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## Release of document

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<tr>
<td>Version 1</td>
<td>Document creation (Feb 2010)</td>
</tr>
<tr>
<td>Version 2</td>
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<tr>
<td>Version 3</td>
<td>Update for new release (Nov 2012)</td>
</tr>
<tr>
<td>Version 4</td>
<td>Update for new release (Apr 2015)</td>
</tr>
</tbody>
</table>
1. Access to the System

Fiat Group users can reach the login screen of SQP system directly on the following URL:

https://sqp.magnetimarelli.com/sqp/

The image for “user Screen” image, is here under displayed.

The panel known as “General SQP Messages” is shown when there are very important messages addressed to all the users of the system.

All the users have to indicate the “Domain User” or the “local user”, already displayed on screen by clicking on the symbol on the right side).

The user identification is done by using own personal username e password.

**Note:** Internal “domain user” have to digit already existing personal data access for connection to local informatics plant. (email mail access). Internal “local user” have to digit username and password given by the system administrator.

External Users (Suppliers) receive by e-mail from MM personal username and password. In order to satisfy privacy and safety for data requirements, it will be necessary to modify the password after first access to system. After key data input on the User Screen, click bottom “Login” in order to see the SQP “Home Page” session.
## 2. SQP Main Menu

SQP is composed by different functionalities which are assigned to users depending to their own profile; the assignment of the functionalities to the profile is done upon user creation.

The following figure is an example of the SQP complete menu available only for users with administrator’s profile.

![SQP Main Menu](image)

A short description of the information shown in the above figure.

<table>
<thead>
<tr>
<th><strong>Log Off</strong></th>
<th>Button used to log off from the system and return to login screen.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bills</strong></td>
<td>Menu which regroups the functionalities associated with the bill (bill list, bill creation,…).</td>
</tr>
<tr>
<td><strong>Reports</strong></td>
<td>Menu which regroups the available reports. Such menu is available only for users who have been enabled to it.</td>
</tr>
<tr>
<td><strong>SQP Manuals</strong></td>
<td>Menu containing reports reference. The user guides are collected by language.</td>
</tr>
<tr>
<td><strong>Data tables</strong></td>
<td>Menu which regroups the data files. Such menu is available only for users with an administrator profile.</td>
</tr>
<tr>
<td><strong>User</strong></td>
<td>Menu which regroups the functionalities users’ access and configuration. Such menu is available only for users with an administrator profile.</td>
</tr>
<tr>
<td><strong>System Management</strong></td>
<td>Menu which regroups technical informations associated to functioning and configuration of the system. Such menu is available only for users with an administrator profile.</td>
</tr>
<tr>
<td>Button</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Change password</strong></td>
<td>Button used to modify the password to access the system.</td>
</tr>
<tr>
<td><strong>Personal Data</strong></td>
<td>Button used to access personal datas such as first name, last name, e-mail address, change language.</td>
</tr>
<tr>
<td><strong>Attention</strong></td>
<td>It is important that the user insert all the expected information. Most important is the email address is used by the SQP to send the note creation notification. Thus, a careful and punctual management of such information is requested in order to not prejudice the useful functionality of the system.</td>
</tr>
<tr>
<td><strong>HELP</strong></td>
<td>Button used to ask support and to display ticket status.</td>
</tr>
<tr>
<td><strong>Change role</strong></td>
<td>Give the possibility to change role maintaining the same login</td>
</tr>
</tbody>
</table>
3. Bills menu

The Menu Bills contains all the functionality regarding the bills of the system (bill = signaling non-compliance sent to the supplier). The below figure shows the Bills menu.

The following functionalities can be used:

- **search**  
  Functionality which allows searching the bills using the selection criterion.

- **Search archive**  
  Part of the memory of the system where you can find closed and cross out bills since at least one year.

- **Search deleted**  
  Part of the memory of the system where you can find deleted bills

- **Create Bill**  
  Functionality which allows to create (for plant users) bills related to concerns and negative PPAP.
4. Bills Search

This function allows performing a search of the bills using, if required, appropriate selection criterion.

