

Guidance for Suppliers on the Discrepancy Approval (DA) Process

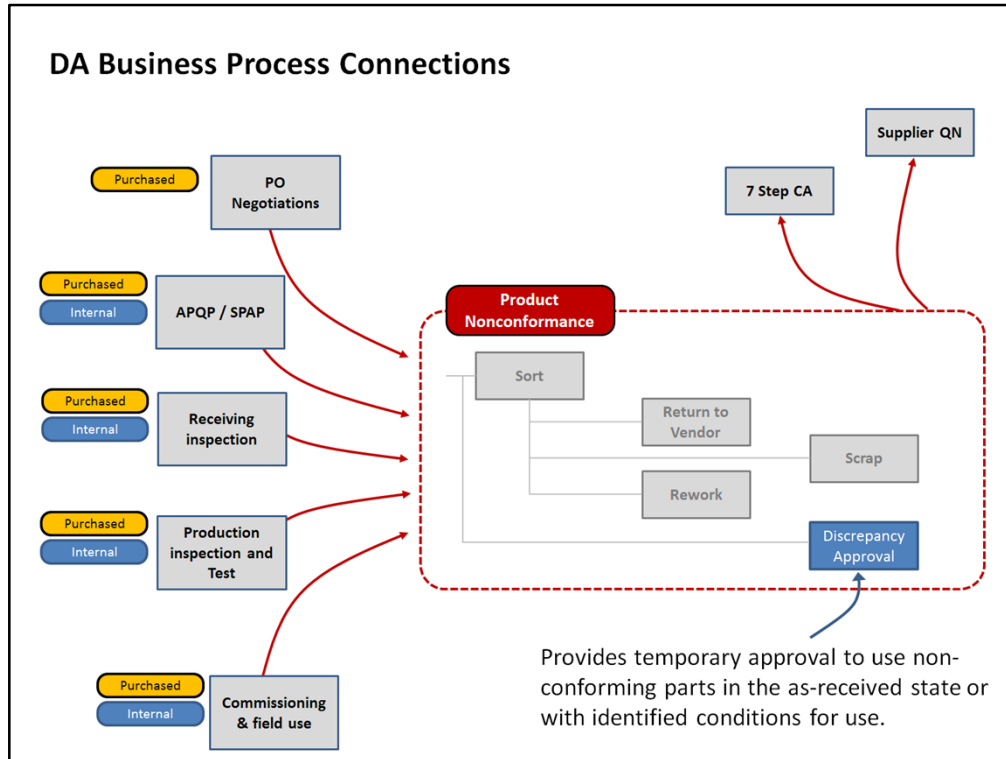
An introduction to the ETQ Deviation (DA) system primarily as it relates to supplier activities.

MSC-SE-0010: "Guidance for Suppliers on the Discrepancy Approval (DA) Process"

This document is intended to provide an overview of the ETQ DA process particularly as it applies to Suppliers and their interaction with the system.

It is a companion document to the interactive course module SE-T-0023 "ETQ DA for Suppliers" which is intended to be available on the Progress Rail website.

Document Number: MSC-SE-0010
Revision A



The Discrepancy Approval document is a means to obtain temporary EMD approval to use non-conforming material in the as-received state, or in some cases, with identified conditions for use. As an example, a part that has an extra hole where the hole is not specified to be present on the part. The part could be approved for use as-is using a DA, or perhaps with the condition that the hole is plugged with a rubber insert that covers the hole.

DA's are required when there is a known product non-conformance. However, it is one of several response options, the others being:

- sorting of product,
- return of product back to the vendor,
- rework and
- scrap.

Product non-conformances can be initially identified during a number of activities including:

- PO negotiations,
- APQP / SPAP activities,
- Receiving inspection,
- Production inspection and test,
- Commissioning and field use.

The non-conformance may apply to either material purchased by EMD or internally


manufactured by EMD.

Additionally, the DA process has a link to the corrective action business processes in such cases where we want to formally request a corrective action response from the organization initiating the DA.

The 7 step corrective action process is for EMD internal corrective actions. A 7 step corrective action record can be manually initiated as a result of an EMD internal DA event.

The supplier QN process is for supplier corrective actions and a QN can be manually initiated as a result of a supplier related DA event.

