Eng, Chiu Ann

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.

From: Eng, Chiu Ann

Sent: Monday, October 24, 2016 9:58 AM

To: support.ssc@dbschenker.com

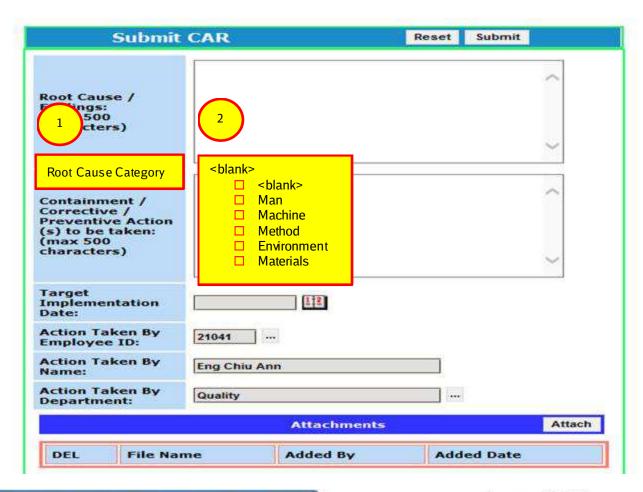
Cc: SG-DistList-SIN-sin.itcorporatesupport

Subject: CORP/SIN/EQMS/CCMS/ROOT CAUSE CATEGORY

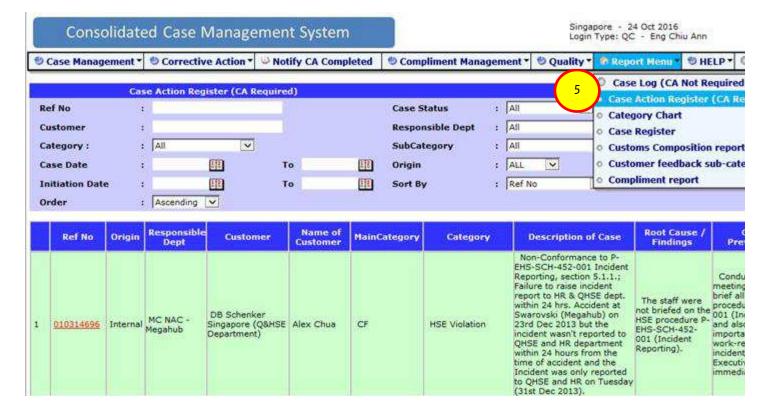
Dear SSC,

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?







Thank you.

Best Regards,

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

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