THAI NOK CO.,LTD

WORK INSTRUCTION

Document No. : WI-QA2-0003

Revision No. : 01

Document Name : SA Online Manual

Eff.Date : 24-APR-2017

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HISTORY OF REVISION

REV. NO.	DESCRIPTION
00	REVISED FROM WI-QA-0003 REV.01
01	REVISED SA APPROVAL FLOW

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.

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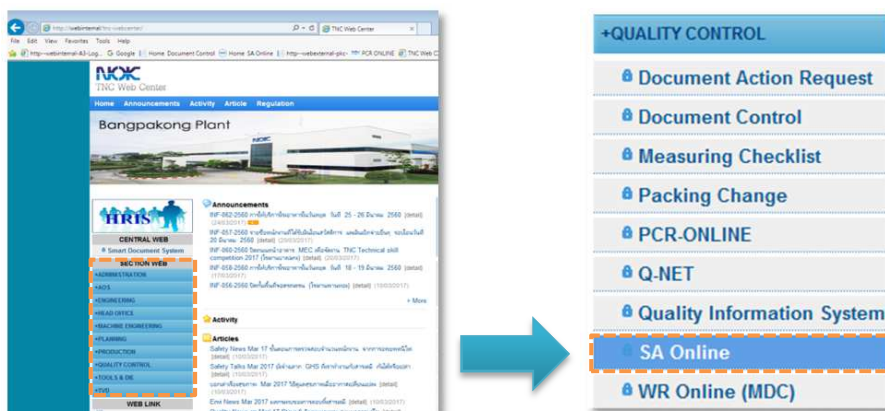
When select SA Online, will found SA Online home page as same as direct login.

Username : Input Employee ID   Password :   Input password

SA Online program will show as picture below.

⚠01 **4.2 Issue new SA step**

4.2.1 Select New

⚠01 4.2.2 Fill data in form

No.	Topic	Detail
1	Item code	Fill Item code Incase Part must parentheses final product item
2	Customer	Fill Customer name Incase Part must fill customer name of final product item
3	Expect Date of Answer	Select expect date of SA completed
4	Effective Date	Select effective date for using SA
5	Type of Nonconformities	Fill detail of Nonconformities
6	Root Cause	Fill Root Cause of requisition SA
7	Preventive Action	Fill Preventive action
8	Material	Fill Material concern such as Rubber Compound, SPCC, SUS etc. Incase don't have material, must fill "-"
9	Batch No.	Fill Batch No. of Rubber Incase don't have batch no. of rubber, must fill "-"
10	Job No./Lot No.	Fill Job No. and Lot No. of Nonconformities product
11	Defective Q'ty	Fill quantity of Defective or lead time for using SA such as 2000, End of Dec'17 etc.
12	Plant	Select Plant of Nonconformities
13	Problem	Select type of Nonconformities such as Quality etc. Incase select other, must add more type of Nonconformities (Quality, Machine, Method, Process, Quantity, Other)
14	Disposition of Defectives	Select Disposition of Defective (Return to, Self Screening, Hold at Reject area, Others) Incase select Return to or Other, must add more detail
15	QC	Select QC for consider SA
16	Attach Document	Attach document such as Data support etc. (Can attach PDF file only)

Remark : Can select QC only group who concern SA in each case

4.2.3 Checking data for accuracy and select submit

Incase, Data don't complete cause of cannot register SA in system

4.2.4 After Issuer issue SA, E-mail will auto send to Department Manager and CC mail to Plant Manager.
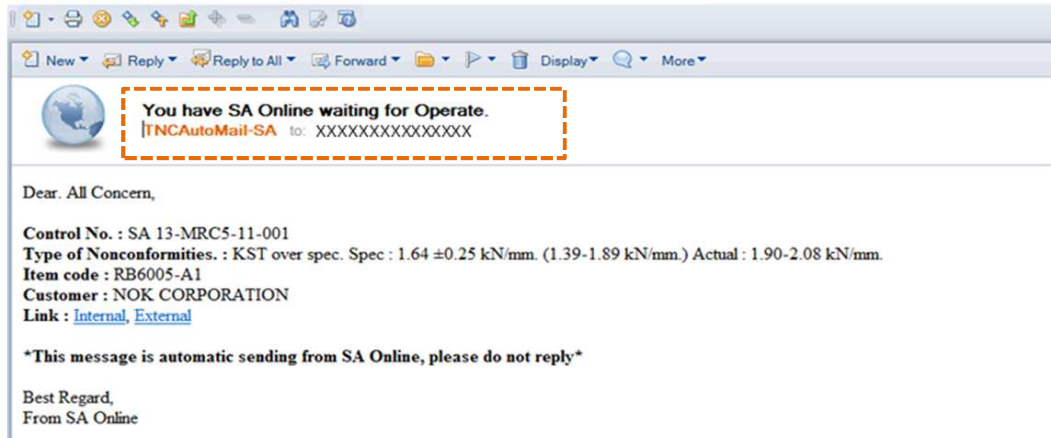
4.2.5 Department Manager of Issuer select SA No. which has received e-mail. After that must review document

