

# Quality Notifications

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# Course Objectives

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At the conclusion of this course, you will be able to:

- ❖ Create a notification for:
  - ✓ Internal Complaint
  - ✓ Customer Complaint – With Assignment
  - ✓ Vendor Complaint
  
- ❖ Change notification and add detail data
  
- ❖ Release tasks and add activities to a notification
  
- ❖ Complete a successful notification

# Purpose of QM

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- ❖ SAP R/3 QM module will be a strategic management tool from quality planning to quality evaluation.
- ❖ The positioning of QM is an integral component of all logistics applications.
- ❖ Quality Management will be used to store and manage quality related data throughout the supply chain.
- ❖ The QM module will handle the traditional tasks of quality planning, quality inspections, quality certificates, quality notifications, and quality control.

# The QM Process Overview

## Quality Planning

- ✓ Basic data - building blocks
- ✓ Material master
- ✓ Vendor Master
- ✓ Inspection plans
- ✓ Material plan assignment

## Quality Inspection

- ✓ Inspection lot creation
- ✓ Results recording
- ✓ Defects recording

## Usage Decision

- ✓ Accept or Reject decision
- ✓ Stock postings
- ✓ Activate Notifications

## Quality Notification

- ✓ Notification created
- ✓ Defects
- ✓ Tasks
- ✓ Activities

## Reporting & analysis

- ✓ SAP reports

# Functions in the QM Component

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- Quality planning
- Quality inspection
- Quality certificates
- **Quality notifications**
- Quality control
- Test equipment management

Record and process internal and external problems that are primarily caused by poor-quality goods or services.

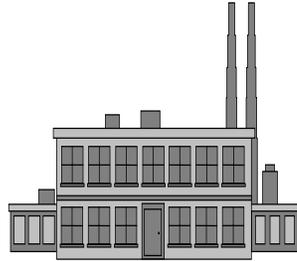
**Quality notifications** covers:

- Defect analysis
- Complaint against a vendor
- Customer complaint
- Problems in production

