

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

**1.0 Purpose**

The purpose of this document is to ensure reliability and consistency with generating Problem Identifications (NCOMRs) in the PHRED 8D system. This standard shall be used as a guideline for all JELD-WEN employees that generated Problem Identification (NCOMRs).

**2.0 Scope**

This document applies to all Problem Identifications (NCOMRs) in the JELD-WEN PHRED 8D system.

**3.0 Reference Documents**

- 3.1** WI-QA-01 PHRED Registration Instruction
- 3.2** WI-QA-03 PHRED 8D Generation Instruction
- 3.3** JELD-WEN PHRED8DSHARED\_UserGuide HOST 2018

**4.0 Abbreviations / Definitions**

<b>4.1</b>	SCAR	Supplier Corrective action Report
<b>4.2</b>	NCOMR	Nonconforming Material Report
<b>4.3</b>	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
Employees	<ul style="list-style-type: none"> <li>• Us this the instruction provided in this document when generating a Problem ID (NCOMR) for rejected product in the PHRED 8D system.</li> </ul>
Purchasing	<ul style="list-style-type: none"> <li>• Provide Originator the information needed to generate the Problem ID (NCOMR)</li> </ul>
Originator (Quality or designee)	<ul style="list-style-type: none"> <li>• Validate the rejection</li> <li>• Generate Problem ID (NCOMR) in PHRED System.</li> </ul>
Production	<ul style="list-style-type: none"> <li>• To provide appropriate information needed to complete the Problem ID(NCOMR) section.</li> </ul>
Accounting / Finance	<ul style="list-style-type: none"> <li>• Update identified section when credits are received.</li> <li>• Notify Problem ID originator when fields are updated.</li> </ul>
Director of Supplier Quality	<ul style="list-style-type: none"> <li>• To assist Sites when needed to address quality Issues with Suppliers.</li> </ul>



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

## **6.0 General**

JELD-WEN maintains documented procedures for implementing corrective and preventive action. Any corrective or preventive action taken to eliminate the causes of actual or potential nonconformities shall be to a degree appropriate with the magnitude of the problems and commensurate with the risks encountered.

### **6.1 PHRED 8D System**

JELD-WEN utilizes an internet based 8D software system named PHRED. This system allows JELD-WEN to generate Problem Identifications (NCMR's) to capture all rejections and notify the appropriate parties (internally and externally). The Problem ID data capturing is important as it feeds into Supplier Scorecards and various charts used to monitor the performance of Supplier.

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

## 6.2 Problem ID

Note: the picture used is an example and may or may not reflect current view. Information noted will still be in system.

**8D PROBLEM SOLVING**  
User: LAURIE RAMBAUD, JeldWen  
Problem Identification

Home Problem Identification 8D Library Reports Charts Admin  
Browser, Setup Tech Support Preferences Log Off

39510 ID  
Open

Problem Statement: test jeldwen to jeldwem  
Save/Next Cancel Save/Recall Close Problem Convert PI to 8D

\* Indicates required field  
\* Problem Statement: test jeldwen to jeldwem  
\* Entity Group: Doors-Distribution JELD WEN Contact: Uprety, Avishek Primary  
Entity Name: Doors Grand Prairie Supplier Contact: Primary

Occurrence: Date: (mm/dd/yyyy) (mm/dd/yyyy) Time: (h:mm AM/PM or HH:MM)  
Initiated By: Avishek Uprety, JELD WEN Date: 10/18/2018 Last Updated By: Avishek Uprety Date:  
RAMBAUD, LAURIE JELDWI  
Team Members: LAURIE RAMBAUD, and Avishek Uprety

Enter Tracking Data information below:  
Defect Type: None Defect Code: None  
\* Reject Condition (s) Attach pictures of defects: dffdfd \* Requirement (Should be): dffdfd  
Exactly how did the problem present itself: dffdfd

JW PO Number: Line Number: Supplier SO #:  
JW Part Number: Part Description:  
Supplier Part Number: Die Number:  
Lot Number: Vendors Mfg Date: (mm/dd/yyyy)  
Received Quantity: Inspected Quantity:  
Reject Quantity: Units: None  
Safety Issue: None Production Affected: None  
Source: Administration Repeat Issue: None Frequency: None  
Debit/Credit May Apply: None Related PHRED Numbers:

Disposition .....  
 RTV  Scrap  
 Use As-Is  Notification Only  
 Rework

Costs (to be completed by Jeld Wen) .....  
RMA Required: None  
Currency: None  
Inspection Minutes: Material \$:  
Sort Minutes: Customer Care \$:  
Rework Minutes: Other \$:  
Reject Handling Minutes:  
Total Labor Minutes:  
Total Labor Costs \$:  
Total RMA Requested Amount \$:  
Completion Due Date: (mm/dd/yyyy)

