

LIPTON

Teas and Infusions


Complete guide of
*Quality Management
Of Change
(QMOC) portal*



Initial Signup

To setup your account:

Enter the credentials which will be provided to you through E-mail to login the QMOC Portal.




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Email

Password

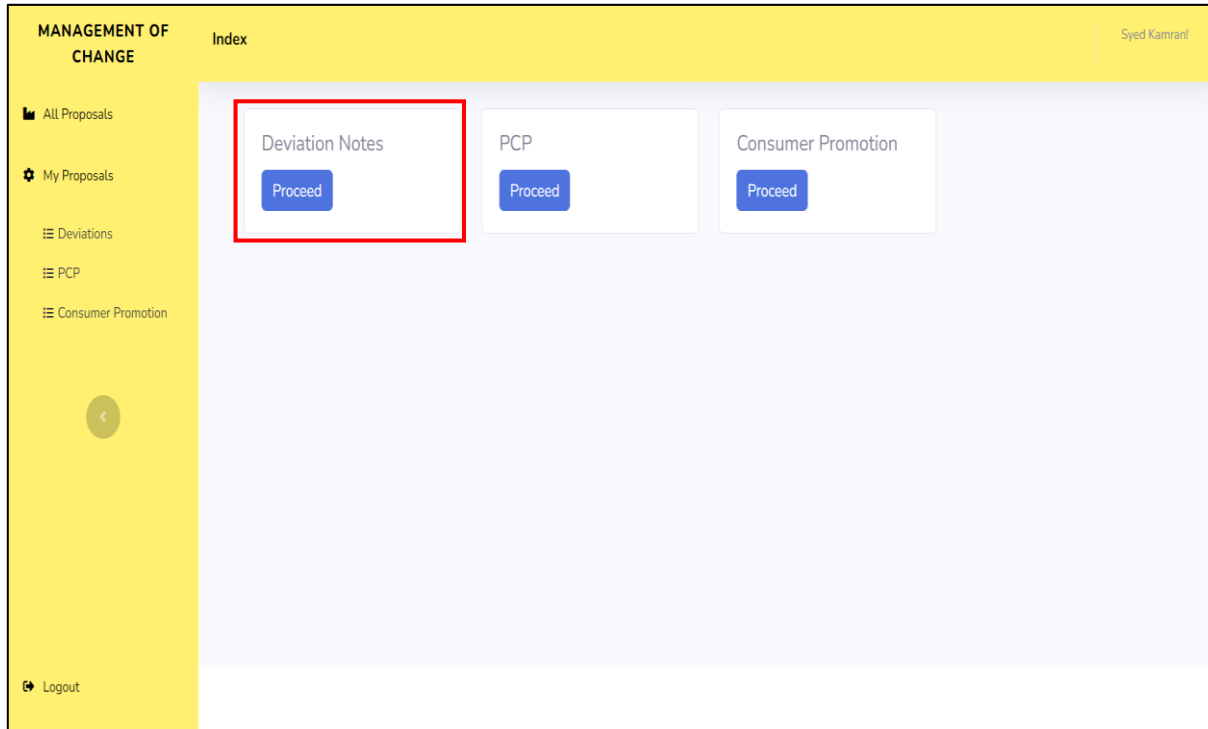
LOGIN

 Sign in with Microsoft

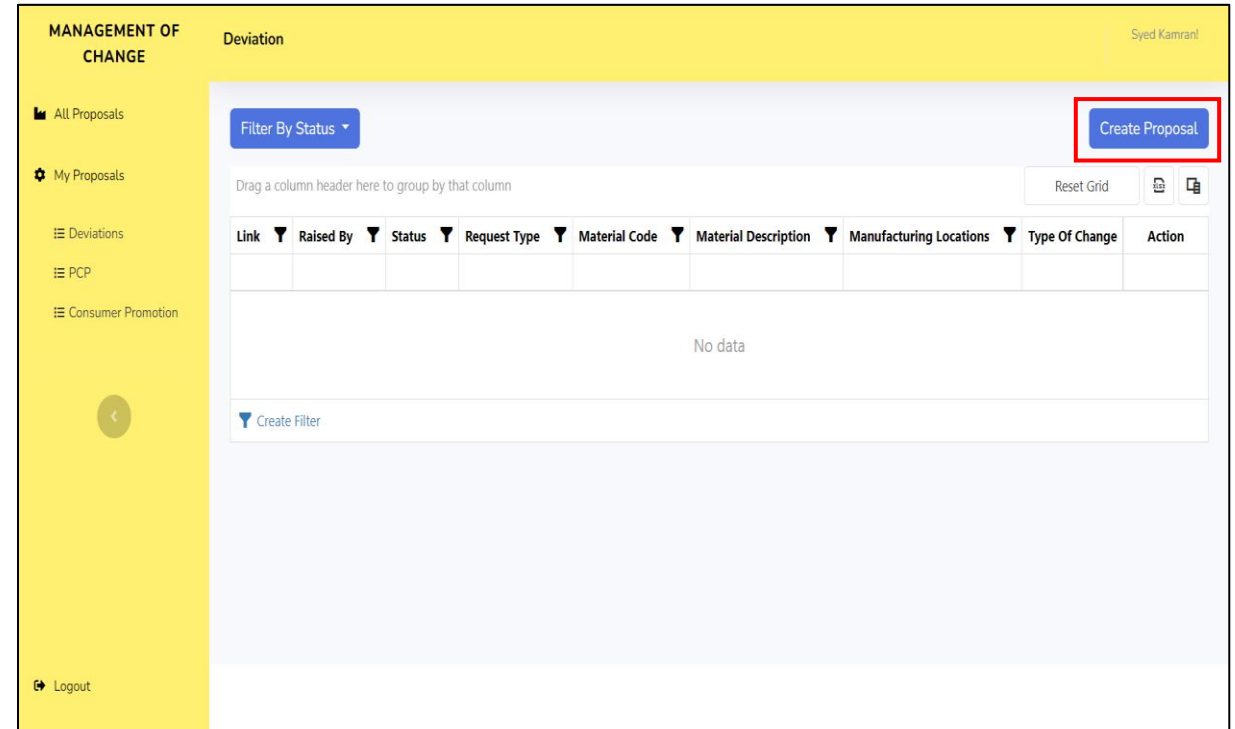
How to raise a Deviation note



How to Raise a deviation note

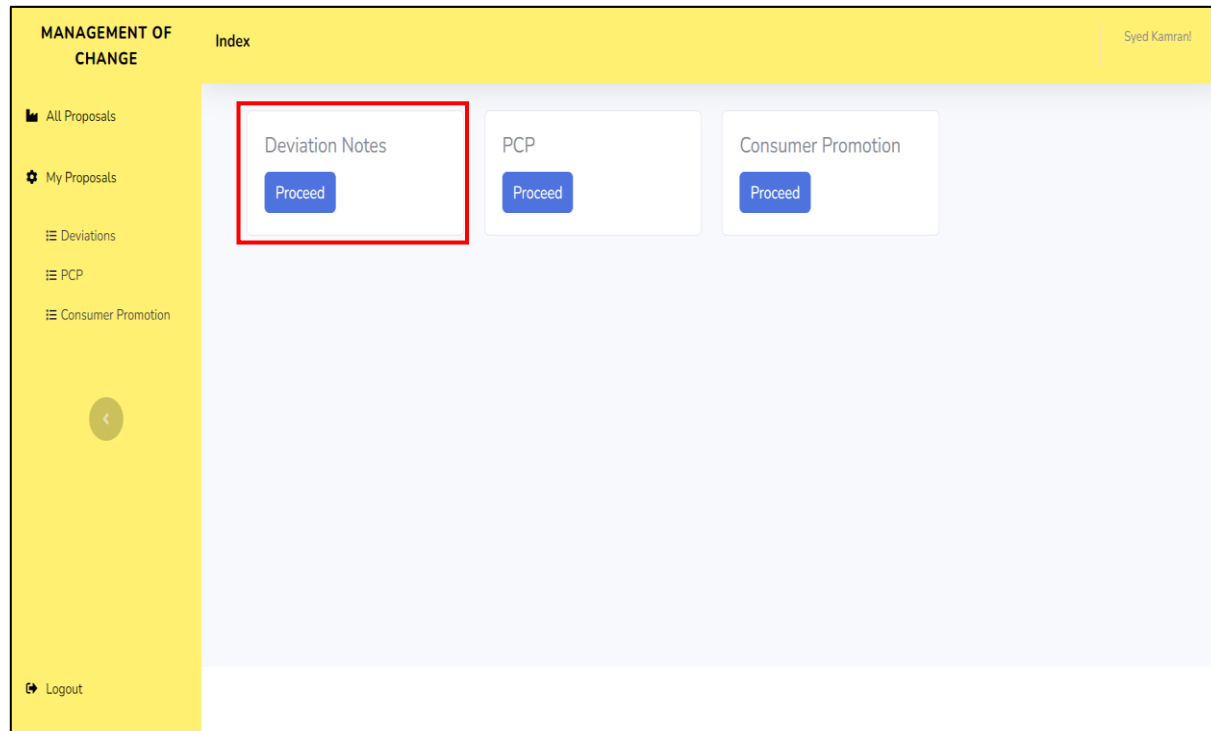


To raise a deviation note click on "proceed" icon in deviation note tile

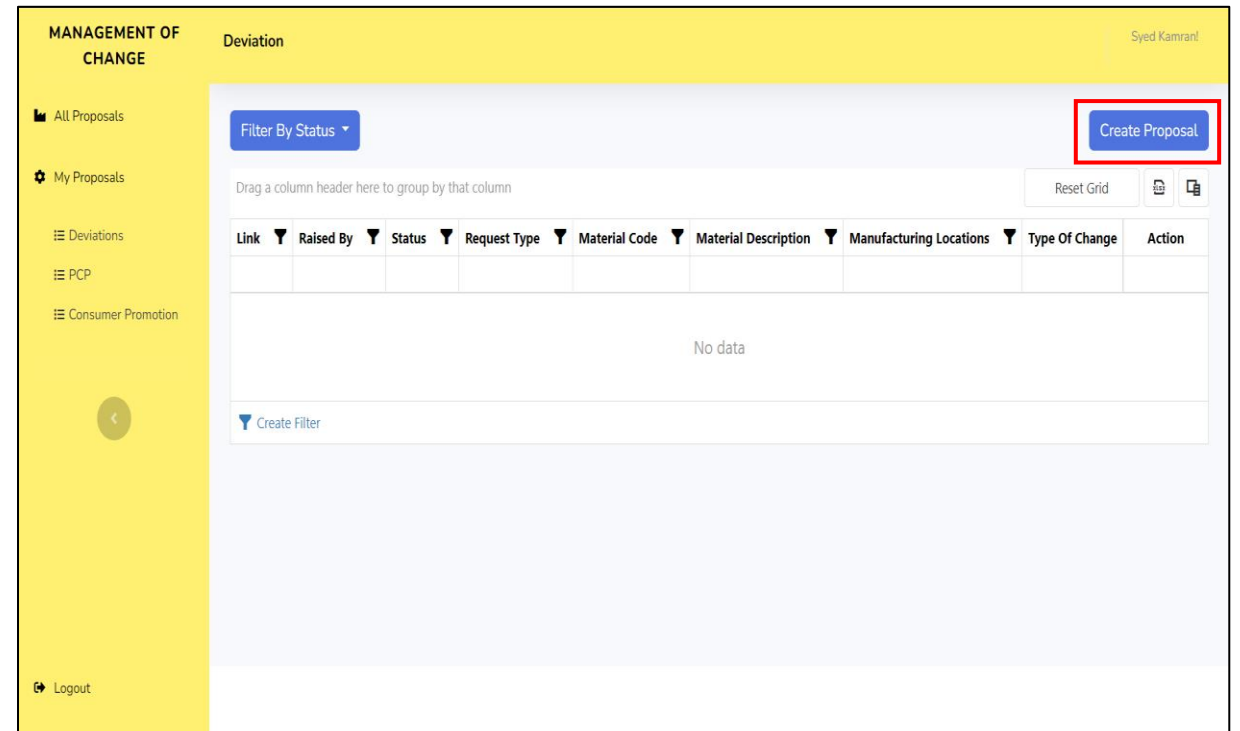


Then click on "Create Proposal" button

How to Raise a deviation note



To raise a deviation note click on "proceed" icon in deviation note tile



Then click on "Create Proposal" button

How to Raise a deviation note

MANAGEMENT OF CHANGE Create Deviation Form

All Proposals
My Proposals
Deviations
PCP
Consumer Promotion

Material Code
69648200, 69648201, 69648202, 69648203...

Material Description
Material Description Here

Manufacturing Location
Select a Manufacturing Location...

Select Brand
Select a Brand...

Select Category
Select a Category...

Select Change Type
Packaging material deviation (if supplier sent non-conforming material)

Risk Assessment Please provide a valid reason if you are not attaching RA

Select Files Risk Assessment Attachment

Enter Material code and description and select Brand, Category, Manufacturing location and change type from their respective drop downs

MPT Description Please provide a valid reason if you are not attaching MPT (if impacts runability)

Select Files MPT Attachment

TT Description Please provide a valid reason if you are not attaching TT (if BCT deviates from standard)

Select Files TT Attachment

Deviation Required Please provide the nature of deviation being sought. Please specify whether this deviation is from standard product specs of standard SOP for a process deviation

Deviation Required

Select Files Deviation Required Documents

Nature of Risk What is the nature of defect that staying with this deviation will result in - red or amber defect ? Please provide data where available

Deviation Required

Describe MPT, TT, Deviation required and Nature of risk and attach relevant documents by pressing "select file" button

