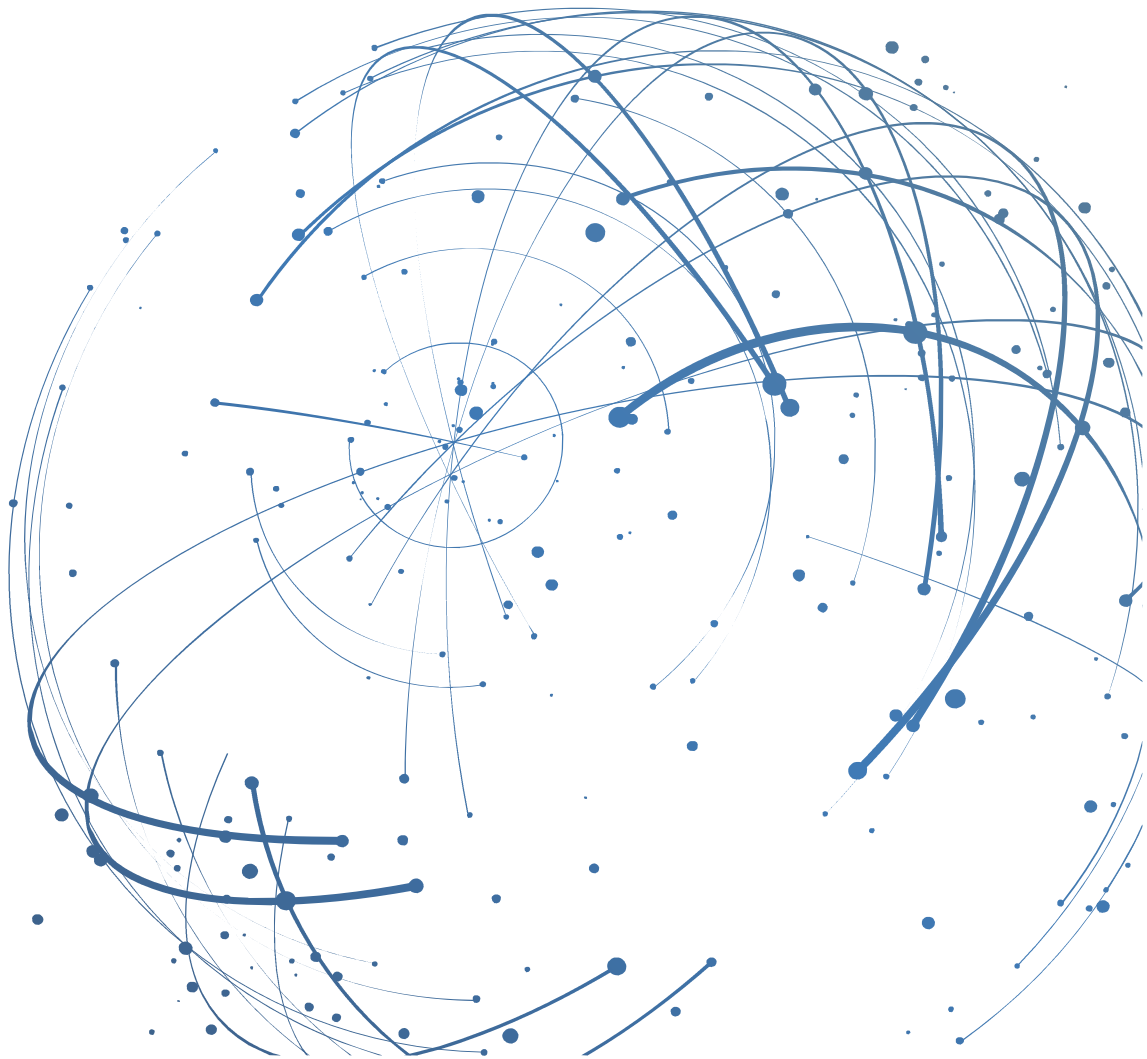# Notification of Escape (NoE)

Contact

Email: AirSupply-Support@SupplyOn.com

Germany: 0800. 78 77 59 66
International: +800. 78 77 59 66
USA / Canada: 1.866. 787.7596
China: 10800. 7490127 or 10800. 4900114
Mexico: 01.800. 123.3231
Training: www.supplyon.com/training_en.html

Table of Contents

1 About this Manual

NoE (Notification of Escape) is a standard process for suppliers to inform their customers at an early stage about the non-conformity of products already delivered. It is a contractual obligation for suppliers to inform the affected customer in the event of delivery of non-conforming products.

The basis of the non-conformity process is the Aerospace series – Quality Management Systems – Nonconformance Data Definition and Documentation **9131**.

In this manual it is described, how supplier and customer can collaborate on the NoE process with AirSupply.
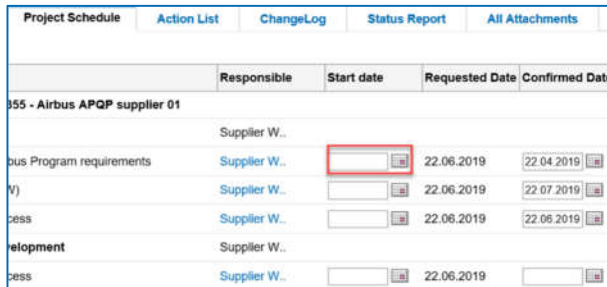
1.1 Intended Audience

This manual is intended for supplier who have a working knowledge of AirSupply.

1.2 Typographical and Graphical Conventions

The following typographical conventions are used throughout the manual:

Example	Meaning
Screen text	Text, which is visible in the user interface, is **bold**.
Reference	Reference material is in *italics*.

The graphical convention is used throughout the manual:

Figure: Red borders are used to indicate special areas.

Red borders indicate areas of interest on the screenshot. They are *not* part of the user interface.

1.3 Abbreviations

Abbreviation	Meaning
APCA	Accepted pending customer action
APQP	Advanced Product Quality Planning
CSV	Comma-separated values
NoE	Notification of Escape
PDF	Portable Document Format
PO	Purchase Order
PPS	Practical Problem Solving
WIP	Work in progress
9S	Problem Solving Methodology in 9 steps

2 Overview

NoE (Notification of Escape) is a standardized way used to quickly inform the customer about a possible problem with the already delivered products. It is a defined process for a product quality insurance for customers and their suppliers.

 Process and status description

DRAFT ⟩ OPEN ⟩ WIP ⟩ INCOMPLETE ⟩ WIP ⟩ APCA ⟩ ACCEPTED

Creating a Notification of Escape

1. The supplier, for example a quality manager, creates an NoE on the basis of the standardized process in AirSupply.

2. The supplier fills in the NoE with all information to describe the delivered product including the non-conformance description and sends the NoE to the customer.

3. The status changes from **DRAFT** to **OPEN**.

4. The customer can read the information but can't work with the NoE.

5. The supplier fills in the missing information and sends the final NoE to the customer.

6. The status changes to **WIP** (Work In Progress).

> **Note**
>
> You can complete step 3, 4 and 5 in one go if you want.

