

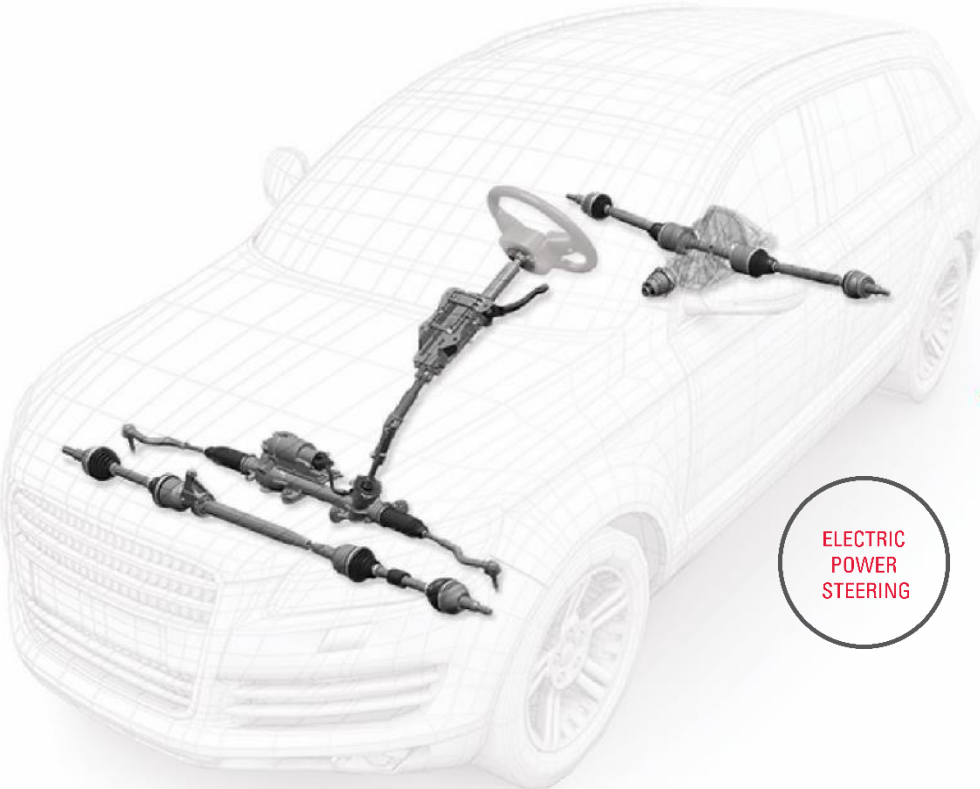


a leader in intuitive motion control



PCMS 3.0 SUPPLIER TRAINING

JANUARY 2022



ELECTRIC
POWER
STEERING

COLUMNS &
INTERMEDIATE
SHAFTS

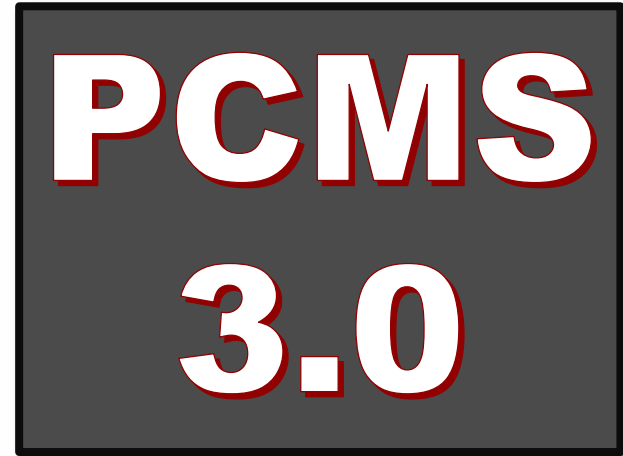
DRIVELINE
SYSTEMS

HYDRAULIC
POWER
STEERING

ADAS &
AUTOMATED
DRIVING

PCMS 3.0 – GENERAL OVERVIEW

- Efficiency Improvements – SQ, PQ, Supplier.
- Fields Removed
- Fields Added
- Linkage With Other InteleX Modules (where possible)
- New Notifications & Reminders
- Dashboard, Inventory View, and Report Updates



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
- 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, 0Km (OEM Impact), and Major Disruption
- Blank Template Links Added Where Necessary



ACCESSING INTELEX

- Begin By Accessing Intellex
- Link Below
- Recommend Creating A Bookmark

INTELEX

Problem Case reporting, Cost Recoveries, and Supplier Profile system.

