Quality Suite: Supplier Deviation Request (SDR)

Supplier User Guide

Revision 3- 11/23/2021

GE Renewable Energy

User Guide Outline

I. Introduction

II. SDR Workflow & Detail Steps

III. CA Workflow & Detail Steps

IV. RFI Workflow & Details Steps

V. Search

VI. Attachment

VII. Common Error

I. Introduction

Quality Suite | Supplier Deviation Request

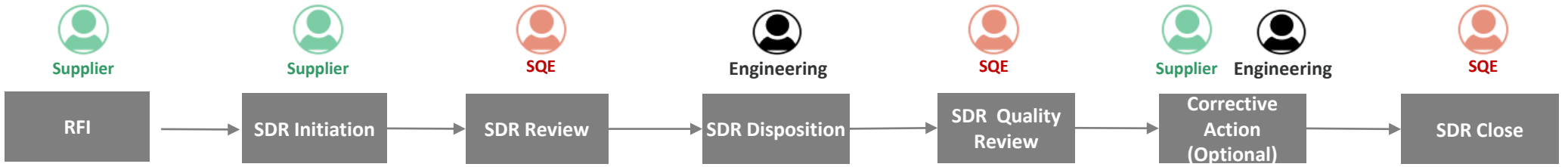
Objectives

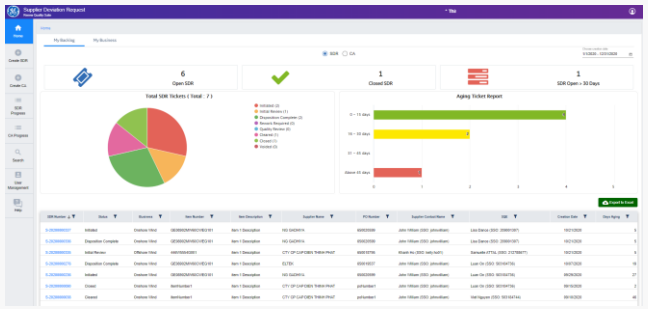
- Solution to capture various deviations in instances where delivery to the drawing/specification designated in a PO cannot be met by the supplier. This will enable us to **streamline the SDR process across REN**

Quality Suite

- ✓ **Improve efficiency** with easy way to raise SDRs
- ✓ **Timely & effective collaboration** between GE Supplier Quality Engineers & Suppliers through a shared interface, avoiding e-mails
- ✓ **Enhanced** Process workflow & ERP Integration (PO details…), & future PLM integration

Supported Process





✓ Web w/ Supplier Access

Key Capabilities

- Supplier Deviation Request (SDR) workflow
- Request for Information (RFI) workflow
- Dashboard / Search functionality
- Notifications / Reports

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2. SDR Business Roles

Requestor

- ✓ Create SDR
- ✓ Complete and Submit the SDR

User detect SDR and qualify the detected issue. Requester can be Supplier, SQE, SQL or Responsible Engineer roles

SQM

- ✓ Senior leader of the SQE
- ✓ Signoff action if needed

User is responsible for responsible for escalations

SQE

- ✓ Review the SDR
- ✓ Decide on Actions to be taken
- ✓ Create Actions and/or Action item if needed

User Reviews SDR and determines if SDR data are consistent & allocate the appropriate Department to solve the reported issue
Close the SDR

Buyer

- ✓ View ticket

User reads only access & receives updates about the SDR status

Designed Engineer

- ✓ Review deviation details
- ✓ Completing disposition
- ✓ Implement the Actions

User will review the deviation data and determine how the supplier should proceed

Other

- ✓ Review the Actions
- ✓ Receive updates about SDR

User takes action if needed

Supplier

- ✓ Provide information as required

Supplier initiates SDRs and providing required information & documents

3. Access to Supplier Deviation Request

Recommend Browser → Chrome

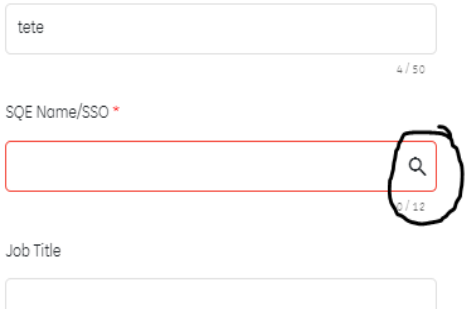
Production → https://qs.ren.apps.ge.com

Who can Access ? →

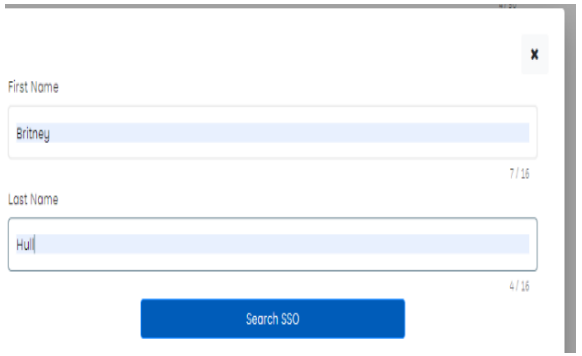
- Anyone with Valid GE SSO can have access to SDR application.
- Register for SSO: https://nextgen.ge-registrar.com/b2bregistration/index.html#/registration
- Forgot SSO User ID: https://nextgen.ge-registrar.com/b2bregistration/index.html#/forgotuserid
- Forgot SSO PW**:** https://nextgen.ge-registrar.com/b2bregistration/index.html#/forgotpassword

Request Access to Quality Suite → REN Supplier Portal

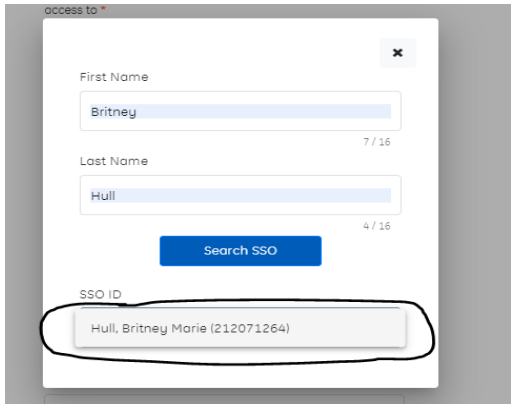
After input details, the request will route to selected SQE for approval. After that, the request will route to the Quality Suite Admin to grant access.



1. Click search



2. Enter SQE first and last name. Click on Search SSO

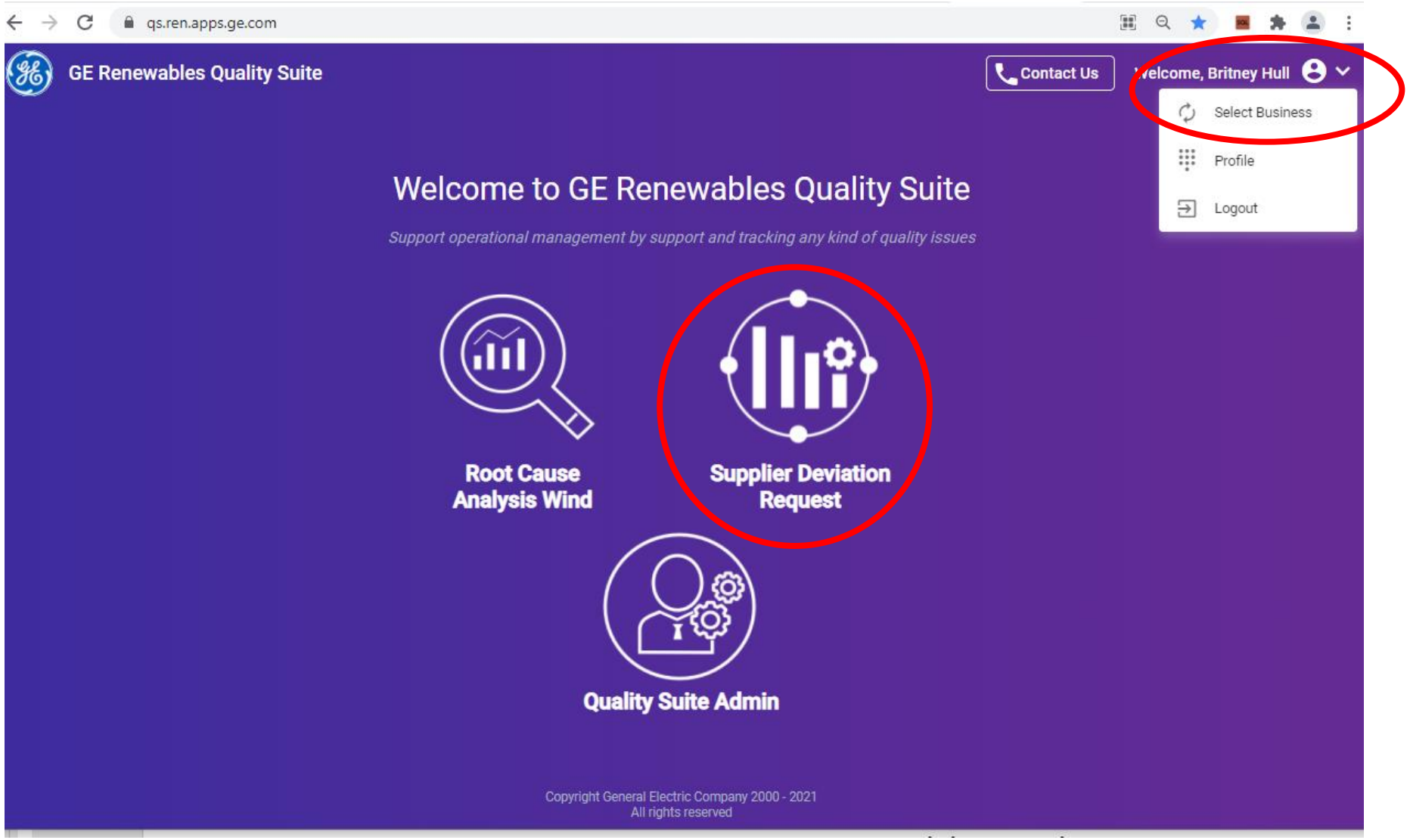


3. Click on SQE SSO

3. Access to Supplier Deviation Request

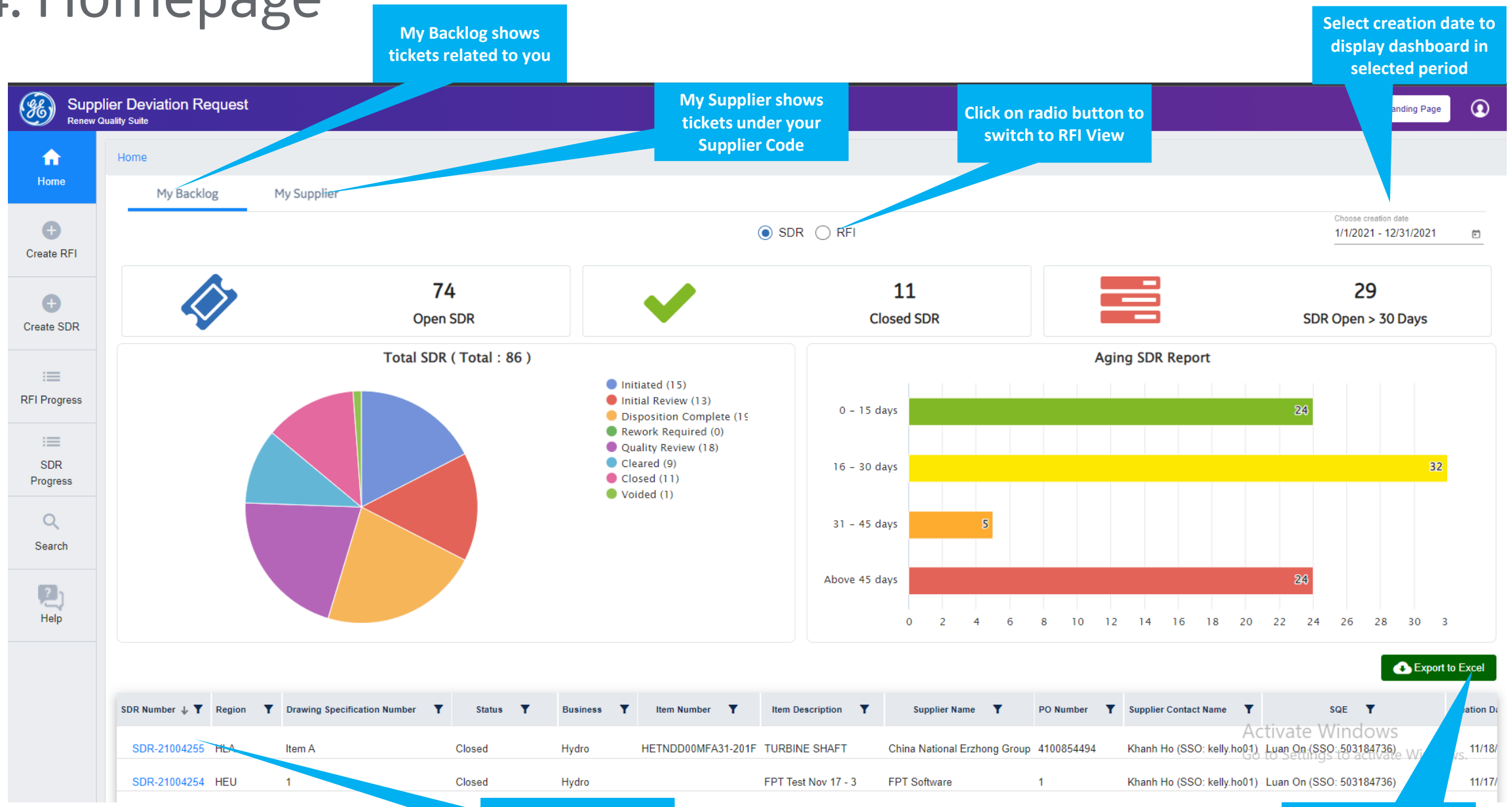
Login with SSO and password. If you do not have one, select register and follow the instructions

3. Access to Supplier Deviation Request – Landing Page



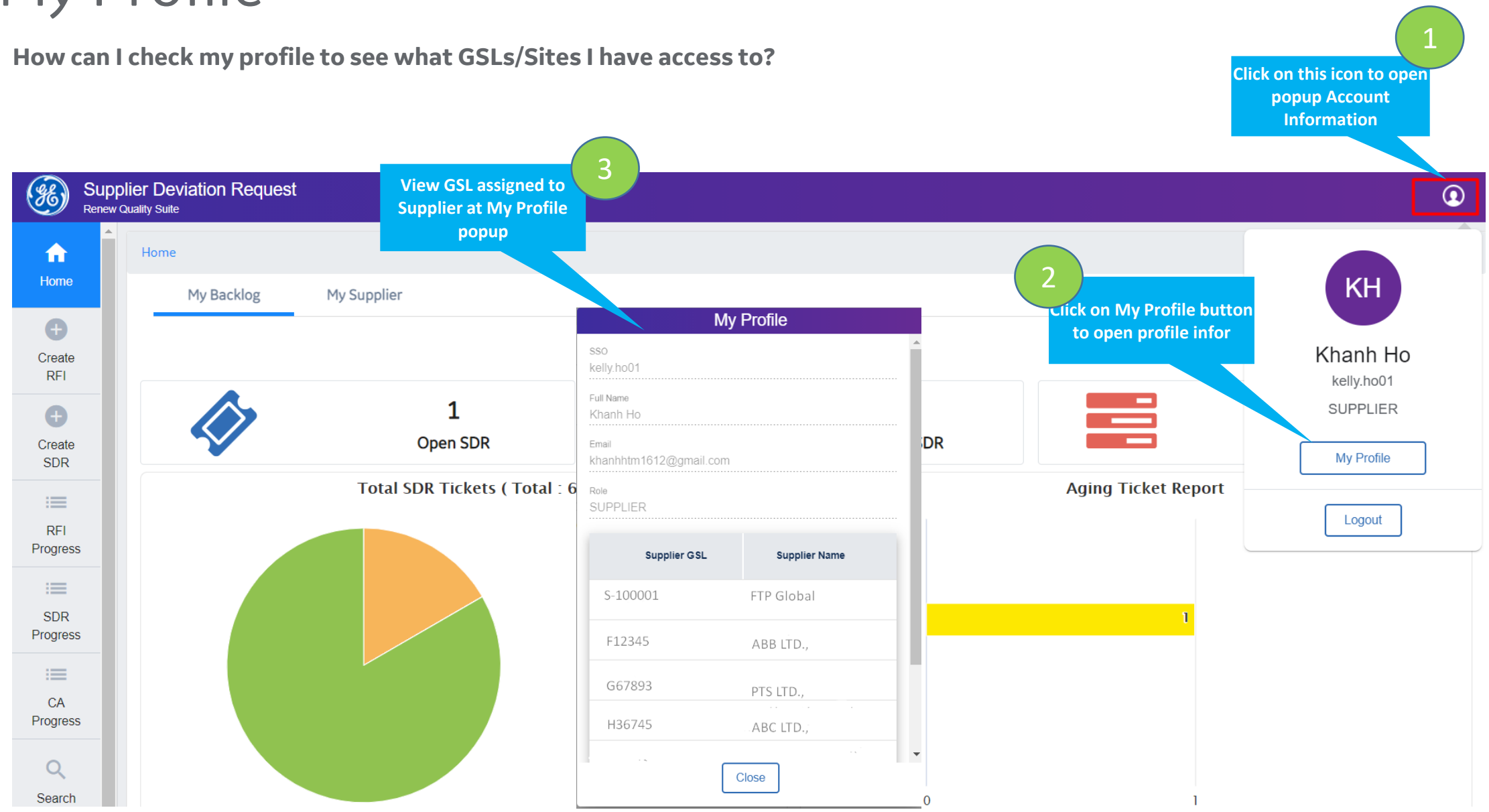
In case you are assigned to multiple businesses of GE. At landing page, you can select business -> select Business -> select Supplier Deviation Request icon to access SDR Application

