Title	Document ID	
	Version	3.2
Create and Review Quality Notifications	Last Revised Date	1/2/25
	Last Revised By:	Thomas Bianchi
	Last Rev Description:	Updated format, and defect code information

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1. PURPOSE

The purpose of this Standard Work Instruction is to describe the steps required to create a Quality Notification in SNC and view Open and Closed QNs in SNC.

Quality Notifications (QNs) offer a platform for quality collaboration between suppliers and their customers. Suppliers can use Quality Notifications to provide details about defects observed in manufactured or subcontracted materials.

The QN is an indication to the customer that certain actions and reviews need to take place in regard to the defect prior to shipment. The QN contains detailed information about the defective occurrence based on predefined codes, such as defect code types that describe the nature of the defect, as well as an attachment template in which the supplier provides further details, such as root cause and corrective action.

The customer, COLLINS, provides a final disposition. Depending on the nature of the final disposition, actions to resolve the defect may be the responsibility of the supplier or customer.

1.1. Pre-requisites

User must have the Quality Notifications specialty permission.

2. CREATE QUALITY NOTIFICATION

2.1. Create Quality Notification

In Quick Links, click Quality Notifications.

This document does not contain any US export controlled technical data.

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UTC Aerospace Systems Proprietary – ECCN: EAR99
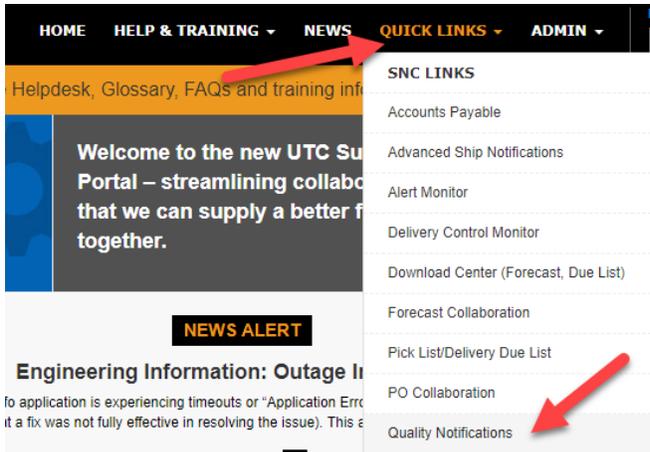
Click Quality -> Create Quality Notification