7. The customer can work on the NoE, the supplier can't.

8. If the customer needs additional information he returns the NoE to the supplier.

9. The status changes to **INCOMPLETE.**

10. The supplier fills the missing information and performs the missing steps and sends the NoE to the customer.

11. The status changes to **WIP** (Work In Progress).

> **Note**
>
> Steps 8 until 11 are not mandatory. Only if additional information is needed these steps need to be performed. These steps can be repeated several times until the customer has received all the necessary information.

12. The customer validates if necessary and sufficient information are provided in the NoE.

13. The status changes to **APCA** (Accepted pending customer action).

14. The customer fills the feedback area in the Header information and sends **Feedback**.

15. The status changes to **ACCEPTED**.

The supplier can request a cancellation if an NoE is in status **OPEN** and **INCOMPLETE**.

If the customer accepts the **CANCELLATION REQUEST** the NoE is in status **CANCELLED**.

If the customer rejects the **CANCELLATION REQUEST**, the status changes to **INCOMPLETE.**

This diagram describes the steps if you send an NoE with preliminary alert to your customer.
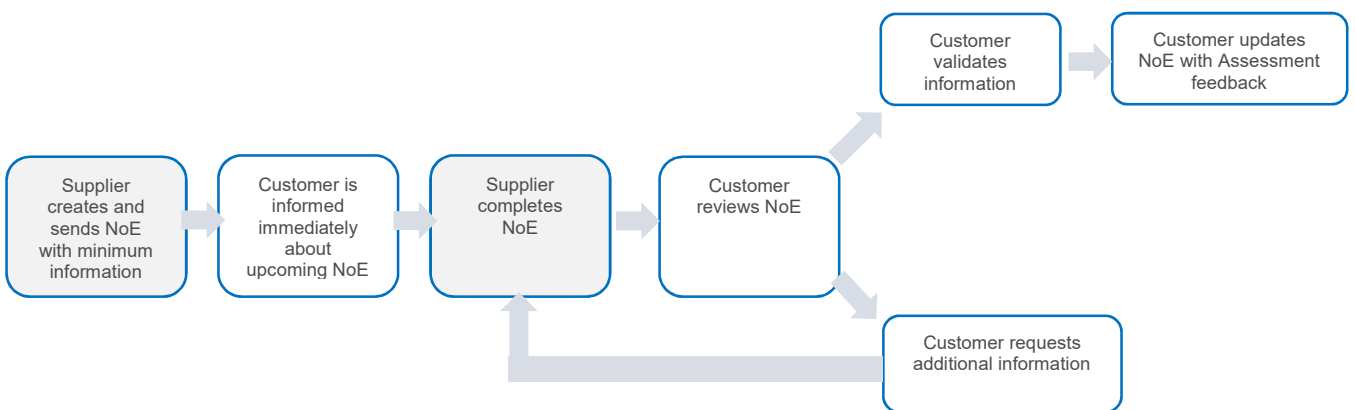
This diagram describes the steps in case you send the complete NoE. The supplier creates and sends complete NoE
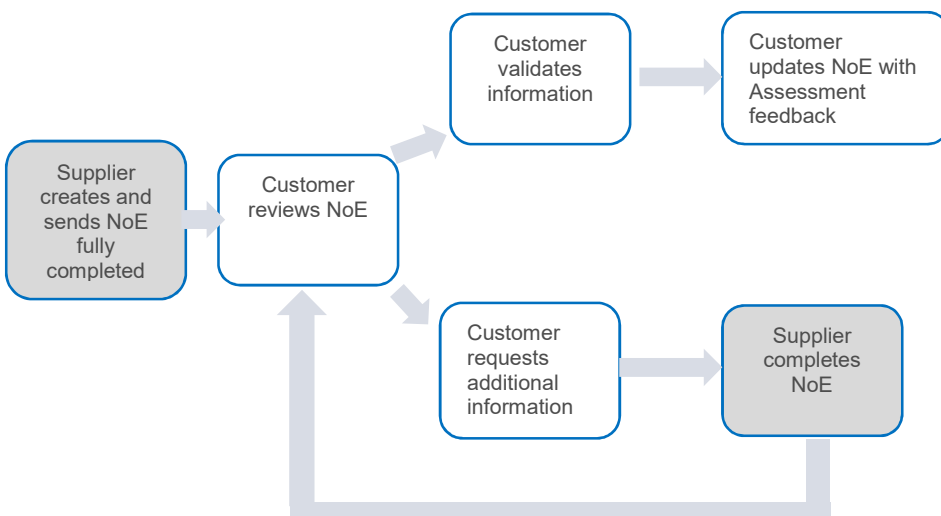
3 Working on NoE - Supplier

For using AirSupply NoE, you need an NoE role and the appropriate rights. → See Roles and Rights on page *34*

The purpose of an NoE is to inform the customer that products have been delivered that do not 100% meet the requirements of the customer contract and/or product specification requirements.

The underlying rule work is the 9131 norm. Observe the norm for the corresponding process steps.

The following rules ('Airbus Golden Rules') apply during creation of an NoE:

Language	A Notification of Escape (NCR) and all documents attached must be in English.
Title field	This field is the "supplier owned title". It is free text to sum up the issue.
ATA field	It is recommended to fill in the field with 3 or 4 digits (for example ATA 2310). For drawings parts (non-standard parts), use the first 3 digits of the **Drawing Number** for the **ATA** field.
Distribution list	Please fill in the first name and last name of people who receives the NoE
Multi material selection	If several materials are affected, please select a material as a reference. Then insert the complete material list (with corresponding batch number, serial number, purchase order, quantity affected). In the tab **Attachments** , by using the **Multi Material Template** and insert the comment "see attachment" in the **Other part number** field in the NoE header tab.
Status **'OPEN'**	The status OPEN corresponds to a preliminary alert, please fill in the NoE quickly to send the final version to your customer.

These products are either in transit, on stock at the customer site or are already installed. Therefore it is important that the customer receives a notification immediately in order to be able to react in time.

AirSupply ensures that all data is available in one place. Customers and suppliers can collaborate on a notification.

The next steps describe the first two status marked in dark blue.

Draft → Open → WIP → Incomplete → WIP → APCA → Accepted
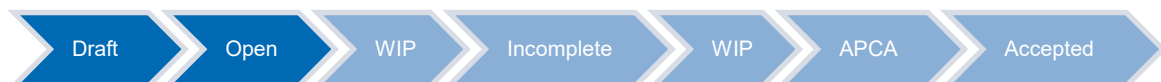
3.1 Creating an NoE

You start the work in AirSupply by creating an NoE.

1. Open AirSupply

   The **My Workspace** page is displayed.

2. Click the drop down menu next to **Notification of Escape** and select **NoE Creation.**

Figure: **My Workspace**

   The **Create NoE** page is displayed.

3. Select the relevant material.

NOTE

How to select the relevant material:

Select the material number which the supplier contracted site (Ordering Site) received within a purchase order or VMI flow. The manufacturer site (this may differ) of the affected material has to be specified afterwards in the NoE Header Tab.

Several materials affected:
- Select one of the affected materials as a reference
- Insert the complete material list (with corresponding batch number, serial number, purchase order and quantity affected) in the tab **Attachments**, by using the **Multi Material Template.** This can also be downloaded there.
- Insert the comment "see attachment" in the **Other part number** field in the NoE header tab.

