

# SQPS-940

## Veoneer NCM / 8D Supplier Guideline

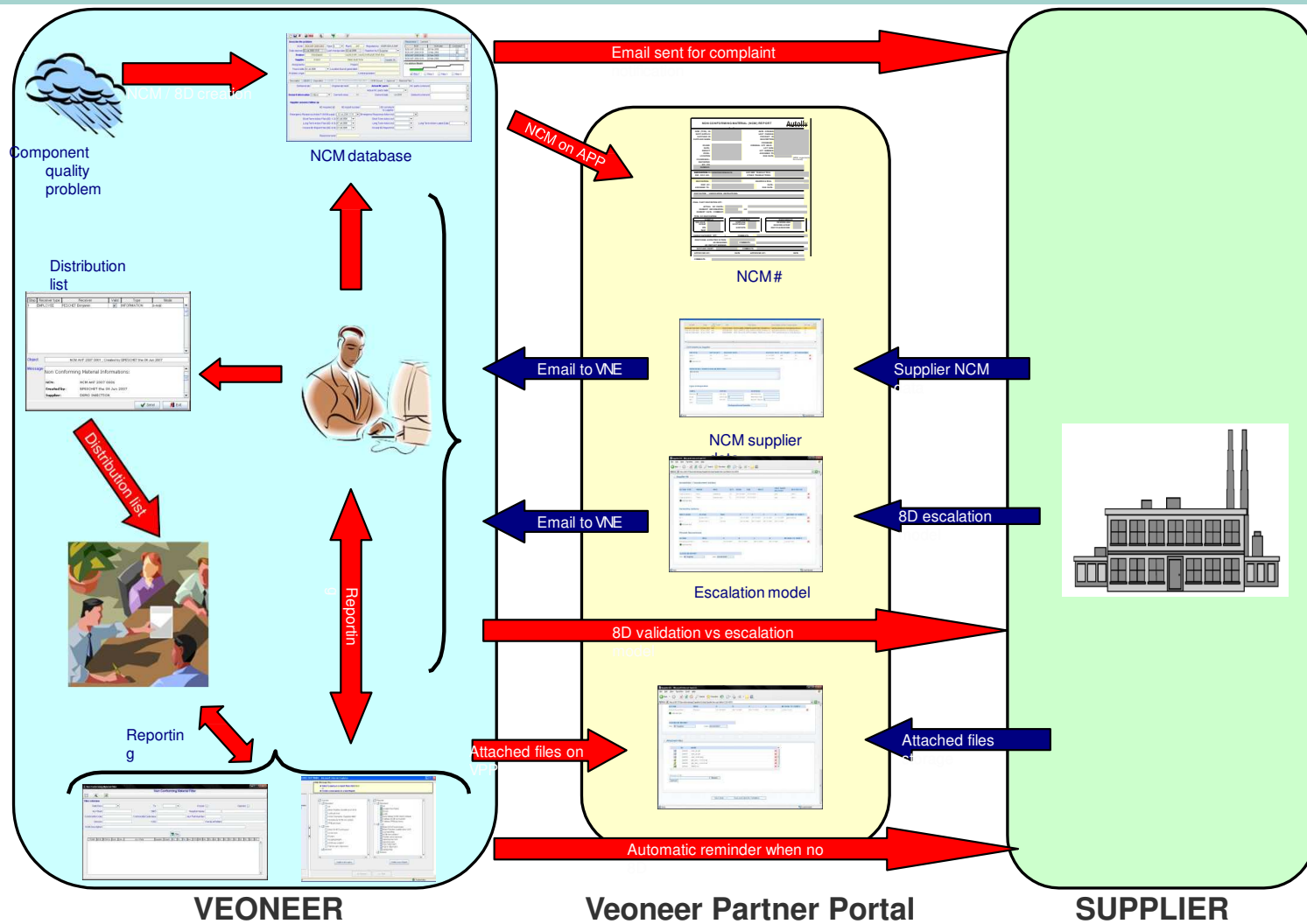
By: Jose Dorado

**veoneer**

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## 1.0 Information Flow and Principles



