



# Quality Notes QNO Role Guide

March 2018





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## [Introduction](#)

This role-based guide covers the primary actions that are performed specifically by users with the QN Originator role. For a more comprehensive guide, please reference the Quality Notes User Guide.

## [About the QN Originator \(QNO\) Role](#)

Supplier users require the QNO role to submit non-conformances in Quality Notes.

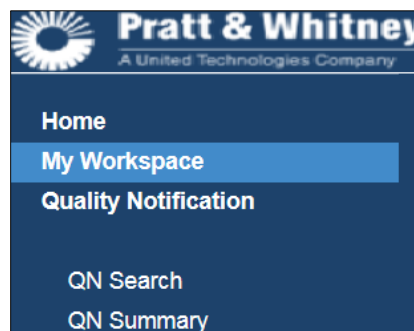
- QNOs can be suppliers or engine centers. Both suppliers and engine centers with the QNO role can create QNs. Suppliers can create QNs by logging directly into Quality Notes or can submit them via a B2B connection (if available). Engine centers can only create QNs via B2B connection.
- Both Supplier and Engine Center QNOs can view the progress or status of QNs in Quality Notes.
- QNOs can update submitted QNs when the QN is assigned back to them.
- View the progress/status of QNs.
- Respond to RFI (Request for Information) and RCCA (Root Cause and Corrective Action).

## [Search](#)

The Quality Notes solution has a variety of searches available. Purchase Order Search and Draft Search are types of searches specifically available to users with the QNO role. Additional search types can be located in the Quality Notes User Guide.

## [Using Search to Locate Quality Notifications](#)

You can locate QNs using the search options available on the Navigation Tree. Search is best used when you are looking for a specific notification. The Search option allows you to search using **QN Search** and **QN Summary**. Depending on your role, Navigation Tree results may appear differently. If you have multiple user roles, you must be logged in with the correct role for the information you are searching for is associated with.



1. From the **Navigation Tree**, go to **Quality Notification** then click **QN Search** or **QN Summary**.
2. If selecting **QN Search**, enter or select search criteria. Click **Search**.

**Note:**

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items.
- The magnifying glass can be used to perform advanced searches.

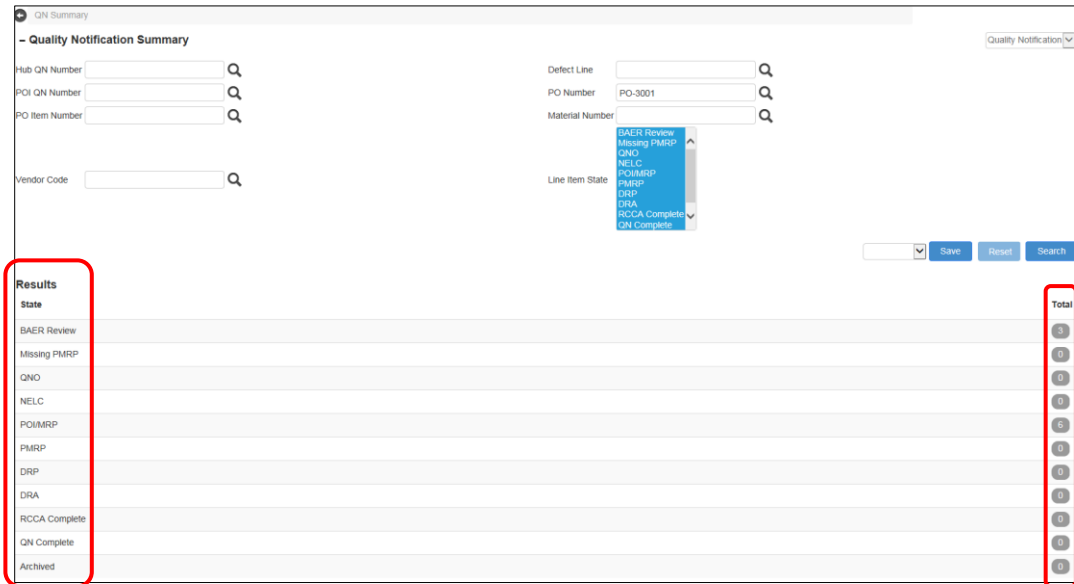
3. Search results display. Click the **QN** to view.

Hub QN Number	POI QN Number	Line Item State	Status	Owner	Vendor Code	QN Creation Date	Material Number	Engine Serial Number	QN
HQN-34		POI/MRP	DISP Requested	PWA	PWA-3000	08/04/2017	5370303		
HQN-53		BAER Review	Package J/C and License	PWA	PWA-3000	09/28/2017	30G2305		
HQN-53		BAER Review	Package J/C and License	PWA	PWA-3000	09/28/2017	30G2305		
HQN-53		BAER Review	Package J/C and License	PWA	PWA-3000	09/28/2017	30G2305		

**Note:** **View History** allows you to view the audit history of a QN.

4. If selecting **QN Summary**, the QN Summary page provides access to all transactions within each notification workflow state. **Results may vary depending on what role you are using.**

5. Access the list of notifications in a specific state by clicking on the number in the **Total** column. To narrow results, enter or select search criteria and click **Search**. Results display by state. Information that displays varies by role.

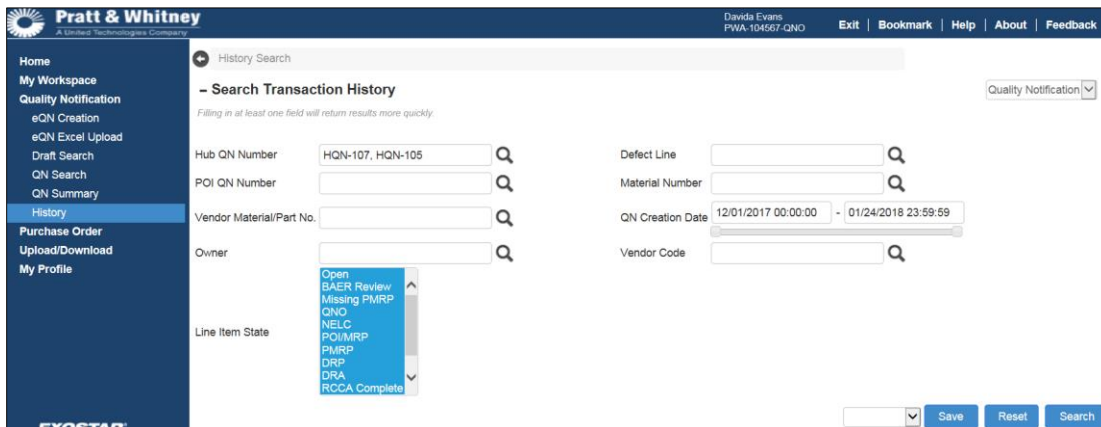


## QN History Search

The QN History Search feature provides an audit trail of QNs.

To search:

1. From the **Navigation Tree**, go to **Quality Notification** then **History**.
2. Enter or select search criteria. Click **Search**.



### Note:

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items. The system allows users to search for multiple QNs at one time.

- The magnifying glass can be used to perform advanced searches.
- Audit detail information displays. Click the **QN** to view audit history. If you have multiple QNs (as shown below), click the QN number to view audit history for that specific QN.

