SUPPLIER QUALITY TRACKING SYSTEM (SQTS) USER MANUAL

August 2026

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SECTION 1
SUPPLIER QUALITY TRACKING SYSTEM (SQTS) OVERVIEW

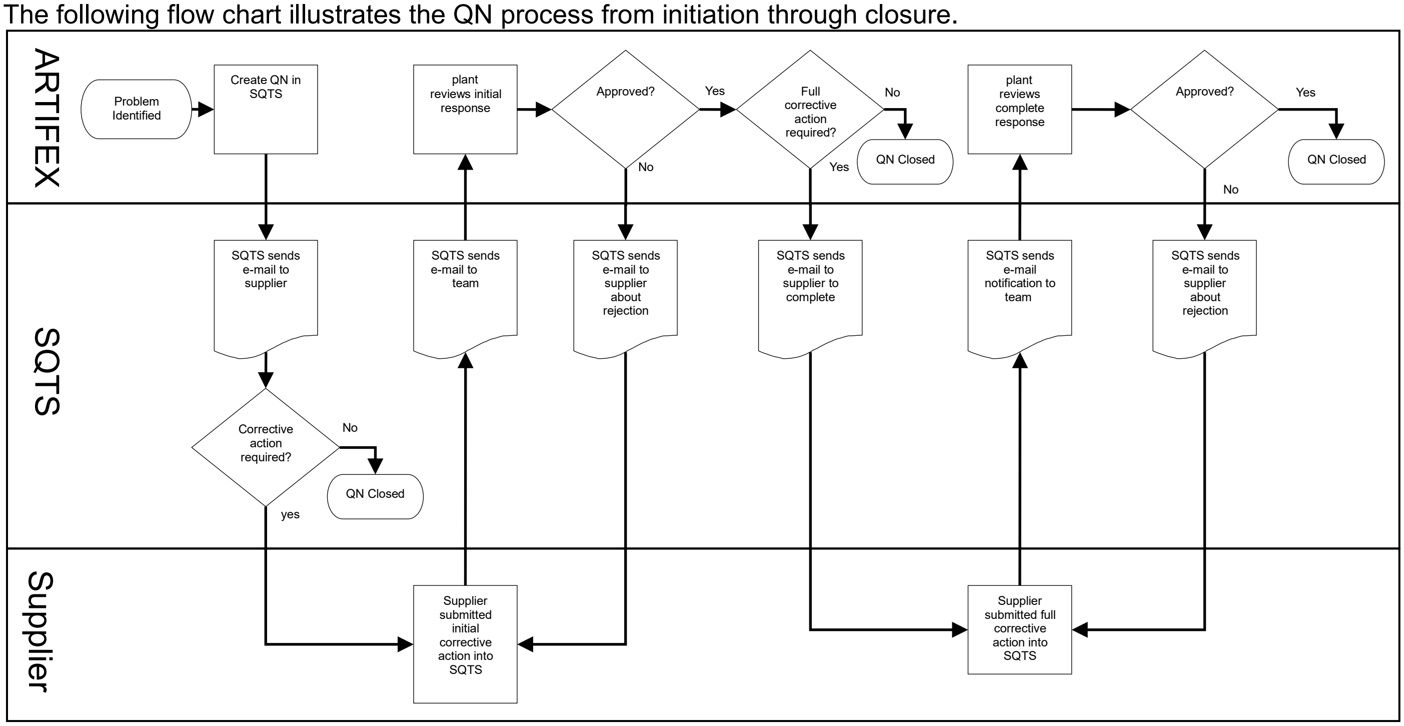
What IS SQTS?

Supplier Quality Tracking System (SQTS) is a web-based application used to track supplier quality issues and their resolutions. Issues tracked in SQTS are not limited to product quality issues - they also include delivery issues, customer satisfaction issues, warranty claims and cost recovery. The core transaction in SQTS is the Quality Notice (QN).

WHAT IS A QUALITY NOTICE (QN)?

A Quality Notice (QN) is a formal complaint issued to a supplier. When a QN is issued to a supplier, they must submit an initial response by close of business the next day. The initial response must include all the containment actions taken by the supplier. When the issuing plant accepts the initial response, the remainder of the QN must be completed. This includes Root Cause Analysis, Permanent Corrective and Preventive Actions.

The following flow chart illustrates the QN process from initiation through closure.



LOGIN

https://sqts.artifexinteriorsystems.com

All Users must have a user ID and Password.
Supplier must request their user ID and password from SQTS link page.

