



**Originator:** Christina Copley, Director of Supplier Quality

**1.0 Purpose**

The purpose of this document is to provide instruction to internal and external personnel on how to register for access to the JELD-WEN PHRED 8D system.

**2.0 Scope**

This document applies to all Internal JELD-WEN personnel and Suppliers that need to obtain access to the JELD-WEN PHRED 8D system.

**3.0 Reference Documents**

- 3.1 WI-QA-02 PHRED Problem ID
- 3.2 WI-QA-03 PHRED 8D Generation Instruction

**4.0 Abbreviations / Definitions**

4.1	SCAR	Supplier Corrective action Report
4.2	NCMR	Nonconforming Material Report
4.3	8D	Eight Disciplines of Problem Solving (8D)

**5.0 Roles and Responsibilities**

The table below is to provide guidance and is to be modified as deemed appropriate by the plant.

Role	Responsibility
JELD-WEN Employees	<ul style="list-style-type: none"> <li>• Use this instruction to register within the Use this instruction for guidance on how to obtain access to JELD-WEN PHRED 8D system to obtain access to JELD-WEN’s PHRED 8D system.</li> </ul>
Director of Supplier Quality	<ul style="list-style-type: none"> <li>• It is the responsibility of Director of Supplier Quality to keep this document current.</li> <li>• To disposition access requests.</li> </ul>
Purchasing	<ul style="list-style-type: none"> <li>• Purchasing, in conjunction with Site Quality personnel is responsible for helping provide guidance to Suppliers that need access to JELD-WEN PHRED 8D system.</li> </ul>
Supplier	<ul style="list-style-type: none"> <li>• Use this instruction to register within the Use this instruction for guidance on how to obtain access to JELD-WEN PHRED 8D system to obtain access to JELD-WEN’s PHRED 8D system.</li> </ul>

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## 6.0 General

JELD-WEN utilizes an internet based 8D software system named PHRED. It is required that all JELD-WEN Sites use this system to reject products supplied by supplier (includes products provided by other JELD-WEN Sites) to provide notification or request an 8D form. The use of the PHRED 8D System will make the information visible and accessible throughout the organization.

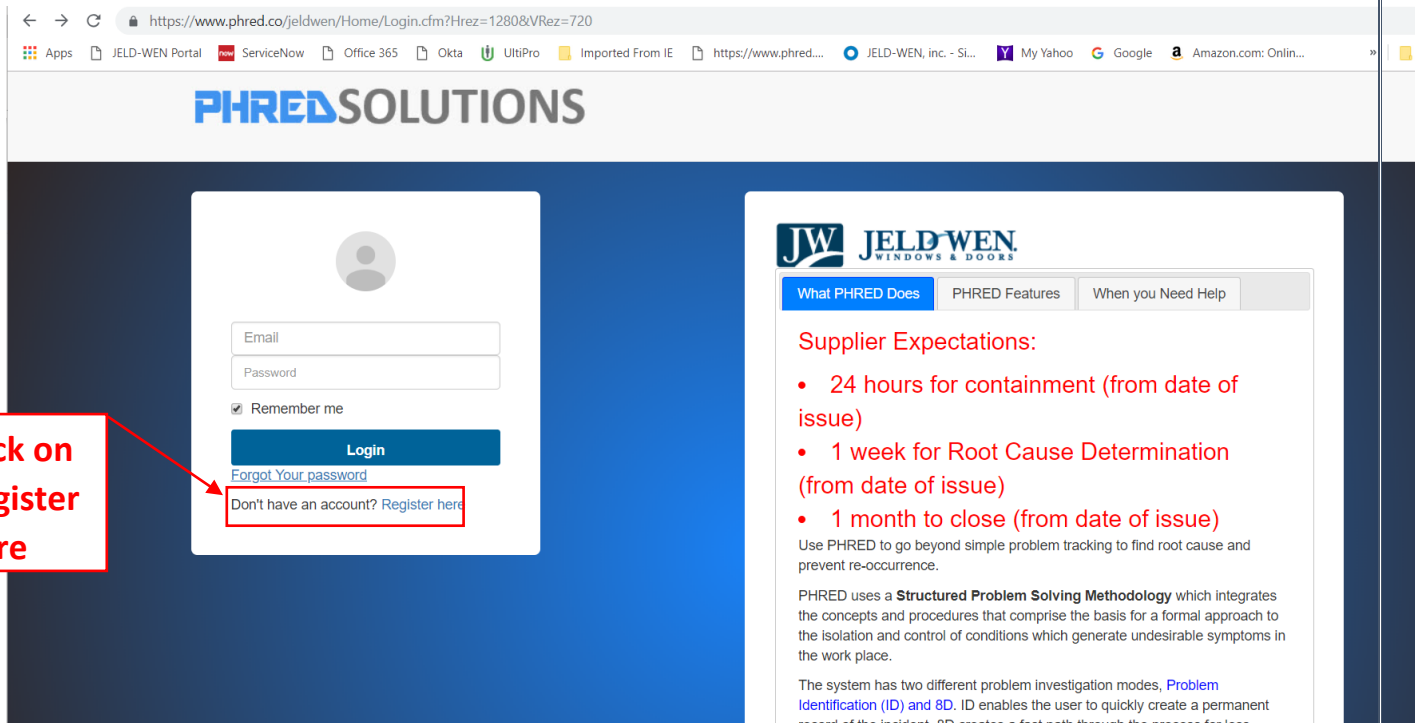
JELD-WEN Suppliers will utilize the PHRED 8D System to directly respond to any JELD-WEN reported problems. notification and or 8D issued. Internal and external personnel need to follow the instructions below to obtain access to the PHRED 8d System.

