Intelex Technologies

SQ Escalation

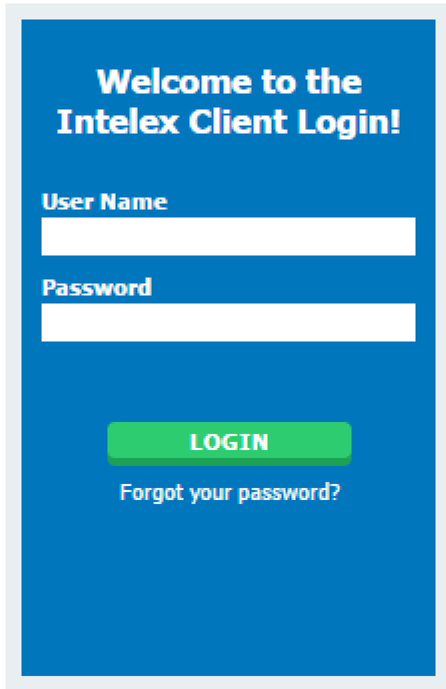
Supplier User

Table of Contents

Logging into Intelex

To start working with the Intelex site and the Escalations Application, follow the steps below:

1. Type the following URL into any Internet browser: https://clients.intelex.com/login/Nexteer.
2. You will then be presented with your Intelex login screen.

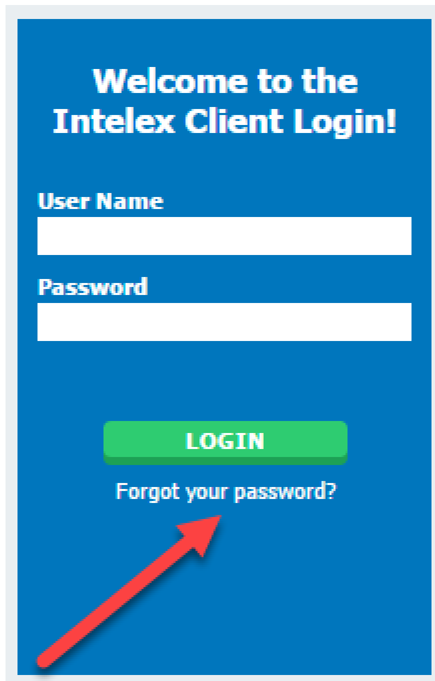


3. Enter your User Name and Password into the fields provided.
4. Click the green **Login** button.

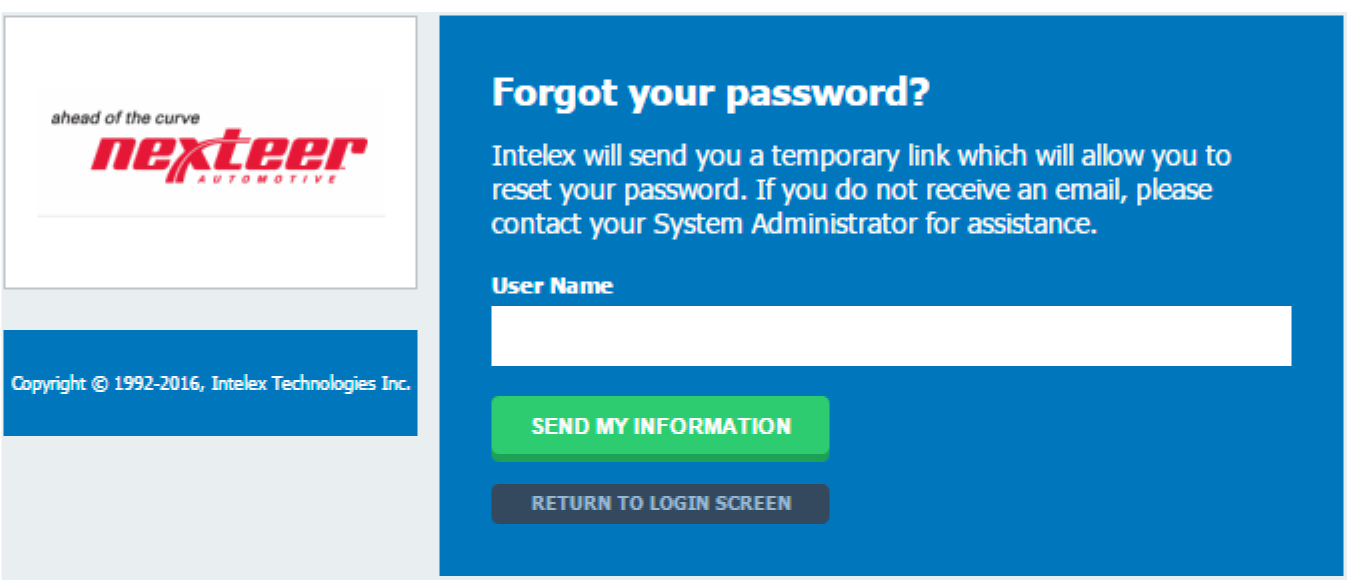
Forget your password

If at any time you forget your password, follow the steps below to have your login information sent to you in order to sign in again.

1. Click on the hyperlink below the login button field



2. Enter your User Name in the space provided and select the **Send My Information** button to have an email sent to you with your login credentials.

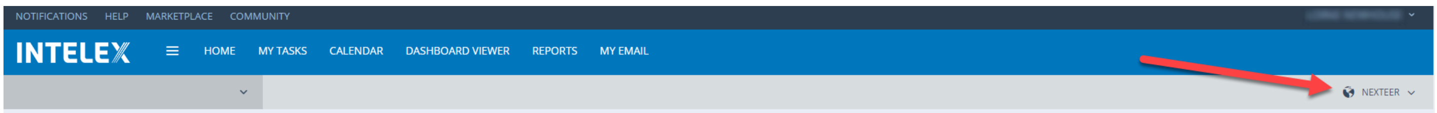


General Navigation

There are a few areas within the system that you should be aware of in order to navigate yourself through Intelex.