How to Raise a deviation note

Logout

Is the first time that the deviation is being raised for specific issue ? If not please append the previous deviation note to this document

Is the first time that the deviation is being raised for specific issue ?

Select FilesPrevious Deviation Notes Documents

Parameter out of range Please provide the details of the parameters that are out of standard specs or process

Is the first time that the deviation is being raised for specific issue ?

Select FilesParameter out of range Documents

Reason for parameter out of range Key top lever reason/s for the parameter is out of range

Reason for parameter out of range

Select FilesReason for parameter out of range D...

Root cause analysis It is expected that RCA will be done by the seeker of the deviation with key stakeholders and this then needs to put down here.

Root cause analysis

Logout

Quantity for which deviation is being sought Please mention UOM

Quantity for which deviation is being sought

Select FilesQuantity Documents

Value of the deviation being sought (the quantum of risk in Rs Mln) The above no but in Rs Mln - value

Quantity for which deviation is being sought

Select FilesValue of the deviation Documents

Additional Controls What additional controls are being put in place at factory, or depot etc - to limit the exposure of risk

Additional Controls

Select FilesAdditional Controls Documents

Corrective And Preventive Actions What CAPAs are being suggested to ensure that the risk will be migrated within the duration of the deviation node period

Corrective And Preventive Actions

Enter all necessary detail and attach relevant documents for each section

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How to Raise a deviation note

[Logout](#)

Select FilesAdditional Controls Documents

Corrective And Preventive Actions What CAPAs are being suggested to ensure that the risk will be migrated within the duration of the deviation node period

Corrective And Preventive Actions

Select FilesCorrective And Preventive Actions D...

Start Date
dd/mm/yyyy

End Date
dd/mm/yyyy

Mandatory Approvers:

Functional Approvers

Name	Email
Hassan Sardar Khan	hassan-sardar.khan@lipton.com
Syed Haider Mujtaba	syed.mujtaba@lipton.com
Muhammad Saeed	bilal.saeed@lipton.com
Maher Jiwani	maher.jiwani2@lipton.com

