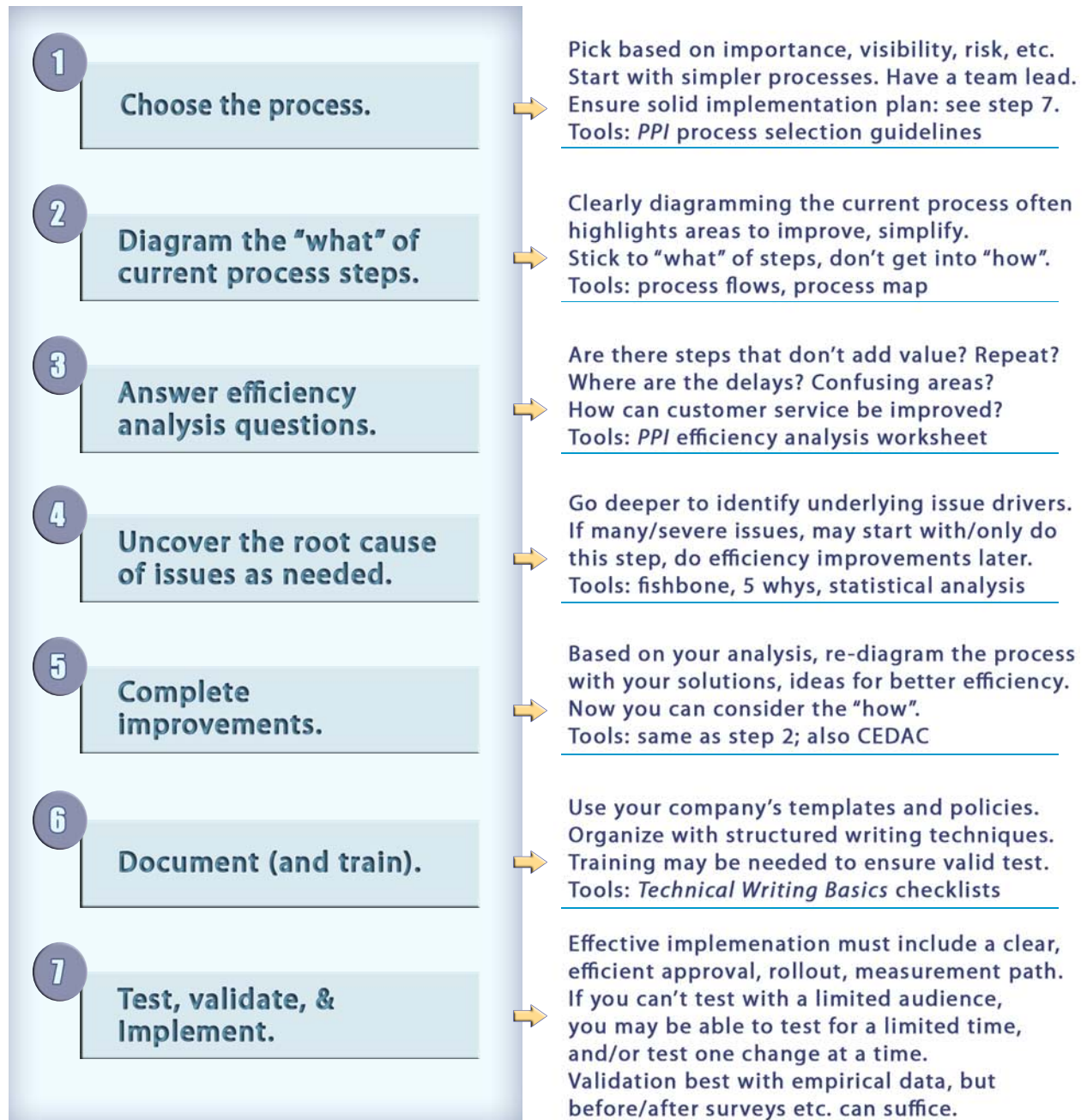


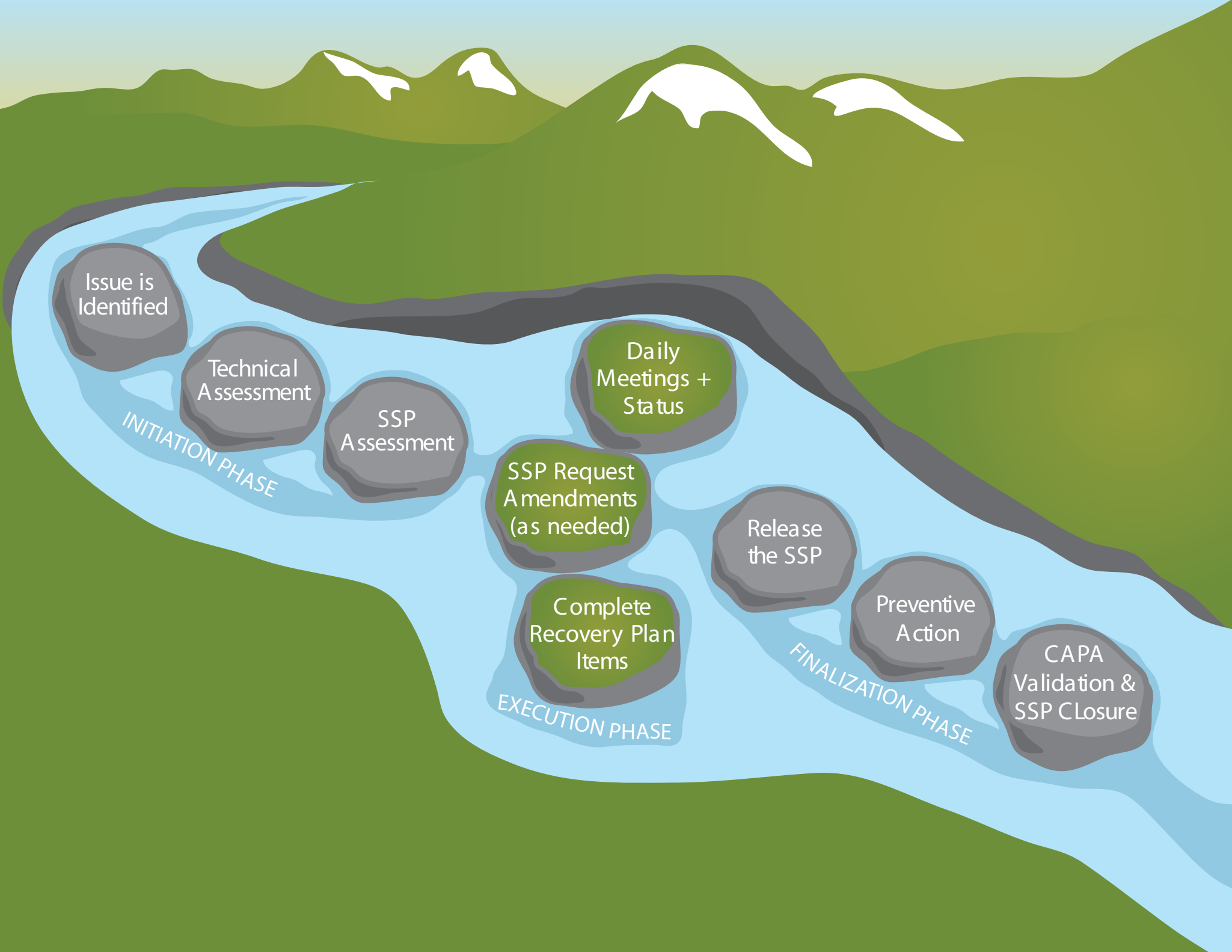


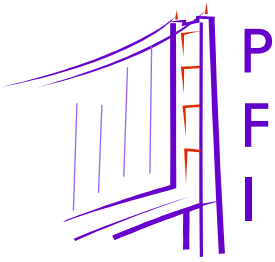
# PRACTICAL Process Improvement



## SSP Process Summary

Phase	Steps	Key Players	Key Deliverables
<b>1.</b> <b>Initiation</b>	<p><b>a. Issue is Identified</b> – often by contract manufacturer, ODM, field.</p> <p><b>b. Technical Assessment</b> – meeting asap to analyze and document technical issues.</p> <p><b>c. SSP Assessment</b> – next meeting asap to determine SSP steps.</p>	<p>The <b>Technical Team Lead</b> puts together the <i>Technical Assessment Meeting</i>. The <b>Operations Product Program Manager (Ops PM)</b> does the same for the <i>SSP Assessment Meeting</i>. The <b>SSP Process PM</b> ensures process is followed, checks &amp; sends all forms to Document Control for processing.</p>	<ul style="list-style-type: none"> <li>• <b>Technical Assessment form</b> (99-1000180-xx) - From TA Meeting</li> <li>• <b>SSP Request form</b> (99-1000179-xx) - When a request is submitted - Updated from SSP Assessment</li> </ul>