History Search / List

– History Selector

Change Field: State (Line) Status Owner Line Package Jurisdiction

Operation Type: Insert Update

Expand All Refresh

Audit Detail - Total 4 records Page 1 of 1

User	Role	Operation Type	Hub QN Number	Defect Line	Transaction D	Change Field	Old Value
evansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-107	2	01/16/2018:18:	All	UI_Cancel_MP
evansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-107	1	01/16/2018:18:	All	ReconfirmDownload
/ansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-105	2	01/16/2018:16:	All	DiscreteAcceptedToAutoArch
/ansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-105	1	01/16/2018:16:	All	VIEW_ATTACHMENT.LineAtt

## Purchase Order (PO) Search

PO Search allows users to locate POs.

To search:

1. From the **Navigation Tree**, go to **Purchase Order** then **Search**.
2. Enter or select search criteria. Click **Search**.

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IMR/ Reviewer

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Home  
My Workspace  
Exceptions  
Quality Notification  
Purchase Order  
Search  
Upload/Download  
Master Data  
My Profile

Purchase Order Search

– Search Purchase Orders

Filling in at least one field will return results more quickly.

PO Number: PO-5119

PO Item Number

Material Number

Order State: Open Closed

Save Reset Search

### Note:

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items. The system allows users to search for multiple POs at one time.
- The magnifying glass can be used to perform advanced searches.

- Search results display. The 1 and the 2 after the PO indicates the **PO Item Number**. QNs can be created against a specific PO Item number for a given PO. Click the **PO** to view.

PO Number/PO Item Number	Line Item State	Material Number	Material Name	Target Quantity	Company Code	Vendor Code	Purchasing Org	Purchasing Group
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWAT1	PWAT1-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWAT1	PWAT1-104567	ORG	PURORG
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWA	PWA-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWA	PWA-104567	ORG	PURORG

**Note:** View History allows you to view the audit history of a PO.

## QN Draft Search

Draft search allows users to locate QNs that are saved as a draft but not yet submitted. Draft search is available to users with the QNO role.

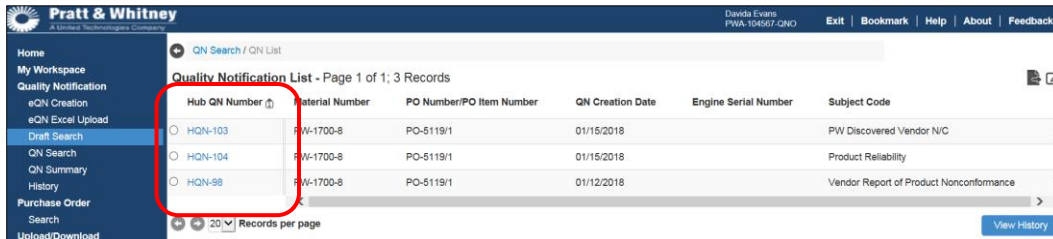
To search for a draft:

- From the **Navigation Tree**, go to **eQN Creation** then **Draft Search**.
- Enter or select search criteria. Click **Search**.

**Note:**

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items. The system allows users to search for multiple QNs at one time.
- Navigation Tree results may appear differently than illustration due to role.
- The magnifying glass can be used to perform advanced searches.

3. Search results display. Click the **QN** to view.



**Note:** View History allows you to view the audit history of a Draft QN.

## Search Field Definitions

### Draft Search Fields

Hub QN Number	QN Number (e.g. HQN-100)
Vendor Code	Code assigned to a vendor during the creation of a PO
PO Item Number	Item number listed within a PO
Engine Program	Unique ID for the engine program
POI QN Number	Internal number used for POI
PO Number	Number assigned to a Purchase Order
Vendor Material/Part No.	Vendor's Material Number or Part Number

### PO Search Fields

PO Number	The number assigned to a Purchase Order
Material Number	Unique number that identifies the material
PO Item Number	Item number listed within a PO
Order State	State of the Purchase Order (Opened or Closed)

## QN Creation

QNs can be created for a single part to report single or multiple non-conformances. In Quality Notes, users can enter QNs individually or multiple QNs simultaneously using the Excel Upload option. QNs can be created against a specific PO Item number for a given PO (e.g. PO Number/PO Item Number). Suppliers who have a B2B connection can submit QNs in their local system. Engine Center QNOs submit non-conformances via their B2B connection.

## Engine Center QNs

Engine Center QNs from PWA engine centers (internal engine center QN) or non-PWA engine centers (such as PWC and MTU) are created in the engine center's local system and can only be created in Quality Notes via B2B connection. **Engine Center QN responses and updates are submitted via a participants' local system and not Quality Notes directly. Participants will be able to view QN statuses in Quality Notes.**



## Supplier QNs

To create a QN, you require the QNO role. When reporting non-conformances for a part, you need Purchase Order information (such as PO number or material number) to create supplier QNs. PO information is not required for creating engine center QNs. When creating the QN, you have the ability to enter Sub-Tier Supplier information if required.

You can use Purchase Order Search to locate the PO:

1. From the Navigation Tree, go to **Quality Notification**.
2. Click **Purchase Order** then **Search**.
3. Enter search criteria and click **Search**.

The screenshot shows the 'Purchase Order Search' page in the Pratt & Whitney system. The search criteria are: PO Number: PO-5119\*, Material Number: PW-1700-8, and Order State: Open. The interface includes a navigation menu on the left and search buttons at the bottom.

Note: For additional information about PO Search, see the [PO Number Search](#) section.

4. Click the PO Number line to view PO details. The 1 and the 2 after the PO indicates the PO Item Number. QNs can be created against a specific PO Item number for a given PO.

PO Number/PO Item Number	Line Item State	Material Number	Material Name	Target Quantity	Company Code	Vendor Code	Purchasing Org	Purchasing Group
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWA	PWA-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWA	PWA-104567	ORG	PURORG

Once PO information is available, you can go to eQN Creation from the Navigation Tree.

1. From the Navigation Tree, go to **eQN Creation**.
2. Enter search criteria and click **Search**.

The screenshot shows the 'Purchase Order Search' interface. The search criteria are: PO Number: PO-5119, Material Number: PW-1700-8, and PO Item Number: (empty). The interface includes a navigation tree on the left with options like Home, My Workspace, Quality Notification, eQN Creation, eQN Excel Upload, Draft Search, QN Search, QN Summary, History, Purchase Order, Search, Upload/Download, and My Profile. The search results are currently empty, and there are 'Save', 'Reset', and 'Search' buttons at the bottom.

3. Select the PO number that you will reporting non-conformance for and click **Next**. The 1 and the 2 after the PO indicates the PO Item Number. QNs can be created against a specific PO Item number for a given PO.

The screenshot shows the 'Purchase Order Schedules' table. The table has the following columns: PO Number/PO Item Number, Line Item State, Material Number, Material Name, Target Quantity, Company Code, Vendor Code, Purchasing Org, and Purchasing Group. The table contains two records for PO-5119. The first record, PO-5119/1, is selected. The second record, PO-5119/2, is not selected. The table also includes a 'Records per page' dropdown set to 20 and a 'Next' button.

PO Number/PO Item Number	Line Item State	Material Number	Material Name	Target Quantity	Company Code	Vendor Code	Purchasing Org	Purchasing Group
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWA	PWA-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWA	PWA-104567	ORG	PURORG

## Entering QN Header Details

Clicking **Next** requires you to enter the summary details for the QN. Entering summary details creates the header section of the QN.