4. Homepage


My Backlog shows tickets related to you
My Supplier shows tickets under your Supplier Code
Click on radio button to switch to RFI View
Select creation date to display dashboard in selected period
Supplier Deviation Request
Renew Quality Suite
Home
Create RFI
Create SDR
RFI Progress
SDR Progress
Search
Help
My Backlog
My Supplier
SDR
RFI
Choose creation date
1/1/2021 - 12/31/2021
74
Open SDR
11
Closed SDR
29
SDR Open > 30 Days
Total SDR (Total : 86)
Initiated (15)
Initial Review (13)
Disposition Complete (1
Rework Required (0)
Quality Review (18)
Cleared (9)
Closed (11)
Voided (1)
Aging SDR Report
0 – 15 days
16 – 30 days
31 – 45 days
Above 45 days
24
32
5
24
Export to Excel
SDR Number
Region
Drawing Specification Number
Status
Business
Item Number
Item Description
Supplier Name
PO Number
Supplier Contact Name
SQE
SDR-21004255 HLA Item A Closed Hydro HETNDD00MFA31-201F TURBINE SHAFT China National Erzhong Group 4100854494 Khanh Ho (SSO: kelly.ho01) Luan On (SSO: 503184736) 11/18/
SDR-21004254 HEU 1 Closed Hydro FPT Test Nov 17 - 3 FPT Software 1 Khanh Ho (SSO: kelly.ho01) Luan On (SSO: 503184736) 11/17/
Click on ticket number to open detail screen
Click on Export Excel to download data table

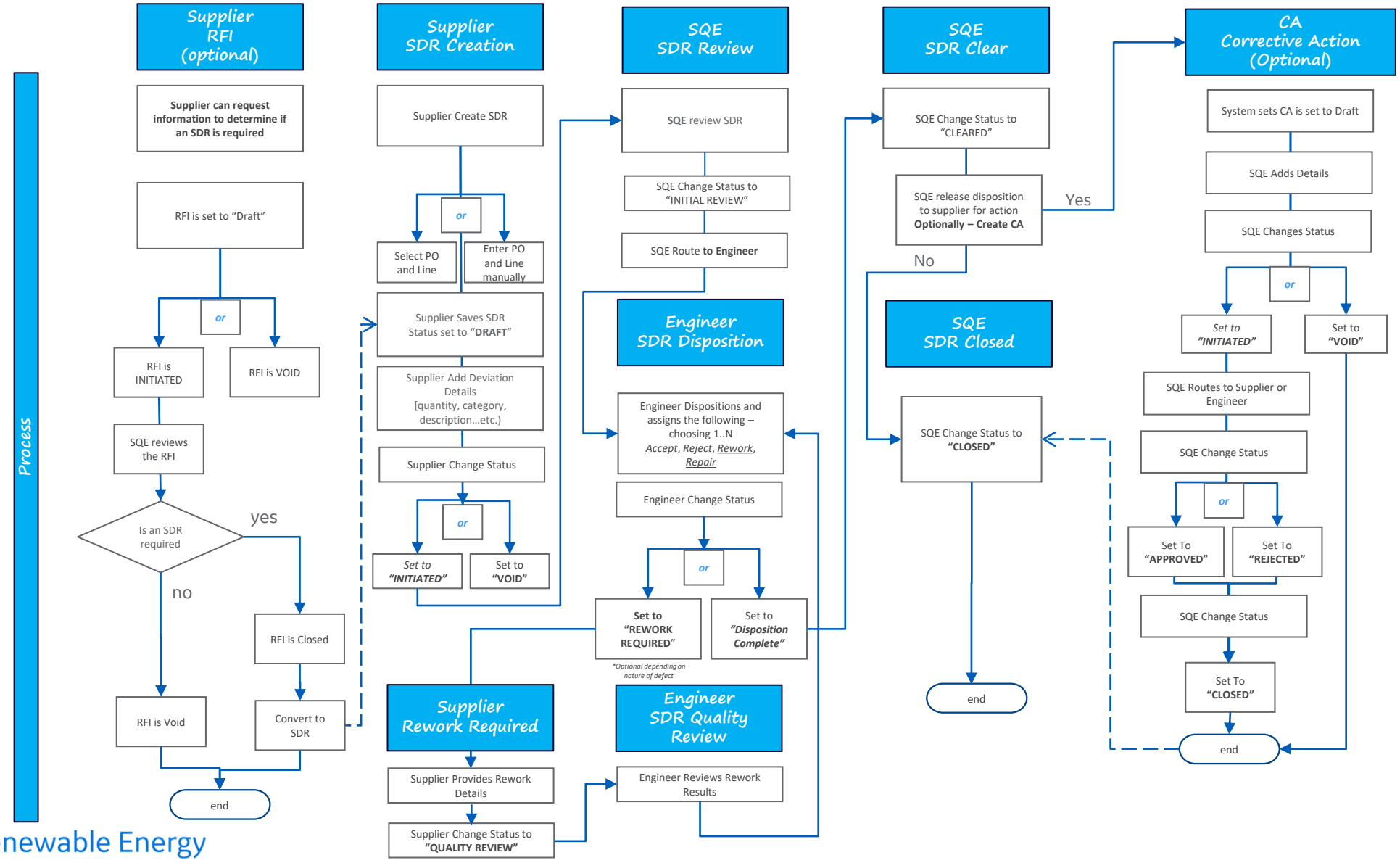
5. My Profile

How can I check my profile to see what GSLs/Sites I have access to?



II. SDR Workflow & Detail steps

SDR Business Process – Onshore/Offshore Wind Business



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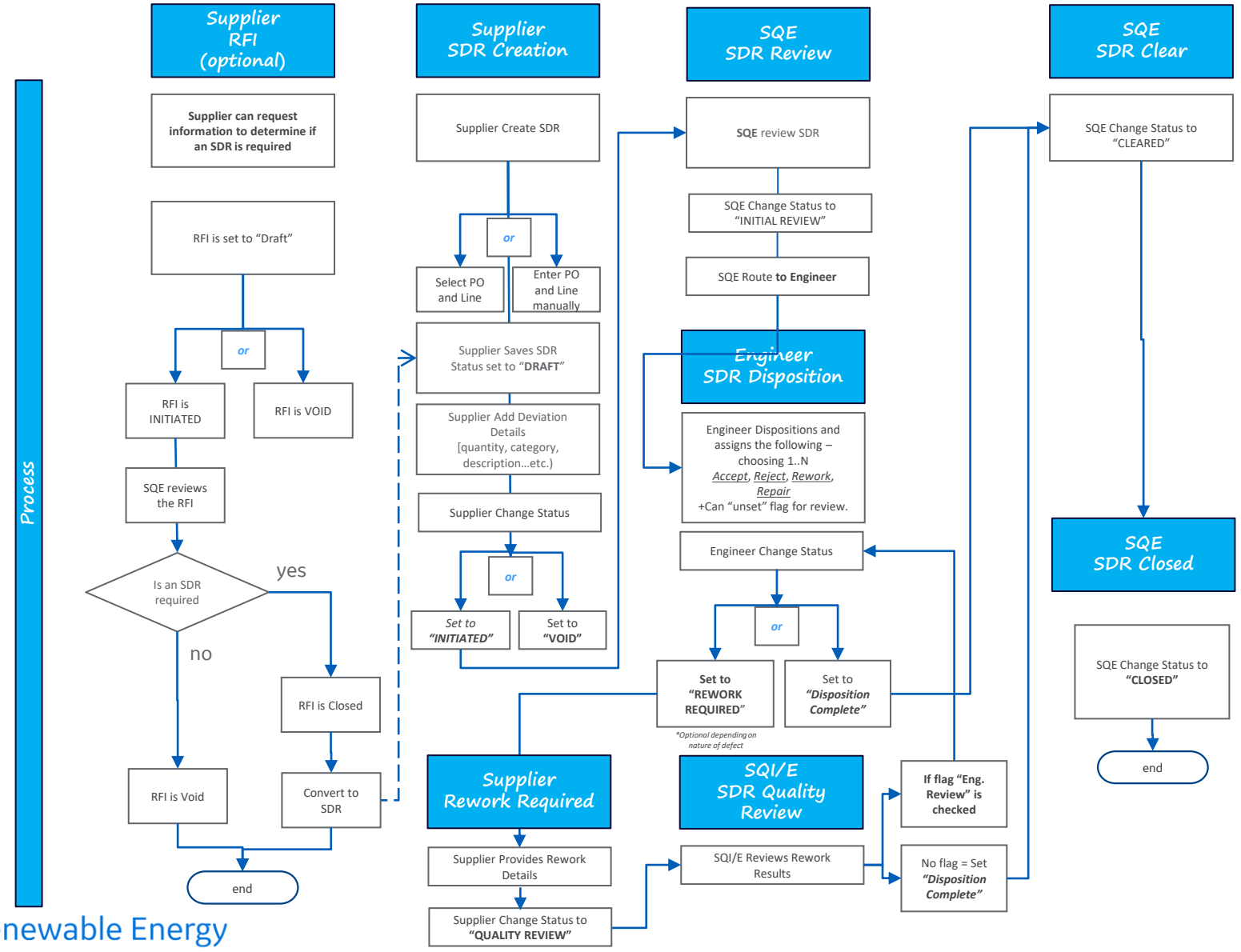
SDR Business Process – Hydro Business



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2. SDR Workflow

Draft	• Supplier enters data for a SDR and save the status will be set to ‘Draft’ • Supplier routes to SQE by changing status to ‘Initiated’
Initiated	• SQE reviews & modifies data • SQE routes to Engineer by changing status to ‘Initial Review’
Initial Review	• Engineer reviews deviation and complete disposition • Engineer routes to SQE by changing status to ‘Disposition Complete’ or routes to Supplier by changing status to ‘Rework Required’
Rework Required *Optional*	• Supplier submit rework results. • Supplier routes to Engineer by changing status to ‘Quality Review’
Quality Review *Optional*	• SQE/Engineer will review a SDR if required after Rework Results have been submitted • Engineer routes to SQE/SQL by changing status to ‘Disposition Complete’
Disposition Complete	• SQE approves Disposition and change status to ‘Clear’ • or route back to Engineer at ‘Initial Review’ or ‘Quality Review’
Clear	• This status indicates to the supplier that the part can be shipped once all the requirements of the disposition are met.
Closed	• An SDR is typically closed by an SQE once all remaining open items from an SDR are completed
Void	• At any point after initiation SQE/Engineer profiles with proper permissions should be allowed to void an SDR. Supplier can only void when in draft state

Create SDR

Supplier can create SDR by searching for PO or entering PO Details Manually

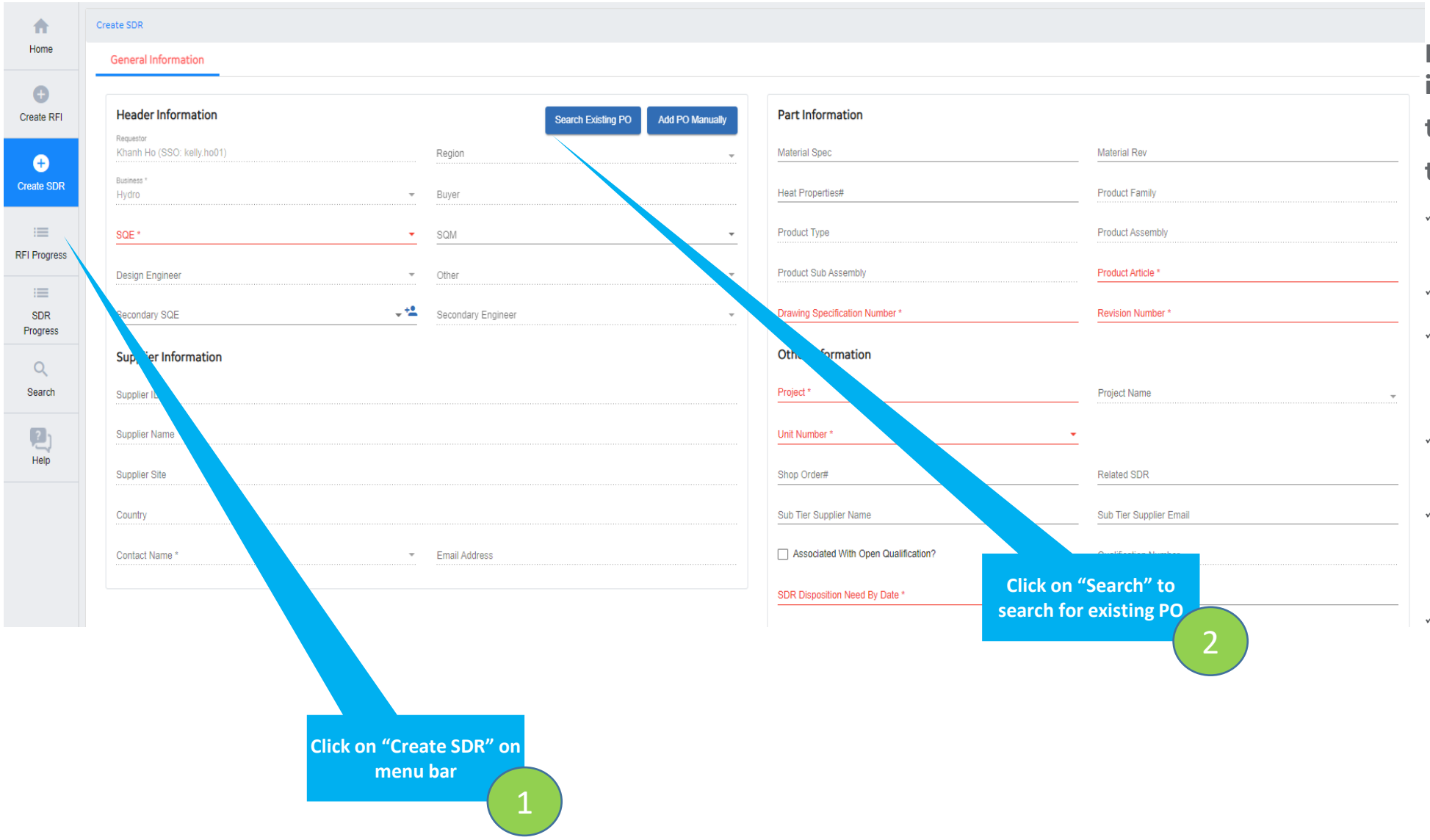
To search for a PO in Quality Suite it must meet following criteria:

- PO was created in RACES or PowerMax ERP
- PO is in ‘Open’ Status

Quality Suite is only integrated with the RACES ERP. This means that you can only search for POs that were originated in RACES (iSupplier). If you PO was created in Zeal or any other ERP system you will have enter your PO details manually

1.1 Create SDR- Create SDR from Existing PO (Option 1)

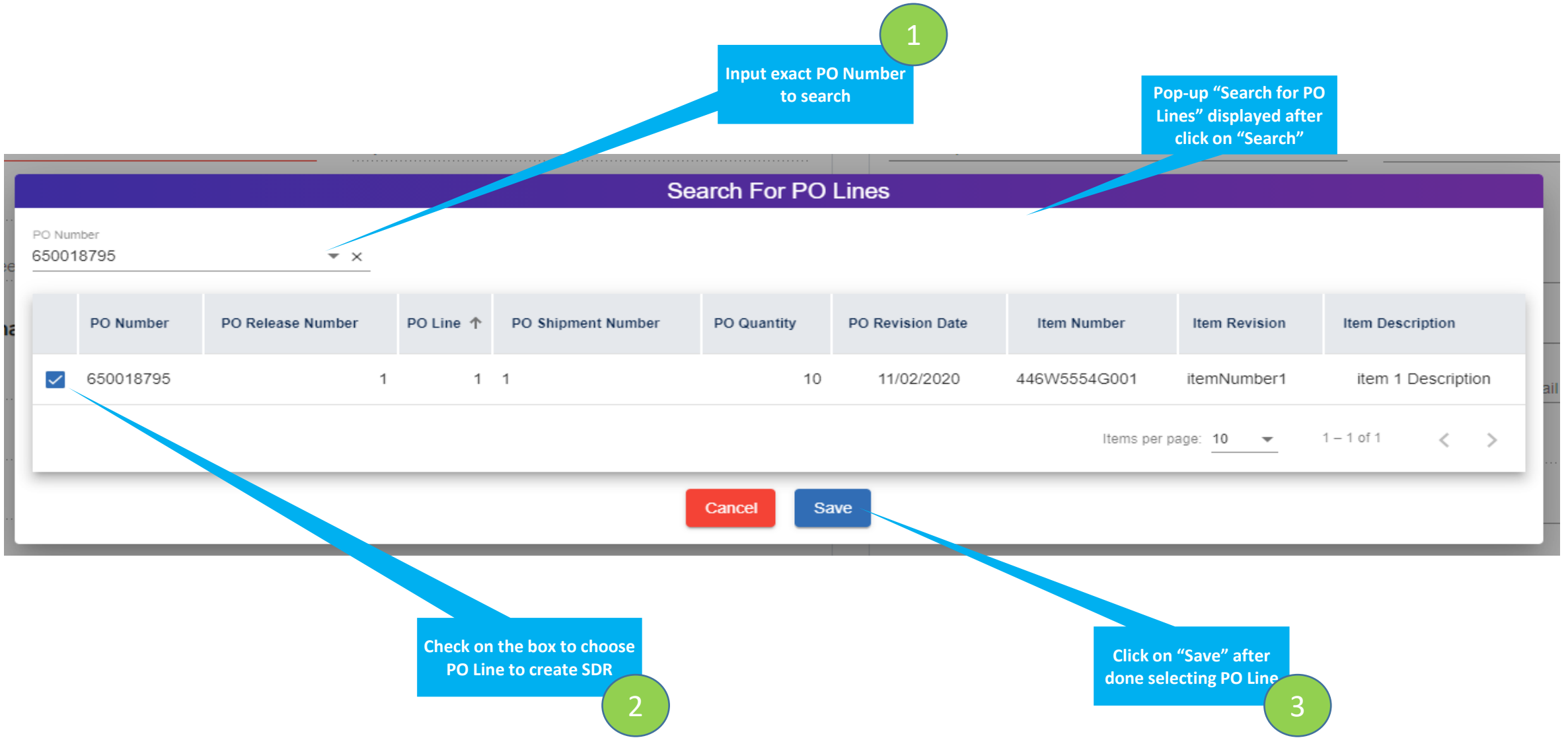
1.1 Create SDR – Search for existing PO



Raise a request SDR for specific issues to the respective SQE. In order to do so, you should:

- ✓ **Login to Supplier Deviation Request tool**
- ✓ **Click "Create SDR"**
- ✓ **Requestor field is auto populated after SSO is validated**
- ✓ **Search for existing PO to select PO Line**
- ✓ **If PO is not existed, user can create new one by clicking on "Add PO Manually"**
- ✓ **Supplier can only search for PO belongs to their Vendor Code**

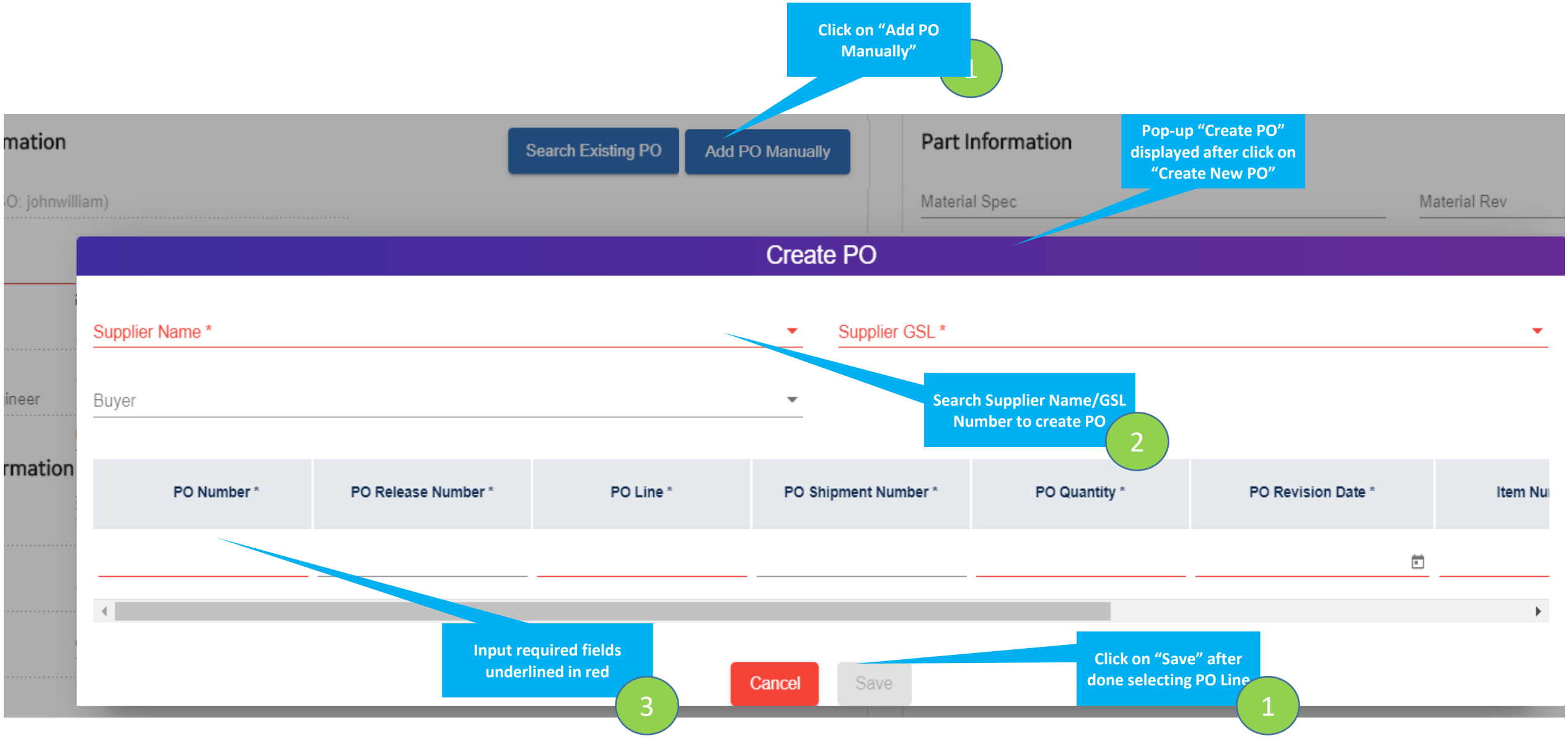
1.1 Create SDR – Search for existing PO



1.2 Create SDR- Enter PO Details Manually (Option 2)

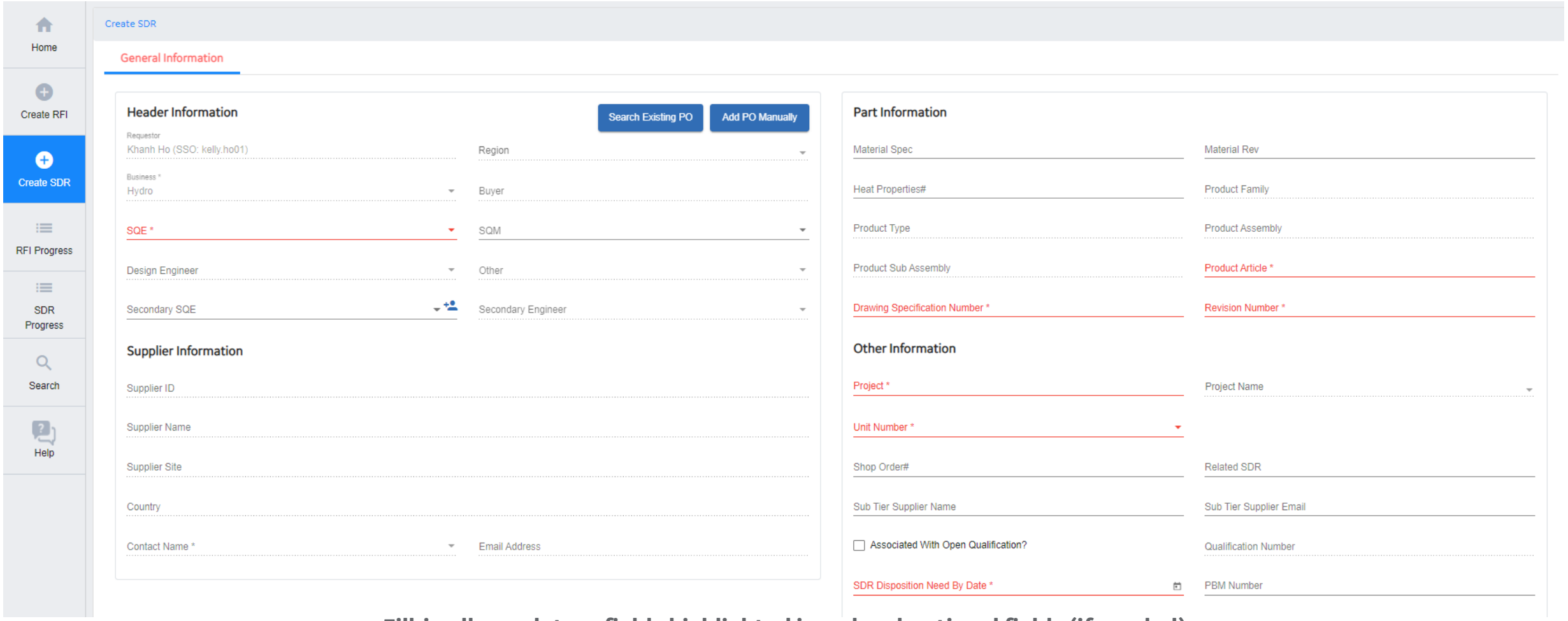
If your PO did not originate in RACES (iSupplier) or POWERMAX ERP then you can add PO details manually.

1.2 Create SDR – Add PO Manually



1.3 Create SDR - Input General Details

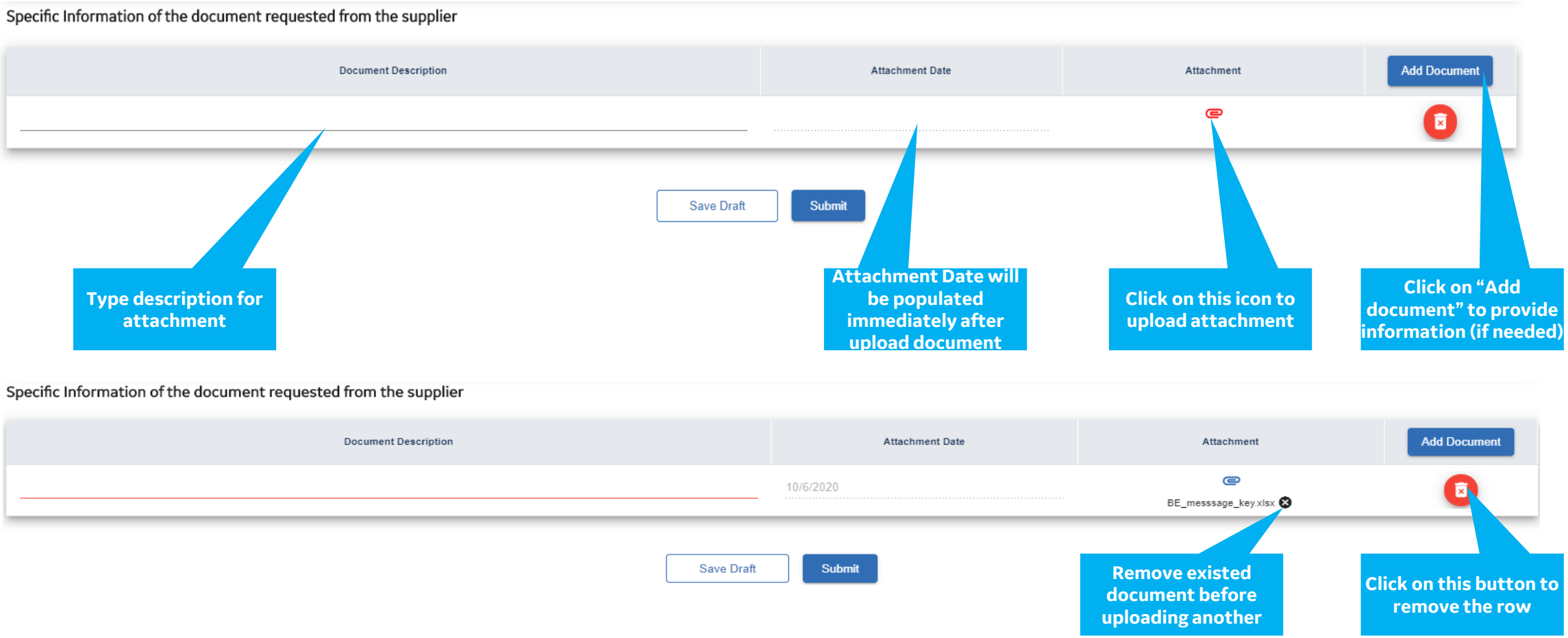
1.3 Create SDR – Input mandatory fields



- **Fill-in all mandatory fields highlighted in red and optional fields (if needed)**

1.4 Create SDR – Add Attachments

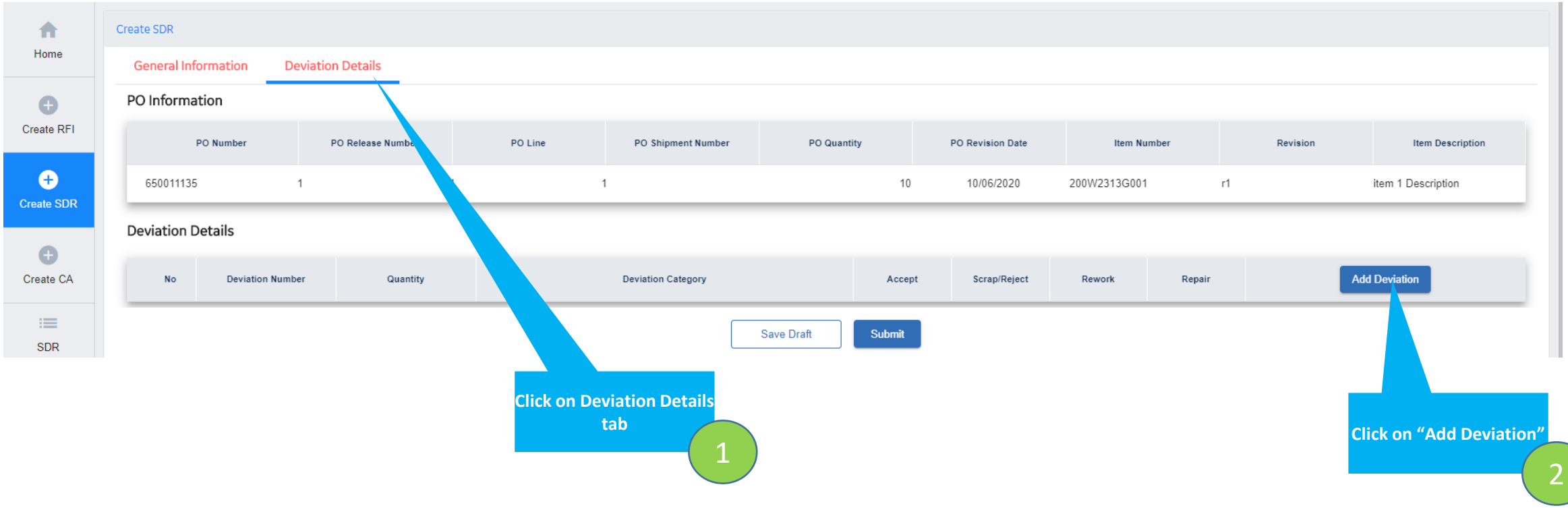
1.4 Create SDR – Upload Attachment



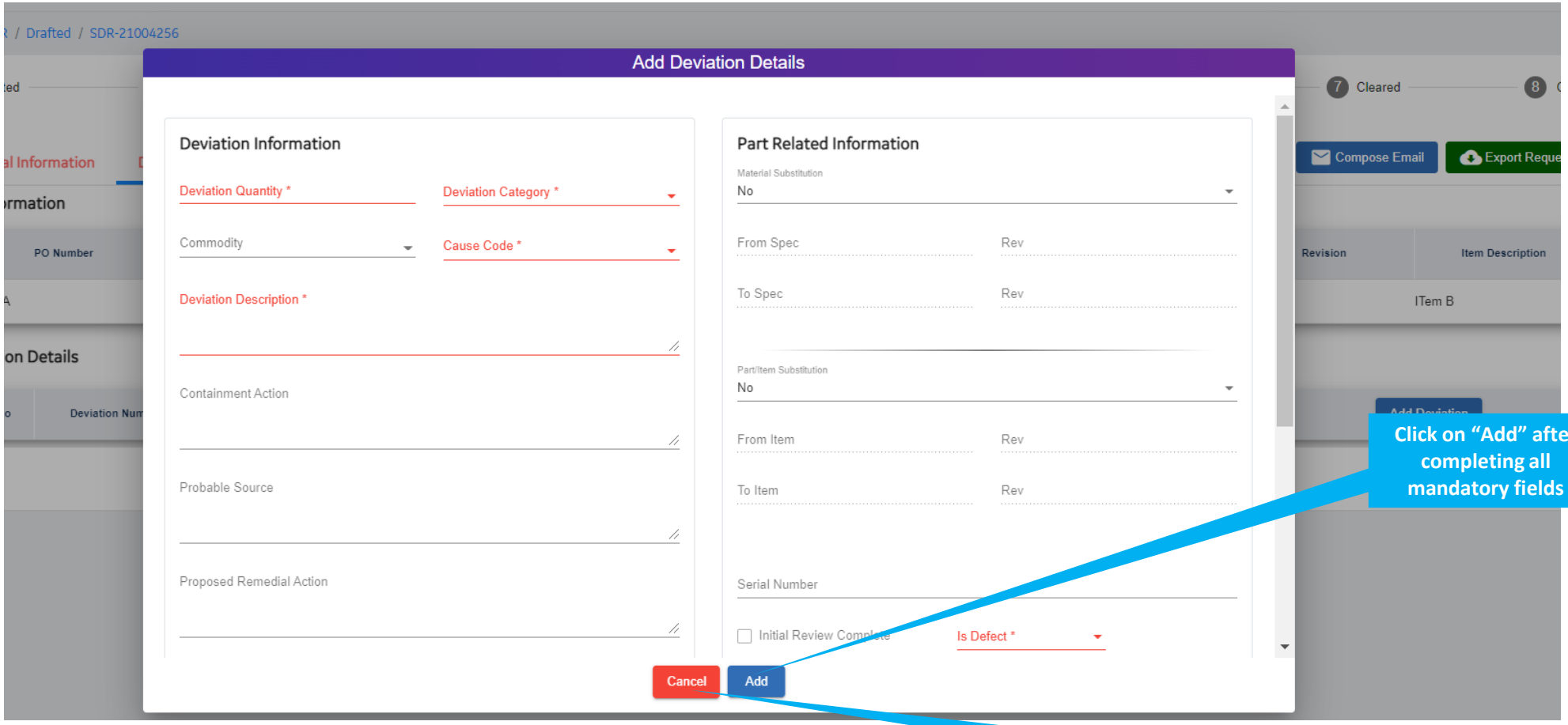
- **Max size for each file: 25MB**
- **Max documents to upload: 20 documents**

