

GAD Field Quality Feedback System

Powered by



MS PowerApps



MS SharePoint



MS Approvals



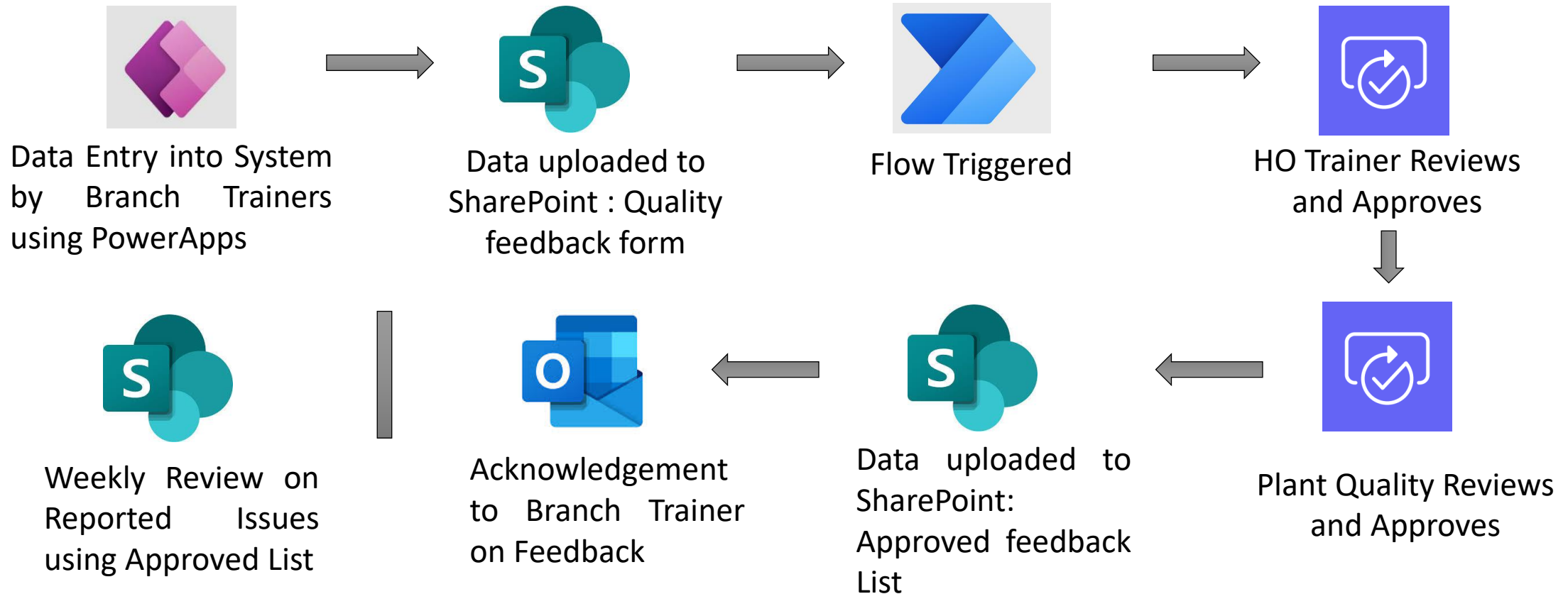
MS Outlook



MS Power Automate

Objective : Streamlining and automating flow of information from field to plant as well as providing means for 360 deg feedback.

Flow Snapshot



Step 1 : Data Entry into System by Branch Trainers using PowerApps



Quality Feedback Form

Product Category
Find items

* Title

* Product Itemcode
Find items

Serial No.

Complaint No.

* Observation

Attachments
There is nothing attached.
Attach file

Quality Feedback Form

Attachments
There is nothing attached.
Attach file

Action Taken at Field

Branch Suggestions

Step 2 : Automatic data upload to SharePoint List : Quality Feedback form



GAD Quality Feedback System

Private group

☆ Not following

👤 6 members

Home

Conversations

Documents

Shared with us

Notebook

Pages

Site contents

Recycle bin

Edit

+ New



Edit in grid view



Share



Export to Excel



Power Apps



Automate



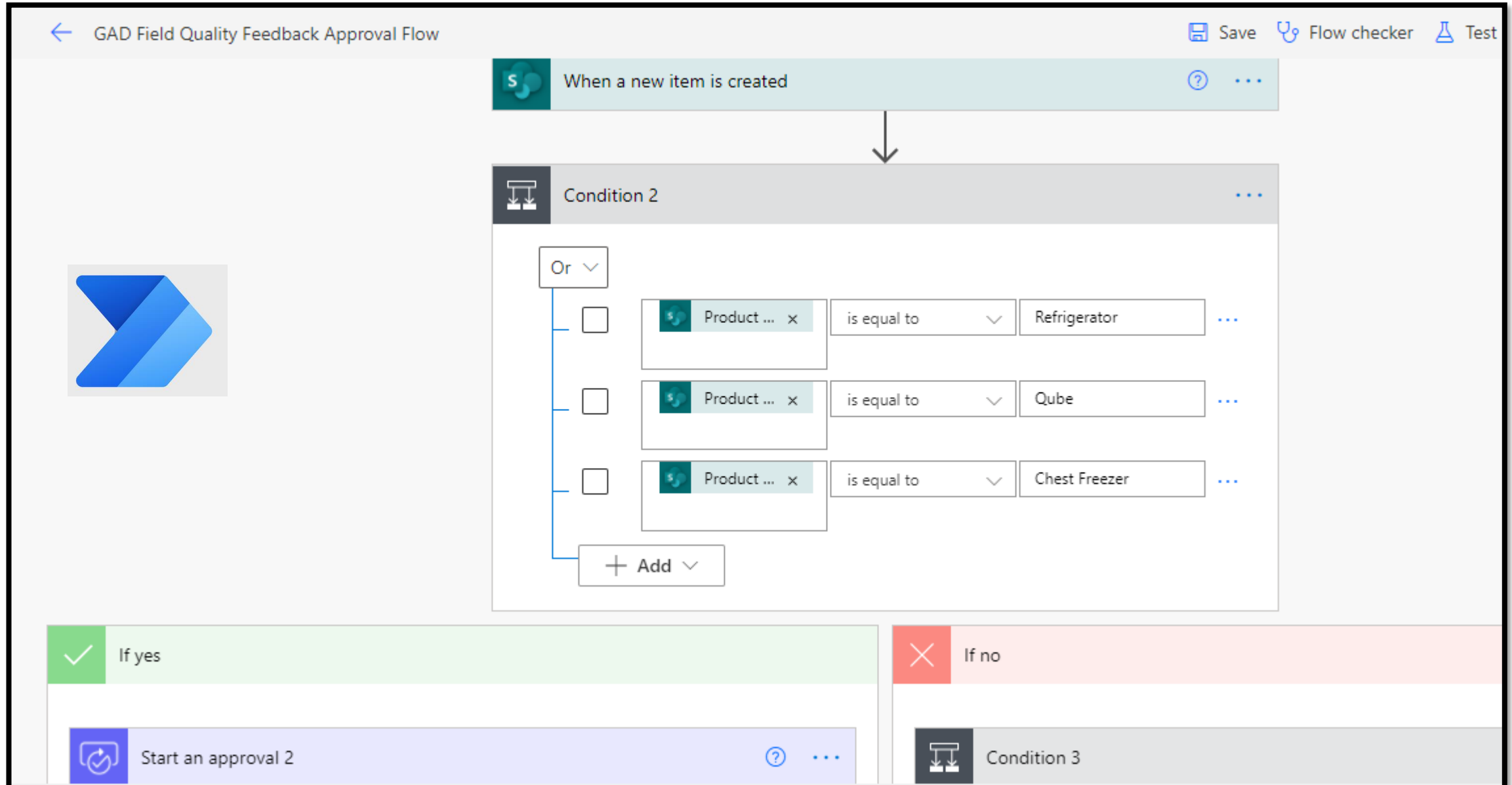
≡ All Items



Quality Feedback Form



ID	Product Category	Product Itemco...	Serial No.	Observation	Action Taken at...	Branch Suggest...
33	Medical Refrigerator	MR GVR 99L AB White/41103015SD0003 1	210100031MR00864	Data logger sensor resistance value was changed	Data logger sensor will be change	NA
34	Washer	WSEDGE ULT 80 5.0 DB2 M WHBK/52141601SD003 38	210200308SW00675	Spin motor less torque with out load	Demo call customer not allowed to repair	Motor quality to be improved
37	Chest Freezer	DH EPenta 525D 41 CMF2M RW/24131601SD00068	201200068CR00227	REFRIGERENT LEAKAGE FOUND FROM BODY CONDENSOR TO DRIER JOINT	LOCK RING REMOVED & COPPER PIPE JOINT WITH PROPER BRAZING	NA

Step 3 : Start of flow based on Product Categories



Step 4 : Review of Feedback by respective HO Trainer

← GAD Field Quality Feedback Approval Flow Save Flow checker Test



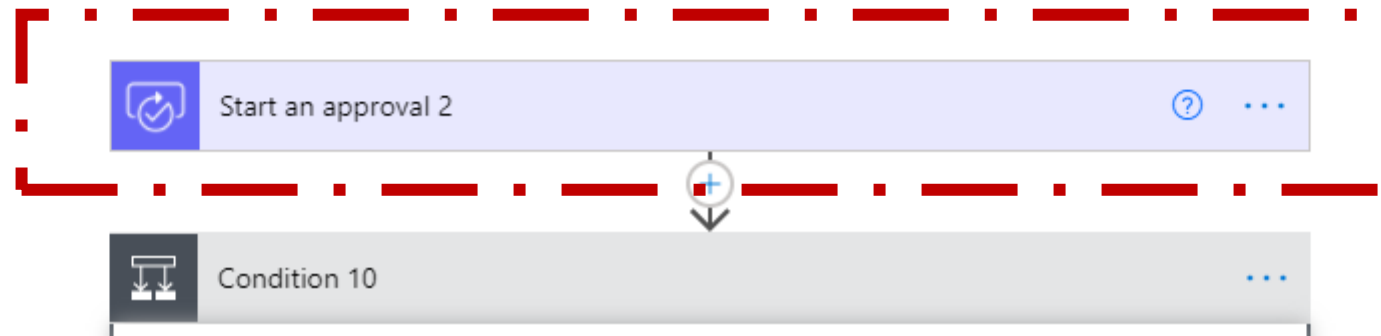
Condition 2

Or ▾

<input type="checkbox"/>	Product ... x	is equal to ▾	Refrigerator
<input type="checkbox"/>	Product ... x	is equal to ▾	Qube
<input type="checkbox"/>	Product ... x	is equal to ▾	Chest Freezer
<div>+ Add ▾</div>			



If yes


HO Trainer Approval Step




Auto-Mail using Power Automate

Product Feedback : Body liner crack by Kuldip Titarmare from Nagpur

 Microsoft Flow <macount@microsoft.com>
To  Arpit Agrawal

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 Approvals | Power Automate

Product Feedback : Body liner crack by Kuldip Titarma...

Created by Arpit Agrawal <arpitag@godrej.com>

Requested for **Kuldip Titarmare** <kuldipt@godrej.com>

Date Created 05 March 2021 13:49
Link [Body liner crack](#)

Approval Request

Date Created 05 March 2021 17:11
Link [MR GBR 225L AE WHITE](#)

Approval Request

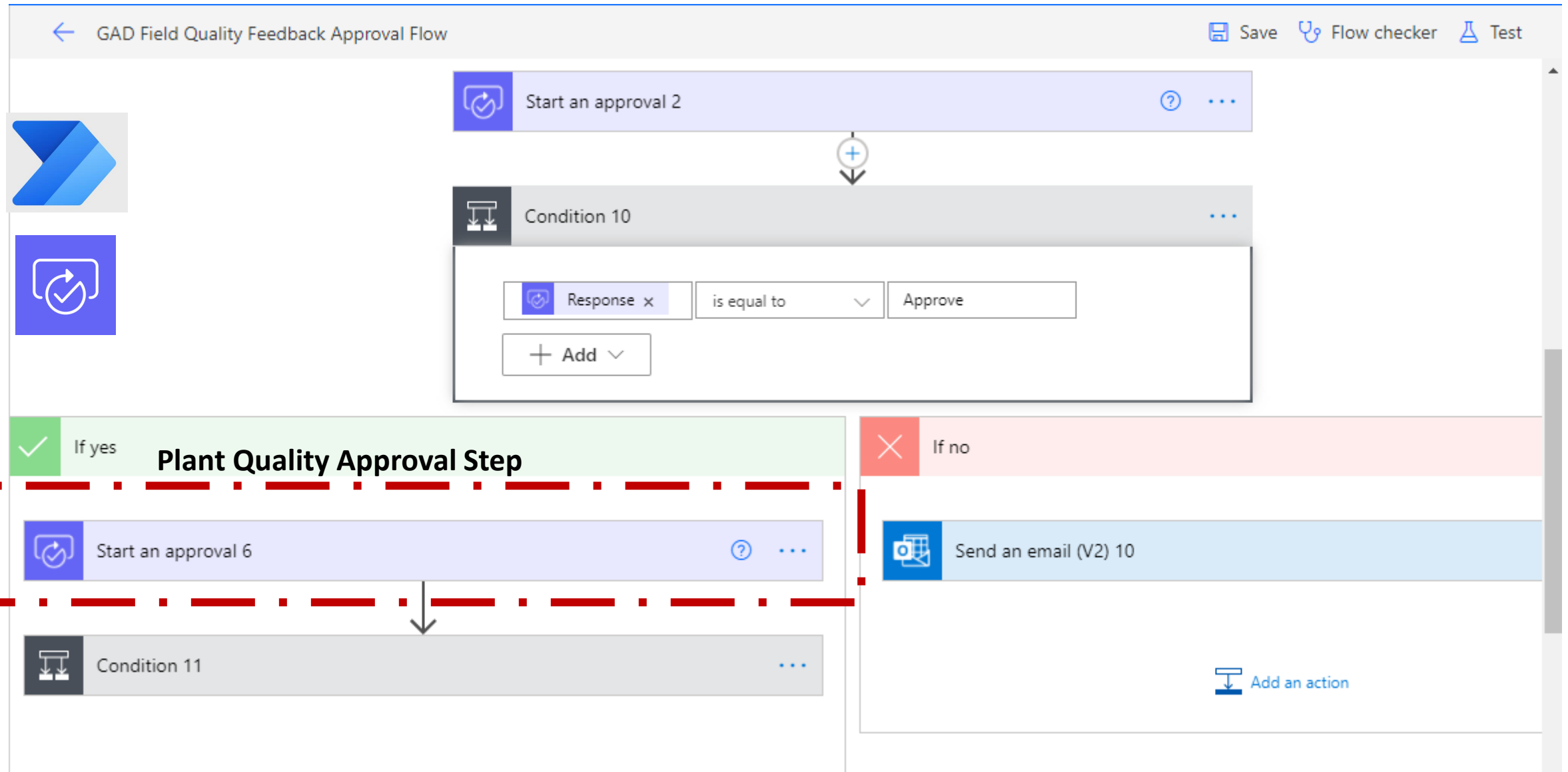
Comments

Enter comments

Link to Data Item

Comments
section for
approver's inputs

Step 5 : Review of Feedback by respective Plant Quality Personnel upon approval by HO Trainer



Step 7 : Acknowledgment to Branch Trainer along with Comments



All Comments shared to Branch Trainer via email

← GAD Field Quality Feedback Approval Flow

Send an email (V2) 12

*To: Created By Email x

*Subject: Title x - Approved

*Body:

Font 12 B I U [Rich Text Icons]

Your feedback has been acknowledged.

Title : Title x

Product Category : Product Category x

Product Itemcode : Product Itemcode x

Serial No. : Serial No. x

Observation : Observations x

Suggestions : Suggestions x

HO Trainer Comments : Comments x

Plant Quality Comments : Comments x

Advantages/Benefits

- Capture of required info. in one go through form-based Feedback Submission.
- Data upload at Single location making easy for each stakeholder to view or review.
- Automated flow eliminates dependency on receiver of the mail to forward the information further.
- Approved List makes ready reckoner for Quality improvement status and follow-up. Separate tracker need not to be maintained by respective departments which is the case presently.
- Dynamic App allows for real time update and modification as per user inputs or business requirement.

Thankyou