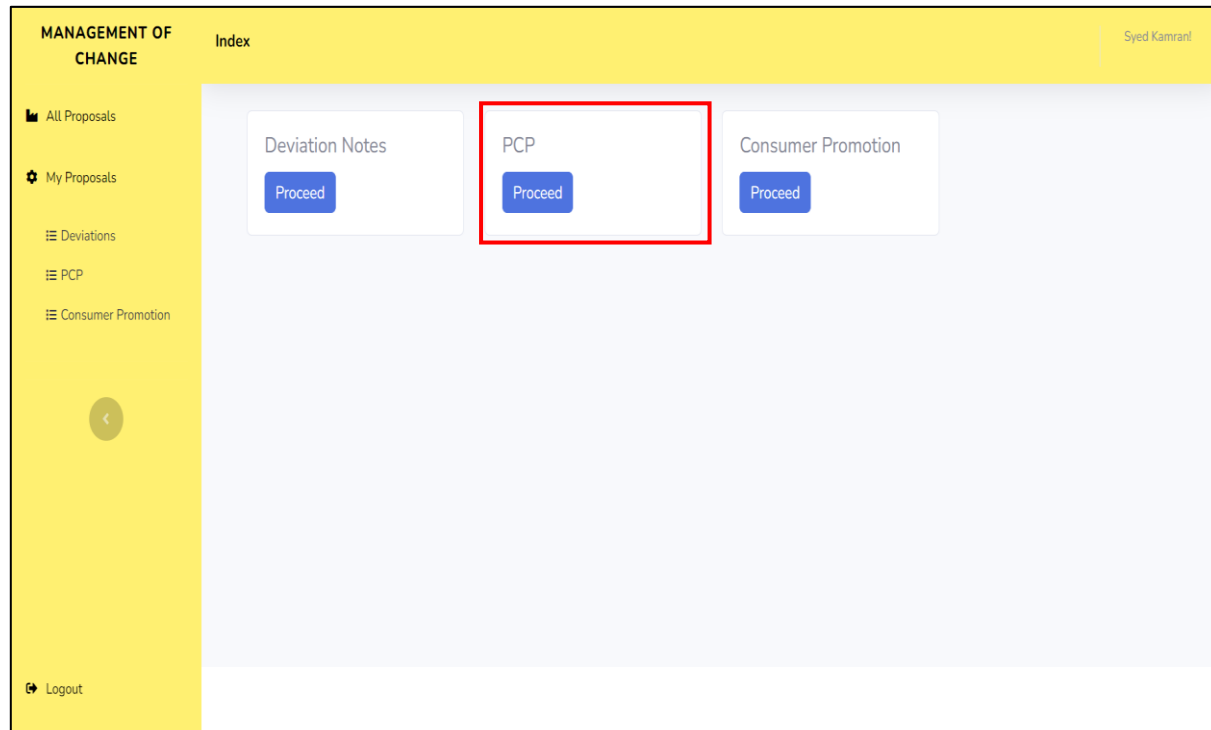
Submit

Finally enter Start and End date of deviation. list of all mandatory and functional approvers will automatically appear based on nature of deviation.
Finally click the submit button to raise the deviation proposal.

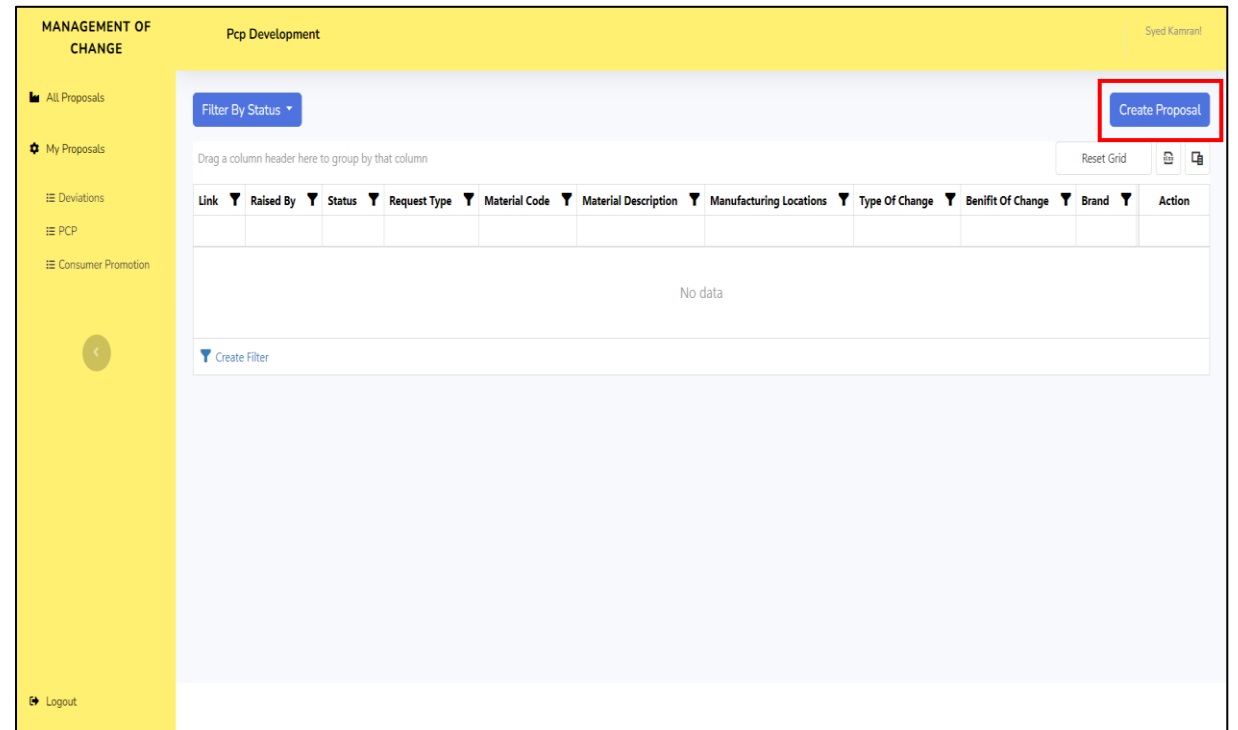
How to raise a **Change Proposal**



How to Raise a Change Proposal



To raise a Change Proposal, click on "proceed" icon in change proposal tile



Then click on "Create Proposal" button

How to Raise a Change Proposal

The screenshot shows the 'Create PCP Development' form. On the left is a yellow sidebar with navigation links: 'All Proposals', 'My Proposals', 'Deviations', 'PCP', 'Consumer Promotion', and a 'Logout' button at the bottom. The main form area has a yellow header with the title 'Create PCP Development'. Below the header, the form contains several sections: 'Material Code' with a text input field containing '69648200, 69648201, 69648202, 69648203...'; 'Material Description' with a text area containing 'Material Description Here'; 'Benefits of change' with a dropdown menu showing 'Compliance'; 'Manufacturing Location' with a dropdown menu showing 'Select a Manufacturing Location...'; 'Select Brand' with a dropdown menu showing 'Select a Brand...'; 'Select Category' with a dropdown menu showing 'Select a Category...'; 'Select Change Type' with a dropdown menu showing 'Primary Packaging Change (Structure/Design and functionality/weight/specification/Artwork/Product Grammage change etc)'; and 'Risk Assessment' with a red warning message 'Please provide a valid reason if you are not attaching RA' and a large text area for input.

Enter material code and material description and select Benefit of change, manufacturing site, Brand, Category and Change type from their respective drop-down menus

The screenshot shows the attachment section of the form. It features four distinct sections, each with a red warning message: 'Shade card Please provide a valid reason if you are not attaching Shade card', 'TT Please provide a valid reason if you are not attaching TT', 'MPT Please provide a valid reason if you are not attaching MPT', and 'Signed-off specs Please provide a valid reason if you are not attaching Signed-off specs'. Each section contains a large text area for input and a 'Select Files' button. The 'Signed-off specs' section also includes a 'TT Attachment' button. A 'Logout' button is visible in the bottom left corner of the main form area.

Upload Shade card, TT & MPT reports and Signed off specs and provide a valid reason if you are not attaching in provided sections

How to Raise a Change Proposal

Description

Change Required

Cost / Savings (If applicable)

Cost / Savings

Select Files Cost / Savings Documents

Safety Clearance (If applicable)

Safety Clearance

Select Files Safety Clearance Documents

Rework SOP (If applicable)

Method of disposing Rejection / SLOB

Select Files Rework SOP Documents

Logout

Provide Description, cost, Safety clearance and rework SOP and attach all respective documents

Method of disposing Rejection / SLOB

Select Files Rework SOP Documents

A new test method required with this change. Please specify any new equipment(s) that this may need

A new test method required with this change. Please specify any new equipment(s) that this may need

Select Files A new test method Documents

Mandatory Approvers:

Functional Approvers

Name	Email
Nida Farrukh	nida.farrukh@lipton.com
Muhammad Uzair Arshad	Uzair.arshad@lipton.com
Hassan Sardar Khan	hassan-sardar.khan@lipton.com
Syed Haider Mujtaba	syed.mujtaba@lipton.com
Muhammad Saeed	bilal.saeed@lipton.com
Maher Jiwani	maher.jiwani2@lipton.com