Note: same criteria for selection, may be not activated due to “User profile”.

Business Line Selectable for user enabled to several BLs: it allows to sort open bills related to a specific Business Line.

The search criteria, also used in combination, are the following:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier code and Supplier name</td>
<td>Allows to perform a search by Plant supplier code or supplier name. For users with profile “supplier”, these fields are valued with the code and the name of the supplier associated to the username.</td>
</tr>
<tr>
<td>Part number and Part name</td>
<td>Allows to perform a search by code or drawing description (MM part number).</td>
</tr>
<tr>
<td>Issue item and issue sub-item</td>
<td>Allows to perform a search by anomaly code and subissue if correlated.</td>
</tr>
<tr>
<td>Country</td>
<td>Allows to perform a search by Region (i.e. Italy, Poland…).</td>
</tr>
<tr>
<td>Plant</td>
<td>Allows to perform a search by plant</td>
</tr>
<tr>
<td>Commodity</td>
<td>Allows to perform a search by commodity (chemical, electrical, …).</td>
</tr>
<tr>
<td>Merc class lev 3 code and Merc class lev3</td>
<td>Allows to perform a search by cm3 family class Note_ Select first the region</td>
</tr>
<tr>
<td>Macroclass</td>
<td>Allows to perform a search by macroclass</td>
</tr>
<tr>
<td>Status</td>
<td>Allows to perform a search by kind of bill (valid, closed, crossed out…)</td>
</tr>
<tr>
<td>Product phase</td>
<td>Allows to perform a search of non conformity notification depending on product phase (development, mass production)</td>
</tr>
<tr>
<td>SDE / SQE code and name</td>
<td>Allows to perform a search by SDE/ SQE code and name.</td>
</tr>
<tr>
<td>Product Line</td>
<td>Allows to perform a search by product line</td>
</tr>
<tr>
<td>Bill Number</td>
<td>Allows to perform a search by bill number</td>
</tr>
<tr>
<td>Modification Date</td>
<td>Allows to perform a search of bills modified in a range of dates.</td>
</tr>
<tr>
<td>Creation Date</td>
<td>Allows to perform a search of bills created in a range of dates.</td>
</tr>
<tr>
<td>8D</td>
<td>If checked, it allows to perform a search of the bills having the 8D form.</td>
</tr>
</tbody>
</table>
Cross out
If checked, it allows to perform a search of the bills having the Cross out request form.

SQE / SDE
If checked, it allows to perform a search of the bills having the SDE/ SQE request validation enabled.

Containment Action
If checked, it allows to perform a search of bills having Containment action.

Own Bills
If checked, it allows to perform a search of bills issued by the user connected to the system.

Involved Costs
If checked, it allows to perform a search of bills having the field “involved costs” filled.

The following tabs are present at the bottom of the screen:

Cancel
Button which restores the initial search screen by cancelling the possible criterion set up previously.

Search
Button which starts the search of the bill.

After having inserted the search criterions and having pressed the button “Search”, the system returns the screen containing the found bills.

As example, here is a screen containing the found bills using the set up criterions.
The screen is organised in the following sections:

- **Area 1** includes following indicators:
  - **Totals**: counts (and displays if pressed) all the bills available in the system;
  - **Opened**: counts (and displays if pressed) only the opened bills;
  - **Closed**: counts (and displays if pressed) only closed bills;
  - **Cross-Out**: counts (and displays if pressed) only cross out bills;
  - **To be managed**: counts (and displays if pressed) only bills which requires an intervention by the connected user / profile;
  - **Attachment for internal use**: counts (and displays if pressed) only bills which contains attachment for internal use

Note. When the search result corresponds to more than 200 bills, to export all the bills please click on the red command button “click here to export all xxxx results”
Area 2 includes the list of bills with following information:

- Bill Number
- Status
- Creation date
- Last modified date of the bill (Modification Date)
- Issuing Plant (Plant)
- Code and description of the supplier (Supplier)
- MM part number (part)
- Issue and sub issue (item)
- Family code (merc class level 3)
- possible SDE/SQE owner for validation (SQE/SDE)

For each bill, the following symbols could be displayed on the status of the process progress:

- [Attachment] There is an attachment in bill. It’s possible to display and save the attached document on your computer by clicking on the symbol.