## 7.0 Register a User (Internal or External)

All users must register within the PHRED System.

**Step 1:** Go to site: <http://www.phred.co/jeldwen/Home/Login.cfm?BType=&BVer=6&HRez=1280&VRez=768>

**Step 2:** Register



Click on Register Here

**Supplier Expectations:**

- 24 hours for containment (from date of issue)
- 1 week for Root Cause Determination (from date of issue)
- 1 month to close (from date of issue)

Use PHRED to go beyond simple problem tracking to find root cause and prevent re-occurrence.

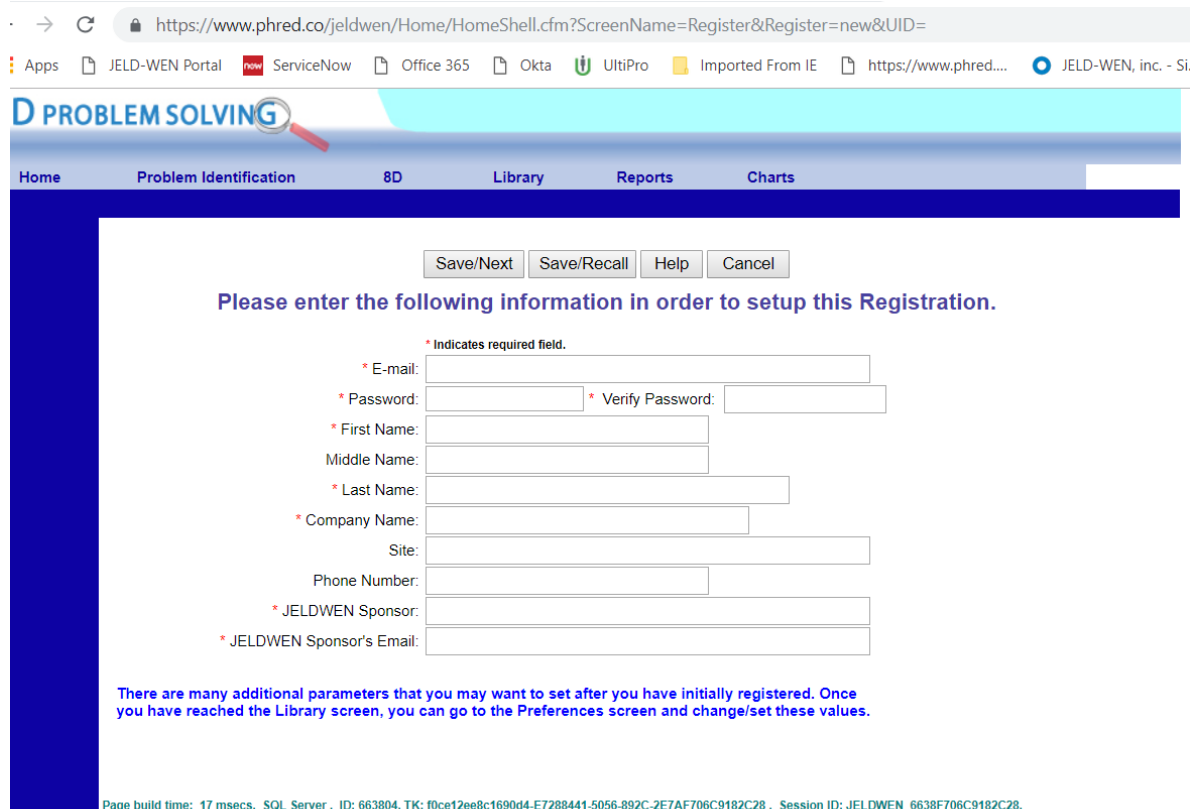
PHRED uses a **Structured Problem Solving Methodology** which integrates the concepts and procedures that comprise the basis for a formal approach to the isolation and control of conditions which generate undesirable symptoms in the work place.

