

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

**1.0 Purpose**

The purpose of this document is to provide guidance on generating Corrective and Preventative Actions in the PHRED 8D system. This standard shall be used as a guideline for all JELD-WEN employees that generate Problem Identifications (NCMRs) and Supplier Corrective Preventative Actions (8D's) within the PHRED 8D system.

**2.0 Scope**

This document applies to all Problem Identifications (NCMRs) and Corrective Action(s) generated in the PHRED 8D system.

**3.0 Reference Documents**

- 3.1 OP03 Control of Nonconforming Material
- 3.2 WI-QA-01 PHRED Registration Instruction
- 3.3 WI-QA-02 PHRED Problem ID Instruction
- 3.4 OP03-F01 Nonconforming Material Report\_NCMR
- 3.5 JELD-WEN PHRED 8D SHARED User Guide HOST
- 3.6 JELD-WEN PHRED 8D SHARED User Guide SUPPLIER
- 3.7 <https://www.phred.co/jeldwen/Home/Login.cfm?Hrez=1280&VRez=720>

**4.0 Abbreviations / Definitions**

Term	Definition
CAPA	Corrective Action and Preventive Action
8D	Eight Disciplines of Problem Solving (8D)
Containment	Action(s) to prevent continuance of a defect non-conformity. There can be more than one containment action taken to prevent defect non-conformance continuance
MRB	Material Review Board- A body for dispositioning of material or processes that fail to meet specified requirements of a purchase order, contract, specification, and/or procedure.
NCMR	Nonconforming Material Report
RMA	Return Material Authorization
SCAR	Supplier Corrective Action Report

**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>• Use this the instruction provided in this document when generating a Problem ID (NCMR) 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 (NCMR)</li> </ul>
Originator (Quality or designee)	<ul style="list-style-type: none"> <li>• Validate the rejection</li> <li>• Generate Problem ID (NCMR) in PHRED System.</li> </ul>
Production / Inventory control	<ul style="list-style-type: none"> <li>• To provide appropriate information needed to complete the Problem ID (NCMR) 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>

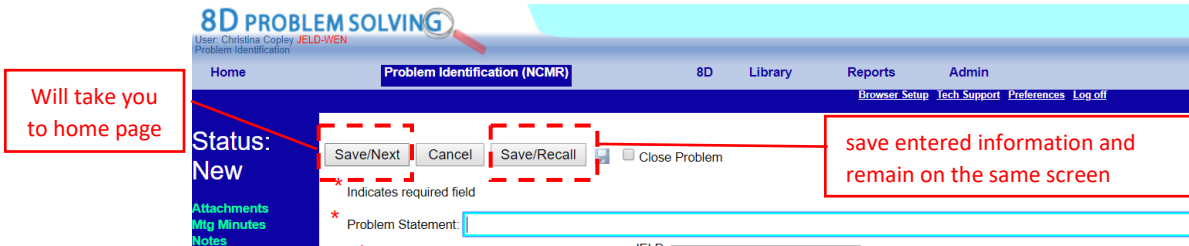
**Originator:** Christina Copley, Director of Supplier Quality

## 6.0 General

JELD-WEN utilizes an internet based 8D software system named PHRED. 8D references the 8 steps of a corrective action. The system can be obtained

<https://www.phred.co/jeldwen/Home/Login.cfm?Hrez=1280&VRez=720>

Important:



## 7.0 Supplier 8D's

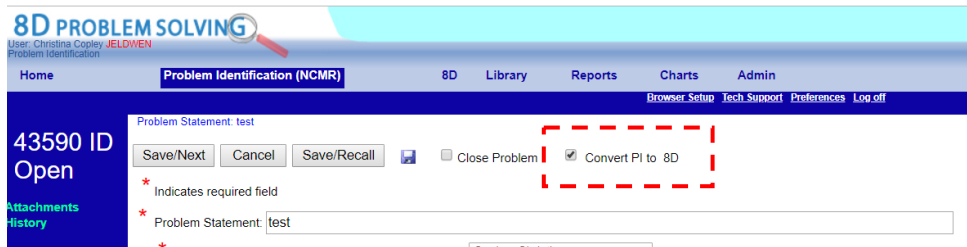
8D Supplier corrective actions are referred to as SCARs (Supplier Corrective Action Reports) may be issued when purchased product does not meet the requirements, or for performance issues such as poor delivery or overall quality performance. Once a Problem ID is converted to an 8D, the suppliers will receive notification and needs to respond accordingly. The supplier can use document JELD-WEN PHRED8DSHARED\_UserGuide SUPPLIER 2018 for guidance on how to use PHRED.