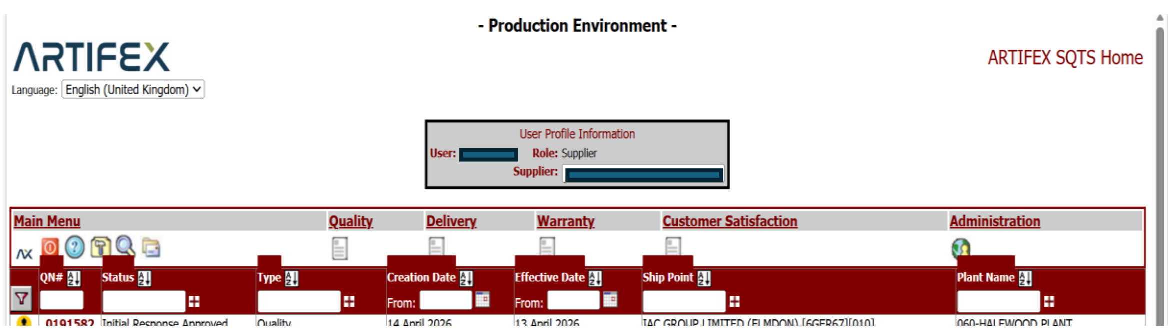
1. suppliersqts@ArtifexInteriorSystems.com
2. Once enrolled, Input your Assigned SQTS Username and Password.

3. Select the Account Type “Supplier “
4. Click Submit

The SQTS home page for the supplier will appear.

LANGUAGE TOGGLE

Users can adjust the language of the SQTS so all headers, titles and help files will display in a different language. Once a language is identified in the profile, the system will always display the text in that language unless otherwise changed in the profile.



	HOME	Lists all open QN's of any type.
	LOGOUT	Logs the current user out of the system and displays the Login screen.

HELP	Displays the SQTS Help Screen in a new window. This page is a list of Definitions
PERSONAL SETTINGS	This is where the user can view e-mail address, phone number, etc.
QN SEARCHING	Displays the QN search screen for general and advanced searches.
NOTICE ARCHIVE	List of past notices that are displayed after log on.
QN LIST	View QN for that category
USER ADMISTRATION	User can list what supplier locations they can respond to QN's from
FILTER	Filter QNs to show only the QNs that meet selected requirements
ARRANGE	Arrange all the QNs in order
PULL DOWN MENU	Open up the pull down menu for filtering.

FILTERING QNs

The filter button allows the user to filter the QNs. The QNs can be filtered to show only one supplier, one status, etc. By default, the SQTS home page will show all the active QNs (Open, Pending Initial Response Approval, Initial Response Approved, and Pending Closure) for the plant selected in the User Profile Box. The filter feature will need to be used if the user would like to see closed or rescinded QNs. The Home button will return the default filter.

SECTION 2
PROVIDED QN DATA

When a plant issues a QN to the supplier, they will receive an e-mail. This is based on who the plants list as contacts on the QN. Below is an example of the data that will be available. This data might change based on the type of QN issued. The supplier is to contact the team for any additional information that is needed.

QN Number : 0084499
QN Status : Open
IAC Plant Response :
Date Created : [redacted]
Date Modified : [redacted]
Date Pending Close :
Date Closed :

IAC Data Entry

QN Creator : Joyce JINKS	**Phone Number :** 423-452-2922	**Email :** JJINKS@iacna.com
Plant	**Supplier HQ**	**Ship Point**
[redacted] DAYTON, LLC	[illegible] INTERNATIONAL	[illegible] CORPORATION
Effective Date : 4/24/2008		

Team

Team Member Name	Phone	Email
GARRETT, HEATH	4234522995	HGARRETT@LEAR.COM
Lewis, Patricia	423-452-2948	plewis01@iacna.com
JINKS, Joyce	423-452-2922	JJINKS@iacna.com

QN Type : Quality
QN Sub-Type Standard/Minor
Record Type Production
Containment Level NA

Part#	Description	Commodity	Ref#	UOM	Actual Qty Defective
20003943	COLOR H2E EMOTIONAL GRAY	9999 DUMMY CODE OR NO X-REF EXISTS - DO NOT USE!		LB	80

Problem Description

Comments

Colorant heat stability problem caused 80 parts scrap and 3 hours downtime because parts kept going off color during production run and processor head to work on process to try to bring back.

Defect Category

Appearance

Supplier Contacts

Mohammed, Cheryl	CHERYL.HALL@[illegible].COM	[illegible]
Willis, Jerry	jerry.willis@[illegible].com	[illegible]