The affected material is not available:

For the case the affected material, you want to create the NoE for, is not available in the screen *Create NoE* please use the following workaround:

- Select the dedicated **dummy material number** (customer material number "**-**")
- Insert the complete material list (with corresponding batch number, serial number, purchase order and quantity affected) in the tab **Attachments**, by using the **Multi Material Template** (this can also be downloaded there).
- Insert the comment "see attachment" in the **Other part number** field in the NoE header tab.

Click **Create**

Figure: **Create NoE**

An **NoE** consists of the following components:

- ✓ Header
- ✓ Defects
- ✓ Attachments

After the initial creation an NoE is in status **DRAFT**.

Figure: **NoE Details in status Draft**

In order to guarantee a fast first notification to the customer, only a few fields have to be filled in in the Header tab. These are marked in yellow.

1. Fill in all the mandatory fields with the first results of your investigation.

   The field 'Title' is available to you as a supplier to summarize the problem. It is a free text field.

   The Customer focal point has to be selected from a dropdown menu.

   If your material is used in more than one project, you can select multiple entries at once.

Figure: **NoE Details in status Draft**

The Manufacturer Site has to be selected from a dropdown menu

Figure: **Selection of Manufacturer Site**

NOTE

In the **manufacturer site** field, the location at which the affected material was manufactured must be specified. The dropdown menu can only contain your ordering site or additionally also further pure manufacturer sites of your company.

For the case, the **manufacturer** of the affected material is **another company (third party)**, please select in the dropdown menu the site of your company that received the corresponding purchase order of your customer.

In the distribution list, enter all stakeholders, with their first and last names, who are responsible for the processing in your company, and the persons to whom this NoE is addressed at your customer.

Figure: **NoE Details**

2. Click **Send NoE**

Figure: **Send NoE in Status Draft**
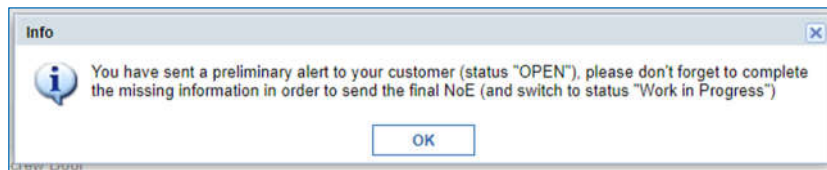
Figure: **Info Box**

The customer received a preliminary alert to be informed about the issue. The status of the NoE changes to **OPEN**. In this status the customer has only read access to the NoE.

Either re-open the NoE or continue to work in the notification. In this example the work is continued.

NOTE

The expected **lead time** between the preliminary alert and the completion of the NoE in **OPEN** status is **two days**.

In the **OPEN** status, further fields are displayed as mandatory fields.

3.2 NoE in status OPEN

3.2.1 Further work in Header tab

In status OPEN additional fields are mandatory in the **Header** tab and need to be filled before sending.

3. Define where you detected the non-conformity.

Figure: **NoE Details** in status **OPEN**

4. Inform the customer of the reason for the incorrect delivery.

   The following page shows the **ATA chapter** drop down menu entries.

NOTE
It is recommended to fill in the field with 3 or 4 digits (in this example 3246).

For drawing parts (non-standard parts), use the first 3 digits of the Drawing Number for the ATA field.

Figure: **ATA** drop down menu entries

5. Search for a PO related to the defect material.

6. Click **Search PO Line**

Figure: **Search PO Line** link in the Header tab

You receive a list of related POs.

7. If there is no related PO or no PO found in AirSupply as in the following example, click **No affected PO**.
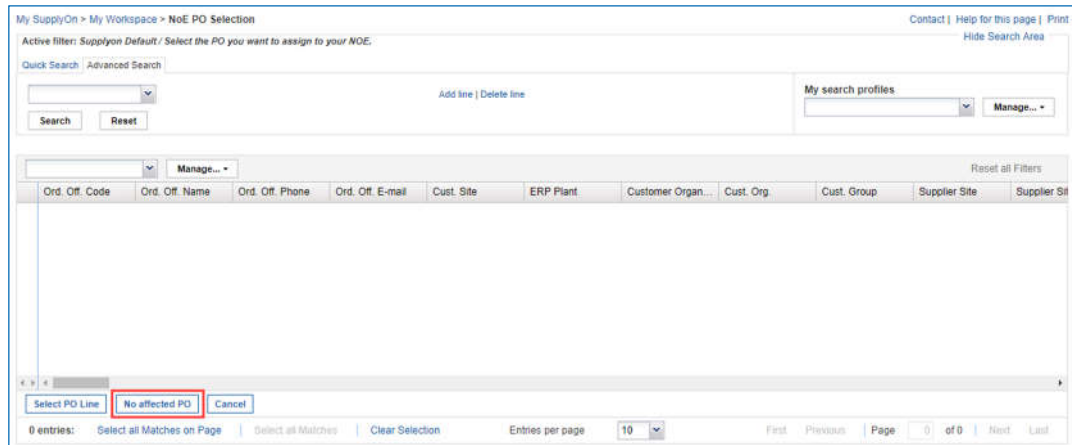
Figure: **NoE PO Selection**

8. Continue filling in all mandatory fields.

9. It is mandatory to enter either a serial number or a batch number.
   To enter this information click **Create/Edit** in the corresponding line. This opens either the **Serial Number Generator** or **the Batch Number Generator.**
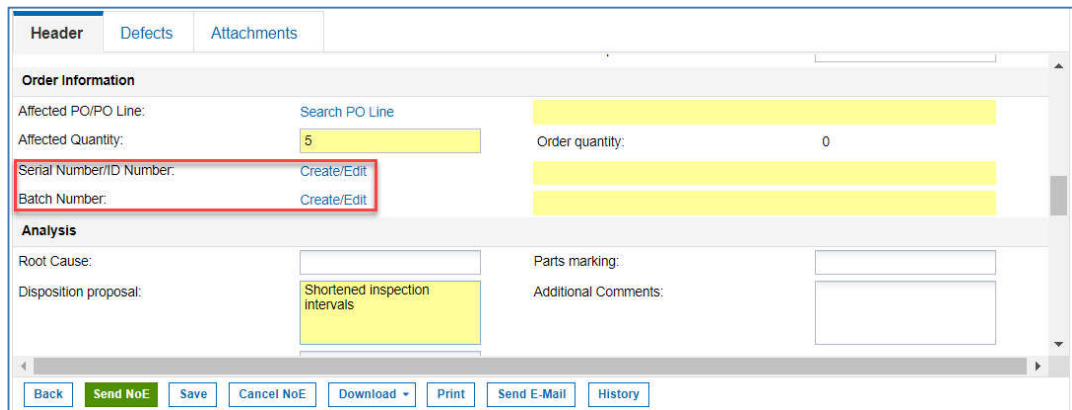
Figure: **Selection of Serial Number or Batch Number**

10. Fill the relevant data

11. Click **Add to list**

12. and **Apply**.

