

## WORK INSTRUCTION

**Document No. : WI-QA-0003**

**Revision No. : 01**

**Document Name : SA Online Manual**

**Eff.Date : 20-JAN-2014**

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## HISTORY OF REVISION

[illegible]

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## LEVEL 3

### SA Online Manual

#### 1.Purpose

1. To Reduce time for SA flow in each section
2. To Prevent SA document loss
3. Can find document quickly
4. To Reduce for using paper
5. To Reduce keeping area

#### 2.Scope

This work instruction applies to using SA Online program of special requisition of products, parts and other.  
Applies to all of products in Thai NOK Co., Ltd.

#### 3.Definition

##### Special Acceptance (SA)

The allowing or permission for nonconformities of products, parts, materials, equipment/ machine/ method/ man, measurement and others. These problem has very slight or usage, and (where necessary) use of which is approved by the customer, to be ship to the customer.



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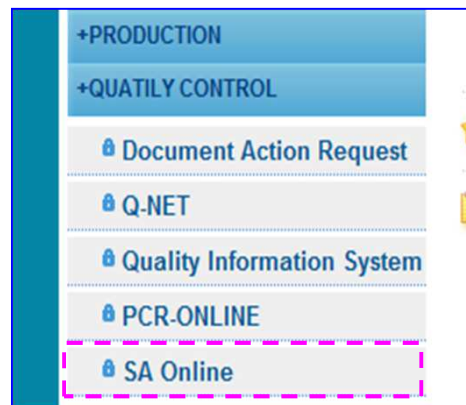
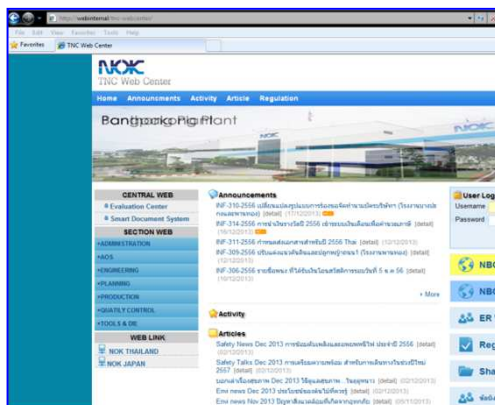
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## 4.Procedure

## 4.1 Step of user login

Direct login :

Internal : <http://webexternal/saonline/>External : <http://webexternal.nok.co.th/saonline>Or login by passing System Web (<http://webinternal/tnc-webcenter/>) >> Quality Control >> SA Online

When select SA Online, will found SA Online home page as same as direct login.



|                                       |                                       |                                      |
|---------------------------------------|---------------------------------------|--------------------------------------|
| <input type="text" value="Username"/> | <input type="text" value="Password"/> | <input type="button" value="Login"/> |
|---------------------------------------|---------------------------------------|--------------------------------------|

Username : Input Employee ID

Password : Input Password



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SA Online program will show as picture below.

Main | SA Online - Windows Internet Explorer provided by Thai NOK Co., Ltd.  
http://webexternal/SAOnline/SAProcess  
Main | SA Online  
Logged in as Sarin Kijrangsan Log out

Main.

Control No. Type of Nonconformities Issued by Issued group Status Search

| Control No.           | Type of Nonconformities                                 | Issued by                    | Issued group            | Issued date      | Status              | File | Tell |
|-----------------------|---|------------------------------|-------------------------|------------------|---------------------|------|------|
| SA 13-LOG1-12-001     | Temporary use carton box                                | Tanaphat Rongsri             | Logistics Control 1     | 11/12/2013 11:09 | Wait Dept. (Issuer) |      |      |
| SA 13-CASTING2-12-001 | Mechanical property NG                                  | Weera Pattaweav              | Casting 2               | 11/12/2013 11:06 | Wait Mgr. (Issuer)  |      |      |
| SA 13-ENG.TVD-12-001  | Spec slip torque NG                                     | Vorrachanon Jarungpattananon | TVD Engineering         | 11/12/2013 11:03 | Wait Mgr. (Issuer)  |      |      |
| SA 13-PUR1-12-002     | Rusty   | Busara Boonhitak             | Purchasing 1            | 11/12/2013 11:02 | Wait Dept. (Issuer) |      |      |
| SA 13-QC4-12-003      | Sand drop stay area                                     | Pitak Nirattanaopas          | Quality Control 4/ PTN  | 11/12/2013 11:00 | Wait Mgr. (Issuer)  |      |      |
| SA 13-ENG.CAST-12-001 | Hardness high   | Passakorn Y                  | Casting Engineering     | 11/12/2013 10:59 | Wait Mgr. (Issuer)  |      |      |
| SA 13-QC4-12-002      | I.D. step   | Wichet Jamroonkeattikul      | Quality Control 4/ PTN  | 11/12/2013 10:32 | Wait Mgr. (Issuer)  |      |      |
| SA 13-QA2-12-001      | Dimension out off spec.                                 | jittreeyar Inpracha          | Quality Assurance 2     | 11/12/2013 10:18 | Wait Dept. (Issuer) |      |      |
| SA 13-QC4-12-001      | Tensile Lower Spec.                                     | Pitak Nirattanaopas          | Quality Control 4/ PTN  | 11/12/2013 09:32 | Wait Mgr. (Issuer)  |      |      |
| SA 13-QC3-12-001      | Change post cure method From open (Tray) to sealing box | Sangwean Jantaraca           | Quality Control 3/ BPK3 | 10/12/2013 10:46 | Wait Mgr. (Issuer)  |      |      |

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## 4.2 Issue new SA step

## 4.2.1 Select New

Main | SA Online - Windows Internet Explorer provided by Thai NOK Co., Ltd.  
http://webexternal/SAOnline/SAProcess  
Main | SA Online  
Logged in as Sarin Kijrangsan Log out

Main. New

Control No. Type of Nonconformities Issued by Issued group Status Search

## 4.2.2 Fill data in form

Special Acceptance Requisition Form

QA Control No. ① Type of Nonconformities ② Item Code ③ Customer ④ Expect Date of Answer ⑤

SA 13-QA1-11- Material ⑥ Batch No. ⑦ Job No. / Lot No. ⑧ Defective Qty ⑨ Plant ⑩

Problem ⑪

Disposition of Defectives ⑫

File Attachments (PDF Only) + Add File ⑬

Reason ⑭ Preventive action ⑮ Effective Date ⑯

Clear Submit



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| No. | Topic                     | Detail   |
|-----|---------------------------|--|
| 1   | Type of Nonconformities   | Fill detail of Nonconformities   |
| 2   | Item code                 | Fill Item code <a href="#">Incase Part must parentheses final product item</a>   |
| 3   | Customer                  | Fill Customer name <a href="#">Incase Part must fill customer name of final product item</a>   |
| 4   | Expect Date of Answer     | Select expect date of SA completed   |
| 5   | Material                  | Fill Material concern such as Rubber Compound, SPCC, SUS etc.<br><a href="#">Incase don't have material, must fill "-"</a>   |
| 6   | Batch No.                 | Fill Batch No. of Rubber <a href="#">Incase don't have batch no. of rubber, must fill "-"</a>  |
| 7   | Job No./Lot No.           | Fill Job No. and Lot No. of Nonconformities product  |
| 8   | Defective Q'ty            | Fill quantity of Defective or lead time for using SA such as 2000, End of Dec'13 etc.  |
| 9   | Plant                     | Select QA who respond of Nonconformities product such as Found Nonconformities at Mixing, must select QA PPP and can select QA only one plant<br>(QA BPK1, QA BPK2, QA BPK3, QA PPP, QA PTN) |
| 10  | Problem                   | Select type of Nonconformities such as Quality etc. <a href="#">Incase select other, must add more type of Nonconformities</a><br>(Quality, Machine, Method, Process, Quantity, Other)       |
| 11  | Disposition of Defectives | Select Disposition of Defective<br>(Return to, Self Screening, Hold at Reject area, Others)<br><a href="#">Incase select Return to or Other, must add more detail</a>                        |
| 12  | Reason                    | Fill Reason of requisition SA  |
| 13  | Preventive Action         | Fill Preventive action   |
| 14  | Effective Date            | Select effective date for using SA   |
| 15  | Attach Document           | Attach document such as Data support etc.<br><a href="#">Can attach PDF file only</a>  |

## 4.2.3 Checking data for accuracy and select submit

|  |                      |                      |
|--|----------------------|----------------------|
| Reason :   | Preventive action :  | Effective Date       |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> |
| <input type="button" value="Clear"/> <input type="button" value="Submit"/> |                      |                      |