HELP WITH INTELEX

Check out our new Learning Center for instructions on using the Intellex Applications.

[Application Learning Center](#)

For Intellex access or system support contact: Be sure to include your name, company name, Company Duns Number, UserId, Application record id (if applicable) and a brief description of your problem.

Email: GSM.Systems@Nexteer.com

1. Type the following URL into any Internet browser:

[https://clients.intellex.com/login/Nexteer.](https://clients.intellex.com/login/Nexteer)

2. You will then be presented with your Intellex login screen.

nexteer
AUTOMOTIVE

Powered by **INTELEX**

User Name*

Username is missing

Password*

Password is missing

LOG IN

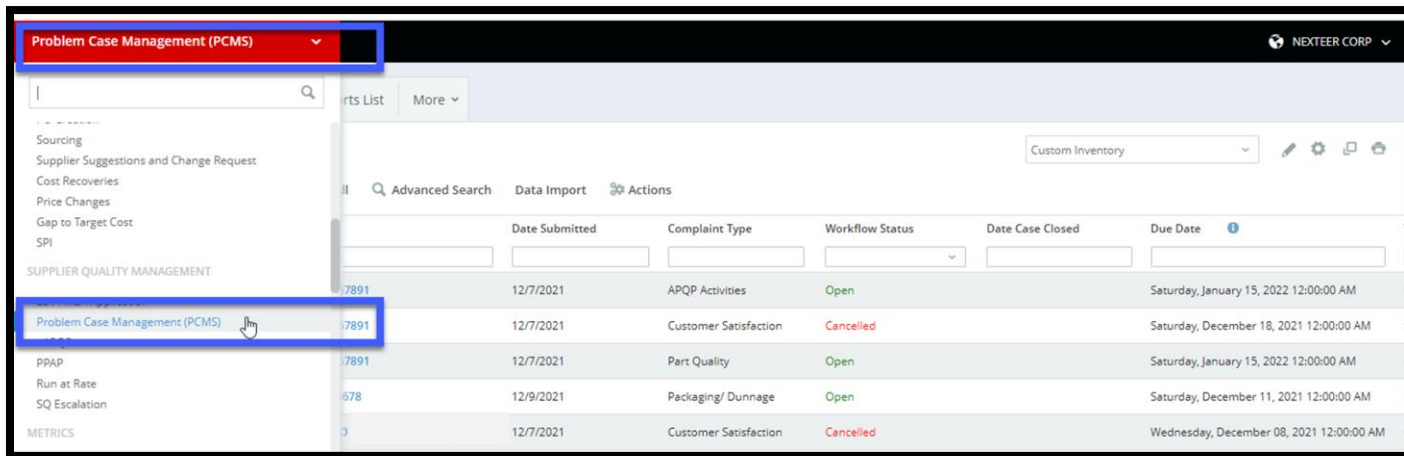
[Forgot your password?](#)

ACCESSING PCMS 3.0

- From Red Dropdown:
- Select: Problem Case Management

- Note Your Menu Options May Be Different Based Upon Your Access

- PCMS 2.0 and 3.0 Will Use Same



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.

The screenshot displays the Nexteer Automotive PCMS 3.0 interface. At the top, the navigation bar includes 'HELP', 'COMMUNITY', and 'DAN ANCEL'. The main navigation menu features 'HOME', 'MY TASKS' (highlighted with a blue box), 'CALENDAR', 'DASHBOARD VIEWER', 'REPORTS', and 'MY EMAIL'. Below this, the 'Problem Case Management (PCMS 2.0)' section is visible, with a sub-menu containing 'Create PC', 'PC List' (highlighted with a blue box), 'SQ Manager Task', 'Parts List', and 'More'. The main content area shows a breadcrumb 'Home > PC List' and a search bar for 'Custom Inventory'. Below the search bar are buttons for 'Add Entry', 'List All', 'Advanced Search', 'Data Import', and 'Actions'. A table of problem cases is displayed with the following columns: PC Number, Location, Date Submitted, Complaint Type, Status, Workflow Status, and a partial 'Su' column. The table contains three rows of data, each with a checkbox and a '315' icon in the PC Number column.

