

Title	Document ID	
Create and Review Quality Notifications	Version	3.2
	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.

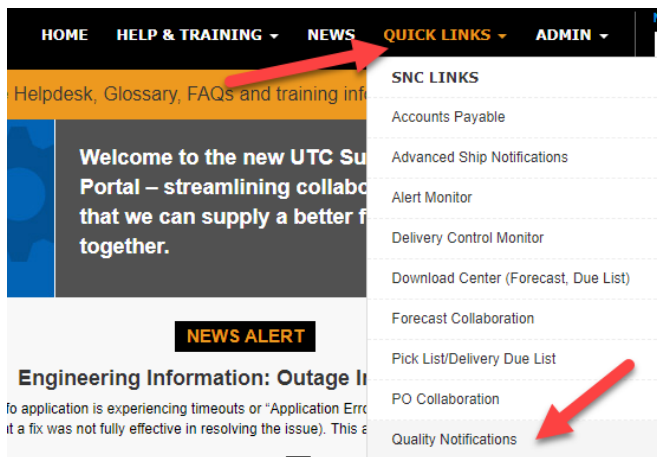
1.1. Pre-requisites

User must have the Quality Notifications specialty permission.

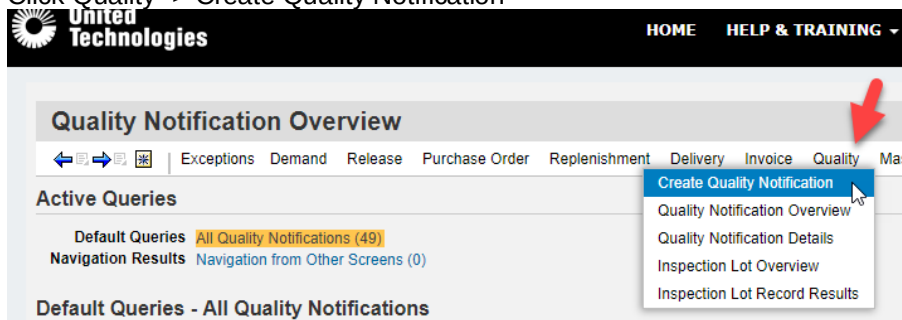
2. CREATE QUALITY NOTIFICATION

2.1. Create Quality Notification

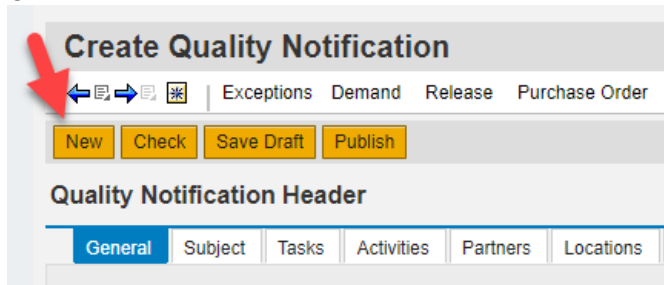
In Quick Links, click Quality Notifications.



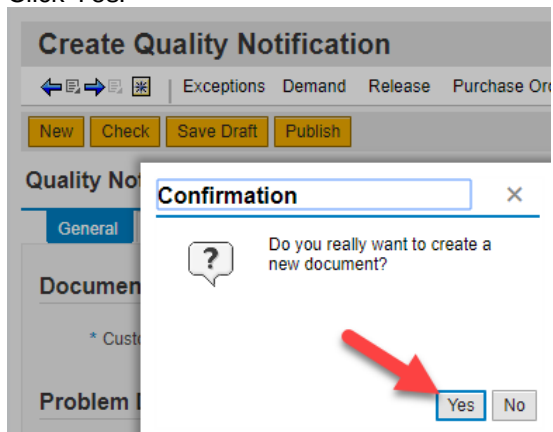
Click Quality -> Create Quality Notification



Click on the "New" Button.



Click Yes.



Select the priority of this QN. Only select “Very High” for AoG or line stop.

Quality Notification Header

General Subject Tasks Activities Partners Locations

Document

* Customer: UTASGLOBAL

Problem Description

* Priority: 

Subj. Code Grp: 1-Very High

Subject Code: 2-High

Start Date: 3-Medium

* Description: 4-Low



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.**

Quality Notification Header

General Subject Tasks Activities Partners Locations Admin. Data

Document

* Customer: UTASGLOBAL Customer Name:

Problem Description

* Priority: 2-High

Subj. Code Grp:

Subject Code:

Start Date: 08/07/2018

* Description:

Description:

Description:

End Date: 08/09/2018



Enter a short text description for the overall QN

Quality Notification Header

General Subject Tasks Activities Partners Locations

Document

* Customer: UTASGLOBAL

Problem Description

* Priority: 2-High

Subj. Code Grp:

Subject Code:

Start Date: 08/07/2018

* Description: Part XYZ structural non-conformance



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.

