Concession (NCR)

✈️

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1 About this Manual

A concession (NCR) is a written permission to use or release a nonconforming material, meaning a material that does not conform to the specified customer requirements.

A concession request is a workflow in AirSupply, which allows a supplier to request the permission to deliver the non-conformed material.

This manual describes, how to collaborate on the concession request with the customer using AirSupply.

1.1 Intended Audience

This manual is intended for supplier who have a working knowledge of AirSupply.

1.2 Typographical and Graphical Conventions

The following typographical conventions are used throughout the manual:

Example	Meaning
`command`	Text, which you are required to type at a command line, is identified by `Courier` font.
Reference	Reference material is in *italics*.
Screen text	Text, which is visible in the user interface, is **bold**.

The graphical convention is used throughout the manual:

Figure: Red borders are used to indicate special areas.

Red borders indicate areas of interest on the screenshot. They are *not* part of the user interface.

1.3 Abbreviations

Abbreviation	Meaning
APCA	Accepted Pending Customer Action
CMN	Customer Material Number
CSV	Comma-separated values
M2M	Machine-to-Machine
NCR	New Concession Request
PDF	Portable Document Format
PO	Purchase Order
SPSA	Suspended Pending Supplier Action
WIP	Work in Progress

2 Overview

A concession request (NCR) is a workflow in AirSupply that allows a supplier to request the permission to deliver the non-conformed material.

A concession is a written permission to use or release a nonconforming material, meaning a material that does not conform to the specified customer requirements.

The supplier initiates the workflow by creating an NCR from an existing material number in AirSupply.

→ See Roles and Rights on page *59*.

→ See Creating an NCR in AirSupply on page *14*.

The customer then takes a decision about the delivery of the material.

During this process the NCR goes through various status changes.
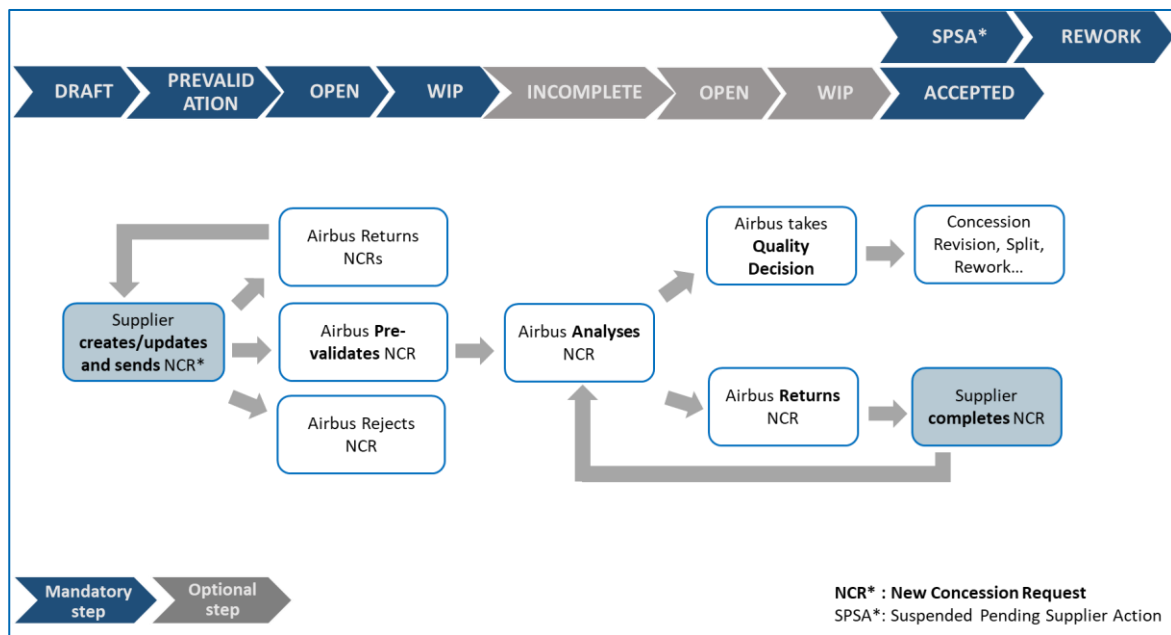Depending on the status, various actions are available on supplier and customer side.

Figure: Status changes for an NCR.

Supplier

DRAFT	An NCR was created but not submitted to the customer.
CUSTOMER INTEGRATION DENIED (CID)	The customer system integration was not successful, so the supplier needs to edit the NCR according to the customer feedback.
INCOMPLETE	The customer requests more information.
SUSPENDED PENDING SUPPLIER ACTION (SPSA)	The customer accepts the delivery of the material under the condition of a rework/ repair.
CANCELLATION REQUEST	The supplier requests a cancellation of the NCR.

Customer

|	
PREVALIDATION	The customer manually controls the validity and necessity of the NCR for further processing
OPEN	The NCR is sent to customer and waiting for assignation to the appropriate customer department
WORK IN PROGRESS (WIP)	The customer has transmitted the NCR internally to the appropriate department for an in-depth analysis.
REWORK	The material has been reworked. This is a final status, no further actions are required in AirSupply.
ACCEPTED	The customer accepts the NCR (material accepted as manufactured). This is a final status, no further actions are required in AirSupply.
SCRAP/REJECTED	The customer rejects the NCR (material not accepted for delivery). This is a final status, no further actions are required in AirSupply.
CANCELLED	The customer cancels the NCR. This is a final status, no further actions are required in AirSupply.
REFUSED	The customer refuses the NCR Concession is not the right process to manage the non-conformity. This is a final status, no further actions are required in AirSupply.
INACTIVE	Final status that can be set by an NCR-Response message.
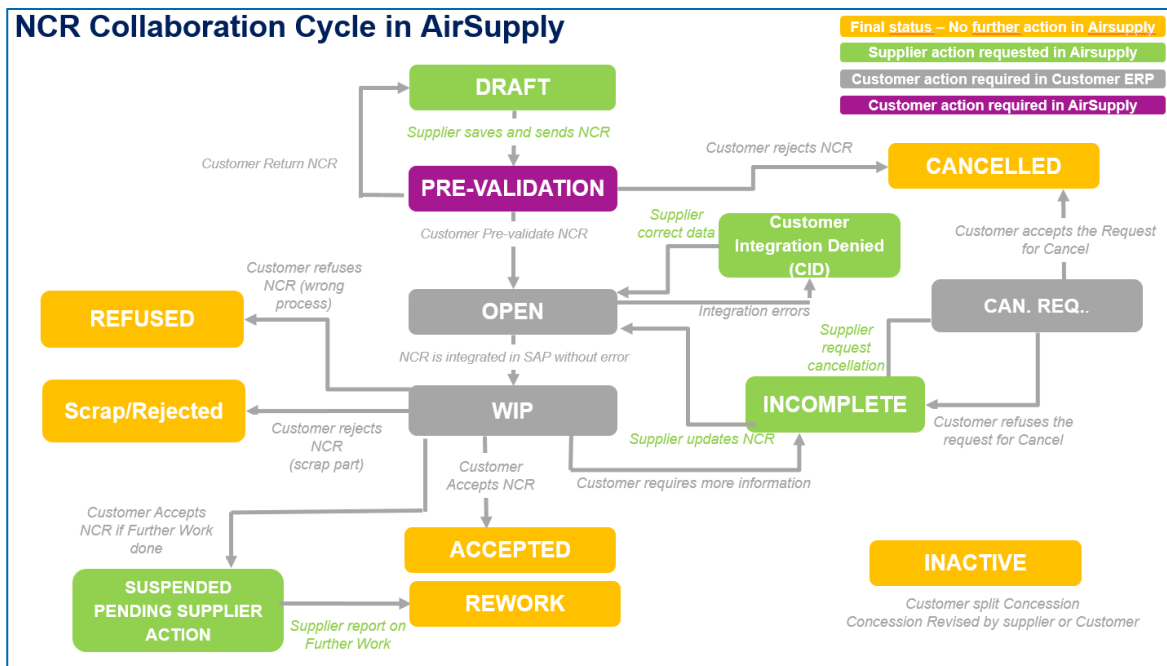
Figure: NCR collaboration cycle in AirSupply.

→ See Working on existing NCRs in AirSupply on page *27*.

→ See *Revision on an NCR* on page *36.*

→ See *Cancelling an NCR* on page *38.*

→ See Deleting an NCR on page *39*.

During the Concession workflow process, alerts are created, depending on the status of the NCR. Alerts inform the supplier about new events or about required actions.

→ See Managing Alerts on page *50*.

A supplier can customize the **My Workspace** to display the statuses of the complete NCR lifecycle.

→ See Customizing My Workspace for NCRs on page *56*.

Further actions like downloading and checking the history of NCRs are available.

→ See *Downloading an NCR* on page *42*.

→ See History of an NCR on page *44*.

3 Creating an NCR – Airbus Golden Rules and Checklist

The following rules ("Airbus Golden Rules") apply when a supplier needs to create an NCR:

Language	A concession request (NCR) and all documents attached must be in English.
Defects tab	No company names and people names must be entered in the **Defect Description** field.
Defects tab	The same **Fault Group** must be selected if several defects for the same NCR are specified. An error message is displayed if different **Fault Groups** are selected.
Title field	This field is the "supplier owned title". It is free text to sum up the issue.
NCR Supplier Revision field	The version of the supplier request for the NCR. Insert consecutive one-digit numbers (for example 1→ 2 → 3 …) or letters (for example A→ B → C …).
Aircraft Type field	It is highly recommended to fill in this information, even this field is not mandatory.
ATA field	It is recommended to fill in the field with 2 or 3 digits (for example ATA 231). For drawings parts (non-standard parts), use the first 2 or 3 digits of the **Drawing Number** for the **ATA** field.
Normalized field	Select **Yes** for the **Normalized** field if the part number is a standard part. In this case, the **Drawing Number** information is not applied.
Drawing Number field	Insert 9 digits. For drawing parts (non-standard parts), the first 9 digits of the **Customer Material Number** are used. Special characters and space are not allowed. **Please note:** It is not possible to update the Drawing Number after the first submission. In case of an incorrect Drawing Number, it is necessary to cancel the NCR and create a new one.
Attachments	Only one declarative document (COD) is permitted per NCR. Several informative documents (COI) are permitted.

Customer Integration Error

In case the NCR has been sent to the customer in AirSupply but it was not integrated in customer system, the status of the NCR is **Customer Integration Denied (CID).**
Check the **Integration Report** tab, in order to know, which fields show an error and which modification are requested.

Error No Workflow Determination

In case, the status of the NCR is **Customer Integration Denied (CID)** and the error message displayed on the **Integration Report** tab is **No workflow determination, please contact your Customer Procurement focal point**, contact the Airbus focal point on Procurement side that they perform the necessary modifications in the Airbus system. Once done, the NCR should be send again via AirSupply.

Revision

In case of Revision (update of concession after quality decision), the initial defect description should not be removed in order to keep the history. It should be updated in order to mention what was the initial defect description and what is the new one.

In case of a revision, update the **NCR Supplier Revision** field.

3.1 Checklist for Originator of a Request of Concession

The following checklist provides guidance to the Originator to fill a Request for Concession in order to reduce the amount of Return to Originator (RTO).

This checklist is to be used in combination with Manual M24062.1 which enables an Originator to create a Request for Concession and to describe a nonconformity in a clear and precise manner.

Check point	Criteria to be checked	Criteria satisfied?	
		Yes	**No**
A: General Quality Assessment:			
A1	Is concession process permitted to assess the non-conformity? Is Concession the correct process? *(Refer to M24062.1 and its Appendix "Applicability of Concession Process" for details)*		
A2	Is this concession really **necessary**? *(refer to M24062.1_Appendix A)* - is there an industrial need? (no available items in stock) - is this part a high cost item? - does it involve significant (expensive) breakdown of the aircraft to exchange the item?		
A3	Check for **accuracy**, **completeness** and **legibility** of information: - Location -> give enough detail to locate item, i.e.3 levels of granularity (complete A/C or component - sub-component - part/assembly) with location of affected area, direction of flight, inboard/outboard direction, inner/outer face, view from above/below, - Consistency between non-conformity code (*refer to M2928*) and description, - Affected parts (in case of assembled parts) -> use proper term/make identification possible, - Concise description of non-conformity, - Dimensions/measurements, - correct number of items/parts/faults, not estimate or "several", - Clear sketches; Consistency between description and location of the non-conformity and references to sketches, - Correct use of commas (,) and full stops (.) in numerical values *(refer to M24062.1 section 2.3.4)*		
A4	Has appropriate technical **wording** been used to describe the description of divergence? Has the use of jargon been avoided? *(refer to M24062.1_Appendix B)*		
A5	Is the information provided in the description of divergence **clear** and **understandable**? If **abbreviations/acronyms** are used, has the full text been written with abbreviation in brackets? Is effort taken to write the Request for Concession in **English** to avoid delay due to translations? *For Concessions created during Flightline or Delivery phase of the aircraft*: Is the Request for Concession written in English?		
A6	Are all **applicable** **data provided** to identify the non-conforming item? - Drawing Number - Part Number - Part Description - Part Serial Number - Quantity - CA Code and CA Serial Number when known - Concession Reference Number (manually or automatically; for structure always automatically) - Aircraft Type - MSN (mandatory when known) - Date of the creation of the Request for Concession		
A7	Are **drawings/sketches** attached? Are these **clear** and **legible**?		
A8	When **photos** are used, are they **clear** and **readable when scanned/printed/photocopied**?		
A9	Are all **measurements** clearly entered in the drawings or on the photos? (e.g. size, distance to edges or nuts, depth of dent, etc. to allow consistent assessment through engineering)		
A10	Are the correct templates used?		
A11	*(optional item to be added)*		

Check point	Criteria to be checked	Criteria satisfied?	
		Yes	**No**
B: If it can be anticipated that Concession will be allocated a Suffix C or R **(i.e. it needs to be brought to the attention of the Airline Customer):**			
B1	Do you consider that the description of divergence will be understandable to an **external authority**, e.g. an Airline Customer?		
B2	Does this Request for Concession contain ONLY Non-Conformities that need to be brought to the attention of Customer? **(no mix of Non-Conformities)**		
B3	Is the Request for Concession written in **English** (or available after translation)?		
B4	*(optional item to be added)*		

Note

In case any answer is NO, the concession may not be approved by Design Office or Quality Approver.

