# Table of Contents

# A. Organization

## 1. Quality Management

**Questions:**

Q: 1) Note: Note that the purchasing organization is only relevant here when QM is used in materials management and the sales organization is only relevant when QM is used in sales and distribution.

A:

### 1.1. Purchasing organization

**Questions:**

Q: 1) Which purchasing departments exist in your enterprise?

A:

Q: 2) If there is more than one department which handles all purchasing, specify which department(s) negotiate pricing terms and conditions with your suppliers.

A:

Q: 3) Do you have departments outside your purchasing department, which handle purchasing? If so, list these departments and what they purchase.

A:

Q: 4) How do the departments share the task of procuring the goods and services required by the organization?

A:

Q: 5) Where do you procure materials/services in your enterprise?

A:

Q: 6) Which material types/external services do you procure?

A:

Q: 7) For which enterprise entities do you procure materials/services? List these materials/services.

A:

Q: 8) Do you have corporate and localized purchasing functions?

A:

Q: 9) Do you negotiate vendor pricing at a corporate or local level?

A:

Q: 10) Where do you procure materials/services in your enterprise centrally?

A:

Q: 11) Which materials/services do you procure centrally?

A:

Q: 12) For which enterprise areas do you procure materials/external services centrally? List these materials/services.

A:

Q: 13) Where do you negotiate centrally agreed contracts for the purchase of materials/services in your enterprise?

A:

Q: 14) For which materials/external services do you negotiate framework contracts?

A:

Q: 15) Which enterprise entities can release orders against these contracts?

A:

Q: 16) Do you want to have procurement in particular enterprise areas/business areas or product groups separated?

A:

## 1.2. Sales organization

**Questions:**

Q: 1) Who is responsible for sales-related components in the material and customer master data?

A:

Q: 2) Is a customer assigned to one sales unit or can he be addressed by several sales units ?

A:

Q: 3) Does the law require complete separation of sales activities? For example, you are not allowed to mix human and veterinary medical products in one sales order.

A:

Q: 4) How is your sales and distribution processing structured? For example, is order processing/billing centralized or decentralized?

A:

# B. Master Data

## 1. Quality Management

### 1.1. QM General

#### 1.1.1. Inspection Plan

**Questions:**

Q: 1) Will you maintain instructions and descriptions for the material inspection? Give an example for an inspection plan that you currently use and explain which critical data it contains.

A:

Q: 2) Are the inspection activities currently maintained in an online format and are the detailed descriptions critical to the inspection process?

A:

Q: 3) Will your inspection process consist of more than one operation? Note: Otherwise only one material specification is required to perform the inspection.

A:

Q: 4) Do you have valid inspection descriptions and operations for each individual material or for all materials? Describe them.

A:

Q: 5) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

### 1.1.2. Work Center

**Questions:**

Q: 1) Note: For more information see "Work Center" under "General Master Data".

A:

Q: 2) Do you have multiple inspection locations (work centers) per plant? Describe these locations, and identify how they are different. ferences.

A:

Q: 3) Are inspectors assigned to a definite work center?

A:

Q: 4) Will approval procedures comply to the work center or operation? Describe this in detail.

A:

### 1.1.3. Insp. Characteristic/Master Insp. Characteristic

**Questions:**

Q: 1) Do you want to use qualitative and/or qualitative master inspection characteristics?

A:

Q: 2) Do you want to check the control indicators?

A:

Q: 3) How do you want to classify the master inspection characteristics?

A:

Q: 4) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

### 1.1.4. Material Specification

**Questions:**

Q: 1) You need a material specification to transfer quality inspection data to batch management. The specification completes the inspection plan or replaces it entirely, if detailed instructions are not required. (Information)

A:

Q: 2) Will you use material specifications as inspection criteria for your material?

A:

Q: 3) Will you tranfer inspection data to the batch? If yes, to which characteristics does this apply?

A:

### 1.1.5. Inspection Method

**Questions:**

Q: 1) Will you maintain instructions for the inspection of characteristics? How are these curretnly stored?

A:

Q: 2) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

### 1.1.6. Catalog

**Questions:**

Q: 1) Note: For questions about the catalog, see QM processes for results and defects recording and usage decisions

A:

Q: 2) For which data are defects/results recorded for each catalog?

A:

Q: 3) Describe your current catalogs and their structure.

A:

### 1.1.7. Sampling Scheme

**Questions:**

Q: 1) Do you want to use special sampling schemes to calculate sample sizes?

A:

Q: 2) How are the samples to be valuated?

A:

Q: 3) Do you use tables that determine the number of parts to be withdrawn?

A:

Q: 4) Do you want to use sampling schemes in sample-drawing procedures?

A:

### 1.1.8. Sampling Procedure

**Questions:**

Q: 1) How are the sample quantities to be calculated and what criteria are to be used?

A:

Q: 2) Which rules are used to accept or reject a characteristic or a sample?

A:

Q: 3) Do you use dependent or independent multiple sampling procedures?

A:

### 1.1.9. Dynamic Modification Rule

**Questions:**

Q: 1) Will you define the inspection scope based on quality (this means for example, will you check processes with a consistently low quality more regularly than those pro cesses, which constantly improve in quality)? Describe the procedure.

A:

Q: 2) Will you vary the sample size between a defined scope (for example, 100%) and a skip (that is, a certain number of deliveries or inspection lots have not been inspected). Describe which rotation intervals you use?

A:

### 1.1.10. Sample-Drawing Procedure

**Questions:**

Q: 1) How do you want to calculate the sample size?

A:

Q: 2) Which physical-sample types (for example, primary samples, pooled samples, and reserve samples) will you draw?

A:

Q: 3) Which physical-sample types will you process? (for example, sample from production, competitor)

A:

### 1.1.11. Production Resources/Tools

**Questions:**

Q: 1) Will you maintain production resources/tools that are used during the processing of your materials?

A:

Q: 2) What kind of production resources/tools do you require?

A:

Q: 3) Do you require inventory management for your production resources/tools?

A:

Q: 4) Do you want to manage your production resources/tools by quantity alone or also based on localization, value, responsible person etc.?

A:

Q: 5) Do you use production resources/tools which have to be checked or calibrated regularly?

A:

Q: 6) QM: List any external equipment or gauges which will be used to capture results or defects and transfer to the R/3 System.

A:

### 1.1.12. QM Order

**Questions:**

Q: 1) In which plants should quality costs be determined?

A:

Q: 2) Do you want to record quality costs for quality inspections? If yes, do you want to evaluate the costs collectively or for each inspection lot?

A:

Q: 3) Do you want to record costs for quality notifications?

A:

Q: 4) How will you evaluate quality costs? Do you want to evaluate your inspection costs at goods receipt or based on the material level?

A:

Q: 5) Which activities (for example, personell time, setup times etc) do you want to confirm for your QM order?

A:

Q: 6) In which period should the quality costs be settled?

A:

### 1.1.13. Archiving QM Objects

**Questions:**

Q: 1) Describe your specific archiving requirements.

A:

Q: 2) Do you want to archive master inspection characteristics? If so, provide a copy of your procedure for archiving documents (if you have one) or describe your individual archiving requirements in detail.

A:

Q: 3) Do you want to archive inspection methods? If so, provide a copy of your procedure for archiving documents (if you have one) or describe your individual archiving requirements in detail.

A:

Q: 4) Do you want to archive inspection plans? If so, provide a copy of your procedure for archiving documents (if you have one) or describe your individual archiving requirements in detail.

A:

## 1.2. QM in Materials Management

### 1.2.1. Quality Info Record

**Questions:**

Q: 1) Do you expect quality certificates (for example, plant certificates or analysis certificates) from your suppliers before or during material shipping? Describe which document types you need and give examples.

A:

Q: 2) Will you require samples from your suppliers for release before shipping the goods? Describe them.

A:

Q: 3) Describe your vendor approval process.

A:

Q: 4) Will you allow conditional approvals for new vendors (for example, quantity-related or time-related limitation)?

A:

Q: 5) Will you monitor the quality management system for your suppliers (for example, ISO-9000 conformity)? Give examples of where and how you manage such data currently.

A:

Q: 6) Describe how you block a vendor.

A:

## 1.3. QM in Production

### 1.3.1. Routing

**Questions:**

Q: 1) For which business processes do you require routings?

A:

Q: 2) Do you have different production methods for the same material (e.g. dependent on the lot size)? Are there several routing alternatives for one material?

A:

Q: 3) Do you require parallel or alternative sequences of operations within a routing?

A:

Q: 4) Do you want to schedule the routings in order to determine the dates for all operations?

A:

Q: 5) Should capacity requirements be created for the operations?

A:

Q: 6) Do you have operations for which you envisage external processing, that is that your vendor will process?

A:

Q: 7) To determine the execution time, the capacity requirement and the costs you require standard values. Which ones (labor time, machine time, set-up time etc.)?

A:

Q: 8) Which objects do you want to allocate to the operations?

A:

Q: 9) Do you want inspection operations in your routings?

A:

Q: 10) Will you require special user-defined fields in your routing for information and printing purposes?

A:

Q: 11) Do you require standardized long texts for the operations (standard text keys)?

