > 10day		TRUE					Notification to move to Mgr For Escalation Meeting Disposition
Cancel Case	Automatic Move To Arbitration					TRUE		Notification to move to Arbitration Meeting For Disposition
Cancel Case	Automatic Move To Arbitration	DNDY						Notification To Ready About Arbitration Task
Initial Response	Initial Response Overdue > 2days						TRUE	Add one for supplier submission overdue
Task Exceeded 5days	Notification To Mgr That Task Has Exceeded 5days						TRUE	Notification to supv that SQE task has not moved in 5days

is improvement in everything we touch and do"



PCMS 3.0 – ABILITY TO EXPORT

- In all applications you can print or save as a PDF by clicking printer.
- Uncollapse before printing as a pdf



PCMS 3.0 – EXPORT

- After printing as PDF: -
can add comments/notes,
highlight, circle to email to
supplier.
- Supplier will then make the
updates in Intelix.
- All updates must be in
Intelix. Not in an excel
version.

The screenshot displays the Intelix PCMS 3.0 interface. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Window', and 'Help'. Below it are tabs for 'Home' and 'Tools'. A toolbar contains various icons, with a red box highlighting the 'Comment' icon. The main content area shows a 'Problem Case Header - Contact Information' section with fields for Problem Case Number, Supplier Location, Issuing Plant (STEERINGMEX PLT65), Complaint Issuer, Responsible Supplier User, and Complaint Type. Below this is a 'Complaint Information' section with fields for Problem Description, Primary Non-Conformance (Fabrication), Secondary Non-Conformance (Casting/Molding Material Flow Defects), and Part Number. A comment box is open, showing a comment from 11/30/2021 12:26 PM that says 'Change to 12345678'. A red box highlights the comment box and the 'Post' button. On the right side, there is a 'Comments' panel with a search bar, a list of 4 comments, and a 'Page 1' indicator.

PROBLEM CASES PRIOR TO FEBRUARY 1, 2022

- Any Problem Cases Created Prior To February 1, 2022 Will Follow PCMS 2.0 Content And Workflow.
- All Problem Cases Created After February 1, 2022 Will Follow The New PCMS 3.0 Workflow And Fields.
- System Will Be Down Noon Est Jan 30 – 5pm Est Jan 31st For System Update



PCMS 3.0 – NEXT STEPS AND FOLLOW-UP

1. Global Nexteer User Training (Nexteer Plant Quality/Initiator, PCL, Prototype, and Supplier Quality) – **January 20/25/26 2022.**
2. Supplier User Training Bulletin and Video Link – **January 25**
3. System Downtime – **January 30/31**
4. Go LIVE – **February 1, 2022**
5. New Updated Dashboard, Updated Inventory View, and Reports **Q1**
6. Complete G1773 Updates To Align With PCMS 3.0 Changes **Q1**
7. Address Any Launch Findings **Q1**



PCMS 3.0 – QUESTIONS AND QUIZ

- Will Answer Any Questions From The Q&A link
- Please Click And Complete The QUIZ
 - Link Provided In Chat
- Will Use Quiz To Load SF Training Completion.
- Only Users That Have Completed Training Will Have Access
- Future Users Will Take Training In SuccessFactors
- Yammer Link Will Be Provided To Those That Completed Quiz With PPT and Q&A