Does this affect PPM?
Yes

Premium Freight
No

Is this a repeat issue?
No

Is a Corrective Action Required?
Yes

Corrective Action Requirements
Full 8D

Corrective Action Due Date
5/8/2008

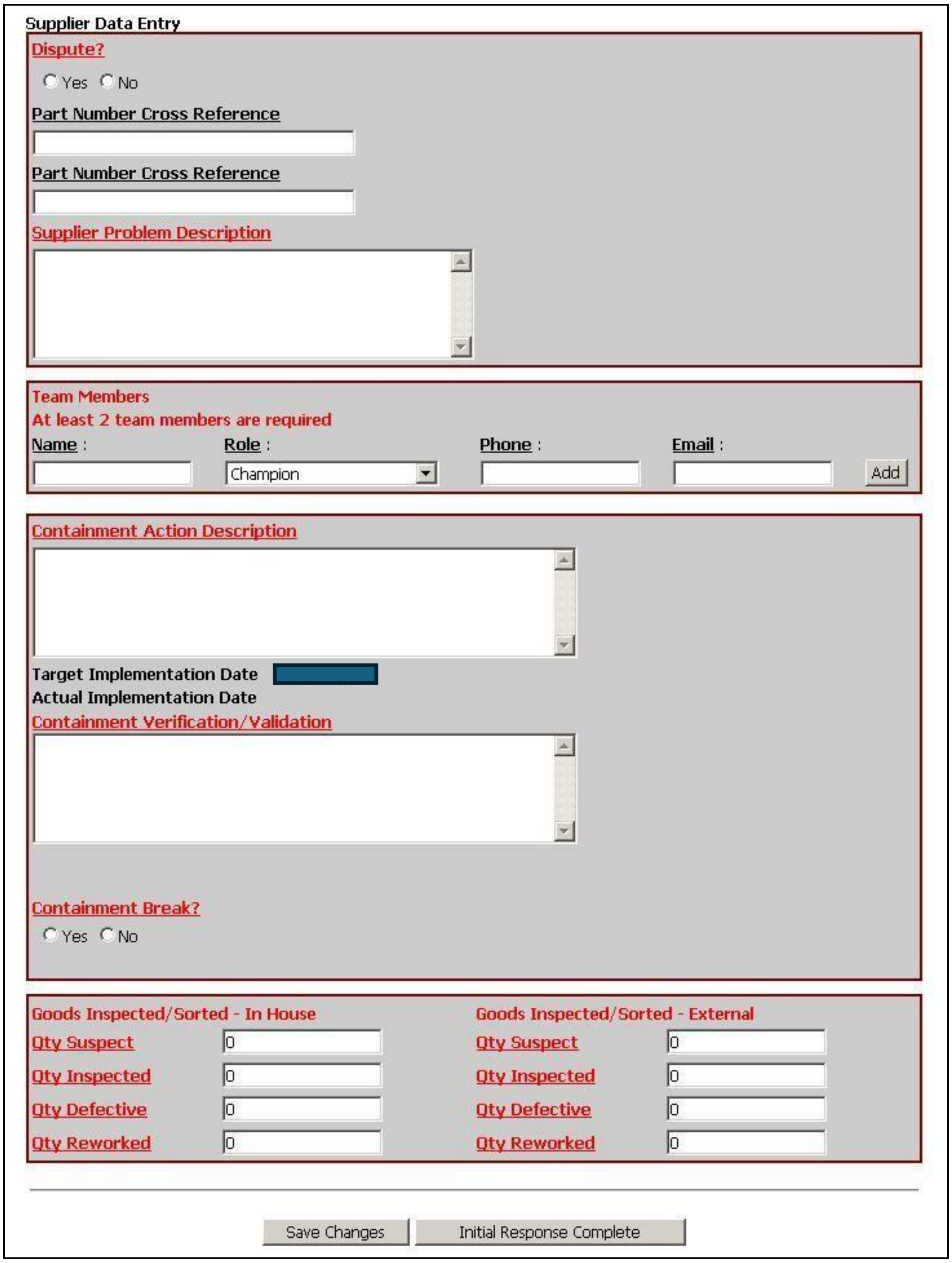
Customer Incident?
No

Rescinded?
No
Comments

SECTION 3
SUPPLIER INITIAL RESPONSE

When a Plant generates a QN, the Supplier must respond to that QN by close of business the next day. This is to include containment actions as required to prevent future occurrences at the plant. At any time, the partially entered information can be saved using the “Save” button at the bottom of the screen. The red fields must be completed to submit for initial response approval. The initial response must be approved before the full corrective action can be completed.

See glossary of terms for more detail if needed.



