

TITLE : SAP Updating Procedure After Incoming Inspection

Date	Nature of Revision	Originator	Approval
	New Release		HK Chan
	Change Doc No		HK Chan

1. Purpose

1.1. To establish NCR if found any non-conformance

2. Scope

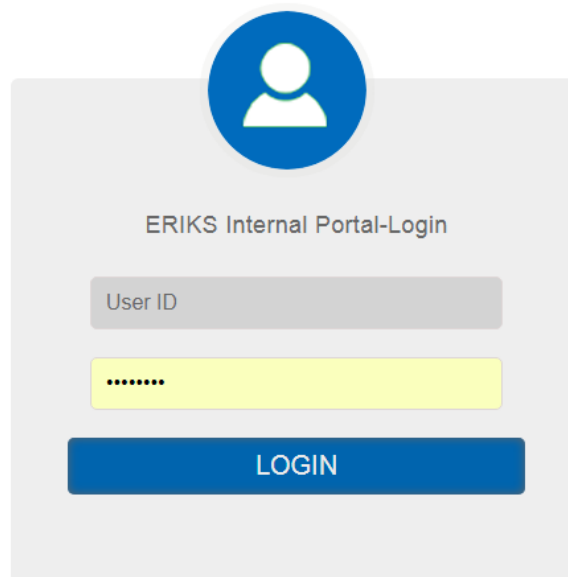
2.1. This procedure is applicable to products and non-conformance issue

3. Equipment / Consumables - NA

4. Instruction

4.1. Log in to ERIKS Portal following website to create form
<http://www.eriks.com.sg/internal/forms/ncr/summary.php>

4.2. Logon by entering the User ID and password.



TITLE : SAP Updating Procedure After Incoming Inspection

4.3. In the Main Menu, select QA/QC – NCR

The screenshot shows the ERIKS main menu with a blue header containing 'Post', 'Forms', 'Reports', 'Help', and 'Logout'. The 'Forms' dropdown menu is open, showing options: 'HR', 'Office Admin', 'QA', and 'NCR'. 'QA' is highlighted in blue, and 'NCR' is highlighted in grey. Below the menu, there are input fields for 'Requestor', 'Leave From', 'Full', 'To', 'Full', and 'Total days'. There are also checkboxes for 'Paternity', 'Childcare', 'Compassionate', 'Medical Leave', 'Incamp Training', 'No Pay', and 'Others'. A 'Reason' text area and a 'Submit' button are at the bottom. A 'Refresh | My History' link is in the bottom right corner.

4.4 Select create form to establish a new form

The screenshot shows the ERIKS main menu with a blue header containing 'Post', 'Forms', 'Reports', 'Help', and 'Logout'. Below the header, there are input fields for 'Department', 'Date From', 'Date To', and 'Status'. There are 'Submit' and 'Create NCR' buttons. The 'Create NCR' button is circled in red.

4.5 Fill up the requirement info as per the form request

The screenshot shows the 'Create NCR' form with the following fields and callouts:

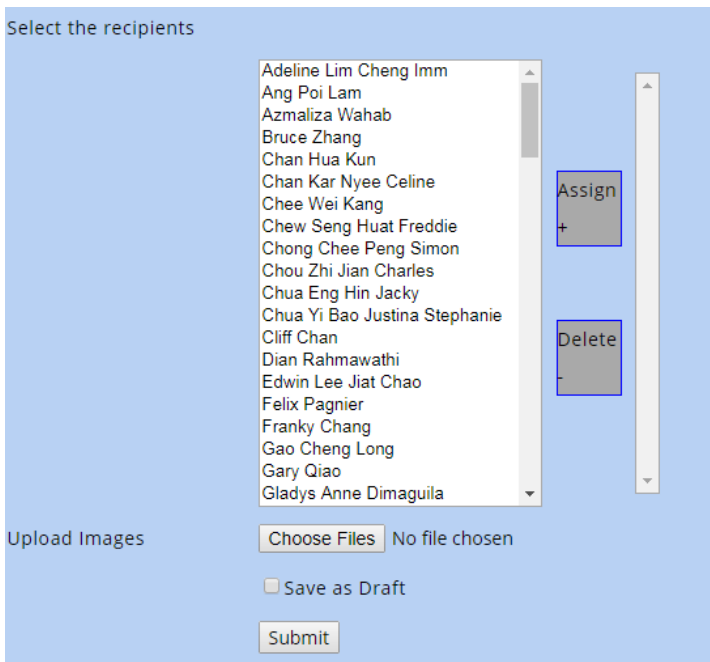
- Requestor:** vincentqc
- Country:** EPI
- Source of NC:** [Dropdown menu]
- Nature of Reject:** Wrong Item Deliver. Callout: "Picking Note No/ Purchase order No/ Delivery Order No/Invoice No"
- Issue from which branch?** Callout: "Issue from which branch?"
- Reject detect from incoming or outgoing?** Callout: "Reject detect from incoming or outgoing?"
- ERIKS Ref:** [Input field]
- NCR:** NCR/2017/029
- Rev No:** [Input field]
- Part No:** [Input field]
- QTY:** [Input field] of [Input field]
- Item Description:** [Input field]
- Reject From:** Incoming
- Comments:** [Rich text editor with callout: "Detail of the reject"]