<b>2.</b> <b>Execution</b>	<ul style="list-style-type: none"> <li>• <b>Daily meetings + status</b> – to ensure issue is fixed asap.</li> <li>• <b>SSP Request amendments</b> – as needed to reflect changes to issue details, plans.</li> <li>• <b>Team completes recovery plan items</b>, including containment &amp; short-term corrective action.</li> </ul>	<p>The <b>Operations Product Program Manager</b> leads the meetings, is responsible for daily status and amendments. The <b>Technical Team Lead</b> and <b>Factory &amp; Fulfillment Rep</b> attend, with <b>other reps</b> as needed. The <b>SSP Process PM</b> has the same role as in phase 1.</p>	<ul style="list-style-type: none"> <li>• <b>Daily status report</b> - Summary, part of meeting minutes e-mail</li> <li>• <b>SSP Request form</b> (99-1000179-xx) - For normal process updates - For amendments – use the “-xx”</li> <li>• <b>Completed recovery plan items</b></li> </ul>
<b>3.</b> <b>Finalization</b>	<p><b>a. Release the SSP</b> – full or partial, as affected areas are completed.</p> <p><b>b. Preventive Action</b> – ensure issue doesn’t recur, put the right processes, corrective action in place.</p> <p><b>c. CAPA validation &amp; SSP closure</b> – Ensure corrective action has worked, validating data, then close out SSP.</p>	<p>The <b>Ops PM</b> leads the SSP Team to complete resolution of the quality issue(s). The Quality dept. and <b>SSP Process PM</b> leads the CAPA verification/validation process, as well as checking all forms and sending them to Document Control for processing.</p>	<ul style="list-style-type: none"> <li>• <b>SSP Request form</b> (99-1000179-xx) - For releases &amp; closure – use “-xx” - <b>Must include recovery plan</b></li> <li>• <b>Technical Service Bulletin (TSB/FAP)</b> – if customers are affected</li> <li>• <b>CAPA validation/audit data</b> – if CAPA continues after SSP closure, CAPA request opened in CAT tool</li> </ul>





## Job Aid

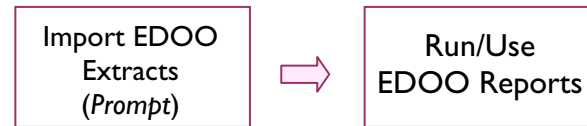
- 1 Changes to the EDOO Transfer Process for Outlet Merchants
- 2 The New EDOO Download Process Steps
- 3 Actualizing Prior Month Transfer Receipts