SECTION 4
SUPPLIER FINAL RESPONSE

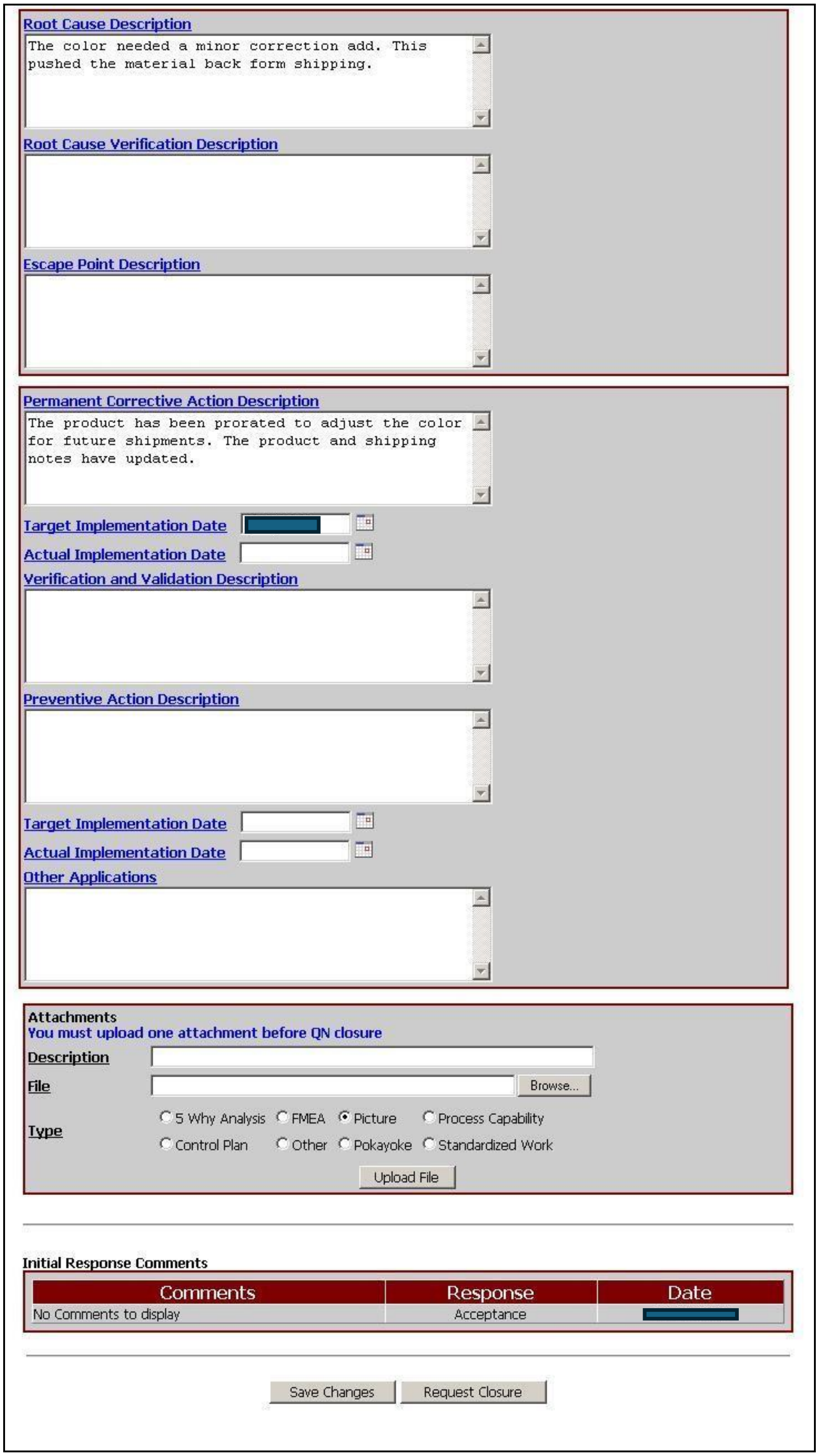
If the plant has requested a full corrective action, then the supplier contact on the QN will receive an e-mail notice once the plant has approved the initial corrective action.

The Supplier's Final Response allows the Supplier to explain in detail the investigative determinations and corrective action steps taken to correct a problem addressed by a QN. The supplier can go into detail as to whether a problem will affect other Artifex plants, and record dates preventative or corrective actions are implemented.

The supplier must complete all the blue fields before the QN can be submitted for full corrective action. See glossary of terms for more detail if needed.

All QNs must have some type of attachment for closure. This would include evidence of updated control plans, FMEA, photo of corrective actions, etc. There is a five-megabyte (5 mb) limit on each attachment file. Below are the steps to attach a QN.

1. Input text assigning a title or description to the attachment.
2. Browse to the location of and select the desired attachment.
3. Select the Attachment Type.



SECTION 5
AUTOMATED LEVEL 2 CONTAINMENT

When a supplier is placed on Automatic Level 2 containment, they will receive the following e-mail notice:

This letter provides formal notification that the parts listed in the QN referenced in this email and produced by your facility have been identified as unacceptable at the current quality level for use at our plants. Due to our high level of concern for your ability to continue to produce quality products for our customer, your parts are being placed on Controlled Shipping Level 2, effective immediately. The procedures you have enacted to date have not been sufficient to stop the flow of non-conforming material to our assembly plants.

Therefore, you must immediately:

Implement an action plan to prevent non-conforming material from reaching our assembly plants, including 100% inspection of the product.

Submit your containment and problem resolution plan through SQTS.

This plan, at a minimum, is to include the following:

1. Breakpoint of inspected material.

2. Label method of containers that have been through the containment process.

3. Inspection method and criteria used.

Inability to implement a successful action plan or successful containment for Controlled Shipping Level 2, within five (5) working days or inability to exit Controlled Shipping Level 2 at the end of the "working days defect free" as listed in the QN will result in us arranging additional inspection, at your expense, to insure that all parts shipped conform to all our specifications.