Approval Permanence for Engineering Change Processes

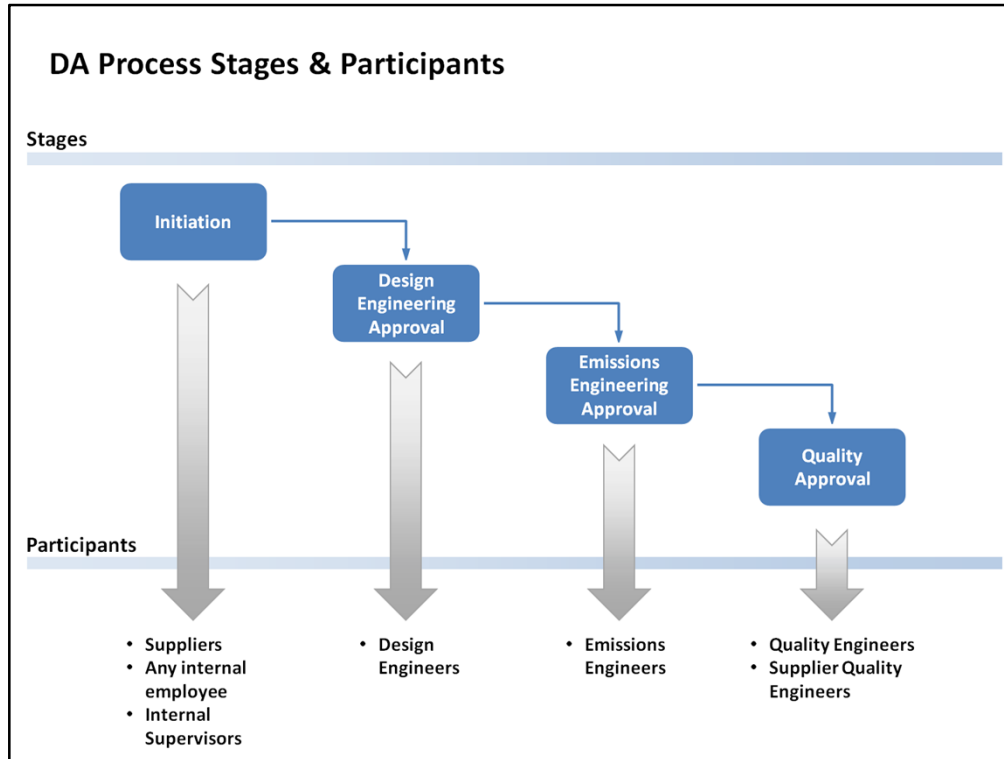


Business Process	Permanence
DA - Discrepancy Approval	Temporary - finite quantity or duration
DCR - Design Change Request	Permanent - Until revised by another change
MCR - Manufacturing Change Request	Permanent - Until revised by another change

If we take a look at the change permanence for EMD's business processes for engineering change, we can see that the DA process is a temporary approval that has a finite approval quantity or, in some cases, a finite approval duration. Once the quantity of parts is consumed, or, the approval time period has elapsed, the deviation approval is no longer valid.

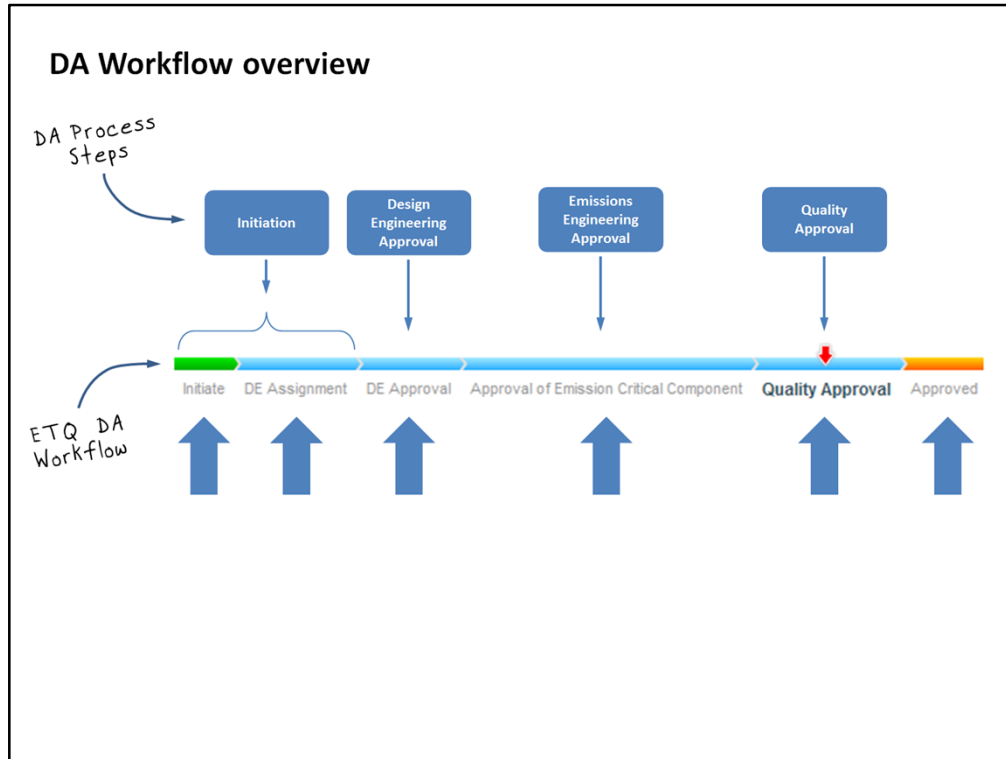
In contrast, the DCR and MCR processes are both permanent engineering change processes. If a change is approved through an MCR or DCR, then the change is permanent unless changed again by a subsequent MCR or DCR.