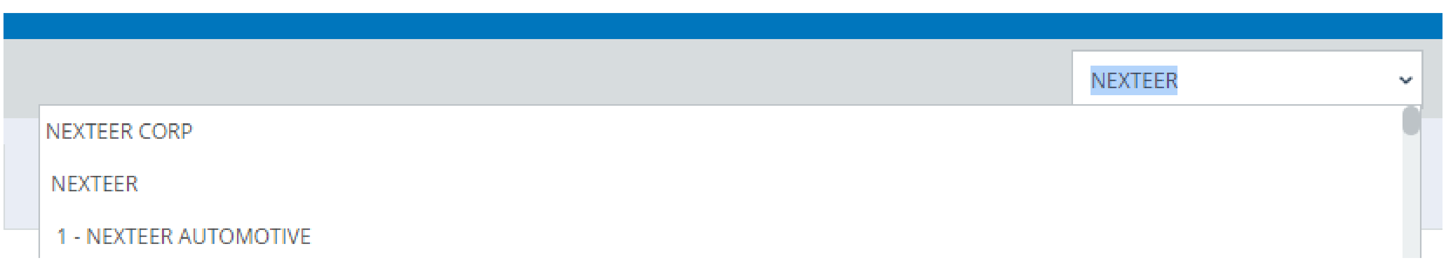
Locations Dropdown

One of the first things you'll notice when you first log in to the Intelex system is the locations dropdown. This is found in the top right hand corner of the screen. From here you should see your logon location.



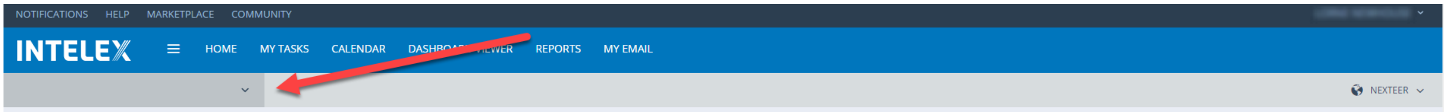
If you click on the location name, it will appear as a white dropdown box.

Clicking on this will now open the dropdown to display the location structure for Nexteer. To view a specific Supplier Record, select the Supplier Name in the drop down prior to accessing the SQ Escalation Application. If no supplier name is selected the user will see all registered suppliers.

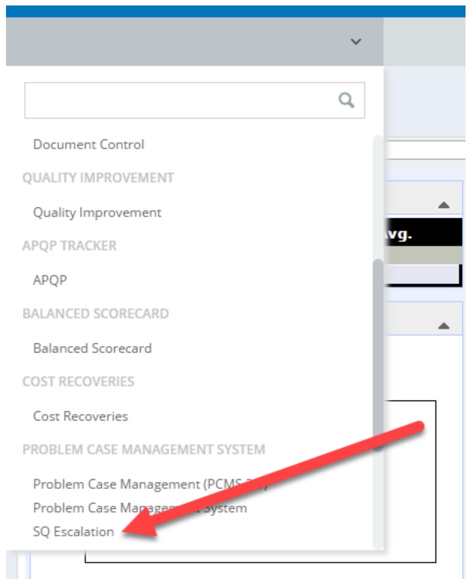


Applications Dropdown

Click on the gray dropdown in the top left hand corner of the screen to open the applications menu.



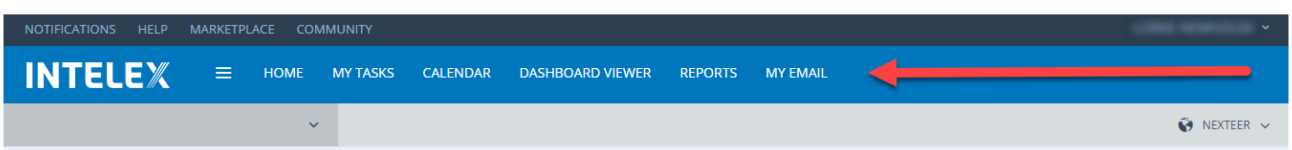
To access your Escalation Records, select the SQ Escalation application from the list.



Once the application loads you will see a list suppliers and records sorted by escalation levels. From here you will be able to see current and suggested levels, as well as edit the records and suggest alternate levels.

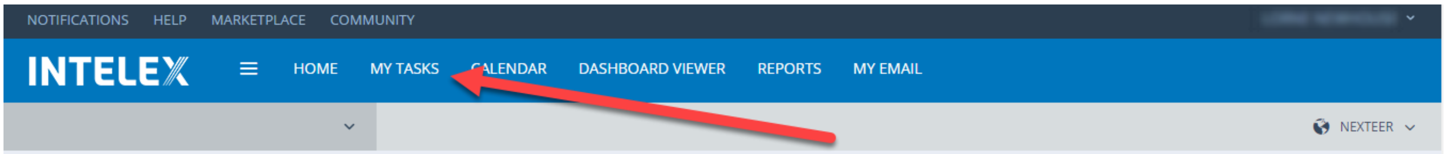
Toolbar

In the center of the page, as part of the header, you will see a toolbar. This toolbar displays words that are quick links, which will allow you to navigate from page to page within the system. Since it is on the header of the page it will display regardless of the area in the system you are working with and can be used to navigate to another page in the system. Please note that toolbars are configurable and you may see changes made to your default toolbar.



My Tasks

My Tasks Summary page is accessible from the toolbar at the top of each page. This page will display all actions that you are responsible to complete. From here you will be able to see the due date, task type and description of a task. You will also be able to complete a task right from this page by selecting the description hyperlink. Whenever you are assigned a task you will also receive an email notification informing you of this new task. You can complete all Escalation Tasks through this page or through the Escalation Application.



