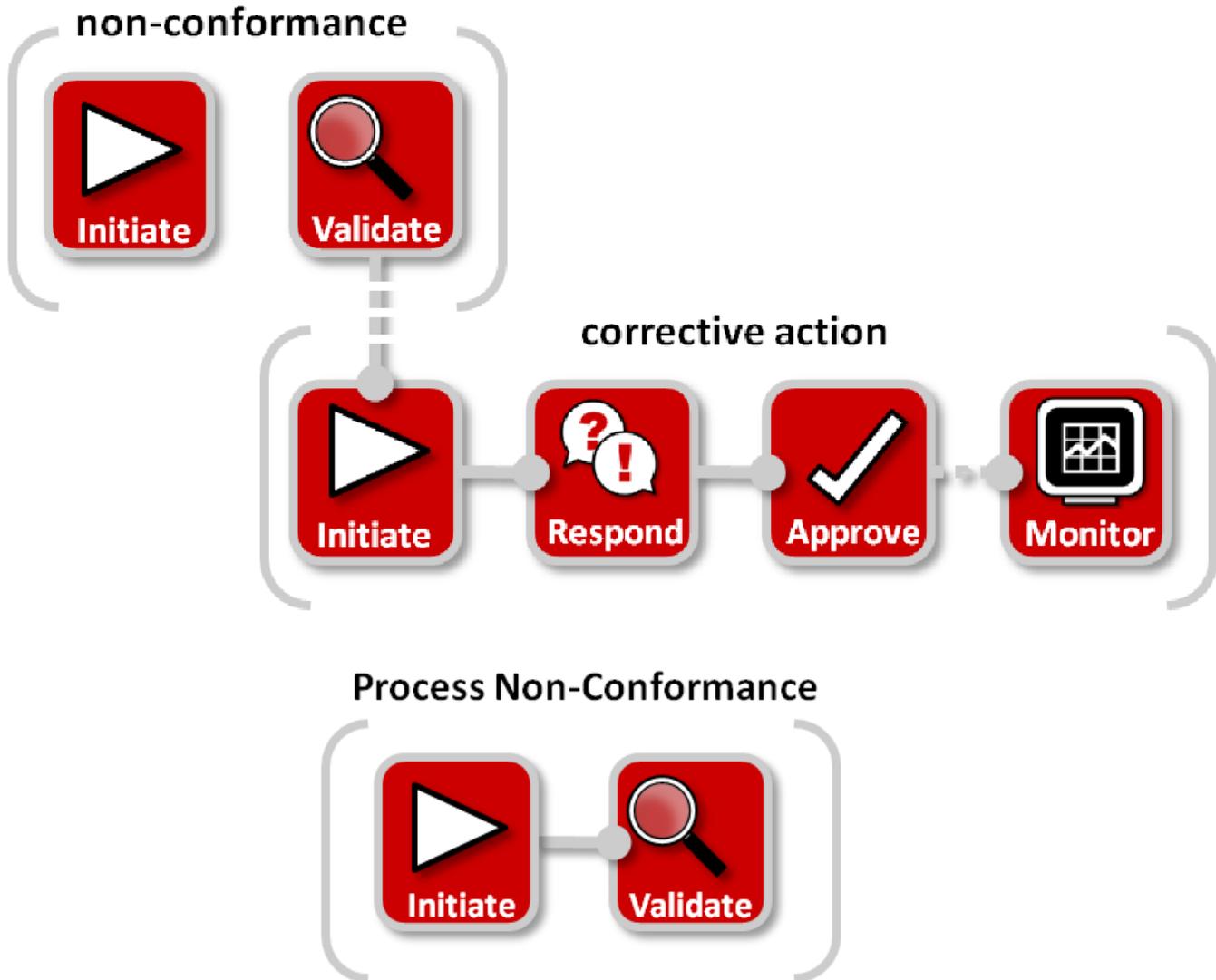


CQMS-MetricStream Functional Overview



In CQMS-MetricStream a process failure is recorded as a Process Non-Conformance (PNC). You'll need to initiate your PNC by going to the MNC/PNC tab and using the *My Forms* area:

Click here to begin

MNC/PNC

| My Forms |
|---|
| ▶ Initiate Material Non-Conformance |
| ▶ Initiate Process Non-Conformance |



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Initiating and Validating a Process Non-Conformance (PNC)

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Initiate a Process Non-Conformance