- [Request] There is a partial Cross out request. It’s possible to display the request form by clicking on the symbol.

- [Request] There is a total Cross out request. It’s possible to display the request form by clicking on the symbol.

- [8D] There is a 8D module sent from the supplier. It’s possible to display the 8D form by clicking on the symbol.

- [Attachment] Attachment for internal use. It’s possible to display the form by clicking on the symbol.

Area 3 includes following commands:

- [Back] To come back to previous page

- [Export grid] To download the listed bills in MS Excel file

- [Print] To print the bill

- [Details] To see bill details

- [Delete] To delete the bill
Some operative notes:

1. **The system displays the bills to be elaborated by the user** in **bold red**.

2. In order to display the details of the bill, it’s enough to double click on the bills in the list or click once on the bill and then click “Details”.
5. Management process of the bill

The management process of the bill is described by the following general flow (online as described by the procedure 01QF).

It can be noticed how the process require a sequence of activity allocated to specific responsibility; in order to not to block the whole process, the system applies “critical” points considered as such (like: approved / rejected Containment Action and approved / rejected Cross Out Request) automatic unlock mechanism of the process in the absence of feedbacks.

The process steps are indicated in the following paragraphs:

- Bill creation (bill “header”) → chapter 6
- Containment Action management (bill “section1”) → chapter 7 for the feedback from supplier and chapter 8 for the next step of feedback from the plant.
- Cross Out Request management (bill “section 1”) → chapter 9 for the request sent from the supplier and chapter 10 for the next step of feedback from the plant.
- 8D Corrective Actions management (bill “section2”) → Chapter 11 for the dispatch of 8D form from the supplier and chapter 12 for the next step of feedback of the plant (and optionally by the SDE/SQE).
6. Bill creation

The bill creation is an activity under the responsibility of the SQP user with “Plant” as profile, while the creation of the “action” is in charge to SQE / SDE.

None of the information in the header of the bill may be modified by the supplier. All fields marked by star are mandatory.

The header of the bill is constituted by the following sections:

- Plant / Drawing / Supplier
- Issue
- Attachment
- Supplier Quality
- Other information

The screen of the system related to the bill creation can be activated directly by pressing the “Create Bill” button from the main menu of the bill.

In the next screen you can see the bill header where the mandatory fields (Supplier, Product Phase, Model) are classified with a “star” ( * ).

Section: Plant / Drawing / Supplier

- **Plant bill**: description and code of the plant issuing the bill
- The “Part Number” is displayed both as a number and description. The system requests to insert the part number code. As a utility SQP allows also to insert only a part of the code in the field “Part Number”. The system shows automatically a specific list of part number that have a common string. The next figure shows such selection functionality:
The next information to insert is the supplier using the field “Supplier code”. The system automatically displays the suppliers linked to the part number previously inserted.

It is mandatory to indicate the “Product Phase” which caused the trouble (Development phase, Production phase, …).

It is mandatory to indicate the “Product Line” involved

In case of bill, 8D request is mandatory, by flagging the dedicated field

By using the lateral scroll bar you can extend the data of the bill related to the panel “Issue”.
It’s necessary to indicate the “Issue” and eventual “sub-issue” (only when requested). Such information brings out the classification of the encountered anomaly and if they are compliant as described in the norm 01QF. The system automatically defines the weight on the basis of the selected anomaly.

It’s necessary to indicate the “Issue Remarks”. Who issues the bill can describe in detail the type of concern and all informations which he believe necessary to transmit to the supplier for problem solving. The whole description field can be visualized clicking on the button by the side of the field itself.