1. Enter information in the **QN Summary** section. The QN Summary section includes contact, material and subject categories. Fields marked with an asterisk are required. Subject fields such as **Subject Category** and **Subject Code** are pre-defined and the subject code is dependent upon the category.

There is a 40-character limit allowed in the **Problem Description** field. If your description exceeds the 40 character limit, you will need to enter additional description information in the

Additional Problem Description-Long Text field. To enter long text data, click **View/Change (No Data)**.

- Quality Notification Summary/Quality Notification List/Details			
Hub QN Number:	HQN-120	POI QN Number:	
QN Creation Date:	01/22/2018	PO Number*:	PO-5119
PO Item Number*:	1	SQA/SMC Representative:	<input type="text"/>
SQA/SMC Email Address:	<input type="text"/>	Supplier Sub-Tier:	<a href="#">View/Change (No Data)</a>
Detail Part No.:	<input type="text"/>		
<b>MATERIAL:</b>			
Vendor Material/Part No.:	<input type="text"/>	Operation Number*:	1134546
Total Quantity NC Material*:	100	Total Parts Inspected*:	1000
Cost Consideration:	<input type="text"/>	QN Priority Type:	<input type="text"/>
<b>SUBJECT:</b>			
Subject Category*:	Development Material	Subject Code*:	<input type="text"/>
Problem Description*:	Dimensional	Additional Problem Description - Long Text:	<a href="#">View/Change (No Data)</a>
<b>Purchase Order Information</b>			
Material Number	Vendor Code	Vendor Name	Buyer PW Clock
			Buyer First Name
			Buyer Last Name
			Buyer Phone Number
			Author First Name
			Author Last Name

- The long text pop-up window allows you to enter a description and revise information multiple times (if required) before submitting the QN. Once the QN is created, long text editing is different. You will not be allowed to change entry in the long text field once entered.

### Additional Problem Description - Long Text

Enter text here.

## Enter Sub-Tier Suppliers

1. The **Supplier Sub-Tier** field is an optional field that allows you to enter sub-tier supplier information. To enter supplier sub-tier information, click **View/Change (No Data)**.

– Quality Notification Summary/Quality Notification List/Details

Hub QN Number:	HQN-120	POI QN Number:	
QN Creation Date:	01/22/2018	PO Number*:	PO-5119
PO Item Number*:	1	SQA/SMC Representative:	<input type="text"/>
SQA/SMC Email Address:	<input type="text"/>	Supplier Sub-Tier:	<a href="#">View/Change (No Data)</a>
Detail Part No.:	<input type="text"/>		

2. Enter the code, name or both. To edit an entry, click in the field column. To save the information, click **Save**.

Supplier Sub-Tier Code And Name	
Supplier Sub-Tier Code	Supplier Sub-Tier Name
1234-A	Alloy Parts & Metals Inc. x

Cancel Save

3. The Supplier Sub-Tier field displays the date the information was saved. When ready to proceed with logging non-conformance details, click **Proceed to Defect Details**.

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Purchase Order Search / Select Order / Create QN

– Quality Notification Summary/Quality Notification List/Details

\* Denotes required field

**CONTACTS:**

Hub QN Number:	HQN-120	POI QN Number:	
QN Creation Date:	01/22/2018	PO Number*:	PO-5119
PO Item Number*:	1	SQA/SMC Representative:	<input type="text"/>
SQA/SMC Email Address:	<input type="text"/>	Supplier Sub-Tier:	<a href="#">View/Change (01/22/2018 UTC)</a>
Detail Part No.:	<input type="text"/>		

**MATERIAL:**

Vendor Material/Part No.:	<input type="text"/>	Operation Number*:	1134546
Total Quantity NC Material*:	100	Total Parts Inspected*:	1,000
Cost Consideration:	<input type="checkbox"/>	QN Priority Type:	<input type="text"/>

**Purchase Order Information**

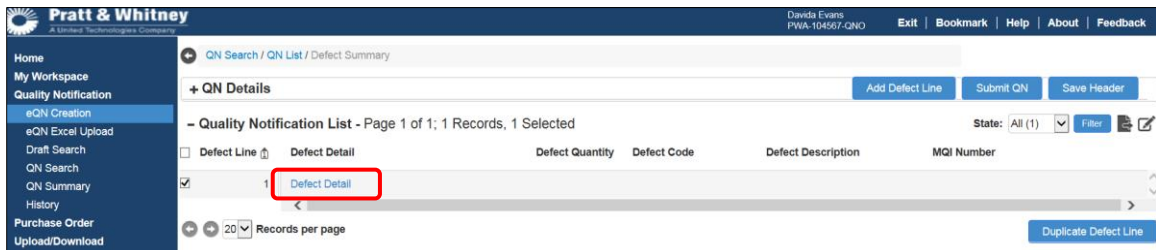
Material Number	Vendor Code	Vendor Name	Buyer PW Clock	Buyer First Name	Buyer Last Name	Buyer Phone Number	Author First Name	Author Last Name
PWA-1700-8	PWA-104567	Hamilton Sundstrand	453-1000	Joe	Inglis	111-222-3333	David	Evans

Cancel Proceed with Defect Details

## Entering QN Defect Detail Lines

You now need to enter non-conformance details. Depending on your requirement, you can report a single non-conformance defect or multiple non-conformance defects against a part. Each non-conformance for the part requires its own defect detail line. For example, if reporting dimensional and color non-conformances for a part requires two different QN defect detail lines.

1. Click **Defect Detail**.



Note: To view Header Details, click the plus sign (+) next to QN Details.

2. The QN Defect Details section includes defect, root cause, process cause, and corrective action categories. Fields marked with an asterisk are required. **Category** and **Code** fields are pre-defined and code fields are dependent upon the category selected. There is a 40-character limit in the short description fields. If your description exceeds the 40-character limit, you must enter additional description information in the corresponding additional description fields.

## Entering Defect Quantity

Defect quantity must be greater than zero. If it is not, you will receive a defect quantity error message. When selecting **Serial Type**, the number of serial numbers (part identification) must match the defect quantity. If selecting none for serial type, the defect quantity cannot be greater than the total quantity non-conformance material reported in the QN Header section.

The screenshot shows the 'QN Details' form. The 'Defect' dropdown menu is open, showing options: 'None', 'Serial Only', 'Heat Code and Suffix Only', and 'Serial, Heat Code and Suffix'. The 'Serial Only' option is selected. Below the form, an arrow points to the 'Material' section, which includes fields for 'Vendor Material/Part No.', 'Total Quantity NC Material' (set to 100), and 'Cost Consideration'.

If anything except for **None** is selected for **Serial Type**, the **Defect Quantity** and **Serial Number** fields must match. If it does not match, a **Defect Quantity Identification** error message displays.

The screenshot shows the 'QN Search / QN List / QN Line Detail' page. An 'Application Message' is displayed: 'Defect Quantity Identification is missing.' Below this, the 'QN Details' form is shown. The 'Serial Type' is set to 'Serial Only'. The 'Defect Line' is '1'. The 'Defect Quantity' is '1'. The 'Serial Number' is '1'. The 'Material' section shows 'Vendor Material/Part No.' as 'a' and 'Total Quantity NC Material' as '100'. The 'Defect Description' is 'test'.

