eAuditNet
Supplier Tutorial

Nadcap Asia Symposium in Japan
Oct31st-Nov 1st, 2011
Objective & Overview

Objective
• Introduce Suppliers to the functionality and information available in eAuditNet

Overview
• Registration
• Public Resources
• Additional Supplier Applications
• Contact Information
Welcome to eAuditNet

Owing to the global expansion of Nadcap, eAuditNet is the worldwide aerospace system for special process and product quality management.

For more details, please click here to access [Nadcap homepage](http://www.pri-intranet.org/login.asp?doRedirect=default.asp).

The PRI Mission is to provide global, unbiased, independent manufacturing process and product assessments and certification services to the mobility industry, for the purpose of adding value, reducing total costs, and facilitating teaming between Primes & Suppliers.

For more details, please click here to access [PRI homepage](http://www.pri-intranet.org/login.asp?doRedirect=default.asp).

- Returning Users – Enter Username, Password, and ‘Sign In’
- Returning Users that forgot their password – Click ‘forgot password?’
- New Users – Click on ‘Register Now’
Registration

- For the additional Supplier applications, link yourself to your Company by entering the first few characters of your Company name
- Click on the Company name to select it
- Select a Date Preference
Registration

- Accept the Terms and Conditions of Use
- Click ‘Submit’
Public Resources

Resources immediately available to all registered users:

- **Contact Us** – Listing of PRI Staff contact information
- **FAQ** – eAuditNet Frequently Asked Questions and responses
- **Documents** – Public Documents, Nadcap Procedures and Forms, Audit Checklists
- **Online QML** – Qualified Manufacturer’s Listing of certified Nadcap suppliers
- **Online QPL** – Qualified Products Listing
- **Edit Profile** – Edit your contact information and add additional company associations
- **Change Password** – Change your eAuditNet password
3 Sections:

- **Public Documents** – Handbooks, User Guides, U-Fax Numbers, etc.
- **Nadcap Procedures and Forms** – All Nadcap Forms, NOPs, NIPs, NTGOPs
- **Audit Checklists** – for Self Audits
Documents (Nadcap Procedures and Forms)

<table>
<thead>
<tr>
<th>Nadcap Procedures and Forms</th>
<th>Effective Date</th>
<th>Expiry Date</th>
<th>Language</th>
<th>Last Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nadcap Controlled Forms</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nadcap Internal Procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nadcap Operating Procedures (NOP)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOP-001 Nadcap Operating Procedure</td>
<td>08/19/2010</td>
<td></td>
<td>English</td>
<td>08/19/2010</td>
</tr>
<tr>
<td>NOP-003 Delegation to Audit Report Reviewer</td>
<td>09/17/2010</td>
<td></td>
<td>English</td>
<td>09/17/2010</td>
</tr>
<tr>
<td>NOP-005 Cross Commodity Agreements</td>
<td>01/06/2011</td>
<td></td>
<td>English</td>
<td>01/06/2011</td>
</tr>
<tr>
<td>NOP-007 Audit Observers</td>
<td>01/31/2011</td>
<td></td>
<td>English</td>
<td>01/31/2011</td>
</tr>
<tr>
<td>NOP-011 Audit Failure Process</td>
<td>04/22/2010</td>
<td></td>
<td>English</td>
<td>04/22/2010</td>
</tr>
<tr>
<td>Nadcap Task Group Operating Procedures (NTGOP)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIN Oversight Checklists</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Click on the document name to download
- Document File Types - MS Word, MS Excel, MS PowerPoint, or Adobe Acrobat
Search for Nadcap certified suppliers with one or more of the following criteria:

- Supplier Name
- Country
- State
- One or more Commodities
- Active suppliers (default)
- Historical suppliers certified within a specified date range

Refine the search by scope, commodity, checklist, or method by clicking the “+” to expand the search criteria.
Online QML (Search Results)

### Supplier Merit
- Supplier Merit is indicated by the highlighted commodity.
- Click the Excel icon or ‘Print Details’ to download or print the search results.
- Click on the commodity or company link to view the certificate details.