The process we will be looking at today is strictly the DA process that manages temporary change.



The DA process has 4 key sections:

- Initiation of the DA where logging of basic data and assignment of the DA occurs.
- Design Engineering Approval where the assigned Design Engineer reviews and disposes the technical feasibility of the DA.
- If the part is an Emissions Critical component, the Design Engineer routes the DA to the Emissions Engineer who reviews and disposes the DA based on its impact on compliance of finished products to applicable emissions regulations. If the component is not Emissions critical, then the Emission Engineering Approval stage is bypassed.
- Quality Approval is where the assigned Quality Representative reviews and disposes the DA for any quality related requirements and any DA data errors.



We use the DA process steps to develop an ETQ workflow that mimics the original manual DA process.

Lets take a look at how the ETQ workflow phases align with the DA process steps:

- The Initiate phase is where basic data about the DA is logged into the system. Any person with an ETQ account can initiate a DA. That includes internal employees as well as suppliers.
- At the DE Assignment phase, the Design Engineer is determined and assigned to the DA. At this point we consider the DA to be kicked off and these 2 ETQ workflow phases represent the Initiation of the DA.
- At the DE Approval phase the design engineer:
 - Reviews the DA for technical feasibility,
 - Determines if Emissions Engineering needs to review it
 - Dispositions the DA as either rejected or approved to proceed.
- If Emissions Engineering review is required, the DA will be moved to the "Approval of Emissions Critical Component" phase where the Emissions Design Engineer reviews the DA for emissions impact. The DA can be rejected at this point or approved to proceed to the next step.
- At the Quality Approval stage, the assigned Quality Engineer reviews the DA for accuracy and omissions and for any quality related concerns. The DA can be rejected at this stage or outright approved.
- The Approved phase is a final phase that indicates the DA has received final approval and release.

Logging in...

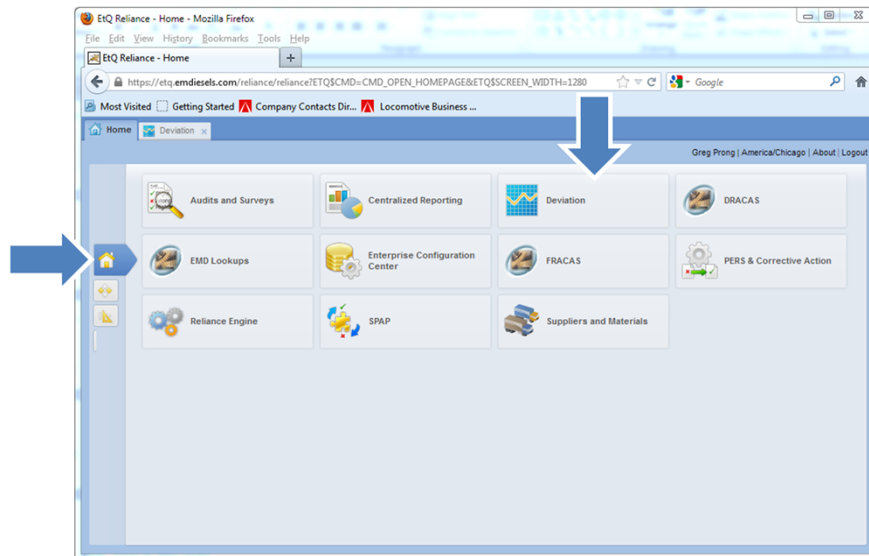


The screenshot shows the ETQ login interface. At the top left is the EEM logo and the text "ELECTRO MOTIVE". At the top right is the text "Powered By" followed by the ETQ logo. The main login area contains two input fields labeled "User Name" and "Password". Below these fields are two buttons: "Login" and "Change Password". A large blue arrow points from the left towards the "User Name" and "Password" fields. To the right of the input fields, there is a block of text: "CONFIDENTIAL AND PROPRIETARY TO ETQ MANAGEMENT CONSULTANTS, INC. (ETQ). This software and documentation may be used solely pursuant to the terms and conditions of a written license agreement with ETQ. Unauthorized use is strictly prohibited. If provided to, for or on behalf of the United States of America, its agencies and/or instrumentalities, software and documentation are licensed with RESTRICTED RIGHTS under the applicable contract, subcontract or lower-tier subcontract and applicable law and regulation. Unpublished - rights reserved under the copyright laws of the United States of America. Copyright © 2013 - 2014 ETQ. All rights reserved."