4 Creating an NCR in AirSupply

An NCR is created from an existing material number and plant in AirSupply.
A supplier can create an NCR starting from the **My Workspace** page.

An NCR consists of the following data:

- **Header**: Contains general information about the NCR.

- **Defects**: Contains the causes specifying the non-conformity.
  At least one defect has to be specified for an NCR.

- **Attachments**: Contains additional documents of the NCR.
  Only one declarative document (COD) per NCR may be uploaded.

- **Integration Report**: Contains information from the customer about the NCR.
  Only available, if the customer provides at least one integration report message in his
  NCR-Response message.

DIN EN 9131

The data to be entered for an NCR are specified by DIN EN 9131.
Make sure that your entries in AirSupply correspond to the specifications of DIN EN 9131.

Prerequisites:

- ✓ Appropriate roles and rights, → see *Roles and Rights* on page *59.*
- ✓ Logged on to AirSupply.

Note

Before creating an NCR in AirSupply, check the **Airbus Golden Rules** and the **Checklist for Originator of a Request of Concession.**
→ See *Creating an NCR – Airbus Golden Rules and Checklist* on page *10.*

To create an NCR:

1. On the main menu, point to **SupplyOn Services,** and then click **AirSupply**.

   The **My Workspace** page is displayed.

Figure: **My Workspace** page with **Concession**.

2. On the **My Workspace** page, point to **Concession,** and then click **NCR Creation**.

   The **Create NCR** page is displayed.
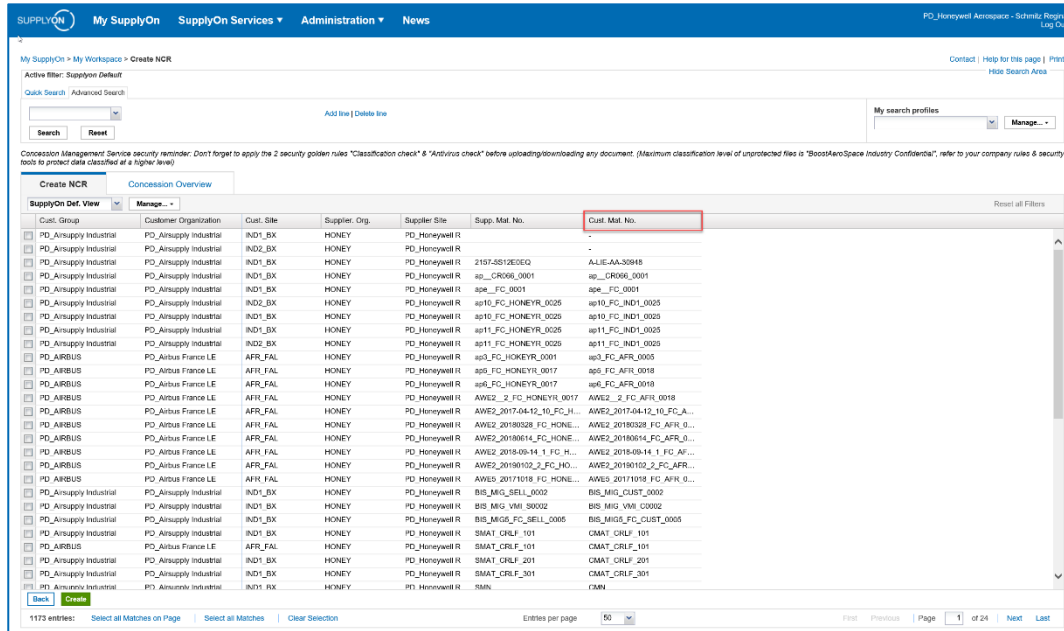
Figure: **Create NCR** page lists for example the Customer Material Numbers (**Cust**. **Mat**. **No**.).

The **Create NCR** page lists the Customer Material Number (**Cust. Mat. No.**) as well as the corresponding Supplier Material Number (**Supp. Mat. No.**) per each customer plant (**Cust. Site**).

3. Select one material.
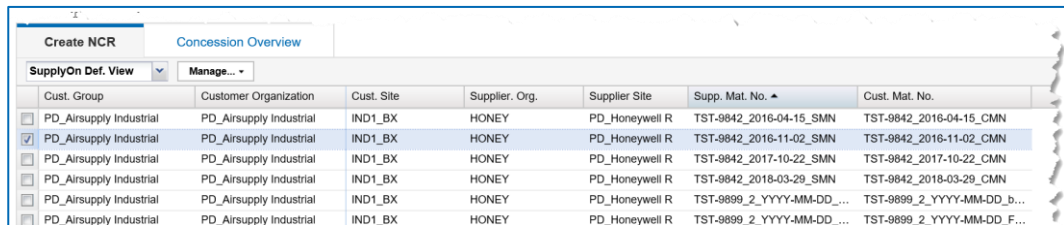
Figure: Selected material on the **Create NCR** tab.

— or —

3. Search one material with the **Quick Search** or **Advanced Search** and select one search result.
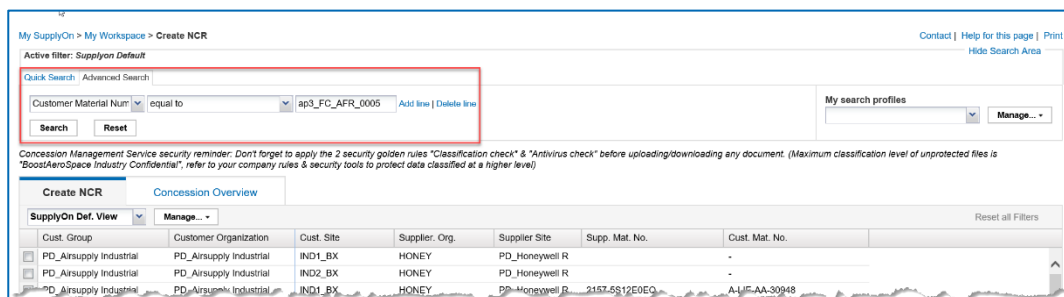
Figure: Search for a **Customer Material Number** in the **Advanced Search**.

> **Note**
>
> A supplier can select only one material per NCR.
> A supplier must create as many NCRs as there are materials affected by non-conformities.

4. Click **Create**.

   The **Concession type selection** dialog window is displayed. Only **Material&Part** is available for now.
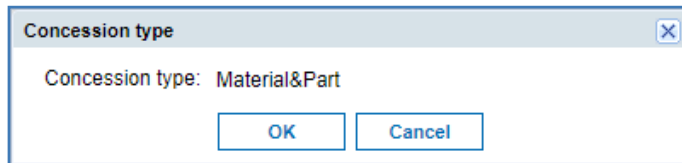
Figure: **Concession type** dialog window.

5. Click **OK**.

   The **NCR Details** page is displayed.

Figure: **NCR Details** page.

   Mandatory fields are marked yellow.

> **Note**
>
> There are dynamic dependencies between the fields. Selecting and editing a field can create additional mandatory fields.

   An NCR consists of the following data:

   - **Header**: Contains general information about the NCR.

   - **Defects**: Contains the causes specifying the non-conformity.
     The supplier has to add at least one defect.

   - **Attachments**: Contains documents corresponding to the NCR.
      The declarative document is limited one per NCR

   In the following sections is described, how a supplier can fill in the **Header** data, add **Defects** and add **Attachments**.

6. In the **Header**, **Defects** and **Attachments** tab, fill in the mandatory fields as well as the required optional fields.

7. Click **Save** if you do not want to submit the NCR to the customer and you want to edit the NCR later.

    The NCR remains in **DRAFT** status.

    — or —

8. Click **Send NCR** if you want to submit the NCR to the customer.

    The NCR is sent to the customer and changes to the status **PREVALIDATION**.

    The customer has the possibility to setup in AirSupply an e-mail notification on the **PREVALIDATION** status and needs to login with a user with the appropriate role in order to react to this status with:

    Accept
    After the customer manually accepts the NCR in **PREVALIDATION** status within AirSupply, the status changes to **OPEN**.

    Reject
    After the customer manually rejects the NCR in **PREVALIDATION** status within AirSupply, the status changes to **CANCELLED**.

    Return
    After the customer manually returns the NCR in **PREVALIDATION** status within AirSupply, the status changes to **DRAFT**.

4.1 Header

The **Header** consists of the following sections:

*   **Header Information:** Contains information on **Title**, **Status**, **Priority**, customer and supplier organizations.

*   **Material:** Contains information about the material that was selected when the NCR was created.

*   **Location:** Contains information on where the material is located on the airplane.

*   **Order Information**: Contains information on the **Affected PO/PO Line**, the **Serial Numbers** and the **Affected Quantity**.

*   **Analysis:** Contains detailed information about the NCR including contact names.

*   **Reference**: Contains information about the NCR Reference and NCR Revision number on customer and supplier side.

*   **Timestamps**: Contains dates information (not editable). **First submission**, **Draft Creation** and **Last Modified** are calculated automatically. The **Date of Closure** field is a customer-specific field, which the customer can set via an NCR-Response message in the M2M interface.

*   **Flexible Fields**: Contains five flexible fields for free selection.

DIN EN 9131

The data to be entered for an NCR are specified by DIN EN 9131.
Make sure that your entries in AirSupply correspond to the specifications of DIN EN 9131.

4.1.1 Header Information

Fields **Title**, **Priority** and **Liability** are mandatory.

According to the Airbus Golden Rules, the **Title** field is the "supplier owned title".
It is free text to sum up the issue.

> **Note**
>
> For some important fields, a mouse-over provides additional information about the field.
>
> | Title: | |
> | --- | --- |
> | Status: Supplier owned title - free text | DRAFT |
> | Further Work Performed: | ☐ |
>
> Figure: Mouse-over text for the **Title** field.
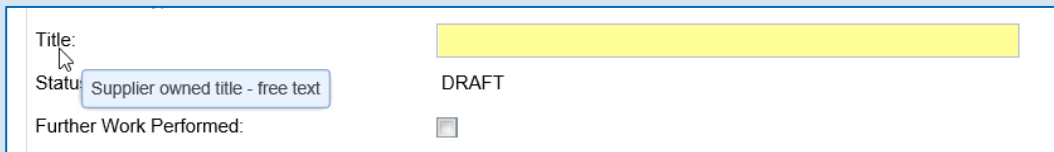
The defects added in the **Defects** tab are also listed in the **Divergence description** field.

Header Information			
Concession Type:	Material&Part		
Title:			
Status:	DRAFT		
Further Work Performed:	☐		
Reason status change:			
Comments:			
Decision Task:			
Priority:			
Customer Organization:	PD_Airsupply Industrial		
Customer Plant Code:	IBX1	Supplier Organization:	HONEY
Supplier Number:	IBX1-RED	Supplier Controlpoint:	PD_Honeywell R
Liability:	Supplier		
Divergence description:			
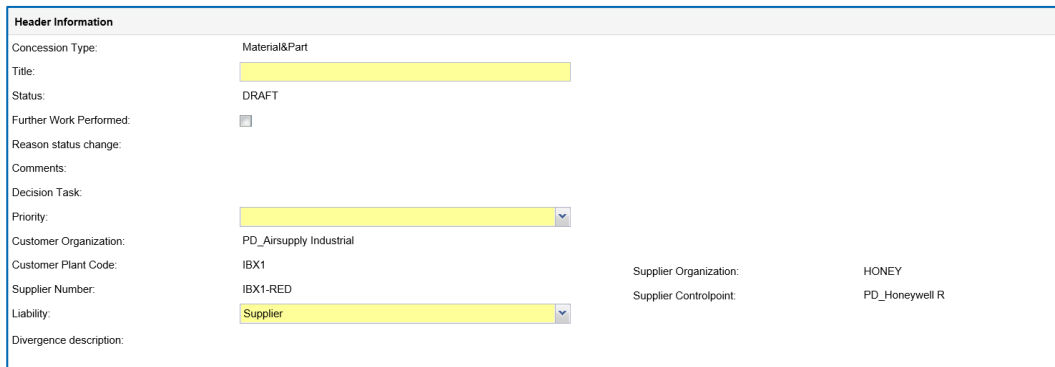
Figure: **Header Information** section in the **Header** tab.

4.1.2 Material

The **Program/Project**, **ATA**, **Normalized**, **Drawing Number** and **Manufacturer Site** field are mandatory.

Material			
Customer Material Number:	NGR_REGR_C046	Supplier Material Number:	NGR_REGR_S046
Customer Material Description:	Customermat for VMI Regr 046	Supplier Material Description:	
Program/Project:		MSN:	
Aircraft Type:	Please select a Program/Project first.	CA Code:	
ATA:	Please select a Program/Project first.	CA Serial Number:	
Normalized:		Manufacturer Site:	
Drawing Number:		Commodity:	
		Sub-Commodity:	

Figure: **Material** section in the **Header** tab.