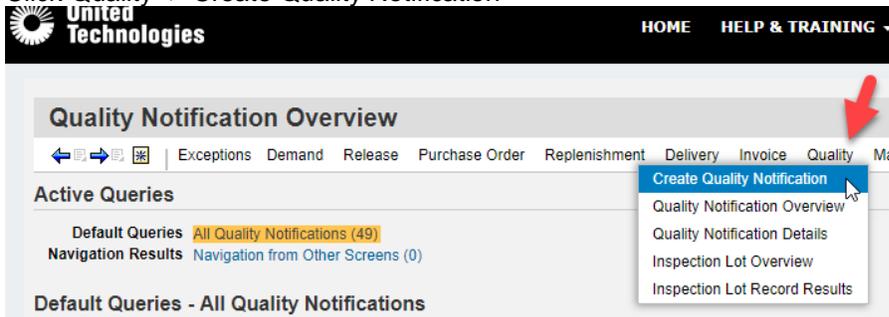
Click on the "New" Button.
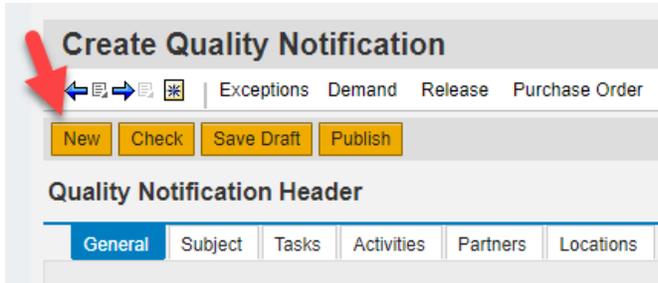
Click Yes.
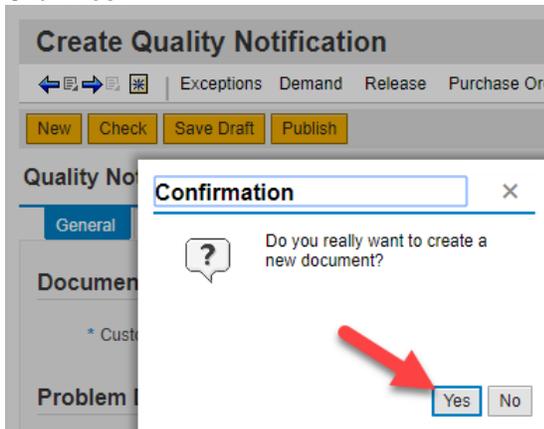
Select the priority of this QN. Only select "Very High" for AoG or line stop.
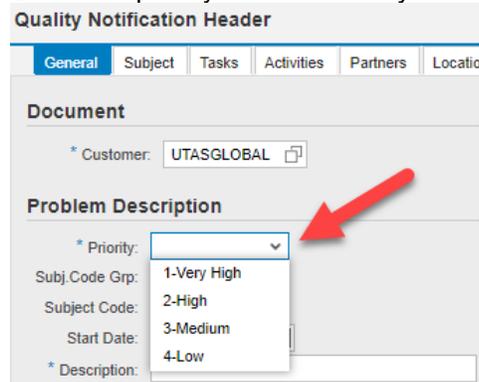
Supplier must enter an End Date. **Note:** on average it takes 30 days for a QN to process through closure. Please select a realistic End Date. **Selecting a date prior to the Start Date will make the QN fail. The end date must be a date in the future.**
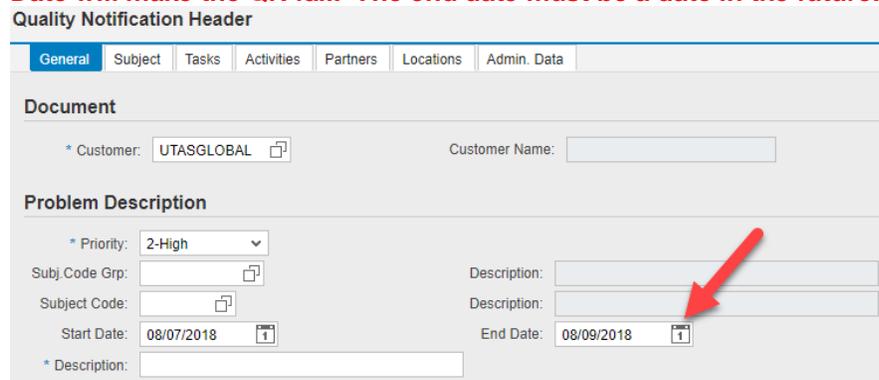
Enter a short text description for the overall QN
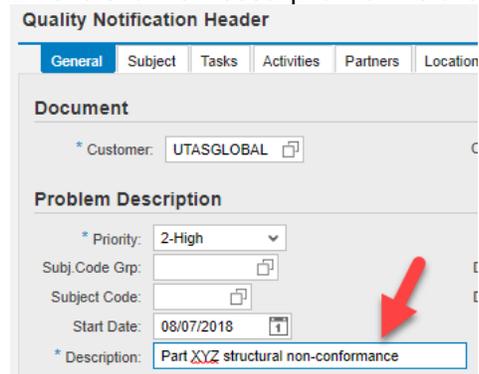
If QN is against a Purchase Order, enter the document number in the field: PO No. A PO number is not required, but is recommended. Leave this field blank if QN is against a Scheduling Agreement.

To search for the PO, click the icon on the right of the field.

Search Criteria box will appear. Enter criteria to narrow your query or click "Search" to pull all POs.

A list of POs is displayed. Double-click the icon on the left of the PO.

The PO number and line item number are carried over in 'Reference Documents', and Product and Product Description are automatically populated.

Input the Complaint Quantity. This is total number of nonconforming pieces.

Click the 'Unit of Measure' (UoM) field.

A dialog box appears. Double-click the appropriate UoM.

Note: **Do not enter information in the following fields:** Customer Batch, Supplier Batch and Serial Number. Include this information in the QN template (covered during Upload Attachments). If information is populated in these fields, it will cause the QN to fail when transferring into COLLINS SAP system.