A:

Q: 12) What requirements are there regarding change management? How should the validity be defined (based on date or freely definable parameters)? Will existing change histories have to be transferred to the R/3 system?

A:

Q: 13) What requirements do you have regarding routing management (copy functions, mass changes etc.)?

A:

Q: 14) Will you be measuring quality during the production process?

A: [ ]Yes
[ ]No

### 1.3.2. Master Recipe

**Questions:**

Q: 1) How many different master recipes will you need?

A:

Q: 2) What will you use recipes for?

A:

Q: 3) Will you have several alternative recipes for one material (for example, depending on the lot size) and do you want these to be combined (recipe group)?

A:

Q: 4) Will you use one recipe to produce different materials?

A:

Q: 5) Do you use formulas to calculate the quantities of the components (material quantity calculation)? Do you want characteristic values such as concentration to be taken into account?

A:

Q: 6) Which control recipe destinations will you need?

A:

Q: 7) If the control recipe destination is a person/group of people, which areas (weighing, quality inspection, production, etc.) will be affected? Do you want to represent this logical distribution according to user department or using material flow?

A:

Q: 8) Which requirements will you have regarding the management of changes? How do you want the validity of the recipe to be defined?

A:

Q: 9) Will you require an approval procedure to change recipes? Will a digital signature be required (change request/order)?

A:

Q: 10) Which relationships will exist between the phases within a recipe?

A:

Q: 11) Do you want the operations/phases to create capacity requirements?

A:

Q: 12) Are the operations/phases be relevant for the calculation?

A:

Q: 13) Which type of processing do you want to be possible for operations?

A:

Q: 14) Which standard values will you use for the operations (for example, labor time, machine time, setup time)?

A:

Q: 15) Will all phases be subject to confirmation?

A:

Q: 16) Will you use milestone confirmations?

A:

Q: 17) Which process instructions will you need?

A:

Q: 18) Will special user fields be required in the master recipe for information and printing purposes?

A:

Q: 19) Besides the actual processing unit, will further resources be allocated to an operation (secondary resources) that are, for example, only used for a limited time (for example, labor, transportation trucks)? Do you want them to be relevant for confirmation

A:

Q: 20) Which objects will be allocated to the phases (for example, components, production resources/tools)?

A:

Q: 21) Will temporary materials (INTRA) with separate material numbers be produced during the production process that will be processed further immediately instead of being delivered to storage?

A:

Q: 22) Will you carry out in-process quality inspections, (assigning inspection characteristics to phases)?

A:

Q: 23) Should the recording of inspection results be carried out in QM? Or should it be dealt with in the PI-Sheet (either by a QM-Jump or by sending the information via the process message)?

A:

Q: 24) Which requirements will you have regarding the management of master recipes (copy function, mass changes, etc.)?

A:

## 1.4. QM in Sales and Distribution

### 1.4.1. QM Control in Sales

**Questions:**

Q: 1) Will you manage quality management documents (customer agreements about quality assurance and technical terms of delivery)? Give an example.

A:

Q: 2) Are these QM determinations customer-specific or are there additional material-dependent factors?

A:

Q: 3) Will you manage electronic versions of your quality assurance agreements?

A:

Q: 4) Would it be an advantage for you to acccess quality assurance documents in the R/3 System?

A:

## 1.5. QM in Plant Maintenance

### 1.5.1. Functional Location

**Questions:**

Q: 1) Do you usually have several technical objects for a customer that you want to represent together? Do you require additional functionality to structure this accordingly?

A:

Q: 2) If yes, which technical objects from customer sites should be combined using functional locations?

A:

Q: 3) Do you manage objects that are immovable and that usually have a long operational life (for example, clarification plants)?

A:

Q: 4) Do you require additional functionality to structure your maintenance objects?

A: [ ]Yes
[ ]No

Q: 5) If yes, which objects need to be represented with functional locations?

A:

Q: 6) What do the hierarchy levels of the functional locations represent (for example, cost center levels, production process levels)?

A:

Q: 7) Is the hierarchy for functional locations structured according to spatial, functional or technical viewpoints?

A:

Q: 8) How detailed should the functional location hierarchy be (for example, number of levels, installation and dismantling of equipment)?

A:

Q: 9) At what level(s) of the hierarchy should data be entered?

A:

Q: 10) How detailed should the last level of the hierarchy for functional locations be?

A:

Q: 11) Is it sometimes the case in your company that functional location numbers change (for example, if you assign part of a technical system to another technical system)?

A:

Q: 12) Do you need to assign different numbers to functional locations (for example, (a) from a procedural perspective and (b) from a measurement/control system perspective)?

A:

Q: 13) How should the different levels be linked together with regard to the transfer of data?

A:

Q: 14) Do you need to link documents to functional locations?

A: [ ]Yes
[ ]No

Q: 15) Do you need to record the performance of functional locations using measuring points and counters?

A: [ ]Yes
[ ]No

Q: 16) If yes, is counter reading data transferred between the different levels?

A: [ ]Yes
[ ]No

Q: 17) Do you track warranties? If yes, are you a guarantor, a warrantee, or both?

A:

Q: 18) Do you want to obtain a note on the warranty automatically for a positive warranty check result?

A:

Q: 19) Do you classify functional locations? If yes, how?

A:

Q: 20) Do you want to analyze what influence the usage conditions have on the susceptibility to damage of the installed equipment?

A:

Q: 21) Do you need to document your technical objects according to their usage time for functional locations?

A:

Q: 22) Do you determine the business partners (internal and/or external) whose address(es) you require, if you need maintenance requests for a particular functional location?

A:

Q: 23) Do you want to archive master records for functional locations? If yes, provide a copy of your document archiving procedure. If this is not available, describe specific archiving requirements.

A:

Q: 24) Do you want to make the screen templates for processing technical objects (functional location, equipment) user-specific?

A:

### 1.5.2. Equipment

**Questions:**

Q: 1) Which maintenance objects must be entered as equipment master data?

A:

Q: 2) List and describe the different categories of equipment that you maintain.

A:

Q: 3) How many pieces of equipment do you expect to manage in your system?

A:

Q: 4) Is each individual piece of equipment in your company identified by a serial number (by your production department and/or by the manufacturer)?

A:

Q: 5) Do you want to create your own serial numbers or do you use the serial number of the manufacturer as a reference/key for that object?

A:

Q: 6) If you use serial numbers, on which level do you want to track their history (including costing, statistics, and so on)?

A:

Q: 7) Does your equipment include particular assemblies that you want to handle individually in order to perform damage and cost analyses? Describe them.

A:

Q: 8) Do you represent the different types of equipment using material master records in conjunction with Materials Management (for example, inventory management, goods movements)?

A: [ ]Yes
[ ]No

Q: 9) Does your equipment include larger components that you want to handle individually, in order to create damage and cost analyses for them?

A:

Q: 10) Specify business partners (internal and/or external) for whom you require an address when you need maintenance requests for a particular piece of equipment.

A:

Q: 11) Add other partners to the list, if necessary.

A:

Q: 12) Do you need to link documents (for example, drawings, manuals) to equipment master records? If yes, give some examples.

A: [ ]Yes
[ ]No

Q: 13) Do you measure and log the current condition of the equipment in the system (for example, temperature, pressure, operating time)? If yes, describe the measuring points and counters, which you use for different pieces of equipment.

A:

Q: 14) Do you track warranties? If yes, are you a guarantor, a warrantee, or both?

A:

Q: 15) Describe the different warranties for your equipment, and specify whether these should be recorded individually for each piece of equipment.

A:

Q: 16) Do you want to obtain a note on the warranty automatically for a positive warranty check result?

A:

Q: 17) Does a technician in your company require a special work permit before starting work on specific equipment?

A:

Q: 18) Does old data (for example, equipment master records, repair histories or information about technical objects) have to transferred? Give a typical example.

A:

Q: 19) Do you classify equipment? If yes, how?

A:

Q: 20) Are some pieces of equipment created as production resources/tools?

A: [ ]Yes
[ ]No

Q: 21) Which changes to equipment do you want to document with a usage list?

A:

Q: 22) Do you want to make the screen templates for processing technical objects (functional location, equipment) user-specific?

A:

Q: 23) Do you want to generate/change a related asset automatically when creating/changing a piece of equipment, and/or vice-versa?

A:

Q: 24) Do you want to archive equipment master records? If yes, provide a copy of your document archiving procedure. If this is not available, describe specific archiving requirements.

A:

### 1.5.3. Single Cycle Plan

**Questions:**

Q: 1) What criterion is the maintenance cycle based on for the single cycle maintenance plan?

A:

Q: 2) What character does the cycle have?

A:

### 1.5.4. Multiple Counter Plan

**Questions:**

Q: 1) Should just performance-based (counter-based) or also time-based maintenance cycles be integrated into the multiple counter-based maintenance plan?

A:

Q: 2) Do you use cycle sets for the attachment of multiple counter plans?

A:

Q: 3) Which counters for which technical objects (functional locations, equipment) should be assigned to the individual maintenance cycles?

A:

Q: 4) Which time-base should be used (for example, calendar, factory calendar, key dates)?

A:

Q: 5) If a preventive maintenance activity is completed early (before the planned date) or late (after the planned date), do you then also shift the next planned preventive maintenance activities for the same equipment?