Figure: **Add/Edit Serial Numbers** dialog window

In the **Add/Edit Serial Numbers for NoE…** dialog window you can generate serial numbers with the **Serial Number Generator** or you can copy and paste serial numbers from a CSV list (or an excel list that is converted into CSV) into the **Insert Serial Numbers** field.

The first serial numbers are displayed.

Figure: **NoE Details**

The function is shown as an example for the serial numbers. For batch numbers it works the same way

3.2.2 Filling the Defects

If you can describe the defect(s) proceed to the next steps. But this is not mandatory.

1. Click the **Defects** tab.

2. Open the drop down next to **Action.**

3. Select **Add a Defect.**
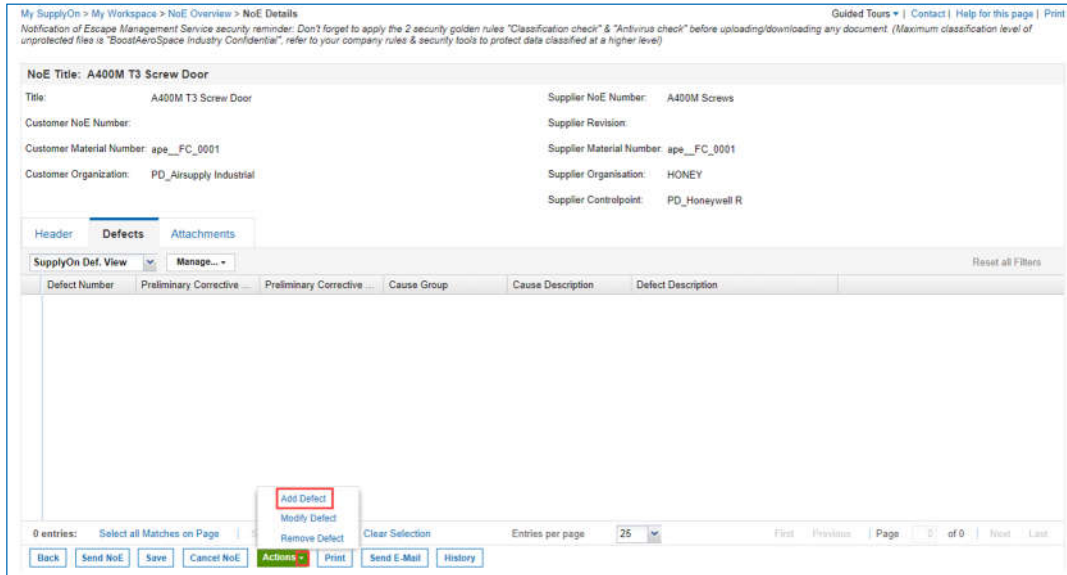
Figure: **Add Defect** action on the **Defects** tab

A dialog window is displayed.
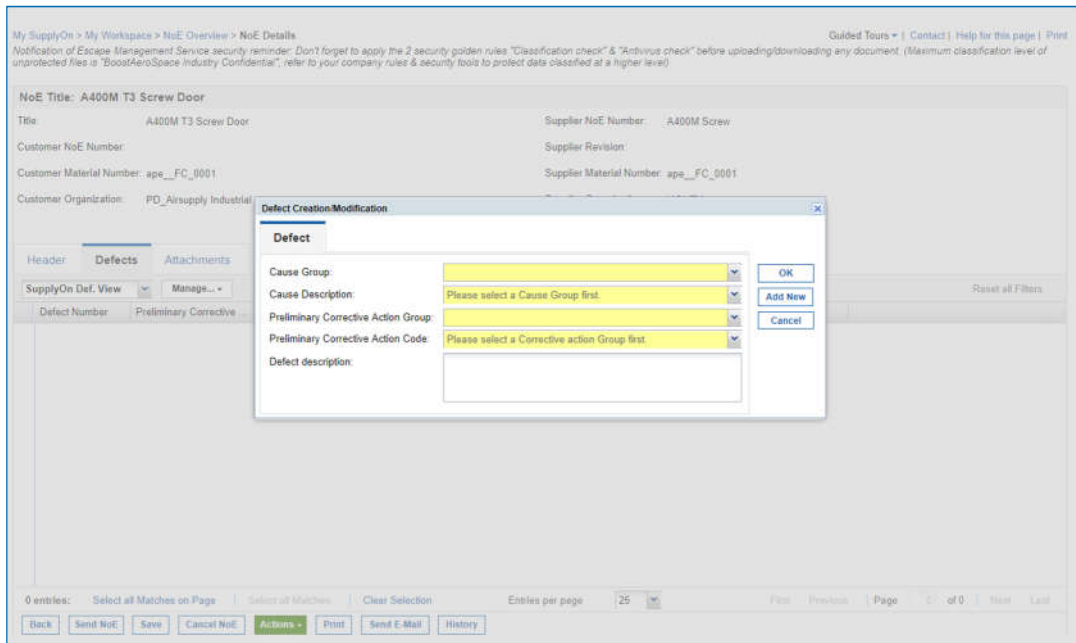
Figure: **Defect Creation/Modification** dialog window

4. Fill in all mandatory drop downs. This screenshot shows an example for the drop downs.

5. Confirm with **OK**.

Figure: **Defect Creation/Modification**

The created defect is displayed.

Figure: **Defects** tab

3.2.3 Adding Attachments

If you have documents that support the process you can upload them here. This is not mandatory. If several materials are affected insert the complete material list here.

6. Click the **Attachments** tab.

7. Open the drop down next to **Actions.**

8. Download the 'Multi Material Template' in case the NoE refers to more than one material.

Figure: **Attachments** tab

An Excel Sheet will be provided. Fill it with the relevant material data, like corresponding batch number, serial number, purchase order, quantity affected.

9. Upload the **Multi Material Template**.

Figure: Add **Multi Material Template** action on **Attachments** tab

Follow the security golden rules when uploading the attachment. If you want your attachment to be scanned for viruses, leave the settings as shown.
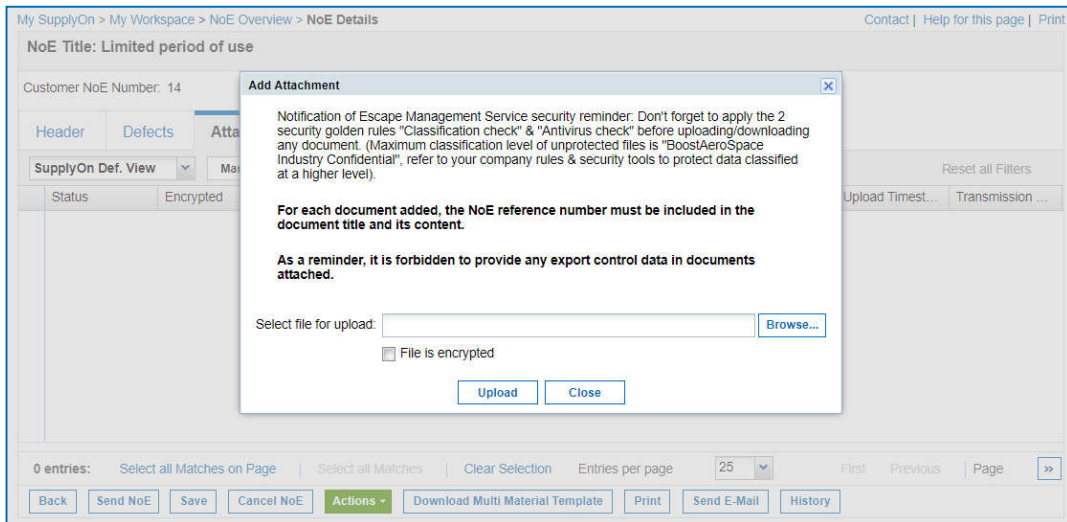
Figure: **Add Attachment** security golden rule pop-up window on **Attachments** tab

