

# Supply Chain Hub Vendor Response to ESA Non-Compliance Report User Manual

## Objective

The goals of this user manual are to:

- Review and update the Non-Compliance reported by the ESA team
- Track the Non-Compliance status

**Target Audience:**

- Supplier



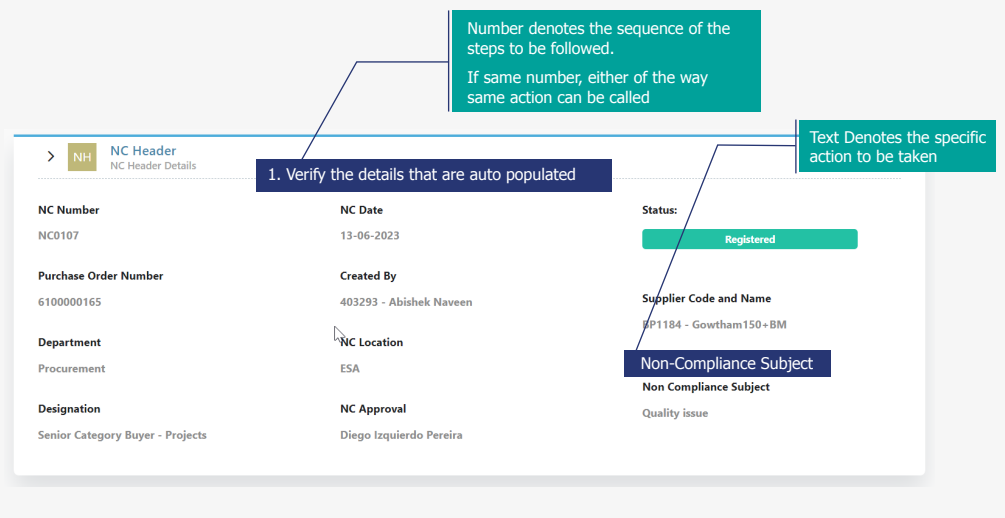
**Course Pre-requisites:**

- Understanding of the Non-Compliance report and its process

## Notations Used in Training Manual

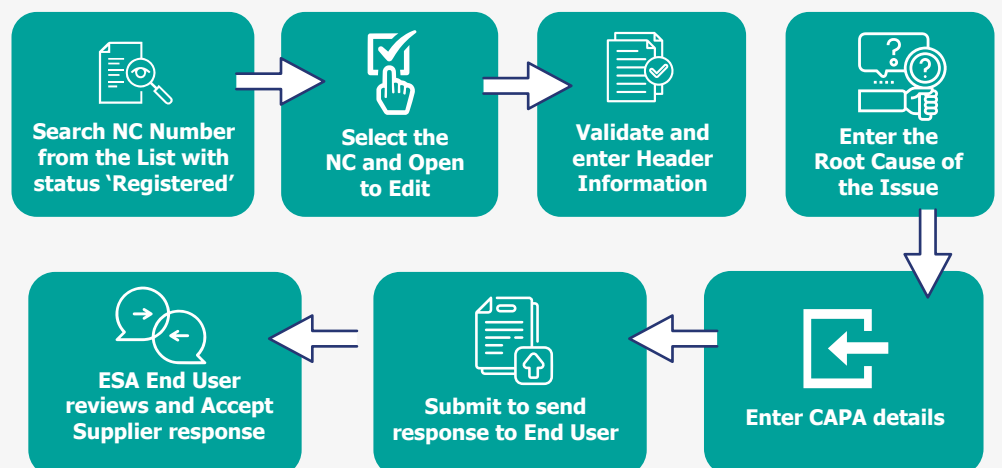
Number denotes the sequence of the steps to be followed.  
If same number, either of the way same action can be called

Text Denotes the specific action to be taken



NC Header Details		
<b>NC Number</b> NC0107	<b>NC Date</b> 13-06-2023	<b>Status:</b> Registered
<b>Purchase Order Number</b> 6100000165	<b>Created By</b> 403293 - Abishek Naveen	<b>Supplier Code and Name</b> SP1184 - Gowtham150+BM
<b>Department</b> Procurement	<b>NC Location</b> ESA	<b>Non-Compliance Subject</b> Non Compliance Subject
<b>Designation</b> Senior Category Buyer - Projects	<b>NC Approval</b> Diego Izquierdo Pereira	Quality issue