Quality Notification Header

General | Subject | Tasks | Activities | Partners | Locations | Admin. Data

Document

* Customer: UTASGLOBAL  Customer Name:

Problem Description

* Priority: 2-High 
 Subj. Code Grp: 
 Subject Code: 
 Start Date: 08/07/2018 
 * Description: Part XYZ structural non-conformance

Description:
 Description:
 End Date: 

Reference Documents

PO No.:  PO Item No.: 
 SO No.:  SO Item No.: 
 ASN No.:  ASN Itm No.: 

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

Search: PO No.  

Search Criteria Hide Search Criteria 

Purchase Order Number   
 Product   
 Ship-From Location   
 Ship-To Location   

Search **Clear Entries** **Reset to Default**

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

Search: PO No.

Search Criteria

Purchase Order Number   
 Product   
 Ship-From Location   
 Ship-To Location   

Search **Clear Entries** **Reset to Default**

Results List: 1 results found for PO No.

No.	Item No.	Product	Ship-From Loc
HS3322319	940		

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

Reference Documents

PO No.:  PO Item No.: 
 SO No.:  SO Item No.: 
 ASN No.:  ASN Itm No.: 

Product

* Product:  Product Desc.: WASHER FLAT
 My Product Number:  My Product Desc.:

[This document does not contain any US export controlled technical data.](#)

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

Product

* Product: 

My Product Number: 

Complaint Quantity: 

Customer Batch:

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

Product

* Product: 

Product Desc.:

My Product Number: 

My Product Desc.:

Complaint Quantity:

UoM:  

Customer Batch:

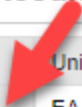
Supplier Batch:

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

Search: UoM  

Results List: 1 results found for UoM [Show Search Criteria](#) 

Unit of Measure for Complaint Quantity	Description
EA	each



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).

Defect Items

Delete View:  Print Version Export 

Defect Item Number	Code Group	Defect Type Code	Description
0	 		
0			

Enter search criteria and/or click "Search".

Search: Code Group



Search Criteria

Hide Search Criteria ?

Code Group		+ -
Code Group Description		+ -
Code		+ -
Code Description		+ -

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.

Defect Items

Defect Item Number	Code Group	Defect Type Code	Description	Causes	Tasks	Activities	Notes	Number of Defects	Code Group Description	Defect Type Description
0	DCERI-AS	AS01						1	Assembly	Work instruction not followed
0								0		

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

Defect Items

Defect Item Number	Code Group	Defect Type Code	Description
0	DCERI-AS	AS01	Defect for SW. Blueprint is XXXXX

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.

Defect Items

Defect Item Number	Code Group	Defect Type Code	Description	Causes	Tasks	Activities	Notes	Number of Defects
0	DCERI-AS	AS01	Defect for SW. Blueprint is XXXXX					1

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

Create Quality Notification

Exceptions Demand Release Purchase Order Replenishment De

New Check Save Draft Publish

Quality Notification Header

General Subject Tasks Activities Partners Locations Admin. Data

Enter a 'Reason'.

Create Quality Notification

Exceptions Demand Release Purchase Order Replenishment Delivery

New Check Save Draft Publish

Quality Notification Header

General Subject Tasks Activities Partners Locations Admin. Data

Notes

Reason: XU - Supplier Sub-tier - Quality

New Note: XU - Supplier Sub-tier - Quality

XV - Parts held until QN response

XW - Tooling - Inadeq/not Available

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-tier

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.: 0000  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".

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

Click "Yes".

Create Quality Notification

← → ↺ ✖ | Exceptions Demand Release

New Check Save Draft Publish

Confirmation ✖

? Do you really want to publish quality notification?

Yes No

Verify that the QN has been published successfully.

Quality Notification Details

← → ↺ ✖ | Exceptions Demand Release Purchase Order Re

✓ Quality notification 1000063400: check ended with no errors

✓ Order [redacted] was updated

✓ Quality notification was published

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 PD?	NOTE: COULD THIS DEFECT OCCUR ON PARTS WITH SIMILAR FEATURES? PRACTICE A READ-ACROSS METHODOLOGY IN ORDER TO PREVENT DEFECTS FROM OCCURRING BY TRANSLATING 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				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Sub - Tier Supplier</td> <td style="width: 50%; padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Sub - Tier Part Number</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Supplier/Sub - Tier CAR #</td> <td style="padding: 2px;"></td> </tr> </table>		Sub - Tier Supplier		Sub - Tier Part Number		Supplier/Sub - Tier CAR #	
Sub - Tier Supplier											
Sub - Tier Part Number											
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."