Submit

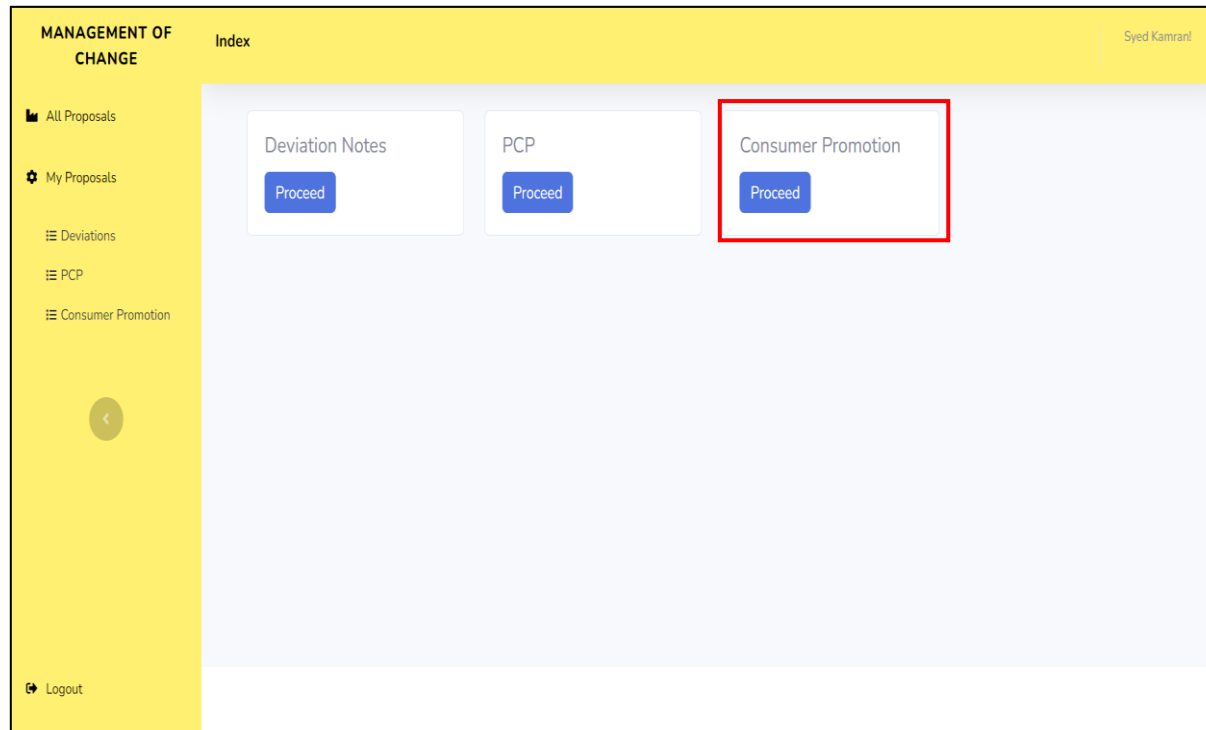
Logout

Finally, a list of all mandatory and functional approvers will automatically appear based on the nature of change proposal and click

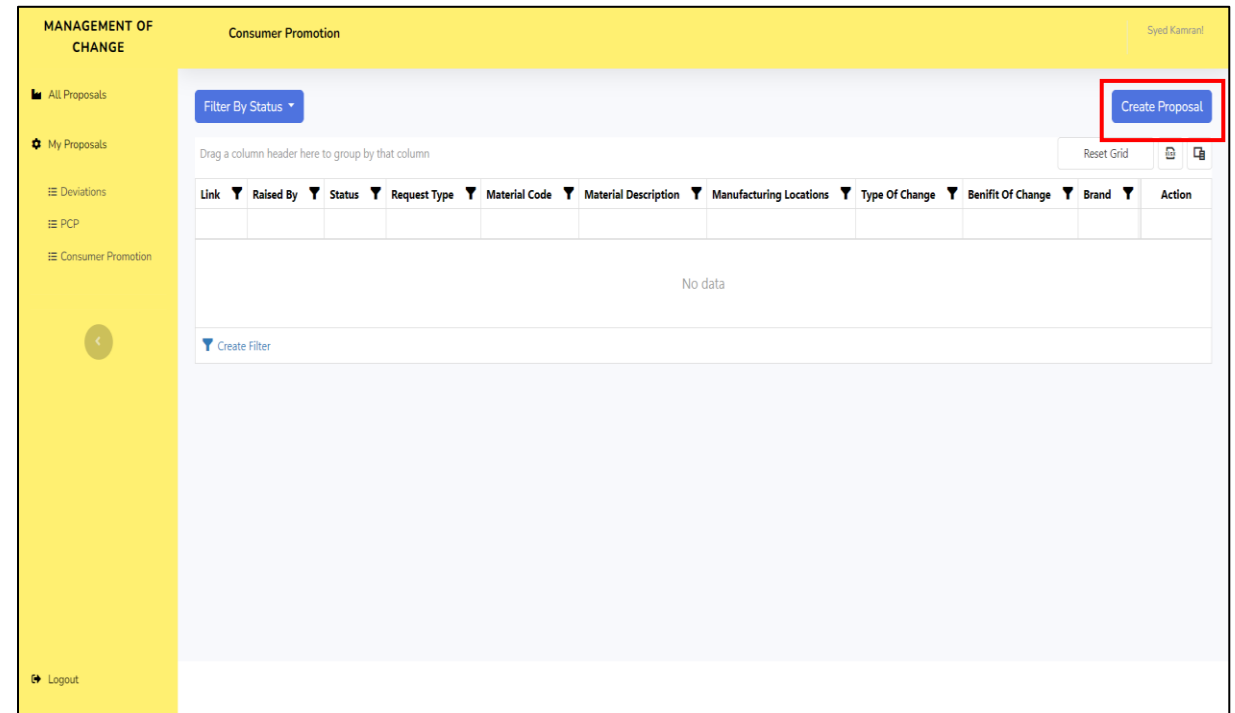
How to raise a **Consumer Promotion** **Proposal**



How to Raise a Consumer promotion proposal



To raise a Consumer promotion proposal, click on “proceed” icon in Consumer promotion tile



Then click on “Create Proposal” button

How to Raise a Consumer promotion proposal

Detailed Project Brief

Detailed Project Brief

Material Code

69648200, 69648201, 69648202, 69648203...

Material Description

Material Description Here

Benefits of change

Select Brand

Select a Brand...

Select Category

Select a Category...

Select Consumer Promotion Type

Consumer Promotion - Bundling - Child Pack from Lipton Teas and Infusion (Packing process in factory)

Promo RA Description Please provide a valid reason if you are not attaching Promo RA

Select Files Promo RA Attachment

Enter project detail, Material code, benefit of change, promo RA description and select brand, category, consumer promotion type from drop down menu

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TT Please provide a valid reason if you are not attaching TT

Select Files TT Attachment

MPT Please provide a valid reason if you are not attaching MPT

Select Files MPT Attachment

SOP for packing activity Description Please provide a valid reason if you are not attaching SOP for packing activity

Select Files SOP for packing activity Attachment

SEAC clearance Description Please provide a valid reason if you are not attaching SEAC clearance

Select Files SEAC clearance Attachment

Upload TT, MPT, SOP, and SEAC report and provide description in case of not attaching.

How to Raise a Consumer promotion proposal

Legal Approval, Artwork Description **Please provide a valid reason if you are not attaching Legal Approval, Artwork**

Select Files Legal Approval, Artwork Attachment

Manufacturing/Kitting Locations

Manufacturing/Kitting Locations

Select Files Manufacturing/Kitting Locations Documents

Product Description

Product Description

Select Files Product Description Documents

Self Assessment

Click to download Self Assessment Form. Upload filled self assessment form

Click to download Self Assessment Form. Upload filled self assessment form [SelfAssesmentDoc.doc](#)

Select Files Self Assessment Documents

Rework SOP (If applicable)

Rework SOP here

Safety Clearance (If applicable)

Safety Clearance

Select Files Safety Clearance Documents

Logistics Clearance (If applicable)

Logistics Clearance

Select Files Logistics Clearance Documents

Do's And Don'ts

Do's And Don'ts

Select Files Do's And Don'ts Documents

Durations & Timings

Durations & Timings

Select Files Durations & Timings Documents

Enter, Legal artwork description, Manufacturing location, product description, self assessment, and rework SOP and upload their respective reports

Attach Safety & logistics clearance, Do's and Don'ts, duration and timing and enter description for each in case of not attaching

How to Raise a Consumer promotion proposal

Attach method of disposing rejection and describe in case of not attaching

List of all Mandatory and Functional approvers will appear based on type of consumer promotion proposal,

Finally, press submit

Durations & Timings

Durations & Timings

Select Files Durations & Timings Documents

Method of disposing Rejection / SLOB (In case of market return or leftovers)

Method of disposing Rejection / SLOB

Select Files Method of disposing Rejection / SLO...

