



SCANIA



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To (department acronym name)

For information (department acronym name)

User guide eQ2

module eQW

for external Supplier

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Update history:

Version		Date	Resp.
1.2	Changed log in via SSP	2013-11-12	SSSSPZ
1.3	Update	2015-01-30	SNLVIJ
1.4	Update	2015-03-20	SNLVIJ
1.5	Update	2015-10-23	SNLVIJ
2.0	Bootstrap Update, neutralization MAN/SCANIA	2021-12-10	C5242

Release information is published in the manual “eQuality for suppliers”.

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Support

External supplier users should always first check the BOT / FAQ / user manuals, then contact their local eQ2 administrator for support / questions. The local administrator can contact the purchasing.system.support@scania.com or for local suppliers in Latin America SupplierPortal.SLA@scania.com .



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1 How to access the eQ2-system

The access giving and log in procedure is described in the document “[FAQ eQ2 Scania & MAN](#)” stored on Scania Supplier Portal <https://supplier.scania.com/applications/eq2/> .

2 Main Menu

Once you have logged in to the eQ2 system, you will see the main menu.

General information
A new user interface (UI) for external supplier users has been installed on Friday evening December 10th. Microsoft Internet Explorer can not be used anymore for eQ2 on the external side.

Chrome / Edge are the preferred browsers and pop ups shall be allowed. It is advised to clean "Browsing history" and "Cached images and files" after releases. When having questions, you are referred to the FAQ's, eQ2 user guides and release information published for Scania on the external eQ2 SSP portal site and internal eQ2 homepage. When noticing suspected behaviors or bugs, send a mail with relevant (user) details and screenshots to purchasing.system.support@scania.com . To assure working user accounts for enough staff, the supplier administrator shall check, validate and update the eQ2 contact window according Customer Requirements (CVS10).

User Information

Current Supplier:
0197801, SCANIA CV AB

Current User:
01978

[Map another user account](#)
[Remove mapping for an user account](#)

Quick Search

My open eQuality cases

Number	Part Number	Type Of Report	Issued Date	Last Answer Date RC/LTA	Supplier No	Escalated Report
Open eQuality cases at 0197801, SCANIA CV AB						
Number	Part Number	Type Of Report	Issued Date	Last Answer Date RC/LTA	Supplier No	Escalated Report

My open Early Quality Warning cases

Number	Part No	Type Of Report	Issued Date	Supplier No
Open Early Quality Warning cases at 0197801, SCANIA CV AB				
Number	Part No	Type Of Report	Issued Date	Supplier No

3 New Early Quality Warning (eQW)

An eQW report can be issued for various reasons. There are 3 types of reports referring to Warranty, Field Quality or Production. Early Quality Warning reports are handling suspected product quality symptoms where external supplier support and expertise is needed to determine if there is a problem. The aim is early containment and reduction of the possible affected populations and consequential costs.

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An eQuality report should be issued for all parts and components being outside specification or giving malfunction when assembled.

When a new eQW report is issued, the responsible person and defined “other mail receivers” for eQW will receive an e-mail with the basic information and a link to the report. By clicking the link and log on to the system you will have access to more information in the report, which will be displayed under my open cases.

3.1 Basic data in the report

The basic information for the deviation is shown in the beginning of the report. Here you can find:

- A box that you must fill in that you have reviewed and read the report.
- Report number
- The name and phone number of the person who has issued the report.
- Issued date.
- PRU. Scania production units.
- Type of Report.
- Part number and part description.
- The responsible buyer and SQA (mandatory).
- FQ Engineer and Analysis Coordinator Warranty (if applicable)
- Supplier number and supplier name
- Responsible at supplier, this is the person who is set into the system as main responsible at supplier.
- Failure Mode category, see appendix A for more info.
- Number of suspected parts, kilograms, litres, meters,...
- Attachment from Scania/MAN
- General information and requested actions.
- Description of deviation. A field where the issuer will give all information necessary for supplier to work with.