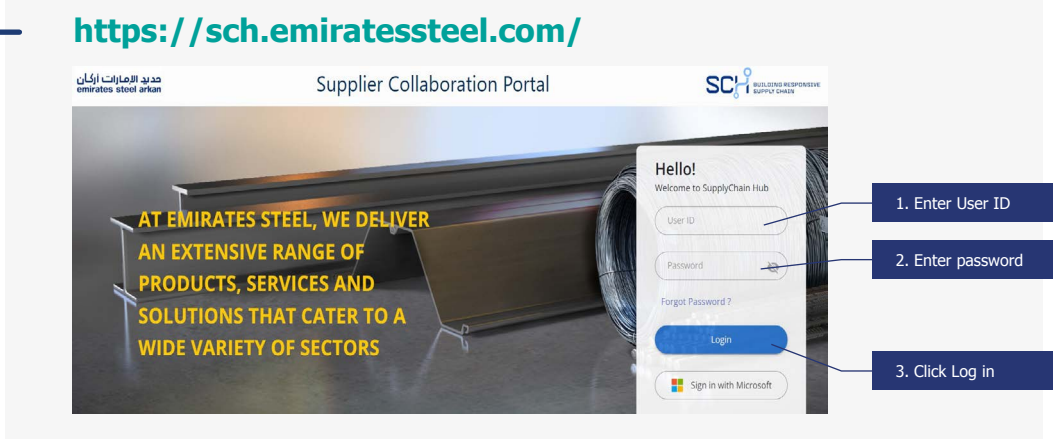
## Vendor Non-Compliance Process Flow



## Login To SCH Portal

Login Page


<https://sch.emiratessteel.com/>



1. Enter User ID
2. Enter password
3. Click Log in

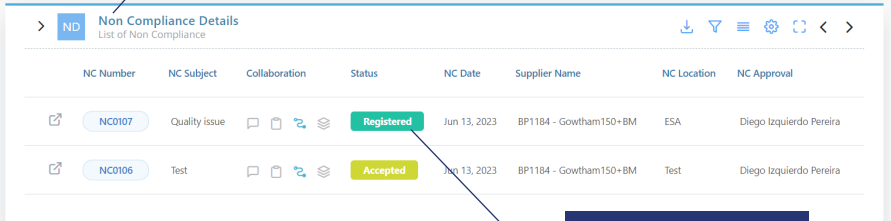
## Update Non-Compliance

Navigate to  
NC List Page



1. Select NON CCOMPLIANCE
2. Select NC LIST

Select NC  
from the List



1. Search NC from the List and chose 'Click here'
2. NC Status 'Registered' is to fill CAPA details

Types of Status	Description
Registered	NC Registered by ESA and waiting for Supplier to respond
Pending For Approval	NC Responded by Supplier and sent to ESA for verification and approval
Pending Re-Submit	ESA team requested for Correction and Supplier is yet to respond
Accepted	ESA team accepts the Supplier's response

### Vendor NC – Header Data

1. Review all Header information

The screenshot shows the 'NC Header' form with the following data:

<b>NC Number</b>	NC0107	<b>NC Date</b>	13-06-2023	<b>Status:</b>	Registered
<b>Purchase Order Number</b>	6100000165	<b>Created By</b>	403293	<b>Supplier Code and Name</b>	BP1184 - Gowtham150+BM
<b>Department</b>	Procurement	<b>NC Location</b>	ESA	<b>Non Compliance Subject</b>	Quality issue
<b>Designation</b>	Senior Category Buyer - Projects	<b>NC Approval</b>	Diego Izquierdo Pereira		

### Vendor NC – Type and Criticality

1. Check NC Type and Criticality

The screenshot shows the 'NC Type and Criticality' form with the following data:

<b>Type</b>	CorrectiveAction	<b>Criticality</b>	Minor
-------------	------------------	--------------------	-------

2. NC Description from ESA Team

The screenshot shows the 'Non Conformity Detailed Description' form with the following text:

Government norms not met

### Supplier updates – Issue Root Cause and CAPA

1. Enter Issue Root Cause

The screenshot shows the 'Issue Root Cause' form with a rich text editor containing the text: "Insert text here ..."

2. Enter CAPA (Corrective Action)

The screenshot shows the 'Action Plan' form with two sections: 'Corrective Actions' and 'Preventive Actions', each with a rich text editor containing the text: "Insert text here ..."

3. Enter CAPA (Preventive Action)

The screenshot shows a separate 'Preventive Actions' form with a rich text editor containing the text: "Insert text here ..."

### Vendor NC - Submit

1. Click on Submit

Save as Draft is used to park the Vendor NC in SCH Portal and Modify later

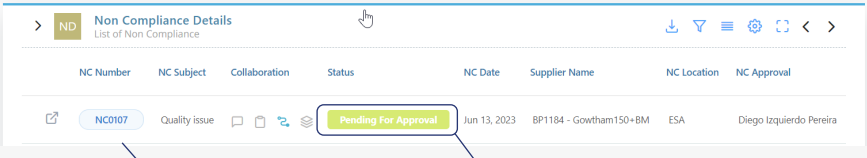
2. Add Remarks and Click OK

The screenshot shows the 'Submit' dialog box with the following fields:

- Next Approver:** Based on Business Rules
- Remarks:** NC Updated

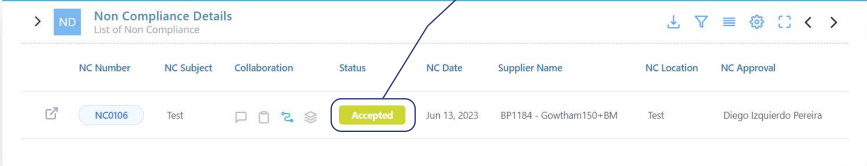
Buttons: OK, Cancel

### Status after Submitting Supplier's Updates



NC Status Changes to Pending For Approval, sent to ESA Team for Approval

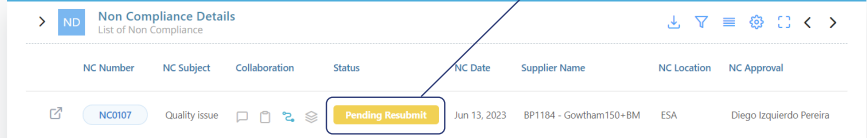
### Status after ESA Team Approval



NC Status Changes to Accepted after ESA team approval

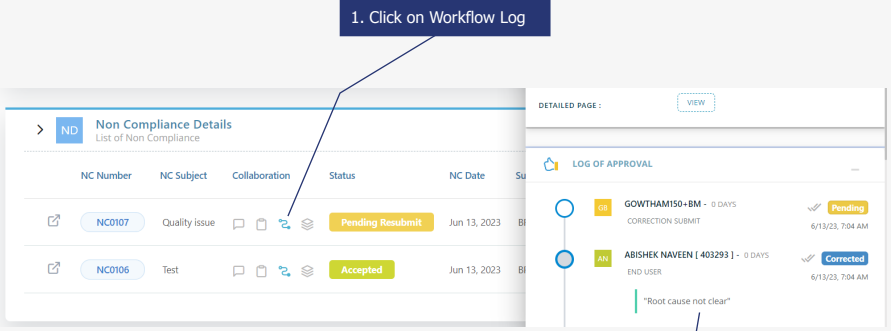
## Correction Request by ESA Team

### NC Resent to Supplier



NC Status Changes to Pending Resubmit in case of ESA team requested Correction to Supplier

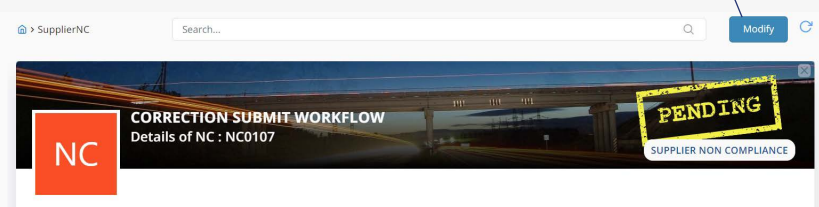
### Workflow Log



1. Click on Workflow Log

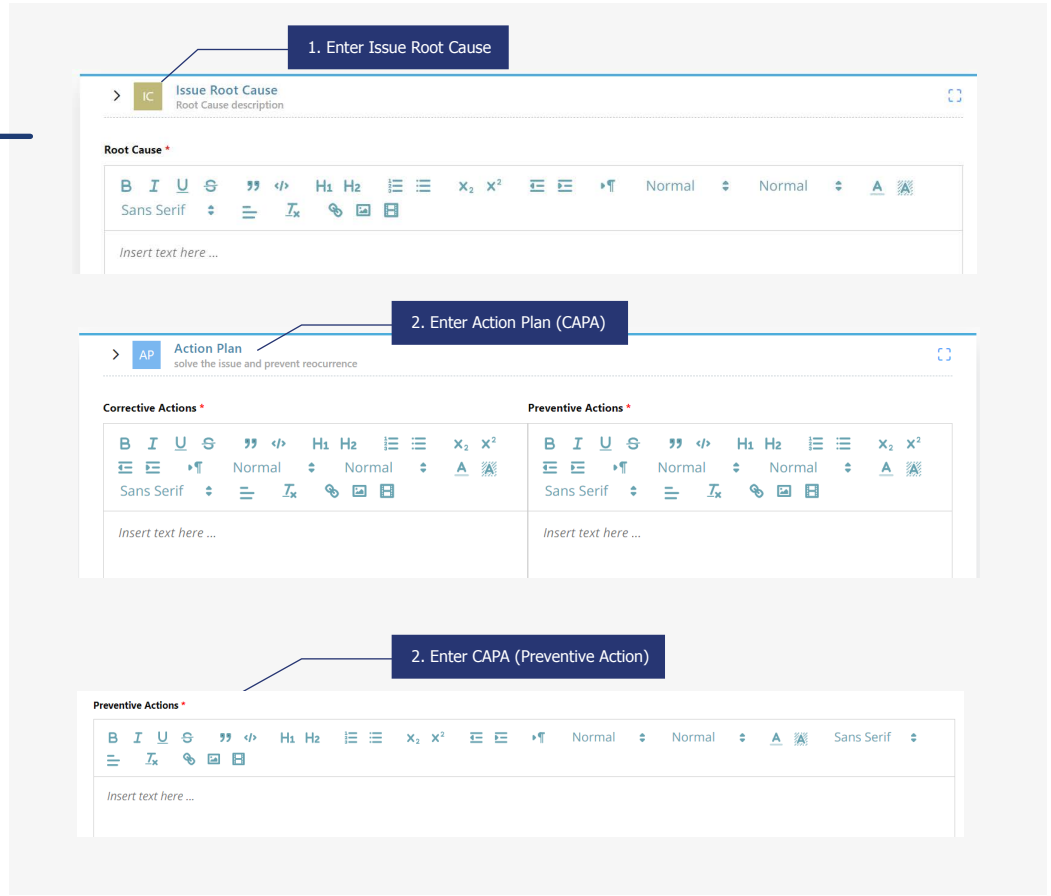
Reason for ESA Correction Request can be displayed in Workflow Log

