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**Jan F Visscher / SNI****2021-12-10****6****1 (16)**

Fördelning/To

För kännedom/For information

# User guide eQ2

## module eSCR

### for external Supplier

#### Update history:

| Vs. |   | Date       | Resp.  |
|-----|---|------------|--------|
| 4   | Changed log in via SSP                        | 2013-11-08 | SSBSTO |
| 5   | Update  | 2015-10-23 | SNLVIJ |
| 6   | Update bootstrap (and other changes since V5) | 2021-12-10 | SNLVIJ |

Release information is published on Scania Supplier Portal.

Due to the many changes in this update of the manual, the changes are not shaded.



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## 1. Supplier Change Request

All intended changes by Organisations to a product and/or process, used to produce the ordered parts, shall be submitted to Scania in eSCR according to the Scania SCR (Supplier Change Request) procedure.

The SCR shall be accepted (Yes or Yes, On condition) and the PPAP should be updated and approved by Scania in the ePPAP system before deliveries to Scania commence (see also CVS10 - TRATON Customer Requirements).

## 2. How to access the eQ2-system

The access giving and log in procedure is described in FAQ on Scania Supplier Portal.

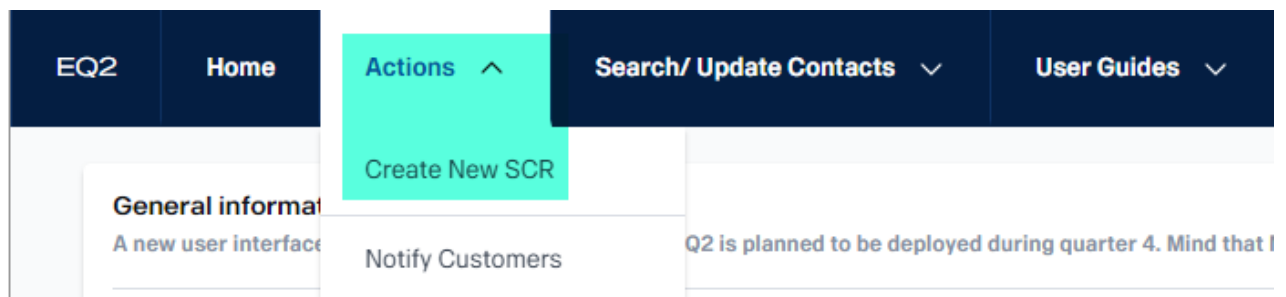
## 3. Main Menu

Once you have logged in to the eQ2 system, you will see the main menu (start page).

## 4. Issue eSCR report

The supplier is the issuer of an eSCR. The supplier can have several contact persons ("Additional mail receivers") in the system, though they will always have one "Main responsible" for the handling of SCR's. The other contact persons can issue reports and be responsible for the dialogue during the case. All contact persons connected to the module on the "Update contacts" page receive e-mail notifications when the SCR is created, updated or closed.

To issue an eSCR report, the user clicks on "Actions" and "Create New SCR". Continue by filling in the start page.



### 4.1. Start page

The supplier starts by selecting the responsible Sourcing Manager for the concerned parts. Selectable Buyer Names are only those were the supplier has valid orders with.



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## New SCR

### Buyer information

Buyer name:

D65 Daniella Bjälevik Lyhrén

### SQA information

SQA name:

Q66 Hamidreza Ahmady

### Supplier information

Supplier Name:

Supplier No. 4:

Supplier No :

Duns number:

Address:

City:

Country:

Phone:

Fax:

### Main contact person at supplier

| Name | Phone | eMail address |
|------|-------|---------------|
|      |       |               |

### Contact person information

| Mail receiver            | Name | Phone | eMail address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> |      |       |               |
| <input type="checkbox"/> |      |       |               |
| <input type="checkbox"/> |      |       |               |
| <input type="checkbox"/> |      |       |               |
| <input type="checkbox"/> |      |       |               |

Create new SCR



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The issuer at the supplier creates the eSCR report by clicking at the button “Create new SCR”. The main form will then be shown.

## 4.2. Main page

The issuer at the supplier fills in the different text boxes and the different selection boxes that are present in the form, see Picture 3.