Mandatory Approvers:

Functional Approvers

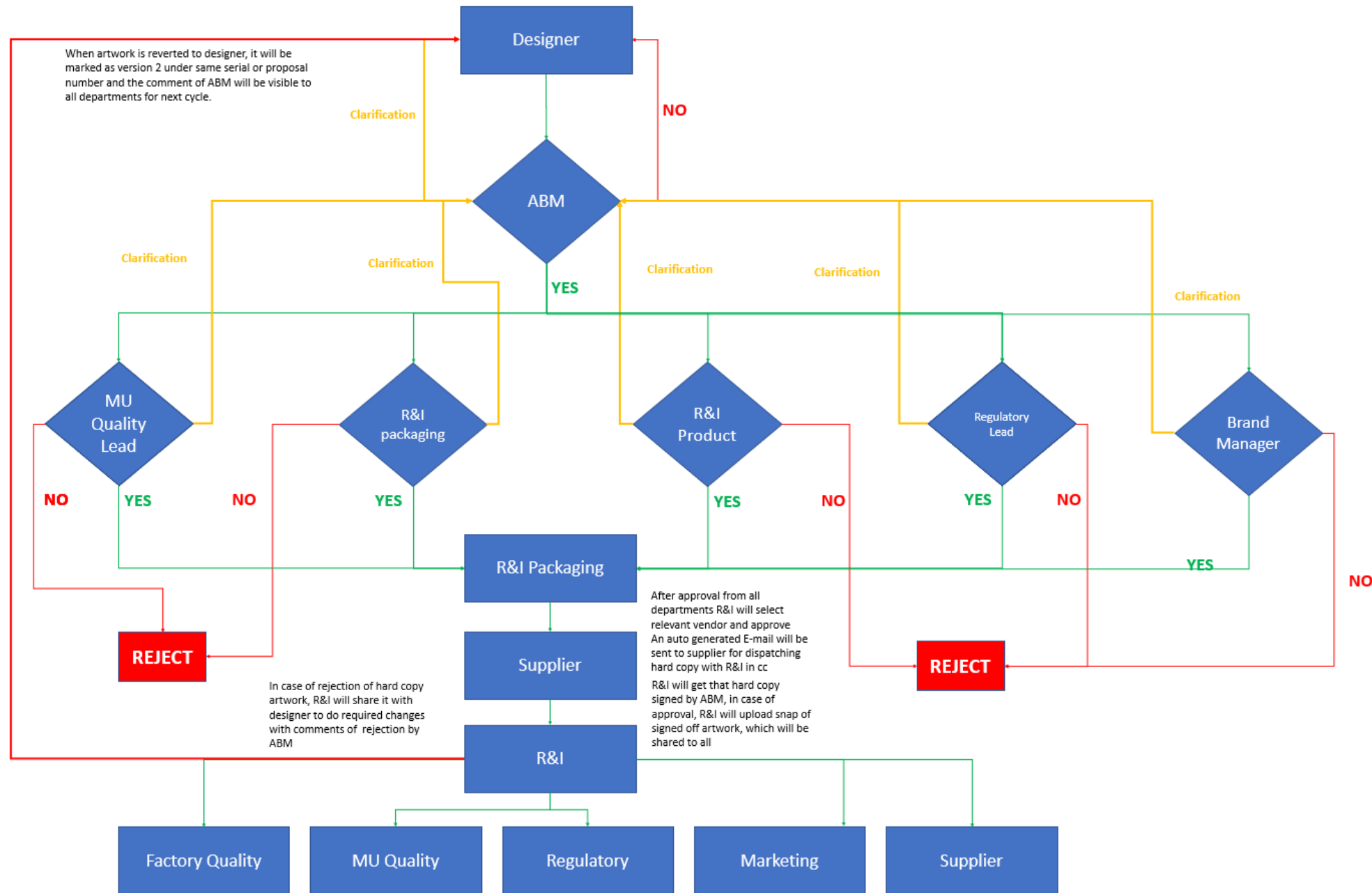
Name	Email
Nida Farrukh	nida.farrukh@lipton.com
Muhammad Uzair Arshad	Uzair.arshad@lipton.com
Hassan Sardar Khan	hassan-sardar.khan@lipton.com
Maher Jiwani	maher.jiwani2@lipton.com
Fariduddin Butt	fariduddin.butt@lipton.com

Submit

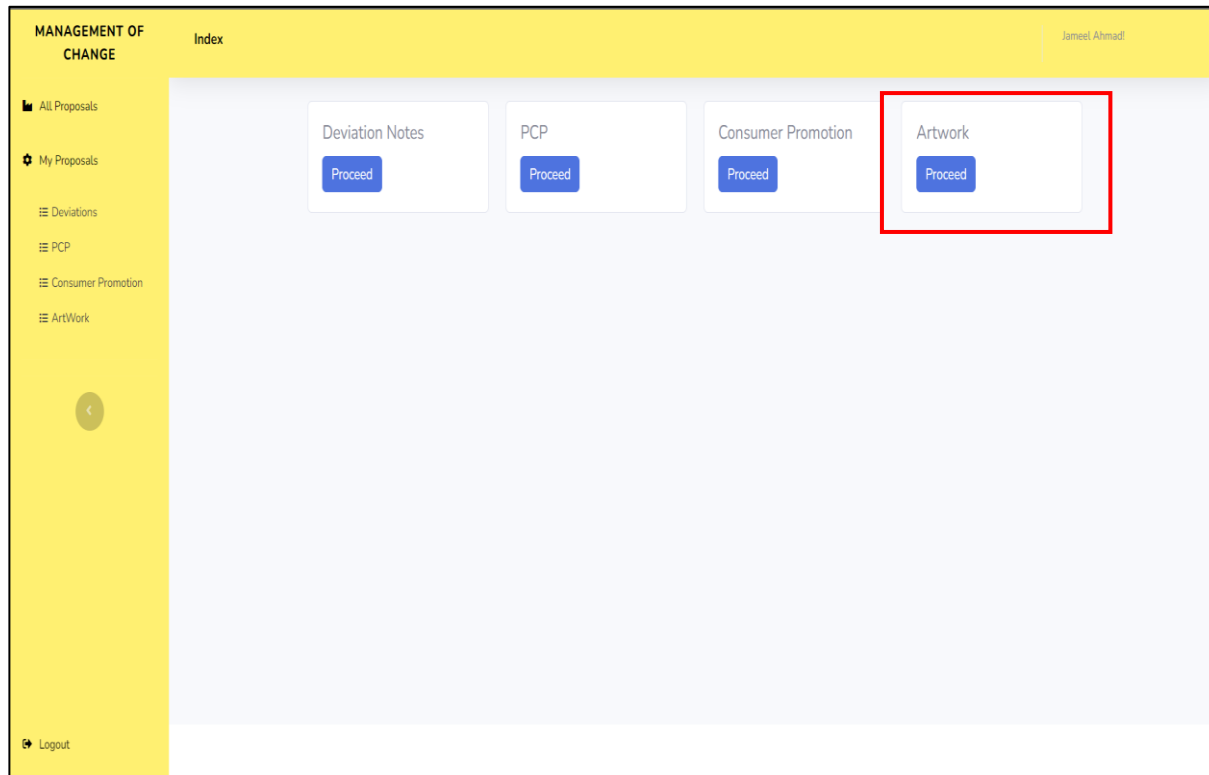
How to initiate an Artwork Approval Procedure



