

## Eng, Chiu Ann

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**From:** Marappan, Manoharan  
**Sent:** Thursday, 27 October, 2016 11:24 AM  
**To:** Eng, Chiu Ann  
**Subject:** FW: CORP/SIN/EQMS/CCMS/ROOT CAUSE CATEGORY

Hi Chiu Ann,

Could you print your request mail below into a PDF and raise an ASR .

Thanks.  
mano

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**From:** Eng, Chiu Ann  
**Sent:** Monday, October 24, 2016 9:58 AM  
**To:** [support.ssc@dbbschenker.com](mailto:support.ssc@dbbschenker.com)  
**Cc:** SG-DistList-SIN-sin.itcorporatesupport  
**Subject:** CORP/SIN/EQMS/CCMS/ROOT CAUSE CATEGORY

Dear SSC,

We want to capture **Root Cause Category** in CCMS system during "Submit CAR".

1. Can you include a section "Root Cause Category" after Root cause / Findings?
2. Can you include a dropdown list with the category as below?
3. Can you make the No.2 a mandate section (User must complete before submission)
4. Can you allow User to select more than 1 category (e.g. User can select Man, Method at the same time)
5. Can you capture Root Cause Category in the CA Required report?

Submit CAR

Reset
Submit

**Root Cause / Findings:**  
(max 500 characters)

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v

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**Root Cause Category**

<blank>

☐ <blank>
☐ Man
☐ Machine
☐ Method
☐ Environment
☐ Materials

**Containment / Corrective / Preventive Action (s) to be taken:**  
(max 500 characters)

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v

**Target Implementation Date:**

**Action Taken By Employee ID:**

**Action Taken By Name:**

**Action Taken By Department:**

Attachments
Attach

DEL	File Name	Added By	Added Date

Consolidated Case Management System

Singapore - 24 Oct 2016

Login Type: QC - Eng Chiu Ann

Case Management

Corrective Action

Notify CA Completed

Compliment Management

Quality

Report Menu

HELP

Log

Submit CAR

Accept/Reject CAR

Ref No :

Customer :

Category : All

Case Date : 01/01/2013 00 00

Initiation Date : 01/01/2013 00 00

Order : Ascending

Case Status : All

Dept : All

SubCategory : All

Origin : ALL

Sort By : Ref No

Ref No	Origin	Case Status	Action	Dept	Customer	Category	SubCategory	Case Date	Initiation Date	Responsible Employee
No Data Found										

# Consolidated Case Management System

Singapore - 24 Oct 2016  
Login Type: QC - Eng Chiu Ann

Case Management
Corrective Action
Notify CA Completed
Compliment Management
Quality
Report Menu
HELP

Case Action Register (CA Required)

Ref No :
Customer :
Category :
Case Date :
Initiation Date :
Order :

Case Status :
Responsible Dept :
SubCategory :
Origin :
Sort By :

Case Log (CA Not Required)
Case Action Register (CA Required)
Category Chart
Case Register
Customs Composition report
Customer feedback sub-category
Compliment report

Ref No	Origin	Responsible Dept	Customer	Name of Customer	MainCategory	Category	Description of Case	Root Cause / Findings	Pre	
1	D10314696	Internal	MC NAC - Megahub	DB Schenker Singapore (Q&HSE Department)	Alex Chua	CF	HSE Violation	Non-Conformance to P-EHS-SCH-452-001 Incident Reporting, section 5.1.1.; Failure to raise incident report to HR & QHSE dept. within 24 hrs. Accident at Swarovski (Megahub) on 23rd Dec 2013 but the incident wasn't reported to QHSE and HR department within 24 hours from the time of accident and the Incident was only reported to QHSE and HR on Tuesday (31st Dec 2013).	The staff were not briefed on the HSE procedure P-EHS-SCH-452-001 (Incident Reporting).	Condu meeting brief all procedu 001 (In and also importa work-re incident Executi immedi

Thank you.

Best Regards,

Eng Chiu Ann (Mr.)  
Senior Quality Executive  
Quality Management Systems  
Quality, HSE & Security Department

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