Whether your role is a PNC Initiator or a PNC Approver, you will use the same Initiate Process Non-Conformance form as seen here:

The screenshot shows the 'Initiate Process Non-Conformance' form. At the top, there is a header with the title and a sub-header: 'Steps that are marked as Pending have incomplete required fields. These required fields will all be highlighted in Yellow and are marked with a Red asterisk.' Below this are 'Expand All' and 'Collapse All' buttons. A red arrow labeled 'Start Here' points to the first step, 'Step A: General Information (Pending)'. The form is divided into several sections, each with a dropdown arrow on the left: 'Step A: General Information (Pending)', 'Step B: Process Information (Pending)', 'Step C: Issue Responsibility (Pending)', 'Step D: Failure Classification', 'Step E: Issue Details (Pending)', 'Step F: Cost of Poor Quality', and 'Step G: Identify Prior Issues (Pending)'. A red box labeled 'Collapsible Steps' points to the dropdown arrows. Below Step G is an 'Attachments' section with a 'Browse...' button. A red box labeled 'Attachments Section' points to this area. The 'General Comments' section contains two text areas: 'General Comments' and 'Last Submitted Comments'. A red box labeled 'General Comments Section' points to this area. Below this is the 'PNC - Take Action' section, which includes 'Last Submitted Action Type Comments', 'Approver Due Date', 'Action Type' (a dropdown menu with 'Initiate PNC' selected), 'Action Type Comments', and 'Action Assigned To*' (a dropdown menu). A red box labeled 'Take Action Section' points to the 'Action Type' dropdown. At the bottom of the form are four buttons: 'Take Action Type Selected', 'Save and Continue', 'Save and Exit', and 'Exit'. A red box labeled 'Action Buttons' points to these buttons. The footer of the form reads 'Copyright © MetricStream, Inc'.

If you are a PNC Approver who is not initiating a PNC but instead are validating another PNC Initiator's work, you'll learn about that later on. For now, we're just looking at initiating.

Let's take a closer look at each step...



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Step A

Notes:

The *PNC Initiated On* field displays the date and time when you opened this form.

The *Issue Occurred On* field shows the actual date that the non-conformance occurred. It defaults to the current date but can be changed to an earlier date if applicable.

| Step A: General Information (Pending) | | |
|---------------------------------------|---------------------------------------|---|
| Issue ID | Source System <input type="text"/> | Source System # <input type="text"/> |
| Process Type* | Select One | |
| Organization Level* | Organization Name* | Department* |
| Sites ▼ | JEP ▼ | <input type="text"/> |
| Priority Code* | PNC Initiated By | PNC Initiated On |
| Select One ▼ | MNC PNC INITIATOR | 25-Nov-2011 10:50 AM |
| Customer Name | Customer Issue # | CC List |
| Select Customer | <input type="text"/> | Cummins Address Book |
| Issue Occurred On* | | |
| Day Mon Year | | |
| 25 Nov 2011 | | |

General Information

Purpose: Record “Who, When and Where” details about the PNC.

Selection of a *Customer Name* is optional, but if you have that information, it is a good practice to fill it out. Remember that anyone you choose for the *CC List* must be a MetricStream user with permission to view your site’s data.

The *Source System* and *Source System #* fields are used by some sites to reference a legacy system. The fields are optional and may not be used specifically by your site. Check with your Site Administrator for details.

The *Priority Code* value you select, in combination with the value you choose for *Process Type* are used to determine the default due dates for a CAR or SCAR if they are issued. For example, a critical safety violation may default to a shorter default long term CAR due date than a shipment violation. Again, see your Site Administrator for more information.

Step B

Notes:

| Step B: Process Information (Pending) | | |
|---------------------------------------|----------------------|------------------------------|
| Process Name* | Document# | Standard Operating Procedure |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Process Description* | Audit Type | Audit# |
| <input type="text"/> | Select One ▼ | <input type="text"/> |

Process Information

Purpose: Identify the non-conforming process and provide any applicable information such as *Document #*, *Standard Operating Procedure*, etc.