A:

Q: 6) When should preventive maintenance tasks appear in your order backlog?

A:

Q: 7) List the different maintenance cycles, on which the scheduling of preventive maintenance activities should be based.

A:

Q: 8) Do you want to plan maintenance independently of your hierarchy of technical objects?

A:

### 1.5.5. Strategy Plan

**Questions:**

Q: 1) What criterion is the maintenance cycle based on for the strategy-based maintenance plan?

A:

Q: 2) Which time-base should be used (for example, calendar, factory calendar, key dates)?

A:

Q: 3) If a preventive maintenance activity is completed early (before the planned date) or late (after the planned date), do you then also shift the next planned preventive maintenance activities for the same equipment?

A:

Q: 4) When should preventive maintenance tasks appear in your order backlog?

A:

Q: 5) List the different maintenance cycles, on which the scheduling of preventive maintenance activities should be based.

A:

Q: 6) Do you want to plan maintenance independently of your hierarchy of technical objects?

A:

## 1.6. Solution Database

**Questions:**

Q: 1) Do you possess technical objects that are required for detailed technical information in order to introduce necessary error handling?

A:

Q: 2) Is the offer of a solution database helpful for the notification processor?

A:

Q: 3) Do recurring problems constantly appear during notification processing that are linked with a complex solution process?

A:

Q: 4) Is there a bottleneck in specialist knowledge in your area?

A:

Q: 5) Is error diagnosis an essential step in your area or is it "only" used for short-term error handling?

A:

Q: 6) Are you already using (computer-supported) Help for error analysis and handling based on a knowledge or error database?

A:

### 1.6.1. Symptom

**Questions:**

Q: 1) Structure existing problems based on criteria?

A:

# C. Business Processes

## 1. Quality Management

**Questions:**

Q: 1) Do employees in quality management have special authorizetions?

A:

Q: 2) Do you differentiate between authorizations in different QM areas (for example, from QM in material management and the processing of quality notifications)?

A:

# 1.1. QM in Materials Management

## 1.1.1. Procurement and Purchasing

### 1.1.1.1. Quality Info Record Processing

**Questions:**

Q: 1) Do you expect quality certificates (for example, plant certificates or analysis certificates) from your suppliers before or during material shipping? Describe which document types you need and give examples.

A:

Q: 2) Describe your vendor approval process.

A:

Q: 3) Will you allow conditional approvals for new vendors (for example, quantity-related or time-related limitation)?

A:

Q: 4) Will you monitor your vendors' quality management system (for example, ISO 9000 conformity)? Give examples of how and where you manage this data at the moment.

A:

Q: 5) Describe how you block a vendor and the reasons for the block.

A:

Q: 6) Do you not want to have any inspections for some vendor/material combinations?

A:

Q: 7) Do you want source inspections instead of goods receipt inspections for certain material/vendor combinations?

A:

Q: 8) Do you use quality assurance agreements that are specific to a material or vendor?

A:

Q: 9) Will you block an incoming invoice until the quality inspection has been successfully completed or if the lot is rejected for payment? (Note: The block can be manually removed if required).

A:

Q: 10) Will you pre-approve a vendor sample prior to releasing the delivery? Please describe the procedure.

A:

Q: 11) Do you have model or preliminary series inspections etc?

A:

#### 1.1.1.2. Vendor Evaluation

**Questions:**

Q: 1) How do you currently evaluate vendors in your legacy system? Explain in detail.

A:

Q: 2) According to which criteria are your vendors valuated with regard to QM?

A:

Q: 3) Which subcriteria do you use for the quality score in the vendor evaluation and how are these weighted with regard to the quality score?

A:

Q: 4) How is the quality score calculated with regard to the above criteria?

A:

Q: 5) In which periods of time are vendors evaluated?

A:

#### 1.1.1.3. Editing of QM Documents

**Questions:**

Q: 1) Do you use quality assurance agreements, which should be printed on purchasing documents (for example, a purchase order or request for quotation)?

A:

Q: 2) Do you use technical terms of delivery at material level, which should also be printed on the purchase order?

A:

#### 1.1.1.4. Processing of Certificate Receipt

**Questions:**

Q: 1) Which consequences should a missing certificate from a vendor have?

A:

Q: 2) Is there to be only one certificate for each goods receipt item?

A:

## 1.1.2. Quality Inspection in MM

### 1.1.2.1. Inspection Lot Creation

**Questions:**

Q: 1) Do you use inspection lot processing on pallet basis?

A:

Q: 2) During quality checks, do you transport the pallets to other sotrage locations before the usage decision?

A:

Q: 3) How should inspection lots for goods receipts be created?

A:

Q: 4) Should the goods receipt be posted to inspection stock?

A:

Q: 5) In which circumstances should only one inspection lot be created?

A:

Q: 6) Do you work with inspection plans? Describe their structure and contents?

A:

Q: 7) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

Q: 8) Will you be performing inspections at your premises (source inspections) for your procured material? Describe the procedure.

A:

Q: 9) If yes, what event will trigger a source inspection?

A:

Q: 10) How will inspections be scheduled?

A:

Q: 11) Should this material be re-inspected during the next goods receipt after a successful source inspection?

A:

Q: 12) What effects will a source inspection have on the subsequent goods receipt for the inspected material?

A:

Q: 13) Will you process recurring inspections for materials? (Note: This is only possible for batch-managed materials). Provide examples.

A:

#### 1.1.2.2. Sample Calculation and Sample Management

**Questions:**

Q: 1) Note: Refer to the master data topic for information on QM master data, for example, sampling schemes, sampling procedures, dynamic modification rules.

A:

Q: 2) Are release or approval procedures set for the sample-drawing?

A: [ ]Yes
[ ]No

Q: 3) Should digital signature be used during sample-drawing?

A: [ ]Yes
[ ]No

Q: 4) Do you want to create sample labels? If so, describe the layout, size and content as well as the location/printer at/on which they are to be created.

A:

Q: 5) Should physical samples be stored and checked for a specified period of time?

A:

Q: 6) Will you define procedures for physical-sample drawing based on different inspection procedures?

A:

Q: 7) In addition to planned physical samples, will you manually create physical samples for an inspection lot?

A:

Q: 8) What is to trigger the manual creation of physical samples?

A:

Q: 9) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

Q: 10) Describe the type of intervals, at which you want to inspect (time-based, quantity-based or freely defined?).

A:

Q: 11) Is the sample-drawing instruction and/or inspection instruction to be printed? Describe the content and the layout (barcoding).

A:

Q: 12) Will you plan a sufficient number of physical samples for several inspections/inspection characteristics?

A:

#### 1.1.2.3. Results Recording

**Questions:**

Q: 1) How do you record results (for example, qualitative, quantitative, attributive, variable, summarized, classified, or single values)?

A:

Q: 2) Do you want to record the results on the Internet?

A:

Q: 3) Do you want to record results using a handheld device (such as a Palm Pilot)?

A:

Q: 4) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 5) Do you want to use calculated characteristics?

A:

Q: 6) Should unplanned, conditional or calculated characteristics be used?

A:

Q: 7) How are inspection results to be valuated (for example, by comparing values to tolerance ranges, number of noncomforming units, manually or automatically, with valuation rules or user settings?).

A:

Q: 8) Does the recording of specific results automatically create a defect and quality notification? Is a workflow be triggered? Provide an example.

A:

Q: 9) Describe the different authorization levels for inspectors.

A:

Q: 10) Will you use digital signatures to authenticate the user's identity during results recording? ndustries.)

A: [ ]Yes
[ ]No

Q: 11) Should inspection results be printed? If so, at what stage and on which printer?

A:

Q: 12) Give examples of typical inspection instructions that you use in your company

A:

Q: 13) Should a quality notification be created and sent to the appropriate party based on an inspection? If so, which party?

A: [ ]Yes
[ ]No

Q: 14) Is there to be only one quality notification or are more quality notifications allowed?

A:

Q: 15) Do you want user-specific worklists with automatic, dynamic display?

A:

Q: 16) Will you use control charts to evaluate inspection results?

A: [ ]Yes
[ ]No

Q: 17) Will you record the costs for the quality inspection? If yes, will it be recorded by an annual order for each material or by separate orders for each material?

A:

Q: 18) Will you create internal QM orders to record inspection costs for all materials/inspection lots for a given period (general QM order)?

A: [ ]Yes
[ ]No

Q: 19) Will you record and evaluate inspection costs for individual inspection lots (individual QM orders)?

A: [ ]Yes
[ ]No

Q: 20) Will you use standard cost records for each type of inspection activity? Which activity types or rates are used?

A:

Q: 21) Will you define and confirm the actual inspection time for each inspection operation?

A:

Q: 22) What type of inspection activities (for example, machine, labor) are to be recorded in your inspection process?

A:

Q: 23) Describe how and when you want to settle quality costs (assign the calculated costs from the QM order to another cost center).

A:

Q: 24) How frequently will you perform settlement?

A:

Q: 25) Do you want to trigger the workflow if the control limits are exceeded (creation of a defect record)?

A:

Q: 26) Do you want a simple recording of defects (that is an inspection without inspection plan)?

A:

Q: 27) Will you record results for inspection points during the production process?

