

# **Supply Chain Hub**

## **Vendor Response to EMSTEEL Non-Compliance Report**

## Objectives

### The goal of this user manual are to:

- Review and update the Non-Compliance reported by the ESA team
- Track the Non-Compliance status

### Target Audience:

- Supplier

### Course Pre-requisites:

- Understanding of the Non-Compliance report and its process

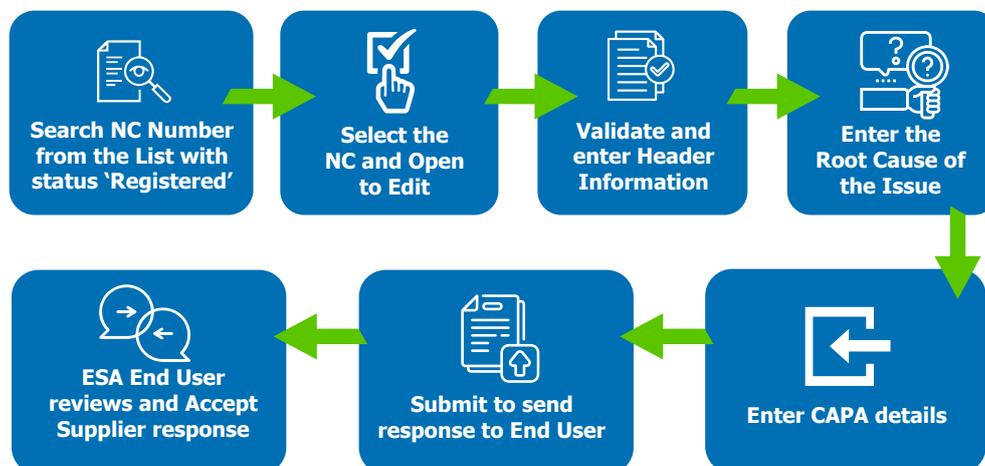
## Notations Used in Training Manual

Number denotes the sequence of the steps to be followed.  
If same number, either of the way same action can be called

Text Denotes the specific action to be taken

NC Number	NC Date	Status:
NC0107	13-06-2023	Registered
Purchase Order Number	Created By	Supplier Code and Name
6100000165	403293 - Abishek Naveen	BP1184 - Gowtham150+BM
Department	NC Location	Non-Compliance Subject
Procurement	ESA	Non Compliance Subject
Designation	NC Approval	Quality issue
Senior Category Buyer - Projects	Diego Izquierdo Pereira	