The uploaded multi material template is displayed.
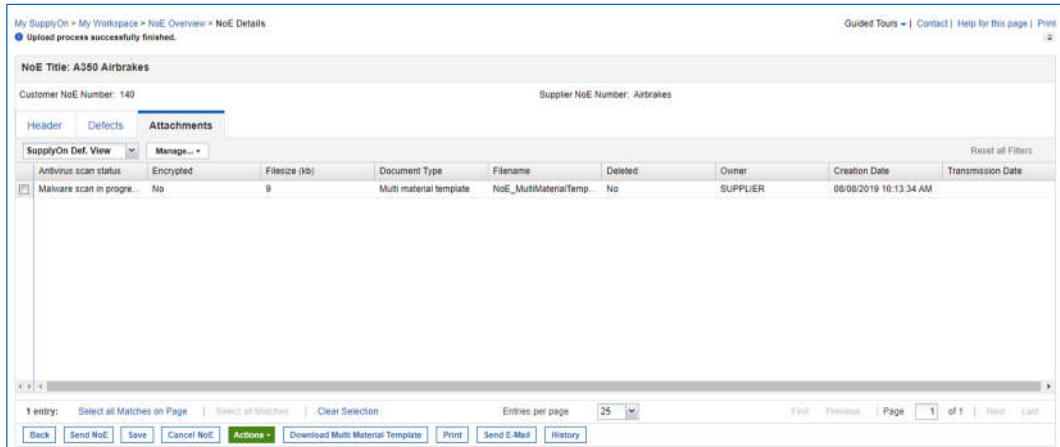
Figure: **Attachments** tab

10. Go back to the Header tab and insert the comment "see attachment" in the field **Other part number**
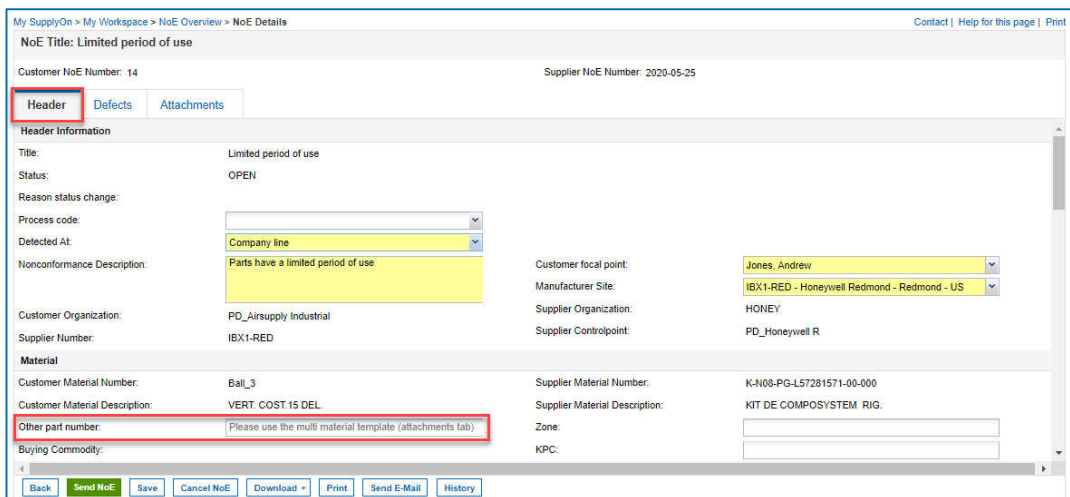
Figure: **Other part number filed** on **Header** tab in **NoE Details**

11. If you want to add further attachments, select **Add Attachment.**
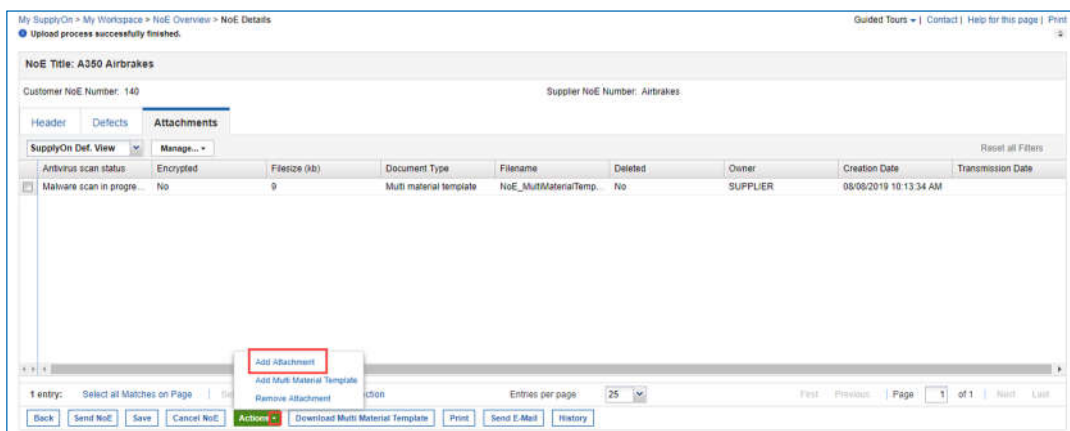
Figure: **Add Attachment** action on the **Attachments** tab

Click **Browse**… and select the attachment from your PC

12. In case your file attachment is classified and encrypted already set the ✓ next to **File is encrypted**.

13. If you want your file attachment to be scanned for viruses untick **File is encrypted.** Click **Upload.**
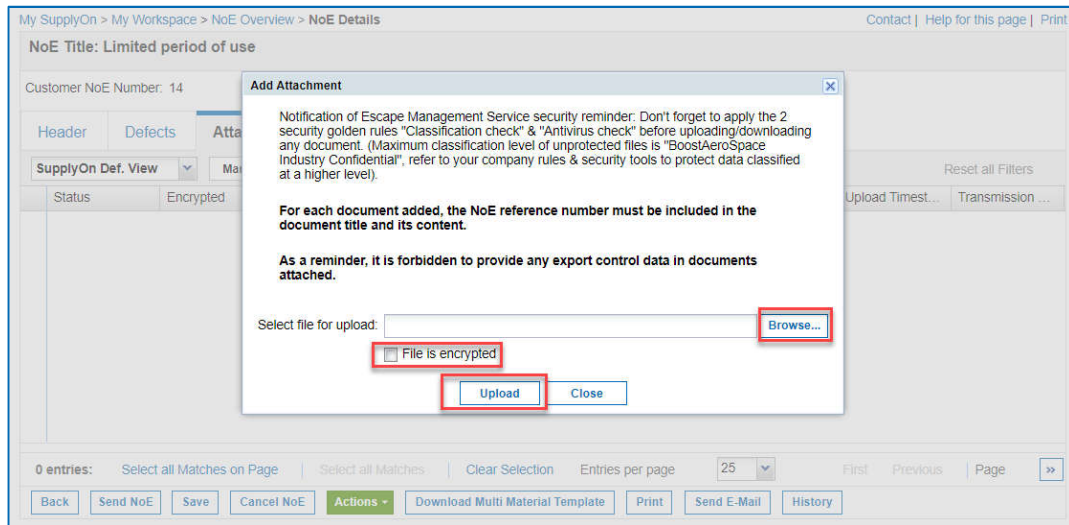
Figure: **Add Attachment** dialog window

Note

Letters, numbers, spaces, dashes and underscores are allowed in the file name of the attachment.

