Supplier Non-Conformity Resolution Process (SNCRP)

Starter pack

ABB Group Function Procurement & Logistics

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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.
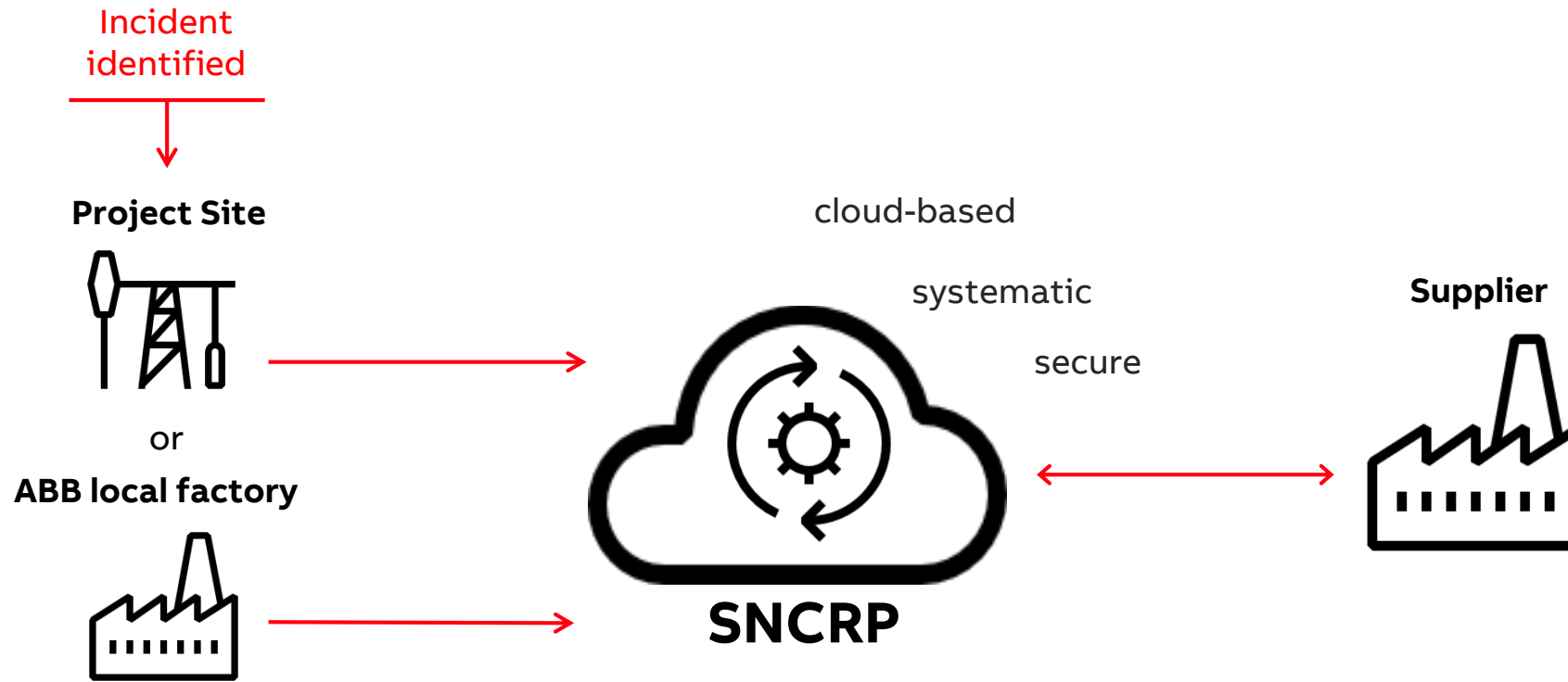
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SNCRP - Aim