To be Completed by Supplier  
RMA Numbers:  
RMA Credit Amount \$:  
Supplier Entered by: Entered Date: (mm/dd/yyyy)

To be Completed by Finance  
RMA Credit Amount Received \$:  
Account Number: Date entered by Accounting: (mm/dd/yyyy)  
Entered by Name: Amount \$:

Send Supplier Email To:  Supplier Only  All Team Members  Send Supplier Email  CC Sender

ID	Action Description	Due Date	Completion Date	Send Email	Delete
Responsible (PID 39510 ID Team Members only)	Status	Last Updated By	Type	Sub-Type	
ONLY ENTER IF AN ACTION IS REQUIRED					
1.	RAMBAUD, LAURIE : JeldWen : testing			<input type="checkbox"/> Send Email	<input type="checkbox"/> Delete

Note: You must select a Responsible person to enable the Send Email checkbox.  
 Action Visible to JELD WEN Only

Add Action

Reject condition. It is important to note the actual condition. Not a story. Example: Dimension is out of spec .350 or range .325 - .350

The purpose of this section it to capture all information that is needed by the supplier.

The purpose of this section it to capture the cost associated with a quality rejection (note due date)

The Supplier is to add the RMA#'s, and Credit\$

Finance is to update this section to reconcile the Credit received.

Defect Code: it is important to categorize the defect to make reporting and charts tell a story. \*List of common defects is currently being generated.

Requirement (NEW). It is important to note the requirement that you are rejecting against. Example should be: .400 +/- .020

Disposition: It is important to note what we are going to do with the rejected product.  
\*Notification Only, still requires that either Use-As-Is, Rework or Scrap be checked.

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

### 6.3 Generating a Problem ID

#### 6.3.1 Basic Information

1. Generate a Problem statement

The Problem statement is to be short, concise and direct to the point as to what the issue is. Example: Part Number 12344 is out of Tolerance.

Save/Next
Cancel
Save/Recall
Close Problem

\* Indicates required field

\* Problem Statement:

**Step 1** →

2. Select Entity Group (JELD-WEN Division)
3. Select JELD-WEN Contact
4. Select Entity Name (JELD-WEN Site Name)
5. Select Supplier (need to do this first to obtain the supplier contact)
6. Select Supplier Contact
7. Select Date of Occurrence (Date issue found)
8. Enter Time of Occurrence (if known)
9. Team Members will automatically populate based on entity name.
10. \*Note the Rejection Condition (IS).
11. \*Note the Requirement (Should Be)

\*\*Always attach a picture of the rejection condition.

<p><small>* Reject Condition (Is):</small></p> <p>This is the actual condition. Example: IS: .325 - .375</p>	<p><small>* Requirement (Should be):</small></p> <p>S/B: .400 +/- .02 Drawing 102358 Rev A</p>
<p><small>Exactly how did the problem present itself:</small></p> <p>dfdfdf</p>	

12. Exactly how did the problem present itself.  
This field is optional. It is intended to give the originator an area to provide more information on the issue. This data is for information only and can not be used for generating reports or charts etc...

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

### 6.4 Information about the rejected product

The Section below is intended to provide an area to gather all the traceability information about the rejection. This information is critical for the supplier as it is information needed to conduct appropriate containment & root cause activities

\*Always attach a picture of the label to the Problem ID.

JW PO Number: <input type="text"/>	Line Number: <input type="text"/>	Supplier SO #: <input type="text"/>
JW Part Number: <input type="text"/>	Part Description: <input type="text"/>	
Supplier Part Number: <input type="text"/>	Die Number: <input type="text"/>	
Lot Number: <input type="text"/>	Vendors Mfg Date: <input type="text"/> <small>{mm/dd/yyyy}</small>	
Received Quantity: <input type="text"/>	Inspected Quantity: <input type="text"/>	
Reject Quantity: <input type="text"/>	Units: <input type="text" value="None"/>	
Safety Issue: <input type="text" value="None"/>	Production Affected: <input type="text" value="None"/>	
Source: <input type="text" value="Administration"/>	Repeat Issue: <input type="text" value="None"/>	Frequency: <input type="text" value="None"/>
Debit/Credit May Apply: <input type="text" value="None"/>	Related PHRED Numbers: <input type="text"/>	

Where was the rejection found?

### 6.5 Disposition

Disposition is the act of defining that needs to happen to the rejected product.

Disposition .....

- |                                           |                                            |
|-------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Return to Vendor | <input type="checkbox"/> Scrap             |
| <input type="checkbox"/> Use As-Is        | <input type="checkbox"/> Notification Only |
| <input type="checkbox"/> Rework           |                                            |

The disposition identifies if it is rejected material will be:

1. Returned to the Vendor  
Nonconforming product is to be returned to the Supplier for credit.
2. Use As-Is  
This option is for product that does not meet JELD-WEN requirements identified on the product drawings / specifications, but it can still be used because it does not impact form, fit or function. Technical review from an authorized technical (R&D, Product Engineer) authority must approve this option
3. Rework (by JELD-WEN)  
This option should only be selected if there is no more material and it is critical that JELD-WEN rework it to keep production running. Technical review from an authorized technical (R&D, Product Engineer) authority must approve this option.