The requirement to fill the quantity field is influenced by the option anomaly set out previously.

“Qty not in specification”: indicates the number of pieces (or kilograms, or liter, depending on the product) which have been considered Not compliant after supplier first selection, because of the trouble, under the responsibility of the supplier

“Returned Qty”: indicates the number of pieces (or kilograms, or liter, depending on the product) confirmed as not conforming or not reworkable

Note_ If by chance the selection cannot be done inside the customer plant, the whole suspected batch is returned to the supplier (will be indicated the whole quantity in both field “Qty not in specification” and in the field “Returned Qty”). After the selection is done in the supplier’s plant, under the supervision of the customer representative, the conforming parts will be sent back to the customer and the bill issuer may:

- update the field “Cancelled Qty” with this quantity. The system automatically deducts the conforming quantity from “Qty not in specification” and from “Returned Qty”.
- modify the “Returned Qty” value (within 60 days starting from bill creation)
- If necessary the field “UTE” can be used to insert the identification of the organizational entity of the plant in which the trouble was found.

The rest of the datas of the bill can be visualized by using the lateral scroll bar.
- If necessary it’s possible to attach a document (picture, pdf, word or other format) by using the specific “Search ” button.

Note : Max size of “attachment” must do not exceed 5 Mbyte . It is mandatory to zip the file.

- The section “Supplier Quality” can be visualized by using the lateral scroll bar.

  - The field “SQE / SDE validation Requested ” shall be mandatory selected in case of C1 concern. or other incident categories (ie C2, C3), the bill issuer may ask for intervention in case of sever or repetitive concern.

    If this field is selected, SQE / SDE approval is required to close the bill.

Section attachment for internal use

The section can be used in order to insert attachments that can be displayed only internally

The section “other information” can be visualized by using the lateral scroll bar. There are not further fields to fill.

- the field “creation date” shows the date and the hour when the bill was sent to supplier. This field cannot be modified
- the field “ID creator” shows the user who was issuing the bill, This field cannot be modified
- the field “Modification date” shows the date and the hour when the last bill release was sent to supplier. This field cannot be modified
- the field “ID modifier” shows the last user who was modifying the bill, This field cannot be modified

Note_ Before sending the bill, it is possible to set the containment action target date (typically applied in case the part is shipped in delay to supplier).

After having inserted all the datas, press the button Send Data to send the information to the supplier.

The system will automatically notify via email the creation of the bill both to the user supplier and the user SQE/SDE (in case SQE Request is flagged). Such functionality uses the personal datas inserted by the users, as previously mentioned.

The bill will be visualized in “red bold characters” to the Supplier.
7. Containment action (Supplier’s feedback)

As per procedure 01QF, the user supplier should specify the Containment Action in the system to answer to the non-conformity notification sent by the plant.

Such answer should be sent according to lead time set in order to avoid demerit and penalty.

*Refer to the procedure 01QF for expected answer lead time and amount of penalty.*

In the following figure you can see the section of the bill which can be activated through dedicated button.

This section is composed by:

- Due date / Penalty
- Supplier Answer
- Plant Reply

![Containment Action Section](image)

Due date/penalty

The field “Due date for containment” shows the date within which the Containment Action shall be sent; if the answer is sent after, the penalty is applied.

The information related to the cause of the penalty for the delayed answer and related application date are shown in the fields “Penalty in case of answer delayed / Rejected”.

Penalty date shows the penalty starting date.

These fields cannot be modified.
Supplier Answer

The Containment description must be specified in the field “Description of Containment Action”. The system allows to describe the Containment action directly in the dedicated field. By pressing the button, the system shows a specific field where to write.

If requested, through the button “Browse” it’s possible to insert an attachment.

After having inserted all the data, click on Send Data to send the information to the plant.

Some operative notes:
1. The bill will be visualized in red bold characters to the Plant User (bill issuer).
2. The system automatically updates the date of the modification and related user.
8. Containment action (plant approval or refusal)

The creator plant of the bill shall send the feedback to the Containment action specified by the supplier.

