Quality Notes User Guide

March 2018

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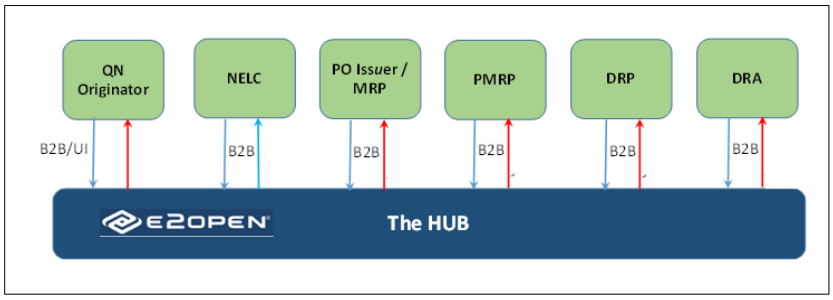
Introduction

Quality Notes is a comprehensive, hosted solution that enables suppliers to report non-conformances to Pratt & Whitney and their partners. This role-based solution drastically reduces emails, faxes, and phones calls, decreases risks and provides a real-time, end-to-end picture allowing participants in the disposition chain to view and respond to non-conformances. Quality Notes is part of a larger non-conformance identification and disposition system and works in conjunction with other systems.

When users have non-conformances to report for a part, non-conformances are submitted by users in the Quality Notes solution for disposition. Dispositioning identifies what needs to happen to the product (e.g. can it be repaired or does it need to be disposed). Once non-conformances are submitted into Quality Notes, a Quality Notification (QN) is created. A QN consists of information on the non-conformance and contains a single line or multiple lines detailing a specific non-conformance. Users can enter QNs by logging directly into Quality Notes or in their local system via a B2B connection.

Once the QN is entered, the QN lines (also referenced as QNs) move through the decision chain and is routed to the required participants in the chain based on criteria in the QN and the hub. The hub serves as the bridge for Pratt & Whitney US, Pratt & Whitney CA, their partners (e.g. MTU Aero Engines) and QN Originators (QNO) to share QNs, QN disposition statuses, and QN decisions. Participants may serve in a single role or may serve in multiple roles (e.g. POI could also be DRP).



QNs that contain sensitive information (known as technical data) and are destined to a foreign entity may be routed to a Business Area Export Representative (BAER) Reviewer for application of the proper jurisdiction and classification (known as J/C) and/or licenses. Problem description, long text description, and attachments fields within a QN are considered technical data. If a user is unable to view technical data or if technical data needs to be updated, the QN requires BAER review to acquire proper J/C and licenses. BAER review for a QN can occur any time before a QN is sent to a foreign country.

QNs can move up and down the chain based on variables such as decision, information requested, BAER review, et cetera. Depending on the QN requirement, the QN may not need to

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go all the way up the chain. When a disposition decision is made for a QN, the QN is typically sent back down the chain the way it was received.

QN Workflow Examples

- If a participant is able to make a decision, the QN is sent back down the decision chain.
- If additional information is required from a previous participant in the chain, the QN is sent back down the decision chain before being sent back up. If the QN goes up the chain and additional info is required, a RFI (request for information) is sent back down the chain to the QNO. The QNO responds with a RFI response which goes up the chain to whomever asked the question. The disposition then goes back down the chain.
- If a participant requires help with a QN from a role higher up the chain, the QN is sent up the chain before being sent back down.
- A participant (excluding the QN Originator) can challenge or change the higher level participant's decision (also known as higher authority). If the decision is challenged, the QN is sent back up the chain before being sent back down. If the participant changes the decision, the QN is sent down the chain (unless it was sent by a participant with MRB authority).
- If a QN requires BAER review, the QN is sent to a BAER Reviewer. After BAER review is complete, the QN is routed to the next participant in the chain.

Note: Typically, participants in the chain cannot be skipped. For example, if a POI/MRP requires help, the QN will typically route to the next participant in the chain (PMRP) and will not route to a higher authority (e.g. DRP or DRA).

Roles

The Quality Notes solution is role-based and users can be assigned multiple roles. There are six user roles in the disposition chain including QN Originator, NELC, PO Issuer/MRP, PMRP, DRP and DRA. Information about these roles are described below.

QN Originator (QNO)

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).

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NELC (Center of Excellence)

Users with the NELC role have view only access of Engine Center QNs in Quality Notes. The NELC has full access to the QN and can disposition it. This provides real-time visibility into the status of the QN. **QN responses by the NELC are completed in their local system and not directly in Quality Notes. However, responses are viewable in Quality Notes.** Additionally, users with the NELC role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

Responsibilities of users with the NELC role include:

- Working on the disposition. If additional assistance is required, forwarding the QN to the next participant in the disposition chain.
- Requesting additional information via the RFI process.
- Receiving a response to a RFI and then work on the disposition or forward the response to the RFI originator.
- Receiving the disposition from a higher authority in the participant chain, and agreeing or disagreeing to the disposition (this could result in forwarding disposition to the QNO or a challenge to the MRP).
- Provide preliminary review and disposition recommendation.
- View assigned QNs.

Note: Not all engine center QNs require NELC review.

PO Issuer (POI)/Manufacture Responsible Party (MRP)

In the disposition chain, suppliers QNs are routed to the POI. The PO Issuer issues the PO for the part documented in the QN. Engine Center QNs that do not have a POI are routed to the MRP. **Both POIs and MRPs can view the progress and status of QNs created in Quality Notes. POIs can apply PMRPs when the QN state is missing PMRP in Quality Notes**. Additionally, users with the POI role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool. All other responsibilities will be completed by the POI/MRP in their local system and not directly in Quality Notes.

Responsibilities of users with the POI/MRP role include:

- View assigned QNs.
- Assign PMRP when PMRP is missing.
- Request additional information (also known as RFI) from the originator who forwarded the QN (e.g. QNO).
- May provide preliminary review disposition to the QNO. Preliminary review is part of the disposition process and is completed on the business side. This may require input from higher authority.
- Approve or reject dispositions.

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- Add or delete QN lines not yet dispositioned.
- When both disposition and RCCA are complete, a QN transitions into a RCCA state. Users with the role of POI are responsible for transitioning QNs to RCCA.

Primary Manufacturer Responsible Party (PMRP)

The PMRP is the entity assigned for the make and purchase decision of the product.**.** Users with the PMRP role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. **QN responses by the PMRP are completed in their local system and not directly in Quality Notes. However, responses are viewable in Quality Notes**. Additionally, users with the PMRP role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

- Users with the PMRP role have the ability to perform all steps and actions of the POI/MRP except applying missing PMRP adding and deleting lines and PMRP's cannot transition QN's to RCCA state.

Design Responsible Party (DRP)

The DRP is the entity responsible for producing the product description to support the drawing of parts. Users with the DRP role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. **QN responses by the DRP are completed in their local system and not in Quality Notes. However, responses are viewable in Quality Notes**. Additionally, users with the DRP role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

Responsibilities of users with the DRP role include:

- Working on the disposition. If additional assistance is required, forwarding the QN to the next participant in the disposition chain.
- Provide disposition recommendation.
- Requesting additional information via the RFI process.
- Receiving a response to a RFI and then work on the disposition or forward the response to the RFI originator.
- Receiving the disposition from a higher authority in the participant chain and agreeing or disagreeing to the disposition (this could result in forwarding disposition to the MRP or a challenge to the DRP).
- View assigned QNs.

Design Responsible Authority (DRA)

Users with the DRA role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. **QN responses by the DRA are completed in their local system and not directly in Quality Notes. However, responses are viewable in Quality Notes.** Additionally, users

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with the DRA role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

Responsibilities of users with the DRA role includes:

- If additional information is required to recommend disposition, DRAs can request the information from the entity who forwarded the QN.
- Provide disposition recommendation to the originator (DRP in this case)
- View assigned QNs.

BAER Reviewer

Users with the BAER Reviewer role ensure compliance with import/export government regulations by the review and application of Jurisdiction and Classification (J/C) license to QNs that contain technical data. Review and application of J/C licenses can be completed in Quality Notes or in a user's local system via a B2B connection. It is the responsibility of users with the BAER Reviewer role to ensure they are authorized to apply licenses. Quality Notes does not verify authorization for the role.

Company and Vendor Codes

A company may play multiple roles in the QN process. Companies (such as Pratt & Whitney and MTU) may have a unique instance of a role type. For example if PMRP is the role type, Pratt & Whitney has the role of PWA-PMRP and MTU has the role of MTU-PMRP.

However, for the QNO role, each vendor code has a unique role. For example, the role may be PWA-3000-QNO which is *Pratt & Whitney America-Vendor Code-Quality Notification Originator*. Each company may have multiple QNO user roles. Suppliers with multiple supplier codes have the ability to pick the role for a specific supplier code. For example, MTU may have QNO roles MTU-5000-QNO and MTU-42000-QNO. One or both roles can be assigned to a user.

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Assigning Roles

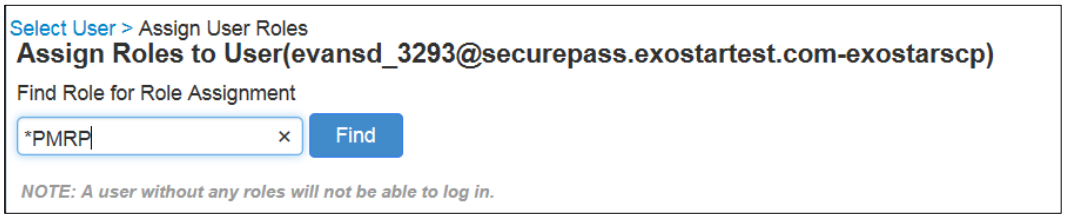
Users with administrative privileges can assign roles to users.

To assign roles:

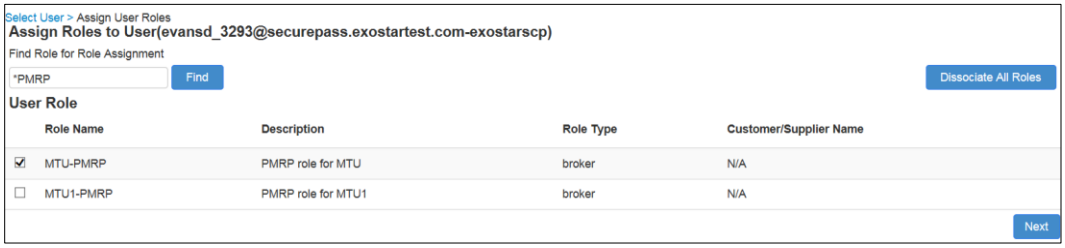
1. From the Navigation Tree, go to **User Admin** then **Assign Roles to User**.
2. Enter search criteria and click **Find**. The user displays. Click **Next**.

***Note**: Asterisks (*) can be used a wildcards for unknown characters. Fields are case sensitive.*

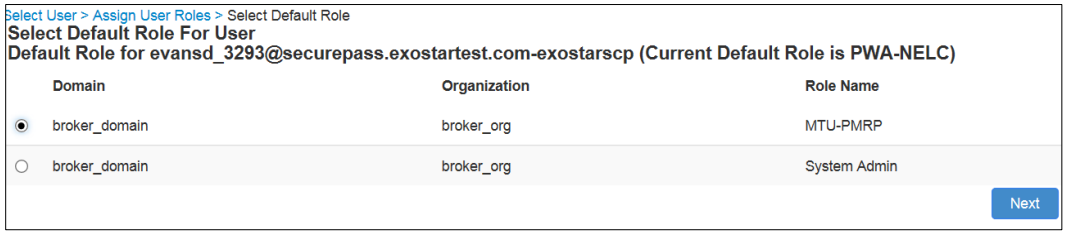
3. Enter the role you are assigning to the user. Click **Find**.



4. Select the roles you want to assign to the user. Click **Next**.



5. Select the default role for the user. Click **Next**.



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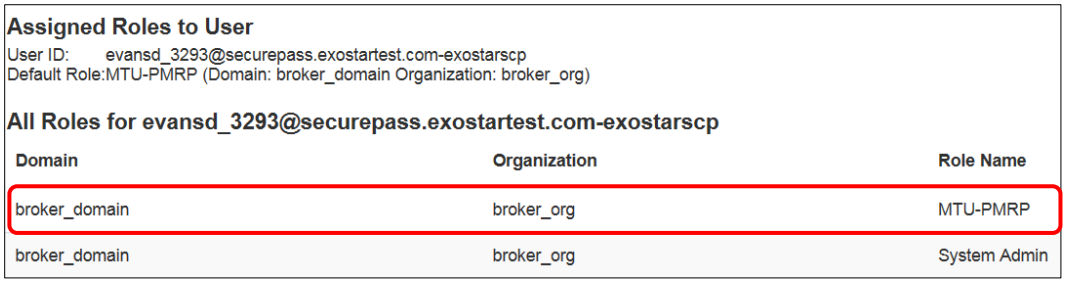
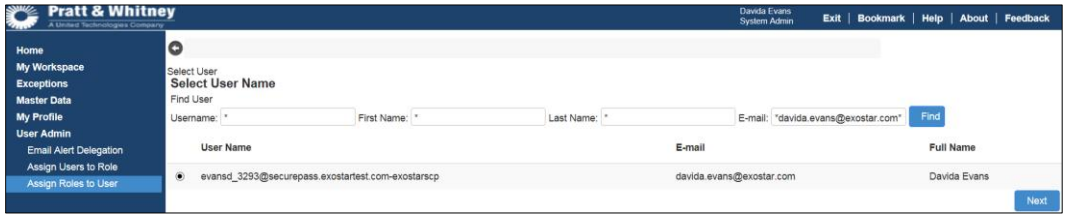
6. The role will be assigned to the user.



Removing Roles

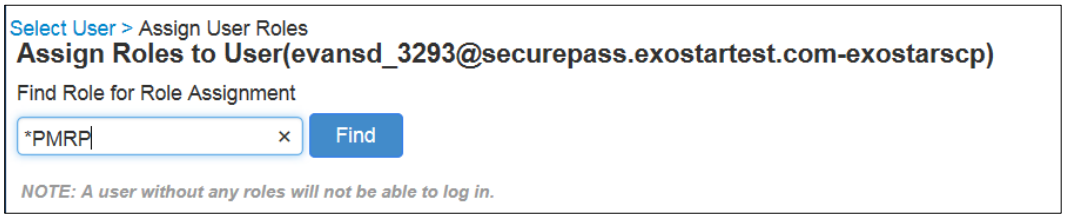
If you have administrative privileges, you can remove roles from users. **To remove roles:**

1. From the Navigation Tree, go to **User Admin → Assign Roles to User**.
2. Enter search criteria and click **Find**. The user displays. Click **Next**.

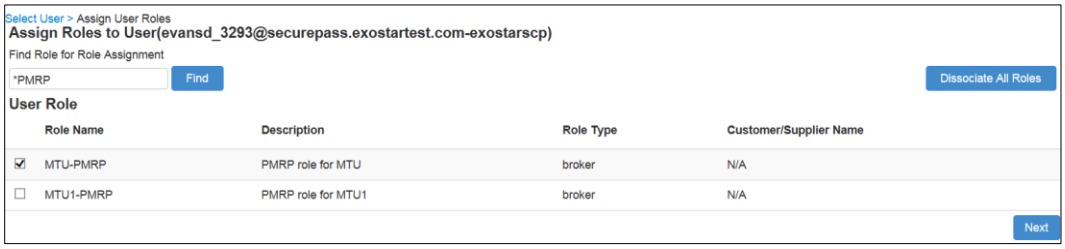


***Note**: Asterisks (*) can be used a wildcards for unknown characters. Fields are case sensitive.*

3. Enter the role you are removing. Click **Find**.



4. Deselect the roles you want to remove. Click **Next** and then **Next** again. The role will be removed.



5. Clicking **Dissociate All Roles** removes all roles for a user.

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Getting Started

This section of the guide is for new users of Quality Notes. It provides information on the following topics:

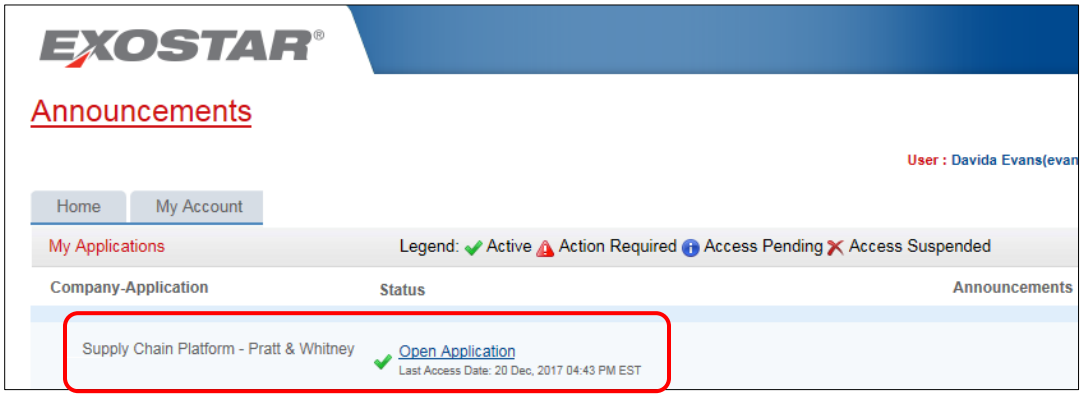
- How to complete login process into Exostar's Quality Notes
- General Navigation

How to Login to Quality Notes

In order to access the Quality Notes solution, users must have an Identity Access Management Platform (also known as MAG) account. Exostar's IAM Platform (MAG) provides a consolidated portal for user account authentication and management.

Once you have an approved IAM Platform (MAG) account, your initial login takes you through the **First Time Login** process in which you establish your unique password and select security questions. For subsequent logins, access the IAM (MAG) portal and enter your User ID and password. To learn more about first time login or completing a purchase, please visit http://www.myexostar.com/iam-resources/.

Upon successful login to your IAM (MAG) Platform account, locate Quality Notes in your list of applications and click **Open Application**.



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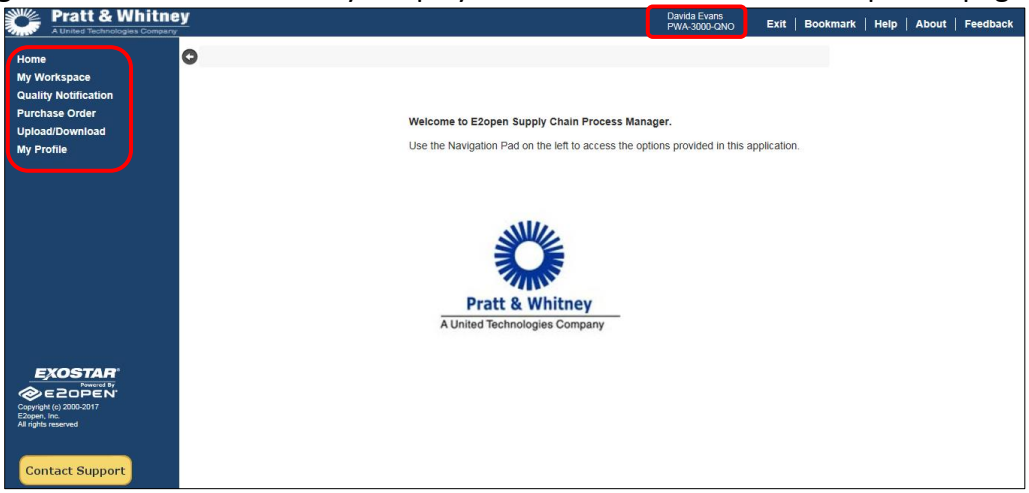
General Navigation and Settings

The Quality Notes application provides a **Navigational Tree** and a **My Workspaces** area which help streamline access to content. **Navigation Tree views may vary depending on what role you are using.** Your current role is always displayed in the header field at the top of all pages.



Most of your movement throughout the system occurs via the Navigation Tree.

My Profile

The My Profile page allows you to manage and update information and preferences regarding your user profile. The Profile page is accessible via the Navigation Tree.

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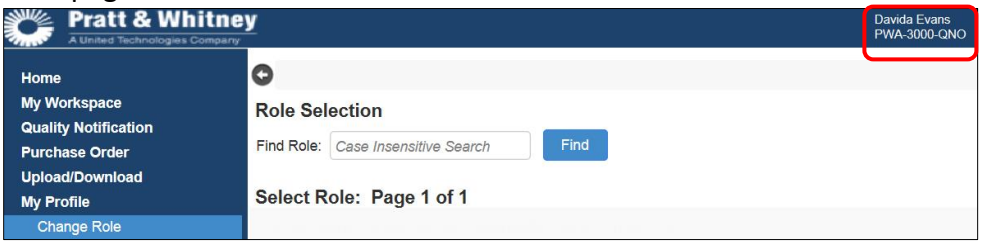
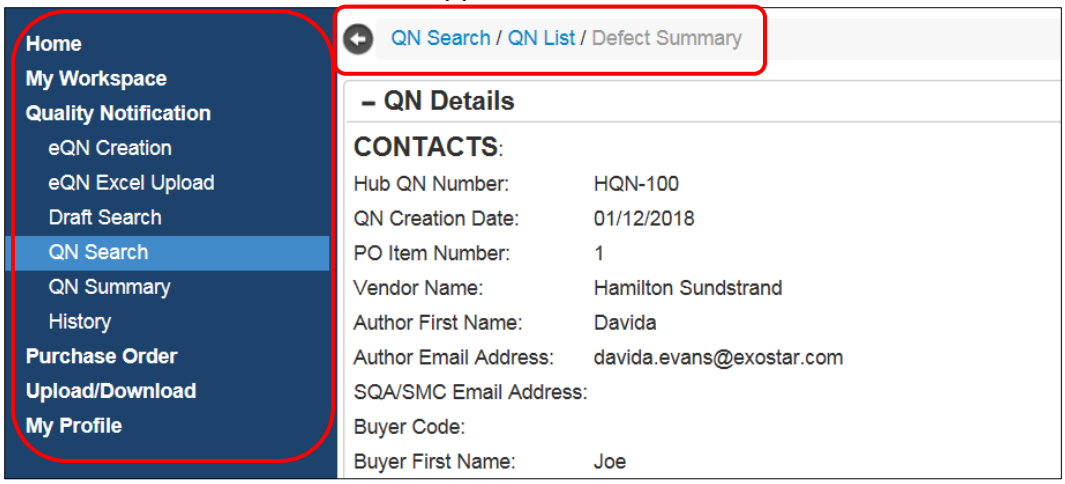
How to View Roles

To view the list of roles available to you, go to **My Profile** then **Change Role**. To switch roles, click the desired role name. Quality Notes refreshes and the new role is applied. The role displays at the top of each page.



Back Navigation

To go back to a previous page, use the breadcrumb trail at the top of the page or Navigation Tree. Using your browser's back button is unsupported.