[This document does not contain any US export controlled technical data.](#)

Quality Notification Details

[←](#) [→](#) [*](#) | [Exceptions](#) [Demand](#) [Release](#) [Purchase Order](#) [Replenishment](#) [Delivery](#) [Invoicing](#)

QN No.: 1000063400 [Go](#) Customer: UTASGLOBAL [Go](#) [Change](#)

[Download Attachment](#) [Upload Attachment](#)

Quality Notification 1000063400

[General](#) [Subject](#) [Tasks](#) [Activities](#) [Ref. Doc.](#) [Partners](#) [Locations](#) [Admin. Data](#)

Click "Choose File".

Create Attachment

Permitted File Types:
 BMP, DOC, DOCX, JPG, MSG, PDF, TXT, XLS, XLSX

Description:

File: [Choose File](#) No file chosen

Upload: [Upload](#)

[OK](#)

Select the QN Template that you've filled out and click open.

Name	Date modified	Type	Size
qn_template (2)	8/7/2018 10:14 AM	Microsoft Excel 97...	156 kb
Break Fix Meeting	8/7/2018 10:02 AM	Microsoft Word D...	14 kb
Training Content Analysis	8/7/2018 9:14 AM	Microsoft Excel W...	46 kb
part @	8/7/2018 9:14 AM	Text document	1 kb
qn_template (1)	8/7/2018 9:10 AM	Microsoft Excel 07...	156 kb

e: qn_template (2) [All Files](#) [Open](#)

Enter a short description of the uploaded document.

Create Attachment

Permitted File Types:
 BMP, DOC, DOCX, JPG, MSG, PDF, TXT, XLS, XLSX

Description:

File: [Choose File](#) qn_template (2).xls

Upload: [Upload](#)

[OK](#)

Select "Upload".

Create Attachment ✕

Permitted File Types:

BMP, DOC, DOCX, JPG, MSG, PDF, TXT, XLS, XLSX

Description:

File:

Upload: OK

Once a success message appears, click OK.

Create Attachment ✕

Permitted File Types:

BMP, DOC, DOCX, JPG, MSG, PDF, TXT, XLS, XLSX

Description:

File:

Upload:

✓ File uploaded successfully!

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

Quality Notification Details S

← → ↻ 📄 | Exceptions Demand Release Purchase Order Replenishment Delivery **voice** Quality Master Data Tools

QN No.: Customer:

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.

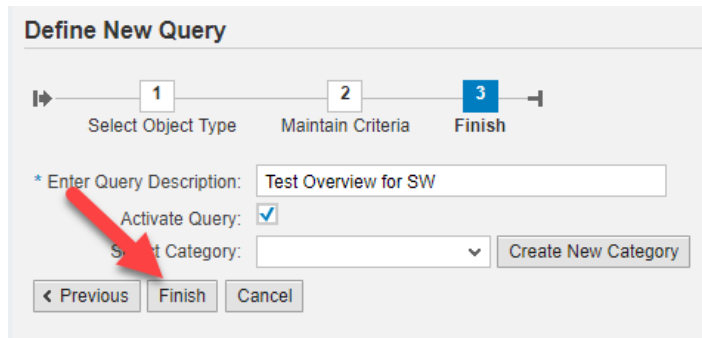
Click Quality -> Quality Notification Overview.

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”.



Define New Query

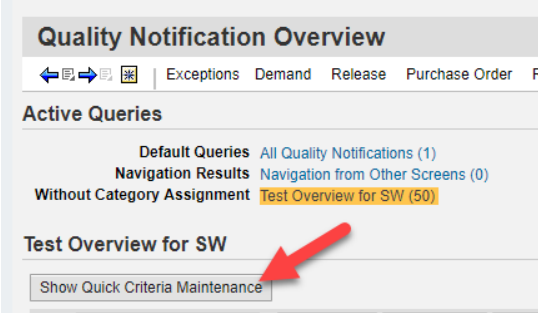
1 Select Object Type 2 Maintain Criteria 3 **Finish**

* Enter Query Description:

Activate Query: ☒

Select Category:

You can now click the “Show Quick Criteria Maintenance” button.