PC Number	Location	Date Submitted	Complaint Type	Status	Workflow Status	Su
<input type="checkbox"/>						
<input type="checkbox"/> 315		12/29/2021	Part Quality	Problem Case Disputed	Open	BI
<input type="checkbox"/> 315		12/29/2021	APQP Activities	Initial Response Required	Open	HE
<input type="checkbox"/> 315		12/29/2021	Customer Satisfaction	Initial Response Review	Open	PH

PCMS 3.0 NEW INSTRUCTION BOX

- New Graphic At The Top Showing Stage Of Problem Case
- 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 leg. Target date cannot be added if adding the Corrective Action Plan during Implementation.

If accepted Corrective Action Plans need to be revised, click on Revis 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

PCMS 3.0 – PROBLEM DESCRIPTION

1. Description of the defect **REQUIRED**
2. Picture of the defect **NEW REQUIRED**
3. Specific date of initial occurrence **REQUIRED**
4. Where found? **REQUIRED DROP DOWN**
5. How many? **REQUIRED**
6. Picture of box label – **NEW OPTIONAL**
7. Lot information (text field) – **REQUIRED**
8. Defective part serial number information – **NEW REQUIRED**
9. Specific print dimension being referenced – balloon dimension? **NEW REQUIRED**
10. Snippet/picture of the print dimension out of print – **NEW 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. **NEW REQUIRED**

**IMPROVED
PROBLEM
DESCRIPTION**

STAGE 1: CREATING A PROBLEM CASE

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

PC Stage	Item	Okm	Warranty	Part Quality	Pkg Dunnage	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	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	Systemic 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

1. **OKm** (Formerly OEM Impact) – Formal or Informal
 2. **Warranty** – Formal or Informal
 3. **Part Quality**
 4. **Packaging & Dunnage**
 5. **Customer Satisfaction** – Part In Production Status
 6. **APQP** – Part In Launch Status with open APQP Record.
 7. **Shipping**
 8. **Prototype**
- SQ Escalation & TFS CPB Complaint Types **In Red**
 - AQE will handle PCs in Launch. SQE for PCs in Production.

We drive continuous improvement in everything we touch and do

STAGE 1: CREATING A PROBLEM CASE

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

Major Disruption

* Did this Problem cause a Major Disruption?

Yes

* 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 is replaced with Major Disruption

A problem case is classified as a Major Disruption based upon one or more of the following:

- 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.

Major Disruption Problem Cases Will Drive an automatic 20-point Scorecard Deduction

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

STAGE 2: INITIAL RESPONSE – SUPPLIER SUBMISSION

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

Work Instructions

This Supplier Owned stage is to be completed within 24 hours of this Problem Case being submitted. Due date is listed in the upper right corner of this case. Note: If you have received this Problem Case before, Nexteer has edited some of the details of this case. Review the case details again and update any necessary responses originally provided. Problem Case timing has been reset!

Failure to submit acceptable Initial Response data may result in responsiveness points being deducted from your scorecard!

Please complete the following:

1. Select if you dispute or agree with the Problem Case. Note: If you dispute, you will be required to upload a presentation with details sharing the data and evidence supporting this dispute request. All dispute details should be included in one PowerPoint file;
2. Indicate if the part is to be returned. If Yes, you will be required to provide RMA, Shipping Account, Name and Address;
3. Disposition of Suspect Material requires you to determine sorting options or scrapping of material;
4. Description of Supplier Containment requires details on marking of parts, labeling of certified breakpoint (BP) material, etc. If sorting is authorized, Sorting Purchase Order/comments are required.

Responses should be completed within 24 hours of receiving this complaint.

STAGE 2: INITIAL RESPONSE – SUPPLIER SUBMISSION

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

Initial Response & Containment

* Do You Dispute this Complaint?

No

* Does the part need to be returned?

No

* 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

- Sort at Nexteer
- Sort at Supplier (Return)
- Sort at Nexteer and Supplier
- Scrap
- N/A

* Sorting Purchase Order/Comments

* Marking on Containers

If Select Sort At Nexteer:
Sorting Should Be Authorized: Purchase Order/Comment Required.
Breakpoint Date Required.
Add Marking On Individual Parts and Marking On Containers.

STAGE 2: INITIAL RESPONSE – SUPPLIER SUBMISSION

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

* Do You Dispute this Complaint?

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

* Dispute Reason

* Dispute Evidence

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...

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

* Do You Dispute this Complaint?

* Does the part need to be returned?

