



USER MANUAL

Nexo Quality — User Manual

How to record, drive and close non-conformances in Nexo,
with the differences for each role.

Version 1.2.1 · September 2026

For all roles: Inspector, SQE, Coordinator, Engineering, Supplier, Auditor and Logistics/Production.

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Meet Nexo

Nexo Quality is where your organization records and handles material and supplier non-conformances (NC). The work runs from the first record to closure, with each decision made by whoever has the approval authority for it.

What it is for

- **Record** a quality problem as soon as it is found, with material, lot, supplier and defect.
- **Contain** the affected material, with traceable authorization and physical execution.
- **Investigate** the cause, internally or with the supplier through an 8D request.
- **Decide** what happens to the material (disposition) and the corrective action, with the required approvals.
- **Implement and verify** effectiveness before closing.
- **Keep the full trail**: who did what, when, and why.

Who this manual is for

The manual serves every role. Each chapter describes the product as it is. When a screen or action changes with the role, the manual says so with a box like this one:

VARIES BY ROLE

Example: the Supplier uses its own environment and only sees the requests shared with its company. It does not see the internal list of cases.

If you only want to start working, read chapters 3 (navigation), 4 (your role) and the chapter for the screen you use most. The Nexo guided tour (chapter 3) shows the same points directly in the interface.

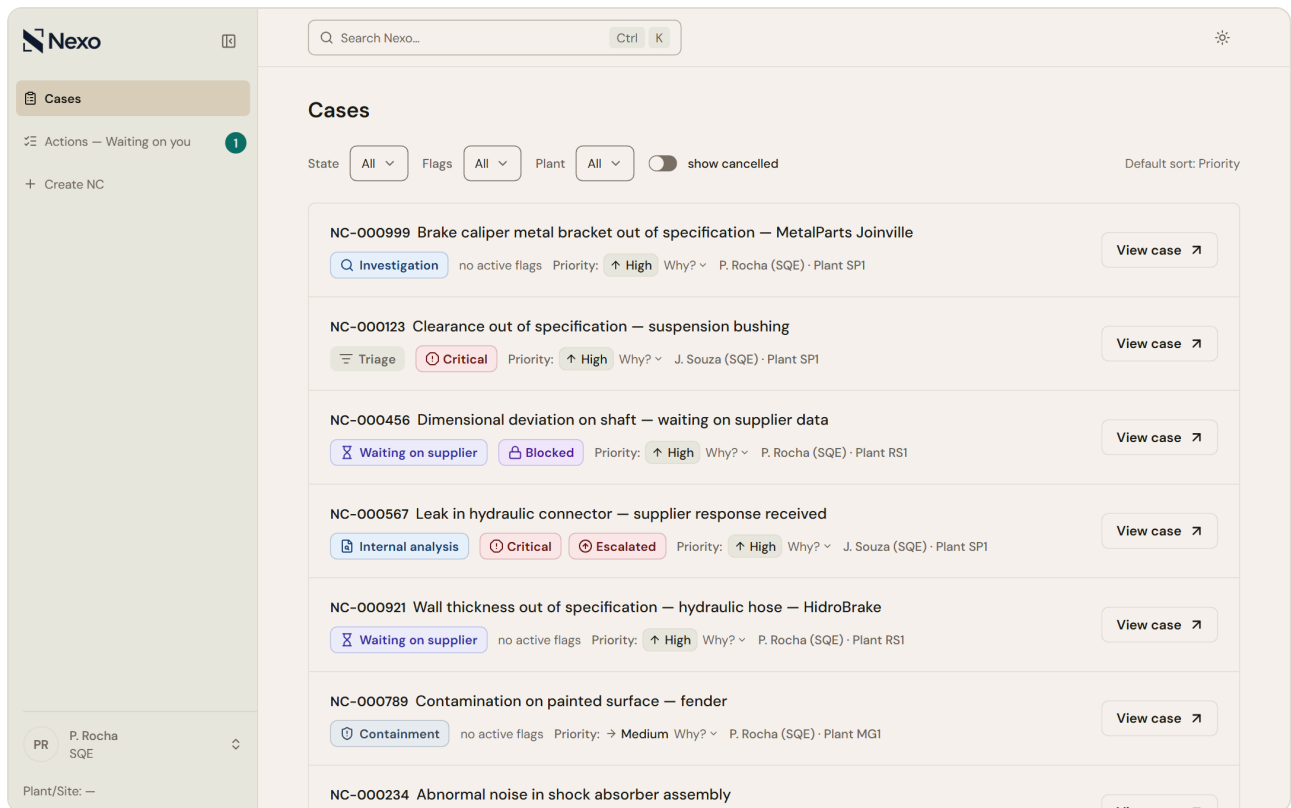


Figure 1.1. The Cases screen, the starting point for most internal roles.

Key concepts

A few terms appear on every Nexo screen. Understanding them makes the rest of the manual straightforward.

Term	What it means in Nexo
NC / Case	The recorded non-conformance. In Nexo, each NC is handled as a Case , with a header, a state and eleven work tabs. Every Case has an identifier in the format NC-000123 .
State	The stage the Case is in: New, Triage, Containment, Investigation, Waiting on supplier, Internal analysis, Implementation, Verification, Closed or Cancelled (chapter 9).
Owner	The person (SQE or Coordinator) who took the Case and answers for its progress.
Severity	How serious the problem is. The Inspector proposes it and the SQE or the Coordinator confirms it. Changing the severity requires a justification.
Priority	The order of attention, calculated by Nexo. The Why? link in the header explains the calculation. SQE and Coordinator can change it, always with a justification.
Flags	Markers that draw attention to a Case: Critical, Overdue, Blocked, Escalated, Incomplete data, Reopened and Recurring (chapter 10).
Containment action	The measure that isolates the affected material (for example, a lot hold). The SQE creates it, the Coordinator authorizes it and an executor carries it out.
Task	The unit of physical, containment or implementation execution. It always has an owner , a due date and a status (Open, In progress or Completed). On completion, the owner records the evidence .
8D request	The formal request for a supplier response, with a due date, a scope (Full or Reduced) and the shared information. High or Critical severity, or the Recurring flag, require Full scope.
Response by blocks	The supplier responds in six blocks: Containment, Analysis, Cause, Corrective, Prevention and Evidence. Each block can be accepted, partially accepted or returned with the gap indicated.
Disposition	What happens to the non-conforming material (type, quantity and reason), with the approvals required by the approval authority.
Corrective action and effectiveness criterion	What will be done to eliminate the root cause and how it will be proven to have worked.
Timeline	The history of the Case. It cannot be edited and shows the actor, date and justification of each event.
Approval authority	What each role can decide or execute. Check yours in Profile, under What your role allows .

Sign-in, navigation and Profile

Signing in to Nexo

Enter your corporate email and your password and select **Sign in**. The button next to the password field shows or hides what you typed. If you opened a direct link to a Case, Nexo takes you there right after you sign in.

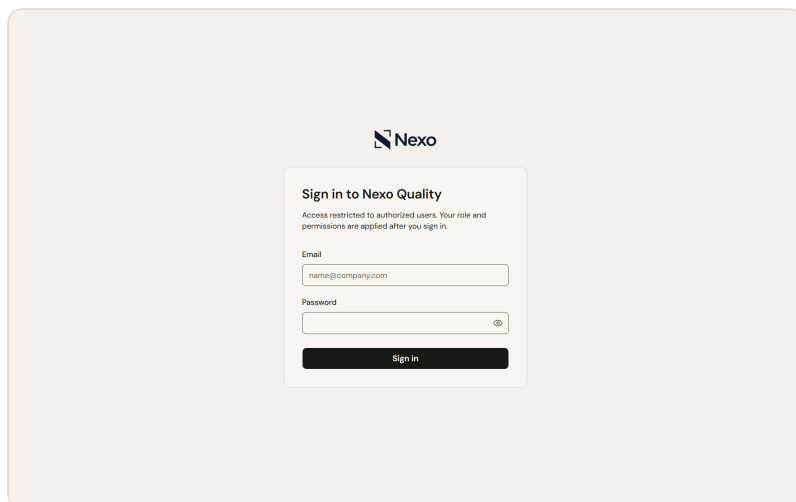


Figure 3.1. Sign-in screen.

The sign-in screen also explains three situations: **Your session has expired** (sign in again to continue), **Could not sign in** (authentication was not completed; try again) and **No access to Nexo Quality** (your account was recognized but does not have a role assigned yet; contact your organization).

Screen layout

- **Sidebar** (on the left): **Cases**, **Actions — Waiting on you** with a counter, and **Create NC**. The footer holds your name and your role, which give access to Profile and Sign out, and the plant/site of the open Case. The button next to the logo collapses or expands the sidebar, and Nexo remembers your choice.
- **Top bar**: the **Search Nexo...** field (shortcut **Ctrl** **K**) on the left and, on the right, the Appearance button (Light, Dark or System).
- **Content**: the screen in use. The **Skip to content** link appears on the first **Tab** for keyboard users.

VARIES BY ROLE

Supplier: there is no sidebar and no search. The top bar shows the plant/site, the **My requests — Waiting on you** shortcut, your user and Appearance.

Logistics/Production: the sidebar shows only **Actions**. There is no Cases, Create NC or search.

Engineering and Auditor: **Create NC** appears unavailable, because these roles do not record NCs.

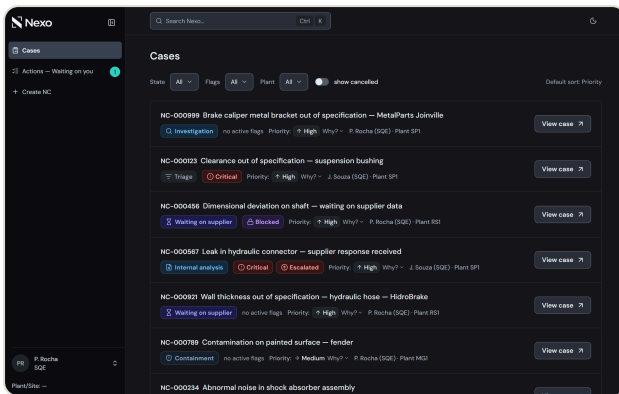


Figure 3.2. Nexo in dark mode.

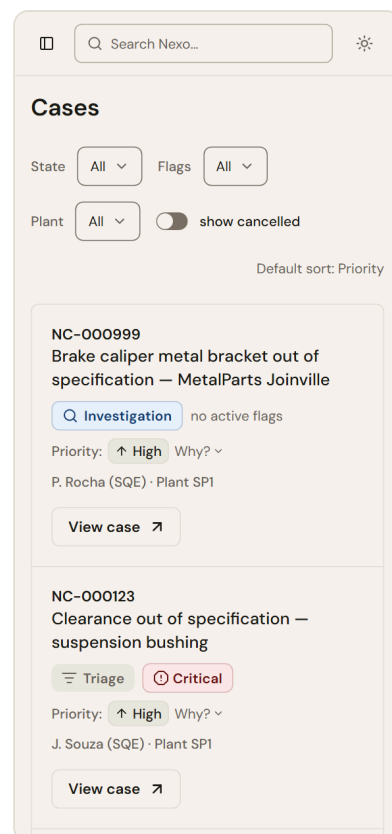


Figure 3.3. On a phone, the sidebar opens from the top bar button.

Profile

Open the menu with your name in the sidebar footer (for the Supplier, in the top bar) and select **Profile**. Profile has two parts that never mix:

- **Set by your organization** (read-only): name, your role in Nexo and, next to it, the **What your role allows** table. Changes here go through your organization.
- **Your preferences** (they apply only to you, in this browser): photo (upload, change or remove; without a photo, Nexo shows your initials), Appearance and Motion (Follow system or Reduce motion).
- **Help**: **Replay the Nexo tour** and **Nexo user manual (English)**, which opens this document as a PDF.
- **Sign out** ends the session and returns to the sign-in screen.