\*\*Cannot register SA in system cause of data don't complete\*\*

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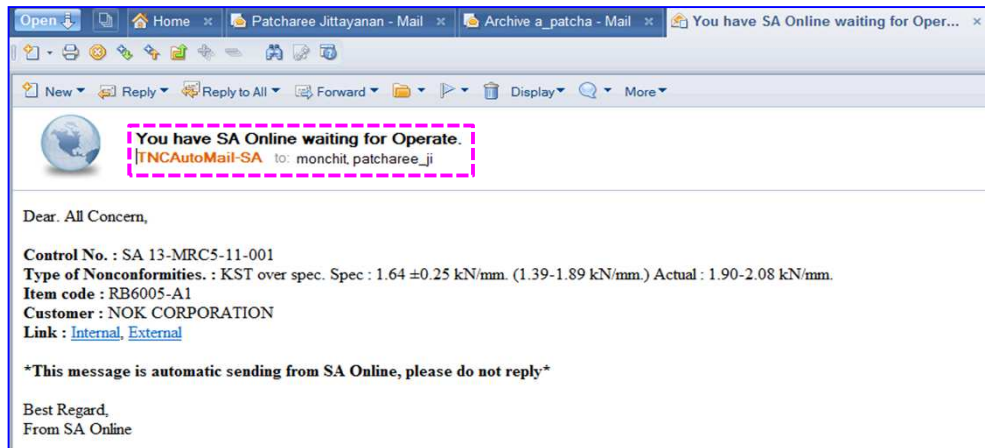
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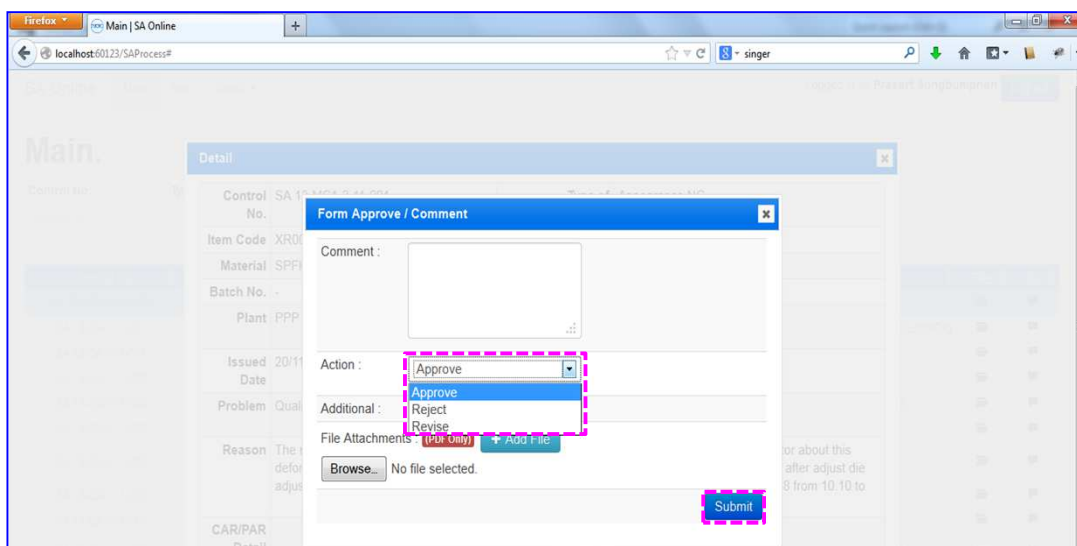
4.2.4 After Issuer issue SA, system will send e-mail to Manager of Issuer



4.2.5 Manager of Issuer select SA No. which has received e-mail. After that must review document by press approve and system will pop up new window that can select 3 topic.

- 1) Approve >> Incase, Detail of SA complete
- 2) Revise >> Incase, want to Issuer revise detail in SA
- 3) Reject >> Incase, want to cancel SA

**\*\* Can comment all case selection. When review complete, must press submit**



4.2.5.1 Incase Manger select approve, System will send e-mail to Department Manager for review. And when Department Manager Approved, System will send e-mail to Plant Manager for Review. **When Plant Manager Approve that mean register SA complete of Issuer section.**



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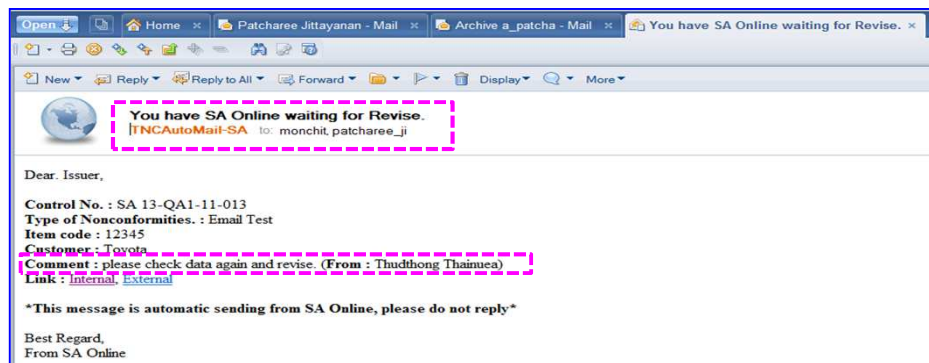
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4.2.5.2 Incase Group Manager, Department Manager and Plant Manager select Revise. System will send e-mail to Issuer for revise detail in SA.



When Issuer receive e-mail for revise. System will show "Wait Edit" and inform person who want to revise and comment.

| Detail         |   |                           |   |
|----------------|---|---------------------------|---|
| Control No.    | SA 13-MC1-2-11-001  | Type of Nonconformities   | Appearance NG   |
| Item Code      | XR00890F0A02  | Customer                  | Exedy   |
| Material       | SPFH590 t20x  | Job No. / Lot No.         | TG000309 0101   |
| Batch No.      | -   | Defective Qty             | 2796  |
| Plant          | PPP   | Expect Date of Answer     | 23/11/2013 0:00:00  |
| Issued Date    | 20/11/2013 10:47:43   | Effective Date            | 23/11/2013 0:00:00  |
| Problem        | Quality   | Disposition of Defectives | Hold at Reject Area   |
| Reason         | The rim of metal case flange portion is deform (shape is not flat) Due to die adjustment after change coil material | Preventive action         | 1.Training screener and operator about this defect to monitoring the defect after adjust die<br>2.Change spacer step 12 No.58 from 10.10 to 10.15 result appearance |
| CAR/PAR Detail |   | Issue SA Cust/NOK         |   |

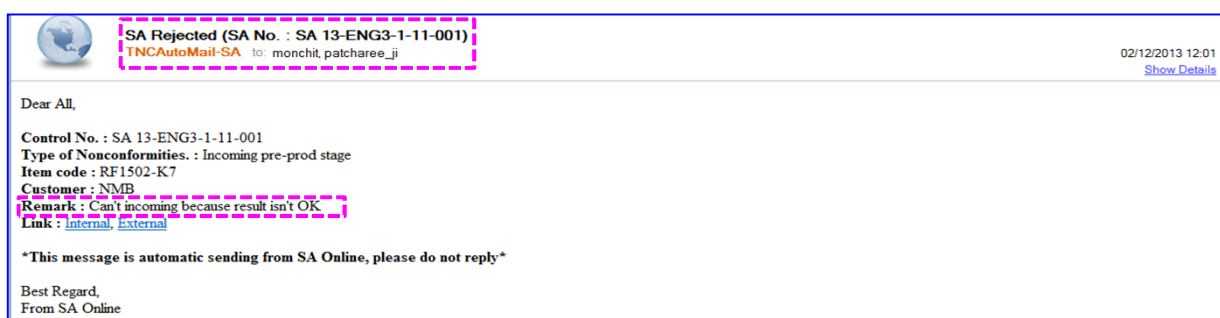
[Issuer](#)
[QA](#)
[QC](#)
[Concern](#)
[Engineering](#)
[QA Review](#)
[Issue SA Cust/NOK](#)
[Final Decision](#)

[Edit SA](#)

| Name | Level      | Organize | Plant | Judgement | Date-Time           | Comment                        |
|------|------------|----------|-------|-----------|---------------------|--------------------------------|
| Eng. | Stamping 2 | -        | -     | Wait Edit | 20/11/2013 10:47:43 |                                |
| Mgr. | Stamping 2 | -        | -     | Revise    | 20/11/2013 10:50:12 | Preventive action not complete |

Issuer must press Edit SA and revise detail in SA again. After that, press Submit. Then, system will send e-mail to Group Manager, Department Manager and Plant Manager for review again.

4.2.5.3 Incase Group Manager, Department Manager and Plant Manager select Reject. System will send e-mail to Issuer for reject SA. That's means canceled SA immediately.





