



JAGGAER Supply Quality Notification

Real Time collaboration with suppliers for Complaints Management



Business Problem

Enterprises today need a robust collaboration and communication network between organizational buyers and their suppliers to resolve quality issues that arise related to material supplies, material non-conformity, damaged goods, improper packing, service issues, and ERP systems do not fully support efficient collaboration with suppliers over non-conformity. Buyers do not have a proper system available to send supply quality notifications to suppliers and very often send emails to raise complaints which can cause delays in resolving key issues.

Impact on Business

Processes are often too long with low transparency where buyers and suppliers face difficulties in communicating issues, sharing evidence, getting productive responses, and working collaboratively towards issue resolution. There are very limited possibilities available where organizations can identify repetitive claims, conducting proper root cause analysis, monitor follow up activities and develop preventive action and plans to avoid similar issues in the future. A majority of the time, suppliers do not accept claims raised by buyers due to a delay in reporting non-conformance or quality issues. Hence, suppliers do not fully

compensate the value that should be owed to buyers. In case of complex business structures with several different ERP systems, they are often very limited or there is no way to collect unified supply quality records.

SQN Functionality

With the introduction of Supply Quality Notification (SQN), customers and suppliers can collaborate on non-conformance, claims and complaints either via the JAGGAER Supplier Portal or by using their own ERP system integrated with JAGGAER One. Customers can create and send complaints generated in the ERP via interphase to Jaggaer or they can directly create the complaint using JAGGAER One SQN.

Once a claim is created, suppliers will get a notification through the JAGGAER One system for further real-time collaboration on complaints on a single platform. Buying organizations can create short confirmation, complaints with 3D, 5D or 8D reporting, depending on the nature of the claim which will then be submitted to the customer quality manager for review and approval before it gets released. All the information related to a complaint or quality notification will then be fed back into the ERP system after release.



SQN Key Capabilities

The JAGGAER One Supply Quality Notification (SQN) module is fully integrated with ERP systems, and non-conformance and complaints are synchronized with real-time information. SQN fully supports collaboration between the buying organization and suppliers, with all the necessary information and documents.

SQN is fully transparent with a non-conformance process which connects internal and external stakeholders, including procurement, quality, warehouse, production, and suppliers. SQN generates automatic reminders based on predefined settings by the administrator and it has the ability to create historical reports including non-conformance processes under the supplier 360 view.

SQN Benefits

JAGGAER One Supply Quality Notification (SQN) provides an opportunity for buying organization to take advantage of utilizing the most complete, fully transparent, and integrated complaint management process which will help them initiate on-time claims with suppliers with clear deadlines and deliverables as per the 8D process. The SQN will reduce communication and collaboration gaps between customers and suppliers and ensure there are no delays in sharing claims, documents, evidence, and quality reports between the two parties.

By using SQN, neither suppliers nor customers can miss any action items or deadlines as the system will notify both parties whenever there is any change in the claim. Buyers and suppliers do not need to exchange emails as SQN provides full collaboration in a single platform. Companies can focus on strategic activities as SQN will help them reduce manual efforts of maintaining progress records around non-conformance out of their ERP systems.

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