## 4.3. Part numbers

The issuer has to select a PRU with consumption and adds the concerned part numbers in the form by filling in the part number one by one in the box “Add Part” and clicking the button “Add”. For every part number a row will be added in the form with number, part description and latest ECO number. If there is not a valid order between Scania and the supplier, a failure message (“the part number does not exist for this supplier!”) will be shown directly to the right of the add button. Also a warning appears on top of the form saying “An error occurred. There was an error on the page!”. Make sure that the ECO number is the same as it is on the drawing.

**SCR**
×

**Pru**

**Report no:**

**Issuer:**  
Scania IT IZB  
+46 (0)8 553 81548

**Issued:**  
2021-12-06 11:00:59

**Buyer code:**  
D65

**SQA Code**  
Q66

**Buyer name:**  
Daniella Bjälevik Lyhrén

**SQA Name**  
Hamidreza Ahmady

**Supplier Name:**  
[Redacted]

**Supplier No. 4:**  
[Redacted]

**Supplier No :**  
[Redacted]

**Duns number:**  
[Redacted]

**Address:**  
[Redacted]

**Supplier contact person:**  
[Redacted]

**Add Part**

Add

| Part Number | Part Description | Latest ECO Number | Remove  |
|-------------|------------------|-------------------|---|
| 0800020     | Stud M6x25       | 621202            | <span style="border: 1px solid gray; padding: 2px 5px;">Remove</span> |

**Change:**

Design (Technical specification)

Process

Other

**Type of change:**  
(See PPAP manual 4<sup>th</sup> edition)

Suppliers process

Sub suppliers process

**Name of sub supplier:**

**Description of requested change:**



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## 4.4. Change

Continue to fill in the eSCR report by defining if the change concerns a design or a process change. (Other change is not a valid option and will be removed from the system). One or both boxes can be marked. Type of change needs to be selected from a drop down.

The issuer of the eSCR shall also specify under “Change” if the requested change will be done in the supplier process and/or in a sub suppliers process. If the change concerns a sub supplier the name of the sub supplier has to be written in the textbox “Name of sub supplier”.

## 4.5. Description of requested change

In this text box a description of the requested change is added. Use the document “Scania’s requirements on an issued SCR” for the next chapters. You can find it on Scania Supplier Portal (SSP).

### 3. How to describe the change

*It's important that you answer following questions in order to enable proper handling of the SCR! If you have any doubts, always contact your responsible Sourcing Manager*

| Description  | Impact   | Benefit   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Why is this change required (initiated)?</li> <li>• What will be changed (complete &amp; technical description)?</li> <li>• How will it be changed (complete &amp; technical description)?</li> </ul> | <ul style="list-style-type: none"> <li>• What impact will this change have on the product/process?</li> <li>• What are the identified risks with this change? Solution to avoid them?</li> <li>• Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases?</li> </ul> | <ul style="list-style-type: none"> <li>• How will it affect quality?</li> <li>• How will it affect piece price?</li> <li>• How will it affect delivery/capacity?</li> </ul> |

**The SCR shall be possible to treat globally, always write in English!**



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**Description of requested change:**

2000 characters left

**Effect of change:**

|  |  |   |
|--|--|---|
| <b>Tooling cost:</b><br><input type="text"/>     | <b>Quality:</b><br><input type="text"/>            | <b>Other:</b><br><input type="text"/>                 |
| <b>Part price change:</b> <input type="text"/> % | <b>Interchangeability:</b><br><input type="text"/> | <b>Component Certificate:</b><br><input type="text"/> |

**Impact of change:**

2000 characters left

**Purpose (benefit) of change/supplementary information:**

2000 characters left

**Time to incorporate change of approval (including PPAP):**

2000 characters left

**Attachment from supplier:** (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)

No file chosen

**Dialogue between Customer and supplier:**

2000 characters left

**Close case:**

**Reminder:**

[E-mail in deviation](#)

## 4.6. Effect of change

Mark with "Yes" or "No" if the change will affect tooling cost, quality, other, component certificate, quality, interchangeability or part price change (%).



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## 4.7. Impact of change

Describe the impact of the requested change. What does it mean for supplier or in sub supplier's process?

