

Nibe eQuality

Supplier Deviation Reports

Deviation reports can be created at Nibe from several sources. It can be defects found in the field, our production or at our Article Analysis Department when goods are received at Nibe.

The deviation reports are generated in our ERP-system and then communicated to the supplier.

The deviation report exists in ONE place. Nibe access the information in the ERP-system, and the supplier can access the same information through a Web Interface.

When activities on the deviation report is carried out, notification e-mails are sent to the supplier and to the appropriate person at Nibe.

Reminder e-mails will be generated daily if an activity is overdue.

NIBE AB

SUPPLIER

1. Report started at Nibe



Mail Notification



2. Supplier signs in to Catavolt. Dialouge can be started, Short and Long Term actions should be reported.



3. Dialouge started



5. Short term action accepted

7. Long term action accepted

9. Deviation report closed



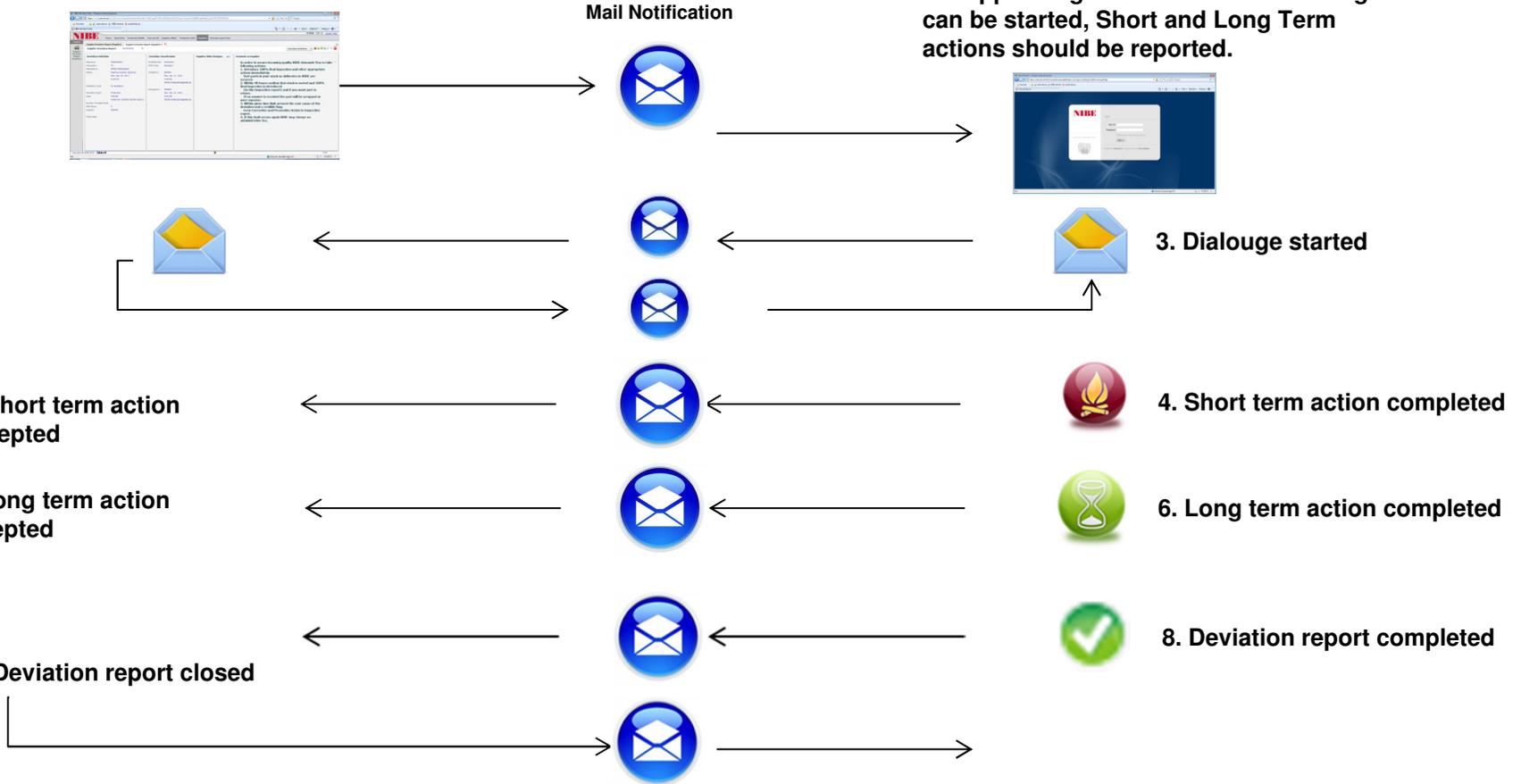
4. Short term action completed



6. Long term action completed



8. Deviation report completed



NIBE

http://catavolt.net/nibe

Catavolt:Sign In - Windows Internet Explorer

https://catavolt.net/nibe/?wicket:bookmarkablePage=:com.dgoi.wicket.login.FullBrowserLoginPage

Favoriter start.nibe.se NIBE intranet portal.nibe.se

Catavolt:Sign In

Sida Säkerhet Verktyg

NIBE

THIS IS A SECURE AREA

Login

User ID

Password

Remember me on this computer

Sign in

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Klar Internet | Skyddat läge: På 100 %

NIBE Deviation Description

When the report is opened, it will show the deviation definition. Use the drop-down list to select Short and Long Term or Attachments. Click "Edit" next to "Supplier/Nibe Dialouge" to enter text to be sent to Nibe. This replaces e-mail communication outside of the deviation report, causing all communication regarding this report to be at one place.