1.5 Create SDR – Input Deviation Details

1.5 Create SDR – Input Deviation Details



1.5 Create SDR – Input Deviation Details

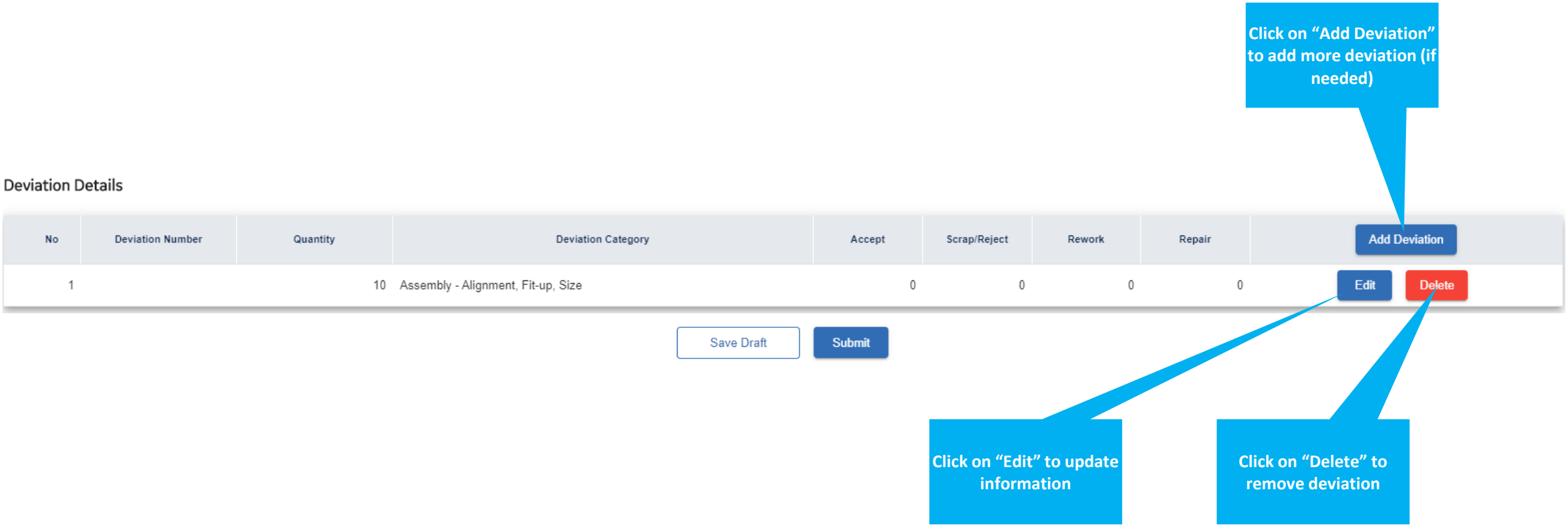


Fill-in all mandatory fields highlighted in red and optional fields (if needed)

Deviation Quantity has to be smaller or equal to Defective Quantity

Select Yes/No at "Is Defect" field to let SQE know SDR is created based on defect or not

1.5 Create SDR – Input Deviation Details



1.5 Create SDR – Submit (Initiate) SDR

1.5 Create SDR – Submit (Initiate) SDR

Deviation Details

No	Deviation Number	Quantity	Deviation Category	Accept	Scrap/Reject	Rework	Repair	Add Deviation
1		10	Assembly - Alignment, Fit-up, Size	0	0	0	0	Edit Delete

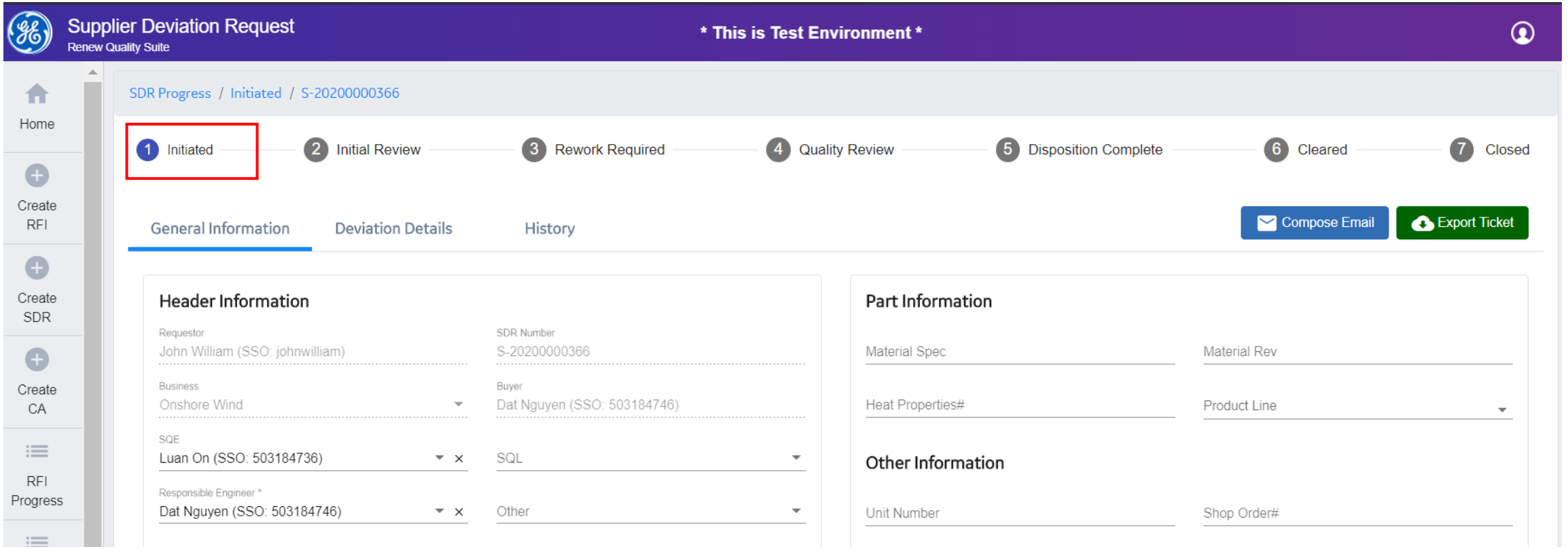
Save Draft Submit

Click on “Save Draft” to Save the SDR without sending to SQE

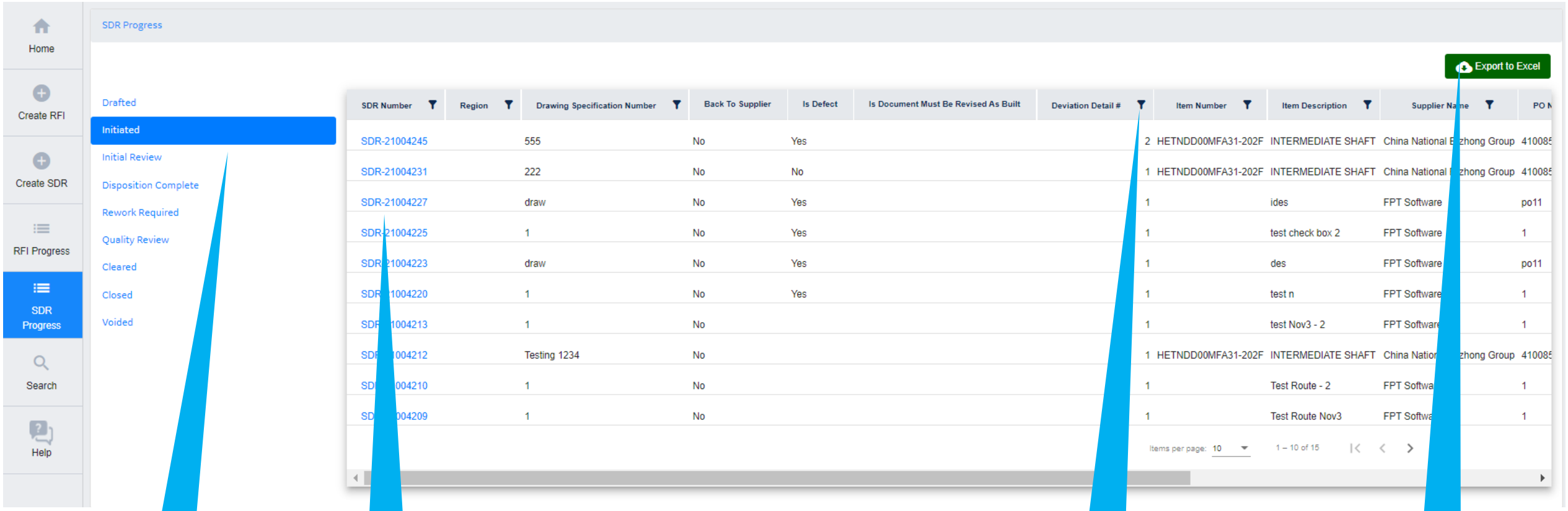
Click on “Submit” to change status to Initiated

1.5 Create SDR – Submit (Initiate) SDR

- Once the supplier submits the SDR status will be set to ‘Initiated’ status
- The SQE that was selected will receive an email notification



1.5 Create SDR – Submit (Initiate) SDR



After submit SDR, redirect to SDR Progress - Initiated

Click on SDR ticket to view detail and process next step

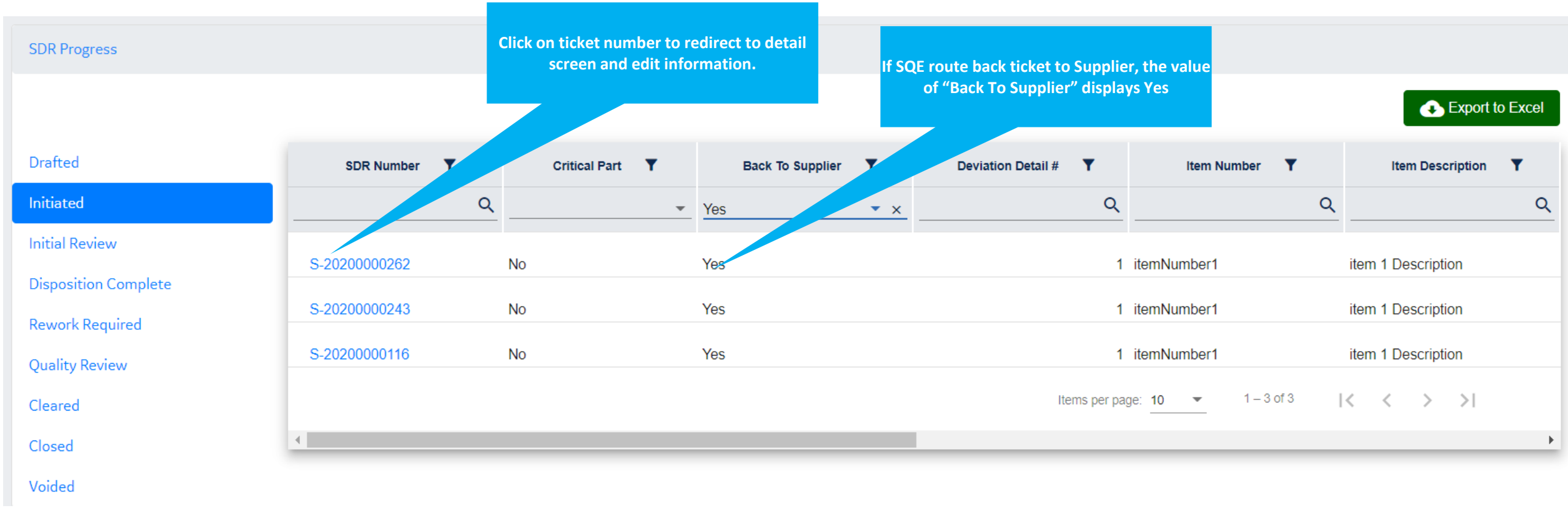
Click on this icon to filter the information

Click on this button to export table to excel file

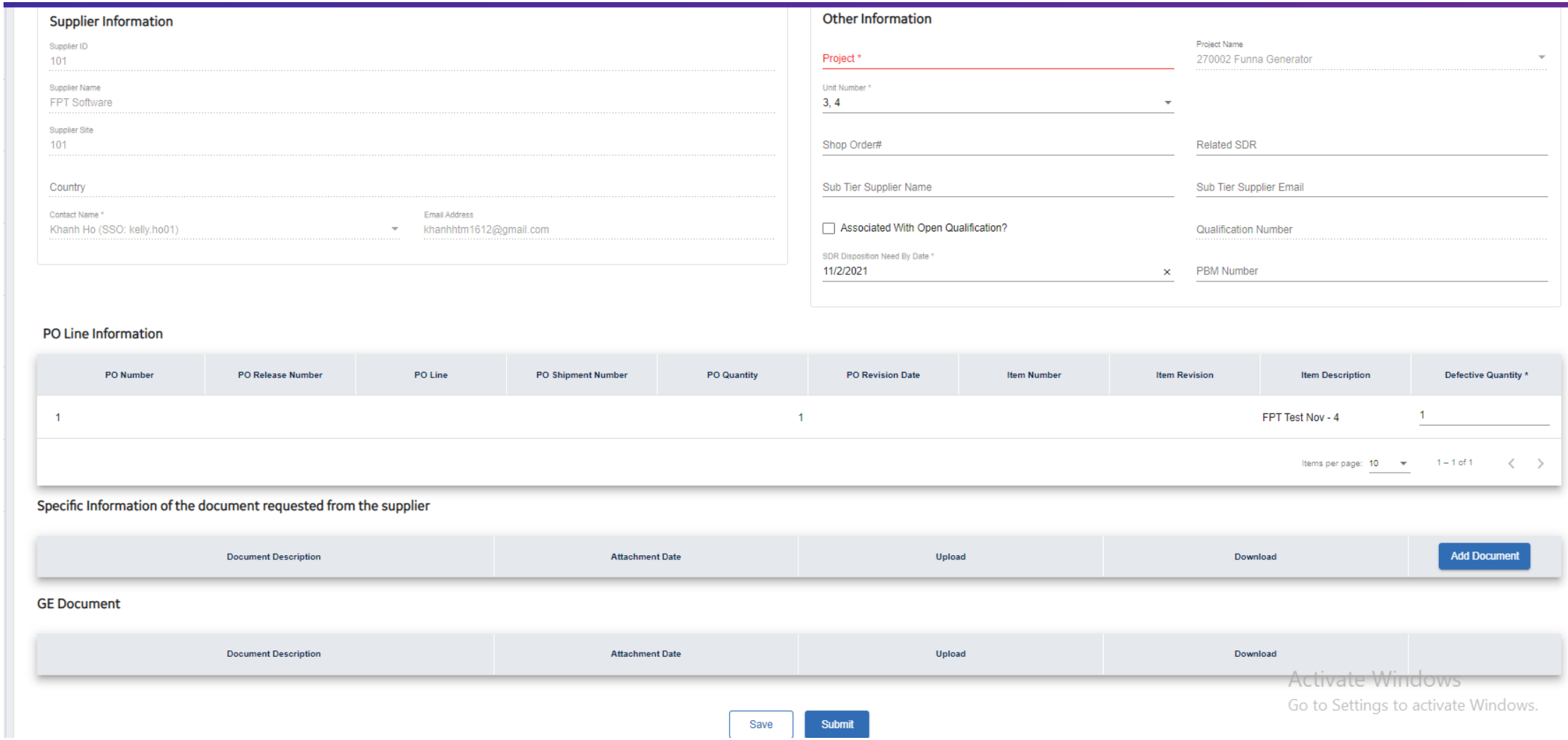
2. Initiated SDR – Back To Supplier (Optional)

Sometimes the SQE will require additional details from the supplier when the SDR is in ‘Initiated’ State. If this is the case the SQE can route the SDR back to the supplier and request any additional details. The supplier will receive an email notification. The supplier will be able to open the SDR and provide the details.

2.1 Initiated SDR – Back To Supplier



2.2 Initiated SDR – Back To Supplier



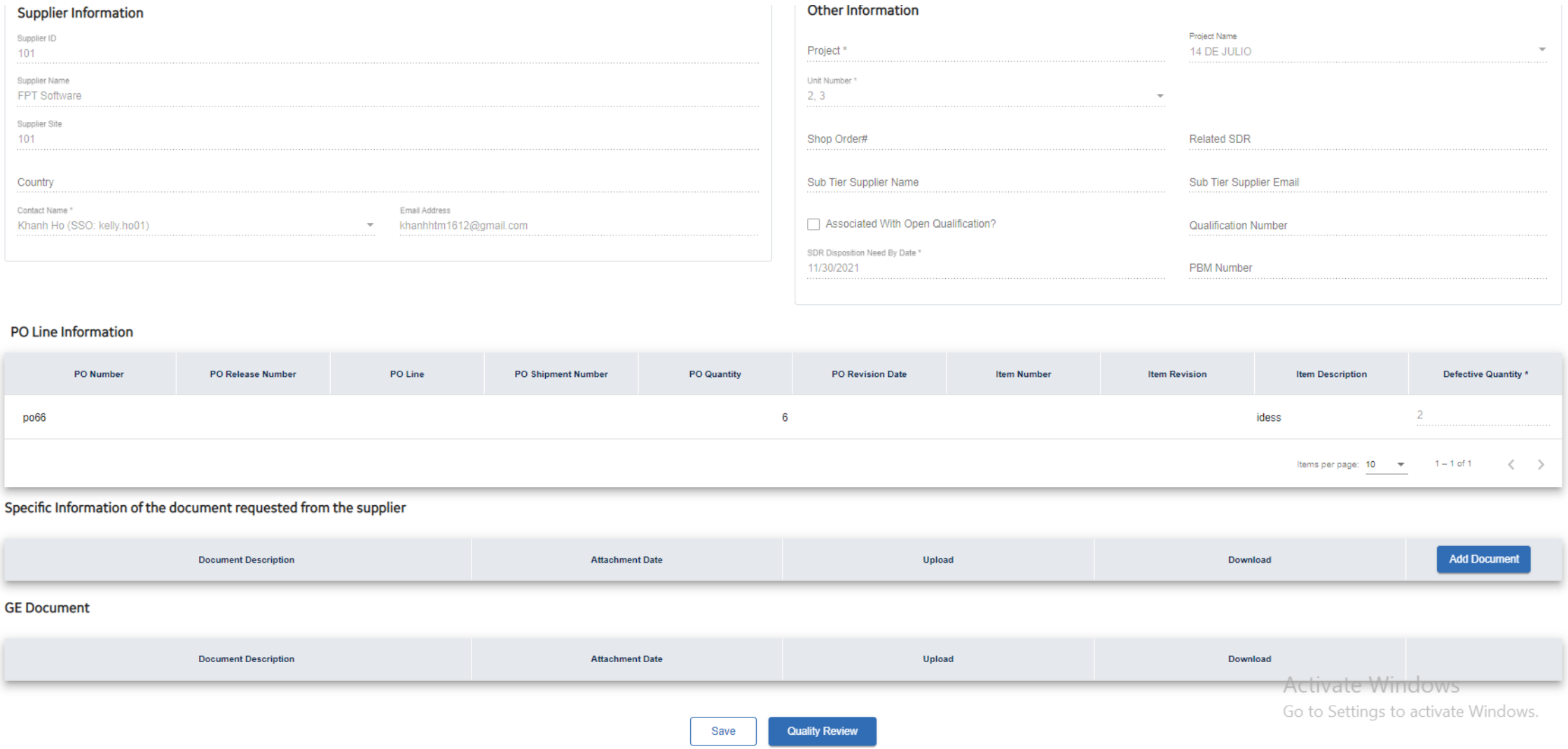
After done providing needed information & attachment, Supplier can click on “Submit” to send ticket to SQE

Click on “Save” to save all edited information but not yet change status of ticket.

