

nats

Nonconformance Action Tracking System
Version 2.0

User Guide

August 2013

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Chapter 1

Application Overview

This chapter acquaints you with the main areas of the interface and application architecture.

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Chapter 1: **nats** Architecture

nats is a web application designed by the Parker Aerospace Group to automate the tracking and data collection of Parker Hannifin's nonconformance parts. Users can view and update **nats** data as long as they have a login account. The application is open to both Parker employees and its customers. It is accessible via internet connection. In other words, **nats** users need not be within the Parker's network.

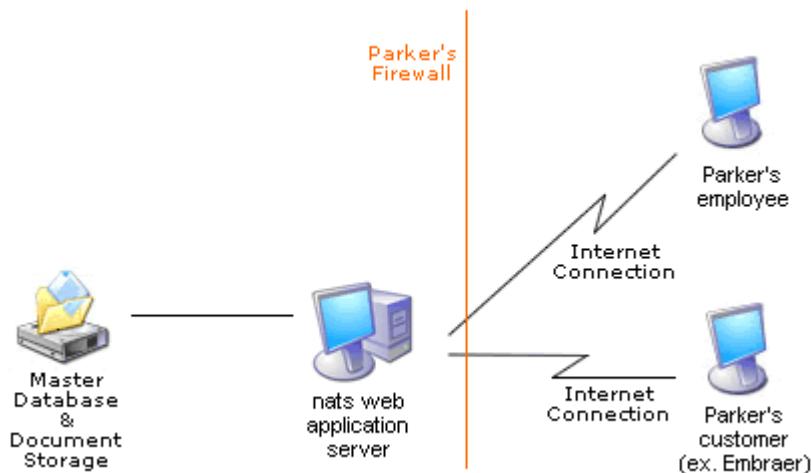


Figure 1 – Schematic of **nats** Architecture

Chapter 1: Software Requirement

nats only supports Microsoft Internet Explorer (IE) browser, as indicated below.

- Internet Explorer (IE) 6.0 or greater
<http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp>

Chapter 1: **nats** Sign In

To access **nats** website, your computer must be connected to the internet:

- Open your Internet Explorer browser.
- On the address line of your browser, type **https://aeroworld.parker.com/aagnats** and press enter. You should see a 'Sign In' page similar to below.
- Enter your user ID and password, and then click the 'sign in' button.

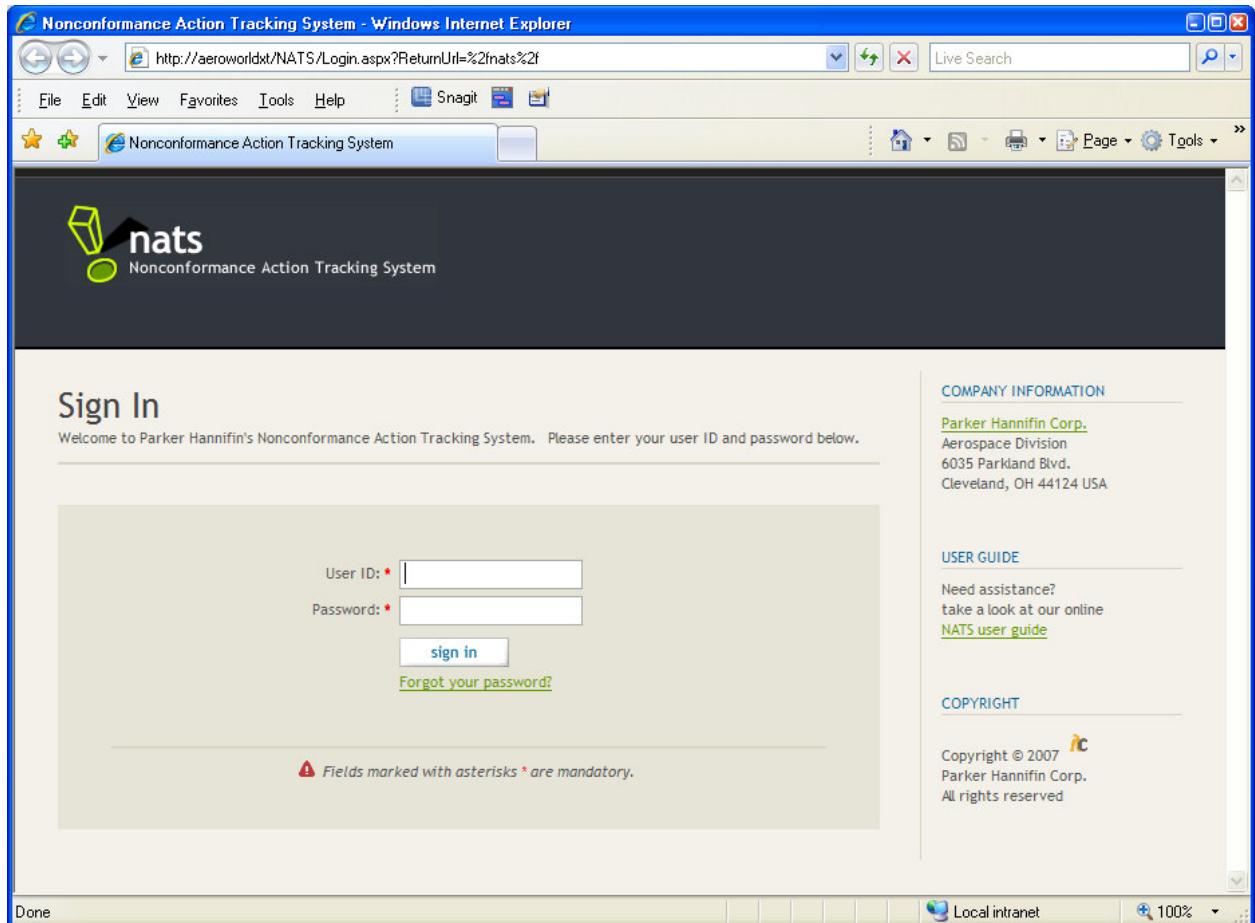


Figure 2 – Sign In

Forget your password? If you've forgotten your password or user ID, simply click on the link labeled 'Forgot your password?'. You will be prompted to enter your email address. The system will automatically send you your user ID and password via email.

How can you obtain a login account? In order to gain access into **nats**, you will need a **nats** login account. Please contact the Parker Hannifin's **nats** administrator to obtain one.

Chapter 1: Tab Navigation

The main menu is a tabbed navigation bar that provides you quick access to the acceptance rating and part tracking data, as well as administrative resources. Specific tabs are made available to certain users, depending on the user type. **nats** has three types of users: Parker's employee, customer, and administrator. Parker employees can view and update all acceptance rating and part tracking information, including classified records. Customers can update only partial acceptance rating data and view non-classified part tracking information.

Administrators have view/update access to all of **nats** data, including user profiles and lookup tables.

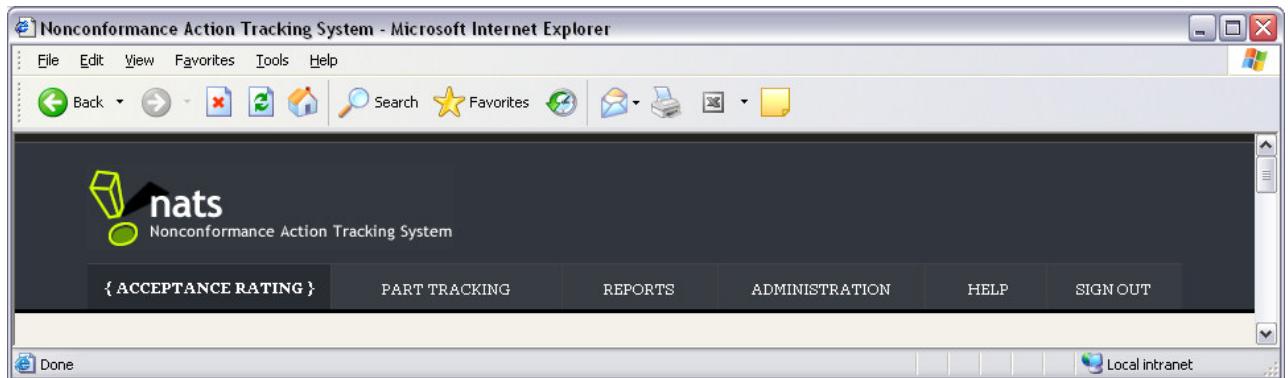


Figure 3 – Tab Navigation

The following is a brief description of each of the menu tabs:

Acceptance Rating tab is available to all users. It lists the target and actual acceptance rating per year. The list can be searched and sorted by; division, customer, Parker customer ID, part number, year, and part description. Parker employees and administrators can view and update all acceptance rating data. Customers can also view all acceptance rating records but can only update the production units.

Part Tracking tab is available to all users. It is a log of all reported nonconformance parts. The list can be searched and sorted by; record number, customer, vehicle serial number, division, reject tag, reject year, status, part number, part serial number, and responsible party. Parker employees and administrators can view and update all part tracking data. Customers can view non-classified part tracking records but cannot update them.

Reports tab is available to all users. Parker employees and administrators can generate reports for both classified and non-classified information. Customers can only view non-classified data.

My Profile tab is only available to Parker employees and customers.

Administration tab is only available to administrators. It allows administrators to manage lookup tables and login accounts.

Help tab is available to all users. It provides a link to this user guide.

Sign Out tab is available to all users. It is highly recommended that you log out of nats before closing the browser.

Chapter 2

Acceptance Rating

This chapter explains how to update and administer the acceptance rating data

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- Updating Acceptance Ratings 11
- Adding Part 13

Chapter 2: Acceptance Rating Log

The Acceptance Rating Log is a listing of the target and actual acceptance ratings per part number. The target rating is defaulted to 100%, unless otherwise manually revised. The actual rating is automatically calculated by taking all of the rejections for a given month (based on the reject date) and divide this by to the number of production quantities/units.

⚠ Important Note: The system only counts the rejections that are Parker's responsibility. Sometimes what initially appears to be a rejection may later be determined to be OK and the responsibility is reversed - no longer a hit to Parker's quality performance rating. Please refer to the field 'responsible party' on page 27 for additional information. The associated performance numbers will automatically be updated when there is a change to the responsible party.

Customer	Division	Parker Part #	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMBRAER	AFD	0000001	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	0000002	2007	100	100	100	95	100	100	100	100	100	100	100	100
EMBRAER	AFD	0000004	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2000031-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2770088-101	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2790510-103	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2810050-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2810051-104	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2930003-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2930003-103	2007	100	100	100	100	100	100	100	100	100	100	100	100

Figure 4 – Acceptance Rating Log

Chapter 2: Acceptance Rating Log

Search is available for your convenience at the top of the page. You can search by division, customer, Parker customer ID, part number, year, and part description.

The log can be sorted by customer, division, part number, or year, simply by clicking on the associated column heading. The first time the link is selected, the sort order will be in ascending order. The second time the link is selected, the sort will toggle to descending order.

Navigation is located at the bottom right of the web page. To navigate to the first, previous, next, or last page of the list, simply click on the links marked as such below the log. You can also view the entire log on the same page by selecting the link 'view all'.

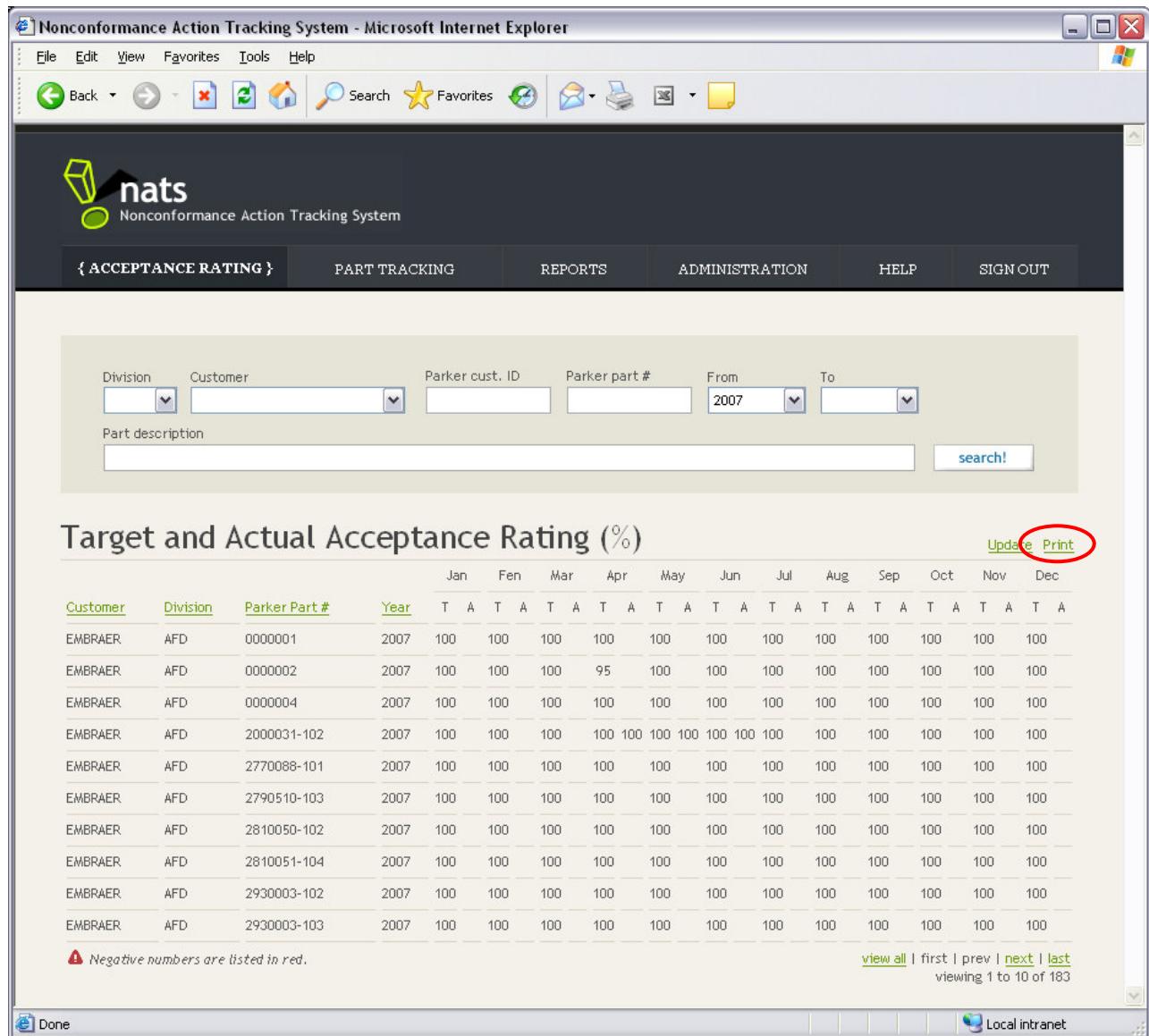
The Acceptance Rating Log contains the following data:

- Customer
- Parker customer ID – When you hover the mouse over the customer data, the customer ID will appear on the screen. This ID is a manufacturer's identification number assigned to parker or a Parker division by the customer.
- Division (Parker division)
- Part number – The part number of the Parker end item. It should match the part number cited on the customer purchase order.
- Part description – When you hover the mouse over the part number, its description will appear on the screen. It is the description of the component as shown on the engineering drawing.
- Year – The year of the target and actual rating
- Target acceptance rate (T) – The target quality acceptance rate. It defaults to 100% but may be different based on specific commitments made to the customer.
- Actual acceptance rate (A) - The actual rating is calculated from the rejections for a given month (based on the reject date) divided by to the number of production quantities or units.
- Production Units (Prod. Units) – The quantity of units received by the customer. In some cases this may be the quantity shipped or sold by the customer.

Chapter 2: Printing Acceptance Rating Log

You can obtain a printout of the Acceptance Rating Log simply by clicking on the link marked 'print' on the Acceptance Rating Log page.

The printed report will contain the exact data content as that shown on your screen. In other words, if you apply a search criteria or sort to the log, the report will inherit those settings as well.



The screenshot shows the NATS web application interface. At the top, there is a navigation bar with links for File, Edit, View, Favorites, Tools, Help, Back, Forward, Stop, Home, Search, Favorites, and a toolbar with icons for Mail, Print, and others. The logo 'nats Nonconformance Action Tracking System' is visible. The main menu bar includes ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. Below the menu, there are search fields for Division, Customer, Parker cust. ID, Parker part #, From (2007), To, Part description, and a search button. The main content area is titled 'Target and Actual Acceptance Rating (%)'. It contains a table with columns for Customer, Division, Parker Part #, Year, and months Jan through Dec. Each cell in the table represents a target (T) or actual (A) acceptance rating percentage. A note at the bottom left says '⚠ Negative numbers are listed in red.' and a note at the bottom right says 'view all | first | prev | next | last | viewing 1 to 10 of 183'. The 'Print' link in the top right corner of the table header is circled in red.

Customer	Division	Parker Part #	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
				T	A	T	A	T	A	T	A	T	A	T	A
EMBRAER	AFD	0000001	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	0000002	2007	100	100	100	95	100	100	100	100	100	100	100	100
EMBRAER	AFD	0000004	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2000031-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2770088-101	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2790510-103	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2810050-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2810051-104	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2930003-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2930003-103	2007	100	100	100	100	100	100	100	100	100	100	100	100

Figure 5 - Print Acceptance Rating Log

Chapter 2: Updating Acceptance Ratings

To update the production units and target ratings, click on the link marked 'update' on the upper right corner of the Acceptance Rating Log page, as illustrated below. You will be transferred to the 'Update Acceptance Ratings' page, shown in figure 7.

Customer	Division	Parker Part #	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
				T	A	T	A	T	A	T	A	T	A	T	A
EMBRAER	AFD	0000001	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	0000002	2007	100	100	100	95	100	100	100	100	100	100	100	100
EMBRAER	AFD	0000004	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2000031-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2770088-101	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2790510-103	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2810050-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2810051-104	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2930003-102	2007	100	100	100	100	100	100	100	100	100	100	100	100
EMBRAER	AFD	2930003-103	2007	100	100	100	100	100	100	100	100	100	100	100	100

Figure 6 – Update Acceptance Ratings

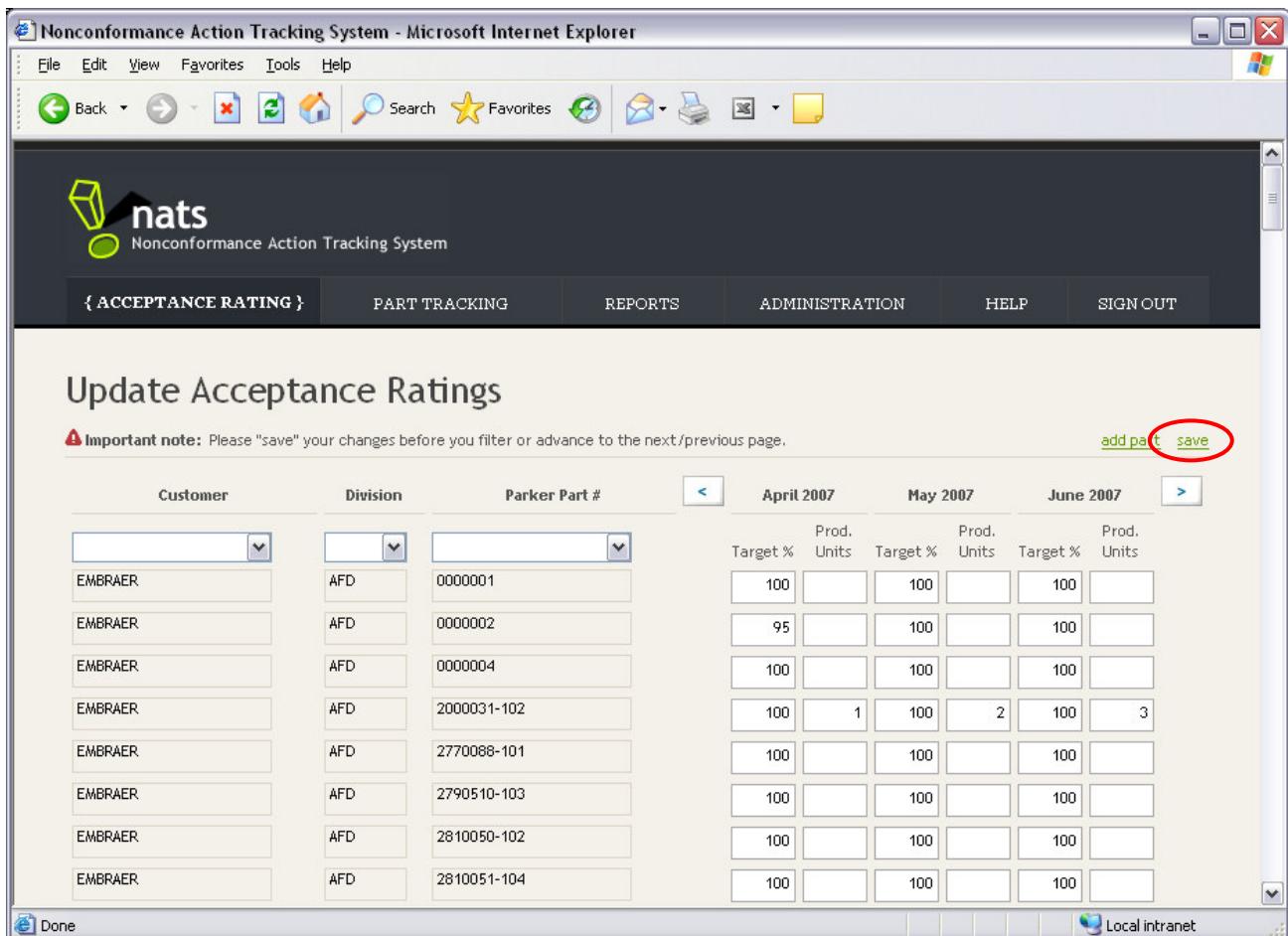
Chapter 2: Updating Acceptance Ratings

By default, the 'Update Acceptance Ratings' page displays data for all part numbers in the current three months window. You can easily navigate to prior or future months by clicking on the previous  and next  buttons.

The listboxes, located under the column headings 'Customer', 'Division', and 'Parker Part #', allow you to filter the data and narrow the number of parts to be displayed on the page.

Parker employees may update the target percentages and the production units. Customers may only update the latter field. To save your changes, simply click on the link marked "save" at the upper right corner, as highlighted in the illustration below.

⚠ Important Note: It is imperative that you save your updates BEFORE you filter or navigate to another page. Otherwise, you will lose all the changes you have made up to that point.



The screenshot shows the 'Update Acceptance Ratings' page of the NATS system. The page has a header with the NATS logo and navigation links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. Below the header is a message: 'Important note: Please "save" your changes before you filter or advance to the next/previous page.' The main content is a grid table with columns for Customer, Division, Parker Part #, and months April 2007, May 2007, and June 2007. Each month column has 'Prod. Units' and 'Target %' sub-columns. The 'save' link is highlighted with a red circle in the top right corner of the grid header.

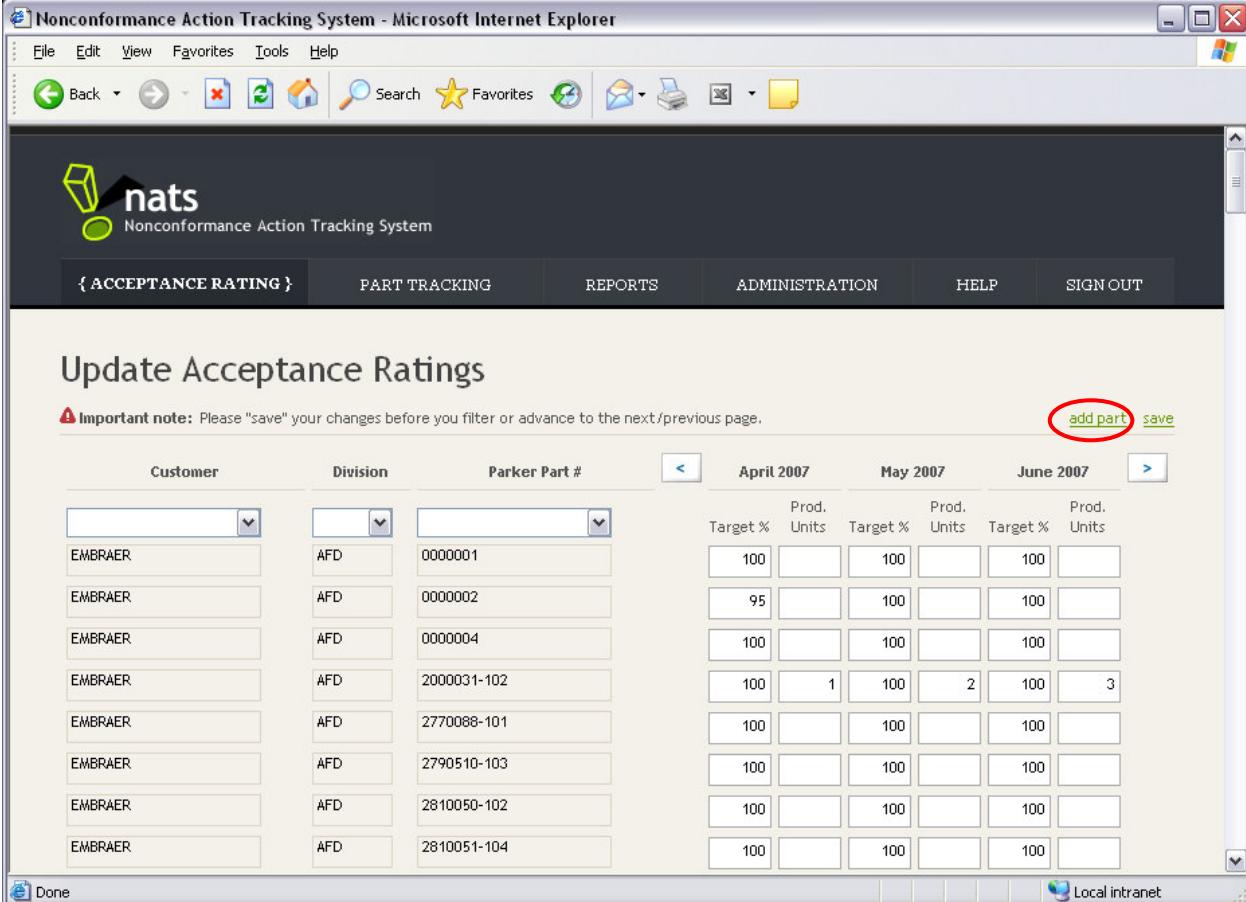
Customer	Division	Parker Part #	April 2007	May 2007	June 2007
EMBRAER	AFD	0000001	100	100	100
EMBRAER	AFD	0000002	95	100	100
EMBRAER	AFD	0000004	100	100	100
EMBRAER	AFD	2000031-102	100	1	2
EMBRAER	AFD	2770088-101	100	100	100
EMBRAER	AFD	2790510-103	100	100	100
EMBRAER	AFD	2810050-102	100	100	100
EMBRAER	AFD	2810051-104	100	100	100

Figure 7 – Save Acceptance Ratings

Chapter 2: Adding Part For Acceptance Rating

To add a new part to the Acceptance Rating Log, simply click on the link marked 'add part' at the upper right corner of the 'Update Acceptance Ratings' web page, as illustrated in figure 7. A popup form, titled 'Add Parker Part', figure 8, will appear on the screen.

Important Note: When you add a new part to the Part Tracking Log (please refer to page 16 for more information), it will automatically appear in the Acceptance Rating Log.

