Quality Notifications
Course Objectives

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

- 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

- 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
Logistics Chain

Procurement
- Complaints against the vendor

Production
- Problem notifications

Sales & Dist
- Customer complaints

Continuous process improvements
Quality Problems

Customer complaints

Complaint at goods receipt

Problem notification from the production line

Complaints against a vendor

Production complaint

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

- Activities
  - tasks
  - results

- Problem Notification

- Solutions

- Analysis
  - defects
  - caused by...
Structure of the Notification

Quality Notification
Reference Objects:
- Material
- Delivery
Cost Recording
Status

Problem Item 1
Defect Data
- Defect Type
- Defect Location
- Defect Cause

Partner 1
Task 1
Person Responsible
Status
Action 1
Task 1
Person Responsible
Status
Action 1
Roles used in the Notification processing

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

1. Trigger
   - External
   - Internal

2. Quality notification

3. Diagnosis
   - Defect analysis
   - Research into cause
   - Corrective tasks
   - Corrective actions

4. Immediate tasks
   - Immediate actions
Notification Processing

- 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

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

- 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

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