



QUALITY REVIEW

SUPPLIER TRAINING GUIDE

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INTRODUCTION

QUALITY REVIEW

TYPES

With the **Quality Review** collaboration feature, Buyers and Suppliers collaborate on the following quality review types:

- **Batch Records** - Collaborate on batch-record reviews, finalize batch record information, and allow quality releases of product bulk materials. The supplier can initiate the batch record process after the quality inspection process is completed for the final batch documentation.
- **Complaints** - Collaborate on product complaint investigations from the buyer's customer. Buyers usually receive complaints through a third-party system but reports them to suppliers and CMOs through quality reviews.
- **Change Requests** - Collaborate on material changes, processes, or equipment.
- **General** - Collaborate on quality process-type definitions, investigations, others.

Ariba Network supports both supplier and buyer initiated quality review.

QUALITY REVIEW

PORTAL SETTINGS

Before any Quality Reviews are created, each individual user must configure the email notifications for their user account. This is a one-time requirement.

From the Homepage:

1. Click on **Quality > Settings**.
2. Click **Edit**.
3. Select either Same rule or separate rule for each Customer.
4. Select **Quality reviews** check box to enable QR notification.
5. Select user preferences for **Types** and **Events**. If you wish to receive specific product families, click **Select Product families** and choose the product family or families.
6. Submit to save the changes.

The screenshot shows the SAP Business Network interface. At the top, the header includes the SAP logo, 'Business Network', and 'Enterprise Account'. Below this is a navigation bar with links: Home, Enablement, Workbench, Planning, Orders, Fulfillment, and Quality. A dropdown menu for 'Quality' is open, showing 'Settings' as option 1. Below the navigation bar, there is a 'Quality settings' section with an 'Edit' button as option 2. The main content area is titled 'Edit quality reviews settings' and contains several sections: 'Email notifications' with a 'Choose rule' section (options 3 and 4), 'Types' (option 5), 'Events', and 'Product families'. The 'Email notifications' section has two radio buttons: 'Same rule for all customers' (selected) and 'Separate rules for each customer'. The 'Types' section has a checked box for 'Quality reviews' and four unchecked checkboxes: 'Batch record', 'Change request', 'Customer complaint', and 'General'. The 'Events' section has three checkboxes: 'A review has been created.' (checked), 'A new comment has been posted.', and 'A document has been uploaded.'. The 'Product families' section has two radio buttons: 'Add all' (selected) and 'Select', followed by a text input field. At the bottom right of the form are 'Cancel' and 'Submit' buttons, with 'Submit' being option 6.

MODES OF INTEGRATION AND AUTOMATION

Ariba allows suppliers to work in different modes:



Ariba Portal: The Supplier works online through a Web Browser. Data entry can be on screen or using download and upload functionality.



Full System Integration: Ariba Network allows to electronically integrate with the network. For technical details please refer to your trainer.



Manual: The Supplier can manually enter the data in Portal and upload



Excel: The Supplier can utilize Excel options to upload data.

PORTAL USER INTERACTION

PORTAL USER INTERACTION



- [Create A Quality Review](#)
- [Batch Review](#)
- [Change Request](#)
- [Customer Complaint](#)
- [General](#)
- [Review Created Quality Review](#)
- [Edit A Quality Review](#)
- [E-mail Communication](#)

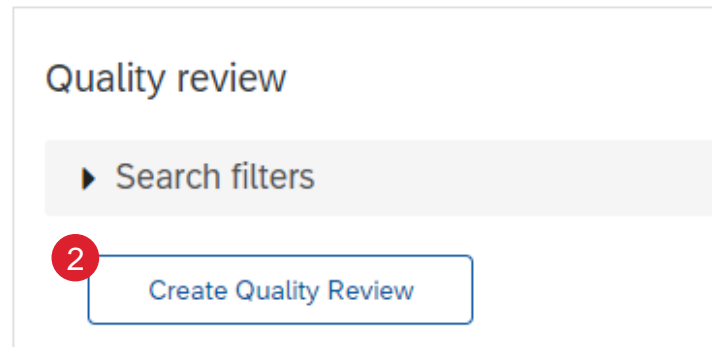
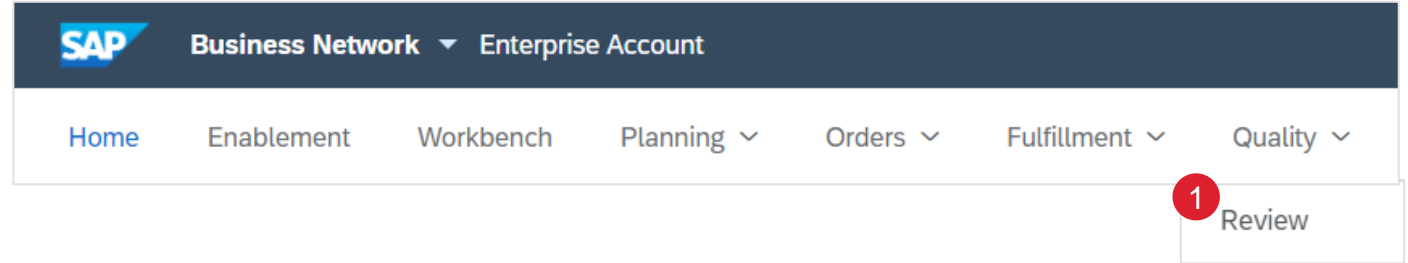
SUPPLIER INITIATED QUALITY REVIEW