A:

Q: 28) Which type of interval (time-related, quantity-related, or freely defined) will you use to perform inspections?

A:

Q: 29) Should results for electrical test equipment be automatically copied?

A:

Q: 30) Should inspection results be evaluated within the SAP System or using another system (for example, a special statistics program)?

A:

Q: 31) Should times for inspection operations be confirmed?

A:

Q: 32) Should inspection results be recorded at operation level for the worklist for partial lots or physical samples, or for inspection points?

A:

#### 1.1.2.4. Defects Recording

**Questions:**

Q: 1) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 2) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 3) Describe how you classify defects (for example, major defect or minor defect).

A:

Q: 4) Do you want to trigger a follow-up activity (Workflow) for specific defect classes, to document the processing of defects?

A:

Q: 5) Are the defects relevant for the calculation of the quality score?

A:

#### 1.1.2.5. Usage Decision

**Questions:**

Q: 1) Who should make usage decisions for the inspection?

A:

Q: 2) Should automatic usage decisions be made during a goods receipt?

A:

Q: 3) Please provide a list of your usage decision codes.

A:

Q: 4) Describe the inventory posting types that are triggered by a usage decision.

A:

Q: 5) Will you record all inspection results prior to posting a usage decision? Are there any exceptions (inspection termination)?

A:

Q: 6) Are there inspection characteristics, which should be inspected over a long period of time?

A:

Q: 7) Will you calculate quality scores based on the usage decision? Describe how quality scores are calculated.

A:

Q: 8) Will you be using automatic follow-up actions that are triggered by usage decisions? Describe these. spection lot is rejected or subsequent delivery).

A:

Q: 9) Will you use digital signatures to authenticate a user's identity in the usage decision process? (Note: This requirement applies primarily to the chemical and pharmaceutical industries.)

A: [ ]Yes
[ ]No

Q: 10) Is there an automatic proposal for batch valuation?

A:

Q: 11) Will your batches be classified?

A:

Q: 12) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

### 1.1.3. Q-Notifications with Complaint Against Vendor

**Questions:**

Q: 1) Please describe the handling of inspection lots where the usage decision has determined that it is to be rejected and returned to the vendor.

A:

Q: 2) Will you record data (ie., defects, characteristic results, specification results) about the defective material found in the stockroom or on the shop floor?

A:

Q: 3) What documents should accompany the goods to be returned to the supplier ?

A:

Q: 4) Will you create action plans/tasks for defective materials?

A:

Q: 5) Will you be required to capture costs for material that is inspected as a result of a stock purge?

A:

Q: 6) Will you have a need to inspect/re-inspect defective material found in your stockroom or on the production floor?

A:

#### 1.1.3.1. Creation and Processing of Quality Notifications

**Questions:**

Q: 1) In your company, who is responsible for the receipt or creation of quality notifications?

A:

Q: 2) In your company, who is responsible for processing the quality notifications that have been created?

A:

Q: 3) Do you want a simplified view of the structure and functions of a notification to facilitate ease of use for occasional users?

A:

Q: 4) Which main criteria do you want to use to differentiate notifications? Will you want to use different notification types?

A:

Q: 5) Do you want to create notifications using copy models?

A:

Q: 6) How do you prioritize incoming notifications (complaints, queries and so on)?

A:

Q: 7) Do you define specific periods of time for processing notifications?

A:

Q: 8) List the business partners (internal and/or external) whose address information you require when creating the notification. Add other business partners, if necessary.

A:

Q: 9) How do you describe the problem? Do you use a verbal description or standard codes?

A:

Q: 10) Do you want to use specific catalogs for each material in notification processing?

A:

Q: 11) Do you want to attach electronic documents (for example, inspection reports) to the notification?

A:

Q: 12) Do you assign a responsible person to each task?

A:

Q: 13) Do you have ad-hoc tasks that you always carry out for different notification types or priorities? If so, describe these tasks.

A:

Q: 14) Do you want the person or coordinator responsible for a task to be notified automatically by the system?

A:

Q: 15) Do you want newly created notifications to be subject to an additional approval procedure?

A:

Q: 16) How do you want to structure the layout of your notification with regard to the problem description, execution, items, tasks, activities?

A:

Q: 17) Do you want to advise your employees of "related notifications" during notification processing?

A:

Q: 18) Do you want to allow or prevent certain procedures based on business processes/events?

A:

Q: 19) Do you record costs arising from complaints? Describe how you record these.

A:

Q: 20) Do you want to create and activate the QM order, based on the notification? Where are these costs to be settled?

A:

Q: 21) Which shop papers do you use to process notifications?

A:

Q: 22) How many notifications do you receive each day or each year?

A:

Q: 23) Do you record the performed activities that solved the customer problem in a standardized way (for example, using standardized codes) in order to evaluate possible solutions for a problem?

A:

Q: 24) How does your company include the notification in your vendor evaluation? Describe your criteria.

A:

Q: 25) Will you want to inspect defective material again before returning delivery to vendor? Will this inspection be different from the inspection at goods receipt?

A:

Q: 26) How is a quality notification processed in your company? Describe the process for external or internal notifications.

A:

#### 1.1.3.2. Notification Archiving

**Questions:**

Q: 1) Describe your specific archiving requirements.

A:

Q: 2) Do you want to archive notifications? If so, provide a copy of your document archiving policy. If this is not available, please describe specific archiving requirements.

A:

### 1.1.4. Information System

#### 1.1.4.1. Evaluations in the Quality Information System (QMIS)

**Questions:**

Q: 1) Which analysis system is defined in your company?

A:

Q: 2) Please describe in detail the different analyses/reports that you will use.

A:

## 1.2. QM in Production

### 1.2.1. Inspection During Production

#### 1.2.1.1. Inspection Lot Creation

**Questions:**

Q: 1) For which production/manufacturing types are inspections during production to be performed?

A:

Q: 2) Do you want to create manual inspection lots with reference to the production order?

A:

Q: 3) For which production order types do you carry out QM inspections?

A:

Q: 4) Do you use inspection lot processing on pallet basis?

A:

Q: 5) During quality checks, do you transport the pallets to other sotrage locations before the usage decision?

A:

Q: 6) Will you be recording several results for a characteristic?

A:

Q: 7) For which objects will you be recording results?

A:

Q: 8) How often do you want to inspect the objects given above?

A:

Q: 9) Do you want to use inspections during production to check stock of goods receipts from production?

A:

Q: 10) Do you want to plan an initial run for production inspection lots?

A:

Q: 11) Do you want inspection documents (such as inspection instruction, sample-drawing instruction) to be printed at inspection lot creation? If so, in which work center are the documents to be printed?

A:

Q: 12) Do you want to use quality inspections for external processing operations?

A:

Q: 13) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

#### 1.2.1.2. Sample Calculation and Sample Management

**Questions:**

Q: 1) Note: Refer to the master data topic for information on QM master data, for example, sampling schemes, sampling procedures, dynamic modification rules.

A:

Q: 2) Are release or approval procedures set for the sample-drawing?

A: [ ]Yes

[ ]No

Q: 3) Should digital signature be used during sample-drawing?

A: [ ]Yes
[ ]No

Q: 4) Do you want to create sample labels? If so, describe the layout, size and content as well as the location/printer at/on which they are to be created.

A:

Q: 5) Should physical samples be stored and checked for a specified period of time?

A:

Q: 6) Will you define procedures for physical-sample drawing based on different inspection procedures?

A:

Q: 7) Are characteristics for physical samples directly assigned?

A:

Q: 8) In addition to planned physical samples, will you manually create physical samples for an inspection lot?

A:

Q: 9) What is to trigger the manual creation of physical samples?

A:

Q: 10) How and according to which criteria are inspection characteristics to be dynamically modified?

A:

Q: 11) When are inspections to be dynamically modified (dynamic modification update)?

A:

Q: 12) Are you using special sampling schemes in production?

A:

#### 1.2.1.3. Results Recording

**Questions:**

Q: 1) How do you record results (for example, qualitative, quantitative, attributive, variable, summarized, classified, or single values)?

A:

Q: 2) How are you recording inspection results (for example by units to be inspected, for all lots, for all inspection points or for all samples)?

A:

Q: 3) How do you record results for inspections during production in your company? (for example, qualitative, quantitative, variable, summarized, classed, single values)?

A:

Q: 4) Do you want to record the results on the Internet?

A:

Q: 5) Do you want to record results using a handheld device (such as a Palm Pilot)?

A:

Q: 6) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 7) Do you want to use calculated characteristics?

A:

Q: 8) Should unplanned, conditional or calculated characteristics be used?

A:

Q: 9) How are inspection results to be valuated (for example, by comparing values to tolerance ranges, number of noncomforming units, manually or automatically, with valuation rules or user settings?).

A:

Q: 10) Does the recording of specific results automatically create a defect and quality notification? Is a workflow be triggered? Provide an example.

A:

Q: 11) Describe the different authorization levels for inspectors.

A:

Q: 12) Will you use digital signatures to authenticate the user's identity during results recording? ndustries.)

A: [ ]Yes
[ ]No

Q: 13) Is the operation sequence and the existence of inspection results to be checked?