* Disposition of Suspect Material

* Description of Supplier Containment

* Sorting Authorized

Sorting Purchase Order/Comments

* Breakpoint Date for Conforming Material

* Return Material Authorization

* Shipping Account

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

* Address & Name to send back part

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER SUBMISSION

Draft



Initial Response



Corrective Action Plan



Implementation



Validation

 Work Instructions 

This **Supplier Owned** stage is to be completed **within 14 days** of acceptance of the Initial Response. Due date is listed in the upper right corner of this case.

Failure to submit acceptable Corrective Action Plan data may result in responsiveness points being deducted from your scorecard!

Please complete the following 3L5Y details (Excel file has been eliminated):

1. As required, select Severity, Occurrence, and Detection from drop downs. RPN value will be calculated upon Save.
2. As required, upload a copy of the Quality Alert and the signature page showing operator awareness of the non-conformance.
3. A current state photo is required for the Specific and Detection legs. A current state photo may be uploaded for the Systemic leg.
4. A minimum of 2 Whys should be completed per leg (Specific, Detection, Systemic). Intelx will add the first Why directly from the Problem Description into the Specific and Detection legs. Note: if a Why Leg splits into two (2), add each into the same Why Text box (ex: A)xxx, B)xxx). More Whys may be added by clicking Add Entry under each leg.
5. A minimum of 1 Corrective Action Plan must be submitted for each of the three legs. Click Add Entry under the Corrective Action Plan section of each leg to select the Corrective Action(s) and enter the target completion date.
6. Lessons Learned is required for all Problem Cases.

Note: Some sections will be compressed and can be opened by clicking on the icon to the right of the section.



STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Excel 3L5Y Will Not Be Accepted With PCMS 3.0

Select Severity, Occurrence, Detection number from drop-down

Note: required 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

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

* Operator Signature Page

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER



Specific Leg #1	<input type="text"/>	Corrective Action Target Date
* Picture of Current State	<input type="text" value="Upload file..."/>	
Detection Leg #2	<input type="text"/>	Corrective Action Target Date
* Picture of Current State	<input type="text" value="Upload file..."/>	
Systemic Leg #3	<input type="text"/>	Corrective Action Target Date
* Picture of Current State	<input type="text" value="Upload file..."/>	
* Supplier Lessons Learned	<input type="text"/>	

- Why and CA grids will not show until these required documents are loaded.
- Supplier Lessons Learned Is Required

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

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	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
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STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

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

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

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

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

The screenshot shows the 'Add Entry' form for 'New Specific CAs'. The form includes a menu bar with 'Save', 'Save & Exit', 'Save & Add Entry', and 'Cancel'. Below the title, there is a 'Fields' section with several input fields: '* Corrective Action Plan' (a dropdown menu currently showing 'Line Side Reviews'), '* Corrective Action Plan Owner' (a text input field), '* Corrective Action Plan Target Date' (a date picker), 'Corrective Action Plan Completed' (a dropdown menu), and 'Corrective Action Plan Completion Date' (a date picker).

This screenshot shows the 'Add Entry' form with a dropdown menu open. The menu lists various categories for corrective actions, including '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', and 'Training'. The dropdown menu is currently set to 'PPAP'. Other visible fields include '* Corrective Action Plan Owner' (filled with 'Joe') and '* Corrective Action Plan Target Date' (filled with '4/1/2022').

- 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

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

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 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

PFMEA Summary - enter values below

Severity	Occurrence
Before:	Before:
After:	After:

- Sections Compressed and can be expanded.
- After all sections complete. Click Submit Plan
- Corrective Action Plan Must Be Submitted **Within 14days** Of Initial Response Approval.
- Supplier Region SQE and Plant Region SQE will approve or return for additional information.

STAGE 3: CORRECTIVE ACTION PLAN – SUPPLIER

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

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	Process 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	FALSE	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	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Error proofing checks added/updated in control	FALSE	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	FALSE	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	TRUE	FALSE	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	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
Detection	Gage and/or Calibration instructions added/updated	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	FALSE	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	FALSE	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	FALSE	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.

STAGE 3: CORRECTIVE ACTION PLAN – SQE REVIEW

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

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

* PFMEA

Yes
 No

* Standardized Work
Instruction

Yes
 No

* Training Signature Log and
Matrix

Yes
 No

* Error Proof Log and/or
Instruction

Yes
 No

* Quality Process
Chart/Sheet and/or SPC Log

Yes
 No

* Gage Calibration and/or
Frequency Update

Yes
 No

* Reject Reconciliation Log

Yes
 No

* Start-up/Shut-down

Yes
 No

* Look Across?