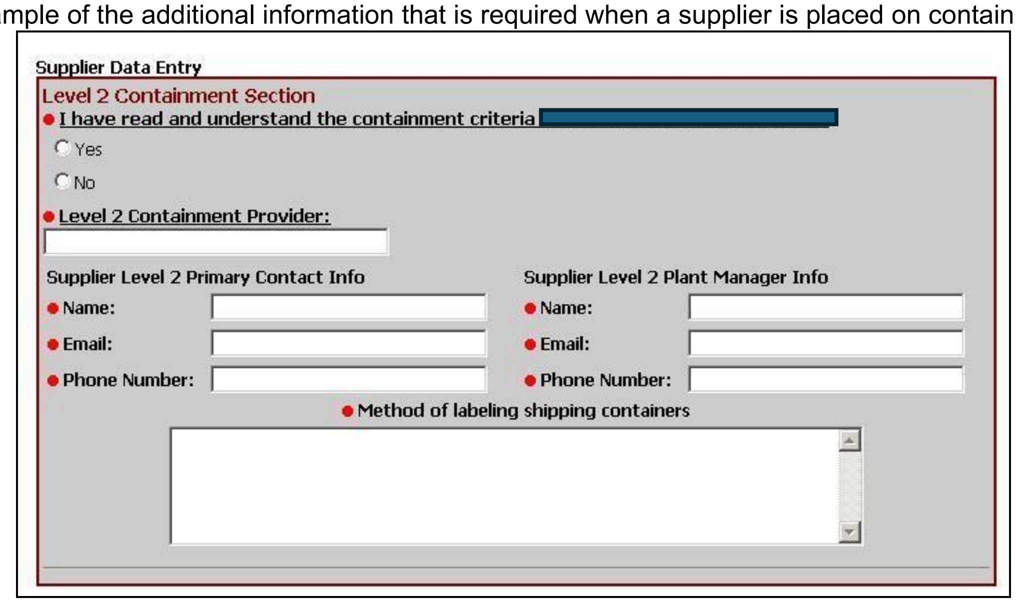
It is intended that the parts remain in controlled shipping until irreversible corrective actions are implemented and confirmed.

Refer to the QN number listed in this email in SQTS for the parts numbers that fall under Level 2 Containment.

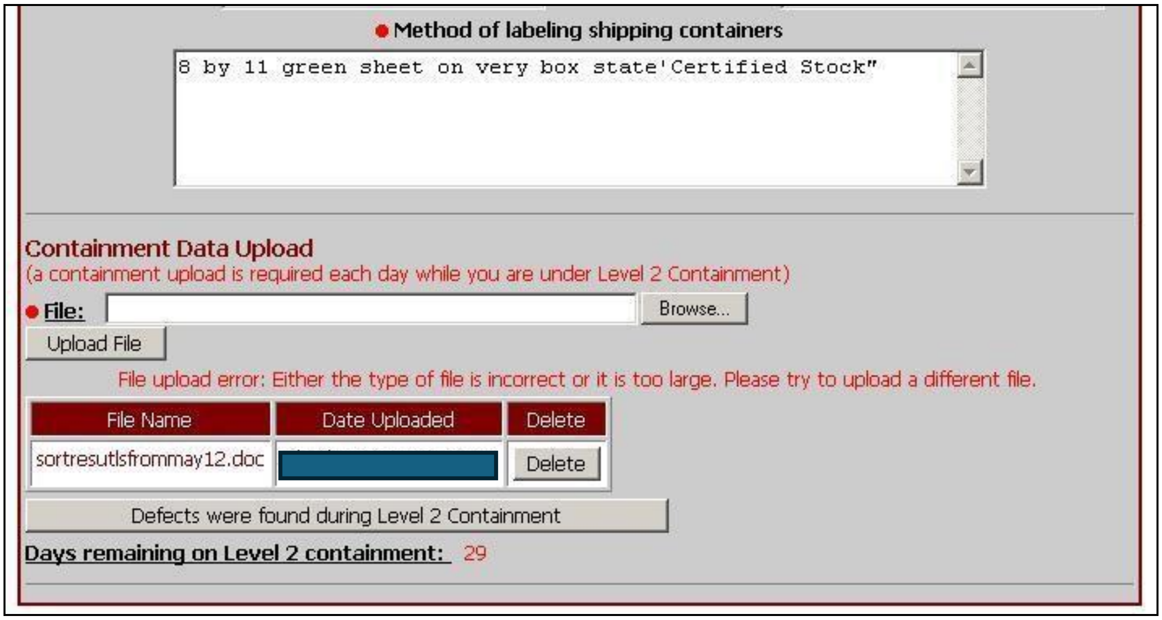
Below is the process steps for this process:

1. The supplier must first provide the information of the containment service and the required initial response fields.
2. Artifex plant must approve the initial response.
3. The supplier would then be required to upload a document proving that zero defects were found in the sort. The supplier can only upload 1 document a day. Then the supplier can submit for approval to come off controlled shipping.
4. The Artifex plant must approve the sort found zero defects.
5. Then the supplier must complete the remaining corrective action for the QN to be closed.

Below is an example of the additional information that is required when a supplier is placed on containment.



After the initial response has been approved, the supplier must then upload a file each day as evidence of no defects found in the sort. This can be any file proving no defects were found, including sort sheet, trend charts, etc. SQTS will not allow for more than 1 document to be uploaded a day. If the supplier is placed on containment for 30 days, the supplier must upload 30 different files on 30 different days.