## Enter Serial Type

The text that appears in the Serial Number field will vary depending on what was selected from the Serial Type drop-down menu. Select **Serial Type** and click the text that displays in the Serial Number field (e.g. Serial Only).

QN Search / QN List / QN Line Detail

– QN Details

**Defect:**

Serial Type:	Serial Only	Serial Number:	Serial Only (0)
Defect Line:	1	Defect Quantity*:	1
Un-Marked Attachment:	(0)	MQI Number*:	123
Defect Class*:	Critical	Engineering Change Number*:	
Engineering Drawing Location*:	USA	Suspect Prev. Shipment:	
Proposed Repair:		Defect Post FX:	
Defect Category*:	Dimensional	Defect Code*:	Length/Height/Width
Defect Description*:	Dimensional	Defect Description Additional Information*:	<a href="#">View/Change (01/22/2018 UTC)</a>
<b>Root Cause:</b>		Root Cause Code*:	Dimensions outside
Root Cause Category*:	Dimensional (UTAS)	Root Cause Additional Information:	<a href="#">View/Change (No Data)</a>
Root Cause Description - Short*:	Dimensional		

Serial numbers cannot exceed 18 characters. Duplicate serial numbers are not allowed. Enter the information and click **Save**. To delete, click the number column, click **Remove** and **Save**. Clicking the description column will not remove the information.

Part Identification	
Serial Number	
1	1234-AB

Total Records: 0

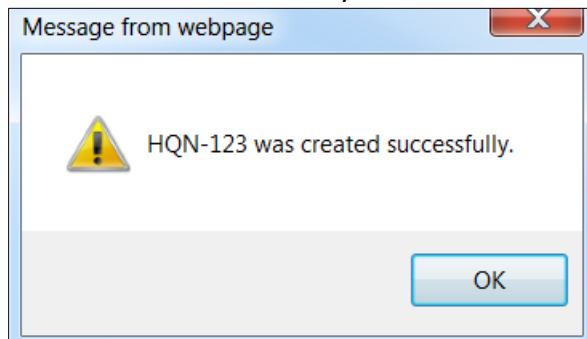
[Close](#) [Reset](#) [Remove](#) [Save](#)

The Serial Number field displays the saved information. When you are ready to save the line, click **Save Line**. If you do not have all the information you need or if you need to save as Draft. Click **Save Draft** when creating the defect line. Saving as draft will NOT send the QN for disposition request.

- Once the line is saved, you can view it before submitting the QN. To see header details, click the plus sign (+) to expand QN Details.

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	Defect Detail	1	Assembly without Approval	Assembly	12

- If you do not have additional non-conformances to report and you are ready to submit the QN for disposition, click **Submit QN**. You will receive a successful notification. Once submitting the QN, you will be unable to modify it.



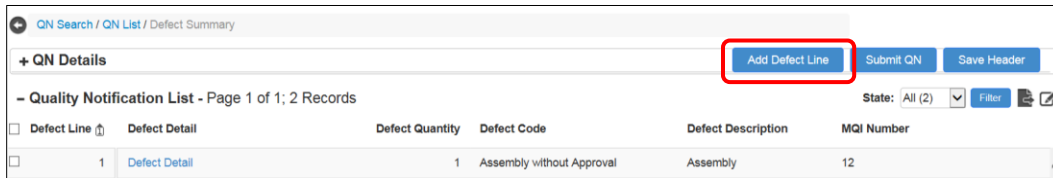


## Add Additional QN Detail Defect Lines

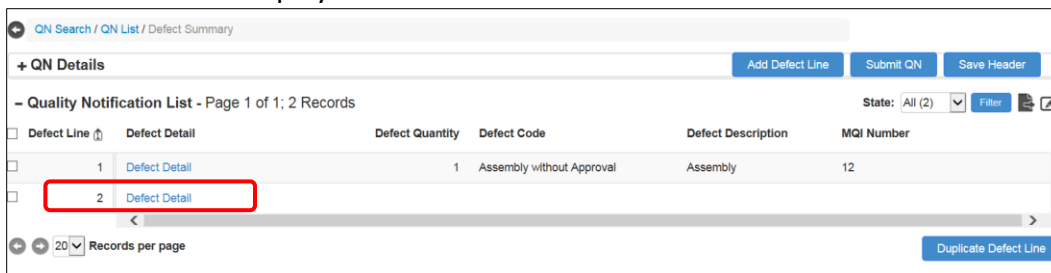
If you have additional non-conformances to report for the part, you can add additional defect lines.

To add a line:

1. To add a line, click **Add Defect Line**.



2. The new line will display. Click on **Defect Detail** to add the defect details.

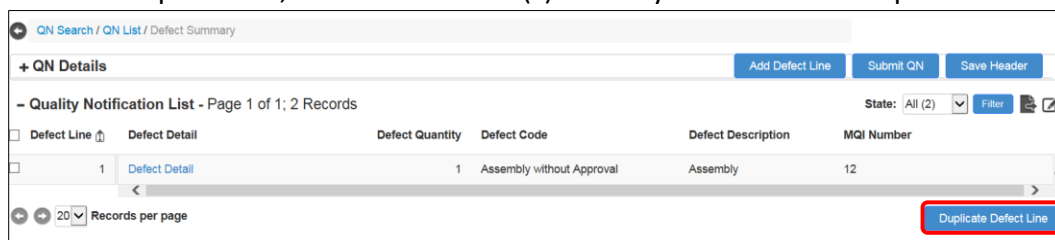


3. Follow steps in the [Entering QN Defect Detail Lines](#) section for instruction on entering defect line details and saving.

## Duplicate QN Detail Defect Lines

If information for additional non-conformances share some of the same defect details as a previous one, you can duplicate an existing defect line. All data fields of the selected QN line are copied to the new QN line, except attachments and serial numbers. You can modify the details with the differing information.

1. Once you have entered a defect line, click **Duplicate Defect Line**. If you have multiple lines, select the line(s) that you want to duplicate.



- The duplicated line will display. To modify the details, click **Defect Detail**.

QN Search / QN List / Defect Summary

+ QN Details Add Defect Line Submit QN Save Header

- Quality Notification List - Page 1 of 1; 4 Records State: All (4) Filter

Action executed successfully for 1 QN line item(s).

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12
4	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12

Records per page: 20 Duplicate Defect Line

- Follow steps in the [Entering QN Defect Detail Lines](#) section for instruction on entering defect line details and saving.

## Save QN Header

The Save Header feature allows you to edit the QN Header details before submission.

- From the QN Details screen, click **Save Header**.

QN Search / QN List / Defect Summary

+ QN Details Add Defect Line Submit QN **Save Header**

- Quality Notification List - Page 1 of 1; 4 Records State: All (4) Filter

Action executed successfully for 1 QN line item(s).

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12
4	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12

Records per page: 20 Duplicate Defect Line

- The QN will transition to a Draft state. To locate the QN, you will need to complete a Draft Search from the Navigation Tree. To locate the QN, enter search criteria. For example, you can use multiple search criteria or single search criteria (such as QN Creation Date). Click **Search**.

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Home My Workspace Quality Notification eQN Creation eQN Excel Upload Draft Search **QN Search** QN Summary History Purchase Order Upload/Download My Profile Change Role

QN Search

- Search Quality Notification Quality Notification

Filling in at least one field will return results more quickly.