My Workspace

The My Workspace page serves as a dashboard view of your transactions. **My Workspace views may vary depending on what role you are using.** The data is organized by the state a QN line is in. Each number on the page is a link that takes you to the notification state you selected. Each row represents the state of the lines and the number of lines currently in that state. My

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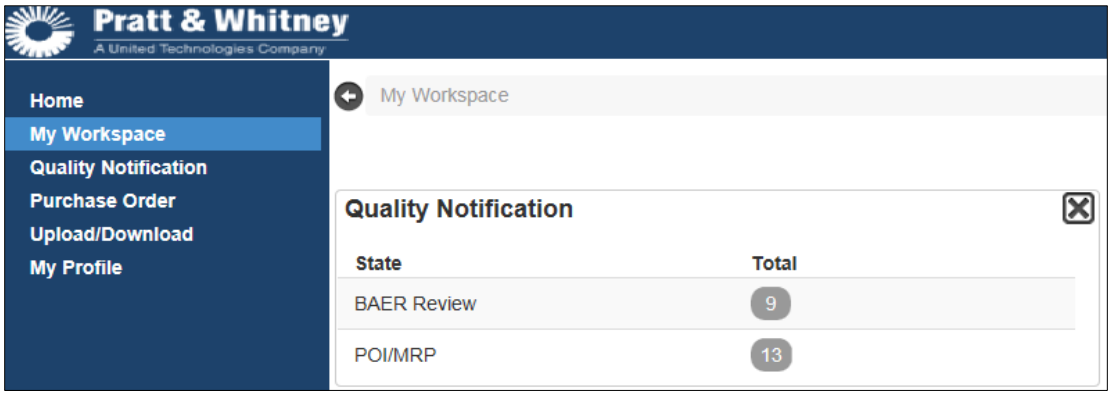
Workspace automatically refreshes when disposition lines move from one state to another, as you work in Quality Notes.



Note: Clicking the eye icon (left side of the page) hides records with zero counts.

Customize the My Workspace Page

You can configure My Workspaces to display information most relevant to you. The following My Workspaces settings are configurable:

- Hide or Show sections of the page.
- Set filters to display desired and relevant date.

To hide/show sections of the My Workspace page:

1. Go to **My Workspace** and select the configurator icon in the upper right corner.
2. Select the checkboxes for the items you want to display on the **My Workspace** page.
3. Scroll down and select **Update Preferences**.

Search

You can locate Quality Notifications within the application in three ways:

- From within the **My Workspaces** page
- Using the **Summary Function**
- Using the **Search Function**

When searching, you must be logged in with the correct role associated with the QNs you are searching for. If you are not logged in with the correct role, the QN will not appear in your search results.

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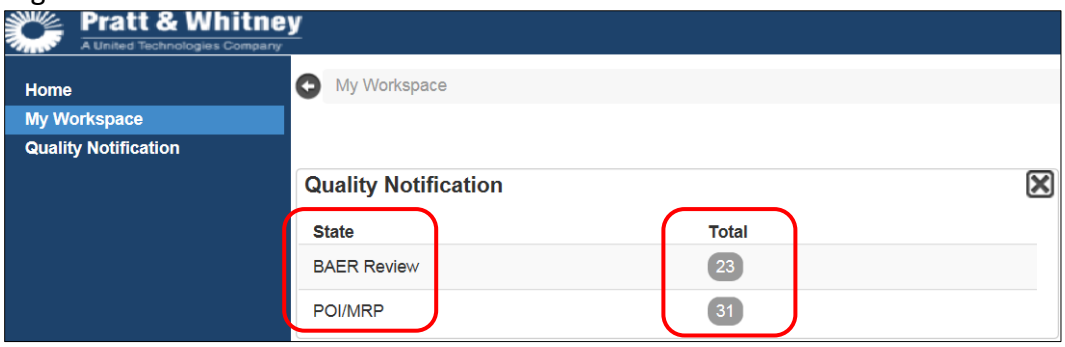
Locate Quality Notifications via My Workspaces

To search using **My Workspace**:

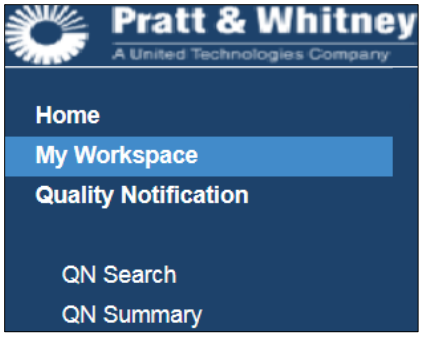
1. Go to My Workspaces via the Navigation Tree.

2. The value associated with each QN state indicates the number of notifications currently in that state. To open a notification in a particular state, click the value in the **Total** column. The information displayed in this view may vary depending on what role you are using.



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.



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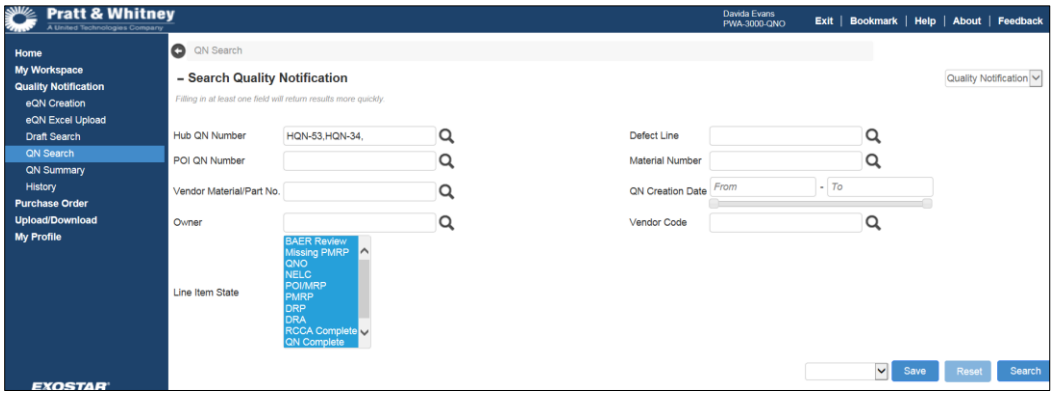
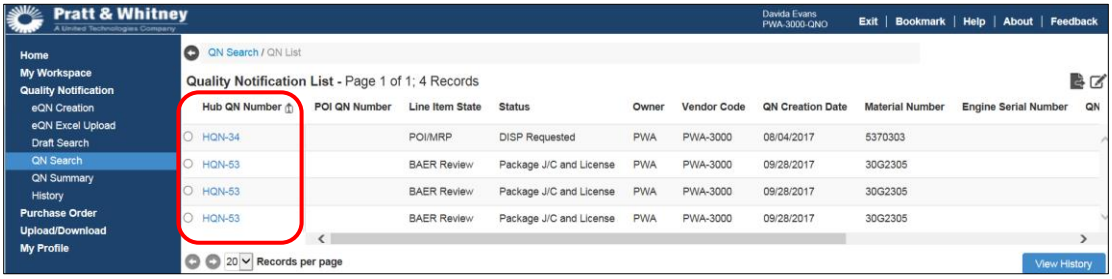
1. From the **Navigation Tree**, go to **Quality Notification** then click **QN Search** or **QN Summary**.
2. If selecting **QN Search,** enter or select search criteria. Click **Search**.



***Note**:*

- *Search fields without the **auto-complete** feature are case sensitive.*
- *Asterisks (*) can be used a 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.



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

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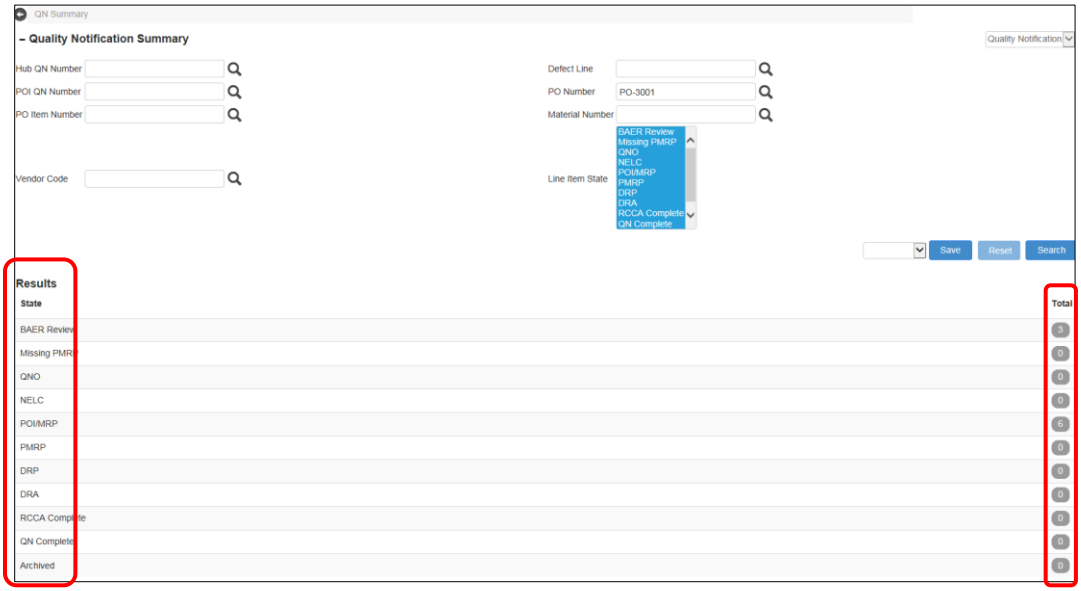
4. If selecting **QN Summary,** the QN Summary page provides access to all transactions within each notification workflow state. **Results may vary depending on what role you are using.**

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.

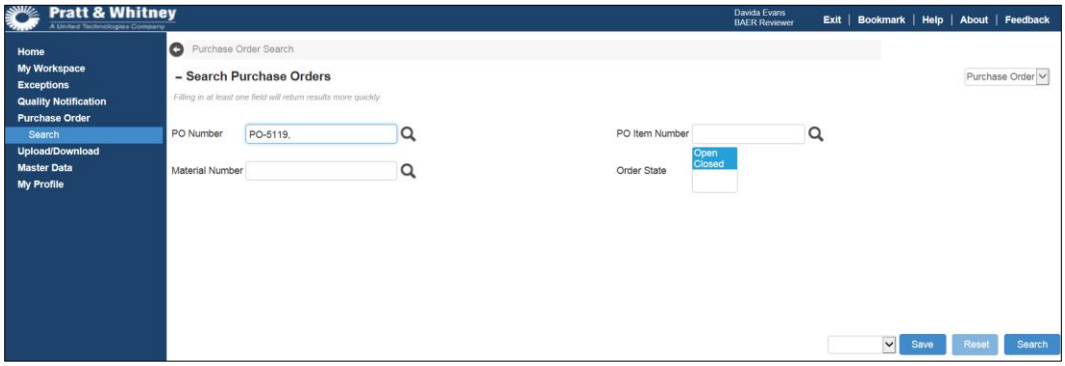


Purchase Order (PO) Search

PO Search allows users to locate POs. PO Search is available to users with the QNO, POI and BAER Review roles.

To search:

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



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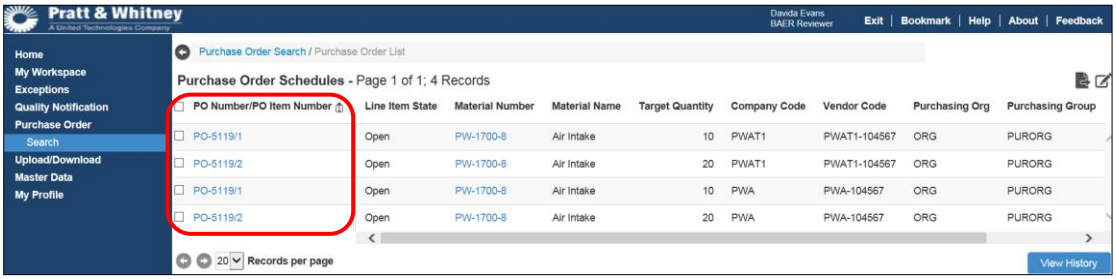
- *Search fields without the **auto-complete** feature are case sensitive.*
- *Asterisks (*) can be used a wildcards for unknown characters.*
- *Use commas to separate multiple items. The system allows users to search for multiple POs at one time.*
- *The magnifying glass can be used to perform advanced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

3. 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.



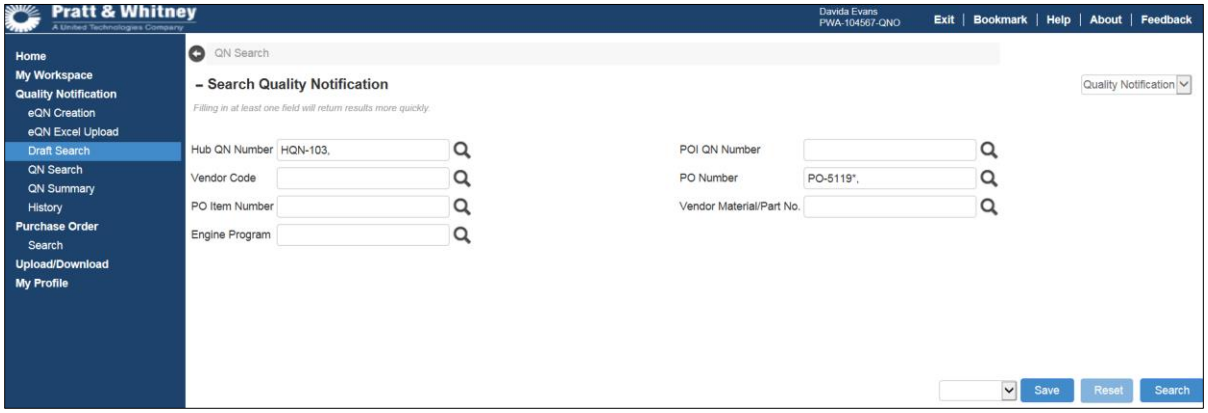
Note: **View History** allows you to view the audit history of a PO.

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:

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



***Note**:*

- *Search fields without the **auto-complete** feature are case sensitive.*
- *Asterisks (*) can be used a wildcards for unknown characters.*

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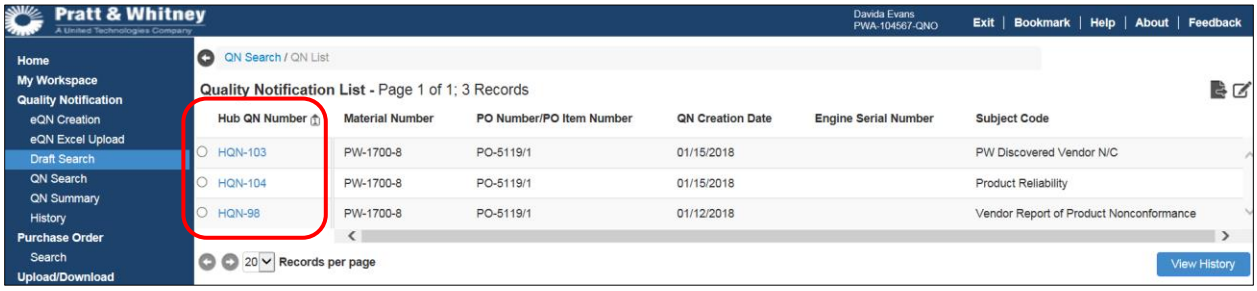
- *Use commas to separate multiple items. The system allows users to search for multiple QNs at one time.*
- *Navigation Tree results may appear differently than illustration due to role.*
- *The magnifying glass can be used to perform advanced searches.*

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



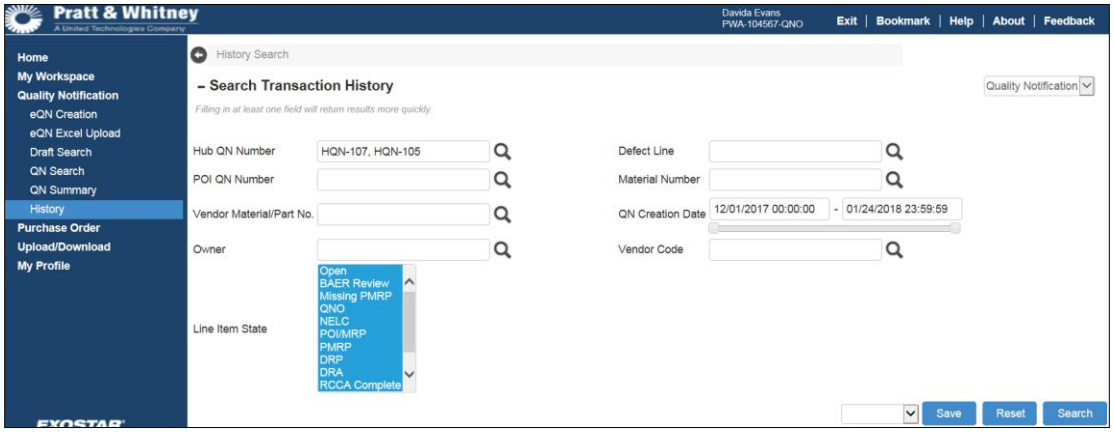
Note: **View History** allows you to view the audit history of a Draft QN.

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 a 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.*

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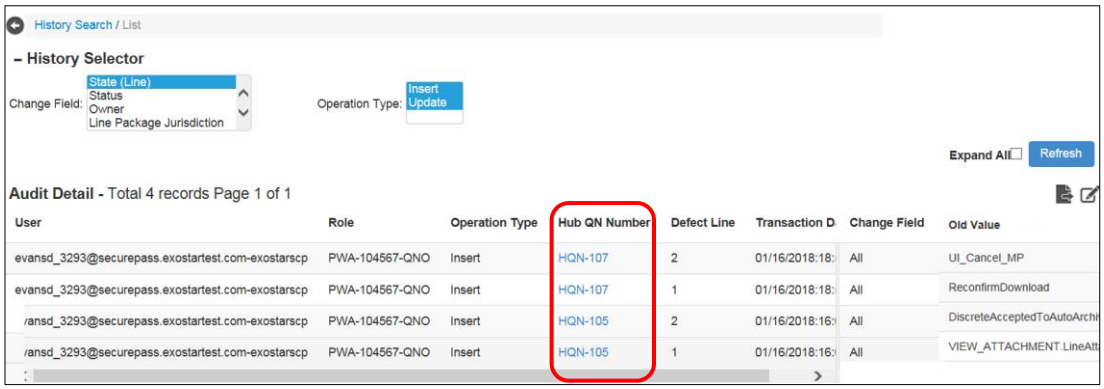
3. Audit detail information displays. Click the **QN** to view audit history. If you have multiple QNs (as shown below), click the QN number to view audit history for that specific QN.



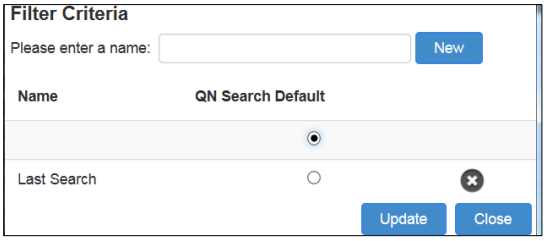
Exporting Search Data

Quality Notes allows users to export search data in a text file. To export search results, click the **Export** icon

Customizing and Saving Searches

You can save search criteria for future use, or set up some criteria as a default on a search page. If there is certain search criteria you use on a regular basis, this feature is helpful for future use. You can add to or modify the saved search/filter criteria. It is also possible to use the saved criteria for downloading.

1. To save a search, enter the search criteria on a **Search** page and click **Save**. The **Filter Criteria** page displays.
2. Enter a descriptive name for your search, and click **New**. There is a 32-character limit.



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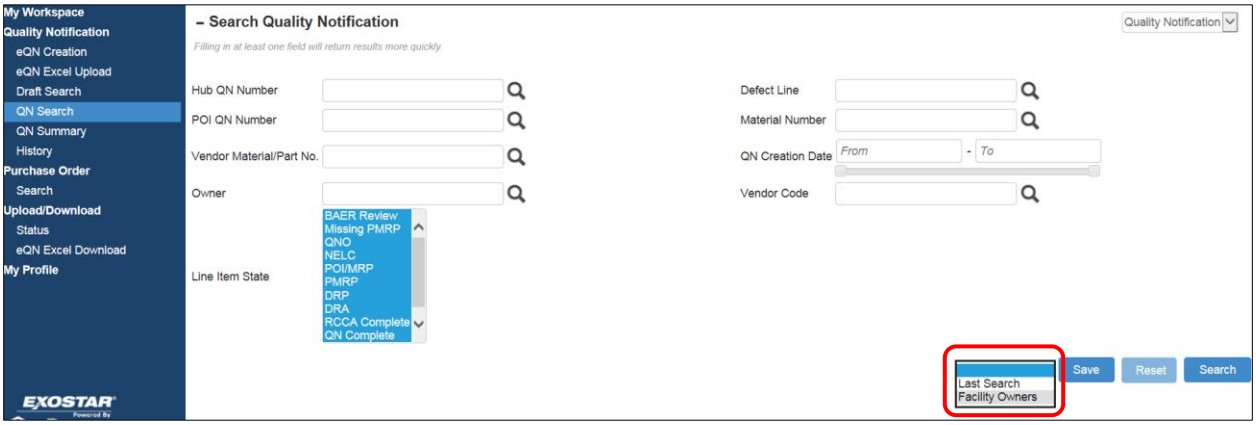
3. The new search is created and available to be selected from the **Search** page. You can also set this search as your default from the **Filter Criteria** pop-up screen (displayed by clicking **Save**).



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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

QN Search and History 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.)
Line Item State	State of the QN defect line
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
Vendor Code	Code assigned to a vendor during the creation of a PO

QN Summary Fields

Hub QN Number	QN Number (e.g. HQN-100)
POI QN Number	Internal number used for POI
PO Item Number	Item number listed within a PO
Vendor Code	Code assigned to a vendor during the creation of a PO
Defect Line	QN Line Number that uniquely identifies each line in the QN
PO Number	Number assigned to a Purchase Order
Material Number	Unique number that identifies the material/part
Line Item State	State of the QN defect line

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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 Excel Download Search Fields

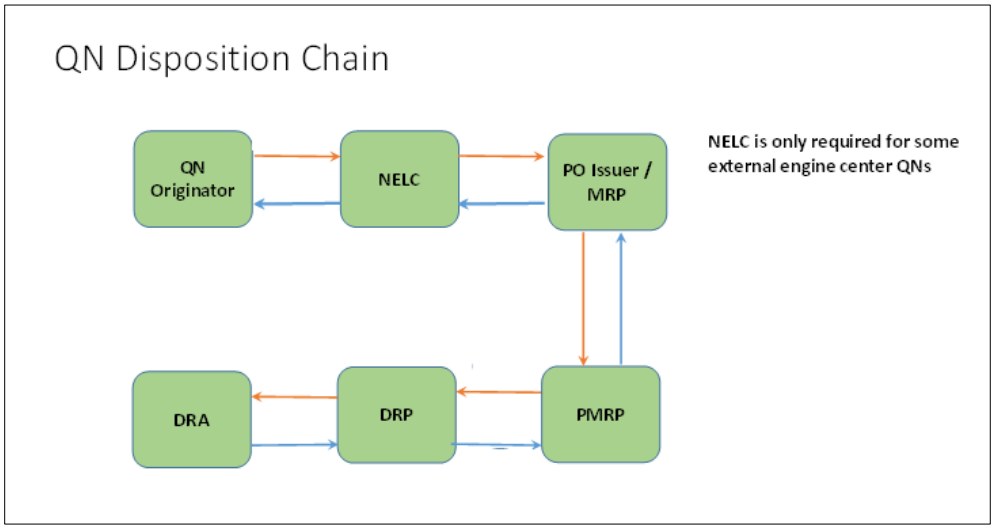
Hub QN Number	QN Number (e.g. HQN-100)
POI QN Number	Internal number used for POI
Vendor Material/Part No.	Vendor's Material Number or Part Number
Owner	Owner of the QN (e.g. QNO, DRP, etc.)
Defect Line	QN Line Number that uniquely identifies each line in the QN
Material Number	Unique number that identifies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

Attachments

The ability to add and view attachments is unavailable in phase one of Quality Notes. This feature will be available in a future release.