Yes
 No

* Control Plan

Yes
 No

* Visual Update

Yes
 No

* PM/TPM

Yes
 No

* LPA

Yes
 No

* Gage Instruction

Yes
 No

* DFMEA (if supplier design
responsible)

Yes
 No

* Procedure Update

Yes
 No

* Change Notice?

Yes
 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

Draft



Initial Response



Corrective Action Plan



Implementation



Validation

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). If a document is proprietary, you must provide a signed document stating its proprietary and a copy of the revision log (showing it has been updated). Items should also be reviewed by Nexteer virtually or onsite.
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. If a document is proprietary, you must provide a signed document stating its proprietary and a copy of the revision log (showing it has been updated). Items should also be reviewed by Nexteer virtually or onsite.
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 leg. 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 Revise 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!**

STAGE 4: IMPLEMENTATION – SUPPLIER SUBMISSION

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

Implementation Details

Evidence showing approved Corrective Actions were properly implemented. completion in order to submit Implementation Data. Documents required for documents can be loaded into the Supporting Documentation section located

Corrected State Picture
(Specific)

Upload file...

- 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

Specific Leg #1 Corrective Actions Submitted

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, Major
Disruption

STAGE 4: IMPLEMENTATION – SUPPLIER SUBMISSION

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

Pop-Up Box With Warning

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.

Submit Implementation Details Revise Corrective Action Plan(s) Cancel Case Add Comment

29831

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

- Upload Required Containment Check-sheet
- Upload Required Individual Documents For Submission
- Additional Documents Can Be Added In Supporting Documentation Section
- If Severity Changes During Implementation, Supplier Can Click Link And Update After Severity
- Click Submit Implementation Details

* Completed Containment Worksheet

Upload file...

* Updated PFMEA

Upload file...

* Updated Visual Update Evidence

Upload file...

* Updated Training Signature Log and Matrix

Upload file...

* Supplier Lessons Learned

Lessons have been learned

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

nexteer CONTAINMENT WORKSHEET: NON-CONFORMING PRODUCT

Name: _____ Name of Person Responsible For Containment: _____

Supplier Name (including Location Where Defect Discovered): _____

Detect Description (including Part Number & Part Description): _____

Sort Method / Sort Criteria: Hand Claps CMV Visual Mating Part Other

DO Marking For Sorted "NCR" Non-Conforming Parts:

Suspect Window (Was Other First and Last Non-Conforming Part Produced?): _____

Engineering Deviation (if necessary): _____ Host Tag #s: _____

Notifications (Email or Other): _____ Production Mgr: _____ Supplier Quality: _____

Operator/Team Leader: _____ Operations Mgr: _____ PCS: _____

Supervisor/Group Leader: _____ Quality Engineer: _____ Customer Quality Contact: _____

Purchased Parts Administration: _____

PRODUCT CONTAINMENT	IDENTIFY ALL AREAS WHERE SUSPECT PRODUCT COULD BE LOCATED			
LOCATION	EXTENSIVE SEARCH QUANTITY	QUANTITY	YES / NO / UNKNOWN QUANTITY	COMMENT
Receiving / In Receiving				
In Shipping Area (Incoming / Outgoing)				
In Manufacturing Cell or Line				
In Process Containers, Loaders, Trays				
Inside Equipment, Pallet, or Pallets				
Outside, Shop Floor, or Shop Area				
Search Area				
Warehouse or Repair Area				
Component / Final Area				
MRP Storage Area				
Business Departments				
Business Units				
Internal/External Laboratory				
All Employee Desk				
Outside Processing (Shipping, etc)				
Off-Hour, Night or Production				
QC / QA Sample / QC-12 Area				
In Shipping or All Shipping Dock				
Raw Material / Production Area				
All Service Parts Operations				
All Warehouse or Distribution Center				
In Transit				
All Suppliers or Distributors				
All Neighbor - Subcontractor				
All Neighbor - Other Associates				
All OEM Customer				
Total:	0	0	0	0
Total Qty Non-Conforming Returned To Supplier:	Total Qty Non-Conforming Returned To Supplier:		Sorted	
Total Supported Qty (Good-Best):	Total Supported Qty (Good-Best):		Sorted At Nexteer:	
Returned To Supplier:	Returned To Supplier:		Sorted At Nexteer:	
Is Sort Complete? (Yes / No)	If No, Please Provide Expected Date For Completion:			
Upload Documents <input type="checkbox"/> (Yes / No)	Post Quality Alert <input type="checkbox"/>	Launch Process Audit Update <input type="checkbox"/>		
List All Departments Or Plants That Are At Risk. (Include Who View Notice)				
Signature: _____	Signature: _____	Signature: _____	Signature: _____	Signature: _____