Select the 'Code Group' field. Click the square prompt on the right. The total number of Defect Items should match the total number of line items that is submitted on the QN excel template (i.e. if you have two line items, the Defect Items should be two line items).

Enter search criteria and/or click "Search".

Search: Code Group ☐ ✕

Search Criteria Hide Search Criteria ⊙

Code Group	⌄		⊕ ⊖
Code Group Description	⌄		⊕ ⊖
Code	⌄		⊕ ⊖
Code Description	⌄		⊕ ⊖

[Search] [Clear Entries] [Reset to Default]

Double-click the appropriate Code Group.

Results List: 370 results found for Code Group

Code G...	Code Grp Desc.	Code	Code Description
COMPOSIT	Composite	Y752	Ply orientation/dis...
COMPOSIT	Composite	Y753	Punctured/Split/T...
COMPOSIT	Composite	Y754	Void/Porosity/Incl...
COMPOSIT	Composite	Y755	Warped/Waves/W...
CONFIG	Configuration	Y250	Incorrect Part Mar...
CONFIG	Configuration	Y255	Incorrect part mar...
CONFIG	Configuration	Y260	Missing part mark...
CONFIG	Configuration	Y265	Part marking Illegible

Note: User shall not select any defect code labeled as DCERI. These codes are no longer being used by Collins and if selected will cause the QN fail converting into Collins SAP system. The descriptions of these code state to "DO NOT USE".

Code G...	Code Grp Desc.	Code	Code Description
DCERI-DI	DO NOT USE	DI21	DO NOT USE
DCERI-DO	DO NOT USE	DO01	DO NOT USE
DCERI-DO	DO NOT USE	DO02	DO NOT USE
DCERI-DO	DO NOT USE	DO03	DO NOT USE
DCERI-DO	DO NOT USE	DO04	DO NOT USE
DCERI-DO	DO NOT USE	DO05	DO NOT USE
DCERI-DO	DO NOT USE	DO06	DO NOT USE

The selected Code Group is carried over. The Defect Code Type is auto populated as well as Code Group Description.

Enter a short description (<30 character) for each line-item defect listed. Enter the Blueprint location in this Description field.

Enter the number of defects for the Defect Code Group type. The Number of Defects is the total number of Defective Pieces for that line item (i.e. if you have 3 nonconforming pieces, it should be 3 pieces, not 1 since its one line item). Add additional defect line items in this table as necessary.

Scroll back up to the top of the screen, and click the Subject tab.

Enter a 'Reason'.

Additional long text notes can be documented in the New Note field. (This is not a required field). Use this field when updating a QN after it is open to document changes.

Quality Notification Header
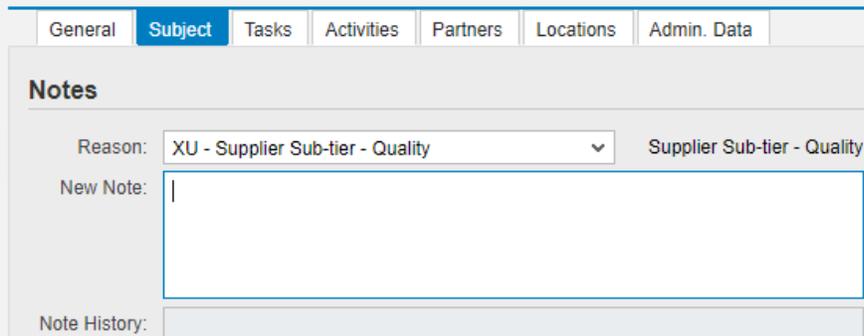
General	Subject	Tasks	Activities	Partners	Locations	Admin. Data

Notes

Reason: XU - Supplier Sub-tier - Quality ⌄   Supplier Sub-tier - Quality

New Note: |

Note History:

Click the Locations tab.