According to the Airbus Golden Rules, it is highly recommended to fill in the **Aircraft Type** field, even this field is not mandatory. In order to fill in the **Aircraft Type** field, the **Program**/**Project** field must be filled in first.

According to the Airbus Golden Rules, it is recommended to fill in the **ATA** field with 3 or 4 digit (for example ATA 2310). For drawings parts (non-standard parts), use the first 3 digits of the **Drawing Number** reference for the **ATA** field.
In the event that it is not possible to obtain the first 3 digits, please contact your Airbus SCQM.

According to the Airbus Golden Rules, select **Yes** for the **Normalized** field if the part number is a standard part. In this case, the **Drawing Number** information is not applied.

According to the Airbus Golden Rules, insert 9 digits into the **Drawing Number** fields. For drawing parts (non-standard parts), the first 9 digits of the **Customer Material Number** are used. Special characters and space are not allowed. Please note: It is not possible to update the Drawing Number after the first submission. In case of an incorrect drawing number, it is necessary to cancel the NCR and create an new one.

For filling in the fields **MSN**, **CA Code** and **CA Serial Number,** → see *MSN Allocation, Deallocation and Reallocation* on page *41*.

The **manufacturing site** has to be selected from a drop down list and represents the site that manufactured the impacted material.

4.1.3 Location

There are fields available in the **Location** section to specify where the component is located.

Figure: **Location** section in the **Header** tab.

4.1.4 Order Information

In the **Order Information** section a supplier can specify whether a Purchase Order (PO) in AirSupply for the corresponding NCR is affected.
If relevant, a supplier should add **Serial Numbers** to the NCR.

The **Affected Quantity** field is mandatory. If a serial number was added, then the **Affected Quantity** is validated against it.

Figure: **Order Information** section in the **Header** tab.

To link a PO to an NCR:

1. In the **Order Information** section, click **Search PO Line**.

    The **NCR PO Selection** page is displayed.
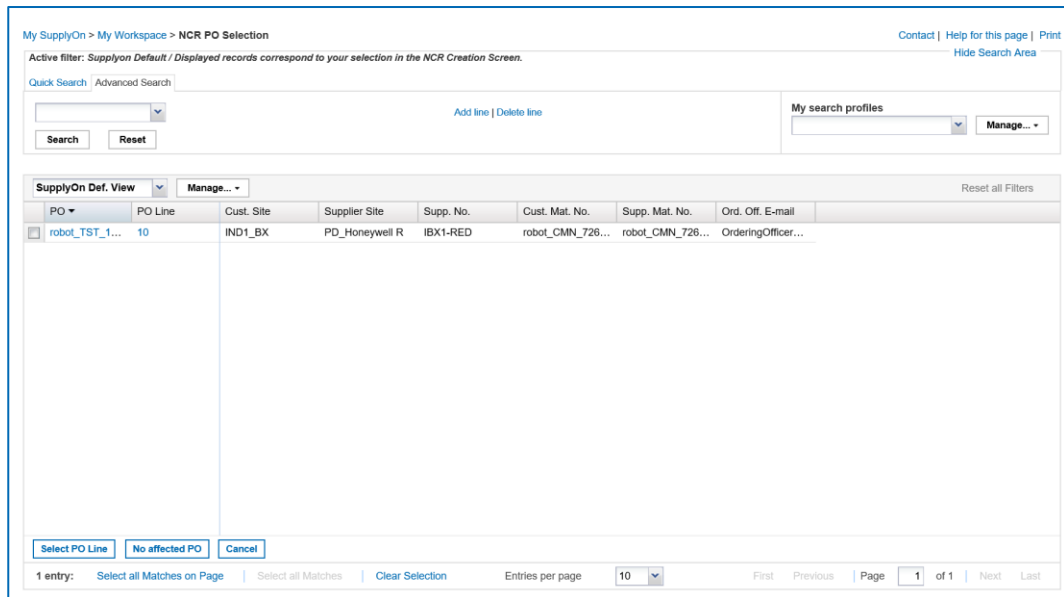
Figure: **NCR PO Selection** page.

The **NCR PO Selection** page only displays POs that are limited to the selected material and customer.
In addition, only POs are listed that are not in the **CANCELLED** or **RECEIVED** status.

2. Select a PO and click **Select PO Line**, if a PO is affected for the corresponding NCR.

   The **NCR Details** page is displayed and the PO title is displayed in the **Affected PO/PO Line** field.

   — or —

1. Click **No affected PO**, if no PO is affected for the corresponding NCR.

   The **NCR Details** page is displayed and **No PO affected** is displayed in the **Affected PO/PO Line** field.

To add serial numbers or batch numbers to an NCR:

1. You must add either a series or a batch number. In the **Order Information** section, click **Create/Edit in the appropriate line.**

   The **Add/Edit Serial Numbers (or Batch numbers) for NCR…** dialog window is displayed.

Figure: **Add/Edit Serial Numbers for NCR …** dialog window.

In the **Add/Edit Serial Numbers for NCR…** dialog window you can generate serial numbers with the **Serial Number Generator.**
You also can copy the serial numbers from a CSV list (use **CTRL+C** for copying the content from the CSV list) and paste them (user **CTRL+V** to insert the content into the field) into the **Insert Serial Numbers** field.

Generating Serial Numbers

1. In the **Fixed prefix** field enter a prefix, i.e. the beginning of a serial number.

2. In the **Start value** field, enter a number from which the count will start.

3. In the **Number of values** field, enter the numbers of serial numbers to be created.

4. In the **Increment** field, enter a value by which the count will be increased.

5. Click **Add to List**.

---

3. Generate or copy the serial numbers and click **Add to list**.

   The serial numbers are listed in the **Serial Numbers** section.

4. Select the needed serial numbers and click **Apply**.

   The **NCR Details** page is displayed and the serial numbers are displayed in the **Serial Numbers** field.

The function was shown for the serial numbers. For batch numbers it works the same way.

4.1.5 Analysis

In the **Analysis** section, a supplier can provide detailed information about the NCR.

The **Disposition** field is editable for the customer via an NCR-Response message.

Figure: **Analysis** section in the **Header** tab.

4.1.6 Reference

In the **Reference** section, a supplier has to fill in the fields **Supplier Reference** and **NCR Supplier Revision**.

According to the Airbus Golden Rules, the **NCR Supplier Revision** is required, which contains the version of the supplier request for the NCR. Insert consecutive one-digit numbers (for example 1→ 2 → 3 …) or letters (for example A→ B → C …).

In case of a revision, the **NCR Supplier Revision** has to be incremented.
→ See *Revision on an NCR* on page *36*.

Figure: **Reference** section in the **Header** tab.

4.2 Defects

In the **Defects** tab, the supplier has to add at least one defect. Here the supplier can specify the causes of the non-conformity.

To add a defect:

1. On the **Defects** tab, click **Actions** and then click **Add Defect**.

    The **Defect Creation/Modification** dialog window is displayed.

Figure: **Defect Creation/Modification** dialog window.

Mandatory fields are marked yellow.

Note

There are dynamic dependencies between the fields. Selecting and editing a field can create additional mandatory fields.

According to the Airbus Golden Rules, no company names and people names must be entered in the **Defect Description** field.

According to the Airbus Golden Rules, the same **Fault Group** must be selected if several defects for the same NCR are specified. An error message is displayed if different **Fault Groups** are selected.

Depending on the selected content in the **Fault Description** field, a supplier has to make further inputs in the **Characteristics** tab.
The fields displayed in the **Characteristics** tab depend dynamically on the selected entry in the **Fault Description** field.

Figure: **Characteristics** tab for specifying details for special **Fault Description** entries.

2. Fill in the mandatory fields.

3. Click **OK**.

    The defect is listed in the **Defects** tab on the **NCR Details** page.
    The defects added are also listed in the **Divergence description** field in the **Header Information** section in the **Header** tab.
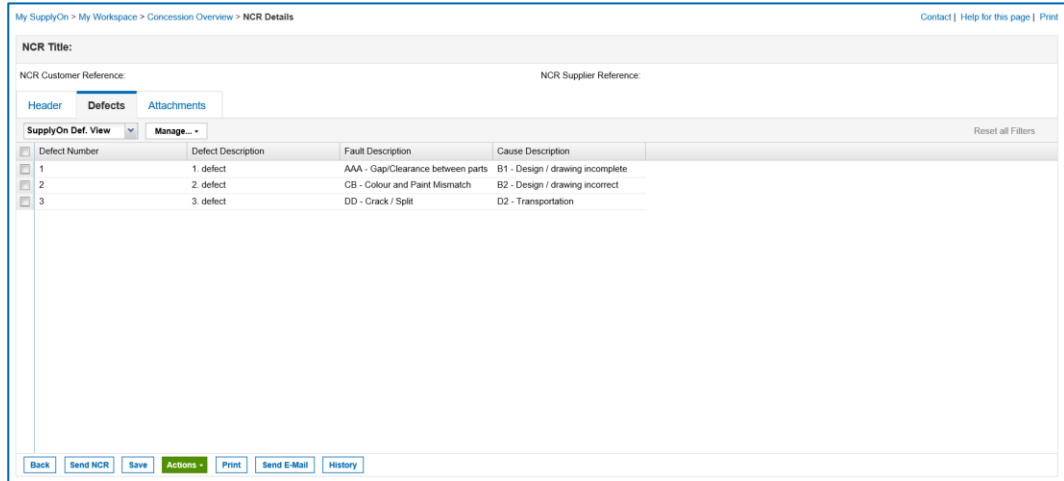
Figure: Defects are listed on the **Defects** tab on the **NCR Details** page.
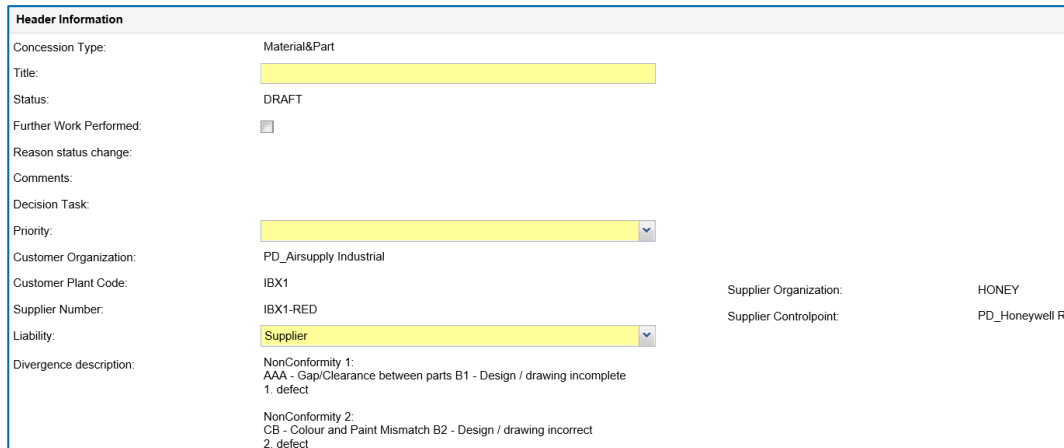
Figure: The **Divergence description** field on the **Header** tab with a list of the defects added.

4.3 Attachments

In the **Attachments** tab, the supplier can add documents corresponding to the NCR.

On the **Attachments** tab, a Word template for a declarative document is available for download. Click **Download declarative template** to retrieve this Word document. After filling in all information, the Word document can be added as attachment again.

> **Note**
>
> According to the Airbus Golden Rules, only one declarative document (i.e. a Word (.doc/.docx file)) may be uploaded per NCR. Several informative documents (COI) are allowed.

To add an attachment:

1. On the **Attachments** tab, click **Actions** and then click **Add Attachment**.

   The **Add Attachment** dialog window is displayed.
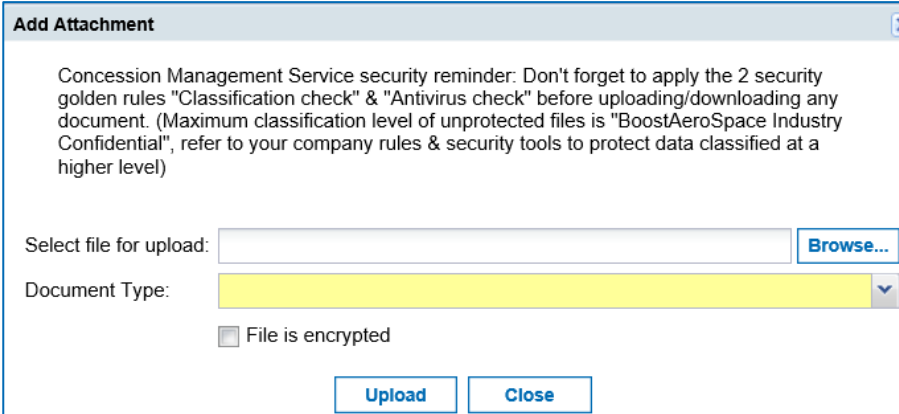
Figure: **Add Attachment** dialog window.

   The mandatory field is marked yellow.

2. Click **Browse…** to select a file.

> **Note**
>
> Letters, numbers, spaces, dashes and underscores are allowed in the file name of the attachment.
>
> The size of an attachment may not exceed 20 MB, the size of all attachments may not exceed 200 MB.
>
> The time required to transmit an NCR increases with the size of the attachments. For the maximum total size of 200 MB, this can take 5 minutes or even longer during which the screen is inactive. Refreshing the page shall be absolutely avoided. This causes a restart of the processing time.