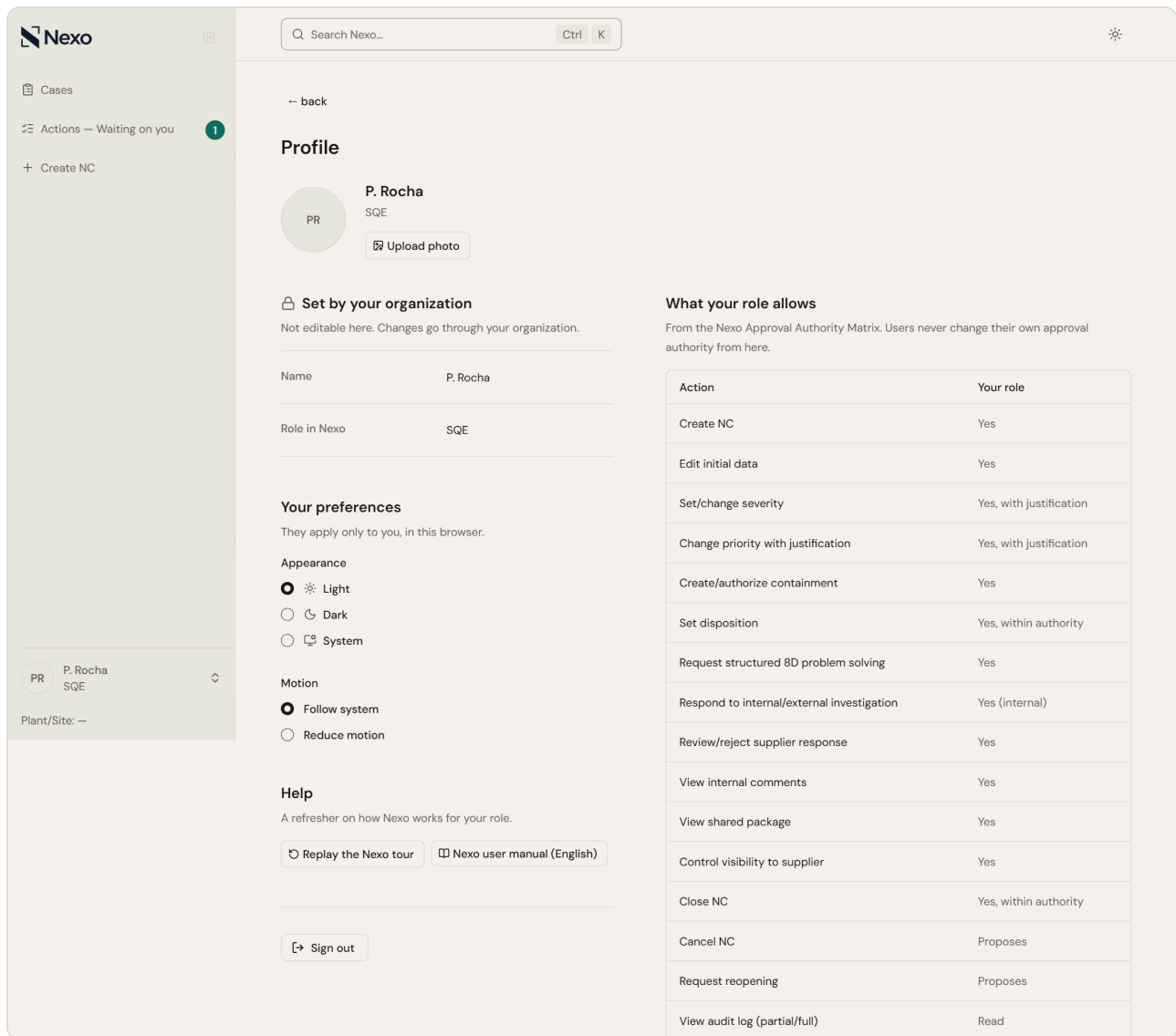


Figure 3.4. Profile, with personal preferences and what the role allows.

VARIES BY ROLE

For the Supplier, the "Name" field appears as "Organization". For Logistics/Production there is no approval authority table, and Profile explains that the role works through the Tasks assigned to it, on the Actions screen.

Guided tour

On your first visit, Nexo presents the main points of **your** role. The area being explained is highlighted and the rest of the screen dims. Each role has its own script, with 5 to 7 steps, showing only what that role actually uses.

- **Next** and **Back** move through the steps; the arrow keys also work. Progress appears as "2 of 6".
- **Skip** or **Esc** end the tour at any time. **Finish** ends it on the last step.
- Once finished or skipped, the tour does not open by itself again. To see it again, use **Replay the Nexo tour** in Profile.

- The tour only shows and navigates. It never changes a Case.

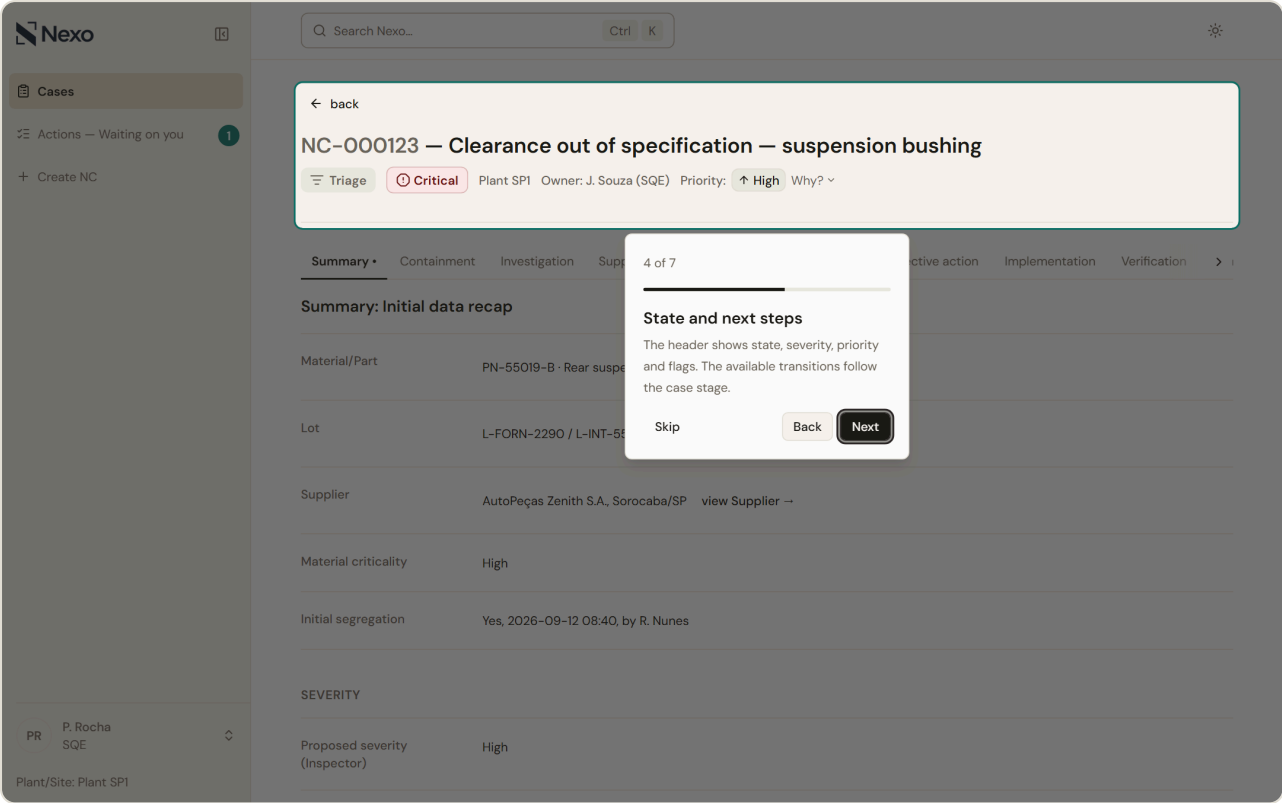


Figure 3.5. A step of the guided tour: the area being explained is highlighted.

Roles and responsibilities

Everyone signs in to Nexo with a role set by the organization. The role decides which screens appear and which actions are available. Nexo is not the same tool for everyone.

Role	Responsibilities	Where it starts
Inspector	Finds and records the NC; completes the initial data; proposes the severity; executes physical containment when the Task is theirs.	Cases
SQE	Drives the Case: takes it, confirms severity and priority, creates the containment, investigates, issues the 8D request, reviews responses, sets the disposition and the corrective action, advances the stages and closes within their approval authority.	Cases
Coordinator	Decides what requires higher approval authority: authorizes containments, approves dispositions, approves cancellations and reopenings, closes critical cases. Can also drive and take cases.	Cases
Engineering	Issues the technical opinion, approves the technical merit of the disposition, takes part in root cause and corrective action, and comments.	Cases
Supplier	Responds to the 8D requests received, block by block, and executes the tasks at the supplier. Sees only what was shared with the company.	My requests
Auditor	Consults all cases and tabs, always read-only. Sees the full trail and can export it.	Cases
Logistics/Production	Executes the assigned Tasks (containment and implementation) and records the evidence.	Actions

The full permissions table is in chapter 15. Your own approval authority appears in Profile.

Search

Search finds a Case in seconds, from any internal screen.

1. Select **Search Nexo...** in the top bar or press **Ctrl** **K**.
2. Type part of what you know about the Case.
3. Choose the result with the arrow keys and **Enter**, or with a click. **Esc** closes search.

Search looks at: **NC ID, title, part number, material description, supplier name, supplier lot** and **internal lot**. ID, part number and lots are matched from the beginning (for example, "NC-0001"); title, description and supplier, by any part of the text. Comment and evidence text is not searched.

Your recent searches that led to an open Case are kept (up to five) so you can pick up your work again. Use **Clear history** to delete them.

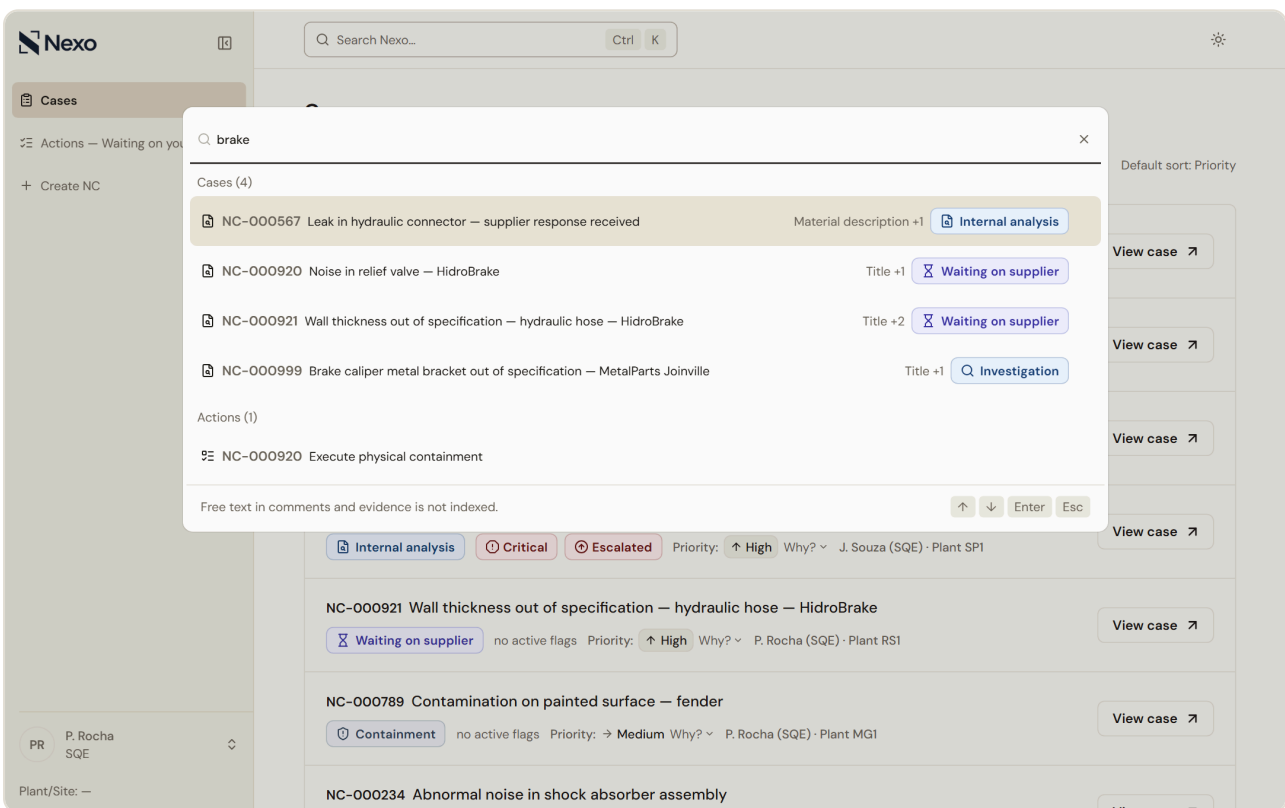


Figure 5.1. Search open with the term "brake".