A:

Q: 14) Will you be using control charts to evaluate inspection results and to monitor production? If so, which control charts will you be using (x-bar, mean-value chart and so on)

A:

Q: 15) What criteria do you use to group together inspection results for control charts?

A:

Q: 16) Are your materials managed in batches? If so, answer the following questions.

A:

Q: 17) Will you have several batches for a production order?

A:

Q: 18) Will batches be classified based on inspection results?

A:

Q: 19) Will you be recording quality inspection costs for inspections during production?

A:

Q: 20) Should inspection results be printed? If so, at what stage and on which printer?

A:

Q: 21) Give examples of typical inspection instructions that you use in your company

A:

Q: 22) Should a quality notification be created and sent to the appropriate party based on an inspection? If so, which party?

A: [ ]Yes
[ ]No

Q: 23) Is there to be only one quality notification or are more quality notifications allowed?

A:

Q: 24) Do you want user-specific worklists with automatic, dynamic display?

A:

Q: 25) Which criteria are to be used for inspection point completion?

A:

#### 1.2.1.4. Defects Recording

**Questions:**

Q: 1) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 2) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 3) Describe how you classify defects (for example, major defect or minor defect).

A:

Q: 4) Do you want to trigger a follow-up activity (Workflow) for specific defect classes, to document the processing of defects?

A:

Q: 5) Are the defects relevant for the calculation of the quality score?

A:

#### 1.2.1.5. Usage Decision

**Questions:**

Q: 1) Who should make usage decisions for the inspection?

A:

Q: 2) Do you want automatic usage decisions in inspections during production?

A:

Q: 3) Please provide a list of your usage decision codes.

A:

Q: 4) Will you calculate quality scores based on the usage decision? Describe how quality scores are calculated.

A:

Q: 5) Will you be using automatic follow-up actions that are triggered by usage decisions? Describe these. spection lot is rejected or subsequent delivery).

A:

Q: 6) Will you use digital signatures to authenticate a user's identity in the usage decision process? (Note: This requirement applies primarily to the chemical and pharmaceutical industries.)

A: [ ]Yes
[ ]No

Q: 7) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

#### 1.2.1.6. Inspection with Inspection Points

**Questions:**

Q: 1) Will you record results for inspection points during the production process?

A:

Q: 2) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 3) Which type of interval (time-related, quantity-related, or freely defined) will you use to perform inspections?

A:

Q: 4) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 5) Describe how you classify defects (for example major/minor).

A:

Q: 6) Are some follow-up actions triggered because of defects recording? Describe these activities.

A:

## 1.2.2. Quality Inspection for Goods Receipt from Production

### 1.2.2.1. Inspection Lot Creation

**Questions:**

Q: 1) For which production/manufacturing types do you want to inspect the "goods receipt from production" in the warehouse?

A:

Q: 2) Will you be creating inspections at goods receipt from production automatically or manually?

A:

Q: 3) Are the goods to be posted to inspection stock (once the goods have been received by the warehouse from production)?

A:

Q: 4) Do you use inspection lot processing on pallet basis?

A:

Q: 5) During quality checks, do you transport the pallets to other sotrage locations before the usage decision?

A:

Q: 6) Do you want to set up an inspection lot approval procedure?

A:

Q: 7) Will you be recording several results for a characteristic?

A:

Q: 8) For which objects will you be recording results?

A:

Q: 9) How often do you want to inspect the objects given above?

A:

Q: 10) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

Q: 11) At which stage or on which printer do you want to print the documents?

A:

#### 1.2.2.2. Sample Calculation and Sample Management

**Questions:**

Q: 1) Note: Refer to the master data topic for information on QM master data, for example, sampling schemes, sampling procedures, dynamic modification rules.

A:

Q: 2) Are release or approval procedures set for the sample-drawing?

A: [ ]Yes
[ ]No

Q: 3) Should digital signature be used during sample-drawing?

A: [ ]Yes
[ ]No

Q: 4) Do you want to create sample labels? If so, describe the layout, size and content as well as the location/printer at/on which they are to be created.

A:

Q: 5) Should physical samples be stored and checked for a specified period of time?

A:

Q: 6) Will you define procedures for physical-sample drawing based on different inspection procedures?

A:

Q: 7) In addition to planned physical samples, will you manually create physical samples for an inspection lot?

A:

Q: 8) What is to trigger the manual creation of physical samples?

A:

Q: 9) How and according to which criteria are inspection characteristics to be dynamically modified?

A:

Q: 10) When are inspections to be dynamically modified (dynamic modification update)?

A:

Q: 11) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

Q: 12) Describe the type of intervals, at which you want to inspect (time-based, quantity-based or freely defined?).

A:

Q: 13) Is the sample-drawing instruction and/or inspection instruction to be printed? Describe the content and the layout (barcoding).

A:

Q: 14) Will you plan a sufficient number of physical samples for several inspections/inspection characteristics?

A:

#### 1.2.2.3. Results Recording

**Questions:**

Q: 1) How do you record results (for example, qualitative, quantitative, attributive, variable, summarized, classified, or single values)?

A:

Q: 2) How are you recording inspection results (for example by units to be inspected, for all lots, for all inspection points or for all samples)?

A:

Q: 3) How does your company record results for goods recept inspections from "production to warehouse"? (for example qualitative, quantitative, attributive, variable, summarized, classed, single values)

A:

Q: 4) Do you want to record the results on the Internet?

A:

Q: 5) Do you want to record results using a handheld device (such as a Palm Pilot)?

A:

Q: 6) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 7) Do you want to use calculated characteristics?

A:

Q: 8) Should unplanned, conditional or calculated characteristics be used?

A:

Q: 9) How are inspection results to be valuated (for example, by comparing values to tolerance ranges, number of noncomforming units, manually or automatically, with valuation rules or user settings?).

A:

Q: 10) Does the recording of specific results automatically create a defect and quality notification? Is a workflow be triggered? Provide an example.

A:

Q: 11) Describe the different authorization levels for inspectors.

A:

Q: 12) Will you use digital signatures to authenticate the user's identity during results recording? ndustries.)

A: [ ]Yes
[ ]No

Q: 13) Will you be using control charts to evaluate inspection results and to monitor production? If so, which control charts will you be using (x-bar, mean-value chart and so on)

A:

Q: 14) What criteria do you use to group together inspection results for control charts?

A:

Q: 15) Are your materials managed in batches? If so, answer the following questions.

A:

Q: 16) Will you have several batches for a production order?

A:

Q: 17) Will batches be classified based on inspection results?

A:

Q: 18) Will you be recording quality inspection costs for inspections during production?

A:

Q: 19) Should inspection results be printed? If so, at what stage and on which printer?

A:

Q: 20) Give examples of typical inspection instructions that you use in your company

A:

Q: 21) Should a quality notification be created and sent to the appropriate party based on an inspection? If so, which party?

A: [ ]Yes
[ ]No

Q: 22) Is there to be only one quality notification or are more quality notifications allowed?

A:

Q: 23) Do you want user-specific worklists with automatic, dynamic display?

A:

Q: 24) Which criteria are to be used for inspection point completion?

A:

#### 1.2.2.4. Defects Recording

**Questions:**

Q: 1) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 2) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 3) Describe how you classify defects (for example, major defect or minor defect).

A:

Q: 4) Do you want to trigger a follow-up activity (Workflow) for specific defect classes, to document the processing of defects?

A:

Q: 5) Are the defects relevant for the calculation of the quality score?

A:

#### 1.2.2.5. Usage decision

**Questions:**

Q: 1) Who should make usage decisions for the inspection?

A:

Q: 2) Do you want automatic usage decisions to be made for goods receipts from production?

A:

Q: 3) Please provide a list of your usage decision codes.

A:

Q: 4) Describe the inventory posting types that are triggered by a usage decision.

A:

Q: 5) Are there inspection characteristics, which should be inspected over a long period of time?

A:

Q: 6) Will you calculate quality scores based on the usage decision? Describe how quality scores are calculated.

A:

Q: 7) Will you be using automatic follow-up actions that are triggered by usage decisions? Describe these. spection lot is rejected or subsequent delivery).

A:

Q: 8) Will you use digital signatures to authenticate a user's identity in the usage decision process? (Note: This requirement applies primarily to the chemical and pharmaceutical industries.)

A: [ ]Yes
[ ]No

Q: 9) Is there an automatic proposal for batch valuation?

A:

Q: 10) Will your batches be classified?

A:

Q: 11) Will you make usage decisions for partial lots?

A: [ ]Yes
[ ]No

Q: 12) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

#### 1.2.2.6. Inspection with Inspection Points

**Questions:**

Q: 1) Will you record results for inspection points during the production process?

A:

Q: 2) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 3) Which type of interval (time-related, quantity-related, or freely defined) will you use to perform inspections?

A:

Q: 4) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 5) Describe how you classify defects (for example major/minor).

A:

Q: 6) Are some follow-up actions triggered because of defects recording? Describe these activities.

A:

### 1.2.3. Internal Quality Notifications

**Questions:**

Q: 1) Will you process quality-related problems and complaints as part of your quality management program? Please describe.

A:

Q: 2) Describe your corrective action program, including possible follow-up activities and the events that trigger these activities.

A:

Q: 3) Will you monitor internal response to quality notifications and compliance with the tasks assigned as part of your corrective action program? Please describe.

