

Exercise 1: Create and process a quality order

As a quality manager in USMF, you how to enable a quality management process where incoming inventory must be inspected immediately at the time of picking for all TV products.

You need to start the process of creation of a quality group, to define the items that are going to be sampled, and a test group to group the tests that are to be performed on items in the quality group.

Enable quality management

1. Go to Inventory management > Setup > Inventory and warehouse management parameters.
2. Click the Quality management tab.
3. Set the Use quality management option to Yes.
4. Click Report setup. In USMF, the report setup for quality management is already defined. If this wasn't done, you'd add new lines here for the different report types, and select the type of document to be used for each report.
5. Close all pages.

Create a test

1. Go to Inventory management > Setup > Quality control > Tests.
2. Click New.
3. In the Test field, type eBookTest.
4. In the Description field, type Test eBook.
5. In the Type field, select 'Option'. to assign the test results based on pre-defined values.
6. Click Save.
7. Close all pages.

Create Test variables to define the way test results are recorded

1. Go to Inventory management > Setup > Quality control > Test variables.
2. Click New.
3. In the Variable field, type Power.
4. In the Description field, type Power up.
5. Click Save.
6. Click Outcomes.
7. Click New.
8. In the Outcome field, type ON
9. In the Description field, type Device starts normally.
10. In the Outcome status field, select 'Pass'.

11. Click Save.
12. Click New.
13. In the Outcome field, type OFF.
14. In the Description field, type Device does not power up.
15. In the Outcome status field, select 'Fail'.
16. Click Save.
17. Close all pages.

Set up item sampling

1. Go to Inventory management > Setup > Quality control > Item sampling.
2. Click New.
3. In the Item sampling field, type One.
4. In the Description field, type one sample.
5. In the Quantity specification field select Fixed quantity.
6. In the Value field, enter 1. This value relates to the Quantity specification that's selected in the adjacent field.
7. Expand or collapse the Process section.
8. Select or clear the Full blocking option. If you select this option, the whole lot or order line quantity is blocked if a test is failed. If you don't select it, only the items in the quality order are blocked.
9. Click Save.
10. Close all pages.

Create a quality and item group

1. Go to Inventory management > Setup > Quality control > Quality groups.
2. Click New.
3. In the Quality group field, type eBookQG. Use a descriptive name to help you identify which kind of items the group will contain (your sampling criteria).
4. In the Description field, type Quality group for TVs.
5. Click Save.
6. Click Add items.
7. Select the Item number row. In this example the filtering will be run based on the item number.
8. In the Criteria field, type T* to filter on the item numbers that start with T.
9. Click OK.
10. Click OK.
11. Close all pages.

Create a test group

1. Go to Inventory management > Setup > Quality control > Test groups.

2. Click New.
3. In the Test group field, type eBookTG. Give the Test group a name that will help you remember what kind of tests are being run, and which quality group it should be associated with.
4. In the Description field, type Test group for TVs.
5. In the Item sampling field, select One.
6. Under the Overview tab, click Add.
7. In the Sequence number field, enter 1.
8. In the Test field, select eBookTest.
9. Click the Test tab.
10. In the Variable field, select Power.
11. In the Default outcome field, click the drop-down button to open the lookup.
12. Select ON.
13. Click Save.
14. Close all pages.

Define when quality orders will be created

1. Go to Inventory management > Setup > Quality control > Quality associations.
2. Click New.
3. In the Reference type field, select 'Sales'.
4. In the Item code field, select 'Group'.
5. In the Item field, enter or select eBookQG
6. Expand the Process section.
7. In the Event type field, select 'Picking process is scheduled'.
8. Expand the Quality order process section.
9. In the Event blocking field, enter or select Picking process
10. Expand the Specifications section.
11. In the Test group field, enter or select eBookTG
12. Click Save.
13. Close all pages.

Process quality orders

1. Go to Sales and marketing > Sales orders > All sales orders.
2. Click New.
3. In the Customer account field, select US-013.
4. Click OK.
5. In the Item number field, enter or select T0002
6. On the Action Pane, click Pick and pack.
7. Click Quality orders. Note that currently there is no quality order.
8. Close the page.
9. Click Generate picking list.

10. Click OK.
11. Click OK.
12. Read the error message generated preventing you from continuing the process of picking and packing because you have now a quality order.
13. Click Quality orders. Note the quality order automatically is generated.
14. Review the tests
15. Click Results.
16. Set Result quantity to '1'.
17. Set Test result to 'ON'.
18. Click Validate.
19. Close the page
20. Click Validate
21. Click OK.
22. Close the quality order page
23. Click Generate picking list.
24. Click OK.
25. Click OK.
26. Once back on the Sales order page, clear the messages via the X.
27. Note that there no error since you have passed the quality order test.
28. Click Picking list registration.
29. Click Updates.
30. Click Update all.
31. Close the form.
32. Click Post packing slip.
33. Click OK.
34. Click OK.
35. Close all pages.