# Notifications

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# Logistics Chain



Procurement

Production

Sales & Dist

- Complaints against the vendor

- Problem notifications

- Customer complaints

Continuous process improvements

# Quality Problems

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**Customer complaints**

**Complaint at  
goods receipt**

**Problem notification from the production line**

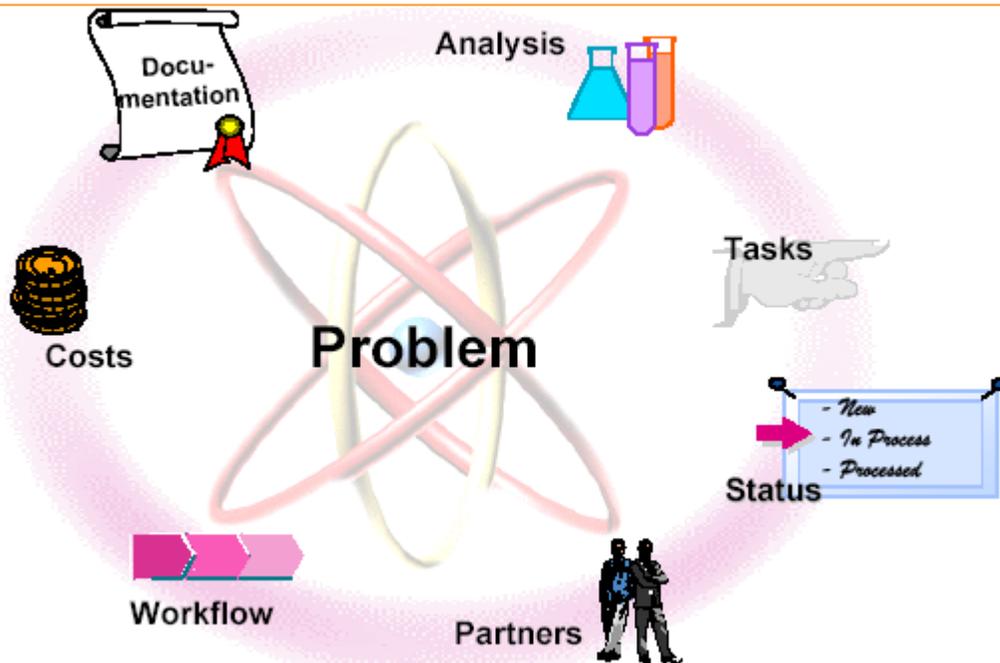
**Production complaint**

**Complaints against a vendor**

**Customer notification**

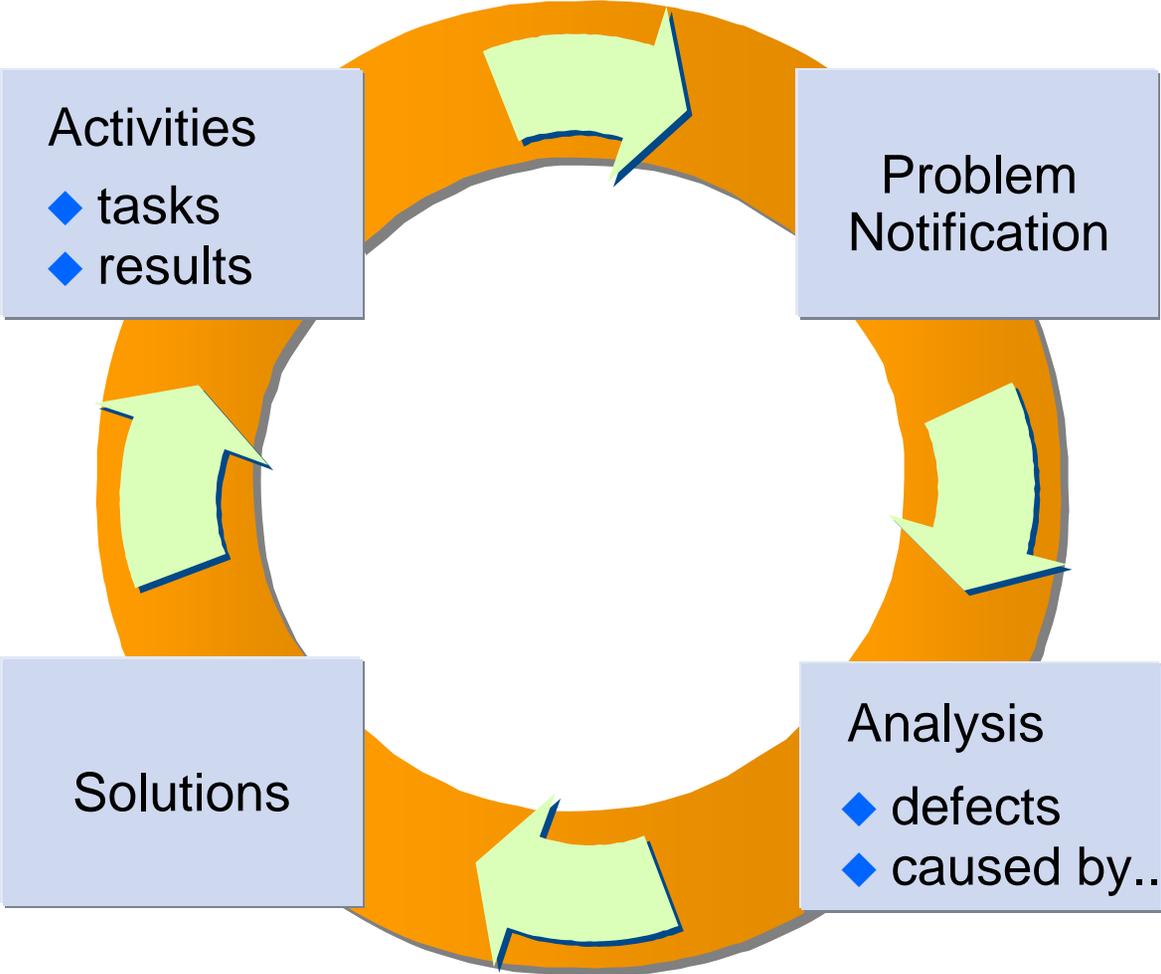
# Problem Management

- ❖ Continuous process improvement
- ❖ Document quality related problems
- ❖ Document defects and causes
- ❖ Corrective actions to eliminate the reason
- ❖ Preventive tasks to overtake similar problems
- ❖ Monitor the problem solving process and preventive process