VARIES BY ROLE

Supplier and Logistics/Production have no search: they work, respectively, through their requests and through their Actions.

Cases

The Cases screen lists the non-conformances, sorted by priority. Each row shows ID, title, state, active flags and priority.

Filtering the list

- **State:** shows only the cases at one stage.
- **Flags:** shows only the cases with one flag (for example, Overdue or Escalated).
- **Plant:** limits the list to your site.
- **show cancelled:** cancelled cases are hidden by default and appear here, kept apart from the normal flow.

Select any point of the row, or **View case**, to open the Case. In the Case, **← back** returns exactly to the screen you came from.

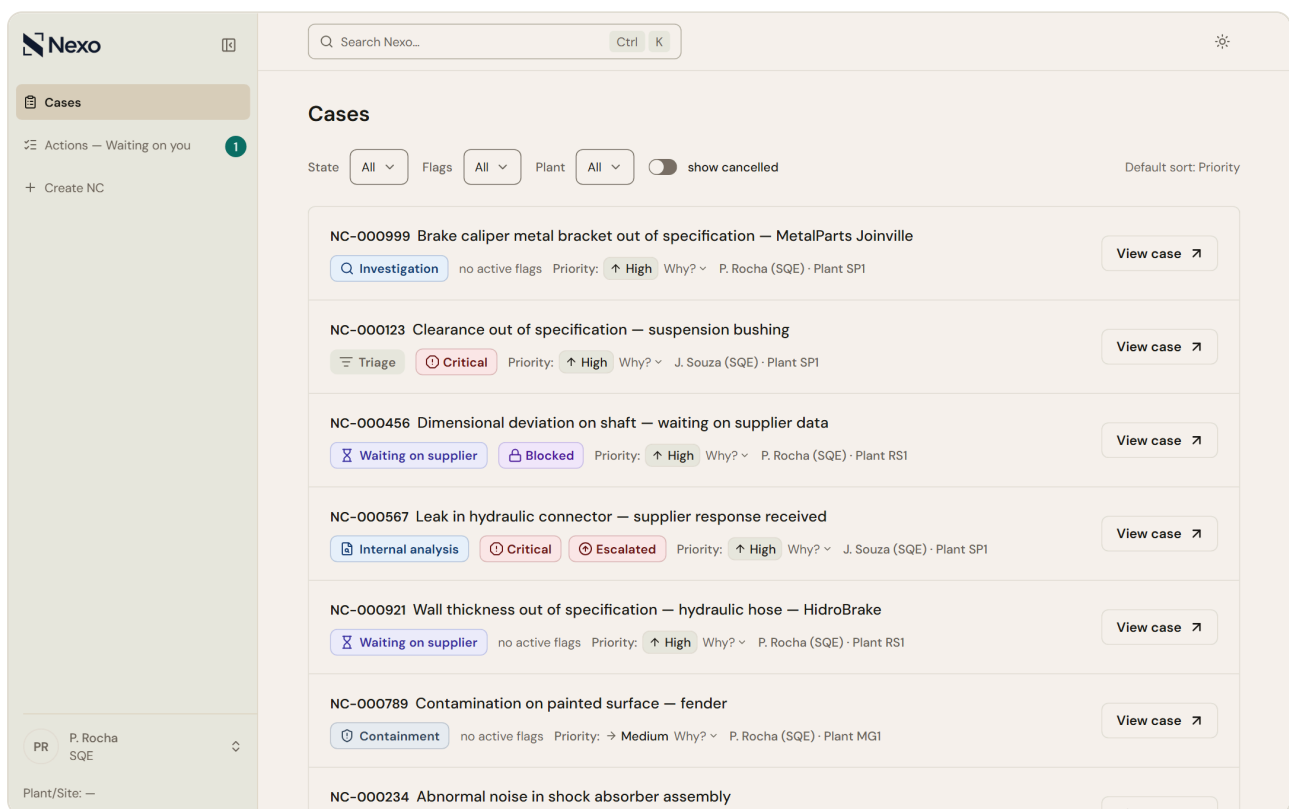


Figure 6.1. Case list with State, Flags and Plant filters.

VARIES BY ROLE

Inspector, SQE, Coordinator, Engineering and Auditor use the Cases list. The Supplier sees "My requests" (chapter 13) and Logistics/Production starts from Actions (chapter 14).

Create NC

Recording the NC as soon as the problem is found is the first step of the whole process.

1. In the sidebar, select **Create NC**.
2. Nexo creates the Case in the **New** state, confirms it with a message and opens it on Summary, with the **New NC created** notice.
3. Complete the initial data: material/part, lot, supplier, defect, whether segregation has already been done (when and by whom) and the proposed severity.
4. An SQE or Coordinator takes the Case. It moves to **Triage**.

VARIES BY ROLE

Who can create an NC: **Inspector, SQE and Coordinator**. For Engineering and Auditor the button appears unavailable, and on hover Nexo explains why. Supplier and Logistics/Production do not see the button.

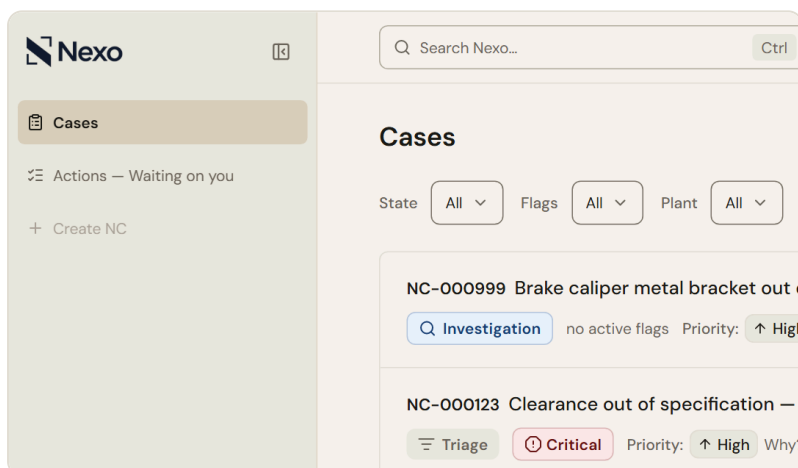


Figure 7.1. For Engineering, "Create NC" appears unavailable.

The initial data can be edited by Inspector, SQE and Coordinator while their approval authority allows. After that, relevant changes, such as severity, ask for a justification and are kept in the Timeline.

Actions

Actions gathers, in a single list, what is waiting on you: execution Tasks and approval decisions within your approval authority. The counter in the sidebar shows how many there are.

Filters

Filter	Options
Assignment	Assigned to you · All visible to the role
Internal/external task	All · Internal · External
Action type	All · Containment action · Corrective action
Task status	All · Open · In progress
Blocker	All · With blocker · No blocker

Each item shows the Case, the Task, the owner, the due date and the status. The item's button indicates what you can do: **Record evidence** or **Submit evidence** when the Task is yours; **View task** when it belongs to someone else. Select an item to go straight to the point of the Case where the action happens.

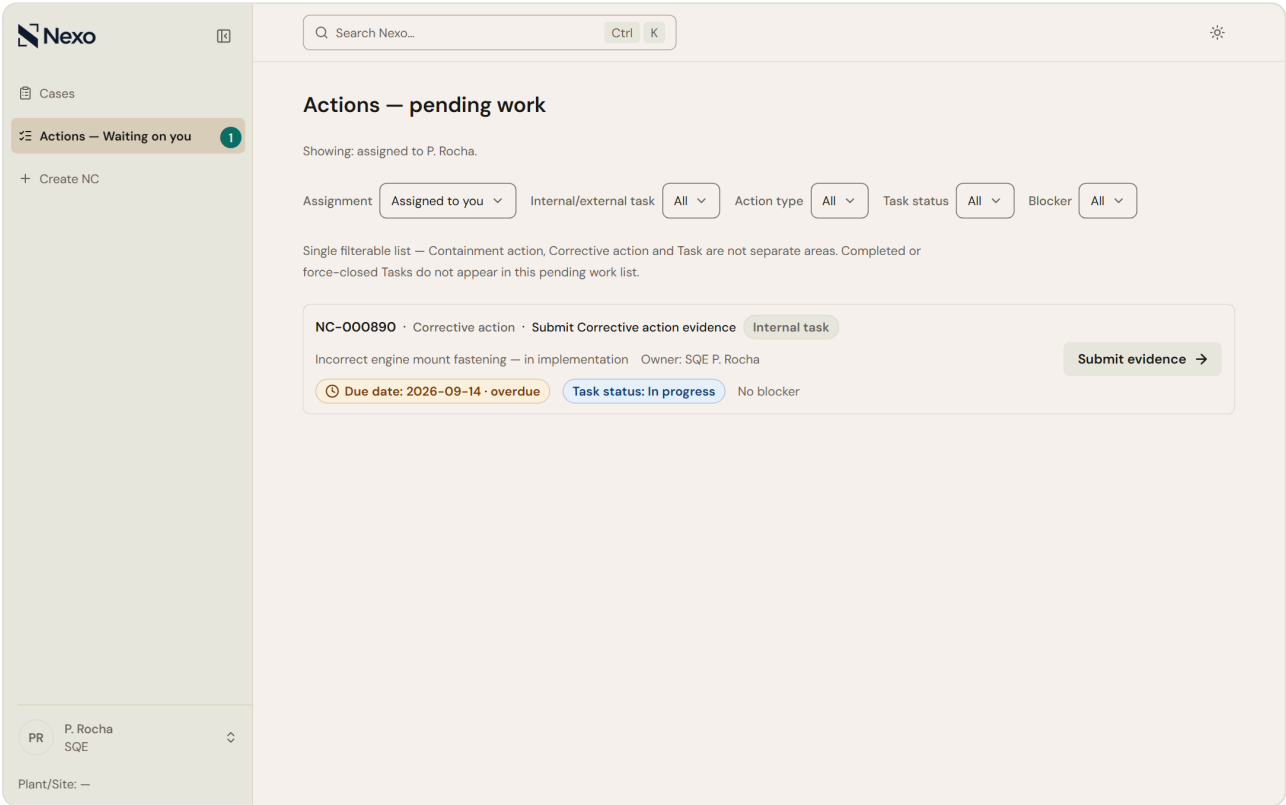


Figure 8.1. The Actions screen for an SQE.

VARIES BY ROLE

Auditor: the screen is called just "Actions", without a counter, and by default shows everything that is visible, read-only. **Logistics/Production:** Actions is the only screen. If "Assigned to you" is empty, switch to "All visible to the role".

NC lifecycle and states

Every Case goes through defined states. Each state change has an owner and is recorded in the Timeline, with the source and target states.

State	What happens
New	NC recorded, no owner yet.
Triage	An owner has taken it; severity and priority are confirmed; the need for containment is decided.
Containment	The affected material is being isolated by an authorized Containment action.
Investigation	Search for the cause, with traceability and impact assessment.
Waiting on supplier	An 8D request was issued and is waiting for the supplier's response.
Internal analysis	Review of the response, technical opinion, disposition and corrective action.
Implementation	The corrective action is being carried out, with evidence.
Verification	Check of effectiveness and of the closure requirements.
Closed	Case completed. It can be reopened with Coordinator approval.
Cancelled	Case ended without treatment (for example, a false positive), kept apart from the normal flow.

Main transitions and who performs them

From → To	Who performs it
New → Triage	SQE or Coordinator, when taking the Case
Triage → Containment	SQE, when creating the Containment action
Triage → Investigation	SQE, when containment is not needed
Containment → Investigation	SQE, with minimum containment confirmed (authorized, executed, with evidence and impact assessed)
Containment → Waiting on supplier	SQE, when containment depends on the supplier
Investigation → Waiting on supplier	SQE or Coordinator, when issuing the 8D request with a due date
Investigation → Internal analysis	SQE, with enough internal evidence
Waiting on supplier → Internal analysis	Supplier, when sending the response
Internal analysis → Waiting on supplier	SQE or Coordinator, when returning the response with gaps

From → To	Who performs it
Internal analysis → Implementation	SQE, with disposition approved and root cause, corrective action and effectiveness criterion defined
Implementation → Verification	SQE, with execution completed and evidenced
Verification → Closed	SQE within their approval authority; Coordinator for critical cases, with Full 8D, deviation or recurrence
Verification → Implementation or Investigation	SQE, when effectiveness is inconclusive or failed
New, Triage, Containment or Investigation → Cancelled	SQE proposes; Coordinator approves
Closed → Investigation (reopening)	SQE or Coordinator requests; Coordinator approves

There are also returns for when new evidence appears, such as going back to Triage or reopening Containment. In the Case, the **Available transitions** block shows only the changes possible at that moment for your role, and explains what is missing when one of them cannot be done yet.

