

NIBE

Nibe eQuality

**Supplier Deviation
Reports**

1th ed. A.A 2021-06-18

Deviation reports can be created at Nibe from several sources. It can be defects found

- In the field,
- In our production,
- In our Incoming Inspection (Article Analysis) or
- In a project

The Deviation reports is generated in Nibe ERP-system and through a Web interface communicated to the supplier by notification e-mails. This means that the documentation exists in ONE place where both Nibe and you as a supplier can access the same information. Uploads of documents are done in the system and by using the dialogue all communication is saved in the system. Reminder e-mails will be generated daily if an activity is overdue.

NIBE AB

SUPPLIER

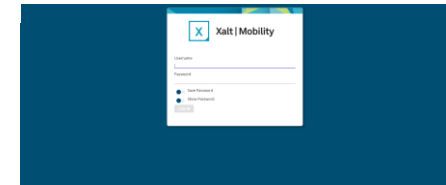
1. Report started at Nibe



Mail Notification



2. Supplier signs in to Xalt. Dialouge can be started, Short and Long Term actions should be reported.



3. Dialouge started



5. Short term action accepted

7. Long term action accepted

9. Deviation report closed



4. Short term action completed



6. Long term action completed

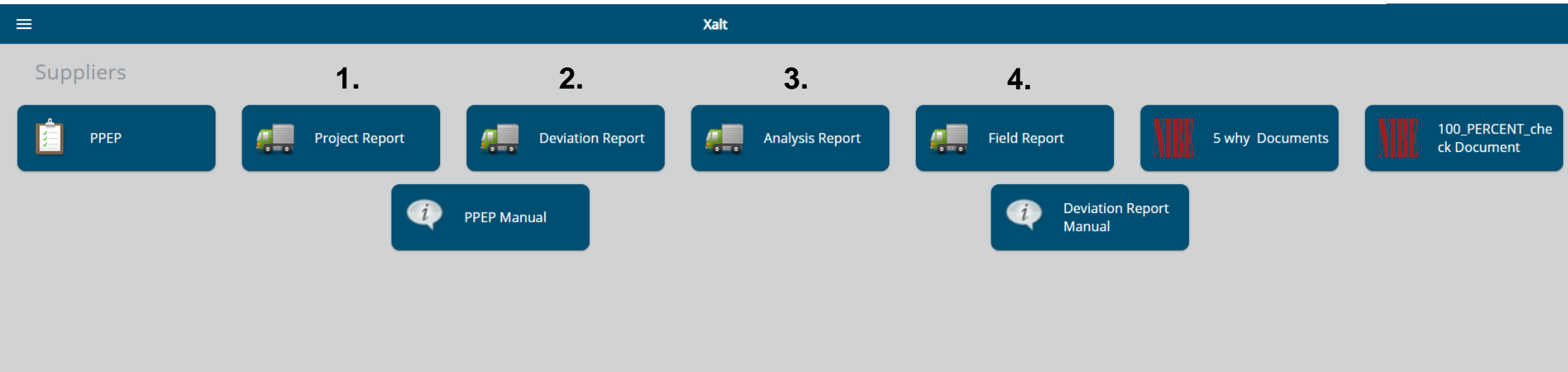


8. Deviation report completed

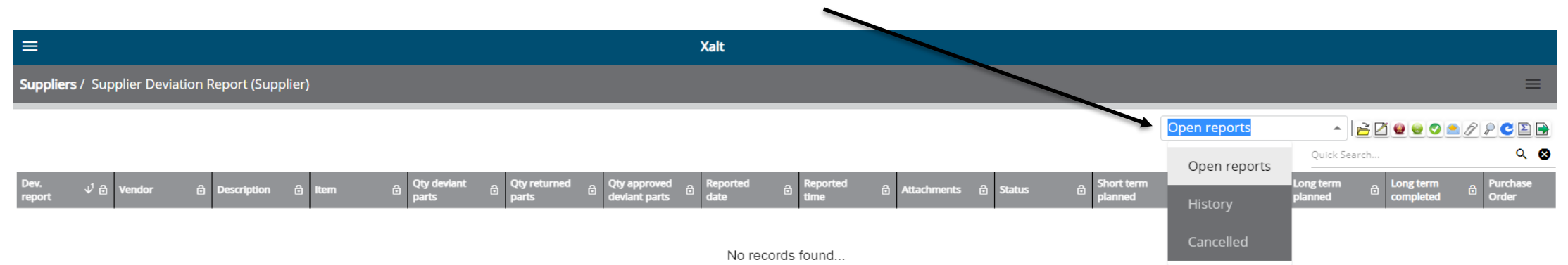
The image shows a browser window displaying the login page for Xalt | Mobility. The browser's address bar shows the URL `xha.hexagonxalt.net/login`. The page has a dark blue background with a white login form in the center. The form includes the Xalt logo (a blue square with a white 'X'), the text "Xalt | Mobility", and input fields for "Username" and "Password". Below the password field are two toggle switches: "Save Password" and "Show Password", both currently turned off. A "LOG IN" button is positioned at the bottom of the form. The browser's top bar shows "Hexagon Xalt" and "Gäst". The page footer contains "Client Version: 1.3.0-hotfix-1.0" on the left and "Powered By Xalt" on the right.

