# Pratt & Whitney

## Overview

Quality Notes is a comprehensive, hosted solution that enables suppliers to report non-conformances to Pratt & Whitney and their partners. This role-based solution drastically reduces emails, faxes and phone calls, decreased risks and provides a real-time, end-to-end picture allowing participants in the disposition chain to view and respond to non-conformances. Quality Notes is a part of a larger non-conformance identification and disposition system and works in conjuction with other systems.

Quality Notes is accessed via Exostar's Managed Access Gateaway (MAG) and is used by Pratt & Whitney and their customer partners.

## Quick Reference

For more detailed information by topic, select from the buttons below to access the applicable content.
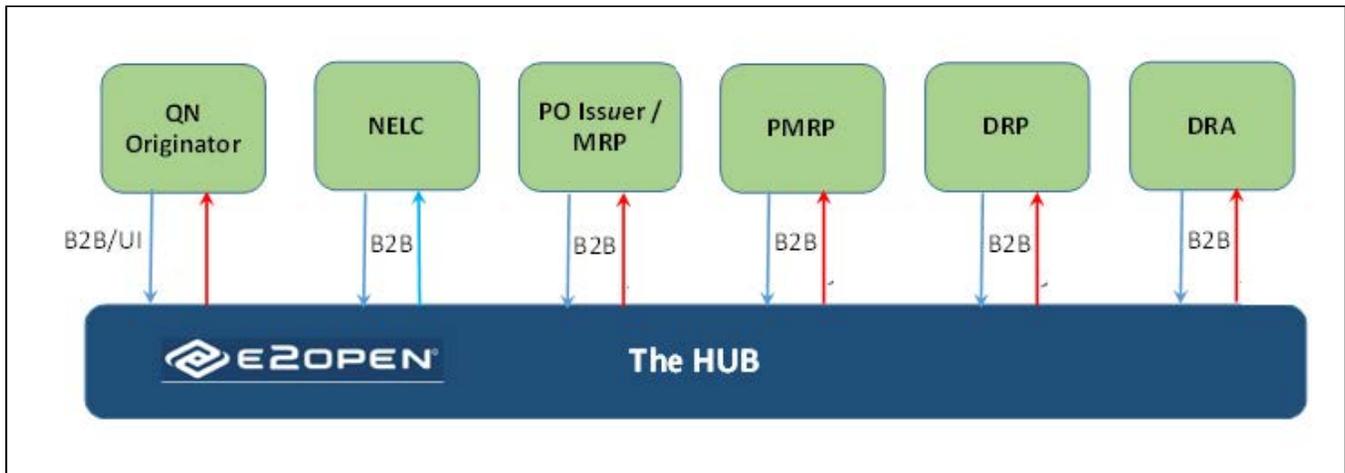
**Get Started**

**Invite**

**Register/Activate**

**Learn**

## Workflow

## Benefits

- Eliminates manual intervention
- Eliminates ITC risk
- Eliminates redundant data entries
- Improved efficiency
- Provides timely updates of Quality Notifications to all participants in the disposition chain
- Allows specific participants to identify status of Quality Notifications and quickly identify entity responsible for current action

## Roles and Responsibilities

**Quality Notes Originator (QNO):** Supplier users require the QNO role to submit non-conformances in Quality Notes.

- **QNO Role Responsibilities:**
  - QNOs can be suppliers or engine centers. Both suppliers and engine centers with the QNO role can create QNs. Suppliers can create QNs by logging directly into Quality Notes or can submit them via a B2B connection (if available). Engine centers can only create QNs via B2B connection.
  - Both Supplier and Engine Center QNOs can view the progress or status of QNs in Quality Notes.
  - QNOs can update submitted QNs when the QN is assigned back to them. View the progress/status of QNs.
  - Respond to RFI (Request for Information) and RCCA (Root Cause and Corrective Action).