3. Rework Required– Back To Supplier (Repair/Rework)

The Engineer performs the disposition and may determine that a Repair or Rework is required. If this is the case the SDR state will change to ‘Rework Required’ and be routed back to the supplier. The supplier will now be able to update the SDR with the required details.

3. Rework Required

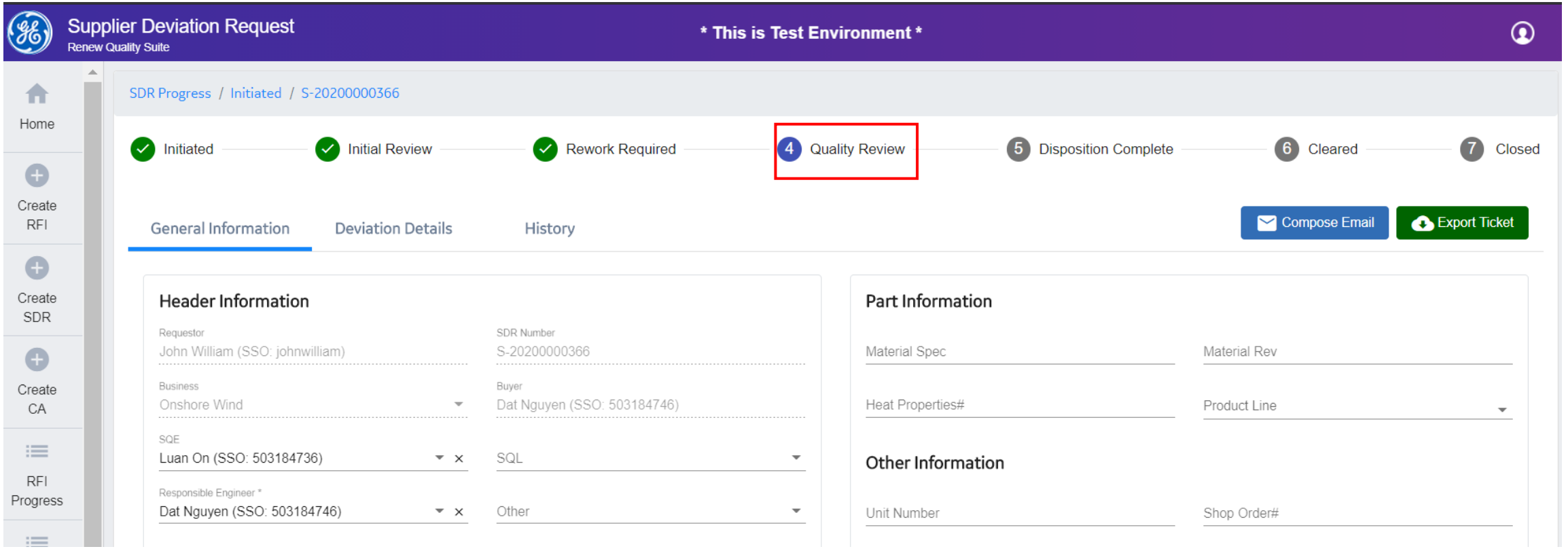


At this step, supplier can add more document only

After done providing essential document, click on “Submit” to send ticket to SQE/Engineer for validation

3. Rework Required

- Once the supplier submits the SDR status will be set to ‘Quality Review’ status
- The SDR will be routed back to the engineer for disposition



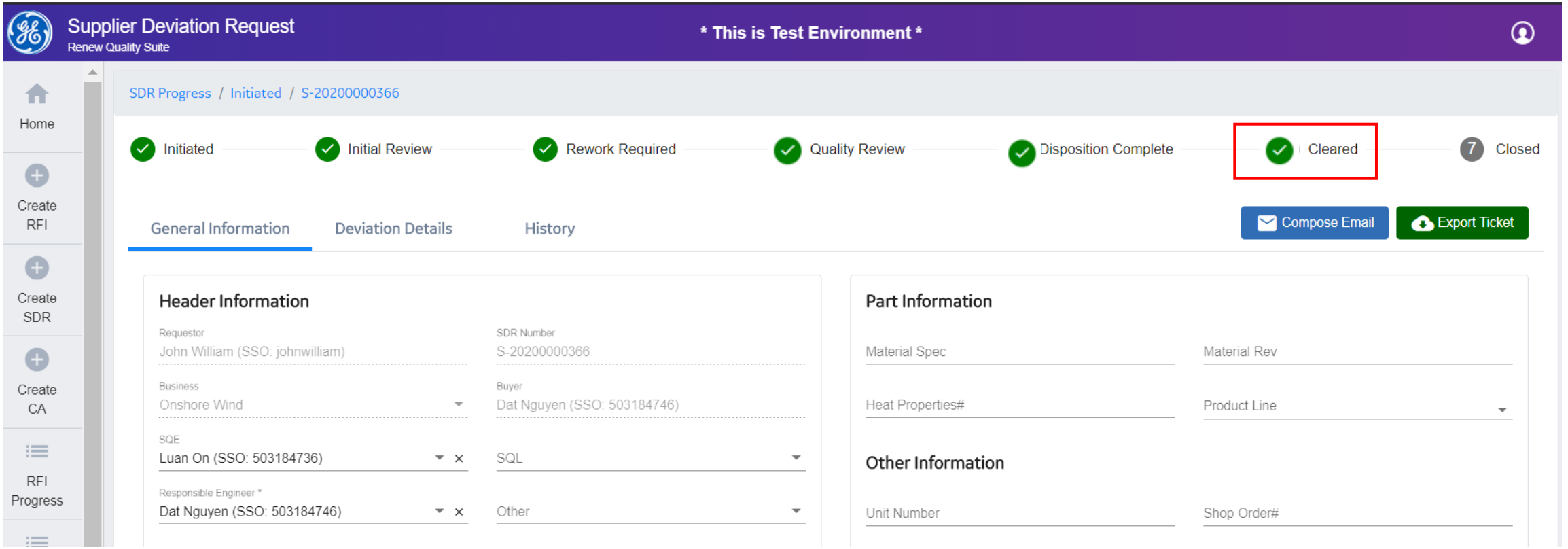
4. SDR Clear

The SDR is considered cleared to ship when all information & support document is correct. SQE will change the SDR status to “Clear” state.

Note: Shipment doesn’t apply to scrapped items.

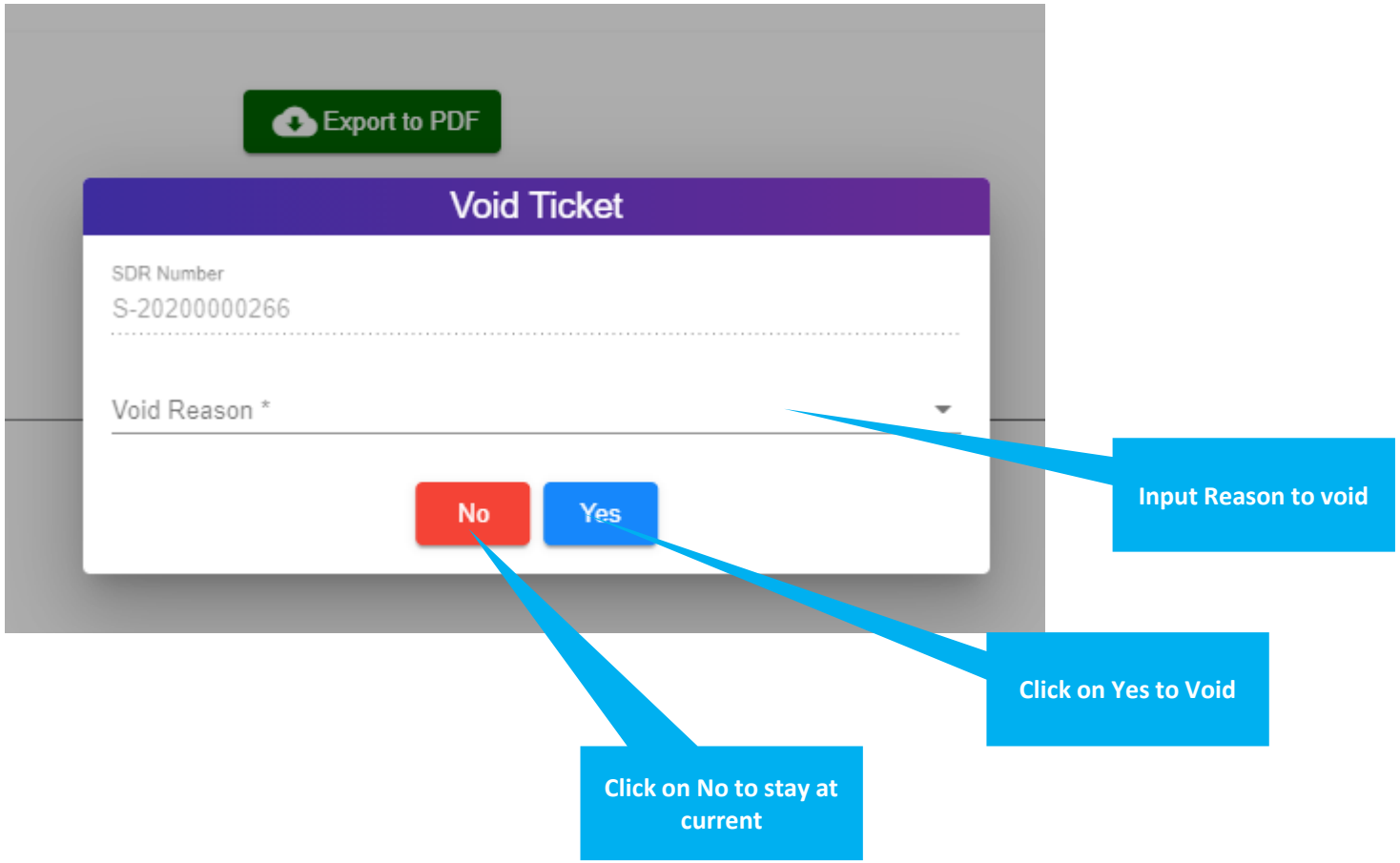
4. Clear SDR

- Once the supplier submits the SDR status will be set to ‘Quality Review’ status
- The SDR will be routed back to the SQE for reviewing and Engineer for further review (if needed)
- At this step, Supplier can only view the information.



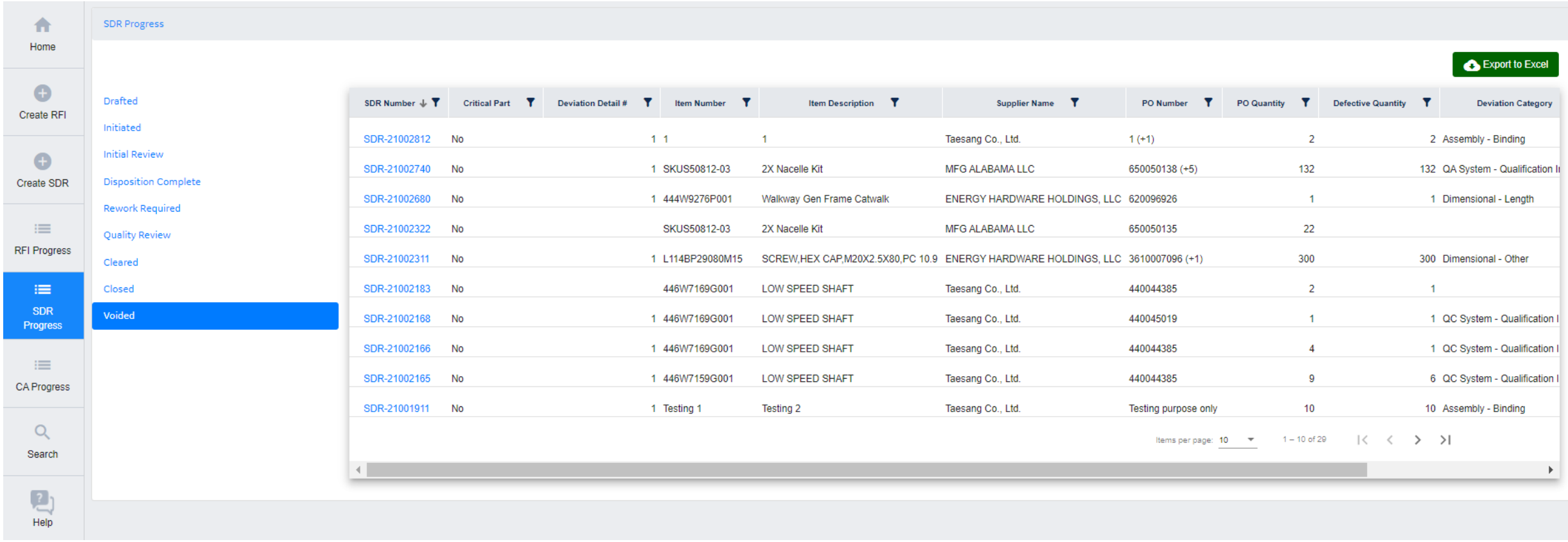
Void SDR

1. Void SDR



- Suppliers Can only Void SDR in ‘Draft State’

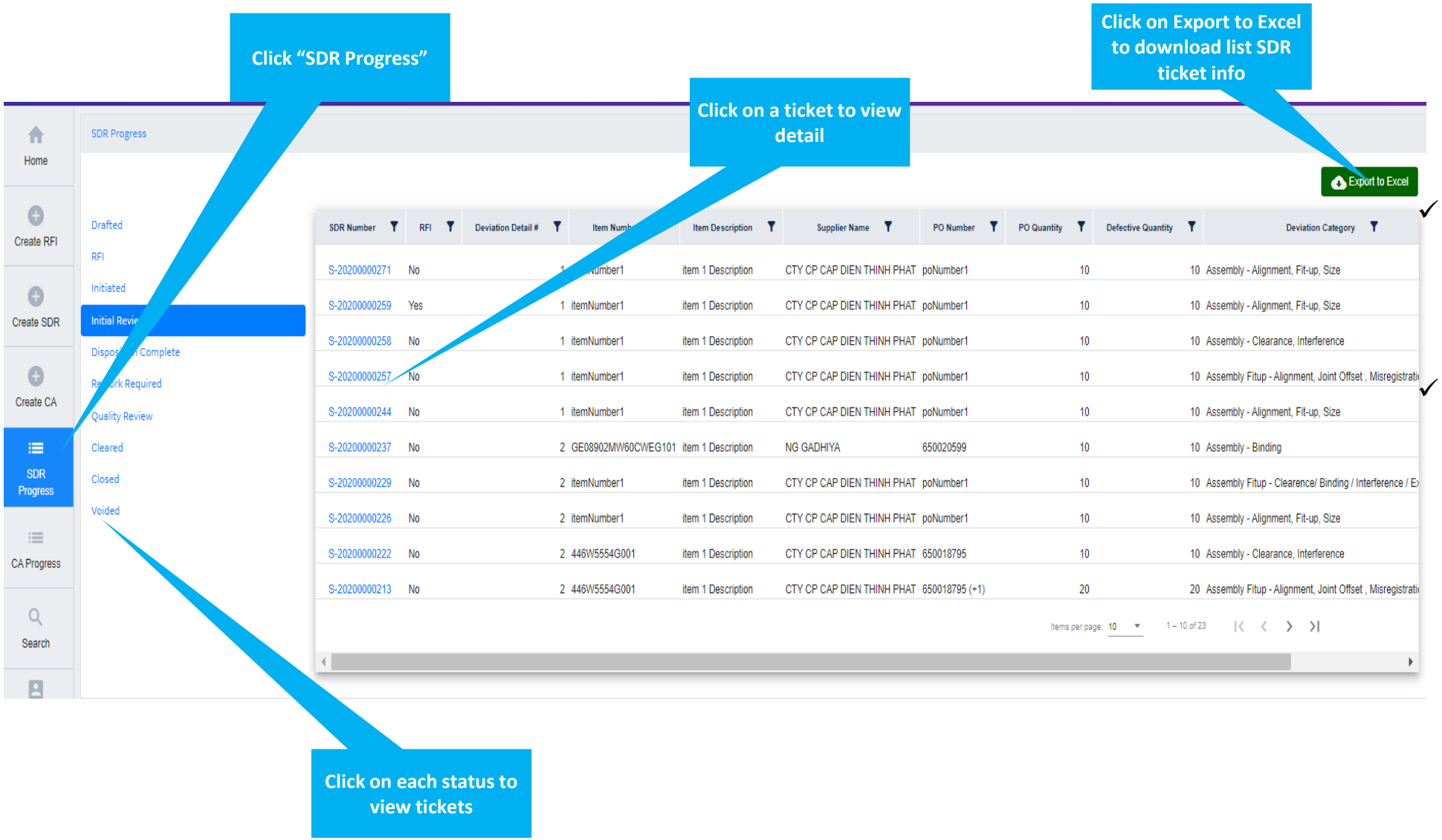
2. Void SDR



- After a SDR is voided, it goes to Voided list and user can only view the information
- User can export list of void tickets by clicking on “Export to excel” button