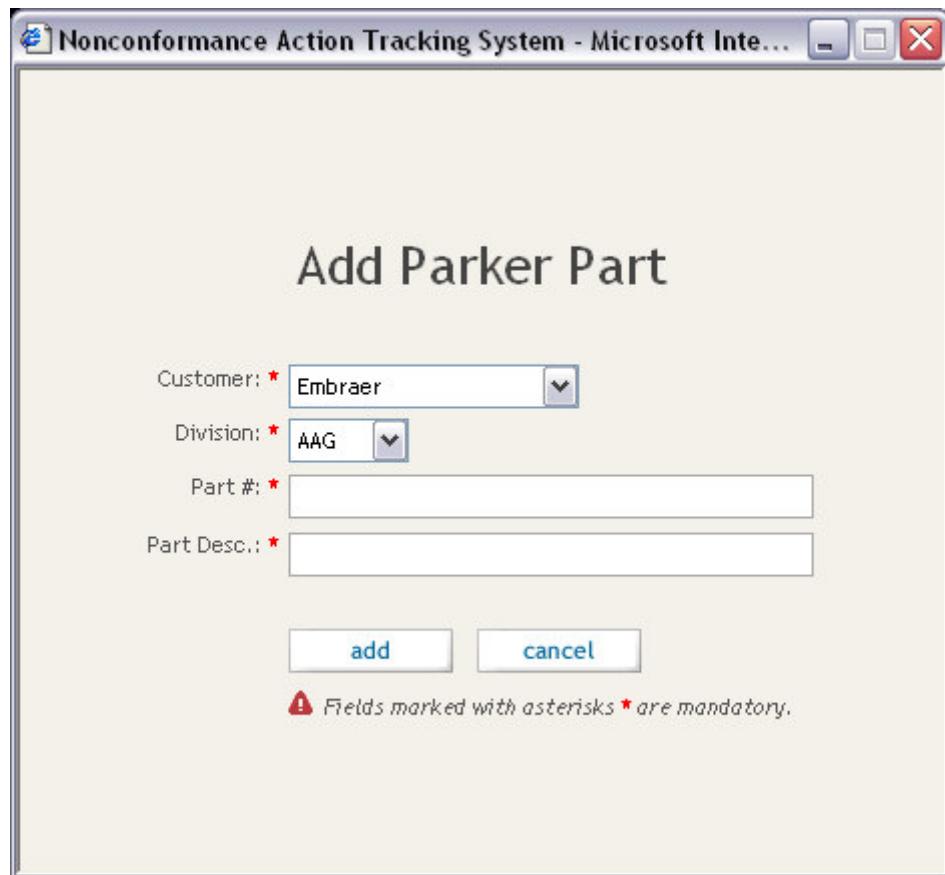


The screenshot shows a Microsoft Internet Explorer window displaying the 'Nonconformance Action Tracking System - Microsoft Internet Explorer'. The title bar reads 'Nonconformance Action Tracking System - Microsoft Internet Explorer'. The menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The toolbar includes 'Back', 'Forward', 'Stop', 'Search', 'Favorites', 'Home', 'Print', and 'Help'. The page header features the 'nats' logo and the text 'Nonconformance Action Tracking System'. The main navigation menu includes 'ACCEPTANCE RATING', 'PART TRACKING', 'REPORTS', 'ADMINISTRATION', 'HELP', and 'SIGN OUT'. The current page is 'ACCEPTANCE RATING'. The main content area is titled 'Update Acceptance Ratings'. A note at the top says 'Important note: Please "save" your changes before you filter or advance to the next/previous page.' Below this is a table with columns: Customer, Division, Parker Part #, and three months: April 2007, May 2007, and June 2007. The table rows show data for Parker Part # 0000001 across three months. The 'add part' link is circled in red at the top right of the page.

Figure 8 –Add New Part to Acceptance Ratings

Chapter 2: Adding Part

Please enter the appropriate data for customer, division, part number, and part description. All fields are required. When completed, click on the button 'add' to save. If by mistake, you try to add a part that already exists in the database, the application will notify you with an error message.



The screenshot shows a Microsoft Internet Explorer window titled 'Nonconformance Action Tracking System - Microsoft Internet Explorer'. The main content is a form titled 'Add Parker Part'. The form has four fields: 'Customer: *' with a dropdown menu showing 'Embraer', 'Division: *' with a dropdown menu showing 'AAG', 'Part #: *' with an empty text input field, and 'Part Desc.: *' with an empty text input field. Below the form are two buttons: 'add' and 'cancel'. A note at the bottom states: '⚠ Fields marked with asterisks * are mandatory.'

Figure 9 – Add Parker Part

Chapter 3

Part Tracking

This chapter explains how to update and maintain the part tracking data

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Chapter 3: Part Tracking Log

The Part Tracking Log is a listing of all reported nonconforming Parker parts.

Search is available for your convenience at the top of the page. You can search by record number, customer, vehicle serial number division, reject tag, reject year, status, Parker part number, part serial number, and responsible party. By default, the log only shows 'open' items. You can change this by specifying different search criteria.

The log can be sorted by record number, customer, division, Parker part number, part serial number, vehicle serial number, reject tag, reject date, responsible party, and status. You can sort simply by clicking on the associated column heading. The first time the link is selected, the sort order will be in ascending order. The second time the link is selected, the sort will toggle to descending order.

Navigation is located at the bottom right of the web page. To navigate to the first, previous, next, or last page of the list, simply click on the links marked as such below the log. You can also view the entire log on the same page by selecting the link 'view all'.

Rec	Customer	Division	Parker part #	Part S/N	Vehicle S/N	Reject tag	Reject date	Responsible	Status		
644	EMBRAER	AFD	2000031-102	208902-CR	135BJ-975	200019593	09.11.06	AFD	Open	copy	delete
649	EMBRAER	AFD	2000031-102	229	135BJ-978	200024746	09.28.06	AFD	Open	copy	delete
664	EMBRAER	AFD	2000031-102	0221-5	135BJ-980	200047594	12.01.06	AFD	Open	copy	delete
665	EMBRAER	AFD	2000031-102	0213	135BJ-980	200047596	12.01.06	AFD	Open	copy	delete
546	EMBRAER	AFD	2770088-101	5 units	190-0064	200052992	12.14.06	AFD	Open	copy	delete
547	EMBRAER	AFD	2770088-101	3 units	190-0074	200052994	12.14.06	AFD	Open	copy	delete
692	EMBRAER	AFD	2810050-102	2974	135BJ-967	6041804	06.14.07	AFD	Open	copy	delete

Figure 10– Part Tracking Log

Chapter 3: Part Tracking Log

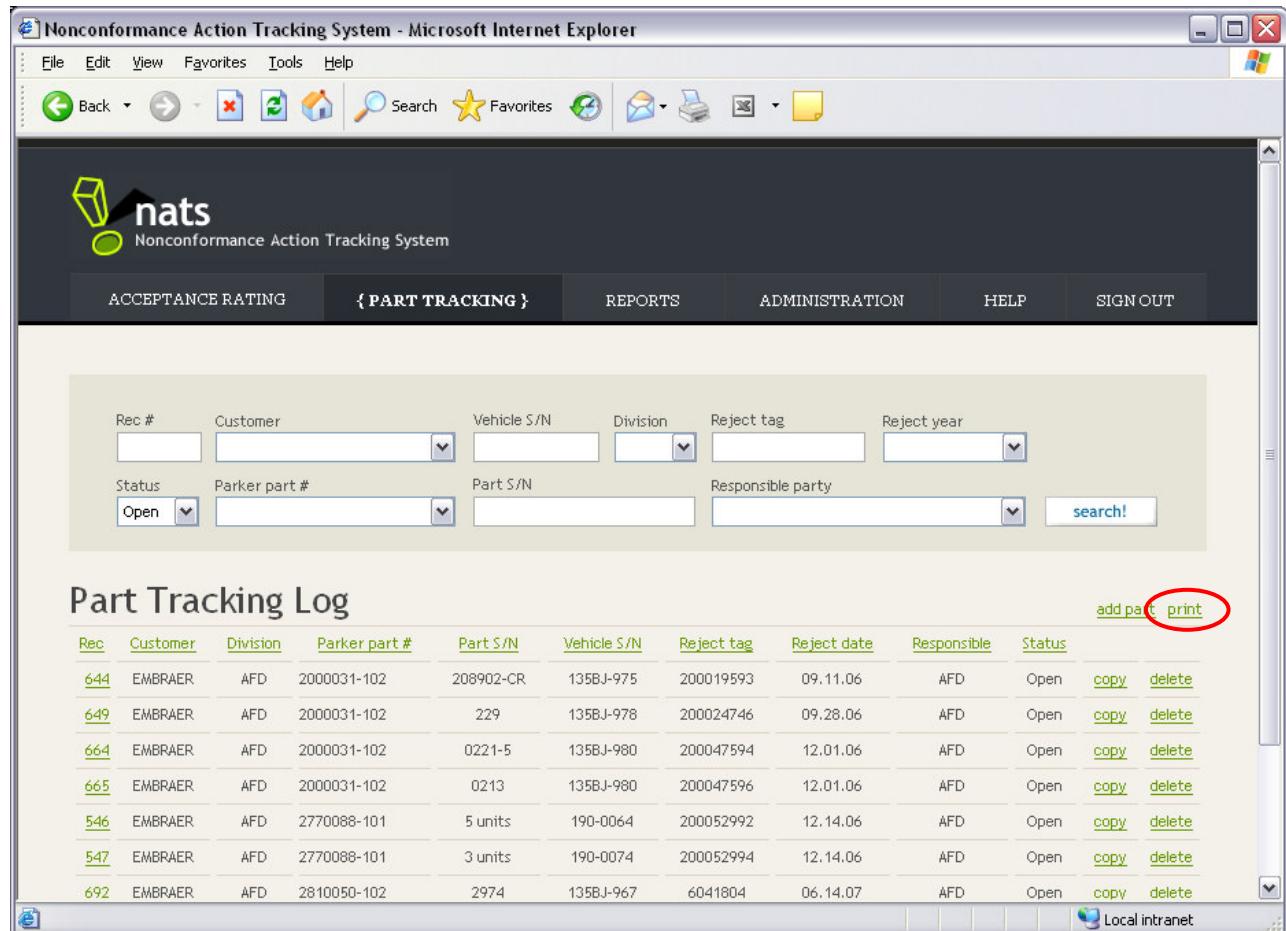
The Part Tracking Log contains the following data:

- Record number – A unique identification number assigned to each part by **nats**
- Customer
- Parker customer ID – When you hover the mouse over the customer data, the customer ID will appear on the screen. This ID is a manufacturer's identification number assigned to Parker or a Parker division by the customer.
- Division (Parker division)
- Part number – The part number of the Parker end item. It should match the part number cited on the customer purchase order.
- Part description – When you hover the mouse over the part number, its description will appear on the screen. It is the description of the component as shown on the engineering drawing.
- Part serial number – The serial number assigned to a specific unit or component
- Vehicle serial number – The serial number, tail number, or vehicle identification number of the aircraft or vehicle.
- Reject tag – The identification number assigned by the customer for the nonconforming material report or tag
- Reject date – The date that the nonconforming material report or tag was created.
- Responsible party (Responsible) – The party initially deemed responsible for creating the nonconforming material/condition.
- Status – The system automatically assign 'open' until the part is manually updated to 'closed'.

Chapter 3: Printing Part Tracking Log

You can obtain a printout of the Part Tracking Log simply by clicking on the link marked 'print' on the Part Tracking Log page.

The printed report will contain the exact data content as that shown on your screen. In other words, if you apply a search criteria or sort to the log, the report will inherit those settings as well.



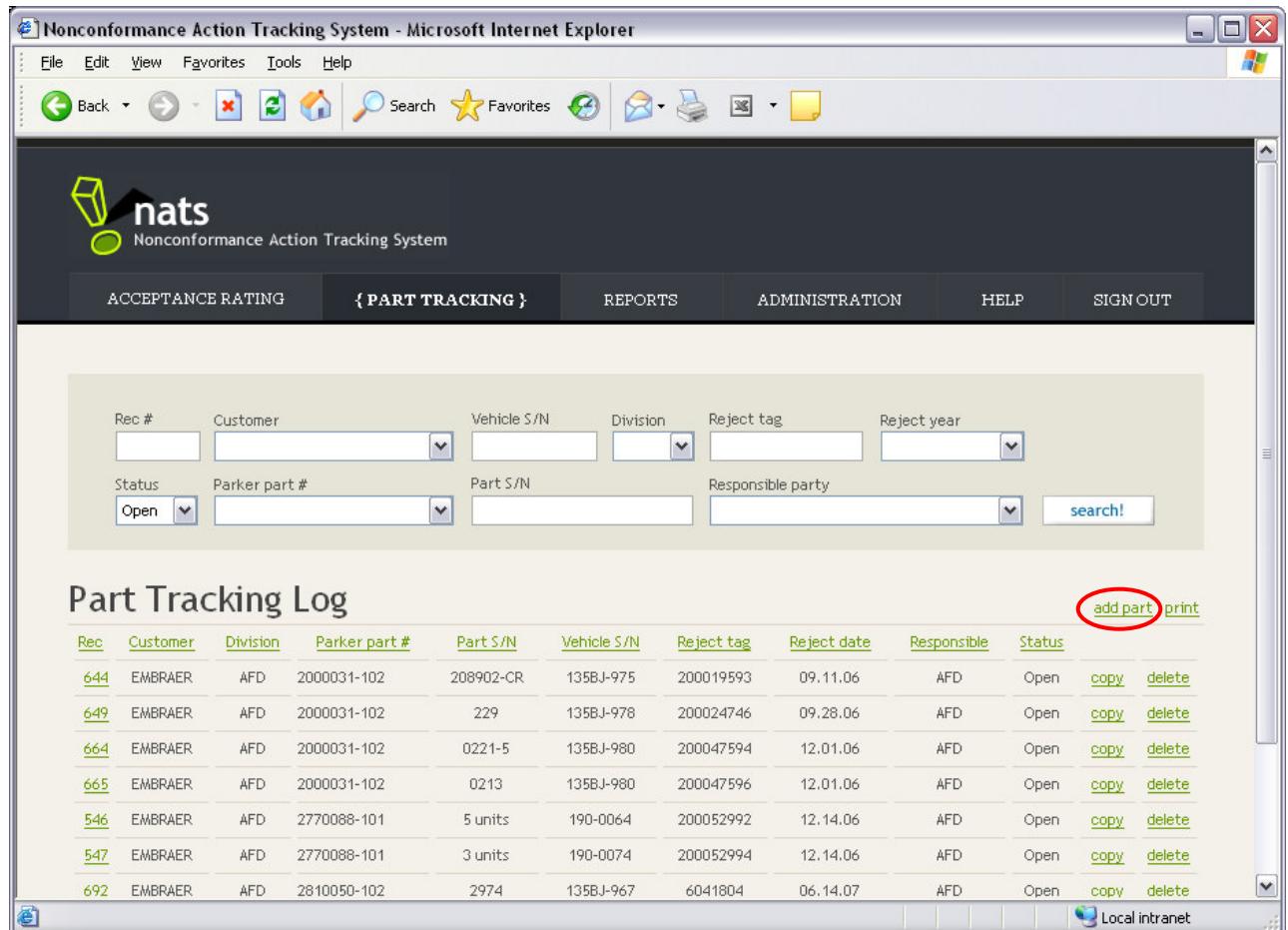
Rec	Customer	Division	Parker part #	Part S/N	Vehicle S/N	Reject tag	Reject date	Responsible	Status		
644	EMBRAER	AFD	2000031-102	208902-CR	135BJ-975	200019593	09.11.06	AFD	Open	copy	delete
649	EMBRAER	AFD	2000031-102	229	135BJ-978	200024746	09.28.06	AFD	Open	copy	delete
664	EMBRAER	AFD	2000031-102	0221-5	135BJ-980	200047594	12.01.06	AFD	Open	copy	delete
665	EMBRAER	AFD	2000031-102	0213	135BJ-980	200047596	12.01.06	AFD	Open	copy	delete
546	EMBRAER	AFD	2770088-101	5 units	190-0064	200052992	12.14.06	AFD	Open	copy	delete
547	EMBRAER	AFD	2770088-101	3 units	190-0074	200052994	12.14.06	AFD	Open	copy	delete
692	EMBRAER	AFD	2810050-102	2974	135BJ-967	6041804	06.14.07	AFD	Open	copy	delete

Figure 11– Print Part Tracking Log

Chapter 3: Adding Nonconforming Part

To add a nonconforming part to the database, simply click on the link marked 'add part' at the upper right corner of the 'Part Tracking Log' web page, as illustrated in figure 12. A popup form, titled 'Add Nonconforming Part', figure 13, will appear on the screen.

⚠ Important Note: When you add a new part to the Part Tracking Log, it will automatically appear in the Acceptance Rating Log.

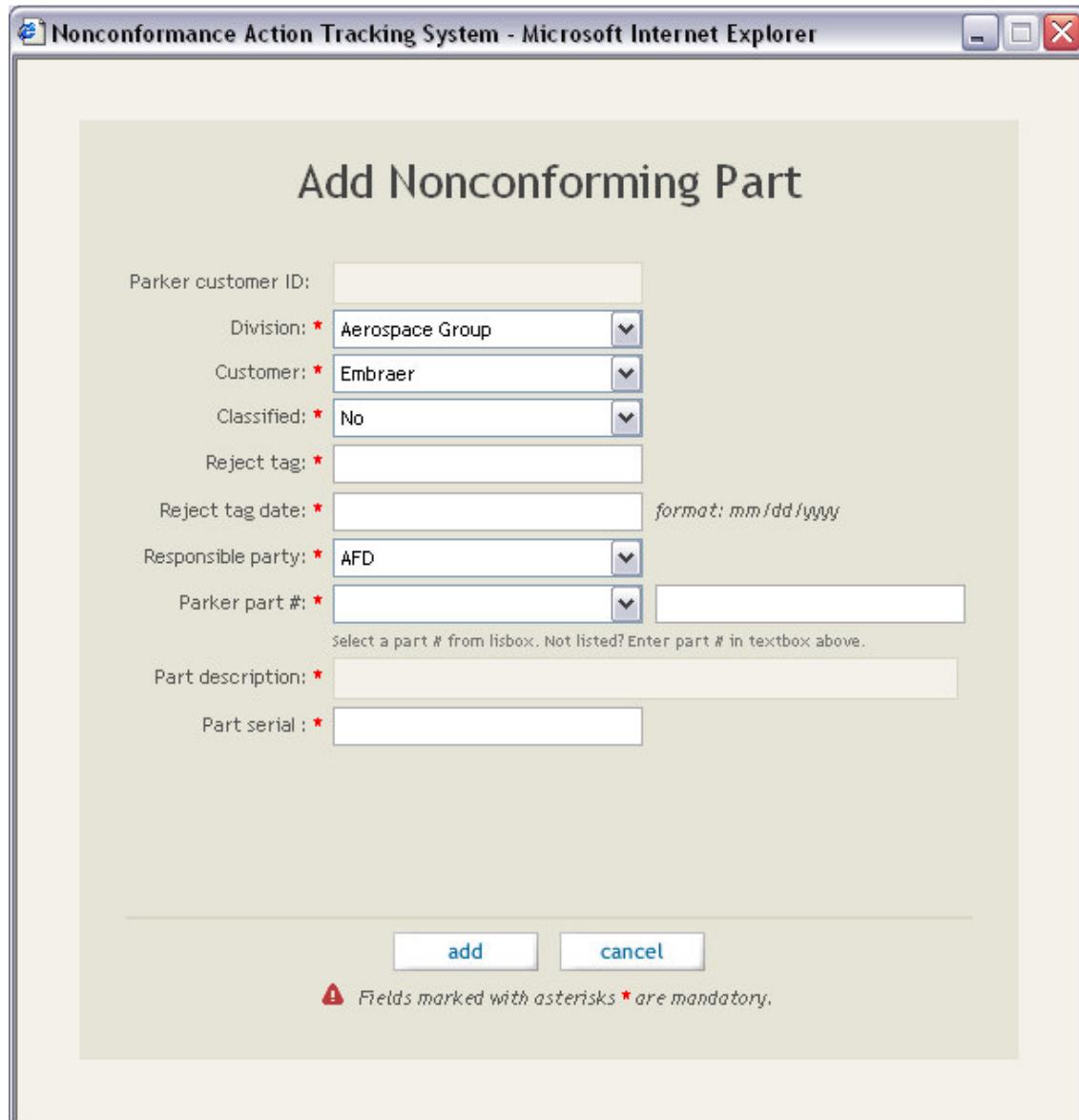


The screenshot shows the 'Part Tracking Log' page of the NATS system. The page has a header with the NATS logo and navigation links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. Below the header is a search form with fields for Rec #, Customer, Vehicle S/N, Division, Reject tag, Reject year, Status (set to Open), Parker part #, Part S/N, Responsible party, and a search button. The main content area displays a table of nonconforming parts with the following data:

Rec	Customer	Division	Parker part #	Part S/N	Vehicle S/N	Reject tag	Reject date	Responsible	Status	Action	Action
644	EMBRAER	AFD	2000031-102	208902-CR	135BJ-975	200019593	09.11.06	AFD	Open	copy	delete
649	EMBRAER	AFD	2000031-102	229	135BJ-978	200024746	09.28.06	AFD	Open	copy	delete
664	EMBRAER	AFD	2000031-102	0221-5	135BJ-980	200047594	12.01.06	AFD	Open	copy	delete
665	EMBRAER	AFD	2000031-102	0213	135BJ-980	200047596	12.01.06	AFD	Open	copy	delete
546	EMBRAER	AFD	2770088-101	5 units	190-0064	200052992	12.14.06	AFD	Open	copy	delete
547	EMBRAER	AFD	2770088-101	3 units	190-0074	200052994	12.14.06	AFD	Open	copy	delete
692	EMBRAER	AFD	2810050-102	2974	135BJ-967	6041804	06.14.07	AFD	Open	copy	delete

Figure 12 – Add Nonconforming Part

Chapter 3: Adding Nonconforming Part



The screenshot shows a Microsoft Internet Explorer window with the title bar 'Nonconformance Action Tracking System - Microsoft Internet Explorer'. The main content is a form titled 'Add Nonconforming Part'. The form fields are as follows:

- Parker customer ID: (input field)
- Division: * Aerospace Group (dropdown menu)
- Customer: * Embraer (dropdown menu)
- Classified: * No (dropdown menu)
- Reject tag: * (input field)
- Reject tag date: * (input field) format: mm/dd/yyyy
- Responsible party: * AFD (dropdown menu)
- Parker part #: * (input field) Select a part # from listbox. Not listed? Enter part # in textbox above.
- Part description: * (input field)
- Part serial : * (input field)

At the bottom of the form, there are two buttons: 'add' and 'cancel'. A note at the bottom states: '⚠ Fields marked with asterisks * are mandatory.'

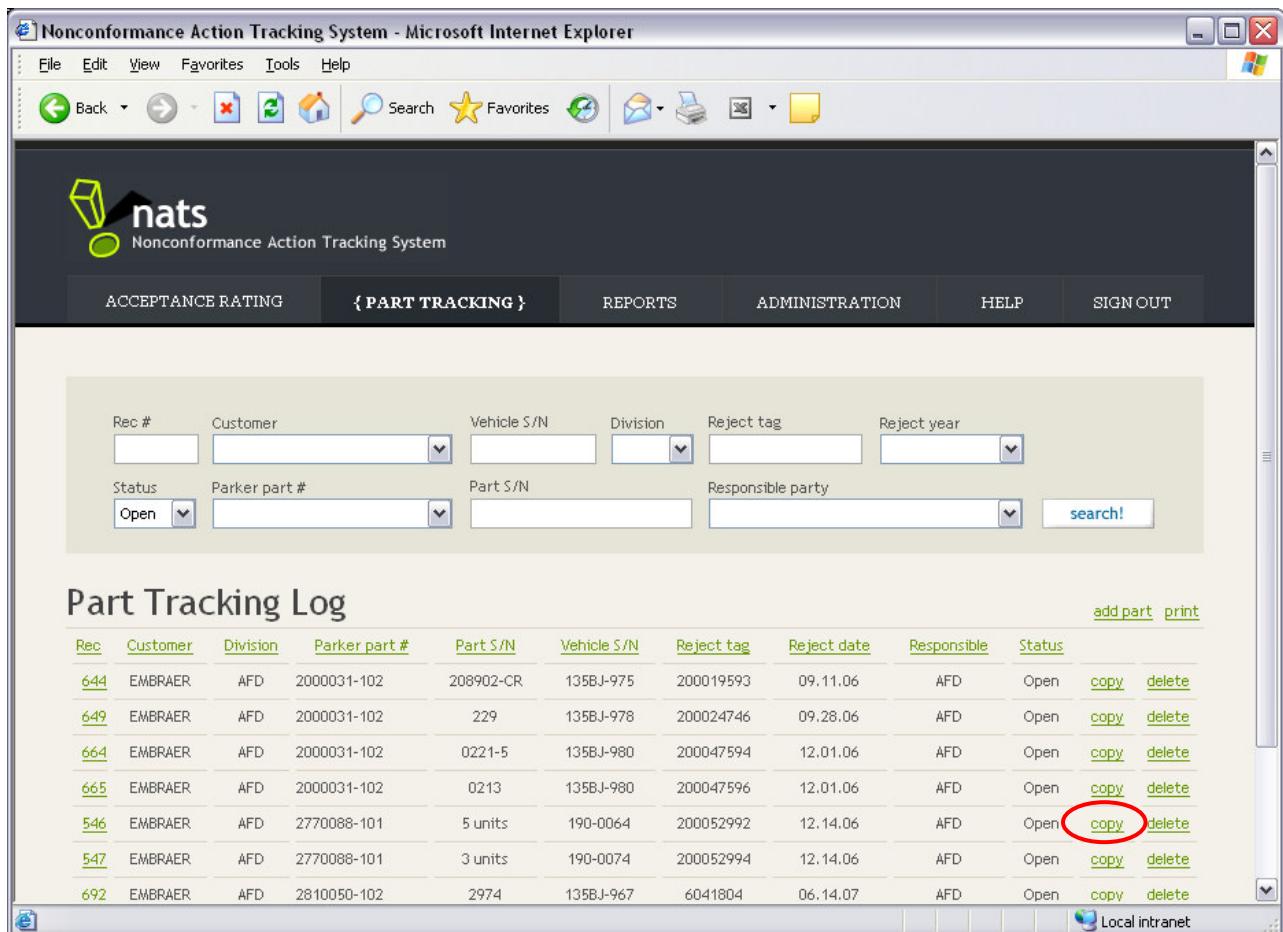
Figure 13 – Add Nonconforming Part

Enter the appropriate data for division, customer, classified, reject tag, reject tag date, responsible party, Parker part number, part description, and part serial number. All fields are required. When completed, click on the button 'add' to save.

⚠ Important Note: First, try to select a Parker part # from the available listbox. The part description will appear based on your selection. If you can't find the part in the listbox, then enter it in the textbox to the right. As soon as there is an entry in the textbox, you will be able to edit the part description field.

Chapter 3: Copying Nonconforming Part

To copy a nonconforming part from the Part Tracking Log, you must first locate it in the log. Next, click on the link marked “copy” on the same line item, as illustrated below. A popup form, titled ‘Copy Part Tracking’, will appear on your form (figure 15)



The screenshot shows the 'Part Tracking Log' page of the NATS system. At the top, there is a search bar with fields for Rec #, Customer, Vehicle S/N, Division, Reject tag, Reject year, Status, Parker part #, Part S/N, and Responsible party. Below the search bar is a table with columns: Rec, Customer, Division, Parker part #, Part S/N, Vehicle S/N, Reject tag, Reject date, Responsible, and Status. The table contains several rows of data. The row for Parker part # 546 is highlighted with a red circle around the 'copy' link in the Status column.