Quality Notification Overview

← → 🔍 | Exceptions Demand Release Purchase Order R

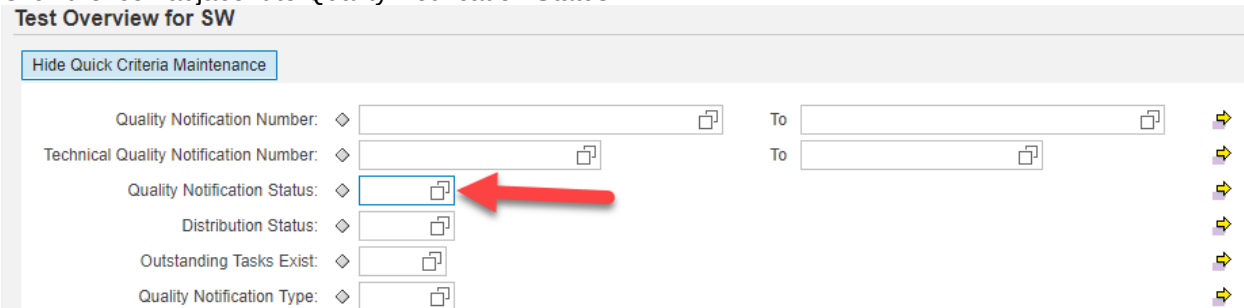
Active Queries

Default Queries All Quality Notifications (1)
 Navigation Results Navigation from Other Screens (0)
 Without Category Assignment **Test Overview for SW (50)**

Test Overview for SW

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.



Test Overview for SW

Quality Notification Number:		To		
Technical Quality Notification Number:		To		
Quality Notification Status:				
Distribution Status:				
Outstanding Tasks Exist:				
Quality Notification Type:				

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.

[Show Search Criteria](#)

DV
V

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			

[illegible]

Page 15/18

Attachment List

File Name	Description	Type	User Name	Storage Date	Creation Time
QN .pdf	QN VOIDED	PDF	8126523	05/08/2018	13:06:15
qn_template (4).xls		XLS	7996302	05/08/2018	10:32:11
Download Attachment					

OK

Review the details/instructions of the final disposition.

QN, VENDOR MATERIAL REVIEW REQUEST, (V1): 205113						FORM NO. 1589-7 (SAP)	
Date: 10/30/2015						Page: 1	
SUPPLIER CODE 165640		SUPPLIER NAME TELL TOOL INC		PO NUMBER/ITEM HS4723424 / 70			
SUPPLIER ADDRESS TURNPIKE IND ROAD, WESTFIELD, MA, 01085-1646, USA							
SUPPLIER PHONE		SUPPLIER FAX		FINAL ACCEPT STAMP / DATE			
VMSR QTY 120.000		MATERIAL # 788191-1					
MATERIAL DESCRIPTION HOUSING, CONTROL							
WORK CENTER 2BX VENDOR UNIDENTIFIED OPER		PROJECT		RESPONSIBILITY Suspected Vendor		CREATE DATE 10/30/2015	
MRB ENG L12 HORAICA		DATE 10/30/2015		MRB QA		DATE 00/00/0000	
STRESS ENG		DATE 00/00/0000		CUSTOMER		DATE 00/00/0000	
ATTACHMENTS? No		INITIATOR		COORDINATOR		WBS ELEMENT	
REF. NOTIFICATION		REFERENCE # SNC-0010000000004		INSP. LOT # 000000000000		SERIAL #	
CUSTOMER SIGNATURE				BATCH #		DATE	
STATUS: OSNO Outstanding notification NOTE Notification (external) OSTS Outstanding task(s) exist(s) PEND Pending Review REL Released for processing NOTES: * 10/30/2015 06:11:27 Autosys (AUTOSYS) / Last Changed On: 30.10.2015 12:08:27 (UTC-5) Last Changed By: CDS68 68 / Partner: SP135Reason: XI - QA MR/NCM (QA MR/NCM)##Nonconform / since submittal request##30.10.2015 12:08:27 (UTC-5) CDS68 68\$							

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.

HOME
HELP & TRAINING
NEW

Exceptions
Demand
Release
Purchase Order
Replenishment
Delivery
Invoice
Quality
Master Data

QN No.: 1000063400
 Customer: UTASGLOBAL
Save Draft

Download Attachment
Upload Attachment

Quality Notification 1000063400

General
Subject
Tasks
Activities
Ref. Doc.
Partners
Locations
Admin. Data

Create Quality Notification
 Quality Notification Overview
Quality Notification Details
 Inspection Lot Overview
 Inspection Lot Record Results

Type the QN No., and click Go.

Quality Notification Details

Exceptions Demand Release Purchase Order Replenishment Delivery

QN No.: 1000063400 Customer: UTASGLOBAL Go

Download Attachment Upload Attachment

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.

Quality Notification Details

Exceptions Demand Release Purchase Order Replenishment Delivery Change Quality Ma

QN No.: 1000063400 Customer: UTASGLOBAL Go Change Check Si

Download Attachment Upload Attachment

Quality Notification 1000063400

General	Subject	Tasks	Activities	Ref. Doc.	Partners	Locations	Admin. Data
---------	---------	-------	------------	-----------	----------	-----------	-------------