An update of the process shall be absolutely avoided.

Refreshing the page shall be absolutely avoided. This causes a restart of the processing time.
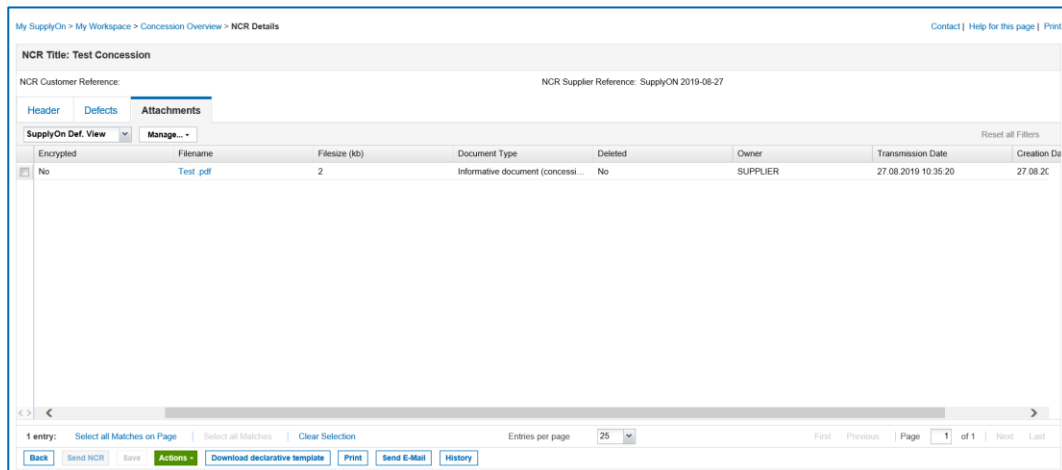
3. Select a **Document Type**.

The following document types are available:

- **Declarative document (sketch sheet)**
  A Word template for a declarative document is available for download. Click
  Download declarative template.
  A declarative document must be a Word (.doc/.docx) file and only one declarative
  document may be uploaded.

- **Informative document (concession template, tests result …)**
  An informative document can be a Word, PDF, Excel file among other standard
  file formats.

4. Click **Upload**.

The uploaded attachment is listed on the **Attachments** tab on the **NCR Details** page.

Figure: Attachments are listed in the **Attachments** tab on the **NCR Details** page.

5 Working on existing NCRs in AirSupply

A supplier can edit and work on an NCR if it is in one of the following statuses:

- **DRAFT:** An NCR was created but not submitted to the customer. Can be deleted.
  → See *Deleting an NCR* on page *39.*

- **CUSTOMER INTEGRATION DENIED (CID):** The customer system integration was not successful, so the supplier needs to edit the NCR according to the customer feedback listed in the **Integration Report** tab.

- **INCOMPLETE:** The customer requests more information. Details for the request are listed in the Concession event document on the **Attachments** tab.

- **SUSPENDED PENDING SUPPLIER ACTION (SPSA):** The customer accepts the delivery of the material under the condition of a rework / repair. In the **Header** section, the supplier has to select the **Further Work Performed** checkbox and upload a justification document.
  → See *Working with NCRs in SPSA Status* on page *35.*
  In addition, NCRs in **REWORK** status can be cancelled.
  → See *Cancelling an NCR* on page *38.*

- **CANCELLATION REQUEST:** The supplier requests a cancellation of an NCR.

If the customer provides at least one integration report message in his NCR-Response message, the **Integration Report** tab with the provided information is displayed.
→ See *Viewing the Integration Report on page 34*.

You can select the appropriate NCR on the **My Workspace** page, in the **Concession Overview** page, or in the **Alert Overview** page.

To work on an NCR:

1. On the **My Workspace** page, click a number in the **Concession Management Summary** for NCRs with the appropriate status.

Figure: **Concession Management Summary** with the statuses of NCRs.

The **Concession Overview** page is displayed, listing NCRs with the selected status.

Figure: **Concession Overview** page lists NCRs in **INCOMPLETE** status.

— or —

1. On the **Concession Overview** page, click ▼ in the **Status** column and click **Filters** to select a status.

Figure: **Filters** for the statuses of NCRs on the **Concession Overview** page.

The NCRs with the selected status are listed on the **Concession Overview** page.

Figure: **Concession Overview** page lists NCRs in **SPSA** status.

— or —

1. On the **My Workspace** page in the **Concession** section within the **Process / Alert Matrix**, click a number for **Draft** or **Refused** to display the alerts for the NCRs.

Figure: NCRs in the **DRAFT** status are listed in the **Concession** section on the **My Workspace** page.

The **Alert Overview** page with the **Concession Alerts** tab is displayed.
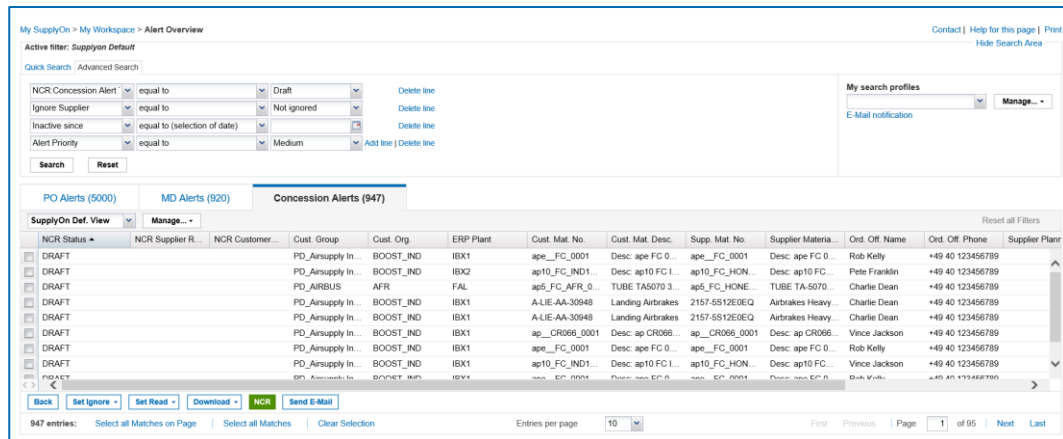
Figure: **Concession Alerts** tab lists alerts for NCRs that are in **DRAFT** status.

2. Select an NCR.

3. Click **Details** on the **Concession Overview** page, or click **NCR** on the **Concession Alerts** tab on the **Alert Overview** page.

   The **NCR Details** page is displayed with the details of the selected NCR.

   You can work on the following data:

   - **Header**: Contains general information about the NCR.

   - **Defects**: Contains the causes specifying the non-conformity.

   - **Attachments**: Contains documents corresponding to the NCR.

   If the customer provides at least one integration report message in his NCR-Response message, the **Integration Report** tab with the information is displayed.
   → See *Viewing the Integration Report* on page *34*.

4. In the **Header**, **Defects** and **Attachments** tab, fill in the mandatory fields as well as the required optional fields.

5. Click **Save** if you do not want to submit the NCR to the customer and you want to edit the NCR later.

   The NCR remains in the same status.

   — or —

5. Click **Send NCR** if you want to submit the NCR to the customer.

   The status changes to **OPEN** and after the customer backend integration was successful, the status changes to **WORK IN PROGRESS**.

Editing the Header data

Depending of the status of the NCR, the mandatory fields in the **Header** can change.

If the NCR is in status **SUSPENDED PENDING SUPPLIER ACTION (SPSA),** the **Further Worked Performed** checkbox in the **Header Information** section is mandatory.
→ See *Working with NCRs in SPSA Status* on page *35*.

Header Information			
Concession Type:	Material&Part		
Title:	Title		
Status:	SPSA		
Further Work Performed:	☐		
Reason status change:			
Comments:			
Decision Task:			
Priority:	Emergency		
Customer Organization:	PD_Airsupply Industrial		
Customer Plant Code:	IBX1	Supplier Organization:	HONEY
Supplier Number:	IBX1-RED	Supplier Controlpoint:	PD_Honeywell R
Liability:	Supplier		
Divergence description:	Description		

Figure: The **Further Word Performed** checkbox in the **Header Information** section.

To edit the Header data:

1. In the **Header** tab, edit and change the necessary data.

5.1.1 Editing Defects

A supplier has to add at least one defect in the **Defects** tab.

A supplier can:

- add additional defects to an NCR,
- modify existing defects,
- remove defects.

For adding defects to an NCR, → see *Defects* on page *23*.

To modify a defect:

1. On the **Defects** tab select a defect to modify.
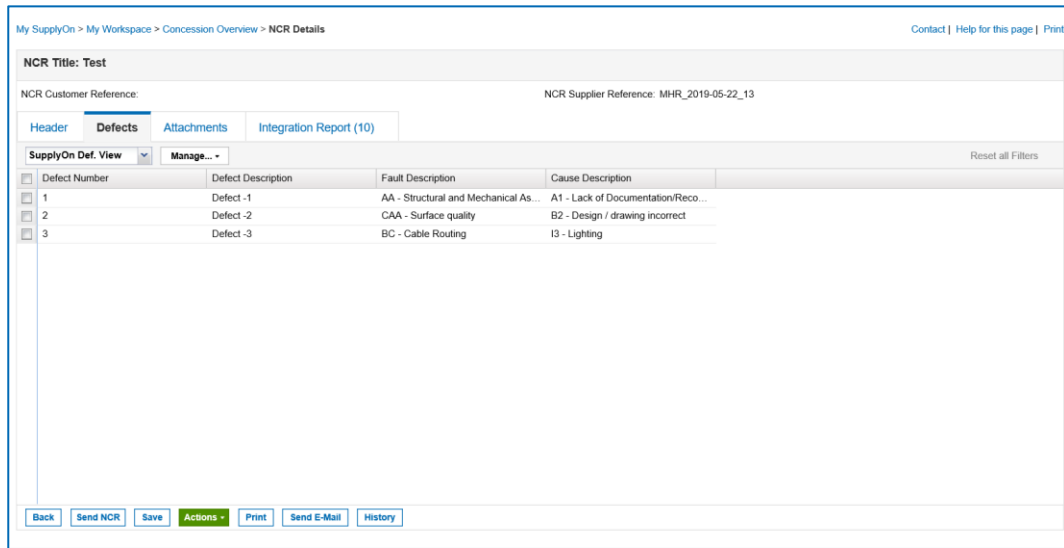
Figure: Selected defect on the **Defects** tab.

2. Click **Actions** and then click **Modify Defect**.

   The **Defect Creation/Modification** dialog window is displayed.
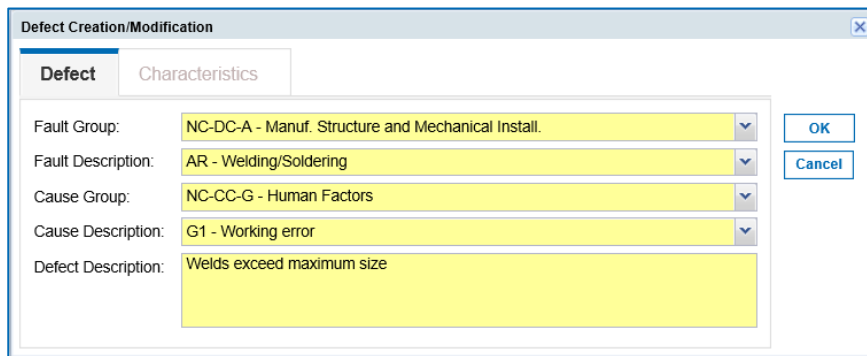
Figure: **Defect Creation/Modification** dialog window.

According to the Airbus Golden Rules, the same **Fault Group** must be selected if several defects for the same NCR are specified. An error message is displayed if different **Fault Groups** are selected.

According to the Airbus Golden Rules, no company names and people names must be entered in the **Defect Description** field.

3. Modify the data.

4. Click **OK**.

   The modified defect is listed in the **Defects** tab on the **NCR Details** page.

To remove defects:

1. On the **Defect** tab, select a defect to delete.

2. Click **Actions** and then click **Remove Defect**.

   The defect is removed. However, the numbering remains unchanged.

5.1.2 Editing Attachments

A supplier can add additional attachments or remove existing attachments.

For adding attachments, → see *Attachments* on page *25.*

To remove an attachment:

1. On the **Attachments** tab, select an attachment to be removed.
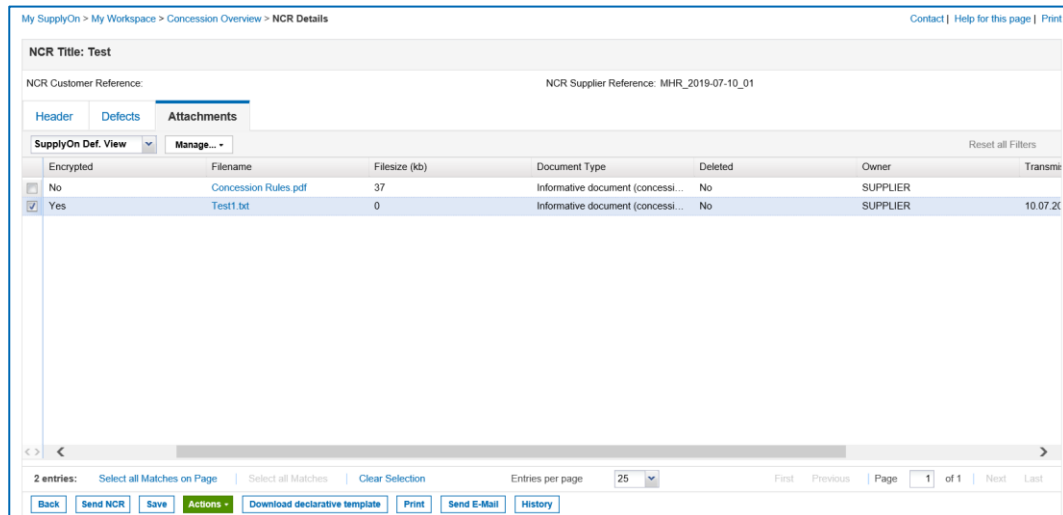
Figure: Selected attachment on the **Attachments** tab.

