QIN - Quality Information Network

The corporate repository for IBM supplier quality audit data
Supplier E-Procurement Engineering Tools Available Through Secure IBM Portal

- **SQMS** (Supplier Quality Management System): Collaborative Supplier/IBM tool to collect quality data for purchased commodities
- **PCN** (Product Change Notice): Database that tracks the progress of PCN’s from initial review, establishment of requirements to closure
- **TQA** (Technology Qualification Application): Lotus Notes based tool that provides a repository for all technically oriented qualification data & reports stored at the part number of technology level
- **SPL** (Supplier Problem Log): Lotus Notes based tool that lists, tracks supplier problems, corrective actions and resolutions
- **QIN** (Quality Information Network): Supplier audit management Lotus Notes database that serves as a repository for audit data
QIN Background

- Redundant / unnecessary audits
- Excessive travel to audit sites
- Inefficient audits due to lack of historical cross-divisional and cross-regional data
- Non-standardized audits

Eliminated redundant / unnecessary audits
Reduced travel due to reduction in audits as well as increase in local auditor use
Increased efficiency of audits due to availability of historical data.
Standardized audit formats facilitating comparative analysis
Supplier Audit / **QIN** Process

- Coordinate audits across divisions
- Use QIN to find local certified auditors
- Find out when audits are scheduled
- Get real-time c/a plans from suppliers
Corrective Action Request (CAR) Process

1. Create CAR's for Major/Minor findings
   - status=Pending Supplier C/A Plan; auto e-mail sent

2. Input containment, action, root cause analysis, C/A plan and C/A implementation date
   - If C/A plan and implementation date acceptable?
     - no
       - Negotiate new C/A implementation date w/ supplier; record on CAR
     - yes
       - Implement C/A

3. Is Date = C/A plan implementation date +1?
   - no
     - Was C/A completed?
       - no
         - Schedule follow-up audit
       - yes
         - Was C/A effective?
           - no
             - Describe why C/A ineffective and that new c/a plan is needed
           - yes
             - status=Closed

4. Was C/A completed?
   - yes
     - Implement C/A
   - no
     - Schedule follow-up audit

5. Was C/A effective?
   - yes
     - status=Closed
   - no
     - Describe why C/A ineffective and that new c/a plan is needed
QIN Features

- Lotus Notes access for IBM users.

- Suppliers access through secure internet connection
  - View their own records
  - Edit corrective action section

- Automatic e-mails sent out when:
  - Audit is scheduled
  - Audit is completed w/out including report
  - Audits are scheduled for upcoming month per commodity

- Visibility and reporting across councils and functions for engineers and executives.

- Structured security levels that restrict which document a user can modify or view.

- Automatic views by commodity, supplier, region, year, etc.

- Capability to include related application files such as photos, spreadsheets.
Quick Summary of QIN Use

- Over 800 audits logged, year to date
- More than 250 suppliers registered for use of tool
- Over 400 IBMers registered for use of tool
- 12 commodities actively using tool
Getting Access to QIN


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**Overview**

Welcome to the IBM Global Procurement Supply Portal

This site is a single entry point for suppliers to access all strategic IBM procurement applications.

- The **Public Portal** link to the left will lead you to a list of unrestricted procurement applications. **No action** is required to gain access to those applications.

- The **My Portal** link to the left will lead you to a customized list of procurement applications and user functions. After clicking on this link, you will be asked for a User Name and Password.
  - **First time users:** [Register](http://www.ibm.com/registration) for your User Name and Password at the IBM Registration site. In the future, this will be your single identity for accessing IBM systems over the internet. If you already have an IBM Registration User Name and Password, you do not have to obtain another.

- Once you have access to My Portal, the **User Functions** will allow you to complete administrative tasks, such as requesting access to a specific procurement application or changing your user profile.
Getting Access to QIN, cont.
If you don't have a userid/password, click Register, fill out information and submit

Register

Please take a moment to complete this registration form.

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you don't wish to provide us with the required information, please use the back button on your browser to return to the previous page.

Authentication settings

Please select a user ID and password.

To learn what is acceptable as a user ID and password, see the Guidelines for User IDs and Passwords before making your selection.

* User ID
  (minimum 3 chars.)

* Password
  (minimum 6 chars.)

* Verify password

Your privacy

Select a country

IBM Registration

Register

Change Profile
Change Password
Forgot Password
Help & FAQ

Home | Products & services | Support & downloads | My account

Your privacy

Select a country

IBM Registration

Register

Change Profile
Change Password
Forgot Password
Help & FAQ
Getting Access to QIN, cont.

Type in User Name and Password and click OK
Getting Access to QIN, cont.

Once User ID/Password Accepted, Must Agree to Portal Conditions

IBM PORTAL SERVICE AGREEMENT

1.0 SCOPE
You and the IBM entity ("IBM") entering this Portal Service Agreement ("Agreement") agree that the terms and conditions of this Agreement form the entire agreement regarding IBM’s Supplier Portal Service (the "Portal") and that these terms and conditions replace any prior oral or written communications between us regarding the Portal. The parties may enter separate service or subscription agreements related to any or all of the specific e-procurement applications and features accessible through the Portal. All purchase and license activities between the parties which are conducted using the Portal will be governed by a separate procurement agreement executed between the parties, and in the absence of such an agreement by IBM’s Standard Purchase Order Terms and Conditions (see http://www-1.ibm.com/procurement/html/stdpo). You may accept this Agreement by clicking the "Accept" button at the end of this Agreement. Acceptance of this Agreement in this manner will have the same legal enforceability as an originally signed version.

2.0 PORTAL
The parties agree to electronically exchange business, technical and operational data through use of the Portal. The Portal provides you with access to web-based features and e-procurement applications which support the electronic exchange of business, technical, and operational data (including but not limited to text data, numeric data, graphic data) through a single interface in a shared space environment over the Internet in a secure password protected environment. The Portal may contain other proprietary notices and copyright information, the terms of which must be observed and followed.
Getting Access to QIN, cont.

Once in "My Portal", click on Request App. Access as part of User Functions.
QIN Demo - Supplier View

QIN Entry screen; then click "Expand" to view all audit records.
Click to open an audit record:

Audit record

Originated by Declan Hearty on 05/09/2002 12:40:11 PM
Last modified by esi test on 05/13/2002 09:34:13 AM

Audit number
DHEY-59YMK6

Supplier information
Scroll down to see audit report::

Audit report

Audit report availability
Audit report available: Yes
Supplier response available: No

Assessment
Actual overall assessment

Audit report

ESI test report.lwp

Date report available: 09/05/2002
IBM supplemental report available: No
QIN Demo - Supplier View

To add your comments about the audit report, scroll back up and click "Edit".

Note: you must have Editor access to see this button.
QIN Demo - Supplier View

Scroll down to Supplier response, type in text, attach applicable file by clicking on Browse, then click Submit

Supplier response

Completed Quality Review and documentation update

Click to attach file

WARNING: ZIP files greater than 1 MB prior to attaching!

Submit

QIN1-0001 (Form Revised 12/05/2001)
To respond to individual CAR's, click on Corrective Action Requests on the left.
Open the "Pending Supplier Corrective Action plan" tab, select the CAR you want to work on, and click "Edit".
Fill out containment action, root cause analysis, and corrective action sections; attach files as needed.
While still in draft mode, select Ready for IBM Review: No; once complete, switch to Yes and click Submit at bottom of page.
Notification upon successful submission; should IBM reject the corrective action, supplier is sent an e-mail requesting new corrective action plan and/or implementation data.