Logging in to ETQ DA Module:

To access the ETQ DA module, you first need to sign into the ETQ system. To do so, open the home page for the ETQ system and enter your assigned username and password and click the "Login" button.

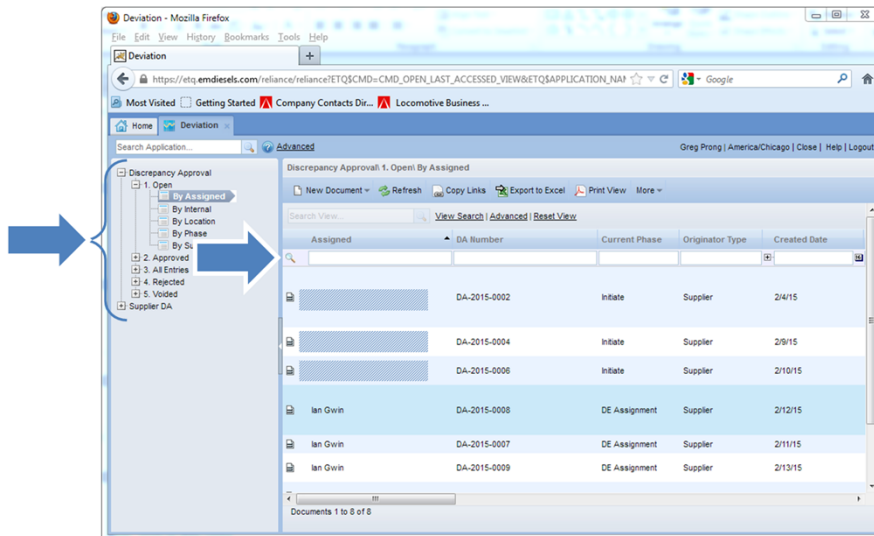
Accessing the DA module...



Accessing the DA Module:

Once you are in the system, click the home button icon and then click the "Deviation" application button. This will open the DA module.

DA List view...



Listing DAs:

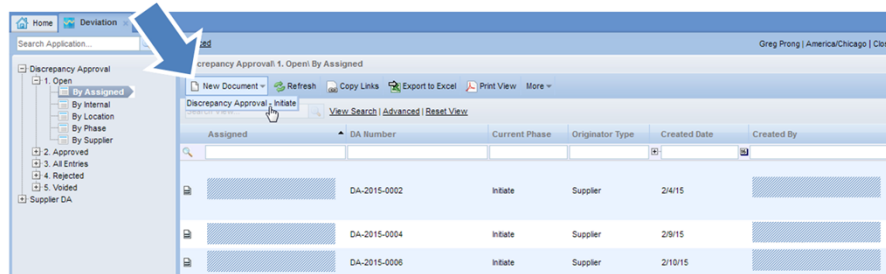
The initial view that is presented to you is typically an open DA list. Suppliers who access the DA module will only be allowed to see DAs that they have initiated.

EMD employees will be able to view all DAs.

You can filter and sort the list by using the filter row at the top of the columns in the view.

You can also switch views by clicking the appropriate view in the view list on the left hand side.

Initiating a new DA...



Initiating a New DA:

To initiate a new DA, click the “New Document” drop down button. This will display a drop down list where you will select the “Discrepancy Approval – Initiate” entry from the list.

Once selected, a new DA record will be initiated.