Escalations Overview

Definitions

Active Level: The actual escalation level assigned to the Supplier. There are specific tasks required for each level.
CPM: Complaints Per Million pieces received (Complaint Rate).
PC: Problem Cases. Additional Problem Cases may cause the escalation level to be raised.
PCMS: Problem Case Management System. Application within Intelex that manages problem cases.
SQE: Supplier Quality Engineer. The Nexteer Employee assigned to the supplier.
SQEP: Supplier Quality Escalation Process. Initiated when Problem Cases are recorded.
Suggested Level: The level that is recommended by the Intelex application based on the number of Problem Cases. The suggested level may also be updated by an SQE.
Tasks: The items assigned to the suppliers that need to be completed before the SQEP record can be closed.

Levels Overview

The Escalations Application is used for suppliers and Nexteer personnel to view and update supplier escalation levels. The SQEP application continuously monitors issued problem cases (Part Quality, APQP Activities, Packaging/Dunnage) in any rolling six month period and provides a suggested escalation level based on the following information:

a. **Level 0**: The supplier has 1 PC
b. **Level 1**: The supplier has 2 PCs or 1 OEM Customer Impact PC
c. **Level 2**: The supplier has 3 PCs
d. **Level 3 (TFS)**: The supplier has 4 or more PCs

After 180 days of being in level 0 without any new problem cases, the record will be closed from SQEP (Supplier Quality Escalation Process) Records.

Tasks Overview

When Nexteer promotes the escalation record to the suggested level, an email notification is sent to the supplier, and additional tasks are assigned. The required tasks will vary based on the level.

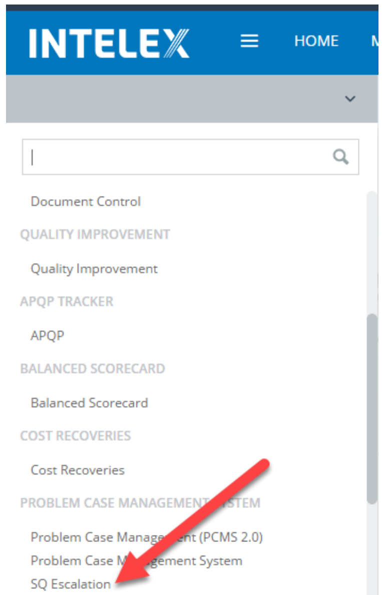
Level	Task	Due
Level 0	PC Closure	Timing based on PCMS
Level 1	QSB Self-Assessment	14 days
Level 2	Level 1 Tasks plus…	
	PFMEA to Control Plan Review	28 days
	QSB On-site Assessment	28 days
Level 3	Level 2 Tasks plus…	
	Acknowledgment	3 days
	TFS Kickoff Meeting	7 days
	Named Trained User	21 days
	DFMEA/DSS to PFMEA to CP Review	28 days

All of the above dates start when the record is promoted by Nexteer. Promoting a record to a higher level does not reset time for previously assigned tasks.

Escalation Records

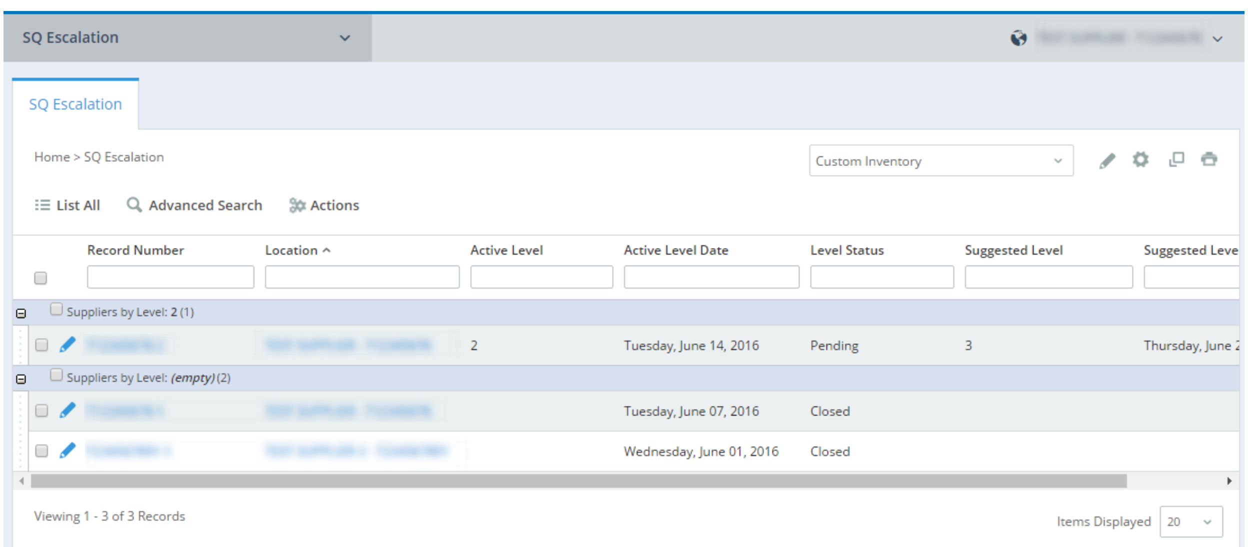
Inventory View

Escalation records can be viewed in the Inventory View, accessed by selecting the SQ Escalation Application from the gray dropdown menu located below the Intelex logo at the top of the page.



*Note SQ Escalation Records can also be accessed through the PCMS 2.0 menu.

