

# Supply Chain Product & Process Change Notification (PPCN) Request Procedure

## Overview

Fusion Engineering Change Request (ECR-PQM) is used as the method for Oracle's supply chain to provide PPCN requests, to alert the appropriate people within Oracle, for a proposed/requested change(s) to products (including parts) and/or processes.

## Audience

Engineering Services, Product Engineering, Supplier Engineering, Supplier Management, and Oracle's supply chain with Fusion access. This also provides guidance for Oracle's supply chain without Fusion access.

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# 1. GROUP RESPONSIBILITIES

## a. Suppliers

The responsibilities of suppliers are as follows:

- Setting up a Supplier Profile Admin and Trusted Party
- Using the Fusion tool, Create Change Request (ECR-PQM) to provide proposed PPCNs for Oracle approval

**Note 1: The Fusion tool requires supplier access. If access is needed this can be done by contacting the appropriate Supplier Profile Admin and Trusted Party**

- Providing Fusion ECR-PQM (PPCN) to Oracle in a minimum of 90 days before making and/or implementing any changes to products (including parts) and/or processes, unless otherwise specified in the legal agreements.
- Emergency ECR-PQMs can be inside of the 90-day minimum with a business impact justification provided.
- When an EM or supplier receives an End of Life (EOL) notification from the sub-tier supplier, it needs to be 12 months out from the change date. The EM or supplier must submit an ECR-PQM notification for the sub-tier supplier's request. The ECR-PQM must be submitted through the Fusion tool within two (2) business days from the date the EM or supplier received the request from the sub-tier supplier, unless otherwise specified in the legal agreements.
- PPCN documents from sub-tier suppliers for qualified multiple sources that are currently not being purchased need to be communicated to Oracle through Fusion.

**Note 2: Current contract provisions apply.**

**Note 3: For the types of changes, refer to *Appendix A, Types of Product and Process Changes* on page 5.**

- All the relevant and requested information must be submitted.

**Note 4: If product information files are not provided, the Fusion ECR-PQM (PPCN) is sent back to the Originator with a request for further information in the change request.**

- All communication regarding Fusion ECR-PQM (PPCN) must be made using email rather than through other means, such as meetings, phone calls, and so on.
- Supplier instructions on what needs to be populated in the Fusion ECR-PQM can be found in *PLM/PDS: Create ECR-PQM for PPCN Request, 7337335*

**Note 5: The job aid, *PLM/PDS: Create ECR-PQM for PPCN Request, 7337335* is in Fusion. However, if a Supplier has trouble accessing this job aid, the Supplier should request a copy from the appropriate Engineering Coordinator found in *Appendix B, Supplier Alignment - Engineering Coordinator* on page 6.**

## b. Oracle Reviewers

The responsibilities of Oracle Reviewers (approvers/observers) are as follows:

TYPE	DESCRIPTION
<b>General Responsibilities</b>	<ul style="list-style-type: none"><li>• Adhering to status timelines</li><li>• Completing training</li><li>• Communicating status to suppliers</li><li>• Communicating changes to product SSM</li><li>• Communicating changes with affected Assembly Owners</li><li>• Communicating changes in responsibility to the Engineering Coordinator</li></ul>

### Process Responsibilities

- Reviewing all Fusion ECR-PQM (PPCNs) raised
- If you are not the Fusion ECR-PQM (PPCN) owner, advise the Engineering Coordinator who the appropriate owner is

**Note 6: Do not reject Fusion ECR-PQM (PPCN) if you are not the owner.**

- Verifying that the changes specified in the Fusion ECR-PQM (PPCN) are acceptable in each application of their project team.
- Coordinating with the owners of other assemblies that are related to the part to obtain their verification that the Fusion ECR-PQM (PPCN) changes are acceptable.
- Taking the appropriate action regarding escalations

## c. Managers of Oracle Approvers

Managers' responsibilities include the following:

- Ensuring that Fusion Approval Matrix is updated to reflect correct ownership in their business unit (BU)
- Taking the appropriate action regarding escalations

## d. Affected Assembly/Part Owners

Affected Assembly/Part Owners' responsibilities include the following:

- Communicating with the Engineering Coordinator if you have additional information.
- Communicating with the Engineering Coordinator in regard to part number ownership
- Contacting the supplier to initiate a Fusion ECR-PQM (PPCN) for the affected assembly, if necessary
- Coordinating changes with the owner of the original Fusion ECR-PQM (PPCN) submitted

## e. Engineering Coordinators

Engineering Coordinators' responsibilities include the following:

- Governing the readiness of Fusion ECR-PQMs to be reviewed by Oracle personnel.
- Ensuring ECR-PQMs are appropriately distributed inside of Oracle for Review or Qualification.
- Communicating with the Originator (EM/Supplier) and Reviewers (Oracle) of Fusion ECR-PQM regarding status, updates, documentation, information, and so on.
- Ensuring that the closure and response to all Fusion ECR-PQMs are managed in a timely manner.
- Escalating if missing or incomplete responses (comments) are provided and impact the means to process the ECR-PQM.
- Training and assisting users (internal and/or external) pertaining to the functionality of the Fusion tool to process ECR-PQMs.