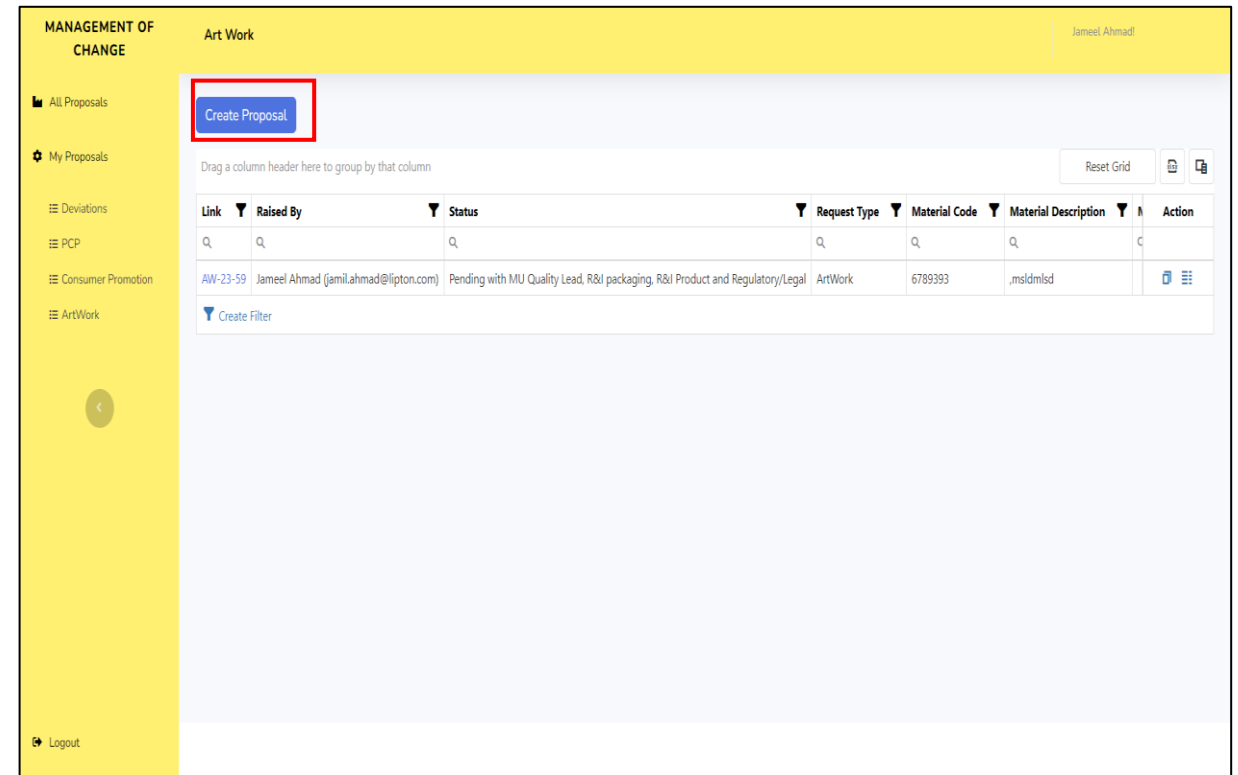
Artwork Approval Workflow



How to initiate an Artwork Approval Procedure

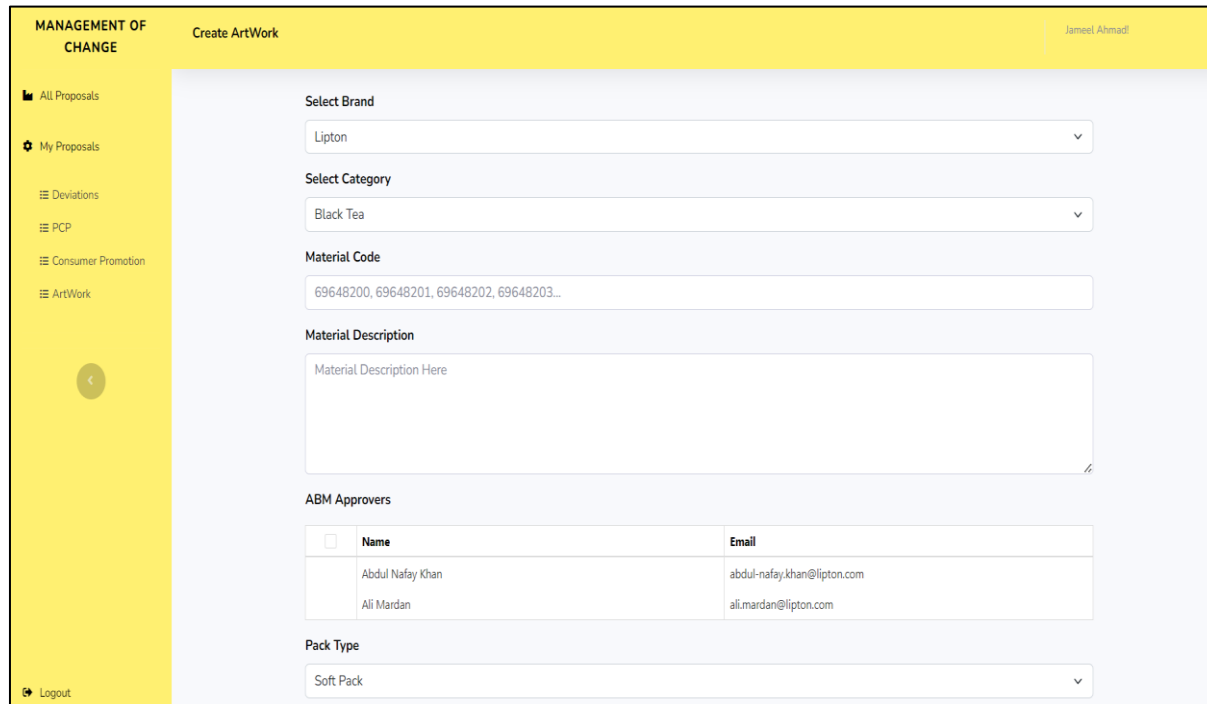


The designer will initiate artwork approval flow by clicking proceed



Then click on "Create Proposal" button

How to initiate an Artwork Approval Procedure



MANAGEMENT OF CHANGE

Create ArtWork

Jameel Ahmad

All Proposals

My Proposals

Deviations

PCP

Consumer Promotion

ArtWork

Select Brand

Lipton

Select Category

Black Tea

Material Code

69648200, 69648201, 69648202, 69648203...

Material Description

Material Description Here

ABM Approvers

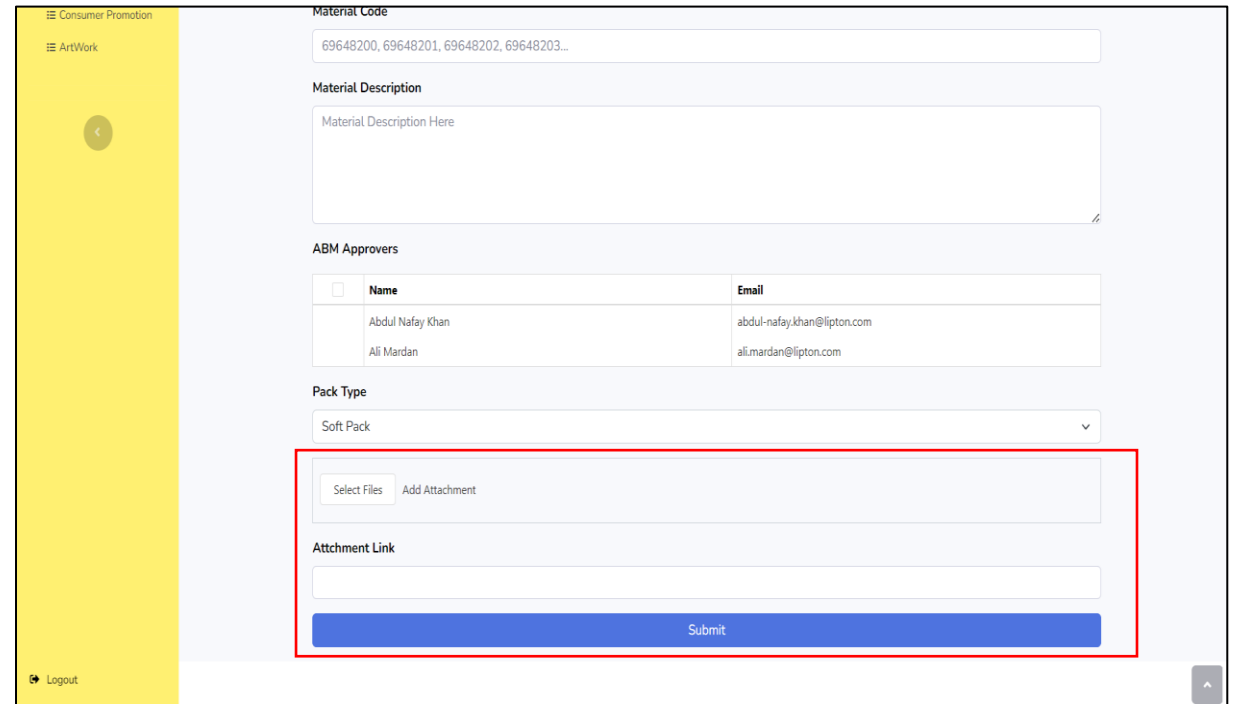
<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Abdul Nafay Khan	abdul-nafay.khan@lipton.com
<input type="checkbox"/>	Ali Mardan	ali.mardan@lipton.com

Pack Type

Soft Pack

Logout

The designer will enter, brand, Category, material code, material description, pack type and relevant ABM for approval



Consumer Promotion

ArtWork

Material Code

69648200, 69648201, 69648202, 69648203...