Rec	Customer	Division	Parker part #	Part S/N	Vehicle S/N	Reject tag	Reject date	Responsible	Status		
644	EMBRAER	AFD	2000031-102	208902-CR	135BJ-975	200019593	09.11.06	AFD	Open	copy	delete
649	EMBRAER	AFD	2000031-102	229	135BJ-978	200024746	09.28.06	AFD	Open	copy	delete
664	EMBRAER	AFD	2000031-102	0221-5	135BJ-980	200047594	12.01.06	AFD	Open	copy	delete
665	EMBRAER	AFD	2000031-102	0213	135BJ-980	200047596	12.01.06	AFD	Open	copy	delete
546	EMBRAER	AFD	2770088-101	5 units	190-0064	200052992	12.14.06	AFD	Open	copy	delete
547	EMBRAER	AFD	2770088-101	3 units	190-0074	200052994	12.14.06	AFD	Open	copy	delete
692	EMBRAER	AFD	2810050-102	2974	135BJ-967	6041804	06.14.07	AFD	Open	copy	delete

Figure 14 – Copy Nonconforming Part

Chapter 3: Copying Nonconforming Part

Modify the entries to match your data. All fields are required. When completed, click on the button 'copy' to save the record.

Important Note: First, try to select a Parker part # from the available listbox. The part description will appear based on your selection. If you can't find the part in the listbox, enter it in the textbox to the right. As soon as there is an entry in the textbox, you will be able to edit the part description field.

The screenshot shows a Microsoft Internet Explorer window with the title bar 'Nonconformance Action Tracking System - Microsoft Internet Explorer'. The main content is a form titled 'Copy Part Tracking Record'. The form fields are as follows:

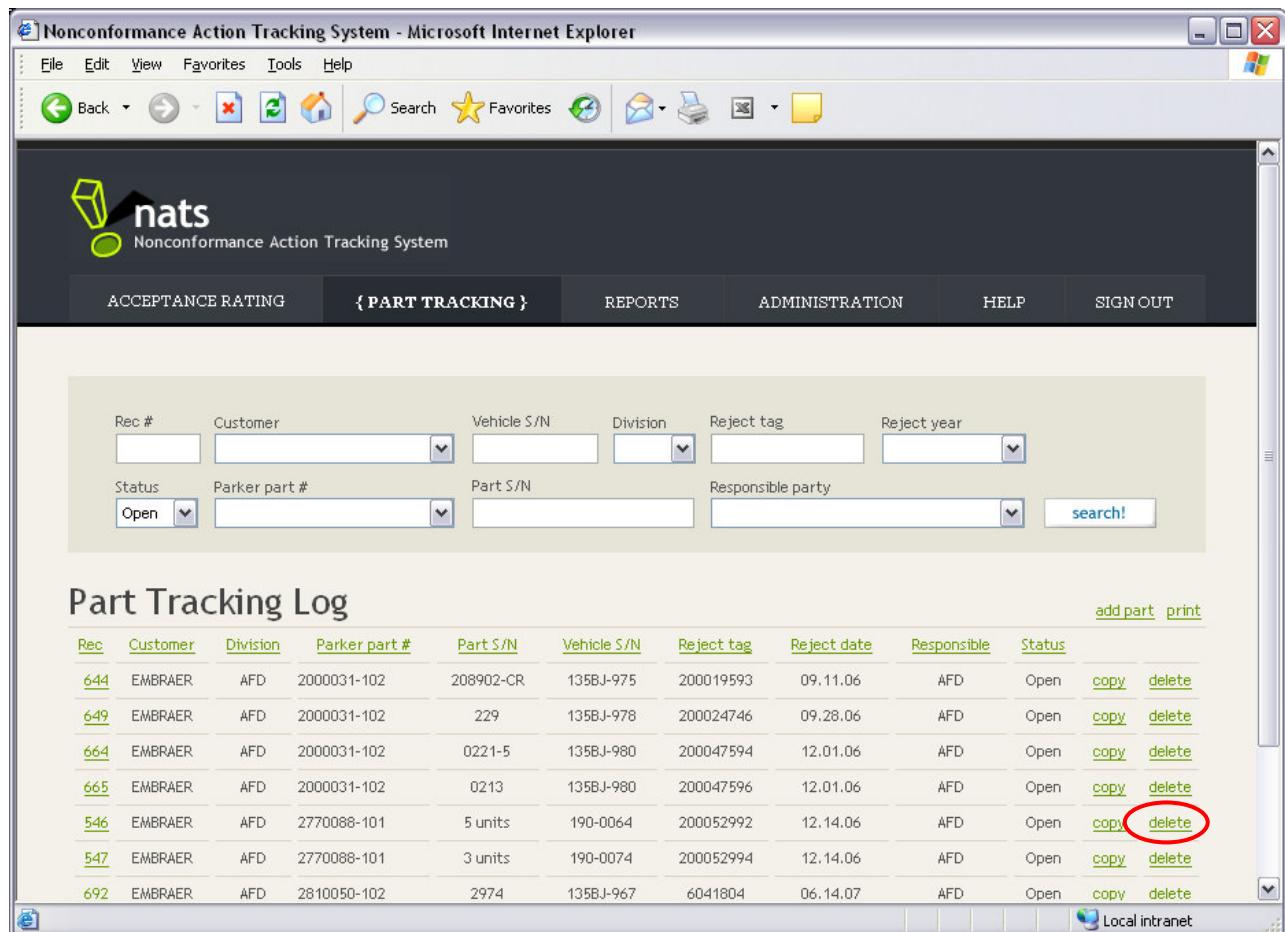
- Parker customer ID: 135116
- Division: * AFD - Air & Fuel Division
- Customer: * Embraer
- Classified: * No
- Reject tag: * 200052992
- Reject tag date: * 12/14/2006 format: mm/dd/yyyy
- Responsible party: * AFD
- Parker part #: * 2770088-101
- Part description: * Flapper Check Valve
- Part serial : * 5 units

Below the form, a note says 'Select a part # from listbox. Not listed? Enter part # in textbox above.' A 'copy' button is at the bottom left, and a 'cancel' button is at the bottom right. A footer at the bottom of the page states 'Fields marked with asterisks * are mandatory.'

Figure 15 – Copy Part Tracking Record

Chapter 3: Deleting Nonconforming Part

You may delete rejected parts as long as they are in ‘open’ status. Once closed, they cannot be modified. To delete a nonconforming part from the Part Tracking Log, you must first locate it in the log. Next, click on the link marked “delete” on the same line item, as illustrated below. A popup form, titled ‘Delete Part Tracking Entry’, will appear on your form (figure 17)



Rec	Customer	Division	Parker part #	Part S/N	Vehicle S/N	Reject tag	Reject date	Responsible	Status	
644	EMBRAER	AFD	2000031-102	208902-CR	135BJ-975	200019593	09.11.06	AFD	Open	copy delete
649	EMBRAER	AFD	2000031-102	229	135BJ-978	200024746	09.28.06	AFD	Open	copy delete
664	EMBRAER	AFD	2000031-102	0221-5	135BJ-980	200047594	12.01.06	AFD	Open	copy delete
665	EMBRAER	AFD	2000031-102	0213	135BJ-980	200047596	12.01.06	AFD	Open	copy delete
546	EMBRAER	AFD	2770088-101	5 units	190-0064	200052992	12.14.06	AFD	Open	copy delete
547	EMBRAER	AFD	2770088-101	3 units	190-0074	200052994	12.14.06	AFD	Open	copy delete
692	EMBRAER	AFD	2810050-102	2974	135BJ-967	6041804	06.14.07	AFD	Open	copy delete

Figure 16 – Delete Nonconforming Part

Chapter 3: Deleting Nonconforming Part

Click 'delete' to confirm that you would like to remove the record. Otherwise, click cancel to close the window.

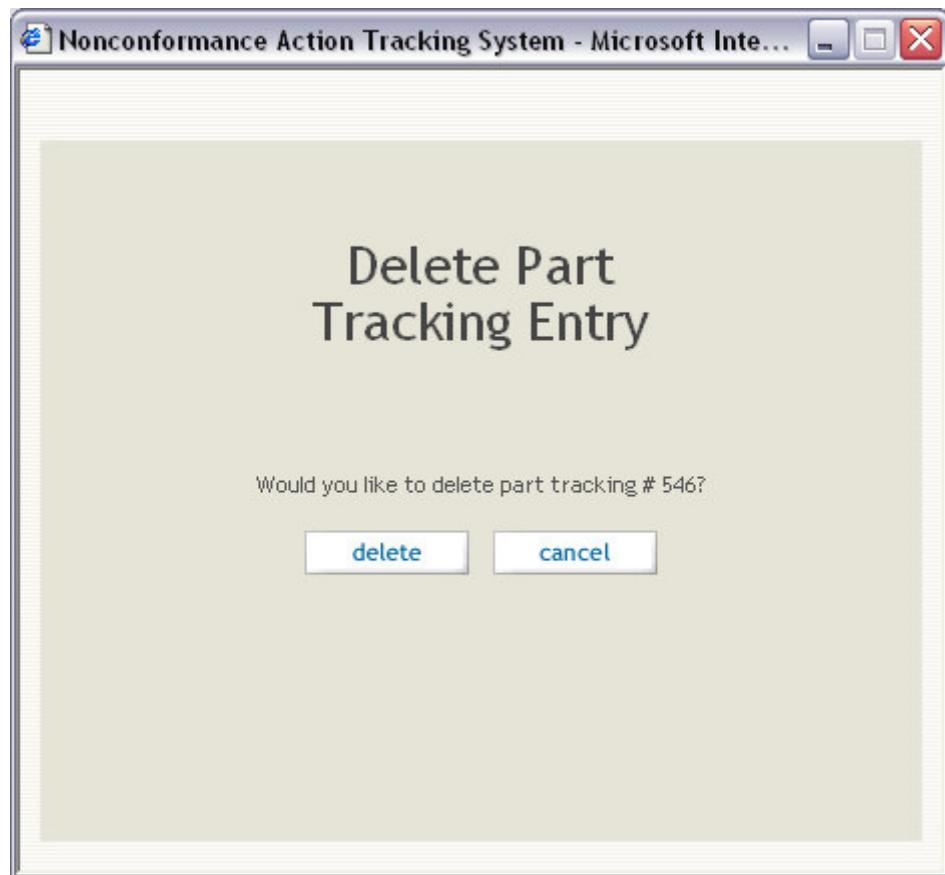


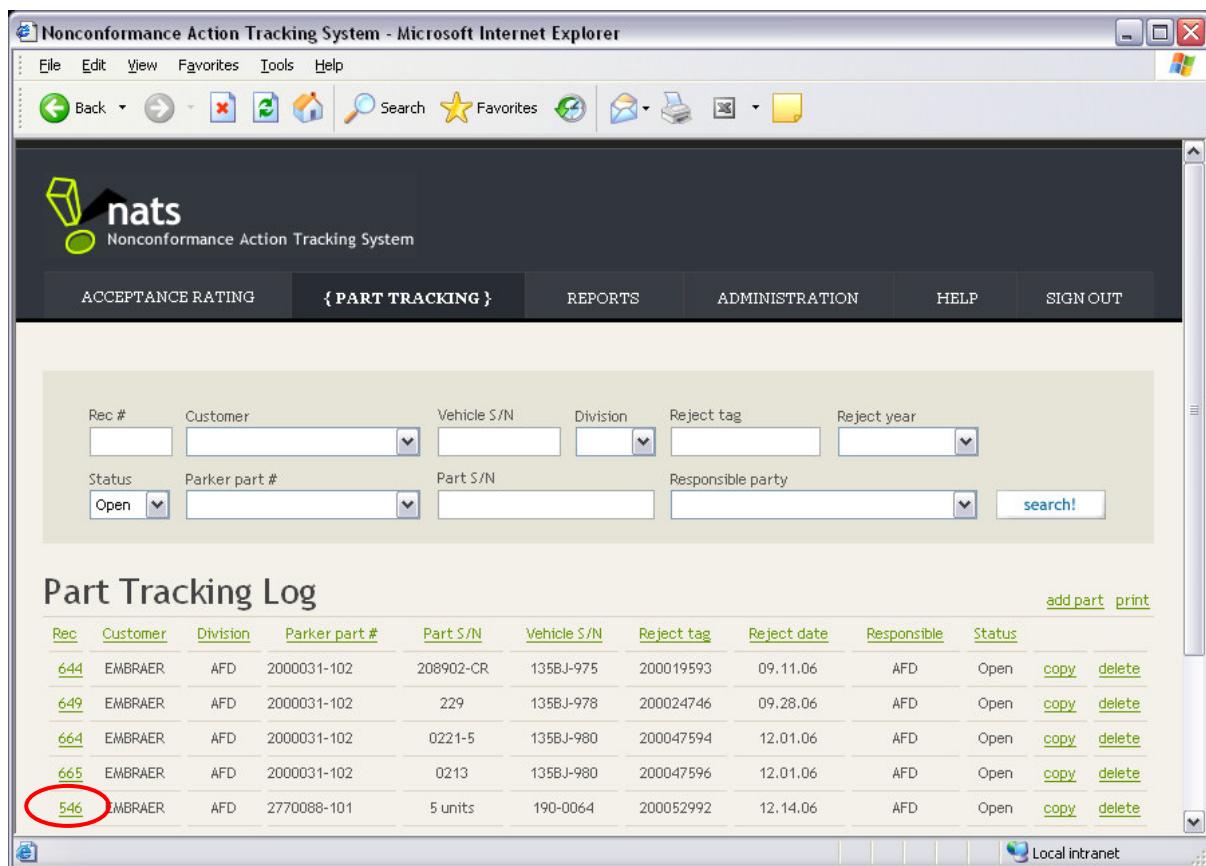
Figure 17 – Delete Part Tracking Entry

Chapter 3: Part Tracking Worksheet

To view or edit a rejected part, you must first locate the part in the Part Tracking Log. Next, click on the associated record number link, as illustrated below. You will immediately be transferred to section 1 of the Part Tracking Worksheet (figure 19).

The Part Tracking Worksheet consists of twelve sections.

1. Part Header Information
2. Failure / Discrepancy
3. Reasons for Rejection
4. On Site Troubleshooting
5. Action Item
6. Division Problem Statement
7. Containment Plan
8. Root Cause
9. Corrective Action
10. Verification Plan
11. Distribution
12. Attachment(s)

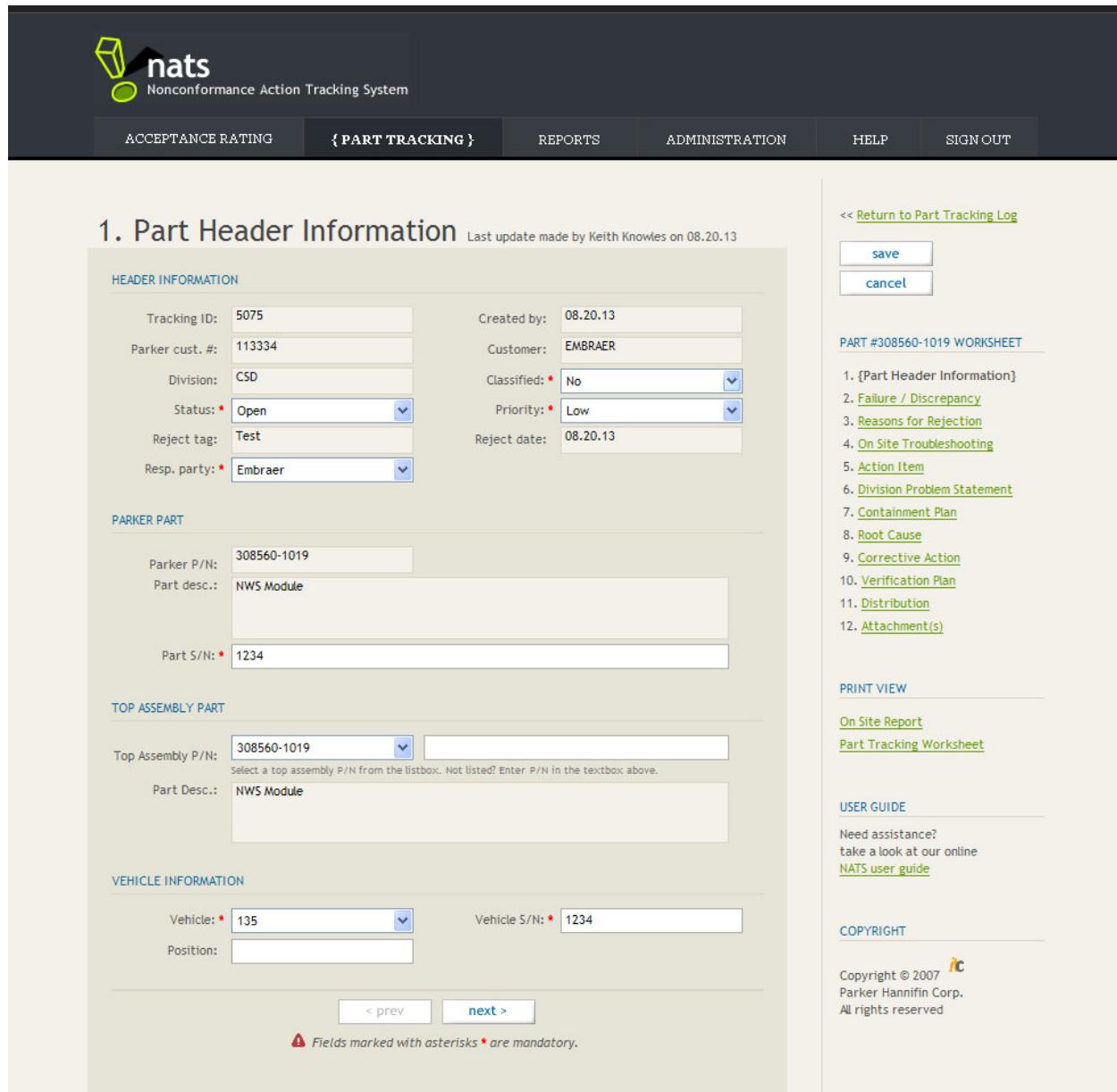


The screenshot shows the NATS Part Tracking Log page. At the top, there is a search form with fields for Rec #, Customer, Vehicle S/N, Division, Reject tag, Reject year, Status, Parker part #, Part S/N, and Responsible party. Below the search form is a table titled "Part Tracking Log" with columns: Rec, Customer, Division, Parker part #, Part S/N, Vehicle S/N, Reject tag, Reject date, Responsible, and Status. The table contains several rows of data, with the row for record 546 circled in red.

Rec	Customer	Division	Parker part #	Part S/N	Vehicle S/N	Reject tag	Reject date	Responsible	Status	copy	delete
644	EMBRAER	AFD	2000031-102	208902-CR	135BJ-975	200019593	09.11.06	AFD	Open	copy	delete
649	EMBRAER	AFD	2000031-102	229	135BJ-978	200024746	09.28.06	AFD	Open	copy	delete
664	EMBRAER	AFD	2000031-102	0221-5	135BJ-980	200047594	12.01.06	AFD	Open	copy	delete
665	EMBRAER	AFD	2000031-102	0213	135BJ-980	200047596	12.01.06	AFD	Open	copy	delete
546	EMBRAER	AFD	2770088-101	5 units	190-0064	200052992	12.14.06	AFD	Open	copy	delete

Figure 18 – Edit Part Tracking

Chapter 3: Section 1 - Part Header Information



The screenshot shows the NATS (Nonconformance Action Tracking System) interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING (highlighted in blue), REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled "1. Part Header Information" and shows the following data:

Tracking ID:	5075	Created by:	08.20.13
Parker cust. #:	113334	Customer:	EMBRAER
Division:	CSD	Classified:	No
Status:	Open	Priority:	Low
Reject tag:	Test	Reject date:	08.20.13
Resp. party:	Embraer		

PARKER PART

Parker P/N:	308560-1019
Part desc.:	NWS Module
Part S/N:	1234

TOP ASSEMBLY PART

Top Assembly P/N:	308560-1019
Part Desc.:	NWS Module

VEHICLE INFORMATION

Vehicle:	135	Vehicle S/N:	1234
Position:			

Buttons and Links:

- << [Return to Part Tracking Log](#)
- [save](#)
- [cancel](#)
- PART #308560-1019 WORKSHEET**
- [1. {Part Header Information}](#)
- [2. Failure / Discrepancy](#)
- [3. Reasons for Rejection](#)
- [4. On Site Troubleshooting](#)
- [5. Action Item](#)
- [6. Division Problem Statement](#)
- [7. Containment Plan](#)
- [8. Root Cause](#)
- [9. Corrective Action](#)
- [10. Verification Plan](#)
- [11. Distribution](#)
- [12. Attachment\(s\)](#)
- PRINT VIEW**
- [On Site Report](#)
- [Part Tracking Worksheet](#)
- USER GUIDE**
- Need assistance?
take a look at our online
[NATS user guide](#)
- COPYRIGHT**
- Copyright © 2007  Parker Hannifin Corp.
All rights reserved

Figure 19 – Section 1: Part Header Information

All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

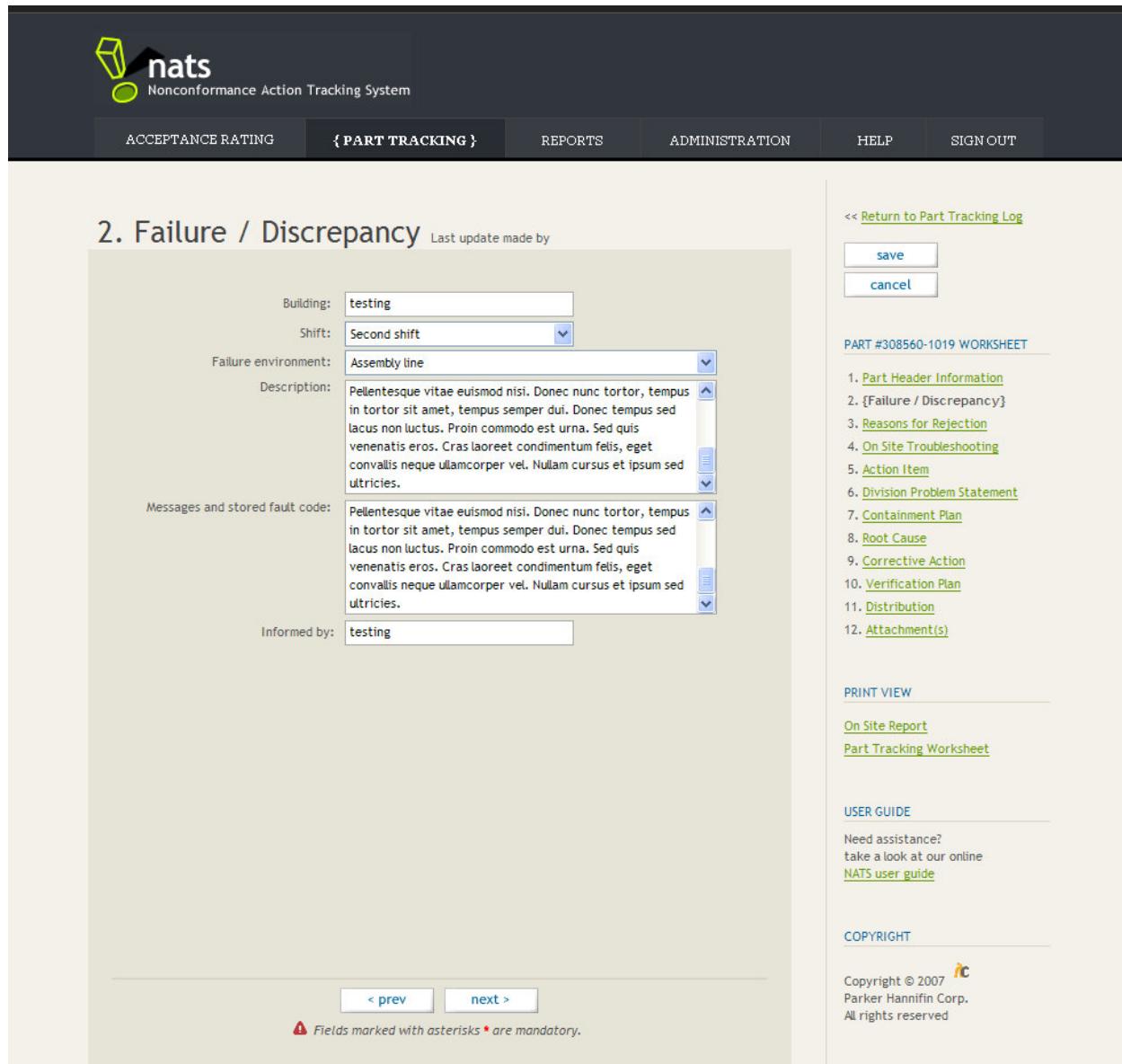
Chapter 3: Section 1 - Part Header Information

Section 1 of the worksheet contains the following data:

- Tracking ID (record number) – A unique identification number assigned to each rejected part by **nats**
- Created by – Name of the author and the date when the record was created
- Parker customer ID – The manufacturer's identification number assigned to Parker or a Parker division by the customer
- Customer
- Division (Parker division)
- Classified – Assign yes or no to indicate the record contains classified information, not to be viewed by anyone outside of Parker Hannifin
- Status – The system automatically assign 'open' until the part is manually updated to 'closed'.
- Priority – Assign low, medium, or high priority based on potential level of risk to Parker
- Reject tag – The identification number assigned by the customer for the nonconforming material report or tag
- Reject date – The date that the nonconforming material report or tag was created.
- Responsible party (Responsible) – The party initially deemed responsible for creating the nonconforming material/condition.
- Part number – The part number of the Parker end item. It should match the part number cited on the customer purchase order.
- Part description – When you hover the mouse over the part number, its description will appear on the screen. It is the description of the component as shown on the engineering drawing.
- Part serial number – The serial number assigned to a specific unit or component
- Top assembly part number – The part number of the top level assembly used when the rejected component is a subassembly or lower level item. During editing,
- Top assembly part description – The description of the top level assembly as shown on the engineering drawing
- Vehicle – The model number of the aircraft or vehicle
- Vehicle serial number – The serial number, tail number, or vehicle identification number of the aircraft or vehicle.
- Position – Description of the installation position on the aircraft or vehicle. Particularly useful when multiple identical units are installed on the aircraft or vehicle.

 **Important Note:** When you are updating the top assembly part number, first, try to choose one from the available listbox. The associated part description will appear based on your selection. If you can't find the part in the listbox, enter it in the textbox to the right of the listbox. As soon as there is an entry in the textbox, you will be able to edit the part description field.