Create Quality Notification

← ▤ → ▤ ※ | Exceptions Demand Release Purchase Order Replenishment

New | Check | Save Draft | Publish

Quality Notification Header

General	Subject	Tasks	Activities	Partners	Locations	Admin. Data

Notes

Reason: XU - Supplier Sub-tier - Quality ⌄   Supplier Sub-tie
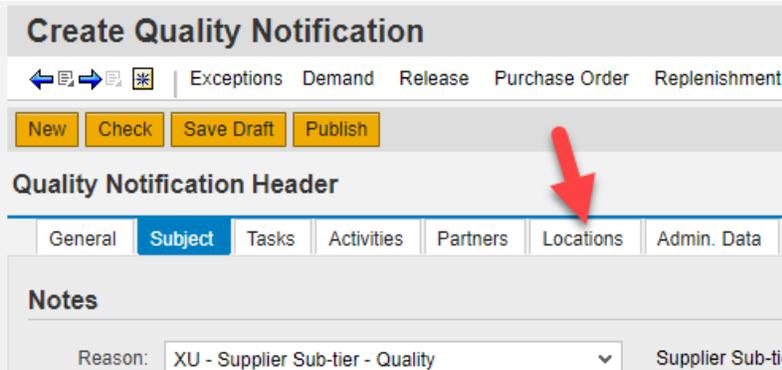
Ensure a ship-from location is populated. If it is not populated, click on the square box to the right of the field and select the appropriate vendor code.
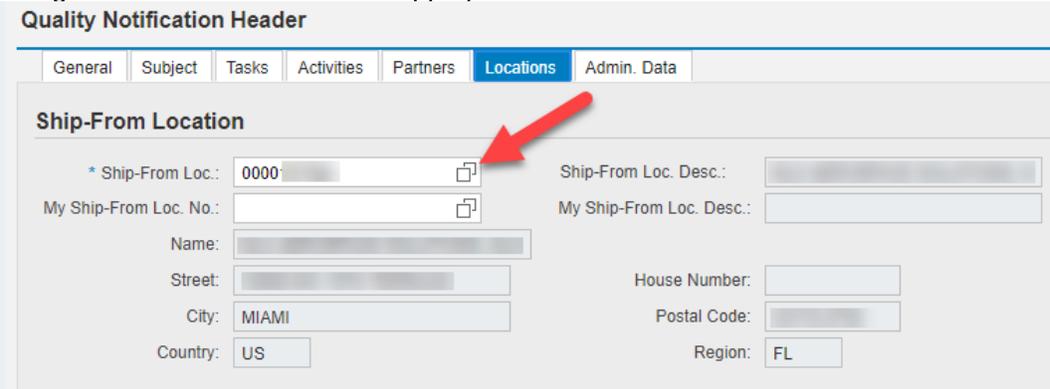
Quality Notification Header