SUPPLIER INITIATED QUALITY REVIEW

CREATE A QUALITY REVIEW

From the Homepage:

1. Click on **Quality > Review**.
2. Click **Create Quality Review**.



SUPPLIER INITIATED QUALITY REVIEW

BATCH REVIEW 1

From the new screen.

1. Enter the **Subject**
2. Enter the **Customer** (Honeywell) and select it from the drop-down list
3. Select **Batch record** from the **Review type** drop down for the Quality Review

Note: Priority and Due date can be entered for tracking purposes but are not required.

The screenshot shows a web form titled "Create quality review". It contains several input fields and dropdown menus. Red numbered circles (1, 2, 3) are placed over specific fields to indicate the steps in the process. Circle 1 is over the "Subject*" field, which contains the text "ABC Product Batch Review". Circle 2 is over the "Customer*" dropdown menu, which is open and shows a list of options including "BP Scc" and "BP SCC Buyer - TEST". Circle 3 is over the "Review type*" dropdown menu, which is also open and shows options like "Batch record", "Change request", and "Customer complaint". Other fields include "Priority" (with a dropdown showing "Select", "Low", "Medium", "High", "Urgent", "Critical"), "Due date" (with a calendar icon), "Line of business", "Product family", and a "Comment" section with a text area and a "Write your comment here." placeholder. At the bottom, there are "Cancel" and "Submit" buttons.

SUPPLIER INITIATED QUALITY REVIEW

BATCH REVIEW 2

4. Fulfill impacted batch and part info.
5. Fulfill related inspection and deviation data.
6. Supplier can add comments and attachments, which will be viewed by the customer.
7. Click **Submit** to post Quality Review.
8. A Green Ribbon indicates the record has been created, click on **Done**

Note: Once the Quality review is posted, the attachment can only be removed by the customer QR Admin.

4 Impacted batch and part

	Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1	DUMMYBAT	DUMMYBAT	DummyCP - Dummy Part	DummySP - Dummy Part

Related inspection and deviation

5

Inspection no.	Deviation no.
----------------	---------------

6 Comment

M

Test Demo General

User manul screen shot.docx 528 KB

Cancel Submit 7

< | Review details Edit Done 8

Details History

✓ The review has been created.

SUPPLIER INITIATED QUALITY REVIEW

CHANGE REQUEST

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **Change Request** as a review type.
3. Select **Supplier part no.** and description from drop down list. Customer part no. and description will auto-populate.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

The screenshot shows a 'Create quality review' form with the following sections and elements:

- Header:** 'Create quality review' with a red circle 1 next to it.
- Form Fields:**
 - Subject*:** A text input field.
 - Priority:** A dropdown menu with 'Select' and a checkmark.
 - Due date:** A date picker icon.
 - Details:**
 - Customer*:** 'BP SCC Buyer - TEST'.
 - Customer location:** A text input field.
 - Review type*:** A dropdown menu with 'Change request' and a checkmark, with a red circle 2 next to it.
 - Review no.*:** '1334'.
 - Line of business:** A text input field.
 - Product family:** A text input field.
 - Reference no.:** A text input field.
 - Impacted part:** A table with two columns: 'Customer part no. and description' and 'Supplier part no. and description'. The first row contains '12011346 - T900 NGV5 STD FUNDIDO + SOLDADURA' and '- T900 NGV5 STD FUNDIDO + SOLDADURA' respectively, with a red circle 3 next to the table.
- Comment:** A section with a red circle 4 next to it, containing a text area with 'Write your comment here.' and an attachment icon.
- Buttons:** 'Cancel' and 'Submit' (with a red circle 5 next to it).
- Footer:** A 'Review details' section with a back arrow, 'Details' and 'History' tabs, and 'Edit' and 'Done' buttons (with a red circle 6 next to it). A green ribbon message states 'The review has been created.'