Flags

Flags highlight situations that need attention, regardless of the state. They appear in the Cases list and in the Case header, and can be used as a filter.

Flag	Meaning
Critical	A problem of maximum severity: requires Full 8D scope and closure by the Coordinator.
Overdue	A due date of the Case or of a Task has passed.
Blocked	Progress depends on something that has not happened yet.
Escalated	The Case was taken to a higher decision level.
Incomplete data	Information is missing to proceed safely.
Reopened	The Case was closed and reopened. A reopened Case cannot be cancelled.
Recurring	The same problem has occurred before: requires Full 8D scope and closure by the Coordinator.

Inside the Case

When you open a Case, you see the header and eleven tabs. The tab of the current stage gets a marker (•).

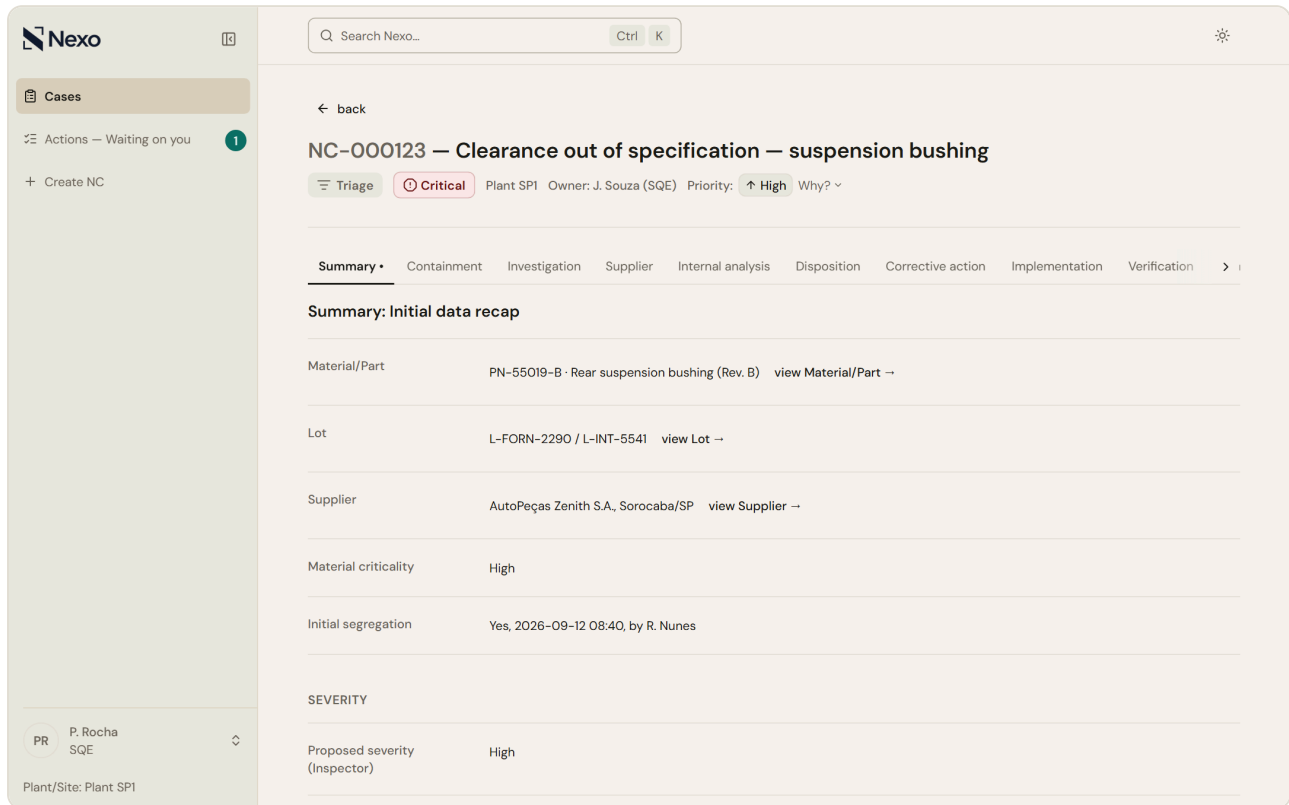


Figure 11.1. Case header (ID, title, state, flags, plant, owner, priority) and the tabs.

The **header** shows the ID and title, the state, the flags, the plant, the owner and the priority, with **Why?** to understand the calculation. Links such as **view Material/Part →**, **view Lot →** and **view Supplier →** open context panels without leaving the Case. At the end of each tab, **Comments on this section** leads to the comments linked to it.

VARIES BY ROLE

Auditor: all tabs open, read-only. **Inspector:** sees a partial view of the Timeline. **Supplier** and **Logistics/Production** do not see the internal tabs; they use their own screens (chapters 13 and 14). Buttons outside your approval authority do not appear or appear unavailable, with the reason.

Summary

Recaps the initial data (material/part, lot, supplier, criticality, segregation), the proposed and the confirmed severity, the containment decision and the related cases. In Triage, this is where the SQE decides whether the Case needs a Containment action or goes straight to Investigation.

Containment

Organized in blocks: the **Containment action** (type, internal or at-supplier scope, owner, due date), with the Coordinator's authorization; the **physical execution** (a Task with executor, status and evidence; the SQE sets the executor, Inspector or Logistics/Production, and can change it until the Task is completed; the Task appears in the Actions of whoever will execute it); the affected **lot**; and the **exit gate**, which shows what is missing to move on to Investigation: containment authorized, Task completed with evidence and, when material was consumed, impact assessed.

The screenshot shows the 'Containment' tab for Case NC-000789, titled 'Contamination on painted surface — fender'. The interface includes a sidebar with 'Cases', 'Actions — Waiting on you' (with a notification badge), and a 'Create NC' button. The main content area has a search bar, a 'back' link, and a breadcrumb trail. Below the title, there's a 'Containment' button and a summary of the case: 'no active flags', 'Plant MG1', 'Owner: P. Rocha (SQE)', 'Priority: → Medium', and 'Why?'. A 'Next dependency' box indicates 'Authorize containment action' with 'Owner: Coordinator' and 'Due date: 2026-09-14'. A horizontal tab bar shows 'Summary', 'Containment •', 'Investigation', 'Supplier', 'Internal analysis', 'Disposition', 'Corrective action', 'Implementation', and 'Verification'. The 'Containment: Containment action' section includes a 'Type' dropdown set to '100% inspection', a 'Scope' section with 'Internal' selected and 'At supplier' as an option, and a table of details: 'Owner / Due date' (SQE P. Rocha · 2026-09-14), 'Status' (Created — waiting on Coordinator authorization, with a note 'Outside SQE approval authority Reserved for Coordinator.'), 'Engineering' (Consulted — No objection recorded), and 'Prior evidence' ((segregation in New) Yes, 2026-09-12 07:10, by F. Lima — informative input to the check, it does not replace it.). The bottom of the screen shows the 'PHYSICAL EXECUTION (TASK)' section.

Figure 11.2. Containment tab of a Case waiting on authorization.

VARIES BY ROLE

SQE creates and sets the executor · Coordinator authorizes · Inspector or Logistics/Production execute, depending on the Task owner (for containment at the supplier, the Supplier) · Engineering is consulted.

Investigation

Brings together traceability (where else the material may be), the impact assessment and the link to related cases. From here the SQE or the Coordinator **issues the 8D request** to the supplier, with a due date and scope, or the SQE moves on to Internal analysis when internal evidence is enough.

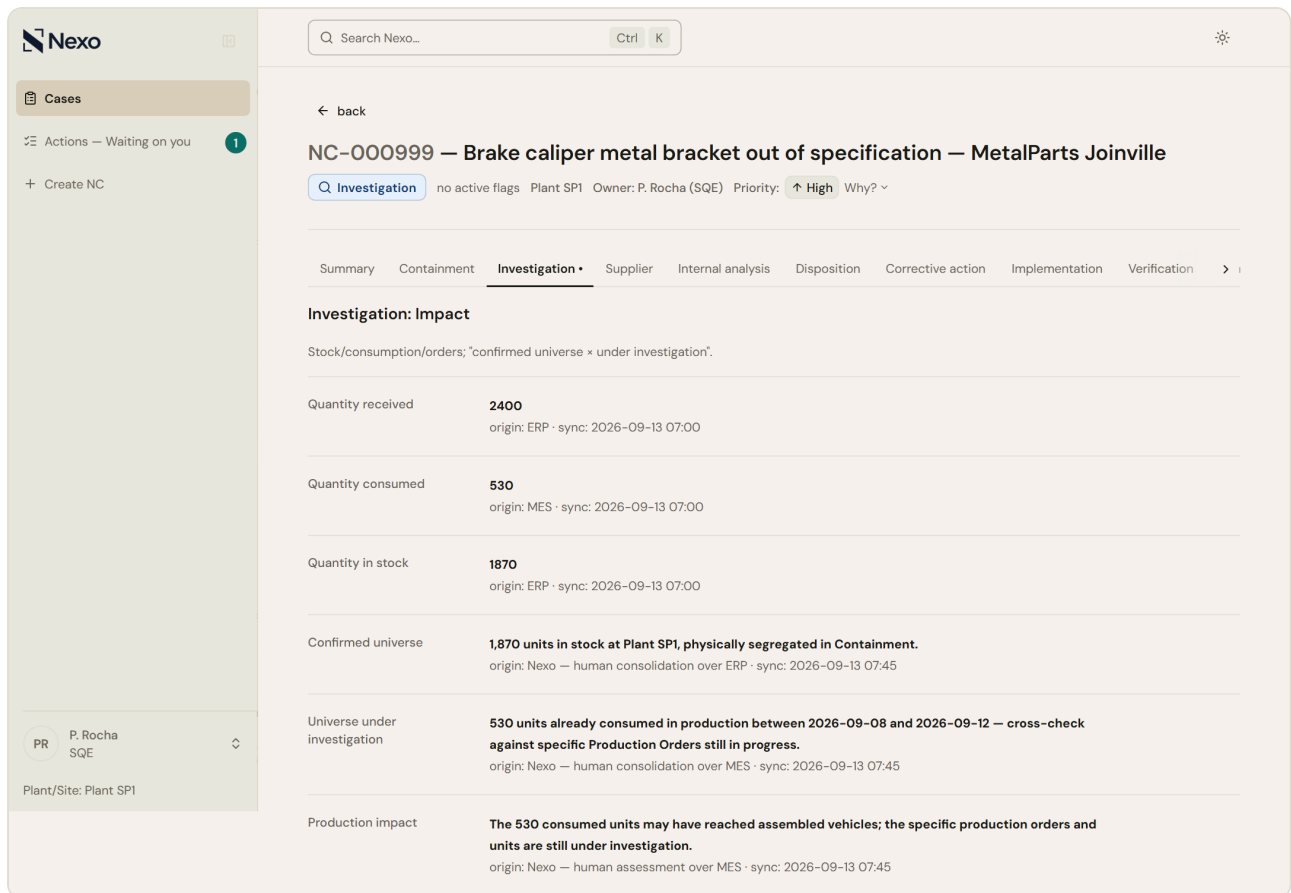


Figure 11.3. Investigation tab.

Supplier

Shows the 8D request issued (type, due date, scope, version), which information is shared with the supplier and the supplier's response, block by block, with version history. **Preview as supplier →** shows exactly what the supplier sees. SQE and Coordinator control what is shared.

