

Quick Guide – AirSupply 9S - Practical Problem Solving

The aim of this quick guide is to give you a basic overview about AirSupply 9S - Practical Problem Solving (9S PPS), to explain how you can request a user account and how to enter the application.

1 Basic Knowledge about AirSupply 9S PPS

9S - Practical Problem Solving is a method of performing a root cause analysis to solve a significant or recurring problem.

AirSupply 9S PPS is one module of AirSupply Quality, which is an extension of the existing AirSupply collaboration platform provided by SupplyOn. Next to 9S PPS it consists of the modules Advanced Product Quality Planning (APQP), Notification of Escape and Concession and in future also Non-Conformity and Liability Collaboration.

2 Prerequisites for the usage of AirSupply 9S PPS

Precondition for the usage of AirSupply 9S PPS is an active user account for the AirSupply platform with the appropriate user roles for AirSupply 9S PPS.

To receive an appropriate user account please contact your internal **AirSupply CompanyAdmin** and request at least one of the following user roles:

- **IndSeller9S-Read** (work and view existing 9S documents)
- **IndSeller9S-Create** (work and view existing 9S documents, create new 9S documents)

Airsupply Company Admin

- Your AirSupply CompanyAdmin is an employee of your company
- If you don't know your CompanyAdmin please contact the [SupplyOn Support](#) (Please provide your company name and your Airbus Supplier Number or DUNS)
- Your AirSupply CompanyAdmin is responsible for:
 - Creation of user accounts
 - Assignment of additional user roles
 - Resetting of your password
 - Unlocking your user account

3 Support for AirSupply 9S PPS

Further information, user guides, videos and FAQs are available on the [Supplier Info Portal](#).

Please see also the direct links:

Training documents:

- [Detailed User Guide](#)

Training Videos:

- [9S PPS Basics](#)
- [Collaborating with 9S PPS](#)

Supplier Info Portal:

- [FAQs for 9S PPS](#)
- [Overview about 9S PPS](#)

If you need further support please contact the [SupplyOn Support](#).

4 How to start the creation of a 9S document

4.1 Open the [SupplyOn Login Page](#) and enter your User ID and password

4.2 Select SupplyOn Services > AirSupply

4.3 Select 9S - Practical Problem Solving

The screenshot shows the 'My Workspace' dashboard with various summary tables and a navigation menu on the right. The '9S - Practical Problem Solving' link is highlighted in red in the navigation menu.

	New	High	Med	Low	Total
Purchase Orders					
Spares order to check	0	0	0	0	0
Collab. rejected by customer	0		0		0
Collab. rejected by supplier	0		0		0
Material Master Data					
Concession					
Draft	4		40		40
Refused	0		1		1
Notification of Escape					
Draft	28		28		28

Status	New	Total
Total	60	126

Status	New	Total
Total	179	225

Status	New	Total
Total	0	7

Note

If the link for *9S - Practical Problem Solving* is missing in *My Workspace* your AirSupply user account didn't get assigned the necessary user roles. Please see the necessary preconditions in chapter 2.

4.4 Press the *Create* button in the *PPS Documents* tab to create a new 9S document

The screenshot shows the 'PPS Documents' page with a table of documents. The '+ Create' button is highlighted in red, and the 'PPS Documents' tab in the left sidebar is also highlighted in red.

	PPS Status	Nonconformity or Problem Title	Originator Ref...	Date of Last Update
<input type="checkbox"/>	IN PROGRESS	Rusty Surface	9S 2019-12-06	08/04/2020
<input type="checkbox"/>	IN PROGRESS	Engine Surface affected from rust	9S 2019-10	09/04/2020

Note

The 9S document created is in Draft status and not visible by your customer. In Draft status it is possible to delete the 9S document at any time. You must publish at least one 9S Step to make the 9S document visible by your customer (see also 4.5).

4.5 Fill in at least mandatory information and publish the 9S steps to your customer

The screenshot shows the SUPPLYON Practical Problem Solving interface for a document titled 'Rusty Surface'. The left sidebar shows the 'PPS STEP PUBLISHING PROGRESS' with steps 0 through 8. Step 0 is selected, and steps 1 through 8 are listed below it. The main form area contains the following sections:

- Identification of product / process affected:** Includes fields for 'Commodity *' (Material & Parts), 'Program' (0/50), 'Part Name or Process Name *' (Engine), 'Part No. *' (12345), 'Customer Part No.' (0/25), and 'Supplier Part No.' (0/25).
- Description of nonconformity or problem:** Includes a field for 'Nonconformity or Problem Title *' (Rusty Surface) with a value of 14/50.
- Administrative data:** Includes fields for 'Originator's Name *' (Peter Smith) and 'Function or Department'.

At the bottom of the form, there are buttons for 'Back to PPS Documents', 'More', 'Save', and 'Publish'. The 'Publish' button is highlighted in red. The right sidebar shows a 'No Warnings' message and a notification from Peter Schmidt: 'Step 2 Revision Needed Description of the problem is n... 03 Dec 2019'.

Note

After you have entered all necessary information for a 9S step, do not forget to publish it. This enables your customer to acknowledge the provided information. Colored symbols on the left side show how far the single steps have already been processed. It is not necessary to publish all steps at once.

For more information about AirSupply 9S PPS please see the detailed user guide, the training videos and FAQs linked in chapter 3.