Hub QN Number   POI QN Number

Vendor Code   PO Number

PO Item Number   Vendor Material/Part No.

Engine Program   QN Creation Date 02/26/2018 - 02/26/2018

3. QN information will display. Click the QN that you want to edit.

QN Search / QN List

Quality Notification List - Page 1 of 1; 2 Records

Hub QN Number	Material Number	PO Number/PO Item Number	QN Creation Date	Engine Serial Number	Subject Code
HQN-169	PW-Comm-1	PO-5419/1	02/26/2018		Vendor Report of Product Nonconformance
HQN-171	PW-Comm-1	PO-5419/2	02/26/2018		Commercial Deviation (Temp Eng. Chg)

4. You are presented with the QN defect details. To see header details, click the plus sign (+) to expand QN Details. Complete edits.

QN Search / QN List / Defect Summary

**+ QN Details** Add Defect Line Submit QN Save Header

- Quality Notification List - Page 1 of 1; 4 Records State: All (4) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12
2	<a href="#">Defect Detail</a>	1	Chord Width/Length	Length/Width/Height	12
3	<a href="#">Defect Detail</a>	1	Chord Width/Length	Length/Width/Height	12
4	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12

Records per page: 20 Duplicate Defect Line

5. If editing defect lines, required to enter notes in the **Defect Description Additional Information** field.

QN Search / QN List / QN Line Detail

- QN Details

Defect Line: 1 Defect Quantity\*: 1

Un-Marked Attachment: 0 MQI Number\*: 1

Defect Class\*: Critical Engineering Change Number\*: 2

Engineering Drawing Location\*: 1 Suspect Prev. Shipment: [dropdown]

Proposed Repair: [dropdown] Defect Post FX: [dropdown]

Defect Category\*: Run In/Acceptance Test P Defect Code\*: Out of Limits

Defect Description\*: 2 **Defect Description Additional Information\*: [View/Change \(03/01/2018 UTC\)](#)**

Root Cause: Root Cause Category\*: Inspection Controls Root Cause Code\*: First Article Inspection

Root Cause Description - Short\*: 1 Root Cause Additional Information: [View/Change \(No Data\)](#)

Process Cause: Process Cause Category\*: Welding Process Cause Code\*: Laser Welding

Process Cause Description - Short\*: 1 Process Code Additional Information: [View/Change \(No Data\)](#)

Corrective Action: Corrective Action Category\*: Methods Corrective Action Code\*: ASSEMBLY METHOD CH

Corrective Action Description - Short\*: 1 Corrective Action Additional Information: [View/Change \(No Data\)](#)

Save Draft Save Line

6. Enter description and click **OK**. Failure to enter information will result in an error message when trying to submit QN.

**Defect Description Additional Information**

2/28: Enter text.

3/1: Enter update.

Cancel OK

7. Edit the line and click **Save Line**. The updated information will display.

QN Search / QN List / Defect Summary

+ QN Details Add Defect Line Submit QN Save Header

- Quality Notification List - Page 1 of 1; 4 Records State: All (4) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	Defect Detail	1	Perpendicularity/Angularity	Dimensional	12
2	Defect Detail	1	Chord Width/Length	Length/Width/Height	12
3	Defect Detail	1	Chord Width/Length	Length/Width/Height	12
4	Defect Detail	1	Assembly without Approval	Assembly	12

Records per page: 20 Duplicate Defect Line

8. When you are ready to submit the QN, click **Submit QN**.

## Creating Supplier QNs using Excel Upload Option

Users with the QNO role can create QNs by uploading an Excel template. Some supplier users may have QNs in an electronic form. Therefore, an Excel template for QN creation enables electronic download or transfer of QN data into an Excel file for upload.

You can obtain the Excel Upload template from the Help files section within the Quality Notes solution. The Help section is located in the upper, right corner of the solution.

[Exit](#) | [Bookmark](#) | [Help](#) | [About](#) | [Feedback](#)

For successful upload, please ensure the following:

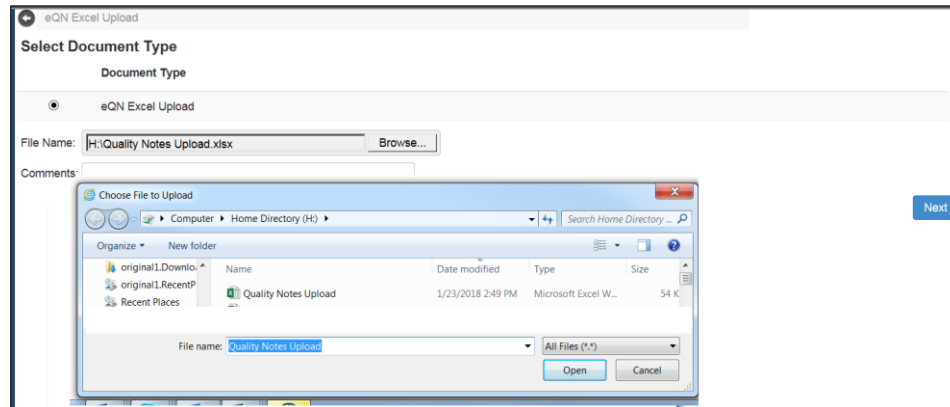
- Defect quantity is greater than zero.
- The number of serial numbers is equal to defect quantity.
- Serial numbers do not exceed 18 characters.
- Serial numbers are not duplicated.
- Ensure you are using the correct role for the information you are uploading is associated with if you have multiple QNO roles.
- Confirm the PO numbers is in Quality Notes. You can do a [PO Search](#) to verify if you are unsure.

You can complete the Excel template either manually or electronically. You need to save the document to your computer before uploading.

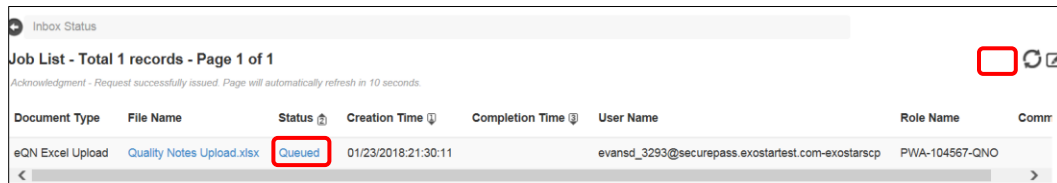
1. From the Navigation Tree, go to **Quality Notification** then **eQN Excel Upload**.



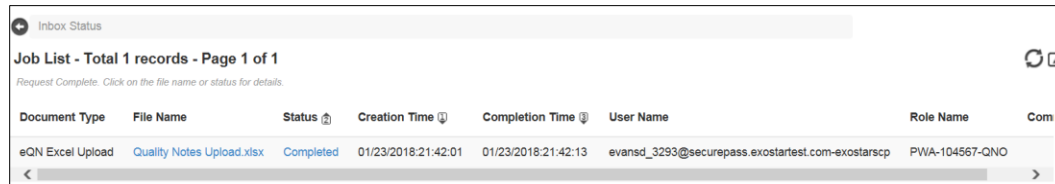
- Click **Browse** to locate the document. The file upload window will display. Select the document and click Open. Click **Next** to start the upload process.



