

Complaint Dashboard Technical Reference



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Controls and Filters



Controls and Filters

Select					
Created Year Created ... ▾	Created Month Created ... ▾	PHT PHT ▾	BU BU ▾	Category Category ▾	Status Status ▾
PPI/PSI PPI/PSI ▾	Country Country ▾	Product Product ▾	Assigned To Assigned ▾	Confirmation Status Confirmati... ▾	

Search	
Component Description Component ▾	Component Number Component Number ▾

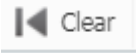
All Controls and Filters in the QlikView dashboard are **global** which means that they will act as a filter for all of the plots and reports in the dashboard.

This is true for all tabs.

All data elements in the dashboard can be used as a filter including a row of data in a table.

If the row of data is selected then the entire dashboard will be filtered by that one row of data.

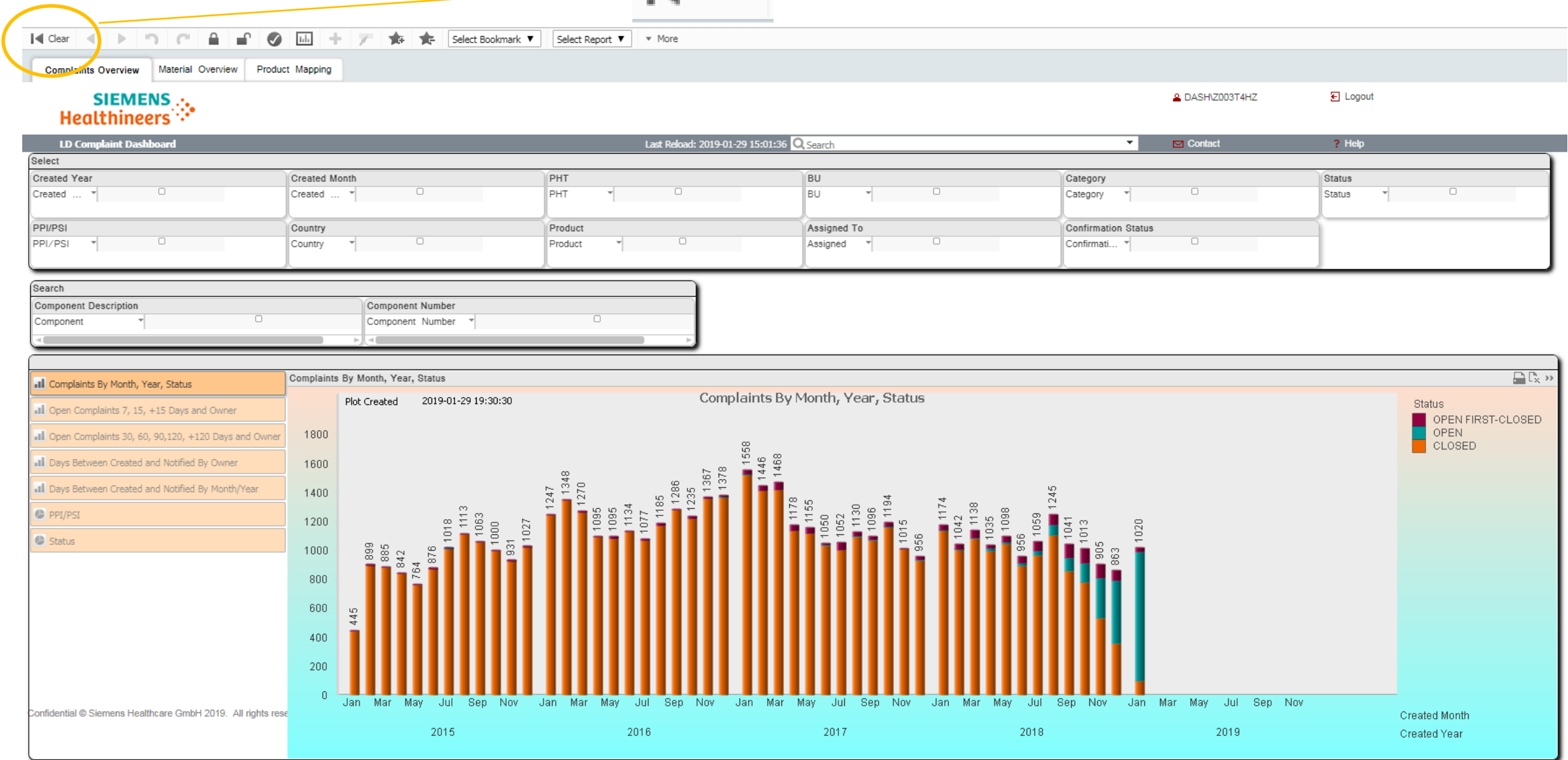
Some filters are simple drop down lists and others allow users to do a text search.

The dashboard also comes with a global clear button in the upper left hand corner  which clears all filters and should always be used after a query to clear the dashboard before a new query is made.

If no filters are selected then all of the data in the data set will be displayed in the dashboard.

Controls and Filters

Master Clear button will clear the dashboard



Controls and Filters – Selecting from a drop down list

Drop Down Filters –

To select from a drop down filter select the arrow on the drop down list which will cause the list to display.

Select the item from the list using the mouse.

Selected items will be highlighted in green.

To select multiple items hold down the control key and then select the items.

To deselect items hold down the control key and deselect the items with the mouse.

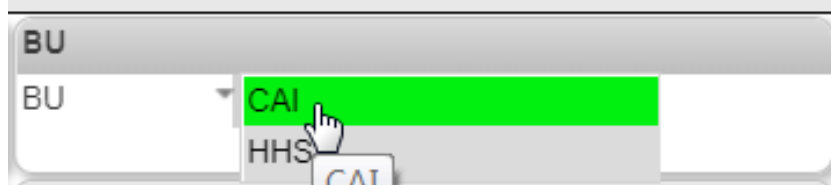
Deselected items will no longer appear green.

Note that if no filter is selected then all of the data will be displayed.

Controls and Filters – Selecting from a drop down list



To display the list click the down arrow



Select an item by using the mouse. Selected items appear green.



To select multiple items, hold down the control key and select with the mouse.

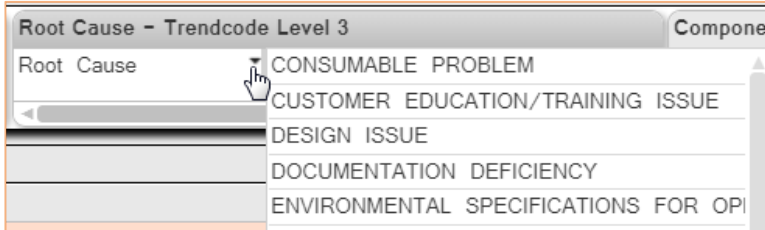


To de-select items from the list hold down the control key and de-select using the mouse. These items will no longer appear green.

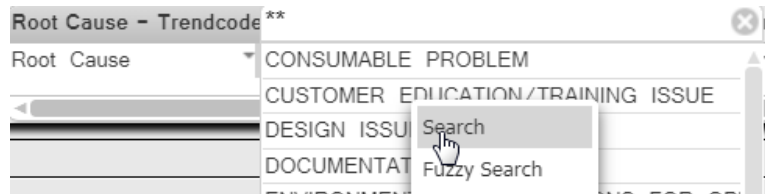
Controls and Filters – Text based search tool

To do a text based search using a filter, select the drop down list to display the text. In the text field, right click the mouse to bring up the 'Search' tool . The list will return rows having the text highlighted in yellow. Select the item using the mouse. To select multiple items hold down the control key and select using the mouse. Selected items appear green. To deselect items hold down the control key and click the items to be deselected. Deselected items will no longer be green.

Controls and Filters – Text based search tool



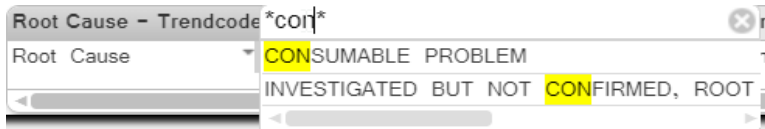
To perform a text search select the arrow to display the list.



Place mouse in the text region and right click.

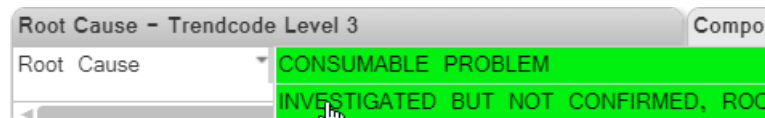
This will invoke the 'Search' feature.

At the top of the list you will see two wild cards * *.



At the top of the list you will see two wild cards * *.

Enter text between the wild cards and the list will return any text containing the selection highlighted in yellow.



Select the text using the mouse. Selected items are green.

For multi-select hold down the control key and make selection.











To deselect items hold down control key and select.

Deselected items are no longer green.

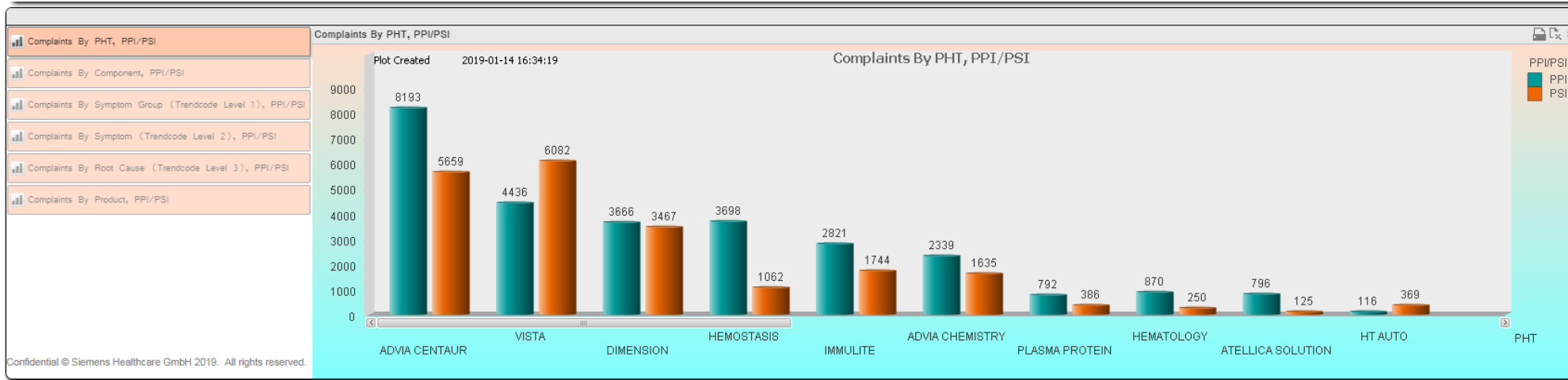
Controls and Filters – The Filter Window

Filter selections will appear in the Filter Window.
The Filter Window is located at the top of the dashboard .
It will display the filter and it's settings for each filter that is selected.
Each filter can be cleared by selecting the 'eraser' in front of the selected items.

PHT			ADVIA CENTAUR
CATEGORY			ASSAY
OPEN STATUS			OPEN
CREATED_YEAR			2018, 2019

Controls and Filters – Working with plot controls

Plots can be accessed by making a selection from the side menu. The plots are timestamped in real time as UTC + 1:00 which is German time.