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When SA register completed, can check from Issuer section tab will change colour from blue green as picture below.

|                |   |                           |  |
|----------------|---|---------------------------|--|
| Control No.    | SA 13-MC1-2-11-001  | Type of Nonconformities   | Appearance NG  |
| Item Code      | XR00890F0A02  | Customer                  | Exedy  |
| Material       | SPFH590 t20x  | Job No. / Lot No.         | TG000309 0101  |
| Batch No.      | -   | Defective Qty             | 2796   |
| Plant          | PPP   | Expect Date of Answer     | 23/11/2013 0:00:00   |
| Issued Date    | 20/11/2013 10:56:25   | Effective Date            | 23/11/2013 0:00:00   |
| Problem        | Quality   | Disposition of Defectives | Hold at Reject Area  |
| Reason         | The rim of metal case flange portion is deform (shape is not flat) Due to die adjustment after change coil material | Preventive action         | 1.Training screener and operator about this defect to monitoring the defect after adjust die<br>2.Change spacer step 12 No.58 from 10.10 to 10.15 result appearance OK |
| CAR/PAR Detail |   | Issue SA Cust/NOK         |  |

Issuer QA QC Concern Engineering QA Review Issue SA Cust/NOK Final Decision

## 4.3 Consideration Special Acceptance step

## 4.3.1 QA Section

QA Engineer

- 1) Select SA No. and comment section. After that press comment. Then, System will pop up new window for fill data about comment for SA consideration.  
(FC & CP, PFMEA, Customer Audit Comment, Submit document to customer, ECR Issue, Other)
- 2) When comment completed, press submit.
- 3) System will send e-mail to QA Manager for continue to review.

|                |   |                           |  |
|----------------|---|---------------------------|--|
| Material       | SPFH590 t20x  | Job No. / Lot No.         | TG000309 0101  |
| Batch No.      | -   | Defective Qty             | 2796   |
| Plant          | PPP   | Expect Date of Answer     | 23/11/2013 0:00:00   |
| Issued Date    | 20/11/2013 10:56:25   | Effective Date            | 23/11/2013 0:00:00   |
| Problem        | Quality   | Disposition of Defectives | Hold at Reject Area  |
| Reason         | The rim of metal case flange portion is deform (shape is not flat) Due to die adjustment after change coil material | Preventive action         | 1.Training screener and operator about this defect to monitoring the defect after adjust die<br>2.Change spacer step 12 No.58 from 10.10 to 10.15 result appearance OK |
| CAR/PAR Detail |   | Issue SA Cust/NOK         |  |

Issuer QA QC Concern Engineering QA Review Issue SA Cust/NOK Final Decision

Comment Tell Issuer

Form Approve / Comment

Comment : Not effect to flow chart, control plan, FMEA and Inspection std.

Action : Comment

Additional :

File Attachments : (PDF Only) + Add File

Browse... No file selected.

Submit



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## QA Manager

1) Select SA No. and comment section. After that press Approve. Then, System will pop up new window that can select 3 action.

- Accept >> Incase accept SA requisition
- Not Accept >> Incase not accept SA requisition
- Other QA >> Incase have QA Engineer other plant concern

1.1) Incase select Accept or Not Accept, QA Manager will select QC Section, Engineering Section and Concern Group. When selection completed, press submit.

| Detail                    |  |
|---------------------------|--|
| Control No.               | SA 13-MRC5-11-001  |
| Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code                 | RB6005-A1  |
| Customer                  | NOK CORPORATION  |
| Material                  | STKM12C  |
| Job No. / Lot No.         | End of Dec'13  |
| Batch No.                 | -  |
| Defective Qty             | End of Dec'13  |
| Plant                     | BPK2   |
| Expect Date of Answer     | 04/11/2013   |
| Issued Date               | 11/26/2013 3:09:34 PM  |
| Effective Date            | 04/11/2013   |
| Problem                   | Quality  |
| Disposition of Defectives | Hold at Reject Area  |
| Reason                    | For Support customer order   |
| Preventive action         | Inform this problem to Engineer - Support order before transfer product to NOK       |
| CAR/PAR Detail            | Issue SA CustNOK   |



| Form Approve       |  |
|--------------------|--|
| Comment :          | <input type="text"/>   |
| Action :           | Accept   |
| QC :               | <input type="checkbox"/> Quality Control 1/ BPK1 <input type="checkbox"/> Receiving inspection |
| Engineering :      | <input type="checkbox"/> Process Engineering 1 <input type="checkbox"/> O/S Design             |
| Other :            | <input type="checkbox"/> O/S 4 (Special seal)  |
| File Attachments : | <input type="button" value="(PDF Only)"/> <input type="button" value="+ Add File"/>            |
|                    | <input type="button" value="Browse..."/> No file selected.                                     |
|                    | <input type="button" value="Submit"/>  |

\*\* Incase QA Manager select Not Accept, System will send e-mail to inform Issuer.

1.2) Incase QA Manager select other QA when SA concern many plant such as

PPP, BPK1 etc. After QA Manager select completed, press submit. After that system will send e-mail to QA Engineer who respond in each plant concern for comment SA

| Form Approve       |   |
|--------------------|---|
| Comment :          | <input type="text"/>  |
| Action :           | Other QA  |
| Select Other QA :  | <input type="checkbox"/> Accept <input type="checkbox"/> Not Accept <input type="checkbox"/> Other QA |
| File Attachments : | <input type="button" value="(PDF Only)"/> <input type="button" value="+ Add File"/>                   |
|                    | <input type="button" value="Browse..."/> No file selected.  |
|                    | <input type="button" value="Submit"/>   |



| Form Approve       |   |
|--------------------|---|
| Comment :          | <input type="text"/>  |
| Action :           | Other QA  |
| Select Other QA :  | <input type="checkbox"/> QA PPP <input type="checkbox"/> QA BPK1                    |
| File Attachments : | <input type="button" value="(PDF Only)"/> <input type="button" value="+ Add File"/> |
|                    | <input type="button" value="Browse..."/> No file selected.                          |
|                    | <input type="button" value="Submit"/>   |

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System will show status that QA Manager select Other QA and show that are pending comment of QA Engineer. When QA Engineer comment completed, System will send e-mail back to QA Manager for select QC Section, Engineering Section and Concern Group again.

|                |   |                           |                     |
|----------------|---|---------------------------|---------------------|
| Material       | SPFH590 120x  | Job No. / Lot No.         | TG000309 0101       |
| Batch No.      | -   | Defective Qty             | 2796                |
| Plant          | PPP   | Expect Date of Answer     | 23/11/2013 0 00 00  |
| Issued Date    | 20/11/2013 10:56:25   | Effective Date            | 23/11/2013 0 00 00  |
| Problem        | Quality   | Disposition of Defectives | Hold at Reject Area |
| Reason         | The rim of metal case flange portion is deform (shape is not flat) Due to die adjustment after change coil material |                           |                     |
| CAR/PAR Detail | Issue SA CustNOK  |                           |                     |

| Name                | Level | Organize            | Plant | Judgement | Date-Time           | Comment  |
|---------------------|-------|---------------------|-------|-----------|---------------------|--|
| Chonlada Kaenbuddae | Eng.  | Quality Assurance 1 | PPP   | Comment   | 20/11/2013 11:09:15 | Not effect to flow chart, control plan, FMEA and inspection std. |
| Thudthong Thamuea   | Mgr.  | Quality Assurance 1 | -     | Other QA  | 20/11/2013 11:15:06 |  |



Form Approve

Comment :

Action :

QC :

Engineering :

Other :

File Attachments:

No file selected.

When QA Manager select QC Section, Engineering Section and Concern Group completed QA section tab will change colour from blue to green. And system will send e-mail to QC Engineer for continue to comment SA.



Incase Oil Seal Design, Engineering 2-1, RO Design Engineering, Engineering 3-1, Engineering 3-2 and TVD Engineering who are Isuer. QA Manager will not select these Engineering for comment SA in Engineering step.

|                |   |                           |                     |
|----------------|---|---------------------------|---------------------|
| Control No.    | SA 13-MC1-2-11-001  | Type of Nonconformities   | Appearance NG       |
| Item Code      | XR00090FOAG2  | Customer                  | Exedy               |
| Material       | SPFH590 120x  | Job No. / Lot No.         | TG000309 0101       |
| Batch No.      | -   | Defective Qty             | 2796                |
| Plant          | PPP   | Expect Date of Answer     | 23/11/2013 0 00 00  |
| Issued Date    | 20/11/2013 10:56:25   | Effective Date            | 23/11/2013 0 00 00  |
| Problem        | Quality   | Disposition of Defectives | Hold at Reject Area |
| Reason         | The rim of metal case flange portion is deform (shape is not flat) Due to die adjustment after change coil material |                           |                     |
| CAR/PAR Detail | Issue SA CustNOK  |                           |                     |

| Name | Level                   | Organize | Plant | Judgement | Date-Time | Comment |
|------|-------------------------|----------|-------|-----------|-----------|---------|
| Eng. | Quality Control 1/ BPK1 | -        | Wait  |           |           |         |
| Eng. | Receiving inspection    | -        | Wait  |           |           |         |

## 4.3.2 QC Section

### QC Engineer

- 1) Select SA No. and comment section. Incase have CAR/PAR concern this SA, QC Engineer must fill detail of CAR/PAR by press CAR/PAR. After that system will pop up new window for filling detail. When fill completed, press submit.