### Changes to the EDOO Transfer Process for Outlet Merchants

1

**BEFORE**

**In EDOO**



**NOW**

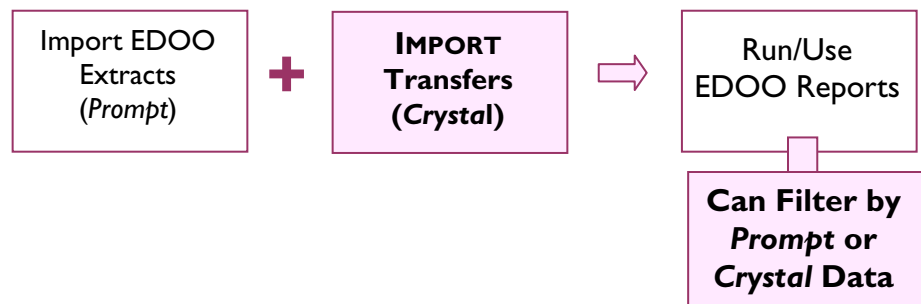
**BRING UP  
O.T. Report  
in Crystal**



**EXPORT O.T.  
Report  
from Crystal**

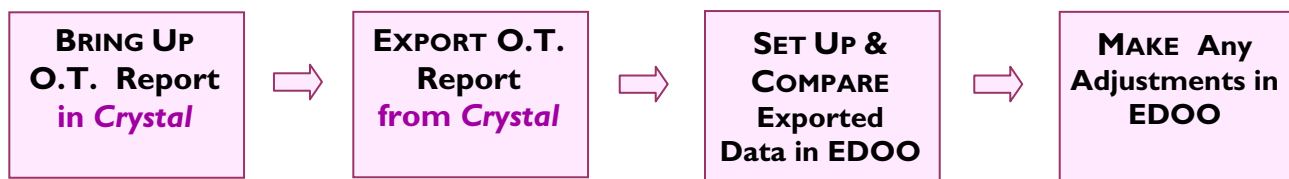


**In EDOO**



**O.T. =**  
*Outstanding  
Transfer Report*

### Actualizing Receipts



# Outlet: Managing Transfer Receipts



## 2 The New Process Steps for EDOO Download

**BRING UP  
O.T. Report  
in Crystal**

	Step	Notes
1	Log on to <b>Crystal Reports</b> with your production login. (Contact PFI team for help.)	Refer to the <i>Crystal Reports</i> QRG for info about running these reports.
2	Bring up the <i>Outstanding Transfer</i> report.	Type the title in the <i>Look for:</i> field.
3	Click the <b>Detail Exploded Export Version</b> .	This makes a floating menu appear.
4	Bring up the report by picking <b>List Reports</b> from the floating menu that appears.	
5	Click the <b>Filter</b> button next to the report.	Click the <i>Filter</i> button next to the most recent instance of the report.
6	Select your company/transfer information in the <i>Filter</i> windows.	Wait for each co./transfer choice to pull in data before picking the next one.
7	Select that report to display the data.	You may need to click <b>Show Group Tree</b> and/or maximize the window.



**EXPORT O.T.  
Report  
from Crystal**

	Step	Notes
1	Click the <i>Export</i>  icon.	You're still in <b>Crystal Reports</b> .
2	a. Choose <i>Export format MS Excel 97-2000 (data only)</i> and <b>All</b> for the page range. b. Click the  button.	
3	<b>Save</b> to your usual directory for Prompt reports. Use the correct naming convention.	Correct naming convention: <i>Month_year_Div#_DivDescription</i>
4	Navigate out and <b>log off</b> of Crystal Reports.	



**IMPORT O.T.  
Report  
into EDOO**

	Step	Notes
1	Launch <b>EDOO</b> and choose the <b>Division, month, year</b> – and save to the appropriate folder.	Do this as you have in the past.
2	Click the <b>Import EDOO Extracts</b> button.	This brings in the Prompt report data just as you have in the past.
3	NEW step: click the <b>Import Transfers</b> button.	This brings in the Crystal O.T. data.
4	<b>Choose the report</b> you saved in export step 3. You're ready to work with the data as usual.	The data is appended to the bottom of the Prompt data on the same screen.

**New filter options** let you sort by **Production** (EDOO Extract – Prompt) or new **Transfer** (Crystal) data. These options are available in **three places**:

Menu	New Filter Option
Make Adjustment	<b>Add New Production Style</b> (used to be <i>Add New Style</i> ) and <b>Add New Transfer Style</b>
Rollup Reports	Used to only be <i>All</i> ; now have <b>Production</b> and <b>Transfer</b>
Monthly Reconciliation Create Report	Used to only be <i>All</i> ; now have <b>Production</b> and <b>Transfer</b>



Note: Contact Thomas Carragher at extension 74292 if you have any questions or difficulties with this process.

**BRING UP  
O.T. Report  
in Crystal**

These steps are the same as the previous page for bringing up the report

	Step	Notes
1	Log on to <b>Crystal Reports</b> with your production login. (Contact PFI team for help.)	Refer to the <i>Crystal Reports</i> QRG for info about running these reports.
2	Bring up the <i>Outstanding Transfer</i> report.	Type the title in the <i>Look for:</i> field.
3	Select the <i>Detail Exploded Export Version</i> .	Select it by clicking the title.
4	Open the report by picking <b>List Reports</b> (floating menu), click the <b>Filter</b> button next to the report.	Click the <i>Filter</i> button next to the most recent instance of the report.
5	Filter the report: Skip over the <b>Sending</b> company search criteria and select search options for the <b>Receiving</b> company: <ul style="list-style-type: none"> <li>• Receiving Corp</li> <li>• Receiving Company</li> <li>• Receiving Division</li> <li>• Receiving Department (note that you can select multiple depts)</li> </ul> Also select: <ul style="list-style-type: none"> <li>• Transfer Status = Approved, Shipped and Closed</li> <li>• Transfer Type = IC</li> </ul>	Note that these selections are different than the filtering you did on the previous page when you brought up the report for the purpose of importing it into EDOO.
6	Select <b>View</b> .	The report displays in a new window.

