

Supplier Quality Management System (S-QMS)

Highly Configurable, Cloud-based Nonconformity, Corrective Action & Preventative Action Management System

Upland Ultriva's Supplier Quality Management System (S-QMS) module is a comprehensive Nonconformity, Corrective Action & Preventative Action (NC/CAPA) solution designed specifically to meet the rigorous quality standards of manufacturing firms operating in highly regulated environments. Tightly integrated with Ultriva's Collaborative Supply Portal (CSP), S-QMS tracks all types of nonconformities from inception to final resolution.

All-Inclusive Module Includes: Supplier Onboarding, Approved Supplier List, Comprehensive NC/CAPA Management, and Complete Reporting & Supplier Scorecard

S-QMS enables a nonconformity (NC) to be identified at any point so it may be resolved in a workflow-controlled process, whether the NC is identified at the supplier, during an inspection or audit, on the production floor, or at the customer. NCs are quickly categorized so corrective actions can be initiated, affected lots can be quarantined, timelines for resolution can be set, and exception alerts can be generated. Operating as a SaaS solution, all concerned parties can conveniently collaborate in real-time. The metrics computed from quality infractions are then automatically fed into a supplier rating in combination with delivery, fill rate and other KPIs. These ratings are then used to evaluate suppliers on a regular basis.

Benefits of S-QMS

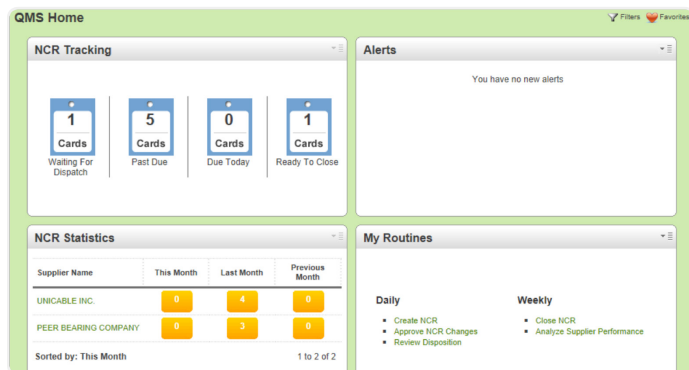
- Fully integrated with Ultriva's Collaborative Supply Portal
- Closed-loop S-QMS workflows with associated business rules and alerts
- Complete tracking, traceability, resolution and reporting on all types of NCs
- Real-time collaboration and execution between customers and suppliers on all NC/CAPA actions
- Cloud-secured history of all NC/CAPA history in an electronic format for regulatory compliance
- Easily customizable supplier quality ratings and dashboard displays

The screenshot displays the S-QMS interface. On the left is a sidebar with navigation options: Non Conformity SubType, Non Conformity Type, Audit Result, Process NC Code, System NC Code, Corrective Action, Disposition Code, Disposition Routing, Root Cause Code, and Supplier Rating Criteria. The main content area is divided into two sections. The top section, titled 'Non Conformity SubType', shows a table with columns 'Code' and 'Title'. The bottom section, titled 'Rule List', shows a table with columns 'Rule Type', 'Rule Title', 'Rule Description', 'NotifyTo', 'Business Name', 'Browser?', 'Email?', and 'Table?'. The 'Rule List' table is sorted by 'Rule Title' and shows several rules related to NCRCard. A 'Filters' section is visible on the right, showing a pie chart with 31.6% Enabled and 68.4% Disabled.

Rule Type	Rule Title	Rule Description	NotifyTo	Business Name	Browser?	Email?	Table?
NCRCard	Disposition Review has been completed	Notify users when NCR Disposition Review is complete	Supplier User,NR Owner	Life Fitness Franklin Park			
NCRCard	New NCR Notification	Notify users when a new NCR is created	NR Owner,NR Creator	Life Fitness Franklin Park			
NCRCard	Send an alert to Supplier	Notify users when NCR has been submitted to Supplier	Supplier User,NR Owner	Life Fitness Franklin Park			
NCRCard	Supplier Proposing Different Due Date	Notify users when Supplier is proposing different due date for Corrective Action	Supplier User,NR Owner	Life Fitness Franklin Park			

Ultriva Supplier Quality Management System Module

The home page of the S-QMS module displays a dashboard view showing the status of all nonconformity reports (NCR), automated alerts based on assigned business rule(s), and supplier NCR statistics, as well as provides quick navigation to standard operating procedures (SOP) and related quality documentation.



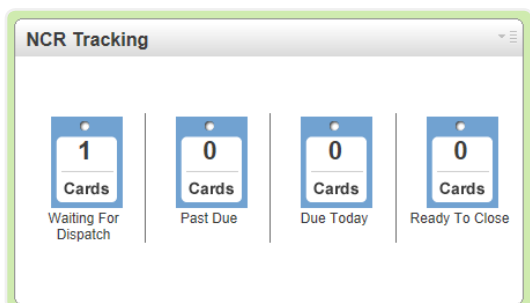
The Alerts section shows a list of alerts with columns for Date and Subject. A detailed view of a new NCR is shown below the list.

New NR NCR222K-MAG49
New NR has been created by USR237HAGRU
Item No: 523Z3001-1 Supplier: LAWRENCE RIPAK CO., INC.
Login to the Application to check more details
Click here to Login to the Application

Notes: PARTS WERE PROCESSED DURING A TIME PERIOD THAT LRC DID NOT HAVE ACCEPTABLE CORROSIONRESISTANCE (SALT SPRAY) RESULTS ON TEST PANELS AS REQUIRED BY THE APPLICABLESPECIFICATION. THIS INCLUDES THE FOLLOWING LRC ORDER NUMBERS: 282418, 282677, 284102, 284003, 284191, 284836, 283745, 286144, 286930, 284857, 286437, 262219, 291951, 292808, 292342, 289788

NCR Tracking

Real-time NCR tracking with drill-in capability provides the user with intuitive information including the number of NCRs created but not yet sent to the supplier (Waiting for Dispatch), the number of NCRs submitted to the supplier with a response past due (Past Due), the number of NCR responses due today (Due Today), and the number of NCRs ready to close or in final disposition (Ready to Close). Suppliers receive real-time updates related to NCR status, and can acknowledge NCR receipt, accept, or propose a new due date for corrective action with a simple click.



NCR No	Item	Supplier Name	Status	PO #	PO Line #	Type	Origin	Due Date	Receive Qty	Reject Qty
NCR222X-LFT3V	01234-4567-890	PEER BEARING COMPANY	Approved	12345	1	Product	INCOMING	04/30/2013	450	200
NCR222Y-LFTED	0K53-01181-0000	PEER BEARING COMPANY	Approved	544552	9	Product	INCOMING	04/15/2013	20	20
NCR223E-LFT7F	0K69-01019-0000	PEER BEARING COMPANY	DispositionReviewed	544552	15	Product	INCOMING	04/17/2013	252	54
NCR223F-LFTMX	0017-00003-0985	UNICABLE INC.	New	553799	10	Product	INCOMING	-	480	40
NCR223T-LFTNZ	0017-00003-1054	UNICABLE INC.	New	553799	14	Document	INCOMING	-	30	30
NCR224R-LFTW9	0017-00003-0996	UNICABLE INC.	New	553799	11	Document	INCOMING	-	30	30
NCR224S-LFTKR	0017-00003-0704	UNICABLE INC.	New	553799	3	Product	INCOMING	-	75	75
NCR224Q-LFTCR	0017-00003-0996	UNICABLE INC.	Waiting for Plant Response	553799	11	Product	INCOMING	04/19/2013	30	30

NCR Plan Detail

Real-time collaboration and execution between customer and supplier regarding 'NCR Plan Detail' can include items like the root cause, root cause corrective action plan, root cause verification plan (with verification and follow-up dates), preventative action plan (with project date), and assigned level of mistake proofing. The plan detail also allows for the ability to attach drawings, pictures, or capture notes to complete a history and audit trail.



About Upland Software

Upland Software (Nasdaq: UPLD) is an enterprise cloud software company that provides award-winning solutions in Project and IT Management, Workflow Automation and Digital Engagement. Our goal is 100% customer success, achieved through a unified operating platform that delivers the performance, scalability and support that over 2,500 Upland customers worldwide demand every day. Learn more at uplandsoftware.com.