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
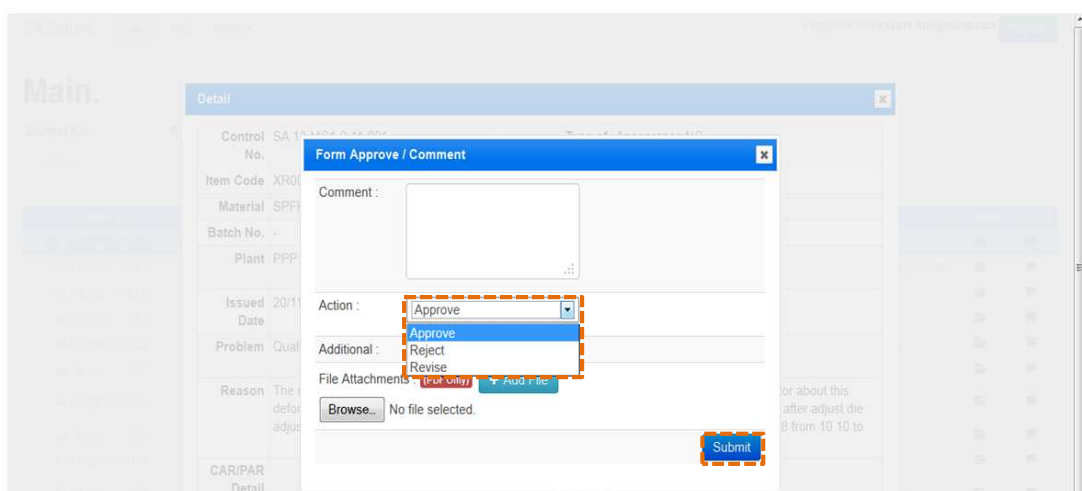
When Department Manager Approve that mean register SA complete of Issuer section.

4.2.5.2 Incase Department Manager select Revise. E-mail will auto send to Issuer

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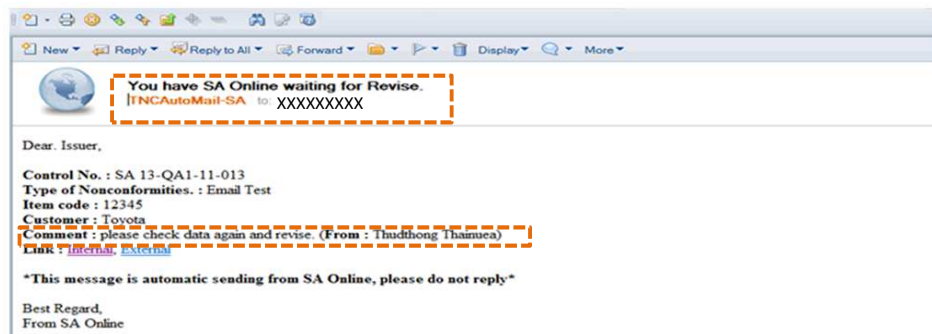
When Issuer receive e-mail for revise. System will show "Wait Edit" and inform person who want to revise and comment.

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

4.2.5.3 Incase Department Manager select Reject. E-mail will auto send to Issuer for reject SA.

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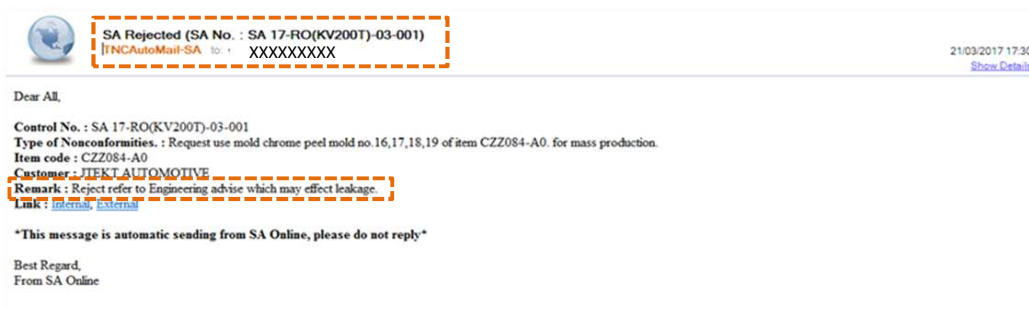
When SA register completed, can check from Issuer section tab will change colour from blue green as picture below.