## 2.0 NCM Severity

Severity of defect	Criteria (one of the criterion below is enough)
NCM A	<ul style="list-style-type: none"> <li>• Critical Characteristic (CC) is outside of specification</li> <li>• Other characteristics or dimensions effecting the Veoneer product function risking non-compliance with legal, safety or significant function requirements</li> <li>• NCM B repeated due to repeat occurrence*</li> </ul>
NCM B	<ul style="list-style-type: none"> <li>• Significant Characteristic (SC) outside specification</li> <li>• Other characteristics or dimensions affecting fit or function other than NCM A</li> <li>• NCM C repeated due to repeat occurrence *</li> </ul>
NCM C	<ul style="list-style-type: none"> <li>• NCMs which do not impact CC/SC, fit or function. For example deviations on appearance, burrs not affecting function etc.</li> </ul>
NCM D	<ul style="list-style-type: none"> <li>• NCM Ds must always be connected to a "Master NCM" (NCM A, NCM B or NCM C).</li> </ul>
Additional	Criteria
Supplier Communication	<ul style="list-style-type: none"> <li>• Use for communication with supplier on potential issues or very minor issues that plants want to give a documented warning or signal.</li> </ul>

**NOTE: Severity D and Supplier Communication NCM's do not affect Supplier Score**

# 3.0 Supplier Interface: VPP/8D

## 3.0 Supplier Interface VPP / 8D

With the issuing of this NCM you are officially notified that a nonconformance has been discovered at an Veoneer facility or at our Customer.

It is your responsibility to ensure that the issue/concern is identified at the lowest component level. And to NOTIFY all Veoneer facilities that are receiving this lowest component to prevent a recurrence of the known issue.

If you are receiving the component with the issue/concern from a sub-supplier, you are responsible for communicating and managing the sub-supplier and still meeting the above communication actions.

Please ensure that the Veoneer NCM issuing plant SQE is copied on the notification(s) to all other Veoneer facilities that are receiving the lowest component that the issue/concern was identified on.

Your responsiveness to this request will be assessed for scoring your VS51 report.

**Non Conforming Material Information:**

**NCM:** [NCMId]

**Created By:** [CreatedBy]

**Last change date:** [LastChangedDate]

**NCM Description:** [NCMDescription]

**Supplier:** [Supplier]

**Severity:** [Severity]

Please check attached files.

If you are Veoneer people, please go to APSD application on Veoneer Shared Applications Portal.

If you are a supplier, please go to the [Veoneer Partner Portal](#). You can access the 8D Reports in the Supplier Profile application. After opening Supplier, click on the NCM 8D module.

**NOTE:** A Supplier 8D template file is now available for download on your 8D form, please read information available at the top of the form for more instructions. If you don't have access to VPP, please contact your local administrator.

**NCM Reported by** [ReportedBy]

**NCM Assigned to** [AssignedTo]

## 3.1 NCM Notification to Supplier

As NCM Notification, the Supplier Quality Contact in Supplier Board, receives an e-mail. Each time the document is updated and Excel button is used, the report is created with a new version and new e-mail issued.

## 3.2 Supplier Interface

### 3.2.1 How to Access Veoneer Partner Portal

Log into Veoneer Partner Portal VPP under address: [www.veoneer.biz](http://www.veoneer.biz)

# Welcome to the Veoneer Partner Portal

**Enter your  
User ID and  
Password**

The Veoneer Partner Portal is the entry point for suppliers and other partners to access Veoneer web-enabled applications and databases. If you already have an account, press the Login link.

If you are an Veoneer supplier and do not have an account yet, you will be contacted by your lead buyer when it is time to create your account.

### Site Usage Agreement

Sharing your user ID and/or password with others is considered improper use of this site, and may lead to a formal supplier reprimand or even the removal of the user from Veoneer's systems.