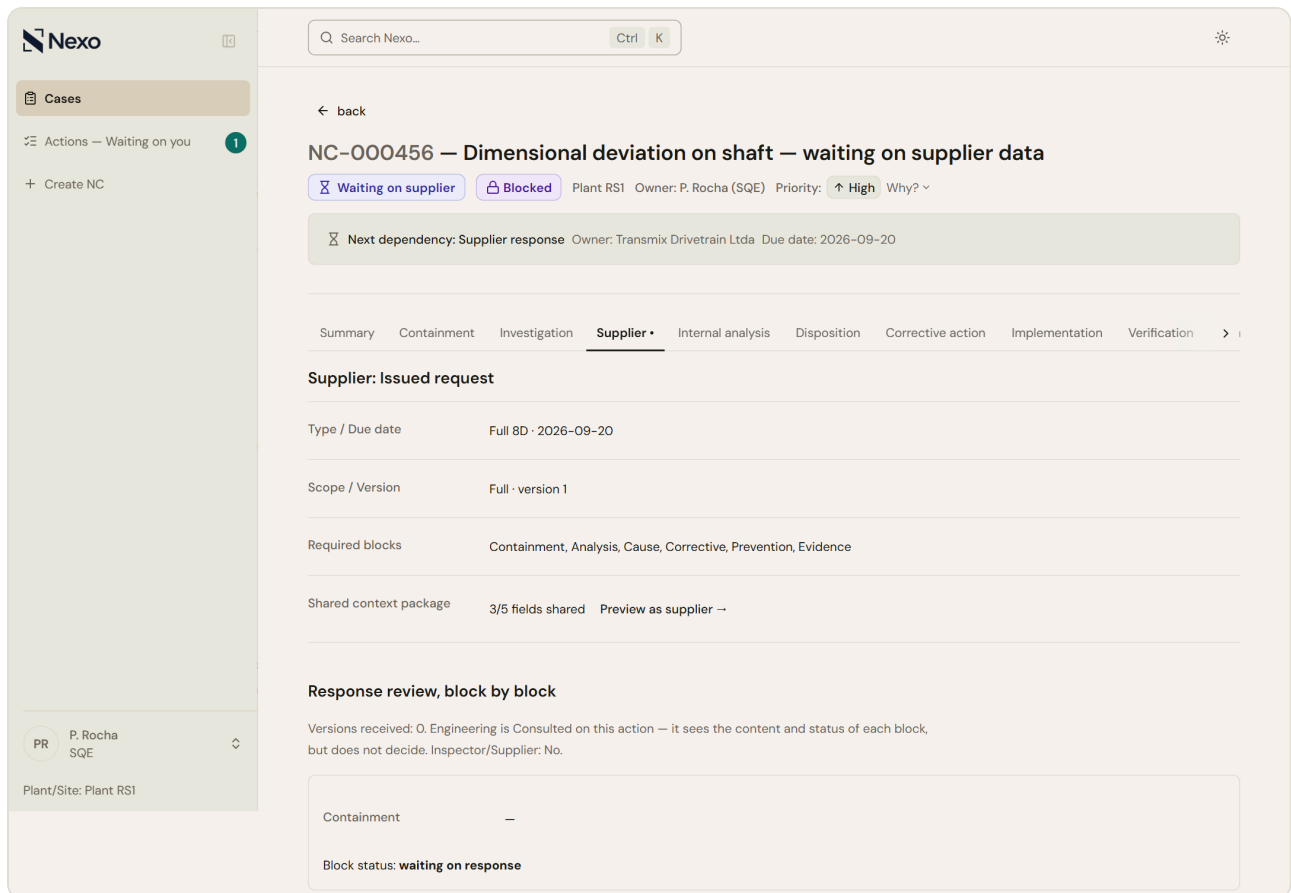


Figure 11.4. Supplier tab, with the shared fields and access to "Preview as supplier".

Internal analysis

Here SQE and Coordinator review each block of the supplier's response (accepted, partial or returned, with the gap described) and Engineering records the **technical opinion**. A response with gaps can be returned to the supplier. If evidence is missing or the opinions diverge, the Case goes back to Investigation.

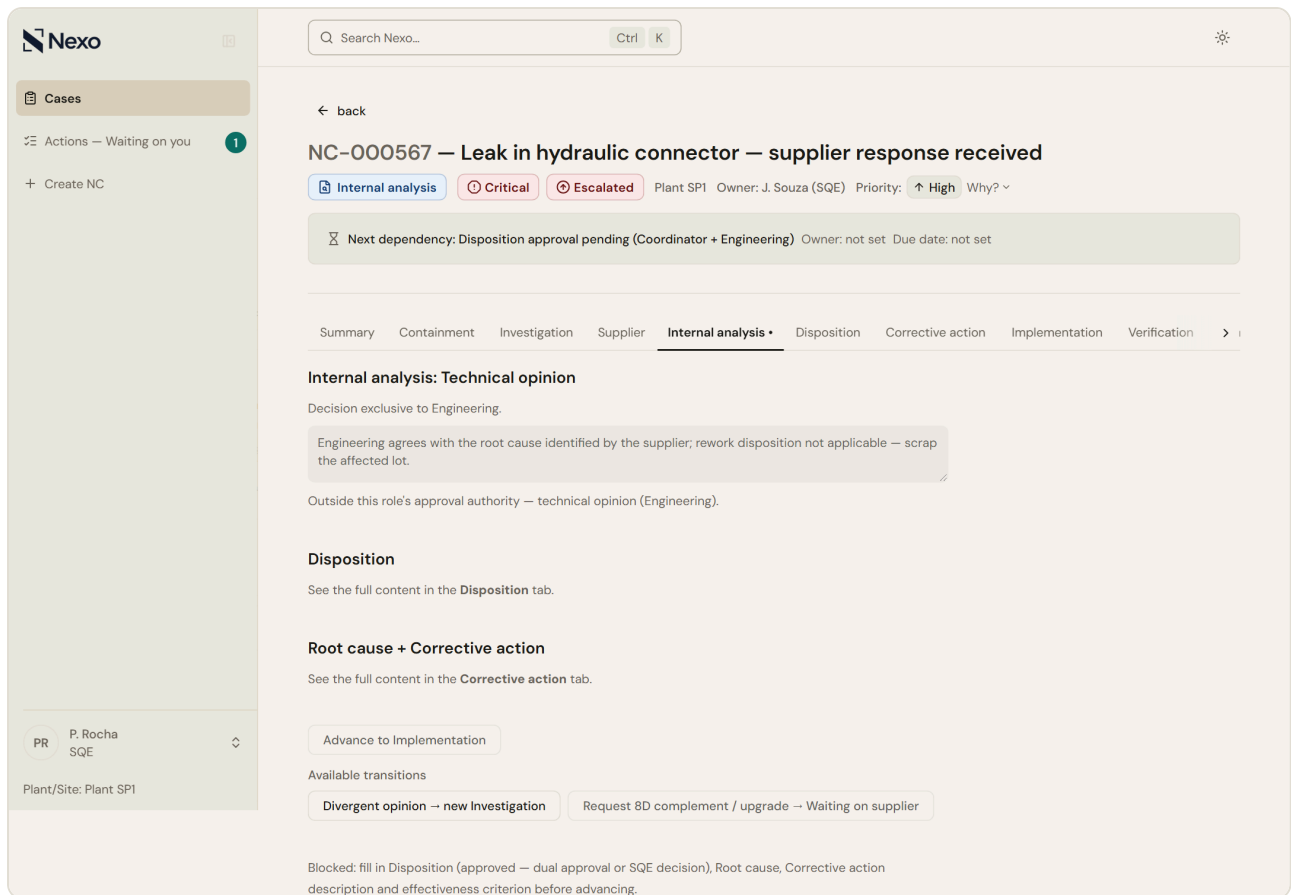


Figure 11.5. Internal analysis tab.

Disposition

Sets what happens to the material: type, quantity and reason. The disposition follows the approval authority. It may require dual approval, from the **Coordinator** (approval authority) and from **Engineering** (technical merit, which requires the technical opinion to be recorded already), or be decided by the SQE when the approval authority allows.

Nexo

Search Nexo... Ctrl K

Cases

Actions — Waiting on you 1

+ Create NC

PR P. Rocha
SQE

Plant/Site: Plant SP1

← back

NC-000567 — Leak in hydraulic connector — supplier response received

Internal analysis Critical Escalated Plant SP1 Owner: J. Souza (SQE) Priority: High Why? ▾

Next dependency: Disposition approval pending (Coordinator + Engineering) Owner: not set Due date: not set

Containment Investigation Supplier Internal analysis • **Disposition** Corrective action Implementation Verification Comments >

Disposition (by Lot quantity)

Lot (reference) L-FORN-3345 / L-INT-8890 view Lot →

Type Scrap ▾

Quantity 420 units

Reason Risk of brake system failure — not reworkable

Content locked — the Disposition has already received at least one approval (BR-03).

Define

Defined by: SQE J. Souza

Figure 11.6. Disposition tab with the status of the approvals.

Corrective action

Records the **root cause**, the **corrective action description** and the **effectiveness criterion**, that is, how it will be proven that the action worked. SQE, Coordinator and Engineering can set these fields. Without all three filled in and the disposition approved, the Case does not advance to Implementation.

Nexo

Search Nexo...

Ctrl K

Cases

Actions — Waiting on you

1

Create NC

PR

P. Rocha

SQE

Plant/Site: Plant SP1

back

NC-000567 — Leak in hydraulic connector — supplier response received

Internal analysis

Critical

Escalated

Plant SP1

Owner: J. Souza (SQE)

Priority: High

Why?

Next dependency: Disposition approval pending (Coordinator + Engineering)

Owner: not set

Due date: not set

Investigation

Supplier

Internal analysis

Disposition

Corrective action

Implementation

Verification

Comments

Timeline

Corrective action: Root cause

O-ring vulcanization process variation at the supplier (confirmed by 8D response).

Corrective action (BR-21)

Description

New per-lot hardness control plan + process audit at the supplier.

Owner

HidroBrake Sistemas Ltda / Nexo Engineering

Effectiveness criterion*

Zero recurrence in 3 consecutive lots with 100% hardness testing.

*must be defined BEFORE advancing to Implementation (BR-21)

Comments on this section (0)

Figure 11.7. Corrective action tab.

Implementation

Tracks the execution of the corrective action through Tasks with owner, due date, status and evidence. Inspector, SQE, Supplier and Logistics/Production can record implementation evidence. With execution completed and evidenced, the SQE advances to Verification.

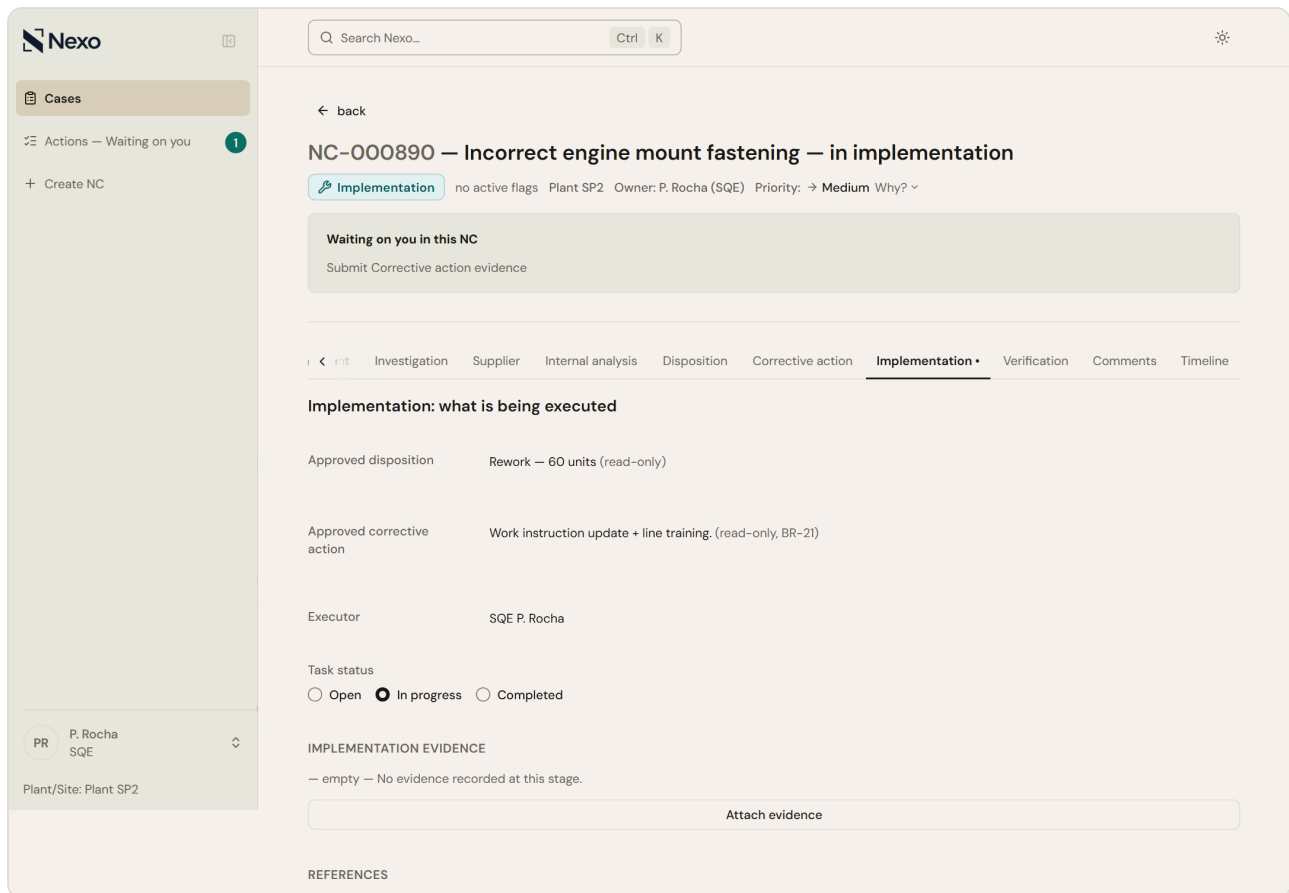


Figure 11.8. Implementation tab.