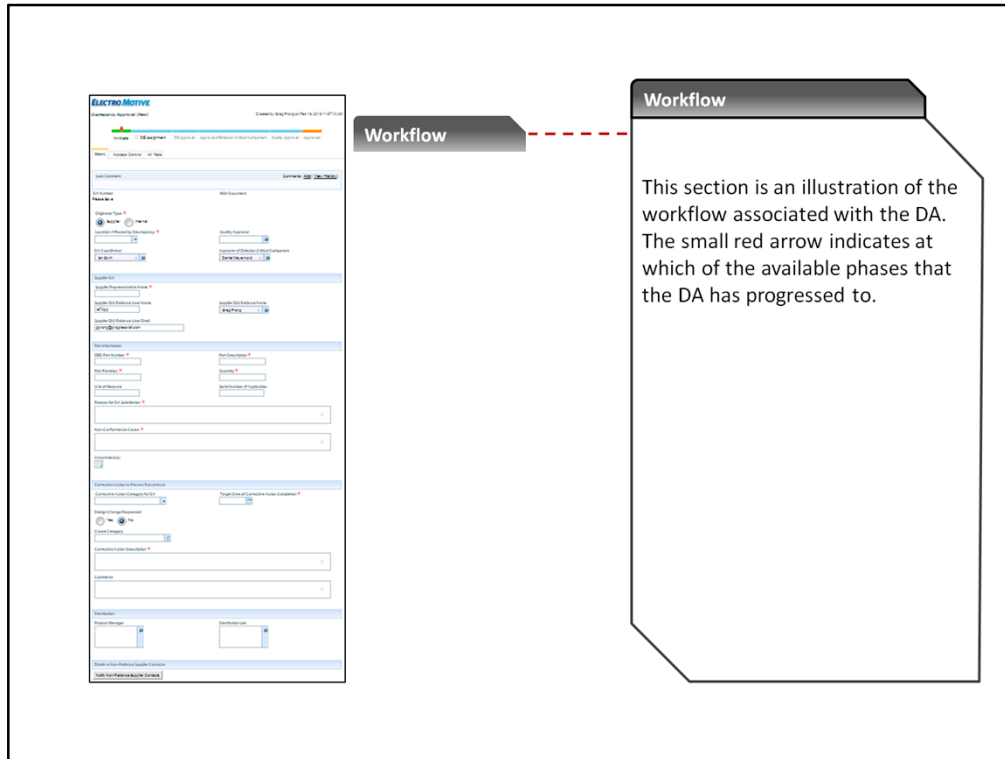
The DA form...

The screenshot shows the 'ELECTRO MOTIVE' Discrepancy Approval (New) form. At the top, it indicates 'Created by Greg Prang on Feb 16, 2015 11:27:10 AM'. A progress bar shows the current status as 'Initiate', with other stages being 'Discrepancy', 'Discrepancy Approval', 'Approval of Discrepancy Critical Component', 'Quality Approval', and 'Approved'. Below the progress bar, there are tabs for 'Basic', 'Access Control', and 'All Tabs'. The 'Basic' tab is active, showing a 'Last Comment' section with a 'Comments (Add | View History)' link. The form fields include: 'DA Number' (Please Save), 'Main Document', 'Originator Type' (Supplier selected, Internal), 'Location Affected by Discrepancy' (dropdown), 'Quality Approver' (dropdown), 'DA Coordinator' (Ian Guin), 'Approver of Discrepancy Critical Component' (Daniel Meyerland), 'Supplier DA' (dropdown), 'Supplier Representative Name' (dropdown), 'Supplier DO Reference User Name' (H*Dog), 'Supplier DO Reference User Email' (gregprang@electromotive.com), and 'Supplier DO Reference Name' (Greg Prang).

The overall form:

The DA form will span multiple screen heights. You can scroll through the form by dragging the vertical scroll bar up or down to view the section that you care to see.

For a new supplier related DA, there are 6 form sections that are relevant. We'll take a brief look at each of the sections.



Workflow Diagram Section:

This section is an illustration of the workflow associated with the DA. The small red arrow indicates at which of the available phases that the DA has progressed to.

Basic information

This section establishes whether or not the DA is an internal DA or a DA initiated by a supplier.

Different fields are available for display or modification depending on whether the DA is a supplier or internal DA.