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STAGE 4: IMPLEMENTATION – SQE IMPLEMENTATION REVIEW

Draft

Initial Response

Corrective Action Plan

Implementation

Validation

Implementation Review

Supplier Region SQE

* 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

- 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, Major Disruption
 - 30, 60, 90 Day Selection By Supplier Region SQE During Implementation Approval – Supplier Run Chart Upload

STAGE 5: VALIDATION – SUPPLIER SUBMISSION & SQE APPROVAL



Work Instructions

This **Supplier Owned** stage is to be completed within the Validation period selected by Nexteer. Due date is listed in the upper right corner of this case. Complete the following:

1. Upload a completed Run Chart covering the entire required validation period of 30, 60 or 90 days. Nexteer's Run Chart (link to blank template provided below) may be used, or you may use one of your own
2. Run Chart must show number of parts inspected and number of defects found for each day in the validation period.
3. Save the form
4. Submit Validation Details

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...

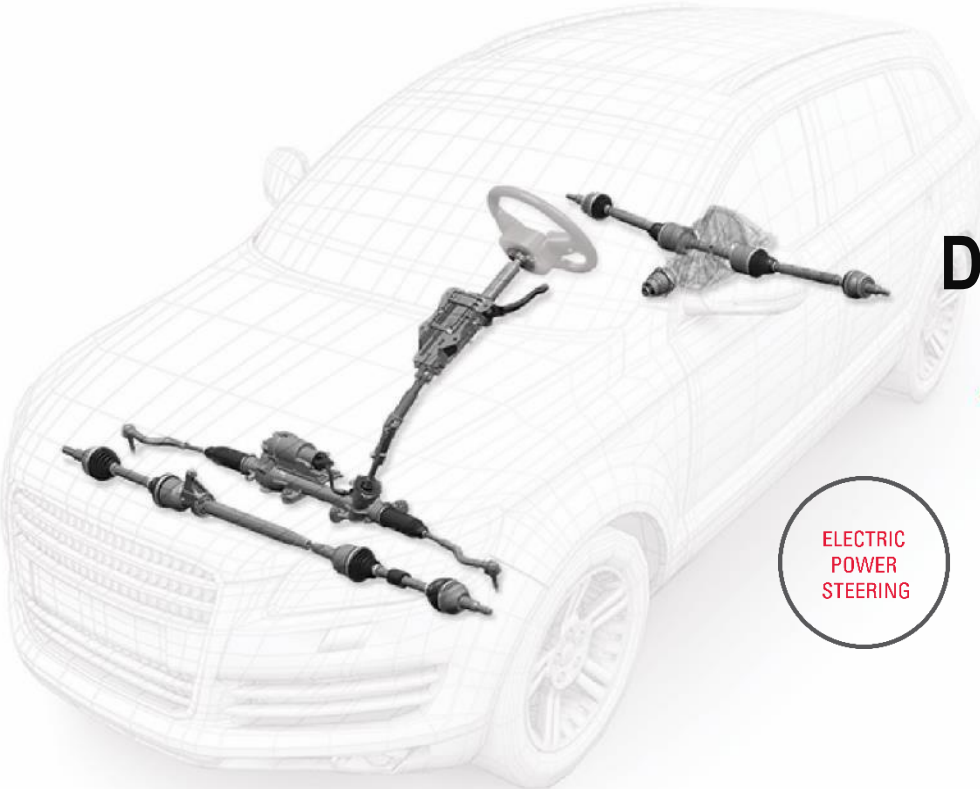
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PROBLEM CASE DISPUTE AND CANCELLATION

JANUARY 2022

ELECTRIC
POWER
STEERING

COLUMNS &
INTERMEDIATE
SHAFTS

DRIVELINE
SYSTEMS

HYDRAULIC
POWER
STEERING

ADAS &
AUTOMATED
DRIVING

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 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 x