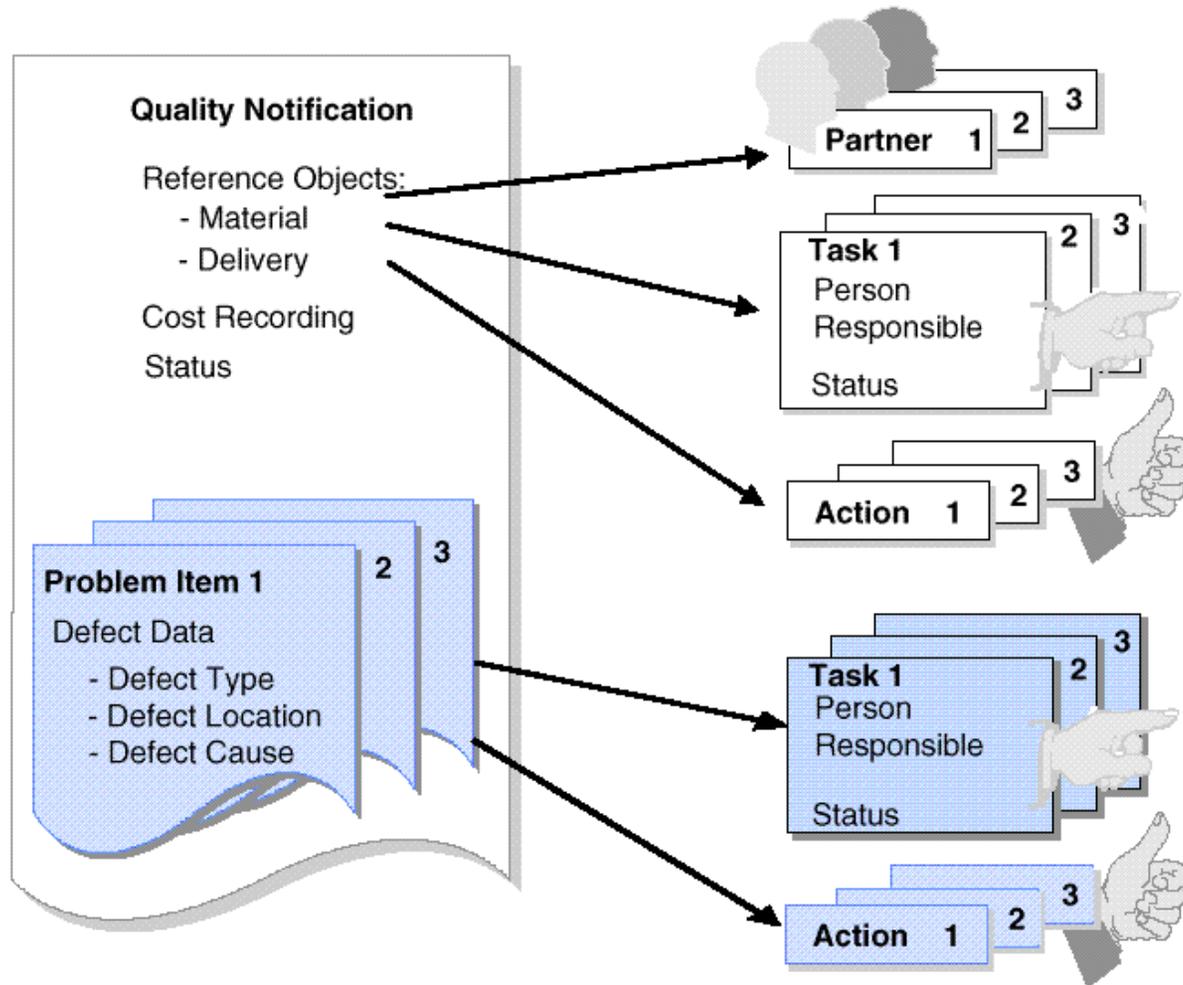


# Problem Management

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# Structure of the Notification



# Roles used in the Notification processing

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## Author

The Author is the person who will create the Internal Problem Notification. This will be for example the Shift Operator or the Quality Inspector in the Laboratory.