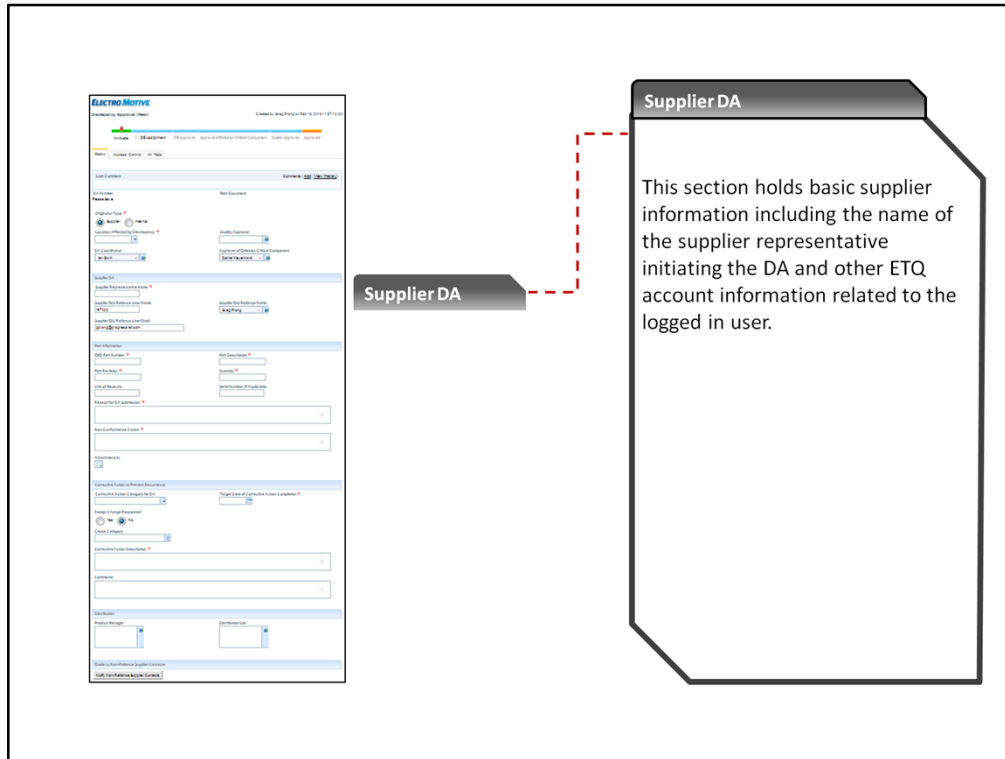
We will only be looking at the fields for a supplier related DA as part of this training module.

Basic Information Section:

This section establishes whether or not the DA is an internal DA or a DA initiated by a supplier.

Different fields are available for display or modification depending on whether the DA is classified as a supplier or internal DA.

We will only be looking at the fields for a supplier related DA as part of this training module.



Supplier DA Section:

This section holds basic supplier information.

ELECTRO MOTIVE
 Development Approval (DA) | Created by: [Name] | Date: 10/10/2017 10:00

Project: [Name] | Status: [Status] | Version: [Version]

Part Information

This section holds basic information on the part number that is associated with the DA.

Part Info

Part Number: [Field]
 Description: [Field]
 EMD Part Number: [Field]
 EMD Engineering Revision: [Field]

Part Information Section:

This section holds basic information on the part that is associated with the DA including EMD part number, description and EMD engineering revision.

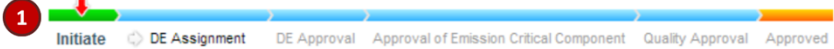
Distribution

This section allows for the creation of a communications distribution list associated with the DA.

This section allows for the creation of a communications distribution list associated with the DA. It also allows for the creation and logging of emails to any email address directly from within ETQ.

Form Sections:

Discrepancy Approval (New) Created by Greg Prong on Mar 3, 2015 9:58:05 AM

1 

Basic Access Control All Tabs

Last Comment Comments ([Add](#) | [View History](#))

2 DA Number
Please Save Main Document

3 Originator Type *
☐ Supplier ☐ Internal

4 Location Affected by Discrepancy * 5 Quality Approver

6 DA Coordinator 7 Approver of Emission Critical Component

Ian Gwin Daniel Meyerkord

Form Sections:

Item 1: The phase diagram.

This diagram shows the phase diagram for a DA.

- The phase that the DA is currently at has the small red down arrow pointing to it.
- Phases that are currently disabled are in grey text.
- Phases that the DA can possibly move to next are in black text and have a small grey arrow pointing to them.
- A DA may progress forward or may be made to go backwards depending on its current state.

Item 2: "DA Number" field.

This field defaults to a value of "Please Save". Once the DA is saved, the system will assign a DA number and the DA number will be displayed in this field. This field cannot be changed by the user.

Item 3: "Originator Type" field.

This field is a radio button option field. For suppliers, select the "Supplier" option to indicate that the DA was initiated by the supplier and not by EMD. The value of this field will modify the displayed fields. Certain fields in the system are for EMD internal DA's, other fields are for Supplier initiated fields. These fields will be shown or hidden depending

on the value of this option field.

Suppliers can save a DA or move it to the next phase only when the "Supplier" option is selected for this field.

Item 4: "Location Affected by Discrepancy" field.

This is a drop down selection field. Click the down arrow to display a list of selections.

Select the location that will be affected by this DA.

- If there is more than one location that will be affected by the DA, then an additional DA for each affected location will have to be created.
- If you do not see the relevant location in the list, contact your Supplier Quality Engineer for direction.

Item 5: "Quality Approver" field.