The system has two different problem investigation modes, **Problem Identification (ID) and 8D**. ID enables the user to quickly create a permanent record of the incident. 8D creates a fast path through the process for less

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**Step 3: Complete Registration Information**

- **Suppliers**
  - Email address must match the email address you provided to JELD-WEN
  - Company name must match the name you provided to JELD-WEN.
  - Complete the remaining fields
  - Sponsor: your JELD-WEN contact.
- **JELD-WEN USERS:**
  - Company name is "JELD-WEN"
  - Sponsor: your sponsor needs to be someone from the Plant you reside in. For questions contact [ccopley@jeldwen.com](mailto:ccopley@jeldwen.com).
  - Complete the remaining fields



**Please enter the following information in order to setup this Registration.**

\* Indicates required field.

\* E-mail:

\* Password:  \* Verify Password:

\* First Name:

Middle Name:

\* Last Name:

\* Company Name:

Site:

Phone Number:

\* JELD-WEN Sponsor:

\* JELD-WEN Sponsor's Email:

There are many additional parameters that you may want to set after you have initially registered. Once you have reached the Library screen, you can go to the Preferences screen and change/set these values.

Page build time: 17 msecs, SQL Server , ID: 663804, TK: f0ce12ee8c1690d4-E7288441-5056-892C-2E7AF706C9182C28 , Session ID: JELD-WEN\_6638F706C9182C28,



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**Step 4:** Once all information is entered. Hit the Save/Next Button.

**8D PROBLEM SOLVING**

Home    Problem Identification    **8D**    Library    Reports    Charts

**Save/Next**    Save/Recall    Help    Cancel

Please enter the following information in order to setup this Registration.

\* Indicates required field.

\* E-mail: noname@newjrhobbs.com

\* Password: \*\*\*\*\*    \* Verify Password: \*\*\*\*\*

\* First Name: First

Middle Name:

\* Last Name: Last

\* Company Name: New JR Hobbs Company

Site:

Phone Number:

\* JELDWEN Sponsor: Sunil

\* JELDWEN Sponsor's Email: srjagopal@jeldwen.com

There are many additional parameters that you may want to set after you have initially registered. Once you have reached the Library screen, you can go to the Preferences screen and change/set these values.



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**Step 5: Accept Registration**

Your new user Preferences have been added!

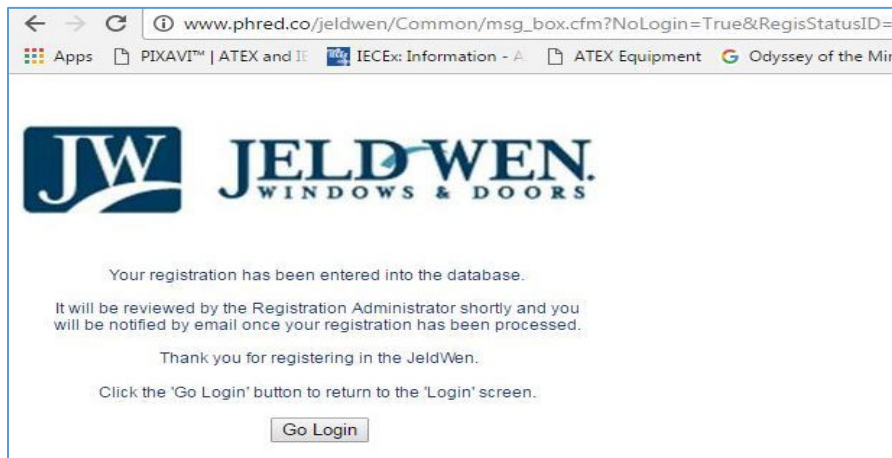
**Registration**  
Email: noname@newjrhobbs.com  
User ID: FirstLast277091  
Name: First Last  
Registration Status: On Hold Activation Date: Time:  
Job Role:  
Phone:  
JELDWEN Sponsor: Sunil, JELDWEN Sponsor's Email: srajagopal@jeldwen.com  
Company: New JR Hobbs Company

**System**  
Startup Screen: Library

**Search**  
Search Criterion: Basic  
Search Records Per Page: 12  
Default Values: Problem ID: Yes, 8D: Yes  
Report Type: Problem Report  
Search Entity Group : All, Search Entity Name : All  
Problem Owner: All, Values: Open: Yes, Closed: Yes  
Search Date: Start Date  
From Date: . To Date:

**Step 6: Wait for approval.**

- Notification will then be submitted to the JELD-WEN PHRED Administrator for approval





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### 8.0 Revision History

REV	DCN#	EFFECTIVE DATE	INITIATED BY	DESCRIPTION OF CHANGE
A	-	4/30/19	C. Copley	Initial Release
B		7/2/2019	C. Copley	Clarified step 3