Quality Notes Management

QN Management workflow notifications within the Quality Notes solution are used to foster movements of QNs between Pratt & Whitney, their partners and suppliers, and alerts buyers and suppliers of QN statuses and decisions. QNs can be set for a B2B data flow to and from Pratt & Whitney, their partners or the supplier's backend system.



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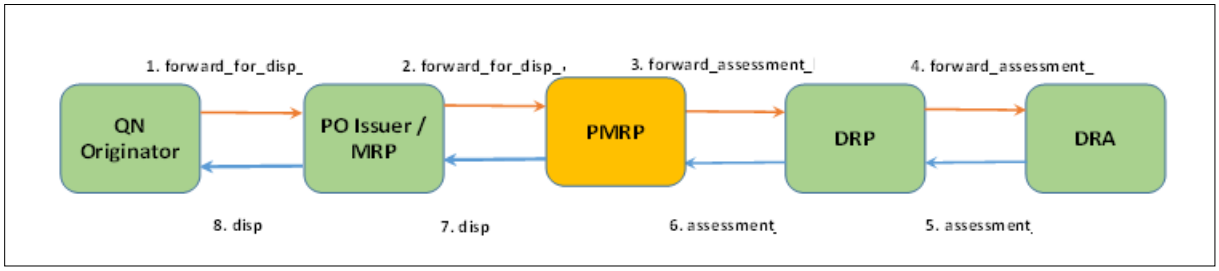
Material Review Board (MRB) Authority

MRB authority is the authority to make a disposition decision. MRB authority is decided by Pratt & Whitney practices outside of Quality Notes. Someone in the participant chain always has MRB authority and that participant knows if they have MRB authority. **MRB authority is identified via the B2B connection from a user's local system and is not viewable or actionable in Quality Notes**. However, it is important to be aware of in the disposition chain process.

In the following example, the PMRP has MRB authority. The QN is forwarded for disposition from the QNO to POI and then to PMRP (steps 1 and 2). The POI may be able to provide a preliminary disposition for the QN without help from the PMRP. In this case, the QN is routed back down the chain. If the POI is unable to make a preliminary disposition, the QN is routed up the chain.

Since PMRP has MRB authority, the PMRP can make a disposition decision and send the QN back down the participant chain. Steps 3 and 4 illustrate when the PMRP is unable to make a decision and requires help. The QN is sent as an engineering assessment from the PMRP up the chain. Since PMRP holds MRB Authority to disposition but requires help higher up the chain, the QN is sent as a forward for assessment (and not a forward for disposition). On the way back down, the DRP and DRA have to return the engineering assessment (since the QN was received as an assessment [steps 5 and 6]). Since PMRP has MRB authority, they are responsible for dispositioning the request.



Note: For a common part which may have multiple DRAs, DRA with MRB Authority is identified by the engine program of the QN.

Preliminary Dispositions

A QN can be preliminarily dispositioned by any participant in chain. Every QN does not travel all the way to the DRP and DRA and may not require dispositioning by a participant with MRB authority. A preliminary disposition is typically an easy decision (e.g. scrapping, repair etc.) the participant can make and does not require help from the next participant in the chain. However, if help is required, the QN is routed up the chain.

Participant Decision

A participant can dispute a decision made by a participant who has MRB Authority. QNO's cannot change or dispute any decisions. Since MRB authority is decided outside of Quality notes, QNs

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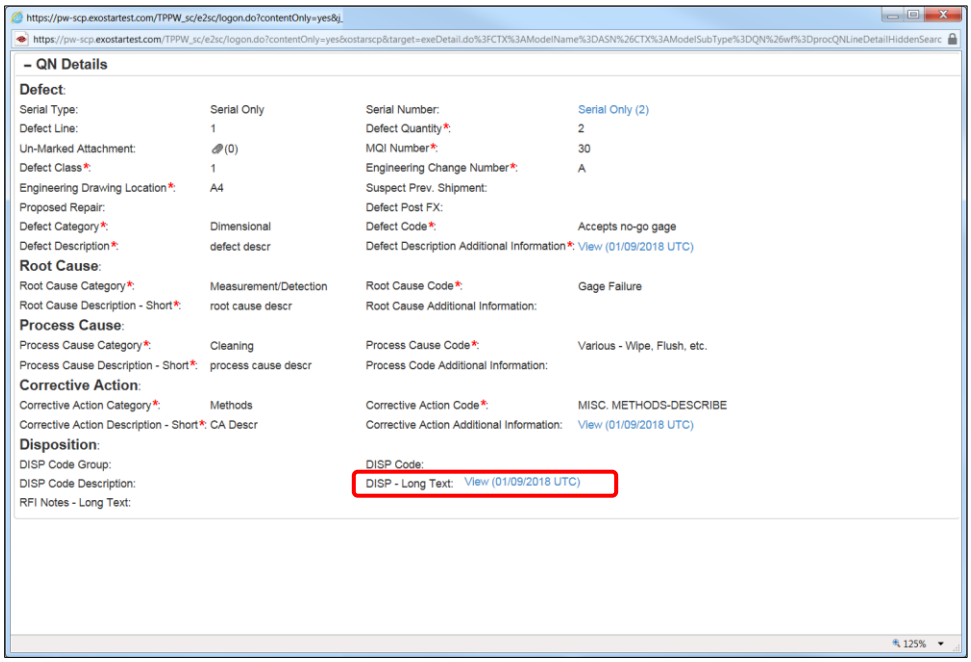
move up or down the disposition chain based on responses on B2B messaging. Disposition decisions are tracked and logged in the disposition long text field. If a disposition has been disputed, the information can be viewed in the **Disposition Long Text Field** within a QN Defect line.



QN Structure

A QN consists of information on the non-conformance and contains a single line or multiple lines detailing a specific non-conformance. When a QN is created in Quality Notes, the QN contains a QN Summary section. This section is referred to as the ***Header***. Once the QN Summary section is complete, users can then enter a single non-conformance defect against the part or report

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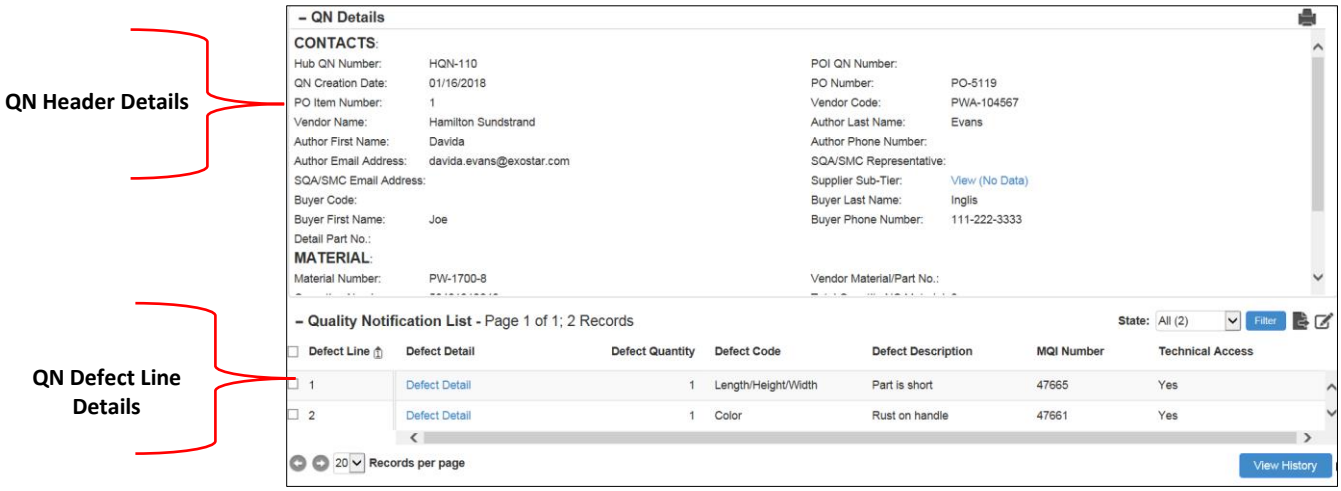
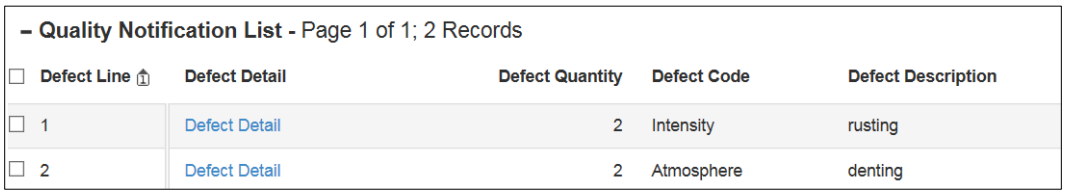
multiple non-conformance details against the part. Each line represents a unique defect and includes information about the defect.



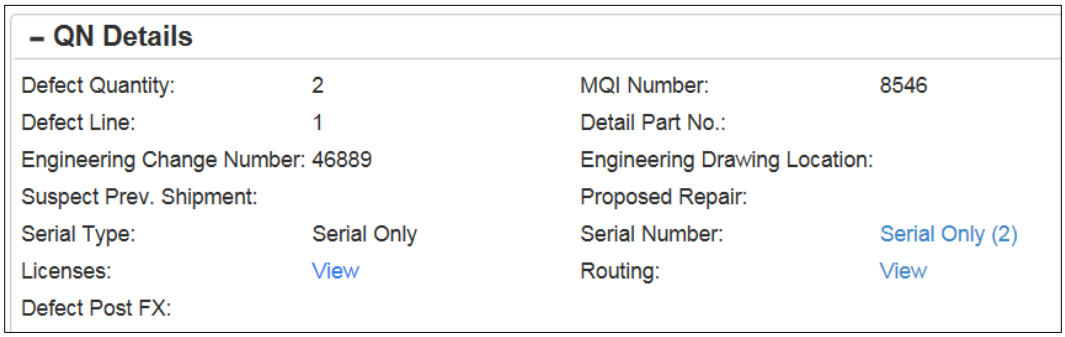
View Non-Technical QN Defect Details

Clicking Defect Details allows you to view non-technical details of the QN.

1. To view details, click the **Defect Detail** line you wish to view.



2. QN Details display. Click **View** to view licenses and routing information. If serial number information is available, you can click the text in the serial number field.



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3. Clicking **View** in the **Licenses** column allows you to view who has a license and can view technical data. If no information displays in the license column, the company is unable to view technical data. NLR indicates no license is required.

Licenses

Company	Country	License Number	License Exp. Date (mm/dd/yyyy)
BAER Reviewer	US	NLR	01/01/2200
MTU	DE		
PWA	US	NLR	01/01/2200
PWA-3000	US	NLR	01/01/2200

Cancel

4. Clicking **View** from the **Routing** column allows you to view all participants in the chain. This does not mean the QN transitions to all participants but serves to provide visibility. Participants with an active status are involved in the process.

RoutingPopup

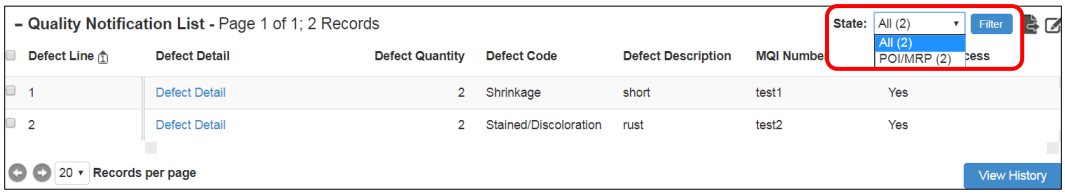
Role	Company/Vendor Code	QN Local ID	Active
QNO	PWA-104567	HQN-110	Active
POI	PWA		Inactive
PMRP	PWCC1		Inactive
DRP	PWAT2		Inactive
DRA	MTU1		Inactive

OK

Using routing and license information allows you to determine if a participant in the chain has a license to view technical data. For example, from the illustrations in steps 3 and 4, PWA is POI (per the routing table). Per the license table, PWA does not require a license since NLR is indicated.

Filtering

To ensure all QN lines display, ensure you have the filter set to **All**. You can also filter using specific states. Select the criteria and click **Filter**.



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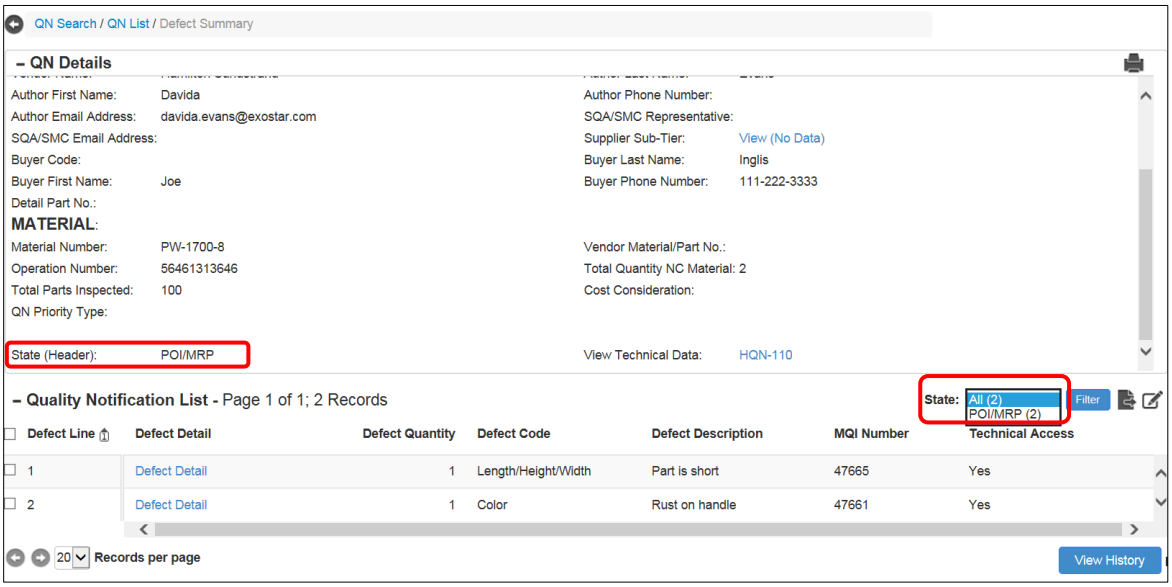
QN States and State Transitions

When an action or update is made to a QN, the QN is transitioned into a different state (or milestone). States display at the header and defect line level.



If all lines within a QN are transitioned into the same state (e.g. POI/MRP), the QN header state is the same (POI/MRP). If not all QN lines are in the same state (e.g. one line is transitioned to the POI/MRP for a disposition task and another line is transitioned to the DRA for a disposition task), the QN header state is **Multiple**. Each line is in its own state (e.g. one line is in POI/MRP and the other in DRA). **The state and status are tracked at QN defect line level**.

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QN State Types

QN disposition workflow states include Draft/Open, QN, BAER Review, NELC, POI/MRP, PMRP, DRP DRA, QN Complete, RCCA Complete, Missing PMRP, and Archive.

Draft/Open

When the QNO is creating a QN, the QN can be put into a draft state until the QN is ready to be submitted/published. The draft state allows the QNO to save the data already entered and continue the creation later. When the QN is in this state, the QNO can upload attachments and enter long text fields. The QNO can also review the QN before final submission.

QNO

QNs transition to a QNO state when the QNO is providing a response to a RFI or RCCA RFI request. When QNs are in a QNO state, the QNO is the QN owner and only the QNO can respond to RFI and RCCA RFI requests through the UI. QNO can respond using their local system if they have a B2B connection.

BAER Review

QNs transition to a BAER Review state when the QN contains technical data and are destined to a foreign entity. QNs are routed to a Business Area Export Representative (BAER) Reviewer for application of the proper jurisdiction and classification (known as J/C) and/or licenses.

NELC

Engine Center QNs transition to a NELC state when the NELC is working on the QN. Please see the roles section in this guide for responsibilities of the NELC. When QNs are in a NELC state, the NELC is the QN owner and only the NELC can update the QN in their local system via B2B connection.

POI/MRP

Supplier QNs transition to a POI state when the POI is working on the QN. Engine Center QNs without a POI are routed to the MRP. Please see the roles section in this guide for activities of the POI/MRP. When QNs are in a POI/MRP state, the POI/MRP is the QN owner and only the NELC can update the QN in their local system via B2B connection.

PRMP

QNs transition to a PMRP state when the PMRP is working on the QN. Please see the roles section in this guide for activities of the PMRP. When QNs are in a PMRP state, the PMRP is the QN owner and only the PMRP can update the QN in their local system via B2B connection.

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DRP

QNs transition to a DRP state when the DRP is working on the QN. Please see the roles section in this guide for activities of the DRP. When QNs are in a POI/MRP state, the DRP is the QN owner and only the DRP can update the QN in their local system via B2B connection.

DRA

QNs transition to a DRA state when the DRA is working on the QN. Please see the roles section in this guide for activities of the DRP. When QNs are in a DRA state, the DRA is the QN owner and only the DRP can update the QN in their local system via B2B connection.

Root Cause and Corrective Action (RCCA) Complete

QNs transition to a RCCA Complete state when both disposition and RCCA are complete. Please see the roles section in this guide for activities of the POI. When QNs are in a RCCA Complete state, the POI is the QN owner and only the POI can update the QN in their local system via B2B connection.

QN Complete

QNs transition to a QN complete state when the POI updates the QN in their local system with a complete message via B2B connection and the QN is in a RCCA Complete state. When QNs are in a QN Complete state, the POI is the QN owner and only the POI can update the QN in their local system via B2B connection.

Missing PRMP

QNs transition to a Missing PRMP state when the engine program has not been identified or the engine program has been provided (e.g. PW2020) but the PMRP for the part and engine program is unknown. The engine program is required when the POI forwards the QN to the higher authority (PMRP). When QNs are in a Missing PMRP state, the POI is the QN owner and only the POI can update the QN. The POI logs into Quality Notes to assign the PMRP.

Deleted

The disposition process is stopped for a QN when a POI deletes it. Once a QN is in this state, it cannot be undeleted. The POI is the QN Owner and only the POI can delete the QN in their local system via B2B connection.

QN Statuses

Once a QN is submitted, it is transitioned into a different state. Depending on the state of the QN (remember the state and status are tracked at QN defect line level), the status of QN(s) may vary. For example, if the QN header state says Multiple, there are multiple QN lines in different states.

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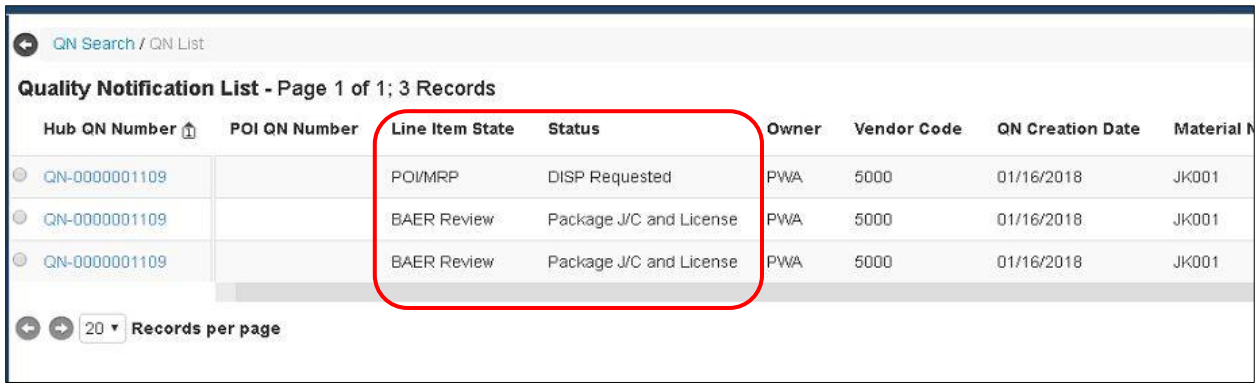
Each line may be in a different status. If a QN line is in a POI/MRP state and the other line is in a BAER review state, the status for each line may be different.



QN Status Definitions

- **ASSESS Received**: An engineering assessment from a higher authority has been received. This is related to MRB Authority.
- **ASSESS Requested**: Someone from a lower authority requested an engineering assessment. This is related to MRB Authority.
- **BAER Rejected**: Rejected by BAER reviewer because they do not have/know the required license.
- **Baseline J/C**: BAER Reviewer needs to provide baseline J/C before sending to PWA.
- **Deactivated**: POI deactivated the QN**.**
- **Deleted**: Disposition process stopped and was deleted by a POI/MRP.
- **DISP Received:** A disposition from a higher authority has been received.
- **DISP Requested:** Someone from a lower authority requested a disposition (for example, if the QNO sends a QN to the POI, the POI receives the QN with a line status of "DISP requested")
- **DISP with RCCA Complete:** Disposition and RCCA are both complete.
- **Draft:** A QN is in the draft state and being edited by the QNO before submitting.
- **Missing PMRP:** POI is the owner and needs to assign a PMRP to the QN.
- **Package J/C and License:** BAER Reviewer needs to provide the package J/C and license.
- **QN Complete**: POI updated the QN in their local system with a complete message via B2B connection and the QN is in a RCCA Complete state.
- **RCCA RFI Requested**: POI requires more information before approving the RCCA.
- **Recalled**: QN has been routed to a POI has recalled the QN and regains ownership of the QN.
- **Returned**: Rejected or returned by destination partner.
- **Rejected**: If the QN cannot be received by higher authority.
- **RFI Requested**: Someone from a higher authority requested a RFI.
- **RFI Responded**: Someone from a lower authority sent a response to the RFI.
- **WIP (Work in progress/Working on it**): A participant in the chain is working on the QN.