- Supplier Dispute Entered Prior To Initial Response:
 - Required Reason for Dispute & 1 PowerPoint Containing All Evidence
- SQ Supervisor Reviews Dispute Request (2Days)
- Then Initiator Reviews (Decision Required Within 10days)
- If Dispute Request Rejected, Escalation Meeting Scheduled/Held (10days)
- SQ Mgr Disposition After Escalation Meeting (10days)
- Only 1 Dispute Request Can Be Made
- If Dispute Rejected Can Affect Responsiveness Points >24hrs

* 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

PCMS 3.0 – PC CANCELLATION WORKFLOW

1. Initiator Can Cancel At Any Point
2. If Request to Dispute or Cancel Made – **Required PPT Template Upload With All Required Info In 1 File**. No longer just accept comments
3. SQ Supervisor still reviews/approves and moves to Initiator for Approval **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**
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. (Supplier if necessary) 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.
 - Identify why PC being cancelled (drop down).
 - **Arbitration Decision Final – No Further Cancellation Requests.**

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 {#PC

Plain Text Message

Html Message

Dear {#InitAppStageOwn},

The Implementation Data for the Problem Case {#PCNumber}, detailed below, has been app

Nexteer Plant Region SQE email address: {#TmpPltAppOwn.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}

Primary Non-Conformance: {#PNNonConformance}

Secondary Non-Conformance: {#SNonConformance}

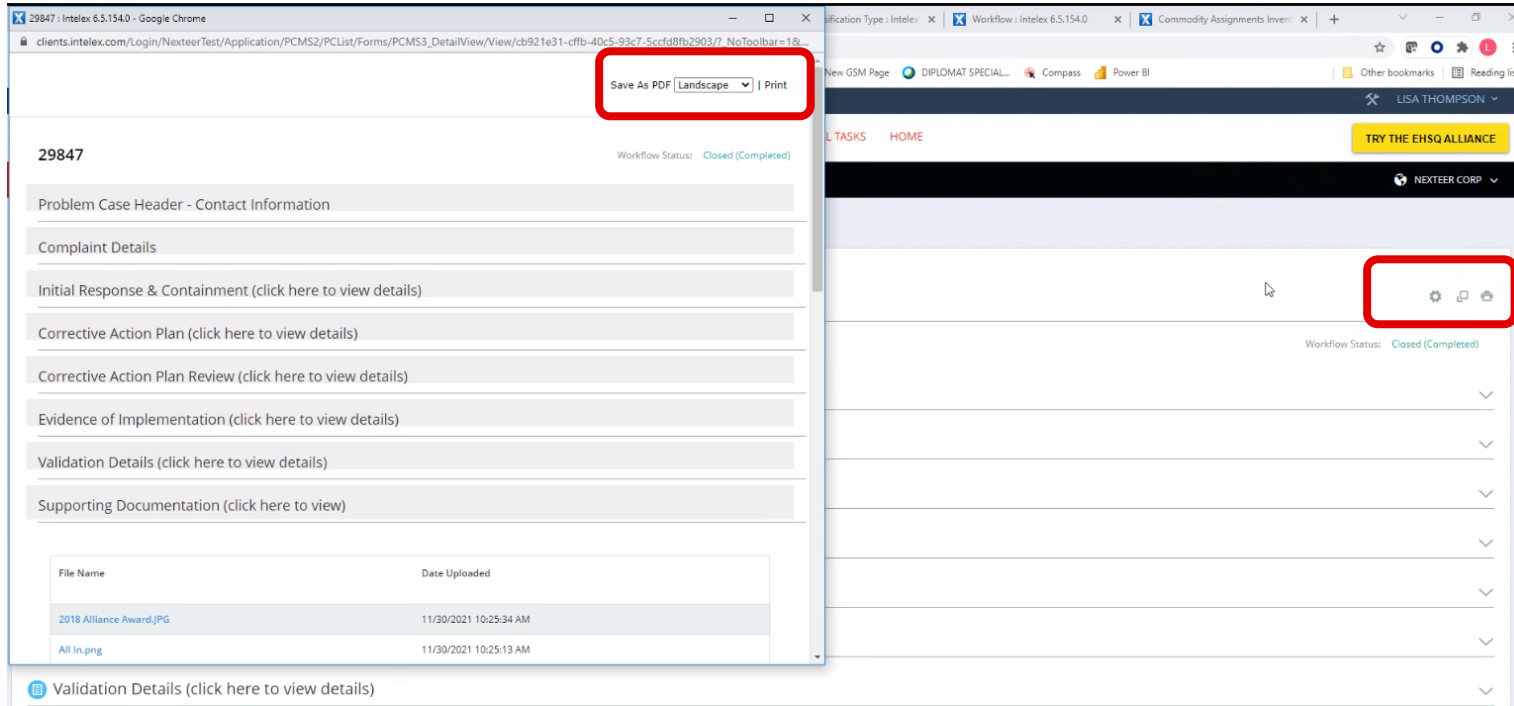
Please click [here](#) to view the details of the case and contact Supplier Quality immediately wi

