



SupplyOn Problem Solver User Manual for Buyer Paid Connect Suppliers

Rev – 1.0

Date – 06/05/2024

Objective and Scope:

The Problem Solver Service from SupplyOn supports fast problem solving in the short term and the avoidance of repeat errors in the long term which will raise the quality level sustainability.

This new service includes:

- Immediate notification about customer complaints and efficient control about actions to solve problems.
- Reports containing all process steps and integrated pictures.

This project is a transformative initiative aimed at transitioning the Global SSP SCM 1.0 defect management module to the SSP SCM 2.0 Problem Solver module, to enhance collaboration and streamline operations. Suppliers will progressively gain access to a new SupplyOn service in partnership with Schneider Electric.

More Information:

- SupplyOn Customer Support Team is available to you 24/7 for any queries.
Link : <https://contact.supplyon.com/en/>
- Find out everything there is to know about SupplyOn, its platform, and its services.
Link: <http://www.supplyon.com/>
- Details about the project, the SupplyOn solutions we are implementing, the registration process, support sources, guides, and documentation.
Link: <https://partners.supplyon.com/se/>

Instructions:

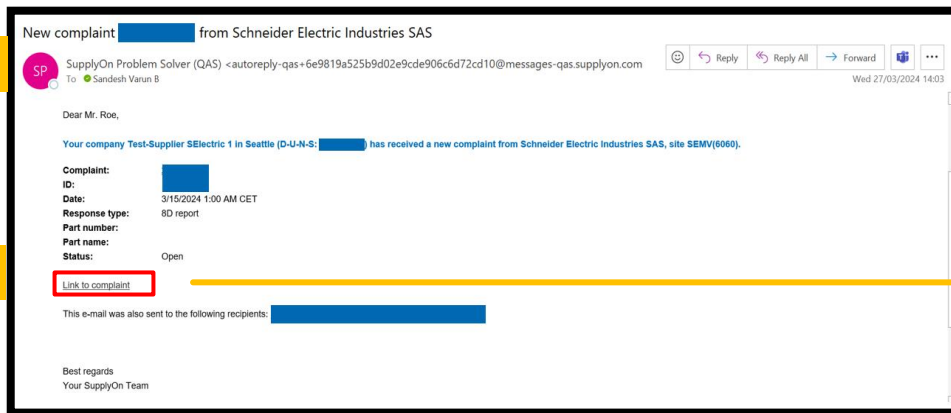


USER CREATION GUIDELINES FOR SUPPLYON.pdf

- In order to receive defect email notifications from SupplyOn, you must have access to the SupplyOn portal account. Your company's SSC admin, who has the ability to create your user account, will assist with this. Please refer to the attached file for the user creation guide.
- Following the 2-2-2 principle, it is necessary to adhere to the timeline of 2 days for providing containment action, 2 weeks for providing root cause analysis, and 2 months for providing preventive action. After filling each and every D-level response (ex:D3), click "save and submit to customer," and uncheck "completed by supplier" and "closed by supplier" options before submitting. As the defect will remain in open status, you can return to fill the next D-level and submit again.
- Historically migrated defects will be displayed with the response type "Short Confirmation", whereas for new open defects, you will follow the procedure with the response type "8D report." You can find the response type in the "customer complaint" tab.
- For historically migrated defects, you can access all the details in the "Comment to customer" section within the "Supplier response" tab. You can then complete the necessary details in that specific section and proceed with the submission.
- As the historically migrated defect does not include attachments, you can reach out to the respective plant SQE's to provide the necessary attachments.
- D5 and D6 should be filled only by request from Schneider. In the other cases fill NA and submit the response. Any comments from the plant SQE will be visible in the "SC Comment" section under the "Customer Complaint" tab.

Procedure to view Supplier Defect/Non – Conformance reported by SE:

1



2

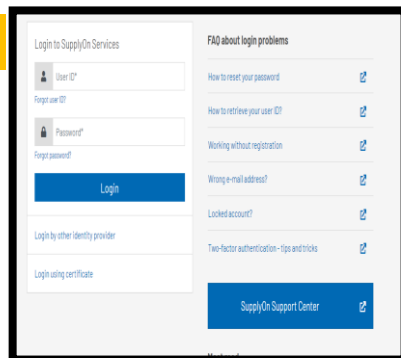
1

Once the defect is created by Schneider, Supplier will receive email notification in their mailbox.