General	Subject	Tasks	Activities	Partners	Locations	Admin. Data

Ship-From Location

* Ship-From Loc.: 00001_____ 🗗   Ship-From Loc. Desc.: _____

My Ship-From Loc. No.: _____ 🗗   My Ship-From Loc. Desc.: _____

Name: _____

Street: _____   House Number: _____

City: MIAMI   Postal Code: _____

Country: US   Region: FL

Once you are satisfied with the content of the QN, select "Publish".
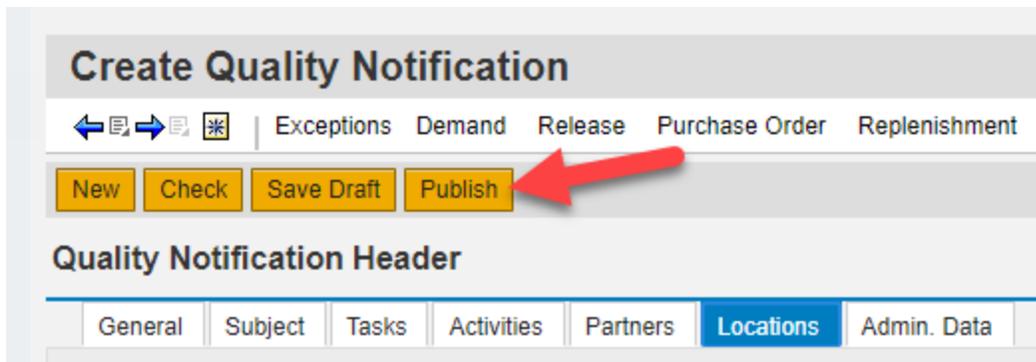
Click "Yes".
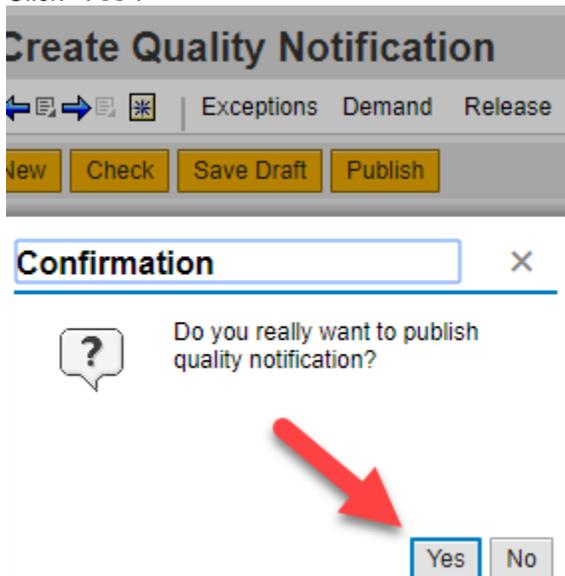
Verify that the QN has been published successfully.
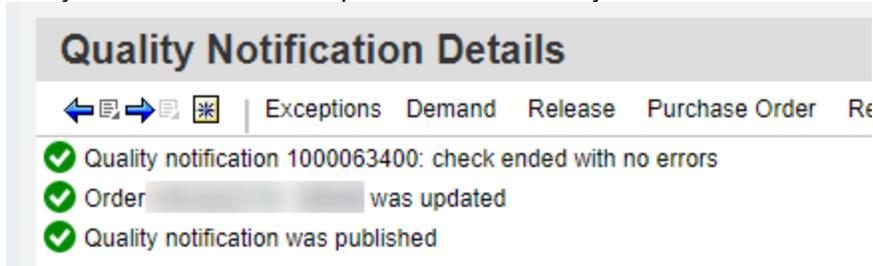
2.2. Upload Attachments

Once the QN has been published, you'll need to upload the following attachments:

1. QN Attachment Template (excel file) – Available under Power & Controls Global Operations Quality Specifications page, this document is required to provide further details of the non-conformance.

Location of Document: Help & Training > Forms and Documents > Under Power and Controls and Global Operations select Quality Specifications & Forms > QN Template is located under the Quality Forms and Documents section of the page. See below.

Quality Forms and Documents

- HSM17 (Supplier Quality Requirements)
  - Master DQR Checklist Rev J
  - Digital Product Definition Training
  - HSF-0302.04 (Product and Process Validation Statistical Control Toolbox)
  - Supplier to Supplier Shipment Instructions
    - COL-FRM-34 (Final Product Review and Acceptance Record)
- HSM18 (Boeing Drop Ship)
- HSM19 (Counterfeit Avoidance and Traceability)
- HSM236 (FAI Requirements)
  - AS9102 Rev C Forms
  - QC-1700.00 FAI Report Review Checklist
- HSC16199 (Critical to Quality Characteristics)
  - KPC Management Form 0996
  - Supplier Self-Selected KPC Summary Sheet HSF 5138
  - Safety Part Training (Flight Safety)
  - Sub-tier Safety Part Training
  - CTQ Non-Safety Training
- CEP100 (Configuration Management Requirements)
- Engineering Changes:
  - EC Disposition Codes
  - HSF-2513.91 (Supplier/Subcontractor Engineering Change Request)
  - Engineering Change Justification Form
- MISH List
- COL-FRM-0087 (Quality Control Action Requirements)
- QN Template
- HSF5105 (Frozen Process-Non HSC16199 Approval Form)

Alternate Specification References

Quality Notification Submittal				**UTC Aerospace Systems**		

| *Error has been detected in the following: | | | | In Process | | Completed Material | | Shipped to UTAS |

Additional Purchase Order(s) Affect	PO Type	Rev Ltr.	Direct PO?	
			Y / N	NOTE: COULD THIS DEFECT OCCUR ON PARTS WITH SIMILAR FEATURES? PRACTICE A READ-ACROSS METHODOLOGY IN ORDER TO PREVENT DEFECTS FROM OCCURRING BY TRASNLATING SYSTEMIC CORRECTIVE ACTIONS TO ADDITIONAL PART NUMBERS.
			Y / N	
			Y / N	
			Y / N	
			Y / N	
			Y / N	

*Is this non conformance due to:	If the non conformance is due to a sub tier supplier, please provide the following information:
UTAS	
Supplier (self)	Sub – Tier Supplier
	Sub – Tier Part Number
Sub Tier Supplier	Supplier/Sub – Tier CAR #

2. Attach any other objective evidence necessary (i.e. photos, certs, etc)

To initiate the upload process, click "Upload Attachment".