TITLE : SAP Updating Procedure After Incoming Inspection

4.6 Click the **Choose Files** to attach the reject photo



4.7 Select the recipient and "click "Assign" to send



5. After click submit to send, Recipient will receive an email notification as below. Recipient shall click the link to review and acknowledge the NCR details.

Use the below link to acknowledge this NCR form

<http://www.eriks.com.sg/internal/forms/ncr/update.php?ack=6&user=vincentqcArray>

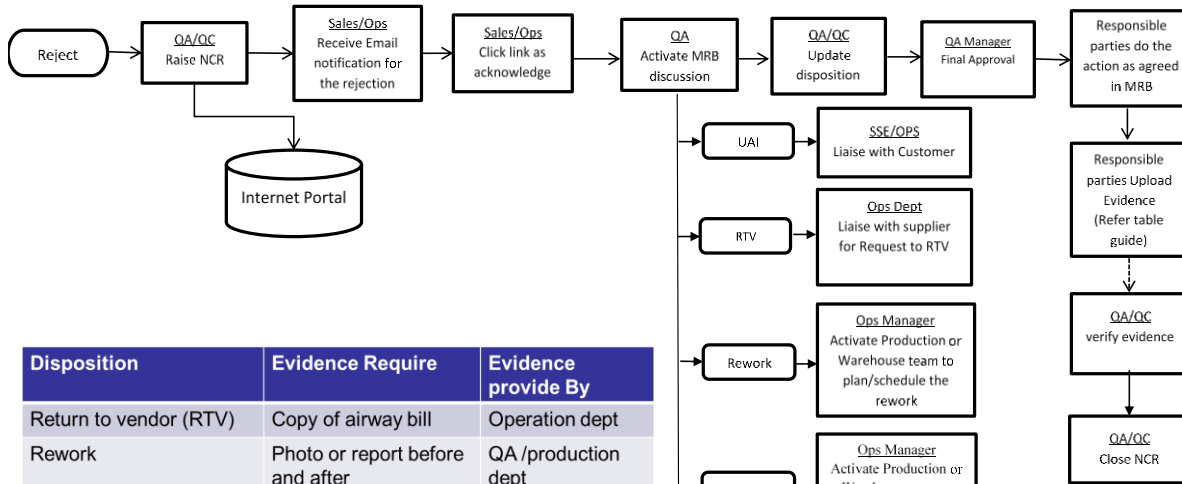
NCR form submitted Details	
Submitted by	Simon
Country	EPL
Department	Operation
Vendor Code	
Vendor Name	ESW
Nature of Reject	Others
ERIKS PO No	2017400862
Reject From	Outgoing

TITLE : SAP Updating Procedure After Incoming Inspection

6. After acknowledge the NCR, All the recipient shall refer to NCR flow QA-002 to and conduct MRB discussion
7. Once have the Outcome for the discussion, QA/QC shall update the disposition into NCR

Id	Country	Issue Date	Department	PO No	NCR No	Location	Status	Disposition
1	EPL	2017-07-28	Operation	2017103020	NCR/2017/011	Outgoing	Open	Disposition
2	EPL	2017-07-28	Internal	2017103020	NCR/2017/010	Outgoing	Open	Disposition

#Flowchart



Disposition	Evidence Require	Evidence provide By
Return to vendor (RTV)	Copy of airway bill	Operation dept
Rework	Photo or report before and after	QA /production dept
Scrap	Stock transfer Note /Supplier concession letter	Sales /Operation dept
Use As IT (UAI)	Customer /QA Manager concession letter	Sales / QA manager
Keep in stock (Customer cancel order or exchange goods)	Stock transfer Note/Credit Note	Sales/Operation dept