2. Click **Actions** and then click **Remove Attachment**.

   The attachment is removed.

   If the **Transmission Date** of the attachment is not set, the attachment is completely removed.
   If the **Transmission Date** of the attachment is set, the metadata of the attachment will be kept and the deletion flag will be set to true.

5.1.3 Viewing the Integration Report

If the customer provides at least one integration report message in his NCR-Response message, the **Integration Report** tab with the provided information is displayed.

The **Integration Report** tab will be removed once the supplier has initiated another sending of the NCR to the customer.

Figure: **Integration Report** tab.

5.2 Working with NCRs in SPSA Status

In the status **SUSPENDED PENDING SUPPLIER ACTION (SPSA),** the customer accepts the delivery of the material under the condition of a rework / repair.
After the work was done, a justification document has to be uploaded and the **Further Work Performed** checkbox to be checked.

To work on an NCR in SPSA status:

1. Open an NCR in **SPSA** status.

2. In the **Header Information** section on the **Header** tab, check **Further Work Performed.**

Figure: **Further Work Performed checkbox** on the **NCR Details** page displaying an NCR in **SPSA** status.

3. On the **Attachments** tab, upload an attachment, the justification document.

   For adding attachments, → see *Attachments* on page *25*.

4. Click **Send NCR**.

   The status of the NCR will then change to **REWORK**.

5.3 Revision on an NCR

A revision is an update of an NCR after a quality decision. A supplier can initiate a revision for NCRs that are in **ACCEPTED** or **REWORK** status.
Only the following data can be updated for a revision:

- In the **Location** section on the **Header** tab, the **Major Component**, **Section** and **Internal/External** field.
  → See *Editing the Header data* on page *31*.

- In the **Reference** section on the **Header** tab the **NCR Supplier Revision** field.
  According to the Airbus Golden Rules, consecutive one-digit numbers (for example 1→ 2 → 3 …) or letters (for example A→ B → C …) have to be inserted.
  In case of a revision, the **NCR Supplier Revision** has to be incremented.

- In the **Defects** tab, adding and modifying defects. In case of a revision, the initial defect description should not be removed in order to keep the history. It should be updated in order to mention what was the initial defect description and what is the new one.
  → See *Editing Defects* on page *31*.

- In the **Attachments** tab, the addition of further attachments. Existing attachments from the initial creation cannot be removed.

These modifications will trigger a new analysis cycle on customer side.

During the editing of the data, the NCR cannot be saved.

To create a revision of an NCR:

1. Open an NCR in **ACCEPTED** or **REWORK** status.

Figure: An NCR in **ACCEPTED** status.

2. Click **Revision**.

    The NCR changes to the temporary **REVISION** status.
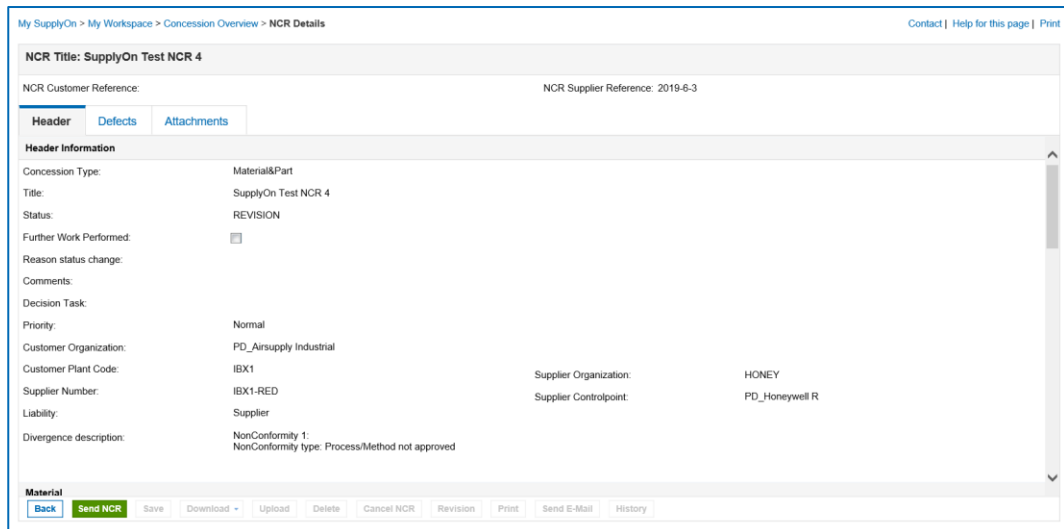
Figure: An NCR in the temporary **REVISION** status.

3. Edit the data and update the **NCR Supplier Revision** field.

4. Click **Send NCR**.

   The NCR is sent to the customer and changes to the status **OPEN**, after the revision is integrated in the backend of the customer.
   The initial NCR changes to the status **Inactive** and a new revised NCR is created directly in the **WIP** status. It then will follow the classical NCR lifecycle until a new quality decision.

   The process to change the status of the initial NCR to **Inactive** and to create a new revised version is Airbus specific.

Note
The revision process can be also initiated by the customer.

5.4 Cancelling an NCR

The following rules apply to the cancellation of an NCR:

Before a quality decision, a supplier can:

- Cancel an NCR directly in the status **CID.**

- Request a cancellation of an NCR in the status **INCOMPLETE.**

After a quality decision, a supplier can:

- Request a cancellation of an NCR in the status **REWORK** if the rework performed by the supplier closes the non-conformity.

- In an exceptional situation it is possible to request a cancellation in the status **ACCEPTED** or **SPSA**.

The following example shows how a supplier can cancel an NCRs in the **REWORK** status.

To cancel an NCR:

1. On the **Concession Overview** page select an NCR with the appropriate status.

Note

An easy way to filter NCRs on the **Concession Overview** page is to use the **Advanced Search**.
Use the following search criteria: **Status equal to** *status*
For example for the **REWORK** status:

Figure: **Advanced Search** with the search criteria: **Status equals to REWORK**.

Figure: NCRs in **REWORK** status on **Concession Overview** page.

2. Select an NCR and click **Details**.

   The **NCR Details** page is displayed.
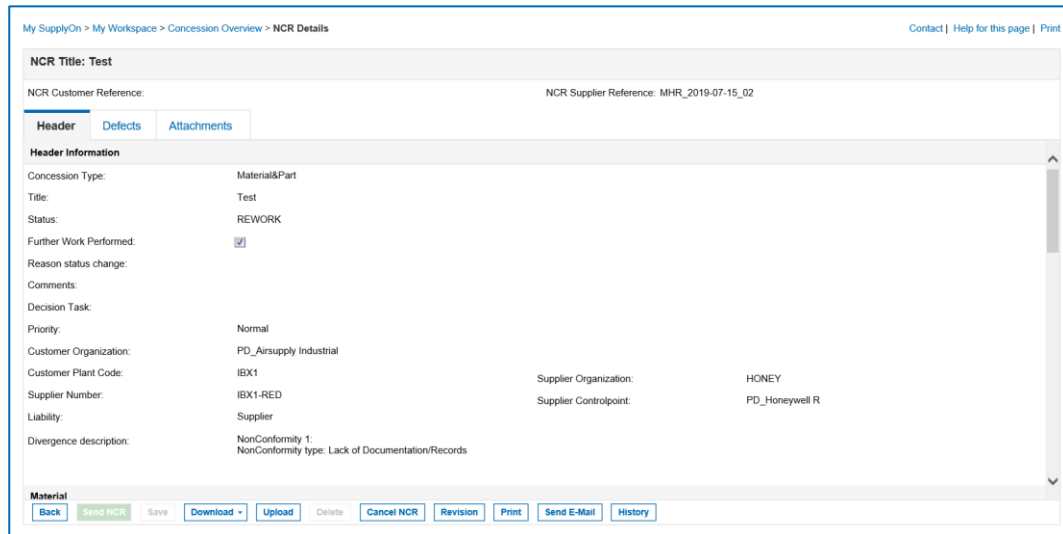
Figure: **NCR Details** page displaying an NCR in **REWORK** status.

3. Click **Cancel NCR**.

   The **Cancellation Request** dialog window is displayed.
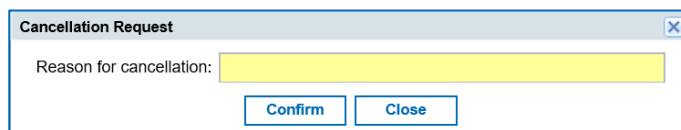
Figure: **Cancellation Request** dialog window.

4. Fill in the **Reason for cancellation** field and click **Confirm**.

   The NCR changes to the status **CANCELLATION REQUEST** and the **NCR Details** page is displayed.

The customer accepts the cancellation request, the NCR changes the status to **CANCELLED**.

5.5 Deleting an NCR

NCRs in **DRAFT** status and NCRs in **CID** status with an empty **NCR Customer Reference** field can be deleted. An empty **NCR Customer Reference** field indicates that until this point there has not yet been a successful integration into the customer backend system.

To delete an NCR:

1. On the **Concession Overview** page select an NCR in **DRAFT** status.

> **Note**
>
> An easy way to filter NCRs on the **Concession Overview** page is to use the **Advanced Search**.
> Use the following search criteria: **Status equal to** *status*
> For example for the **DRAFT** status:

Figure: **Advanced Search** with the search criteria: **Status equal to DRAFT**.

Figure: Selected NCR in **DRAFT** status on **Concession Overview** page.

2. Click **Delete**.

    The NCR is deleted.

5.6 Concession Split

When several items with the same non-conformity were grouped together in one NCR (i.e. **Affected Quantity** >1), one NCR can be split into several NCRs during the quality decision.

The concession split is done on the customer backend. It generates new NCRs with **Affected Quantity** =1.

The new split NCRs will get directly to the quality decision (in status **ACCEPTED** or **SPSA**) and **reason for change status** is **split**.

In case of a total split, the initial NCR changes to status **INACTIVE**.

5.7 MSN Allocation, Deallocation and Reallocation

An NCR must be allocated to an **MSN** as it is an official document provided to the airline at aircraft delivery.

The **MSN** allocation could be done:

- By the supplier when he creates the NCR (filling in the fields **MSN**, **CA Code** and **CA Serial Number**).
- By Airbus at any time after quality decision. This information is then published to the supplier in AirSupply.

Airbus can deallocate the **MSN** for a given NCR, i.e. remove the MSN information. This information is then published to the supplier.

Airbus can reallocate the **MSN** for a given NCR, i.e. change the **MSN** allocation.
In this case, a revision is created and the initial NCR changes to the status **INACTIVE**. The new revised NCR takes the quality decision from the initial NCR and takes the new **MSN** information.

5.8 Downloading an NCR

A supplier can download the data of the NCRs as CSV-file, also including the attachments.

To download NCRs:

1. On the **Concession Overview** page select one or more NCRs you want to download.
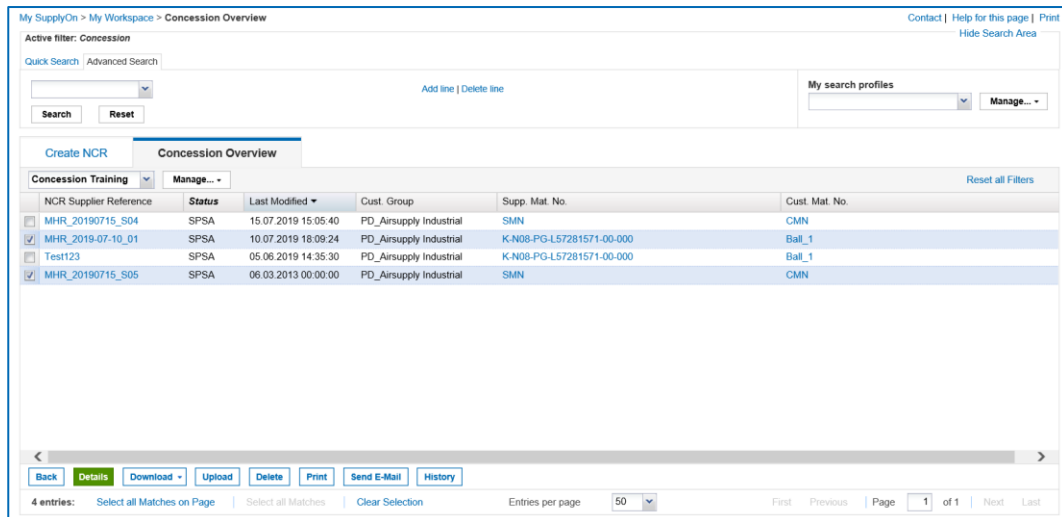
Figure: **Concession Overview** page with selected NCRs.

2. Click **Download** and then click **Full download with attachments (csv),** if you want to download the data and the attachments of the NCR.

— or —

2. Click **Download** and then click **Full download without attachments (csv)**, if you want to download the data of the NCR.

The data are downloaded to your disk.

5.9 Printing an NCR

In order to print an NCR, first an attachment of document type **Concession PDF** must be uploaded on the **Attachments** tab, → see *Attachments* on page *25*.