## 8.0 Generating 8D

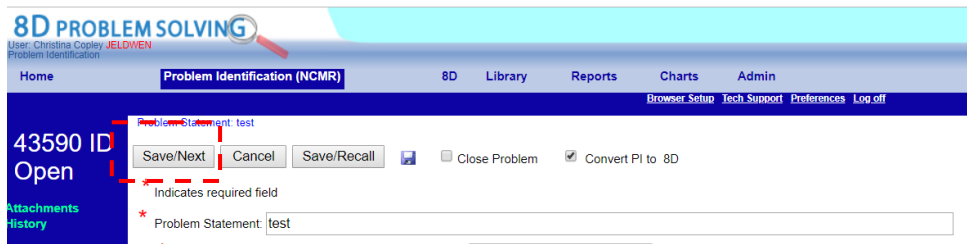
The first step in generating an 8D (SCAR) is to generate the NCMR in the Problem Identification section of PHRED per WI-QA-02 - PHRED Problem ID Instruction.

8.1 Once the problem ID is entered hit (Save/Recall), this will enable the "Convert PI to 8D button".

8.1.1 Check the box to initiate the 8D.



8.1.2 Then hit Save/Next button



8.1.3 The supplier will automatically receive notification.



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

## 9.0 Supplier 8D's

8D Supplier corrective actions are referred to as SCARs (Supplier Corrective Action Reports) may be issued when purchased product does not meet the requirements, or for performance issues such as poor delivery or overall quality performance. Once a Problem ID is converted to an 8D, the suppliers will receive notification and needs to respond accordingly. The supplier can use document JELD-WEN PHRED8DSHARED\_UserGuide SUPPLIER 2018 for guidance on how to use PHRED.

### 9.1 Supplier Own SCAR format

The supplier must respond in the PHRED system. If the supplier has their own SCAR format, they can add it as an attachment in the appropriate 8D in PHRED, but they must complete all required fields within PHRED or the system will not allow its closure.

## 10.0 Review and Close SCAR

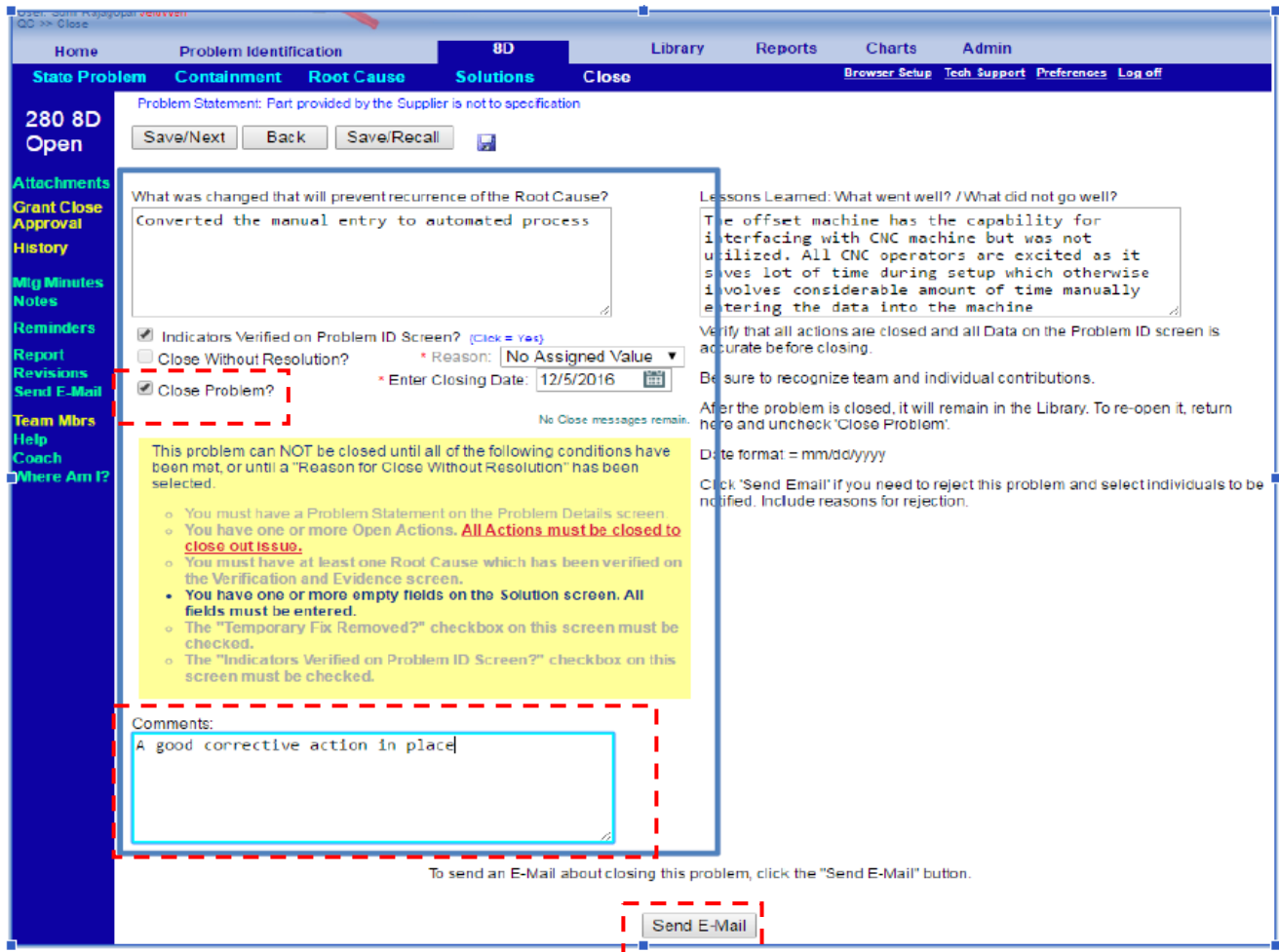
Review all elements of the SCAR and ensure that:

- Properly completed
- True root cause was identified
- Corrective Actions identified are appropriate
- Preventative Actions will prevent issue from re-occurring (look for mistake proofing solutions)

If the reviewer is satisfied that the SCAR is ready for closure:

- Check the box "Close problem"
- Add comments, if any
- Click on the **Send-Email** button

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



Problem Statement: Part provided by the Supplier is not to specification

What was changed that will prevent recurrence of the Root Cause?  
Converted the manual entry to automated process

Lessons Learned: What went well? / What did not go well?  
The offset machine has the capability for interfacing with CNC machine but was not utilized. All CNC operators are excited as it saves lot of time during setup which otherwise involves considerable amount of time manually entering the data into the machine

Indicators Verified on Problem ID Screen?  (Click = Yes)  
 Close Without Resolution? \* Reason: [No Assigned Value]  
 Close Problem? \* Enter Closing Date: 12/5/2016

No Close messages remain.

This problem can NOT be closed until all of the following conditions have been met, or until a "Reason for Close Without Resolution" has been selected.

- You must have a Problem Statement on the Problem Details screen.
- You have one or more Open Actions. **All Actions must be closed to close out issue.**
- You must have at least one Root Cause which has been verified on the Verification and Evidence screen.
- You have one or more empty fields on the Solution screen. All fields must be entered.**
- The "Temporary Fix Removed?" checkbox on this screen must be checked.
- The "Indicators Verified on Problem ID Screen?" checkbox on this screen must be checked.

Comments:  
A good corrective action in place

To send an E-Mail about closing this problem, click the "Send E-Mail" button.

Send E-Mail

### 11.0 Reverting 8D to only a Problem ID

If an error was made and the 8D (SCAR) is being cancelled and changed to only be a Problem ID, an email is to be sent with the Problem ID or SCAR number to [ccopley@jeldwen.com](mailto:ccopley@jeldwen.com) which must include:

- Problem ID or SCAR number
- Detailed reason why SCAR is being cancelled and being changed to only a Problem ID.

### 12.0 Deleting a Problem ID or SCAR

If an error was made and/or we now have the need to delete the Problem ID or 8D, an email is to be sent with the Problem ID or SCAR number to [ccopley@jeldwen.com](mailto:ccopley@jeldwen.com) which must include:

- Problem ID or SCAR number
- Detailed reason why Problem ID or SCAR needs to be deleted



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

**13.0 Revision History**

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