## f. Fusion ECR-PQM (PPCN) Approvers

Fusion ECR-PQM Owners/Approvers' responsibilities include the following:

- Reviewing each notification email, they receive
- Advising the responsible SSM and Engineering Coordinator within 10 working days if there are any issues with the change, which warrant qualification or similar activities, including disapproval.

## g. Business Process Owners

Business Process Owners' responsibilities include the following:

- Working with the User Communities (internal or external) to ensure that the Fusion ECR-PQM tool is being used as trained.
- Publishing reports regularly
- Assisting with access to the tool for new users (external)
- Assisting users when the tool is down.
- Addressing tool issues with IT

## 2. FUSION PPCN INITIATION

A variety of changes may prompt the supplier to submit a Fusion ECR-PQM (PPCN) to Oracle. These changes may include, but are not limited to the following:

- Component part changes
- Process related changes
- Manufacturing location changes
- Supplier administrative changes
- A restriction of hazardous substance (RoHS)

Refer to *Appendix A, Types of Product and Process Changes* on page 5 to determine if an ECR-PQM (PPCN) should be created. The type of change must be entered in the ECR-PQM's Reason Code. The type of change (Reason Code) chosen must be based on the Change Description in *Appendix A, Types of Product and Process Changes* on page 5.

**Note 7: Present the departures listed above to Oracle for formal approval by submitting a PPCN (ECR-PQM). Oracle will allow, by concession, tighter tolerances, higher rating, or faster speed parts if the EM or Supplier obtains confirmation from the device supplier that these 'better than' attributes are the result of selected screening and not by way of design or process difference from the originally approved part. Other changes must be subject to the deviation/ qualification process. Acceptance of changes is provided through an Engineering Change Order (ECO) or a Manufacturing Change Order (MCO), not just through a submitted or processed PPCN (ECR-PQM).**

**Note 8: All procurement and material usage rules pertaining to part status codes still apply.**

## 3. FUSION PPCN SUBMISSION AND NOTIFICATION

The Supplier submits a Fusion ECR-PQM (PPCN) through the Fusion tool ([Fusion-PD](#)).

**Note 9: The Fusion tool requires access by contacting your Supplier Profile Admin and Trusted Party**

## 4. FUSION PPCN RECEIPT

- The Engineering Coordinator has 2 business days to ensure the ECR-PQM was correctly populated and send it out for review (to the correct owner) or correction (to the Originator), upon receiving the email that a Fusion ECR-PQM (PPCN) has been assigned.
- Approver(s) review the information submitted by the supplier.
  - If all the relevant information is present, Approver(s) shall advise the Engineering Coordinator as to their next steps: Qual or Approve.
  - If Approver(s) need additional information, the Approver(s) should add comments to the ECR-PQM (PPCN)
- Do not reject the Fusion ECR-PQM (PPCN) if it was sent to the wrong owner. If it has been sent to the wrong owner, provide comments to the Engineering Coordinator through the Fusion ECR-PQM (PPCN) that you are not the owner and provide the name of the correct owner.

## 5. FUSION PPCN ESCALATION

- Once a Fusion ECR-PQM (PPCN) is assigned to Approver(s), they are expected to perform their responsibilities and work within specified timelines.

- Reference *SCO and Engineering Job Aid: ECR-PQM Reviewer Responsibilities, 7337340*.

## APPENDIX A: TYPES OF PRODUCT AND PROCESS CHANGES

### Types of Product and Process Changes

TYPE OF CHANGE (REASON CODE)	CHANGE DESCRIPTION
<b>Component Part Changes</b>	<p>Any sub-tier related change that relates to alternate source or affecting form, fit, or function to an Oracle part or product.</p> <p>These include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Tolerance or rating differences</li> <li>• Die shrinks.</li> <li>• Die revisions.</li> <li>• Speed or power enhancements</li> <li>• Date code component older than 2 years</li> <li>• Lead finish</li> </ul>
<b>Design Changes</b>	<p>Any change to an Oracle product or an Oracle Engineering controlled part affecting form, fit, or function.</p> <p>This includes any planned physical or performance changes such as die shrinks, performance enhancements, design flaw fixes, and so on.</p>
<b>EOL Changes</b>	Parts which are going to 'end of life' and are no longer manufactured.
<b>Manufacturing Location-Related Changes</b>	Manufacturing location changes of Oracle's first-tier supplier, including movement of product line from current location or expansion to another location.
<b>Part or BOM Changes</b>	<p>Any changes made that affect the information of a part or BOM e.g., sub-tier supplier's part number change.</p> <p><u>No change</u> to the device's form, fit, or function, and/or to the processes used to build the device, and/or to the location where the device is built.</p> <p>This type of change can also be used for process related changes.</p>
<b>RoHS Changes</b>	Changes related to hazardous substances qualifications

The Type of Change are Fusion's ECR-PQM Reason Codes; the Change Descriptions are the definitions for those Reason Codes