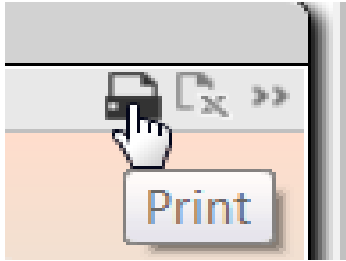
Plots can be printed and saved as PNG files, they can be viewed in tabular form and they can be output into an Excel sheet in tabular form by using the controls in the upper right corner .

The three icons in the upper right corner represent **Print**, **Send to Excel** and **Fast change** which displays the plot as a data table.



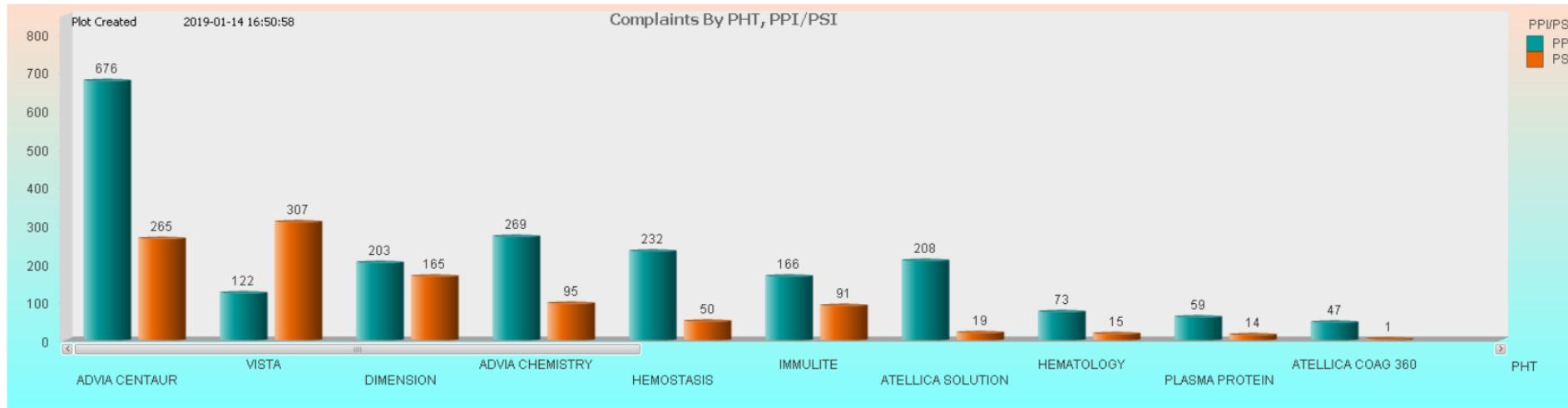
The three icons in the upper corner represent 'Print', 'Send to Excel' and 'Fast change' features. Note that 'Print' appears as a printer icon, 'Send to Excel' appears as an Excel icon, and 'Fast change' appears as two forward pointing arrows '>>'.

Controls and Filters – Working with plot controls contd.

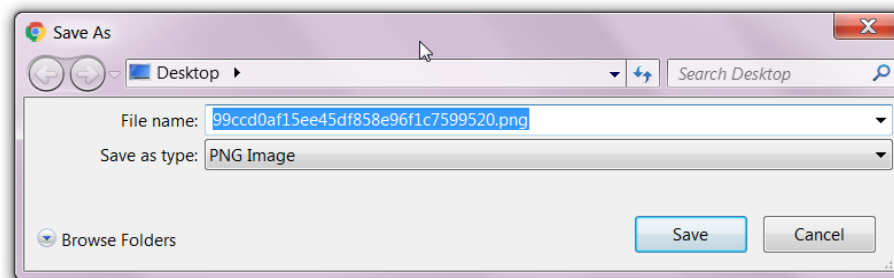


Print – The 'Print' feature appears as a printer icon in the upper right hand corner of the plot. The print feature allows the user to print an image of the plot to a new web page. The image includes the timestamp and also the filter settings at the time the plot was printed. A print window may pop up with a link when Print is selected. Click the link to print the image to a new page.

Complaints By PHT, PPI/PSI



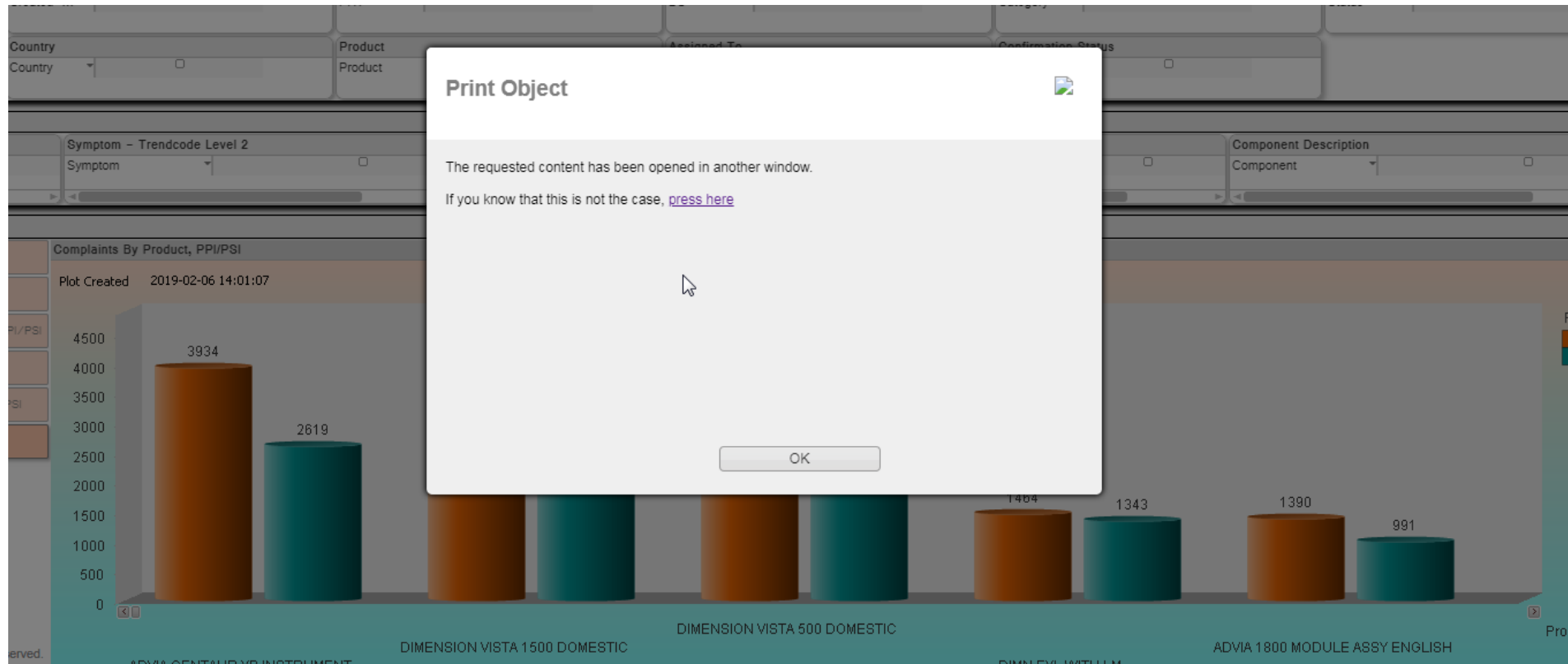
Selection Status:
CREATED_YEAR 2018
CREATED_MONTH Jan, Feb, Mar



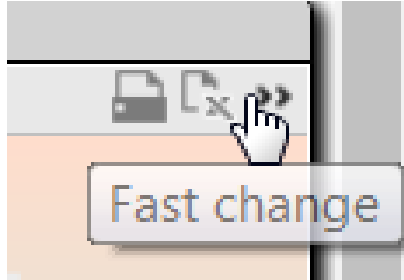
Controls and Filters – Working with plot controls contd.



Print –A print window may pop up with a link when Print is selected. If this happens then click the link to print the image to a new page.



Controls and Filters – Working with plot controls contd.

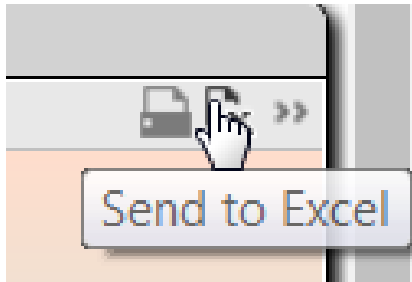


Fast change >> - The next feature is the Fast change feature symbolized by two forward arrows '>>'. This toggles between the visual and tabular views of the data. Each column in the tabular view can be sorted by double clicking the heading. A triangle will appear in the column heading indicating whether it is sorted in ascending or descending order. A triangle pointing up indicates an ascending sort order and a triangle pointing down indicates a descending order. Clicking the column heading allows toggling between sort orders. Only one column can be sorted at a time. To toggle back to the visual plot click the Fast change icon again.

Complaints By PHT, PPI/PSI		
PHT	PPI/PSI	Complaint Count
		3344
ADVIA AUTOMATION	PPI	2
ADVIA AUTOMATION	PSI	9
ADVIA CENTAUR	PSI	265
ADVIA CENTAUR	PPI	676
ADVIA CHEMISTRY	PSI	95
ADVIA CHEMISTRY	PPI	269
AP2 / FLX	PSI	18
AP2 / FLX	PPI	20
APTIO	PPI	12
APTIO	PSI	12
ATELLICA COAG 360	PSI	1
ATELLICA COAG 360	PPI	47
ATELLICA NEPH 630	PPI	6
ATELLICA PM	PPI	3

Quickly change to tabular output and sort it

Controls and Filters – Working with plot controls contd.



Send to Excel - The next feature is the Send to Excel feature symbolized by the Excel icon. This allows the user to output the data that the plot is displaying and to save it as an Excel workbook.

The image shows the Microsoft Excel ribbon with the 'File' tab selected. The ribbon includes tabs for File, Home, Insert, Page Layout, Formulas, Data, Review, and View. The 'Home' tab is active, showing the 'Clipboard' group with Cut, Copy, and Paste options, and the 'Font' group with font face (Calibri), size (11), bold, italic, underline, and color options. The 'Alignment' group is also visible. Below the ribbon, the formula bar shows 'G2' and 'fx'. The main data area contains a table with 5 rows and 4 columns (A, B, C, D).

	A	B	C	D
1	PHT	PPI/PSI	Complaint Count	
2	ADVIA CENTAUR	PPI	676	
3	ADVIA CENTAUR	PSI	265	
4	VISTA	PPI	122	
5	VISTA	PSI	307	

Excel output

Controls and Filters – Working with Detail Reports

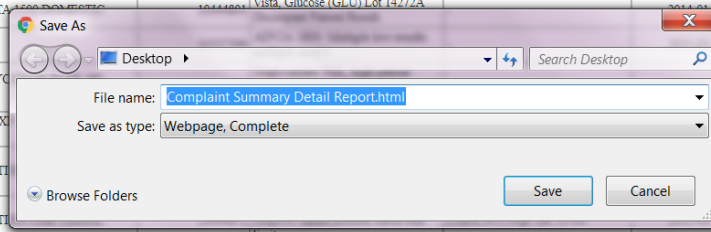


Detail Reports – Detail reports are line item reports which contain detailed information in a table format. There are four controls in the upper corner, these being Print, Send to Excel, Minimize and Maximize which minimize and maximize the detail report on the page. Note that each row of data in the detail report can be used as a global filter for the entire dashboard. To remove the filter click the Clear button.