Verification

Shows the closure requirements and what is missing in each one:

- Containment: action authorized and exit gate met, or waiver recorded;
- Disposition approved;
- Root cause filled in;
- Corrective action filled in;
- Effectiveness: evidence recorded and criterion met.

If effectiveness is inconclusive, the Case goes back to Implementation. If it failed or there is recurrence, it goes back to Investigation.

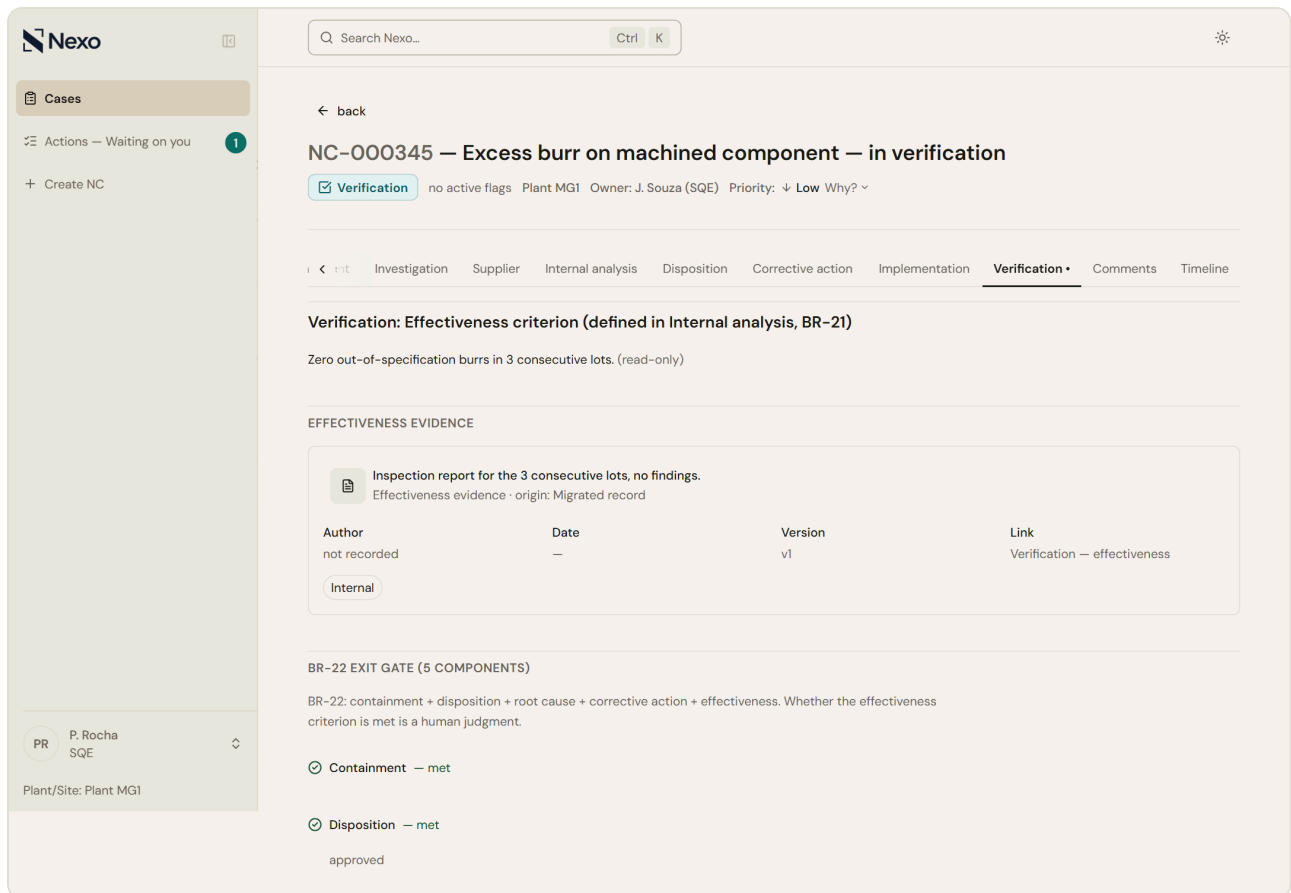


Figure 11.9. Verification tab with the closure requirements.

Comments

The internal conversation of the Case. Each comment can be linked to a tab and mention people. Use the filter by tab to see only what concerns one stage.

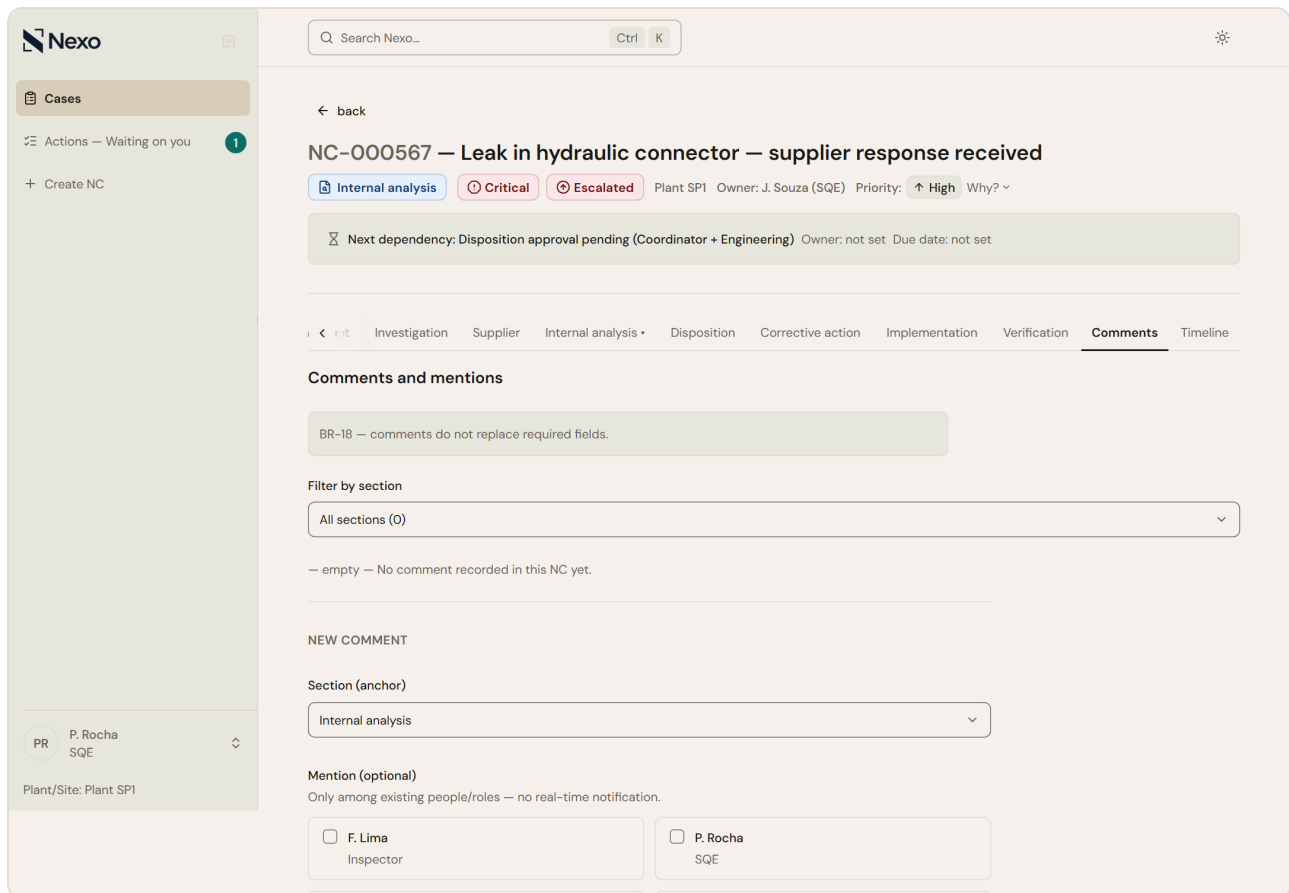


Figure 11.10. Comments tab.

VARIES BY ROLE

Who writes: SQE, Coordinator and Engineering. The Auditor reads but does not write. Inspector, Supplier and Logistics/Production do not see internal comments.

Timeline

The history of the Case, which cannot be edited: each event shows the date, the actor with their role, the source and target states when there was a transition, and the justification when one is required.

Export trail generates the trail for records or sharing.

Nexo

Cases

Actions — Waiting on you

Create NC

PR

P. Rocha

SQE

Plant/Site: Plant SP1

Search Nexo...

Ctrl K

back

NC-000567 — Leak in hydraulic connector — supplier response received

Internal analysis

Critical

Escalated

Plant SP1

Owner: J. Souza (SQE)

Priority: High

Why?

Next dependency: Disposition approval pending (Coordinator + Engineering)

Owner: not set

Due date: not set

Investigation

Supplier

Internal analysis

Disposition

Corrective action

Implementation

Verification

Comments

Timeline

Timeline / Audit

Complete, immutable, cumulative history (including when Cancelled).

Export trail

2026-09-12 15:00	Engineering technical opinion recorded. Recorded by: not provided
2026-09-12 14:00	Supplier response accepted — NC advances to Internal analysis. Recorded by: not provided
2026-09-06 09:00	Advanced to Investigation; Full 8D request issued. Recorded by: not provided
2026-09-05 10:00	Containment authorized and completed. Recorded by: not provided
2026-09-05 09:00	NC created — severity raised to Critical. Recorded by: not provided

Figure 11.11. Timeline and the Export trail button.

VARIES BY ROLE

Who exports the trail: SQE, Coordinator and Auditor. The Auditor sees the full trail; the Inspector sees a partial view; the Supplier sees only the history of its own request.

Closing, cancelling and reopening

Close

In Verification, with all requirements met (chapter 11), select **Close NC** in Available transitions. The **SQE** closes cases of low or medium severity, with Reduced 8D and no deviation. Critical cases, or cases with Full 8D, deviation or recurrence, are closed by the **Coordinator**.

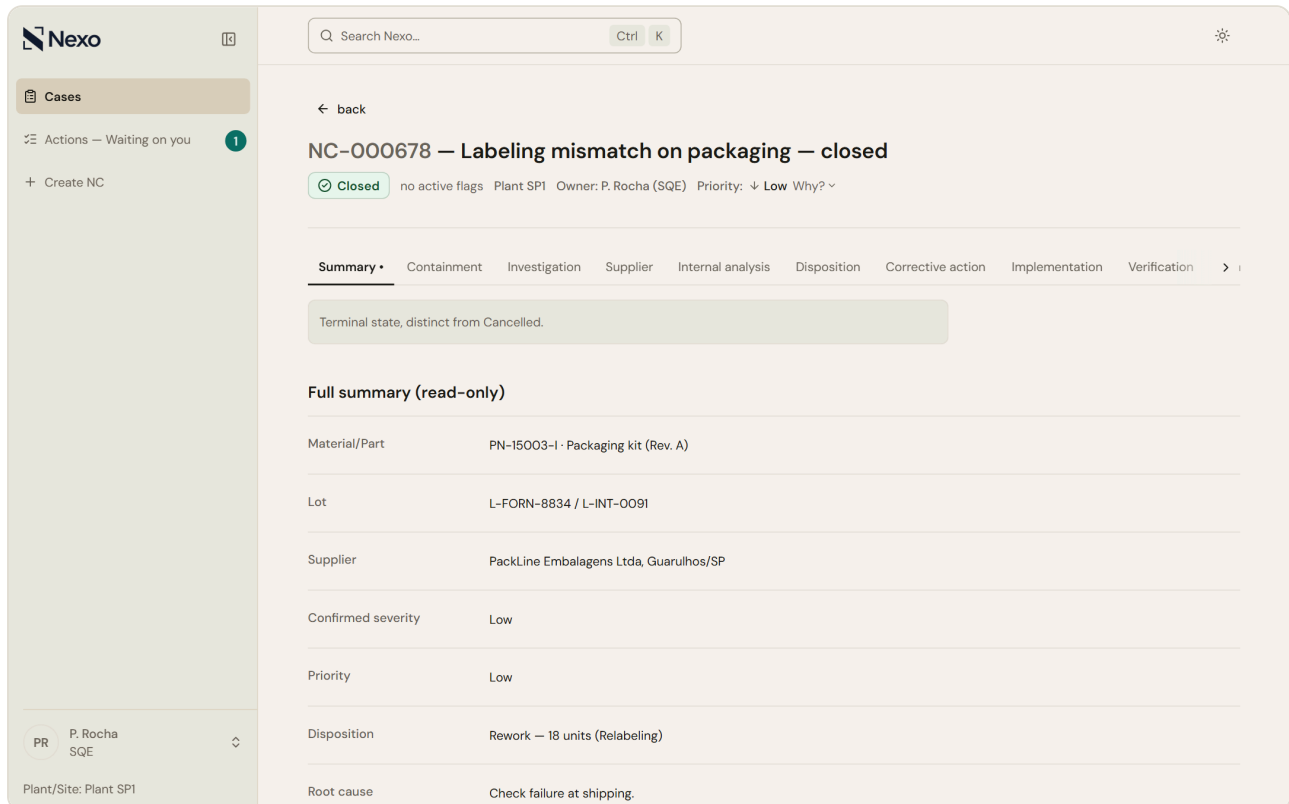


Figure 12.1. A closed Case.