In the automated email from eQuality@nibe.se you would find information if the Deviation report (claim) sent to you is a Project report (1), Deviation Report (2), Analysis report (3) or Field report (4).

Select for example Deviation Origin to see open reports. Double-click on a report to open it.



Choose between open reports or history. History will show all closed reports.



Deviation Description

Once the report is opened, it will show the deviation definition. Use the drop-down list to select Short and Long Term or Attachments.

Suppliers (Nibe) / Supplier Project Report

Deviation Definition

Sequence	0000029616
Description	LED-cable missing and wrong item number on label.
Status	Awaiting supplier response
Reported date	Apr 7, 2021
Escalation level	SQA Escalation
Deviation Origin	Project
Item	318682
	PCBASW HMI
Serial number	
Comp. from Serialnr	
Qty.	5
DR Responsible	
SQA	
Supplier	
Close date	

Deviation Classification

Project name	
Serial number	
Comp. from Serialnr	

Extended description

Extended description

Supplier/Nibe Dialogue

Demands on Supplier

In order to secure the quality, NIBE demands You to take following actions:


1. Introduce 100% final inspection and other appropriate actions immediately.
Sort parts in your stock so deliveries to NIBE are secured and marked up with 100% check-label found in attachments.
2. Within 48 hours confirm that stock is sorted, 100% final inspection is introduced and set actions on rejected parts.
3. Within 21 calendar days present a root cause and a long term action.

EDIT

Client Version: 1.3.0-hotfix-1.0 Dialog Server Version: 1.0.36 Cloud Version: 1.0.0-1.566.0

Powered By Xalt



To start a dialouge with Nibe, press **EDIT** and enter your text in "Supplier/Nibe Dialouge" and press the buttom  "Send dialouge to Nibe". Only press this buttom if a dialouge is written.



1.

Select **EDIT** "Action on rejected parts" And press **EDIT** to fill in the Short Term Action. When finished, select the bottom **EDIT** for "Set Short Term Completed". After this button is selected, Nibe will receive an email with the new status. Nibe expect that The Short Term Action will be finished within 48 hours.



3.

4.

Suppliers (Nibe) / Supplier Project Report / Supplier Project Report: Short Term Action

To be filled in within 48 hours

Short Term first Name	
Short Term last Name	
Planned	Apr 9, 2021
Short term finished	Apr 7, 2021
Short term action rej parts	Blank
First P-order on parts	
First delivery date	
Short term completed	Yes


When short term action is completed, dont forget to set "Short term completed" in the toolbar.



Short Term Action Description

1. EDIT

2. [Status Icon]



Press **EDIT** to fill in the Return Actions Description. When finished, select the button  for "Return Actions Completed". After this button is selected, Nibe will receive an email with the new status. Nibe expects that the Short Term Action will be finished within 48 hours.

By clicking  (1) fill in Root Cause Analysis and press  (2) Long Term Action with planned implementation date. When finished, select the button for  (3) "Set Long Term Completed". After this button is selected. Nibe will receive an email with the new status.



The screenshot shows the Xalt application interface. At the top, there is a navigation bar with a hamburger menu icon on the left and the text 'Xalt' in the center. Below the navigation bar, the breadcrumb path reads 'Suppliers (Nibe) / Supplier Project Report / Supplier Project Report:'. On the right side of the breadcrumb, there is a dropdown menu labeled 'Attachments' with a small upward arrow. The dropdown menu is open, showing four options: 'Deviation Definition', 'Short Term Action', 'Long Term Action', and 'Attachments' (highlighted in grey). Below the breadcrumb, there is a table with the following columns: 'File', 'File description', 'Object type', 'Path', and 'Path and name'. The table contains three rows of data. The first row shows a file named '29616_1.JPG' with a description of '29616_1.JPG' and an object type of 'SUPPLIER DEVIATION REPORT'. The second row shows a file named '29616_2.JPG' with a description of '29616_2.JPG' and an object type of 'SUPPLIER DEVIATION REPORT'. The third row shows a file named '100_PERCENT_check.xls' with a description of '100_PERCENT_check.xls' and an object type of 'SUPPLIER DEVIATION REPORT'. Two black arrows originate from the text below the screenshot. One arrow points from the text 'click on the drop-down menu' to the 'Attachments' dropdown menu. The other arrow points from the text 'double-click on the attachment to open it' to the first row of the table.

File	File description	Object type	Path	Path and name
29616_1.JPG	29616_1.JPG	SUPPLIER DEVIATION REPORT	\\Nibe.se\dfs\XAX\307468	\\Nibe.se\dfs\XAX\307468\29616_1.JPG
29616_2.JPG	29616_2.JPG	SUPPLIER DEVIATION REPORT	\\Nibe.se\dfs\XAX\307468	\\Nibe.se\dfs\XAX\307468\29616_2.JPG
100_PERCENT_check.xls	100_PERCENT_check.xls	SUPPLIER DEVIATION REPORT	\\nibe.se\dfs\XAX\AA\307468\SUPDEV\0000029616	\\nibe.se\dfs\XAX\AA\307468\SUPDEV\0000029616\100_PERCENT_check.xls

To view the attachments, click on the drop-down menu and then double-click on the attachment to open it. A new window will be opened.