4.3 Consideration Special Acceptance step

△01 **4.3.1 QC Section**

QC Manager

1) Select SA No. and press QC. Incase have CAR/PAR concern this SA, 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.

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.

2) After that press Approve button. System will pop up new window for

2.1) Fill data of comment for SA consideration

(History problem from customer & NOK Group, Submit document to customer, Other)

2.2) Select Action that can select 2 action.

- Accept >> Incase accept SA requisition

- Not Accept >> Incase not accept SA requisition

⚠01 2.3) Review SA detail that is Critical problem or not.

** Incase select Critical problem, e-mail will auto send to Engineering Div. Mgr. for

review SA at Engineering stage.

⚠01 2.4) Select Concern, Engineering, Inform section for review

Section	Detail
Concern	No fix to select concern group Incase not concern with Concern Group. Can No select Concern Group for consider SA.
Engineering	No fix to select Engineering for consider SA Incase Engineering are Issuer. Can No select Engineering for consider SA.
Inform	Select concern Group for information by E-mail

3) Attach document such as Data support (If have)

4) E-mail will auto send to next step for continue to review.

When all QC Manager who concern this SA approve completed, QC section tab will change colour from blue to green. And e-mail will auto send to next step for continue to review.

4.3.2 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) E-mail will auto send to next step for continue to review.

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

4.3.3 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) E-mail will auto send to next step for continue to review.

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) E-mail will auto send to next step for continue to review.

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) E-mail will auto send to next step for continue to review.

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

Engineering Division Manager (Case Critical problem only)

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) E-mail will auto send to next step for continue to review.

⚠01 **4.3.4 QC Review**

QC 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

Incase 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, e-mail will auto send

to QC Department Manager for continue to review SA.

⚠01 **4.3.5 Final Decision**

QC 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 >> Incase accept SA requesition

- Reject >> Incase don't accept SA requesition

2) When comment completed, press submit.

3) After QC Department Manager review completed, System will send closed SA e-mail to

all concern section in this route SA

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.

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 (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 - Pending >> Incase are waiting SA result - Approved >> Incase Customer or NOK approve SA - Disapproved >> Incase Customer or NOK reject SA (Must fill reason when select disapproved) - 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 **PDF file only

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

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

4.5 Tell Issuer and Reply by Issuer step

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 ![icon] 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 Manager >> Manager can Tell Issuer before comment only**

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

Manager 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 Reply ➔   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.

4.6. Additon Attach file step

Manager 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.

All person when comment (Engineer Level up)

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

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.

SPECIAL ACCEPTANCE REQUISITION FORM

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	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		

Comment :

Section	Level	Comment	Date	Result
Issuer	Dept.		26/11/2013	Approve
QC	Mgr.	- Other dimension are within spec. - Pls. improvement this problem	26/11/2013	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
QC 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 Dicision	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.
TNCAutoMail-SA to: XXXXXXXXX
29/11/2013 15:11
Show Details

Dear. All Concern,

Control No. : SA 13-QA1-11-014
Type of Nonconformities. : LCL lower spec.
Item code : ER0828-T0A00AA
Customer : SOMBOON SOMIC
Link : Internal, External

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

Best Regard,
From SA Online

E-mail waiting for Operate

You have SA Online waiting for Revise.
TNCAutoMail-SA to: XXXXXXXXX
29/11/2013 10:30
Show Details

Dear. Issuer,

Control No. : SA 13-QA1-11-013
Type of Nonconformities. : Email Test
Item code : 12345
Customer : Toyota
Comment : please check data again and revise. (From : Thudthong Thaimuea)
Link : Internal, External

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

Best Regard,
From SA Online

E-mail waiting for Support (Tell Issuer)

E-mail Reply (Inform Tell Issuer only)

E-mail Accepted SA

E-mail Rejected SA

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

5. Record & Retention Period

Document Name	Retention period	Index	Keep Location	Keep method
Special Acceptance Requisition Form	15 Calendar Year Or refer customer requirement	Year	SA Online on web (Thai NOK system web)	Electronics file.