The filename should contain the NoE reference, previously specified in the NoE Header

The NoE reference should be also specified in the content of the attached document.

The size of an attachment may not exceed 20 MB, the size of all attachments may not exceed 200 MB.

The attachment is listed on the **Attachments** tab.
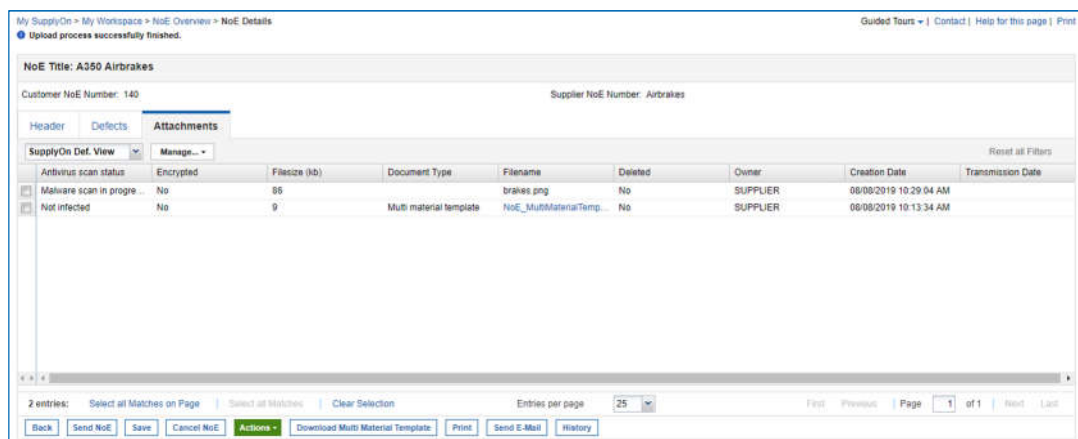
Figure: **Attachments** tab with listed attachments

After filling in all relevant fields, describing the defect(s) and adding attachment(s), send the NoE again to the customer.

14. Click **Send NoE**

Figure: **NoE Details**

The NoE is now in Status **WIP**. The next steps need to be performed by the customer.
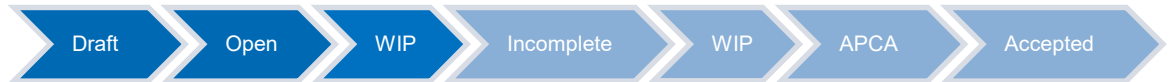
Figure: Status **WIP** on the **NoE Details** page

4 Working on NoE - Customer

During the workflow of an NoE a customer user needs to

- ✓ Validate or return an NoE in Status WIP
- ✓ Provide feedback to the supplier in status APCA
- ✓ Accept or reject a Cancellation request of the supplier, if necessary

Additionally, it is possible to reopen an already processed NoE in Status Accepted.

4.1 NoE in status WIP

In Status WIP a customer user is able to either **Validate** or **Return** an NoE.

Figure: **NoE in status WIP – Customer view**

If **Validate NoE** is clicked, the status changes to **APCA.**

In status APCA the customer can provide feedback to the supplier to finally close the NoE.

If **Return NoE** is clicked, the status changes to **INCOMPLETE**.

In this case the supplier must provide additional information and resend the NoE to the customer.

4.2 NoE in status ACPA

In ACPA status, the customer user has to inform the supplier about the quality decision to close the NoE

In the section Customer Feedback, it is mandatory to enter the Quality decision, before the feedback could be provided to the supplier.

Figure: **NoE in status APCA – Customer view**

After clicking Provide Feedback, a pop-up opens, in which the entered feedback data can be reviewed again and adjusted if necessary.

By clicking confirm, the Feedback is submitted to the supplier. The status of the NoE changes to Accepted.
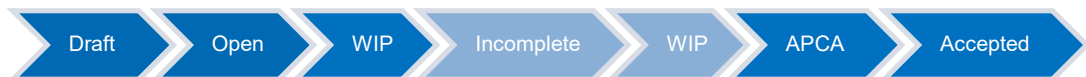
The NoE is now completely processed.

4.3 Reopen NoE in status Accepted

Once a NoE has reached the status Accepted, it is actually completely processed.

But if the situation requires it, the NoE can be reopened by the customer.

By clicking Reopen NoE, the status changes to WIP again.
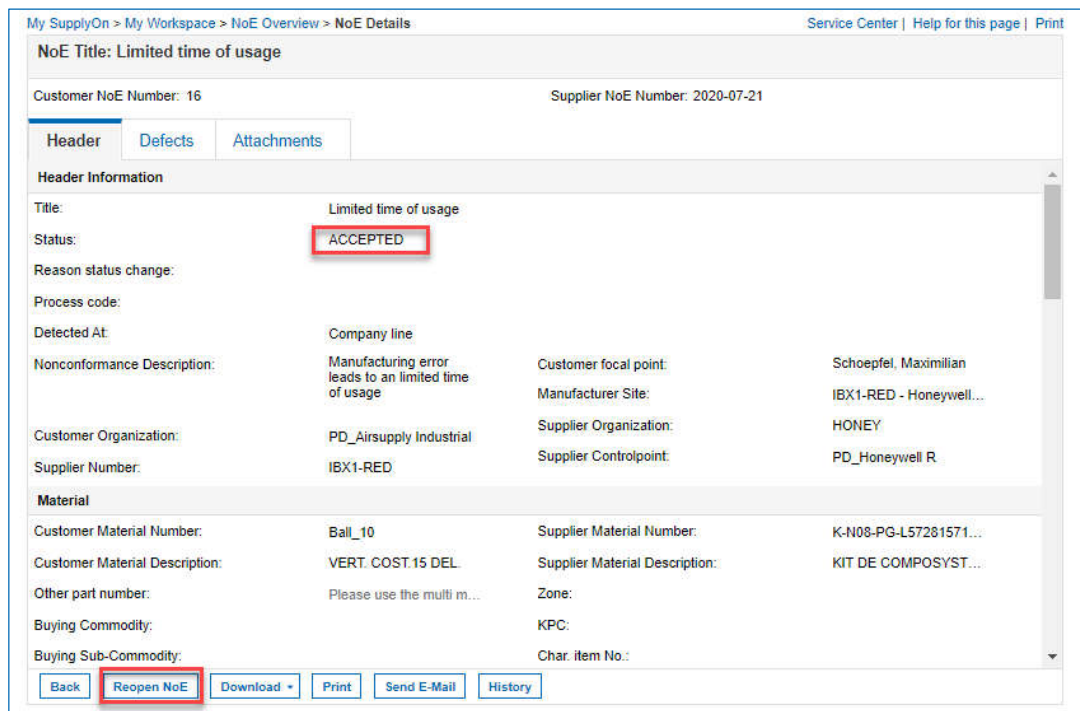
Figure: **Reopen NoE in status Accepted – Customer view**

This allows it to process the NoE again, as described in the previous chapters.