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Statuses for State Types

The following statuses may display for the corresponding state type:

Draft/Open

- Draft

QNO State

- RFI Requested
- RCCA RFI Requested
- Rejected
- BAER Rejected
- Returned

BAER Review

- BAER Rejected
- Baseline J/C
- Package J/C and License

NELC State

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- ASSESS Received
- Rejected
- Returned
- RFI Requested
- RFI Responded

POI/MRP State

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- DISP Complete
- ASSESS Received
- Returned
- RFI Requested
- RFI Responded
- Deactivated

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- Recalled
- Rejected
- BAER Rejected

PMRP State

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- ASSESS Requested
- ASSESS Received
- Rejected
- Returned
- RFI Requested
- RFI Responded

DRP State

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- ASSESS Requested
- ASSESS Received
- Rejected
- Returned
- RFI Requested
- RFI Responded
- BAER Rejected

DRA State

- DISP Requested
- WIP (Work in progress/Working on it)
- ASSESS Requested
- Rejected
- Returned
- RFI Responded
- BAER Rejected

RCCA State

- DISP with RCCA Complete

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QN Complete

- QN Complete

Missing PMRP

- Missing PMRP

Deleted

- Delete

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 are 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.

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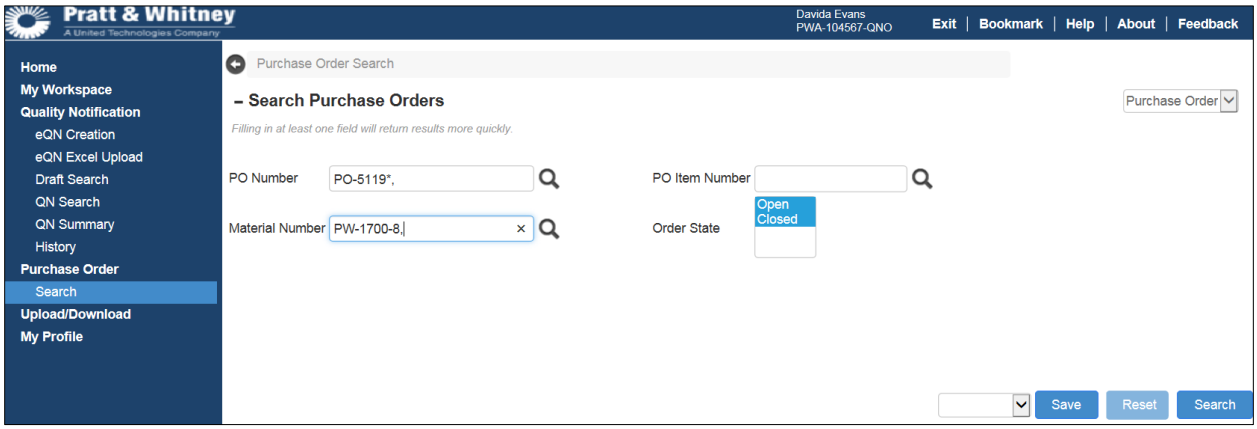
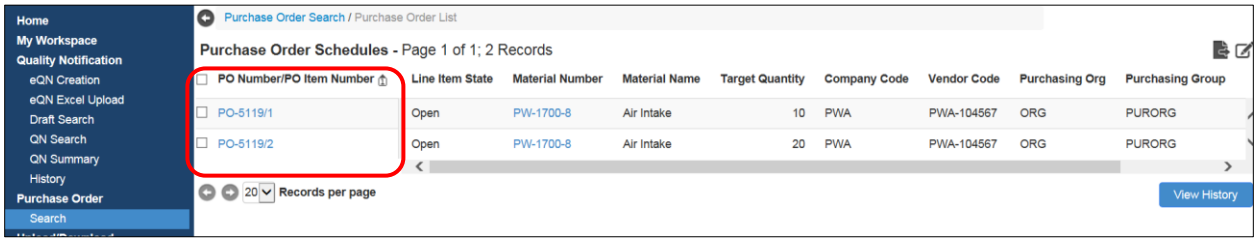
You can use Purchase Order Search to locate the PO:

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



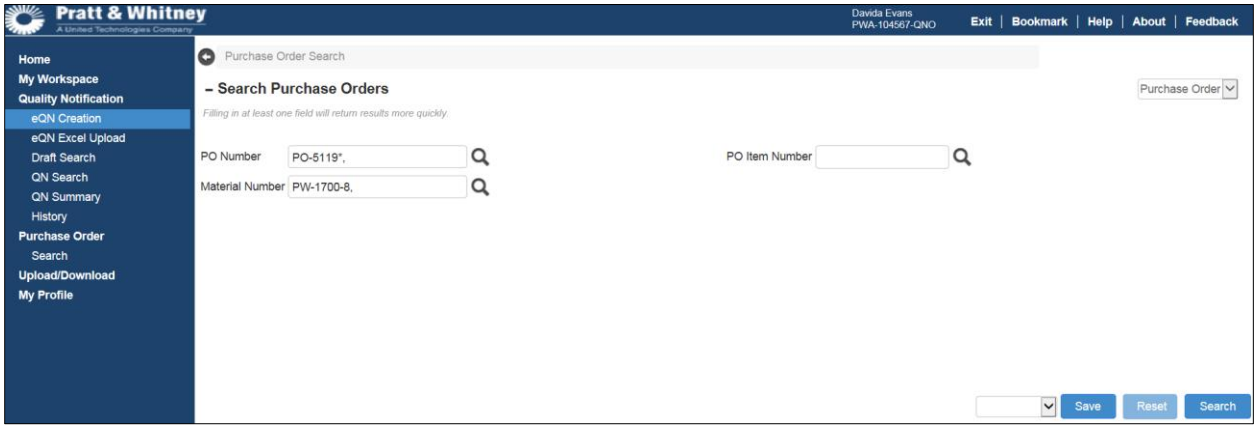
Note: For additional information about PO Search, see the PO Number Search section.

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.



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**.



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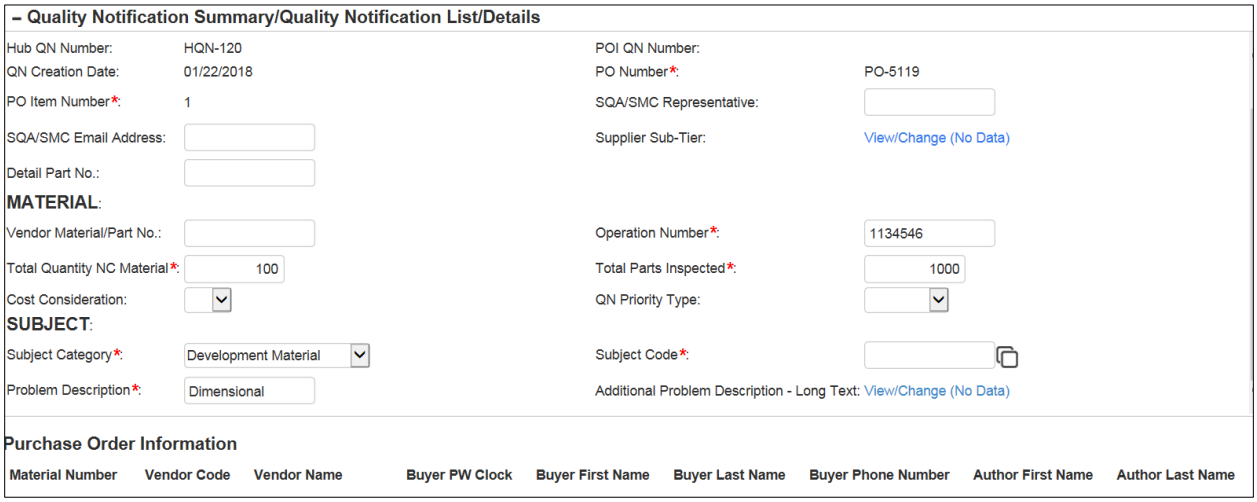
3. Select the PO number you are reporting non-conformance for and click **Next**. The 1 and the 2 after the PO indicates the PO Item Number. QNs can be created against a specific PO Item number for a given PO.

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).**



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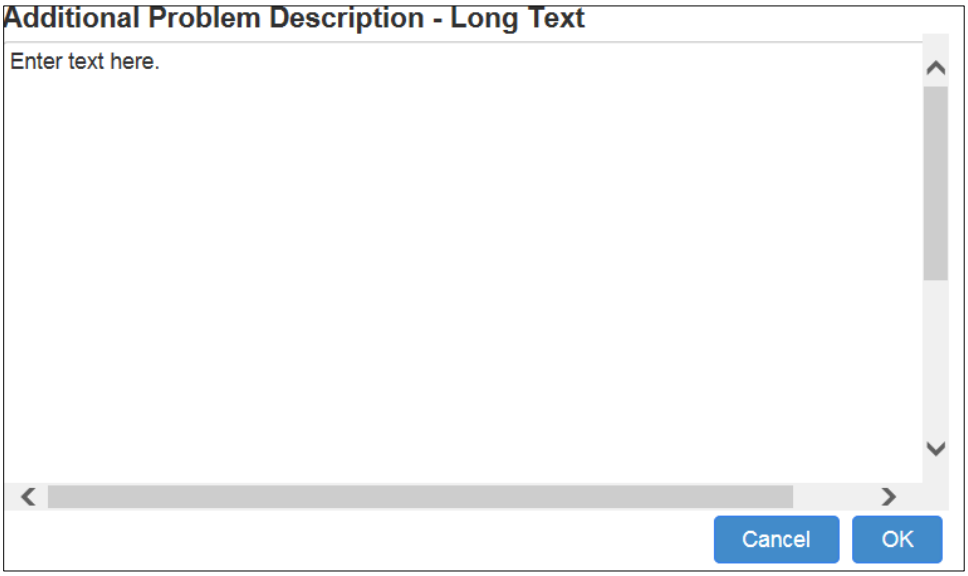
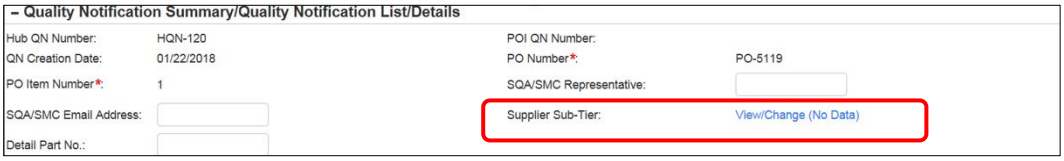
2. The long text pop-up window allows you to enter a description and revise information multiple times (if required) before submitting the QN. Once the QN is created, long text editing is different. You will not be allowed to change entry in the long text field once entered.

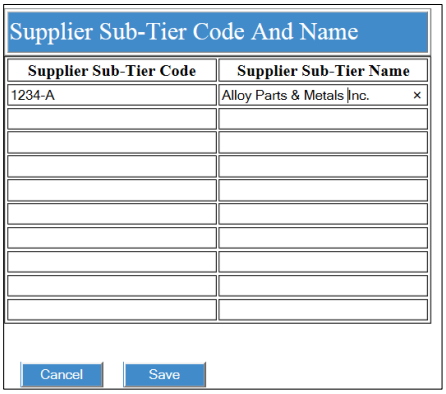


Enter Sub-Tier Suppliers

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



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



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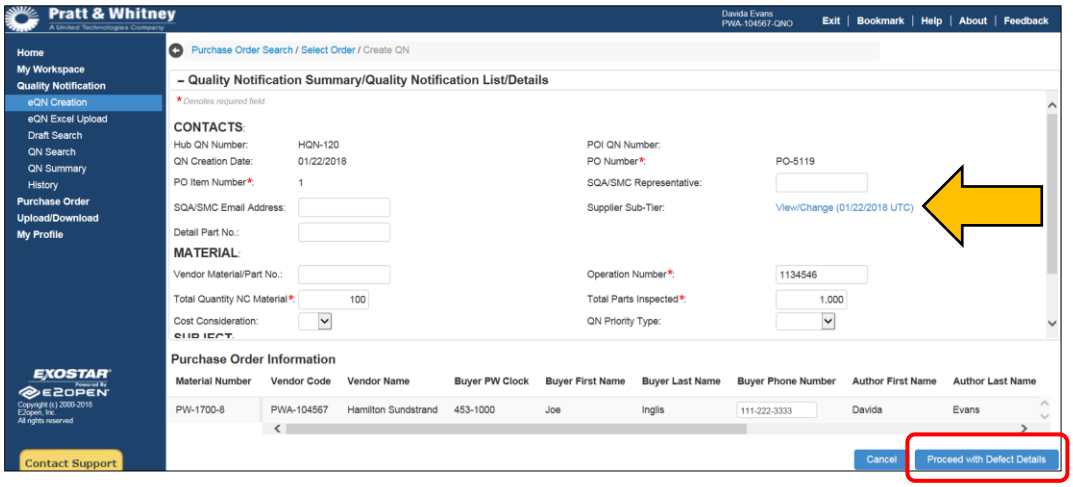
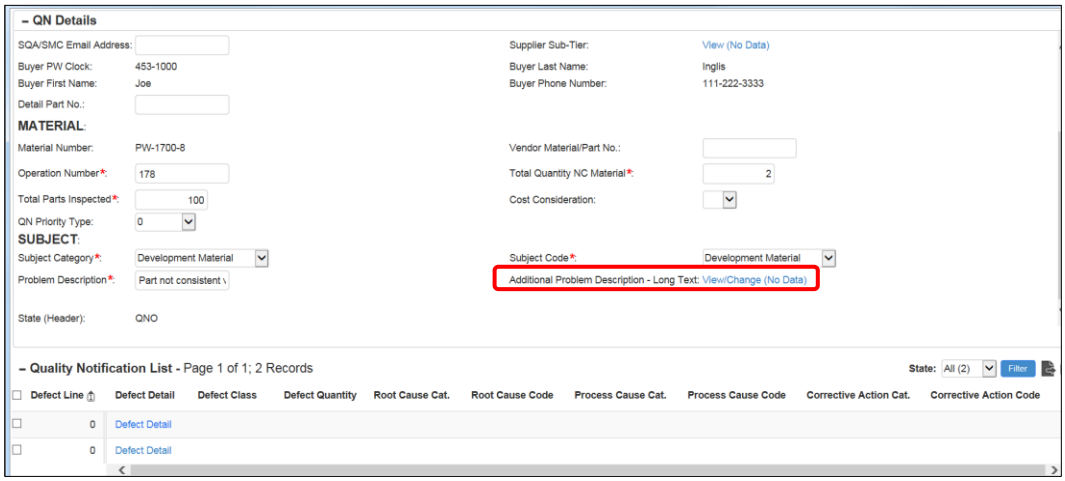
3. The Supplier Sub-Tier field displays the date the information was saved. When ready to proceed with logging non-conformance details, click **Proceed to Defect Details**.



Additional Problem Description and Information Fields

When entering data 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) display once the information is saved. 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 enter data or to view, click **View/Change** in the long text field. Participant responses will display in these fields.

QN Header:



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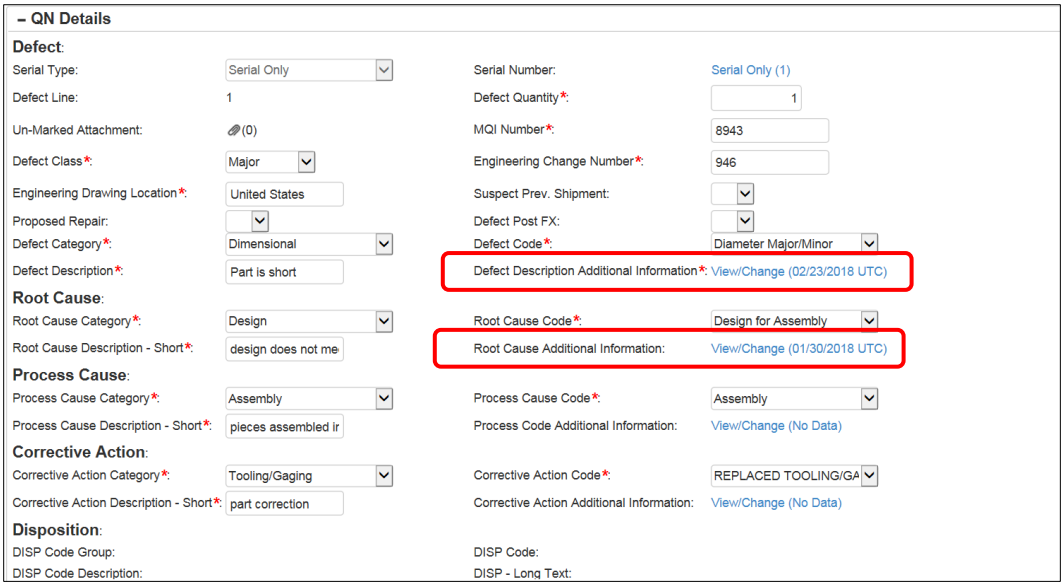
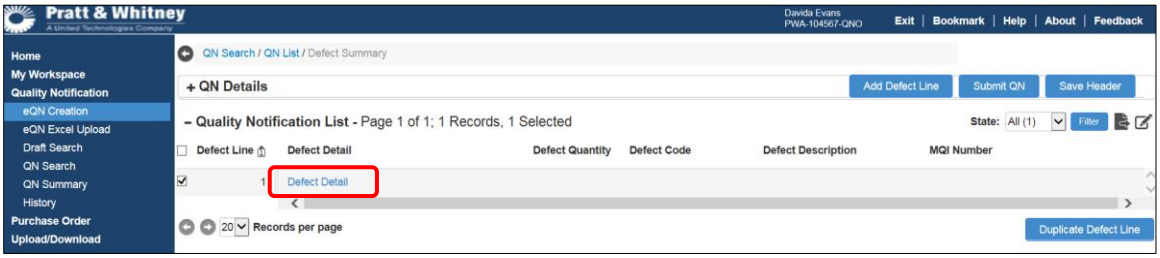
QN Line Details:



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

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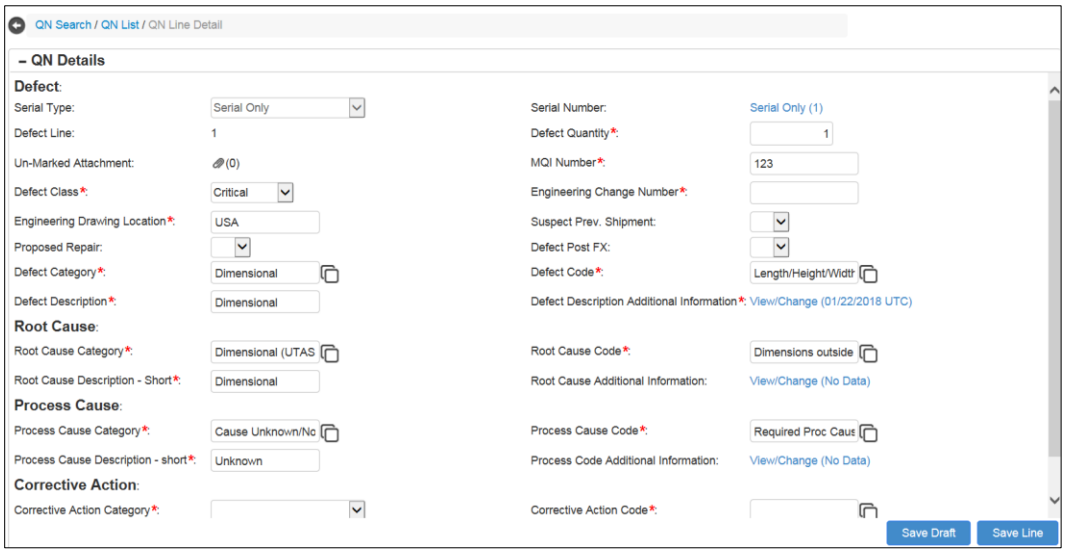
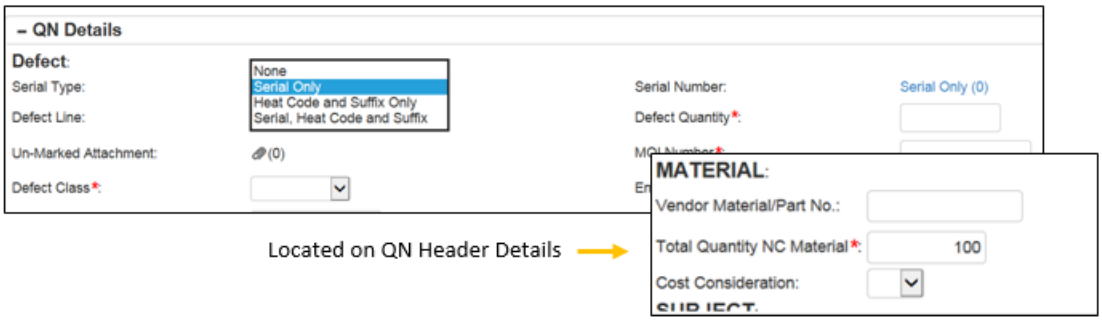
limit, you must enter additional description information in the corresponding additional description fields.



Entering Defect Quantity

Defect quantity must be greater than zero. If it is not, you 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.



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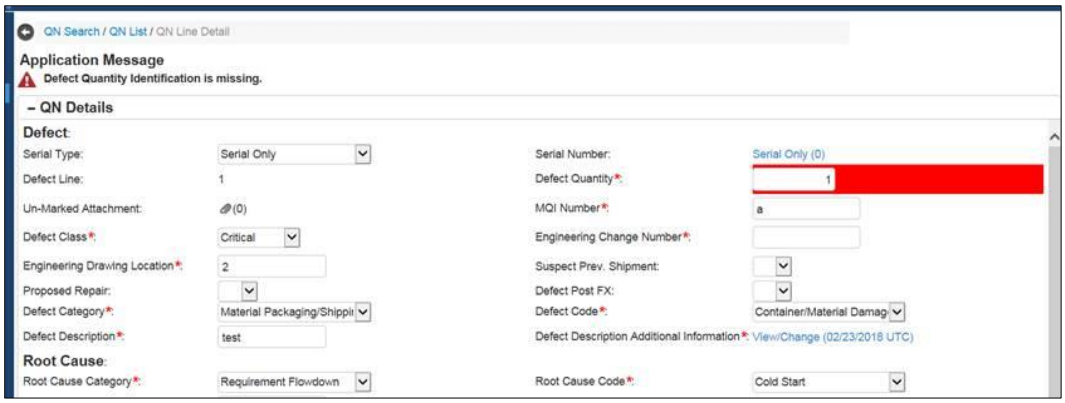
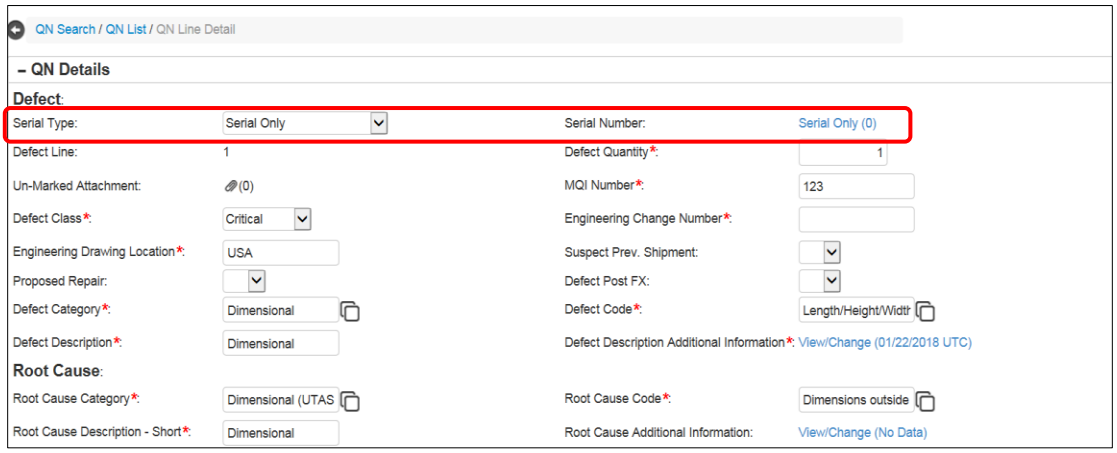
If anything except for **None** is selected for **Serial Type**, the **Defect Quantity** and **Serial Number** fields must match. If it does not match, a **Defect Quantity Identification** error message displays.