Detail

|                |                            |                           |  |
|----------------|----------------------------|---------------------------|--|
| Control No.    | SA 13-MRCS-11-001          | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                  | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                    | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                          | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                       | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/20/2013 3:09:34 PM      | Effective Date            | 04/11/2013   |
| Problem        | Quality                    | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order |                           |  |
| CAR/PAR Detail | Issue SA CustNOK           |                           |  |



Form CAR/PAR

PAR No. :

CAR No. :

Root Cause Section :

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After fill detail about CAR/PAR completed that can check detail of CAR/PAR by pressing at Show CAR/PAR. Then, System will pop up new window about detail of CAR/PAR as below picture.

|                |                            |                           |  |
|----------------|----------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001          | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                  | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                    | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                          | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                       | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/26/2013 3:09:34 PM      | Effective Date            | 04/11/2013   |
| Problem        | Quality                    | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail | <b>Show CAR/PAR</b>        | Issue SA Cust/NOK         |  |

Buttons: Issuer, QA, QC, Concern, Engineering, QA Review, Issue SA Cust/NOK, Final Decision, Approve, Tell Issuer



|                    |                     |
|--------------------|---------------------|
| PAR No.            |                     |
| CAR No.            | CAR-MC2-11-001      |
| Root Cause Section |                     |
| Date-Time          | 20/11/2013 11:39:54 |

- 2) Select SA No. and comment section. After that press comment. Then, System will pop up new window for fill data of comment for SA consideration  
(History problem from customer & NOK Group, Submit document to customer, Other)
- 3) When comment completed, press submit.
- 4) System will send e-mail to QC Manager for continue to review.

|                |                            |                           |  |
|----------------|----------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001          | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                  | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                    | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                          | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                       | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/26/2013 3:09:34 PM      | Effective Date            | 04/11/2013   |
| Problem        | Quality                    | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail |                            | Issue SA Cust/NOK         |  |

Buttons: Issuer, QA, QC, Concern, Engineering, QA Review, Issue SA Cust/NOK, Final Decision, Comment, Tell Issuer

| Name | Level | Organize                | Plant | Judgement | Date-Time | Comment |
|------|-------|-------------------------|-------|-----------|-----------|---------|
| Eng. |       | Quality Control 2/ BPK2 | -     | Wait      |           |         |



Form Approve / Comment

Comment : Engineering please consider for this defective effect to product functional or not?

Action : Comment

Additional :

File Attachments : (PDF Only) + Add File

Browse... No file selected.

Submit



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**QC Manager**

- 1) Select No. and comment section. After that press approve. Then, System will pop up new window that can select 2 action.
  - Accept >> Incase accept SA requisition
  - Not Accept >> Incase not accept SA requisition
- 2) When comment completed, press submit.
- 3) System will send e-mail to QC Department Manager for continue to review.

| Name | Level              | Organize | Plant | Judgement | Date-Time             | Comment  |
|------|--------------------|----------|-------|-----------|-----------------------|--|
| Eng. | Quality Control 2/ | BPK2     | -     | Comment   | 11/26/2013 4:01:29 PM | - Other dimension are within spec. - Pls. improvement this problem |
| Mgr. | Quality Control 2/ | BPK2     | -     | Wait      |                       |  |

Form Approve / Comment

Comment : Not effect to FG dimension

Action : Accept

Additional :

File Attachments : (PDF Only) + Add File

Browse... No file selected.

Submit

**QC Department Manager**

- 1) Select No. and comment section. After that press approve. Then, System will pop up new window that can select 2 action.
  - Accept >> Incase accept SA requisition
  - Not Accept >> Incase not accept SA requisition
- 2) When comment completed, press submit.
- 3) System will send e-mail to Consideration Manager for continue to review.

| Name  | Level              | Organize | Plant | Judgement | Date-Time             | Comment  |
|-------|--------------------|----------|-------|-----------|-----------------------|--|
| Eng.  | Quality Control 2/ | BPK2     | -     | Comment   | 11/26/2013 4:01:29 PM | - Other dimension are within spec. - Pls. improvement this problem |
| Mgr.  | Quality Control 2/ | BPK2     | -     | Accept    | 11/26/2013 4:42:13 PM |  |
| Dept. | Quality Control 1  | -        | Wait  |           |                       |  |

Form Approve / Comment

Comment : Eng. - Pls. be submit improvement plan

Action : Accept

Additional :

File Attachments : (PDF Only) + Add File

Browse...

Submit



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When all QC Department Manager who concern this SA approve completed, QC section tab will change colour from blue to green. And system will send e-mail to Consideration Manager for continue to comment SA.

**Detail**

|                |                              |                           |  |
|----------------|------------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001            | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                    | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                      | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                            | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                         | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/26/2013 3:09:34 PM        | Effective Date            | 04/11/2013   |
| Problem        | Quality                      | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order   | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail | <a href="#">Show CAR/PAR</a> | Issue SA Cust/NOK         |  |

Buttons: **Issue** **QA** **QC** **Concern** Engineering QA Review Issue SA Cust/NOK Final Decision

| Name  | Level              | Organize | Plant | Judgement | Date-Time             | Comment  |
|-------|--------------------|----------|-------|-----------|-----------------------|--|
| Eng.  | Quality Control 2/ | BPK2     | -     | Comment   | 11/26/2013 4:01:29 PM | - Other dimension are within spec. - Pls. improvement this problem |
| Mgr.  | Quality Control 2/ | BPK2     | -     | Accept    | 11/26/2013 4:42:13 PM |  |
| Dept. | Quality Control 1  | -        | -     | Accept    | 11/27/2013 8:49:06 AM | Eng. - Pls. be submit improvement plan                             |

## 4.3.3 Consideration Group

Consideration Manager

- 1) Select No. and comment section. After that press approve. Then, System will pop up new window that can select 2 action.
  - Accept >> Incase accept SA requisition
  - Not Accept >> Incase not accept SA requisition
- 2) When comment completed, press submit.
- 3) System will send e-mail to Engineering Engineer for continue to review SA.

**Detail**

|                |                              |                           |  |
|----------------|------------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001            | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                    | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                      | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                            | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                         | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/26/2013 3:09:34 PM        | Effective Date            | 04/11/2013   |
| Problem        | Quality                      | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order   | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail | <a href="#">Show CAR/PAR</a> | Issue SA Cust/NOK         |  |

Buttons: **Issue** **QA** **QC** **Concern** Engineering QA Review Issue SA Cust/NOK Final Decision

**Approve** **Tell Issues**

| Name | Level                 | Organize | Plant | Judgement | Date-Time | Comment |
|------|-----------------------|----------|-------|-----------|-----------|---------|
| Mgr. | Production Planning 2 | -        | -     | Wait      |           |         |



**Form Approve / Comment**

Comment : We have order balance:  
7 Nov'13 = 420 Pcs.  
5 Dec'13 = 2,000 Pcs.  
Addition order 5,000 Pcs.

Action : **Accept**

Additional :

File Attachments : (PDF Only) [+ Add File](#)

[Browse...](#)

**Submit**



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When all Consideration Manager who concern this SA comment completed, Concern section tab will change colour from blue to green. And system will send e-mail to Engineering Engineer for continue to comment SA.

| Detail                    |  |
|---------------------------|--|
| Control No.               | SA 13-MRC5-11-001  |
| Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code                 | RB6005-A1  |
| Customer                  | NOK CORPORATION  |
| Material                  | STKM12C  |
| Job No. / Lot No.         | End of Dec'13  |
| Batch No.                 | -  |
| Defective Qty             | End of Dec'13  |
| Plant                     | BPK2   |
| Expect Date of Answer     | 04/11/2013   |
| Issued Date               | 11/26/2013 3:09:34 PM  |
| Effective Date            | 04/11/2013   |
| Problem                   | Quality  |
| Disposition of Defectives | Hold at Reject Area  |
| Reason                    | For Support customer order   |
| Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail            | Show CAR/PAR   |
| Issue SA Cust/NOK         |  |

Issuer QA QC Concern Engineering QA Review Issue SA Cust/NOK Final Decision

Comment Tell Issuer

| Name | Level | Organize        | Plant | Judgement | Date-Time | Comment |
|------|-------|-----------------|-------|-----------|-----------|---------|
| Eng. |       | Engineering 3-1 | -     | Wait      |           |         |

## 4.3.4 Engineering section

Engineering Engineer

- 1) Select SA No. and comment section. After that press comment. Then, System will pop up new window for fill data about comment for SA consideration.
- 2) When comment completed, press submit.
- 3) System will send e-mail to Engineering Manager for continue to review.