<table>
<thead>
<tr>
<th>Supplier</th>
<th>City</th>
<th>State</th>
<th>Country</th>
<th>AGS</th>
<th>COMP</th>
<th>CP</th>
<th>CT</th>
<th>ETG</th>
<th>FAST</th>
<th>FLU</th>
<th>HT</th>
<th>MTL</th>
<th>NDT</th>
<th>NM</th>
<th>NMM</th>
<th>SE</th>
<th>SEAL</th>
<th>SLT</th>
<th>WILD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Suppliers Inc. &amp; Co.</td>
<td>Cilacap (SA)</td>
<td></td>
<td>Italy</td>
<td></td>
<td></td>
<td>CP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>HT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test Suppliers Inc. &amp; Co. Division 2</td>
<td>Painesville</td>
<td>Ohio</td>
<td>United States</td>
<td></td>
<td></td>
<td>NM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** All suppliers listed on the Nacicap QML have provided evidence that they maintain a quality system in accordance with Nacicap NOP-002. This QML only lists quality systems performed by Nacicap. All other quality systems are evaluated by outside certification bodies in accordance with NOP-002 and verified by PRI prior to accreditation.
• Click ‘Show scopes’ to view the Nadcap certificate scope
• Click the ‘All Certs’ tab to view the supplier’s Nadcap certificate history for all commodities
Online QML (Refine Search)

- Use the Refine Search to search for Nadcap certified suppliers by commodity, scope, sub-scope, method, or specification.
Online QPL is a searchable listing of Qualified Products.
Edit Profile & Change Password

- Use Edit Profile to:
  - Select preferred date format
  - Add other company associations
  - Change your Email, telephone number, or eAuditNet Username

- Use Change Password to:
  - reset your eAuditNet password
ADDITIONAL SUPPLIER APPLICATIONS
Additional Supplier Applications for Suppliers seeking Nadcap certification:

- **Audit Scheduling** – Schedule an audit for your company or companies
- **New User Queue (eAN Admin)** – Accept or reject users that have selected your company or companies for association
- **Supplier Advisory** – View and respond to supplier advisories issued to your company or companies
- **Supplier Audits** – View audit status, audit details, and respond to audit non-conformances for your company or companies
- **Supplier Quality System** – View and update Quality System information
- **User Manager (eAN Admin)** – Create/edit users and manage their eAuditNet application access to your company or companies
The Scheduling Wizard assists and highlights where the user is in the Nadcap audit scheduling process.

A new contract will need to be accepted unless there is one still in effect.

Auditor language preference is not guaranteed.

Only one audit for one commodity can be scheduled at a time.

Click ‘Continue Creating New Audit’ to advance to the next screen.
Audit Scheduling (Linked Audits)

• Indicate if the audit is a Satellite or Main audit
  – A Satellite facility shall be scheduled as a separate audit in eAuditNet and shall be granted an accreditation separate from the Main facility.
  – The Main and Satellite facility audits shall be conducted consecutively with the same Auditor(s)
• Click ‘Continue Creating New Audit’ to advance to the next screen
Audit Scheduling (Quality System)

- Latest Quality System information will be displayed
- Must have a Quality System to schedule an audit
  - If you do not have a Quality System certification, an AC7004 (AQS) audit will be scheduled
  - If you are issued a Quality System certification, the AQS audit can be cancelled up to 45 prior to the audit start date without penalty
- The type of Quality System required is determined by your Prime (Subscriber) contractor or customer.
- Click ‘Continue Creating New Audit’ to advance to the next screen
The ITAR document must be read (scroll down) before the answer to the ITAR question will be accepted

Click ‘Continue Creating New Audit’ to advance to the next screen
Audit Scheduling (Specify Scope)

- Indicate what will be audited by checking the applicable scope(s) and sub-scope(s)
- Click ‘Continue Creating New Audit’ to advance to the next screen
The audit length and cost of the audit is displayed

A $350 one-time administrative fee is applied to all initial audits

Select the audit start and end date

Click ‘Continue Creating New Audit’ to advance to the next screen
Audit Scheduling (View Confirmation)

- Review the audit details previously selected
- Click ‘Confirm Audit Creation’ to complete the audit scheduling process
• Click on the Auditor name to view the Auditor’s contact information
• Click on View Emails to see the scheduling and other audit related emails
The auditor is required to verify the audit scope with the supplier at the start of the audit.

Enter your eAuditNet Username and Password and click ‘Supplier Verified’.
Click on the ITAR ‘Specify’ link or Accept Agreement link to complete these actions on auto-generated or scheduling department created audits.

Click on the Audit Number to view the audit details and respond to non-conformances.