Exercise 2: Create and process a non conformance order

Create a Manual Quality Order

To make sure that the shipped products have a quality expected by **USMF**, Sammy, in sales, decides to make an additional selection for the HDMI cable item **A0002** for impedance.

1. Open **Inventory management > Periodic tasks > Quality management > Quality orders**.
2. Click **New**.

Create a new quality order with the following specifications:

3. Select **Inventory** as the **Reference type**.

4. Select **Item number A0002**.
5. Select **APPAREL** eBookTG as the **Test group**.
6. Type "1.00" in the **Quantity** field.
7. Select **2** in the **Site** field.
8. Select **24** in the **Warehouse** field.
9. Select **Available** in the **Inventory status** field.
10. Click **OK**.
- ~~11. In the bottom pane, select the line where Sequence is 10 (Length), and then click **Results**.~~
- ~~12. In the **Result quantity** field, type "1.00".~~
- ~~13. In the **Test result** field, type "100.00".~~
14. Click **Validate** and close the form.
15. Select the line where Sequence is 20 (Rub and Scratch), and then click **Results**.
16. In the **Result quantity** field, type "1.00".
17. Click **Validate** and close the form.

Work with Non Conformances

Due to recent issues with customers returning faulty computers, you want to set up some processes to deal with faulty items in the system.

1. Open **Inventory management > Setup > Quality management > Problem types**.
2. Click **New**.
3. Enter **Temperature** in both **Problem type** and **Description** fields.
4. Click **Save**.
5. Add Diagnostic types.
6. Open **Inventory management > Setup > Quality management > Diagnostic types**.
7. Click **New**.
8. Enter **Machine temperature** in both **Diagnostic** and **Description** fields.
9. Click **Save**.
10. Open **Inventory management > Setup > Quality management > Operations**.
11. Click **New**.
12. Enter **Adjustment temp** in both **Operation** and **Description** fields.
13. Select **Purchase order** in the **type** field.
14. Click **Save**.
15. Open **Inventory management > Setup > Quality management > Quality charges**.
16. Click **New**.
17. Enter **Repair** in both **Problem type** and **Description** fields.
18. Click **Save**.
19. Add Quarantine zone:
20. Open **Inventory management > Setup > Quality management > Quarantine zones**.
21. Click **New**.
22. Enter **Repair** in both **Quarantine zone** and **Description** fields.
23. Click **Save**.

Create and Process a Non Conformance Order

You have discovered a faulty computer in the inventory, and you'll need to raise a non conformance order to get it fixed. The item you found will need to be taken out of stock and repaired. A machine has caused this fault and will need to be adjusted to prevent more items to be faulty.

1. Open **Inventory management > Periodic tasks > Quality management > Non Conformances**.
2. Click **New**.
3. Select **Internal** in **Non conformance** field.
4. Enter **1000** in the **Item number** field.
5. Enter **Enclosure** as the problem type.
6. Enter **5.00** in the **Defective quantity** field.
7. Enter **1** in the **Site** field.
8. Enter **13** in the **Warehouse** field.
9. Click **OK**.
10. Click the **Function** button (you may need to click the ellipsis toward the top right of the screen) and select **Approve non conformance**.
11. Click **Yes**.
12. Click the **Related operations** button.
13. Click **New**.
14. Select **Enclosure** in the **Operation** field.
15. Enter **Damaged** in the **Reason** field.
16. Click **Save**.
17. Click the **Items** button.
18. Click **New**.
19. Select **A0001** as the item number.
20. Enter **1.00** in the **Quantity** field.
21. Click **Save** and close form.
22. Click **Quality Charges** button.
23. Click **New**.
24. Select **Rework** in the **Charges code** field.
25. Enter **Rework** in the **Description** field.
26. Enter **100.00** in the **Charges value** field.
27. Click **Save** and exit form.
28. Click **Timesheet** button.
29. Click **New**.
30. Enter **5.0** in the **Operation hours** field.
31. Click **Save** and exit form.
32. Close the **Related operations** form.
33. Click the **Corrections** button.
34. Click **New**.
35. Select **Machine adjustment** in the **Diagnostic** field.

36. Select **000002 (Charlie Carson)** in the **Worker** field. Press **Select**.
 37. Select **High** in the **Correction priority** field.
 38. Click the **Save** button.
 39. Click the **Mark Complete** button.
 40. Click **OK** and close the form.
 41. Click the **Functions** button and select **Close non conformance**.
 42. Click **Yes**.
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Exercise 3: Manage Quality Reports and Certificates

At month's end, the quality manager reviews any conformance items created during the month and any corrections related to the conformance. You will need to run the reports and validate the output.

Run Non conformance report

1. Open **Inventory management > Inquiries and reports > Quality management > Non Conformance**.
2. Click **OK**.

Run Non conformance tag report.

3. Open **Inventory management > Inquiries and reports > Quality management > Non Conformance tag**.
4. Click **OK**.

Run Correction report.

5. Open **Inventory management > Inquiries and reports > Quality management > Corrections**.
6. Click **OK**.