**EXPORT O.T.  
Report  
from Crystal**

	Step	Notes
1	Click the <i>Export</i>  icon.	You're still in <b>Crystal Reports</b> .
2	c. Choose <i>Export format MS Excel 97-2000 (data only)</i> and <b>All</b> for the page range. d. Click the  button.	
3	Select <b>Open this file from its current location</b> .	Excel sheet opens.
4	Navigate out and <b>log off</b> of Crystal Reports.	

Go on to the next page.

## Outlet: Managing Transfer Receipts

The next steps walk you through how to set up the columns you need visibility to and how to validate your prior month transfer receipts vs. the actual ship date.



### ACTUALIZING RECEIPTS

	Step	Notes
1	Launch <b>EDOO</b> .	
2	Copy the data you need <b>from</b> the <i>Outstanding Transfer</i> report in Excel <b>into</b> EDOO: <ol style="list-style-type: none"> <li>Copy all the data under <i>Sending Legacy Corp.</i></li> <li>Paste this into row A2 of the <i>Open Transfers</i> tab in EDOO.</li> </ol>	<p>The <i>Open Transfers</i> tab in EDOO has a special feature that sorts the information into just the parts you need to see.</p> <p>There's a <input type="checkbox"/> 1 and a <input type="checkbox"/> 2 sort button in the upper-left corner of the page.</p> <p>It defaults to <input type="checkbox"/> 1, which just shows the information you need.</p> <p>Note that "Leg 1" components relate to the Brand and "Leg 2" components relate to Outlet.</p>
3	Sort by <i>Expected DC Date</i> (column A).	
4	Look at <i>Expected DC Date</i> for the previous fiscal month: <ul style="list-style-type: none"> <li>Make sure the 1<sup>st</sup> <i>Shipment Date</i> is populated for the <i>same fiscal month</i> as the <i>Expected DC Date</i>.</li> <li>Determine what was expected to be received but has not yet been shipped.</li> <li>Determine what was shipped that was not expected in that fiscal month.</li> </ul> <p>If there is a problem with any of these, go on to the next step.</p>	
5	Make the necessary adjustments to the EDOO for the unexpected receipts or receipts not actualized.	
6	Validate actual receipts.	

For assistance with this process, contact Thomas Carragher at extension 74292.

## Diagnosing Camera Image Problems

### Before You Begin:

<b>Tools Required</b>	<ul style="list-style-type: none"> <li>• Phillips screwdriver</li> <li>• Adjustable wrench</li> </ul>
<b>Safety Concerns</b>	Make sure power is off before opening the machine cover or the system controller chassis.
<b>Overall Process</b>	Sometimes you'll get an error message onscreen, and other times you'll see the problem in the Camera Alignment window. How the symptom appears will determine how you'll diagnose the problem, which can have many causes.

