



Reduce cost and increase revenue and cash flow by focusing on Supplier Total Performance

The Harrington Group International (HGI) Supplier Collaboration Portal provides the tools to enable better collaboration between a manufacturer and its suppliers. The Supplier Resource Portal allows suppliers to automate routine supply chain execution transactions such as purchase orders, ship notices and commercial invoices.

Portals provide both supplier and buyer a single, shared view of data enabling the two parties to collaborate on corrective actions to improve overall supply chain performance and dispute resolution. As business process re-engineering occurs, new and improved forecasting, purchasing, labeling, shipping and invoicing procedures are introduced. Portals provide an online resource for buyers to communicate changes to contact details, routing guides and business processes to the supplier community. You will reduce cycle times, work more efficiently and provide better customer service.

The HGI Supplier Collaboration Portal enables you to:

- ✓ **Evaluate and control Supplier Performance on a real time 24/7/365 basis!**
- ✓ **Communicate the application of consistent and objective metrics to supplier products, including quantitative; as well as, qualitative assessment!**
- ✓ **Determine supplier best practices!**
- ✓ **Collect, evaluate and assess supplier recommendations for incremental performance improvement!**
- ✓ **Expect creative and innovative supplier recommendations for new products or major product improvements!**

The HGI Supplier Collaboration Portal allows for tight integration into ERP systems to keep track of purchase orders, receipts against purchase orders, stock levels, invoicing and accounts payable information and much more.

Integration with the Harrington Quality Management System (HQMS) allows for prompt corrective action on issues. Suppliers will receive a view of their performance through supplier risk scorecards to determine if suppliers are meeting their targets and if their performance is above or below average.



Linking Supply Chain Management to Quality Management

Corporate Benefits

Reduces handling costs of sorting, distributing, organizing, and searching paper documents to and from all suppliers.

Increases the speed of action and reduce cycle times for substantive product and service improvements.

Provides suppliers with real-time performance ratings along with accurate order, inventory, returns, and accounts receivable information .

Uncover internal and supplier actions necessary to improve business processes, act and then follow up to provide rapid performance improvement.

Improve product quality and reliability.

Reduce Manufacturing costs.

Increase top line revenue and bottom line profits for the organization.

Improve communications in both directions to reduce mistakes and help ensure the right goods arrive when and where needed. You will minimize the time to achieve consistent and excellence in performance.

Integrating the Supplier Collaboration to Quality Management :

Electronic Data Interchange (EDI): Turn any of your paper documents into electronic data collection forms for accurate, complete, quick and secure transmission to all relevant specialists. Each supplier completes their forms and using a mobile device transmits their data directly to your HQMS system. The data is immediately available to all your authorized personnel. This includes such items as deviation requests, parts returns, warranty issues, supplier rejects, returns, corrective actions, and much more.

HGI Analytics and Business Intelligence: Develop quality reports, charts, and graphic visualizations, dashboards, individual supplier scorecards with their actual metrics compared with expected KPIs for the supplier's quality management, executive management and your own quality, sourcing, financial and executive management teams.

ERP System Integration: Integrate your corporate data sources and ERP systems such as Oracle and SAP to facilitate "one view" of material requirements, inventory levels, purchase orders, shipping, receiving, invoicing and accounts payable information.

Supplier Portal Access: Authorized supplier personnel are easily and securely signed-up and allowed access to HGI's Supplier Collaboration Portal. Data entry for HQMS and the Supplier Portal both require authorized access, acceptance and electronic signature(s) by your authorized employees, ensuring completion of the communications loop. Suppliers can maintain multiple contacts/logins for their Supplier Account through the portal, with an easy approval process for your organization to approve new Supplier Accounts and new Supplier Contacts.

Receipts & Receiving Inspection: Receiving Inspection offers configurable AQL tables and provides an industry-standard workflow to accept or reject received materials. SCAR and MNC records can be created instantly to track inspection failures to resolution.

