



NOVEMBER 2018

Supplier Non-Conformity Resolution Process (SNCRP)

Starter pack

ABB Group Function Procurement & Logistics



SNCRP - Introduction

ABB values quality, customer focus and integrity. This means we strive to produce the highest possible quality of goods and services, deliver them to our customers on time and as promised, while following a robust compliance and integrity program. We always want to meet or exceed our customers' expectations. Our ability to do this depends on our suppliers' collaboration with us.

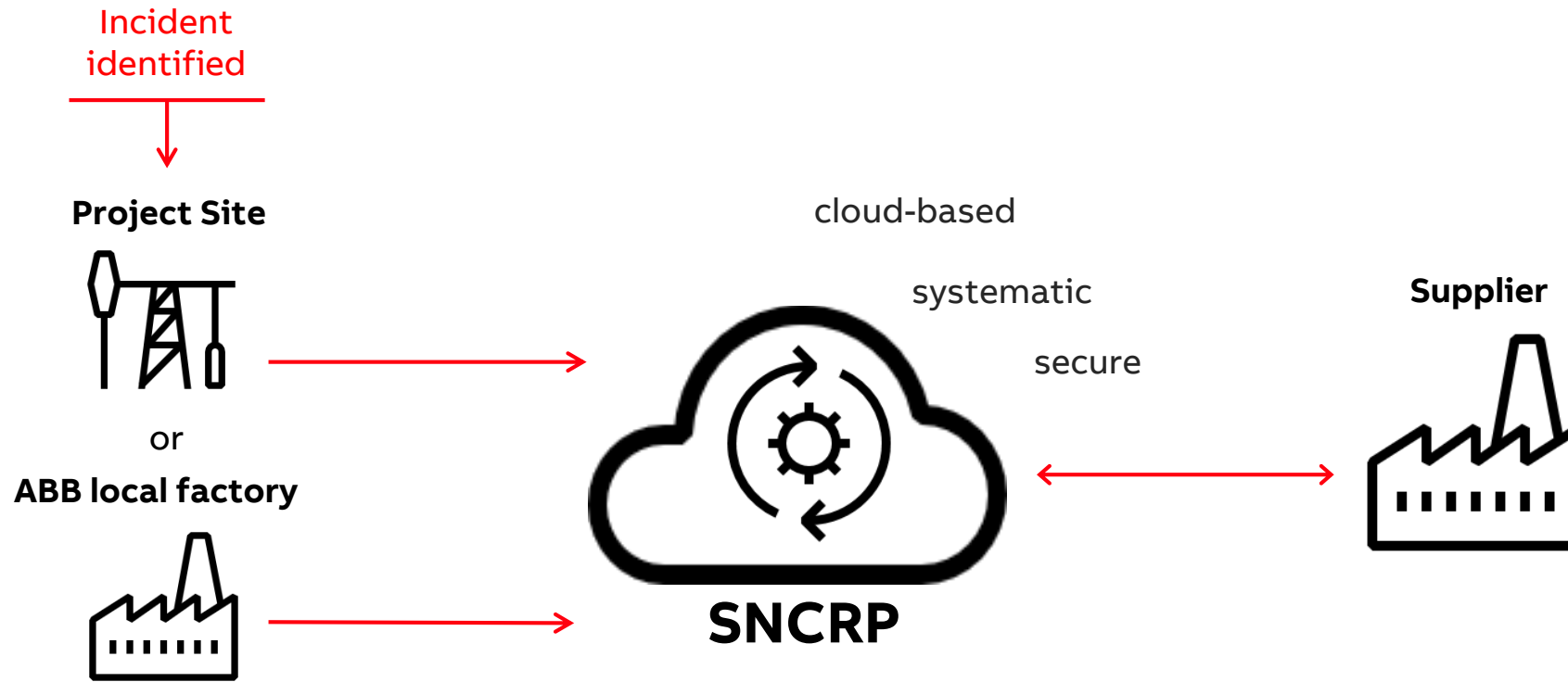
To help us to achieve these goals, ABB has launched a web-based collaboration platform, the Supplier Non-Conformity Resolution Process (SNCRP). We can now record quality issues and resolve them in a structured way, using the 8D methodology that guides us in identifying, resolving and eliminating supply issues.

This presentation provides an overview of SNCRP and how to get started.

SNCRP - Aim

Improve the **quality**, **speed** and **productivity** of our supplier issue resolution process to increase customer satisfaction!