When you select an affected location in the "Affected Location" field, the system sets the value of the "Quality Approver" field to the name that is associated with the selected location. An EMD Administrator can change the value of this field.

Item 6: "DA Coordinator" field.

The DA Coordinator field is set by the system and cannot be changed unless you have Administrative rights. The assigned DA Coordinator will assign the DA to the appropriate responsible Design Engineer

Item 7: "Approver of Emission Critical Component" field.

The value of this field is set by the system and cannot be changed unless you have Administrative rights. If the DA is deemed to potentially affect emissions regulations, then the DA will be routed to the person named in this field.

Form Sections:

The screenshot shows a form titled "Supplier DA" with the following fields:

- Supplier Representative Name ***: Greg Prong (highlighted by item 8)
- Supplier EtQ Reliance User Name**: re72pq (highlighted by item 9)
- Supplier EtQ Reliance User Email**: Greg.Prong@emdieels.com (highlighted by item 11)
- Supplier EtQ Reliance Name**: Greg Prong (highlighted by item 10)

Form Sections:

Item 8: “Supplier Representative Name” field.

The supplier enters the name of the person that is creating the DA request.

Item 9: “Supplier ETQ Reliance User Name” field.

The system displays the supplier’s username that is associated with the Supplier account under which the user logged in. This field cannot be changed by the supplier.

Item 10: “Supplier ETQ Reliance Name” field.

The system displays the supplier’s general name (typically the company name) that is associated with the Supplier account under which the user logged in. This field cannot be changed by the supplier.

Item 11: “Supplier ETQ Reliance User Email” field.

The system displays the supplier’s email account that is associated with the Supplier account under which the user logged in. This field cannot be changed by the supplier. If you find that this information is incorrect, then contact your Supplier Quality Engineer or Buyer to get the email address changed.

Form Sections:

The form is titled 'Part Information' and contains the following fields with corresponding numbered callouts:

- 12** points to the **EMD Part Number *** field, which contains the value '12345678'.
- 13** points to the **Part Description *** field, which contains the value 'Plate assembly'.
- 14** points to the **Part Revision *** field, which contains the value 'B'.
- 15** points to the **Quantity *** field, which contains the value '14'.
- 16** points to the **Unit of Measure** field, which contains the value 'EA'.
- 17** points to the **Serial Number (if Applicable)** field, which is empty.
- 18** points to the **Reason for DA Submission *** field, which contains the text: 'Clearance hole diameter too large. Print specifies 1.25 +/- 0.06 inches. Largest hole measured is 1.42 inches.'
- 19** points to the **Non-Conformance Cause *** field, which contains the text: 'CAD model error that was imported into the laser cut program by the laser cut software. Laser cut program was therefore incorrect as well.'
- 20** points to the **Attachment(s)** field, which has a small icon representing a file attachment.

Form Sections:

Item 12: “EMD Part Number” field.

Enter the EMD part number for the part to which the DA request applies. Do not enter a supplier part number. This must be the EMD part number. This is a required field.

Item 13: “Part Description” field.

Enter a description of the part to which the DA request applies. This is a required field.

Item 14: “Part Revision” field.

Enter the EMD engineering revision for the part to which the DA applies. If you are unsure what the EMD Engineering revision level is, consult the EMD Purchase Order, your EMD Buyer or your EMD Supplier Quality Engineer. This is a required field.

Item 15: “Quantity” field.

Enter in the quantity of parts that you are seeking approval for. Typically, this is the number of parts, however, what you enter in this field is dependent on the value that is entered in the “Unit of Measure” field. If this is for raw rubber strip for example, which is measured in feet, you would enter the number of feet of material for which you are seeking approval. In this case, you would also enter “Feet” in the “Units of Measure” field.

This is a required field.

Item 16: "Unit of Measure" field.

Enter the units of measure that is associated with the value that appears in the "Quantity" field. Typically, this is "Ea" for each, or "Pcs" for pieces, etc. However, it could also be "feet" for length in feet or "Lbs" for a weight unit, for example.

Item 17: "Serial Number" field.

If the part(s) for which you are seeking approval have serial numbers, enter the serial number information in this field. If there are too many numbers to practically enter into the field, you could also attach a separate file via the "Attachment(s)" button that documents the serial numbers affected.

Item 18: "Reason for DA Submission" field.

In this field, record the reason why you need to request the DA. This is where you would explain what feature(s) of the part are non-conforming, what the specification is (the "Specified" value) and what the requested deviation is for those features (the "Requested" value). To minimize delays, it is better to also provide actual measured values for those features from the parts for which you are seeking approval.

For example, a good description would be:

"Clearance hole diameter is too large. Print specifies 1.25 +/- 0.6 inches.
Largest hole measured 1.42 inches."