Such information shall be entered in the “Section 1” – Containment action”.

In section 1, the user shall flag “Answer Accepted” to accept the Containment action or flag “Answer rejected” to refuse it. If the answer is refused it’s necessary to describe the reason on the field “Rejection Description”.

Note: In case of refusal, it is necessary to describe the refusal reason first and then to flag the field “Answer rejected”.

After having inserted all the data, press the button “Send data” to send the information to the supplier.

In case of refusal, when the modification is sent to the supplier, a penalty is applied because of answer refusal (shown in the field penalty).

In case of missing reply by the plant, the system automatically accepts the containment action after 3 days starting from containment action upload into the system.

Some operative notes:

1. After this step, the bill will be visualized in red bold characters to the supplier User.
2. The system updates automatically the modification date and related user.
9. Cross Out Request (Supplier)

At this process stage, the supplier can:
- request the Cross Out of the bill, or
- specify the 8D corrective action.

In function of the selected path, the system blocks the other section.

The operative rules related to 8D form are described in chapters 11 and 12.

If the supplier retains to be not responsible, it can fill a Cross Out request through the button “Cross Out Creation / Modification” present in the “Section 1 – Cross Out Request”.

The system displays the Cross Out form as per 01QF procedure.

Some short operative notes related to the compilation of the form:

- The form shows the quantity present in the bill’s header in the row named “FROM”.
- If the Cross Out request is total (i.e. request the Cross Out of the entire quantity), the 0 value should be specified for all the three quantity fields of the row named “TO”.
- If the Cross Out request is partial (supplier accepts to take under its responsibility only a part of the pieces mentioned in bill), for each quantity present in the line named “TO”, please specify the value under supplier responsibility. The system reports by default the value 0.

Once all the information is inserted press button “Save”: eventual mandatory fields not filled will be displayed in yellow. The diffusion of Cross Out request is finalized only when all mandatory fields are filled.

At the end press the button “Close”: the system returns to the bill.
Press button “Send Data” to validate the request just compiled. The system automatically updates the fields “Request Cross Out Data” and “User”.

At this point the bill is visible in red bold characters to the user id with the SQP profile “Plant Quality Responsible” and the green symbol DEP or D/P appears if there’s a total or partial Cross Out request.

If for the supplier user the symbol DEP (or D/P) is visualized in RED it means that the request wasn't sent: in this case, the Cross Out request isn't visible for the plant user, who can't proceed with the approval or refusal.
10. Cross Out Request (plant approval or refusal)

As per the procedure 01QF, the Cross Out Request sent to the plant should be accepted / refused by the user with SQP profile “Plant Quality Responsible” by using the button “Cross Out Request Creation / Modification” present in the “Section 1- Cross Out”.

The system displays the Cross Out request form: In the Section Requested accepted it is requested to the user to select the flag YES to accept the request or flag No to refuse the request.

If the flag No is selected, it’s necessary to specify the “Reason” of the refusal in the field “Rejection Description”.

At the end press button “Save” to save datas and then “Close”: the system returns to the bill.

Press button “Send Data” to validate the request just compiled. The system automatically updates the approval or refusal in the corresponding fields present in Section 1 and automatically updates the fields “Request Date” and “Request User”.

As per the procedure 01QF, if plant feedback is still missing after 90 days from Cross Out request diffusion by supplier, the system automatically accepts the request.

Important Note

If a Cross Out request has been accepted totally, the process is concluded and the status of the bill passes to “Crossed Out”.

If a Cross Out request has been partially accepted, the process continues: the bill is displayed in red bold characters to supplier user who shall proceed with the insertion of the 8D form.
11. Root cause and corrective Action 8D (Supplier)

The section 2 of the bill is dedicated to the 8D form in which the supplier shall specify the root cause and the corrective action in order to solve the problem.

As previously underlined, the section 2 cannot be used if a procedure for Cross Out is in progress.