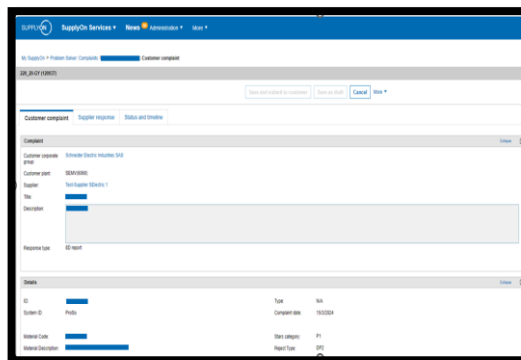
2

Once you click the link it will redirect to SupplyOn portal.

3



B



3

A) If the user clicks on the link, it will redirect to SupplyOn homepage where as a user you need to Sign in with login-credentials. B)The user can see the overview of defects in customer complaint tab and can give action response in supplier response tab.

Defect (Non – Conformance) Detailed View:

Customer Complaint tab:

4

Customer complaint | Supplier response | Status and timeline

Complaint

Customer corporate group: Schneider Electric Industries SAS

Customer plant: [redacted]

Supplier: [redacted]

Title: auto check option

Description: auto check option

Response type: 8D report

SSP SCM 1.0

Action Plan Required

--Select--

BFO

None

SSP

Under Evaluation

4

In the **customer complaint tab**, you can view the defect details created by Schneider related to your plant -supplier level with title and description

NOTE: If Schneider gives action plan as SSP, then by default, it will reflect as “8D Report” in SupplyOn portal.

- BFO,NONE & Under Evaluation will reflect same in SupplyOn portal.
- If the action plan is BFO, supplier user will be redirected to the BFO platform via link (Email notification) where you can give supplier response in BFO platform directly.

Defect (Non – Conformance) Detailed View:

Customer Complaint tab - Details:

5

Details

| | | | |
|--------------------------|-----------------------|----------------------|--------------------------|
| ID: | [REDACTED] | Type: | N/A |
| System ID: | ProSo | Complaint date: | [REDACTED] |
| Material Code: | [REDACTED] | Stars category: | H4 |
| Material Description: | [REDACTED] | Reject Type: | DP1 |
| Part reject date: | 19/3/2024 | SIO Severity Impact: | No Supply Chain Impacted |
| Non-conf. report no.: | | Defect Category: | Aspect |
| Reject unit of Purchase: | Each | Deposition Code: | Deviate and Use in SE |
| Defect Attributes: | Adhesion / Blistering | Action Plan: | SSP |

Part information

| | | | |
|----------------------|------------|-------------------------|-------------|
| Part number: | | Part name: | |
| PO Number: | [REDACTED] | GR Number: | |
| PO Line Number: | | GR Line Number: | |
| Goods received date: | | Reject doc number: | |
| Cost of Quality: | | Reject doc line number: | |
| Plant Name: | [REDACTED] | Business Unit Name: | |
| Product Model: | | Offer Name: | |
| Region: | [REDACTED] | SC Cluster: | Electronics |

Quantities

| | |
|------------------|-----|
| Reject quantity: | 200 |
| Unit of Measure: | EA |

6

Attachments: No attachments were uploaded.
[Details](#)

5 In the **customer complaint tab – Details section** you can view defect details created by Schneider related to:
Defect ID number, material code & description along with reject type, date, Severity impact, Part information, Reject quantity.

6 User can also view files which are attached by Schneider in attachment section.
NOTE: If Schneider gives action plan as SSP (i.e. response type 8D report), then navigate to the next tab to fill the supplier response.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :

7

Customer complaint | **Supplier response** | Status and timeline

Basic data

8D reference:

Production date (supplier):

Accepted defective quantity: Reject quantity: 1

Comment to customer:

Attachments: No attachments were uploaded.

CTRL Key for multiple uploads.

| File name | Uploaded by | Uploaded on | Size |
|---|-------------|-----------------------|--------|
| <input type="checkbox"/> Doc 2 - Basic data.pdf | Roe, C. | 5/2/2024 10:19 AM CET | 319 KB |
| <input type="checkbox"/> Doc 1 - Basic data.pdf | Roe, C. | 5/2/2024 10:19 AM CET | 319 KB |

2 Files | Select all | Deselect all | Rows per page: 10 | Page 1 of 1 | Next Last

7

Basic data contains the following info:

- 1) **8D reference**: Users can find their previous responses by entering the defect ID number to retrieve a similar template for completion.
- 2) **Production date**: Input the manufacturing date of the part. ★
- 3) **Accepted defective quantity**: Input the accepted quantity, which may be negotiable in specific DP3 cases. ★
- 4) **Comment to customer**: Input if there is any comment to customer regarding the defect.
- 5) **Attachments**: Users can upload relevant files here. In the Manage Attachments section, all attachments can be viewed at once.

NOTE: All the attachments should be less 5MB.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :

8

Supplier-internal data

Internal reference no: Internal Part Number:

Internal Notes: Internal Date:

8

Supplier - Internal data:
This section is for user internal section where the user can add the relevant notes (Non-Mandatory)

9

D1 - Problem Solving Team

| Name | Position | E-mail | Authorization | Team leader |
|------|----------|--------|---------------|-------------|
| | | | | |

9

D1 - Problem Solving Team ★
Add members by selecting “Add team member” option where you will be redirected to the users list who has already registered to SupplyOn platform and you can choose the team members who are relevant to the defect.
Select one team member as “Team leader” ★

Team member name, e-mail

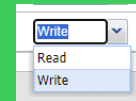
| Name | Position | Department | E-mail | Company | Registered |
|-------------------------------------|----------|------------|--------|---------|------------|
| <input checked="" type="checkbox"/> | | | | | Yes |
| <input checked="" type="checkbox"/> | | | | | Yes |
| <input type="checkbox"/> | | | | | Yes |
| <input type="checkbox"/> | | | | | No |
| <input type="checkbox"/> | | | | | Yes |
| <input type="checkbox"/> | | | | | Yes |

6 Total users Rows per page: 10

D1 - Problem Solving Team

| Name | Position | E-mail | Authorization | Team leader |
|------|----------|--------|---------------|-------------|
| | | | Write | ⊕ |
| | | | Write | ○ |

NOTE: Read = Team member will only be able to view the defect details.
Write = Team member will be able to view and edit the defect details.



Defect (Non – Conformance) Detailed View:



Supplier Response tab :

10

D2 - Problem Description

Attachments: No attachments were uploaded.
[Upload](#) | [Manage attachments](#)
CTRL key for multiple upload.

Comment on recurring error:

10 **D2- Problem Description**

Fill the problem description in a detailed manner. ★
Also, users can attach relevant files in the attachments section.

11 **D3- Containment Actions**

Click on “Add action” to provide action response.

11

D3 - Containment Actions

⌚ Due date for step set by Customer corporate group: 30/3/2024 12:55 PM CET

| Title | Status | Effect | Planned implementation |
|-------|--------|--------|---|
| | | | <input type="button" value="Add action"/> |
| | | | Actual implementation |

Defect (Non – Conformance) Detailed View:

★ Mandatory

Supplier Response tab :

12

The screenshot shows the 'Add D3 action' form with the following fields and callouts:

- 1: Title (text input)
- 2: Description (text area)
- 3: Status (dropdown menu, currently 'Draft')
- 4: Responsible* (dropdown menu, currently 'Select responsible')
- 5: Define D1 team member (text input)
- 6: Effect* (text input with '%' symbol)
- 7: Validation description (text area)
- 8: Planned implementation* (date and time dropdowns)
- 9: Actual implementation (date and time dropdowns)
- 10: Attachments (text area with links: Upload | Manage attachments, CTRL key for multiple upload)
- 11: Internal action (checkbox, labeled 'Internal action (not visible for customer)')
- 12: OK and Cancel buttons

12

D3- Containment Actions

Title - Input the title related to your containment action. ★

Description - Input thorough information on your containment action plan. ★

Responsible – Select the team member from the drop down option who will be responsible for this action. ★

Effect - Input the effect in percentage value based upon where the containment action is being carried out. (Ex: Supplier location, In transit, in customer place). ★

Validation description – After you validate the containment action, input your comments.

Planned implementation – Select the date when this containment action is planned. ★

Actual implementation – Should be filed on the day of implementation & add attachments if any.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :

13

D4 - Root Cause Analysis
Due date for step set by Customer corporate group: 12/4/2024 1:55 PM CEST
Add extended root cause analysis (Ishikawa, 5-Why)
Add failure reproduction
Add risk assessment
Add root cause
Title: Status: 5-Why analysis

13

D4 – Root Cause Analysis

Click on “Add root cause” to provide root cause response.

Create 5-Why analysis
Identify the root cause by repeatedly questioning of the potential cause.
Create Root cause
Title*:
Description*:
Drill-Deep category: No assignment
Root cause type: No assignment
Contribution*: %
Status: Draft
Attachments: No attachments were uploaded.
Upload | Manage attachments
CTRL key for multiple upload.
OK Cancel

▶ **Title** - Input the info related to your root cause.★

▶ **Description** - Input the info in the detailed way related to your root cause plan.★

▶ **Drill-Deep category** – select the category from the dropdown menu (Non-Detection / Occurrence)

▶ **Root cause type** - select the type from the dropdown menu (Technical root cause(TRC) / Managerial root cause(MRC))

▶ **Contribution** - Input the contribution based upon their root cause effect in percentage Value.★

▶ **Attachments** – can attach if any.

NOTE: If needed you can create more then one root cause based on operational or systemic.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :

Optional – (If needed from schneider then its mandatory to be filled or input as NA and close the action)

14

14

D5 – Selection and Verification of corrective actions

Click on “Add action” to provide corrective action response.

The reason for considering D5 and D6 as optional is due to that the data from D5 and D6 will not be reflected in SSP SCM 1.0 for the schneider users.

- ▶ **Title** - Input the info related to corrective action. ★
- ▶ **Description** - Input the info in the detailed way related to your corrective action.★
- ▶ **Root cause** – select the root cause which you have highlighted in D4 from the dropdown menu. ★
- ▶ **Effect** - - Input the effect in percentage value based upon corrective action.★
- ▶ **Planned implementation** - Select the date when this Corrective action is planned.
- ▶ **Attachments** – can attach if any.

NOTE: If you have created more than one root cause analysis, you need to create corrective action based upon each aspect.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :

Optional – (If needed from schneider then its mandatory to be filled or input as NA and close the action)

15

D6 - Implementation and Validation of Corrective Actions

⌚ Due date for step set by Customer corporate group: 12/4/2024 1:55 PM CEST

| Title | Status | Root cause |
|-------|--------|------------|
|-------|--------|------------|

Copy D5 action to D6

- ▶ Add internal D6 action
- ▶ Add cancellation of containment actions

| Effect % | Planned |
|----------|---------|
|----------|---------|

Change D6 action

Title*:

Description*:

Status: Draft

Root cause*:

Responsible*: Select responsible Define D1 team member

Planned implementation*:

Actual implementation:

Validation

Date:

Effect: %

Description:

Item number: 9002

Attachments: No attachments were uploaded.
[Upload](#) | [Manage attachments](#)
CTRL key for multiple upload.

15

D6 - Implementation and Validation of corrective actions

Click on “Copy D5 action to D6” to provide Validation for action response provided in D5.

Title, Description, Root cause & Planned Implementation - Data will be reflected as per D5 action response.★

Responsible – Select the team member from the drop down option who will be responsible for this action.★

Actual implementation - Should be filed on the day of implementation.★

Date - Input the date of validation.★

Effect - Input the effect in percentage value based upon validation.★

Description – Input the detailed description related to Corrective action which is validated.★

Attachments – can attach if any.★

NOTE: You can also create new D6 action and fill the relevant details.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :

16

D7 - Prevention of Reoccurrence

Due date for step set by Customer corporate group: 27/5/2024 1:55 PM CEST

Add action
Add D11-wide analysis

| Title | Status | Planned implementation |
|-------|--------|------------------------|
|-------|--------|------------------------|

16

D7 - Prevention of Reoccurrence

Click on “Add action” to provide Preventive action response.

Add D7 action

Title*:

Description*:

Status: Draft

Responsible*: Define D1 team member

Planned implementation*:

Actual implementation:

Attachments: No attachments were uploaded.
[Upload](#) | [Manage attachments](#)
CTRL key for multiple upload.

Internal action (not visible for customer)

OK

→ **Title** - Input the info related to preventive action.★

→ **Description** - Input the info in the detailed way related to your preventive action.★

→ **Responsible** – Select the team member from the drop down option who will be responsible for this action.★

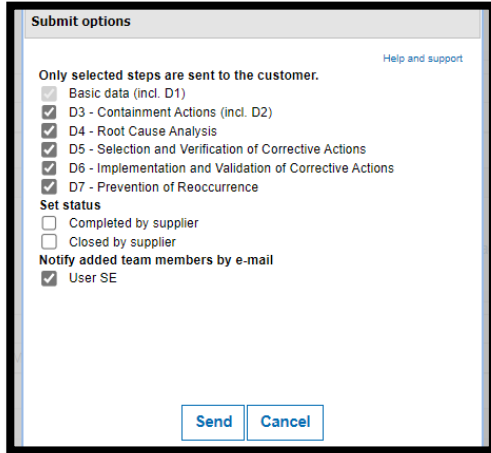
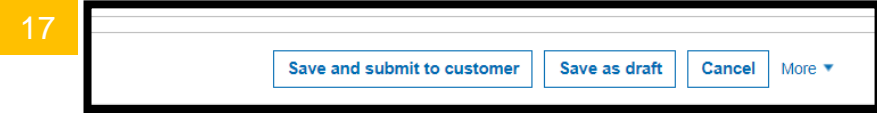
→ **Planned implementation** - Select the date when this preventive action is planned.★

→ **Actual implementation** - Should be filed on the day of implementation.

→ **Attachments** – can attach if any.

Defect (Non – Conformance) Detailed View:

Supplier Response tab :



17 **Final Submission**

Once you fill required details at individual D level click “save and submit to customer” option. You can also save the filled response by clicking “Save as draft” option.

New pop up will be opened where you can see the filled “D” level with auto checked option.

NOTE: Do not auto check the options manually.

Set Status:
Uncheck “completed by supplier” and “closed by Supplier” before submitting.

When "Completed by supplier" is selected and submitted, the response becomes un-editable. When "Closed by supplier" is chosen and the response is submitted, it indicates that the defect action has been closed by the supplier.

Defect (Non – Conformance) Detailed View:

Schneider comment after submitting the defect :

18

Customer complaint | Supplier response | Status and timeline

Complaint

Customer corporate group: Schneider Electric Industries SAS

Customer plant: [Redacted]

Supplier: [Redacted]

Title: [Redacted]

Description: [Redacted]

Response type: 8D report

SC Comment: Expand
Comments validated

18

Schneider comment :

Once all the actions response are filled and submitted, You can view the comments(If any) provided by Schneider in 'customer complaint' tab.

Based on the comments, you can change the required actions response and submit again.

Defect (Non – Conformance) Detailed View:

Status and timeline tab :

19

| Step | Due date | Submitted on | Submitted by |
|--|-------------------------|--------------|--------------|
| ● Basic data (incl. D1) | | | |
| ● D3 - Containment Actions (incl. D2) | 18/2/2024 9:08 AM CET | | |
| ● D4 - Root Cause Analysis | 2/3/2024 9:06 AM CET | | |
| ● D5 - Selection and Verification of Corrective Actions | 2/3/2024 9:06 AM CET | | |
| ● D6 - Implementation and Validation of Corrective Actions | 2/3/2024 9:06 AM CET | | |
| ● D7 - Prevention of Reoccurrence | 16/4/2024 10:08 AM CEST | | |
| ● Status "Completed by supplier" | | | |
| ● Status "Closed by supplier" | 16/4/2024 10:08 AM CEST | | |

19 Status and timeline

Status tab:

Contains the information of status of the defect, details of last change made by supplier and customer.

Dates for responses:

Contains the information of each D-level step, Its due date, submitted on and name of the person who has submitted the defect.

Defect (Non – Conformance) Detailed View:

Overview of the defects list :

20

| ID | Title | Customer corporate | Customer plant | Part number | Status | Last D-step | Date | Changed on | Changed by | Discussions |
|----|-------|-----------------------|----------------|-------------|-----------------------|-------------|-----------|------------------|------------|-------------|
| | | Schneider Electric I. | | | Open, New | | 6/9/2024 | 29/2024 7:57 AM | | |
| | | Schneider Electric I. | | | Completed by supplier | D7 | 16/2/2024 | 21/2024 9:16 AM | | |
| | | Schneider Electric I. | | | Open, New | | 9/2/2024 | 9/2024 7:30 AM C | | |
| | | Schneider Electric I. | | | Open | D4 | 9/2/2024 | 9/2024 12:20 PM | | |
| | | Schneider Electric I. | | | Open, Updated | D4 | 6/2/2024 | 6/2024 8:10 AM C | | |
| | | Schneider Electric I. | | | Completed by supplier | D7 | 2/2/2024 | 2/2024 9:09 AM C | | |
| | | Schneider Electric I. | | | Completed by supplier | D7 | 2/2/2024 | 2/2024 12:17 PM | | |
| | | Schneider Electric I. | | | Closed by customer | | 2/2/2024 | 16/2024 10:09 AM | | |
| | | Schneider Electric I. | | | Completed by supplier | D7 | 1/2/2024 | 1/2024 10:16 AM | | |
| | | Schneider Electric I. | | | Open | D3 | 1/2/2024 | 6/2024 9:14 AM C | | |

Close advanced search

Status: is [dropdown] [input] Delete line

Complaint date: from/to [dropdown] [input] to [input] Delete line

Team member last name: contains [dropdown] [input] Delete line

Customer plant: contains [dropdown] [input] Delete line

Part number: contains [dropdown] [input] Delete line

[Search] [Reset Search] [Add]

Choose search criteria

Static fields

- Status
- Status attribute
- Customer corporate group
- Customer plant

Choose search criteria

Static fields

Flexible fields

- Probe Test DUNS#
- Manufacturer's DUNS#
- Astemo Product Code
- Production phase
- Defect Code

20 Overview of the defects list:

This overview contains the list of defects which you have received.

- You can search the defect ID number in the search column for quick find.
- You can export this list by using “download excel File” option.
- You can search defect by specific criteria by using “Advanced search” option.

To add specific criteria for search option ,click “Add” option where you fill find new pop-up window to select required search criteria under ‘static fields’ and ‘flexible fields.’

Defect (Non – Conformance) Detailed View:

Overview of the defects list :

21

My SupplyChain > Problem Solver: Complaints

Complaints Tasks

Help and support | Print | Message to support
ACT as substitute

only ongoing complaints only complaints of last year only complaints with write permission

Advanced Search

| ID | Title | Customer corpora | Customer plant | Part number | Status | Last D-step | Date | Changed on | Changed by | Discussions |
|----|-------|-----------------------|----------------|-------------|---------------|-------------|------|------------|------------|-------------|
| | | Schneider Electric I. | | | Open, New | | | | | |
| | | Schneider Electric I. | | | Open, New | | | | | |
| | | Schneider Electric I. | | | Open, New | | | | | |
| | | Schneider Electric I. | | | Open, New | | | | | |
| | | Schneider Electric I. | | | Open, New | | | | | |
| | | Schneider Electric I. | | | Open, New | | | | | |
| | | Schneider Electric I. | | | Open, Updated | | | | | |
| | | Schneider Electric I. | | | Open | D3 | | | | |
| | | Schneider Electric I. | | | Open, Updated | | | | | |