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Step C

Notes:

Issue Responsibility can be one of four values:

Issue Responsibility*

Select One

Select One

Internal

Offsite Cummins Group

Internal Supplier

External Supplier

Internal = Within the Plant

External Supplier = Third Party Supplier

Internal Supplier = Other Cummins Plant

Offsite Cummins Group = Supporting group such as Purchasing

Step C: Issue Responsibility

Issue Responsibility*
Internal

Step C: Issue Responsibility (Pending)

Issue Responsibility*
Offsite Cummins Group

Offsite Cummins Group* Offsite Cummins Group Contacts

Step C: Issue Responsibility (Pending)

Issue Responsibility*
External Supplier

Supplier Name* Supplier Contacts [Contact Details](#)

[Select Supplier](#)

Corp/Purchasing SQIE Additional SQIE

Issue Responsibility

Purpose: Determine the responsible party and who should be notified.

Note that if you select "Offsite Cummins Group", "External Supplier", or "Internal Supplier" then additional fields appear as seen above (some are required). Only External Supplier is shown because Internal Supplier shows the exact same fields.

PNC Approvers see this same section a little differently because the Supplier Contacts field is mandatory.

Supplier Contacts come from the Cummins Supplier Portal system, not CQMS-MetricStream. If no Supplier Contacts are available to choose, contact the Corp / Purchasing SQIE for the supplier so they can start the registration process.

Step D

Notes:

Failure Code and Level 3 Classification fields have values that your site controls (your site can change these values).

Level 1 Classification and Level 2 Classification have values that Corp Quality controls.

None of the fields in this step are mandatory for PNC Initiators.

Step D: Failure Classification (Pending)

Level 1 Classification* Level 2 Classification* Level 3 Classification*

Failure Code [Click here for Bottom Up approach](#)

Step D: Failure Classification (Pending)

Failure Code* [Click here for Top Down approach](#)

Level 1 Classification Level 2 Classification Level 3 Classification

Failure Classification

Purpose: Record "What" information about the PNC using standard codes for your site and using standard codes for Cummins Corporate Quality.

In the default "Top Down" approach (the top picture), you choose a Level 1 Classification, and then based on your selection, you choose a narrowed-down Level 2 Classification. Then you will select a narrowed down Level 3 which will automatically populate a Defect Code .

In the "Bottom Up" approach (the bottom picture), you select the Defect Code field first, and the system automatically populates the Level 1 Classification, Level 2 Classification, and the Level 3 Classification fields for you.



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Step E

Notes:

Remember to record only factual information. Many people both inside and outside Cummins can view what you write.

Also, remember to be concise but at the same time complete.

Step E: Issue Details

| | | |
|--|-------------------------------------|-----------------------|
| Issue Details* | | |
| Head Line, Station 123, Proc Doc page 3 Control Plan revision level on floor does not match master revision level. | | |
| Requirement* | Actual Observation* | How Observed?* |
| Control Document is revision 4 | Proc Doc on the floor is revision 3 | BV audit |

Issue Details

Purpose: Record detailed information about the non-conformance using free text so that you can be as detailed as you need to be.

The *Issue Details* field in particular is very important because several months or even years later when people run a search report, they may be successful in looking for certain key words that you put in this field.

Step F

Notes:

Step F: Cost of Poor Quality

| | | | | |
|-----------------|-------------------|---------------------|-------------------|--------------------|
| Currency | Admin Cost | Freight Cost | Total Cost | Debit Memo# |
| USD | 0.00 | 0.00 | 0.00 | |

Cost of Poor Quality

Purpose: Document the cost of poor quality for financial purposes.

Remember that this section is not linked to your site's financial databases or systems. It is simply a place to record this information when it is related to the non-conformance. The *Total Cost* field updates automatically.

Step G

Notes:

The *Recurrence?* field, which only PNC Approvers can see, is a system-generated field that cannot be edited.

Step G: Identify Prior Issues (Pending)

| | | |
|--|--------------------------|--------------------|
| Repeat Issue?* | | |
| Select One | | |
| Step G: Identify Prior Issues (Pending) | | Prior PNCs* |
| Repeat Issue?* | Search Prior PNCs | |
| Yes | | |
| Recurrence? | | |
| No | | |

Identify Prior Issues

Purpose: Identify other repeat PNCs that are present in CQMS-MetricStream.

If you choose Yes, then you must use the Search Prior PNCs report (which launches when you click the **Search Prior PNCs** button) to select the Issue ID or Multiple Issue IDs that this non-conformance is a repeat of, as seen above.