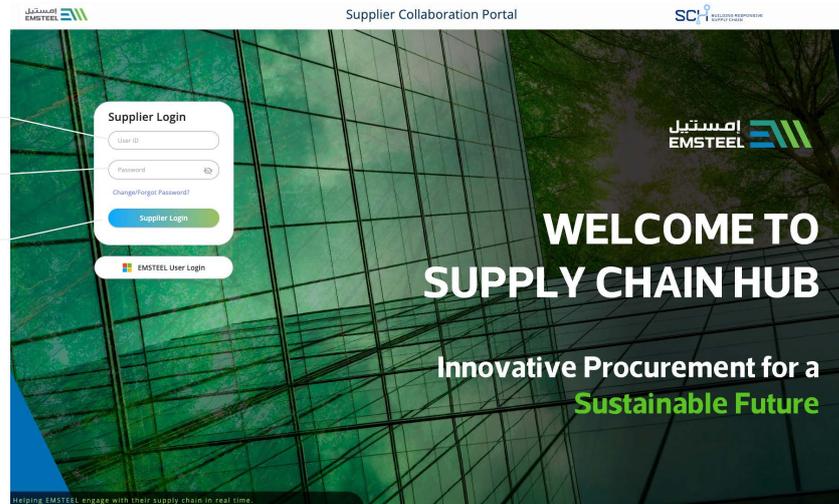
## Vendor Non-Compliance Process Flow



## Login To SCH Portal

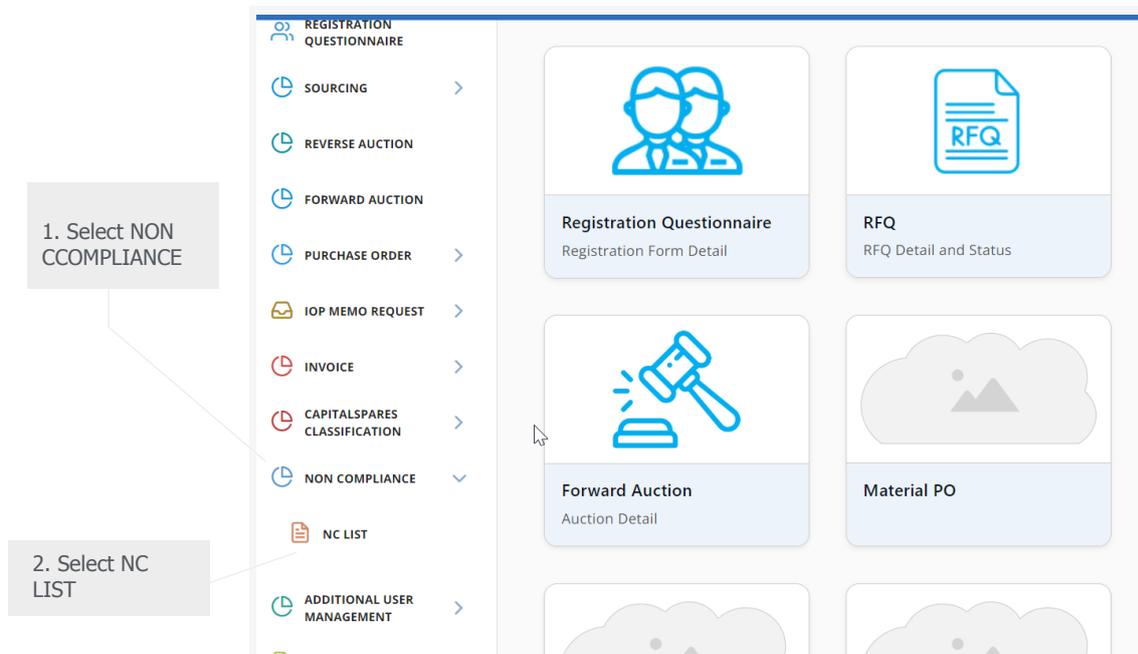
### Login Page

1. Enter User ID
2. Enter password
3. Click Log in



## Update Non-Compliance

### Navigate to NC List Page



## Select NC from the List

1. Search NC from the List and chose 'Click here'

NC Number	NC Subject	Collaboration	Status	NC Date	Supplier Name	NC Location	NC Approval
NC0107	Quality issue		Registered	Jun 13, 2023	BP1184 - Gowtham150+BM	ESA	Diego Izquierdo Pereira
NC0106	Test		Accepted	Jun 13, 2023	BP1184 - Gowtham150+BM	Test	Diego Izquierdo Pereira

2. NC Status 'Registered' is to fill CAPA details

Types of Status	Description
<b>Registered</b>	NC Registered by ESA and waiting for Supplier to respond
<b>Pending For Approval</b>	NC Responded by Supplier and sent to ESA for verification and approval
<b>Pending Re-Submit</b>	EMSTEEL team requested for Correction and Supplier is yet to respond
<b>Accepted</b>	EMSTEEL team accepts the Supplier's response

## Vendor NC - Header Data

1. Review all Header information

<b>NC Number</b>	<b>NC Date</b>	<b>Status:</b>
NC0107	13-06-2023	Registered
<b>Purchase Order Number</b>	<b>Created By</b>	<b>Supplier Code and Name</b>
6100000165	403293	BP1184 - Gowtham150+BM
<b>Department</b>	<b>NC Location</b>	<b>Non Compliance Subject</b>
Procurement	ESA	Quality issue
<b>Designation</b>	<b>NC Approval</b>	
Senior Category Buyer - Projects	Diego Izquierdo Pereira	

## Vendor NC - Type and Criticality

1. Check NC Type and Criticality

<b>Type</b>	<b>Criticality</b>
CorrectiveAction	Minor

2. NC Description from ESA Team

Government norms not met

## Supplier updates – Issue Root Cause and CAPA

1. Enter Issue Root Cause

Issue Root Cause  
Root Cause description

Root Cause \*

Insert text here ...