## APPENDIX B: SUPPLIER ALIGNMENT – ENGINEERING COORDINATOR

### Engineering Coordinator Matrix

SUPPLY CHAIN	ENGINEERING COORDINATOR
<b>Foxconn</b>	Christina Hunter: <a href="mailto:Christina.Hunter@oracle.com">Christina.Hunter@oracle.com</a>
<b>Hyve</b>	Catherine (Ashlee) Ballardo: <a href="mailto:Ashlee.Rice@oracle.com">Ashlee.Rice@oracle.com</a>
<b>Mitac</b>	Kristina Kolstad: <a href="mailto:Kristina.Kolstad@oracle.com">Kristina.Kolstad@oracle.com</a>
<b>Micros Products Suppliers</b>	Catherine (Ashlee) Ballardo: <a href="mailto:Ashlee.Rice@oracle.com">Ashlee.Rice@oracle.com</a>
<b>Direct Suppliers</b>	Catherine (Ashlee) Ballardo: <a href="mailto:Ashlee.Rice@oracle.com">Ashlee.Rice@oracle.com</a>
<b>Core-Commodity Suppliers</b>	Catherine (Ashlee) Ballardo: <a href="mailto:Ashlee.Rice@oracle.com">Ashlee.Rice@oracle.com</a>
<b>Business Process Owner</b>	Robin Ferguson: <a href="mailto:Robin.Ferguson@oracle.com">Robin.Ferguson@oracle.com</a>

### Document History

DASH	REV	DATE	DESCRIPTION OF CHANGE	ORIGINATOR
01	A	12 Jan 1999	Initial release.	N/A
02	A	20 Sep 2000	Omitted Section 2, 'Internal Website', substituted all references to internal website with PRM tool.	N/A
03	A	14 Aug 2002	Complete doc revamp; new template; new appendixes; new Section 3; additional Sections 4, 5, 6, and 7.	N/A
04	A	23 Aug 2004	Converted to StarOffice template. Updated document throughout to include PIM changes and added Section 7. Replaced Appendix A with link to PPCN process map.	N/A
05	A	14 Mar 2005	Removed Appendix E. Minor updates.	N/A
05	B	09 Mar 2010	Removed reference to document 923-3426-xx.	N/A
AGILE HISTORY				
07	N/A	13 Aug 2012	Change to the Change Analysts for EMs (Appendix B).	N/A
08	N/A	05 Aug 2013	Update to Appendixes A and B and other minor rewrites to improve clarity and to reflect current business processes. Review Version B changes – added note about Emergency ECR's, changed role from Manager to Change Analyst for assisting in providing Fusion access in Note 6, and added to Section 4, step 1, "or returned to Originator for correction."	N/A
09	N/A	14 Oct 2014	Added list of unacceptable departures to Component part changes in Appendix A in 923-2465. Updated CA responsibilities in regard to product team matrices updates (changed back in Review Version B).	N/A

			Review Version B - Returned CA responsibilities to original terminology (Section 1.5).	
10	N/A	01 Sep 2015	1. Changed Overview to reference ECR as method to communicate PPCNs. 2. Updated Audience to clarify intended suppliers affected by this procedure. 3. Updated 3rd bullet in section 1.1. 4. Added 5th and 8th bullets and Note 5 in section 1.1. 5. Rewrote 1.5 section to more clearly display the responsibilities of the Change Analyst role. 6. Updated title for section 1.7. 7. Updated and added email addresses in Appendix-B. 8. Removed reference to ECR Process Flow from URL Link(s) to Other Documents section in the "Doc Control Info" document. 9. Added 7063711 to Relationship and Reference Documents.	N/A
11	N/A	18 Oct 2016	Add Job Aid 7337335, Supply Chain Job Aid: Creating ECR for PPCN Request, in Section 1.1 and link to 923-2465 in Fusion.	N/A
12	N/A	26 Oct 2016	Reinstate the history section (last section).	N/A
13	N/A	15 May 2017	Added to Section 1.1 - "PPCN documents from sub-tier suppliers for qualified multiple sources that are currently not being purchased need to be communicated to Oracle through Fusion." Updated change analyst information in Appendix B. Added references to documents 7063711 and 7337340 in Section 5.	N/A
<b>FUSION HISTORY</b>				
14	N/A	13 Jan 2020	Update for Fusion	N/A
15	N/A	01 Jan 2022	AQP Reformat to new template and a few minor updates	N/A
16	N/A	24 Jan 2022	Update confidentiality statements from Oracle Internal to Oracle Restricted. Update ESO contact alias for questions from Beehive to eso_business_docs_us_grp@oracle.com.	N/A
17	N/A	07 Feb 2022	Add Document History back	N/A
18	N/A	21 Dec 2022	Add Hyve to the Engineering Coordinator Matrix	N/A
19	N/A	14 Apr 2025	Update Engineering Coordinator Matrix on page 6.	N/A
20	N/A	17 Apr 2025	Add correct Eng Coord name for Foxconn under EC Matrix on page 6.	N/A

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