For example, the quality decision can be changed or additional information can be requested from the supplier with the status incomplete.

5   NoE is returned to Supplier in status INCOMPLETE

If the customer returned an NoE, the status changes to **INCOMPLETE**. (The reason for refusal has to be checked in the field **Reason status change.)**
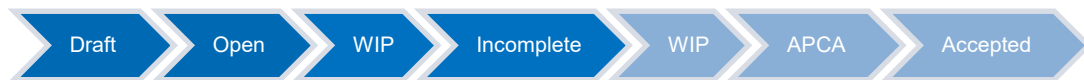
Now you have to re-work the NoE. Perform further work on the NoE as explained in *Working on NoE – supplier.*

With a click on **Send NoE** the status changes to **WIP** again. The last two steps are with the customer as explained in *Working on NoE – customer.*

6 NoE Management Summary

The **My Workspace** page with the **NoE Management Summary** is displayed. The entry **New** means that this NoE has not yet been read. As soon as it has been read, the number decreases by one.

In the **NoE Management Summary** you can see all NoEs and their respective status at a glance.

The status **New** indicates that you have not yet read this NoE.

Figure: **My Workspace**

INCOMPLETE

You have sent the NoE in status **WIP** to your customer. The customer wants you to work further on the NoE and changes the status to **INCOMPLETE.** The next steps are performed by you.

OPEN

You have created an NoE and informed the customer about the issue. The customer has read-only access to the NoE and can react to this issue and start internal actions. The next steps are performed by you.

WORK IN PROGRESS (WIP)

You have completed your work on the NoE. You have now read-only access.

ACCEPTED PENDING CUSTOMER ACTION (APCA)

The customer accepted the NoE but has not yet provided the feedback.

ACCEPTED

The customer has added feedback on NoE quality decision

CANCELLATION REQUEST

You started an NoE or the customer set the NoE to INCOMPLETE. In the meantime you found out that the NoE is not relevant and request a cancellation.

CANCELLED

The customer has accepted the **CANCELLATION REQUEST.**

7   Setting up an Alert

As AirSupply standard functionality, it is possible to set filter on **My Workspace Configuration** and to configure email alert notification depending on the NoE status in the **Alert Overview**.

 As explained in the *Overview* the customer can return an NoE. The status changes to **INCOMPLETE** and the supplier needs to work again on the NoE.

In order not to overlook a status change, the supplier can set up an alert and corresponding e-mail notification.

1. Go to **My Workspace**
2. Click **Alert Overview**

Figure: **My Workspace**

3. Click the **NoE Alerts** tab.
4. Select in the **Advanced Search** the search criteria:
5. **NoE:NoE Status equal to Incomplete**

    and to ensure to receive only NoE alerts
6. **Alert Category equal to NoE Alerts**

Figure: **Advanced Search criteria** on the **Alert Overview** page

7. Click Search

The search result is displayed.

Figure: Search result on the **Alert Overview** page

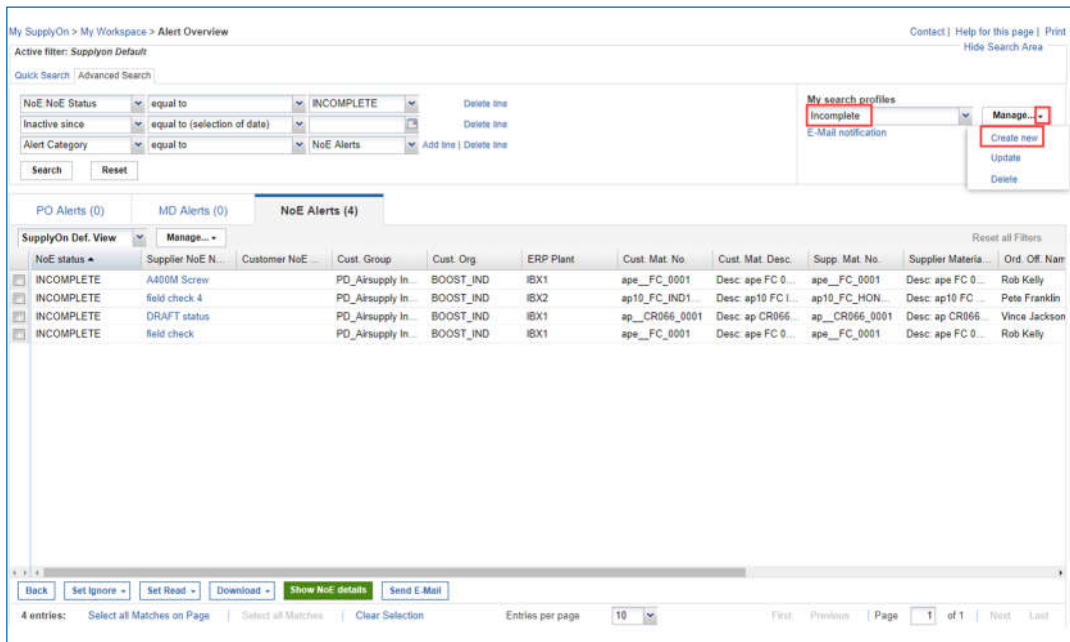8. Define a name for the **search profile** and create a new profile

Figure: **My search profile** on the **Alert Overview** page
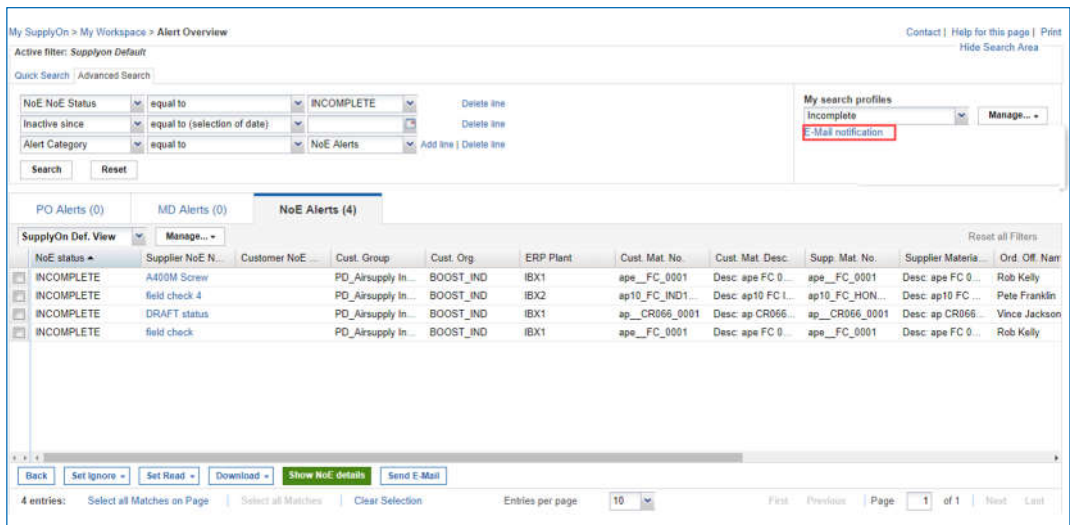
9. Click **E-Mail notification.**

Figure: **E-Mail notification link** on the **Alert Overview** page

10. Define when you want to receive the e-mail notification.

Figure: **E-Mail Notification**

8 Further buttons in an NoE

8.1.1 Delete NoE

You are able to delete a Notification of Escape if the NoE is in status **Draft**.