Note: it could take up to 5 minutes for the QN to process from the portal to the internal system. During this processing time, the Upload Attachment button will not work, and you will receive an error message to "Wait 5 Minutes."
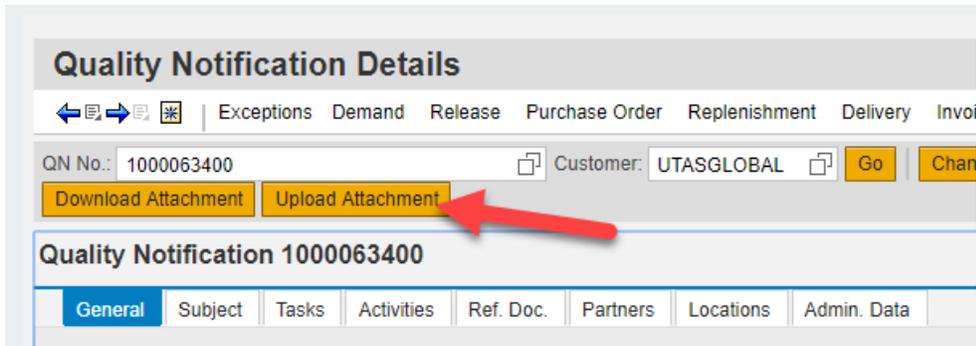
Click "Choose File".
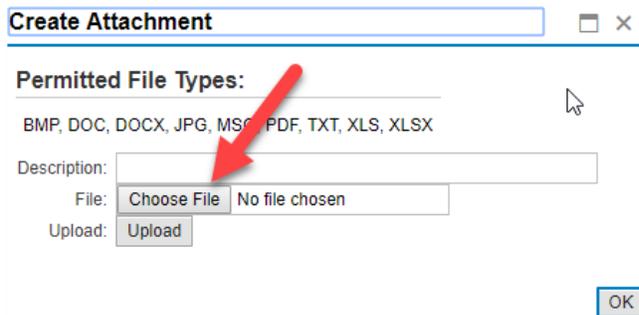
Select the QN Template that you've filled out and click open.
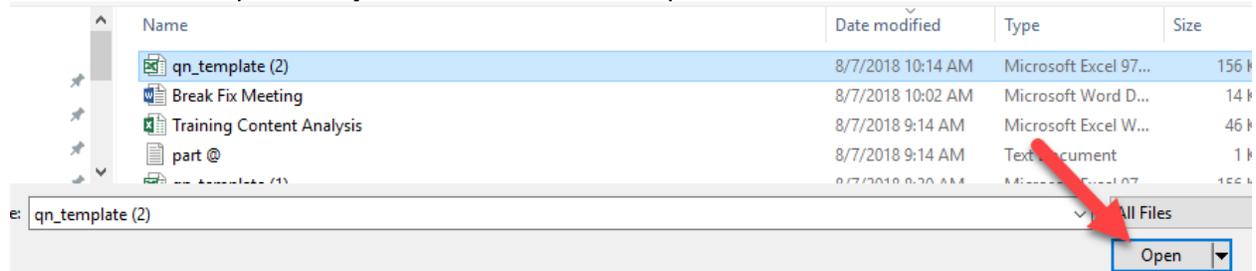
Enter a short description of the uploaded document.
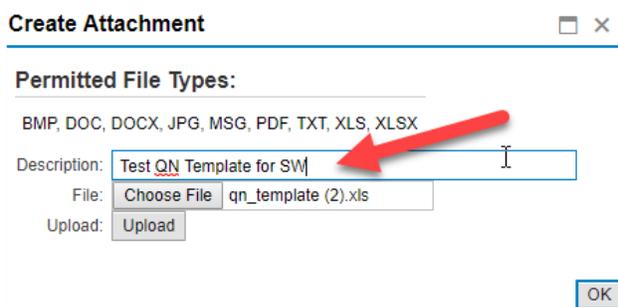
Select "Upload".

Once a success message appears, click OK.