SUPPLIER INITIATED QUALITY REVIEW

CUSTOMER COMPLAINT

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **Customer Complaint** as a review type.
3. Enter **Supplier batch** by entering the first character of the batch number. Customer batch will auto-populate.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

1 Create quality review

Subject* ABC Product Batch Review Priority Select Due date

Details

Customer* NALA CLAQ1BUYER2 Line of business

Customer location Product family

Review type* Customer complaint 2 Reference no.

Review no.* Sample available ☐ No

Discovered

Impacted batches and parts

	Customer batch	Supplier batch 3	Customer part no. and description	Supplier part no. and description	
1					

Add line

4 Comment

Write your comment here.

5 Submit

< | Review details Edit Done 6

Details History

The review has been created.

SUPPLIER INITIATED QUALITY REVIEW

GENERAL

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **General** as a review type.
3. Fulfill impacted batches and parts.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

1 Create quality review

Subject* ABC Product Batch Review Priority Select Due date

Details

Customer* BP SCC Buyer - TEST Line of business

Customer location Product family

Review type* General 2 Related document

Review no.* 700 Item no.

Discovered Reference no.

Impacted batches and parts

	Customer batch	Supplier batch 3	Customer part no. and description	Supplier part no. and description	
1	BUYER-BATCH-123	SUPPLIER-BATCH-123	2917 - BP TST 2917	SUP_2917_2 - BP TST 2917	

4 Comment

B Write your comment here.

Cancel 5 Submit

6

< | Review details Edit Done

Details History

✓ The review has been created.

SUPPLIER INITIATED QUALITY REVIEW

VIEW CREATED QUALITY REVIEW

From the Homepage, click on **Quality > Review**.

- 1. Use search **filters** to identify the item.
- 2. Click the Subject column for the **item** to review or edit the details.
- 3. You can **show/ hide** the columns in your view by clicking the customize icon.

Quality review

1

▼ Search filters

Customer

Customer location

Supplier batch

Customer batch

Product family

Show reviews by

☒ Last updated

☐ Due date

☐ Closed date

Date range

Other

Review type

All

Review subtype

All

Review number

Review status

All

Keyword in subject

Your actions

All

Priority

All

2

Create Quality Review

◀ Page 1 ▶

Subject	Review type	Due date	Last updated ↓
Change Request M1	QR2 - Change request	Oct 17, 2019	Oct 9, 2019

3

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MANAGE QUALITY REVIEW

MANAGE QUALITY REVIEW

EDIT A QUALITY REVIEW

From the Homepage, click on **Quality > Review**.

- 1. Click on **Details** to display.
- 2. Click on the **History** tab to see an audit trail of activity on the quality review.
- 3. Click **Edit** button to edit the quality review.
- 4. To edit the status, click **pencil** icon.
- 5. Edit anything that is not greyed out if necessary.
- 6. Click **Save** to complete and save the edits. An email notification will automatically be sent to customer.
- 7. Click **Cancel** to go back to the Selection screen and not save your changes.

Review details

Details

History

Subject

ABC Product Batch Review

Customer

BP SCC Buyer - TEST

Customer location

Edit

Due date

Status

New

Review no.

Reference no.

1123

Edit quality review

Subject*

ABC Product Batch Test review

Details

Customer*

NALA CLAQ1BUYER2

Customer location

Review type*

Batch record

Review no.*

XYZ123

Priority

Medium

Due date

Line of business

Product family

Reference no.

Related inspection and deviation

Inspection no.

Deviation no.

Cancel

Save

MANAGE QUALITY REVIEW


E-MAIL COMMUNICATION

Buyers and Suppliers can open a Quality review in an email application and then respond to the e-mail. Their responses automatically update the quality review comments sections. Users can also attach files to the email response and Ariba Network automatically attached the files to the Quality reviews.

Comment (3)

L

Write your comment here.