8.1.2 Cancel NoE

If required, you can cancel an NoE with status **OPEN** or **INCOMPLETE.** The status changes to **CANCELLATION REQUEST.** The customer can **ACCEPT** or **REJECT** the Cancellation request.

- ✓ **REJECT**– results in the status **INCOMPLETE**. The supplier has to work on the NoE again.
- ✓ **ACCEPT**– results in the status **CANCELLED**. No further work is needed.

8.1.3 Download

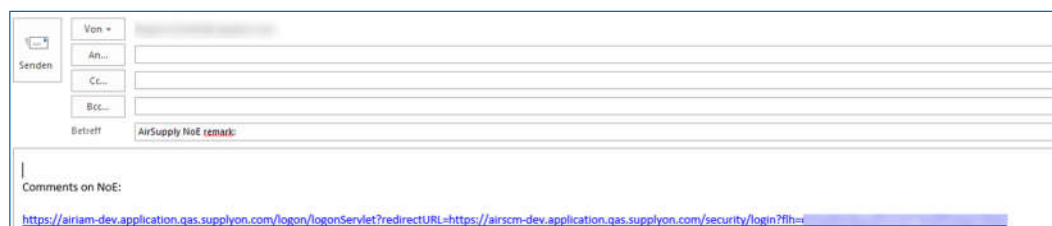There are two ways for downloading an NoE:

- ✓ Full download with attachments (csv)
- ✓ Full download without attachments (csv)

8.1.4 Print

Print opens a pdf you can print out fast and easy.

8.1.5 Send E-Mail

In case one party has a question click **Send E-Mail**. A message system like MS Outlook opens with a deep link to the NoE. The sender needs to define the recipient and the related question(s). The recipient needs to have an AirSupply Account with a role for NoE to access the NoE in AirSupply.

Figure: **MS Outlook** with a link to an NoE

8.1.6 History

The History provides an overview of an NoE.

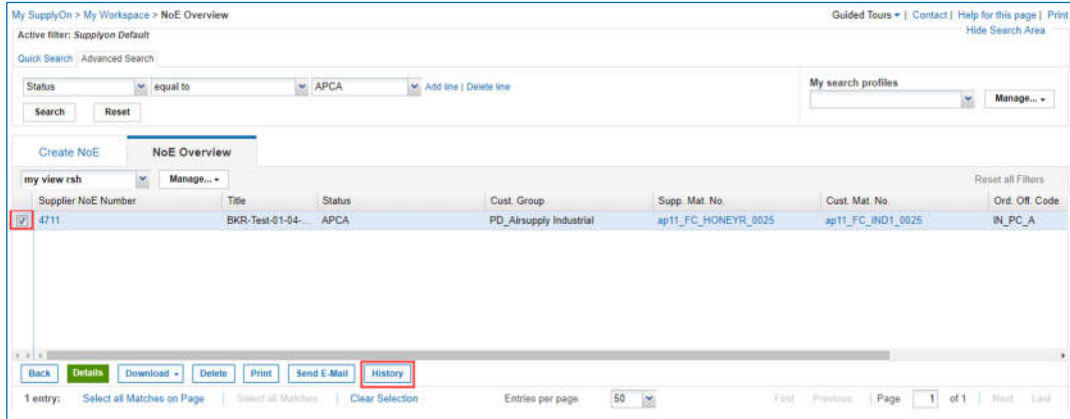1. Select the NoE you want to know more about.

2. Click **History.**

Figure: **NoE Overview**

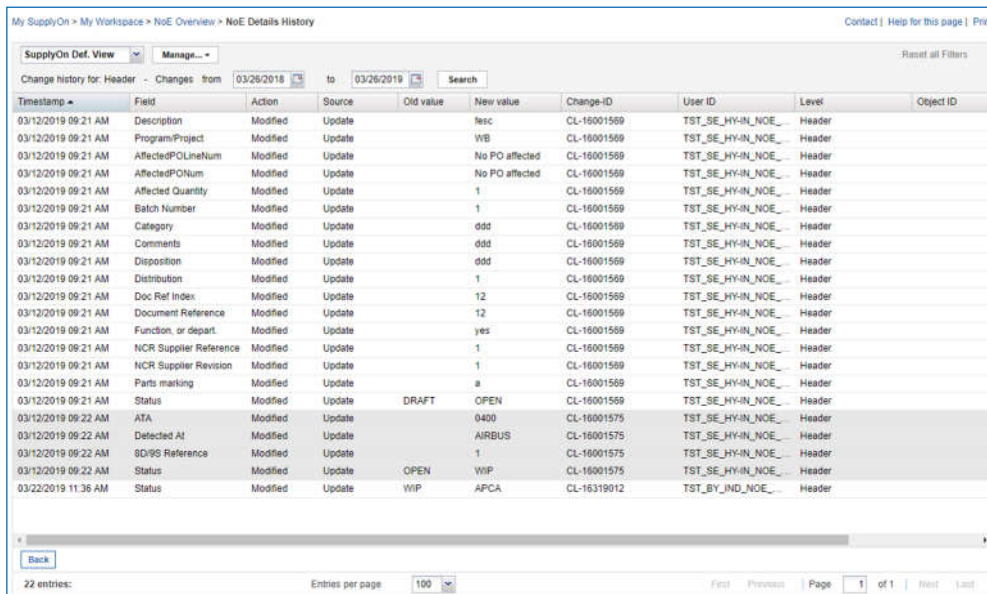The NoE History Details page is displayed. This page shows an example of already performed activities.

Figure: **NoE Details History** page

9 Roles and Rights

The SupplyOn Company Admin is authorized to create new users or to assign roles to already existing users.

For using AirSupply NoE a supplier user needs to have at least one of the two following user roles:

IndSellerNOE-Read:

✓ Can see Notifications of Escape.

✓ Can receive Notification of Escape alerts

IndSellerNOE-Write:

✓ Can create and collaborate on Notifications of Escape

✓ Can receive Notification of Escape alerts

Roles in SupplyOn

1. Log on to → **SupplyOn**.
2. On the main menu, point to **Administration**, and then click **User Management**.
3. Click the **User Accounts** tab.
4. Select an user.
5. Click the **Roles** tab.

The roles are defined in the **AirSupply related roles** Section.

Figure: The NoE roles for the **Notification of Escape** in the **User Management**.