The screenshot shows the Xalt Attachments interface. At the top, there is a navigation bar with a menu icon, the text 'Xalt', and a breadcrumb trail: 'Suppliers (Nibe) / Supplier Project Report / Supplier Project Report:'. To the right of the breadcrumb is a dropdown menu labeled 'Attachments' and a set of utility icons. Below the breadcrumb is a 'General' tab and a 'Quick Search' field. The main content area contains a table with the following data:

File	File description	Object type	Path	Path and name
29616_1.JPG	29616_1.JPG	SUPPLIER DEVIATION REPORT	\\Nibe.se\dfs\XAX\307468	\\Nibe.se\dfs\XAX\307468\29616_1.JPG
29616_2.JPG	29616_2.JPG	SUPPLIER DEVIATION REPORT	\\Nibe.se\dfs\XAX\307468	\\Nibe.se\dfs\XAX\307468\29616_2.JPG
100_PERCENT_check.xls	100_PERCENT_check.xls	SUPPLIER DEVIATION REPORT	\\nibe.se\dfs\XAX\AA\307468\SUPDEV\0000029616	\\nibe.se\dfs\XAX\AA\307468\SUPDEV\0000029616\100_PERCENT_check.xls

In the center of the interface, an 'Attach File' dialog box is open. It has a title bar 'Attach File' and a section 'Upload File' with the text 'Choose a file' and a file selection icon (a folder with a plus sign). Below this are two buttons: 'CONTINUE' and 'CANCEL'. A black arrow points from the paperclip icon in the bottom text to the file selection icon in the dialog box. Another black arrow points from the paperclip icon in the top right utility bar to the 'Attach File' dialog box.

Click on the paperclip icon  to create a new attachment. Select your file by opening a "Open file dialouge".

The screenshot displays the NIBE Attachments interface. At the top, there is a navigation bar with the user name 'Welcome ALEXANDERA!' and a 'LOGOUT' link. Below this is a breadcrumb trail: 'Suppliers (Nibe) / Supplier Project Report / Supplier Project Report:'. The main content area features a table of attachments and two overlaid dialog boxes.

File	File description	Object type	Path	Path and name
29616_1.JPG	29616_1.JPG	SUPPLIER DEVIATION REPORT	\\Nibe.se\dfs\XAX\307468	\\Nibe.se\dfs\XAX\307468\29616_1.JPG
29616_2.JPG	29616_2.JPG	SUPPLIER DEVIATION REPORT	\\Nibe.se\dfs\XAX\307468	\\Nibe.se\dfs\XAX\307468\29616_2.JPG
100_PERCENT_check.xls	100_PERCENT_check.xls	SUPPLIER DEVIATION REPORT	\\nibe.se\dfs\XAX\AA\307468\SUPDEV\0000029616	\\nibe.se\dfs\XAX\AA\307468\SUPDEV\0000029616\100_PERCENT_check.xls

The 'Open' dialog box shows a file named 'TEST' selected in a folder named 'IE'. The 'Attach File' dialog box has 'CONTINUE' and 'CANCEL' buttons. Arrows labeled '1.', '2.', and '3.' point to the 'TEST' file, the 'Open' button, and the 'CONTINUE' button, respectively.

Select your file (1), click on "Open" (2) and then "Continue" (3).

Suppliers (Nibe) / Supplier Project Report / Supplier Project Report: Deviation Definition

Sequence: 0000029616
Description: LED-cable missing and wrong item number on label.
Status: Awaiting supplier response
Reported date: Apr 7, 2021
Escalation level: SQA Escalation
Deviation Origin: Project
Item: 318682
PCBASW HMI
Serial number:
Comp. from Serialnr:
Qty.: 5
DR Responsible:
SQA:
Supplier:
Close date:

Deviation Classification

Project name:
Serial number:
Comp. from Serialnr:

Extended description

Extended description

Supplier/Nibe Dialogue

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EDIT

Client Version: 1.3.0-hotfix-1.0 Dialog Server Version: 1.0.38 Cloud Server Version: 3.566.0 Powered By Xalt



When both "Short" and "Long Term Actions" are filled in, complete the deviation report by pressing  to send it to Nibe.

Automated e-mail notification is sent by the system on following base

- *To the Supplier from the system once the Deviation Report is created*
 - *To Nibe when Short Term Action is completed by the Supplier*
 - *To Nibe when Rootcause and Long Term Action is completed*
 - *To the Supplier when Short/Long Term dates are overdue*
 - *To NIBE Buyer when credit invoice is expected*
-
- When the dialogue is ongoing between Nibe and the supplier, the automated notifications are sent between the companies.

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Thank you