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Early Quality Warning - EQW

Early Quality Warning report has been received

Report no: E009026 **Issuer:** **Issued:** 2021-12-01

PRU: MAN - Bus Starachowice **Type of report:** Early Production Warning

Part number: 34.25480-5242 **Part description:** EL-LEITUNGSSATZ TUER MITTELTEIL AUSSENTASTER NACH

Buyer name: B01 N.N. **SQM/QMP:** **FQ Engineer**

Supplier Name:

Supplier No :

Duns number:

Goods address:

Responsible at supplier: **Analysis Coordinator Warranty**

Failure Mode Category: Assembling **Suspected quantity :** 1 parts

Attachments links from Scania/MAN **Inserted date** **Delete attachment from Scania/MAN**

General information & requested actions
This Early Quality Warning report has been issued due to that Scania/MAN has discovered a quality deviation in Scania/MAN production
The root cause has not yet been identified and Scania/MAN now request assistance from you to find the root cause, which might be supplier and/or Scania/MAN related, in order to start corrective actions and prevent further products to be affected by this quality deviation.
Scania/MAN expect you to confirm that this report has been received within 24 h by checking the box above.

Description of symptom:
e5242 : 2021-12-01 10:49:02
Description: Test
Consequence: Test
Where was it found: Test
Production date Scania/MAN: Test
Production date Supplier/markings/time period: Test
Other info: Test

Dialogue between Customer and supplier:

Mandatory box to answer when the eQW is read.

Attached documents from Scania/MAN.

Important information why this report is issued and what is expected from you.

Description and information from Scania/MAN

3.2 Dialogue and part handling

- Dialogue between Scania/MAN and Supplier for exchange of information
- Return suspected parts to supplier. Here you mark a box if the part is needed for analysis.
- Tracking is also done in the report, Supplier put a cross in the box when the part arrive



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Dialogue between Customer and supplier:

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Return suspended parts to supplier
 Yes No **2021-12-01**
 Please note that the investigation should be started as soon as possible even if requested parts have not yet been received. It might take long time to get parts from the field and some parts will not be possible to get back at all. Please check that your goods address stated in this report is correct.

Tracking info, date left Scania/MAN 2021-11-30	Tracking number 456457	Transport company used for returned parts: Lia Logistik
Part received? <input type="text"/>	Received Date <input type="text"/>	

3.3 Supplier investigation and attachments

- The initial quality investigations shall be logged in the boxes below for the activities done. If you answer “No” it’s possible to change to “Yes” when the activity is done. If you answer “Yes” it’s not possible to change to “No”.
- Supplier has the possibility to attach documents.

Initial quality investigation – parts & specifications
 Have parts in production been checked against valid Scania/MAN specifications and requirements?
 Yes No

Initial quality investigation – changes Have any rework, design or production process changes been made concerning the parts in point which might be related to this quality deviation?
 Yes No

Initial quality investigation reports – reports
 Results from the initial investigation such as measurement and test reports are attached to this EQW-report?
 Yes No

Attachment from supplier:
 Keine Datei ausgewählt

 (Allowed file types: .doc .docx .xls .xlsx .ppt .pptx .pdf .jpeg .jpg .bmp .txt .gif .png .wmv .mov)
 (Files must be less than 20 MB)

Attachments links from Suppliers Inserted date

3.4 Conclusion and closure

- Supplier fills in the description and results in the field below.
- Scania’s/MAN’s conclusion is stated in the boxes.
 - When it is determined that it is a supplier deviation, there will be an eQuality issued. The link directly to the eQuality report is available.
 - If the deviation can’t be related to the supplier, Scania/MAN closes the eQW. A statement of Scania’s /MAN’s corrective action is given.
- All added information in the report during the handling is saved only when “Save and send” is pushed.
- When the report is closed, the closing date is shown under “Close case:”.



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Description of quality investigation results & conclusion

Supplier findings and results

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98006688_02 ; 2021-12-01 11:15:22
Test blabla

Conclusion & continuation

An eQuality report has been issued because the part is out of specification **2021-12-01**
 An eQuality report has not been issued because the part is within specification

Corrective actions at Scania/MAN

eQuality reports created:
[Q326173](#)

Close case: **2021-12-01**

Reminder:

Thank you for your support in this quality investigation!

Annotations:

- Scania's/MAN's decision to issue an eQuality report or not.
- Scania's/MAN's corrective actions
- Link to eQuality report
- Time stamp when case is closed.

4 Supplier responsibility

Scania/MAN expects from Suppliers that high priority is given to eQW reports.

If you have questions concerning the report, contact the issuer of the report mentioned on top.



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Appendix A Scania / MAN Failure Mode Categories

Failure Mode Categories for Early Quality Warnings:

- a. Assembling
- b. Cleanness
- c. Dimension deviation
- d. Function
- e. Hardening
- f. Machining
- g. Material defects
- h. Scratches / dents
- i. Surface treatment (incl. painting)