<table>
<thead>
<tr>
<th>Audit No.</th>
<th>Commodity</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
<th>ITAR/FAR</th>
<th>Agreement</th>
<th>Price</th>
<th>Payment Received</th>
<th>Response Due</th>
<th>Cumulative Delinquency</th>
</tr>
</thead>
<tbody>
<tr>
<td>146114</td>
<td>NDT</td>
<td>12-Sep-12</td>
<td>13-Sep-12</td>
<td>Scheduled</td>
<td>Specified</td>
<td>Accepted</td>
<td>$0</td>
<td>No</td>
<td>05-Oct-11</td>
<td></td>
</tr>
<tr>
<td>146126</td>
<td>Distributers</td>
<td>17-Jan-12</td>
<td>20-Jan-12</td>
<td>Scheduled</td>
<td>Specified</td>
<td>Accepted</td>
<td>$6350</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>146099</td>
<td>Conventional Machining as a Special Process</td>
<td>12-Sep-12</td>
<td>13-Sep-12</td>
<td>Scheduled</td>
<td>Yes</td>
<td>Accepted</td>
<td>$4500</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>146113</td>
<td>Welding</td>
<td>03-Oct-11</td>
<td>03-Oct-11</td>
<td>Scheduled</td>
<td>Yes</td>
<td>Accepted</td>
<td>$4500</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>146127</td>
<td>Composites</td>
<td>03-Oct-11</td>
<td>03-Oct-11</td>
<td>Scheduled</td>
<td>Yes</td>
<td>Accepted</td>
<td>$5225</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>146121</td>
<td>Chemical Processing</td>
<td>29-Sep-11</td>
<td>29-Sep-11</td>
<td>Staff Engineer Review</td>
<td>Yes</td>
<td>Accepted</td>
<td>$0</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>146124</td>
<td>NDT</td>
<td>21-Sep-11</td>
<td>21-Sep-11</td>
<td>Supplier Review</td>
<td>Yes</td>
<td>Accepted</td>
<td>$4150</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>146116</td>
<td>Welding</td>
<td>19-Sep-11</td>
<td>19-Sep-11</td>
<td>Scheduled</td>
<td>Specified</td>
<td>Accepted</td>
<td>$3775</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• Click on the checklist(s) to view the auditor’s responses when the audit is in the Supplier Review status
• Click on ‘Supplier Feedback’ to provide feedback on the audit
• Click on ‘View NCRs’ to respond to non-conformances
## Supplier Audits (Supplier Feedback)

1. **Prior to Audit**
   - Did the auditor contact you at least three weeks prior to the audit to discuss the audit plan?
   - Was this meeting effective?
   - Did the auditor conduct a daily debriefing to review nonconformances and to discuss the audit progress?
   - Were these meetings effective?
   - Did the auditor clearly and effectively explain each nonconformance?
   - Did the auditor act in a professional and business-like manner?
   - Did the auditor conduct a closing meeting to discuss any issues and to explain all nonconformances?
   - Was this meeting effective?
   - Did the auditor provide a review of the eAuditNet process and timeframe for responding to nonconformances?
   - Was this review effective?
   - Was the communication between the auditor and the supplier clear enough to prevent language barriers from impacting the audit results?

2. **Time Management**
   - Did the auditor use time effectively to complete the audit?
   - Was the auditor on-site a sufficient amount of time to conduct a thorough audit?

3. **Consistency**
   - Was the auditor consistent in their application of requirements as compared to previous audits?

4. **Technical Competence**
   - Did the auditor demonstrate appropriate technical knowledge for the processes reviewed?

### Instructions:
- **Answer** ‘Yes’ or ‘No’ from the drop down selection.
- ‘No’ answers require a note of explanation.
- Click ‘Save’ to save the feedback form.
  - **0 NCRs** – Submit the audit for Staff Engineer (SE) Review.
  - **1 or more NCRs** – Respond to the NCRs before sending the audit for SE Review.
Supplier Audits (View NCRs)

- Click on the NCR Number or Type to respond to the NCR
- Click on ‘Supplier Feedback’ to complete if it is marked as incomplete
- Click on ‘Print NCRs’ to print all the information related to the NCR including discussions
- Click ‘Send for SE Review’ after responses are posted for ALL OPEN NCRs
  - NCRs that are ‘Accepted on Site’ by the auditor will remain OPEN until the Staff Engineer reviews the audit and accepts or closes them
  - Responses and Objective Evidence are not required for NCRs that are ‘Accepted on Site’ unless requested by the Staff Engineer
Supplier Audits (View NCRs)

- Address the elements (A-F) for each NCR in the space provided and ‘Post’
- Use ‘Add Attachments’ to attach Objective Evidence only (.pdf is preferred)
- After responses are posted for all NCRs, send the audit for SE Review
You are about to EXPORT information by responding to this NCR.