Cancel

Cancellation is for cases that should not proceed, such as a false positive. It is only possible in **New**, **Triage**, **Containment** or **Investigation**. The SQE **proposes** it with a justification and the Coordinator **approves** it. The cancellation is kept in the Timeline and the Case then appears only with the "show cancelled" filter. Reopened cases cannot be cancelled.

On the Case screen, actions whose effect is hard to reverse are grouped in **Danger zone**, apart from the day-to-day transitions.

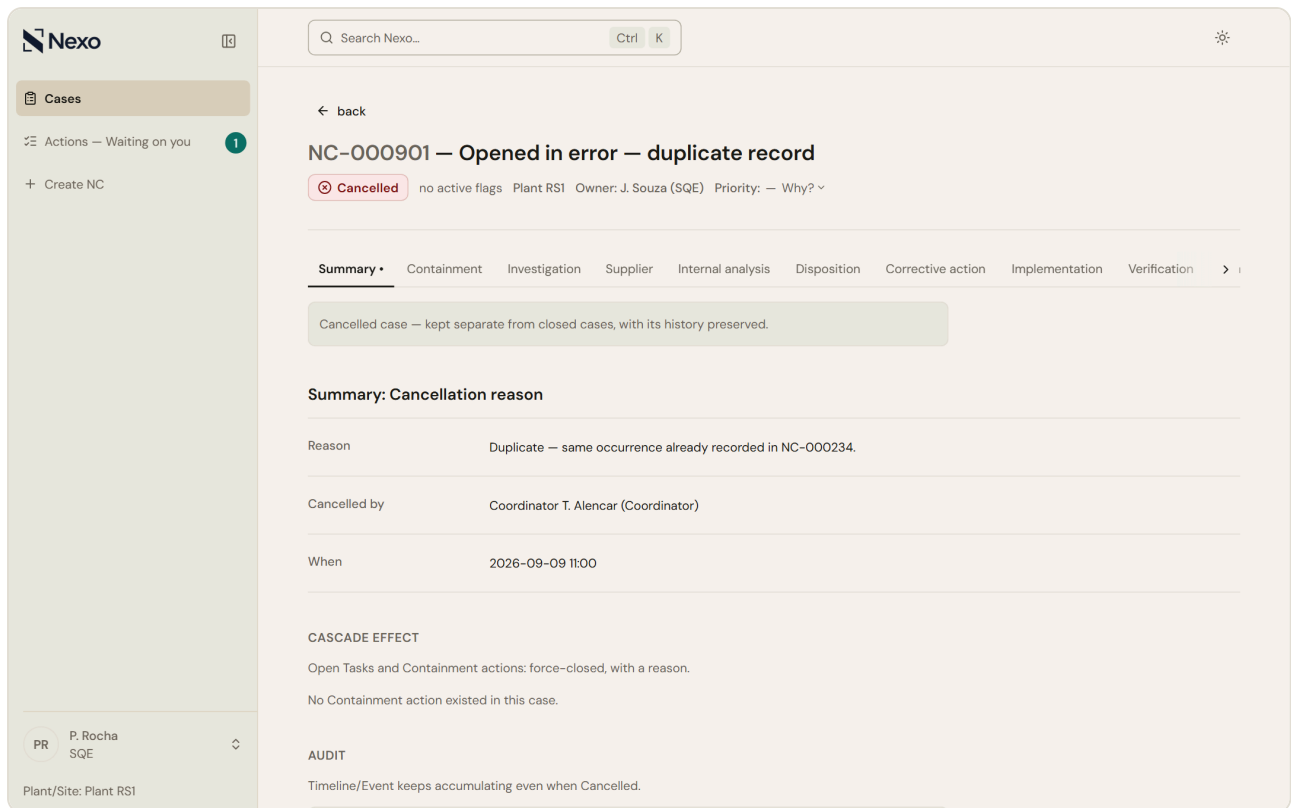


Figure 12.2. A cancelled Case, kept apart from the normal flow.

Reopen

A closed Case can be reopened when new evidence appears. SQE or Coordinator **requests** it with a justification and only the Coordinator **approves** it. The Case goes back to Investigation and receives the **Reopened** flag.

The Supplier experience

The supplier uses its own environment, with no sidebar and no search, and sees only what the customer decided to share with its company. The internal process never appears.

My requests

Lists the requests received, with the status of your response and the due date. The top bar shows how many are waiting on you.

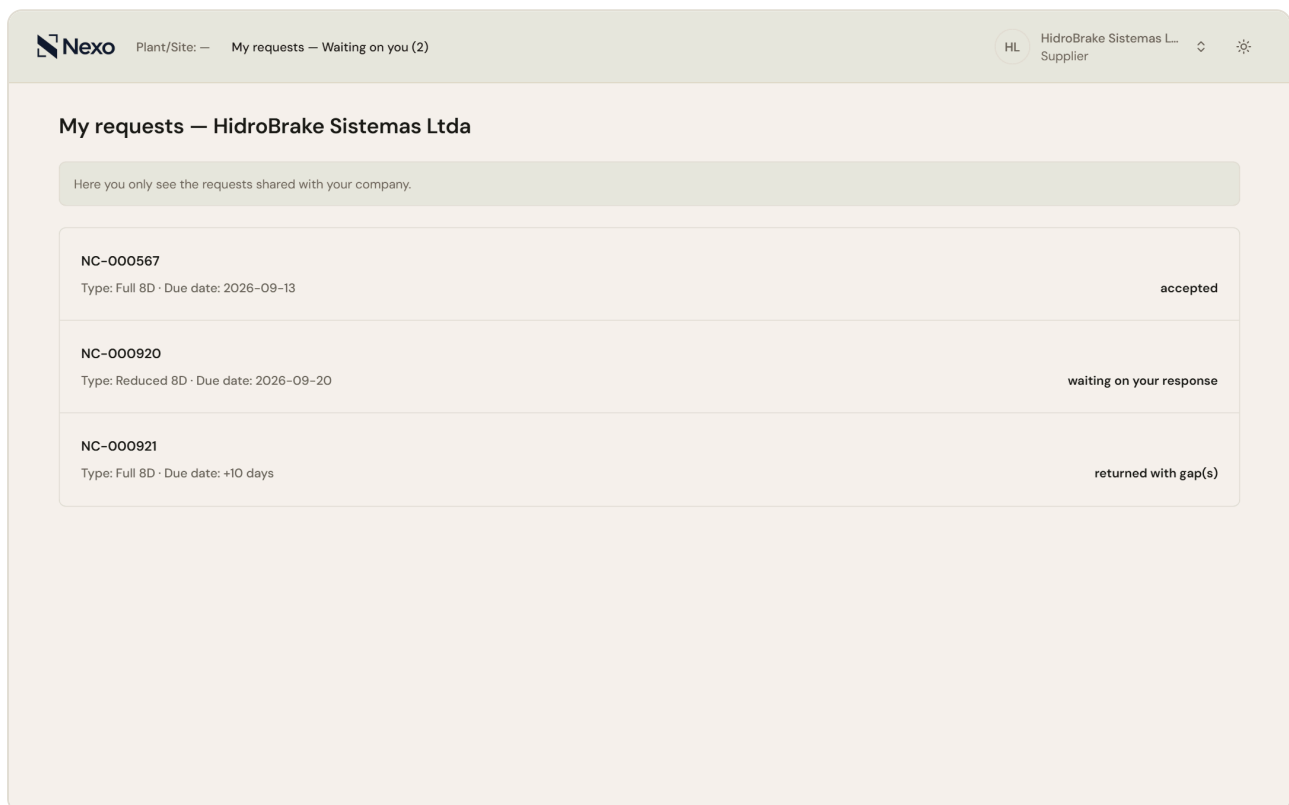


Figure 13.1. My requests.

Responding to a request

1. Open the request. You see the type, the due date, the scope and the required blocks, plus the shared context (defect, material/part, containment action).
2. If there is a containment Task at the supplier, update the status and record the evidence.
3. Fill in each block of the response: Containment, Analysis, Cause, Corrective, Prevention and Evidence.
4. Select **Send response**. The response goes to the customer for review and the status is updated.
5. If a block is returned, the gap to fix appears in it. Fix it and send it again. The history keeps every version.

Nexo

Plant/Site: Plant RS1

My requests — Waiting on you (2)

HL

HidroBrake Sistemas L...

Supplier

← back to my requests

NC-000921 — Request received

Information shared with your company in this request.

Request

Type	Full 8D
Due date	+10 days
Scope	Full
Request version	1
Required blocks	Containment, Analysis, Cause, Corrective, Prevention, Evidence

Shared context

Defect	Dimensional · Wall thickness · Undersized
Material/Part	PN-40088-L · Brake hydraulic hose
Containment action	Lot hold

Containment execution

Executor	Supplier — HidroBrake Sistemas Ltda
Task status	Open In progress Completed

Hold report at supplier.

Containment execution · origin: Migrated record

Author	Date	Version	Link
Supplier — HidroBrake Sistemas Ltda	2026-09-10	v1	Containment — Task execution

Figure 13.2. A request received, with the response blocks.

For security, a request address that does not belong to your company, or that does not exist, shows the same message: "Request not available".

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Execution by Logistics/Production

People in Logistics/Production sign in to Nexo straight into Actions and work through the Tasks assigned to this role: containment execution (the SQE sets the executor in the Containment action) and implementation execution.