Upon accessing this website and benefiting from this service, you agree that you will maintain the confidentiality of proprietary information, protect their password from unauthorized use, and otherwise act in a professional and responsible manner to avoid liability for all concerned.

Partner Login

User ID:

Password:

[LOG IN](#)

[Reset Password](#)  
[Site Usage Requirements](#)



## 3.2 Supplier Interface

### 3.2.2 How to Access NCM / 8D

You will be welcome in the Main page for Veoneer Partner Portal (VPP)

MyDesk Tools Help Logout User Name: Reesa Tester

Welcome to the Veoneer Partner Portal

**Bulletins**

Title	Date	Actions	Name	Revision
No Objects found.				

**Applications**

Launch Applications

Veoneer Supplier Manual

Supplier Profile

Engineering Documents

ERP NA Supplier Website

Web Supply (Europe)

Click on the  
Supplier  
Profile Tab

## 3.2 Supplier Interface

### 3.2.2 How to Access NCM / 8D

This will take you to this screen where you have two options:

- a) Supplier Profile – used to view your information, i.e., Supplier Address, Contact Info, Attached files, etc.
- b) NCM 8D – Click on this button will make appear the list of NCM's for your supplier code

**NCM Supplier 8D** AKF TEST VIRTUAL APP SUPPLIER (510017) ▼

NCM 8D ? Help

**List of NCMs for 510017 : AKF TEST VIRTUAL APP SUPPLIER**

[Export to Excel](#)

Search NCM Id Start Date End Date (All 8D Status) Search Reset

NCM	Facility	NCM Date	NCM Status	8D Status	Product	Product Description	Supplier Code	Supplier Name
<a href="#">NCM AEF 2019 0275</a>	FRM	2019-09-26	Open	Open	10055000B	WEBBING, REEL, KL 104	510017	AKF TEST VIRTUAL APP SUPPLI
<a href="#">NCM AES 2021 0047</a>	SVM	2021-02-18	Closed	Closed (not required)	123456	ASSY, HEIGHT ADJUSTER, MANUAL, TEST	510017	AKF TEST VIRTUAL APP SUPPLI

2 records

Click on this button

Then select from the list the NCM that is new or the one chosen for review/update.



## 3.2 Supplier Interface

### 3.2.3 How to use Supplier NCM / 8D Area

This will open the window where you can see the status of the main 8D steps, Target dates in accordance with NCM Escalation Model, status of each step, and be able to update and upload documents.

1

NCM 8D ? Help

NCM AEF 2019 0275 (Open)

Get 8D Template

Supplier Profile NCM 8D

NCM 8D	Messages	Logs	Files	2	3	4
Emergency Response Action		Browse...	Upload	Due By	Approved On	Reje
Short Term Action (8D: 1-3)		Browse...	Upload	2019-09-26		
Long Term Action (8D: 4-5)		Browse...	Upload	2019-09-27		
Closed 8D Report (8D: 6-8)		Browse...	Upload	2019-10-03		
		Browse...	Upload	2019-10-25		

Responsiveness

5

Comment

6 Supplier Technical Problem Description

7

Save

1. **NCM 8D** – Application view from VPP (Veoneer Partner Portal) – it is the interface which the supplier uses to see the NCM and to respond

(Due to License cost, only the Direct Suppliers have access to this application)

2. **Due By** date is defaulted to the number of WORKING days mentioned in the brackets from the Action

3. **Approved On** is the date when the approval is given, and it is synchronized with NCM Registration

4. **NEW FIELD: Rejected On** is the date when SQE deems actions insufficient. And it is synchronized to the NCM Registration

5. **Responsiveness** can be selected from the drop-down list

6. **Supplier Technical Problem Description**,

7. **SAVE** latest inputs/Edits

3.2.4 How to use Supplier NCM / 8D Format

Please also note other Tabs are available: Messages, Logs, Files, Contacts, where additional information is visible to you to better understand and manage an NCM.