The screenshot shows the NIBE Supplier Deviation Report web application. The interface is divided into several sections:

- Supplier Deviation Report:** 0000000061 TE
- Deviation Definition:** Sequence: 0000000061, Description: TE, Reported by: PETER MAGNUSSON, Status: Awaiting supplier response, Escalation Level: No escalation, Deviation Origin: Production, Item: 022189, Number of Defect Ports: 9, SQA Name: FLÅNS KW "STEFAN TESTAR RÖR E", Supplier: 300493.
- Deviation Classification:** Prod/New Gen: Production, CMS-Code: Standard, Created by: PETER, Changed by: PETER.
- Supplier/Nibe Dialogue:** Contains an [edit](#) link. A large number '1' is placed next to this section.
- Demands on Supplier:** Contains a list of actions to be taken, such as "Introduce 100% final inspection and other appropriate actions immediately." A large number '2' is placed next to this section.

A dropdown menu is visible in the top right corner, showing options: Deviation Definition, Short Term Action, Long Term Action, and Attachments. An arrow points from the text below to the "edit" link in the "Supplier/Nibe Dialogue" section.



To start a dialouge with Nibe, enter your text in "Supplier/Nibe Dialouge" and press the button "Send dialouge to Nibe". Only press this button if a dialouge is written.



Short Term Action

Supplier Deviation Report (Supplier) Supplier Deviation Report (Supplier)-2

Supplier Deviation Report: 000000061 TE

Short Term Action [edit](#)

To be filled in within 48 hours

Responsible First Name Peter
Responsible Last Name Magnusson

Planned Wed, Feb. 2, 2011
Finished
Action on rejected parts Blank

First P-order on Parts
First Delivery Date

Short term completed No

Short Term Action Description [edit](#)

Short Term Action
Deviation Definition
Short Term Action
Long Term Action
Attachments



Select "Action on rejected parts" And fill in the Short Term Action. When finished, select the button for "Set Short Term Completed". After this button is selected, Nibe will receive an email with the new status.