SECTION 6
TOP ISSUES AND ANSWERS

1. The supplier can see the QN but can't reply.
    - Only the supplier contact listed on the QN can reply.
    - The plant must go into the QN and add additional supplier contacts.

2. The Supplier can save the QN, but it is not submitted for approval.
    - The supplier only hit the save and not the submit button.
    - The supplier has not completed all the required fields. The most-missed items are 2 team members and attachments.

3. Can't locate closed/rescinded QN.
    - The default filter removes them. Filter for closed QNs.

4. The correct supplier contacts are not in the list.
    - The supplier needs to add the contact. Email your contacts that need to be added to **suppliersqts@ArtifexInteriorSystems.com**.

5. Can the plant change the defect quantity on a QN?
    - If the QN is active the number can be adjusted.
    - Click save at the bottom of the screen once any adjustments are made.

6. A QN needs to be deleted.
    - QNs cannot be deleted by plants. The plant can rescind the QN. This will remove the QN from the supplier records but leave the record in SQTS.

7. Other help
    - Suppliers: **suppliersqts@ArtifexInteriorSystems.com**

SECTION 7
GLOSSARY OF TERMS

A

Accurate

A QN created for a problem with a PPAP submission has three additional questions: On Time, Accurate, and Approved. Accurate refers to the accuracy of the information and data in the PPAP submission, and a submission at the required PPAP Level: "No" if there is a problem with the accuracy of information in the PPAP submission, or the package was submitted at the wrong PPAP Level; otherwise, "Yes".

Actual Implementation Date - Corrective Action

The date the Permanent Corrective Action is implemented and validated.

Actual Implementation Date - Preventive Action The date the Preventive Action is implemented.

Administration

The Administration Section of the Menu Bar includes the general various administration functions. These functions are only available to users with administrative permissions. The available functions are User Administration used for adding, updating, and inactivating SQTS; General Administration used for reference table, security, and language administration functions; Quality Alerts -- displays the Quality Alert Search screen, Calendar -- used for identifying non-working days for a specific Artifex plant. NOTE: hold the mouse pointer over an icon to see its description.

Approved

A QN created for a problem with a PPAP submission has three additional questions: On Time, Accurate, and Approved. Approved refers to the completed and signed Part Submission Warrant (PSW): "No" if there is an incomplete or unsigned PSW for the PPAP submission; otherwise, "Yes".

Attachment Description

A brief description of the attached file. The description is used as a hyperlink to access an attached file after it has been uploaded.

Attachment File

The path and file name of a file to be attached. Select “Browse” to find the file to attach.

Attachment Type

The type of file attached. "Other" should only be selected if the attachment is not at all like any of the available choices.

C

Contacts

The Contacts section of the Menu Bar has an icon to bring up the Supplier contacts Screen. Supplier Contacts include all list enrolled users and contact information from suppliers that ship to the selected Artifex plant. The list is grouped by supplier.

Containment Action Description

A description of the temporary action to contain the problem on a short-term basis. The containment action should protect the customer 100% from the problem, be verified, cost effective, and easy to implement.

Containment Break?

A failure in the containment actions that allows the defect to reach the customer.

Containment Level

Indicates the Containment Level required of the supplier as a result of the issue identified in the QN. Containment Levels are defined as follows: CS I (Controlled Shipping - Level I) -- The supplier is required to implement extraordinary inspection of product to contain a specific failure prior to shipment. CS II (Controlled Shipping - Level II) -- The supplier is required to provide an independent, third party to inspect product, separated from the normal production process, prior to release for shipment to the Artifex production facility.

Containment Verification/Validation

A description of how the containment was verified and validated. Verification is proof BEFORE any action is taken that the action will contain the issue. Validation is proof after the containment action is implemented that the issue is contained.

Corrective Action Due Date

The date all corrective actions are required to be in place and the QN request for closure should be submitted by the supplier.

Corrective Action Requirements

Indicates the level of corrective action required for the QN. If "Initial Response Only", the supplier must submit the containment actions. If "Full 8D", the supplier must submit containment actions, root cause analysis, permanent corrective and preventive actions.

Created By

To find QNs issued by a specific user. Enter the SQTS UserName of the person who issued the QNs.

Created Date (From)

To find QNs created within a specific period of time. Enter the beginning date of the date range.

Created Date (To)

To find QNs created within a specific period of time. Enter the ending date of the date range.

Customer Incident?

Indicates whether the problem caused an incident at the Artifex plant's customer. Customer incidents include nonconforming parts passed through to the Artifex plant’s customer and/or customer interruption due to an Artifex supplier issue.

Customer Satisfaction

The Customer Satisfaction section of the Menu Bar includes functions for creating and listing Customer Satisfaction QNs. Customer Satisfaction QNs are created for issues with responsiveness, documentation, or other similar problems. NOTE: hold the mouse pointer over an icon to see its description.