Clicking the Print icon will print the detail report to a new web page in html format. By right clicking the mouse on the page users can save the report in html format. Users can also print to PDF or to a printer.

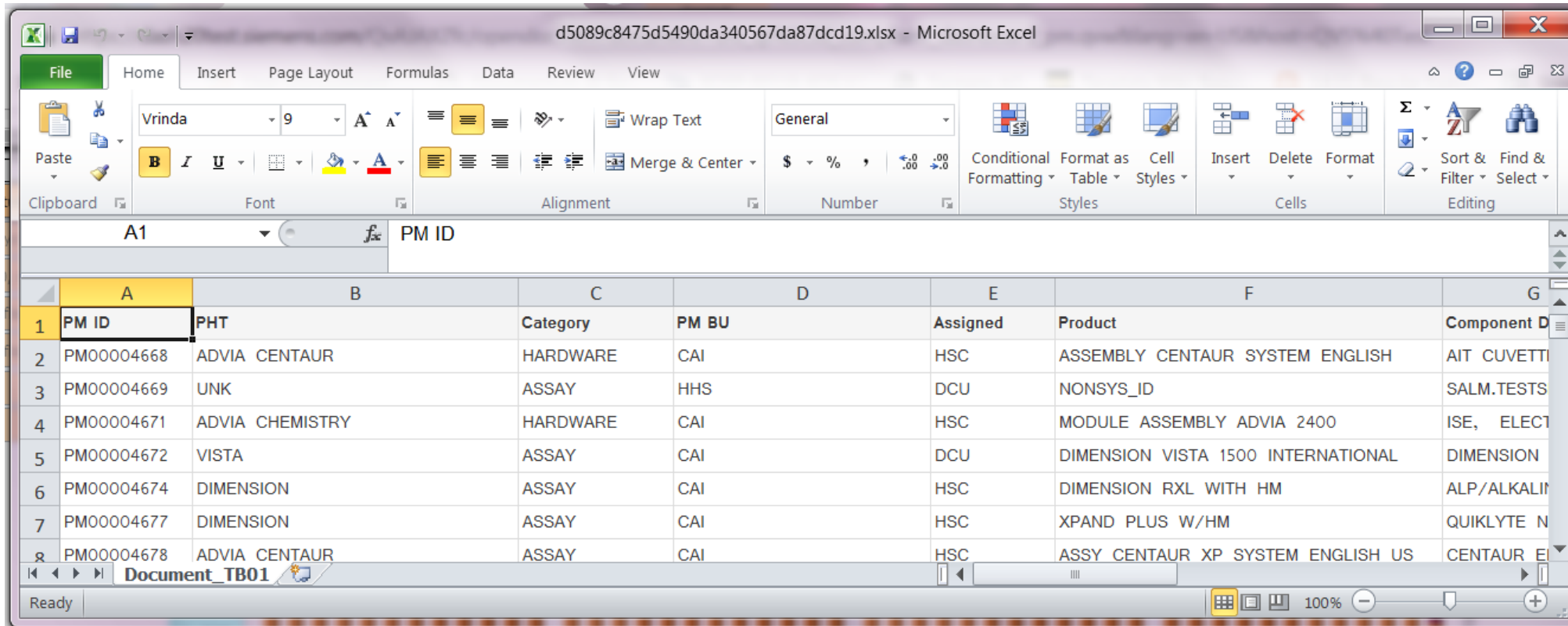
Complaint Summary Detail Report										
PM ID	PHI	Category	PM BU	Assigned	Product	Component Desc	Component Part No	Brief Description	Change Request ID	Notification Date
PM00004668	ADVIA CENTAUR	HARDWARE	CAI	HSC	ASSEMBLY CENTAUR SYSTEM ENGLISH	AIT CUVETTES 3000 PACK	10309546	DCPFL: cuvette jam - deformed cuvette,	-	2015-01-15
PM00004669	UNK	ASSAY	HHS	DCU	NONSYS_ID	SALM TESTSERUM OMNIVALENT IML	10446246	Salmonella Test Sera omnivalent_false reactive samples	-	2015-01-19
PM00004671	ADVIA CHEMISTRY	HARDWARE	CAI	HSC	MODULE ASSEMBLY ADVIA 2400	ISE, ELECTRODE-CL	10309439	CL electrode failing calibration	-	2015-01-19
PM00004672	VISTA	ASSAY	CAI	DCU	DIMENSION VISTA 1500 INTERNATIONAL	DIMENSION VISTA ECREA FLEX	10700444	Enzymatic Creatinine (ECREA), 14252AA, discrepant patient result	-	2015-01-19
PM00004674	DIMENSION	ASSAY	CAI	HSC	DIMENSION RXL WITH HM	ALP/ALKALINE PHOS 360 TESTS	10444953	ALP FAS238 /4CJ040, 4GJ041 HIGH SLOPE O	CAPA 3011	2015-01-15
PM00004677	DIMENSION	ASSAY	CAI	HSC	XPAND PLUS W/HM	QUIKLYTE NA/K/CL INDIRECT SENS	10445058	NA FAILED PROFICIENCY TEST OCT. 2014	-	2015-01-13
PM00004678	ADVIA CENTAUR	ASSAY	CAI	HSC	ASSY CENTAUR XP SYSTEM ENGLISH US	CENTAUR EHIV(US) 200T	10332613	ADVIA Centaur EHIV lot 103174 level 2 QC out low	-	2015-01-10
PM00004681	ADVIA CENTAUR	ASSAY	CAI	DCU	ASSY CENTAUR XP SYSTEM ENGLISH US	CENTAUR PRGE 250T	10315522	Progesterone kit lot 268/ CalE lot 38 CAP survey sample LN8-b non linear	CAPA#2233/PQC # CC 15-05	2015-01-14
PM00004688	VISTA	ASSAY	CAI	DCU	DIMENSION VISTA 1500 DOMESTIC	DIMENSION VISTA 1500 DOMESTIC	10444953	Vista, Glucose (GLU) Lot 14272A	-	2015-01-15
PM00004689	ADVIA CHEMISTRY	ASSAY	CAI	DCU	ADVIA 1800 MODULE ASSY ENGLISH	SPP PROBE	10309546	DCPFL: cuvette jam - deformed cuvette,	-	2015-01-15
PM00004691	DIMENSION	ASSAY	CAI	DCU	DIMENSION EXL 200	REVISED TRIGLYC TESTS	10445058	NA FAILED PROFICIENCY TEST OCT. 2014	-	2015-01-13
PM00004692	ADVIA CENTAUR	ASSAY	CAI	HSC	ASSY CENTAUR XP SYSTEM ENGLISH US	ASSY CENTAUR XP SYSTEM ENGLISH US	10332613	ADVIA Centaur EHIV lot 103174 level 2 QC out low	-	2015-01-10
PM00004694	DIMENSION	ASSAY	CAI	DCU	DIM RXL MAX W/HM 50 60HZ	QUIKLYTE DILUT	10315522	Progesterone kit lot 268/ CalE lot 38 CAP survey sample LN8-b non linear	CAPA#2233 PQC # CC 15-05	2015-01-14
PM00004695	DIMENSION	ASSAY	CAI	DCU	DIMENSION EXL 200	QUIKLYTE DILUT	10315522	Progesterone kit lot 268/ CalE lot 38 CAP survey sample LN8-b non linear	CAPA#2233 PQC # CC 15-05	2015-01-14



Controls and Filters – Working with Detail Reports



Clicking the Send to Excel icon will send the data to an Excel workbook which can be saved.



The screenshot shows a Microsoft Excel window titled 'd5089c8475d5490da340567da87dcd19.xlsx - Microsoft Excel'. The ribbon includes File, Home, Insert, Page Layout, Formulas, Data, Review, and View. The 'Home' ribbon is active, showing options for Clipboard, Font, Alignment, Number, Styles, Cells, and Editing. The spreadsheet contains a table with 8 columns: PM ID, PHT, Category, PM BU, Assigned, Product, and Component D. The data is as follows:

	A	B	C	D	E	F	G
1	PM ID	PHT	Category	PM BU	Assigned	Product	Component D
2	PM00004668	ADVIA CENTAUR	HARDWARE	CAI	HSC	ASSEMBLY CENTAUR SYSTEM ENGLISH	AIT CUVETT
3	PM00004669	UNK	ASSAY	HHS	DCU	NONSYS_ID	SALM.TESTS
4	PM00004671	ADVIA CHEMISTRY	HARDWARE	CAI	HSC	MODULE ASSEMBLY ADVIA 2400	ISE, ELECT
5	PM00004672	VISTA	ASSAY	CAI	DCU	DIMENSION VISTA 1500 INTERNATIONAL	DIMENSION
6	PM00004674	DIMENSION	ASSAY	CAI	HSC	DIMENSION RXL WITH HM	ALP/ALKALIN
7	PM00004677	DIMENSION	ASSAY	CAI	HSC	XPAND PLUS W/HM	QUICKLYTE N
8	PM00004678	ADVIA CENTAUR	ASSAY	CAI	HSC	ASSY CENTAUR XP SYSTEM ENGLISH US	CENTAUR E

Excel output

Controls and Filters – Working with Detail Reports



Clicking the Minimize icon will cause the detail report to become a menu bar on the report. This would be done to create extra space on the dashboard. The minimized report menu can be opened by double clicking on it. The grid icon on the left side indicates that this is a tabular report. The title of this report is 'Complaint Summary Detail Report'.



Controls and Filters – Working with Detail Reports

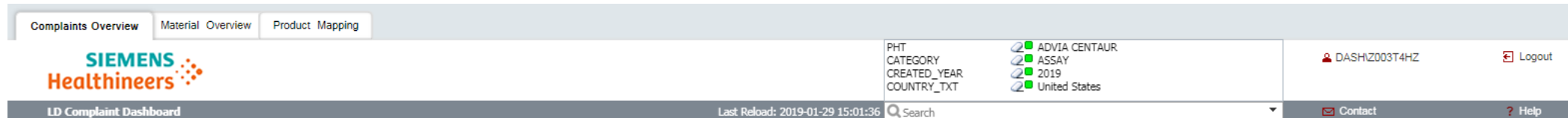


Clicking the Maximize icon will cause the detail report to fill the dashboard page. This would be done to get a better view of the report data and make it easier to review before saving. The maximized report menu can be minimized to a menu bar or returned to its original size by selecting the Minimize or Restore icons, respectively.



Controls and Filters – Clearing the Report of previous settings

Clearing Previous Settings – There are three options that can be used to clear a dashboard. In the first case the selected filters appear in a window at the top of the dashboard page as shown below. By clicking the ‘Erase’ icon in front of the filter the user can clear that particular filter.

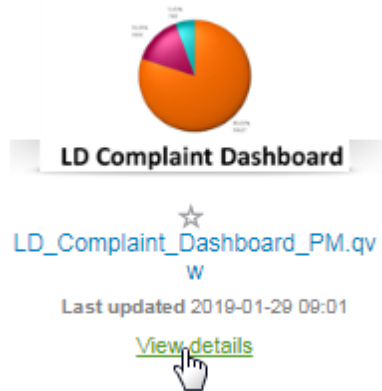


Clearing at the filter level - Select the small ‘Eraser’ icon in front of the filter to clear that filter. In this example I am clearing the PHT filter.