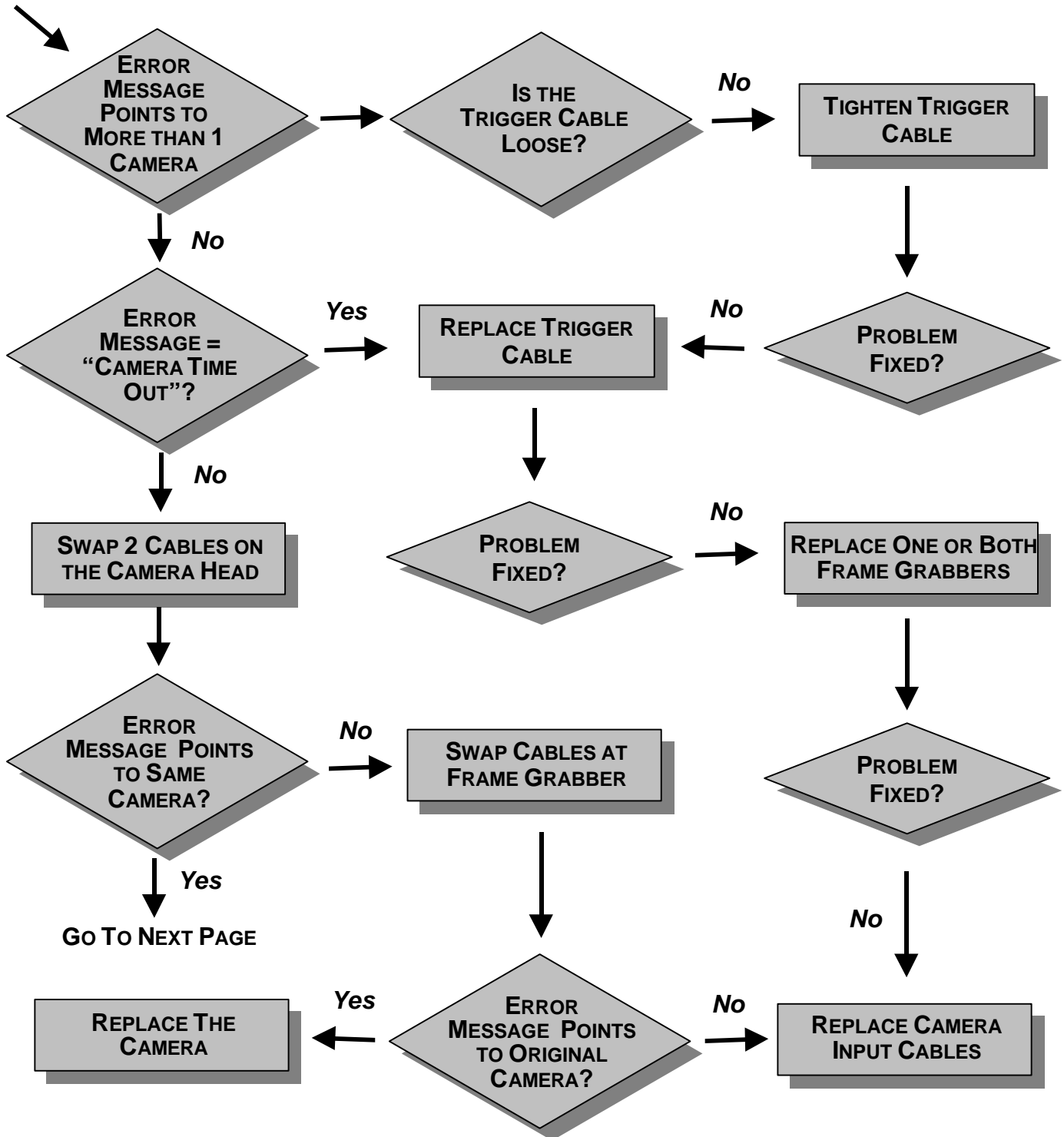
Step	Action	Notes
<b>1</b>	Is there a camera error message onscreen? <ul style="list-style-type: none"> <li>• If no, go to step 10.</li> </ul> Is the message for more than one camera? <ul style="list-style-type: none"> <li>• If yes, go to step 11.</li> <li>• If no, go to step 2.</li> </ul>	
<b>2</b>	Swap two camera input cables on the camera head.  Does the error message still point to the same camera? <ul style="list-style-type: none"> <li>• If yes, go to step 4.</li> <li>• If no, go to step 3.</li> </ul>	To trace the problem back to the frame grabber, you swap the cables attached to the same frame grabber.  If the error message is related to camera 1, 2, or 3, then swap cables between the camera that the error message points to, and one of the other two of these three cameras.  If the error message is related to camera 4 or 5, swap cables between these two cameras.
<b>3</b>	Swap the two camera cables at the frame grabber, leaving them swapped at the camera head.  Does the error remain in the second camera? <ul style="list-style-type: none"> <li>• If yes, replace the cable which is connected to the second camera.</li> </ul> Does the error transfer to the first camera? <ul style="list-style-type: none"> <li>• If yes, replace that camera.</li> </ul>	If the error message now points to the second camera, then the problem is with either the camera or camera cable.  See the job aid on <i>Replacing a Camera</i> or refer to the Lesson 3 procedure slides.