Corrective action responses and/or attachments subject to export control restrictions (e.g. ITAR/EAR) cannot include any technical details such as processing, testing and/or inspection steps including parameters related to this hardware and/or applicable specification.

By clicking "Accept" you are acknowledging that the information being posted is NOT restricted (ITAR/EAR, etc.)

If unsure whether the information is restricted or not, please contact your customer.

If you need to submit restricted technical information, please contact your assigned audit report reviewer.

If you need to make changes to the response, click "Cancel".

For audits that ITAR/EAR restricted, a prompt will appear after clicking ‘Post’ to ensure you acknowledge that the information posted is NOT restricted.
- Use **Manage Attachments** to add a copy of the Quality System Certificate to Quality System Type
- Use the drop downs Issuing Company, Quality System Type, and Expiration Date to update information then click the button Add New System Certification to save the information.
Nadcap Certification

- If accredited, the accreditation information will immediately appear on the online Qualified Manufacturers List (QML) as a reference for your customers.
- If not, the PRI Staff Engineer will provide additional instructions.
- eAuditNet will auto-schedule the next Nadcap audit for the same commodity.
- eAuditNet automatically generates Email throughout the audit process.
  - Check the Trash or Junk Mail folders if the audit contact is not receiving them.
Supplier Advisory (Main Screen)

- View/respond to issued supplier advisories against your company
- The level of Advisory is decided by the Task Group
- Click on the Advisory Number to view details and respond to the advisory
Click on the reviewer to get the PRI Staff contact information for the advisory
Click on the audit number to see the audit details (if applicable)
Click ‘Start discussion forum’ to respond to the advisory
ADDITIONAL TASK GROUP
APPLICATIONS
(READ/WRITE)
• The home screen displays current ballots by Task Group. Ballots are organized by voting status (Your Vote – ballots requiring a response are listed first), then by deadline (newest showing at the top).

• When a ballot is issued an automatic email notification is sent containing the ballot information and the deadline. To review open ballots click on Task Group drop down. Select the Task Group and go to Task Group Documents.
Task Group Applications

Applications available to Nadcap Suppliers participating in a Task Group:

- **Task Group Documents** – View/respond/ballot on task group documents (i.e. Checklist / NTGOP)
Once in the ballot, click the Doc Main tab to review the rolling comments and previous ballots. The Ballot Details tab shows current results of the ballot, and provides the ability to vote and comment against the ballot.
• To vote on a ballot click Approve, Disapprove, or Waive. If there are additional comments click **Add additional comments.** Or **Remove comment** if the comment is no longer valid. **Please note: The system will no save the information entered until Save is clicked. Click Save to submit your vote and comments.**

• The Task Group Documents home screen updates real time showing **Your Vote.**
CONTACT INFORMATION
Contact Information (Scheduling)

- **North/South America Reaccreditation audits**: Contact Linda Novak +1 724-772-1616 x 8145 or lindab@sae.org
- **North/South America Initial audits**: Contact Jamie Ayres +1 724-772-1616 x 8582 or jayres@sae.org
- **Europe/Africa/Middle East**: Contact Axel Bernard +44 870 350-5011 or axel.bernard@pri-europe.org.uk
- **Asia audits Japan/South Korea**: Contact Kenichi Fujisawa +81 568 35 3520 or fujisawa@sae.org
- **Asia/Australasia/India/Pakistan audits**: Contact Tang (Riki) Jingyu +86 10 6278 1630 or tjingyu@sae.org (or) Liu Le +86 10 6278 1630 or liule@sae.org
Contact Information (Technical and eAuditNet)

**eAuditNet Support**
- eAuditNetSupport@sae.org or +1 724-772-8679
- Answers Mon – Fri, 8:00 AM to 5:00 PM ET
- Calls are returned within 4 business hours
Questions??

eAuditNet Support Center