## 4.8. Purpose (benefit) of change/supplementary information:

Describe what benefit the requested change will give, both to the supplier and to Scania. If there is any additional relevant information that can be shared it can be added here.

## 4.9. Time to incorporate change after approval including PPAP

Define or estimate how long time it will take to implement the changes after the eSCR has been approved. Do not forget to include the time it takes to update the PPAP documents and get an approval of the PSW from Scania.

## 4.10. Attachment from supplier

Push the "Browse" button and find the file on your network. After that press "Add" button to attach the file to the form. To save it, it is necessary to press the button "Save and Send" otherwise the change will not be stored. The maximum file size is 20 MB and the allowed file types are mentioned in the form.

## 4.11. Dialogue between Scania and supplier

This is the box for questions and comments to Scania. It will be possible to add text as long as the report is opened. Scania will use the same field for answers and comments. Every note that is added will be saved together with date, time and user name. This field can also be used when the SCR is in "Under Consideration" mode.

## 4.12. Save and send.

Does the SCR fulfill the requirements in the document "Scania's requirements on an issued SCR" which can be found on Scania Supplier Portal? When Yes, finalize the eSCR issuing report by clicking the button "Save and send". Information (email) will be sent to the responsible Sourcing Manager, chosen on the start page, and to all other connected people at the supplier and Scania.

# 5. Answer on eSCR report from Scania

The responsible Sourcing Manager will get information regarding the new eSCR reported by email. After reading it through there is a possibility for the Sourcing Manager and the SQA to ask questions to the issuer in the text box "Dialogue between Scania and supplier".

## 5.1. Report in "Under consideration"

When the Sourcing Manager has understood the requested change, the SCR can be put in status "Under consideration". This is done after the Sourcing Manager and the SQA agree on that the SCR fulfills "Scania's requirements on an issued SCR". The report will be in "Under consideration" as long as the Sourcing Manager is handling the case. When Scania has an answer to the request, the Sourcing Manager will add the decision in the report. When an eSCR is under consideration everyone that opens the report will see a text in top of the form that says "Under consideration!".





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When a report is "Under consideration" there is no possibility for the supplier to change any of the information in the report. If there is a need to change or add information when the eSCR is under consideration, the responsible Sourcing Manager must be contacted so that the report can be reopened. The box "Dialogue between Scania and supplier" can always be used even when the SCR report is "Under consideration".

## 5.2. Decision from Scania

When Scania has taken a decision, the Sourcing Manager will fill in a decision in the concerned report. The report will be locked for updates for the supplier after a decision is taken and reported in the eSCR report. The dialogue box can however still be used. The Sourcing Manager can add information in the eSCR form without taking a decision. There are several different boxes for information that can be used by Scania to inform the supplier about what is happening with the eSCR. Among these are new order numbers, PPAP documents, etc.



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**Dialogue between Customer and supplier:**

1410\_Åsa ; 2021-07-02 09:19:13

2000 characters left

**Under Consideration:**

Decision Taken

**Decision:**

**SCR accepted:**

Daniella Bjälevik Lyhrén  
2021-07-05 08:44:36

**SCR accepted with conditions that:**

DBJBUX ; 2021-07-05 08:45:17  
New PPAP documentation needed.

|   |  |
|---|--|
| <p><b>Design change:</b></p> <p><b>Responsible:</b> <input type="text"/></p> <p><b>Department:</b> <input type="text"/></p> <p><b>PCR needed:</b> <input type="text" value="No"/></p> | <p><b>Process change:</b></p> <p><b>Responsible:</b> <input type="text" value="Daniella Bjälevik Lyhrén"/></p> <p><b>Department:</b> <input type="text" value="SGC"/></p> <p><b>PCR number in FRAS:</b> <input type="text"/></p> |
| <p><b>Scania ECO required:</b> <input type="text"/></p> <p><b>New order needed:</b> <input type="text" value="Yes"/></p>  | <p><b>ECO-No / Change No :</b> <input type="text"/></p> <p><b>Order number:</b> <input type="text" value="1173491"/></p>   |
| <p><b>New PPAP required:</b> <input type="text" value="Yes"/></p>   | <p><b>Request for new PPAP - order nr.:</b> <input type="text" value="1173492"/></p>   |