NCM 8D

Help

NCM AEF 2019 0275 (Open)

Supplier Profile

NCM 8D

[Get 8D Template](#)

NCM 8D	Messages	Logs	Files	Contacts		
				Due By	Approved On	Reje
Emergency Response Action		Browse...	Upload	2019-09-26		
Short Term Action (8D: 1-3)		Browse...	Upload	2019-09-27		
Long Term Action (8D: 4-5)		Browse...	Upload	2019-10-03		
Closed 8D Report (8D: 6-8)		Browse...	Upload	2019-10-25		

Responsiveness

-

Comment

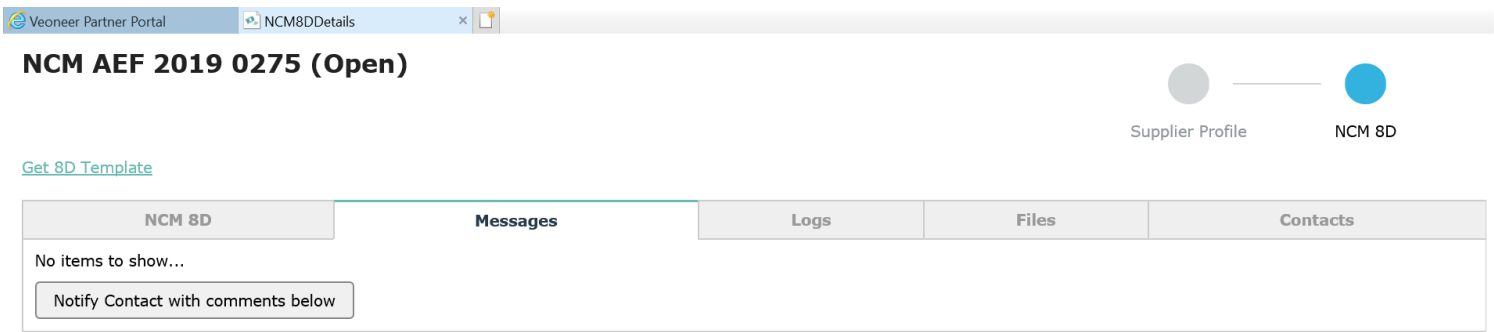
-

Save

Supplier Technical Problem Description

3.2.4 How to use Supplier NCM / 8D Format

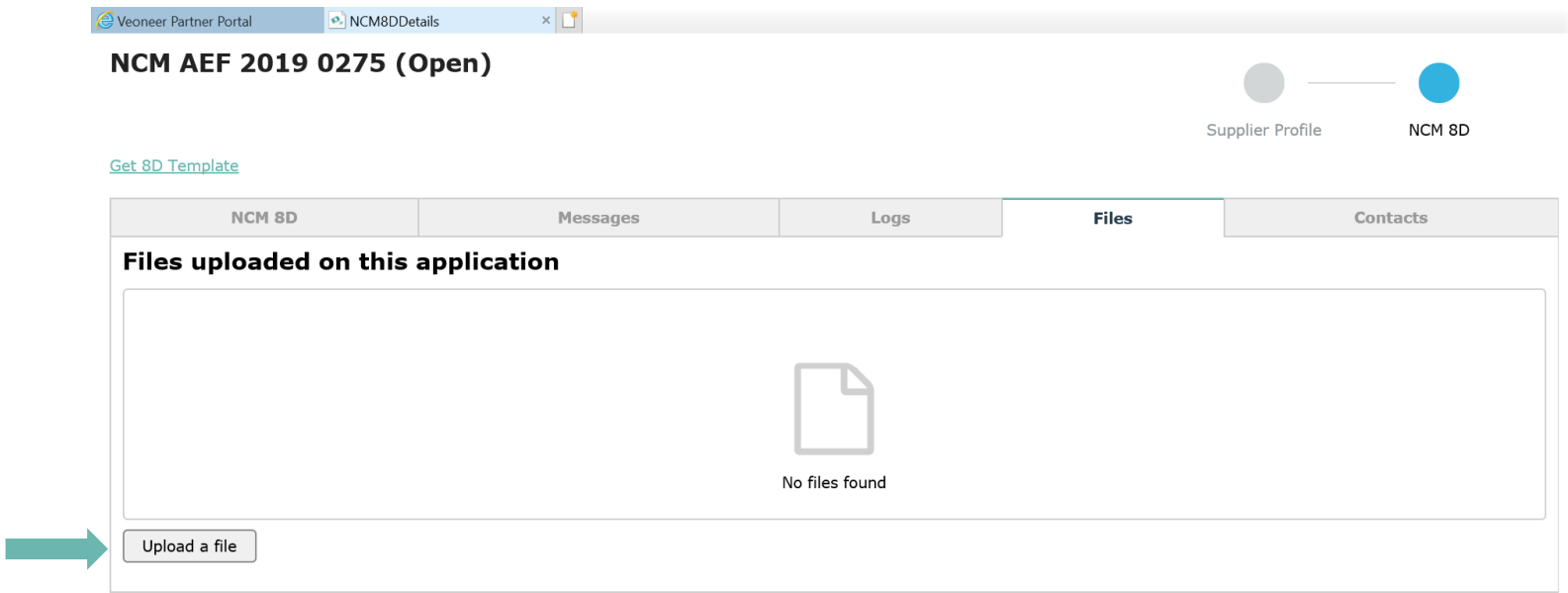
Message Tab displays any communication to the supplier by the assigned SQE, where important messages and information relevant to the current NCM is received.