Long Term Action

Supplier Deviation Report (Supplier) Supplier Deviation Report (Supplier)-2

Supplier Deviation Report: 000000061 TE

Long Term Action [edit](#)

To be filled in within 10 working days

Responsible First Name Peter
Responsible Last Name Magnusson

Root Cause Planned Thu, Feb. 10, 2011
Root Cause Finished

First P-order on Parts
First Delivery Date

Long Term Completed No

Root Cause Analysis (RC) [edit](#)

Long Term Action (LTA) [edit](#)

Long Term Action
Deviation Definition
Short Term Action
Long Term Action
Attachments



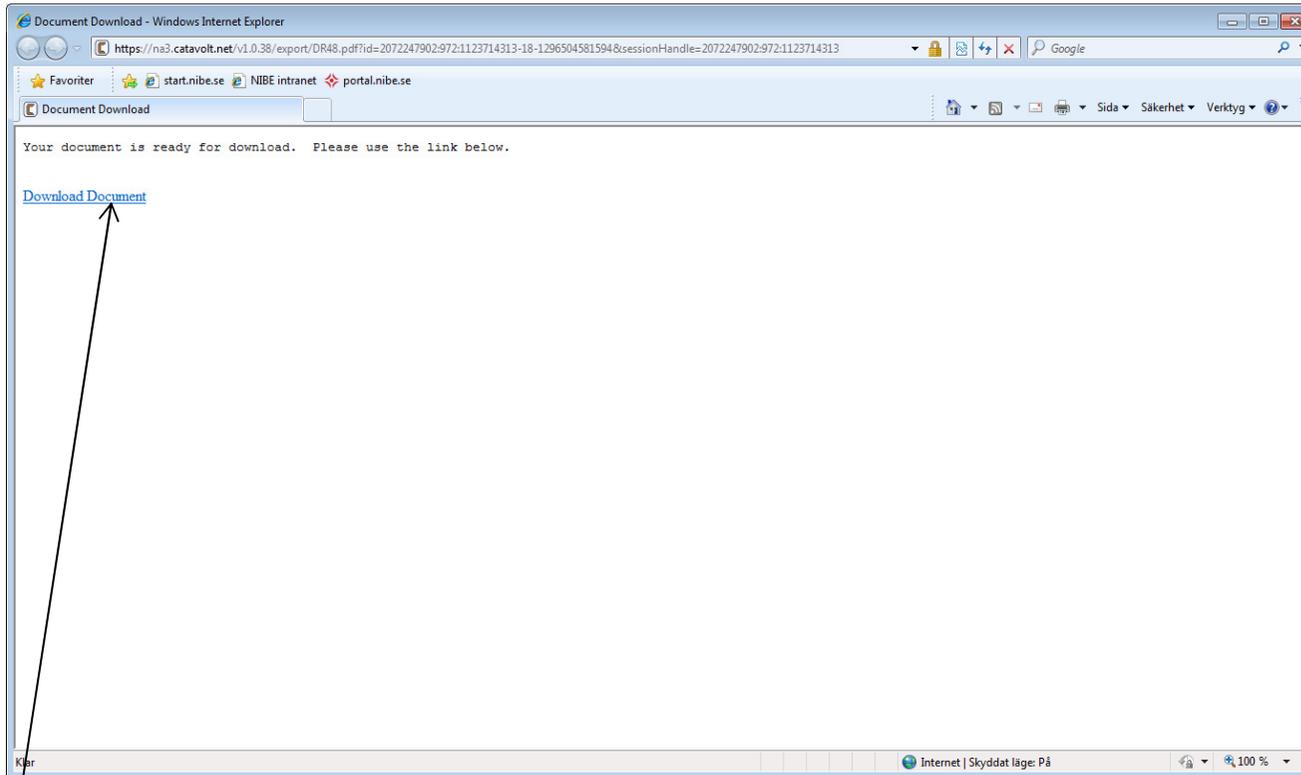
Fill in Root Cause Analysis and Long Term Action . When finished, select the button for "Set Long Term Completed". After this button is selected, Nibe will receive an email with the new status.