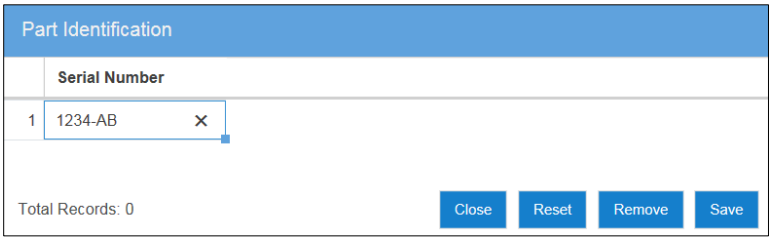


Enter Serial Type

The text that displays in the Serial Number field varies depending on what was selected from the **Serial Type** dropdown menu. Select **Serial Type** and click the text that displays in the Serial Number field (e.g. Serial Only).



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 does not remove the information.



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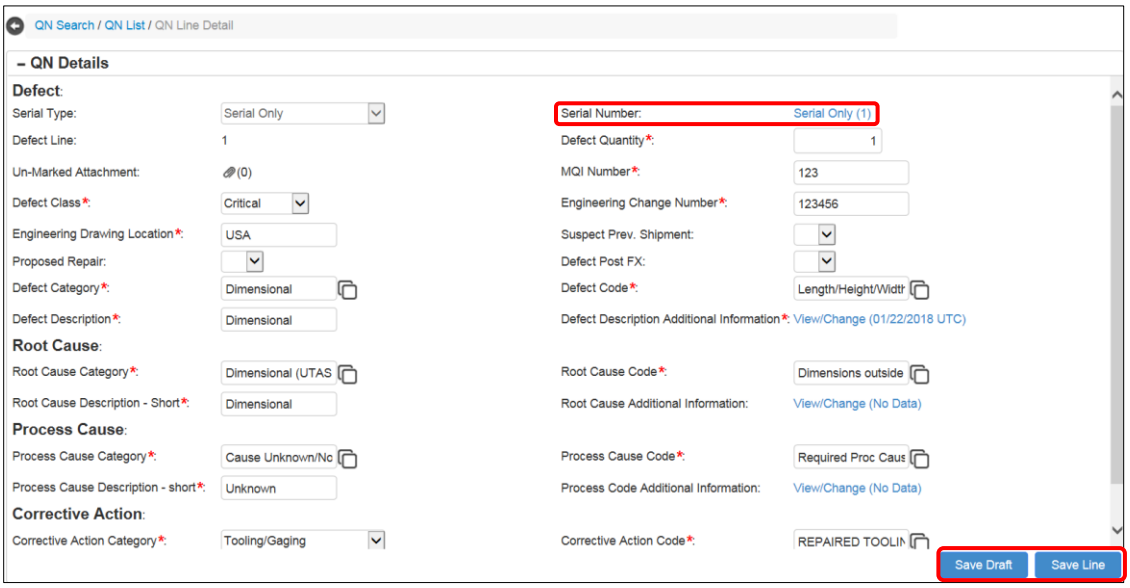
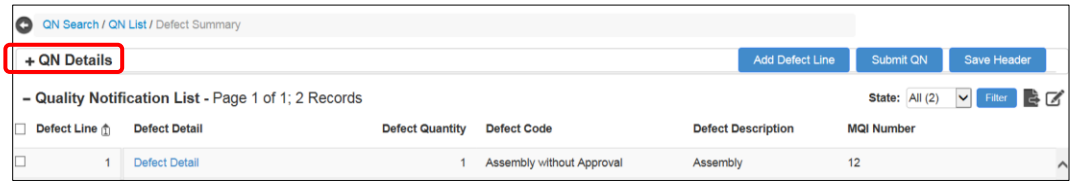
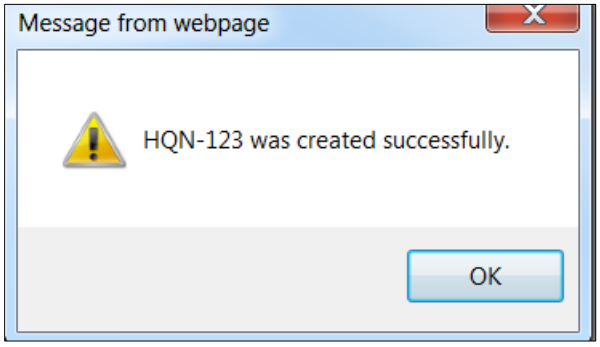
The Serial Number field displays the saved information. When you are ready to save the line, click **Save Line**. If you do not have all the information you need or if you need to save it as a draft, click **Save Draft** when creating the defect line. Saving as draft does NOT send the QN for disposition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



3. 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.



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



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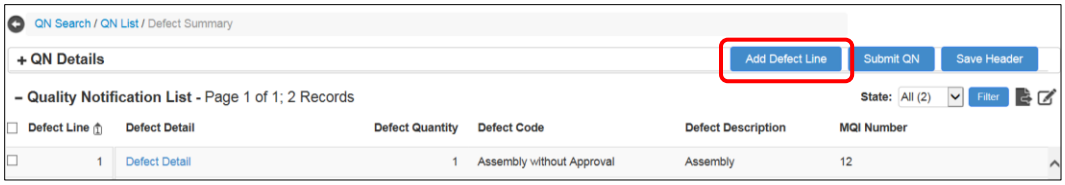
Add Additional QN Detail Defect Lines

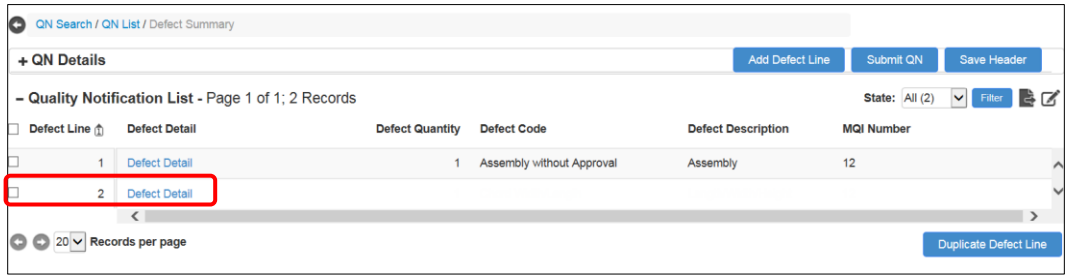
If you have additional non-conformances to report for the part, you can add additional defect lines.

To add a line:

1. Click **Add Defect Line**.



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

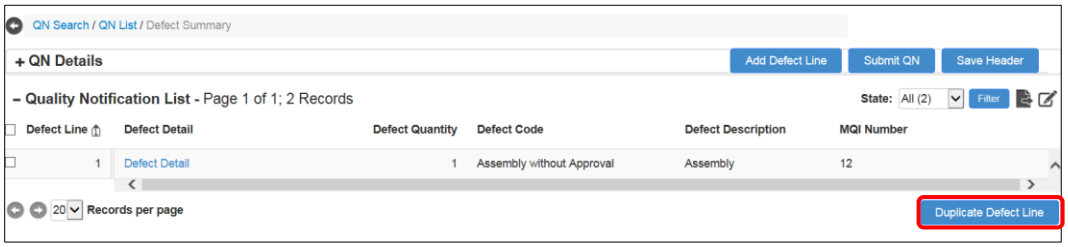


3. Follow steps in the Entering QN Defect Detail Lines section for instruction on entering defect line details and saving.

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 lines you want to duplicate.



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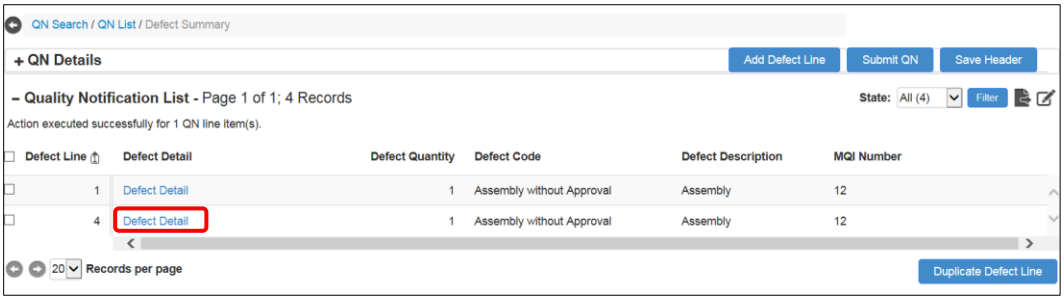
2. The duplicated line displays. To modify the details, click **Defect Detail**.

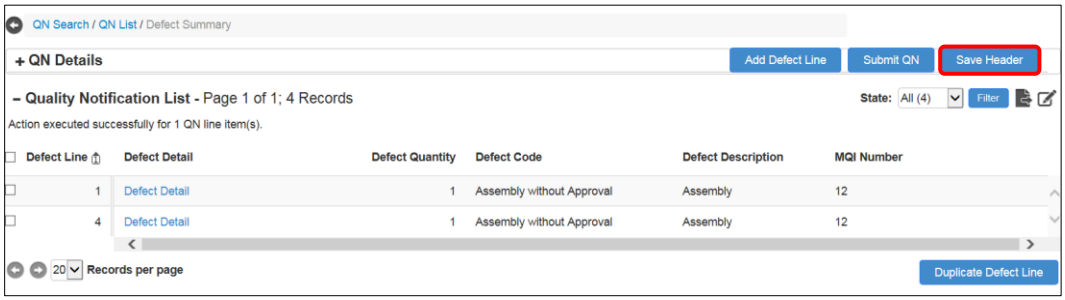


3. Follow steps in the Entering QN Defect Detail Lines section for instruction on entering defect line details and saving.

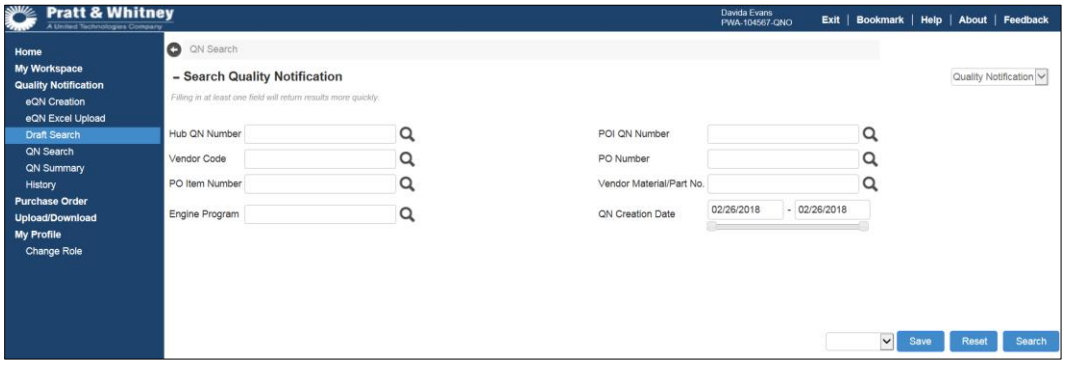
Save QN Header

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

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



2. The QN transitions to a **Draft** state. To locate the QN, you must 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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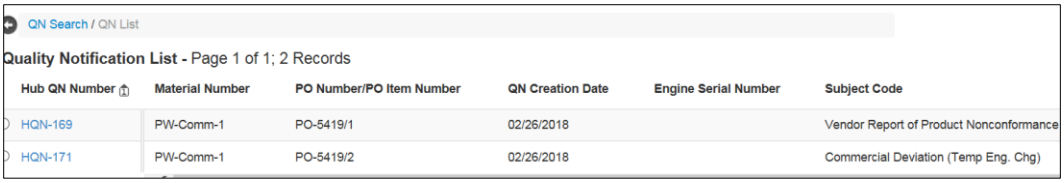
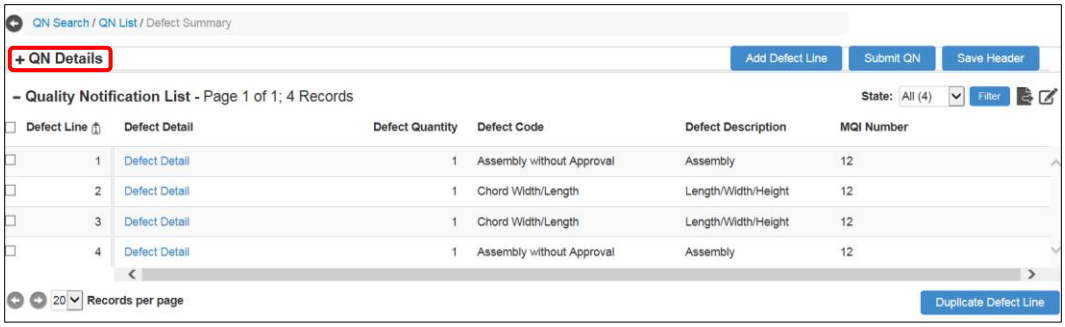
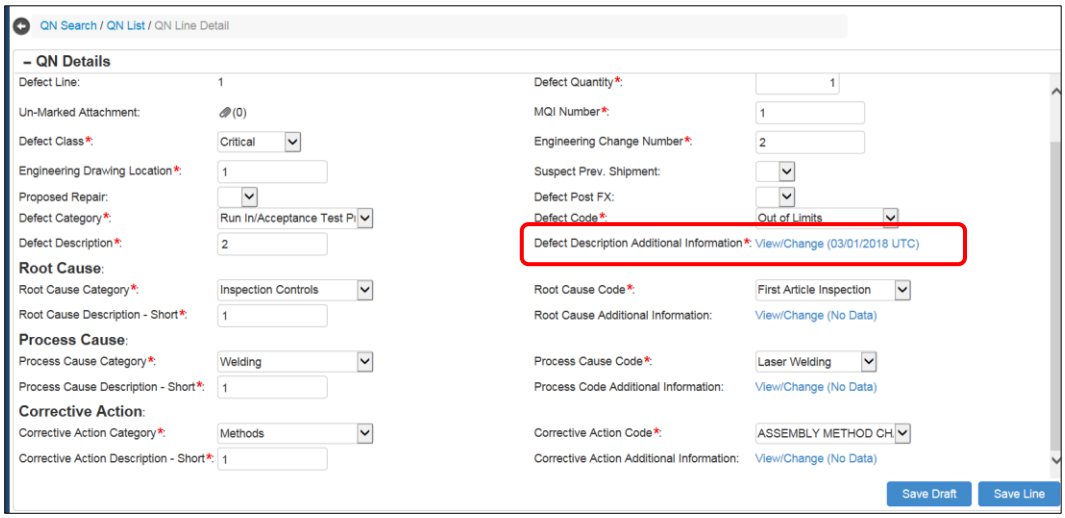
3. QN information displays. Click the QN you want to edit.



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



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



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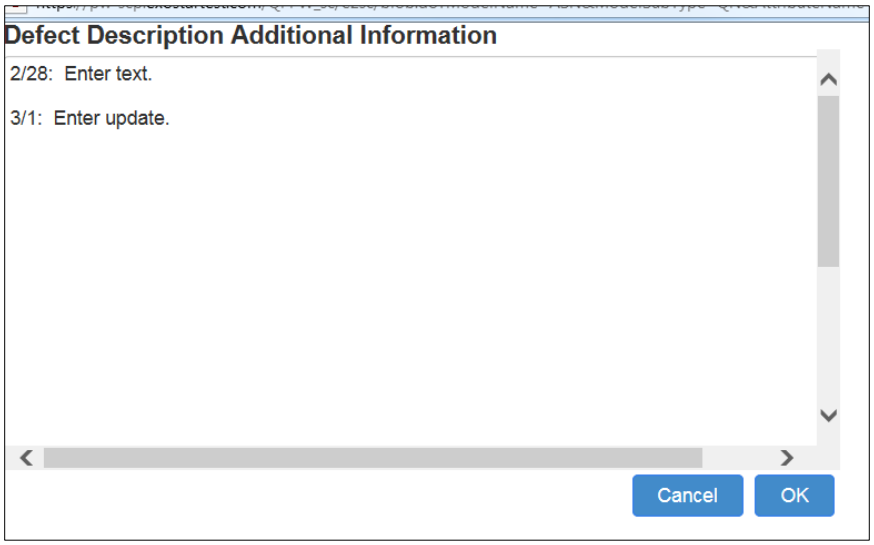
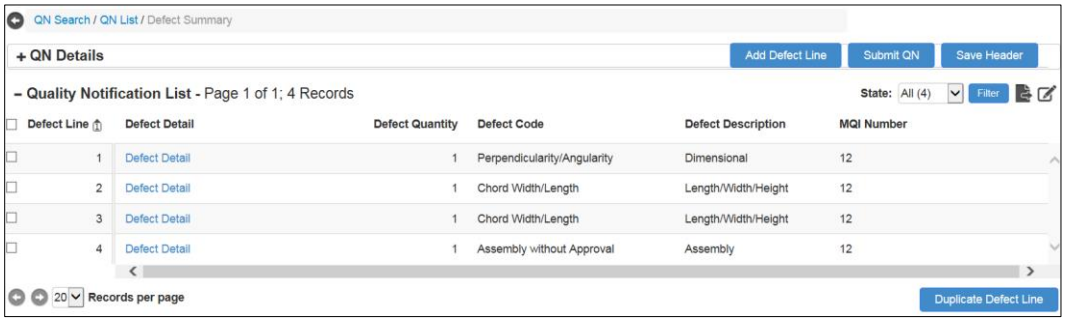
6. Enter description and click **OK**. Failure to enter information will result in an error message when trying to submit QN.



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

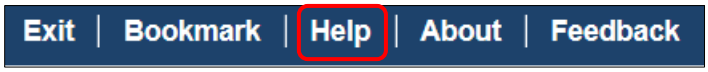


8. When you are ready to submit the QN, click **Submit QN.**

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.



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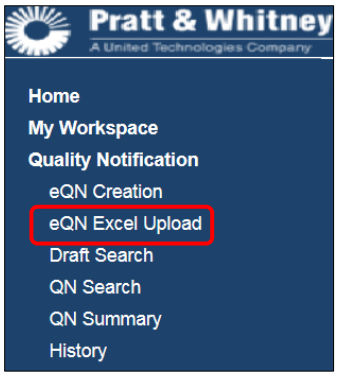
For successful upload, please ensure the following:

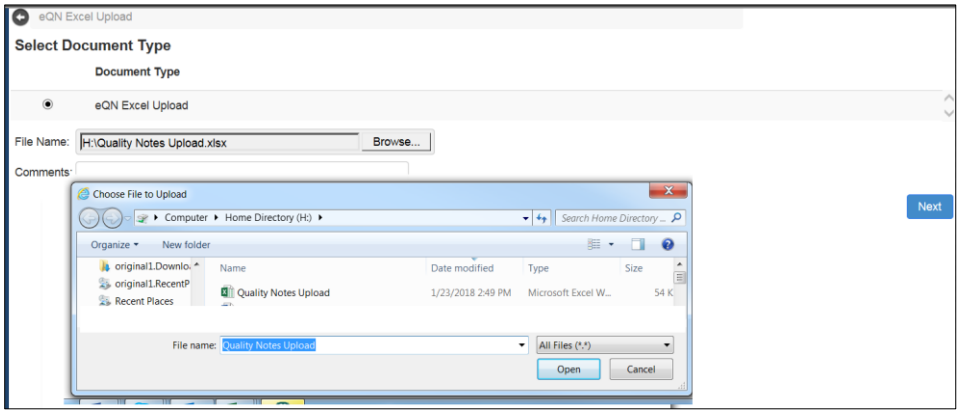
- Defect quantity is greater than zero.
- The number of serial numbers is equal to defect quantity.
- Serial numbers do not exceed 18 characters.
- Serial numbers are not duplicated.
- Ensure you are using the correct role for the information you are uploading is associated with if you have multiple 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**.



2. Click **Browse** to locate the document. The file upload window displays. Select the document and click **Open**. Click **Next** to start the upload process.



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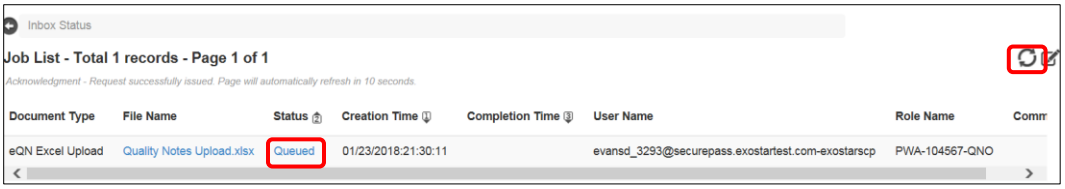
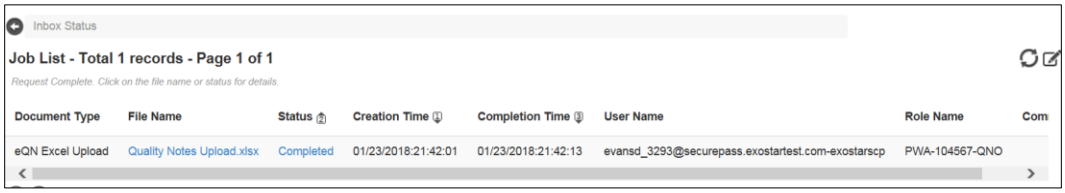
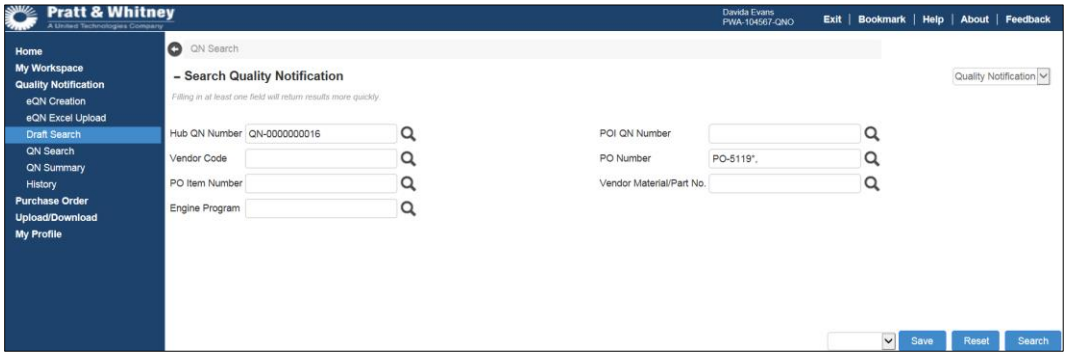
3. If the status remains **Queued** and does not display **Completed**, click the **Refresh** icon.