| Detail                    |  |
|---------------------------|--|
| Control No.               | SA 13-MRC5-11-001  |
| Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code                 | RB6005-A1  |
| Customer                  | NOK CORPORATION  |
| Material                  | STKM12C  |
| Job No. / Lot No.         | End of Dec'13  |
| Batch No.                 | -  |
| Defective Qty             | End of Dec'13  |
| Plant                     | BPK2   |
| Expect Date of Answer     | 04/11/2013   |
| Issued Date               | 11/26/2013 3:09:34 PM  |
| Effective Date            | 04/11/2013   |
| Problem                   | Quality  |
| Disposition of Defectives | Hold at Reject Area  |
| Reason                    | For Support customer order   |
| Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail            | Show CAR/PAR   |
| Issue SA Cust/NOK         |  |

Issuer QA QC Concern Engineering QA Review Issue SA Cust/NOK Final Decision

Comment Tell Issuer

| Name | Level | Organize        | Plant | Judgement | Date-Time | Comment |
|------|-------|-----------------|-------|-----------|-----------|---------|
| Eng. |       | Engineering 3-1 | -     | Wait      |           |         |



| Form Approve / Comment        |  |
|-------------------------------|--|
| Comment :                     | Refer SA no. 13-MRC5-10-001 can accept product result KST over spec. at 2.08 kN/mm. Max. Product |
| Action :                      | Comment  |
| Additional :                  |  |
| File Attachments : (PDF Only) | + Add File   |
| Browse...                     |  |
| Submit                        |  |



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## Engineering Manager

- 1) Select No. and comment section. After that press approve. Then, System will pop up new window that can select 2 action.
  - Accept >> Incase accept SA requisition
  - Not Accept >> Incase not accept SA requisition
- 2) When comment completed, press submit.
- 3) System will send e-mail to Engineering Department Manager for continue to review.

| Detail                    |  |
|---------------------------|--|
| Control No.               | SA 13-MRC5-11-001  |
| Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code                 | RB6005-A1  |
| Customer                  | NOK CORPORATION  |
| Material                  | STKM12C  |
| Job No. / Lot No.         | End of Dec'13  |
| Batch No.                 | -  |
| Defective Qty             | End of Dec'13  |
| Plant                     | BPK2   |
| Expect Date of Answer     | 04/11/2013   |
| Issued Date               | 11/26/2013 3:09:34 PM  |
| Effective Date            | 04/11/2013   |
| Problem                   | Quality  |
| Disposition of Defectives | Hold at Reject Area  |
| Reason                    | For Support customer order   |
| Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail            | Show CAR/PAR   |
| Issue SA Cust/NOK         | Issue SA Cust/NOK  |

| Name | Level       | Organize | Plant | Judgement | Date-Time              | Comment   |
|------|-------------|----------|-------|-----------|------------------------|---|
| Eng. | Engineering | 3-1      | -     | Comment   | 11/27/2013 10:36:54 AM | Refer SA no. 13-MRC5-10-001 can accept product result KST over spec. at 2.08 kN/mm. Max. Request all product dimension are "OK" (within spec.) Remark: If Tool&Die making hopper ring of Die RB6005 finish before transfer to "NOK" Engineering will plan test before transfer too. |
| Mgr. | Engineering | 3-1      | -     | Wait      |                        |   |

| Form Approve / Comment |                       |
|------------------------|-----------------------|
| Comment :              |                       |
| Action :               | Accept                |
| Additional :           |                       |
| File Attachments :     | (PDF Only) + Add File |
|                        | Browse...             |
| Submit                 |                       |

## Engineering Department Manager

- 1) Select No. and comment section. After that press approve. Then, System will pop up new window that can select 2 action.
  - Accept >> Incase accept SA requisition
  - Not Accept >> Incase not accept SA requisition
- 2) When comment completed, press submit.
- 3) System will send e-mail to QA Department Manager for continue to review.

| Detail                    |  |
|---------------------------|--|
| Control No.               | SA 13-MRC5-11-001  |
| Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code                 | RB6005-A1  |
| Customer                  | NOK CORPORATION  |
| Material                  | STKM12C  |
| Job No. / Lot No.         | End of Dec'13  |
| Batch No.                 | -  |
| Defective Qty             | End of Dec'13  |
| Plant                     | BPK2   |
| Expect Date of Answer     | 04/11/2013   |
| Issued Date               | 11/26/2013 3:09:34 PM  |
| Effective Date            | 04/11/2013   |
| Problem                   | Quality  |
| Disposition of Defectives | Hold at Reject Area  |
| Reason                    | For Support customer order   |
| Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail            | Show CAR/PAR   |
| Issue SA Cust/NOK         | Issue SA Cust/NOK  |

| Name | Level       | Organize | Plant | Judgement | Date-Time              | Comment   |
|------|-------------|----------|-------|-----------|------------------------|---|
| Eng. | Engineering | 3-1      | -     | Comment   | 11/27/2013 10:36:54 AM | Refer SA no. 13-MRC5-10-001 can accept product result KST over spec. at 2.08 kN/mm. Max. Request all product dimension are "OK" (within spec.) Remark: If Tool&Die making hopper ring of Die RB6005 finish before transfer to "NOK" Engineering will plan test before transfer too. |
| Mgr. | Engineering | 3-1      | -     | Wait      |                        |   |

| Form Approve / Comment |                       |
|------------------------|-----------------------|
| Comment :              |                       |
| Action :               | Accept                |
| Additional :           |                       |
| File Attachments :     | (PDF Only) + Add File |
|                        | Browse...             |
| Submit                 |                       |



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When all Engineering Department Manager who concern this SA approve completed, Engineering section tab will change colour from blue to green, And system will send e-mail to QA Department Manager for continue to review SA.

| Detail         |                              |                           |  |
|----------------|------------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001            | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                    | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                      | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                            | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                         | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/26/2013 3:09:34 PM        | Effective Date            | 04/11/2013   |
| Problem        | Quality                      | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order   | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail | <a href="#">Show CAR/PAR</a> | Issue SA Cust/NOK         |  |

| Issuer | QA    | QC              | Concern | Engineering | QA Review              | Issue SA Cust/NOK   | Final Decision |
|--------|-------|-----------------|---------|-------------|------------------------|---|----------------|
| Name   | Level | Organize        | Plant   | Judgement   | Date-Time              | Comment   |                |
|        | Eng.  | Engineering 3-1 | -       | Comment     | 11/27/2013 10:36:54 AM | Refer SA no. 13-MRC5-10-001 can accept product result KST over spec. at 2.08 kN/mm. Max. Request all product dimension are "OK" (within spec.) Remark: If Tool&Die making Hopper ring of Die RB6005 finish before transfer to "NOK" Engineering will plan test before transfer too. |                |
|        | Mgr.  | Engineering 3-1 | -       | Accept      | 11/27/2013 10:46:44 AM |   |                |
|        | Dept. | Engineering 3   | -       | Accept      | 11/27/2013 11:21:23 AM |   |                |

## 4.3.5 QA Section review

QA Department Manager

- 1) Select SA No. and comment section. After that press approve. Then, System will pop up new window that can select 2 action.
  - Issue SA Cust/NOK >> Incase need to customer or NOK approve SA
  - No Issue SA Cust/NOK >> Incase no need to customer or NOK approve SA



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| Detail                    |  |
|---------------------------|--|
| Control No.               | SA 13-MRC5-11-001  |
| Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code                 | RB6005-A1  |
| Customer                  | NOK CORPORATION  |
| Material                  | STKM12C  |
| Job No. / Lot No.         | End of Dec'13  |
| Batch No.                 | -  |
| Defective Qty             | End of Dec'13  |
| Plant                     | BPK2   |
| Expected Date of Answer   | 04/11/2013   |
| Issued Date               | 11/26/2013 3:09:34 PM  |
| Effective Date            | 04/11/2013   |
| Problem                   | Quality  |
| Disposition of Defectives | Hold at Reject Area  |
| Reason                    | For Support customer order   |
| Preventive action         | Inform this problem to Engineer - Support order before transfer product to NOK       |
| CAR/PAR Detail            | Show CAR/PAR   |
| Issue SA Cust/NOK         | Issue SA Cust/NOK  |
| Final Decision            | Final Decision   |
| QA Review                 | QA Review  |
| Approve                   | Approve  |
| Tell Issue                | Tell Issue   |
| Name                      | Level  |
| Thudthong Thaisuea        | Mgr.   |
|                           | Quality Assurance 1  |
|                           | Dept.  |
|                           | Quality Assurance  |
| Organize                  | Plant  |
|                           | -  |
| Judgement                 | Date-Time  |
| Accept                    | 11/27/2013 2:17:20 PM  |
| Wait                      |  |
| Comment                   |  |



| Form Approve / Comment |                       |
|------------------------|-----------------------|
| Comment :              |                       |
| Action :               | Issue SA Cust/NOK     |
| Additional :           |                       |
| File Attachments :     | (PDF Only) + Add File |
|                        | Browse...             |
|                        | Submit                |

- 1.1) In case select Issue SA Cust/NOK, System will send e-mail to QA Engineer for issue SA to Customer or NOK Approve. When Customer's SA or NOK's SA completed, system will send e-mail to QS Department Manager for continue to review SA.
- 1.2) In case select No Issue SA Cust/NOK, System will send e-mail to QS Department Manager for continue to review SA.