The QN will undergo review by COLLINS. When the QN has a final disposition, the QN status will be updated to Completed. **NEW** means **Open**, **COMPLETED** means **Closed**.

2.3. Change a Quality Notification

A published Quality Notification can be changed if needed. Navigate to the QN and click the "Change" button

In the Change field, you can only add additional line items. If you need to change QN quantity or adding information to a line item, update the QN template and send an email to hscad@collins.com.

3. REVIEW STATUS OF QUALITY NOTIFICATIONS

3.1. Quality Notifications Overview

The Quality Notifications Overview allows you to setup a query to show your QNs, and filter on either New or Completed, or show all historical QNs that you've submitted.

Click Quality -> Quality Notification Overview.
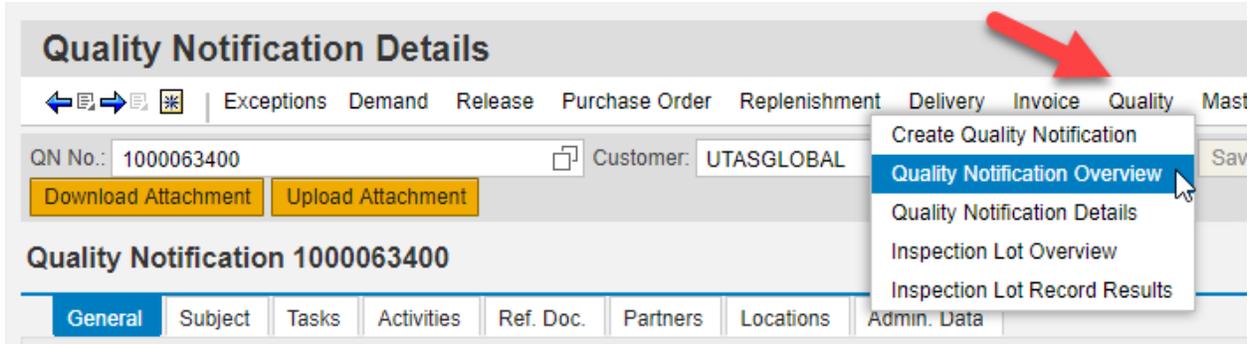
Select "Define New Query"
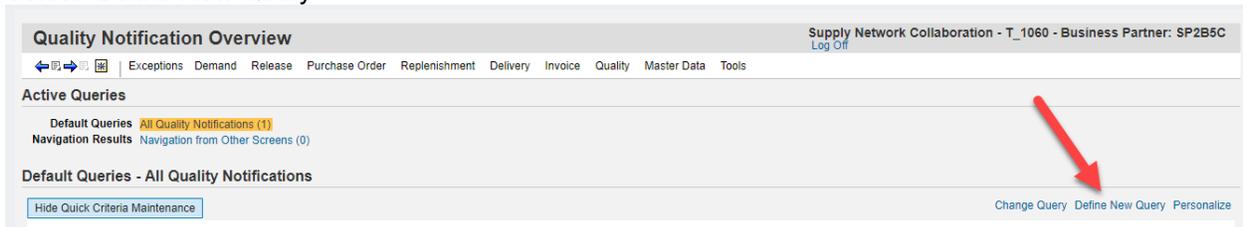
In the Define New Query screen, on Step 1: Select Object Type, click "Next".
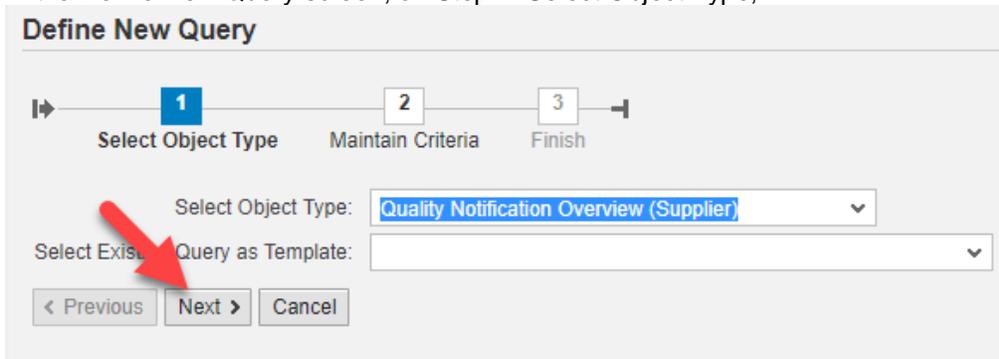
In Step 2: Maintain Criteria, you can either customer your query or scroll to the bottom and select "Next".
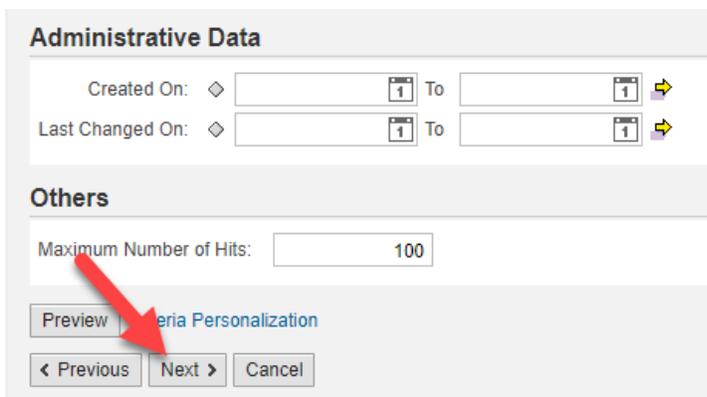
In Step 3: Finish, type a query name in 'Enter Query Description', then click "Finish".