4. Once the upload is successfully completed, the status displays **Completed**.



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



6. You can then attach files or update the QN before submitting it. **Note!** File attachments are 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.

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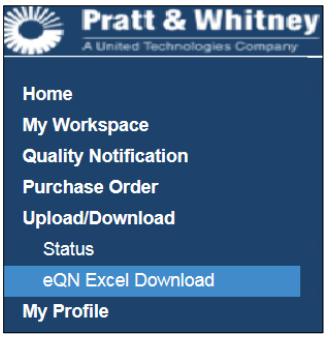
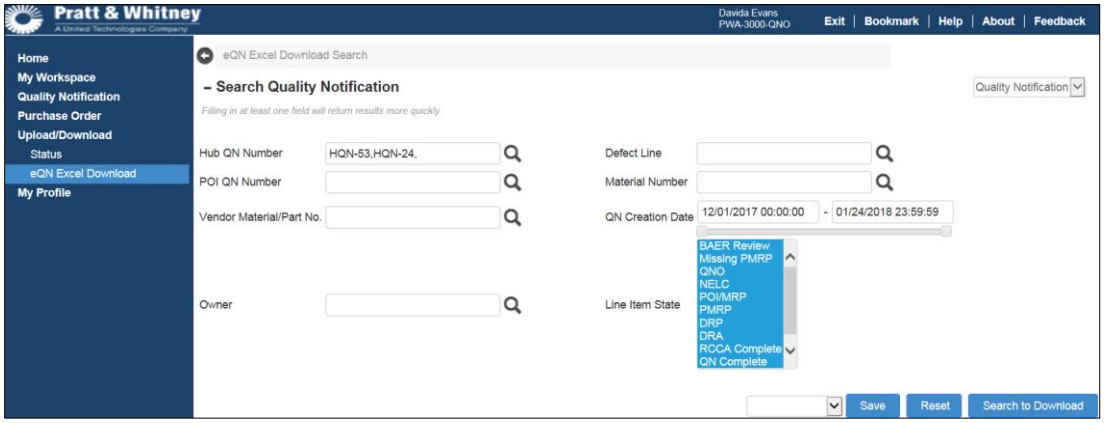
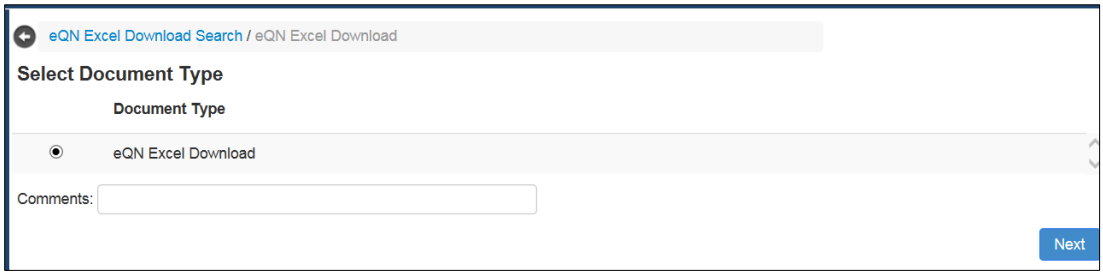
1. From the Navigation Tree, go to **Quality Notification.** Click **Upload/Download** then **eQN Excel Download.**



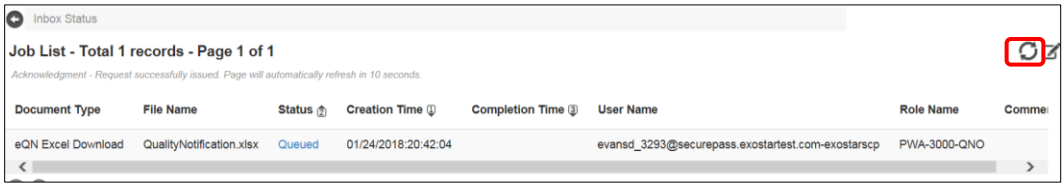
2. Enter or select search criteria. Click **Search to Download**.



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



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



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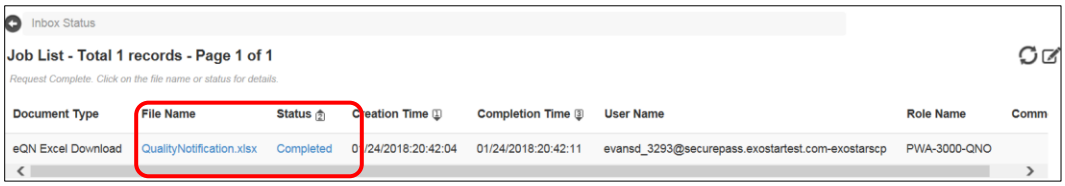
5. Once the download has successfully completed, the status displays **Completed**. Click the file name to view.



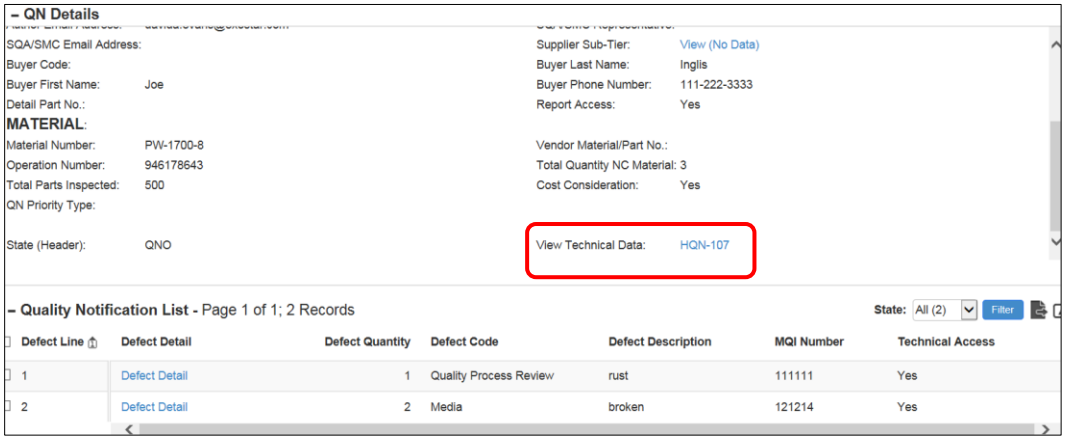
QNO: Responding to RFI and RCCA RFI

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**.



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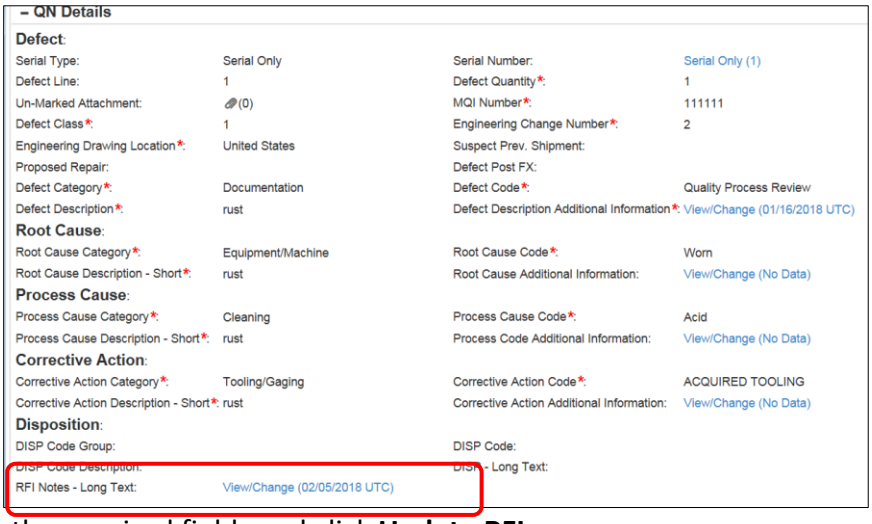
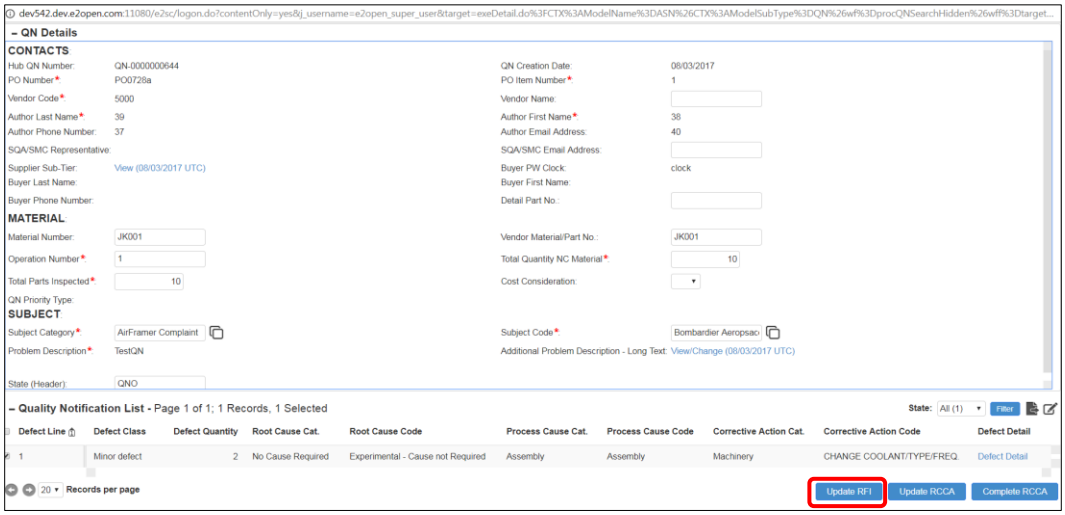
2. To view RFI notes or to add RFI notes, click **Defect Detail** for the QN line then click **View/Change** in the **RFI Notes-Long Text** field.



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



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

Respond to RCCA RFI

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

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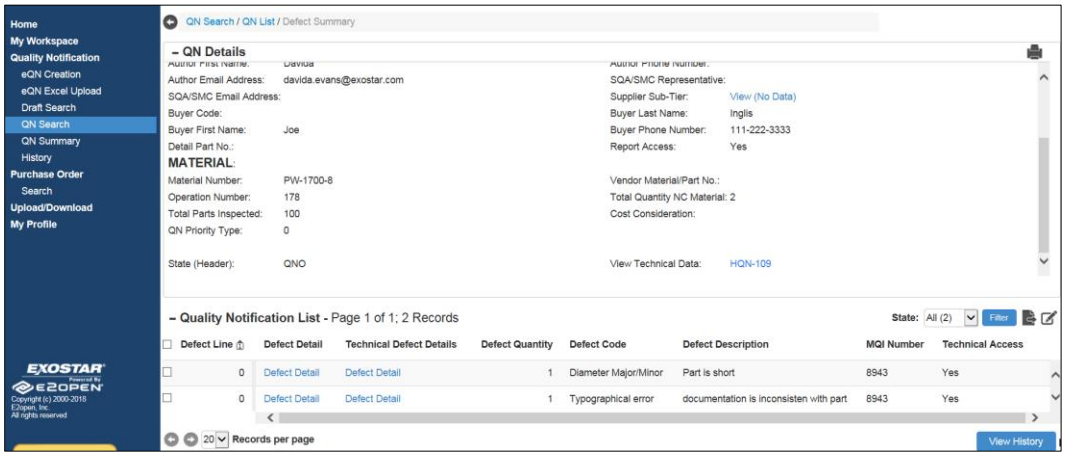
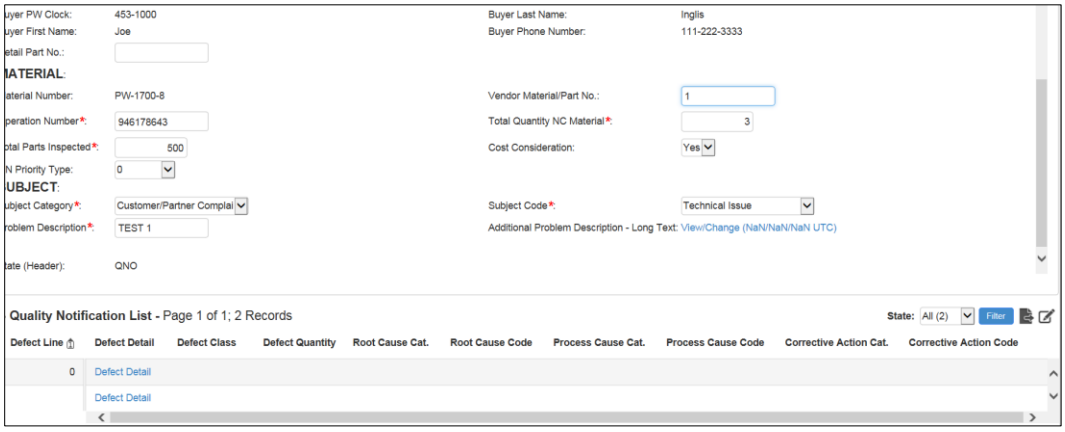
QNO: Resubmitting QN after BAER Rejection

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**.



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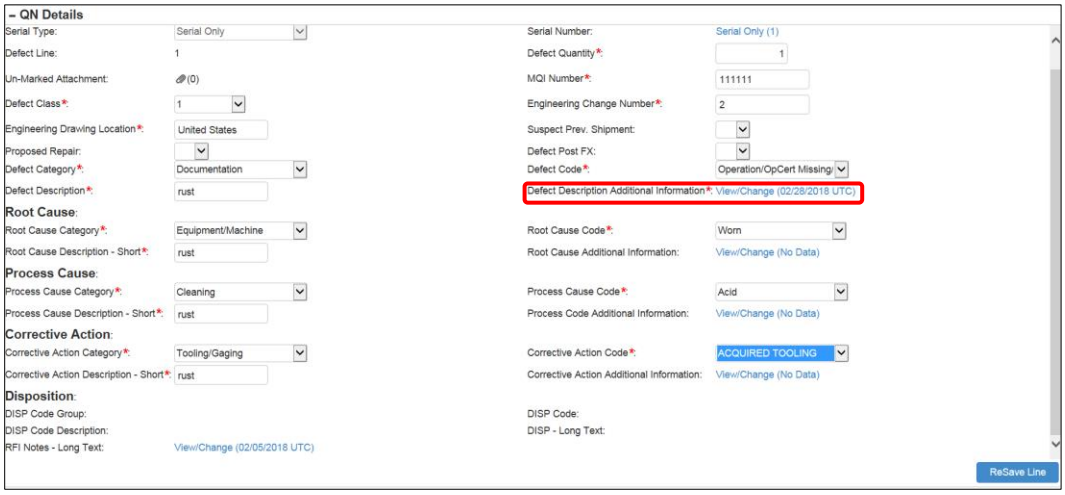
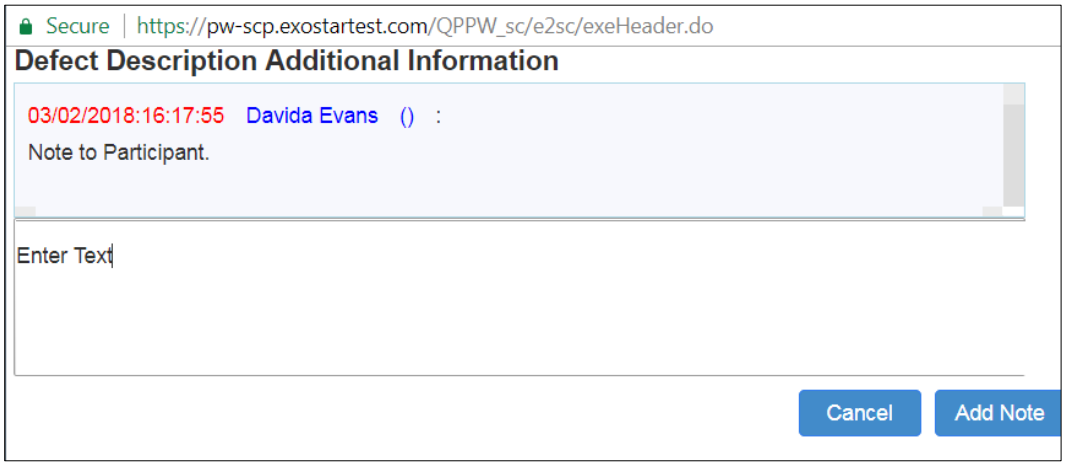
3. To update defect line level details, click **Defect Details**. You are required to provide a note regarding the update. Failure to include a note will result in an error message. To add note, click **Defect Description Additional information**.



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



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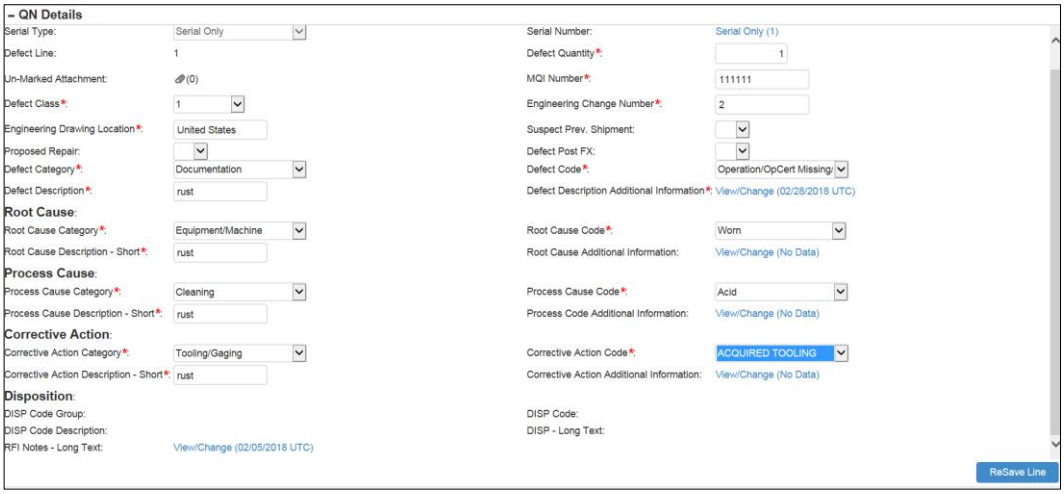
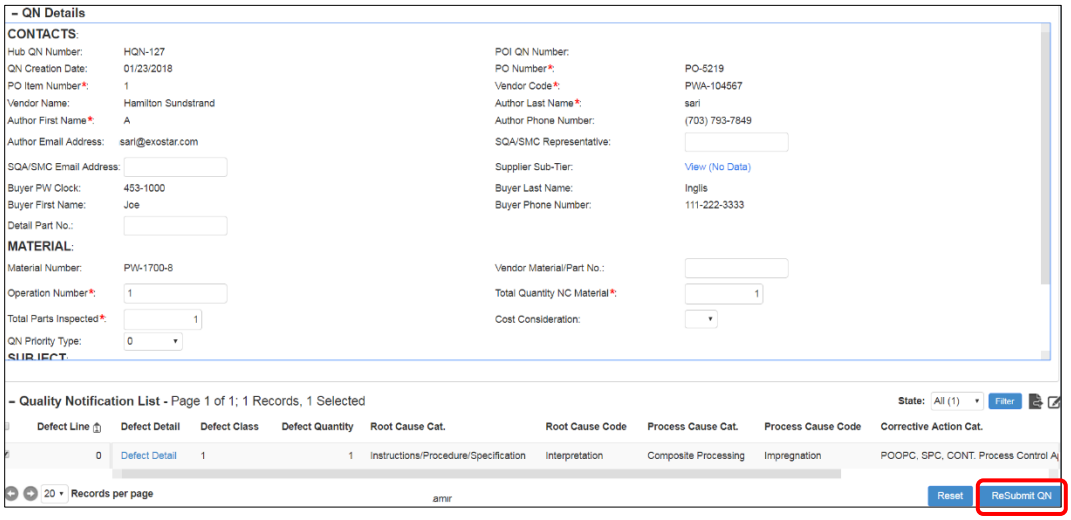
5. Click **Resave Line.**



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



POI: Assign Missing PMRP

When a QN is in a **Missing PRMP** state, the engine program was not identified or the engine program was provided (e.g. PW2020) but the PMRP for the part and engine program is unknown.

The POI is required to provide the engine program when forwarding a QN line to a higher participant (which is PMRP) in the chain. When QNs are in a Missing PMRP state, the POI must assign the PMRP.

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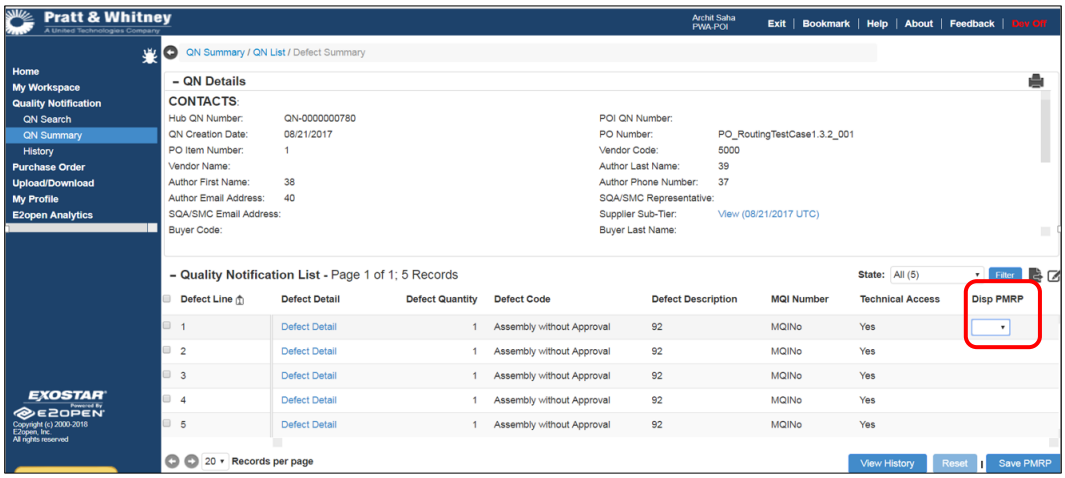
To assign PMRP:

1. Locate the QN from QN Summary search.
2. Select the company code for PMRP in the **Disp PMRP** field.
3. Click **Save PMRP** to update.



4. Once PMRP is assigned, the QN transitions to a PMRP state.

Technical Data

Pratt & Whitney U.S. is responsible for providing appropriate and valid jurisdiction, classification and licenses required for exporting QN documents, including technical data to any foreign entity. Problem Description, Additional Problem Description-Long Text Description fields at the QN Header and QN Defect Line level are considered technical (sensitive) data. Attachments at the QN Defect Line level are also considered technical data.