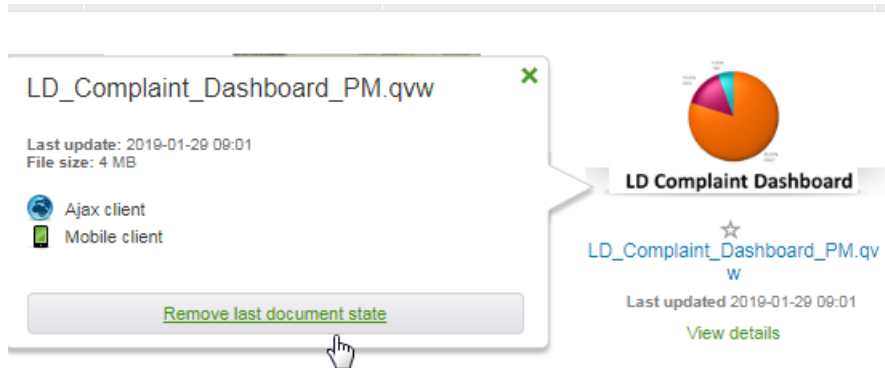


Clearing at the dashboard level - The second option is the Clear filter at the top left of the dashboard page. This clears all filter settings on the current dashboard.

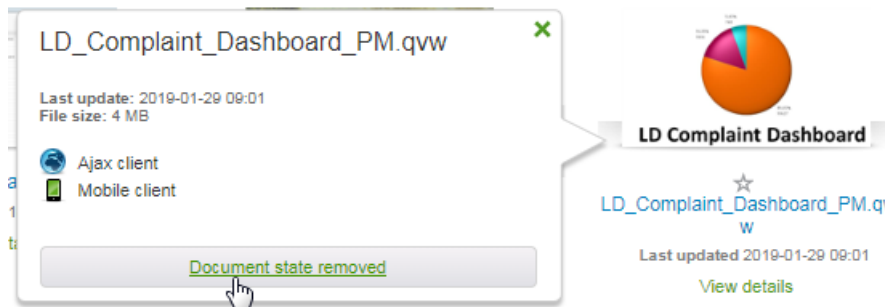
Controls and Filters – Clearing the Report of previous settings



Clearing at the server level - The third option is to clear any settings that have been cached on the QlikView server such as book marks. This is done before you load the dashboard. This information is used for all sessions and in all browsers until it is cleared. This is cleared at the Access Point by clicking the 'View details' link and selecting 'Remove last document state'.



Before the initial load of the dashboard the server cache can be cleared by clicking the 'Remove last document state' link. A message 'Document state removed' will appear.



Report Filters

Select					
Created Year Created ... ▾	Created Month Created ... ▾	PHT PHT ▾	BU BU ▾	Category Category ▾	Status Status ▾
PPI/PSI PPI/PSI ▾	Country Country ▾	Product Product ▾	Assigned To Assigned ▾	Confirmation Status Confirmati... ▾	

Search	
Component Description Component ▾	Component Number Component Number ▾

Complaint Creation Date

Created Year is a drop down list that allows the user to select the year or years the complaint ticket was created.

Created Month is a drop down list that allows the user to select the month or months the complaint ticket was created.

Product Health Team, PHT

PHT is a drop down list that allows the user to select the PHT or PHTs to be examined.

Business Unit, BU

BU is a drop down list that allows the user to select the BU or BU's to be examined.

Select					
Created Year Created ... ▾	Created Month Created ... ▾	PHT PHT ▾	BU BU ▾	Category Category ▾	Status Status ▾
PPI/PSI PPI/PSI ▾	Country Country ▾	Product Product ▾	Assigned To Assigned ▾	Confirmation Status Confirmati... ▾	

Search	
Component Description Component ▾	Component Number Component Number ▾

Category is a drop down list that allows the user to select the category or categories to be examined. Category represents the type of complaint, whether it is an assay , software or hardware.

Status is a drop down list that allows the user to select the status of the complaint. Status can be open, open first-closed and closed.

Potential Product Issue/ Potential Safety Issue PPI/PSI

PPI/PSI, the safety classification, is a drop down list that allows the user to select on the safety classification of the complaints.

Report Filters

Select					
Created Year Created ... ▾	Created Month Created ... ▾	PHT PHT ▾	BU BU ▾	Category Category ▾	Status Status ▾
PPI/PSI PPI/PSI ▾	Country Country ▾	Product Product ▾	Assigned To Assigned ▾	Confirmation Status Confirmati... ▾	

Search	
Component Description Component ▾	Component Number Component Number ▾

Country is a drop down list that allows the user to select the country or countries of origin of the complaint.

Product is a drop down list that allows the user to select the product to be examined.

Assigned To is a drop down list that allows the user to select on the current assignment of the complaints either DCU or HSC.

Confirmation Status is a drop down list that allows the user to select the confirmation status of the complaint.

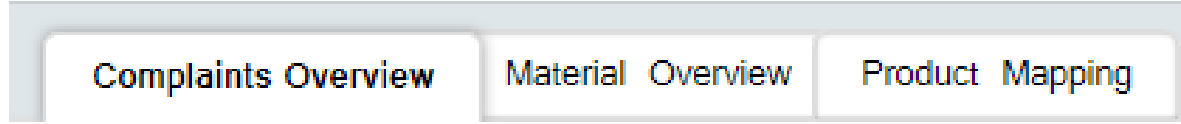
Report Filters

Search	
Component Description	Component Number
Component <input type="text"/>	Component Number <input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>

Component Description - Allows a text based search of components based on their description.

Component Number – Allows a search on component by its component part number.

Dashboard Overview



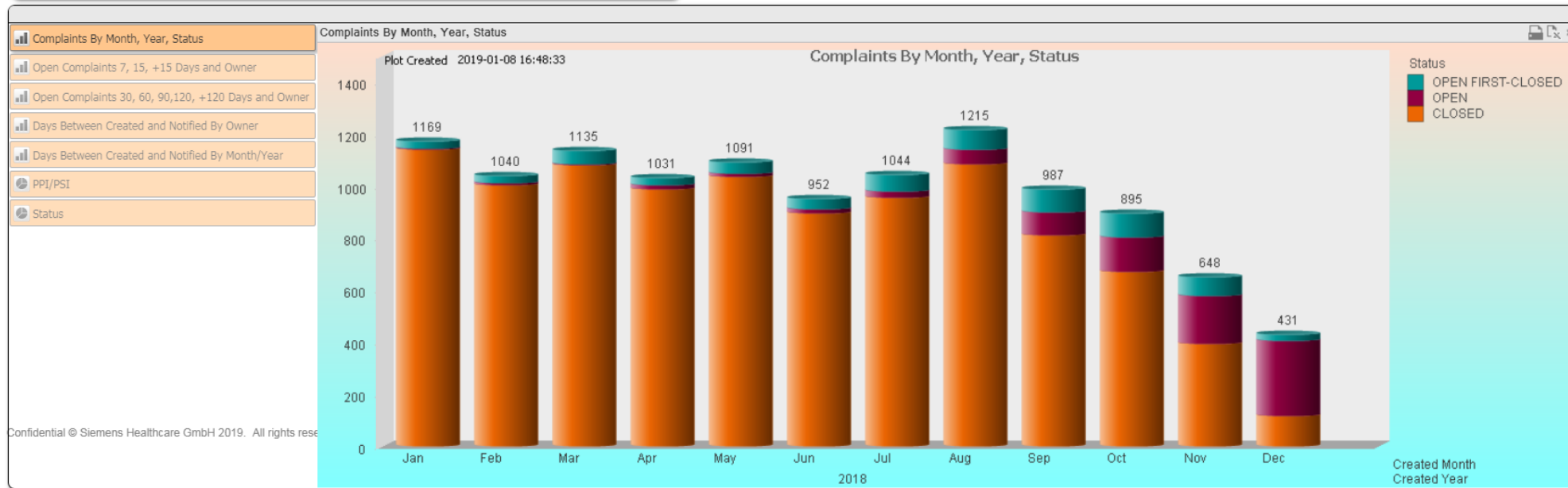
The dashboard has three tabs these being
Complaint Overview
Material Overview
Product Mapping

Complaint Overview provides a summary of the number of complaints by creation month and year, current status, safety classification, PPI/PSI, current assignment unit, business unit, open time and time between notification and creation.

Material Overview provides a summary of complaints by PHT, Product, Component, safety classification, PPI/PSI, symptom group, symptom and root cause.

Product Mapping provides information on the product, its corresponding PHT and components. This tab also provides information on the last refresh date of data in the BAS warehouse and the last publish date for the dashboard. All times are in UTC + 1:00 which is German time. A record count of the data from BASDW should match the record count of records loaded onto the QlikView Server.

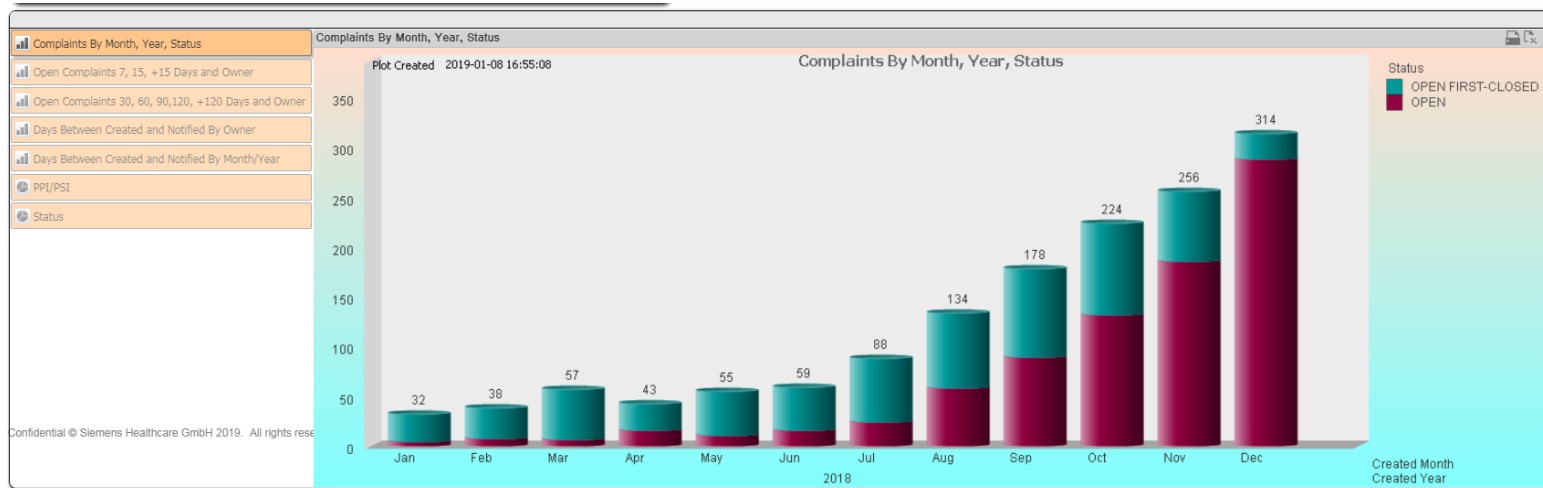
Complaints Overview



Sidebar Menu:

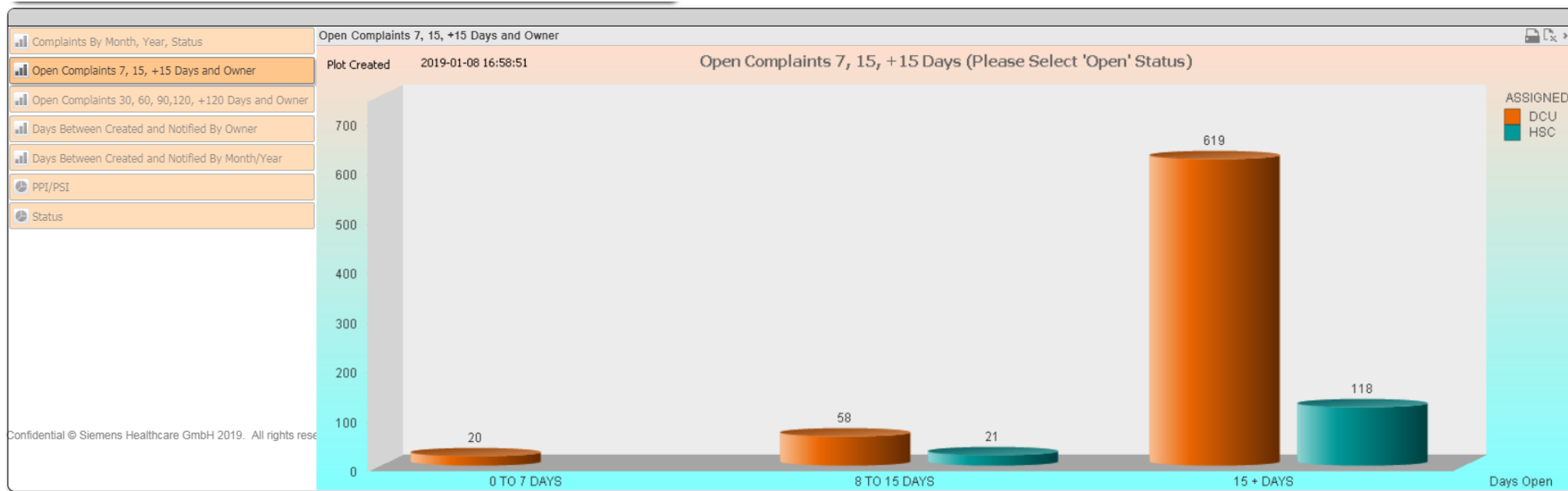
- Complaints by Month, Year, Status
- Open Complaints 7, 15, +15 Days and Owner
- Open Complaints 30, 60, 90, 120, +120 Days and Owner
- Days Between Created and Notified By Owner
- Days Between Created and Notified By Month/Year
- PPI/PSI
- Status

Complaints By Month, Year, Status



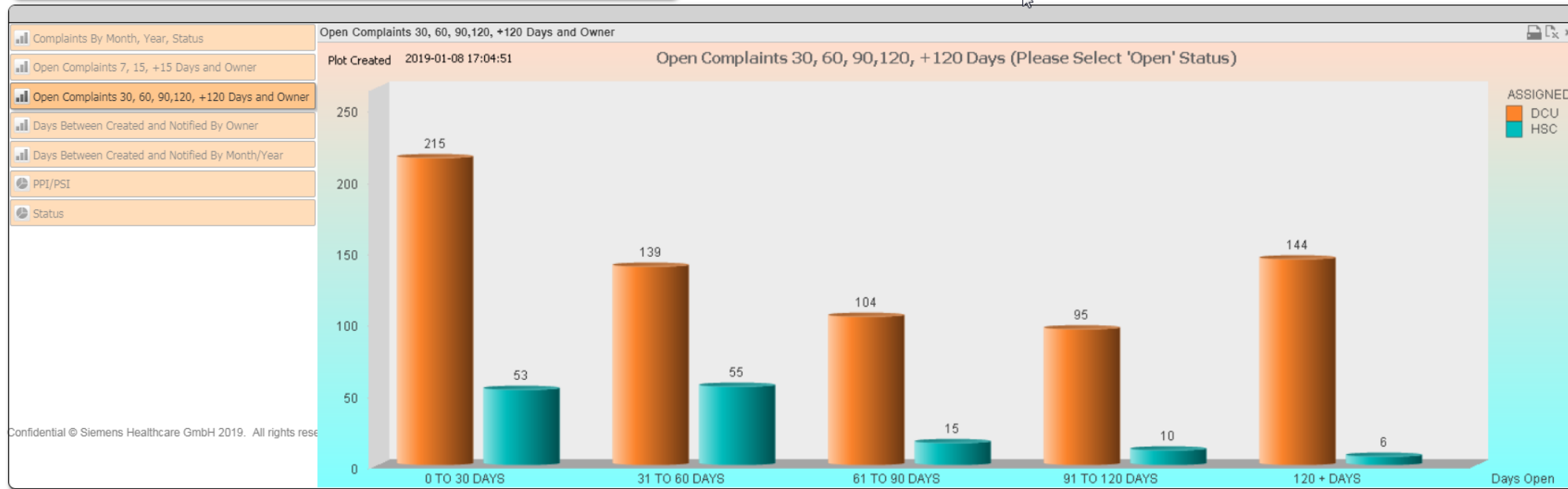
This plot provides the number of unique PM ID's by month, year and status. The example shows complaints by month for the year 2018. The user can filter on the status by clicking the legend or by selecting from the Status drop down list.

Open Complaints 7, 15, +15 Days



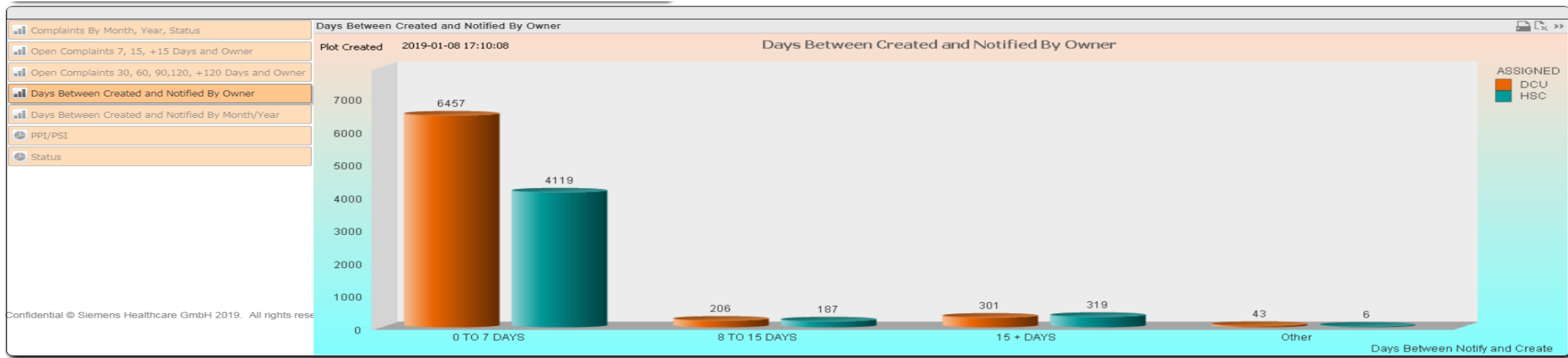
The Open Complaints 7, 15, 15+ Days plot allows the user to determine the number of complaints that have been open for the specified time. The categories are 0 to 7 days, 8 to 15 days and complaints that have been open for greater than 15 days. For an accurate count of open complaints the plot requires the user to select 'Open' from the Status drop down list.

Open Complaints 30, 60, 90, 120, +120 Days



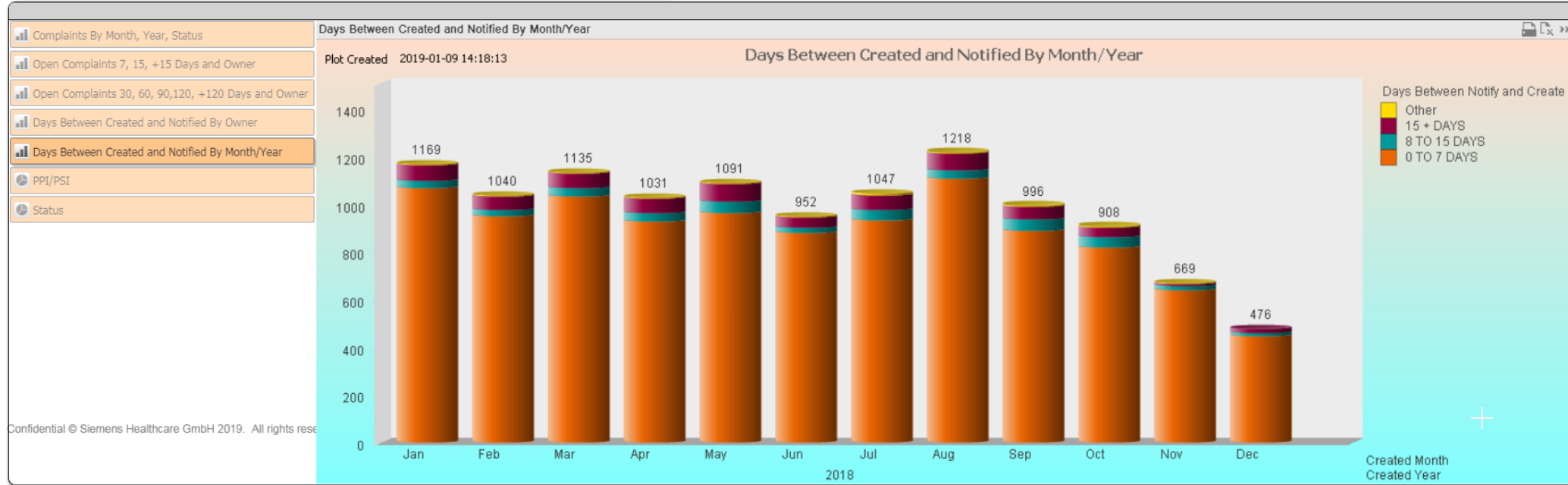
The Open Complaints 30, 60, 90, 120, +120 Days plot allows the user to determine the number of complaints that have been open for the specified time. The categories are 0 to 30 days, 31 to 60 days, 61 to 90 days, 91 to 120 days and complaints that have been open for greater than 120 days. For an accurate count of open complaints the plot requires the user to select 'Open' from the Status drop down list.