**4.3.6 Final Decision**

**QS Department Manager**

- 1) Select SA No. and select Final Decision. After that press approve. Then, System will pop up new window that can select 2 action.
  - Accept >> In case accept SA requestion
  - Reject >> In case don't accept SA requestion
- 2) When comment completed, press submit.
- 3) After QS Department Manager review completed, System will send closed SA e-mail to all concern section in this route SA.

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**4.4 Issue SA to NOK/Customer by QA section**
**QA Engineer**

1. Select SA No. and select Issue SA Cust/NOK (Yellow tab), System will enter to issue SA page.
2. Press add issue SA (Upper right corner)
3. System will pop up new window for adding SA. After fill detail completed, press submit.
4. System will show customer's SA or NOK's SA and show SA's current status.

| Detail         |                            |                           |  |
|----------------|----------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001          | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                  | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                    | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                          | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                       | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 11/26/2013 3:09:34 PM      | Effective Date            | 04/11/2013   |
| Problem        | Quality                    | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail | Show CAR/PAR               | Issue SA Cust/NOK         | Issue SA Cust/NOK  |

| Issuer | QA    | QC       | Concern | Engineering | QA Review | Issue SA Cust/NOK | Final Decision |
|--------|-------|----------|---------|-------------|-----------|-------------------|----------------|
| Name   | Level | Organize | Plant   | Judgement   | Date-Time | Comment           |                |
|        | Eng.  |          | -       | Wait        |           |                   |                |

SA Online Main New About

Logged in as Patcharee Jittayanon Log out

### Issue SA

| SA No.             | Customer Name | Result | Issue Date | File Evidence | Reason |  |
|--------------------|---------------|--------|------------|---------------|--------|--|
| No data available! |               |        |            |               |        |  |

Row count: 10

Complete

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Created by Moncht W.

Add SA

SA No. ①

Customer Name ②

Result ③

Issue Date ④

File Evidence ⑤

Browse...

Cancel Submit



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| NO. | Topic         | Detail   |
|-----|---------------|--|
| 1   | SA No.        | Fill SA No. will issue as same as number of registered SA Online such as SA-13-MRC5-11-001<br>(SA-Year-Issuer section-Month-Number)  |
| 2   | Customer Name | Fill customer name (Incase Part fill customer name of final product item)  |
| 3   | Result        | Select SA status<br>- Pending >> Incase are waiting SA result<br>- Approved >> Incase Customer or NOK approve SA<br>- Disapproved >> Incase Customer or NOK reject SA<br>(Must fill reason when select disapproved)<br>- Cancel >> Incase cancel issuing SA to Customer or NOK |
| 4   | Issue Date    | Select issue date of Customer or NOK SA  |
| 5   | File Evidence | Must attach SA file was issued to customer or NOK <b>**PDF file only</b>   |

SA Online Main New About ▾ Logged in as Patcharee Jittayanan Log out

### Issue SA

Issue SA List

| SA No.            | Customer Name   | Result  | Issue Date | File Evidence | Reason | Edit |
|-------------------|-----------------|---------|------------|---------------|--------|------|
| SA-13-MRC5-11-001 | NOK CORPORATION | Pending | 07-11-2013 |               |        | Edit |

<< < 1 > >> Go to page: 1 Row count: 10 Showing 1-1 of 1

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If revise SA result, press edit on upper right corner and revise result.

When revise completed, press submit again.

When revise result is Approved, Disapproved, Cancel. And press submit system will show Complete button. **\*\*Must press complete button when all SA complete**

SA Online Main New About ▾ Logged in as Patcharee Jittayanan Log out

### Issue SA

Issue SA List

| SA No.            | Customer Name   | Result   | Issue Date | File Evidence | Reason | Edit |
|-------------------|-----------------|----------|------------|---------------|--------|------|
| SA-13-MRC5-11-001 | NOK CORPORATION | Approved | 07-11-2013 |               |        | Edit |

<< < 1 > >> Go to page: 1 Row count: 10 Showing 1-1 of 1

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System will change colour of Issue SA Cust/NOK tab from blue to green. And send e-mail to QS Department Manager for continue to review SA.

| Detail         |                              |                           |
|----------------|------------------------------|---------------------------|
| Control No.    | SA 13-MRC5-11-001            | Type of Nonconformities   |
| Item Code      | RB6005-A1                    | Customer                  |
| Material       | STKM12C                      | Job No. / Lot No.         |
| Batch No.      | -                            | Defective Qty             |
| Plant          | BPK2                         | Expect Date of Answer     |
| Issued Date    | 11/26/2013 3:09:34 PM        | Effective Date            |
| Problem        | Quality                      | Disposition of Defectives |
| Reason         | For Support customer order   | Preventive action         |
| CAR/PAR Detail | <a href="#">Show CAR/PAR</a> | Issue SA Cust/NOK         |

Buttons: Issuer, QA, QC, Concern, Engineering, QA Review, **Issue SA Cust/NOK**, Final Decision

## 4.5 Tell Issuer and Reply by Issuer step

Engineer level up

1. Select SA No. and comment section. After that press Tell Issuer. System will pop up new window for Tell Issuer.
2. When fill data completed, press submit.
3. After that can check Tell Issuer by press  at beside of this SA.  
System will pop up new window which show all Tell Issuer list.

**\*\*Can Tell Issuer before comment in each step only such as**

**Status wait QA Manager >> QA Manager can Tell Issuer before comment only\*\***

| Detail         |                                       |                           |
|----------------|---------------------------------------|---------------------------|
| Control No.    | SA 13-MRC7-11-001                     | Type of Nonconformities   |
| Item Code      | YB00340-TGA                           | Customer                  |
| Material       | SUS                                   | Job No. / Lot No.         |
| Batch No.      | -                                     | Defective Qty             |
| Plant          | BPK2                                  | Expect Date of Answer     |
| Issued Date    | 11/27/2013 2:48:56 PM                 | Effective Date            |
| Problem        | Other : Packing Spec.                 | Disposition of Defectives |
| Reason         | Make stock for support customer order | Preventive action         |
| CAR/PAR Detail | <a href="#">Show CAR/PAR</a>          | Issue SA Cust/NOK         |

Buttons: Issuer, QA, QC, Concern, Engineering, QA Review, Issue SA Cust/NOK, Final Decision

Comment section: **Tell Issuer** (highlighted)

| Name | Level           | Organize | Plant | Judgement | Date-Time | Comment |
|------|-----------------|----------|-------|-----------|-----------|---------|
| Eng  | Engineering 3-1 | -        | Wait  |           |           |         |



| Form Tell Issuer       |                                    |
|------------------------|------------------------------------|
| Tell Issuer :          | <div>Pls. attach test result</div> |
| <a href="#">Submit</a> |                                    |



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SA Online Main New About + Logged in as Manee malee Log out

**Main.**

Control No. Type of Nonconformities Issued by Issued group Status

Q Search

| Control No.        | Type of  | Issued by           | Issued group        | Issued date         | Status                     | Files | Tell |
|--------------------|--|---------------------|---------------------|---------------------|----------------------------|-------|------|
| SA 13-QA1-11-013   | Email Test   | Noppamas Muangsuk   | Quality Assurance 1 | 29/11/2013 10:59:04 | Wait Dept. (Issuer)        |       |      |
| SA 13-MRC7-11-001  | Temporary use carton box   | Noppadol Posoi      | MRC7                | 27/11/2013 14:48:56 | Wait Eng. (Engineering)    |       |      |
| SA 13-MRC5-11-001  | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. | Pinun Chansiu       | MRC5                | 26/11/2013 15:09:34 | Wait Div. (Final Decision) |       |      |
| SA 13-QA1-11-012   | Test Webdb01   | Thudthong Thainuea  | Quality Assurance 1 | 22/11/2013 16:02:52 | Wait Mgr. (QA Review)      |       |      |
| SA 13-MC1-2-11-001 | Appearance NG  | Thiwakon Khamkhaion | Stamping 2          | 20/11/2013 10:56:25 | Completed.                 |       |      |
| SA 13-QA1-11-011   | Test11   | Noppamas Muangsuk   | Quality Assurance 1 | 18/11/2013 12:26:03 | Completed.                 |       |      |
| SA 13-QA1-11-010   | test10   | Noppamas Muangsuk   | Quality Assurance 1 | 18/11/2013 10:21:39 | Rejected.                  |       |      |
| SA 13-QA1-11-009   | Test9  | Thudthong Thainuea  | Quality Assurance 1 | 18/11/2013 09:49:39 | Rejected.                  |       |      |
| SA 13-QA1-11-008   | Test8  | Noppamas Muangsuk   | Quality Assurance 1 | 14/11/2013 16:08:20 | Completed.                 |       |      |
| SA 13-QA1-11-007   | Test7  | Thudthong Thainuea  | Quality Assurance 1 | 14/11/2013 15:07:54 | Rejected.                  |       |      |

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Created by Monchit W.