Customer WC Number

The Written Concern Number (PRR, QR, etc.) issued by the Artifex plant's customer when the problem caused a formal complaint issued to the Artifex plant.

D

Defect Category

A selection/group of high-level classifications for the QN issue. If Design & Engineering is selected and Artifex Responsibility is selected.

Defect Sub-Category

An intermediate class of defects that the problem fits into. This can help clarify the problem for the supplier, and it is used for summary reports.

Delivery

The Delivery section of the Menu Bar includes functions for creating and listing Delivery QNs. Delivery QNs are created for issues with delivery or logistics. NOTE: hold the mouse pointer over an icon to see its description.

Dispute?

Indicates whether the supplier disagrees with all or part of the QN as issued. If the supplier disagrees with the QN, the supplier selects "Yes" and includes an explanation in the Supplier Description.

Does this affect PPM?

Indicates whether the rejected and reworked parts identified in a QN will be included in the supplier's PPM calculation.

E

Effective Date

The date that the problem occurred or the nonconforming material was received.

Escape Point Description

A description of how the problem passed through the supplier's process without being detected. The escape point is the location earliest in the process where the problem should have been detected.

F

Failure Mode

The classification of the failure associated with the root cause.

I

Is a Corrective Action Required?

Indicates whether the supplier is required to submit corrective actions for the QN. If "Yes", the supplier must submit corrective actions through SQTS.

Is this a repeat issue?

Indicates whether the problem was a reoccurrence of an issue reported in a previous QN. NOTE: a new QN should not be created if the previous QN is not closed -- update the existing QN.

L

Line / Reason for Scrap

The manufacturing line, cell, machine that scrapped the parts, and a brief description of the problem that caused the parts to be scrapped.

LQTS Ref #

The PR # created in the LQTS for a problem that caused a customer incident.

M

Main Menu

The Main Menu section of the Menu Bar includes the general SQTS functions. The available functions are SQTS Home -- lists all open QN's of any type, Logout -- logs the current user out of the system and displays the Login screen, Help -- displays the SQTS Help Screen in a new window, Personal Settings -- displays the user profile screen, QN Search -- displays the QN Search screen for general and advanced searches. NOTE: hold the mouse pointer over an icon to see its description.

Model Year

The model year(s) affected by the problem.

O

OEM Customer

The Original Equipment Manufacturer (automobile manufacturer) affected by the problem.

On Time

A QN created for a problem with a PPAP submission has three additional questions: On Time, Accurate, and Approved. On Time refers to whether a complete PPAP package was received on or before the required date, as communicated to the supplier: "No" if the PPAP submission was received after the required date (or if the required date has past and no submission was received); otherwise, "Yes".

Other Applications

A description of where and how the Preventive Action can be applied to other areas, such as similar lines, other plants, similar components, etc.

P

Part Number

The Artifex part number for the supplied part.

Part Number Cross Reference

A supplier part number that is different from the Artifex Part Number. This field is to help facilitate suppliers' internal tracking of issues.

Part# Ref

A Part number cross reference that may be entered by the QN initiator (e.g. PLM number, OEM customer number, etc.). This field can be used to help facilitate communications either within the Artifex plant or to the supplier.

Permanent Corrective Action Description

A description of the action(s) taken to address and correct the root cause. The Permanent Corrective Action should always address the root cause – not the symptom.

Plant

The plant where the scrap ticket was issued. The plant where the scrap ticket was issued.

Plant Number

N/A

Platform

The platform(s) affected by the problem. OEM's assign platform or program codes to all parts.

Premium Freight
Indicates whether the issue identified in the QN causes a need to expedite material. This can be inbound from the supplier, outbound to the customer, or both.

Premium Freight Requirements
The mode of transportation used to expedite material as a result of the issue determined by the Artifex plant issuing the QN. Examples include Charter, Air Freight, and Expedited Truck. NOTE: if more than one mode of premium freight is used as a result of the issue, the highest cost mode should be entered.

Preventive Action Description
A description of actions taken to prevent a recurrence of a similar problem. These actions should address the systemic problems that allowed the root cause to occur. Examples may include modify specifications, update training, review workflow, etc. Any documents (i.e. Control Plan, FMEA, Poka Yoke) updated to include these changes or actions, should be attached to the QN.

Problem Description
A description of the problem as identified by the Artifex plant. The Problem Description identifies “what is wrong with what”. It should be brief, but thorough enough for the supplier to have an understanding of the issue.

Q

QN Comments
Comments to describe the QN.

QN Number
N/A

QN Status
N/A

QN Sub-Sub-Type
The type of disruption caused by the issue.

QN Sub-Type
A classification of the severity or nature of the issue. The sub-types available vary based on the type of QN.

Quality
The Quality section of the Menu Bar includes functions for creating and listing Quality QNs. Quality QNs are created for product quality issues. NOTE: hold the mouse pointer over an icon to see its description.

Quality Alert
N/A

Quantity Defective - External
The total quantity of inspected product in transit and/or at the Artifex plant and/or at the Artifex plant’s customer found to have the identified defect.