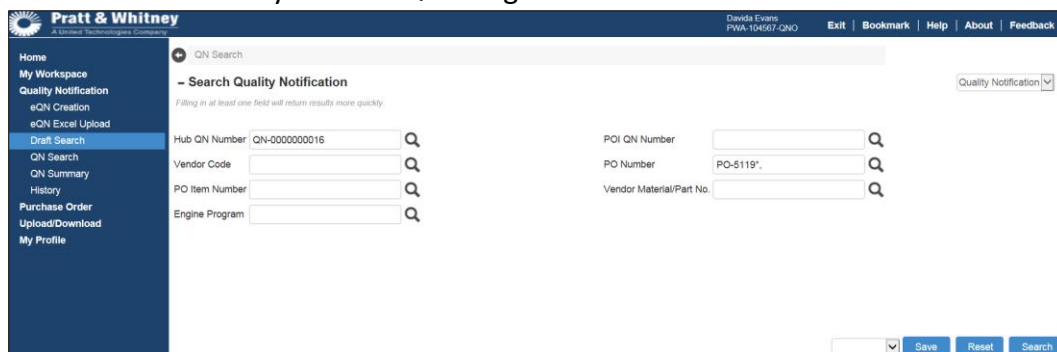
- If the status remains Queued and does not display Completed, click the **Refresh** icon.



- Once the upload has successfully completed, the status displays **Completed**.



- You can locate the newly created QN using **Draft Search**.



- You can then attach files or update the QN before submitting it. **Note!** File attachments will be unavailable in phase one of Quality Notes but will be available in a future release.

## Download QNs using Excel Download Option

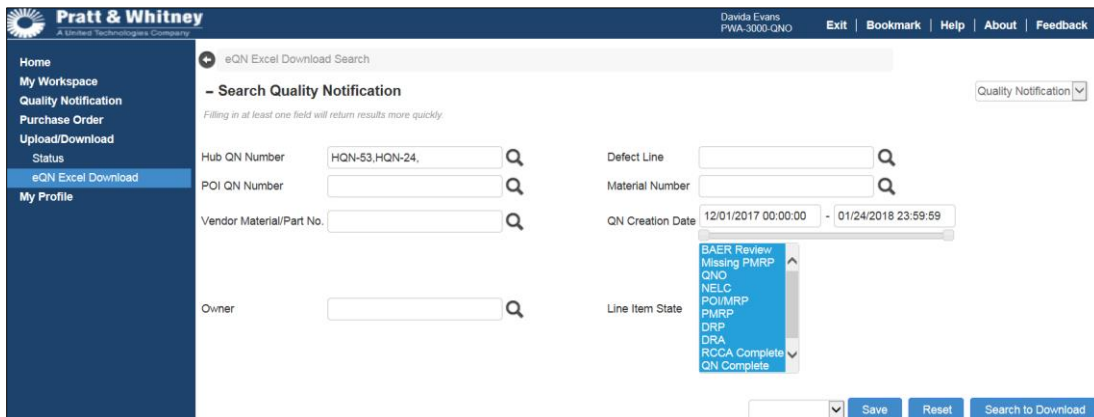
Users with the QNO role can download QN data in Excel format. The downloaded file contains non-technical data for all the QNs. Users who are granted access to view technical data have technical data fields populated in the file.

Ensure you are using the correct role the information you are downloading is associated with if you have multiple QNO roles.

1. From the Navigation Tree, go to **Quality Notification**. Click **Upload/Download** then **eQN Excel Download**.



2. Enter or select search criteria. Click **Search to Download**.



- The document type screen displays. Click **Next**.

- If the status remains Queued and does not display Completed, click the **Refresh** icon.

- Once the download has successfully completed, the status displays **Completed**. Click on the file name to view.

## QN Excel Download Search Fields

Hub QN Number	QN Number (e.g. HQN-100)
POI QN Number	Internal number used for POI
Vendor Material/Part No.	Vendor's Material Number or Part Number
Owner	Owner of the QN (e.g. QNO, DRP, etc.)
Defect Line	QN Line Number that uniquely identifies each line in the QN
Material Number	Unique number that identifies the material/part
QN Creation Date	Date or date range of QN creation
Line Item State	State of the QN defect line



## Viewing Technical Data

If you are authorized to view technical data, the **View Technical Data** field is available for you to view by clicking the **QN ID**. Additionally, notification of technical access displays **Yes**.

1. After clicking the **QN ID** in the **View Technical Data** field, technical data will be viewable. Technical Data displays in a new window.

**SUBJECT:**

Subject Category*:	Development Material	Subject Code*:	Development Material
Problem Description*:	Broken Part	Additional Problem Description - Long Text:	<a href="#">View (01/24/2018 UTC)</a>

2. To view technical defect details, click **Defect Details**. Technical data details display in a new window.

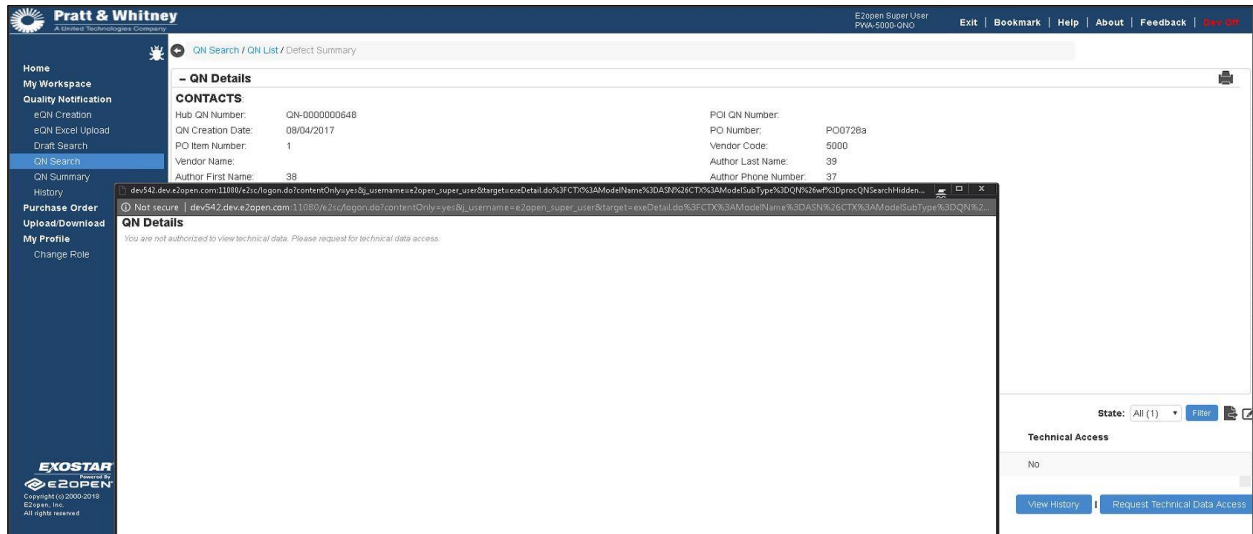
- Quality Notification List - Page 1 of 1; 2 Records

Defect Line	Defect Detail	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.
1	<a href="#">Defect Detail</a>	Major	1	FOD	ForeignObjectDamage(FOD)Process Induced	Composite Processing
2	<a href="#">Defect Detail</a>	Major	1	FOD	ForeignObjectDamage(FOD)Process Induced	Composite Processing