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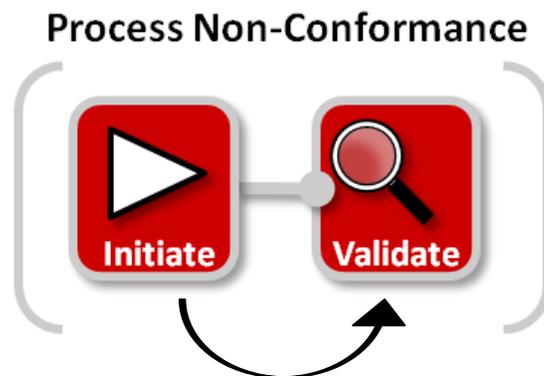
Now, the PNC Approver confirmation screen appears. Note that it has the option to initiate a CAR or SCAR directly from this page, without having to go to the CAR/SCAR tab:

[Click here to initiate CAR/SCAR/PAR](#)

| | | |
|---|-----------------------|--------------------|
| If you do not see the issue id in blue, Click on the Refresh Button | | |
| Issue ID | 2011-SAF-PNC-00000001 | has been processed |

When you click on the **Continue** button, the MNC/PNC main navigation tab will appear.

If the PNC was created by a PNC Initiator, then the PNC just created will appear as a new row in the *My Related Issues* area for both the PNC Initiator and the PNC Approver(s) selected in the *Action Assigned To* field. The PNC Approver(s) will also show the assignment in the *My Assignments* area. The next step in the workflow is to have a PNC Approver validate your work. We'll cover this on the next page:



If the PNC was created by a PNC Approver, then the PNC is complete. Therefore, it will not appear in the *My Assignments* area (because there is no further workflow) and it will not appear in *My Related Issues*, because the status of the PNC is now closed.



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Initiating and Validating a Process Non-Conformance (PNC)

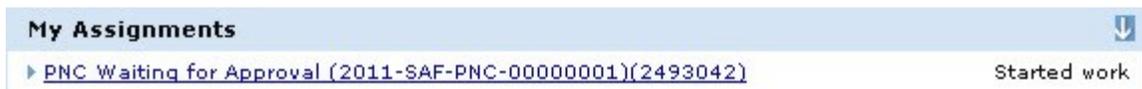
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Validate a Process Non-Conformance

PNC Approvers have the ability to initiate an PNC and validate it in one step as you've seen above. However, they may also have the responsibility to validate a PNC that they did not create.

If a PNC Approver is assigned to validate someone else's PNC, it will show up in the *My Assignments* area of the MNC/ PNC tab as seen here. In this case, clicking on the link will launch the PNC form so that work can begin:

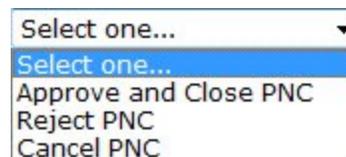


The *My Related Issues* area also displays the assignment as seen here. In this case, clicking on the [PNC Initiated](#) link will launch the PNC form.

| My Related Issues | | | | | | | | | | |
|--|--------------|--------------|--------|------------------|-------------|----------------|------------------------|-------------|----------|-----------------|
| My Related Issues | | | | | | | | | | |
| Report Data as of: 11/27/2011 06:25 AM | | | | | | | | | | |
| Showing 1 - 11 of 11 records | | | | | | | | | | |
| Issue ID | Source Ref # | Initiated On | Part # | Part Description | Department | Current Status | Issue Details | Defect Code | Supplier | Supplier Status |
| 2011-FSJ-PNC-00000001 | - | 21-Nov-2011 | | | Engineering | PNC Initiated | VPI process is broken, | - | | |

It doesn't matter which method you use — they both launch the same form. **Once you see the form, your responsibility is to review the material, update fields with new or corrected information if necessary, and then take the appropriate *Action Type*.** Remember that some fields on this form are not mandatory for the PNC Initiator but they are for PNC Approvers. Therefore, you will notice some mandatory fields that you need to fill in before taking action.

You have three choices when validating:



- **Approve and Close PNC** completes the PNC.
- **Reject PNC** requires *Action Type Comments* and moves the workflow assignment back to the PNC Initiator. The assignment will appear in the Initiator's *My Assignments* area and also appear in the Initiator's *My Related Issues* area with a [Current Status](#) of [PNC Rejected](#).
- **Cancel PNC** requires *Action Type Comments* and ends the workflow.

For additional help, visit the Learning Center:

<https://cqms.cummins.com/training/training.html>