Material Description

Material Description Here

ABM Approvers

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Abdul Nafay Khan	abdul-nafay.khan@lipton.com
<input type="checkbox"/>	Ali Mardan	ali.mardan@lipton.com

Pack Type

Soft Pack

Select Files Add Attachment

Attachment Link

Submit

Logout

After that, the designer will upload image of artwork via upload button and high-resolution artwork via SharePoint link option. And then submit.

Approval by ABM

MANAGEMENT OF CHANGE

Request Details

Abdul Nafay Khan

All Proposals

My Proposals

Deviations

PCP

Consumer Promotion

Assigned Proposals

ArtWork

Logout

Assigned To ABM

Title	Value
Material Code	123456
Material Description	New artwork 10s green tea bags for Mixed Berries
Request Type	ArtWork
Raised By	Jameel Ahmad (jamil.ahmad@lipton.com)
Category	Green Tea
Brand	Lipton
Required Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com)
Pending From Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com)
Approved by	

Approvers

Approved by Approvers

Raised On

Pack Type

Add Attachment

Attachment Link

Logs

Thu Aug 03 2023 08:42:15 GMT+0000 (Coordinated Universal Time): Proposal created by Jameel Ahmad (jamil.ahmad@lipton.com).

Edit

Approve


Clarification

Reject

Logout

Thu Aug 03 2023 08:42:15 GMT+0000 (Coordinated Universal Time)

Tea bags



https://lipton-teas-my.sharepoint.com/:f/ig/personal/jamil_ahmad_lipton_com/En_Fhs0Y3XV/KiiefaXOMPoEBZtv7z6E0036lz5uYIHrRIA?e=5JnDIQ

The ABM will review the artwork, once approved it will be transferred for review and approval of MU Quality, R&I Packaging, R&I Product, Regulatory and respective Brand Manager

In case of rejection or clarification, the artwork must be resubmitted by the designer to get it approved again

Approval by MU Quality, R&I Product, R&I Packaging, Regulatory and respective Brand Manager

Assigned Proposals	
ArtWork 3	
Material Code	123456
Material Description	new artwork 10s green tea bags for lemon and honey
Request Type	ArtWork
Raised By	Jameel Ahmad (jamilahmad@lipton.com)
Category	Green Tea
Brand	Lipton
Required Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com), Hamza Ali (hamza.ali@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com), Syed Haider Mujtaba (syed.muhtaba@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com)
Pending From Approvers	Hamza Ali (hamza.ali@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com), Syed Haider Mujtaba (syed.muhtaba@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com)
Approved by Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com)
Raised On	Thu Aug 03 2023 08:37:01 GMT+0000 (Coordinated Universal Time)
Pack Type	Tea bags

Once it is approved, it will be transferred to MU Quality, R&I Product, R&I Packaging, Regulatory and respective Brand Manager for their approval

Pending From Approvers	Hamza Ali (hamza.ali@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com)
Approved by Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com)
Raised On	Tue Jul 18 2023 09:58:02 GMT+0000 (Coordinated Universal Time)
Pack Type	Hard Pack
Add Attachment	
Attachment Link	

Logs

Tue Jul 18 2023 09:58:02 GMT+0000 (Coordinated Universal Time): Proposal created by Jameel Hussain (jameel.hussain@lipton.com).

Tue Jul 18 2023 09:59:13 GMT+0000 (Coordinated Universal Time): Proposal approved by Abdul Nafay Khan (abdul-nafay.khan@lipton.com).

Tue Jul 18 2023 10:03:02 GMT+0000 (Coordinated Universal Time): Proposal approved by Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com).

Approve

Clarification

Reject

Each department can approve, reject or request clarification from ABM by pressing respective buttons

Sharing Artwork with Supplier

MANAGEMENT OF CHANGE

Request Details

Rija Azeem

All Proposals

My Proposals

Deviations

PCP

Consumer Promotion

Assigned Proposals

ArtWork

Logout

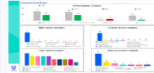
Pending with R&I packaging to notify suppliers

Title	Value
Material Code	12345
Material Description	Testing changed flow
Request Type	ArtWork
Raised By	Jameel Hussain (jameel.hussain@lipton.com)
Category	Black Tea
Brand	Lipton
Required Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com), Hamza Ali (hamza.ali@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com),
Pending From Approvers	
Approved by Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com), Hamza Ali (hamza.ali@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com)
Raised On	Thu Jul 13 2023 22:47:28 GMT+0500 (Pakistan Standard Time)

Pack Type

Hard Pack

Add Attachment



Attachment Link

Logs

Thu Jul 13 2023 22:47:28 GMT+0500 (Pakistan Standard Time): Proposal created by Jameel Hussain (jameel.hussain@lipton.com).

Thu Jul 13 2023 22:49:51 GMT+0500 (Pakistan Standard Time): Proposal approved by Abdul Nafay Khan (abdul-nafay.khan@lipton.com).

Thu Jul 13 2023 22:52:16 GMT+0500 (Pakistan Standard Time): Proposal approved by Hamza Ali (hamza.ali@lipton.com).

Thu Jul 13 2023 22:52:56 GMT+0500 (Pakistan Standard Time): Proposal approved by Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com).

Thu Jul 13 2023 22:54:45 GMT+0500 (Pakistan Standard Time): Proposal approved by Rija Azeem (syeda-rija.azeem@lipton.com).

Thu Jul 13 2023 22:55:46 GMT+0500 (Pakistan Standard Time): Proposal approved by Nadeem Mushtaq (nadeem.mushtaq@lipton.com).

Add Suppliers

Clarification

Reject

Logout

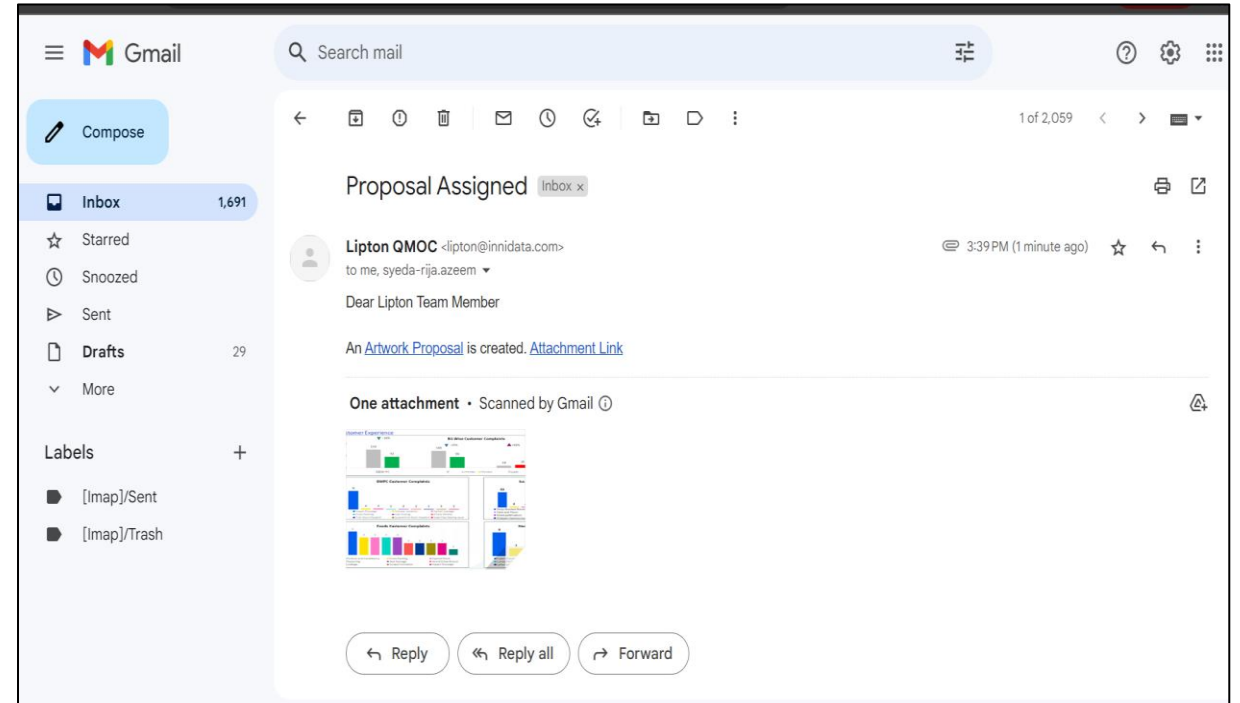
Once it is approved from each department, The R&I will share the artwork with respective supplier