### 3. QN detail information will display for the defect line.

- QN Details			
<b>Defect:</b>			
Serial Type:	Serial Only	Serial Number:	Serial Only (1)
Defect Line:	1	Defect Quantity *:	1
Un-Marked Attachment:	📎 (1)	MQI Number *:	1
Defect Class *:	Major	Engineering Change Number *:	1
Engineering Drawing Location *:	1	Suspect Prev. Shipment:	
Proposed Repair:		Defect Post FX:	
Defect Category *:	Material Packaging/Shipping	Defect Code *:	Material Lost
Defect Description *:	1	Defect Description Additional Information *:	<a href="#">View (01/23/2018 UTC)</a>
<b>Root Cause:</b>			
Root Cause Category *:	FOD	Root Cause Code *:	ForeignObjectDamage(FOD)/Process Induced
Root Cause Description - Short *:	1	Root Cause Additional Information:	
<b>Process Cause:</b>			
Process Cause Category *:	Composite Processing	Process Cause Code *:	Machining
Process Cause Description - Short *:	1	Process Code Additional Information:	
<b>Corrective Action:</b>			
Corrective Action Category *:	Machinery	Corrective Action Code *:	RELOCATED/INSTALLED BREAKERS
Corrective Action Description - Short *:	1	Corrective Action Additional Information:	
<b>Disposition:</b>			
DISP Code Group:		DISP Code:	
DISP Code Description:		DISP - Long Text:	
RFI Notes - Long Text:		Assessment - Long Text:	

If you are unauthorized to view technical data, you receive a notification when trying to view the information.



### Requesting Technical Data Access

If you are unable to view technical data, click **Request Technical Data Access**. The request is routed for BAER Review.

### Additional Problem Description and Long Text Information Fields

When data is updated in additional information fields such as Additional Problem Description-Long Text in the QN Header or fields such as Defect Description Additional Information and Root Cause Additional Information in the QN Defect Line, timestamp information (MM/DD/YY



and UTC) displays. If **View/Change (No Data)** displays, no information was entered. When information is updated in these fields, the date reflects the date the update was completed. To view, click **View/Change**.

Additional information and long text fields contain participant responses. Once a QN has been submitted, additional and long text fields are considered technical data. All user roles require technical data access to view. QNO's will be able to provide responses in these fields as long as they have technical data access.

### QN Header:

The screenshot shows the 'QN Details' header form. It includes fields for SOA/SMC Email Address, Buyer PW Clock (453-1000), Buyer First Name (Joe), Detail Part No., Supplier Sub-Tier (View (No Data)), Buyer Last Name (Ingls), and Buyer Phone Number (111-222-3333). The 'MATERIAL' section contains Material Number (PW-1700-8), Operation Number (178), Total Parts Inspected (100), QN Priority Type (0), and Subject (Development Material). A red box highlights the 'Subject Code' dropdown (Development Material) and the 'Additional Problem Description - Long Text' field (View/Change (No Data)). Below the form is a 'Quality Notification List' table with 2 records, each showing a defect quantity of 0 and a 'Defect Detail' link.

### QN Line Details:

The screenshot shows the 'QN Line Details' form for a specific defect line. It includes fields for Defect Line (1), Defect Class (Major), Engineering Drawing Location (United States), Proposed Repair, Defect Category (Dimensional), Defect Description (Part is short), Root Cause Category (Design), Root Cause Description (design does not me), Process Cause Category (Assembly), Process Cause Description (pieces assembled ir), Corrective Action Category (Tooling/Gaging), and Corrective Action Description (part correction). The right side of the form shows Serial Number (Serial Only (1)), Defect Quantity (1), MQI Number (8943), Engineering Change Number (946), Suspect Prev. Shipment, Defect Post FX, Defect Code (Diameter Major/Minor), Defect Description Additional Information (View/Change (02/23/2018 UTC)), Root Cause Code (Design for Assembly), Root Cause Additional Information (View/Change (01/30/2018 UTC)), Process Cause Code (Assembly), Process Code Additional Information (View/Change (No Data)), Corrective Action Code (REPLACED TOOLING/GA), and Corrective Action Additional Information (View/Change (No Data)). Several fields on the right are highlighted with red boxes.

## Responding to RFI and RCCA RFI

Users with the QNO role log into Quality Notes to respond to RFIs and RCCA RFIs.

### Respond to RFI

If a QN line is in a Respond to RFI state, there is a request for information from a participant higher up the chain. Users with the QNO role can respond to RFIs by locating the QN and updating it.

1. Locate the QN and click **View Technical Data**.

**- QN Details**

SQA/SMC Email Address: [Redacted] Supplier Sub-Tier: [View \(No Data\)](#)

Buyer Code: [Redacted] Buyer Last Name: Inglis

Buyer First Name: Joe Buyer Phone Number: 111-222-3333

Detail Part No.: [Redacted] Report Access: Yes

**MATERIAL:**

Material Number: PW-1700-8 Vendor Material/Part No.: [Redacted]

Operation Number: 946178643 Total Quantity NC Material: 3

Total Parts Inspected: 500 Cost Consideration: Yes

QNO Priority Type: [Redacted]

State (Header): QNO [View Technical Data: HON-107](#)

**- Quality Notification List - Page 1 of 1; 2 Records** State: All (2) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
1	<a href="#">Defect Detail</a>	1	Quality Process Review	rust	111111	Yes
2	<a href="#">Defect Detail</a>	2	Media	broken	121214	Yes

2. To view RFI notes or to add RFI notes, click **Defect Detail** for the QN line then click **View/Change** in the **RFI Notes-Long Text** field.

**- QN Details**

**Defect:**

Serial Type: Serial Only Serial Number: [Serial Only \(1\)](#)

Defect Line: 1 Defect Quantity\*: 1

Un-Marked Attachment: (0) MQI Number\*: 111111

Defect Class\*: 1 Engineering Change Number\*: 2

Engineering Drawing Location\*: United States Suspect Prev. Shipment:

Proposed Repair: Defect Post FX:

Defect Category\*: Documentation Defect Code\*: Quality Process Review

Defect Description\*: rust Defect Description Additional Information\*: [View/Change \(01/16/2018 UTC\)](#)

**Root Cause:**

Root Cause Category\*: Equipment/Machine Root Cause Code\*: Worn

Root Cause Description - Short\*: rust Root Cause Additional Information: [View/Change \(No Data\)](#)

**Process Cause:**

Process Cause Category\*: Cleaning Process Cause Code\*: Acid

Process Cause Description - Short\*: rust Process Code Additional Information: [View/Change \(No Data\)](#)

**Corrective Action:**

Corrective Action Category\*: Tooling/Gaging Corrective Action Code\*: ACQUIRED TOOLING

Corrective Action Description - Short\*: rust Corrective Action Additional Information: [View/Change \(No Data\)](#)

**Disposition:**

DISP Code Group: DISP Code:

RFI Notes - Long Text: [View/Change \(02/05/2018 UTC\)](#)

### 3. Update the required fields and click **Update RFI**.

### 4. The QN line status will transition to **RFI Responded** and is routed to the appropriate participant in the chain.

#### Respond to RCCA RFI

The ability to respond to RCCA RFIs will be unavailable in phase one of Quality Notes. This feature will be available in a future release.

#### [QNO: Resubmitting QN after BAER Rejection](#)

When QNs transition back to the QNO, the QNO can resubmit the QN. All other roles can resend using their local system. The QN will be in a QNO state and the status of the QN will be BAER Rejected or Returned.