Days Between Created and Notified By Owner



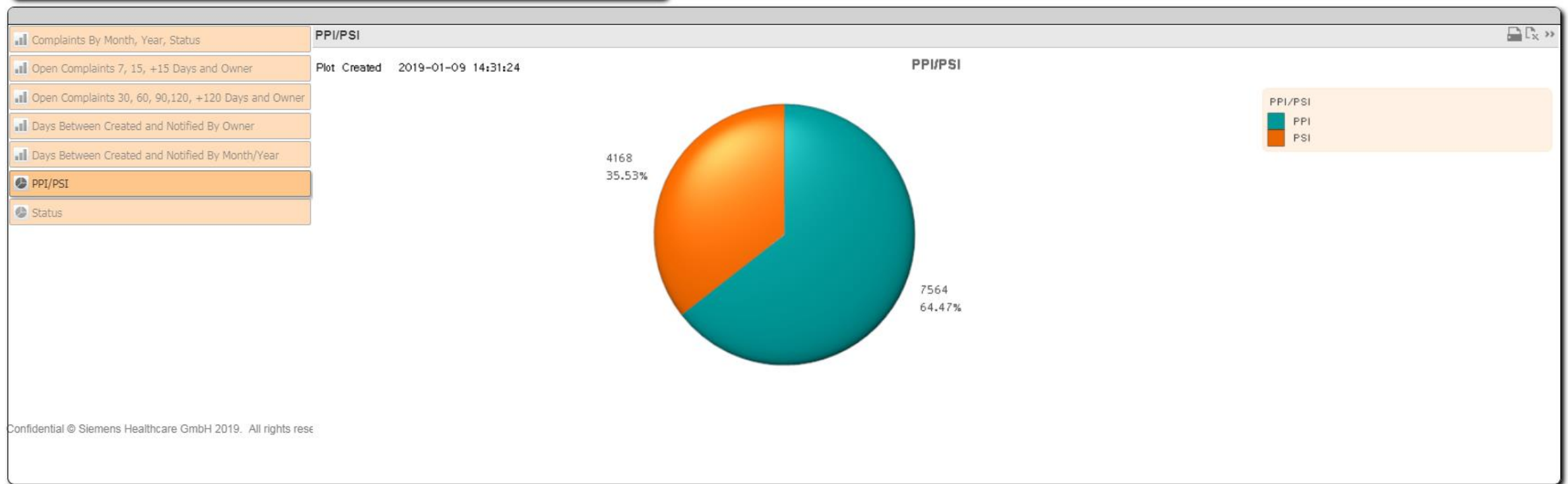
Days Between Created and Notified By Owner plot allows the user to determine the number of days that have passed between notification of the problem and the creation of the problem ticket by assignment.

Days Between Created and Notified By Month, Year

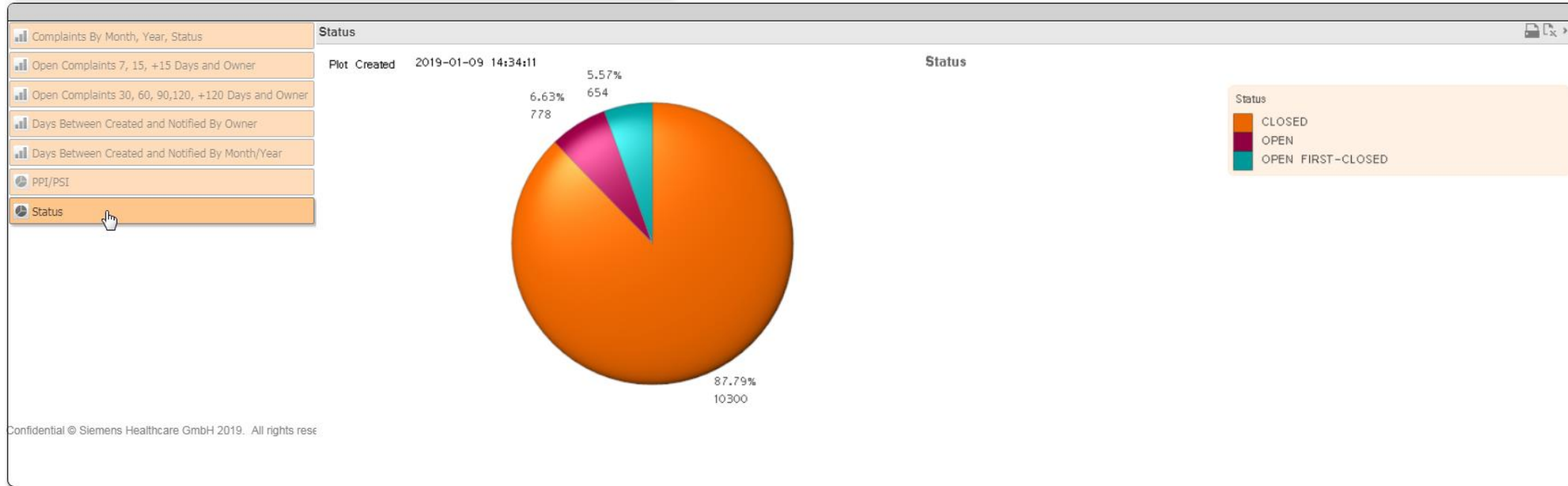


Days Between Created and Notified By Month, Year plot allows the user to determine the number of days that have passed between notification of the problem and the creation of the problem ticket by month and year of PM ticket creation.

Potential Product Issue/ Potential Safety Issue, PPI/PSI



The PPI/PSI pie chart allows the user to determine the number and also the percentage of complaints that are classified as PPI and PSI.



The Status pie chart allows the user to determine the number and also the percentage of complaints that are currently Open, Open First-Closed and Closed.

Complaint Summary Detail Report

Complaint Summary Detail Report								
PM ID	PHT	Category	PM BU	Assigned	Product	PART_DESC	Component Part No	Brief Description
PM00111297	VISTA	ASSAY	CAI	HSC	DIMENSION VISTA 1500 DOMESTIC	VISTA ALIQP...	10445210	Vista aliquot plates failed to load lot LM235239
PM00111298	DIMENSION	HARDWARE	CAI	HSC	DIMN EXL WITH LM	ASSY WIRE...	10457641	EXL - ONGOING R2 CANNOT FIND HOME ERROR
PM00111311	ADVIA CENTAUR	ASSAY	CAI	HSC	ADVIA CENTAUR XP INSTRUMENT	CENTAUR C...	10310448	Advia Centaur XP; China; Leaking reagent readypack at the solid phase
PM00111323	CENTRALINK	SOFTWARE	CAI	HSC	UNCONFIGURED HIGH CAPACITY SERVER K	UNCONFIGU...	10816521	CentraLink - Request to assign only particular Instrument QC Results to
PM00111328	ADVIA CHEMISTRY	SOFTWARE	CAI	HSC	ADVIA CHEM XPT INSTRUMENT	CHEMISTRY ...	11312492	Advia Chem XPT - Error re-installing the software
PM00111330	ADVIA CENTAUR	ASSAY	CAI	HSC	ADVIA CENTAUR XP INSTRUMENT	ASSAYATE P...	10324240	ADVIA Centaur XP Antibodies of Hepatitis C Virus IgG (cHCV) Lot 37

The Complaint Summary Detail Report contains the detail data from the Complaint Overview tab.

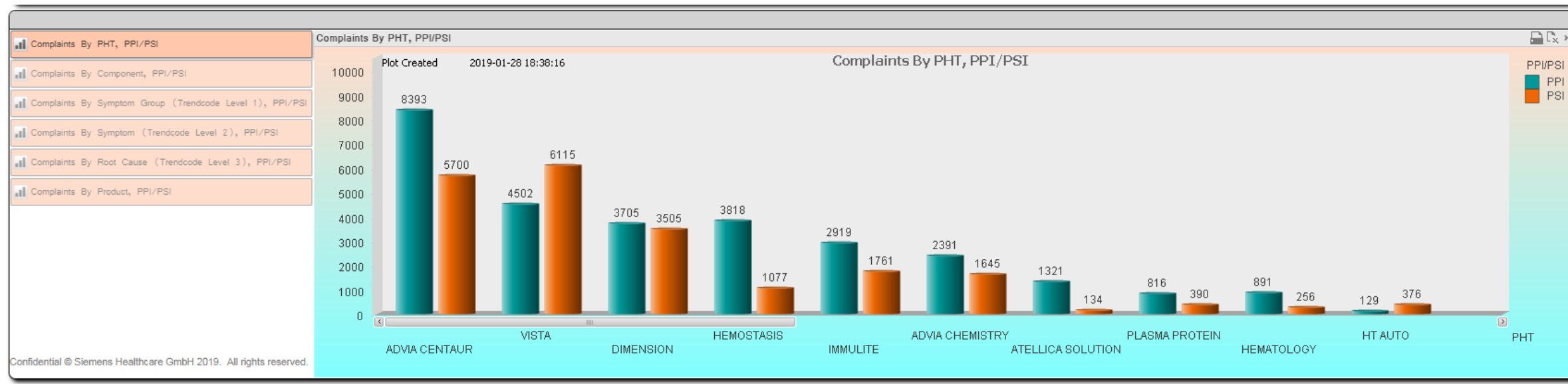
The report can be sorted by any field by double clicking the heading of the field.

The first double click will sort in Ascending order and the second double click will sort the field in Descending order.

The sort order can be determined by the appearance of a triangle in the field heading which signifies that the field is in sorted order and the direction of the sort.

Only one field may be sorted at any time.

The report can be output as an Excel workbook by clicking the Excel icon.



Sidebar Menu:

- Complaints By PHT, PPI/PSI
- Complaints By Component, PPI/PSI
- Complaints By Symptom Group (Trendcode Level 1), PPI/PSI
- Complaints By Symptom (Trendcode Level 2), PPI/PSI
- Complaints By Root Cause (Trendcode Level 3), PPI/PSI
- Complaints By Product, PPI/PSI

Material Overview – Additional Filters

Search		
Symptom Group – Trendcode Level 1	Symptom – Trendcode Level 2	Root Cause – Trendcode Level 3
Symptom Group <input type="text"/>	Symptom <input type="text"/>	Root Cause <input type="text"/>

The Material Overview Tab has all of the filters that are on the Complaint Overview Tab. In addition there are three drop down filters these being 'Symptom Code', 'Symptom' and 'Root Cause'.

Symptom Group, Trendcode Level 1

The drop down control 'Symptom Group – Trendcode Level 1' allows a text based search on the symptom group.

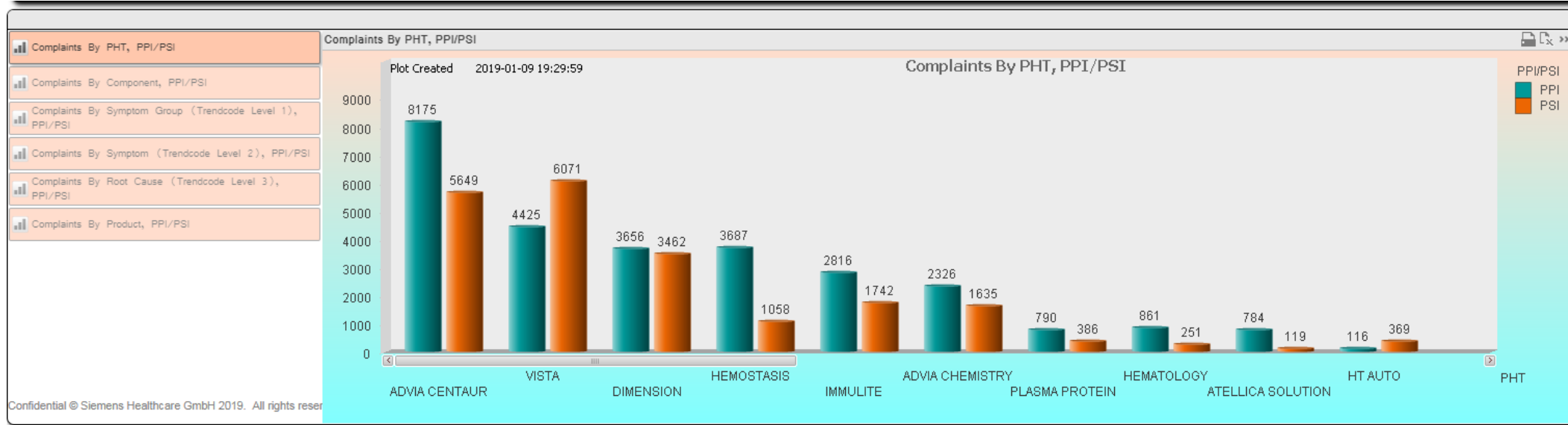
Symptom, Trendcode Level 2

The drop down control 'Symptom – Trendcode Level 2' allows a text based search on the symptom.