Chapter 3: Section 2 - Failure / Discrepancy



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '2. Failure / Discrepancy' and shows a form with the following fields:

- Building: testing
- Shift: Second shift
- Failure environment: Assembly line
- Description: Pellentesque vitae euismod nisi. Donec nunc tortor, tempus in tortor sit amet, tempus semper dui. Donec tempus sed lacus non luctus. Proin commodo est urna. Sed quis venenatis eros. Cras laoreet condimentum felis, eget convallis neque ullamcorper vel. Nullam cursus et ipsum sed ultricies.
- Messages and stored fault code: Pellentesque vitae euismod nisi. Donec nunc tortor, tempus in tortor sit amet, tempus semper dui. Donec tempus sed lacus non luctus. Proin commodo est urna. Sed quis venenatis eros. Cras laoreet condimentum felis, eget convallis neque ullamcorper vel. Nullam cursus et ipsum sed ultricies.
- Informed by: testing

On the right side, there are several sections:

- [Return to Part Tracking Log](#)
- Buttons: save, cancel
- PART #308560-1019 WORKSHEET: A numbered list of 12 items, each with a green link: 1. Part Header Information, 2. {Failure / Discrepancy}, 3. Reasons for Rejection, 4. On Site Troubleshooting, 5. Action Item, 6. Division Problem Statement, 7. Containment Plan, 8. Root Cause, 9. Corrective Action, 10. Verification Plan, 11. Distribution, 12. Attachment(s).
- PRINT VIEW
- On Site Report, Part Tracking Worksheet
- USER GUIDE: Need assistance? take a look at our online [NATS user guide](#)
- COPYRIGHT: Copyright © 2007 Parker Hannifin Corp. All rights reserved. 

At the bottom, there are navigation buttons for < prev and next >, and a note: **⚠ Fields marked with asterisks * are mandatory.**

Figure 20 – Section 2: Failure/Discrepancy

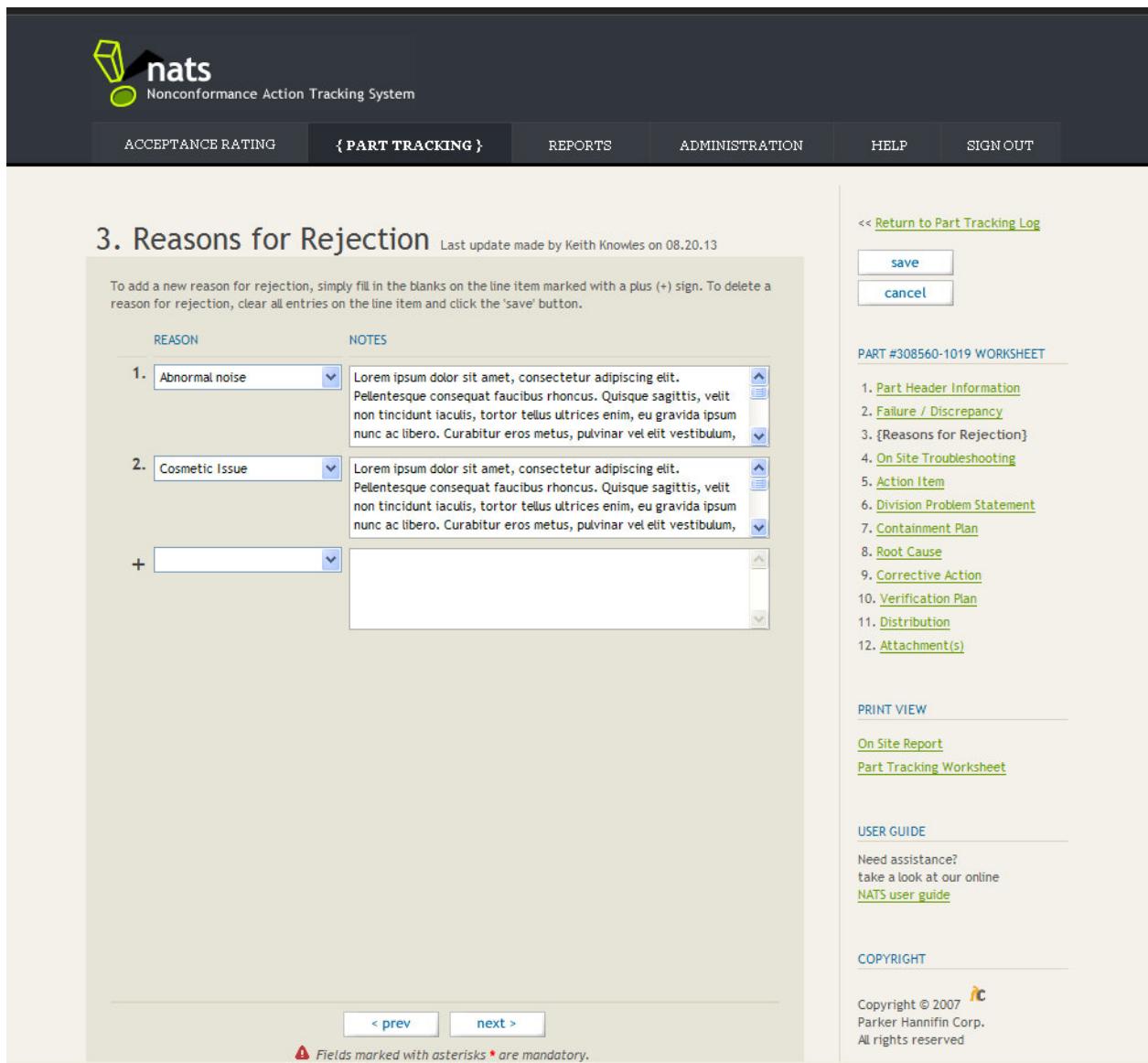
All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

Chapter 3: Section 2 - Failure / Discrepancy

Section 2 of the worksheet contains the following data:

- Building – The building identification where the nonconformance was discovered
- Shift – The work shift (first, second, third) when the nonconformance was initially discovered
- Failure environment – The test, climate, and operating condition environment present when the nonconformance was discovered
- Description – The description of the test, climate, and operating condition environment present when the nonconformance was discovered
- Messages and stored fault code – Document faults and message surrounding the nonconformance from the aircraft or vehicle maintenance computer or other Built in Test (BIT) capability
- Name of the customer employee documenting the nonconformance

Chapter 3: Section 3 - Reasons for Rejection



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '3. Reasons for Rejection' with a sub-note 'Last update made by Keith Knowles on 08.20.13'. A note below says: 'To add a new reason for rejection, simply fill in the blanks on the line item marked with a plus (+) sign. To delete a reason for rejection, clear all entries on the line item and click the 'save' button.' The 'REASON' and 'NOTES' table contains two entries:

REASON	NOTES
1. Abnormal noise	1. Abnormal noise sit amet, consectetur adipiscing elit. Pellentesque consequat faucibus rhoncus. Quisque sagittis, velit non tincidunt iaculis, tortor tellus ultrices enim, eu gravida ipsum nunc ac libero. Curabitur eros metus, pulvinar vel elit vestibulum,
2. Cosmetic Issue	2. Cosmetic Issue sit amet, consectetur adipiscing elit. Pellentesque consequat faucibus rhoncus. Quisque sagittis, velit non tincidunt iaculis, tortor tellus ultrices enim, eu gravida ipsum nunc ac libero. Curabitur eros metus, pulvinar vel elit vestibulum,
+	

On the right side, there are buttons for 'save' and 'cancel'. A sidebar on the right lists 'PART #308560-1019 WORKSHEET' items numbered 1 through 12, including 'Part Header Information', 'Failure / Discrepancy', and 'Reasons for Rejection'. Below the worksheet list are links for 'PRINT VIEW', 'On Site Report', and 'Part Tracking Worksheet'. A 'USER GUIDE' section provides a link to the 'NATS user guide'. A 'COPYRIGHT' section at the bottom right includes the Parker Hannifin logo and the text: 'Copyright © 2007 Parker Hannifin Corp. All rights reserved.'

Figure 21 – Section 3: Reasons for Rejection

All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

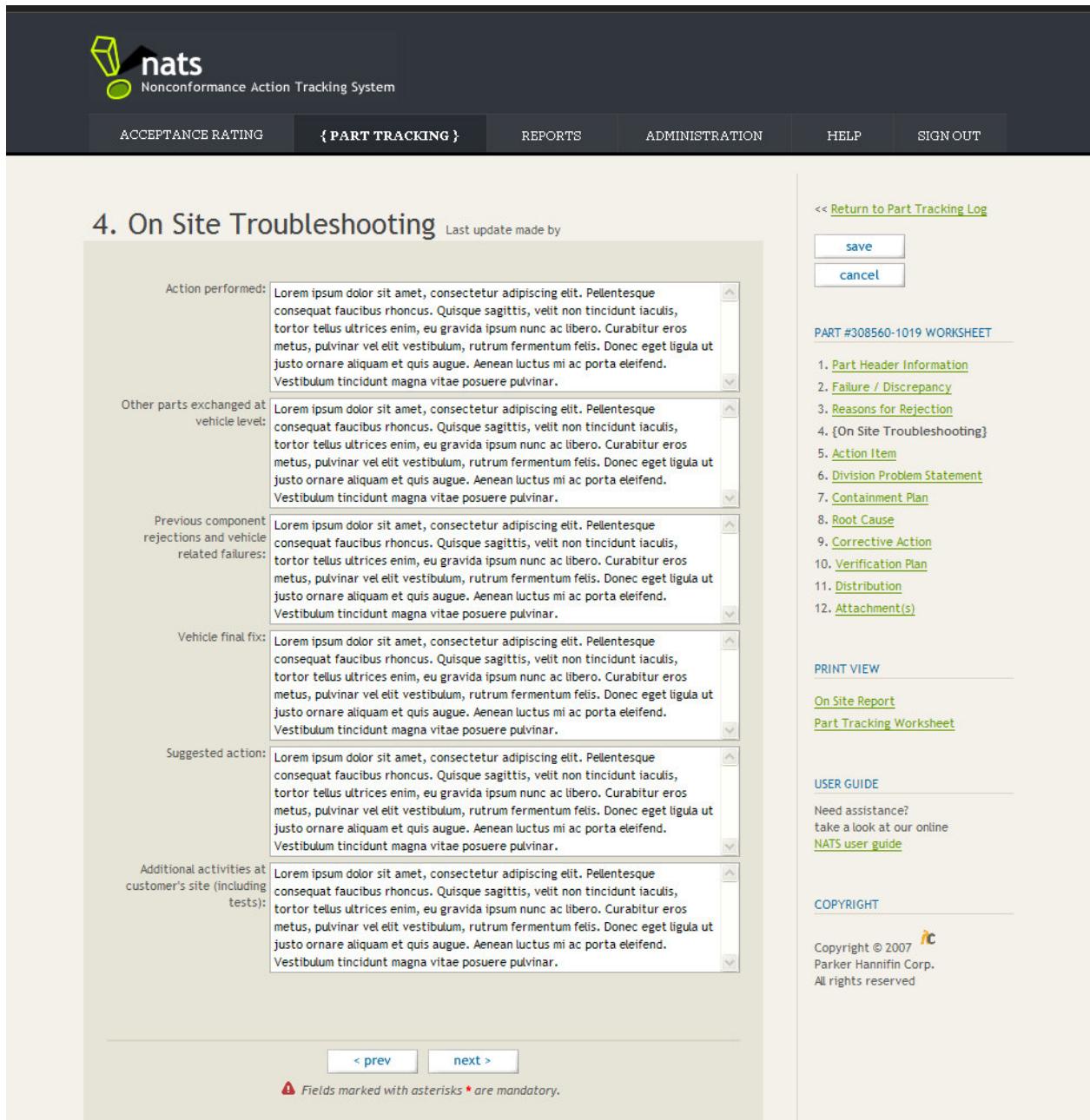
Chapter 3: Section 3 - Reasons for Rejection

Section 3 of the worksheet contains the following data:

- Reason – Top level reason for rejection
- Notes – Detailed notes and narrative further documenting and describing the reason for rejection.

To add a new reason, simply fill out the line item with a leading plus (+) sign and click on the 'save' button when finished.

Chapter 3: Section 4 - On Site Troubleshooting



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes the NATS logo, a search bar, and links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '4. On Site Troubleshooting' with a sub-note 'Last update made by [redacted]'. The page contains several text input fields with placeholder text (Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat faucibus rhoncus. Quisque sagittis, velit non tincidunt iaculis, tortor tellus ultrices enim, eu gravida ipsum nunc ac libero. Curabitur eros metus, pulvinar vel elit vestibulum, rutrum fermentum felis. Donec eget ligula ut justo ornare aliquam et quis augue. Aenean luctus mi ac porta eleifend. Vestibulum tincidunt magna vitae posuere pulvinar.) for various sections: Action performed, Other parts exchanged at vehicle level, Previous component rejections and vehicle related failures, Vehicle final fix, Suggested action, and Additional activities at customer's site (including tests). To the right of these fields is a sidebar with links for 'PART #308560-1019 WORKSHEET' (1. Part Header Information, 2. Failure / Discrepancy, 3. Reasons for Rejection, 4. On Site Troubleshooting, 5. Action Item, 6. Division Problem Statement, 7. Containment Plan, 8. Root Cause, 9. Corrective Action, 10. Verification Plan, 11. Distribution, 12. Attachment(s)), 'PRINT VIEW' (On Site Report, Part Tracking Worksheet), 'USER GUIDE' (Need assistance? take a look at our online NATS user guide), and 'COPYRIGHT' (Copyright © 2007 Parker Hannifin Corp. All rights reserved).

Figure 22 – Section 4: On Site Troubleshooting

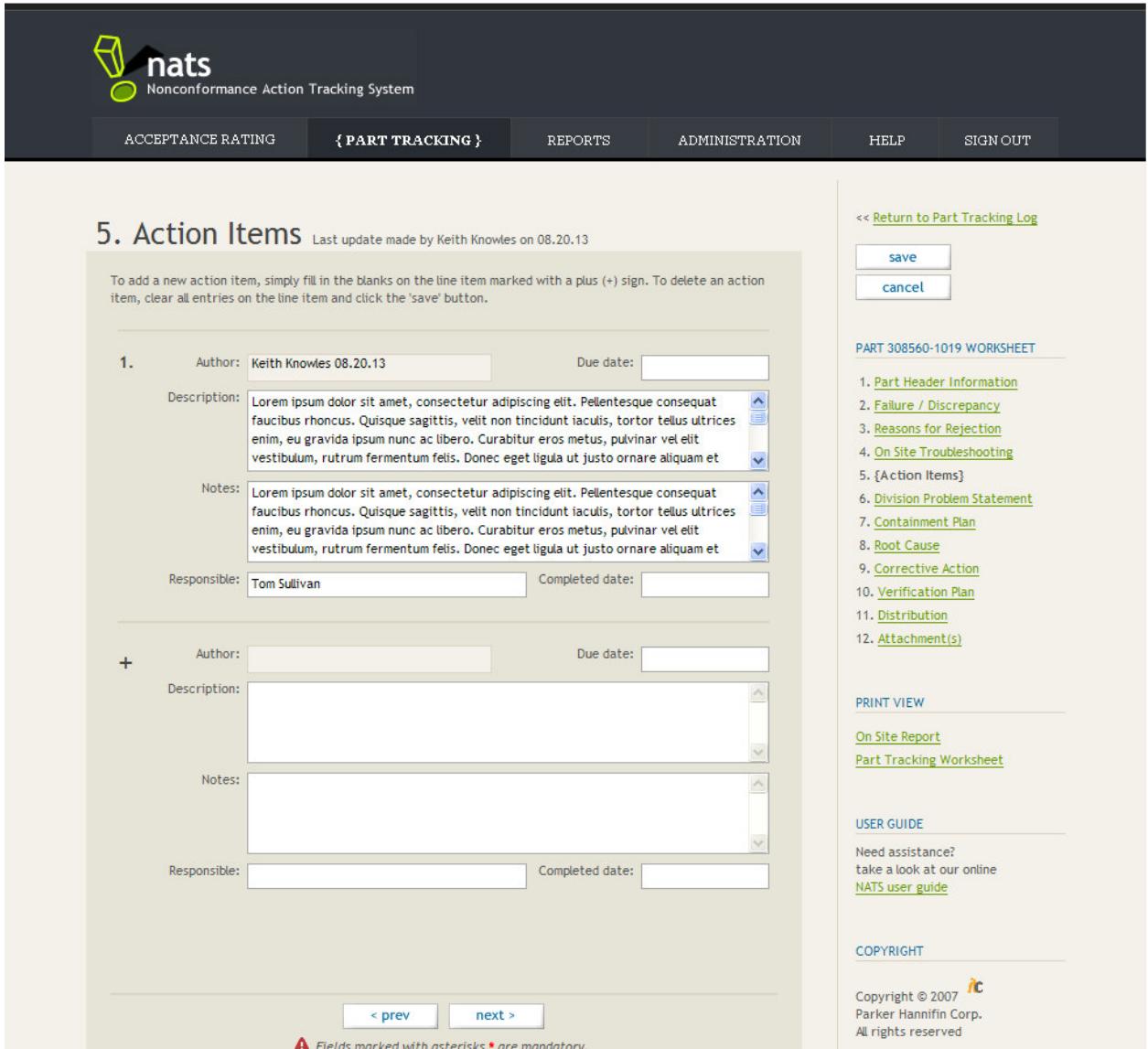
All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

Chapter 3: Section 4 - On Site Troubleshooting

Section 4 of the worksheet contains the following data:

- Action performed – Detailed notes and narrative describing the onsite troubleshooting performed and associated results. Include test parameters, test results, shop findings, and document any components that were replaced.
- Other parts exchanged at vehicle level – Document the other components removed at the same time from the aircraft or vehicle. This is particularly helpful for investigating system level issues
- Previous component rejections and vehicle related failures – Document the components previously removed from the aircraft or vehicle during previous troubleshooting efforts
- Vehicle final fix - Detailed narrative describing how these particular faults were ultimately corrected, a lesson learned for the future troubleshooting efforts
- Suggested action – Additional notes and recommended actions to help prevent a reoccurrence of this nonconformance/issue
- Additional activities at customer's site (including tests)

Chapter 3: Section 5 - Action Items



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING (highlighted in blue), REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled "5. Action Items" and shows a list of action items. The first item is detailed with fields for Author (Keith Knowles 08.20.13), Due date, Description (a long text block), Notes (another long text block), and Responsible (Tom Sullivan). A plus sign (+) indicates the ability to add more items. At the bottom of the list are navigation buttons for < prev and next >. A note at the bottom states: "⚠ Fields marked with asterisks * are mandatory." To the right of the main content are several sidebar links: "Return to Part Tracking Log", "save" and "cancel" buttons, a "PART 308560-1019 WORKSHEET" section with 12 numbered items, "PRINT VIEW" links for "On Site Report" and "Part Tracking Worksheet", a "USER GUIDE" section with a link to the "NATS user guide", and a "COPYRIGHT" section with copyright information for Parker Hannifin Corp. and a small logo.

Figure 23 – Section 5: Action Items

All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

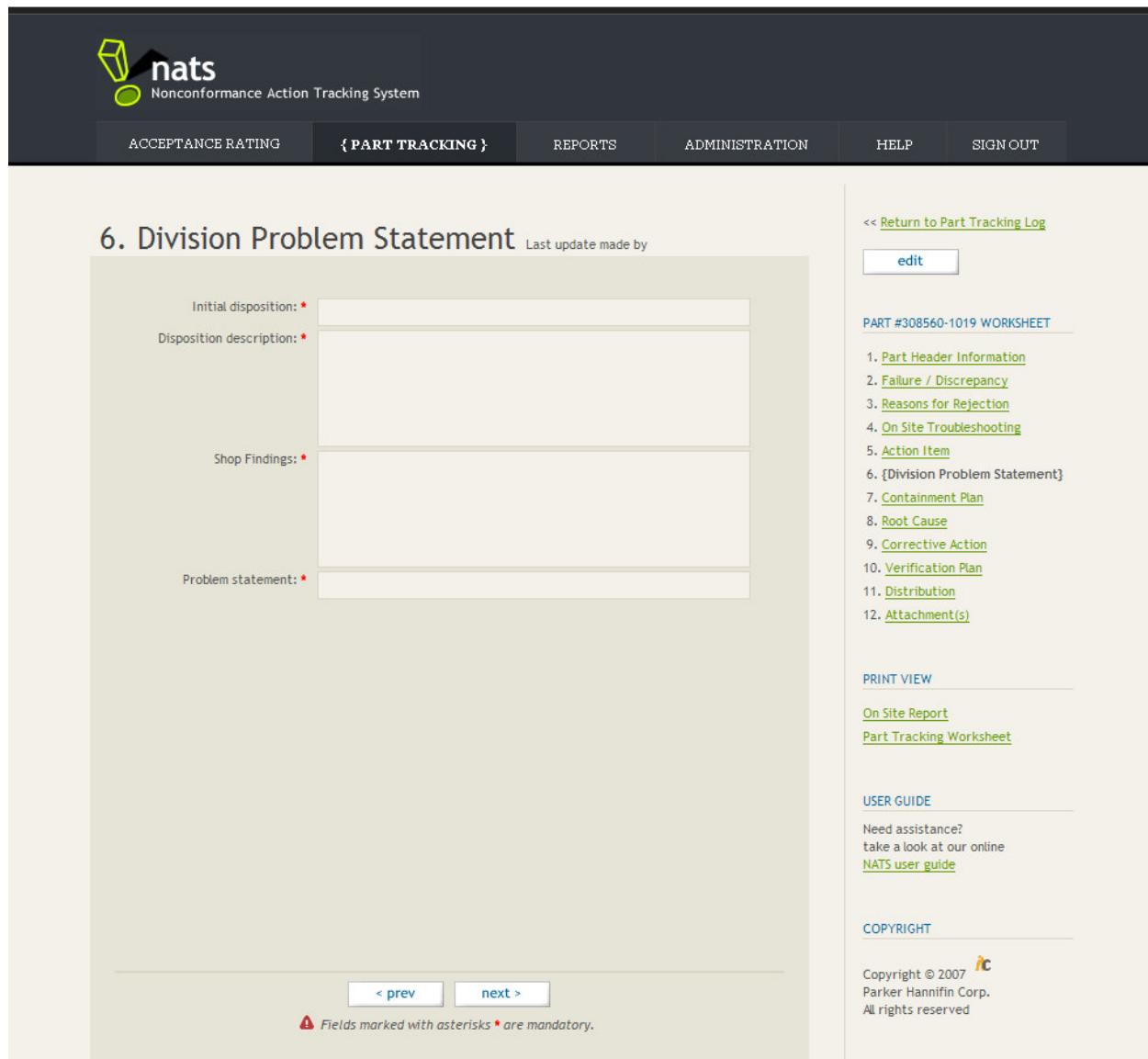
Chapter 3: Section 5 - Action Items

Section 5 of the worksheet contains the following data:

- Author – The name of the author and the date in which the record was created
- Due date – The date when the action item is to be completed and communicated/closed with the customer
- Description – The initial action item required to investigate and resolve a nonconforming product issue
- Notes – Background and additional information describing and supporting the action description
- Responsible – The person responsible for completing the assigned action item
- Completed date – The actual date when the action item was closed to the satisfaction of the customer

To add a new action item, simply fill out the line item with a leading plus (+) sign and click on the 'save' button when finished.

Chapter 3: Section 6 - Division Problem Statement



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, { PART TRACKING }, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled "6. Division Problem Statement" and includes fields for "Initial disposition:" (with a mandatory asterisk), "Disposition description:" (with a mandatory asterisk), "Shop Findings:" (with a mandatory asterisk), and "Problem statement:" (with a mandatory asterisk). A note at the bottom states: "⚠ Fields marked with asterisks * are mandatory." Below the form, there are navigation buttons for "< prev" and "next >". To the right of the form, a sidebar lists 12 numbered steps under the heading "PART #308560-1019 WORKSHEET": 1. Part Header Information, 2. Failure / Discrepancy, 3. Reasons for Rejection, 4. On Site Troubleshooting, 5. Action Item, 6. {Division Problem Statement}, 7. Containment Plan, 8. Root Cause, 9. Corrective Action, 10. Verification Plan, 11. Distribution, and 12. Attachment(s). Further down the sidebar are links for "PRINT VIEW", "On Site Report", "Part Tracking Worksheet", and "USER GUIDE". The "USER GUIDE" section includes a link to the "NATS user guide". At the bottom right, there is a copyright notice: "Copyright © 2007 Parker Hannifin Corp. All rights reserved" with the Parker Hannifin logo.

Figure 24 – Section 6: Division Problem Statement

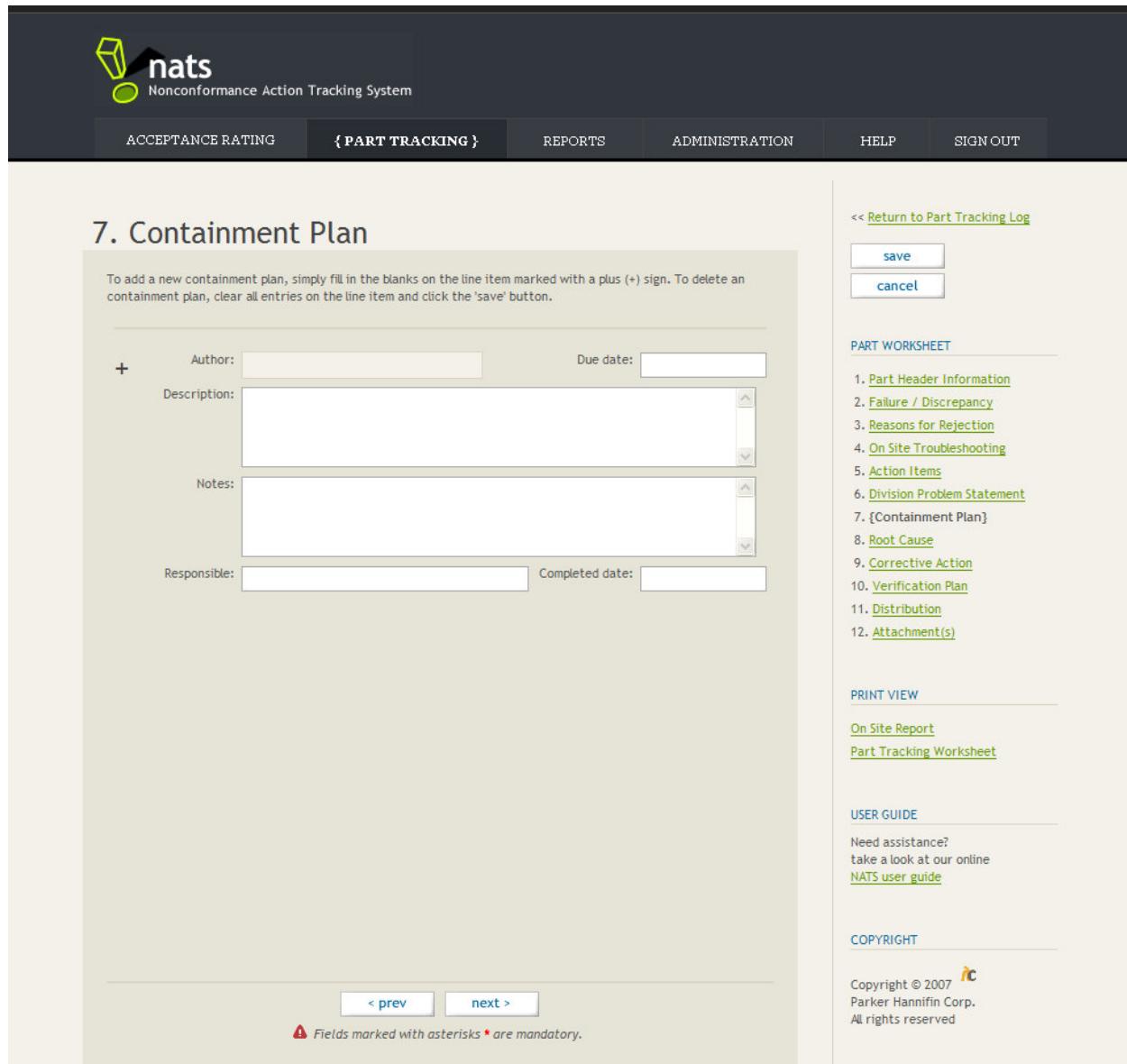
All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

Chapter 3: Section 6 - Division Problem Statement

Section 6 of the worksheet contains the following data:

- Initial disposition – Top level initial disposition
- Disposition description – Detailed notes and narrative supporting the initial disposition
- Problem statement – Top level problem statement
- Problem description – Detailed notes and narrative describing the problem statement and shop findings

Chapter 3: Section 7 - Containment Plan



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes the NATS logo, a search bar, and links for ACCEPTANCE RATING, { PART TRACKING }, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled "7. Containment Plan". It contains a form with fields for Author (with a plus sign to add), Due date, Description (with a text area), Notes (with a text area), Responsible (with a text area), and Completed date. Below the form are navigation buttons for < prev and next >. A note at the bottom states: "⚠ Fields marked with asterisks * are mandatory." To the right of the form is a sidebar with links for "Return to Part Tracking Log", "save", "cancel", "PART WORKSHEET" (listing 12 steps), "PRINT VIEW" (links to On Site Report and Part Tracking Worksheet), "USER GUIDE" (links to On Site Report and Part Tracking Worksheet), and "COPYRIGHT" (links to Parker Hannifin Corp. and All rights reserved).

