PRODUCT RESOURCES
DESIGN – BUILD – SERVICE

1.0 Purpose of Procedure

This document describes for the supplier how and why to access Product Resources' electronic QMS system for direct, on-demand, and paperless access and participation.

2.0 Scope of Process

The scope is supplier access to documents, supplier access to corrective action, and supplier access to surveys.

3.0 Process Owner(s)

3.1 Purchasing

3.2 Quality

3.3 IT

4.0 Procedure

4.1 Introduction

Product Resources has instituted an electronic Quality management system that encompasses document control, corrective action, calibration and preventive maintenance, product returns, certain aspects of supplier management, and more.

Via the newly-added Document Portal, suppliers can download current, released documents that pertain to Product Resources' orders. Purchasing will grant a supplier access to a document according to the business with the supplier. Accessing documents via the Document Portal replaces the emailing of documents as the normal form of communicating documented requirements.

Via the Supplier Portal, suppliers can directly participate in corrective action activity, lending directly into Product Resources' system root causes of a problem that it has determined, corrective or preventive actions it will take to prevent recurrence, and any associated documents. This replaces the earlier practice of emailing reports and asking for completion or the supplier's own form or report emailed back. The corrective action process will be initiated with a supplier based on nonconforming material or a trend of it, or otherwise for on-time delivery.

Also via the Supplier Portal, suppliers can complete surveys about their organizations, its capabilities, its certifications, etc, and can include and upload any related documentation. This was previously done via the emailing of a form. Supplier surveys are initiated for new suppliers of custom parts, periodically to keep our information up-to-date, and annually for suppliers of critical components for medical devices and devices for potentially explosive atmospheres (Ex, ATEX).

4.2 Prerequisites, Login Credentials, and Portal Addresses

You need only a current web browser and Internet connection to access any of the portals.

Purchasing will assign a login name and login password for your company to access and will forward via QT9 via email these login credentials to our primary contact at your company. The login credentials sent will gain access by your company to both the Document Portal and the Supplier Portal. You may not change your login name or password. If you need or with either to be changed, contact Purchasing.

The Document Portal is accessed via document links communicated via purchase orders and emails, and directly by using the following URL:

https://qt9.prodres.com/DocPortal/

The Supplier Portal is accessed via links communicated via email, and directly using the following URL:

https://qt9.prodres.com/Suppliers/

Note that the two Portals are secure and use https protocol.

It is advised that you whitelist the email address that QT9 uses to communicate statuses and requests. This email address is as follows:

QT9@prodres.com

If you are experiencing a problem regarding accessing QT9, your first support contact is Purchasing:

purchasing@prodres.com

4.3 Document Portal

Documents are accessed either by document links or by visiting the Document Portal and locating the document.

Links may be given to you in an email, and links will appear in POs from Product Resources along with the custom part that has been ordered. If you are starting with a link from email, either follow the link from the mail message if you can or otherwise paste the link into a web browser. If you are starting with a PO, note that the document links present in the POs can be clicked, and this will launch your default browser and go the given link. (Your PDF program may ask you to allow going to the link.)

Once you have arrived at the Document Portal from a link, you first need to log in. See above about login credentials.

Once logged in, the Document Portal will take you directly to the given document and will begin to download it.

Once done, you will remain in the Document Portal until you log out (see upper right corner for Log Out).

Instead of following a document link, you can visit the Document Portal directly at the above URL. When you log in to the Portal with your credentials, you will be presented with a full list of all documents that you have been given access to. Locate the document that you want, and either right-click it to initiate downloading it, or click it and follow the download link.

A few notes about the Document Portal:

- The Document Portal will by default give you all your documents by name but will not by default show the Document Reference, which is the equal to the Product Resources part number being ordered. You will want to add this column. To do so, right-click on the title bar and choose Columns, then find Doc Reference and click the box next to it to enable it. Click out of the list when you are done. Now save your new setup by clicking Save Grid Layout; see upper right of the list. You will only have to do this once.
- Note also that the Document Portal is restricted to (a) giving you current released documents only, not for example older revisions, and (b) showing and giving you access only those documents that have been assigned to your company account. If you do need an older version for any reason, or if there is a document that should be assigned and available to you that is not, contact Purchasing.
- If you have a long list of documents in the Portal, you may want to sort the list or filter on it. To sort, click the table heading that you want to sort on. To filter, enter what you want to find under the given table heading and click next to it Contains, for example.
- If the revision of a document is changing, you will see in both the list view and the document view a status of Out For Revision. It is recommended that you contact Purchasing in this situation if there is a new or open order.
- Last, if you leave the Document Portal open in your browser, you will not have to authenticate again for each document link, if following links from a PO or from email. It will already know that you are logged in.

4.4 Supplier Portal

The supplier portal facilitates inter-company communications, presently active for the areas of correction action involving a supplier and for supplier surveys. These are discussed below.

4.4.1 Corrective Action

When a part problem or delivery performance problem manifests itself, we may ask our supplier to participate in a root cause analysis and corrective action process. Once logged into the Supplier Portal, you will find assigned corrective actions under the Corrective Action heading. Click on the icon or View

Corrective Actions to see your assigned corrective actions. This initial view will also state if any and how many of these corrective actions are open, where open means requiring your company's input.

By default only your open corrective actions will show. Other, earlier corrective actions are available by choosing Submitted and Closed in the Filter area.

For open corrective actions, click the view/edit button on the right size of the list row to see the whole corrective action. Once you do you will see the whole corrective action. In the Description tab, you will see our description of the problem. Under the Material Info and Additional Data tabs, you will see (if the correction action applies to a part) the part number involved, the quantity involved, and other information pertinent to the parts in question.

The supplier has access to add information to and is to complete the following tabs:

Supplier Response: Therein you will find Root Cause and Action Taken:

For Root Cause, we are asking the supplier to perform and report on failure analysis. For part related corrective actions, consider why did the part fail or why was the defect present as well as why was it not detected in your process. For supplier performance type corrective actions, consider the overall company processes. As a rule of thumb, if the root cause response is essentially re-stating the problem, the actual root cause has probably not been determined, and you should internally ask multiple whys.

For Action Taken, answer with all of some of three types of action, dependent on the situation: (1) Interim/Containment Action: What will be done right away to contain the problem? This applies to existing inventory, parts already shipped, etc. (2) Corrective Action: What will be done to prevent the problem for recurring as we move forward? (3) Preventive Action: Were other opportunities for improvement identified and acted on in the future that will tend to present similar or other problems from occurring?

Supplier Files: Here you can upload any files that pertain to your root cause and corrective action responses. Note that if you have your own form that you prefer to use for corrective action, you can indicate so in the Supplier Response tab and attach your form here instead.

If you would like to save what you have entered but are not yet done, click Save; you can return later to where you left off. If you are ready to submit your response, click Submit.

Once you click Submit, the Product Resources party responsible for the corrective action will be notified that you have submitted information and will review your response.

4.4.2 Surveys

We will initially and periodically send suppliers surveys (questionnaires). We do this to learn of the supplier's company, its scope of operations, its ability to interact with our processes, and its Quality System conformances and external certifications.

Once logged into the Supplier Portal, you will find assigned surveys under the Surveys heading. Click on the icon or View Surveys to see your assigned surveys. This initial view will also state if a survey is awaiting your input, in other words has not yet been responded to.

Your open and completed surveys will show.

For open surveys, click the view/edit button on the right size of the list row to see the whole survey. Once you do you will see the whole survey. If we have included file attachments with the survey, they will appear under the Survey Attachments tab.

The supplier has access to add information to and is to complete the following tabs:

Survey: Therein you will find the survey questions. Please respond to these questions as accurately and completely as you can. If something is not applicable, indicate that.

My Files: Here you can upload any files that support your survey responses.

If you would like to save what you have entered but are not yet done, click Save; you can return later to where you left off. If you are ready to submit your response, click Submit.

Once you click Submit, the Product Resources party responsible for the survey (normally Purchasing) will be notified that you have submitted information and will review your response.

5.0 Control of Records

The storage location and retention period for records referenced above are given in 91-6002, Control of Records.