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

\*If Rework by JELDWEN is approved, the Notification Only box must also be selected as we still want the Supplier to know of the reject.

4. SCRAP (by JELD-WEN)

This option is only to be used when it is unclear if the Supplier is at fault, but we still want the Supplier to know about the rejection.

\*If Scrap by JELD-WEN is approved, the Notification Only box must also be selected as we still want the Supplier to know of the reject.

5. Notification Only

This is to note that notification to the supplier is needed. Make sure to follow the guidelines listed above.

### 6.6 Costs (to be completed by JELD-WEN)

Enter all appropriate information needed to capture the cost of the rejection.

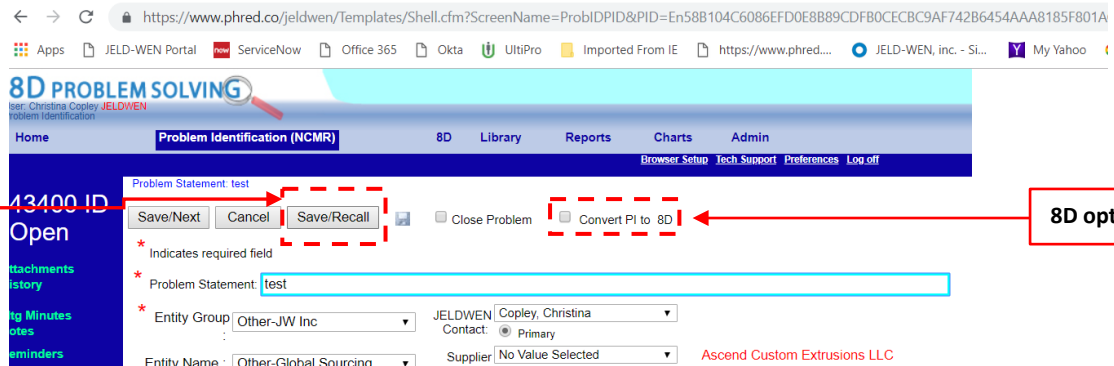
Costs (to be completed by JELD-WEN) .....

RMA Required:    
 Currency:    
 Inspection Minutes:   
 Sort Minutes:   
 Rework Minutes:   
 Reject Handling Minutes:   
 Total Labor Minutes:   
 Total Labor Costs \$:   
 Total RMA Requested Amount \$:

Material \$:   
 Customer Care \$:   
 Other \$:

### 6.7 Next Step

Hit the “Save / Recall” to move to next steps. This will make the next sections visible and available for update.



43400 ID  
 Open

Problem Statement: test

Save/Next Cancel **Save/Recall** Close Problem Convert PI to 8D

\* Indicates required field

\* Problem Statement: test

\* Entity Group: Other-JW Inc JELDWEN Copley, Christina  
 Contact: Primary

Entity Name: Other-Global Sourcing Supplier: No Value Selected Ascend Custom Extrusions LLC

**Make sure to hit the correct button!**

**8D option**

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

### 6.8 Generating an 8D

Once you have hit the Save/Recall button you will now have the option to convert to an 8D. If an 8D is required, check the box next to “Convert PI to 8D”. Instruction on generating the 8D can be found in work instruction QI-QA-03 – PHRED 8D. PHRED Reference material: \*JELD-WEN PHRED8DSHARED\_UserGuide HOST 2018.

*\*Note that this document is for reference only as it may not reflect the current layout of the PHRED system in use by JELD-WEN.*

### 6.9 E-Mail notification

Make sure to select who is to get e-mail notification of the Problem.

**MUST SELECT:  
E-mail notification**

**Actions  
(See 6.9)**

**\*\*\*\*\*IMPORTANT\*\*\*\*\*  
Make that this is reviewed and checked or unchecked as needed.**

### 6.10 ID. Action Description

This section is to add any necessary actions. For example, the problem is high risk that we want to put all Open Purchase orders on hold. The originator can issue an action and assign it to the JELD-WEN Purchasing team member.

\*Make sure that you are selecting the appropriate team member.

\*\*If this action item is not to be made visible to the Supplier MAKE sure to check the “Action Visible to JELD-WEN Only” box on the form before hitting send.

### 6.11 Completing the Problem ID

Once all relevant and required information is entered and you are ready to save/send the Problem ID. Hit the “Save/Next” button.



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

## 7.0 Revision History

REV	DCN#	EFFECTIVE DATE	INITIATED BY	DESCRIPTION OF CHANGE
A	-	7/19/2019	C. Copley	Initial Release