You can now click the "Show Quick Criteria Maintenance" button.

Once clicked, Quick Criteria Maintenance expands to allow you to add additional filters to the query that you created.

Click the icon adjacent to Quality Notification Status.

A dialog box appears with 5 choices for Quality Notification Status. The three most common are DV – Draft (when you saved but not Published a QN), NW – New (any open QN), and CP – completed (closed QN)

Double click a status to apply it as a filter.

Search: Quality Notification Status   ▢ ✕

Results List: 5 results found for Quality Notification Status   Show Search Criteria ❓

	Quality Notification Status	Description
	DV	Draft
	NW	New
	IP	In Process
	PP	Postponed
	CP	Completed

Click "Apply" to run the query.

Test Overview for SW

Hide Quick Criteria Maintenance

Quality Notification Number:	◇		To	➡
Technical Quality Notification Number:	◇		To	➡
Quality Notification Status:	◇	NW		➡
Distribution Status:	◇			➡
Outstanding Tasks Exist:	◇			➡
Quality Notification Type:	◇			➡
Days Since Notification Was Completed:				
Product:	◇		To	➡
My Product No.:	◇		To	➡
Customer:	◇		To	➡
Maximum Number of Hits:		100		

Apply   Clear

If filters are already applied, the screen can be refreshed by scrolling to the bottom right and clicking refresh.

View: [Standard View] ▾	Delete Draft	Print Version	Export ▾								
Crtd/Last Chgd	Prio.	QN No.	Tech. QN No.	QN Status	Dist.Stat.	Outstanding Tasks Exist	Product	PO No.	ASN No.	End Date
08/07/2018	2-High	1000063400	108050	New	Published	☐	5911866-2	HS3322319		08/09/2018
05/07/2018	2-High	1000062402	107943	New	Published	☐	783178-1			
	2-High	1000059444	107944	New	Published	☐	NAS1453-3-095S			
04/18/2018	2-High	1000060829	107770	New	Published	☐	722126A_99167			
01/08/2018	2-High	1000048019	106690	New	Published	☐	NAS1218-06E8			

Last Refresh **08/07/2018 09:34:15 UTC-5** Refresh▣

3.1.1 View Closed QNs

Filter Quality Notification Status to CP (Complete) and click Apply.

The query results will update to show all closed QNs. Click the 'QN No.' of one of the QNs to review the details.

On the Quality Notification Details Screen, the status is 'Completed'.

Supplier can review the details of the final disposition in the official COLLINS document that is attached to the QN. Select "Download Attachment".

A dialog box appears. Double-click the document you wish to review.

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Review the details/instructions of the final disposition.

3.2. Quality Notification Details

If you know the QN number, you can skip the overview screen and look up the QN in Quality Notification Details.

Type the QN No., and click Go.

This will open the QN details for that specific QN. You can Change any open QN from the Quality Notification Details screen by clicking on the Change button or click on Download Attachment to view a closed QN disposition.