3.2 Supplier Interface

3.2.4 How to use Supplier NCM / 8D Format

In this Tab, you can see the Files that have been uploaded as support documents for the NCM Responses and Upload/Update a new File for this NCM.



3.2 Supplier Interface

3.2.4 How to use Supplier NCM Format

Last Tab displays the Contacts basic information, Name, e-mail address and function in relationship to the listed NCM.

Veoneer Partner Portal

NCM8DDetails

NCM Supplier 8D

AKF TEST VIRTUAL APP SUPPLIER (510017)

NCM 8D

Help

NCM AEF 2019 0275 (Open)

Supplier Profile

NCM 8D

[Get 8D Template](#)

NCM 8D	Messages	Logs	Files	Contacts
Name	Email	Type		
Stephane Dumont	stephane.dumont@veoneer.com	Employee		
Tony Dore	tony.dore@autoliv.com	Employee		

## 3.3 8D Approve / Reject by Veoneer

veoneer

### 3.3.1 Supplier 8D Submittal Notification to Veoneer

Check boxes related to:

NCM 8D NCMs Lookups Access ? Help

**NCM CFM 2021 0432** **NCM Severity: NCM D Status: Open (Supplier not notified)**

NCM: NCM CFM 2021 0432

Supplier [Code - Name]: 862674 - ROBERT BOSCH GMBH

Customer OEM: Customer OEM

Problem Origin: Customer Incident - Field return

Type: Supplier

Supplier INT/EXT: External

Sub Supplier: Sub Supplier

Mileage (Km): Mileage (Km)

Part Number: 628055500B

Project: DFL 532

Date Opened: 2021-10-27

Identified Date: 2021-10-27

Is Master NCM? ☐

Part Number Description: SENS,HIGH G-ACCEL,SMA682,Y,240

Veoneer Production Date: 2020-10-01

Assigned To: Liqing Xu

Reported by Mirela Hertanu

Last updated on 2021-11-03 by Mirela Hertanu

NCM Description	VS 051	Disposition	WIP/Finished Goods Disposition	Attached Files	Supplier Actions	Escalation	NCM Recurrence	NCM Closure
A sorting action is necessary at Veoneer. Please confirm within 2 hours: - Your sorting authorization - The date and the batch number of the first secured delivery to Veoneer.	<input type="checkbox"/>	1			The delivery will be identified with: (every cardboard and pallet)	6		9
Please provide the sorting instruction (attach in the VPP).	<input type="checkbox"/>	2			In case of parts returned for sorting to your facility, please provide information within 10 days about actual defective parts found.	7		
Please identify the first secured delivery (every cardboard and pallet) and provide the batch number and the identification.	<input type="checkbox"/>	3			Please provide your NCM/8D report WITH a 5 WHY analysis (attach it in the VPP).	8		
Please provide your NCM/8D report WITH an ISHIKAWA analysis (attach it in the VPP).	<input type="checkbox"/>	4						
Free text for specific request to the supplier		5						