SDR Progress

Follow-up SDR related to myself



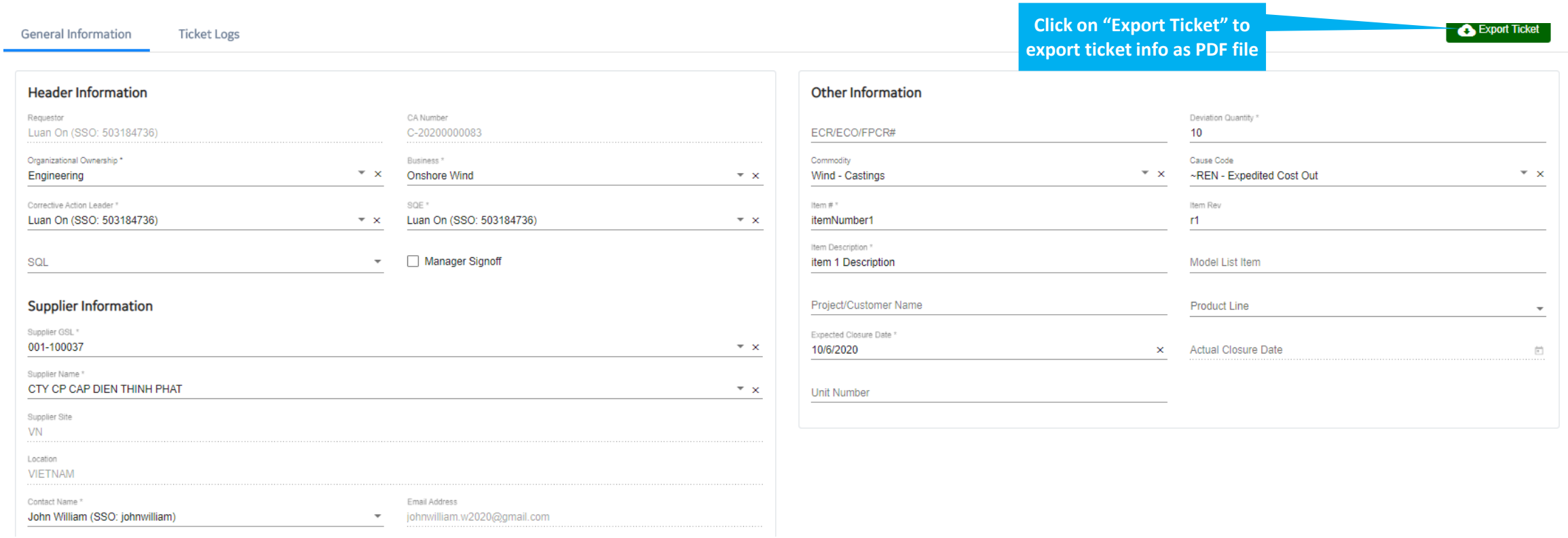
- ✓ Two ways to access SDR Progress:
  - Click on SDR Progress on Menu Bar
  - After changing status, it will redirect to SDR Progress.
- ✓ Supplier can see the tickets created by themselves & under their vendor code .

III. Corrective Action Workflow & Detail steps (Optional)

1. Corrective Action Workflow

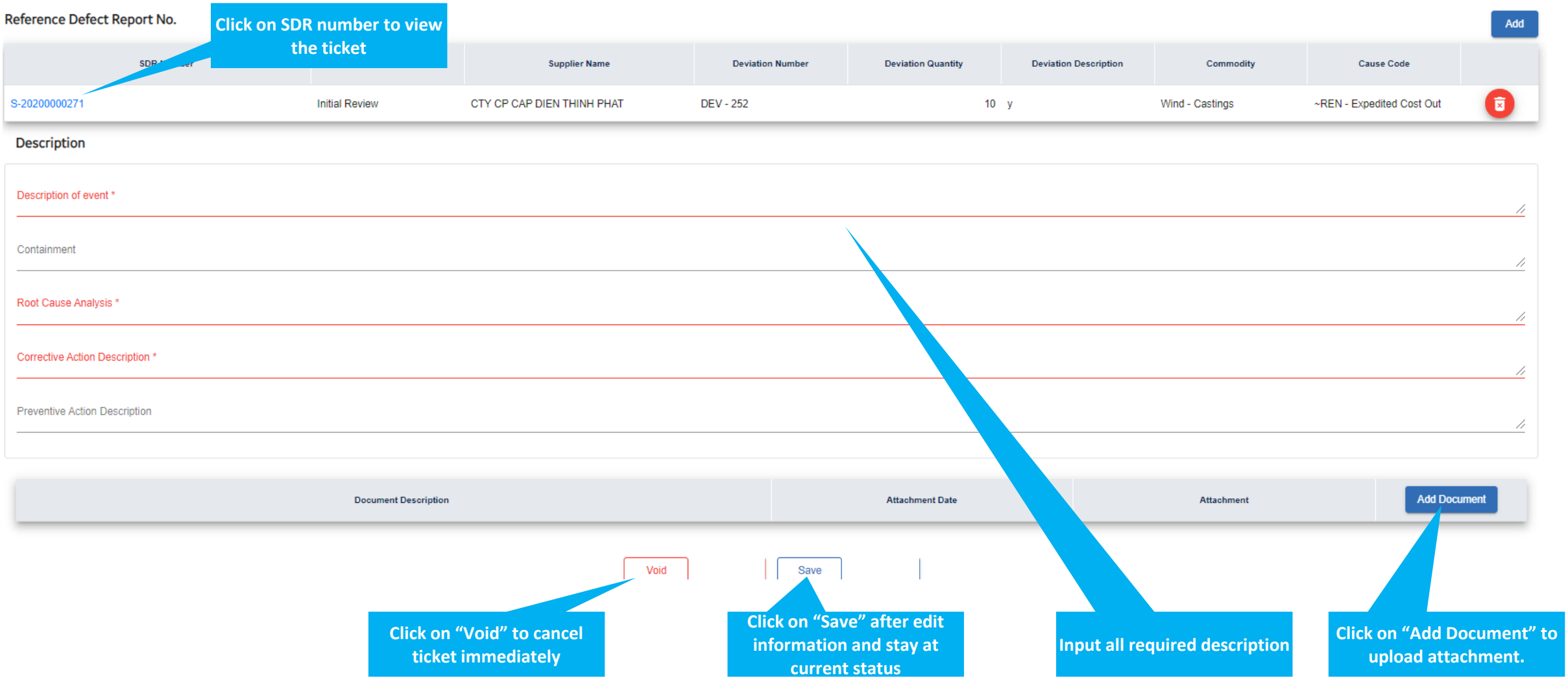
Draft	• Requestor enters data for CA and save the status will be set to Draft. Supplier cannot request a Corrective Action.
Initiated	• SQE or CA Leader reviews & modifies data
Rejected	• If at any time between ‘Initiated’ and ‘Closed’ the SQE, or CA Leader, determine the CA submitted is not sufficient they can reject the CA workflow
Approved	• If at any time between ‘Initiated’ and ‘Closed’ the SQE, CA Leader, determine the CA submitted is not sufficient they can approve the CA workflow.
Closed	• Once all the required data has been collected, and all signoffs complete, the CA workflow can move to the “Closed” status
Void	• At any point after initiation all user profiles with proper permissions should be allowed to void CA

3. Initiated CA



- ✓ All fields are editable
- ✓ Supplier can view CA ticket when they are CA Leader of ticket

3. Initiated CA



5. Closed CA

General Information | Ticket Logs

Export Ticket

Header Information

Requestor: Luan On (SSO: 503184736)
CA Number: C-20200000083
Organizational Ownership: Engineering
Business: Onshore Wind
Corrective Action Leader: Luan On (SSO: 503184736)
SQE: Luan On (SSO: 503184736)
SQL
Manager Signoff

Supplier Information

Supplier GSL: 001-100037
Supplier Name: CTY CP CAP DIEN THINH PHAT
Supplier Site: VN
Location: VIETNAM
Contact Name: John William (SSO: johnwilliam)
Email Address: johnwilliam.w2020@gmail.com

Other Information

ECR/ECO/FPCR#
Deviation Quantity: 10
Commodity: Wind - Castings
Cause Code: ~REN - Expedited Cost Out
Item #: itemNumber1
Item Rev: r1
Item Description: item 1 Description
Model List Item
Project/Customer Name
Product Line
Expected Closure Date: 10/6/2020
Actual Closure Date: 10/6/2020
Unit Number

Reference Defect Report No.

SDR Number	Status	Supplier Name	Deviation Number	Deviation Quantity	Deviation Description	Commodity	Cause Code
S-20200000271	Initial Review	CTY CP CAP DIEN THINH PHAT	DEV - 252	10	y	Wind - Castings	~REN - Expedited Cost Out

Description

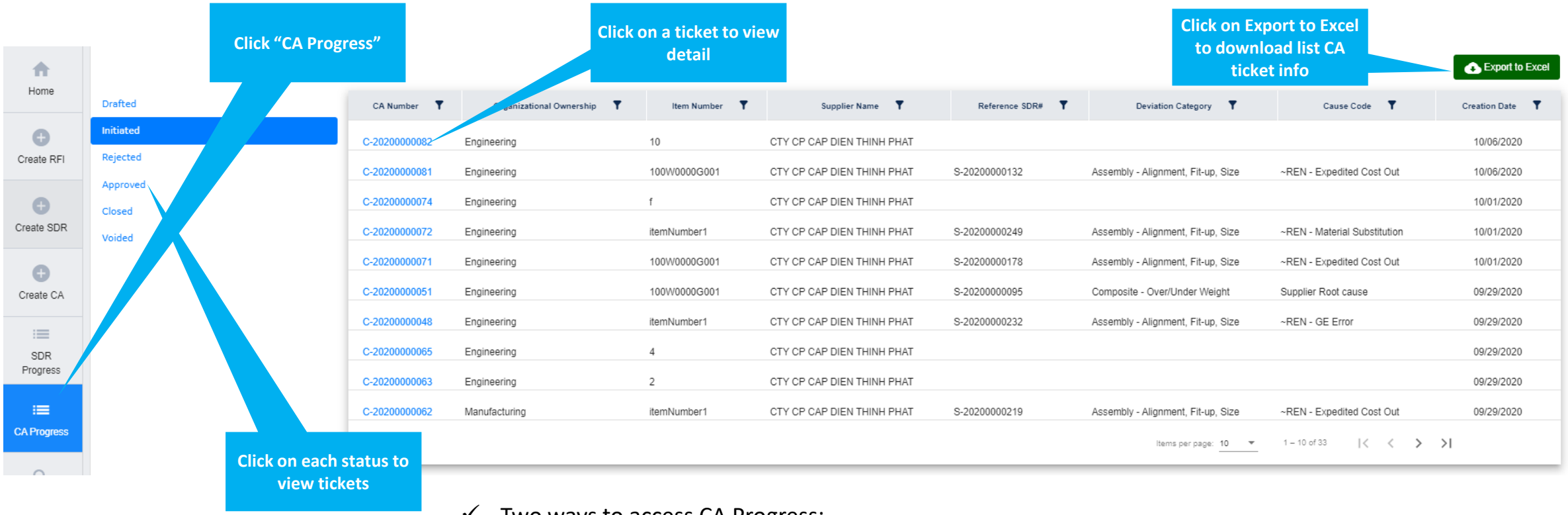
Description of event: Testing 1
Containment
Root Cause Analysis: Testing 2
Corrective Action Description: Testing 3
Preventive Action Description

Document Description	Attachment Date	Attachment

- ✓ All fields are disable at “Closed” status
- ✓ SDR ticket cannot close when the CA ticket still in-progress.

CA Progress

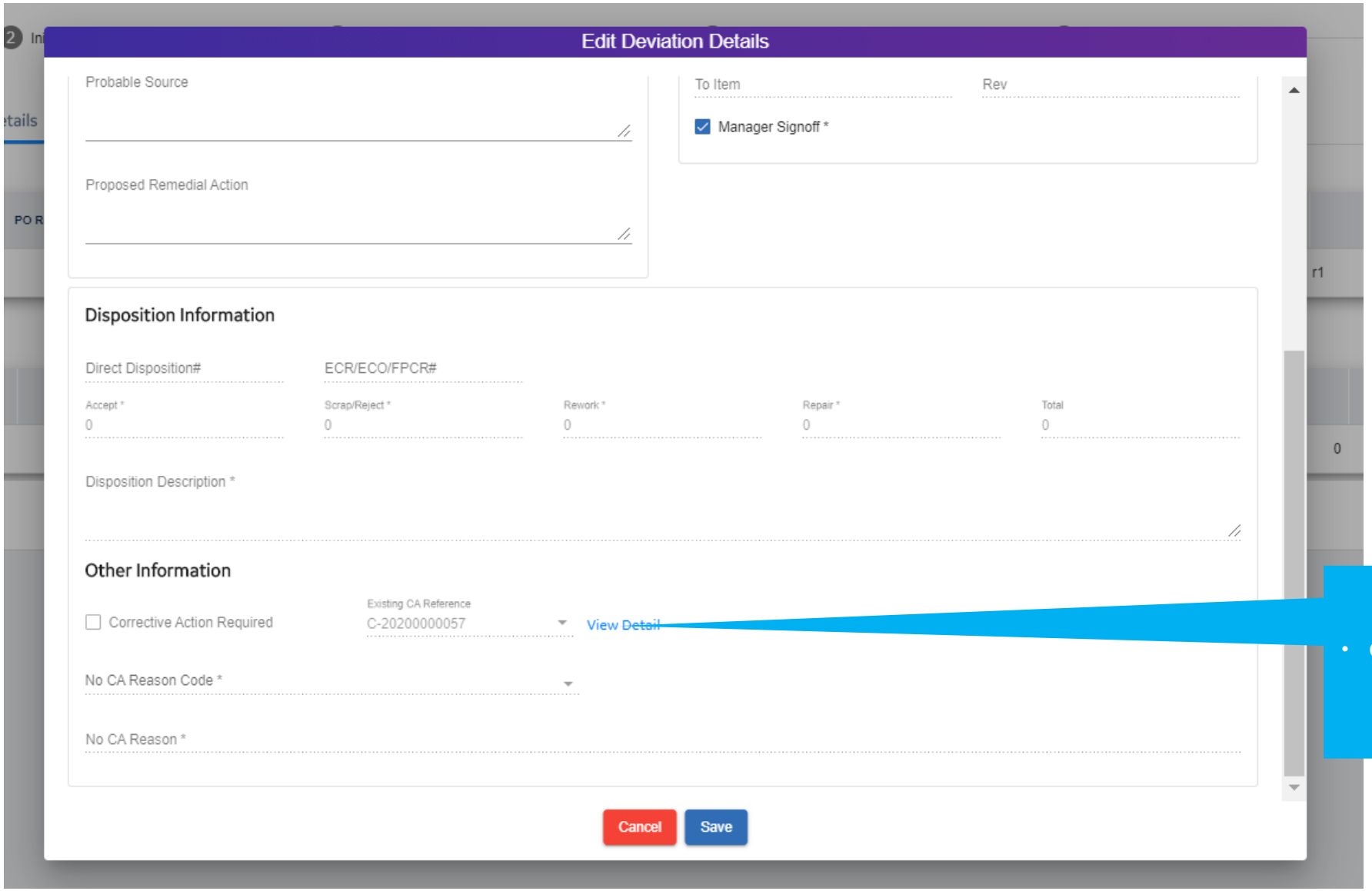
Follow-up CA related to myself



- ✓ Two ways to access CA Progress:
  - Click on CA Progress on Menu Bar
  - After changing status, it will redirect to CA Progress.
- ✓ CA Leader can see the tickets assigned to them
- ✓ Requestor can see tickets created by them.