Quantity Defective - Internal
The total quantity of inspected product in the supplier's facility and/or warehouse found to have the identified defect.

Quantity Inspected - External

The total quantity of product in transit and/or at the Artifex plant and/or at the Artifex plant's customer that have been inspected for the identified defect.

Quantity Inspected - In House

The total quantity of product in the supplier's facility and/or warehouse that have been inspected for the identified defect.

Quantity Rejected

The total quantity of product rejected by the Artifex plant due to the identified issue. This includes product that was returned to the supplier and product that was scrapped. In cases where a lot or shipment of product is rejected, this quantity should be updated based on the supplier's inspection to reflect the actual quantity of defective product. NOTE: Do not include product reworked and used in this field. NOTE: The quantity must be entered in the units displayed in the unit of measure (UOM) field.

Quantity Reworked

The total quantity of defective product reworked and used by the Artifex plant due to the identified issue. NOTE: Do not include product returned to the supplier or scrapped in this field. NOTE: The quantity must be entered in the units displayed in the UOM field.

Quantity Reworked - External

The total quantity of defective product in transit and/or at the Artifex plant and/or at the Artifex plant's customer that was able to be reworked and used.

Quantity Reworked - Internal

The total quantity of defective product in the supplier's facility and/or warehouse that was able to be reworked and used.

Quantity Scrapped

The total quantity of product scrapped for the Scrap Ticket.

Quantity Suspect - External

The total quantity of product in transit and/or at the Artifex plant that may have the identified defect.

Quantity Suspect - In House

The total quantity of product in the supplier's facility and/or warehouse that may have the identified defect.

R

Record Type

Indicates the type of product affected by the issue identified in the QN.

Repeat Supplier QN Number

The QN number of the previously issued QN for the repeat issue. NOTE: a new QN should not be created if the previous QN is not closed -- update the existing QN.

Reports

The Reports section of the Menu Bar has an icon to bring up the SQTS Reports Screen to access summary reports.

Rescinded Comments

Comments to describe when and why the QN was cancelled/rescinded.

Rescinded?

Indicates if a QN has been cancelled by the plant. The plant should select "Yes" if further investigation reveals that the supplier is not responsible for causing the issue.

Responsible Party

Indicates whether the supplier has design responsibility in cases of an Engineering/Design issue. In cases where the supplier is not design responsible.

Root Cause Description

Identification of all potential causes, which could explain why the problem occurred. Potential root causes should be thoroughly investigated using "5 Why's" or other appropriate methods to determine the true root cause.

Root Cause Verification Description

A description of how the root cause was verified to be the true root cause. A good root cause verification is demonstrated by the ability to make the problem come and go at will.

S

Scrap

The Scrap section of the Menu Bar includes functions for creating and listing Scrap Tickets. Scrap Tickets are created for supplied product that is scrapped due to internal issues. Scrap Tickets are not created for problems caused by the supplier, are not reported to the supplier. NOTE: hold the mouse pointer over an icon to see its description.

Scrapped By / Shift

The name of the person scrapping the product and the shift during which it was scrapped.

Ship Point

The supplier assembly/manufacturing facility that produced and/or shipped the defective product.

SQTS QN Ref #

For a problem that caused at Artifex customer incident, the QN # issued by the Artifex customer plant.

Supplier Contacts

The supplier contacts for a QN. The selected supplier contacts be notified by e-mail when the QN is created and updated. Any enrolled users from the supplier may be selected as supplier contacts by the QN initiator.

Supplier HQ

The supplier corporate headquarters that produced and/or shipped the defective product.

Supplier Name

N/A

Supplier Number

N/A

Supplier Problem Description

The supplier’s description of the problem. The problem description should describe the object and deviation from the expected outcome in quantifiable terms. The “Is/Is Not” process should help accomplish this.

T

Target Implementation Date - Corrective Action

The date the Permanent Corrective Action is planned to be implemented and validated. The supplier should enter a target date once the root cause has been identified and the corrective action has been chosen.

Target Implementation Date - Preventive Action

The date the Preventive Action is planned to be implemented. The supplier enters a target date once the preventive action has been chosen.

Team Member Email

The e-mail address of the team member included on the supplier's problem-solving team.

Team Member Name

The name of the team member included on the supplier's problem-solving team.

Team Member Phone

The phone number of the team member included on the supplier's problem solving team.

Team Member Role

The role or job function of the team member included on the supplier's problem-solving team.

U

Unit of Measure

V

Verification and Validation Description

A description of how the permanent corrective action(s) was verified and validated. Verification is proof BEFORE any action is taken that the action eliminates the issue. Validation is proof after the corrective action is implemented that the issue is eliminated.

W

Warranty

The Warranty section of the Menu Bar includes functions for creating and listing Warranty QNs. Warranty QNs are created for warranty claims that resulted from a supplier issue. NOTE: hold the mouse pointer over an icon to see its description.

HISTORY

Revision	Date	Change description	Released by
01	1st August 2026	Initial Artifex Release.	Supplier Management