SNCRP - Flow



The incident could be identified either at our client/project site or at one of ABB's local factories

In both cases the issue resolution process will be facilitated by SNCRP

The supplier issue resolution process is the same everywhere

Main issue categories



Establishing standards



8D – incident resolution

8D Analysis: Supplier

D1: Team ▼

D2: Definition of the Problem ▼

D3: Interim Containment Actions ▼

D4: Identification of Root Causes

D5: Permanent Corrective Actions

D6: Implement & Validate

D7: Prevention Plan

D8: Lessons Learned

Claim management

Claim CLA-25

Summary of the Incident ▼

Claim Process

- 1 Non Conformance Notification [Create Letter](#)
 - ✓ Create Letter
 - ✓ Send E-Mail and Letter
- 2 Claim Notification
 - ✓ Calculate Claim
 - ✓ Create Letter
 - ✓ Send E-Mail and Letter
- 3 Final Settlement
 - ✓ Create Letter
 - ✓ Send E-Mail and Letter

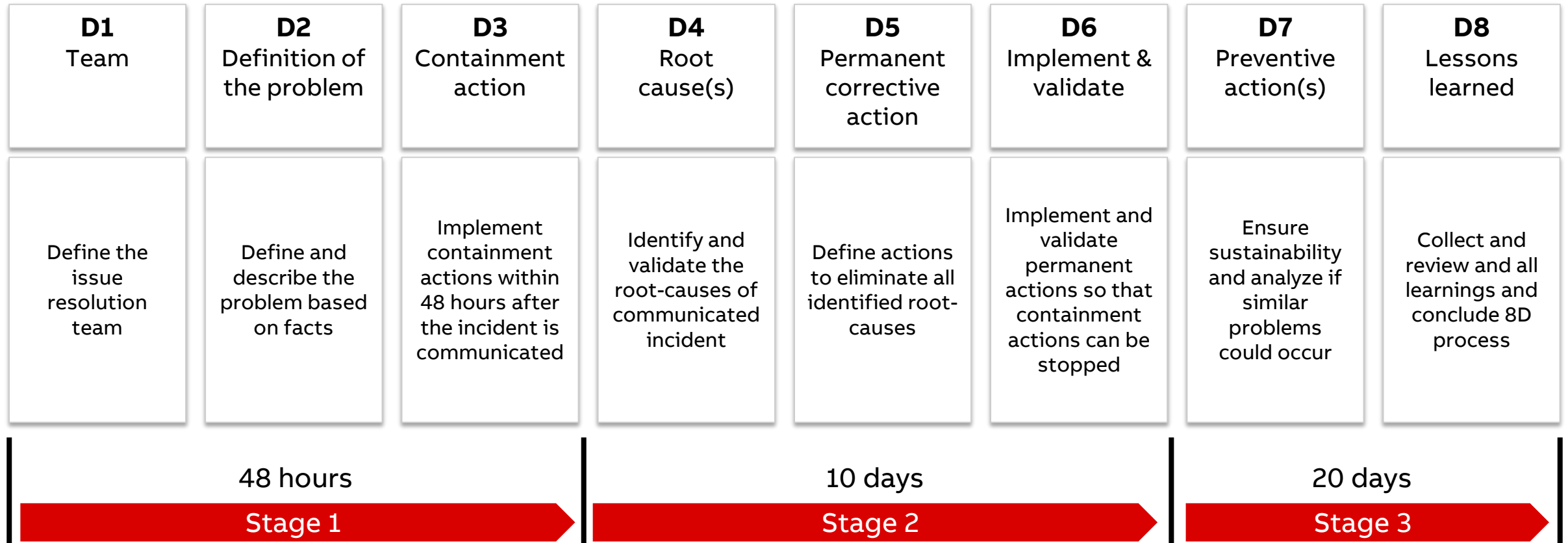
The 8D methodology

A systematic approach to identify, correct and eliminate problems effectively.

The 8D report, structured in eight disciplines (Ds), gives an overview of the resolution team, problem definition, containment actions, root-cause analysis, and corrective and preventive actions needed to resolve the problem.

After effective completion of these disciplines the root-cause should be eliminated, preventing the same issues from happening in the future.

8D methodology outline and time to closure



*Depending on the business needs and customer demands, the timetable could be much shorter!

8D approval flow

8D – incident resolution

D1: Team <small>Input Required</small>	▼
D2: Definition of the Problem <small>Input Required</small>	▼
D3: Interim Containment Actions <small>Input Required</small>	▼
D4: Identification of Root Causes	
D5: Permanent Corrective Actions	
D6: Implement & Validate	
D7: Prevention Plan	
D8: Lessons Learned	

8D approval flow:

The 8D process is divided into three stages.

1. Stage one: D1, D2 and D3
2. Stage two: D4, D5 and D6
3. Stage three: D7 and D8

Each stage must be reviewed and approved by the incident owner before supplier can continue with next stage.