There are three cases when users can view technical data:

1. The user is located in the United States.
2. The Jurisdiction and Classification (J/C) was validated in Quality Notes and no license is required for that specific J/C.
3. The user has a license assigned to them.

Technical data can be viewed by any participant in the disposition chain as long as the participant has technical data access. If you are unauthorized to view technical data when reviewing QNs or viewing Excel downloads of QNs, the QN requires Business Area Export Review (BAER) to acquire proper J/C and license. A QN routed to a participant in the chain who is unauthorized to view technical data requires BAER review.

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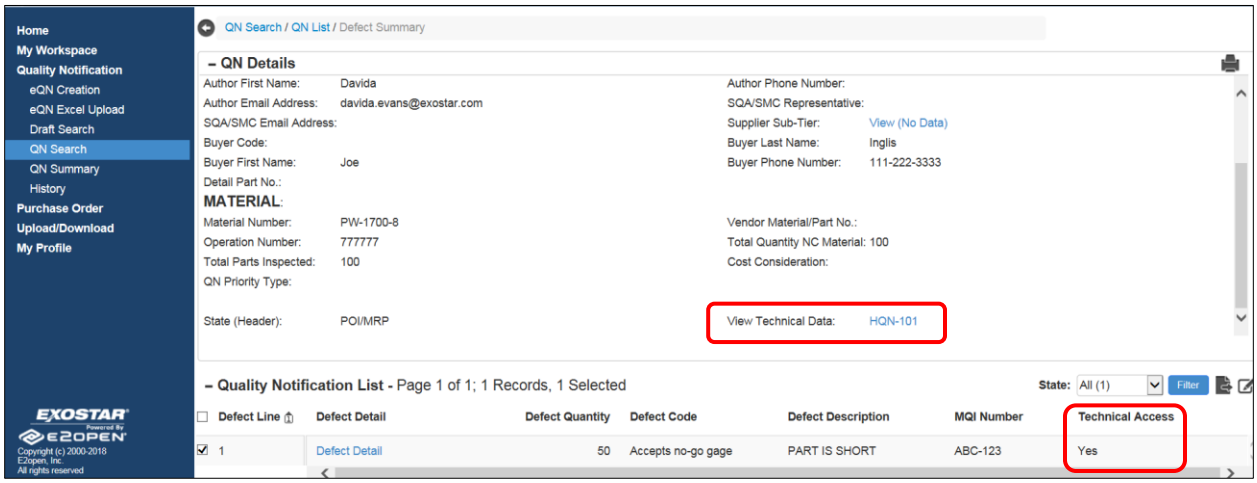
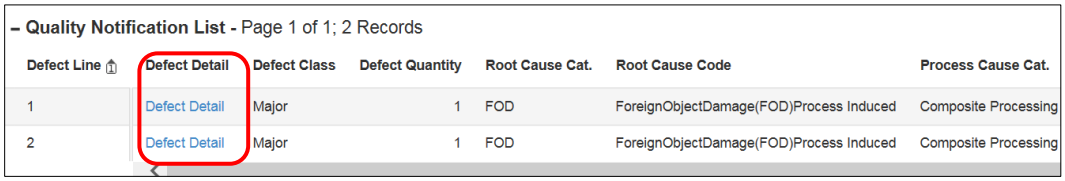
Viewing Technical Data

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 is viewable. Technical Data displays in a new window.

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



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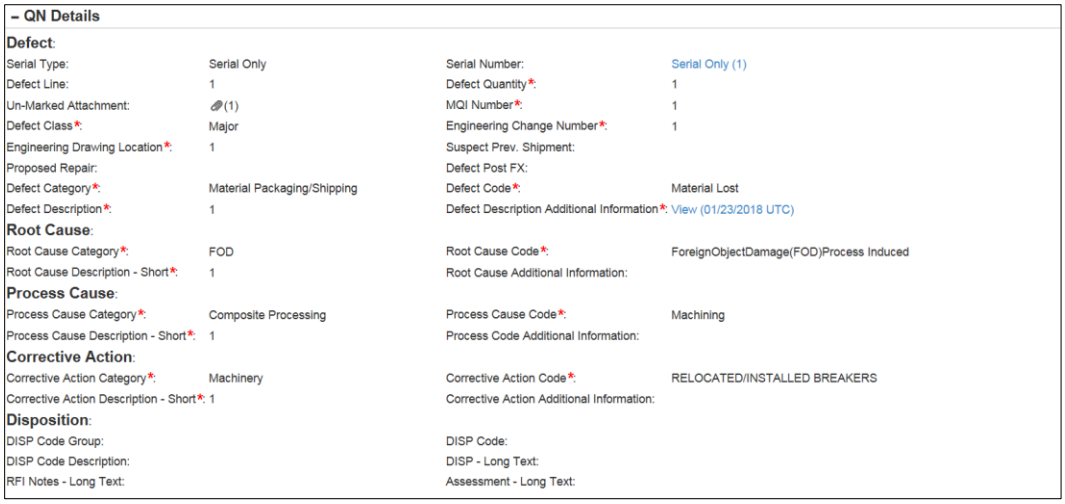
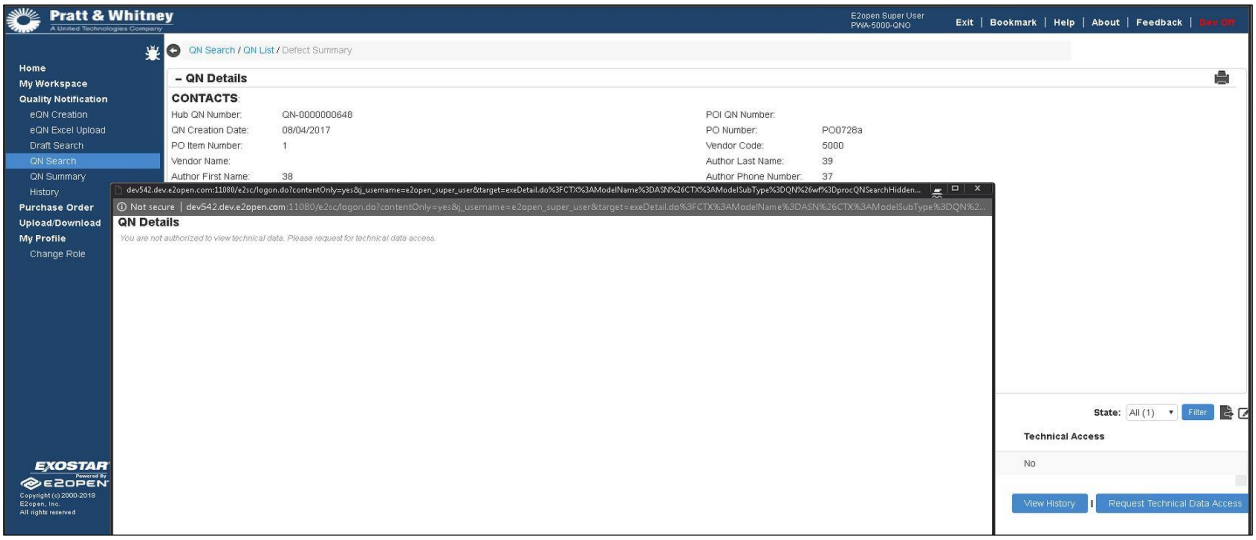
3. QN detail information displays for the defect line.



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

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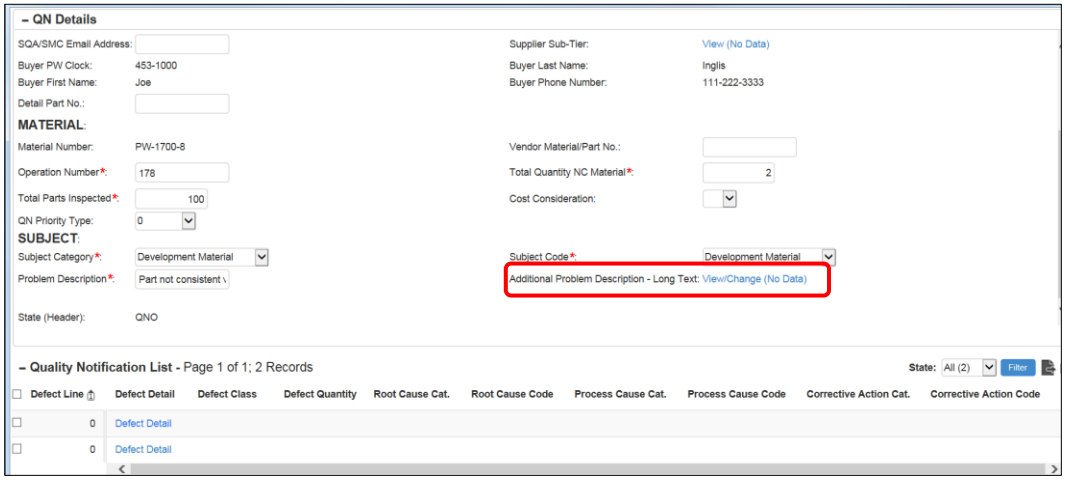
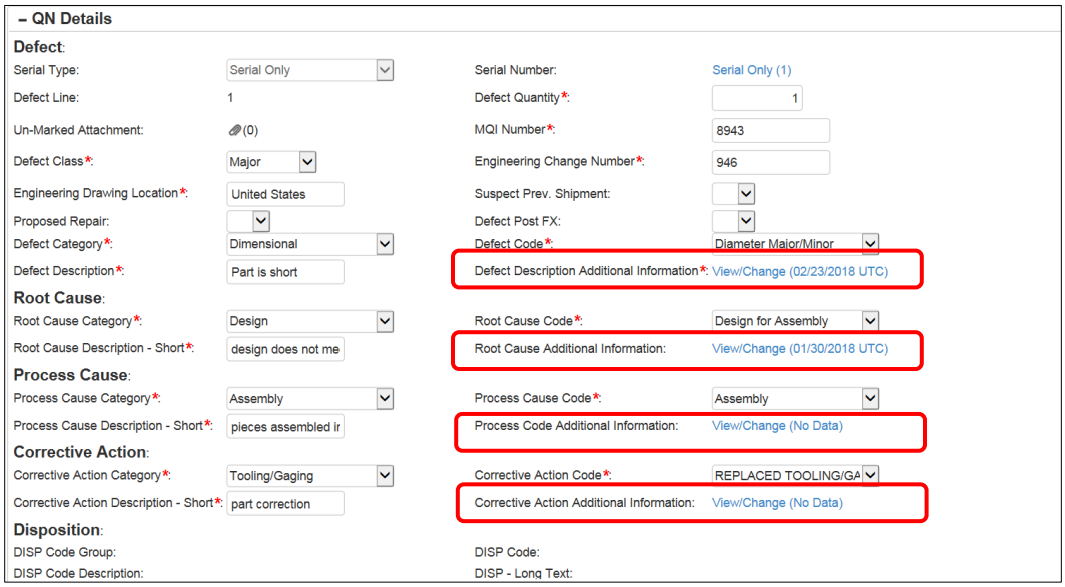
and UTC) displays. If **View/Change (No Data)** displays, no information was entered. When information is updated in these fields, the date reflects the date the update was completed. To view, click **View/Change**.

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:



QN Line Details:



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About BAER Review

Business Area Export Review (BAER) is required for QNs due to the following reasons:

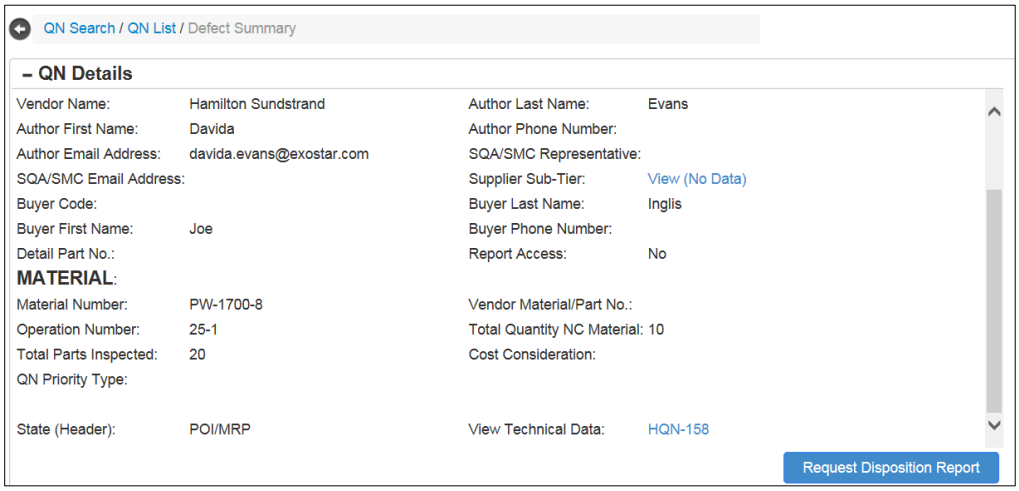
- The QN is routed to foreign participants outside of the Unites States.
- The Jurisdiction and Classification (J/C) is unable to be validated in Quality Notes and a license is required for that specific J/C.
- The user does not have a license assigned to them.

BAER review for a QN can occur at any point in the chain and for any participant in the chain. BAER Review can happen multiple times for the same QN line as it transitions through the disposition chain. There is not a designated timeframe for when BAER Review occurs nor is there a designated timeframe for BAER Review decision. If a QN is in a BAER Review state, an action is required by the BAER Reviewer. The BAER Reviewer has the right to reject requests.

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**.



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

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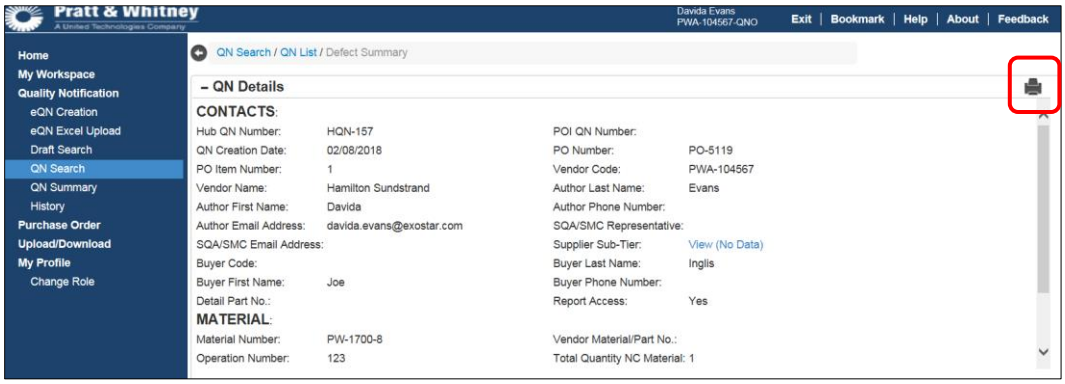
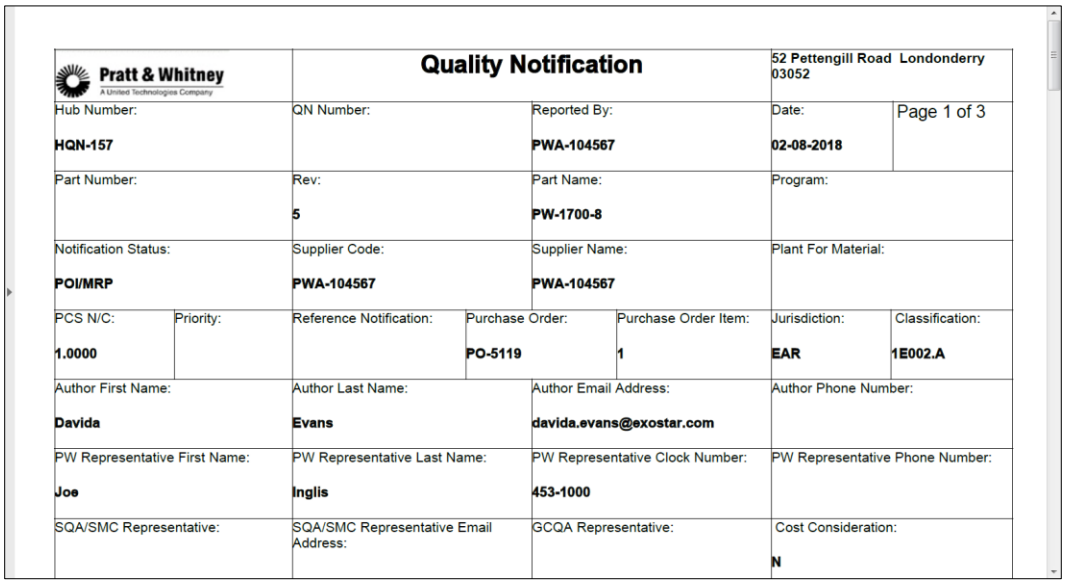
approved for printing by checking the QN that you requested to print. To print, click the print icon.



4. The disposition report displays for printing.



Pratt & Whitney
A United Technologies Company

Quality Notification

52 Pettengill Road Londonderry 03052

Hub Number: **HQN-157**	QN Number:	Reported By: **PWA-104567**	Date: **02-08-2018**	Page 1 of 3
Part Number:	Rev: **5**	Part Name: **PW-1700-8**	Program:	
Notification Status: **POI/MRP**	Supplier Code: **PWA-104567**	Supplier Name: **PWA-104567**	Plant For Material:	
PCS N/C: **1.0000** / Priority:	Reference Notification:	Purchase Order: **PO-5119** / Purchase Order Item: **1**	Jurisdiction: **EAR**	Classification: **1E002.A**
Author First Name: **Davida**	Author Last Name: **Evans**	Author Email Address: **davida.evans@exostar.com**	Author Phone Number:	
PW Representative First Name: **Joe**	PW Representative Last Name: **Inglis**	PW Representative Clock Number: **453-1000**	PW Representative Phone Number:	
SQA/SMC Representative:	SQA/SMC Representative Email Address:	GCQA Representative:	Cost Consideration: **N**	

BAER Reviewer

When a QN is routed to a participant outside of the United States, the BAER Reviewer steps in to ensure foreign participants have authorization to view sensitive information (technical data).

In order for users to view technical data, the BAER Reviewer must apply the appropriate licenses to the QN (this happens on the defect line level). Once the license is applied/updated, the QN is sent to the next participant in the disposition chain.

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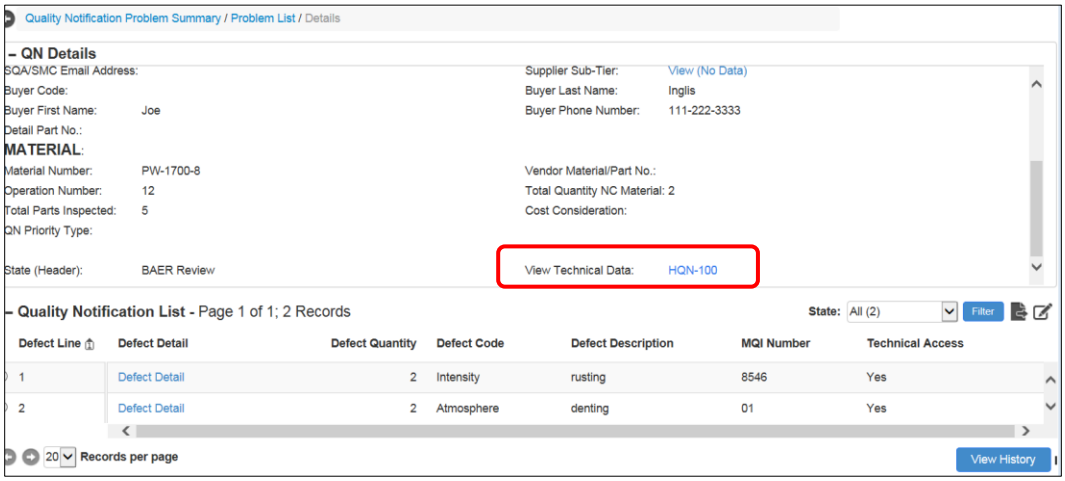
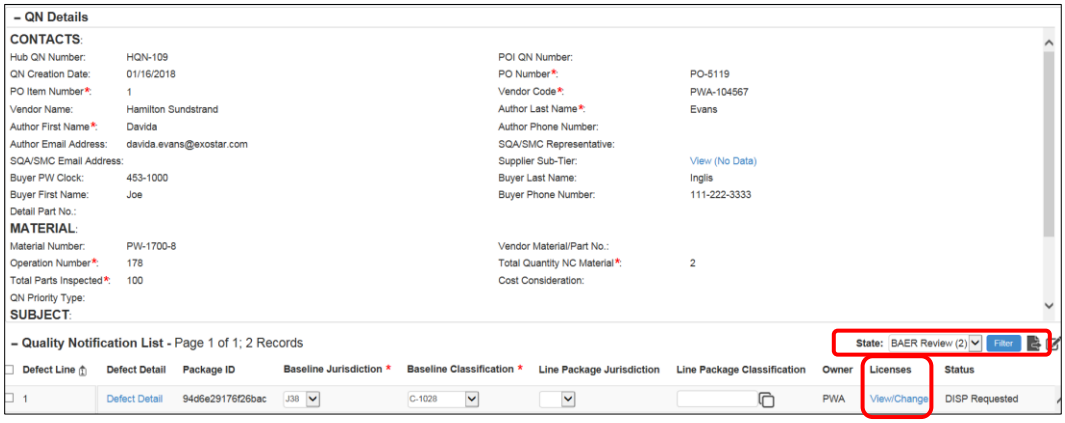
Apply Technical Data License(s)

Applying licenses can be done by logging into Quality Notes. It is important to note BAER Reviewers can only add or update license information if the QN is in BAER Review state at the defect line level.

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



2. To add/update a license to a QN defect line to authorize technical data access, click **View/Change** in the **Licenses** column. You can only apply licenses to QN defect lines in the BAER Review state. If viewing multiple lines, you may need to filter lines to BAER Review.



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3. Enter/update license information and click **Save**.