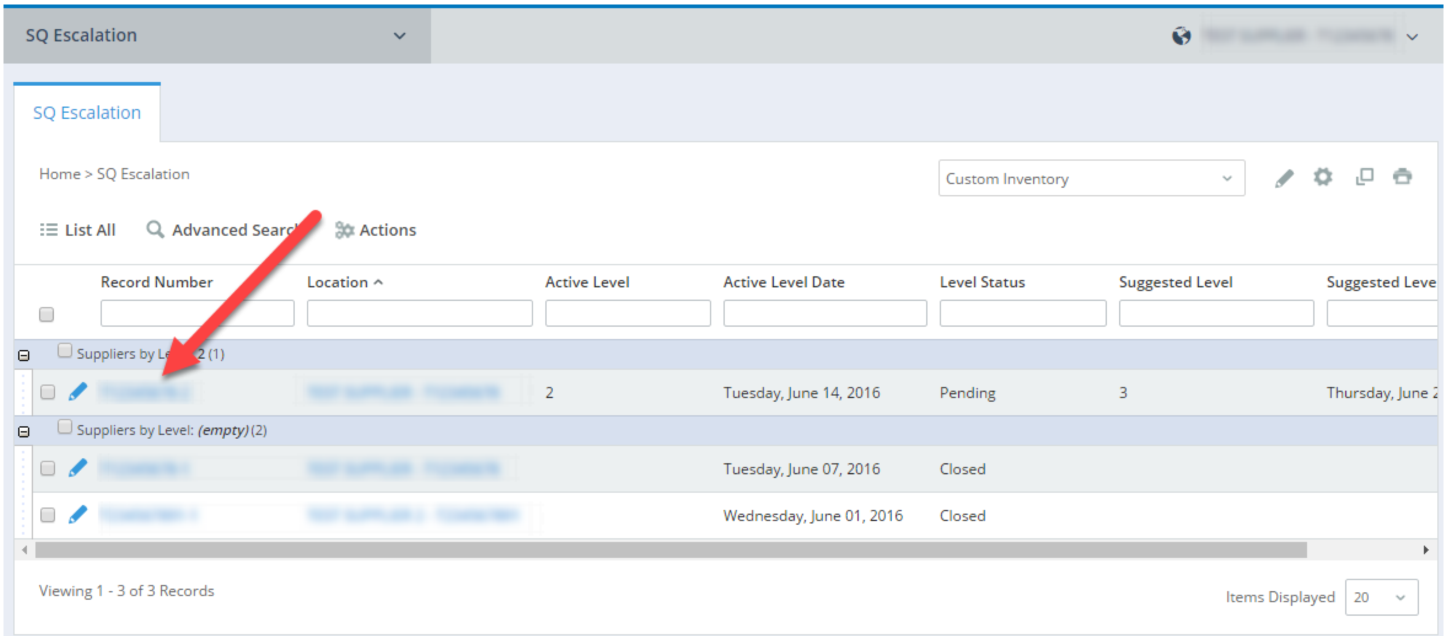
In the Inventory View, records will be sorted based on their Active Level. Clicking on the Record Number will open the SQEP Record, while clicking on the Location Name will open a new window with the supplier's location details.



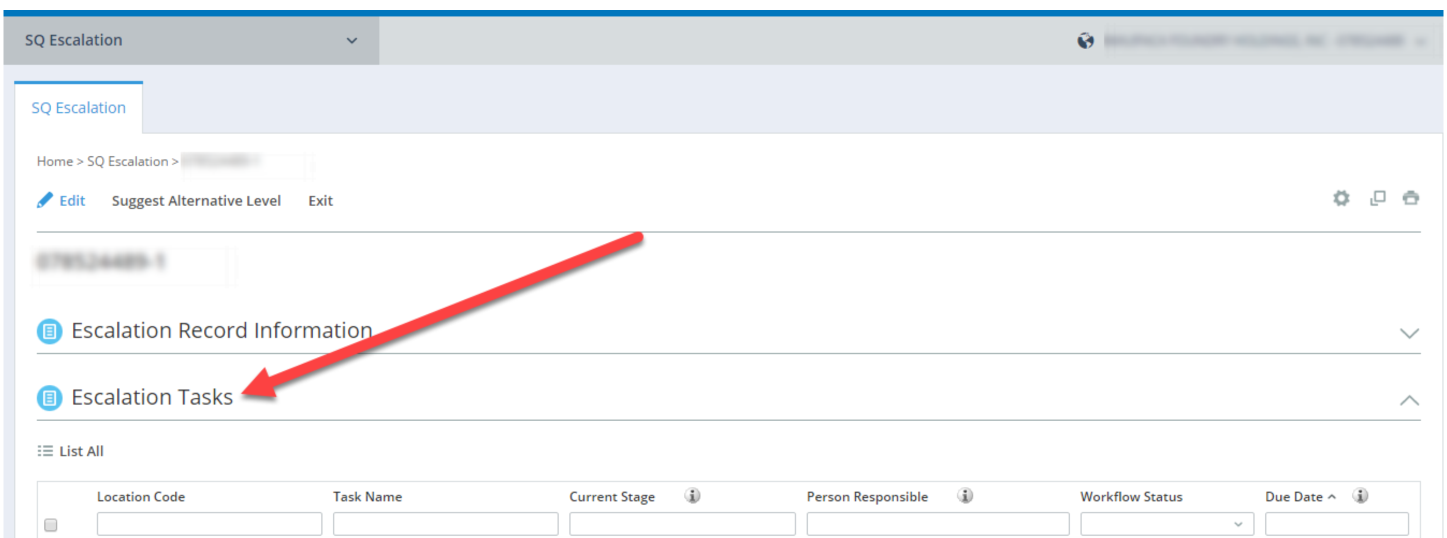
Escalation Tasks

Each time a supplier is promoted to a higher escalation level, additional tasks will be added to the record. See the Overview for tasks associated with each level. To view Escalation Tasks, follow the steps below:

1. Navigate to the SQ Escalation inventory view
2. Select the Record Number of the record that you would like to view



3. Escalation Tasks will be the second item, located below Escalation Record Information

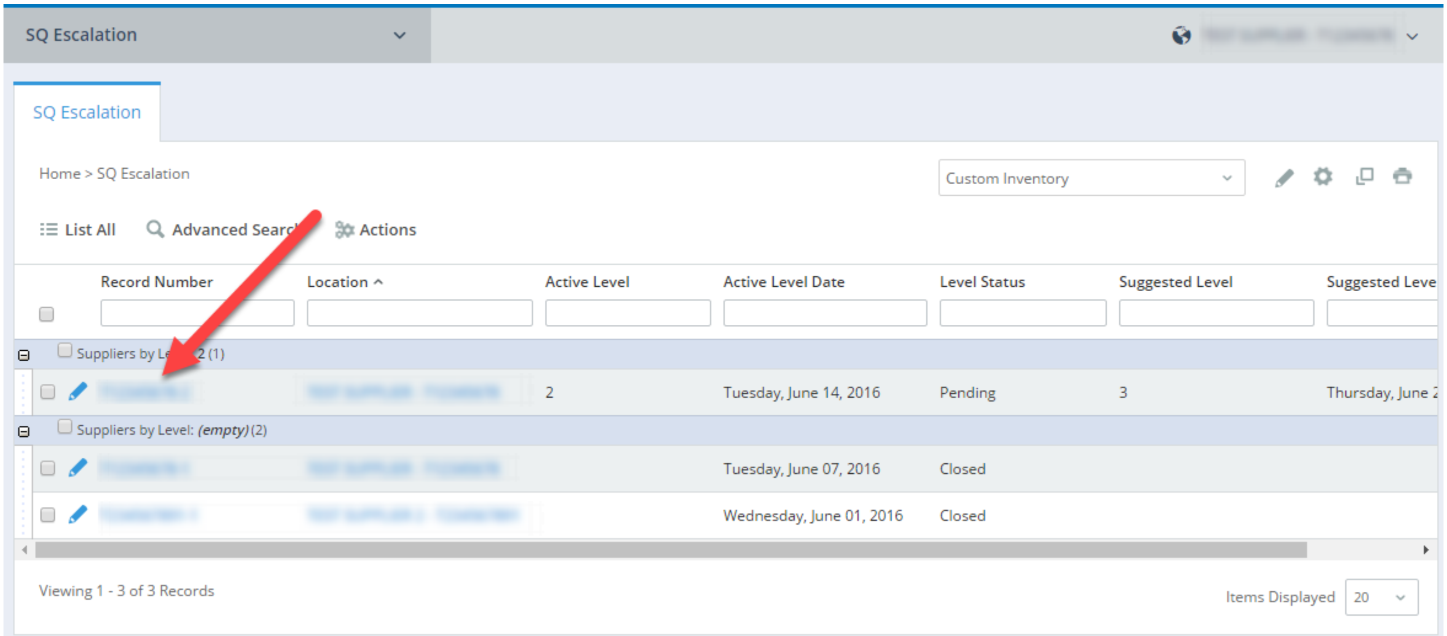


*Note: Any Escalation Tasks owned by the logged in user can also be viewed by clicking on **My Tasks** in the Intelex toolbar located at the top of each page.

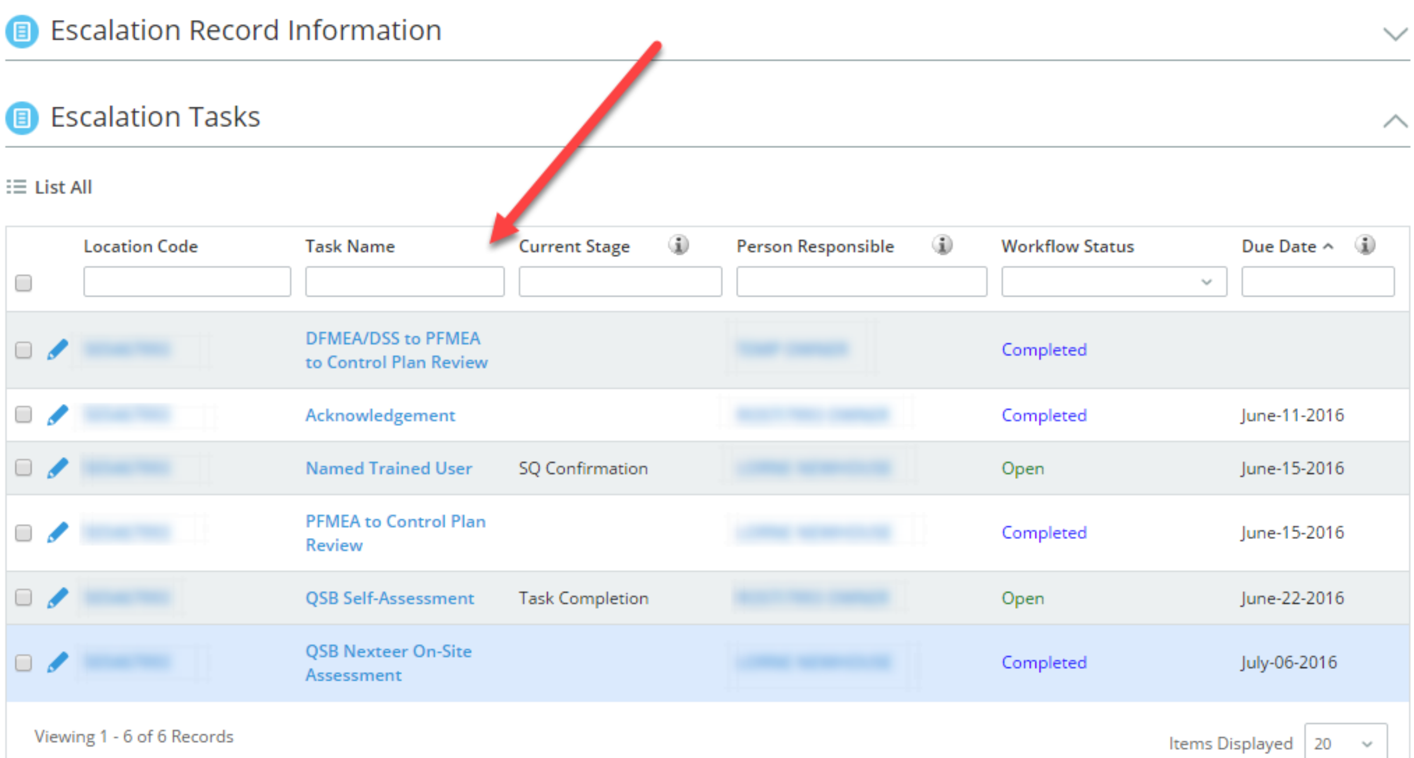
Completing Tasks

To complete the assigned tasks:

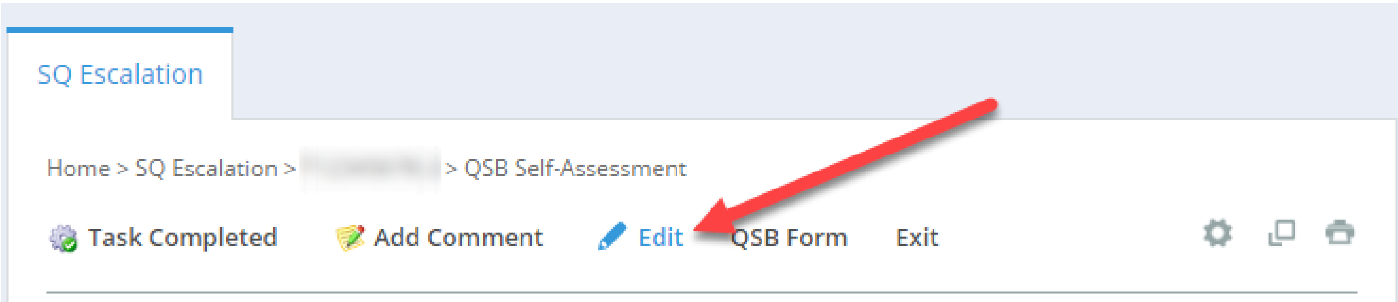
1. Navigate to the Escalation Tasks



2. Click on the Task Name of the task you would like to complete

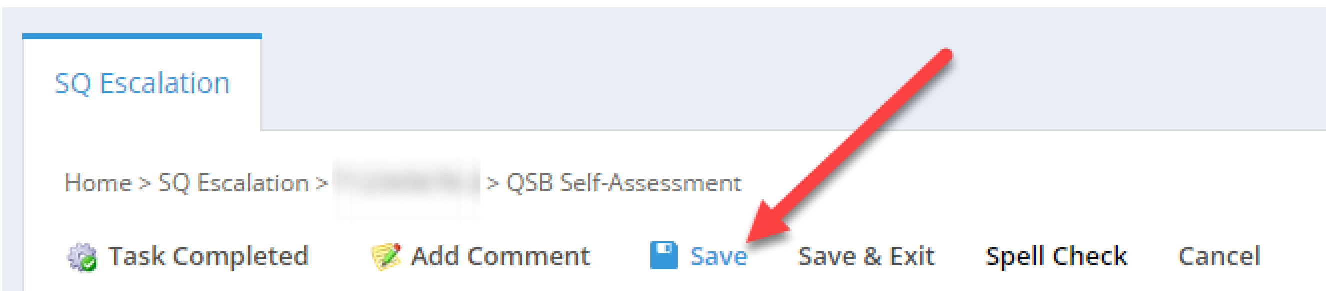


3. Select **Edit**

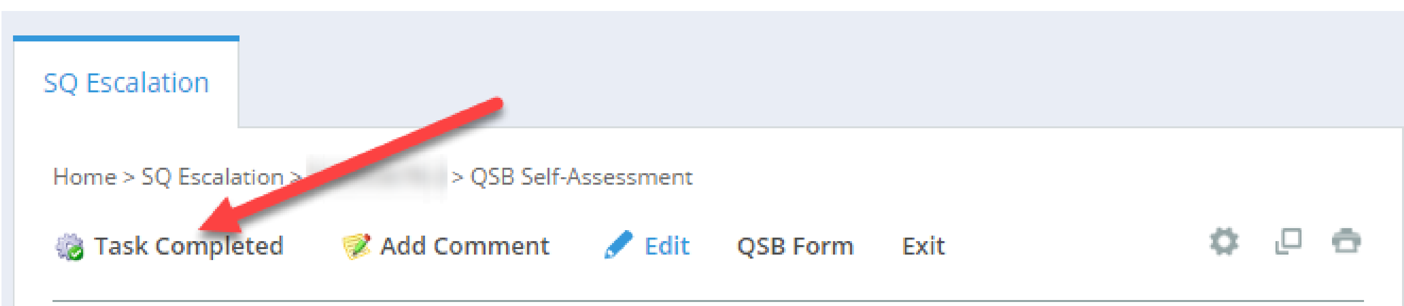


4. Fill in all required fields (denoted by an *)

5. Click **Save**



6. When finished, select **Task Completed.** The task will be sent to the assigned Nexteer SQE for confirmation of required evidence and approval of the task closure.



7. If the task is rejected, it will be sent back to the supplier for more details.

Possible Errors

Below is a list of common error messages:

> Please correct the following errors
> - QSB SA Audit Date - The value for QSB SA Audit Date is mandatory.

A date for the Audit needs to be selected. To do this, click on the field and then click on the corresponding date.

> Please correct the following errors
> - Fast Response Score - The value for Fast Response Score is mandatory.

A field was left empty. A score must be entered into every field. If the score is 0, enter a “0” instead of leaving the field blank.

> Please correct the following errors
> - Fast Response Score - The value for SA Fast Response Score should be between 0 and 24

Appropriate scores for each field are indicated above each box. If the score is too large, double check to make sure the entered score is correct.

> Please correct the following errors
> - Error - Please click on Edit and enter the required information!