Roles & responsibilities



Incident Owner

Responsible for **leading the supplier through the resolution process**. Is the single point of contact for the respective issue. Depending on the incident, different people can be nominated to act as the incident owner.



Claim Owner

Responsible for **settling the commercial claim in collaboration with the respective supplier**. Will officially notify the supplier key account about the commercial claim and trigger the claim process within SNCRP.



Supplier Key Account

The single point of contact on the supplier side, handling the incident or claim and **coordinating the resolution process** within their company.

Next steps

Communication & Training

1 Inform possible SNCRP users about the new platform, process and all training material.

First incident

2 When an incident associated to your company is registered on SNCRP, the Key Account for ABB will be notified. You will receive an email with a link to create an account and access the platform.

Further Incidents

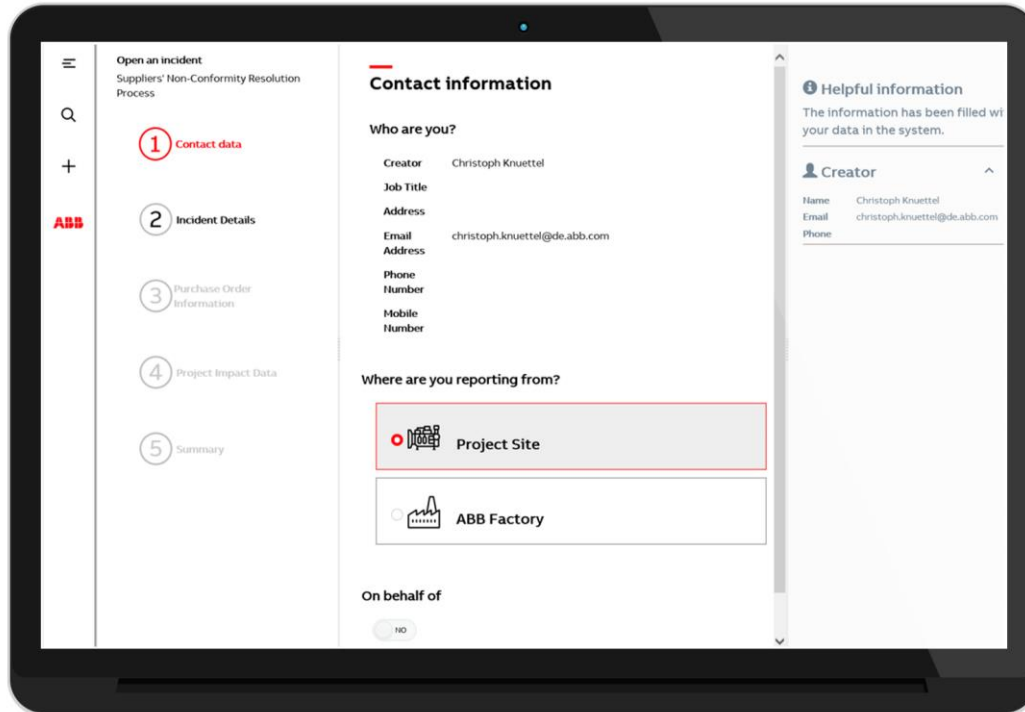
3 Once your account is created, you will be able to sign in automatically and keep track of all incidents assigned to you on your dashboard.

No incident registered

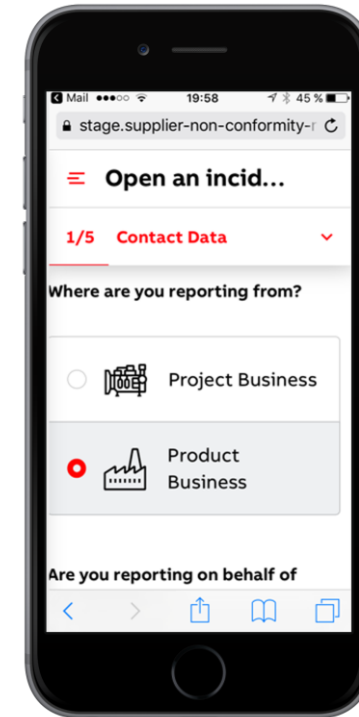
4 If no incident has been identified on SNCRP, no action is needed.

Access

Desktop version



Mobile version



'How to' guides

Creating your account

[click here to watch](#)

General navigation

[click here to watch](#)

8D process – D1, D2 and D3

[click here to watch](#)

8D process – D4

[click here to watch](#)

8D process – D5

[click here to watch](#)

8D process – D6

[click here to watch](#)

8D process – D7 and D8

[click here to watch](#)

ABB