To print an NCR:

1. Select an NCR and click **Print**.

Figure: **Concession Overview** page with selected NCRs.

5.10 History of an NCR

All activities concerning an NCR are listed, sorted by date.

To open the History:

1. On the **Concession Overview** page select an NCR for which you want to open the history.

2. Click **History**.

    The **NCR Details History** page is displayed.

Figure: **NCR Details History** page.

With selecting dates for **Changes from** to **to**, you can search for activities within a time interval.

You can sort the columns by clicking ▼ and selecting a sort criterion.

6 Working on NCRs on Customer Side (Airbus) in status PREVALIDATION

> **Note**
>
> The following chapter is intended exclusively for the customer side (Airbus).
>
> The described procedures can only be carried out by customer users with the following roles:
>
> **AirbBuyerNCR-Read** / **AirbBuyerNCR-Read_Sub**
>
> > Can view NCRs.
>
> **AirbBuyerNCR-Validate** / **AirbBuyerNCR-Validate_Sub**
>
> > Can validate NCRs.

In AirSupply, a customer user can:

- ✓ View NCRs.
- ✓ Perform a prevalidation on an NCR.

During the collaboration cycle of an NCR, the prevalidation of an NCR is the only step performed by a customer user in AirSupply. It has to be performed after the supplier has sent the NCR to the customer.

Supplier creates an NCR in AirSupply

If a supplier creates an NCR in AirSupply, the status of an NCR changes from **DRAFT** to **PREVALIDATION**.
The status **PREVALIDATION** means that the NCR has to be validated by a customer user (Airbus) in AirSupply.

Viewing an NCR in AirSupply

A customer user can create an e-mail notification that informs him about new NCRs in **PREVALIDATION** status in AirSupply. → See *Creating E-Mail Notifications* on page *54*.

To view an NCR in AirSupply:

1. Log on to → **SupplyOn**.

2. On the main menu, point to **SupplyOn**, and then click **AirSupply**.

3. On the **My Workspace** page in the **Concession** section within the **Process / Alert Matrix**, point to **Concession**, and then click **Concession Overview.**
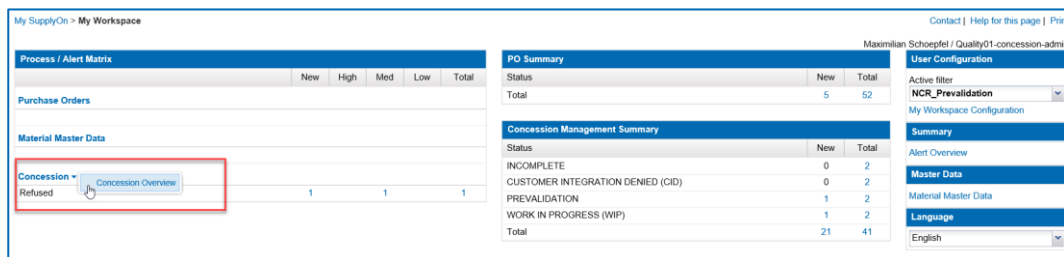

Figure: **Concession Overview** link on the **My Workspace** page.

The **Concession Overview** page is displayed.

Note

For a customer user, only the **Concession Overview** tab on the **Concession Overview** page is available. The **Create NCR** tab is not available and visible.

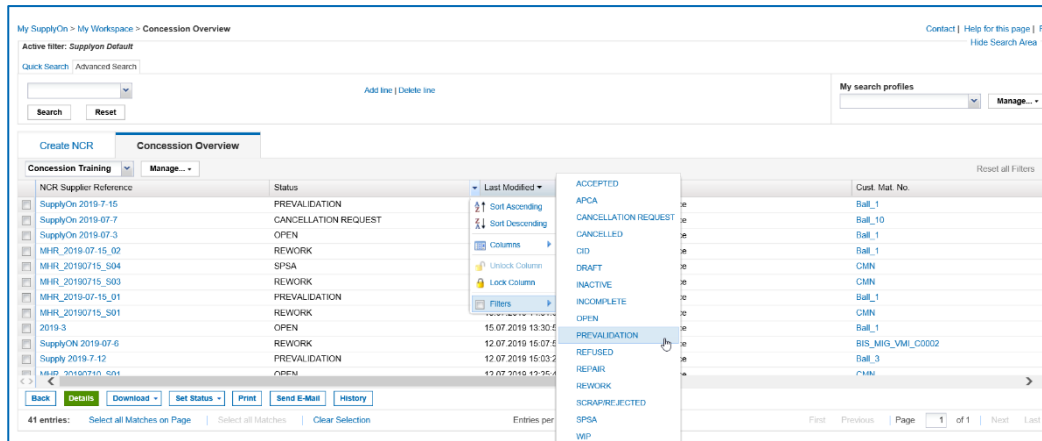4. Filter for the status **PREVALIDATION**.

Figure: In the **Status** column a filter with **PREVALIDATION** is selected.

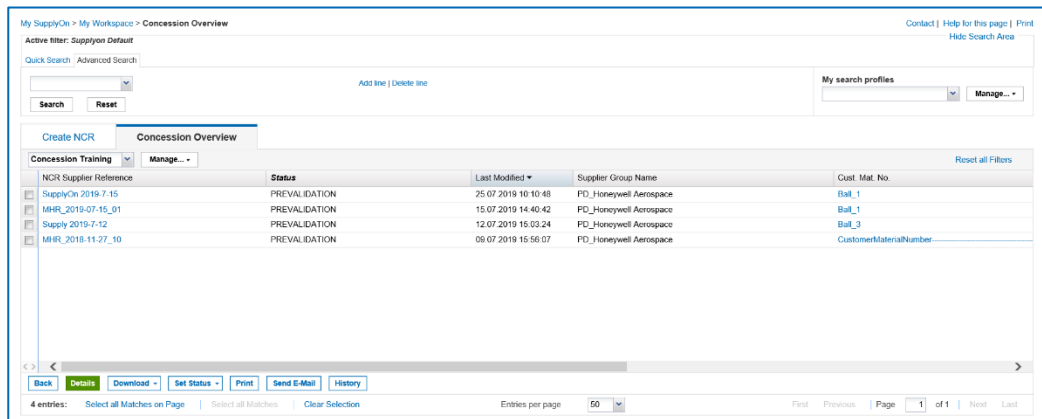The NCRs in **PREVALIDATION** status are listed on the **Concession Overview** page.

Figure: NCRs in **PREVALIDATION** status on the **Concession Overview** page.

— or —

3. On the **My Workspace** page, click a number in the **Concession Management Summary** for NCRs in the **PREVALIDATION** status.
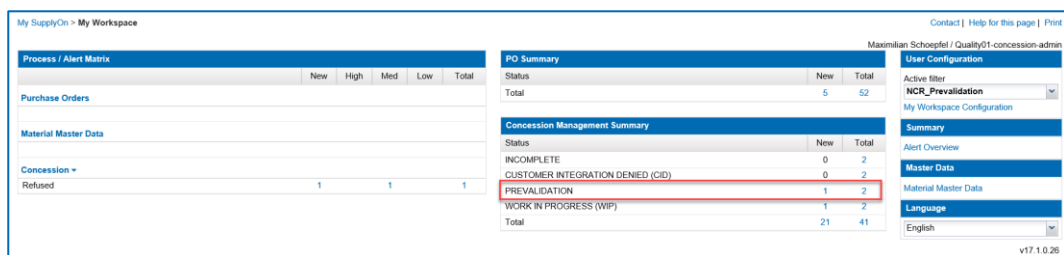
Figure: **Concession Management Summary** with the statuses of the NCRs.

> **Note**
>
> With a filter, a customer user can customize the **Concession Management Summary** on the **My Workspace** page to display the statuses of the NCRs that are relevant for him (for example **PREVALIDATION**).
>
> → See *Customizing My Workspace for NCRs* on page *56*.

The **Concession Overview** page is displayed, listing NCRs in the **PREVALIDATION** status.
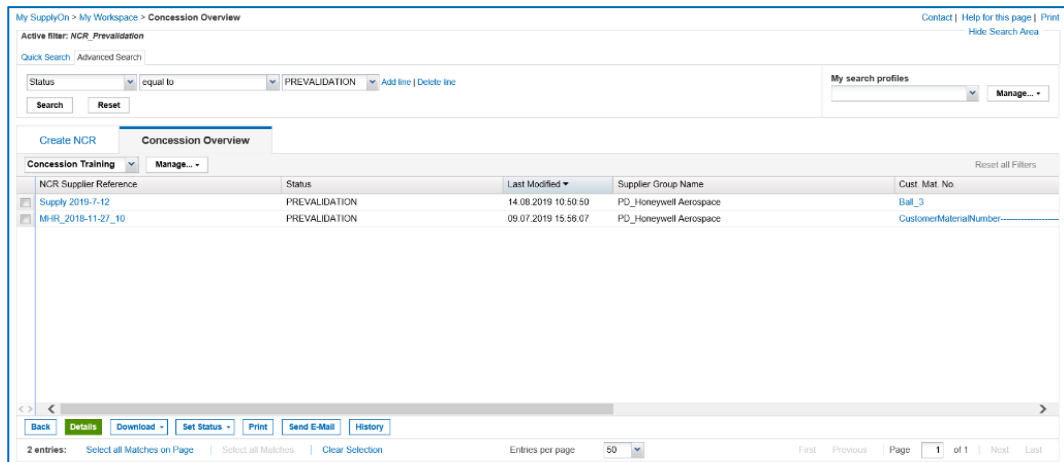
Figure: NCRs in **PREVALIDATION** status on the **Concession Overview** page.

4. Select an NCR and click **Details**.

   The **NCR Details** page is displayed with the data of an NCR in status **PREVALIDATION**.
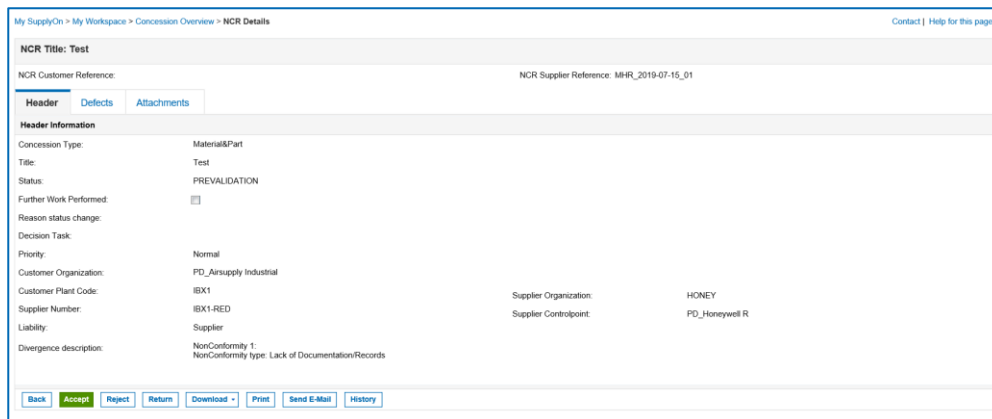
Figure: **NCR Details** page with an NCR in **PREVALIDATION** status.

An NCR consists of the following data:

- **Header**: Contains general information about the NCR.
- **Defects**: Contains the causes specifying the non-conformity.
- **Attachments**: Contains additional documents of the NCR.

5. Check the NCR.

Performing a prevalidation of an NCR in AirSupply

The following actions are available in AirSupply to react to an NCR in status **PREVALIDATION**.
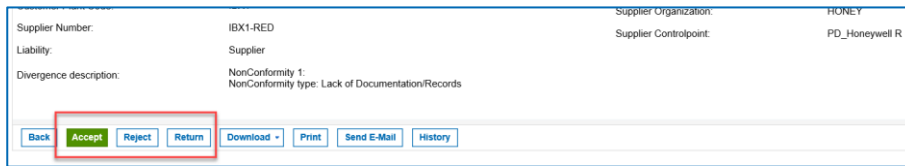
Figure: Actions for reacting to an NCR.

Accept	The NCR changes to status **OPEN**.
	Only if an NCR is prevalidated, it can be integrated into the customer backend system.
	If the integration to the customer backend system is successful, the status of the NCR changes to **WIP**. Further steps for processing the NCR can be initiated in the customer backend system.
	If the integration to the customer backend system is not successful, the status of the NCR changes to **CID**. In his case, the supplier has to correct the data of the NCR in AirSupply.
Reject	The NCR changes to status **CANCELLED.**
	The customer could reject the NCR in case the NCR process is not applicable/valid. The reason for rejection should be entered.
Return	The NCR changes to status **DRAFT** and is sent back to the supplier.
	The customer could return the NCR in case he detects that some information are missing, incomplete or incorrect. The reason for the return must be specified.
	The supplier can correct the NCR in AirSupply and then send it again to the customer. A new prevalidation is then possible.

1. Click **Accept**, to prevalidate the NCR.

   The NCR changes to status **OPEN**.

> **Note**
>
> The time required to transmit an NCR increases with the size of the attachments. For the maximum total size of 200 MB, this can take 5 minutes or even longer during which the screen is inactive. Refreshing the page shall be absolutely avoided. This causes a restart of the processing time.

— or —

1. Click **Reject**, to reject the NCR.

   The **Rejection** dialog window is displayed.
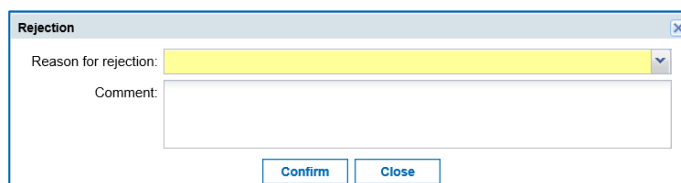
Figure: **Rejection** dialog window.