**Documents to submit** (From 11 June, 2007: According to 4th Edition)

1  2  3  4  5  6  7  8  9  10  11  12  13  14  15  16  17  18

|   |  |
|---|--|
| <p><b>Scania EFR required:</b> <input type="text"/></p> | <p><b>EFR number in FRAS:</b> <input type="text"/></p> |
|---|--|

**Attachment from Scania**

|   |   |   |
|---|---|---|
| <p><b>Close case:</b></p> <input type="button" value="Close case"/> | <p><b>Reminder:</b></p> <input type="button" value="Reminder"/> | <input type="button" value="Email"/><br><a href="#">E-mail in deviation</a><br><input type="button" value="Save and send"/> |
|---|---|---|

## 6.Dialogue between Customer and supplier

Both the supplier and Scania have the possibility to ask questions to each other during the time a report is open in the eSCR system. This is done in the text box "Dialogue between Scania and



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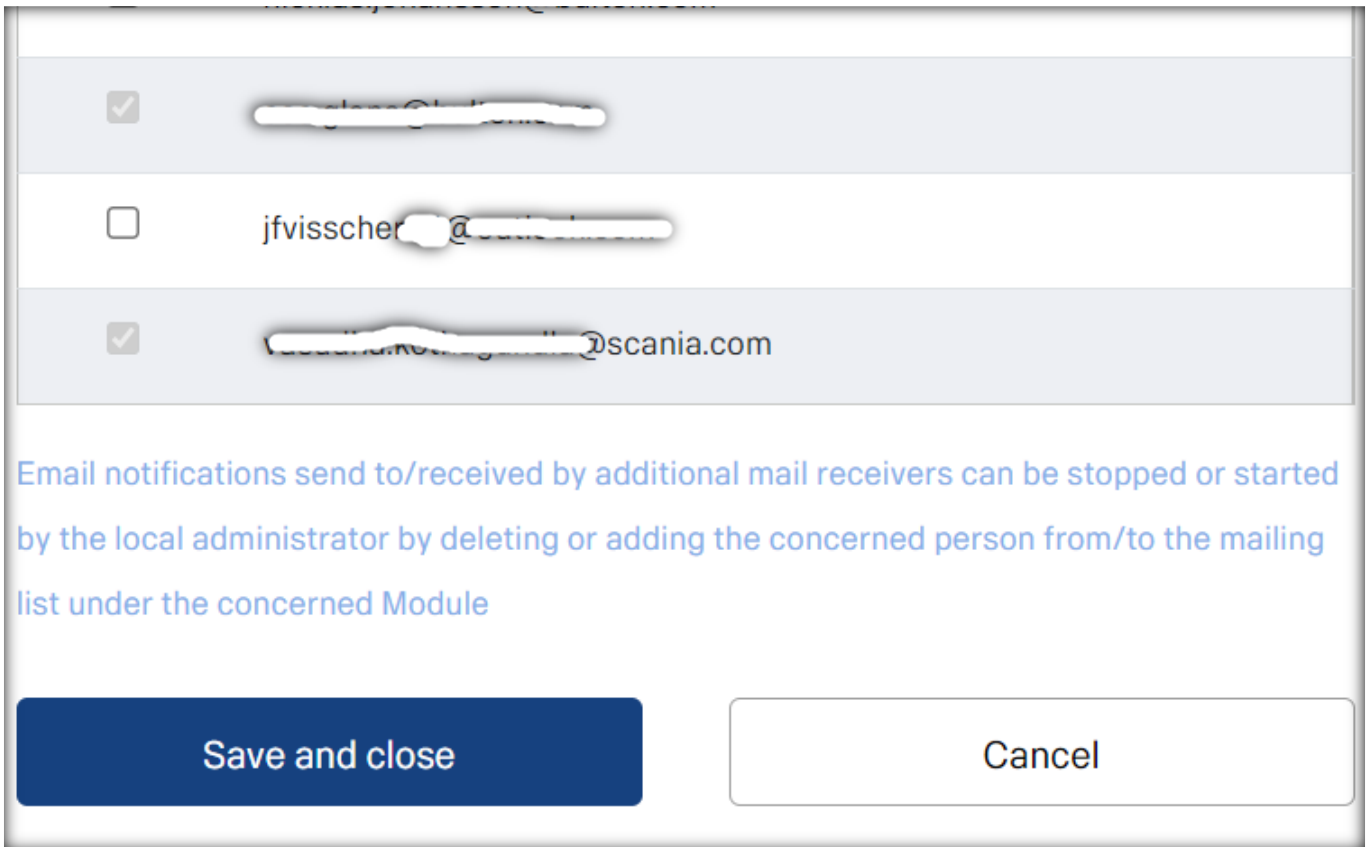
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supplier". All notes added in this box will be saved in the system and visualized above the textbox with date, time and name of people that wrote the note.

## 6.1. Email function and send list

When a report is updated, notification mails are send to the users at the supplier which were updated in the contact window and shown marked in the Email box below.



|                                     |                      |
|-------------------------------------|----------------------|
| <input checked="" type="checkbox"/> | [blurred]            |
| <input type="checkbox"/>            | jfvisscher@[blurred] |
| <input checked="" type="checkbox"/> | [blurred]@scania.com |

Email notifications send to/received by additional mail receivers can be stopped or started by the local administrator by deleting or adding the concerned person from/to the mailing list under the concerned Module

**Save and close**      Cancel

## 6.2. Reminder

Every user of the system can set personal reminders connected to the specific open reports. For example, if Scania has promised an answer within two weeks a reminder can be set two weeks ahead. The reminders are an email including a link to the concerned report and with a message as reminder text to the user.



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### Reminder

|   |                                       |
|---|---------------------------------------|
| <b>Date</b>                                   | <b>Time</b>                           |
| <input type="text" value="2021-12-06"/>       | <input type="text" value="07:00"/>    |
| <b>Mail subject</b>                           |                                       |
| <input type="text"/>                          |                                       |
| <b>Reminder text</b>                          |                                       |
| <input type="text"/>                          |                                       |
| <input type="button" value="Save and close"/> | <input type="button" value="Cancel"/> |

## 7. Closing of eSCR report

The eSCR report shall always be closed by the responsible Sourcing Manager. When an eSCR report is closed the connected people at the supplier and Scania will get an e-mail from the system with the information that the report has been closed. The date / time that the case was closed is printed above the Close case box at the left bottom end of the form.

### 7.1. Withdrawn eSCR's

It is possible for the supplier to request a withdrawal of a proposed change request, as long as the eSCR report is open. To do so the Sourcing Manager needs to put the decision to "Withdrawn from supplier" under the heading "Decision – SCR accepted". A rejected eSCR will be closed and saved in the system for history.

### 7.2. Acceptance of approved change

When Scania has accepted a suggested change, the supplier has to verify that the suggested change will be implemented. The verification of implementation with estimated date for PSW and first serial delivery shall be added in the box "Dialogue between Scania and supplier".

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## 8. Search eSCR-report

On the Main Menu it shows “My open eSCR cases”, which is an overview of current open reports presented to the one having the Role “Responsible at Supplier”.

The Main Menu also displays “Open eSCR cases at”. This is an overview of current open reports to the supplier and from this block all supplier users can open the reports (see picture 8). The list contains links to open the reports. By clicking on the links (blue) the user will go in to the eSCR report.

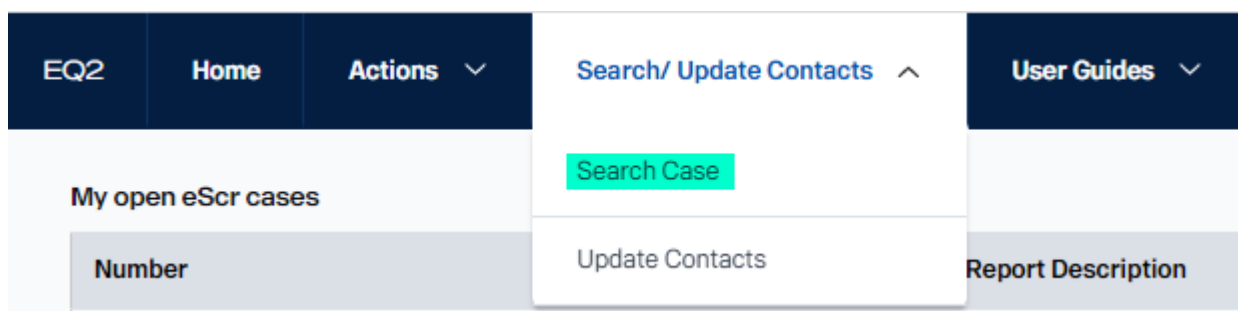
| My open eScr cases      |                    |             |             | Number of open cases: 2 |
|-------------------------|--------------------|-------------|-------------|-------------------------|
| Number                  | Report Description | Issued Date | Supplier No |                         |
| <a href="#">S024366</a> | eSCR               | 2021-12-06  |             |                         |
| <a href="#">S023722</a> | eSCR               | 2021-07-02  |             |                         |

| Open eScr cases at [redacted] |                    |             |             | Number of open cases: 2 |
|-------------------------------|--------------------|-------------|-------------|-------------------------|
| Number                        | Report Description | Issued Date | Supplier No |                         |
| <a href="#">S024366</a>       | eSCR               | 2021-12-06  |             |                         |
| <a href="#">S023722</a>       | eSCR               | 2021-07-02  |             |                         |

### 8.1. Search functionality

To search SCR reports those were closed, open reports, or all reports. It is available in the main page the “Search” functionality.



The screenshot below shows the Search screen and an example of a Search. It is possible to define your search up to four rows (fields). Define your filter and press the “Search” button. The search result is shown in a table. The first column of this table is the SCR number (ID). It is a link and you can reach the report by clicking it. You can use the “Reset” button to clean all the previous filters that you have done.

The result of the Search can be exported to excel by clicking the button “Export to Excel”.



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EQ2 Home Actions Search/ Update Contacts User Guides Logout

## Search

**Module**

**Report status**

| Column                                     | Value                                   | Condition   | Operator                         |
|--|---|---|----------------------------------|
| <input type="text" value="- Issued date"/> | <input type="text" value="2021-01-01"/> | <input "="" type="text" value="- Is greater than or equal to &gt;="/> | <input type="text" value="AND"/> |
| <input type="text"/>                       | <input type="text"/>                    | <input type="text"/>  | <input type="text"/>             |
| <input type="text"/>                       | <input type="text"/>                    | <input type="text"/>  | <input type="text"/>             |
| <input type="text"/>                       | <input type="text"/>                    | <input type="text"/>  | <input type="text"/>             |

Valid DateFormat (YYYY-MM-DD)

To avoid long waiting times and / or a possible error message, limit the expected result by defining more criteria.

Search
Reset

**3 matching results were found**

**Search Results eScr**

| Id                      | Issued Date | Buyer | Supplier | Design Change | Process Change | Other Change | Approved          | Part number Description       | Case Closed | Duns Number |
|-------------------------|-------------|-------|----------|---------------|----------------|--------------|-------------------|-------------------------------|-------------|-------------|
| <a href="#">S023385</a> | 2021-04-27  | D65   |          | No            |                | No           | Yes, On condition | : Thr form screw plasttite 45 | 2021-11-15  |             |
| <a href="#">S023722</a> | 2021-07-02  | D65   |          | No            |                | No           | Yes, On condition | : Nut                         |             |             |
| <a href="#">S024366</a> | 2021-12-06  | D65   |          | No            |                | No           |                   | : Stud M6x25                  |             |             |

Export to Excel

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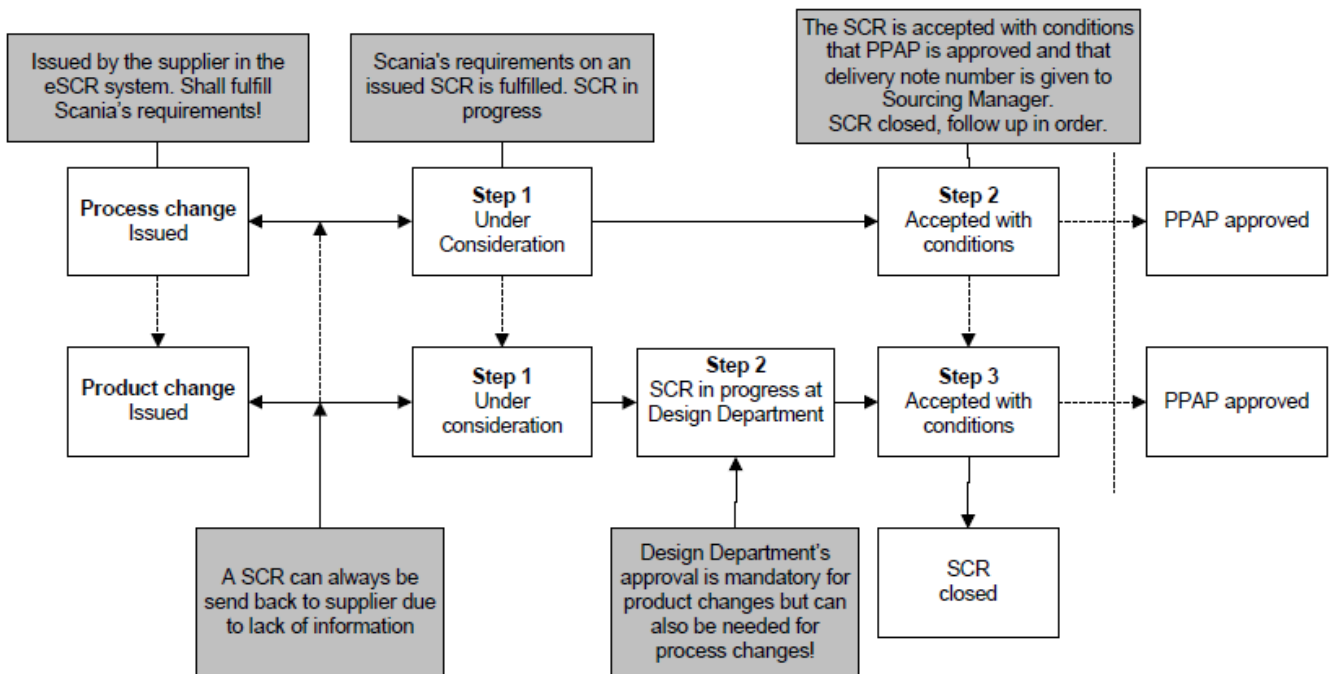
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Fördelning/To

För kännedom/For information

## 9. Appendix 1, SCR life cycle





Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by  
**Jan F Visscher / SNI**

Telefon/Phone

Datum/Date  
**2021-12-10**

Utgåva/Issue  
**6**

Sida/Page  
**16 (16)**

Fördelning/To

För kännedom/For information

# 10. Appendix 2, Scania's requirements on an issued SCR

| <p style="text-align: center;"><b>Scania's requirements on an issued SCR</b></p> <hr/> <p><b>Contents</b></p> <ol style="list-style-type: none"> <li><b>1. Preparation of your SCR</b></li> <li><b>2. Product change or process change</b></li> <li><b>3. How to describe the change</b></li> <li><b>4. Attachments</b></li> <li><b>5. SCR life cycle</b></li> </ol>  | <p style="text-align: center;"><b>1. Preparation of your SCR</b></p> <p style="text-align: center;"><i>Handling a SCR generate cost for Scania, that is why Scania will prioritize the SCR depending on the benefit for Scania.<br/><u>Please motivate your change!</u></i></p> <ul style="list-style-type: none"> <li>▪ What cost reduction motivates this SCR?</li> <li>▪ What kind of quality improvement motivates this SCR?</li> <li>▪ What kind of increased capacity or improved delivery performance motivates this SCR?</li> </ul> <p style="text-align: center;">All changes must be motivated with a cost reduction – cost reduction / part (SEK) !</p> <p>➤ If a change can't be motivated with cost reduction/part? Clearly describe why the change is needed (safety, environmental issues, legal requirements etc.)</p>  |   |         |  |  |   |  |
|---|---|---|---------|--|--|---|--|
| <p style="text-align: center;"><b>2. Product change or process change</b></p> <p style="text-align: center;"><i>A change can either be a process or a product change. Decide which one with help from below mentioned definitions.</i></p> <p style="text-align: center;"><b>Definition of Product Changes</b></p> <ul style="list-style-type: none"> <li>▪ Influence on Form, Fit or Function</li> <li>▪ Changes that affect the product specifications such as Dwg, 3D Model, TB, PD and STD</li> <li>▪ Improved or added information of product specifications such as Dwg, 3D Model, TB, PD and STD</li> </ul>  | <p style="text-align: center;"><b>2. Product change or process change</b></p> <p style="text-align: center;"><i>A change can either be a process or a product change. Decide which one with help from below mentioned definitions.</i></p> <p style="text-align: center;"><b>Definition of Process Changes</b></p> <ul style="list-style-type: none"> <li>▪ No influence on Form, Fit or Function</li> <li>▪ Changes on part or process that are not covered by specification Dwg, 3D Model, TB, PD and STD</li> <li>▪ Deviations from approved process flow diagram</li> <li>▪ For example: <ul style="list-style-type: none"> <li>• Change/add supplier/sub-contractor</li> <li>• Re-location of production</li> <li>• Change in the manufacturing process</li> <li>• New tooling (not tool replacement)</li> <li>• Non conforming issues and improvements in regards of quality</li> </ul> </li> </ul> |   |         |  |  |   |  |
| <p style="text-align: center;"><b>3. How to describe the change</b></p> <p style="text-align: center;"><i>It's important that you answer following questions in order to enable proper handling of the SCR! If you have any doubts, always contact your responsible Sourcing Manager</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Description</th> <th style="text-align: left;">Impact</th> <th style="text-align: left;">Benefit</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• Why is this change required (initiated)?</li> <li>• What will be changed (complete &amp; technical description)?</li> <li>• How will it be changed (complete &amp; technical description)?</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• What impact will this change have on the product/process?</li> <li>• What are the identified risks with this change? Solution to avoid them?</li> <li>• Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases?</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• How will it affect quality?</li> <li>• How will it affect piece price?</li> <li>• How will it affect delivery/capacity?</li> </ul> </td> </tr> </tbody> </table> <p style="text-align: center;">The SCR shall be possible to treat globally, always write in English!</p> | Description   | Impact  | Benefit | <ul style="list-style-type: none"> <li>• Why is this change required (initiated)?</li> <li>• What will be changed (complete &amp; technical description)?</li> <li>• How will it be changed (complete &amp; technical description)?</li> </ul> | <ul style="list-style-type: none"> <li>• What impact will this change have on the product/process?</li> <li>• What are the identified risks with this change? Solution to avoid them?</li> <li>• Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases?</li> </ul> | <ul style="list-style-type: none"> <li>• How will it affect quality?</li> <li>• How will it affect piece price?</li> <li>• How will it affect delivery/capacity?</li> </ul> | <p style="text-align: center;"><b>4. Attachments</b></p> <p style="text-align: center;"><i>Add relevant documents that helps Scania to understand and motivate the change!</i></p> <ul style="list-style-type: none"> <li>▪ Pictures</li> <li>▪ Sketches/drawing</li> <li>▪ Other relevant documents that motivate the SCR <ul style="list-style-type: none"> <li>▪ I.e. cost estimation, result from improved quality and test reports</li> </ul> </li> </ul> |
| Description   | Impact  | Benefit   |         |  |  |   |  |
| <ul style="list-style-type: none"> <li>• Why is this change required (initiated)?</li> <li>• What will be changed (complete &amp; technical description)?</li> <li>• How will it be changed (complete &amp; technical description)?</li> </ul>  | <ul style="list-style-type: none"> <li>• What impact will this change have on the product/process?</li> <li>• What are the identified risks with this change? Solution to avoid them?</li> <li>• Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases?</li> </ul>  | <ul style="list-style-type: none"> <li>• How will it affect quality?</li> <li>• How will it affect piece price?</li> <li>• How will it affect delivery/capacity?</li> </ul> |         |  |  |   |  |