**Tell Issuer List**

| From        | Message                 | Date-Time             | Reply |
|-------------|-------------------------|-----------------------|-------|
| Manee malee | Pls. attach test result | 11/29/2013 2:19:33 PM |       |

System will send e-mail to Issuer for support as Tell Issuer request which e-mail will show detail and person who request.

 **You have SA Online waiting for support**  
TNCAutoMail-SA to: monchit.pacharee\_ji

Dear. Issuer,

Control No. : SA 13-MRC7-11-001  
Type of Nonconformities. : Temporary use carton box  
Item code : YB00340-T0A  
Customer : Nissan Motor  
Tell Issuer : Pls. attach test result (From : Manee malee)  
\*Must click reply after support complete\*  
Link : [Internal](#), [External](#)

\*This message is automatic sending from SA Online, please do not reply\*

Best Regard,  
From SA Online



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**Engineer level up (Issuer only)**

1. When Issuer add attach file as Tell Issuer request completed, press  at beside this SA. Then, System will pop up Tell Issuer list window.
  2. Press  After that system will show reply time and date as Issuer reply.
- And send e-mail to person who request that Issuer support as your request completed.

SA Online Main New About + Logged in as Manee malee Log out

**Main.**

Control No. Type of Nonconformities Issued by Issued group Status


Search

| Control No.        | Type of  | Issued by            | Issued group        | Issued date         | Status                     | Files | Tell |
|--------------------|--|----------------------|---------------------|---------------------|----------------------------|-------|------|
| SA 13-QA1-11-013   | Email Test   | Noppamas Muangsuk    | Quality Assurance 1 | 29/11/2013 10:59:04 | Wait Dept. (Issuer)        |       |      |
| SA 13-MRC7-11-001  | Temporary use carton box   | Noppadol Pooe        | MRC7                | 27/11/2013 14:48:56 | Wait Eng. (Engineering)    |       |      |
| SA 13-MRC5-11-001  | KST over spec. Spec : 1.64 ±0.25 kN/mm, (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. | Pinun Chansiu        | MRC5                | 26/11/2013 15:09:34 | Wait Div. (Final Decision) |       |      |
| SA 13-QA1-11-012   | Test Webdb01   | Thudthong Thainuea   | Quality Assurance 1 | 22/11/2013 16:02:52 | Wait Mgr. (QA Review)      |       |      |
| SA 13-MC1-2-11-001 | Appearance NG  | Thiwakon Khamkhaison | Stamping 2          | 20/11/2013 10:56:25 | Completed.                 |       |      |
| SA 13-QA1-11-011   | Test11   | Noppamas Muangsuk    | Quality Assurance 1 | 18/11/2013 12:26:03 | Completed.                 |       |      |
| SA 13-QA1-11-010   | test10   | Noppamas Muangsuk    | Quality Assurance 1 | 18/11/2013 10:21:39 | Rejected.                  |       |      |
| SA 13-QA1-11-009   | Test9  | Thudthong Thainuea   | Quality Assurance 1 | 18/11/2013 09:49:39 | Rejected.                  |       |      |
| SA 13-QA1-11-008   | Test8  | Noppamas Muangsuk    | Quality Assurance 1 | 14/11/2013 16:08:20 | Completed.                 |       |      |
| SA 13-QA1-11-007   | Test7  | Thudthong Thainuea   | Quality Assurance 1 | 14/11/2013 15:07:54 | Rejected.                  |       |      |

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**Tell Issuer List**

| From        | Message                 | Date-Time             | Reply   |
|-------------|-------------------------|-----------------------|---|
| Manee malee | Pls. attach test result | 11/29/2013 2:19:33 PM |  |

**Tell Issuer List**

| From        | Message                 | Date-Time             | Reply                 |
|-------------|-------------------------|-----------------------|-----------------------|
| Manee malee | Pls. attach test result | 11/29/2013 2:19:33 PM | 11/29/2013 3:28:46 PM |

 **Support completed, You have SA Online for Operate again.**  
TNCAutoMail-SA to: monchit.pacharee\_j

03/12/2013 08:31  
[Show Details](#)

Dear All,

Control No. : SA 13-QA1-11-014  
Type of Nonconformities. : LCL lower spec.  
Item code : ER0828-T0A00AA  
Customer : SOMBOON SOMIC  
Tell Issuer : Pls. attach report  
Link : [Internal](#), [External](#)

\*This message is automatic sending from SA Online, please do not reply\*

Best Regard,  
From SA Online



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## 4.6. Additon Attach file step

### Engineer level up (Issuer only)

1. Select at beside of this SA which want to add attach file. System will show all attach file which have in this SA.
2. Select Add file, System will pop up new window for select new file but can attach PDF file only.
3. If want to increase attach file, press add file again. And press submit when select file completed.
4. Press again. System will show all attach file was added and select at file which want to check.

SA Online Main New About - Logged in as Noppadol Piosoi Log out

Main.

Control No. Type of Nonconformities Issued by Issued group Status

Q Search

| Control No.        | Type of  | Issued by          | Issued group        | Issued date         | Status                  | Files | Tel |
|--------------------|--|--------------------|---------------------|---------------------|-------------------------|-------|-----|
| SA 13-QA1-11-014   | LCL lower spec.  | Wipasi Buttatone   | Quality Assurance 1 | 29/11/2013 15:06:12 | Wait Dept. (Issuer)     |       |     |
| SA 13-QA1-11-013   | Email Test   | Noppamas Muangsuk  | Quality Assurance 1 | 29/11/2013 10:59:04 | Wait Dept. (Issuer)     |       |     |
| SA 13-MRCS-11-001  | Temporary use carton box   | Noppadol Piosoi    | MRC7                | 27/11/2013 14:48:56 | Wait Eng. (Engineering) |       |     |
| SA 13-MRCS-11-001  | KST over spec. Spec : 1.64 ±0.25 kN/mm, (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. | Pinun Chansiu      | MRC5                | 26/11/2013 15:09:34 | Completed.              |       |     |
| SA 13-QA1-11-012   | Test Webdb01   | Thudthong Thainuea | Quality Assurance 1 | 22/11/2013 16:02:52 | Wait Dept. (QA Review)  |       |     |
| SA 13-MC1-2-11-001 | Appearance NG  | Thwakon Khamkhaon  | Stamping 2          | 20/11/2013 10:56:25 | Completed.              |       |     |
| SA 13-QA1-11-011   | Test11   | Noppamas Muangsuk  | Quality Assurance 1 | 18/11/2013 12:26:03 | Completed.              |       |     |
| SA 13-QA1-11-010   | Test10   | Noppamas Muangsuk  | Quality Assurance 1 | 18/11/2013 10:21:39 | Rejected.               |       |     |
| SA 13-QA1-11-009   | Test9  | Thudthong Thainuea | Quality Assurance 1 | 18/11/2013 09:49:39 | Rejected.               |       |     |
| SA 13-QA1-11-008   | Test8  | Noppamas Muangsuk  | Quality Assurance 1 | 14/11/2013 16:08:20 | Completed.              |       |     |

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Created by Manthit W.

Attach Files

| File Name | Upload By | Upload Date |
|-----------|-----------|-------------|
| Add Files |           |             |

Form Issuer Upload

File Attachments (PDF Only) + Add File

D:\AESV\utchara\SA NOK\ Browse...

Browse... X

Submit

Attach Files

| File Name                                    | Upload By       | Upload Date |
|--|-----------------|-------------|
| 371_SA 13-MRC1-10-001 (KST lower spec.) .pdf | Noppadol Piosoi | 29/11/2013  |
| 534_Yellow Card.pdf                          | Noppadol Piosoi | 29/11/2013  |
| 932_Yellow Card.pdf                          | Noppadol Piosoi | 29/11/2013  |

Add Files



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**All person when comment (Engineer Level up)**

During in each person comment SA, can add attach file which **must add during comment only**.

The screenshot shows a 'Form Approve / Comment' window. It has a 'Comment' text area, an 'Action' dropdown menu set to 'Accept', and an 'Additional' section. The 'Additional' section contains a 'File Attachments' label with a '(PDF Only)' tag, a '+ Add File' button, and a 'Browse...' button. A 'Submit' button is at the bottom right. A dashed pink box highlights the 'Additional' section.

**4.7 Print SA Report step****All Section****All person**

- 1) Select SA No.
- 2) System will pop up detail window. Press print at Print report.
- 3) System will show report in PDF file which can save or print.