Licenses

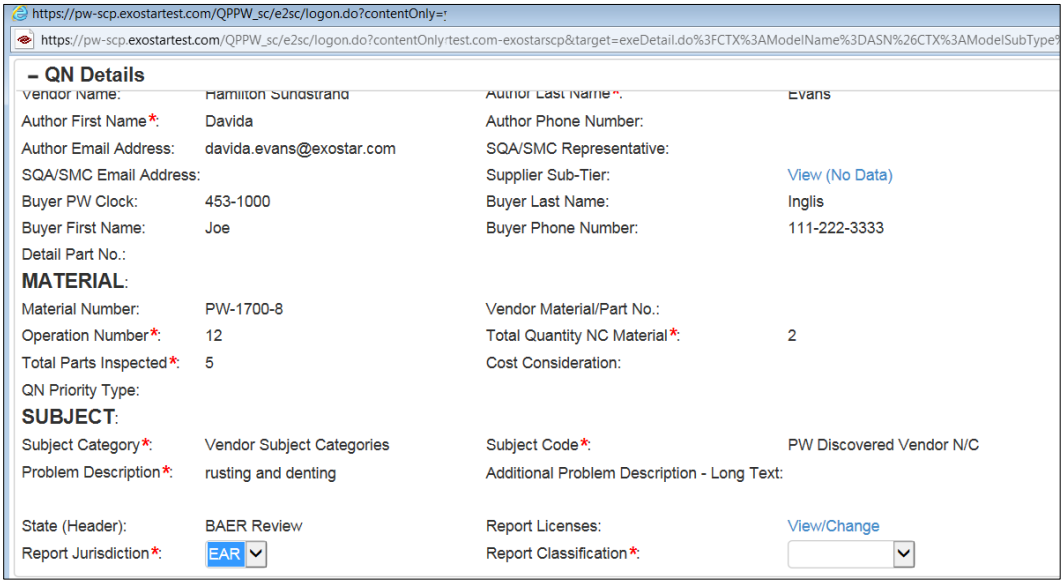
Company	Country	License Number	License Exp. Date (mm/dd/yyyy)
BAER Reviewer	US	NLR	01/01/2200
MTU1			
PWA	USA	NLR	01/01/2200
PWAT2			
PWCC1		5035423547.52654.241254	12/31/2019
PWCC1-920010	CAN	843685426.546325.84285	12/31/2018

Cancel Save

Apply Report License(s)

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 Review must apply a Report License in order for the user to print.

1. Locate the QN.
2. Click **View Technical Data**.
3. Select **Report Jurisdiction** and Report **Classification** (located at the QN Header level).



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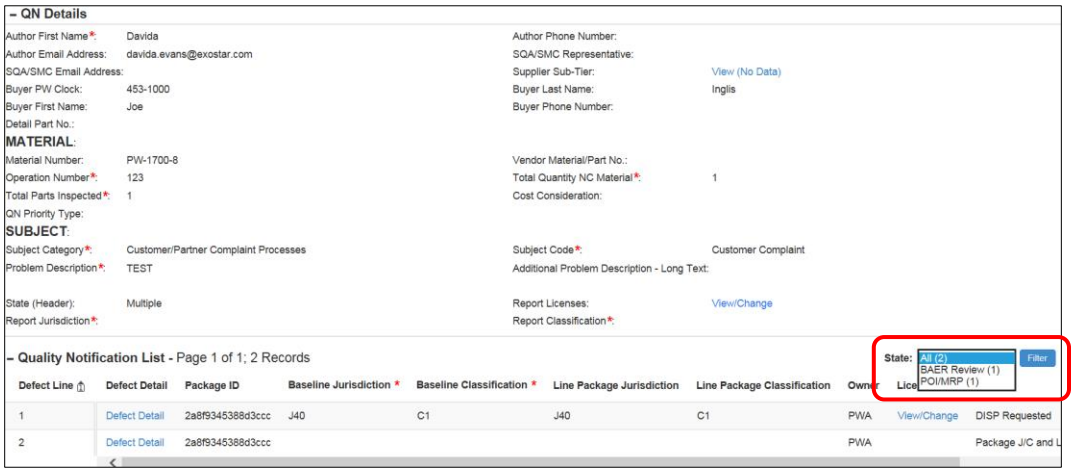
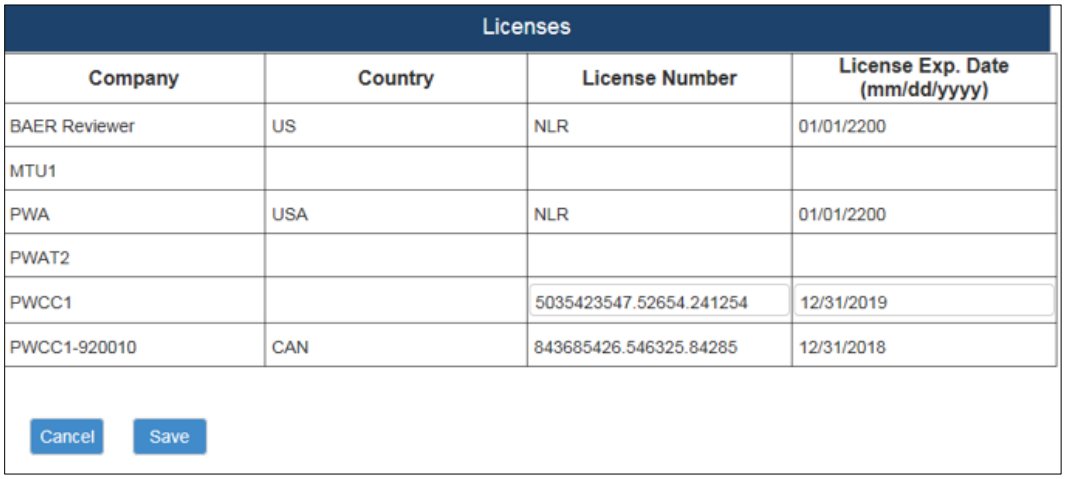
4. If you are unable to view/update the J/C for report license (in the QN Header), ensure you have defect lines filtered to BAER Review state.



5. Click **View/Change** in **Report Licenses** column. Click **Save** if entering/updating license information.



6. Click **Submit QN**. The defect line transitions to the next participant in the chain.
7. Once report license is applied, the user can print.

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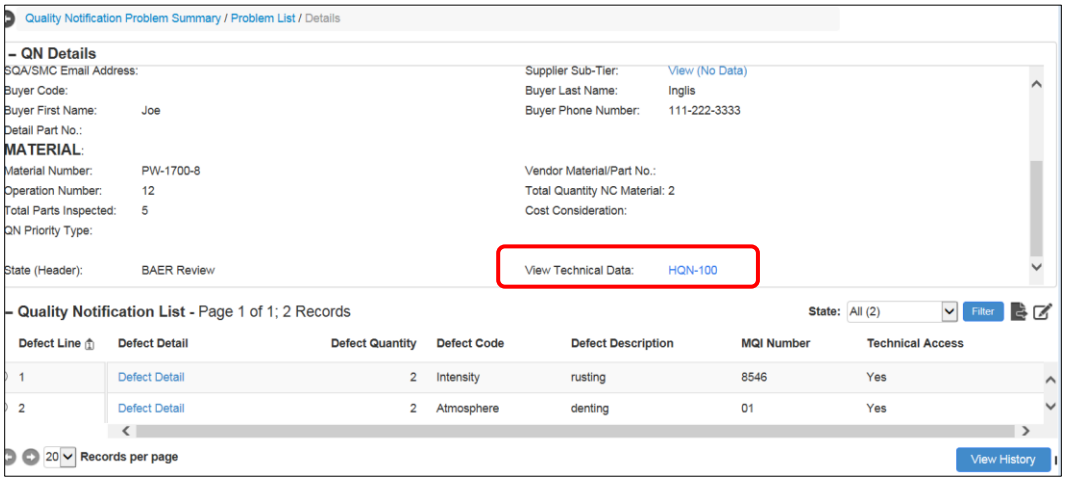
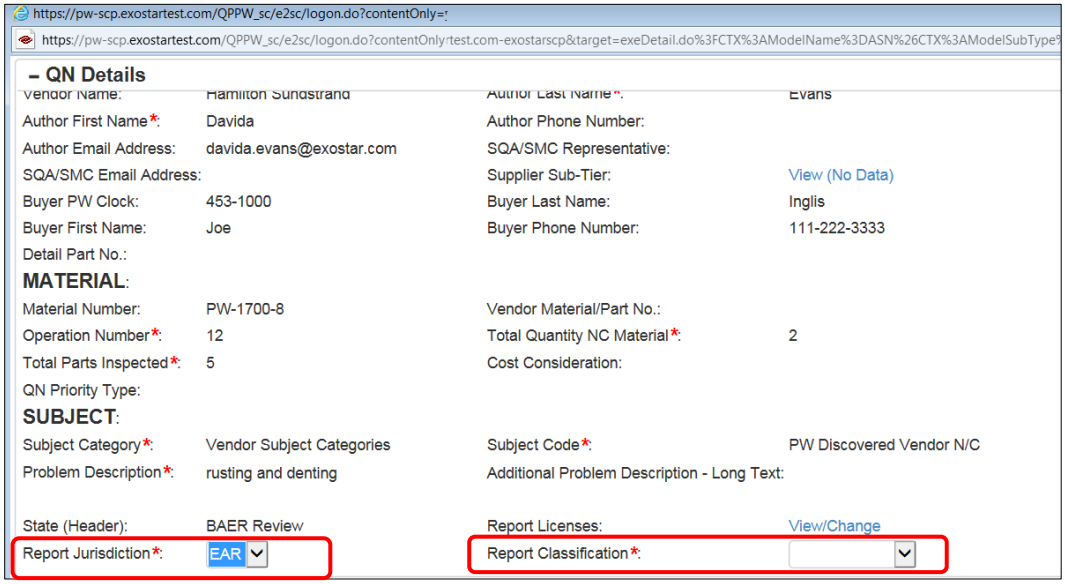
Apply Baseline J/C

If attachments are added or changes are made to technical data fields after QN creation requires BAER review for proper J/C and license(s). Applying Baseline J/C can be done by logging into Quality Notes.

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



2. If J/C was not automatically applied, select **Report Jurisdiction** and Report **Classification** (located at the QN Header level).



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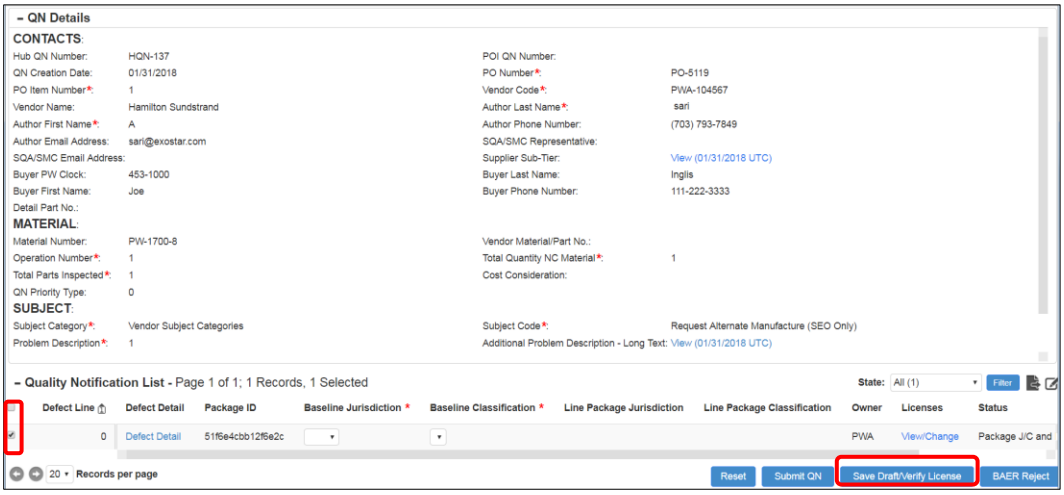
3. Select **Baseline Jurisdiction** and then **Baseline Classification**. Baseline Classification menu options are dependent on what was selected for Baseline Jurisdiction. Ensure the box in the defect line you are applying J/C to is checked and click **Save Draft/Verify License**.

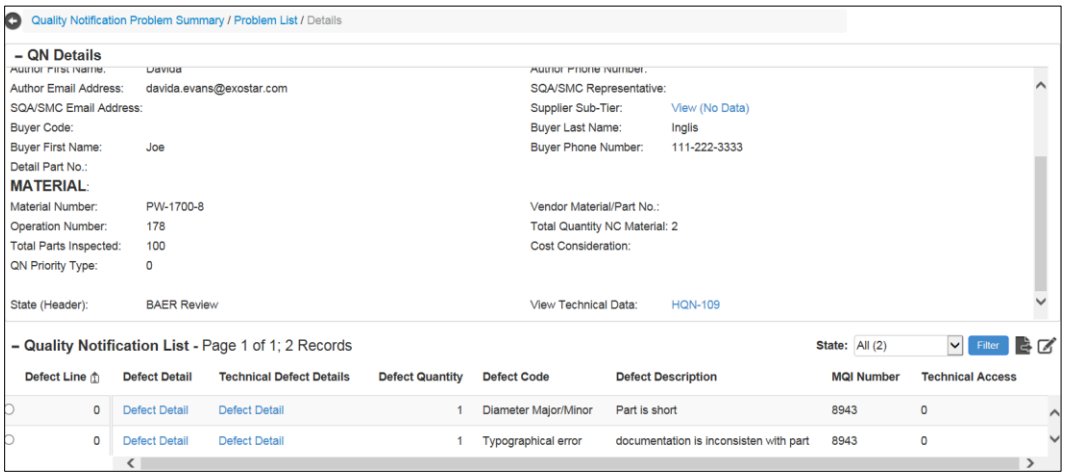


4. Click **Submit QN**. Baseline J/C is applied and the QN is routed to the next participant in the disposition chain.

BAER Rejection

When the BAER Reviewer initially rejects a QN defect line, all QN defect lines associated with the QN move together, transitioning back to the previous state for resubmission. After the initial rejection, each line then goes through its own, independent disposition workflow. For example, if the QNO submits a QN and it goes to BAER Review and the BAER Reviewer rejects a single line, all lines are rejected. Any time after this, the lines transition independently during the workflow. Subsequent rejections only reject a single line.

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



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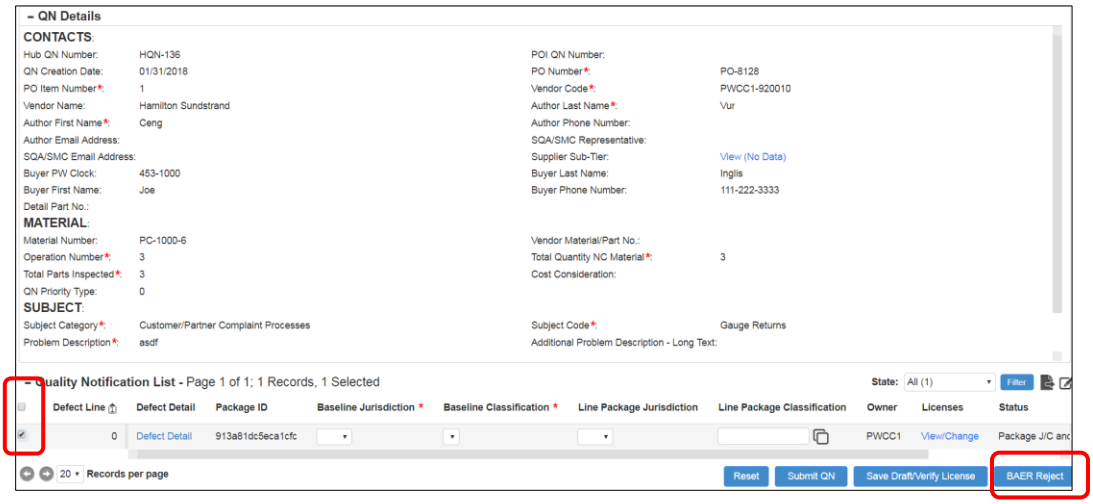
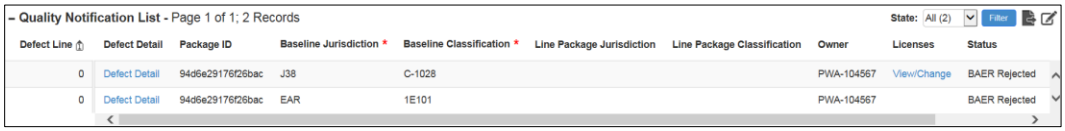
2. Select the **Defect Detail** line by checking the defect line box (if required). Please remember upon initial rejection, all QN defect lines are rejected. After initial rejection, the QN defect lines transition independently during the workflow. Subsequent rejections only reject a single line. Click **BAER Reject**.



3. The line(s) will transition to a BAER Rejected State.

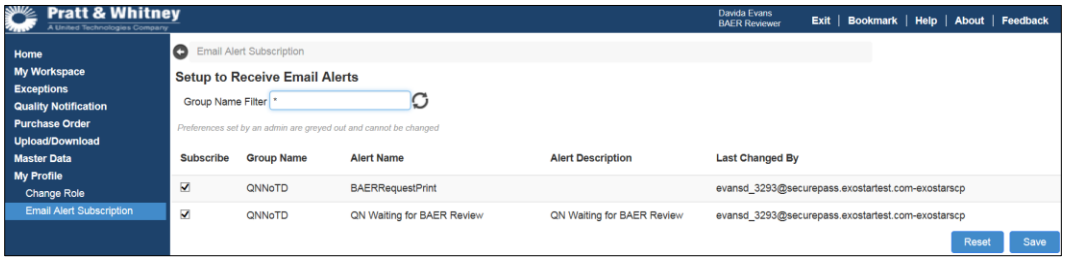


Email Alerts

By default, when one or more QN lines are put into BAER Review state, an email alert is sent to BAER reviewers. You have the option to subscribe or unsubscribe to email alerts.

1. To subscribe/unsubscribe to email alerts, go to **Email Alert Subscription** from the Navigation Tree.

2. Select the email alert you want to subscribe/unsubscribe to and click **Save**.



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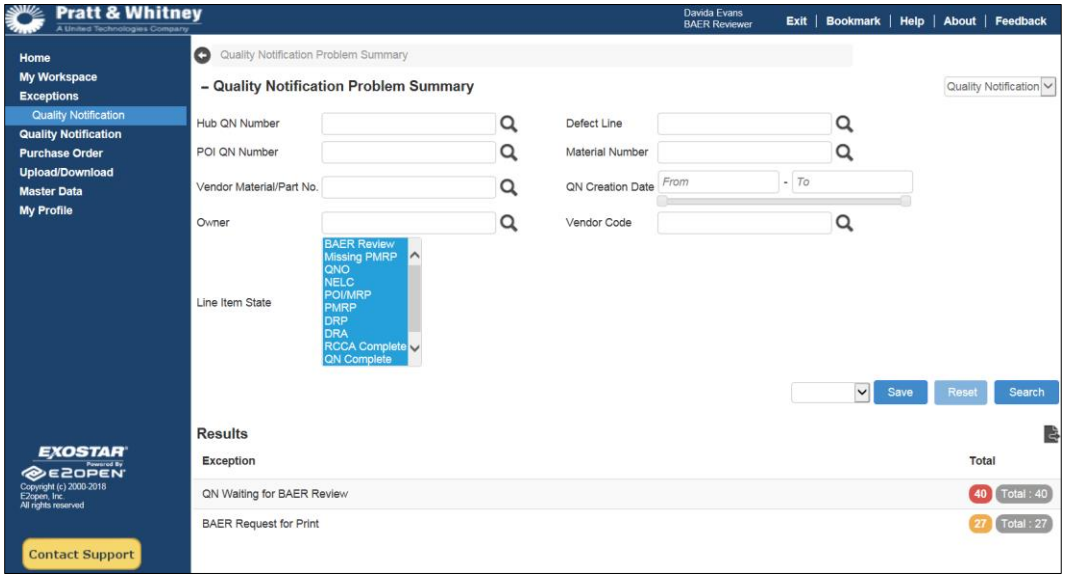
Exceptions Queue

QNs that are waiting for BAER Review or are waiting for print approval can be access from the Navigation tree. Click Exceptions then Quality Notification. You can complete a summary search to filter the information that displays in the results field.



Master Data

Master Data is accessible from the Navigation Tree but will not be used by BAER Reviewer.

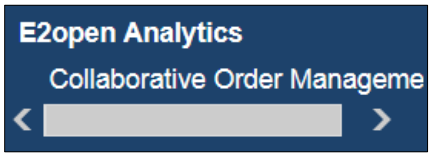
Reporting and Analytics

Users with the role of NELC, POI, PMRP, DRP and DRA can log into Quality Notes to obtain analytics and create reports. Only users who are US persons can access the reporting tool.

E2open's Business Intelligence reporting tool contains a pre-configured report, which includes information about users who have logged into Quality notes and accessed technical data. Additional information about the E2open IM Reporting Tool (including building custom reports) can be located in the e2Open IM Guide.

You can access the e2Open IM reporting application from Quality Notes.

1. From the Navigation Tree, click **E2open Analytics**. Click **Collaborative Order Management**.



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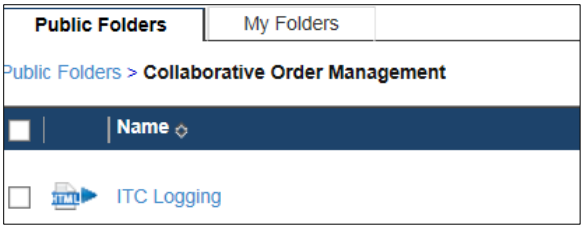
2. Click **ITC Logging**.



Additional information for reporting can be found in the Reporting Help Files within the Quality Notes application.

Archiving and Purging

QNs are moved to an **Archived** state if they are in ***QN Complete*** *or* ***Deleted*** state for more than 1461 calendar days (4 calendar years). QNs are purged if they are in the ***Archived*** state for more than 7 calendar days.

Closed Purchase Orders are purged and not archived. Purchase orders are purged if they are closed for more than 1461 calendar days (4 calendar years).

System and Browser Recommendations

It is recommended you set your minimum screen resolution to 1366 x 68 (WXGA) for optimal viewing.

Exostar supported system and browser requirements:

- **Operating Systems**: Windows Vista, Windows 7 and Windows 8
- **Browsers:** IE 10.0 or IE 11.0

Additional information about system requirements can be found here.

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Glossary of Terms and Icons

BAER	Business Area Export Representative
Disposition	Decision and instruction to the QNO what to do with the defect.
DRA	**Design Responsible Authority:** The entity that is ultimately responsible for the design and manufacture of all the engines in an engine program: the holder of the Type Certificate.
DRP	**Design Responsible Party:** The entity responsible for producing the product description, engineering drawings, and supporting design documentation
FLN	**Foreign Local National:** A non-US employee of United Technologies working in the country of their citizenship. For example, a Japanese employee of UTC working in Japan
J/C	Jurisdiction and Classification
MRB	Material Review Board
MRP	**Manufacturing Responsible Party:** The entity that is responsible for the manufacturing of the part.
NELC	Northeast Logistic Center
P10	SAP Plant Code
PMRP	**Primary Manufacture Responsible Party**: The entity that decides to make or buy a part number
POI	**Purchase Order Issuer:** Entity that has issued a purchase order to a supplier.
Preliminary Disposition	A simple decision (e.g. scrapping, repair etc.) that a participant can make and does not require help from the next higher level participant in the chain.
PWA	Pratt & Whitney US
PWC	Pratt & Whitney Canada
QMS	Quality Management System
QN	**Quality Notification:** Unique identifier used to document non-conformances.
QNO	Quality Note Originator
RFI	Request for Information

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Icons

Export data

Hides QNs with zero counts from the My Workspace page

Table Configurator allows users to configure information they want displayed

Refresh allows data to be refreshed on a page

Advanced Search

Add or View Attachments (unavailable in phase one of Quality Notes and will be available in a future release)

Print

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