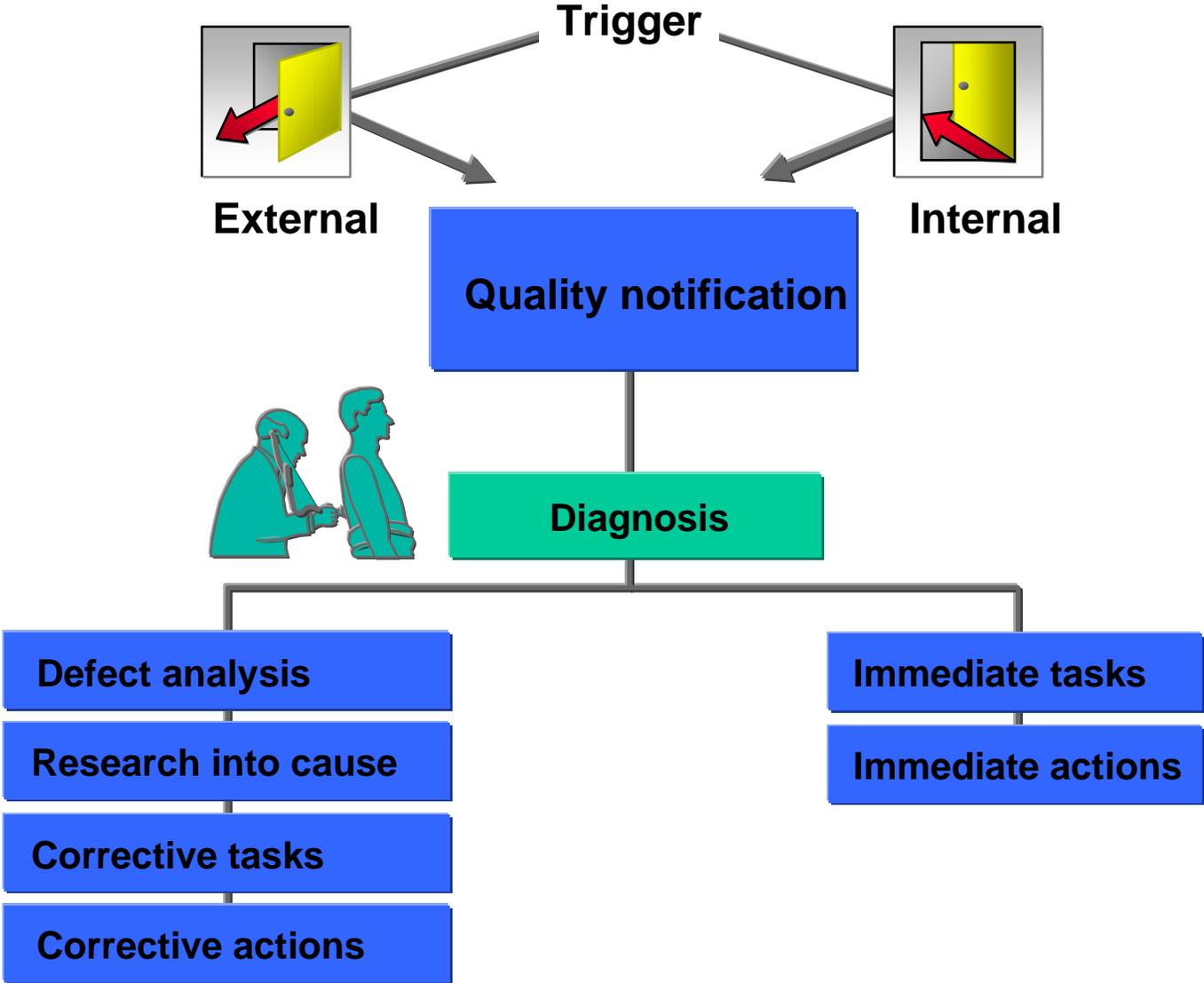
## Coordinator:

The Coordinator is the overall person responsible for the notification. He must track the notification and make sure that all Tasks in the notification are carried out successfully.

## User Responsible:

The User Responsible is any person required to carry out correction tasks and corrective actions.

# Procedure for Problem Solving



# Notification Processing

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## ❖ Customer Complaints

- ✓ Customer Complaint Against Product
- ✓ Complaint Received by QA
- ✓ Notification Generated in SAP
- ✓ Preventive Task Recorded and Clearly Identified
- ✓ Corrective Actions Recorded and Clearly Identified
- ✓ Notification Completed Only When Customer Satisfied



# Notification Processing

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## ❖ Production Complaints

- ✓ Sample Quality Does Not Meet Specification
- ✓ Notification Generated in SAP
- ✓ Corrective Action to Fix Internal Problem



# Notification Processing (Cont).

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## ❖ Vendor Complaints

- ✓ Some Purchase Materials Subject to Quality Inspection
- ✓ Any Deviation in Quality, Notification Generated in SAP
- ✓ Vendor Informed
- ✓ QMIS updated on Completion of Notification



# Practice the following transactions

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- ❖ QM01 - Create Quality Notification
- ❖ QM02 - Change Quality Notification
- ❖ QM10 - Display List and Process Notifications
- ❖ QM02 - Release and Add Activities to Notification
- ❖ QM02 - Complete Notification



# Course Summary

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## **You should now:**

- ❖ Have become familiar with the process steps involved in Quality Notifications performed in SAP**
- ❖ Be able to create different types of notifications with tasks**
- ❖ Be able to change a notification**
- ❖ Be able to release / add activities to a notification**
- ❖ Have completed / closed a notification successfully**