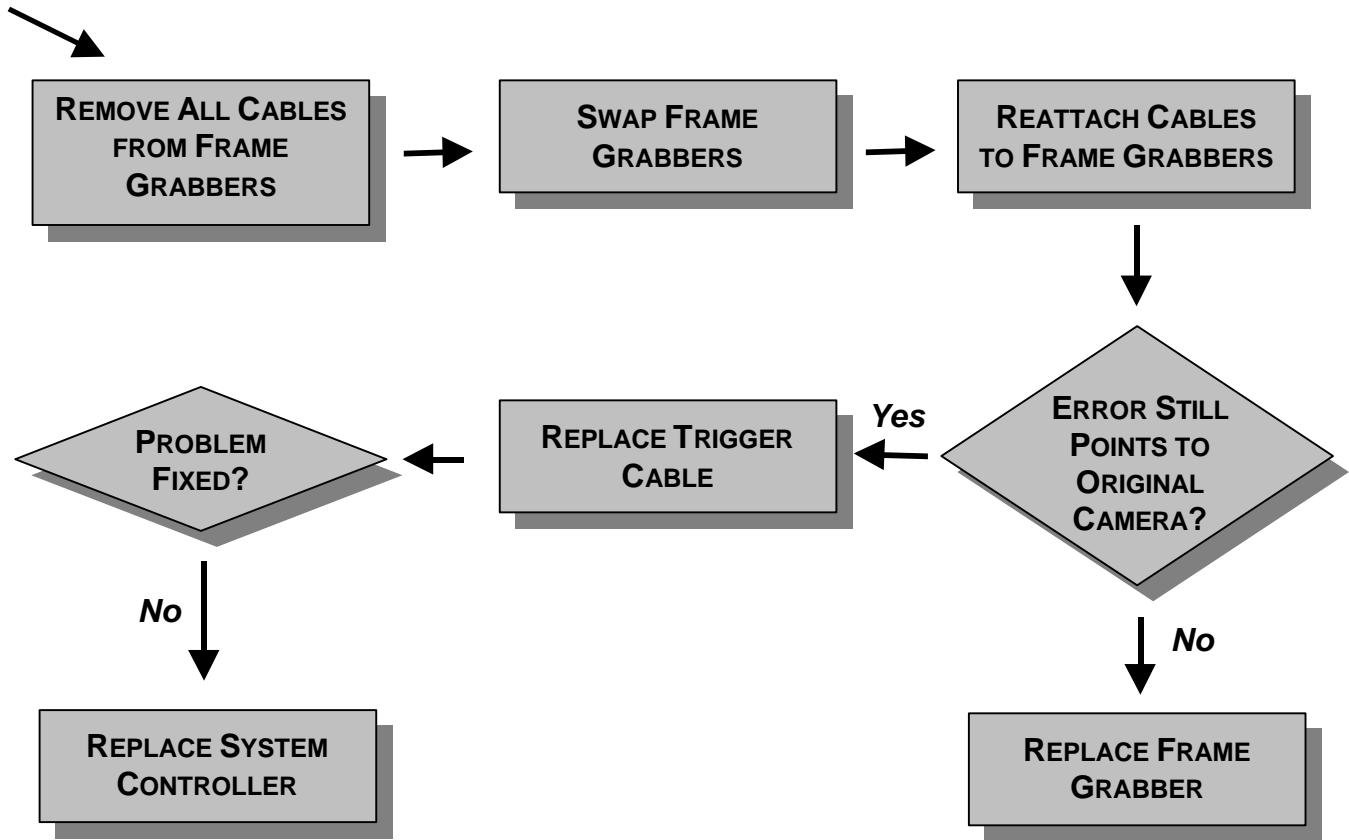
<p><b>4</b></p>	<p>Remove <i>all</i> connections to the two frame grabbers, including the trigger cables.</p> <ul style="list-style-type: none"> <li>• Swap the 2 frame grabbers.</li> </ul>	<p>If the error message remained pointed to the first camera, then the problem is either in a frame grabber, the trigger cable, or the system controller.</p>
<p><b>5</b></p>	<p>Reattach all cables to their respective frame grabbers.</p> <p><i>NOTE: If the original error pointed to camera 1, the problem may already be fixed now.</i></p> <p>Does the error message still point to the original camera?</p> <ul style="list-style-type: none"> <li>• If yes, go to step 6.</li> </ul> <p>Does the error message now point to a different camera?</p> <ul style="list-style-type: none"> <li>• If yes, replace the frame grabber that is connected to the camera which is currently showing a problem.</li> </ul>	<p>A problem with camera 2 may now transfer to camera 5, and vice versa. A problem with camera 3 may now transfer to camera 4 and vice versa. This is because the frame grabber slot for camera 2 is now the slot for camera 5, and so on.</p> <p>If the problem transfers in this way, this indicates that the problem is within the frame grabber slot, and the frame grabber must be replaced.</p> <p>However, if the problem is in the frame grabber slot for camera 1, then simply switching the frame grabbers can allow the system to function normally. There is no corresponding slot <i>in use</i> on FG1 for the camera 1 slot on FG0. Therefore, if frame grabbers are swapped, the problem slot will simply go unused, which will avoid the problem.</p>
<p><b>6</b></p>	<p>Replace the camera trigger cable. Is the problem fixed?</p> <ul style="list-style-type: none"> <li>• If no, go to step 7.</li> </ul>	
<p><b>7</b></p>	<p>Replace the system controller.</p>	<p>See Lesson 5c for instructions on Replacing the System Controller.</p> <p>It is very rare that you will need to do this procedure.</p>
<p><b>8</b></p>	<p>Does the problem show up in more than one camera view?</p> <ul style="list-style-type: none"> <li>• If yes, go to step 9.</li> </ul> <p>Does the problem show up in only one camera view?</p> <ul style="list-style-type: none"> <li>• If yes, go to step 10.</li> </ul>	<p>It is rare for there to be a problem in more than one camera view at the same time.</p>

