

### ***Axapta Quality Management Module***

Axapta Quality Management by Lean Projects supports the quality management process. Quality Management is a process-focused approach to ensure customer satisfaction and continuous improvement.

Axapta Quality Management is fully focused on these main goals of the quality management process and supports companies using Navision Axapta as their ERP-System in the efficient and timely administration of customer complaints, error incidents in production and corrective action management.

### ***Axapta Quality Management***

Axapta Quality Management is fully integrated with Navision Axapta and is easily extendable through Axapta's Layer technology.

#### **Features**

- Tracks all external and internal quality incidents like customer complaints, internal errors, corrective action requests and supports detailed information on all relevant information during the whole life cycle of the incident.
- Incidents can easily be created from sales orders, purchase orders and production orders.
- Overview screens allow filtering of the incidents database by numerous criteria.
- Supports advanced status control and to-do lists in order to resolve incidents quickly.
- Extendable reporting to communicate past due incidents, failure cost per definable dimensions.
- All related document can easily be attached to the incident.
- Failure reasons and other statistical dimensions can be individually defined.

## Incident Reporting

Axapta Quality Management is a full featured corrective action system that includes everybody in the implementation of continuous improvement systems.

*The main incident screen with types and status information*

Fehlernr.	Titel	Debitorenkonto	Auftrag	Fehlertyp	Datum	Status	M.
FM1094	Falsche Stanzung	11475	A932300	FI	27.8.2002	Schbeh	<input type="checkbox"/>
FM1095	Stückzahl nicht erreicht	10404	A931614	FI	28.8.2002	Schbeh	<input type="checkbox"/>
FM1096	verlängt	3006	A932110	FI	30.8.2002	Neu	<input type="checkbox"/>
FM1097	Höhe des oberen Faches stimmt nicht	2252	A929800	KR	3.9.2002	Neu	<input type="checkbox"/>
FM1098	Falsche Maße stehen über	2252	A927182	KR	3.9.2002	Neu	<input type="checkbox"/>
FM1099	verlängt	2298	A920253	FI	5.9.2002	Neu	<input type="checkbox"/>
FM1090	Zurückholung	2298	A920253	FI	5.9.2002	Neu	<input type="checkbox"/>
FM1091	Falsche Kalkulation	7177	A932154	FI	6.9.2002	Neu	<input type="checkbox"/>
FM1092	Aufweinsperforation nicht durchgestanzt	2533	A931043	KR	9.9.2002	Neu	<input type="checkbox"/>
FM1093	fehlerhafte Klebung	7038	A927571	KR	9.9.2002	Neu	<input type="checkbox"/>
FM1094	Falsche Auftragskalkulation (Flachbettstanze statt Autoplatine)	7044	A932620	FI	9.9.2002	Neu	<input type="checkbox"/>
FM1095	Plakal zu kurze Drahtstäbe u. keine Flachdrahtstäbe	9858	A931494	KR	10.9.2002	Neu	<input type="checkbox"/>
FM1096	1/4 Holzpalette ohne einseitigen Rücksprung von 120 mm	2501	A929634	KR	10.9.2002	Neu	<input type="checkbox"/>
FM1097	Unterlieferung	214	A932866	FI	12.9.2002	Neu	<input type="checkbox"/>
FM1098	Schraubschliche, Schlechte Klebung	209	A933428	KR	4.12.2002	Neu	<input type="checkbox"/>
FM1099	Test Erstellung Fehlermeldung	6	A933435	FE	13.12.2002	Neu	<input type="checkbox"/>

To maintain high customer satisfaction level, it is equally important to track customer complaints efficiently and to resolve customer complaints in a very short time frame.

### The Incident Screen

New incidents can be created directly from all relevant places in Navision Axapta. The incident will be created by the person detecting the failure or getting the customer complaint. A very simple screen allows the incidents to be recorded at the place where the problem occurs.

The incident can be assigned to various Navision Axapta objects like sales order, customer, vendor, purchase order, inventory item.

All incidents are handled in the same screen. A type allows distinguishing between customer complaints, internal errors and improvement request.

### Classification

One of the main benefits of a quality management system is the ability to analyse where and why errors occur in the organization.

Axapta Quality Management allows assigning various codes to each incident. Several reports and statistics support the in-depth analysis of error reasons and allow taking the right corrective actions.

## Actions

The quality manager may assign any number of actions to an incident. Optionally, an e-mail message can be sent to the responsible person to notify her about the actions to take.

Past due actions can easily be tracked by a screen.

### Cost

Any number of cost transactions can be recorded for every incident. The cost amount and the cost centre can be entered. This allows to analyse the cost by customer, vendor, cost centre etc. very easily.

### Documents

In order to maintain a full history and documentation of the incident in the system, any number of documents may be attached to the incident. The documents may include Word and Excel files, photographs, CAD drawings and e-mail messages sent to customers and internal partners.

### Status Tracking

The status tracking is a central part of every quality management system. By assigning a current status and the ability to assign the next status and the responsible person for the next status, the progress of every incident can easily be tracked. Reports are available to show the past due actions which will support the goal of a timely closing of incident reports.

### Parameters

Like all other Navision Axapta modules, Axapta Quality Management can be setup to

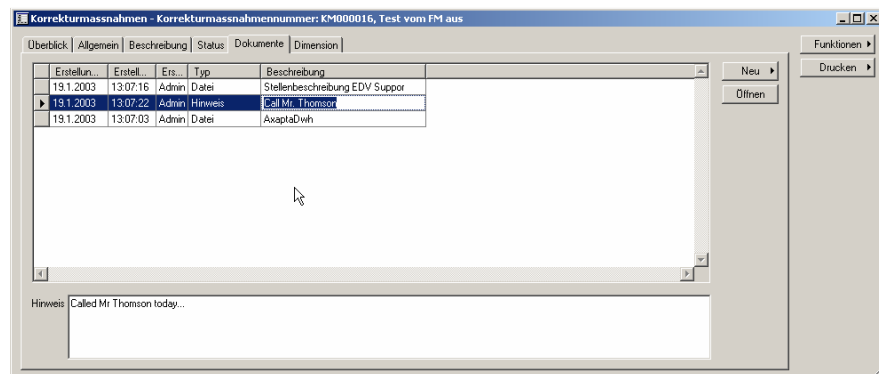
suit your needs very easily. Incident types, status codes, cost centres and cost accounts can be configured to meet your company's requirements.

### Corrective Action Requests

Corrective action requests can either be generated based on incident reports or can be raised by the quality manager manually.

The status of corrective actions can be tracked online or using printed reports.

*Any number of documents can be assigned to incidents and corrective actions*



### Documents and Actions

For corrective actions any number of documents and to-do's can be assigned.

### Vendor Management

Using Navision Axapta's purchase order module, the failure cost of vendors can easily be tracked. Every incident can be assigned to a vendor account. For one incident, error cost can be assigned to a number of vendors.

This allows generating report about the vendor performance containing information about total purchase order volume, number of purchase orders, vendor classification (A, B, C) and incurred cost by failure deliveries etc.

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