- 1 Sorting
- 2 Attach in VPP the sorting instructions
- 3 Provide batch no and identification
- 4 Attach in VPP the Isikawa Analysis
- 5 Free text
- 6 Cardboard and Pallet, Severity A issues may require ID on individual parts
- 7 Inform within 10 days the actual number of NC parts found
- 8 Attach in VPP - 5 Whys
- 9 **Save**, this will store the data and inform the assigned Plant SQ

### 3.3 8D Approve / Reject by Veoneer

#### 3.3.2 8D Approve / Reject by Veoneer

NCM 8D
NCMs
Lookups
Access
Help

NCM ACE 2020 0443 (Closed (not required))

NCM 8D	Messages	Logs	Files	Contacts
1	2	3	4	5
Emergency Response Action	Emergency_Response_Action.pdf	Approve	Reject	Due By: 2020-10-13
Short Term Action (8D: 1-3)	Lot_History_check_20201013.pdf	Approve	Reject	Approved On: 2020-11-05
Long Term Action (8D: 4-5)	NCM ACE 2020 0443 FA_200001038874_20201029_Final.pdf	Approve	Reject	Approved On: 2020-11-05
Closed 8D Report (8D: 6-8)	NCM ACE 2020 0443_8D_200001038874_20201029...pdf	Approve	Reject	Approved On: 2020-11-05

Responsiveness
7

Comment
8

Save updates on Responsiveness

Supplier Technical Problem Description

- 1 Please Note Approve / Reject action is applicable at each of the four (4) major steps: Emergency Response, Short Term Action, Long Term Action and Closed 8D Report
- 2 Approve blue button for each step where the Plant SQ make the determination if provided information is sufficient to solve the problem and meet the requirements
- 3 Reject red button when additional information and data is needed.
- 4 Target date for each step is set by default per the NCM Escalation Model. If a different date is required, please contact the assigned SQ and discuss a new target date.
- 5 Date when the Plant SQ managing the NCM has clicked on **Approve**, after review of all the supporting data and files.
- 6 Date when the Plant SQ managing the NCM has clicked on **Reject** if review of all the supporting data and files was considered insufficient.
- 7 Responsiveness rating is filled in as the Problem Solving activity progresses and is rated based on meeting time and quality deliverables
- 8 Comments is a free text box to add any additional information or explanations related to the Approve / Reject decision



## 3.4 Reminder to Supplier

Please keep in mind that this is a new application recently launched, change communicated to you back on November 12, 2022 (see below) and should you encounter any issue, please notify your assigned Plant SQ / Commodity Buyer and they will issue an IT ticket to resolve.

### Go Live of NCM application in Outsystems

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Dear Colleagues,

The NCM application has been moved from Java to Outsystems on 12 November 2021. (including also the Migration of NCMs created and changed in Java until 14 November 2021)

The rights to create NCMs have been removed in Java but there is still available the functionality to Display and also to Change NCMs

**!Please be aware that ONLY DISPLAY function should be used in the Previous Java application!**

**Any update DONE after the 15 November 2021 in the NCM Java database is NOT transferred to the new NCM Outsystems application**

If you have issues with the Application please include in your email the Service Desk email address : [veoneer@service-now.com](mailto:veoneer@service-now.com)

# Revision History :

Version #	Date	Author	Approver	Modification	Purpose
1.0	Jan. 27, 2022	Jose Dorado	Dennis Nielsen	New Release	New Release

Creating Trust in Mobility  
Flawless Delivery  
Customer-Centric Collaboration  
Human-Centric Innovation

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