**NELC (Center of Excellence):** Users with the NELC role have view only access of Engine Center QNs in Quality Notes. The NELC has full access to the QN and can disposition it. This provides real-time visibility into the status of the QN. QN responses by the NELC are completed in their local system and <u>not</u> directly in Quality Notes. However, responses are viewable in Quality Notes.

- **NELC Role Responsibilities:**
  - Working on the disposition. If additional assistance is required, forwarding the QN to the next participant in the disposition chain.
  - Requesting additional information via the RFI process.
  - Receiving a response to a RFI and then work on the disposition or forward the response to the RFI originator.
  - Receiving the disposition from a higher authority in the participant chain, and agreeing or disagreeing to the disposition (this could result in forwarding disposition to the QNO or a challenge to the MRP).
  - Provide preliminary review and disposition recommendation.
  - View assigned QNs.

**PO Issuer (POI)/Manufacture Responsible Party (MRP):** Users with the POI role issue POs for the part documented in a Quality Notification. Engine Center QNs that do not have a POI are routed to the MRP. Both POIs and MRPs can view the progress and status of QNs created in Quality Notes. POIs can apply PMRPs when the QN state is missing PMRP in Quality Notes. Additional responsibilities are completed by the POI/MRP in their local system and <u>not</u> directly in Quality Notes.

- **POI/MRP Role Responsibilities:**
  - View assigned QNs.
  - Assign PMRP when PMRP is missing.
  - Request additional information (also known as RFI) from the originator who forwarded the QN (e.g. QNO).
  - May provide preliminary review disposition to the QNO. Preliminary review is part of the disposition process and is completed on the business side. This may require input from higher authority.
  - Approve or reject dispositions.
  - Add or delete QN lines not yet dispositioned.

- When both disposition and RCCA are complete, a QN transitions into a RCCA state. Users with the role of POI are responsible for transitioning QNs to RCCA.

**Primary Manufacturer Responsible Party (PMRP):**  The PMRP is the entity assigned for the make and purchase decision of the product. Users with the PMRP role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. QN responses by the PMRP are completed in their local system and <u>not</u> directly in Quality Notes. However, responses are viewable in Quality Notes.

Users with the PMRP role have the ability to perform all steps and actions of the POI/MRP except applying missing PMRP adding and deleting lines and PMRP's cannot transition QN's to RCCA state.

**Design Responsible Party (DRP):**  The DRP is the entity responsible for producing the product description to support the drawing of parts. Users with the DRP role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. QN responses by the DRP are completed in their local system and <u>not</u> directly in Quality Notes. However, responses are viewable in Quality Notes.

- **DRP Role Responsibilities:**
  - Working on the disposition. If additional assistance is required, forwarding the QN to the next participant in the disposition chain.
  - Provide disposition recommendation.
  - Requesting additional information via the RFI process.
  - Receiving a response to a RFI and then work on the disposition or forward the response to the RFI originator.
  - Receiving the disposition from a higher authority in the participant chain and agreeing or disagreeing to the disposition (this could result in forwarding disposition to the MRP or a challenge to the DRP).
  - View assigned QNs.

**Design Responsible Authority (DRA):**  Users with the DRA role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. QN responses by the DRA are completed in their local system and <u>not</u> directly in Quality Notes. However, responses are viewable in Quality Notes.

- **DRA Role Responsibilities:**
  - If additional information is required to recommend disposition, DRAs can request the information from the entity who forwarded the QN.
  - Provide disposition recommendation to the originator (DRP in this case).
  - View assigned QNs.

**BAER Reviewer:** Users with the BAER Reviewer role ensure compliance with import/export government regulations by the review and application of Jurisdiction and Classification (J/C) license to QNs that contain technical data. Review and application of J/C licenses can be completed in Quality Notes or in a user's local system via a B2B connection. It is the responsibility of users with the BAER Reviewer role to ensure they are authorized to apply licenses. Quality Notes does not verify authorization for the role.

## Applications

- [Exostar's Identity and Access Management (IAM) Platform (formerly known as MAG)](#)