<p><b>9</b></p>	<p>Check the trigger cables. Is one loose?</p> <ul style="list-style-type: none"> <li>• If no, go to step 10.</li> <li>• If yes, secure the cable.</li> </ul> <p>Is the problem fixed?</p> <ul style="list-style-type: none"> <li>• If no, go to step 10.</li> </ul>	<p>Loose or damaged trigger cables are by far the most common cause of problems that occur in more than one camera at the same time.</p>
<p><b>10</b></p>	<p>Is the problem located only in cameras attached to the same frame grabber?</p> <ul style="list-style-type: none"> <li>• If yes, replace the trigger cable that plugs into that frame grabber.</li> <li>• If no, replace both trigger cables.</li> </ul> <p>Is the problem fixed?</p> <ul style="list-style-type: none"> <li>• If no, go to step 11.</li> </ul>	
<p><b>11</b></p>	<p>Is the problem located only in cameras that are attached to the same frame grabber?</p> <ul style="list-style-type: none"> <li>• If yes, replace that frame grabber.</li> <li>• If no, replace both frame grabbers.</li> </ul> <p>Is the problem fixed?</p> <ul style="list-style-type: none"> <li>• If no, go to step 12.</li> </ul>	
<p><b>12</b></p>	<p>Replace the input cables that are attached to the cameras which are showing problems.</p>	<p>In <i>very rare</i> cases, more than one camera cable may fail at exactly the same time.</p>
<p><b>13</b></p>	<p>Check the camera input cable. Is it fastened securely at both ends?</p> <ul style="list-style-type: none"> <li>• If yes, go to step 14.</li> <li>• If no, fasten the cable securely.</li> </ul> <p>Is the problem fixed?</p> <ul style="list-style-type: none"> <li>• If no, go to step 14.</li> </ul>	
<p><b>14</b></p>	<p>Replace the camera input cable.</p> <p>Is the problem fixed?</p> <ul style="list-style-type: none"> <li>• If no, go to step 15.</li> </ul>	
<p><b>15</b></p>	<p>Replace the camera.</p>	<p>See the job aid for <i>Replacing a Camera</i> or refer to the Lesson 3 procedure slides.</p>

## Handling Camera Image Problems–Flow 1 Camera Error Message Onscreen



### Handling Camera Image Problems–Flow 1 (continued) Camera Error Message Onscreen



### Handling Camera Image Problems–Flow 2 Problem in One Camera View