1. Locate the QN and click **View Technical Data**.

2. Update fields. To add a note, click **Additional Problem Description-Long Text**.

3. To update defect line level details, click **Defect Details**. You are required to provide a note regarding the update.

Failure to include a note will result in an error message. To add note, click **Defect Description Additional information.**

4. Enter note and click **Add Note.**

5. Click **Resave Line**.

The screenshot shows a detailed form for a Quality Notification (QN) line. It is divided into several sections:
 

- Defect Line:** Serial Type (Serial Only), Defect Line (1), Un-Marked Attachment (0), Defect Class (1), Engineering Drawing Location (United States), Proposed Repair ( ), Defect Category (Documentation), Defect Description (rust).
- Root Cause:** Root Cause Category (Equipment/Machine), Root Cause Description - Short (rust).
- Process Cause:** Process Cause Category (Cleaning), Process Cause Description - Short (rust).
- Corrective Action:** Corrective Action Category (Tooling/Gaging), Corrective Action Description - Short (rust).
- Disposition:** DISP Code Group, DISP Code Description, RFI Notes - Long Text (ViewChange (02/05/2018 UTC)).
- Serial Number:** Serial Only (1), Defect Quantity (1), MQI Number (111111), Engineering Change Number (2), Suspect Prev. Shipment ( ), Defect Post FX ( ), Defect Code (Operation/OpCert Missing), Defect Description Additional Information (ViewChange (02/28/2018 UTC)).
- Root Cause Code:** Worn, Root Cause Additional Information (ViewChange (No Data)).
- Process Cause Code:** Acid, Process Code Additional Information (ViewChange (No Data)).
- Corrective Action Code:** ACQUIRED TOOLING, Corrective Action Additional Information (ViewChange (No Data)).
- DISP Code:** DISP Code, DISP - Long Text.

 A blue button labeled "Resave Line" is located in the bottom right corner of the form.

6. Click **Resubmit QN**. The QN line routes to the next participant in the chain.

The screenshot shows the QN Details form with the following sections:
 

- CONTACTS:** Hub QN Number (HQN-127), QN Creation Date (01/23/2018), PO Item Number (1), Vendor Name (Hamilton Sundstrand), Author First Name (A), Author Email Address (sari@exostar.com), SQA/SMC Email Address ( ), Buyer PW Clock (453-1000), Buyer First Name (Joe), Detail Part No. ( ), POI QN Number, PO Number (PO-5219), Vendor Code (PWA-104567), Author Last Name (sari), Author Phone Number ((703) 793-7849), SQA/SMC Representative ( ), Supplier Sub-Tier (View (No Data)), Buyer Last Name (Inglis), Buyer Phone Number (111-222-3333).
- MATERIAL:** Material Number (PW-1700-8), Vendor Material/Part No. ( ), Operation Number (1), Total Quantity NC Material (1), Total Parts Inspected (1), QN Priority Type (0).
- SUBJECT:** (Empty field)

 Below the form is a "Quality Notification List" table with the following columns: Defect Line, Defect Detail, Defect Class, Defect Quantity, Root Cause Cat., Root Cause Code, Process Cause Cat., Process Cause Code, Corrective Action Cat. The table contains one record with Defect Line 0 and Defect Detail "Defect Detail". At the bottom right of the table, there are "Reset" and "ReSubmit QN" buttons. The "ReSubmit QN" button is highlighted with a red rectangle.

## Print Disposition Report

Requesting a disposition report allows a user to print all lines of the QN (including technical data but not attachments). When a request to print is made, a QN line state may not reflect BAER review. However, the request is sent for BAER review. The BAER Reviewer has the right to approve or reject the request.



1. Click **Request Disposition Report**.

QN Search / QN List / Defect Summary

**- QN Details**

Vendor Name:	Hamilton Sundstrand	Author Last Name:	Evans
Author First Name:	Davida	Author Phone Number:	
Author Email Address:	davida.evans@exostar.com	SQA/SMC Representative:	
SQA/SMC Email Address:		Supplier Sub-Tier:	<a href="#">View (No Data)</a>
Buyer Code:		Buyer Last Name:	Inglis
Buyer First Name:	Joe	Buyer Phone Number:	
Detail Part No.:		Report Access:	No
<b>MATERIAL:</b>			
Material Number:	PW-1700-8	Vendor Material/Part No.:	
Operation Number:	25-1	Total Quantity NC Material:	10
Total Parts Inspected:	20	Cost Consideration:	
QN Priority Type:			
State (Header):	POI/MRP	View Technical Data:	<a href="#">HQN-158</a>

[Request Disposition Report](#)

2. The request is routed to BAER Review for a report license.

3. If approved, you will see a printer icon available. There is no indication alerting you that your request has been approved for printing. You will need to verify if you have been approved for printing by checking the QN that you requested to print. To print, click the print icon.

Pratt & Whitney  
A United Technologies Company

Davida Evans  
PWA-104567-QNO

Exit | Bookmark | Help | About | Feedback

QN Search / QN List / Defect Summary


**- QN Details**

**CONTACTS:**

Hub QN Number:	HQN-157	POI QN Number:	
QN Creation Date:	02/08/2018	PO Number:	PQ-5119
PO Item Number:	1	Vendor Code:	PWA-104567
Vendor Name:	Hamilton Sundstrand	Author Last Name:	Evans
Author First Name:	Davida	Author Phone Number:	
Author Email Address:	davida.evans@exostar.com	SQA/SMC Representative:	
SQA/SMC Email Address:		Supplier Sub-Tier:	<a href="#">View (No Data)</a>
Buyer Code:		Buyer Last Name:	Inglis
Buyer First Name:	Joe	Buyer Phone Number:	
Detail Part No.:		Report Access:	Yes


**MATERIAL:**

Material Number:	PW-1700-8	Vendor Material/Part No.:	
Operation Number:	123	Total Quantity NC Material:	1





4. The disposition report displays for printing.

 <b>Pratt &amp; Whitney</b> <small>A United Technologies Company</small>		<b>Quality Notification</b>			52 Pettengill Road Londonderry 03052	
Hub Number: <b>HQN-157</b>		QN Number:		Reported By: <b>PWA-104567</b>		Date: <b>02-08-2018</b>
Part Number:		Rev: <b>5</b>		Part Name: <b>PW-1700-8</b>		Program:
Notification Status: <b>POI/MRP</b>		Supplier Code: <b>PWA-104567</b>		Supplier Name: <b>PWA-104567</b>		Plant For Material:
PCS N/C: <b>1.0000</b>	Priority:	Reference Notification:	Purchase Order: <b>PO-5119</b>	Purchase Order Item: <b>1</b>	Jurisdiction: <b>EAR</b>	Classification: <b>1E002.A</b>
Author First Name: <b>Dauida</b>		Author Last Name: <b>Evans</b>		Author Email Address: <b>davida.evans@exostar.com</b>		Author Phone Number:
PW Representative First Name: <b>Joe</b>		PW Representative Last Name: <b>Inglis</b>		PW Representative Clock Number: <b>453-1000</b>		PW Representative Phone Number:
SQA/SMC Representative:		SQA/SMC Representative Email Address:		GCQA Representative:		Cost Consideration: <b>N</b>