HCONN
UNIFIED PLANT OPERATIONS

SNMC

Supplier Notification & Material Complaint

Stop defective materials at the gate, and follow every supplier issue through to closure.

THE PROBLEM

- Supplier defects tracked in email, spreadsheets or a legacy database
- Suppliers and plant teams not in one loop
- Corrective actions that stall with no clear owner
- Slow, manual searching when an audit comes

WHAT YOUR PLANT GETS

- One record per defect: supplier, item, lot number, quantity, photos
- Complaint, Reject and Awareness notices emailed with a PDF label form
- A 14-day response clock with days past due
- Supplier KPI scoring (CKS) of every investigation
- Follow-up tasks, dashboards and Excel export

HOW IT WORKS

1. Report
Log the material at the line.

2. Review
QA hold, notes, due date.

3. Notify
Send the right notice.

4. Track
14-day clock and response.

5. Close & score
Close and score the supplier.

PROVEN PLANT BY PLANT

Built by Plant Teams. Expanding Plant by Plant.

When an oral care plant of a Fortune 50 manufacturer needed to replace its outdated legacy system for restricted inventory, it needed more than just an upgrade—it needed a transformation.

In 2025, HCONN partnered directly with plant stakeholders to build a comprehensive new solution from the ground up: SNMC (Supplier Notification and Material Complaint).

SNMC replaces disjointed legacy technology with a single, sophisticated platform that handles complex workflows, supplier notifications, scorecards, defect management, and stakeholder communications all in one place.

Today, SNMC is rapidly expanding across the U.S. manufacturing footprint of a Fortune 50 consumer goods leader—adopted plant by plant, purely through word of mouth.

WHAT PLANTS ADD NEXT

eSIRMCA · **eDMS** · **eCIL** · **eCenterline** · **eRTT** · **eFormula Manager**

GETTING STARTED

Discovery, configuration, historical data import, training, go-live and direct support from the engineers who build HCONN. Annual subscription, scoped to your plant.

HCONN, Inc.
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Request a demo at www.hconn.com