Link Existing CA On SDR Screen

1. Existing CA Reference



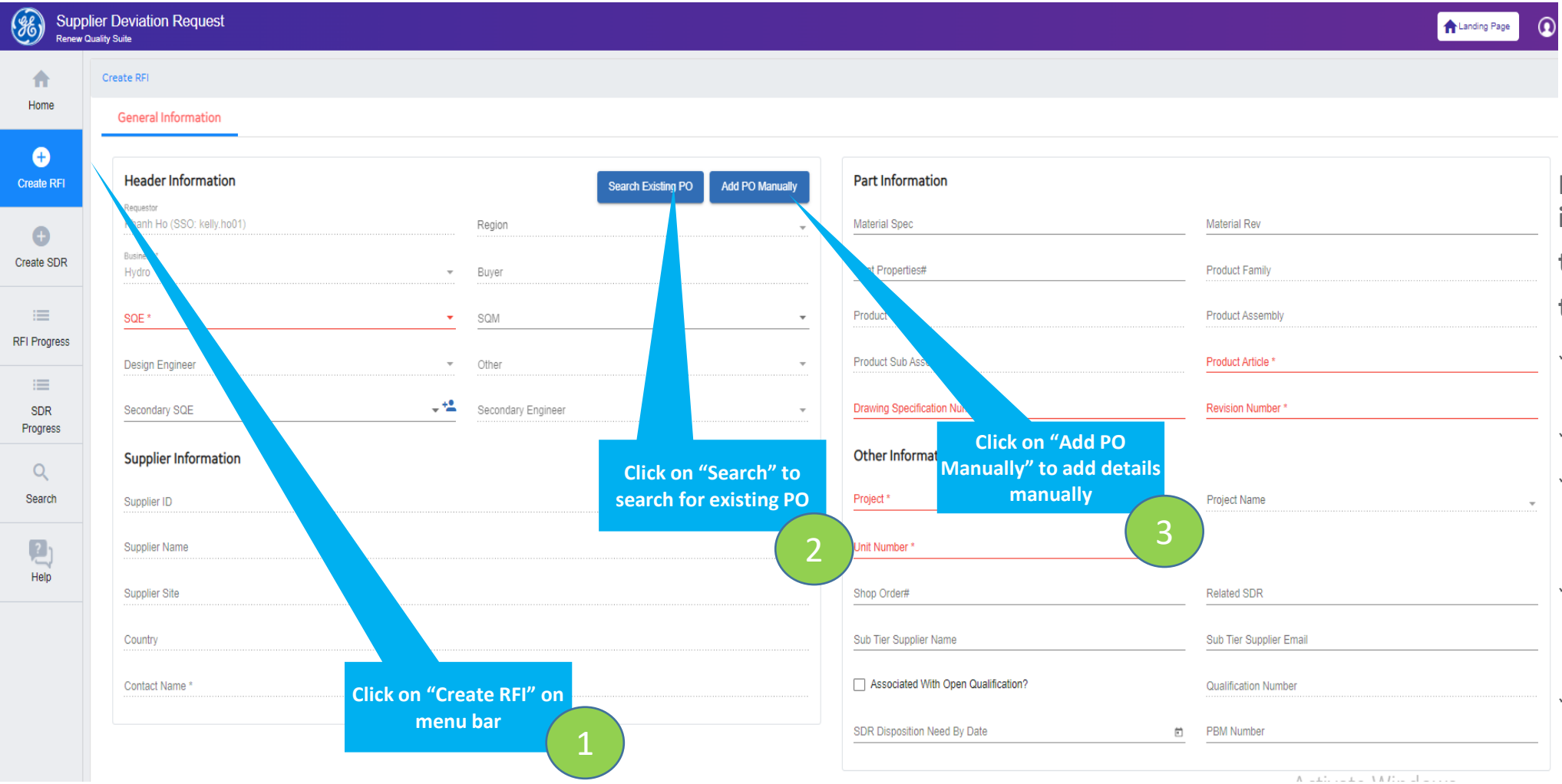
- **Click on “View Detail” to view CA ticket**

IV. RFI Workflow & Detailed steps

1. RFI Workflow

Draft	• Requestor enters data for RFI and save the status will be set to Draft
Initiated	• SQE reviews & modifies data
Closed	• Once all the required data has been collected, the RFI workflow can move to the “Closed” status by SQE or Engineer. • SQE choose to convert to SDR or not.
Void	• At any point excepts Closed, after initiation all user profiles with proper permissions should be allowed to void RFI

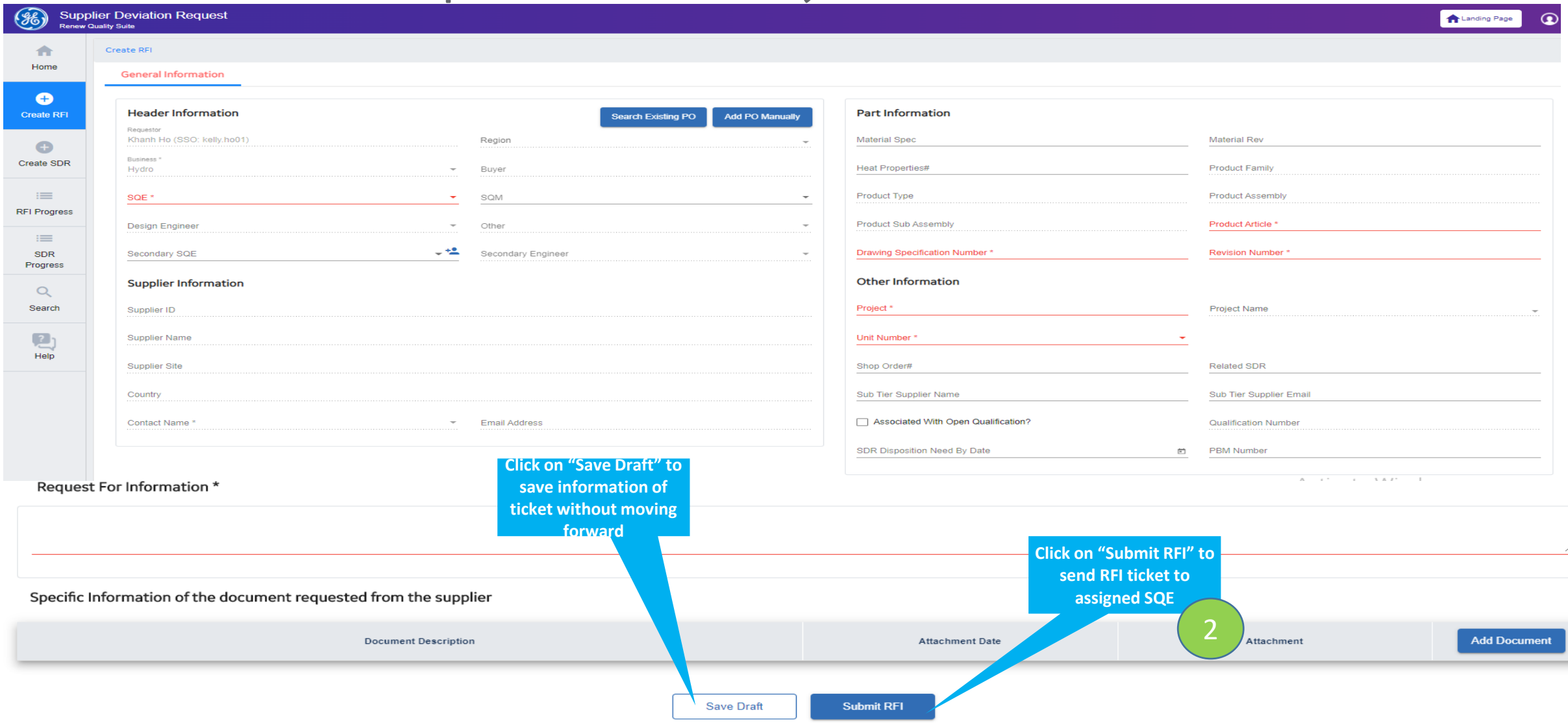
2. Create RFI – Search for existing PO or Enter PO Manually



Raise a request RFI for specific issues to the respective SQE. In order to do so, you should

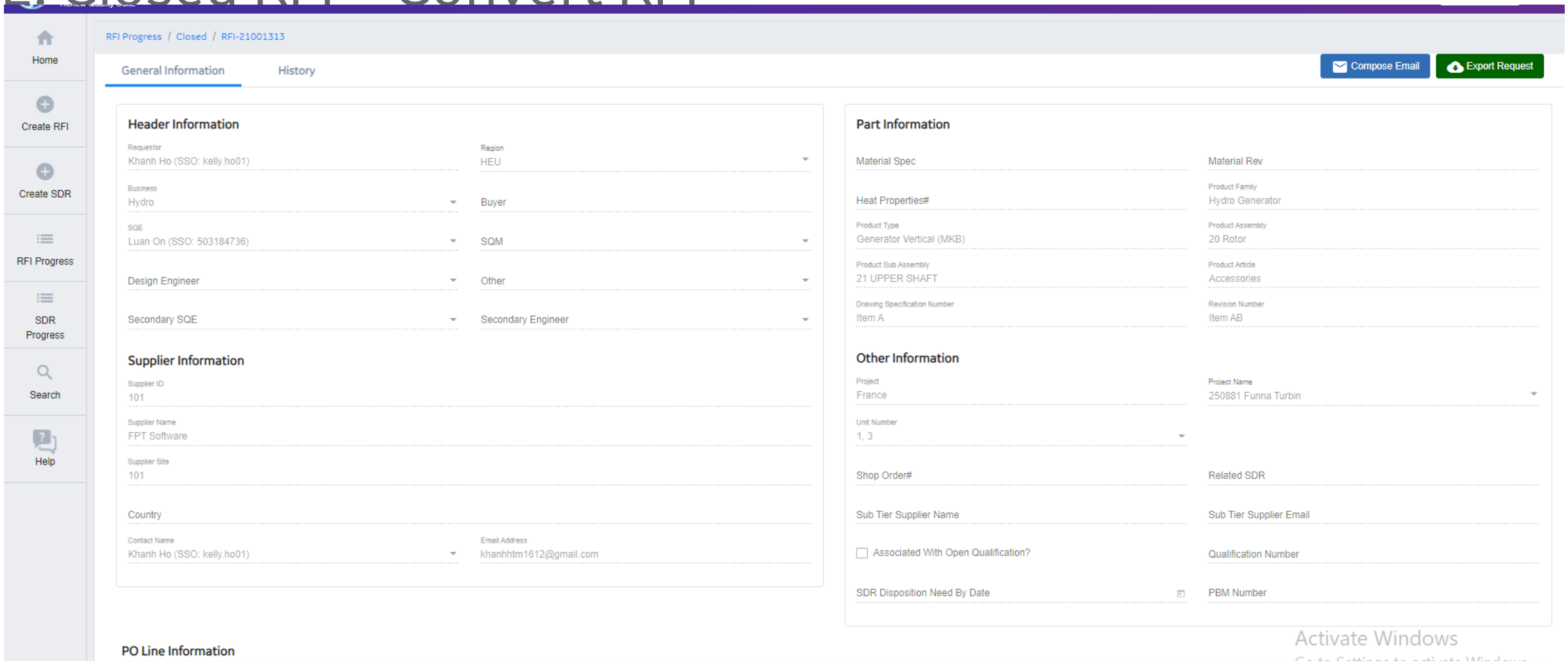
- ✓ **Login to Supplier Deviation Request tool**
- ✓ **Click "Create RFI"**
- ✓ **Requestor field is auto populated after SSO is validated**
- ✓ **Click on "Add PO Manually" to enter Supplier information (mandatory)**
- ✓ **PO Information is optional, Supplier can input or not**

2. Create RFI – Input mandatory fields



Fill-in all mandatory fields highlighted in red and optional fields (if needed)

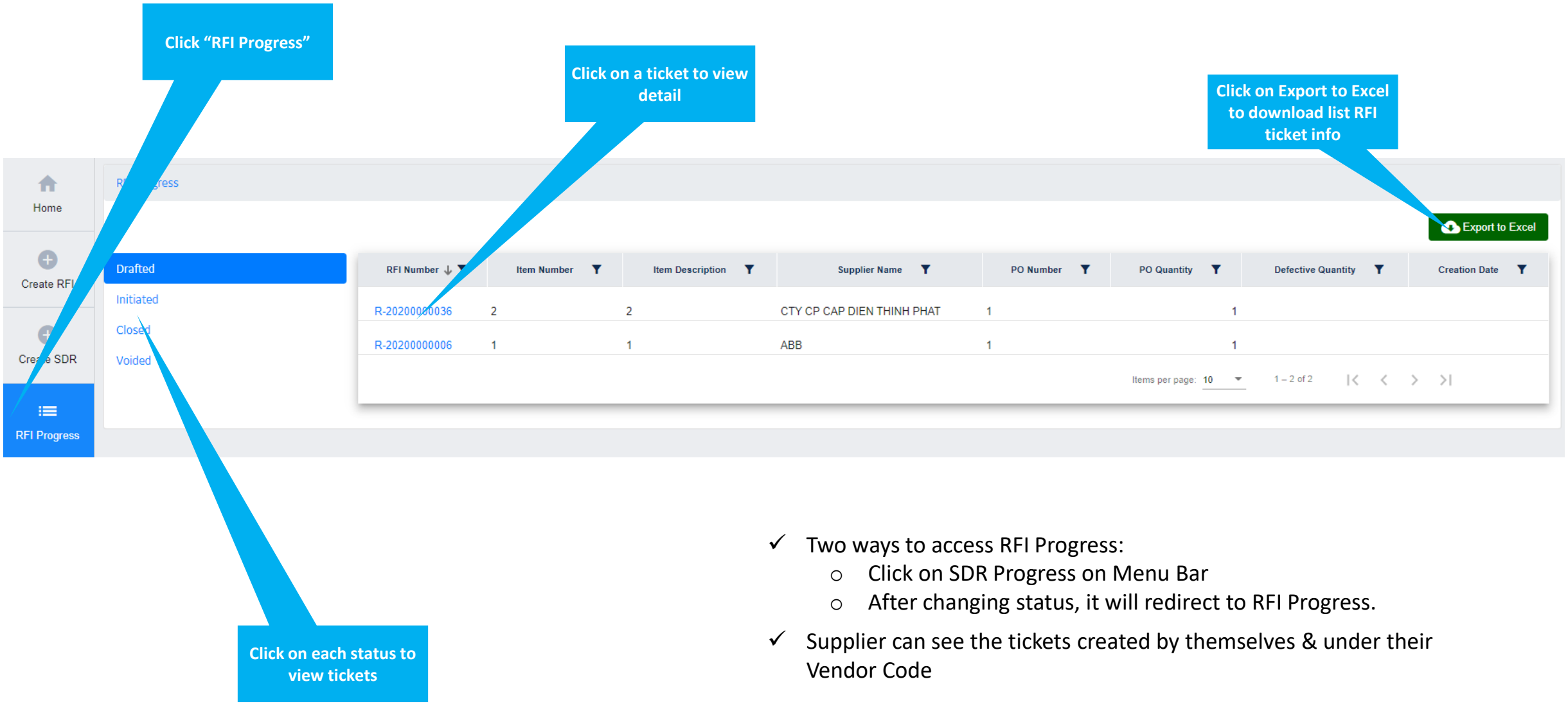
2. Closed RFI – Convert RFI



- **All fields are disable at Closed status**
- **If the SQE convert closed RFI to SDR, Supplier will receive an email notification.**
- **New SDR will be convert as Draft status - Only Supplier can view their Draft ticket, other cannot view ticket until the Supplier submit to Initiated step.**

RFI Progress

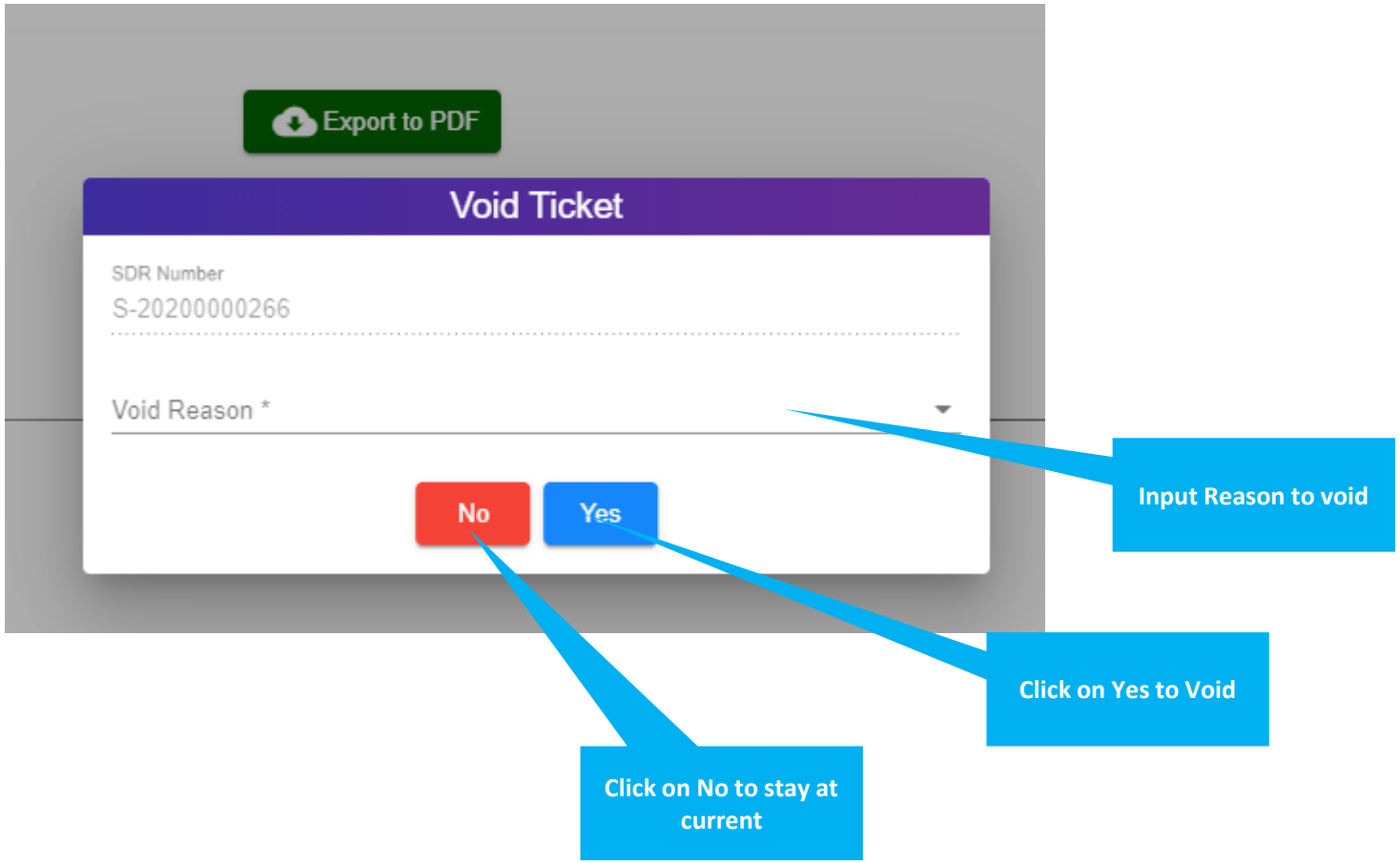
Follow-up RFI related to myself



- ✓ Two ways to access RFI Progress:
  - Click on SDR Progress on Menu Bar
  - After changing status, it will redirect to RFI Progress.
- ✓ Supplier can see the tickets created by themselves & under their Vendor Code