2. Enter CAPA (Corrective Action)

Action Plan  
solve the issue and prevent recurrence

Corrective Actions \*

Preventive Actions \*

Insert text here ...

3. Enter CAPA (Preventive Action)

Preventive Actions \*

Insert text here ...

## Vendor NC - Submit

1. Click on Submit

Submit

Save as Draft

Next Approver  
Based on Business Rules

Remarks  
NC Updated

OK Cancel

2. Add Remarks and Click OK

## Status after Submitting Supplier's Updates

The first screenshot shows the 'Non Compliance Details' page for NC0107. The status is 'Pending For Approval'. A callout box points to the status with the text: "NC Status Changes to Pending For Approval, sent to EMSTEEL Team for Approval".

The second screenshot shows the same page for NC0106. The status is 'Accepted'. A callout box points to the status with the text: "NC Status Changes to Accepted after EMSTEEL team approval".

NC Number	NC Subject	Collaboration	Status	NC Date	Supplier Name	NC Location	NC Approval
NC0107	Quality issue		Pending For Approval	Jun 13, 2023	BP1184 - Gowtham150+BM	ESA	Diego Izquierdo Pereira
NC0106	Test		Accepted	Jun 13, 2023	BP1184 - Gowtham150+BM	Test	Diego Izquierdo Pereira

## Correction Request by EMSTEEL Team

### NC Resent to Supplier

NC Status Changes to Pending Resubmit incase of EMSTEEL team requested Correction to Supplier

NC Number	NC Subject	Collaboration	Status	NC Date	Supplier Name	NC Location	NC Approval
NC0107	Quality issue		Pending Resubmit	Jun 13, 2023	BP1184 - Gowtham150+BM	ESA	Diego Izquierdo Pereira

### Workflow Log

1. Click on Workflow Log

Reason for ESA Correction Request can be displayed in Workflow Log

Step	User	Action	Status	Timestamp
1	GOWTHAM150+BM	CORRECTION SUBMIT	Pending	6/13/23, 7:04 AM
2	ABISHEK NAVEEN [ 403293 ]	END USER	Corrected	6/13/23, 7:04 AM

Root cause not clear

### Modify NC

1. Open NC and Click on Modify

**NC** CORRECTION SUBMIT WORKFLOW  
Details of NC : NC0107

**PENDING**  
SUPPLIER NON COMPLIANCE

## Supplier updates - Issue Root Cause and CAPA

1. Enter Issue Root Cause

Issue Root Cause  
Root Cause description

Root Cause \*

Insert text here ...

2. Enter Action Plan (CAPA)

Action Plan  
solve the issue and prevent recurrence

Corrective Actions \*

Preventive Actions \*

Insert text here ...

2. Enter CAPA (Preventive Action)

Preventive Actions \*

Insert text here ...

## Vendor NC - Re-Submit

1. Click on RE-SUBMIT

RE-SUBMIT

Save as Draft

Save as Draft is used to park the Vendor NC in SCH Portal and Modify later

Submit

Next Approver  
Based on Business Rules

Remarks  
NC Updated

OK Cancel

NC Re-submitted

2. Add Remarks and Click OK

## Vendor NC - Approved by EMSTEEL Team

NC Status Changes to Accepted after EMSTEEL team approval

NC Number	NC Subject	Collaboration	Status	NC Date	Supplier Name	NC Location	NC Approval
NC0107	Quality issue		Accepted	Jun 13, 2023	BP1184 - Gowtham150+BM	ESA	Diego Izquierdo Pereira