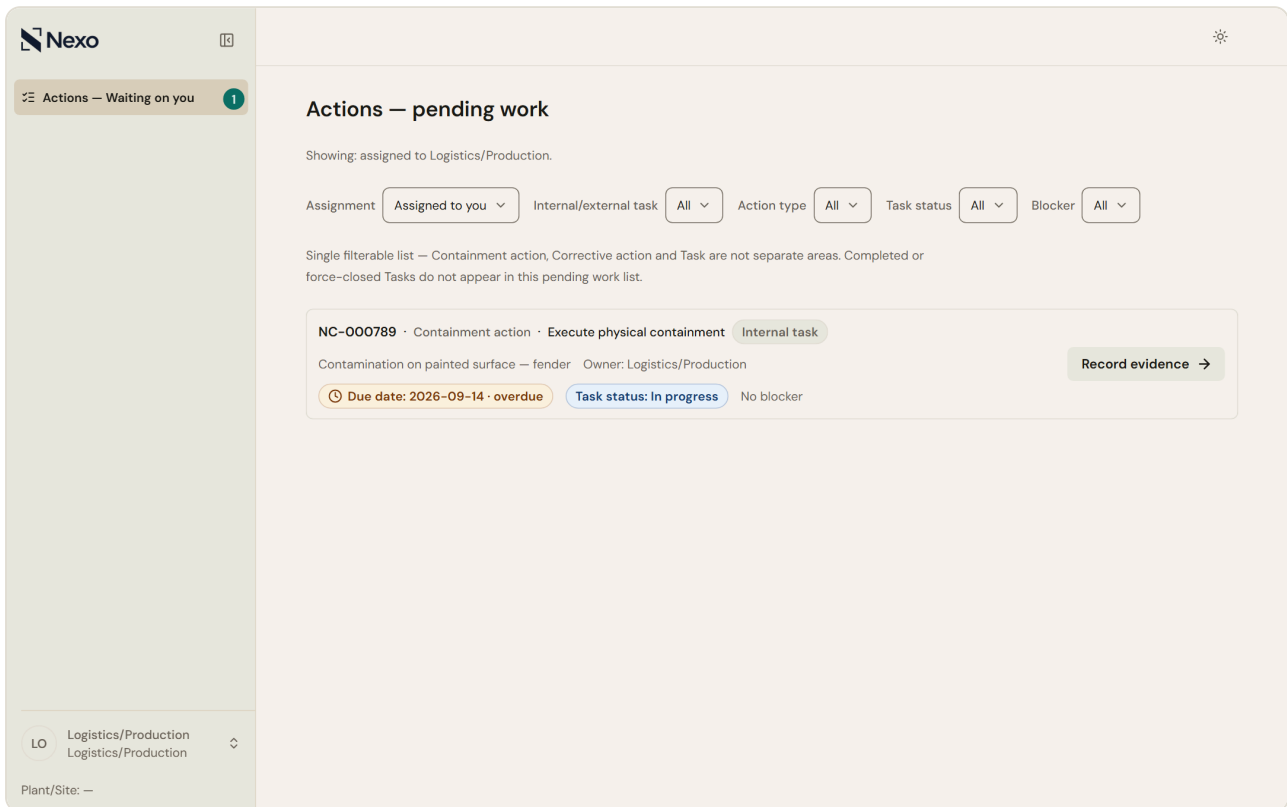


Figure 14.1. Actions, the work screen of Logistics/Production.

When you open a Task, the screen shows only what is essential to execute it: what to do, the due date, the status and the space for evidence. When the Task is yours, update the status (Open, In progress, Completed) and attach the evidence. The internal tabs of the Case do not appear for this role.

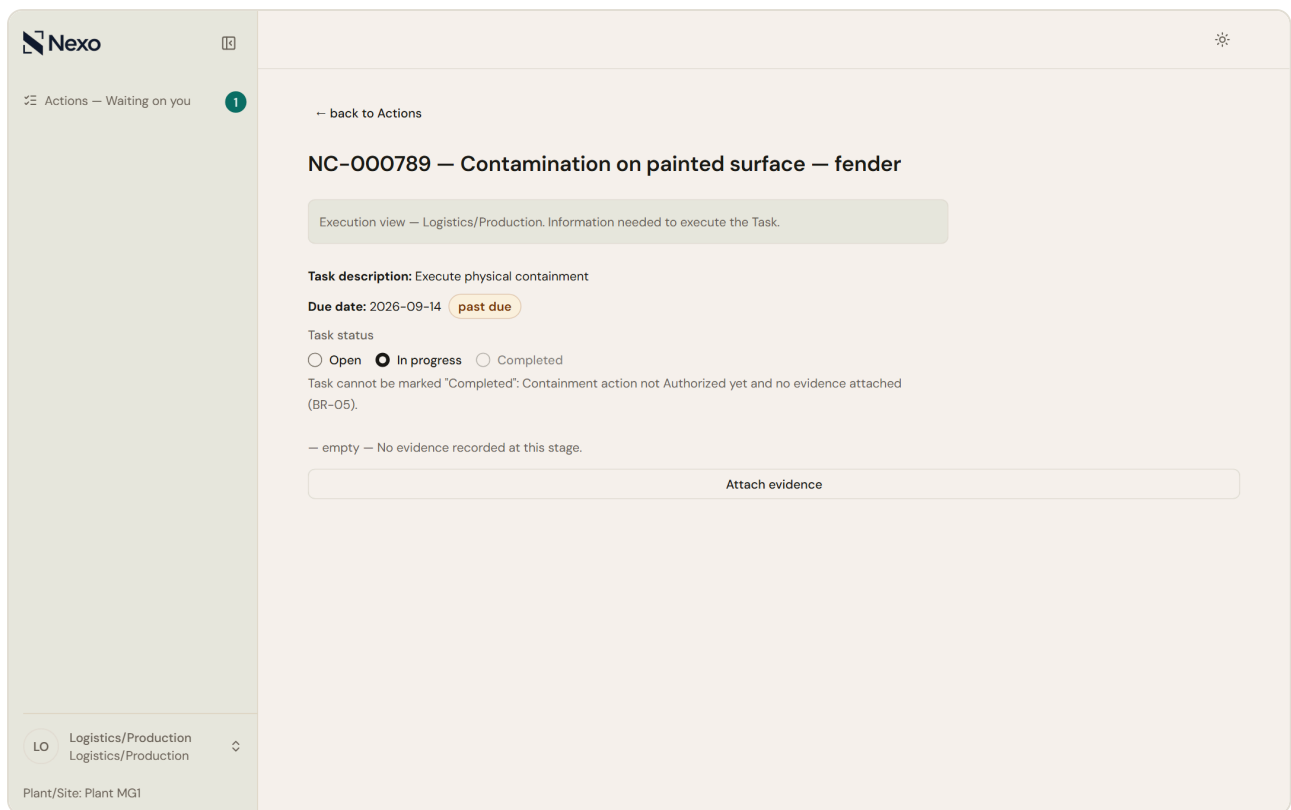


Figure 14.2. Execution view of a containment Task.

Permissions and differences by role

The matrix below is the same one each person sees in Profile, under "What your role allows". No one changes their own approval authority in Nexo.

Action	Inspector	SQE	Coordinator	Engineering	Supplier	Auditor
Create NC	Yes	Yes	Yes	No	No	No
Edit initial data	Yes, within authority	Yes	Yes	No	No	Read
Set/change severity	Proposes	Yes, with justification	Yes, with justification	Consulted	No	Read
Change priority with justification	No	Yes, with justification	Yes, with justification	No	No	Read
Create/authorize containment	No	Yes	Approves	Consulted	Executes (external)	Read
Execute physical containment	Executes	No	No	No	Executes (at supplier)	Read
Set disposition	No	Yes, within authority	Yes	Consulted	No	Read
Approve disposition/deviation per approval authority	No	No	Approves	Approves (technical merit)	No	Read
Request structured 8D problem solving	No	Yes	Yes	No	No	Read
Respond to internal/external investigation	No	Yes (internal)	Yes (internal)	Yes (internal)	Yes (external)	No
Review/reject supplier response	No	Yes	Yes	Consulted	No	Read
Issue technical opinion	No	No	No	Yes	No	Read
View internal comments	No	Yes	Yes	Yes	No	Partial read
View shared package	No	Yes	Yes	Yes	Read	Read
Control visibility to supplier	No	Yes	Yes	No	No	Read
Close NC	No	Yes, within authority	Approves	Consulted	No	Read
Cancel NC	No	Proposes	Approves	No	No	Read
Request reopening	No	Proposes	Proposes	Consulted	No	Read
Approve reopening	No	No	Approves	Consulted	No	Read
View audit log (partial/full)	Partial read	Read	Read	Read	Partial read (external only)	Read (full)
Export trail	No	Yes	Yes	No	No	Yes

Logistics/Production does not appear as a column: the role works only through the assigned Tasks (containment and implementation execution, with evidence recorded), on the Actions screen.

The differences that matter most day to day

Role	Home screen	Search	Case tabs	Comments
Inspector	Cases	Yes	All (partial Timeline)	No
SQE	Cases	Yes	All	Reads and writes
Coordinator	Cases	Yes	All	Reads and writes
Engineering	Cases	Yes	All	Reads and writes
Auditor	Cases	Yes	All, read-only	Reads only
Supplier	My requests	No	Own view of the request	No
Logistics/Production	Actions	No	Task execution view	No

Errors and empty states

What you see	What it means and what to do
Empty list with active filters	No Case matches the filters. Clear or adjust the filters.
Empty Actions	Nothing is waiting on you right now. If you expected a Task, switch to "All visible to the role" and check its owner.
"— empty —" in a block	That information has not been recorded yet at this stage.
Case not found	The identifier in the link does not exist. Check the address or go back to the start.
Request not available (Supplier)	The request does not exist or was not shared with your company.
Page not found	The address does not match any area of Nexo. Go back to the start.
This screen could not be displayed	An unexpected failure. Try again or go back to the start; the rest of Nexo remains available.
Unavailable button with an explanation	The action is outside your approval authority or a requirement is missing at this stage. Hover over or focus the button to read the reason.
Your session has expired	Sign in again. Nexo takes you back to the link you were opening.

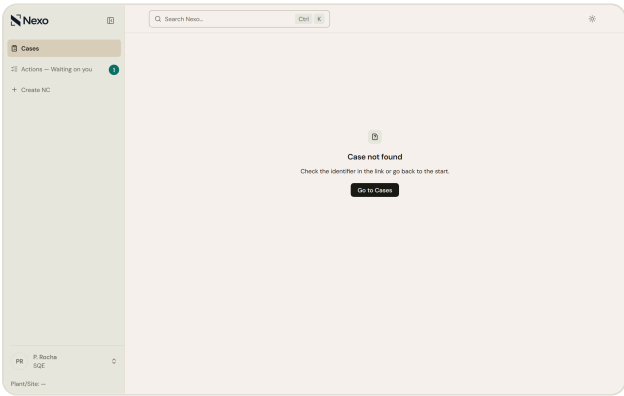


Figure 16.1. Case not found, with a way back.

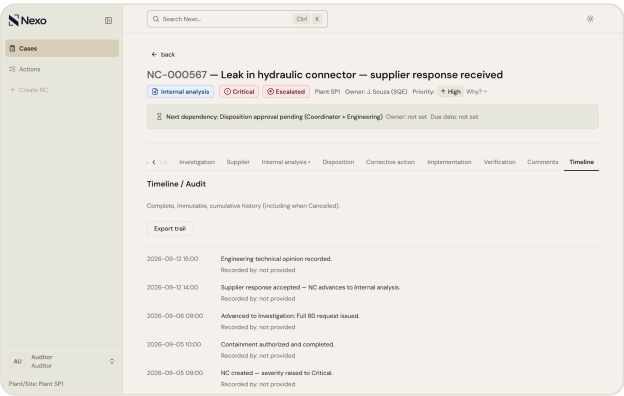


Figure 16.2. Auditor on the Timeline: everything visible, read-only.

Good practices

- **Record early.** Create the NC as soon as you find the problem and state whether segregation has already been done, when and by whom.
- **Justify clearly.** Severity and priority changes, cancellations, reopenings and response returns ask for a justification. Write for whoever will read the Timeline months from now.
- **Evidence with the Task.** Complete the Task only with the evidence attached; it is the evidence that unlocks the next stages.
- **Share only what is needed** with the supplier and check it in "Preview as supplier" before issuing the request.
- **Return with objective gaps.** When returning a block of the response, say exactly what is missing.
- **Comment on the right tab.** Linking the comment to the stage makes the "Comments on this section" filter easier to use.
- **Do not work around requirements.** If a transition is not available, Nexo says what is missing. Resolve the pending item instead of looking for another path.
- **Personal data.** Do not attach unnecessary personal data. If you find an inappropriate attachment, flag it for removal.
- **Check Actions daily:** it is your work queue.

Frequently asked questions

Why don't I see a button that a colleague sees?

Actions depend on your role and on the state of the Case. Check your approval authority in Profile and the state in the Case header.

Why is "Create NC" unavailable for me?

Only Inspector, SQE and Coordinator record NCs. Ask someone in one of these roles.

My Task does not appear in Actions. What now?

Switch "Assignment" to "All visible to the role" and check whether you are the Task owner. If you are not, talk to the owner of the Case.

Why can't I close the Case?

Open the Verification tab: it lists the requirements still missing. Critical or recurring cases, or cases with Full 8D or a deviation, can only be closed by the Coordinator.

Why can't I cancel?

Cancellation only exists from New to Investigation, is approved by the Coordinator and does not apply to reopened cases.

The supplier says they cannot see some information. Why?

The supplier only sees what was shared. Check it in "Preview as supplier", on the Supplier tab.

Can I change my role or approval authority?

Not through Nexo. The role is set by your organization.

The animations bother me. Can I turn them off?

Yes: in Profile, under Motion, choose "Reduce motion".

How do I see the guided tour again?

In Profile, under Help, select "Replay the Nexo tour". The tour is always the one for your current role.

Where do I find this manual?

In Profile, under Help, select "Nexo user manual (English)".