Attachments

- **Supplier Notification When:**
 - New PC Issued and Initial Response Required.
 - Additional Information Needed
 - Initial Response Approval and C/A Required
 - C/A Approval and Implementation Required
 - Implementation Approval and Validation Required
 - Problem Case Closure
 - Dispute Accepted or Rejected
 - Initial Response Overdue
 - Reminders If Task Late

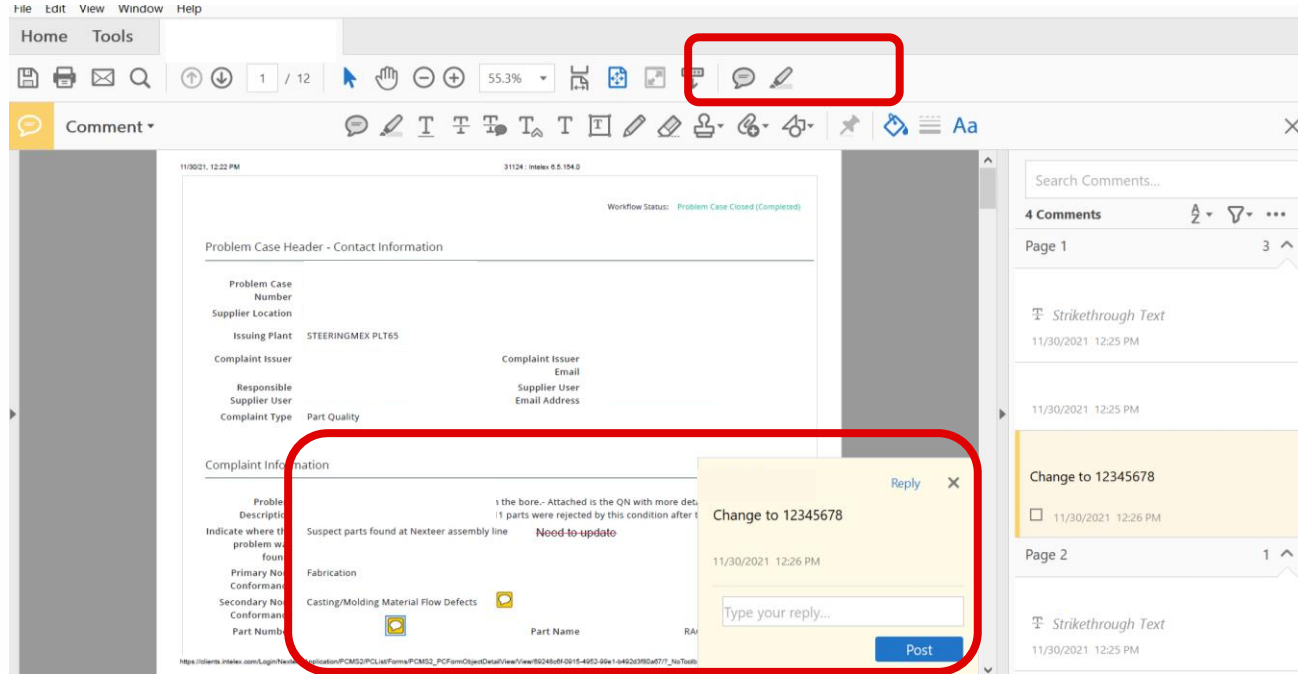
PCMS 3.0 – ABILITY TO EXPORT

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



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.



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. Address Any Launch Findings Q1



PCMS 3.0 – QUESTIONS

- Please Submit Any Feedback and Questions Within The Microsoft Form
- Q&A Updates Will Be Distributed In A Future Bulletin(s).
- After Full Implementation, The Training Video And Presentation Will Be Posted At:
 - <https://www.nexteer.com/learning-center/>
- *Thank You For All The Supplier Input Provided During The Development Of PCMS 3.0 And Patience/Support During The Upcoming Launch!!!*