### Modify NC



1. Open NC and Click on Modify

Supplier updates –  
Issue Root Cause and CAPA

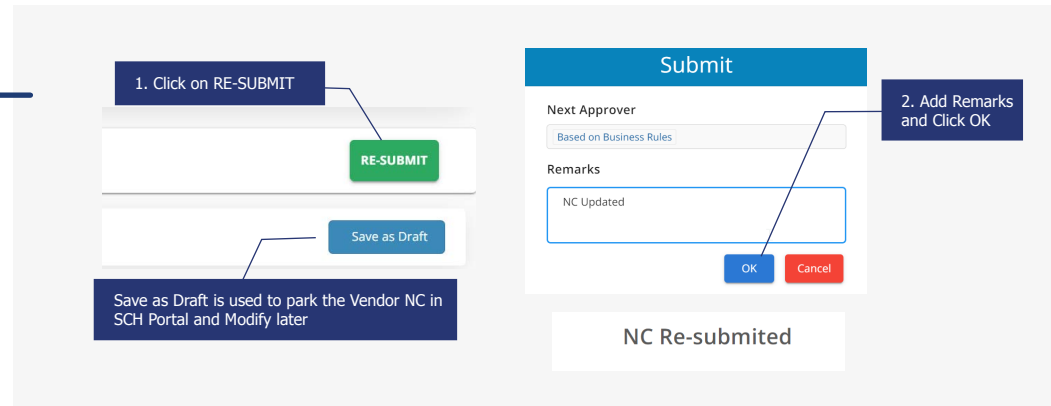


1. Enter Issue Root Cause

2. Enter Action Plan (CAPA)

2. Enter CAPA (Preventive Action)

Vendor NC -  
Re-Submit



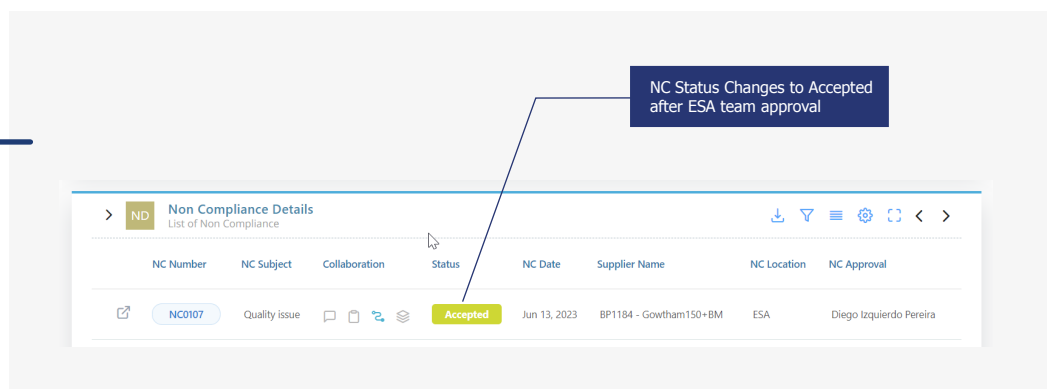
1. Click on RE-SUBMIT

2. Add Remarks and Click OK

Save as Draft is used to park the Vendor NC in SCH Portal and Modify later

NC Re-submitted

Vendor NC –  
Approved by  
ESA Team



NC Status Changes to Accepted after ESA team approval

NC Number	NC Subject	Collaboration	Status	NC Date	Supplier Name	NC Location	NC Approval
NC0107	Quality issue		Accepted	Jun 13, 2023	BP1184 - Gowtham150+BM	ESA	Diego Izquierdo Pereira