A:

Q: 4) Will you manage quality-related costs for quality problems or is a weighted measurement sufficient to evaluate problem severity? Please describe.

A:

Q: 5) Will you use workflow in order to automate the processing of corrective action? Provide an example.

A:

Q: 6) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

Q: 7) Will you record nonconformity costs (for example, costs for rework, warranties or defects)?. If so, describe how you determine these costs.

A:

Q: 8) Desribe how you will manage non-conformity costs.

A:

Q: 9) Should defects be classified according to additional criteria?

A:

#### 1.2.3.1. Creation and Processing of Quality Notifications

**Questions:**

Q: 1) In your company, who is responsible for the receipt or creation of quality notifications?

A:

Q: 2) In your company, who is responsible for processing the quality notifications that have been created?

A:

Q: 3) Do you want a simplified view of the structure and functions of a notification to facilitate ease of use for occasional users?

A:

Q: 4) Which main criteria do you want to use to differentiate notifications? Will you want to use different notification types?

A:

Q: 5) Do you want to create notifications using copy models?

A:

Q: 6) How do you prioritize incoming notifications (complaints, queries and so on)?

A:

Q: 7) Do you define specific periods of time for processing notifications?

A:

Q: 8) List the business partners (internal and/or external) whose address information you require when creating the notification. Add other business partners, if necessary.

A:

Q: 9) How do you describe the problem? Do you use a verbal description or standard codes?

A:

Q: 10) Do you want to use specific catalogs for each material in notification processing?

A:

Q: 11) Do you want to attach electronic documents (for example, inspection reports) to the notification?

A:

Q: 12) Do you assign a responsible person to each task?

A:

Q: 13) Do you have ad-hoc tasks that you always carry out for different notification types or priorities? If so, describe these tasks.

A:

Q: 14) Do you want the person or coordinator responsible for a task to be notified automatically by the system?

A:

Q: 15) Do you want newly created notifications to be subject to an additional approval procedure?

A:

Q: 16) How do you want to structure the layout of your notification with regard to the problem description, execution, items, tasks, activities?

A:

Q: 17) Do you want to advise your employees of "related notifications" during notification processing?

A:

Q: 18) Do you want to allow or prevent certain procedures based on business processes/events?

A:

Q: 19) Do you record costs arising from complaints? Describe how you record these.

A:

Q: 20) Do you want to create and activate the QM order, based on the notification? Where are these costs to be settled?

A:

Q: 21) Which shop papers do you use to process notifications?

A:

Q: 22) How many notifications do you receive each day or each year?

A:

Q: 23) Do you record the performed activities that solved the customer problem in a standardized way (for example, using standardized codes) in order to evaluate possible solutions for a problem?

A:

Q: 24) How is a quality notification processed in your company? Describe the process for external or internal notifications.

A:

#### 1.2.3.2. Notification Archiving

**Questions:**

Q: 1) Describe your specific archiving requirements.

A:

Q: 2) Do you want to archive notifications? If so, provide a copy of your document archiving policy. If this is not available, please describe specific archiving requirements.

A:

### 1.2.4. Process Industry

**Questions:**

Q: 1) Should inspection results be recorded in QM or from the PI-sheet, either using a direct link to QM or by sending the information using a process message category to QM?

A:

### 1.2.5. Information System

#### 1.2.5.1. Evaluations in the Quality Information System (QMIS)

**Questions:**

Q: 1) Which analysis system is defined in your company?

A:

Q: 2) Please describe in detail the different analyses/reports that you will use.

A:

## 1.3. QM in Sales and Distribution

### 1.3.1. Quality Data Exchange

#### 1.3.1.1. Exchange Quality Data with Customers

**Questions:**

Q: 1) Do you want to send your quality data formatted (as a data record) to your customers? If so, do you want to send the data with a PDF file or separately?

A:

Q: 2) Is the formatted data to be copied immediately or is an employee to be informed about checking the copied data using the Workflow?

A:

### 1.3.2. Customer-Specific Inspection Specifications

**Questions:**

Q: 1) Do you use variant configuration?

A:

Q: 2) Do you want to change inspection specifications from PP or PP-PI using variant configuration?

A:

Q: 3) Which characteristics are to affect the variant configuration?

A:

Q: 4) Should unplanned inspection characteristics be included?

A:

Q: 5) Should planned inspection characteristics from inspection plans/routings be hidden?

A:

Q: 6) Should limits be changed?

A:

Q: 7) Do you use batch determination?

A:

Q: 8) Do you want to change the inspection specifications for quality inspections at delivery using batch determination?

A:

Q: 9) Which characteristics are to affect batch determination?

A:

### 1.3.3. Quality Inspection for Delivery and Return Delivery

**Questions:**

Q: 1) Will you process quality inspections for deliveries to customers? Please describe the procedures you use.

A:

Q: 2) Will you maintain inspection specifications or a quality level specific for customers, and process different quality inspections depending on the customer?

A:

Q: 3) Should inspections be suppressed for selected customers or customer/material combinations, or should goods issue occur despite an unsuccessful inspection?

A:

Q: 4) How and according to which criteria should quality inspections for delivery be dynamically modified?

A:

Q: 5) Do you want to perform different quality inspections for each customer?

A:

Q: 6) Do you want to perform different inspections for each usage in the sales order?

A:

Q: 7) Will you be carrying out quality inspections on material that has been returned by the customer?

A: [ ]Yes
[ ]No

Q: 8) Describe the quality inspection process for customer returns.

A:

Q: 9) Will your inspection process for materials returned from customers be the same or different than your inspection process for new materials.

A:

#### 1.3.3.1. Inspection Lot Creation

**Questions:**

Q: 1) Do you use inspection lot processing on pallet basis?

A:

Q: 2) During quality checks, do you transport the pallets to other sotrage locations before the usage decision?

A:

Q: 3) How and when should inspection lots be created for the delivery?

A:

Q: 4) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

Q: 5) Describe the type of intervals, at which you want to inspect (time-based, quantity-based or freely defined?).

A:

Q: 6) Do you want to print inspection instructions and sample-drawing instructions immediately at inspection lot creation?

A:

#### 1.3.3.2. Results Recording

**Questions:**

Q: 1) How do you record results (for example, qualitative, quantitative, attributive, variable, summarized, classified, or single values)?

A:

Q: 2) Do you want to record the results on the Internet?

A:

Q: 3) Do you want to record results using a handheld device (such as a Palm Pilot)?

A:

Q: 4) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 5) Do you want to use calculated characteristics?

A:

Q: 6) Should unplanned, conditional or calculated characteristics be used?

A:

Q: 7) How are inspection results to be valuated (for example, by comparing values to tolerance ranges, number of noncomforming units, manually or automatically, with valuation rules or user settings?).

A:

Q: 8) Does the recording of specific results automatically create a defect and quality notification? Is a workflow be triggered? Provide an example.

A:

Q: 9) Describe the different authorization levels for inspectors.

A:

Q: 10) Will you use digital signatures to authenticate the user's identity during results recording? ndustries.)

A: [ ]Yes
[ ]No

Q: 11) Should inspection results be printed? If so, at what stage and on which printer?

A:

Q: 12) Give examples of typical inspection instructions that you use in your company

A:

Q: 13) Should a quality notification be created and sent to the appropriate party based on an inspection? If so, which party?

A: [ ]Yes
[ ]No

Q: 14) Is there to be only one quality notification or are more quality notifications allowed?

A:

Q: 15) Do you want user-specific worklists with automatic, dynamic display?

A:

Q: 16) Will you use control charts to evaluate inspection results?

A: [ ]Yes
[ ]No

Q: 17) Will you record the costs for the quality inspection? If yes, will it be recorded by an annual order for each material or by separate orders for each material?

A:

Q: 18) Will you create internal QM orders to record inspection costs for all materials/inspection lots for a given period (general QM order)?

A: [ ]Yes
[ ]No

Q: 19) Will you record and evaluate inspection costs for individual inspection lots (individual QM orders)?

A: [ ]Yes
[ ]No

Q: 20) Will you use standard cost records for each type of inspection activity? Which activity types or rates are used?

A:

Q: 21) Will you define and confirm the actual inspection time for each inspection operation?

A:

Q: 22) What type of inspection activities (for example, machine, labor) are to be recorded in your inspection process?

A:

Q: 23) Describe how and when you want to settle quality costs (assign the calculated costs from the QM order to another cost center).

A:

Q: 24) How frequently will you perform settlement?

A:

Q: 25) Do you want to trigger the workflow if the control limits are exceeded (creation of a defect record)?

A:

Q: 26) Do you want a simple recording of defects (that is an inspection without inspection plan)?

A:

Q: 27) Will you record results for inspection points during the production process?

A:

Q: 28) Which type of interval (time-related, quantity-related, or freely defined) will you use to perform inspections?

A:

Q: 29) Should results for electrical test equipment be automatically copied?

A:

Q: 30) Should inspection results be evaluated within the SAP System or using another system (for example, a special statistics program)?

A:

Q: 31) Should times for inspection operations be confirmed?

A:

Q: 32) Should inspection results be recorded based on the operation or for partial lots?