Post

L

LOB NALA Supplier 9, LOB NALA Supplier 9

Tue, Jul 24, , 6:38 PM GMT+10:00

Please check the filled in document

 damaged-box1.jpg

98.4 KB

L

LOB NALA Supplier 9, LOB NALA Supplier 9

Fri, Jun 08, 2018, 1:54 AM GMT+10:00


We will review and prepare for the visit . And will reply back with audit response by the 14th.

N

NALA CLAQ1 Buyer 2, NALA CLAQ1BUYER2

Thu, Jun 07, 2018, 3:41 PM GMT+10:00

Please Review the Audit Checklist for Re-Qualification of the Castor Oil Production Line at your plant on 6/30

 ISO 90012008 Quality...

401.3 KB

QUALITY REVIEW STATUSES

QUALITY REVIEW STATUSES

Quality review displays one of the below statuses for each quality review request

Quality Review Status	Description
New	The default status, set automatically when the quality review request is created
In process	Indicates that the other party responded to the quality review request
Complete	The status selected by the supplier to indicate a review has been completed. Only the supplier can choose this status
Closed	The status selected by the buyer when a review has been closed. Only the buyer can set this status

Note:

- Either the supplier or the buyer can change **Complete** to **In process**.
- A closed review can no longer be edited.

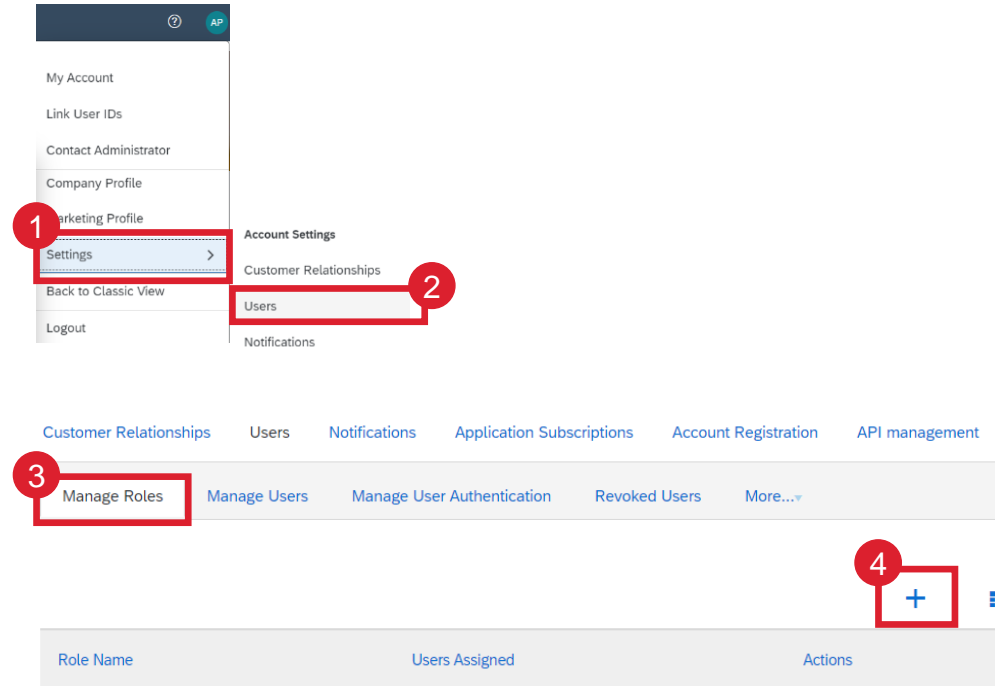
APPENDIX

SUPPLIER USER PERMISSIONS

QUALITY REVIEW

Supplier can create 2 **Quality Review** roles for their users:

1. Under your initials click on **Settings**
2. Then click on **Users**
3. Under **Manage Roles** tab click on the plus sign “+” to **Create Role**
4. You will be shown these options:
 - **Quality Review Access** – The supplier User has access to view Quality Review documents.
 - **Quality Review Creation** – The Supplier user has access to create Quality Review documents



Permission	Description
<input type="checkbox"/> Timestamp Verification	Verify timestamp token on invoices
<input type="checkbox"/> Payment Activities	Manage your payment activities
<input type="checkbox"/> Quality Inspection Access	Access to view quality inspection documents
<input type="checkbox"/> Quality Inspection Creation	Access to create quality inspection documents
<input type="checkbox"/> Quality Notification Access	Access to view quality notification documents
<input type="checkbox"/> Quality Notification Creation	Access to create quality notification documents