To share the artwork with supplier, press Add supplier button

Sharing Artwork with Supplier

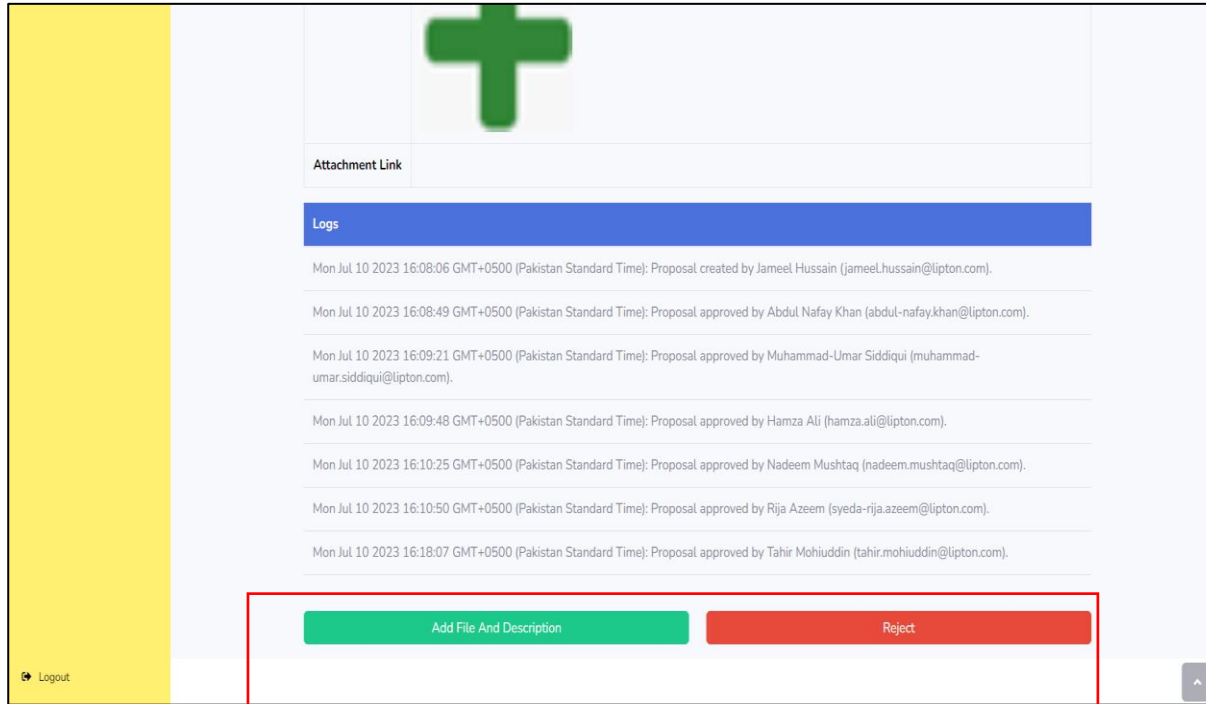
The screenshot shows a web application interface with a modal titled "Add Supplier's Email Address". The modal contains a text input field labeled "Supplier's Email" with the value "saif99khan99saif@gmail.com". Below the input field are "Save" and "Cancel" buttons. A green "Submit" button is located at the bottom of the modal. The background shows a list of email notifications with timestamps and subject lines, and a sidebar with a "Logout" button.

The press add new supplier, enter suppliers E-mail and press save then press submit.

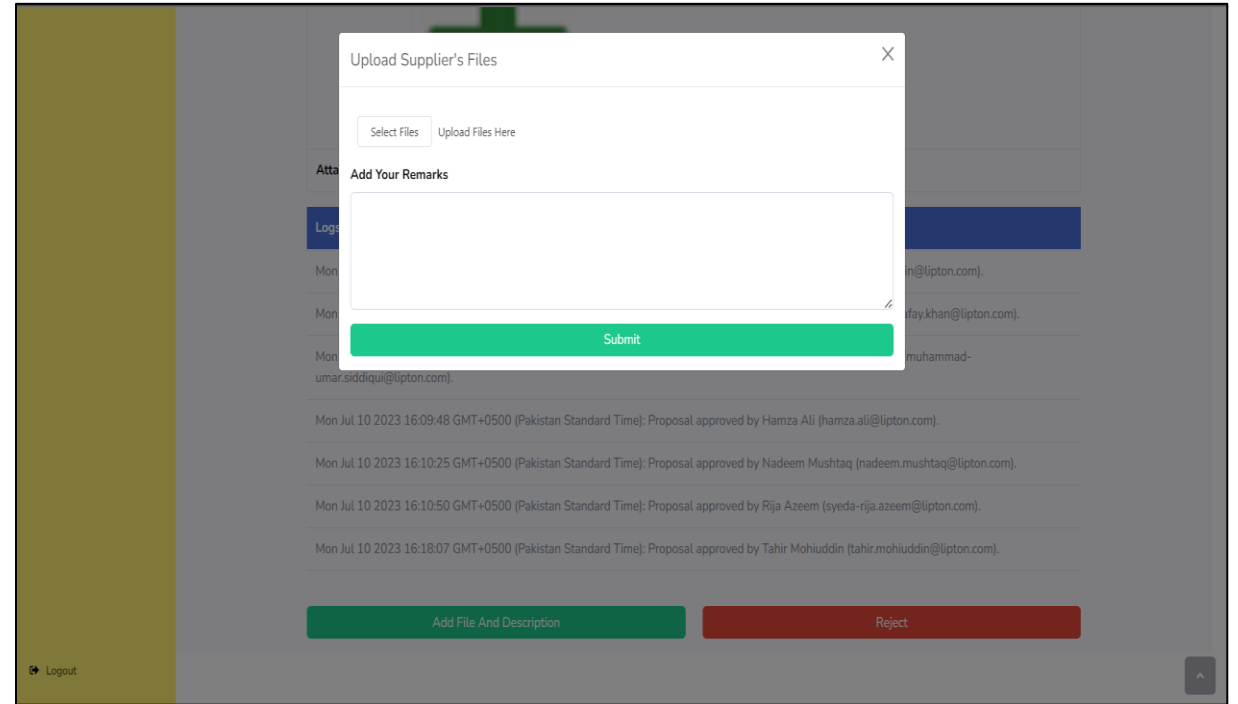


The supplier will receive artwork on his E-mail and will proceed to mechanical printing and dispatch it to R&I

Signed off mechanical



Once Mechanical is received by R&I from supplier, he/she will get it signed from ABM and upload its picture on portal by pressing add file button



R&I will upload the signed off artwork with their remarks and press submit. Once it is submitted it will be received by Factory Quality, MU Quality, Regulatory, Marketing and supplier

Tracking

MANAGEMENT OF CHANGE									
Art Work									
Rija Azeem									
All Proposals									
My Proposals									
Deviations									
PCP									
Consumer Promotion									
Assigned Proposals									
ArtWork									
Logout									

Drag a column header here to group by that column

Reset Grid

Link	Raised By	Status	Request Type	Material Code	Material Description	Manufacturing L	Action
AW-23-62	Jameel Ahmad (jamil.ahmad@lipton.com)	Pending Clarification	ArtWork	123456	new artwork 10s green tea bags for lemon and honey		

Create Filter

Code	
Material Description	new artwork 10s green tea bags for lemon and honey
Request Type	ArtWork
Raised By	Jameel Ahmad (jamil.ahmad@lipton.com)
Category	Green Tea
Brand	Lipton
Required Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com), Hamza Ali (hamza.ali@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com), Syed Haider Mujtaba (syed.mujtaba@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com)
Pending From Approvers	Hamza Ali (hamza.ali@lipton.com), Muhammad-Umar Siddiqui (muhammad-umar.siddiqui@lipton.com), Nadeem Mushtaq (nadeem.mushtaq@lipton.com), Syed Haider Mujtaba (syed.mujtaba@lipton.com), Rija Azeem (syeda-rija.azeem@lipton.com)
Approved by Approvers	Abdul Nafay Khan (abdul-nafay.khan@lipton.com)
Raised On	Thu Aug 03 2023 08:37:01 GMT+0000 (Coordinated Universal Time)

Tracking of each Deviation note, change proposal, consumer promotion and artwork approval process will be appearing separately

You can also track status of your proposal just by clicking it, complete track and status will be displayed

Thank You

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