A:

#### 1.3.3.3. Defects Recording

**Questions:**

Q: 1) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 2) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 3) Describe how you classify defects (for example, major defect or minor defect).

A:

Q: 4) Do you want to trigger a follow-up activity (Workflow) for specific defect classes, to document the processing of defects?

A:

Q: 5) Are the defects relevant for the calculation of the quality score?

A:

### 1.3.3.4. Usage Decision

**Questions:**

Q: 1) Who should make usage decisions for the inspection?

A:

Q: 2) Should automatic usage decisions be made for quality inspections for delivery?

A:

Q: 3) Please provide a list of your usage decision codes.

A:

Q: 4) Will you record all inspection results prior to posting a usage decision? Are there any exceptions (inspection termination)?

A:

Q: 5) Are there inspection characteristics, which should be inspected over a long period of time?

A:

Q: 6) Will you calculate quality scores based on the usage decision? Describe how quality scores are calculated.

A:

Q: 7) Will you be using automatic follow-up actions that are triggered by usage decisions? Describe these. spection lot is rejected or subsequent delivery).

A:

Q: 8) Will you use digital signatures to authenticate a user's identity in the usage decision process? (Note: This requirement applies primarily to the chemical and pharmaceutical industries.)

A: [ ]Yes
[ ]No

Q: 9) Is there an automatic proposal for batch valuation?

A:

Q: 10) Will your batches be classified?

A:

Q: 11) Will you make usage decisions for partial lots?

A: [ ]Yes
[ ]No

Q: 12) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A:

## 1.3.4. Certificate Creation

### 1.3.4.1. Creation of a Quality Certificate

**Questions:**

Q: 1) Which types of certificate will you create for your customers?

A:

Q: 2) Describe the typical layout that you use for quality certificates.

A:

Q: 3) Name the essential data for the certificate.

A:

Q: 4) Do you create user-specific quality certificates (layout)? If yes, are there differences in the layout and data contents? Give example copies.

A:

Q: 5) Which texts and information should the certificates contain?

A:

### 1.3.4.2. Certificate Profile and Profile Assignment

**Questions:**

Q: 1) Is the selection, display, and data source for the characteristic data user-specific, material-specific, or general?

A:

Q: 2) Should quality certificates only contain information about the finished product or also data about components from the production chain?

A:

Q: 3) Describe the origins of the characteristic data.

A:

Q: 4) At which level can certificate profiles be assigned?

A:

#### 1.3.4.3. Edit Recipient of Quality Certificate

**Questions:**

Q: 1) Should quality certificates be created manually for delivery?

A:

Q: 2) Should quality certificates be automatically created for delivery?

A:

Q: 3) Do you create certificates manually for batches?

A:

Q: 4) Do you create certificates manually for inspection lots?

A:

Q: 5) When are quality certificates created during delivery processing?

A:

Q: 6) Should a separate certificate be printed for each batch split item?

A:

Q: 7) Should several certificate copies be sent to different recipients?

A:

Q: 8) Where and how are certificates printed?

A:

Q: 9) Should outgoing certificates be archived?

A:

#### 1.3.4.4. Certificate Retrieval over Internet

**Questions:**

Q: 1) Do you want to allow your customers to retrieve quality certificates over the Internet?

A:

Q: 2) Do you want to enable your customers to display PDF files?

A:

### 1.3.5. Q-Notifications for a Customer Complaint

#### 1.3.5.1. Creation and Processing of Quality Notifications

**Questions:**

Q: 1) In your company, who is responsible for the receipt or creation of quality notifications?

A:

Q: 2) In your company, who is responsible for processing the quality notifications that have been created?

A:

Q: 3) Do you want a simplified view of the structure and functions of a notification to facilitate ease of use for occasional users?

A:

Q: 4) Which main criteria do you want to use to differentiate notifications? Will you want to use different notification types?

A:

Q: 5) Do you want to create notifications using copy models?

A:

Q: 6) How do you prioritize incoming notifications (complaints, queries and so on)?

A:

Q: 7) Do you define specific periods of time for processing notifications?

A:

Q: 8) List the business partners (internal and/or external) whose address information you require when creating the notification. Add other business partners, if necessary.

A:

Q: 9) How do you describe the problem? Do you use a verbal description or standard codes?

A:

Q: 10) Do you want to use specific catalogs for each material in notification processing?

A:

Q: 11) Do you want to attach electronic documents (for example, inspection reports) to the notification?

A:

Q: 12) Do you assign a responsible person to each task?

A:

Q: 13) Do you have ad-hoc tasks that you always carry out for different notification types or priorities? If so, describe these tasks.

A:

Q: 14) Do you want the person or coordinator responsible for a task to be notified automatically by the system?

A:

Q: 15) Do you want newly created notifications to be subject to an additional approval procedure?

A:

Q: 16) How do you want to structure the layout of your notification with regard to the problem description, execution, items, tasks, activities?

A:

Q: 17) Do you want to advise your employees of "related notifications" during notification processing?

A:

Q: 18) Do you want to allow or prevent certain procedures based on business processes/events?

A:

Q: 19) Do you record costs arising from complaints? Describe how you record these.

A:

Q: 20) Do you want to create and activate the QM order, based on the notification? Where are these costs to be settled?

A:

Q: 21) Which shop papers do you use to process notifications?

A:

Q: 22) How many notifications do you receive each day or each year?

A:

Q: 23) Do you record the performed activities that solved the customer problem in a standardized way (for example, using standardized codes) in order to evaluate possible solutions for a problem?

A:

Q: 24) How is a quality notification processed in your company? Describe the process for external or internal notifications.

A:

Q: 25) Do you allow your customers to create complaints in your system using the Internet?

A:

#### 1.3.5.2. Notification Archiving

**Questions:**

Q: 1) Describe your specific archiving requirements.

A:

Q: 2) Do you want to archive notifications? If so, provide a copy of your document archiving policy. If this is not available, please describe specific archiving requirements.

A:

### 1.3.6. Information System

#### 1.3.6.1. Evaluations in the Quality Information System (QMIS)

**Questions:**

Q: 1) Which analysis system is defined in your company?

A:

Q: 2) Please describe in detail the different analyses/reports that you will use.

A:

## 1.4. Test Equipment Management

### 1.4.1. Maintenance Planning

**Questions:**

Q: 1) Note: For information about the maintenance plan, see documentation on master data.

A:

#### 1.4.1.1. Maintenance Plan Scheduling

**Questions:**

Q: 1) Do you schedule your maintenance plans manually, or should the system perform the scheduling automatically?

A:

#### 1.4.1.2. Maintenance Call Processing

**Questions:**

Q: 1) Which objects should be generated for maintenance calls?

A:

Q: 2) Should scheduled orders be released automatically when they are created?

A: [ ]Yes
[ ]No

### 1.4.2. Maintenance Order

#### 1.4.2.1. Maintenance Order Creation/Processing

**Questions:**

Q: 1) What different types of maintenance do you have in your company (for example, preventive maintenance, repair, installation)? Create a list of the maintenance types and outline the differences in planning and execution.

A:

Q: 2) Mark in the following list whether maintenance tasks are performed by employees and/or contractors.

A:

Q: 3) What information about labor resources (for example, availability and number of people, duration of work, split of operation) do you require from the system when planning maintenance orders?

A:

Q: 4) How do you proceed with an external assignment with the sub-contractor? Choose one or more of the following options.

A:

Q: 5) Do you want to be able to process related notification and order data collectively in a single form?

A:

Q: 6) Will several technicians work on the same maintenance task?

A: [ ]Yes
[ ]No

Q: 7) Do you want to assign individual operations to particular people?

A:

Q: 8) Do you want to configure a special search help for partners in your order?

A:

Q: 9) For which operation types do you want to represent the operation description using service specifications?

A:

Q: 10) Do you want to define skills and/or qualifications for maintenance order operations?

A: [ ]Yes
[ ]No

Q: 11) Do you provide the technicians who perform the preventive maintenance with a list of activities? If yes, how detailed are they?

A:

Q: 12) Do you use pre-defined task lists in work order planning?

A: [ ]Yes
[ ]No

Q: 13) If yes, which of the following types of task lists do you require?

A:

Q: 14) Do you assign materials (spare parts) to work orders during the planning phase?

A: [ ]Yes
[ ]No

Q: 15) Which rules do you use to determine material availability (for example, daily requirements, individual requirements)?

A:

Q: 16) How do you want to plan materials that must be purchased during the planning phase?

A:

Q: 17) Do you want to generate purchase requisitions and reservations when the order is created?

A:

Q: 18) Do you want to create purchase requisitions directly from the maintenance order during the planning phase?

A: [ ]Yes
[ ]No

Q: 19) Do you want to generate collective purchase requisitions or individual purchase requisitions for each external item?

A:

Q: 20) How do you want to plan special tools, documents and so on, which are required to execute maintenance activities?

A:

Q: 21) Do you use work order permits, for example, to manage working conditions or safety matters?

A: [ ]Yes
[ ]No

Q: 22) At what intervals do you want to schedule work (for example, daily, weekly, monthly)?

A:

Q: 23) How do you want to prioritize work?

A:

Q: 24) At which level do you plan work (for example, for a shift, crew, skill, qualification, or an individual person and so on)?