The screenshot shows the 'Main' screen of the SA Online system. It features a table with columns: Control No., Type of Nonconformities, Issued by, Issued group, Status, and Date. A row is highlighted with a dashed pink box and a blue circle with the number '1' next to it. The highlighted row is: SA 13-MRC5-11-001, KST over spec. (1.39-1.89 kN/mm), Noppamas Huangsuik, MRC5, 26/11/2013, Completed.



The screenshot shows the 'Detail' window for the selected SA. It contains a table with the following information:

|                |                            |                           |  |
|----------------|----------------------------|---------------------------|--|
| Control No.    | SA 13-MRC5-11-001          | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |
| Item Code      | RB6005-A1                  | Customer                  | NOK CORPORATION  |
| Material       | STKM12C                    | Job No. / Lot No.         | End of Dec'13  |
| Batch No.      | -                          | Defective Qty             | End of Dec'13  |
| Plant          | BPK2                       | Expect Date of Answer     | 04/11/2013   |
| Issued Date    | 26/11/2013                 | Effective Date            | 04/11/2013   |
| Problem        | Quality                    | Disposition of Defectives | Hold at Reject Area  |
| Reason         | For Support customer order | Preventive action         | - Inform this problem to Engineer - Support order before transfer product to NOK     |
| CAR/PAR Detail | Show CAR/PAR               | Issue SA Cust/NOK         | Show Issue SA  |

At the bottom, there is a 'Print Report' button with a printer icon and a 'Print' button. A blue circle with the number '2' is next to the 'Print' button. Below the buttons is a navigation bar with buttons: Issuer, QA, QC, Concern, Engineering, QA Review, Issue SA Cust/NOK, and Final Decision.





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| SPECIAL ACCEPTANCE REQUISITION FORM |  |   |  |                   |
|-------------------------------------|--|---|--|-------------------|
| <b>Detail :</b>                     |  |   |  |                   |
| Control No.                         | SA 13-MRC5-11-001  | Type of Nonconformities   | KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm. |                   |
| Item Code                           | RB6005-A1  | Customer  | NOK CORPORATION  |                   |
| Material                            | STKM12C  | Job No. / Lot No.   | End of Dec'13  |                   |
| Batch No.                           | -  | Defective Qty   | End of Dec'13  |                   |
| Plant                               | BPK2   | Expect Date of Answer   | 04/11/2013   |                   |
| Issued Date                         | 26/11/2013   | Effective Date  | 04/11/2013   |                   |
| Problem                             | Quality  | Disposition of Defectives   | Hold at Reject Area  |                   |
| Reason                              | For Support customer order   |   |  |                   |
| Preventive action                   | - Inform this problem to Engineer - Support order before transfer product to NOK |   |  |                   |
| <b>Comment :</b>                    |  |   |  |                   |
| Section                             | Level  | Comment   | Date   | Result            |
| Issuer                              | Dept.  |   | 26/11/2013   | Approve           |
| Issuer                              | Div.   |   | 26/11/2013   | Approve           |
| QA                                  | Eng.   | This point identify in inspection standard  | 26/11/2013   | Comment           |
| QA                                  | Mgr.   |   | 26/11/2013   | Accept            |
| QC                                  | Eng.   | - Other dimension are within spec. - Pls. improvement this problem  | 26/11/2013   | Comment           |
| QC                                  | Mgr.   |   | 26/11/2013   | Accept            |
| QC                                  | Dept.  | Eng. - Pls. be submit improvement plan  | 27/11/2013   | Accept            |
| Concern                             | Mgr.   | We have order balance: 7 Nov'13 = 420 Pcs. 5 Dec'13 = 2,000 Pcs. Addition order 5,000 Pcs. (Dec'13)   | 27/11/2013   | Accept            |
| Engineering                         | Eng.   | Refer SA no. 13-MRC5-10-001 can accept product result KST over spec. at 2.08 kN/mm. Max. Request all product dimension are "OK" (within spec.) Remark: If Tool&Die making Hopper ring of Die RB6005 finish before transfer to "NOK" Engineering will plan test before transfer too. | 27/11/2013   | Comment           |
| Engineering                         | Mgr.   |   | 27/11/2013   | Accept            |
| Engineering                         | Dept.  |   | 27/11/2013   | Accept            |
| QA Review                           | Mgr.   |   | 27/11/2013   | Accept            |
| QA Review                           | Dept.  | QA will issue SA to NOK   | 28/11/2013   | Issue SA Cust/NOK |
| Issue SA Cust/NOK                   | Eng.   |   | 29/11/2013   | Comment           |
| Final Decision                      | Div.   | Accept for FG dimension, appearance and properties within spec. until end of Dec'13   | 29/11/2013   | Approve           |

All person (Engineer Level up)

E-mail waiting for Operate

| You have SA Online waiting for Operate.  |  | 29/11/2013 15:11             |
|--|--|------------------------------|
|  <b>TNCAutoMail-SA</b> to: monchit.pacharee_ji  |  | <a href="#">Show Details</a> |
| <p>Dear. All Concern,</p> <p>Control No. : SA 13-QA1-11-014<br/>           Type of Nonconformities. : LCL lower spec.<br/>           Item code : ER0828-T0A00AA<br/>           Customer : SOMBOON SOMIC<br/>           Link : <a href="#">Internal</a>, <a href="#">External</a></p> <p><b>*This message is automatic sending from SA Online, please do not reply*</b></p> <p>Best Regard,<br/>           From SA Online</p> |  |                              |

E-mail waiting for Operate

| You have SA Online waiting for Revise.  |  | 29/11/2013 10:30             |
|---|--|------------------------------|
|  <b>TNCAutoMail-SA</b> to: monchit.pacharee_ji   |  | <a href="#">Show Details</a> |
| <p>Dear. Issuer,</p> <p>Control No. : SA 13-QA1-11-013<br/>           Type of Nonconformities. : Email Test<br/>           Item code : 12345<br/>           Customer : Toyota<br/>           Comment : please check data again and revise. (From : Thudthong Thainuea)<br/>           Link : <a href="#">Internal</a>, <a href="#">External</a></p> <p><b>*This message is automatic sending from SA Online, please do not reply*</b></p> <p>Best Regard,<br/>           From SA Online</p> |  |                              |



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## E-mail waiting for Support (Tell Issuer)

 **You have SA Online waiting for support**  
TNCAutoMail-SA to: monchit.pacharee\_ji 29/11/2013 16:11  
[Show Details](#)


Dear, Issuer,

Control No. : SA 13-ENG3-1-11-001  
Type of Nonconformities. : Incoming pre-prod stage  
Item code : RF1502-K7  
Customer : NMB  
Tell Issuer : Revise all (From : Rathipong Pittayamapakorn)  
**\*Must click reply after support complete\***  
Link : [Internal](#), [External](#)

\*This message is automatic sending from SA Online, please do not reply\*

Best Regard,  
From SA Online

## E-mail Reply (Inform Tell Issuer only)

 **Support completed, You have SA Online for Operate again.**  
TNCAutoMail-SA to: monchit.pacharee\_ji 03/12/2013 08:31  
[Show Details](#)


Dear All,

Control No. : SA 13-QA1-11-014  
Type of Nonconformities. : LCL lower spec.  
Item code : ER0828-T0A00AA  
Customer : SOMBOON SOMIC  
Tell Issuer : Pls. attach report  
Link : [Internal](#), [External](#)

\*This message is automatic sending from SA Online, please do not reply\*

Best Regard,  
From SA Online

## E-mail Accepted SA

 **SA Accepted (SA No. : SA 13-MRC5-11-001)**  
TNCAutoMail-SA to: monchit.pacharee\_ji 29/11/2013 15:31  
[Show Details](#)

Dear All,

Control No. : SA 13-MRC5-11-001  
Type of Nonconformities. : KST over spec. Spec : 1.64 ±0.25 kN/mm. (1.39-1.89 kN/mm.) Actual : 1.90-2.08 kN/mm.  
Item code : RB6005-A1  
Customer : NOK CORPORATION  
Defective Q'ty : End of Dec'13  
**Remark : Accept for FG dimension, appearance and properties within spec.until end of Dec'13**  
Link : [Internal](#), [External](#)

\*This message is automatic sending from SA Online, please do not reply\*

Best Regard,  
From SA Online

## E-mail Rejected SA

 **SA Rejected (SA No. : SA 13-ENG3-1-11-001)**  
TNCAutoMail-SA to: monchit.pacharee\_ji 02/12/2013 12:01  
[Show Details](#)

Dear All,

Control No. : SA 13-ENG3-1-11-001  
Type of Nonconformities. : Incoming pre-prod stage  
Item code : RF1502-K7  
Customer : NMB  
**Remark : Can't incoming because result isn't OK**  
Link : [Internal](#), [External](#)

\*This message is automatic sending from SA Online, please do not reply\*

Best Regard,  
From SA Online



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E-mail Not Accept SA (Send to Issuer only)



## 5. Record &amp; Retention Period

Retention period 15 calendar years