The screenshot shows the NIBE AB Web Portal interface. The main content area displays a 'Supplier Deviation Report (Supplier)' for report number 0000000061. Below the report header is an 'Attachments' table with the following data:

Create date	Create user	File	File description	Path and name	Object type
01/31/2011	VARPG	DR48.pdf	DR48.pdf	\\nibe.se\dfs\xax\DR48.pdf	SUPPLIER DEVIATION REPORT

A drop-down menu is open over the table, showing options: Deviation Definition, Short Term Action, Long Term Action, and Attachments. The 'Attachments' option is highlighted. Two arrows originate from a text box at the bottom: one points to the 'Attachments' menu item, and the other points to the first row of the Attachments table.

To view the attachments, click on the drop-down menu and then double-click on the attachment to open it. A new window will be opened



Click on "Download document" to open the attachment.

The screenshot shows the NIBE AB Web Portal interface. The main content area displays a 'Supplier Deviation Report (Supplier)' for ID 000000072, with a status of 'COMMUNICATION ALARM'. Below this is an 'Attachments' table with the following data:

Create date	Create user	File	File description	Path and name	Object type
02/07/2011	EVAO	100_0299.JPG	100_0299.JPG	\\nibe.se\dfs\XAX\Partnertech\100_0299.JPG	SUPPLIER DEVIATION REPORT

An 'Attach File' dialog box is open, showing an 'Upload File' button and 'Attach' and 'Cancel' buttons. A paperclip icon in the top right corner of the Attachments section is highlighted with a red box and an arrow pointing to the dialog box. Another arrow points from the dialog box to the text box below.

Click on the paperclip icon to create a new attachment. Select your file by opening a "Open file dialog".

The screenshot shows the NIBE AB Web Portal interface. The main content area displays a table of attachments for a 'Supplier Deviation Report (Supplier)'. The table has the following data:

Create date	Create user	File	File description	Path and name	Object type
02/07/2011	EVAO	100_0299.JPG	100_0299.JPG	\\nibe.se\dfs\XAX\Partnertech\100_0299.JPG	SUPPLIER DEVIATION REPORT

An 'Attach File' dialog box is overlaid on the table, with an arrow pointing to the 'Attach' button. Another arrow points from the 'Attach' button to the 'Open' button in the file explorer window, which is currently showing the file '100_0299.JPG'.

Select your file, click on "Open" and then "Attach"



Complete Deviation Report

Supplier Deviation Report (Supplier) 000000061 TE

Deviation Definition		Deviation Classification		Supplier/Nibe Dialogue		Demands on Supplier	
Sequence	000000061	Prod/New Gen	Production				
Description	TE	CMS-Code	Standard				
Reported by	PETER MAGNUSSON	Created by	PETERM				
Status	Awaiting supplier response		Mon, Jan. 31, 2011 4:58 PM				
	4:55 PM		PETER.MAGNUSSON@NIBE.SE				
Escalation Level	No escalation	Changed by	PETERM				
Deviation Origin	Production		Mon, Jan. 31, 2011 5:22 PM				
Item	022189		PETER.MAGNUSSON@NIBE.SE				
Number of Defect Ports	FLÅNS KW "STEFAN TESTAR RÖR EJ						
SQA Name	9						
Supplier	300493						
Close Date							

Demands on Supplier

In order to secure incoming quality you must take the following actions:

1. Introduce 100% final inspection and other appropriate actions immediately.
Sort parts in your stock so deliveries to NIBE are secured.
2. Within 48 hours confirm that stock is sorted and 100% final inspection is introduced (in this Inspection report) and if you want part in return.
If no answer is received the part will be scrapped at your expense.
3. Within given time limit present the root cause of the deviation and a credible long term Corrective and Preventive Action in Inspection report.
4. If this fault occurs again NIBE may charge an administrative fee.



When both "Short" and "Long Term Actions" are filled in, complete the deviation report by sending it to Nibe.



Mail notifications

- Mail to supplier when Deviation Report created
- Mail to Nibe when Dialogue is active
- Mail to supplier when Dialogue is active
- Mail to Nibe when Short Term Completed
- Mail to Nibe when Long Term Completed
- Mail to Nibe when Deviation Report recieved
- Mail to SQA when escalated
- Mail to supplier when Short/Long Term overdue
- Mail to buyer when credit invoice expected