Issue Management: The HGI Supplier Collaboration Portal has modules for Supplier Corrective Action Request, Material Non-Conformance and Audits, allowing your authorized and responsible personnel to document problems found with supplier parts/components. It provides a direct and immediate communication link with suppliers' employees so they can rapidly respond and correct or replace non-conforming materials and reimburse your organization for appropriate expenses.

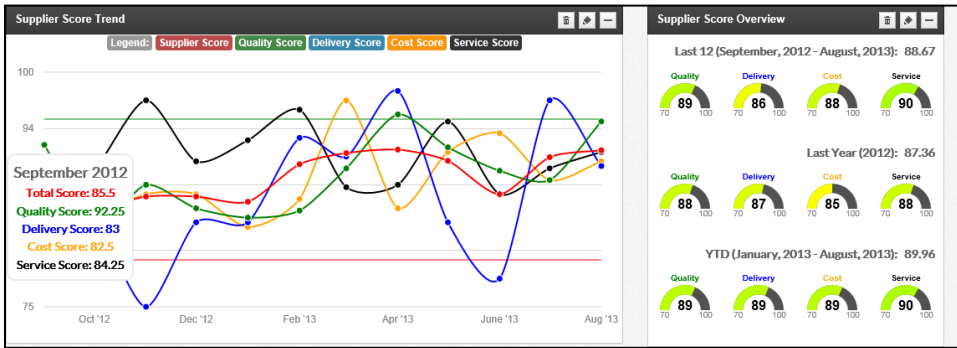
First Part Approval / PPAP / New Parts: HQMS and the Collaboration Portal track the FPA/PPAP processes to ensure complete compliance with expected deliverables. Once the process has been completed and approved, the new/changed part is added to the approved parts list.

Corrective/Preventive Action: Utilize the 8D or 7D processes to: designate team members, define and contain problems, determine/verify root causes, implement both interim and permanent Corrective Actions, and validate the effectiveness of your Corrective Actions.

Non Conformance: Manage all non-conformances in one centralized database, track customer complaints, internal audit findings, warranty returns, progress and disposition of non-conformances, and all supplier issues so nothing falls through the cracks.



Supplier Collaboration Portal



Supplier Auditing: Manufacturers can define a standard “Supplier Audit”, including specific performance metrics to execute against all suppliers. It allows for additional specialized, multi-dimensional metrics for suppliers critical to your operation. Each supplier is provided immediate access to their Audit Score, are expected to perform their own internal audit for verification. Each supplier is expected to provide a detailed verification plan when the score is below a pre-determined minimum performance. That plan, as it is implemented, is monitored on an on-going basis until acceptable and agreed goals are achieved. All CAPA's are recorded and shared among all responsible and authorized personnel; as well as, that supplier.

Root Cause Analysis: A systematic process to uncover, analyze and to implement solutions to all issues and problems, including creation of new approaches that both mitigate the problem, but also provide the basis for substantial increases in value in your entire value chain. Utilizes the Six Sigma Life Cycle to guide users through the problem solving process successfully. Define – Measure – Analyze – Improve - Control.

Document Control: - Manages your documents online any time from anywhere in the world rapidly, efficiently, and effectively. The process is on-going 24/7/365 basis. It provides management and all knowledge workers, and other authorized personnel of all controlled and uncontrolled documents, produces reports and graphs through powerful query features, links and references documents to any file.

Benefits of the Supplier Resource Portal

Buyers and Planners

Automates purchase order transactions

Reduces and controls inventory

Integrates with ERP systems preventing duplicate transactions

True supply chain collaboration

Suppliers

Single version of truth

Visibility to ALL orders in closed loop, allows suppliers to proactively respond to abnormal fluctuations in demand

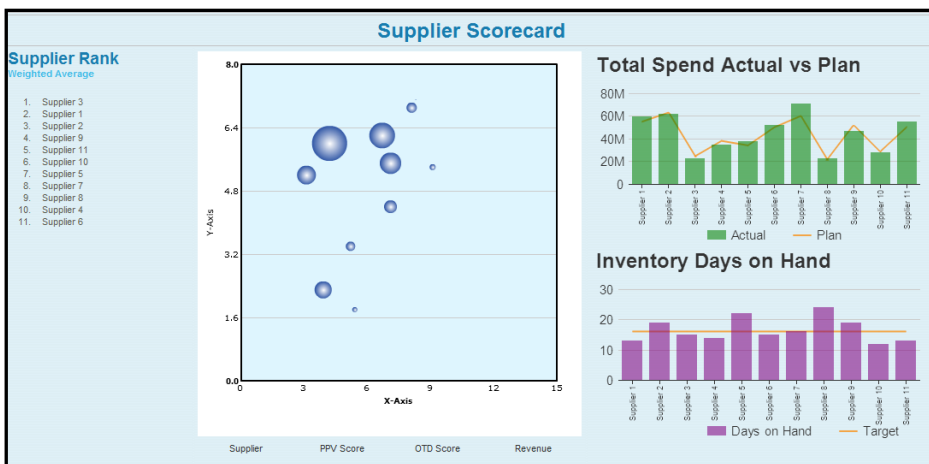
Manufacturer

Improve supplier product quality

Track and manage Supplier Issues

Transmit SCARS quickly and easily

Capture all supplier responses

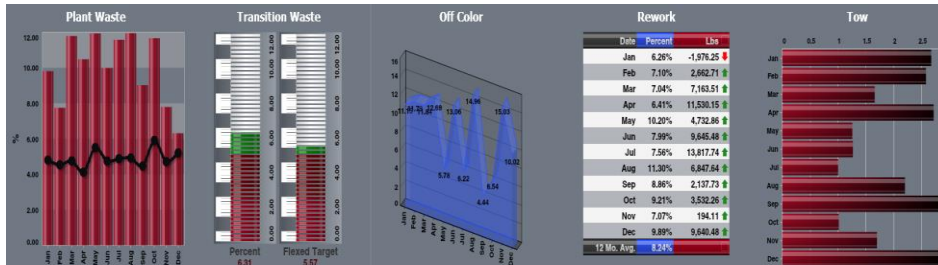


Business Intelligence - Analytics

HGI delivers business intelligence easier, faster, less expensively and with greater value to the organization than ever before. Unlike traditional BI approaches and toolsets that require time consuming development, only HGI offers a series of pre-built reports and dashboards; as well as, custom dashboards that makes sophisticated BI accessible to designated personnel within the organization.

HGI Analytics can connect to any data source or data model and bring your existing data to life. Access to these data sources allows the HGI team to develop custom reports, charts, and graphic visualizations, dashboards for operations, financial and executive management teams.

Below is a sample of a report and dashboard that can be created, enabling both technical and non-technical users to make better decisions for their organizations.



Harrington Institute Professional Services

The **Harrington Institute** offers consulting services, executive management seminars and workshops on Business Process Improvement, Strategic Thinking, Organizational Design & Alignment, Lean Management, and much more. The **Harrington Academy** conducts classes for Six Sigma certification, Supply Chain Management, Project Management, ISO 9000 Lead Auditor and more.

Harrington Group Desktop Products

Desktop software to meet the day-to-day demands of managing quality processes and solving real problems. The programs are Audit Master 4, Corrective Action 7, Calibration Recall 4, Document Control, Maintenance Log Pro and Training Manager 4.

For more information, visit our website www.hgint.com or email sales@hgint.com

Harrington Group International

Founded in 1991 to provide software for business process improvement and quality management

Headquartered in Orlando, Florida with a network of business partners throughout the world selling HGI software

Over 45,000 users of HGI software worldwide in: Aerospace Construction Healthcare Manufacturing Medical Devices Oil and Gas Technology Transportation

HGI Strategic Business Units:

Harrington Institute
Consulting

Harrington Software

Analytics - BI
Quality Management
Process Improvement
Project Management

Harrington Academy

Management Workshops
Certification
Project Management
Supply Chain Mgt.
Six Sigma