2. Fill in the mandatory **Reason for rejection** field.

3. Click **Confirm**.

   The NCR changes to status **CANCELLED.**

   — or —

1. Click **Return,** to return the NCR.

   The **Return** dialog window is displayed.

Figure: **Return** dialog window.

2. Fill in the mandatory **Reason for return** field.

3. Click **Confirm**.

   The NCR changes to status **DRAFT.**

   The content of the **Reason for return** field is displayed for the supplier in the **Reason for status change** field in the **Header** section of the NCR.

Figure: **Reason for status change** field.

7 Managing Alerts

During the Concession workflow process, alerts are created, depending on the status of the NCR. Alerts inform a supplier about new events or about required actions.

For every alert, several actions like **Set Read**, **Set as New** or **Download** are available.
→ See *Working with Alerts* on page *50*.

A supplier can customize the alerts displayed by creating a search profile.
→ See *Creating a Search Profile* on page *52*.

A supplier can use the search profiles for creating e-mail notifications that inform him about new alerts.
→ See *Creating E-Mail Notifications* on page *54*.

7.1 Working with Alerts

For **Concession**, alerts for NCRs in the **DRAFT** and **REFUSED** status are listed in the **Process / Alert Matrix**.

Figure: Alerts for **Concession** in the **Process / Alert Matrix** on the **My Workspace** page.

To work with alerts:

1. In **Concession** section of the **Process /Alert Matrix**, click a number in the **New, Med** or **Total** column.

   The **Concession Alerts** tab on the **Alert Overview** page is displayed, listing the NCRs with the appropriate status.
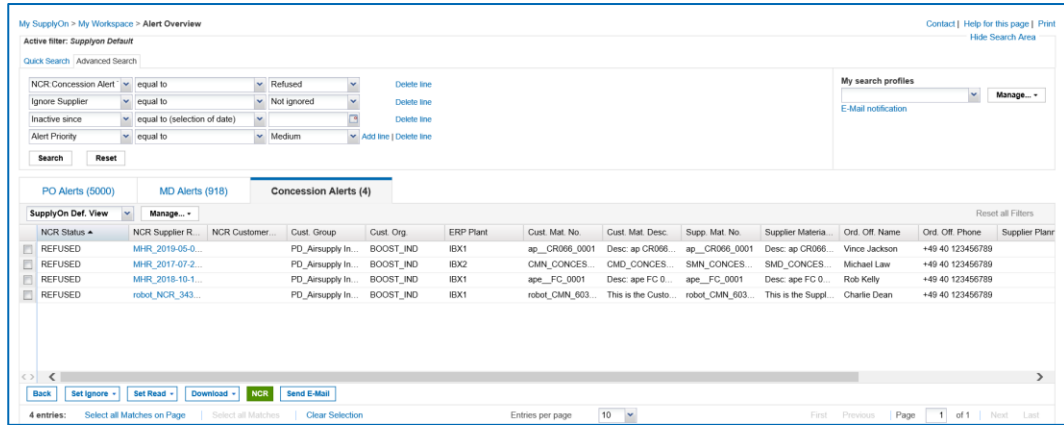
Figure: **Concession Alert** tab on the **Alert Overview** page.

— or —

1. On the **My Workspace** page, click **Alert Overview**.
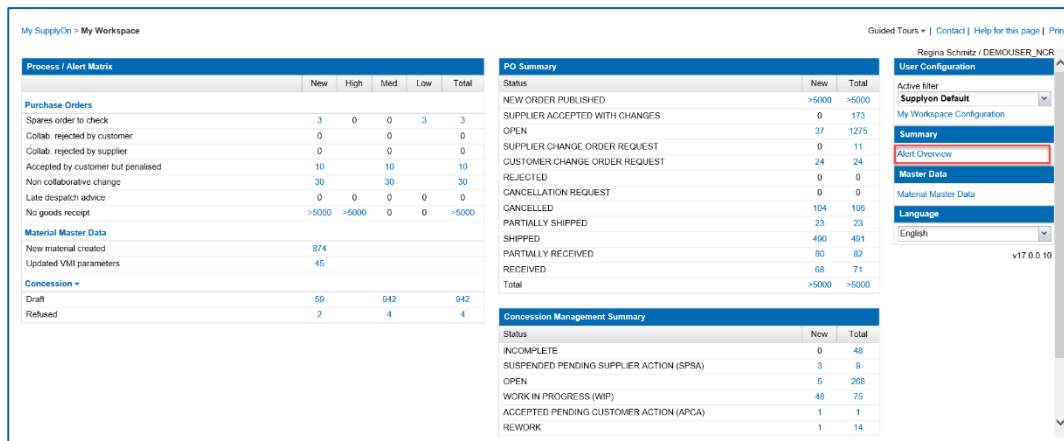
Figure: **Alert Overview** link on the **My Workspace** page.

The **Alert Overview** page is displayed.

2. Click the **Concession Alerts** tab.

    The **Concession Alerts** tab on the **Alert Overview** page is displayed.
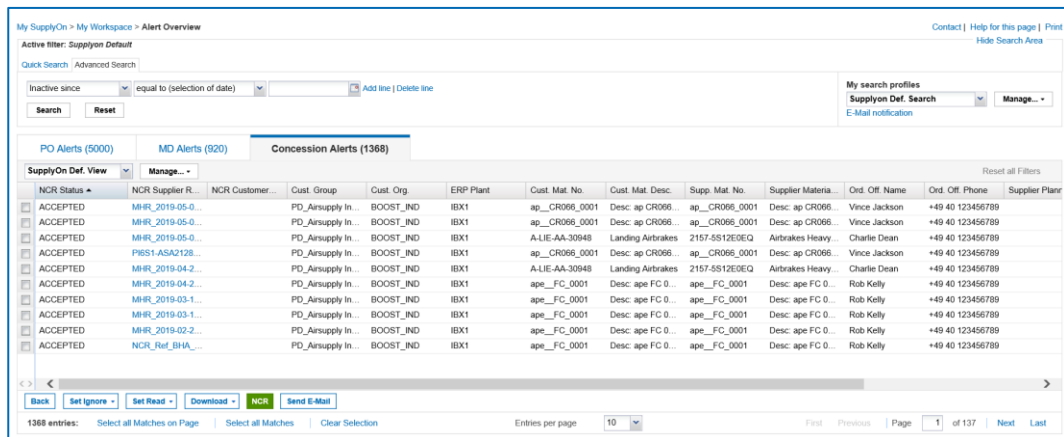
Figure: **Concession Alerts** tab on the **Alert Overview** page.

3. Select one or more alerts for performing one of the following actions:

Set Ignore: The alert is not displayed anymore (total of alert decreases).

Set Read: The alert is still displayed and the **NEW** status is removed.

Download: Download of alerts as CSV-file with all columns (**Alert Details full (CSV)**) or only the displayed columns (**Displayed Columns Only (CSV)**).

7.2 Creating a Search Profile

The alerts displayed on the **Concession Alerts** tab on the **Alert Overview** page are determined by the search criteria of the **Advanced Search**.
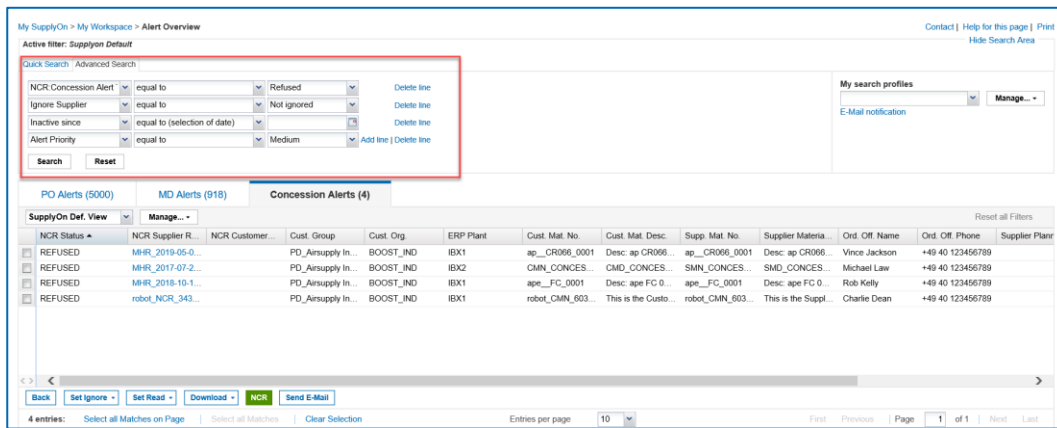
Figure: The search criteria of the **Advanced Search** determine the search result.

A supplier can modify the existing search criteria or create new search criteria and save them in search profiles.

To create a search profile:

1. Add and/or modify search criteria in the **Advanced Search** and click **Search**.

   The search result is displayed in the **Concession Alerts** tab.

2. In the **My search profiles** field, enter a new name for the search profile.
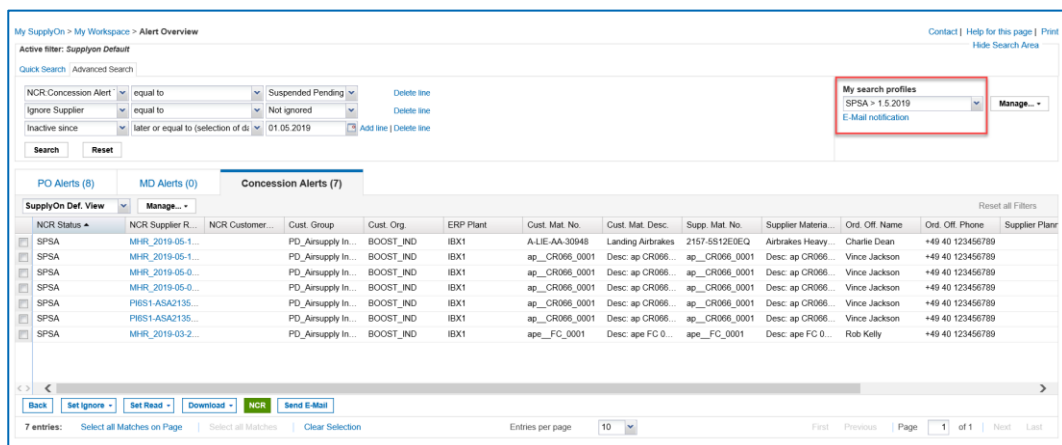
Figure: **My search profiles** field with a new name for a search profile.

3. Click **Manage…**, and then click **Create new**.
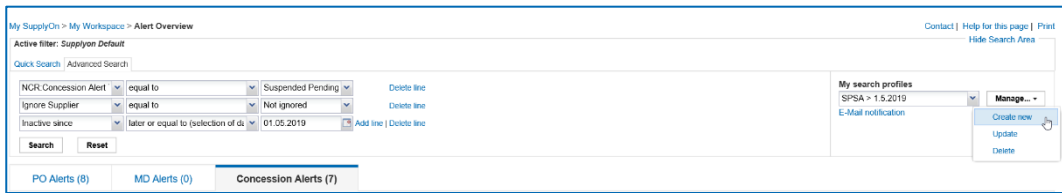
Figure: Creating a new search profile with **Create new**.

The search profile is created.

Now you can use the search profile on the **Concession Alerts** tab on the **Alert Overview** page to display the needed alerts.
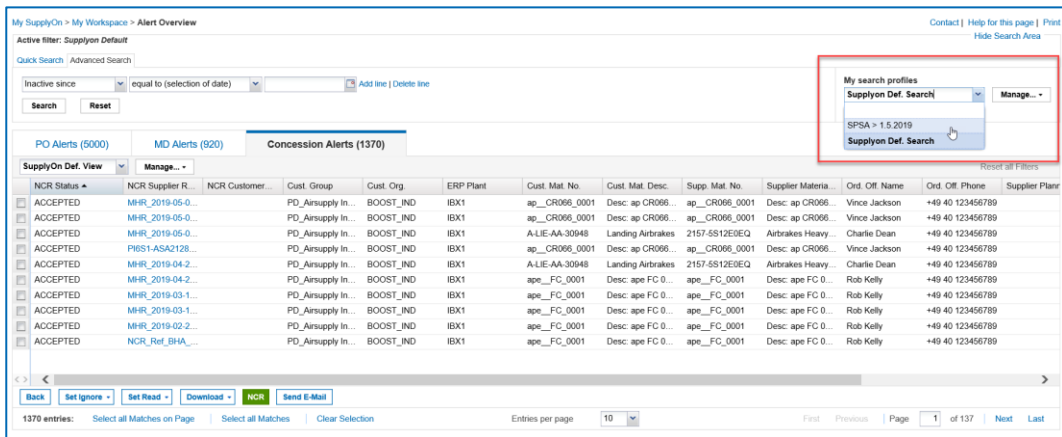
Figure: The new search profile is available on the **Concession Alerts** tab on the **Alert Overview** page.

In addition, you can use search profiles as basis for e-mail notifications.

7.3 Creating E-Mail Notifications

With e-mail notifications a supplier can be informed about new alerts which are relevant for him.
E-mail notifications are based on search profiles. → See *Creating a Search Profile* on page *52*.