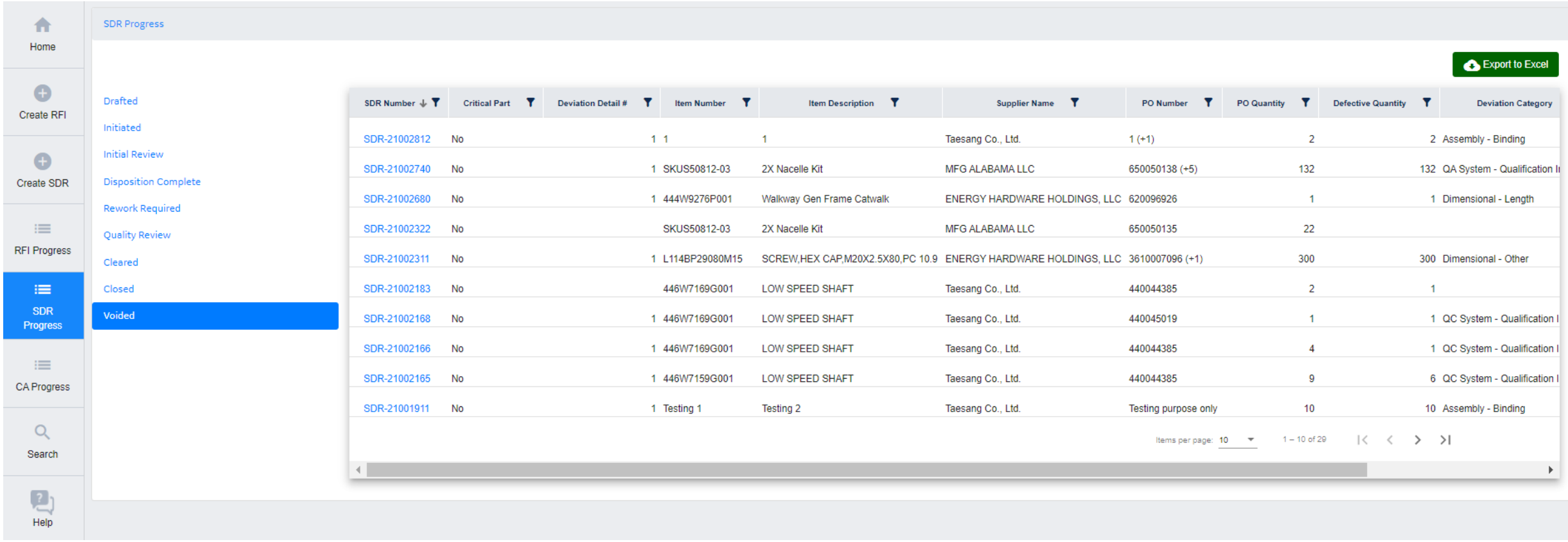
Void RFI

1. Void RFI



- Suppliers Can only Void RFI in ‘Draft State’

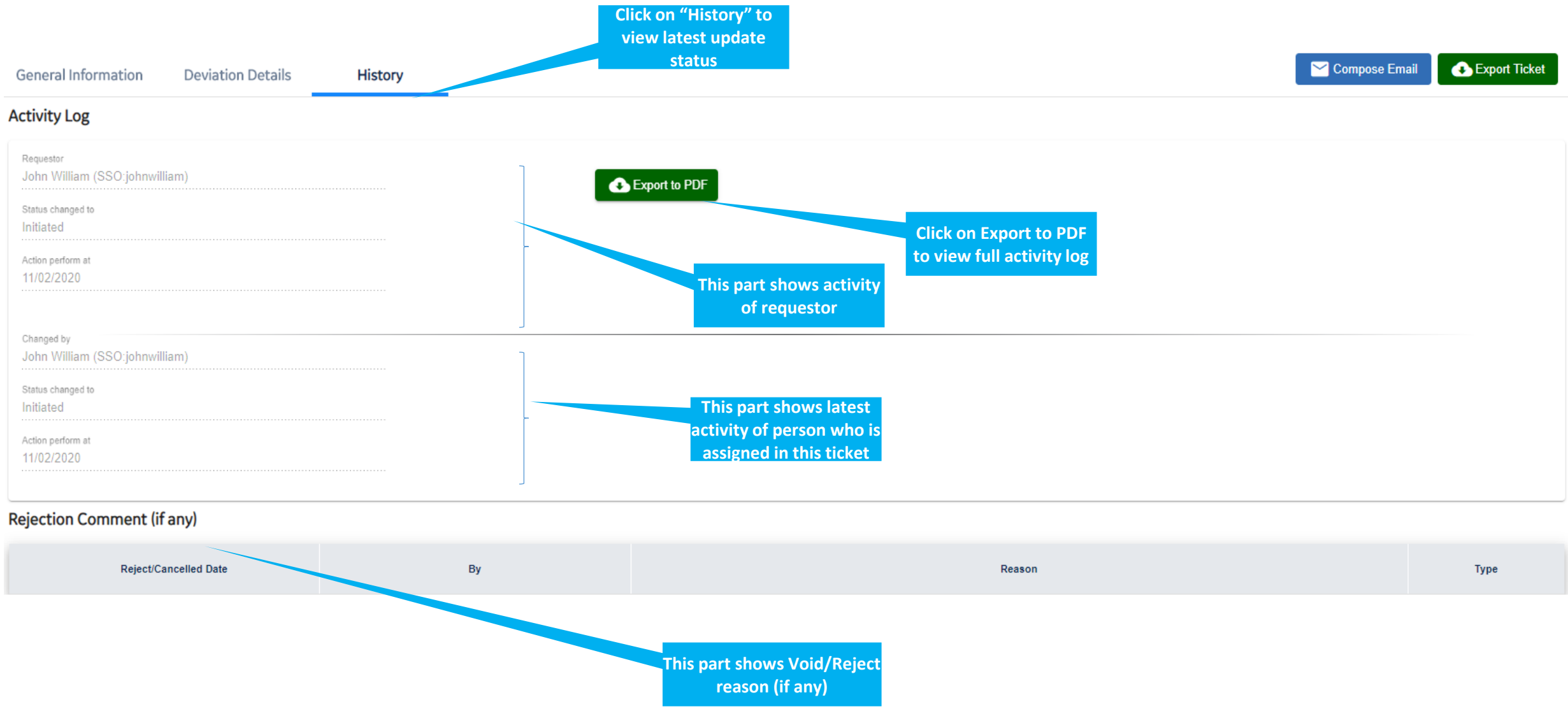
2. Void RFI



- After a RFI is voided, it goes to Voided list and user can only view the information
- User can export list of void tickets by clicking on “Export to excel” button

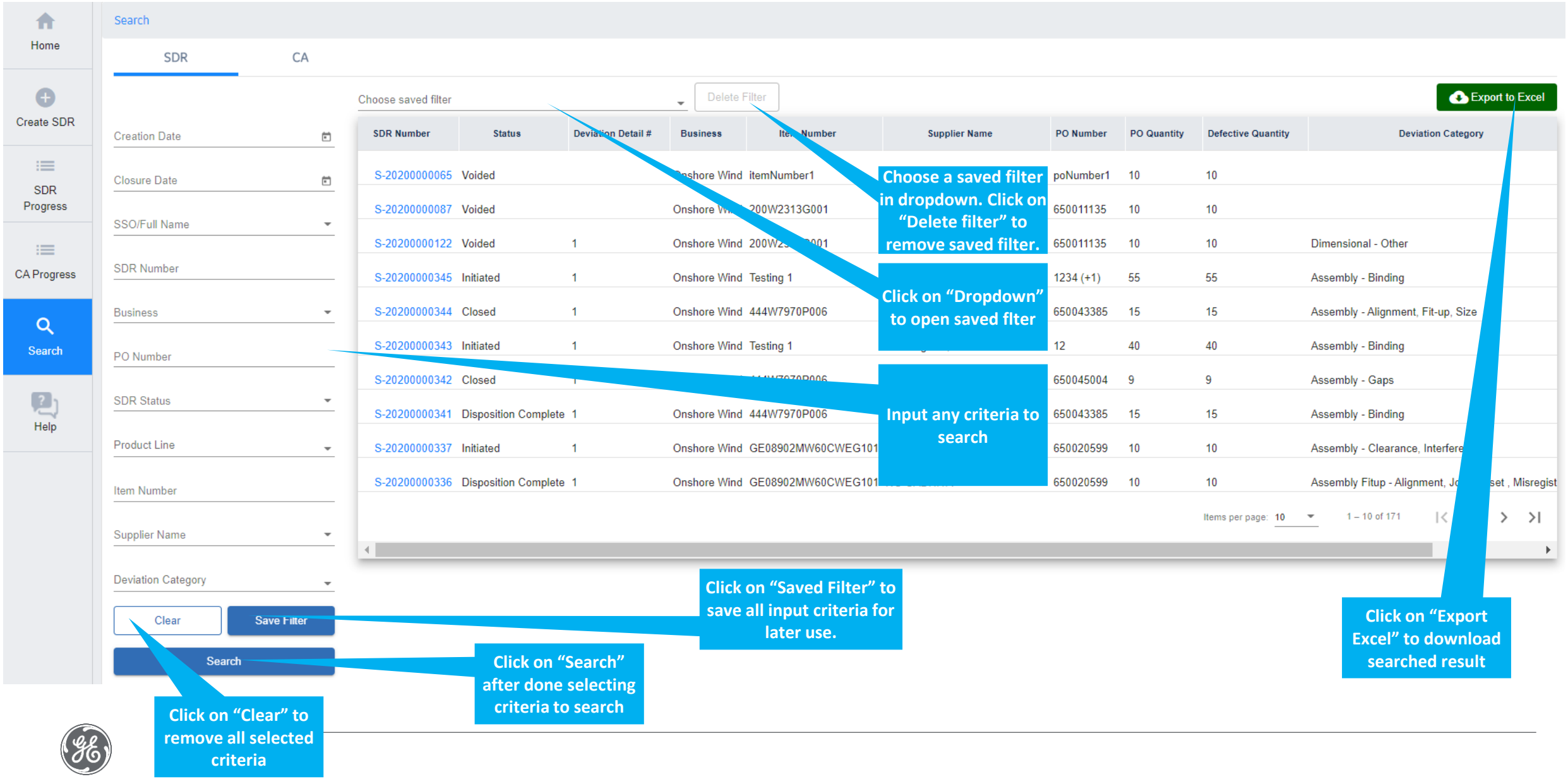
History

History

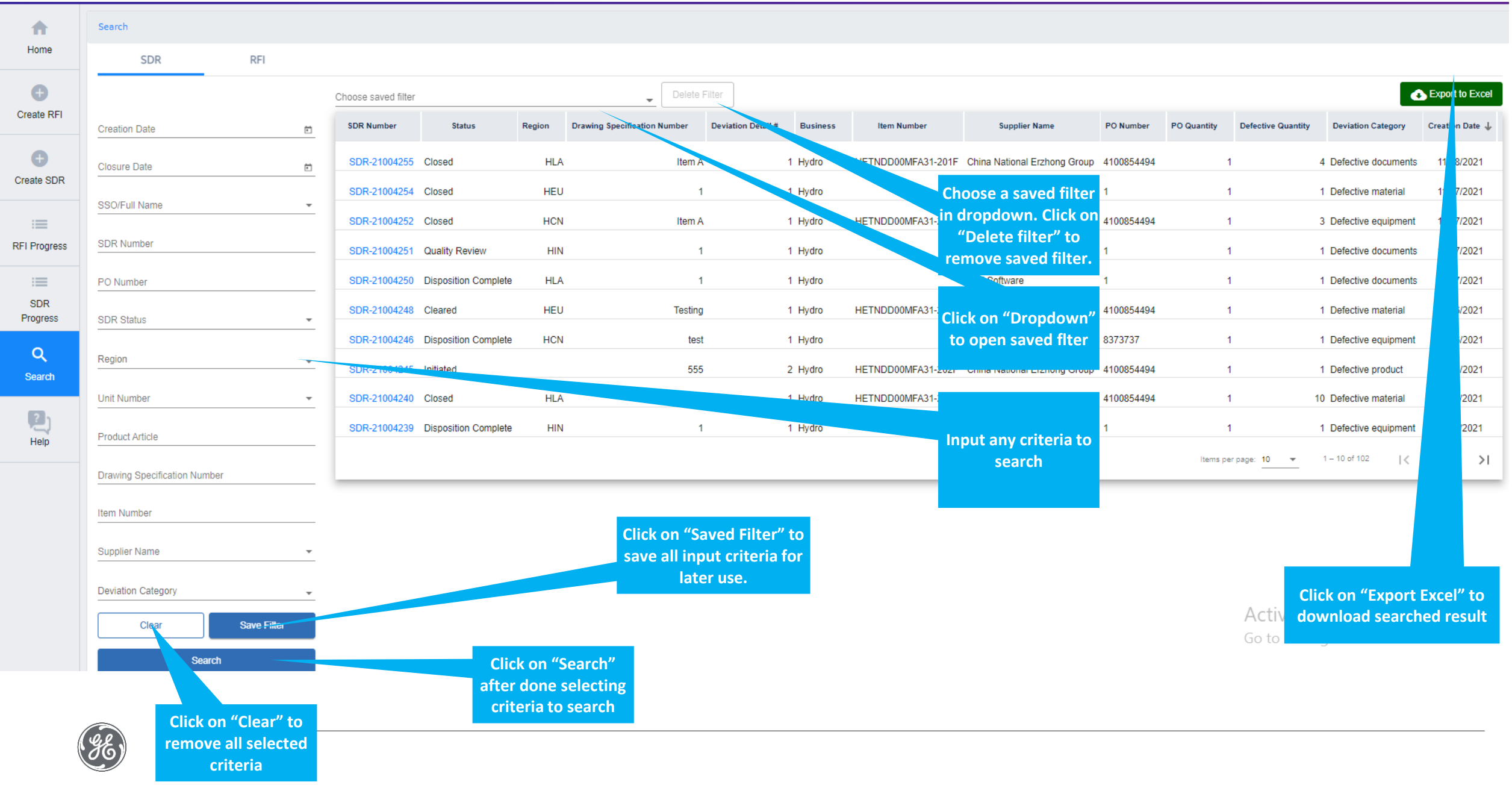

Click on “History” to view latest update status
General Information
Deviation Details
History
Compose Email
Export Ticket
Activity Log
Requestor
John William (SSO:johnwilliam)
Status changed to
Initiated
Action perform at
11/02/2020
Export to PDF
Click on Export to PDF to view full activity log
This part shows activity of requestor
Changed by
John William (SSO:johnwilliam)
Status changed to
Initiated
Action perform at
11/02/2020
This part shows latest activity of person who is assigned in this ticket
Rejection Comment (if any)
Reject/Cancelled Date
By
Reason
Type
This part shows Void/Reject reason (if any)

V. Search Ticket & Save filter

1.1 Search for SDR Ticket



1.3 Search for RFI Ticket



VI. Attachment

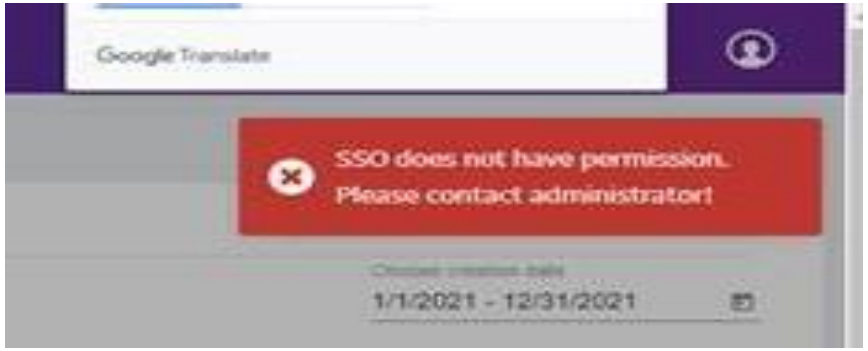
- Extension file allowed to attach: Link
- Maximum file size: 25MB

VII. Common Error

Common Error Messages

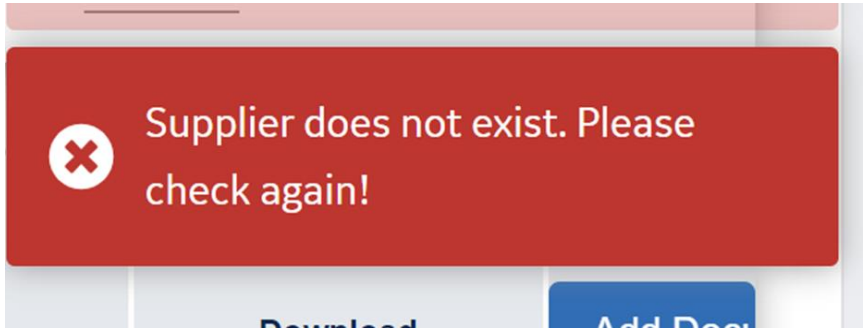
1. "SSO does not have permission. Please Contact administrator"

- Cause: This means that the supplier does not have access to Quality Suite
- Resolution: Request Access here - REN Supplier Portal



2. "Supplier does not exist. Please check again!"

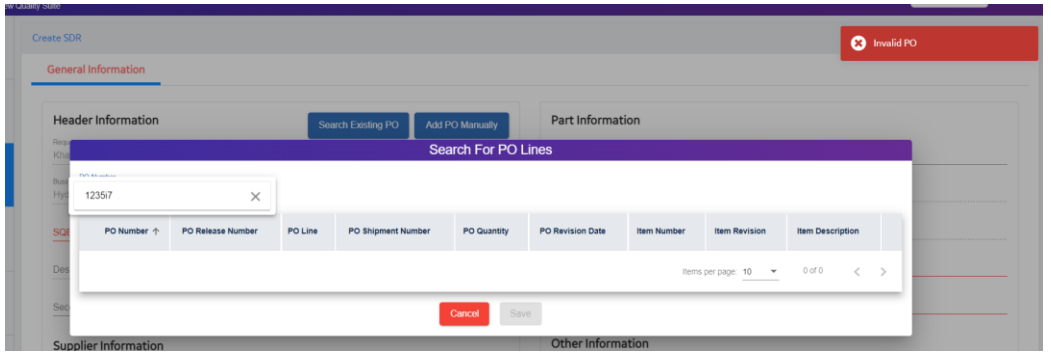
- Cause: This error is caused when a Supplier is trying to submit a SDR with a PO that's associated with a Vendor Code that the supplier's profile is not associated with
- Resolution: Request Access to the Vendor Code here - REN Supplier Portal.



3. "There is No Open PO: abc in RACES or PowerMax ERP

If your PO meets the criteria and you still can't find it

- *Ensure that you are typing the correct #*
- *Send an email to ….. so we can investigate more with the RACES or Powermax ERP team*



The End