Supplier Non-Conformity Resolution Process (SNCRP)

Starter pack

ABB Group Function Procurement & Logistics
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!
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

1. Commercial
2. Design
3. Product or system quality
4. Delayed delivery
5. Wrong delivery
6. After-sales or service quality
7. Documentation
8. Packaging
9. Transportation
10. Delayed contract completion
11. Health, safety or environment (HSE)
12. Compliance

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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

<table>
<thead>
<tr>
<th>D1</th>
<th>D2</th>
<th>D3</th>
<th>D4</th>
<th>D5</th>
<th>D6</th>
<th>D7</th>
<th>D8</th>
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</thead>
<tbody>
<tr>
<td>Team</td>
<td>Definition of the problem</td>
<td>Containment action</td>
<td>Root cause(s)</td>
<td>Permanent corrective action</td>
<td>Implement &amp; validate</td>
<td>Preventive action(s)</td>
<td>Lessons learned</td>
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- Define the issue resolution team
- Define and describe the problem based on facts
- Implement containment actions within 48 hours after the incident is communicated
- Identify and validate the root-causes of communicated incident
- Define actions to eliminate all identified root-causes
- Implement and validate permanent actions so that containment actions can be stopped
- Ensure sustainability and analyze if similar problems could occur
- Collect and review all learnings and conclude 8D process

**Stage 1**
48 hours

**Stage 2**
10 days

**Stage 3**
20 days

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

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

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.

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.

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

Mobile version
‘How to’ guides

Creating your account  

General navigation 

8D process – D1, D2 and D3

8D process – D4 

8D process – D5 

8D process – D6 

8D process – D7 and D8 

[Links provided to watch guides]