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

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SNCRP - Flow

Incident identified

Project Site

or

ABB local factory

cloud-based

systematic

secure

SNCRP

Supplier

| 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 |

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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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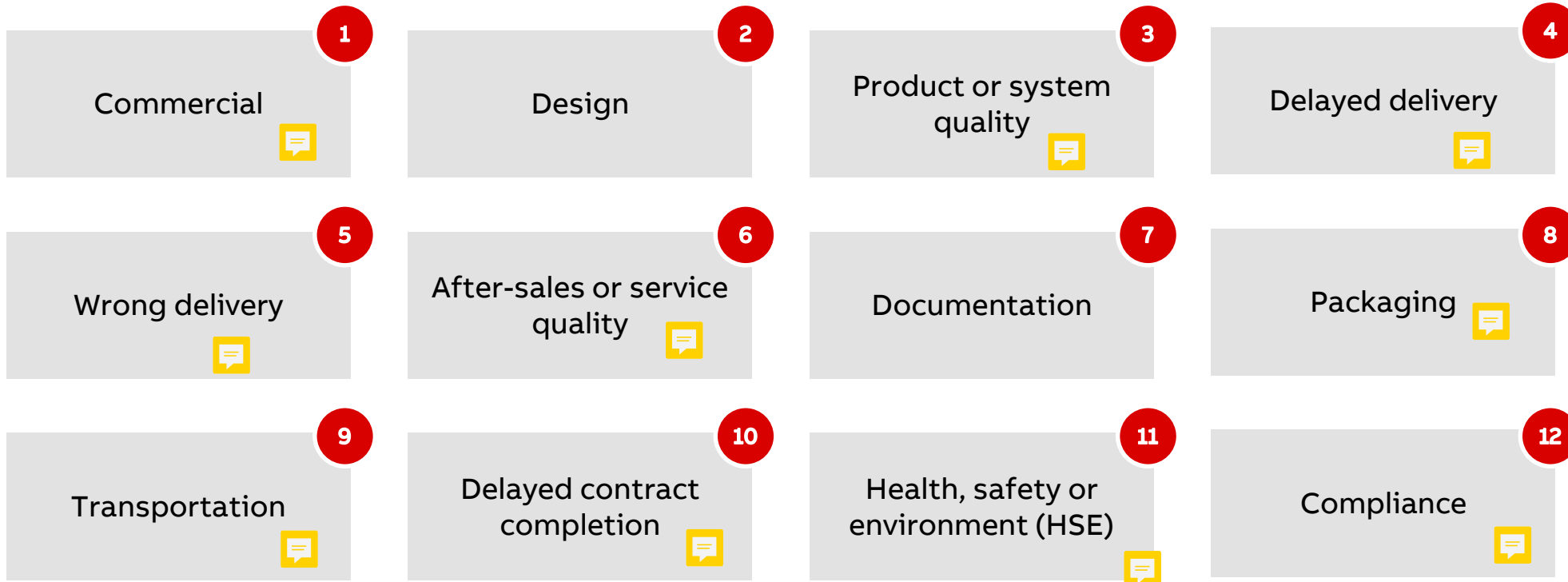
Establishing standards

SNCRP

8D – incident resolution

8D Analysis: Supplie

D1: Team Input Required	∨
D2: Definition of the Problem Input Required	∨
D3: Interim Containment Actions Input Required	∨
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
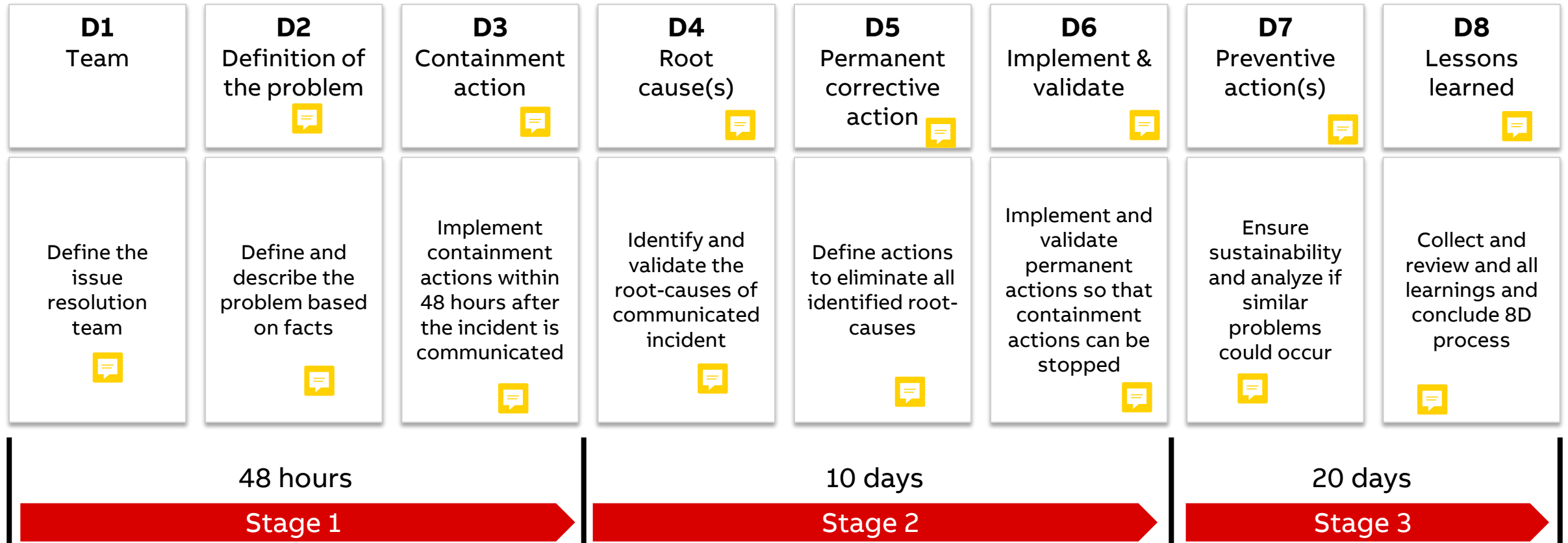   - ✓ Send E-Mail and Letter

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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.