As a consequence, it is possible to fill and send the 8D form only at the following conditions:

a) The plant has answered (no matter, with an approval or refusal or automatic approval) to the containment action of section 1 and the supplier hasn’t yet started the Cross Out request, or

b) The plant has answered (no matter, with an approval or refusal) to the partial Cross Out request, or

c) The plant refused the total Cross Out request.

The following figure shows the section 2 of the bill.

![8D form screenshot]

The field “Due date for” is automatically set from the system when the bill is created and defines the due for 8D form diffusion by supplier. The field can be set by the plant on specific supplier demand, to let supplier complete the second level analysis and to define the corrective actions.

The insertion of the 8D form is done using the button “8D Creation / Modification” present in the “section 2 - Corrective Action”.

Once all the information of the 8D form are inserted, press button “Save”: any mandatory field not filled is displayed in yellow. The diffusion of the 8D form is influenced by the presence of all mandatory field; the root cause is a mandatory field to be filled in.

At the end press “Close”: the system returns to the bill.

Press button “Send Data” to validate the request just compiled.
When the 8D form has been filled in and sent by supplier, the system automatically sets the field “Supplier answer date” with the date of form diffusion. In case supplier fills in and sends the 8D form after the assigned due date, the system automatically notifies to supplier the non-conformity and related penalty.

\textbf{If for the supplier user the symbol 8D is visualized in \textcolor{red}{RED}, it means that the 8D form wasn't sent; in this case, the form isn't visible for the plant user, who cannot proceed with the approval or refusal.}

When the supplier completes and sends the 8D form into SQP, any cross out request cannot be done anymore.

After 8D compilation on SQP system, by using the button “Search”, Supplier may attach additional files in order to finalize the 8D answer (i.e. D/P- FMEA, Control Plan, Ishikawa analysis,....); in case of several document, it is necessary to zip into a unique document of maximum 5 Mbyte.
12. 8D Corrective action (approval or refusal by plant and SQE/SDE)

The bill is shown in bold red to supplier user.

The 8D form sent by the supplier shall be checked and approved (or rejected) by the plant user.

At bill creation, if “SQE Validation Request” flag was selected, the form shall be accepted by the SDE/SQE user first, then by plant user.

The operative method is the same as described in the previous chapter:

- in section 2 press button “8D Creation / Modification”;
- flag the acceptance or refusal field (in case of refusal, it is mandatory to specify the reason);
- once the inserted the information, the button “Save” shall be pressed; any mandatory field not filled is displayed in yellow: the diffusion of the 8D form is influenced by the presence of all mandatory fields.
- at the end press “Close”: the system returns to the bill.

Press button “Send Data” to validate the acceptance / refusal form and send this information to the supplier.

Important Note

If the 8D form is refused, the bill is shown in red bold characters for the supplier who shall modify and resend it; next step is plant acceptance.
13. Bill Closure (plant)

After acceptance of the 8D form by the SQE/SDE user (when required) and by plant user, the following operative steps are necessary from the plant user side to close the bill:

- the field “Actual implementation date” specifies the date when the first production lot with definitive corrective action implemented is available at customer plant
- press the button “Close Bill” to save modification and send the 8D form.

Note_ Before definitive bill closure by the plant, supplier can upload further document in addition to the 8D form (that cannot be anymore modified).
14. Actions (SQE/SDE)

The actions can be open only by SQE/SDE. According to the Norm 01QF, a measure can be:
- Negative process audit
- CSL (1, 2, 3)
- NBH
- SQB (Plant or Division)

For each action, a demerit score is applied.

A action is launched into the Home page menu.

The section Actions is constituted by the following mandatory information (highlighted by a star):
- Plant
- Product Line
- Supplier code
- Business Line
- Merc class lev 3
- ActionType
- Start date

All other displayed information are useful to make search about open action.
Note: depending on type of CSL action (2 – 3), it is automatically displayed the list of qualified service provider.