CAPS - Supplier Instructions

CAPS

The CAPS (Corrective Action Problem Solving) project is a global IT project that is intended to establish a tool that will be used enterprise wide to create robust 8Ds as a part of the 'Clarios Problem Solving Process'.

This project will be a key enabler to reducing the Cost Of Poor Quality (COPQ), identifying root causes to issues, and providing an opportunity to sunset the existing problem solving applications by implementing a standard process for problem solving within all functions of the company.

E-mail to Supplier

A blank supplier Issue template has been attached to this email. Please download and begin using the template to enter the problem information. You are expected to fill out, at a minimum, all cells in the spreadsheet tab for your preferred language highlighted in yellow. When the spreadsheet is completed, use the link at the bottom of this email, which will take you to a webpage and allow you to submit the file to the Johnson Controls, International Corrective Action Problem Solving system (CAPS). After selecting a file and clicking 'Submit' please wait for a notification on the webpage indicating either a successful or failed upload before continuing. Upon successful upload, the appointed JCI Champion will be notified to evaluate the submitted results. The template can be uploaded again if your results need to be revised, but be aware that stored results will be overwritten with each upload. You may upload the results any time before the due date provided. If more time is needed, please be aware that the upload link will expire 28 days from when this notification was sent, after which you will no longer be able to access the file upload page.

Click here to upload file

Click here to download attachments

Access to the files linked in this email will expire on 10/12/2016 5:38:32 PM UTC

Test.msg

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Download Attachments

- Click on the email link to download attachments and the 8D form.

Click here to upload file

Click here to download attachments

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Before to Upload the 8D form

- Keep the file name as "8D Problem Analysis Template" and the file extension.

- Complete all the yellow fields.

- Email fields should be entered in an email format, example abc@email.com

- Phone numbers should be entered in a number format, example (555) 555-5555

- Only one 8D form is complete, if you fill two 8D tabs the file cannot be uploaded.
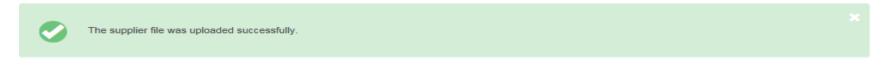
- Evidence can be included in a new tab.

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Upload 8D form

- Clicking on Upload file

Upload Completed Template

Upon receipt of file from external supplier (partially or fully completed), utilize this process to import the information into the CAPS database.

CAPS ID: 000000292

CAPS Brief Description: CAPS Brief Description

Choose a File: [   ] Browse...

Reset   Submit

- Upload Completed Template link will be active 28 days after 28 days link will expire

- A successful upload message will be shown after successful completion

✅ The supplier file was uploaded successfully.   ✖

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Questions?

No? ☺

Thank you for your attention

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