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8D methodology outline and time to closure

D1 Team	**D2** Definition of the problem	**D3** Containment action	**D4** Root cause(s)	**D5** Permanent corrective action	**D6** Implement & validate	**D7** Preventive action(s)	**D8** Lessons learned
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 and all learnings and conclude 8D process

48 hours	10 days	20 days
Stage 1	**Stage 2**	**Stage 3**

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

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8D approval flow 🗨

8D –
incident resolution

D1: Team Input Required	⌄
D2: Definition of the Problem Input Required	⌄
D3: Interim Containment Actions Input Required	⌄

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.

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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.
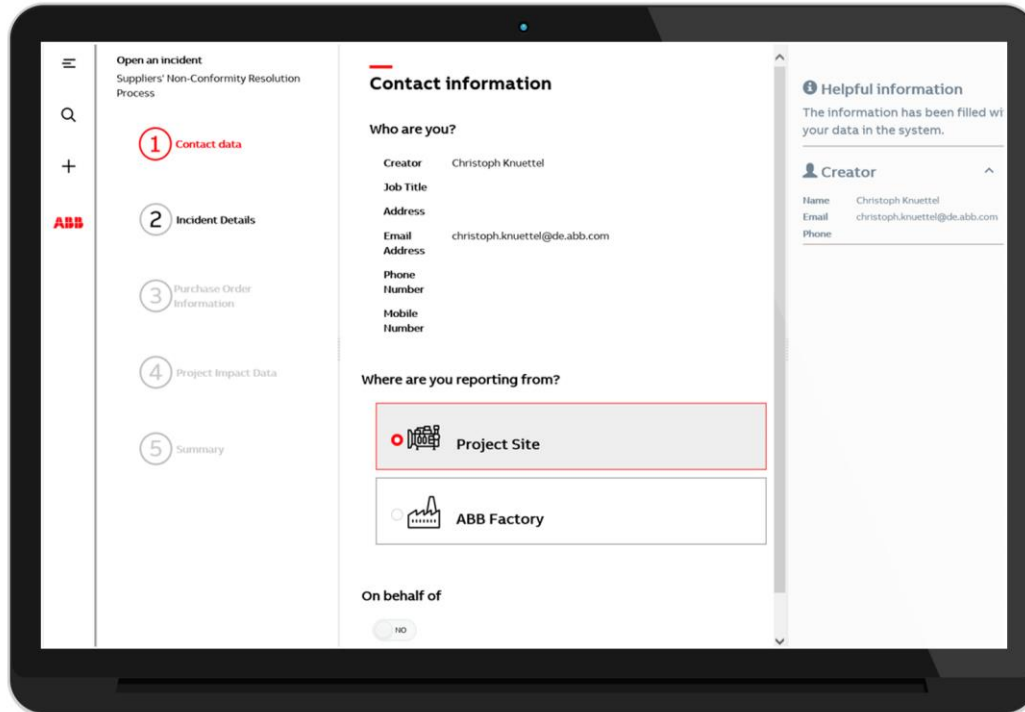
Further Incidents

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.
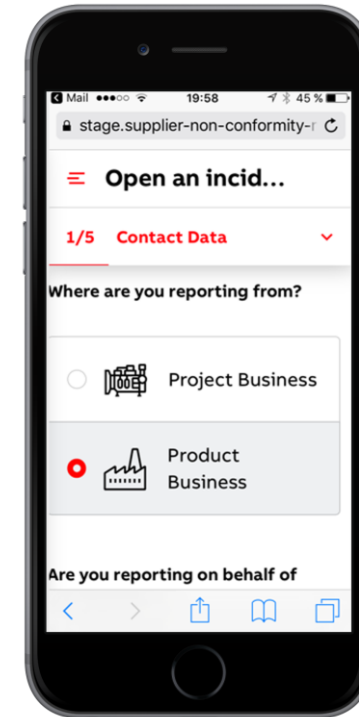
No incident registered

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

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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

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