Figure 25 – Section 7: Containment Plan

All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

Chapter 3: Section 7 - Containment Plan

Section 7 of the worksheet contains the following data:

- Author – The name of the author and the date in which the record was created
- Due date – The date when the action item is to be completed and communicated/closed with the customer
- Description – Detailed action plan and task description to contain the issue and protect the customer from experiencing additional conformances
- Notes – Notes and supporting detail for the containment action
- Responsible – The person responsible for completing the assigned action item
- Completed date – The actual date when the action item was closed to the satisfaction of the customer

To add a new containment plan, simply fill out the line item with a leading plus (+) sign and click on the 'save' button when finished.

Chapter 3: Section 8 - Root Cause

The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, { PART TRACKING }, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '8. Root Cause' and shows a large text input field labeled 'Root cause:'. Below the input field are navigation buttons for '< prev' and 'next >'. A note at the bottom states: '⚠ Fields marked with asterisks * are mandatory.' To the right of the input field are two buttons: 'save' and 'cancel'. A sidebar on the right lists the 12 sections of the Part Tracking Worksheet, including 'Root Cause' (section 8). Other sections listed are Part Header Information, Failure / Discrepancy, Reasons for Rejection, On Site Troubleshooting, Action Item, Division Problem Statement, Containment Plan, Corrective Action, Verification Plan, Distribution, and Attachment(s). Below this is a 'PRINT VIEW' section with links to 'On Site Report' and 'Part Tracking Worksheet'. A 'USER GUIDE' section provides a link to the 'NATS user guide'. A 'COPYRIGHT' section at the bottom right includes the Parker Hannifin logo and the text: 'Copyright © 2007 Parker Hannifin Corp. All rights reserved'.

Figure 26 – Section 8: Root Cause

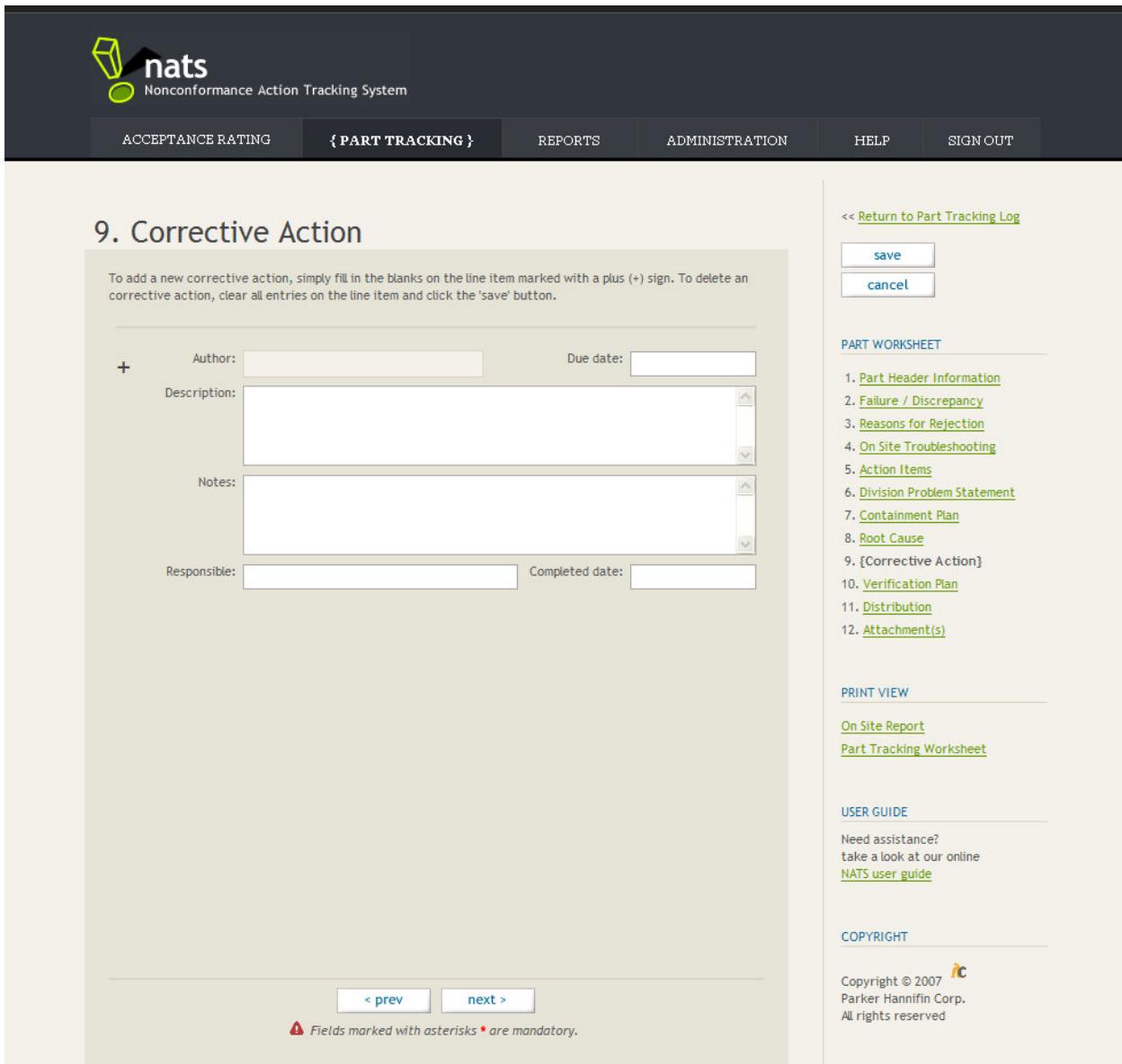
All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

Chapter 3: Section 8 - Root Cause

Section 8 of the worksheet contains the following data:

- Root cause – Detailed description of the root cause of the nonconformance. It should not leave any obvious ‘why’ questions unanswered

Chapter 3: Section 9 - Corrective Action



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, { PART TRACKING }, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '9. Corrective Action' and contains a form for adding a new corrective action. The form fields include Author (with a plus sign to add), Due date, Description (with a text area), Notes (with a text area), Responsible (with a text area), and Completed date. To the right of the form are several buttons: 'save' and 'cancel' (in blue), a 'PART WORKSHEET' section with a numbered list of 12 items, a 'PRINT VIEW' section with links to 'On Site Report' and 'Part Tracking Worksheet', a 'USER GUIDE' section with a link to the 'NATS user guide', and a 'COPYRIGHT' section with copyright information for Parker Hannifin Corp. At the bottom of the page are navigation buttons for '< prev' and 'next >'.

To add a new corrective action, simply fill in the blanks on the line item marked with a plus (+) sign. To delete an corrective action, clear all entries on the line item and click the 'save' button.

Author: Due date:

Description:

Notes:

Responsible: Completed date:

[save](#) [cancel](#)

PART WORKSHEET

- [Part Header Information](#)
- [Failure / Discrepancy](#)
- [Reasons for Rejection](#)
- [On Site Troubleshooting](#)
- [Action Items](#)
- [Division Problem Statement](#)
- [Containment Plan](#)
- [Root Cause](#)
- [{Corrective Action}](#)
- [Verification Plan](#)
- [Distribution](#)
- [Attachment\(s\)](#)

PRINT VIEW

[On Site Report](#) [Part Tracking Worksheet](#)

USER GUIDE

Need assistance?
take a look at our online
[NATS user guide](#)

COPYRIGHT

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Figure 27 – Section 9: Corrective Action

All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

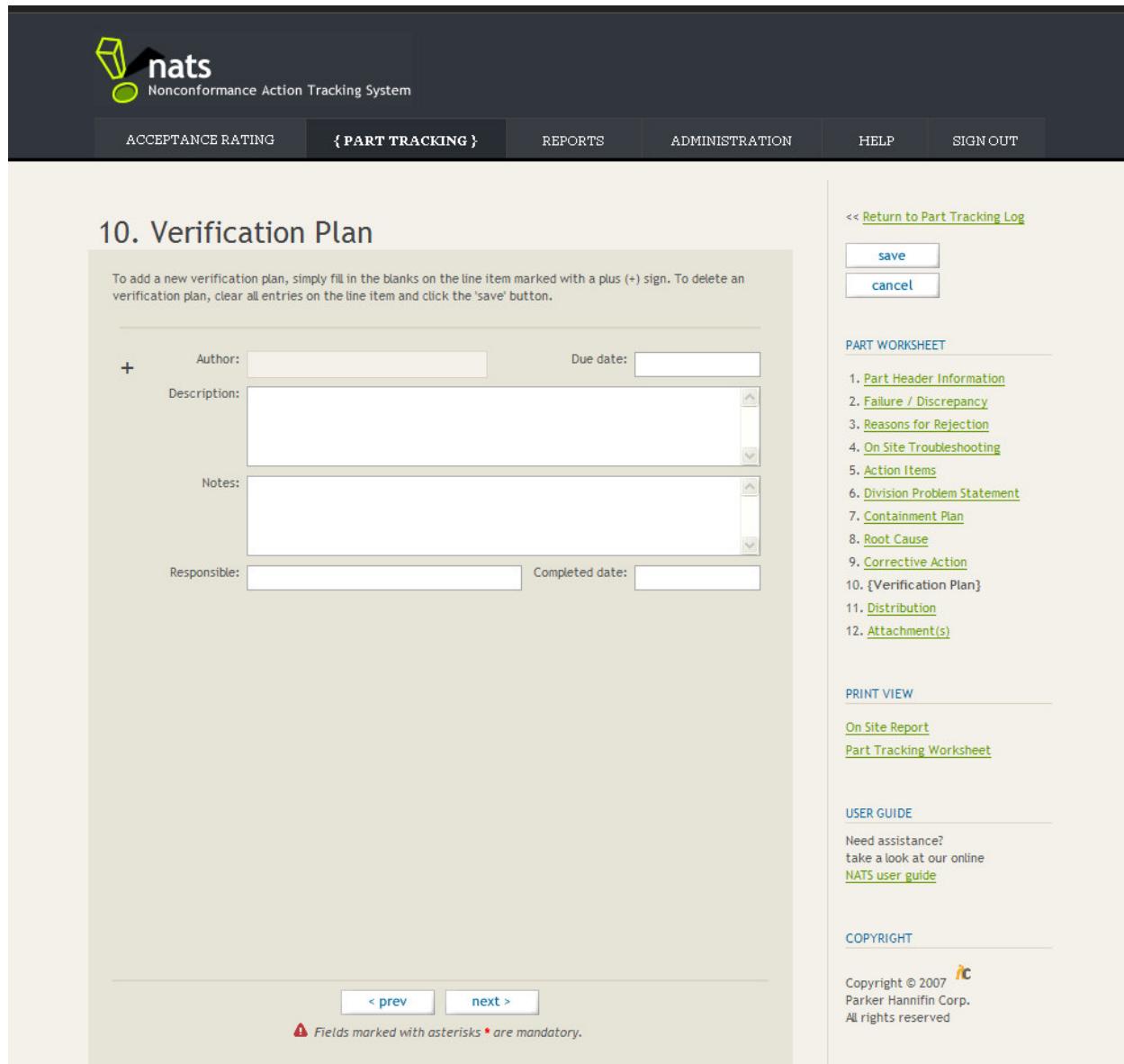
Chapter 3: Section 9 - Corrective Action

Section 9 of the worksheet contains the following data:

- Author – The name of the author and the date in which the record was created
- Due date – The date when the action item is to be completed and communicated/closed with the customer
- Description – Detailed action plan and task description to implement an irreversible corrective action for the root cause
- Notes – Notes and supporting detail for the corrective action
- Responsible – The person responsible for completing the assigned action item
- Completed date – The actual date when the action item is to be completed

To add a new corrective action, simply fill out the line item with a leading plus (+) sign and click on the 'save' button when finished.

Chapter 3: Section 10 - Verification Plan



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING (highlighted in blue), REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled "10. Verification Plan". It contains a form with fields for "Author" (with a plus sign to add), "Due date", "Description" (with a text area), "Notes" (with a text area), "Responsible" (with a text area), and "Completed date". Below the form are "prev" and "next" navigation buttons. A note at the bottom states: "⚠ Fields marked with asterisks * are mandatory." To the right of the form are several sidebar links: "PART WORKSHEET" (1. Part Header Information, 2. Failure / Discrepancy, 3. Reasons for Rejection, 4. On Site Troubleshooting, 5. Action Items, 6. Division Problem Statement, 7. Containment Plan, 8. Root Cause, 9. Corrective Action, 10. {Verification Plan}, 11. Distribution, 12. Attachment(s)), "PRINT VIEW" (On Site Report, Part Tracking Worksheet), "USER GUIDE" (Need assistance? NATS user guide), and "COPYRIGHT" (Copyright © 2007 Parker Hannifin Corp. All rights reserved).

Figure 28 – Section 10: Verification Plan

All sections of the Part Tracking Worksheet will initially appear in view only mode. To edit the page, click on the 'edit' button. Parker employees have the security access to edit, as long as the record is in 'open' status. Otherwise, the 'edit' button is disabled.

Chapter 3: Section 10 - Verification Plan

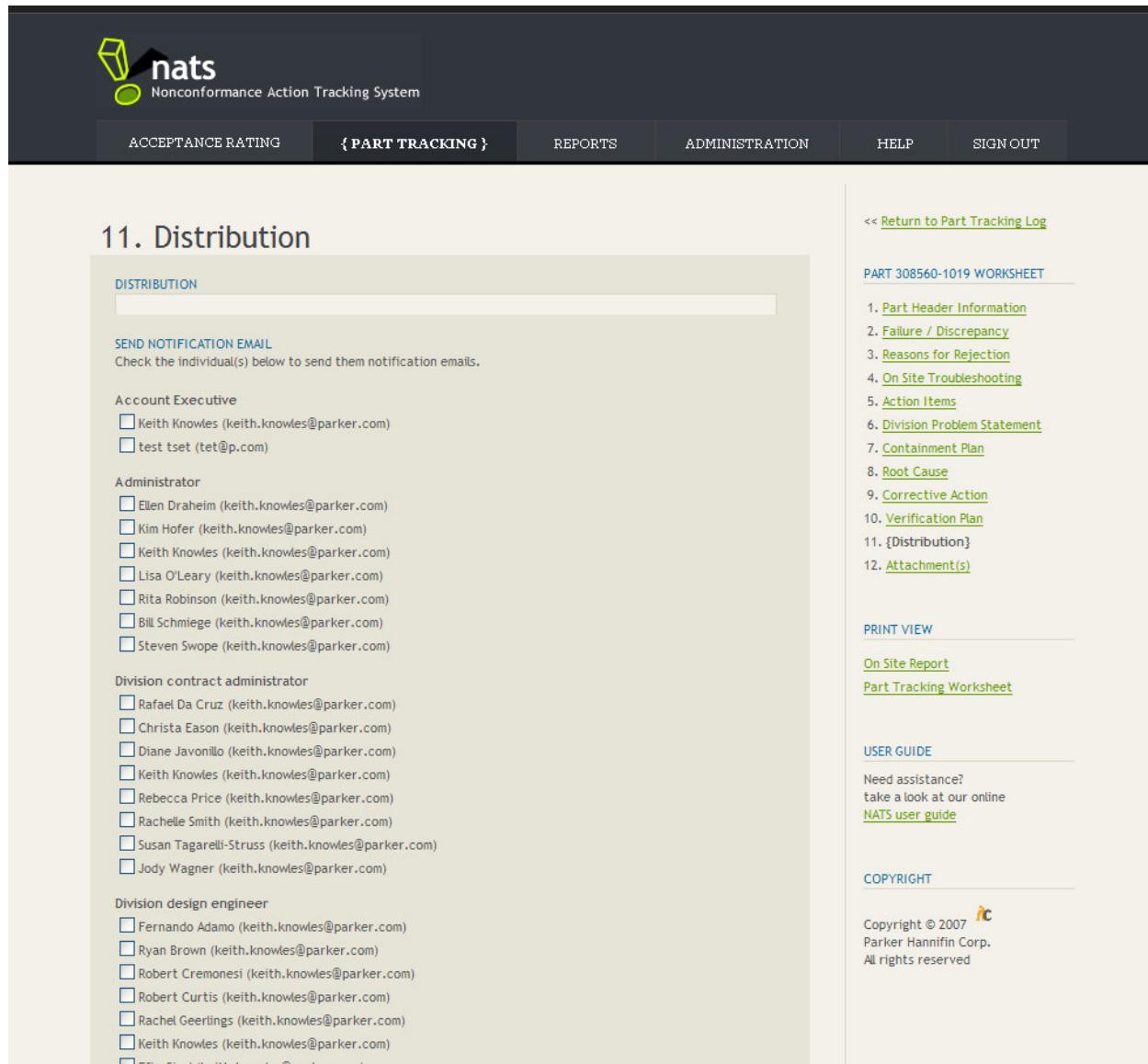
Section 10 of the worksheet contains the following data:

- Author – The name of the author and the date in which the record was created
- Due date – The date when the action item is to be completed and communicated/closed with the customer
- Description – Detailed action plan and task description to verify that the corrective actions effectively prevent a reoccurrence of the nonconformance
- Notes – Notes and supporting detail for the verification plan
- Responsible – The person responsible for completing the assigned action item
- Completed date – The actual date when the action item is to be completed to the satisfaction of the customer

To add a new verification plan, simply fill out the line item with a leading plus (+) sign and click on the 'save' button when finished.

Chapter 3: Section 11 - Distribution

As a Parker employee, you can add people to the distribution list. An email is sent automatically to each person on the distribution list announcing the details of the nonconforming part. To add recipients to the distribution list, please note the checkboxes next to the names listed by roles, as shown below. Check the names you would like to send a notification email to. Click on the 'send' button when you are ready.



The screenshot shows the NATS (Nonconformance Action Tracking System) interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled "11. Distribution" and contains a "DISTRIBUTION" section with a list of checkboxes for selecting recipients by role. The roles and their corresponding email addresses are:

- Account Executive:
 - Keith Knowles (keith.knowles@parker.com)
 - test tset (tet@p.com)
- Administrator:
 - Ellen Draheim (keith.knowles@parker.com)
 - Kin Hofer (keith.knowles@parker.com)
 - Keith Knowles (keith.knowles@parker.com)
 - Lisa O'Leary (keith.knowles@parker.com)
 - Rita Robinson (keith.knowles@parker.com)
 - Bill Schmiege (keith.knowles@parker.com)
 - Steven Swope (keith.knowles@parker.com)
- Division contract administrator:
 - Rafael Da Cruz (keith.knowles@parker.com)
 - Christa Eason (keith.knowles@parker.com)
 - Diane Javonillo (keith.knowles@parker.com)
 - Keith Knowles (keith.knowles@parker.com)
 - Rebecca Price (keith.knowles@parker.com)
 - Rachelle Smith (keith.knowles@parker.com)
 - Susan Tagarelli-Struss (keith.knowles@parker.com)
 - Jody Wagner (keith.knowles@parker.com)
- Division design engineer:
 - Fernando Adamo (keith.knowles@parker.com)
 - Ryan Brown (keith.knowles@parker.com)
 - Robert Cremonesi (keith.knowles@parker.com)
 - Robert Curtis (keith.knowles@parker.com)
 - Rachel Geerlings (keith.knowles@parker.com)
 - Keith Knowles (keith.knowles@parker.com)
 - Efim Sisal (keith.knowles@parker.com)

On the right side of the page, there are several links and sections:

- [<< Return to Part Tracking Log](#)
- [PART 308560-1019 WORKSHEET](#)
- [1. Part Header Information](#)
- [2. Failure / Discrepancy](#)
- [3. Reasons for Rejection](#)
- [4. On Site Troubleshooting](#)
- [5. Action Items](#)
- [6. Division Problem Statement](#)
- [7. Containment Plan](#)
- [8. Root Cause](#)
- [9. Corrective Action](#)
- [10. Verification Plan](#)
- [11. {Distribution}](#)
- [12. Attachment\(s\)](#)
- [PRINT VIEW](#)
- [On Site Report](#)
- [Part Tracking Worksheet](#)
- [USER GUIDE](#)
- Need assistance?
take a look at our online
[NATS user guide](#)
- [COPYRIGHT](#)
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Figure 29 – Section 11: Distribution

Chapter 3: Section 12 - Attachment(s)

Parker employees can upload files as attachments to the part tracking worksheet. To upload a document, simply click on the 'browse' button to select the file of your choice. Next, enter the title to accompany the document. When ready, click on the 'upload' button. As soon as the upload is completed, you will see the document listed below the 'Title' textbox.

Important Note: Please note, only Word (.doc), Excel (.xls), JPEG (.jpg), GIF (.gif), Powerpoint (.ppt), plain text (.txt), TIF (.gif), and Adobe Acrobat (.pdf) files are accepted by the system. Uploaded file must not exceed 40 MB in size.

The screenshot shows a Windows Internet Explorer window displaying the Nonconformance Action Tracking System (NATS) Part Tracking Worksheet. The URL in the address bar is <http://aeroworldxt/nats/PTPage12.aspx?edit=5075&status=0>.

The main content area is titled "12. Attachment(s)". It contains a form for uploading files:

- File:
-
- Title:

Below the form, a table header is shown with columns: Uploaded file(s), Upload date, and Uploaded by.

The right sidebar contains the following sections:

- [PART 308560-1019 WORKSHEET](#)
 - [1. Part Header Information](#)
 - [2. Failure / Discrepancy](#)
 - [3. Reasons for Rejection](#)
 - [4. On Site Troubleshooting](#)
 - [5. Action Items](#)
 - [6. Division Problem Statement](#)
 - [7. Containment Plan](#)
 - [8. Root Cause](#)
 - [9. Corrective Action](#)
 - [10. Verification Plan](#)
 - [11. Distribution](#)
 - [12. {Attachment\(s\)}](#)
- [PRINT VIEW](#)
 - [On Site Report](#)
 - [Part Tracking Worksheet](#)
- [USER GUIDE](#)

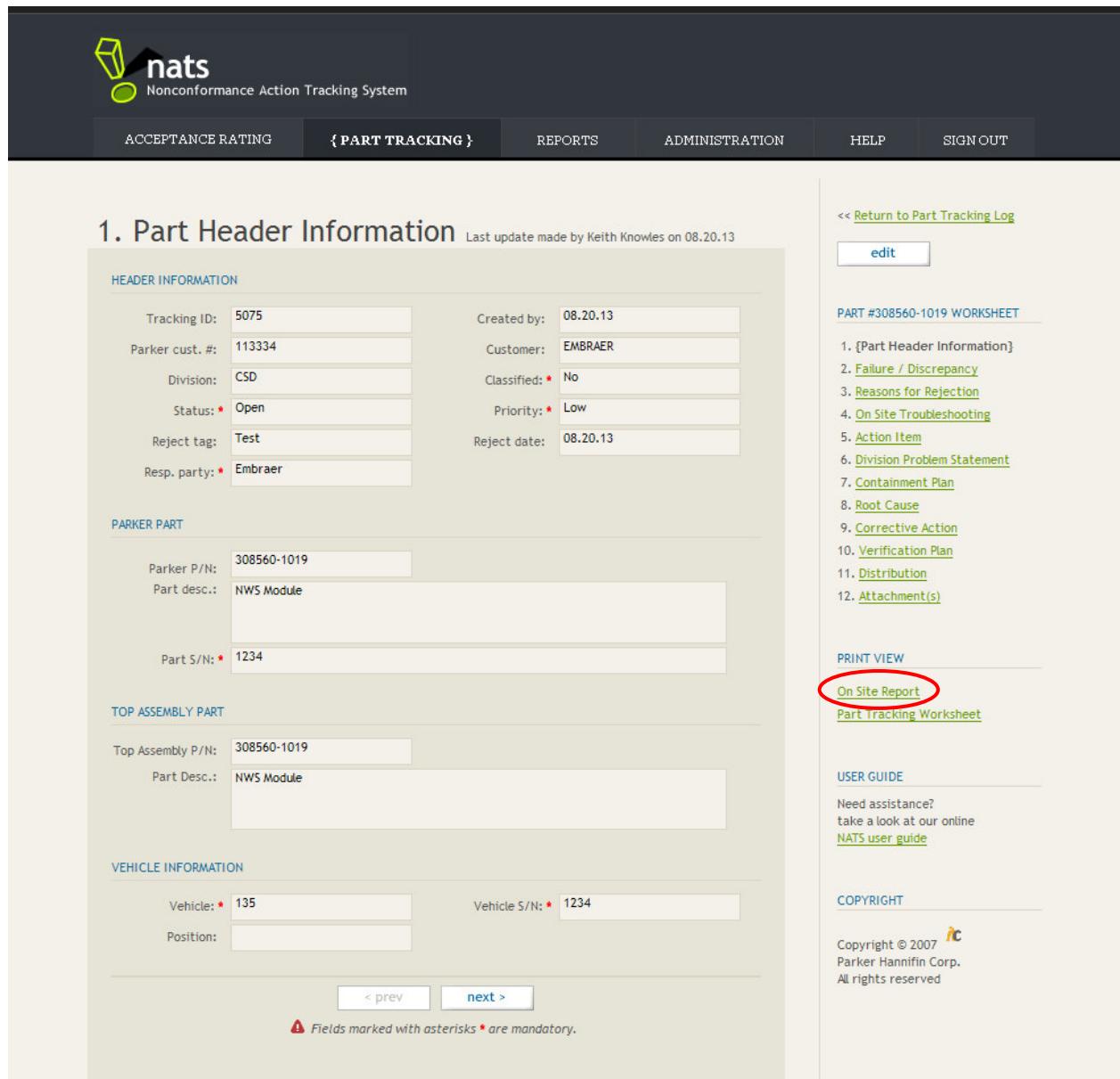
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- [COPYRIGHT](#)

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Figure 30 – Section 12: Attachment(s)

Chapter 3: Printing On Site Report

An On Site report is available for each nonconforming part in the **nats** database. To print one, first, locate the part from the Part Tracking Log. After you've found it, click on the record number to view the details of that part. Next, click on the link labeled 'On Site Report' located on the right side of the Part Tracking Worksheet, as shown below.



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING (highlighted), REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '1. Part Header Information' and shows the following data:

HEADER INFORMATION	
Tracking ID:	5075
Parker cust. #:	113334
Division:	CSD
Status:	Open
Reject tag:	Test
Resp. party:	Embraer
Created by:	08.20.13
Customer:	EMBRAER
Classified:	No
Priority:	Low
Reject date:	08.20.13

PARKER PART

Parker P/N:	308560-1019
Part desc.:	NWS Module
Part S/N:	1234

TOP ASSEMBLY PART

Top Assembly P/N:	308560-1019
Part Desc.:	NWS Module

VEHICLE INFORMATION

Vehicle:	135
Position:	
Vehicle S/N:	1234

On Site Report

PART #308560-1019 WORKSHEET

- 1. {Part Header Information}
- 2. [Failure / Discrepancy](#)
- 3. [Reasons for Rejection](#)
- 4. [On Site Troubleshooting](#)
- 5. [Action Item](#)
- 6. [Division Problem Statement](#)
- 7. [Containment Plan](#)
- 8. [Root Cause](#)
- 9. [Corrective Action](#)
- 10. [Verification Plan](#)
- 11. [Distribution](#)
- 12. [Attachment\(s\)](#)

PRINT VIEW

[On Site Report](#) (circled in red)

[Part Tracking Worksheet](#)

USER GUIDE

Need assistance?
take a look at our online
[NATS user guide](#)

COPYRIGHT

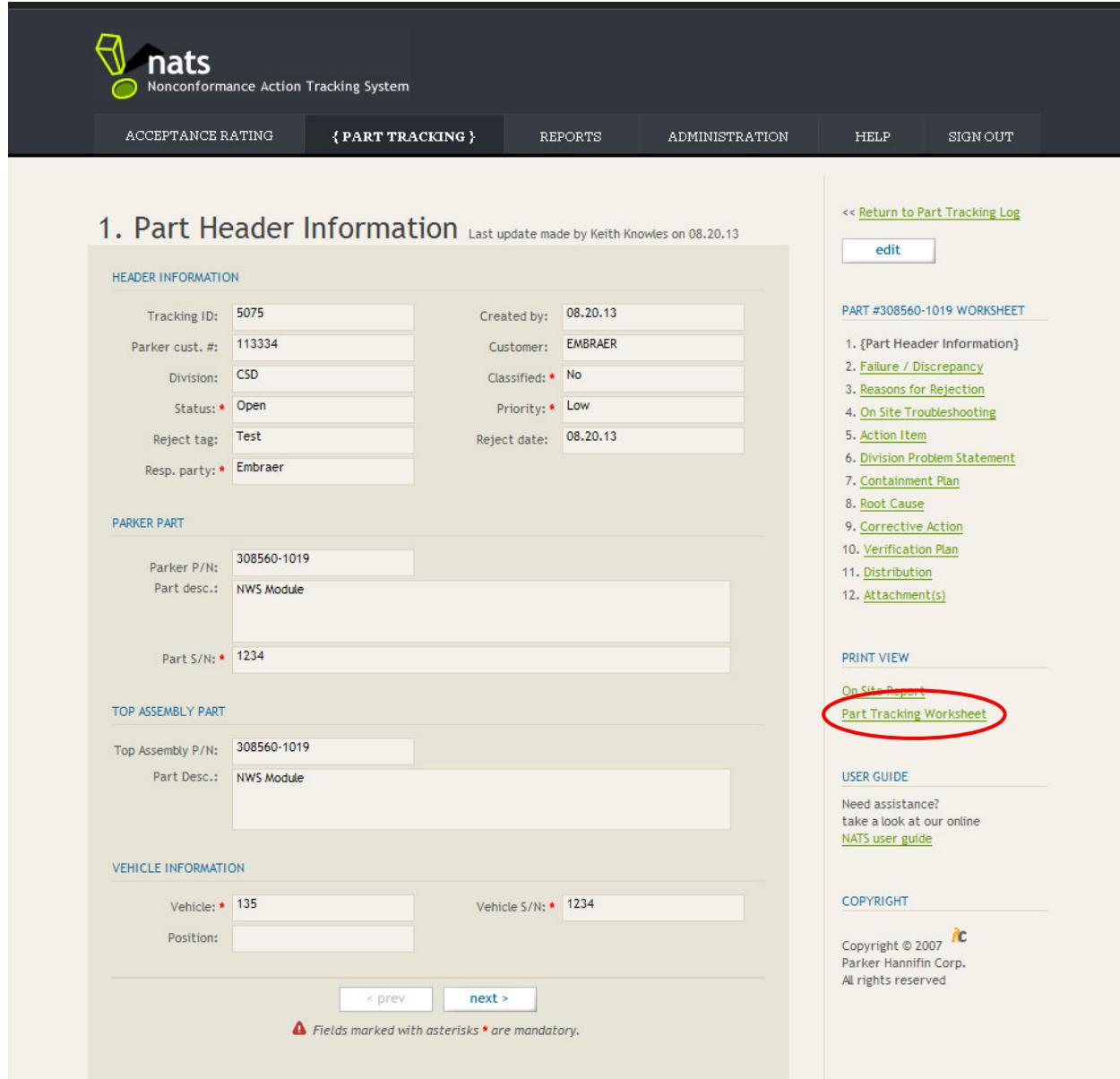
Copyright © 2007  Parker Hannifin Corp.
All rights reserved

Figure 31 – Print On Site Report

⚠ Important Note: Before you print, please make sure your print margins are set to .25 inches (left), .25 inches (right), .25 inches (top), and .25 inches (bottom).

Chapter 3: Printing Part Tracking Worksheet

A printout of the entire Part Tracking Worksheet is available for each nonconforming part in the **nats** database. To print one, first, locate the part from the Part Tracking Log. After you've found it, click on the record number to view the details of that part. Next, click on the link labeled 'Part Tracking Worksheet' located on the right side of the worksheet, as shown below.



The screenshot shows the NATS Nonconformance Action Tracking System interface. The top navigation bar includes links for ACCEPTANCE RATING, { PART TRACKING }, REPORTS, ADMINISTRATION, HELP, and SIGN OUT. The main content area is titled '1. Part Header Information' and shows the following data:

Tracking ID:	5075	Created by:	08.20.13
Parker cust. #:	113334	Customer:	EMBRAER
Division:	CSD	Classified:	* No
Status:	* Open	Priority:	* Low
Reject tag:	Test	Reject date:	08.20.13
Resp. party:	* Embraer		

Below this are sections for PARKER PART, TOP ASSEMBLY PART, and VEHICLE INFORMATION, each with a single row of data. At the bottom, there are navigation buttons for '< prev' and 'next >' and a note: '⚠ Fields marked with asterisks * are mandatory.'

The right sidebar contains a list of 12 numbered steps for a Part Tracking Worksheet, with the 12th step, '12. Attachment(s)', circled in red. Other sections in the sidebar include 'edit', 'PART #308560-1019 WORKSHEET', 'PRINT VIEW' (with 'Part Tracking Worksheet' highlighted and circled in red), 'USER GUIDE', and 'COPYRIGHT' (with the Parker Hannifin logo).

Figure 32 – Print Part Tracking Worksheet

⚠ Important Note: Before you print, please make sure your print margins are set to .25 inches (left), .25 inches (right), .25 inches (top), and .25 inches (bottom).

Chapter 4

My Profile

This chapter shows you how to update your own user profile

Contents

- Updating My Profile 51

Chapter 4: Updating My Profile

The 'My Profile' page is available to all users except the system administrator. This page allows you to change your personal password and/or update your contact information. Please take the time to keep your contact information current.

To update your own user profile, click on the tab labeled 'My Profile'. You will be transferred to a form similar to below. Fill out the form. All fields are required, except for your password. If you would like to change your current password, enter the new one in the empty textbox. When finished, click on the 'save' button.

The screenshot shows a Windows Internet Explorer window with the title 'Nonconformance Action Tracking System - Windows Internet Explorer'. The address bar shows the URL 'http://localhost/NATS/MyProfile.aspx'. The page itself has a header with the NATS logo and the text 'Nonconformance Action Tracking System'. A navigation bar at the top includes links for 'ACCEPTANCE RATING', 'PART TRACKING', 'REPORTS', 'MY PROFILE' (which is highlighted in blue), 'HELP', and 'SIGN OUT'. The main content area is titled 'My Profile' and contains a form for updating user information. The form fields are: 'User ID' (JEMBRAER), 'First name:' (John), 'Last name:' (Embraer), 'Password' (empty), 'Phone:' (949-465-1111), and 'Email:' (jembraer@parker.com). Below the form is a 'save' button. A note at the bottom of the form area states: '⚠ Fields marked with asterisks * are mandatory.' To the right of the form, there are two columns of information: 'COMPANY INFORMATION' (Parker Hannifin Corp., Aerospace Division, 6035 Parkland Blvd., Cleveland, OH 44124 USA) and 'USER GUIDE' (link to NATS user guide). At the bottom right is a 'COPYRIGHT' section with the text: 'Copyright © 2007 Parker Hannifin Corp. All rights reserved.' The status bar at the bottom of the browser window shows 'Local intranet | Protected Mode: Off' and a zoom level of '100%'. The overall layout is clean and professional, typical of a corporate intranet application.

Figure 33 – My Profile

Chapter 5

nats Administration

This chapter is reserved for **nats** administrators. It explains how to manage user accounts, maintain lookup tables, update customer IDs, and upkeep parker parts. As the administrator, you will have access to a tab marked ‘Administration’ on the upper right corner of the main menu. Other users have a tab labeled ‘My Profile’ instead.

Contents

- Managing User Profiles 53
- Maintaining Lookup Tables 58
- Updating Customer Identification Numbers 63
- Managing Parker Parts 68

Chapter 5: Managing User Profiles

As the administrator, you are responsible for managing user accounts/logins. The user log is accessible by first clicking on the menu tab called 'Administration'. Next, click on the link 'User Profiles' from the 'nats administration' page to advance to the User Profile Log (figure 35).

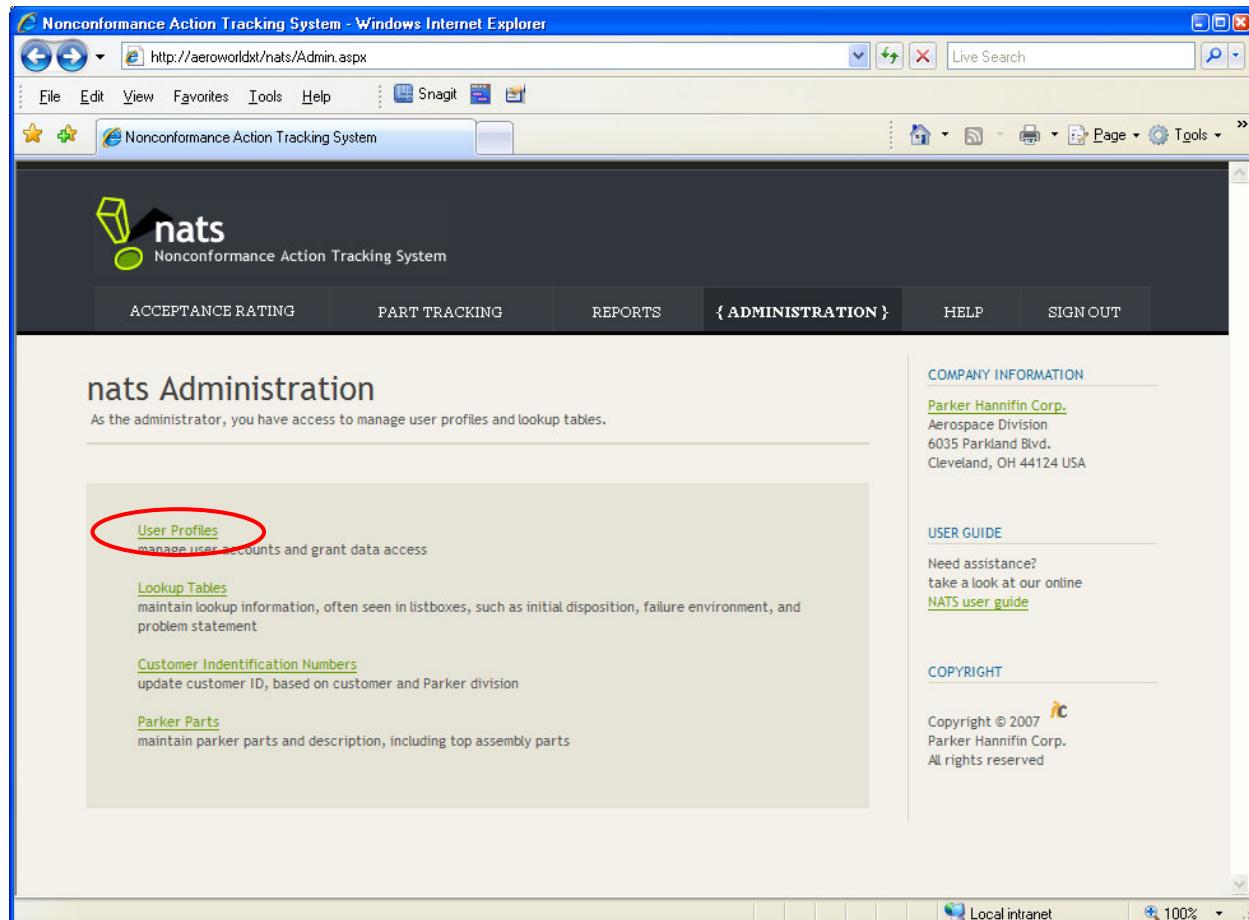


Figure 34 – **nats** Administration

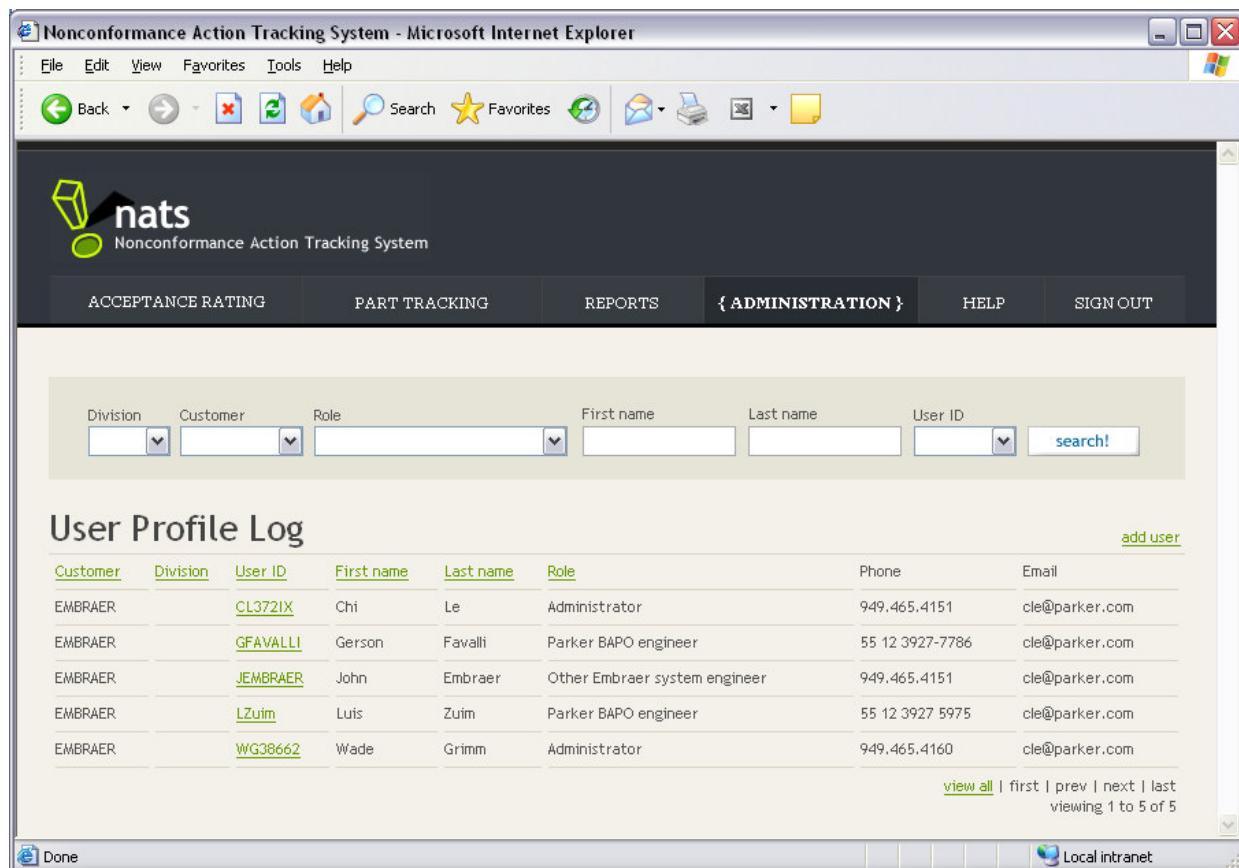
Chapter 5: Managing User Profiles

User Profile Log

In the log, you will find a listing of everyone who has access to **nats**. You can search by division, customer, role, first name, last name and user ID.

The log can be sorted by customer, division, user ID, first name, last name, or role, simply by clicking on the associated column heading. The first time the link is selected, the sort order will be in ascending order. The second time the link is selected, the sort will toggle to descending order.

Navigation is located at the bottom right of the web page. To navigate to the first, previous, next, or last page of the list, simply click on the links marked as such below the log. You can also view the entire log on the same page by selecting the link 'view all'.



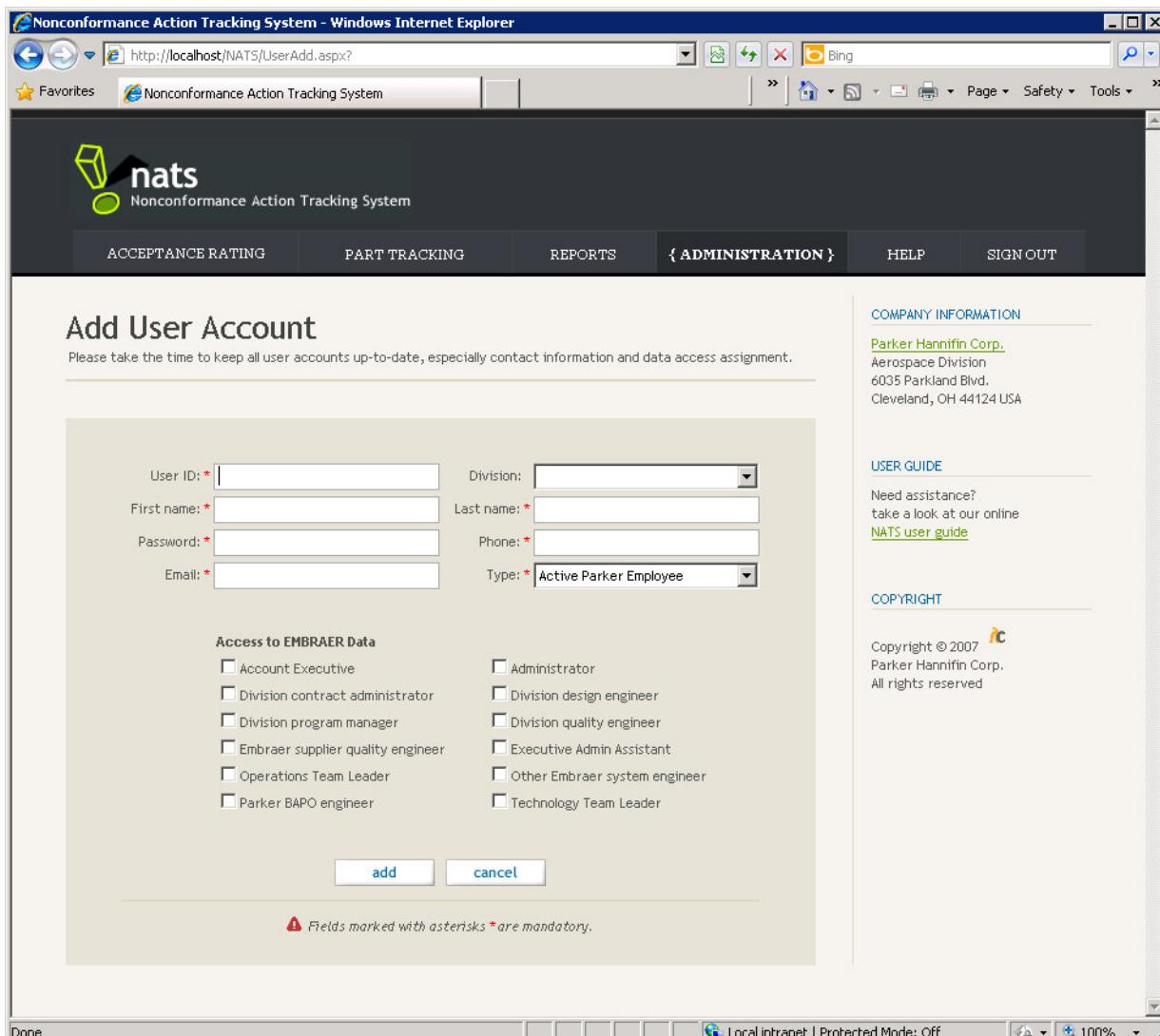
Customer	Division	User ID	First name	Last name	Role	Phone	Email
EMBRAER	CL372IX	Chi	Le	Administrator	949.465.4151	cle@parker.com	
EMBRAER	GFAVALLI	Gerson	Favalli	Parker BAPO engineer	55 12 3927-7786	cle@parker.com	
EMBRAER	JEMBRAER	John	Embraer	Other Embraer system engineer	949.465.4151	cle@parker.com	
EMBRAER	LZuim	Luis	Zuim	Parker BAPO engineer	55 12 3927 5975	cle@parker.com	
EMBRAER	WG38662	Wade	Grimm	Administrator	949.465.4160	cle@parker.com	

Figure 35 – User Profile Log

Chapter 5: Managing User Profiles

Adding User Account

To add a new user account, click on the link marked 'add user' from the User Profile Log. You will be transferred to a form titled 'Add User Account', as shown below.



The screenshot shows the 'Add User Account' page of the NATS system. The page has a header with the NATS logo and navigation links for Acceptance Rating, Part Tracking, Reports, Administration (selected), Help, and Sign Out. The main content area is titled 'Add User Account' and contains a form with the following fields:

User ID: *	Division:
First name: *	Last name: *
Password: *	Phone: *
Email: *	Type: * Active Parker Employee

Below the form is a section titled 'Access to EMBRAER Data' with a list of checkboxes for roles:

- Account Executive
- Division contract administrator
- Division program manager
- Embraer supplier quality engineer
- Operations Team Leader
- Parker BAPO engineer
- Administrator
- Division design engineer
- Division quality engineer
- Executive Admin Assistant
- Other Embraer system engineer
- Technology Team Leader

At the bottom of the form are 'add' and 'cancel' buttons. A note at the bottom states: 'Fields marked with asterisks * are mandatory.'

The right sidebar contains 'COMPANY INFORMATION' with the company's name and address, and 'USER GUIDE' with a link to the NATS user guide. The bottom right of the page shows the copyright information: 'Copyright © 2007 Parker Hannifin Corp. All rights reserved'.

Figure 36 – Add User Account

All entry fields on this form are required with the exception of 'Division'.

The user ID for a Parker employee should be the user's first name initial, last name initial, followed by his/her clock ID (ex. JS13865). The user ID for a customer should be his first initial, followed by his/her full last name (ex. JSmith).

Each user is required to be assigned at least one role.

The password can be a combination of alpha and numeric characters. It must be greater than six characters and less than twelve.

Chapter 5: Managing User Profiles

Editing User Account

To edit an existing user account, first, locate the desired record on the User Profile Log. Next, click on the user ID link of that record. You will be transferred to a form titled 'Edit User Profile', as shown below.

The screenshot shows the 'Edit User Profile' page of the Nonconformance Action Tracking System. The user ID is JEMBRAER. The division is listed in a dropdown. The first name is John, last name is Embraer, phone is 949-465-1111, and email is jembraer@parker.com. The type is Active Parker Employee. Under 'Access to EMBRAER Data', several checkboxes are listed, with 'Other Embraer system engineer' checked. Buttons for save, cancel, and delete are at the bottom. A note at the bottom says 'Fields marked with asterisks * are mandatory.' The right sidebar shows company information for Parker Hannifin Corp., a user guide, and a copyright notice.

Figure 37 – Edit User Profile

For security reasons, you will not see the password textbox populated. However, you can change the user's password by entering a new one. All required fields are marked with a red asterisk (*).

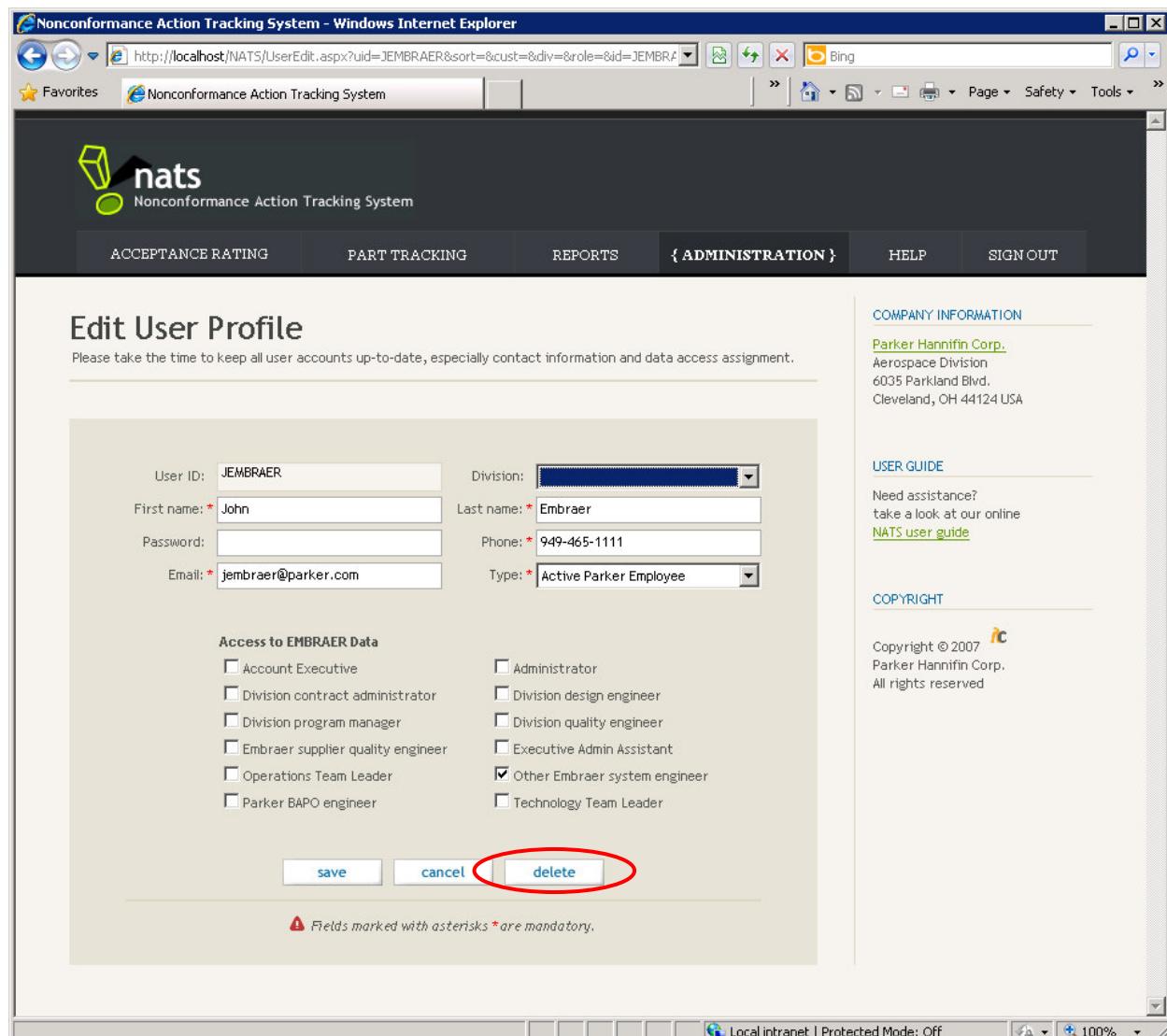
Each user is required to be assigned at least one role.

The password can be a combination of alpha and numeric characters. It must be greater than six characters and less than twelve.

Chapter 5: Managing User Profiles

Deleting User Account

To delete a user account, you must first locate the desired record on the User Profile Log. Next, click on the user ID link of that record. You will be transferred to a form titled 'Edit User Profile', as shown below. Click on the button 'delete'.



The screenshot shows a Microsoft Internet Explorer window displaying the NATS UserEdit.aspx page. The page title is 'Edit User Profile'. The main form contains fields for User ID (JEMBRAER), Division (dropdown menu), First name (John), Last name (Embraer), Password (empty), Phone (949-465-1111), Email (jembraer@parker.com), and Type (Active Parker Employee dropdown). Below these fields is a section titled 'Access to EMBRAER Data' with several checkboxes. The 'delete' button at the bottom of the form is circled in red. The right sidebar contains 'COMPANY INFORMATION' (Parker Hannifin Corp., Aerospace Division, 6035 Parkland Blvd., Cleveland, OH 44124 USA), 'USER GUIDE' (Need assistance? NATS user guide), and 'COPYRIGHT' (Copyright © 2007 Parker Hannifin Corp., All rights reserved).

Figure 38 – Delete User Profile

Chapter 5: Maintaining Lookup Tables

As the administrator, you are responsible for maintaining the system's lookup data. This data is used to populate listboxes throughout the application. To view a log of the lookup data, you must first advance to the **nats** Administration web page as shown below. Next, click on the link marked 'Lookup Tables' to be transferred to the Lookup Table Log (figure 40).

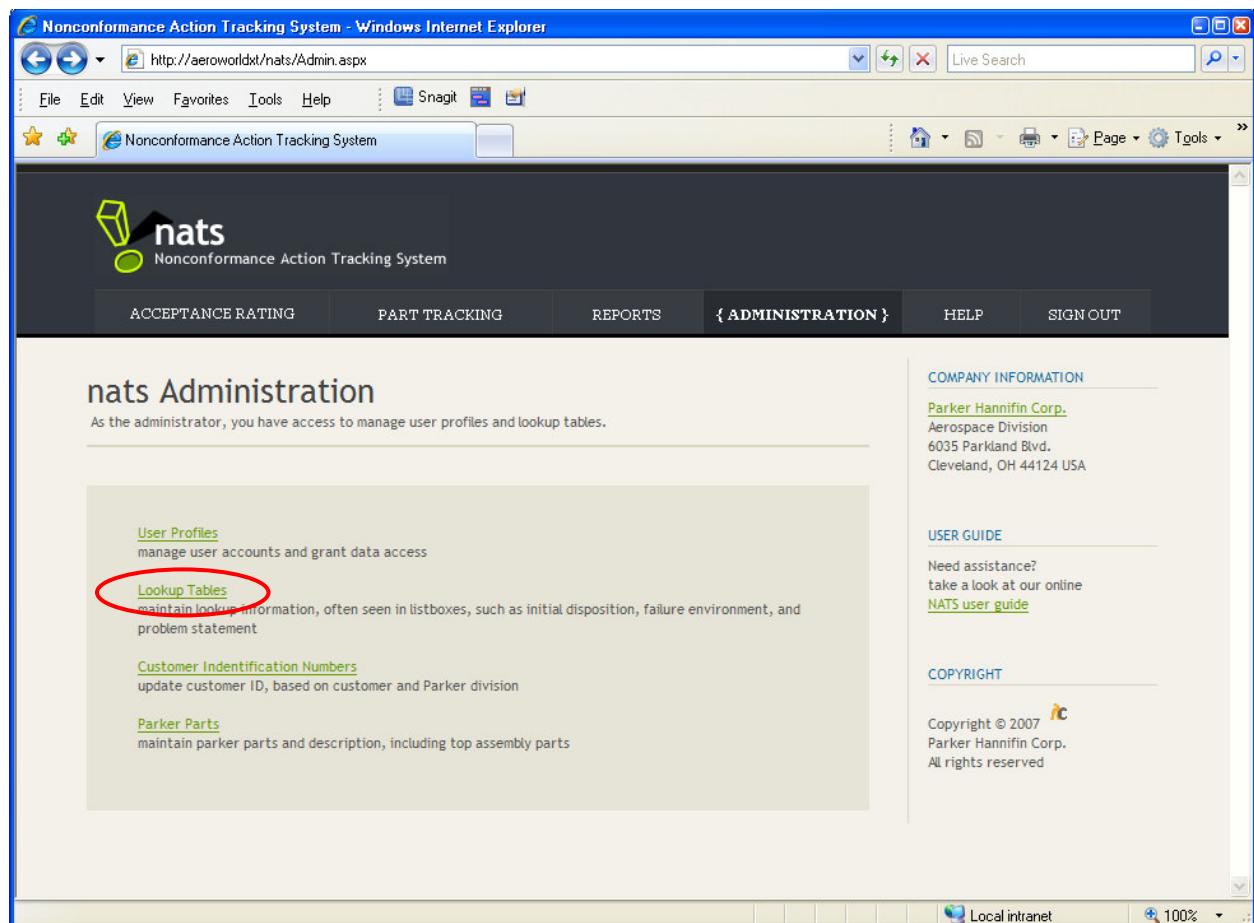


Figure 39 – **nats** Administration

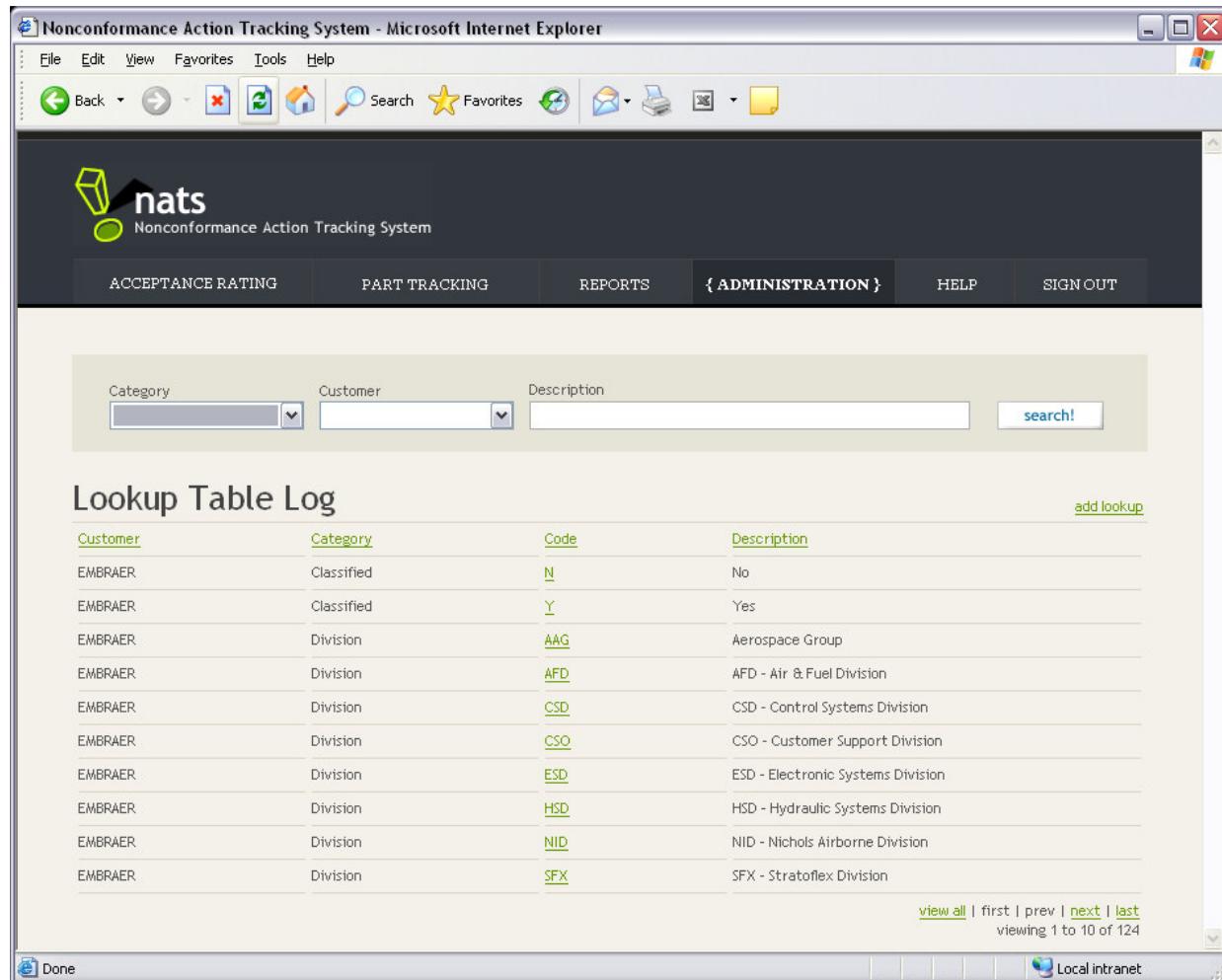
Chapter 5: Maintaining Lookup Table

Lookup Table Log

In the log, you will find a listing of all lookup data. You can search by category, customer, and description.

The log can be sorted by customer, category, code, or description, simply by clicking on the associated column heading. The first time the link is selected, the sort order will be in ascending order. The second time the link is selected, the sort will toggle to descending order.

Navigation is located at the bottom right of the web page. To navigate to the first, previous, next, or last page of the list, simply click on the links marked as such below the log. You can also view the entire log on the same page by selecting the link 'view all'.



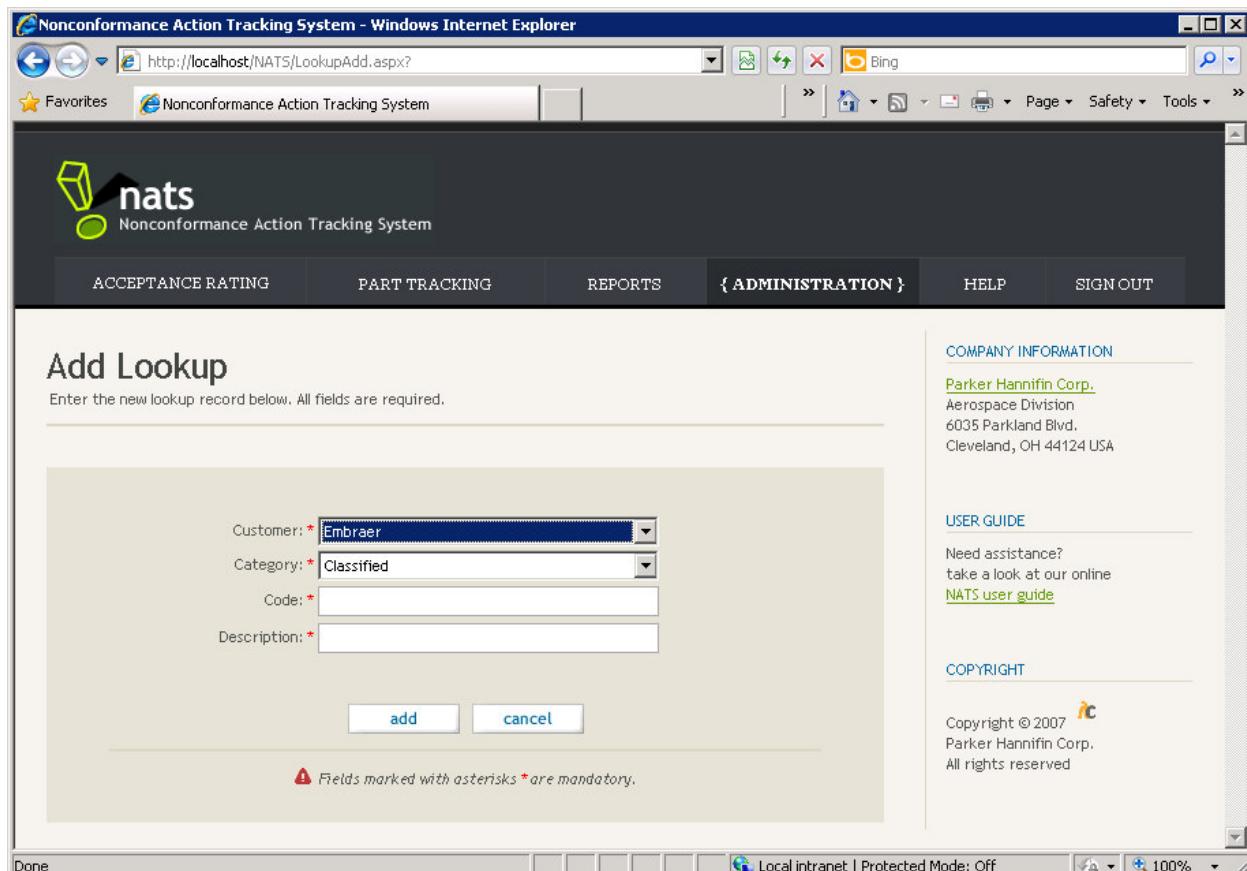
Customer	Category	Code	Description
EMBRAER	Classified	N	No
EMBRAER	Classified	Y	Yes
EMBRAER	Division	AAG	Aerospace Group
EMBRAER	Division	AFD	AFD - Air & Fuel Division
EMBRAER	Division	CSD	CSD - Control Systems Division
EMBRAER	Division	CSO	CSO - Customer Support Division
EMBRAER	Division	ESD	ESD - Electronic Systems Division
EMBRAER	Division	HSD	HSD - Hydraulic Systems Division
EMBRAER	Division	NID	NID - Nichols Airborne Division
EMBRAER	Division	SFX	SFX - Stratoflex Division

Figure 40 – Lookup Table Log

Chapter 5: Maintaining Lookup Tables

Adding Lookup Information

To add a new lookup, click on the link marked 'add lookup' from the Lookup Table Log. You will be transferred to a form as shown below.



Nonconformance Action Tracking System - Windows Internet Explorer
http://localhost/NATS/LookupAdd.aspx?

Nonconformance Action Tracking System

ACCEPTANCE RATING PART TRACKING REPORTS { ADMINISTRATION } HELP SIGN OUT

Add Lookup

Enter the new lookup record below. All fields are required.

Customer: * Embraer

Category: * Classified

Code: *

Description: *

add cancel

⚠ Fields marked with asterisks * are mandatory.

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Figure 41 – Add Lookup

Fill out the entire form. All fields are required. When completed, click on the 'add' button to save. If by mistake, you try to add a lookup record that already exists in the database, the system will notify you with an error message.

Chapter 5: Maintaining Lookup Tables

Editing Lookup Information

To edit a lookup record, first, locate it in the Lookup Table Log. Next, click on the code link of that record. You will be transferred to a form as shown below. The only field you may change is the description.

Nonconformance Action Tracking System - Windows Internet Explorer
http://localhost/NATS/LookupEdit.aspx?id=9&sort=&cust=EMBRAER&cat=Division&de

ACCEPTANCE RATING PART TRACKING REPORTS { ADMINISTRATION } HELP SIGN OUT

Edit Lookup

Please take the time to keep all lookup information up-to-date. It will be referenced throughout the application for data integrity and consistency.

Customer:	EMBRAER
Category:	Division
Code:	CSD
Description:	* CSD - Control Systems Division

save cancel delete

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Figure 42 – Edit Lookup

Chapter 5: Maintaining Lookup Tables

Deleting Lookup Information

To delete a lookup, you must first locate it in the Lookup Table Log. Next, click on the code link of that record. You will be transferred to a form titled 'Edit Lookup', as shown below. Click on the button 'delete'.

Important Note: The system will only allow you to delete a lookup record if it is not being referenced elsewhere in the database. For example, if there is an acceptance rating record for division AFD, you will not be able to delete this division from the lookup table.

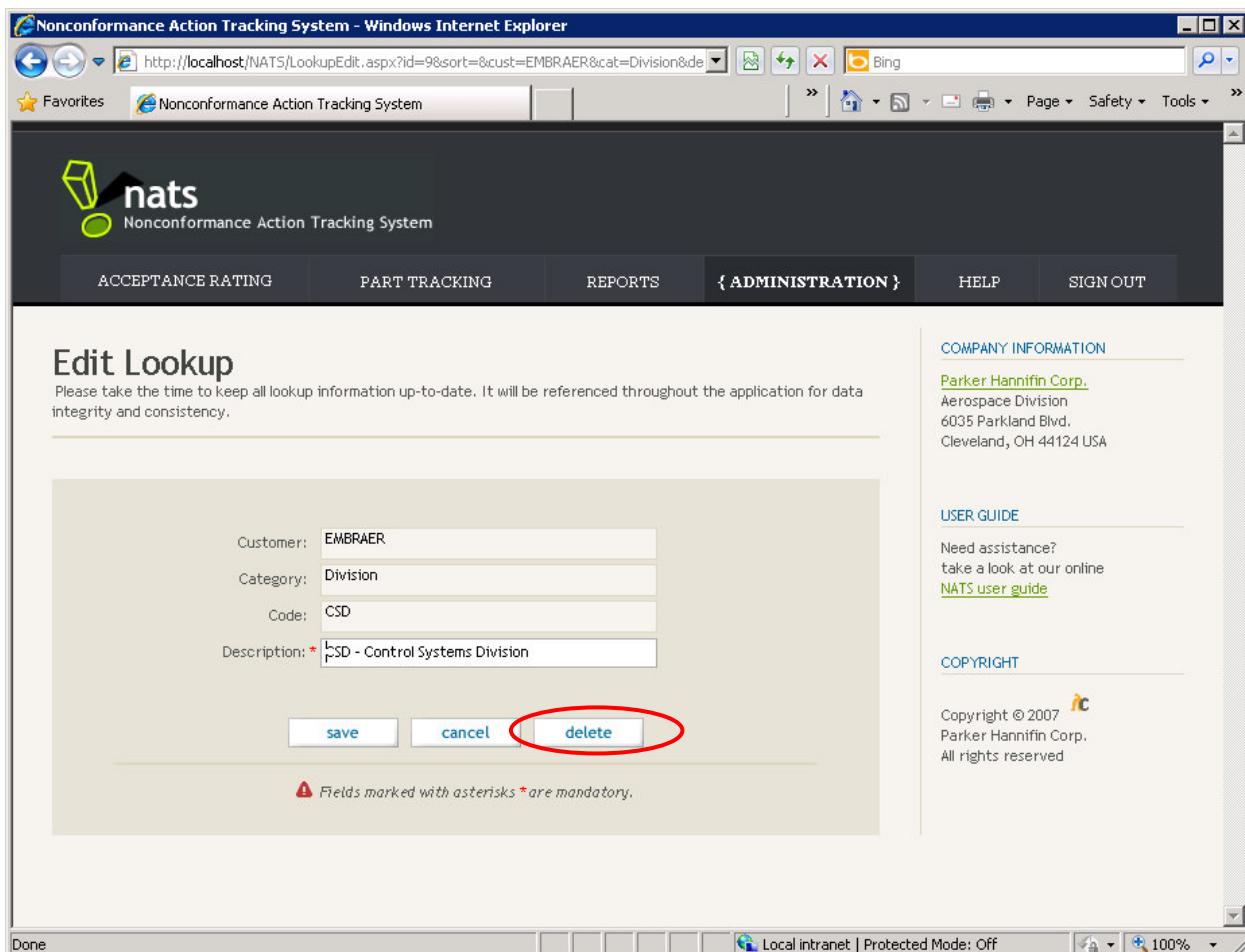


Figure 43 – Delete Lookup

Chapter 5: Updating Customer Identification Numbers

As the administrator, you are responsible for maintaining Parker customer identification numbers. To view a log of these numbers, you must first advance to the **nats** Administration web page as shown below. Next, click on the link marked 'Customer Identification Numbers' to be transferred to the Customer Identification Number Log (figure 45).

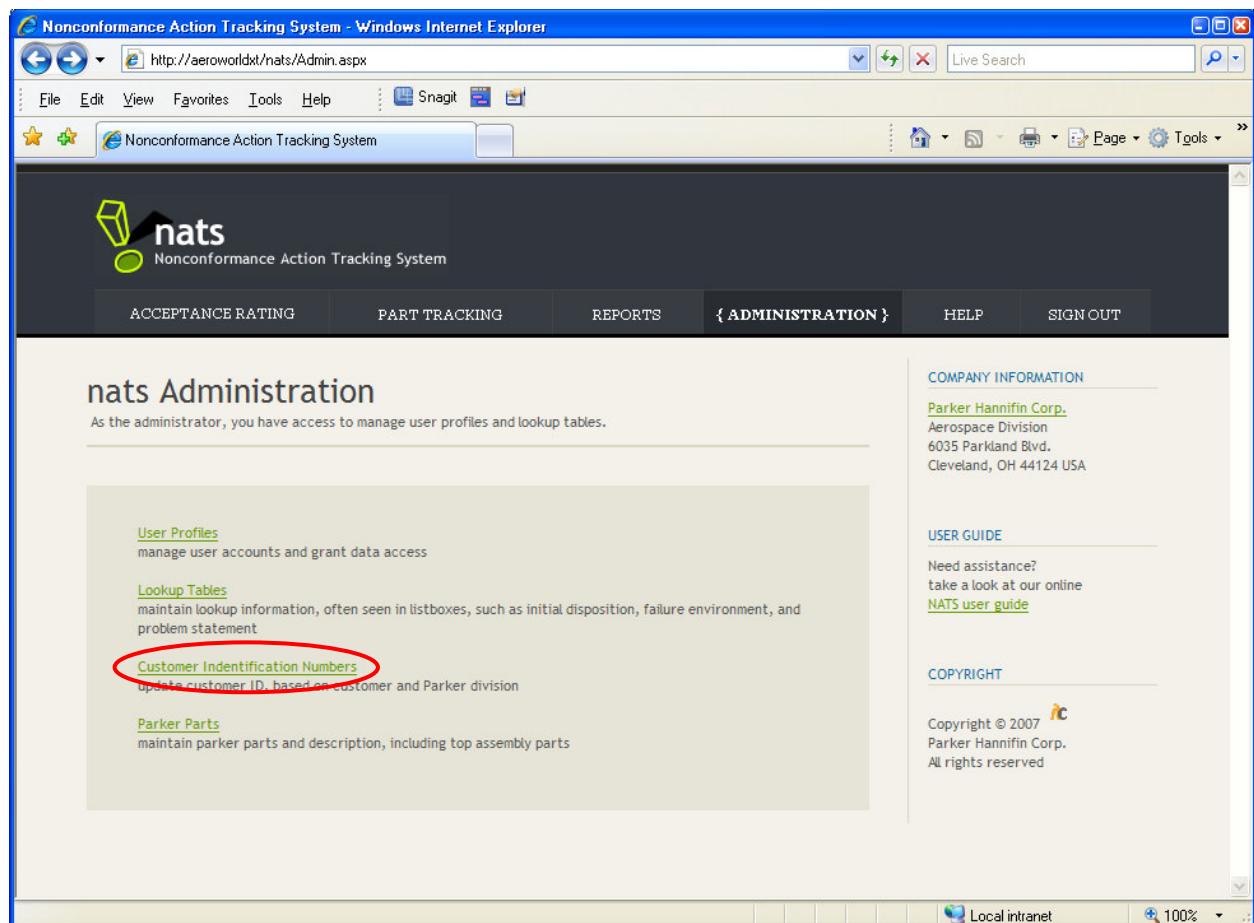
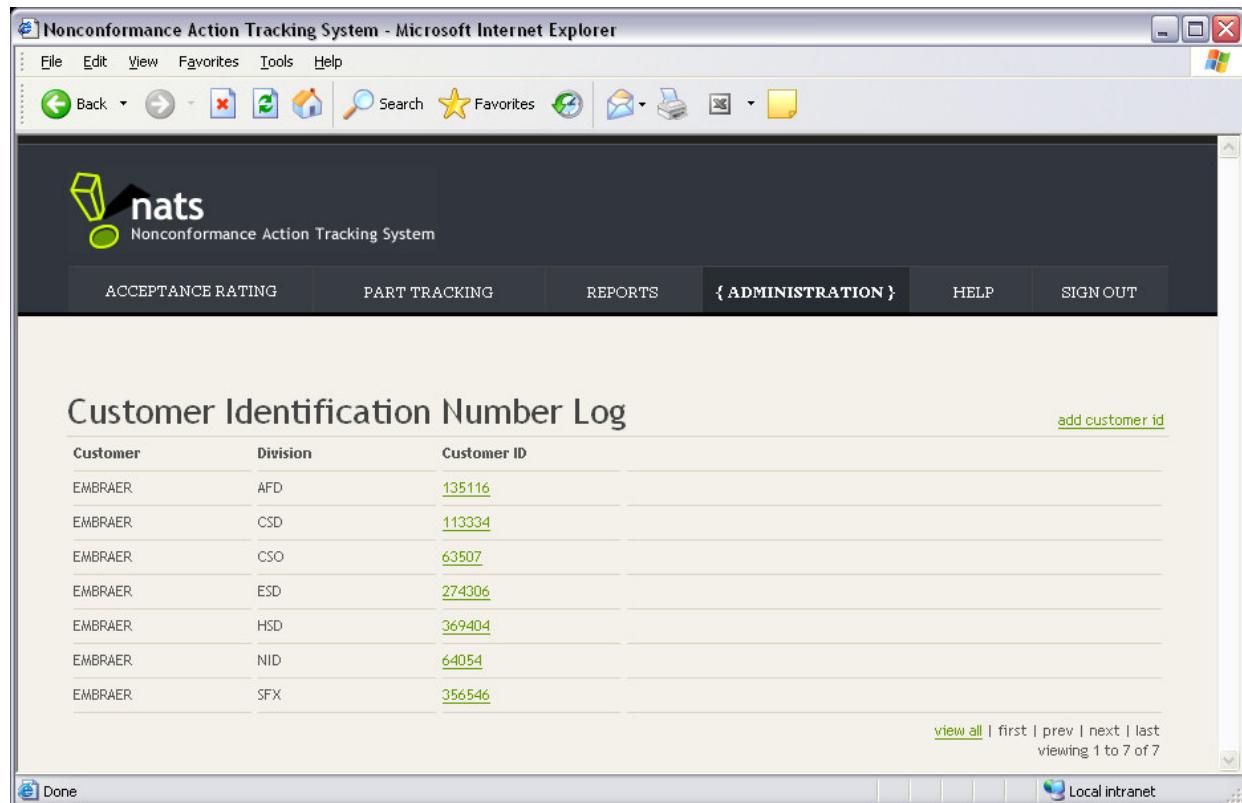


Figure 44 – **nats** Administration

Chapter 5: Updating Customer Identification Numbers

Customer Identification Number Log

Navigation is located at the bottom right of the web page. To navigate to the first, previous, next, or last page of the list, simply click on the links marked as such below the log. You can also view the entire log on the same page by selecting the link 'view all'.



The screenshot shows a Microsoft Internet Explorer window displaying the 'Customer Identification Number Log' from the Nonconformance Action Tracking System (nats). The page has a dark header with the nats logo and 'Nonconformance Action Tracking System'. Below the header is a navigation bar with links for 'ACCEPTANCE RATING', 'PART TRACKING', 'REPORTS', 'ADMINISTRATION' (which is highlighted in a dropdown menu), 'HELP', and 'SIGN OUT'. The main content area is titled 'Customer Identification Number Log' and contains a table with the following data:

Customer	Division	Customer ID
EMBRAER	AFD	135116
EMBRAER	CSD	113334
EMBRAER	CSO	63807
EMBRAER	ESD	274306
EMBRAER	HSD	369404
EMBRAER	NID	64054
EMBRAER	SFX	356546

At the bottom of the page, there are navigation links: 'view all', 'first', 'prev', 'next', 'last', and 'viewing 1 to 7 of 7'. The status bar at the bottom of the browser window shows 'Local intranet'.

Figure 45 – Customer Identification Number Log

Chapter 5: Updating Customer Identification Numbers

Adding Customer ID

To add a new customer ID, click on the link marked 'add customer id' from the Customer Identification Number Log. You will be transferred to a form as shown below.

The screenshot shows a Windows Internet Explorer window with the title 'Nonconformance Action Tracking System - Windows Internet Explorer'. The URL in the address bar is 'http://localhost/NATS/CustomerIDAdd.aspx?'. The page itself is titled 'Add Customer Identification Number'. On the left, there is a form with three dropdown menus: 'Customer:' (set to 'Embraer'), 'Division:' (set to 'Aerospace Group'), and 'Customer ID:' (empty). Below the dropdowns are two buttons: 'add' and 'cancel'. A note at the bottom of the form states: 'Fields marked with asterisks * are mandatory.' To the right of the form, there are three sections: 'COMPANY INFORMATION' (listing 'Parker Hannifin Corp.', 'Aerospace Division', '6035 Parkland Blvd.', 'Cleveland, OH 44124 USA'), 'USER GUIDE' (with a link to the 'NATS user guide'), and 'COPYRIGHT' (with a copyright notice for Parker Hannifin Corp. and a small logo).

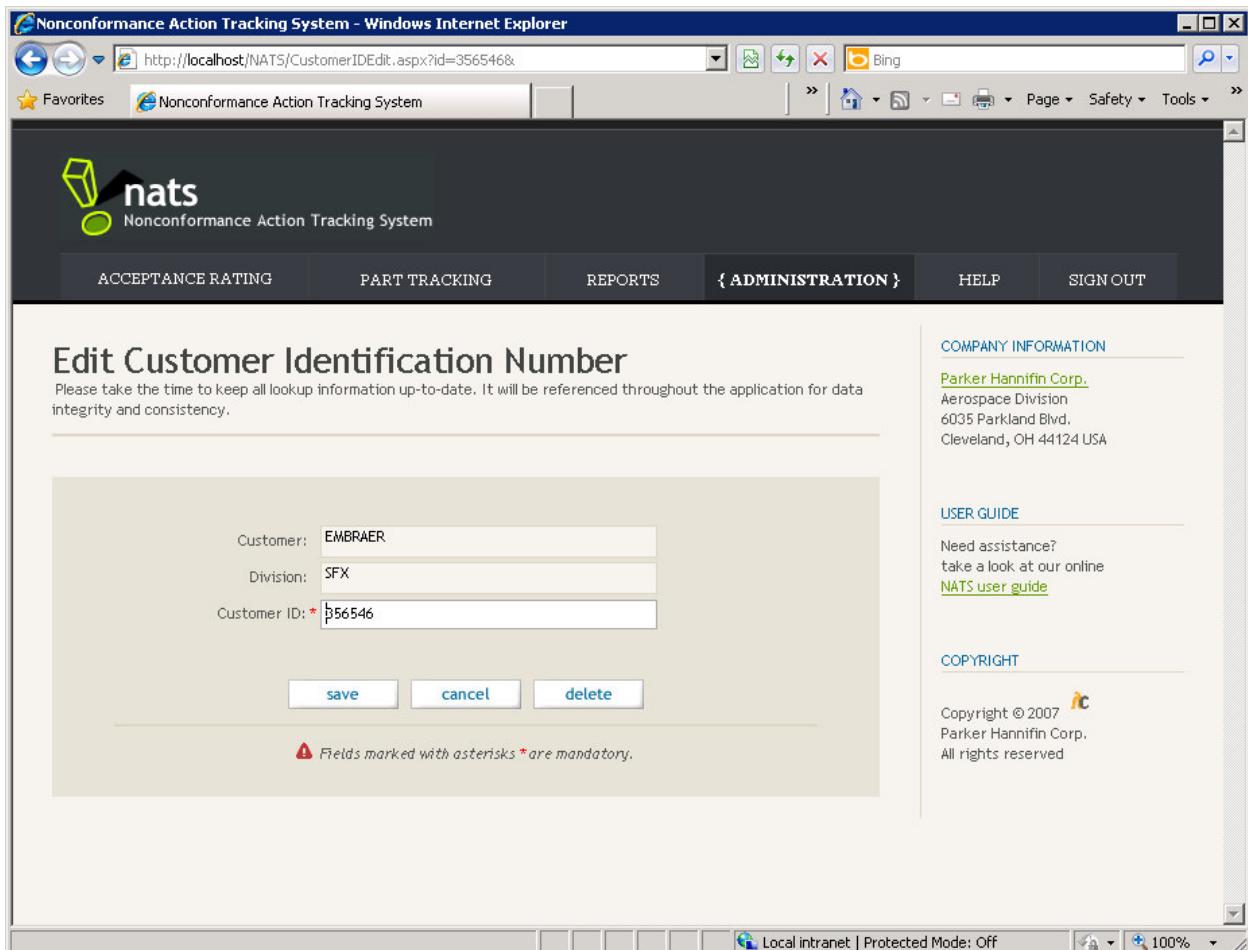
Figure 46 – Add Customer ID

You must fill out the entire form. All fields are required. When completed, click on the 'add' button to save. If by mistake, you try to add a customer ID that already exists in the database, the system will notify you with an error message.

Chapter 5: Updating Customer Identification Numbers

Editing Customer ID

To edit a customer ID, first, locate it in the Customer Identification Number Log. Next, click on the customer ID link of that record. You will be transferred to a form as shown below. The only field you may change is the description.



Nonconformance Action Tracking System - Windows Internet Explorer
http://localhost/NATS/CustomerIDEdit.aspx?id=356546&

Nonconformance Action Tracking System

ACCEPTANCE RATING PART TRACKING REPORTS { ADMINISTRATION } HELP SIGN OUT

Edit Customer Identification Number
Please take the time to keep all lookup information up-to-date. It will be referenced throughout the application for data integrity and consistency.

Customer: EMBRAER
Division: SFX
Customer ID: * 356546

save cancel delete

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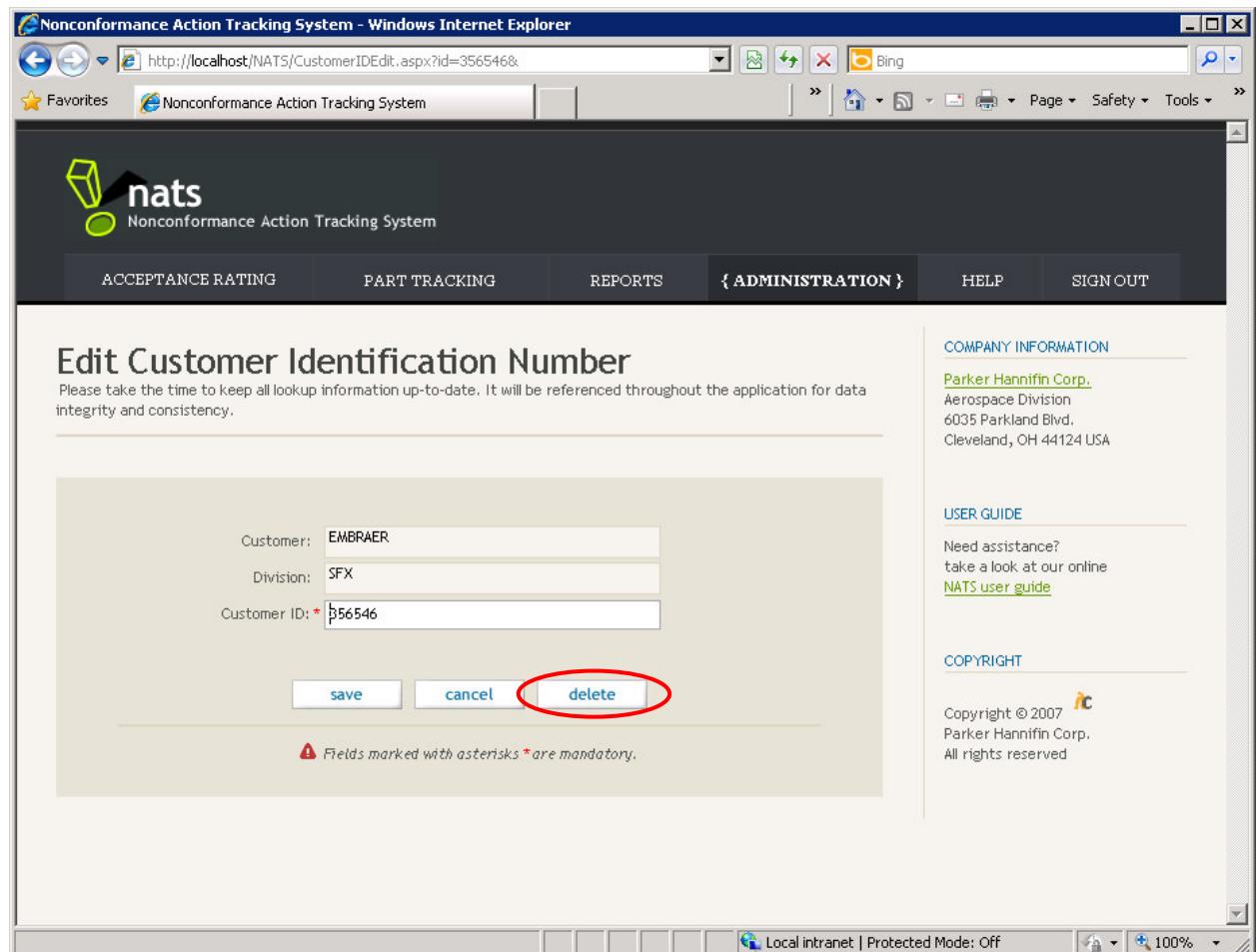
Figure 47 – Edit Customer ID

Chapter 5: Updating Customer Identification Numbers

Deleting Customer ID

To delete a customer ID, you must first locate it in the Customer Identification Number Log. Next, click on the code link of that record. You will be transferred to a form as shown below. Click on the button 'delete'.

Important Note: The system will only allow you to delete a customer id if it is not being referenced elsewhere in the database.



Nonconformance Action Tracking System - Windows Internet Explorer

http://localhost/NATS/CustomerIDEdit.aspx?id=356546&

Nonconformance Action Tracking System

ACCEPTANCE RATING PART TRACKING REPORTS { ADMINISTRATION } HELP SIGN OUT

Edit Customer Identification Number

Please take the time to keep all lookup information up-to-date. It will be referenced throughout the application for data integrity and consistency.

Customer: EMBRAER

Division: SFX

Customer ID: * 356546

save cancel **delete**

Fields marked with asterisks * are mandatory.

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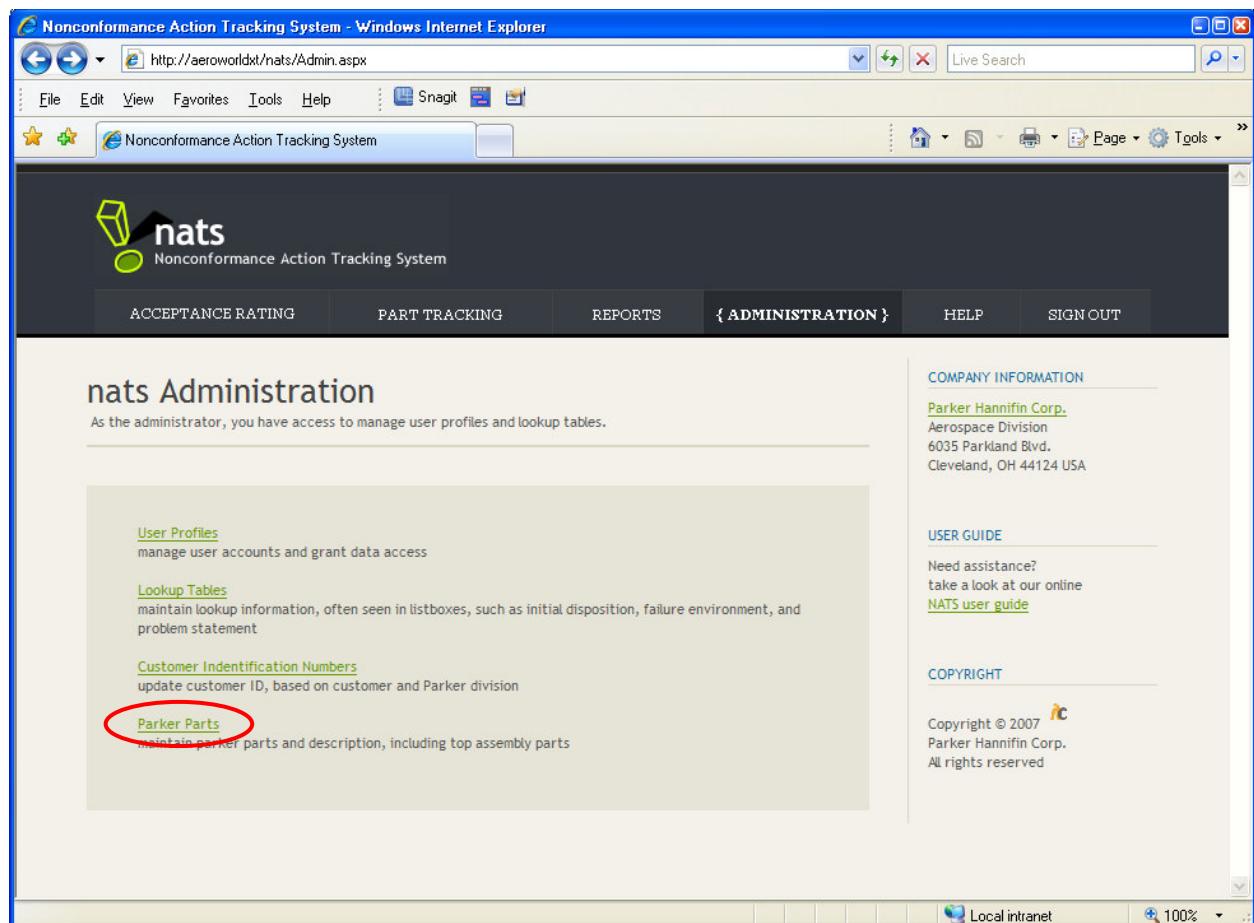
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Figure 48 – Delete Customer ID

Chapter 5: Managing Parker Parts

As the administrator, you are responsible for managing all Parker parts in the database. To view a log of these parts, you must first advance to the **nats** Administration web page as shown below. Next, click on the link marked 'Parker' Parts' to be transferred to the Parker Part Log (figure 45).



The screenshot shows the 'nats Administration' page. The top navigation bar includes links for ACCEPTANCE RATING, PART TRACKING, REPORTS, ADMINISTRATION (selected), HELP, and SIGN OUT. The main content area is titled 'nats Administration' and contains the following links:

- [User Profiles](#) (manage user accounts and grant data access)
- [Lookup Tables](#) (maintain lookup information, often seen in listboxes, such as initial disposition, failure environment, and problem statement)
- [Customer Identification Numbers](#) (update customer ID, based on customer and Parker division)
- [Parker Parts](#) (maintain parker parts and description, including top assembly parts)

The 'Parker Parts' link is circled in red. The right sidebar contains 'COMPANY INFORMATION' with the Parker Hannifin Corp. address, 'USER GUIDE' with a link to the NATS user guide, and 'COPYRIGHT' information.

Figure 49 – **nats** Administration

Chapter 5: Managing Parker Parts

Parker Part Log

This log contains a complete list of all parts referenced by Acceptance Rating and Part Tracking. Search is available for your convenience at the top of the page. You can search by division, customer, type (i.e. top assembly or part/end item), part number, and part description.

The log can be sorted by customer, division, part type, part number, and part description, simply by clicking on the associated column heading. The first time the link is selected, the sort order will be in ascending order. The second time the link is selected, the sort will toggle to descending order.

Navigation is located at the bottom right of the web page. To navigate to the first, previous, next, or last page of the list, simply click on the links marked as such below the log. You can also view the entire log on the same page by selecting the link 'view all'.

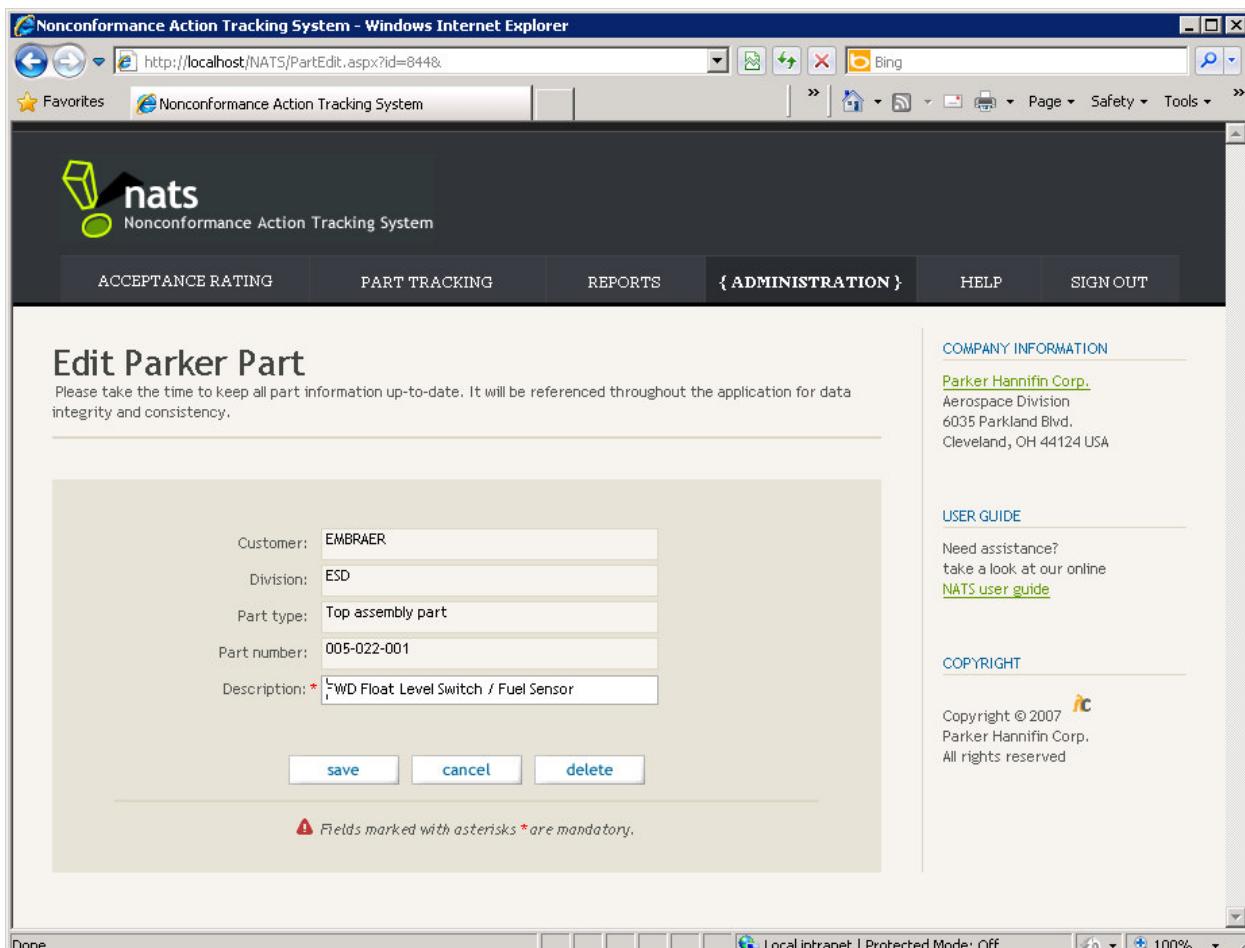
<u>Customer</u>	<u>Division</u>	<u>Part type</u>	<u>Part number</u>	<u>Part description</u>
EMBRAER	AFD	part	0000001	testing
EMBRAER	AFD	part	0000002	Filter
EMBRAER	AFD	Top assembly part	0000004	Fuel Low Level Sensor
EMBRAER	ESD	part	005-022-001	Fuel Sensor
EMBRAER	ESD	part	005-023-001	Fuel Sensor
EMBRAER	ESD	part	006-013-001	MLI
EMBRAER	ESD	part	006-013-002	MLI
EMBRAER	ESD	part	006-013-003	MLI
EMBRAER	ESD	part	006-013-006	MLI
EMBRAER	ESD	part	006-013-007	MLI

Figure 50 – Parker Part Log

Chapter 5: Managing Parker Parts

Editing Part

To edit a part description, first, locate the record in the Parker Part Log. Next, click on the part number link for that line item. You will be transferred to a form as shown below. The only field you may change is the description.



The screenshot shows a Windows Internet Explorer window displaying the NATS (Nonconformance Action Tracking System) application. The title bar reads "Nonconformance Action Tracking System - Windows Internet Explorer" and the address bar shows "http://localhost/NATS/PartEdit.aspx?id=8448". The page itself is titled "Edit Parker Part" and contains a form for editing part information. The form fields are as follows:

Customer:	EMBRAER
Division:	ESD
Part type:	Top assembly part
Part number:	005-022-001
Description:	* FWD Float Level Switch / Fuel Sensor

Below the form are three buttons: "save", "cancel", and "delete". A note at the bottom states: "⚠ Fields marked with asterisks * are mandatory." To the right of the form, there are three sections: "COMPANY INFORMATION" (listing Parker Hannifin Corp., Aerospace Division, 6035 Parkland Blvd., Cleveland, OH 44124 USA), "USER GUIDE" (link to NATS user guide), and "COPYRIGHT" (Copyright © 2007 Parker Hannifin Corp., All rights reserved).

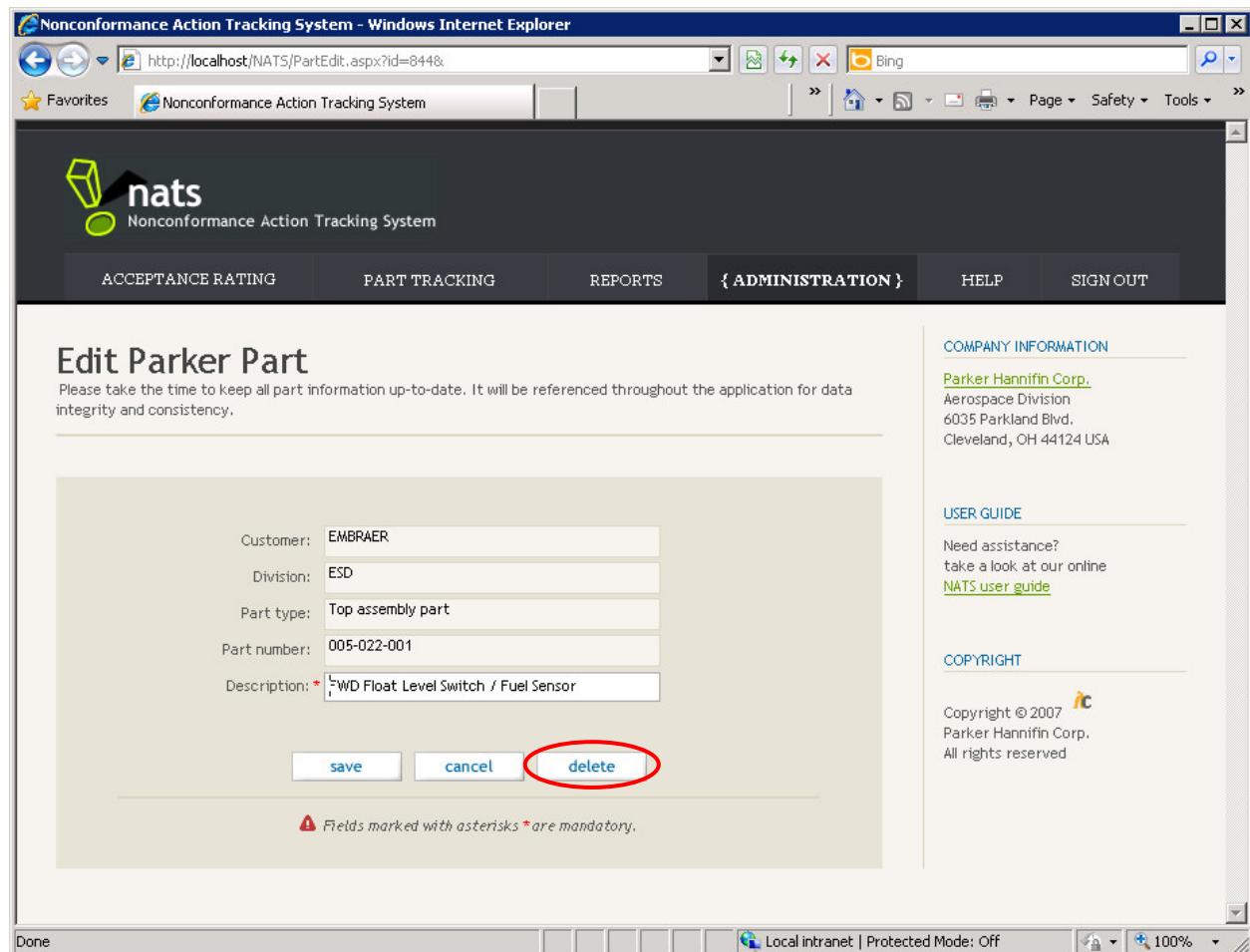
Figure 51 – Edit Part

Chapter 5: Managing Parker Parts

Deleting Part

To delete a part record, you must first locate it in the Parker Part Log. Next, click on the part number link of that line item. You will be transferred to a form as shown below. Click on the button 'delete'.

Important Note: The system will only allow you to delete a part if it is not being referenced elsewhere in the database.



The screenshot shows a Microsoft Internet Explorer window displaying the NATS application. The title bar reads "Nonconformance Action Tracking System - Windows Internet Explorer" and the address bar shows "http://localhost/NATS/PartEdit.aspx?id=844&". The page itself is titled "Edit Parker Part" and contains a form for editing part information. The form fields are as follows:

Customer:	EMBRAER
Division:	ESD
Part type:	Top assembly part
Part number:	005-022-001
Description:	* FWD Float Level Switch / Fuel Sensor

Below the form are three buttons: "save", "cancel", and "delete". The "delete" button is circled in red. A note at the bottom of the form states: "Fields marked with asterisks * are mandatory." To the right of the form, there are sections for "COMPANY INFORMATION" (listing Parker Hannifin Corp., Aerospace Division, 6035 Parkland Blvd., Cleveland, OH 44124 USA), "USER GUIDE" (link to NATS user guide), and "COPYRIGHT" (Copyright © 2007 Parker Hannifin Corp., All rights reserved).

Figure 52 – Delete Part