A:

Q: 25) How detailed is your planning (for example, usage backlog, capacity evaluation, capacity scheduling)?

A:

Q: 26) Should the capacity load, which was formed for all the capacity types of the PP work centers, be reduced for the duration of a maintenance task planned in a work order?

A:

Q: 27) Do you want to use paging in your company as an additional form of communication?

A:

Q: 28) Do you use maintenance orders for processing investment measures? If yes, should the asset under construction be created automatically or manually?

A:

Q: 29) Do you want the maintenance order to be integrated with one of the following Controlling components?

A:

#### 1.4.2.2. Maintenance Order Release

**Questions:**

Q: 1) Who in your organization is allowed to release maintenance orders (for example, maintenance planner, dispatcher)?

A:

Q: 2) Do you need to restrict the release until a process is completed or authorization obtained? If yes, describe the process.

A:

Q: 3) Are there instances where orders should be released automatically?

A:

#### 1.4.2.3. Order Execution

**Questions:**

Q: 1) Note: This process is only for maintenance activities performed manually on technical systems by the technician.

A:

Q: 2) How is material withdrawn for the order?

A:

Q: 3) Do you work with closed or open warehouses?

A:

Q: 4) Should the warehouse be informed of imminent material withdrawals using a material availability slip?

A:

#### 1.4.2.4. Overall Completion Confirmation

**Questions:**

Q: 1) Which employees confirm which data?

A:

Q: 2) Are internal services confirmed?

A:

#### 1.4.2.5. Order Settlement

**Questions:**

Q: 1) Who settles orders in your company and when?

A:

Q: 2) How do you want to settle maintenance orders in general?

A:

Q: 3) How often and according to which rules do you want to settle orders ?

A:

Q: 4) Do you intend to set up a profit center analysis within your company?

A: [ ]Yes
[ ]No

Q: 5) Do you want to examine your cost elements for the settlement of orders in greater detail?

A:

#### 1.4.2.6. Order Completion

**Questions:**

Q: 1) Who decides whether the work is fully completed (business completion) and when?

A:

Q: 2) Which criteria do you use to decide whether work is fully completed?

A:

### 1.4.3. Service Order

#### 1.4.3.1. Order Creation and Processing

**Questions:**

Q: 1) What different types of service do you provide (for example, preventive maintenance, repair, installation)? List the service types and outline the differences in planning and execution.

A:

Q: 2) Do you want to be able to process related notification and order data collectively in a single form?

A:

Q: 3) Mark in the following list whether services are performed by internal service technicians and/or sub-contractors.

A:

Q: 4) When do you plan your service order; what information do you require from the system with regard to labor resources (for example, availability of service technician, number of people, duration of work)?

A:

Q: 5) How do you proceed with an external assignment with the sub-contractor? Choose one or more of the following options.

A:

Q: 6) Do you want to define skills and/or qualifications for order operations?

A: [ ]Yes
[ ]No

Q: 7) Do you ever have more than one service technician working on the same service?

A: [ ]Yes
[ ]No

Q: 8) Do you want to assign individual operations to particular people?

A:

Q: 9) Do you want to configure a special search help for partners in your order?

A:

Q: 10) For which operation types do you want to represent the operation description using service specifications?

A:

Q: 11) Do you provide the service technicians who perform a service with a list of individual activities (task list)?

A:

Q: 12) Do you use pre-defined task lists in order planning?

A: [ ]Yes
[ ]No

Q: 13) If yes, which of the following types of task lists do you require?

A:

Q: 14) How do you manage the spare parts required for the service? For example, who plans the required parts, how will the spare parts arrive at the customer?. Describe the process in detail.

A:

Q: 15) Which rules do you use to determine material availability (for example, daily requirements, individual requirements)?

A:

Q: 16) How do you want to plan materials that must be purchased during the planning phase?

A:

Q: 17) Do you want to generate purchase requisitions and reservations when the order is created?

A:

Q: 18) Do you want to create purchase requisitions directly from the maintenance order during the planning phase?

A: [ ]Yes
[ ]No

Q: 19) Do you want to generate collective purchase requisitions or individual purchase requisitions for each external item?

A:

Q: 20) Do you consider permits in connection with orders, for example, with regard to working conditions or safety aspects? If yes, describe your permit procedures.

A:

Q: 21) How do you want to prioritize work?

A:

Q: 22) At which level do you schedule work (for example, for a shift, crew, skill, qualification, or an individual person and so on)?

A:

Q: 23) How exact is your scheduling (for example, usage backlog, capacity evaluation, capacity scheduling)?

A:

Q: 24) Do you want to use paging in your company as an additional form of communication?

A:

Q: 25) Do you sell service products for a fixed price?

A: [ ]Yes
[ ]No

Q: 26) Do you want to use the service order as the basis for creating quotations for your customers?

A:

#### 1.4.3.2. Maintenance Order Release

**Questions:**

Q: 1) How do you decide that a service is ready to be performed? If necessary, differentiate by service type. Is this decision a separate process step, and who makes the decision?

A:

#### 1.4.3.3. Order Execution

**Questions:**

Q: 1) Note: This process is only for service activities performed manually on technical systems by the technician.

A:

Q: 2) How is material withdrawn for the order?

A:

Q: 3) Do you work with closed or open warehouses?

A:

#### 1.4.3.4. Overall Completion Confirmation

**Questions:**

Q: 1) Which employees confirm which data?

A:

Q: 2) Are internal services confirmed?

A:

#### 1.4.3.5. Order Settlement

**Questions:**

Q: 1) Who settles orders in your company and when?

A:

Q: 2) How do you want to settle service orders in general?

A:

Q: 3) How often and according to which rules do you want to settle orders ?

A:

Q: 4) Do you want to examine your cost elements for the settlement of orders in greater detail?

A:

Q: 5) Do you analyse the profitability of single service contracts, including all related service costs and service revenues?

A: [ ]Yes
[ ]No

Q: 6) Do you intend to have service profitability analysis or profit center analysis within your company?

A:

Q: 7) If you have a profitability analysis, how is this structured?

A:

#### 1.4.3.6. Order Completion

**Questions:**

Q: 1) Who decides whether the work is fully completed (business completion) and when?

A:

Q: 2) Which criteria do you use to decide whether work is fully completed?

A:

## 1.4.4. Quality Inspection for the Technical Object

### 1.4.4.1. Inspection Lot Creation

**Questions:**

Q: 1) How should inspection lots for goods receipts be created?

A:

Q: 2) Should the goods receipt be posted to inspection stock?

A:

Q: 3) Describe the inspection instructions and specification, as well as all other documents relevant to the quality inspection.

A:

### 1.4.4.2. Results Recording

**Questions:**

Q: 1) How do you record results (for example, qualitative, quantitative, attributive, variable, summarized, classified, or single values)?

A:

Q: 2) Do you want to record the results on the Internet?

A:

Q: 3) Do you want to record results using a handheld device (such as a Palm Pilot)?

A:

Q: 4) Should unplanned, conditional or calculated characteristics be used?

A:

Q: 5) How are inspection results to be valuated (for example, by comparing values to tolerance ranges, number of noncomforming units, manually or automatically, with valuation rules or user settings?).

A:

Q: 6) Does the recording of specific results automatically create a defect and quality notification? Is a workflow be triggered? Provide an example.

A:

Q: 7) Describe the different authorization levels for inspectors.

A:

Q: 8) Will you use digital signatures to authenticate the user's identity during results recording? ndustries.)

A: [ ]Yes
[ ]No

Q: 9) Give examples of typical inspection instructions that you use in your company

A:

Q: 10) Should a quality notification be created and sent to the appropriate party based on an inspection? If so, which party?

A: [ ]Yes
[ ]No

Q: 11) Will you use control charts to evaluate inspection results?

A: [ ]Yes
[ ]No

#### 1.4.4.3. Defects Recording

**Questions:**

Q: 1) Will you perform defects recording in addition to or as an alternative to results recording by inspection characteristics?

A:

Q: 2) Will you use defect codes and code groups to catalog and determine defects? Describe the current structure of the defect codes.

A:

Q: 3) Describe how you classify defects (for example, major defect or minor defect).

A:

Q: 4) Do you want to trigger a follow-up activity (Workflow) for specific defect classes, to document the processing of defects?

A:

Q: 5) Are the defects relevant for the calculation of the quality score?

A:

#### 1.4.4.4. Usage Decision

**Questions:**

Q: 1) Who should make usage decisions for the inspection?

A:

Q: 2) Please provide a list of your usage decision codes.

A:

Q: 3) Describe the inventory posting types that are triggered by a usage decision.

A:

Q: 4) Will you record all inspection results prior to posting a usage decision? Are there any exceptions (inspection termination)?

A:

Q: 5) Will you calculate quality scores based on the usage decision? Describe how quality scores are calculated.

A:

Q: 6) Will you be using automatic follow-up actions that are triggered by usage decisions? Describe these. spection lot is rejected or subsequent delivery).

A:

Q: 7) Will you use digital signatures to authenticate a user's identity in the usage decision process? (Note: This requirement applies primarily to the chemical and pharmaceutical industries.)

A: [ ]Yes
[ ]No

Q: 8) Provide a copy of your document archiving method if available. If this is not available, describe your specific archiving requirements.

A: