



Linking Supply Chain Management to Quality Management

Tools to enable better collaboration between a manufacturer and its suppliers. Suppliers can now automate routine supply chain execution transactions such as purchase orders, ship notices and commercial invoices.

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 HQMS Supplier Collaboration Portal provides both the 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 time, work more efficiently and provide better customer service.

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.

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 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.

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.

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.