A supplier can create an e-mail notification starting on the **Alert Overview** page.
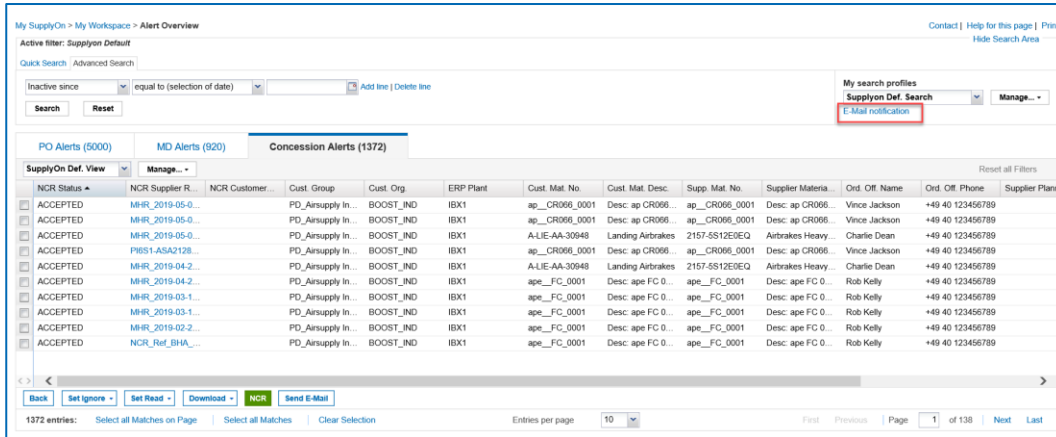
Figure**: E-Mail notification** link on the **Alert Overview** page.

To create an e-mail notification:

1. On the **Alert Overview** page, click **E-Mail notification**.

    The **E-mail Notification** page is displayed.
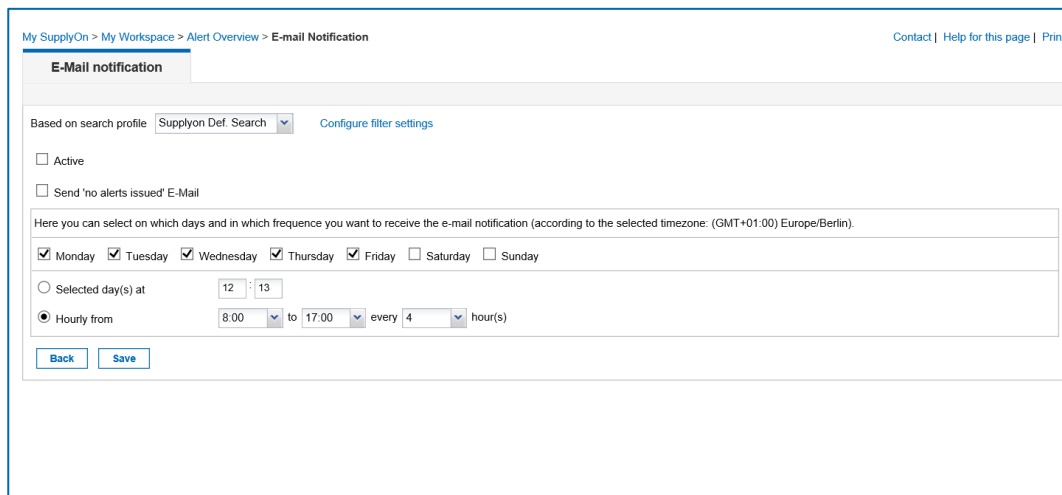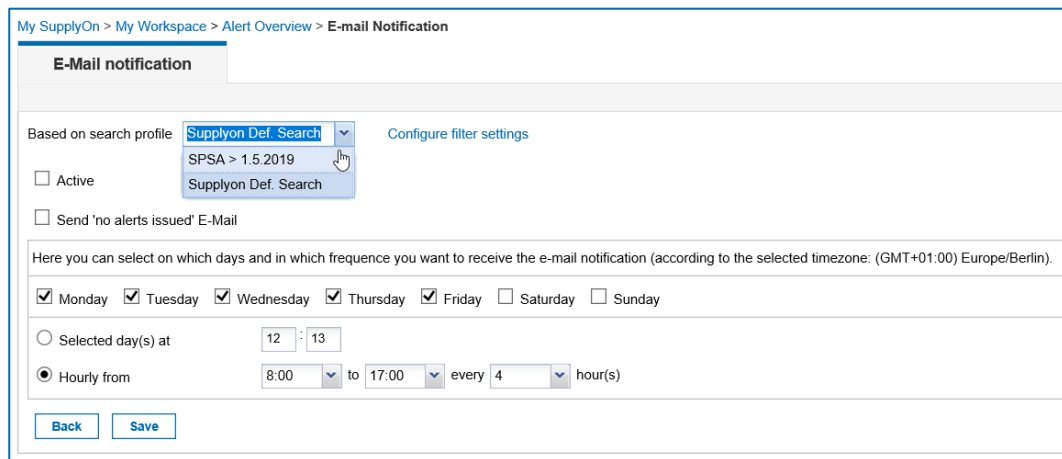
Figure: **E-mail Notification** page.

2. In the **Based on search profile** select list, select a search profile.

Figure: Selecting a search profile for the e-mail notification.

The search profile determines for which alerts an e-mail notification is sent.

3. Choose when and how often you want to receive an e-mail notification.

4. Select **Send 'no alerts issued' E-Mail** to receive an e-mail which confirms that there are no alerts for you to review.

5. Select **Activate** to activate the e-mail notification.

6. Click **Save**.

The e-mail notification is activated and you receive the e-mails as configured.

8   Customizing My Workspace for NCRs

An NCR goes through various status changes from its creation until its final statuses.

With a filter, a supplier can customize the **My Workspace** page and the **Concession Management Summary** to display the statuses of the NCRs that are relevant for him.

To create a filter for the My Workspace page:

1. On the **My Workspace** page, click **My Workspace configuration**.

Figure: **My Workspace** page with **My Workspace Configuration** link.

The **My Workspace configuration** page is displayed.

Figure: **My Workspace Configuration** page.

2. Scroll down the **My Workspace Configuration** page to the **Concession Management Summary** section.
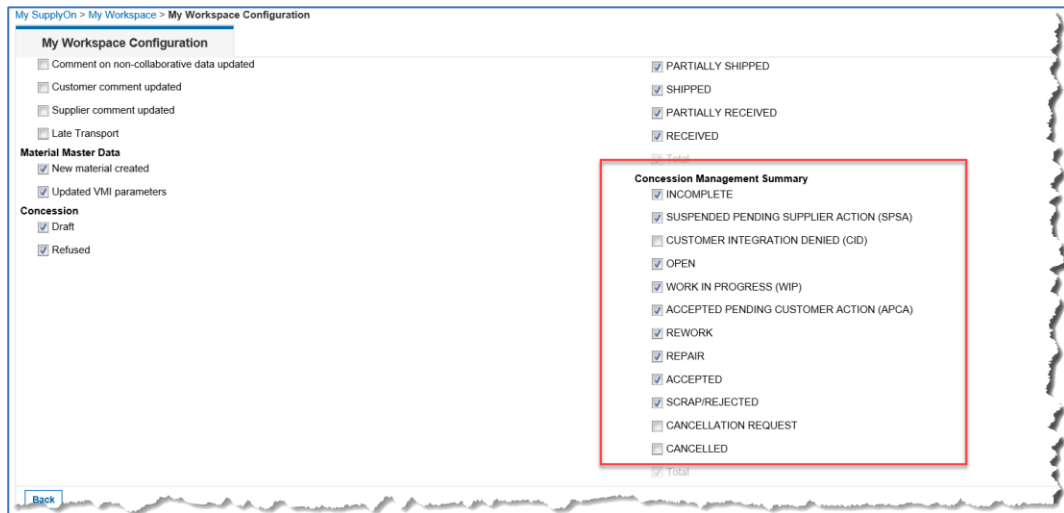
Figure: **Concession Management Summary** section.

3. Select the statuses that you want to be displayed on the **My Workspace** page.

The following statuses are relevant for a supplier:

- **SUSPENDED PENDING SUPPLIER ACTION (SPSA)**
- **CUSTOMER INTEGRATION DENIED (CID)**
- **INCOMPLETE**
- **CANCELLATION REQUEST**

→ See *Working on existing NCRs in AirSupply* on page *27*.

Statuses for the customer side

The following statuses are relevant for a customer:

- **PREVALIDATION**
- **CUSTOMER INTEGRATION DENIED (CID)**
- **INCOMPLETE**
- **WORK IN PROGRESS (WIP)**

→ See *Working on NCRs on Customer Side (Airbus) in status PREVALIDATION* on page *45*.

4. In the **Save configuration** field, enter a new name for the filter.
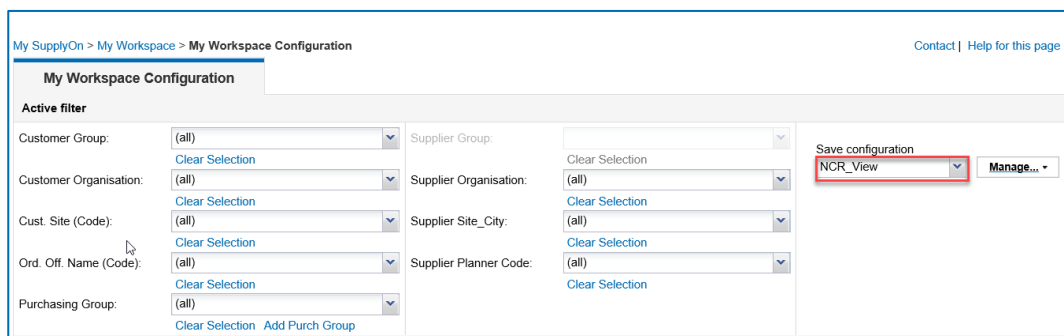
Figure: A new name **NCR_View** in the **Save configuration** section.

5. Click **Manage…**, and then click **Create new**.
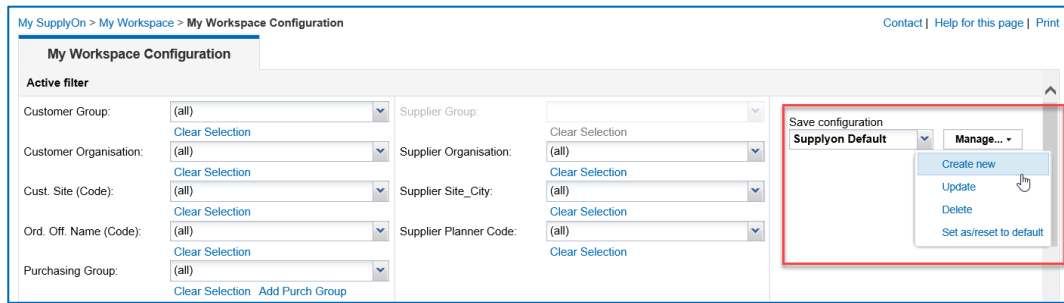
Figure: Creating a new filter with **Create new**.

The filter is created.

Note

To display the newly created filter as the default filter on the **My Workspace** page, click **Manage…**, and then click **Set as/reset to default**.

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6. Change to the **My Workspace** page and select your new created filter.
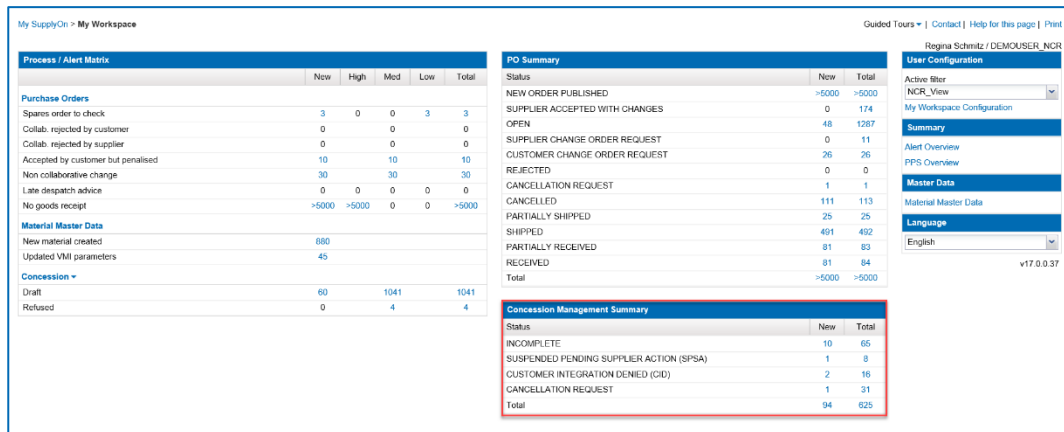
Figure: **My Workspace** page with the new created filter and the customized **Concession Management Summary**.

The customized **Concession Management Summary** with your selected statuses is displayed.

9 Roles and Rights

To be able to work with NCRs in AirSupply, at least one of the two roles is required:

IndSellerConcession-Write:

✓ Can create and modify NCRs.

IndSellerConcession-Read:

✓ Can display NCRs.

> **Note**
>
> Only the SupplyOn Company Admin is authorized to assign roles to already existing users.
>
> Only the SupplyOn Company Admin is authorized to create new users and assign the necessary user roles.
>
> The SupplyOn Company Admin is a colleague of the supplier company. Please contact the SupplyOn support if you do not know who the SupplyOn Company Admin is.

A supplier working on NCRs in AirSupply can check whether the necessary roles have been assigned to him.

Check the roles in SupplyOn:

1. Log on to → **SupplyOn**.
2. On the main menu, point to **Administration**, and then click **User Management**.
3. Click the **User Accounts** tab.
4. Click a user**.**
5. Click the **My roles** tab.

    The roles are defined in the **AirSupply related roles** section.

Figure: The concession roles in the **User Management**.