Root Cause, Trendcode Level 3

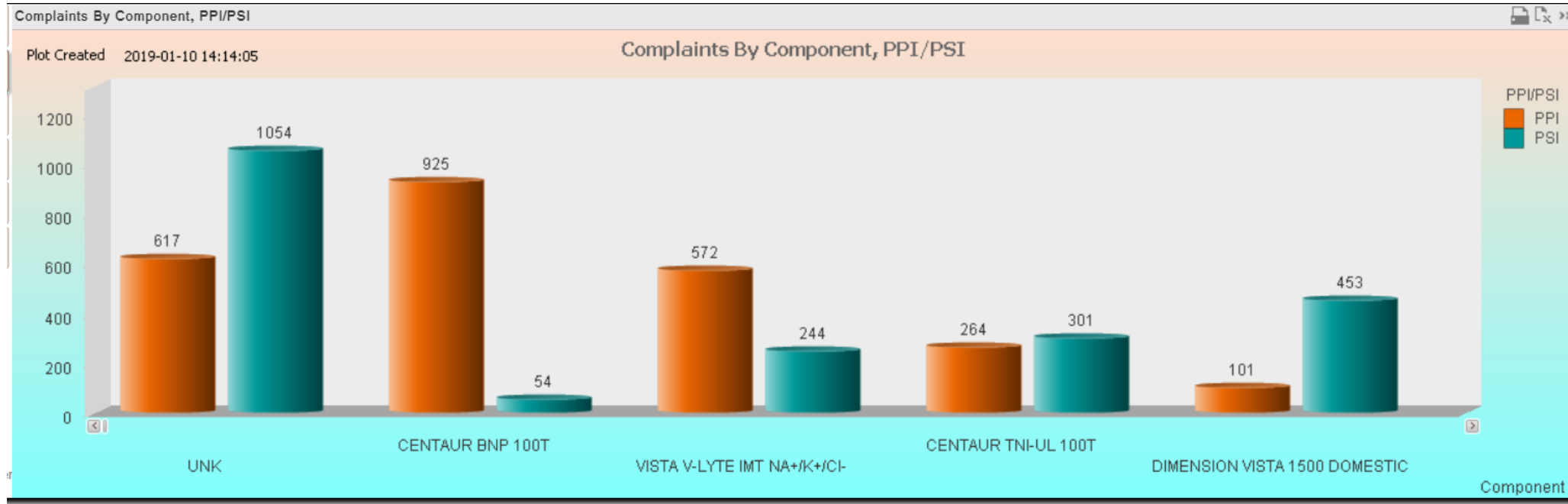
The drop down control 'Root Cause – Trendcode Level 3' allows a text based search on the root cause.

Complaints by PHT, PPI/PSI



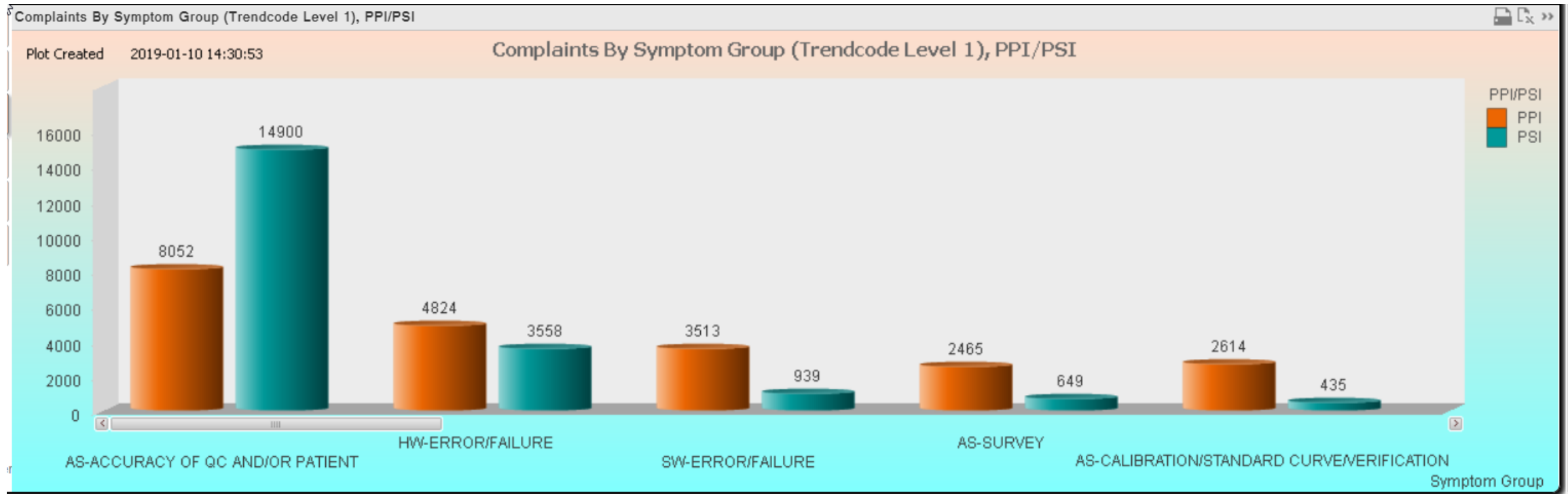
The Complaints by PHT, PPI/PSI plot displays the count of unique PM ID's as a function of their PHT and also safety classification. The Plot can be scrolled through by using the mouse wheel or the slider along the x-axis. Ten PHT's are displayed on the x-axis at any one time. The tabular output can be selected by clicking the Fast change icon.

Complaints by Component, PPI/PSI



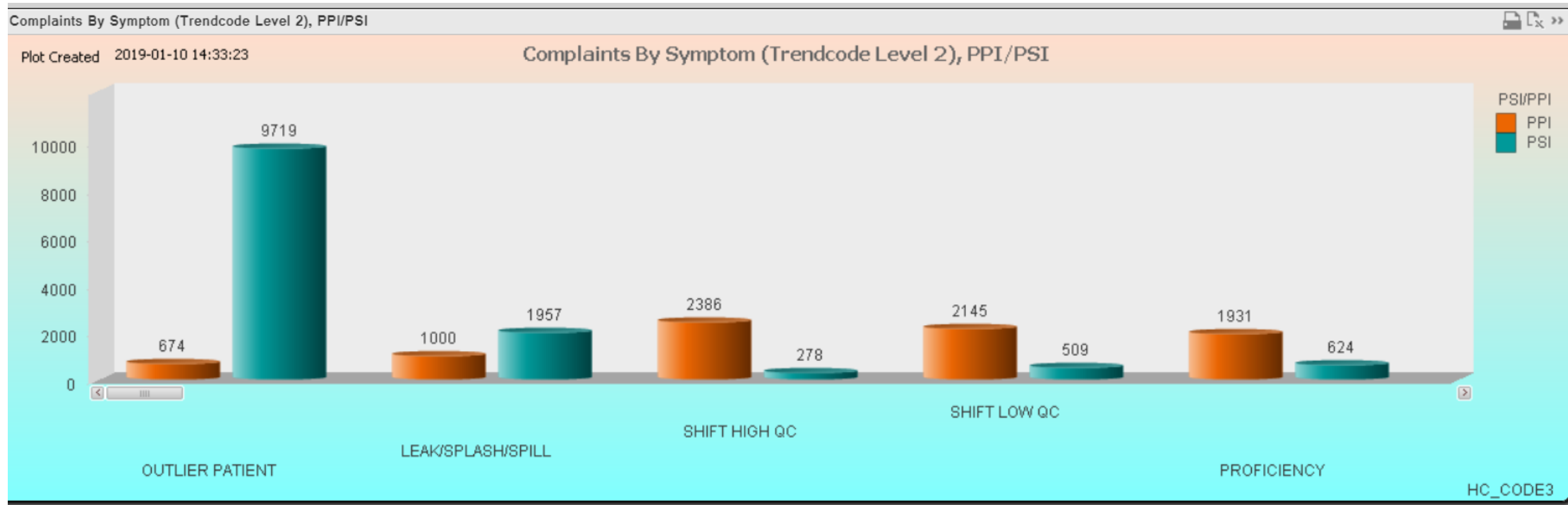
The Complaints by Component, PPI/PSI plot displays the count of unique PM ID's as a function of their components and also safety classification. The Plot can be scrolled through by using the mouse wheel or the thumb along the x-axis. Five components are displayed on the x-axis at any one time. The tabular output can be selected by clicking the Fast change icon.

Complaints by Symptom Group (Trendcode Level 1), PPI/PSI



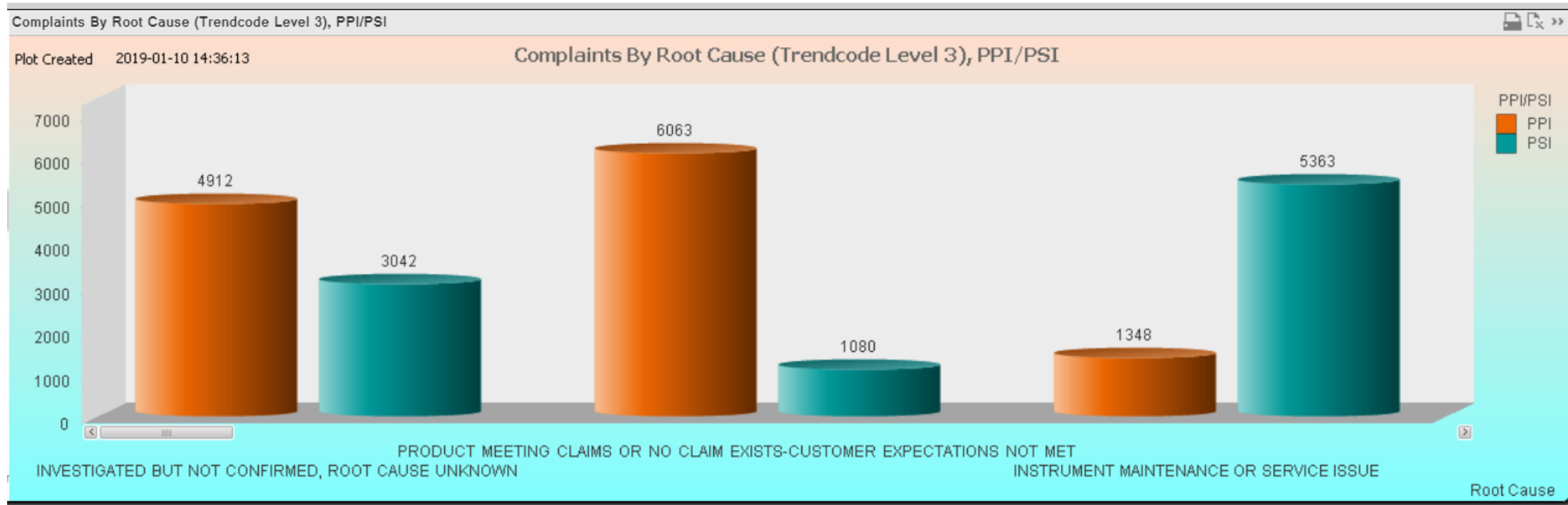
The Complaints by Symptom Group (Trendcode Level 1), PPI/PSI plot displays the count of unique PM ID's as a function of the symptom group and also safety classification. The Plot can be scrolled through by using the mouse wheel or the thumb along the x-axis. Five symptom groups are displayed on the x-axis at any one time. The tabular output can be selected by clicking the Fast change icon.

Complaints by Symptom (Trendcode Level 2), PPI/PSI



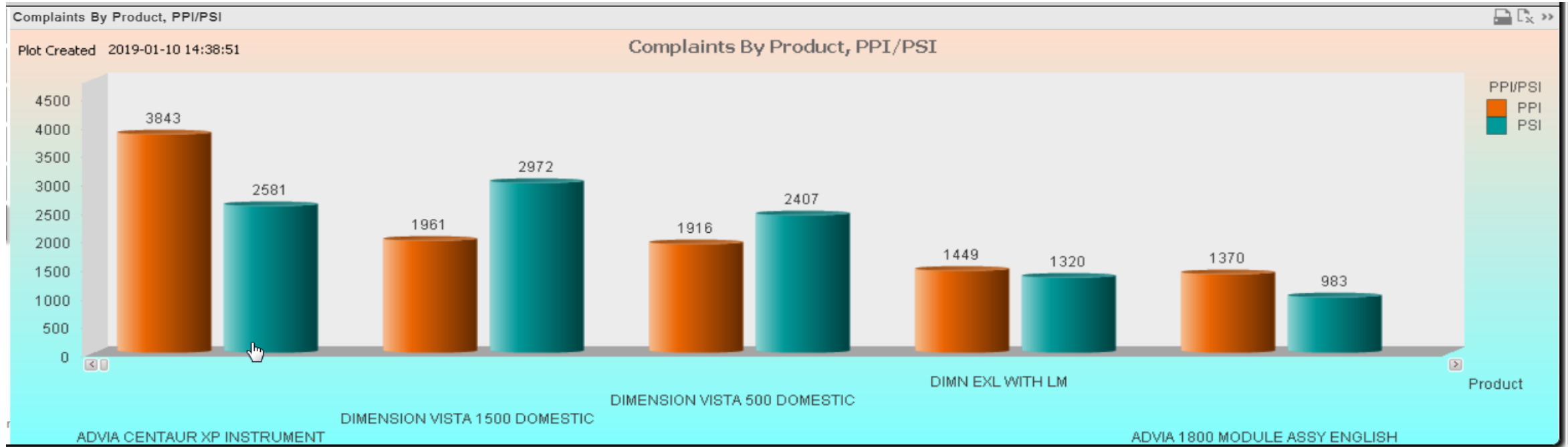
The Complaints by Symptom (Trendcode Level 2), PPI/PSI plot displays the count of unique PM ID's as a function of the symptom and also safety classification. The Plot can be scrolled through by using the mouse wheel or the thumb along the x-axis. Five symptoms are displayed on the x-axis at any one time. The tabular output can be selected by clicking the Fast change icon.

Complaints by Root Cause (Trendcode Level 3), PPI/PSI



The Complaints by Root Cause (Trendcode Level 3), PPI/PSI plot displays the count of unique PM ID's as a function of the root cause and also safety classification. The Plot can be scrolled through by using the mouse wheel or the thumb along the x-axis. Three descriptions of the root cause are displayed on the x-axis at any one time. The tabular output can be selected by clicking the Fast change icon.

Complaints by Product, PPI/PSI



The Complaints by Product Description, PPI/PSI plot displays the count of unique PM ID's as a function of the product and also safety classification. The Plot can be scrolled through by using the mouse wheel or the thumb along the x-axis. Five products are displayed on the x-axis at any one time. The tabular output can be selected by clicking the Fast change icon.

Material Overview Detail Report

Material Overview Detail Report						
PM ID	PHT	Category	BU	Assigned	Brief Description	Product
PM00004668	AD VIA CENTAUR	HARDWARE	CAI	HSC	DCPFL: cuvette jam - deformed cuvette,	ASSEMBLY CENTAUR SYSTEM ENGLISH
PM00004669	UNK	ASSAY	HHS	DCU	Salmonella Test Sera omnivalent_false reactive samples	NONSYS_ID
PM00004671	AD VIA CHEMISTRY	HARDWARE	CAI	HSC	CL electrode failing calibration	MODULE ASSEMBLY ADVIA 2400
PM00004672	VISTA	ASSAY	CAI	DCU	Enzymatic Creatinine (ECREA), 14252AA, discrepant patient result	DIMENSION VISTA 1500 INTERNATIONAL
PM00004674	DIMENSION	ASSAY	CAI	HSC	ALP FA5238 /4CJ040, 4GJ041 HIGH SLOPE O	DIMENSION RXL WITH HM
PM00004677	DIMENSION	ASSAY	CAI	HSC	NA FAILED PROFICIENCY TEST OCT. 2014	XPAND PLUS W/HM

The Material Overview Detail Report contains the detail data from the Material Overview tab.

The report can be sorted by any field by double clicking the heading of the field.

The first double click will sort in Ascending order and second double click will sort the field in Descending order.

The sort order can be determined by the appearance of a triangle in the field heading which signifies that the field is in sorted order and the direction of the sort.

Only one field may be sorted at any time.

The report can be output as an Excel workbook by clicking the Excel icon.

Product Mapping

Complaints Overview

Material Overview

Product Mapping

SIEMENS Healthineers

LD Complaint Dashboard

Last Reload: 2019-01-29 15:01:36

Search

This data was last updated:(German Time UTC + 1:00)

BAS_LOAD_DTTM

Unique PM Count

Record Count

2019-01-29 07:13:00

53467

53711

QlikView data was last updated:(German Time UTC + 1:00)

Qlik Load Time

TableName

Table Rows

Report Time Stamp

2019-01-29 14:56:35

SDTB_AP_LDC_OIQ_V

53711

2019-01-29 15:01:35

Product Listing

PHT

Product

Component Desc

Component Part No

Material SMN

ADVIA AUTOMATION

ADVIA CENTAUR XP

C-INTERFACE GATE SPARE

10818164

10320445

ADVIA AUTOMATION

ADVIA LABCELL

1.75M TUBING METRIC 4MM 2.5MM PNEUM

10484549

10332235

ADVIA AUTOMATION

ADVIA LABCELL

ADVIA LABCELL

10332235

10332235

ADVIA AUTOMATION

ADVIA LABCELL

ATLAS INTERFACE COMPUTER

10626204

10332235

ADVIA AUTOMATION

ADVIA LABCELL

ATLAS INTERFACE GATE

10471544

10332235

ADVIA AUTOMATION

ADVIA LABCELL

BELT INTERFACE GATE_PUCK ROTAT

10312810

10332235

ADVIA AUTOMATION

ADVIA LABCELL

C-INTERFACE GATE SPARE

10818164

10332235

ADVIA AUTOMATION

ADVIA LABCELL

C-SAMPLE MANAGER ROBOT SPARE

10818168

10332235

ADVIA AUTOMATION

ADVIA LABCELL

CHAIN AND DRIVE SPROCKET KIT

10285418

10332235

ADVIA AUTOMATION

ADVIA LABCELL

CONCENTRATED WASTE BTL

10330061

10332235

ADVIA AUTOMATION

ADVIA LABCELL

FINGER GRIPPER ROBOT

10315940

10332235

ADVIA AUTOMATION

ADVIA LABCELL

GRIPPER ARM

11171419

10332235

ADVIA AUTOMATION

ADVIA LABCELL

GRIPPER SENSOR ASSY ALL ROBOT

10324327

10332235

ADVIA AUTOMATION

ADVIA LABCELL

INTERFACE GATE

10484336

10332235

ADVIA AUTOMATION

ADVIA LABCELL

KIT GEAR BOX CONVEYOR DRIVE

10483129

10332235

ADVIA AUTOMATION

ADVIA LABCELL

LAS COMPLETE BASE IMAGES KIT

10708563

10332235

ADVIA AUTOMATION

ADVIA LABCELL

LC/WC INTERFACE GATES

10768096

10332235

ADVIA AUTOMATION

ADVIA LABCELL

LC/WC TRACK COVERS

10768088

10332235

ADVIA AUTOMATION

ADVIA LABCELL

LINEMASTER&PC&WITH&SOFTWARE

10814138

10810961

ADVIA AUTOMATION

ADVIA LABCELL

MOTOR ASSY PINNED THETA AXIS ROBOT

10812802

10332235

ADVIA AUTOMATION

ADVIA LABCELL

MOTOR ASSY PINNED X AXIS ROBOT

10812801

10332235

ADVIA AUTOMATION

ADVIA LABCELL

RELAY CONTACTOR ASSY/MAG RCC P

10313879

10332235

ADVIA AUTOMATION

ADVIA LABCELL

ROBOT HEAD ADVIA RACK

10283252

10332235

ADVIA AUTOMATION

ADVIA LABCELL

SAMPLE CARRIER (PUCK) 25 PACK

10284438

10332235

ADVIA AUTOMATION

ADVIA LABCELL

SAMPLE MANAGER ROBOT

10290543

10332235

ADVIA AUTOMATION

ADVIA LABCELL

UNK

N/A

10332235

ADVIA AUTOMATION

ADVIA LABCELL

UPS UNIT HIGH PERF. XLT MODEL 208V

10623996

10332235

ADVIA AUTOMATION

ADVIA LABCELL

WATER REGULATOR,CITY,UTIL CAB

10318071

10332235

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The first section shows the time the data was refreshed in the BAS data warehouse, count of unique PM ID's and record count. The second section shows the time the dashboard data was refreshed and when the dashboard was published to the web server. The record count for both sections should match to verify that the data is up to date and that there was a complete and successful data load.

The Product Listing contains a catalog of all the PHT's, Products, Components and their corresponding SMN's.

To summarize, the **BAS_LOAD_DTTM** is the time the data was refreshed in the BASDW Teradata warehouse, the '**Qlik Load Time**' is the time the data was brought over to the QlikView server and loaded into the dashboard and the '**Report Time Stamp/Last Reload Time**' is the time the QlikView dashboard was published to the web server.

The BAS_LOAD_DTTM and the 'Report Time Stamp' are included in the 'Complaint Overview Detail Report' and the 'Material Overview Detail Report'.

Technical Support Options for the LD Complaint Dashboard

In order to access the dashboard report you must have an active user account and a PKI card.

To request a user account contact:

Singh, Paramjit (ext) (SHS DX LD QT CPQ)

<Paramjit.Singh.ext@siemens-healthineers.com>

User cannot log in : < <https://dash20test.siemens.com>>/

For problems with a specific Qlik View user account only: <Paramjit.Singh.ext@siemens-healthineers.com>

Problem with the Siemens PKI authentication: SHS IT (help desk), contact information on PKI login page available

The PKI authorization works, but the Access Point is offline: SIMPLEX Ticket system:

<https://apex.cio.siemens.de/pls/htmlldbprod/f?p=1110:1> and GS IT Qlikview Operations

<qlikviewoperations.it@siemens.com>