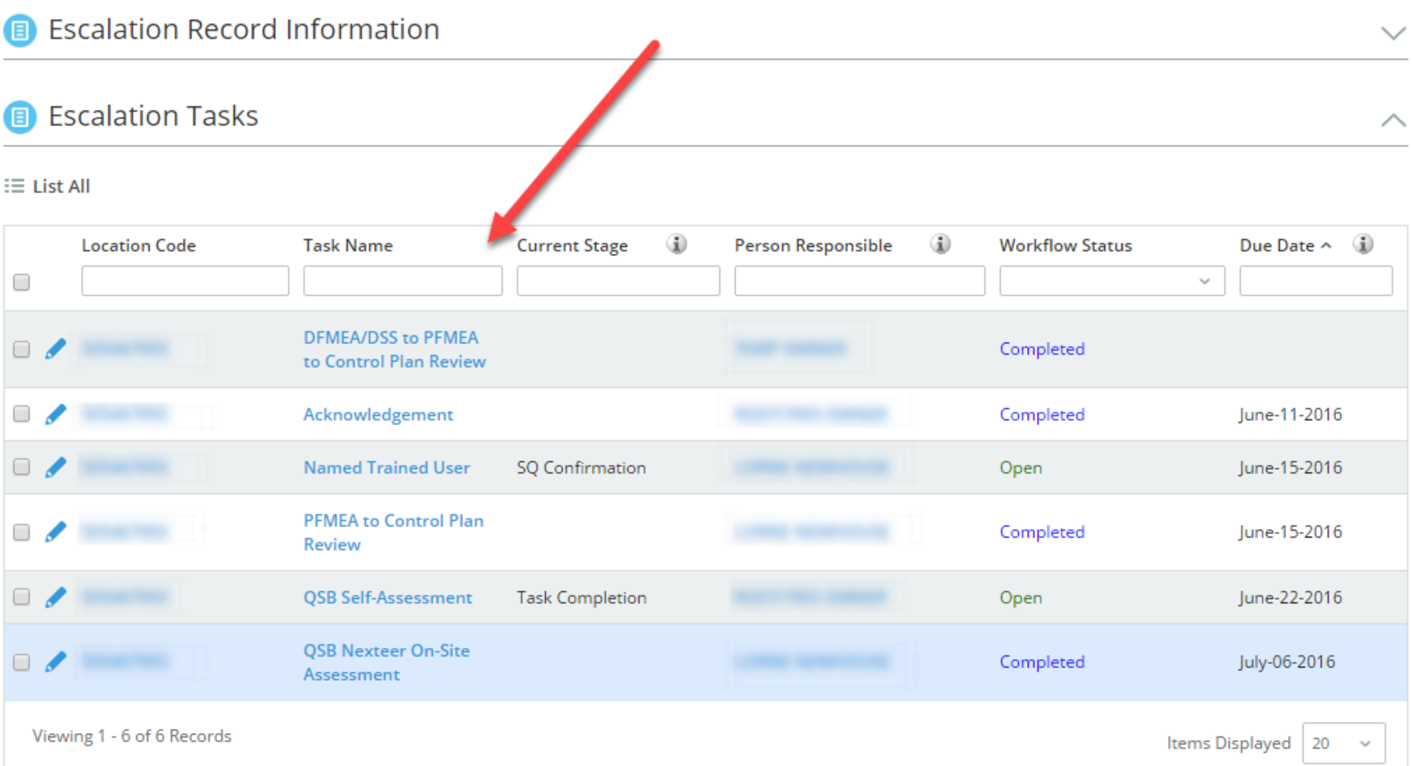
If you try to click on **Task Completed** without entering information into required fields (denoted by an *) you will receive this message. Click on the **Edit** button and enter all the required information.

INTELEX

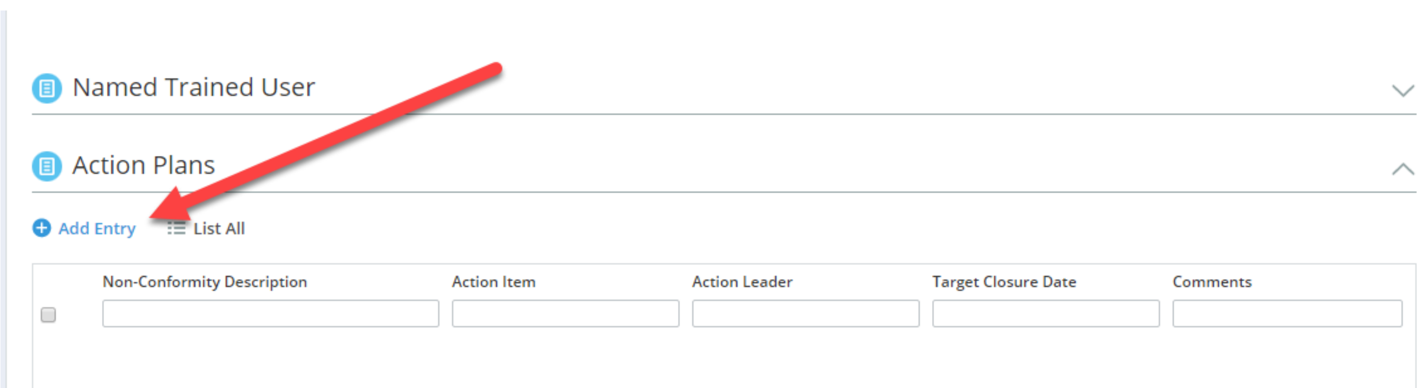
Action Plan

An action plan can be created using the following steps:

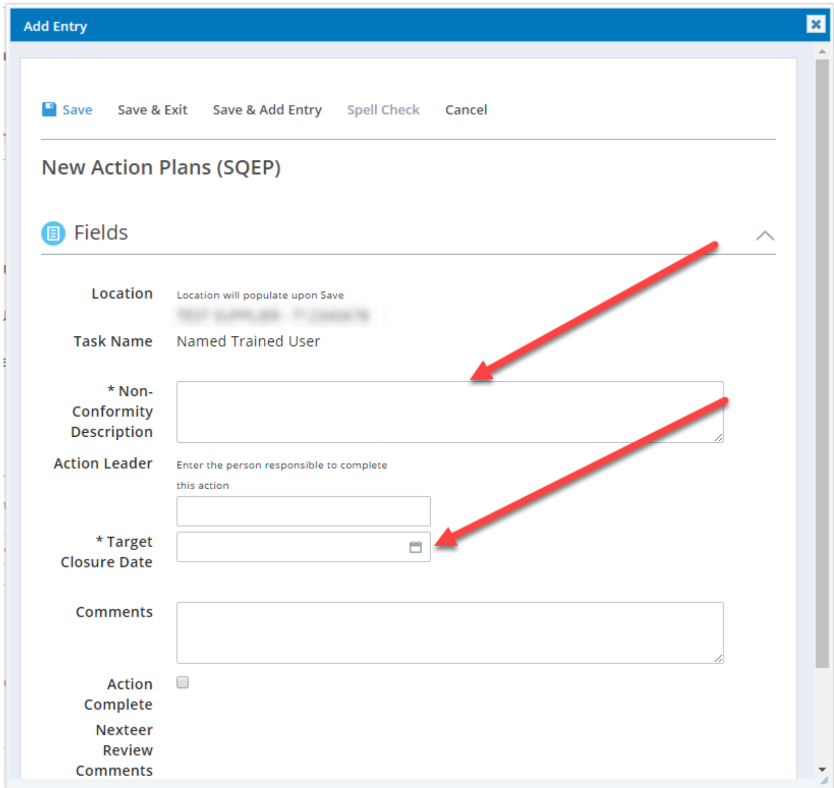
1. Navigate to the Escalation Tasks
2. Open the task you want to add an action plan for



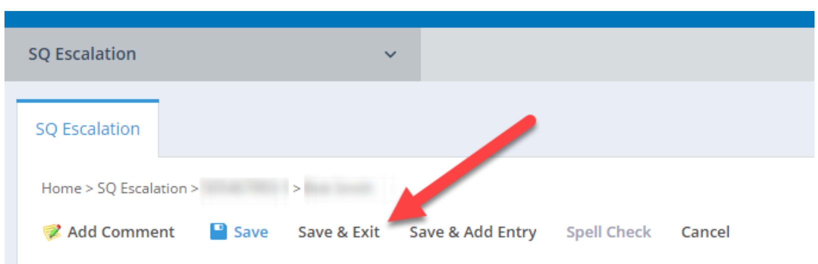
3. Click **Add Entry** under the Action Plans Grid



4. Enter Required Information, denoted by an *



5. Click **Save & Exit**

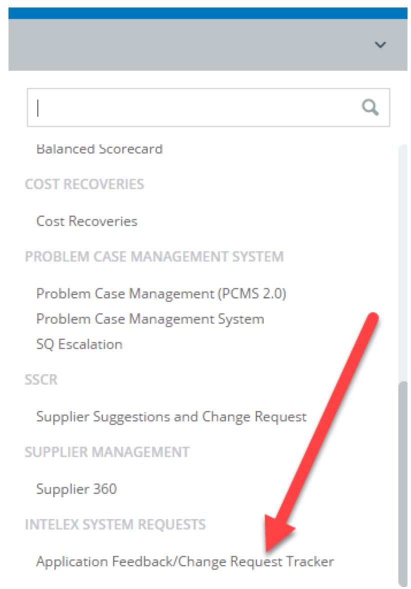


6. Open the Action Plan, when ready to complete, and Click **Edit**. Check the **Action Complete** field and enter any appropriate comments. Then click on **Action Completed** to send to the assigned Nexteer SQE for approval.

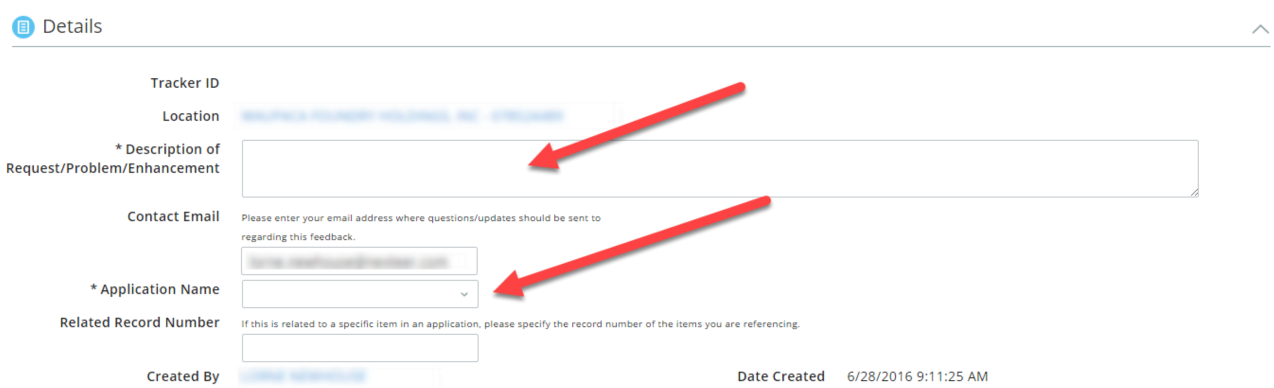
Feedback/Change Request

If you have any feedback or would like to see a change made to the application, you can submit feedback and change requests. This can be done by following the steps below:

1. Click on the grey Application drop down menu
2. Scroll all the way to the bottom and select **Application Feedback/Change Request Tracker** under the Intelex System Requests heading.



3. Enter a description of the problem and application name in the respective comment boxes



4. Click **Save & Add Entry** to submit the request