This is a required field.

Item 19: "Non-Conformance Cause" field.

In this field, enter the root cause for why the DA is required. This is where you would document the reason why the non-conformance occurred in the first place. Be clear and accurate with the information provided here. This is a required field.

Item 20: "Attachment(s)" button.

You can attach documents that provide supporting information by clicking the "Attachments" button, navigating and selecting the file(s) to attach to the DA and then clicking the OK button on the file selection dialog box.

You can add more than one file as needed.

To minimize delays in DA processing, it is recommended that supporting diagrams, or part drawing sketches etc. be uploaded where it improves the clarity of communications.

Form Sections:

The form is titled "Corrective Action to Prevent Recurrence". It contains the following fields and callouts:

- 21** points to the "Corrective Action Category for DA" dropdown menu.
- 22** points to the "Target Date of Corrective Action Completion *" calendar field.
- 23** points to the "Design Change Requested" radio buttons, with "No" selected.
- 24** points to the "Cause Category" dropdown menu.
- 25** points to the "Corrective Action Description *" text area.
- 26** points to the "Comments" text area.

Form Sections:

Item 21: "Corrective Action Category for DA" field.

This field is a drop down list field where you select the category for EMD's corrective action response. This is not a required field as there are some situations where there is no EMD corrective action response to the DA.

The available options are:

- DCR Number
- ETQ document number
- MCR number
- Other
- Quality Alert number
- SAP QN number

Select the option that best categorizes the permanent corrective action that will be taken.

Item 22: "Target Date of Corrective Action Completion" field.

This field is a calendar selector field. Select the date on which the permanent corrective action is targeted to be complete.

Item 23: “Design Change Requested” field.

This field is a radio option button field. Select the “Yes” option if you would like EMD Design Engineering to consider the requested changes to be permanent design changes. Select the “No” option if you are not seeking permanent change.

Note that this field is not a formal request for permanent design change. It serves only as a reminder to EMD Design Engineering to consider permanent changes when dispositioning DAs. Permanent design changes are managed through MCRs and DCRs only. If you are seeking permanent change, you are strongly advised to contact the Design Engineer directly and request permanent design change by requesting they initiate an MCR or DCR.

Item 24: “Cause Category” field.

This field is a multi-category list box. Click the dialog button at the right edge of the field to display a tiered list. The first level of the list is organized around the standard main branches of a cause and effect diagram used for determining root causes (Manpower, Machine, Method, Material, Measurement and Environment).

Select the appropriate main branch to see the lower level root cause categories for that main branch. Select the most appropriate lower level root cause category from the resulting second level that reflects the cause of the discrepancy for which approval is being sought.

This field is not a required field.

Item 25: “Corrective Action description” field.

This field is where you are to record the specific corrective actions that will be taken to prevent the recurrence of the discrepancy for future shipments. Be clear and accurate in what will be done to correct the process. This field is a required field.

Item 26: “Comments” field.

This field is a general comments field where you can add general comments about the corrective actions associated with the DA.

Form Sections:

The diagram shows a form with three main sections. The first section is titled 'Distribution' and contains two fields: 'Product Manager' and 'Distribution List'. A red circle with the number 27 and an arrow points to the 'Product Manager' field. A red circle with the number 28 and an arrow points to the 'Distribution List' field. The second section is titled 'Emails to Non-Reliance Supplier Contacts' and contains a button labeled 'Notify Non-Reliance Supplier Contacts'. A red circle with the number 29 and an arrow points to this button.

Form Sections:

Item 27: “Product Manager” field.

This field is typically filled in by an EMD Administrator. It represents the name of the Product Manager associated with the part that is the target of the DA.

Item 28: “Distribution List” field.

In this list field, you can begin typing the name of the ETQ account holders that you wish to include on the distribution list for the DA. As you type, the account list will update to reflect an in-place filtered list. Find the name of the person you want to add to the list and click the name to add it.

You can also press the lookup button on the right edge of the field which will open a separate dialog box to browse or search for account holders to add to the list.

To remove somebody from the list that was added in error, click the small x that shows when you hover your cursor over their name.

Item 29: “Notify Non-Reliance Supplier Contacts” button.

To send emails from within ETQ to people who do not have an ETQ account, click this “Notify Non-Reliance Supplier Contacts” button. This will open an email form where you can manually address the email to one or more people, enter the email subject line and

body and send the email out.

The email is logged within the DA record and can be reviewed from within the ETQ record. The email is sent using your default mail application account though. Because of this, subsequent replies to emails sent from within ETQ will be maintained by your default email application and will **not** be maintained within ETQ.