Download Excel file

ID, title, description, part number

only ongoing complaints only complaints of last year only complaints with write permission

21 Overview of the defects list:

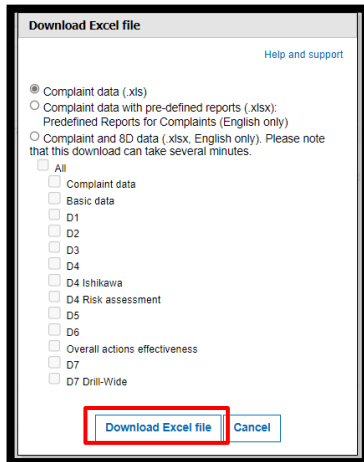
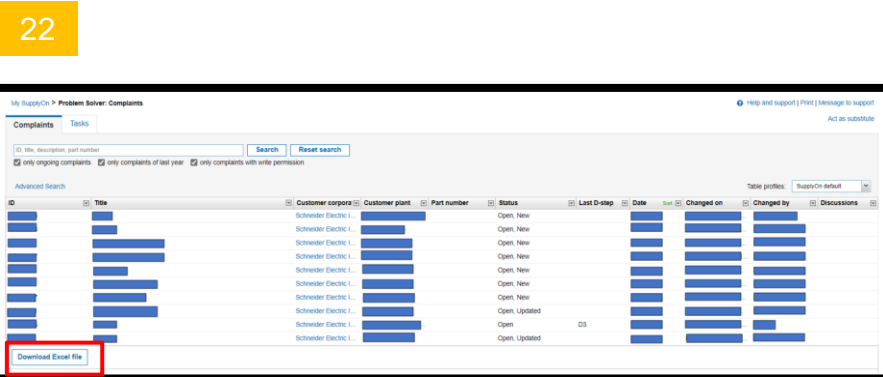
Only ongoing complaints = To view closed defects uncheck this option and search for the defect log.

Only complaints of last year = The option enables to view the defect of only last year. To view older then year defects uncheck this option.

Only complaints with write permission = This filter allows viewing defects only with write permission.

Defect (Non – Conformance) Detailed View:

Downloading the defects list :



22 Downloading the defects list:

The defects lists can be downloaded by using the Option “Download Excel File”.

Defect (Non – Conformance) Detailed View:

Overview of the Open and Closed defects :

23

A

Customer complaint | Supplier response | Status and timeline

Complaint

Supplier: [Redacted]

Customer corporate group: Schneider Electric Industries

Customer plant: [Redacted]

Response type: **Short confirmation** Request 8D Plus

Title*: [Redacted]

Description*: [Redacted]

SC Comment: [Redacted]

Basic data

Comment to customer: [Redacted]

Comment on recurring error: [Redacted]

Attachments: No attachments were uploaded. [Details](#)

B

Customer complaint | Supplier response | Status

Complaint

Customer corporate group: Schneider Electric Industries SAS

Customer plant: [Redacted]

Supplier: [Redacted]

Title: [Redacted]

Description: [Redacted]

Response type: **8D report**

Customer complaint | **Supplier response** | Status and timeline

Basic data

Supplier-internal data

D1 - Problem Solving Team

D2 - Problem Description

D3 - Containment Actions

D4 - Root Cause Analysis

D5 - Selection and Verification of Corrective Actions

D6 - Implementation and Validation of Corrective Actions

D7 - Prevention of Recurrence

D8 - Conclusion and Appreciation of the Team's Success

The 8D report has not been closed yet.

23

Overview of Open and Closed defects:

Open & Closed defects: Can be accessed for last 3 years Non-Conformance without attachments.

In case of attachments required please contact respective plant heads.

For defect from April 1st, attachments will be Available.

- A) Historic defects will be reflected as a short Confirmation.
- B) New Defects will be reflected as 8D report format.

Life Is On | **Schneider**
Electric