

Non-Conformance

User manual



DHYEY CONSULTING SERVICES PVT. LTD

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Introduction of Nonconformity

This Nonconformity feature helps in tracking of any task that needs improvement or has suffered. any irregularity that needs to be recorded. The tracking of these helps in avoiding them in the future.

The non-conformity in D365 Business Central can be used in all the business processes such as sales, purchases, receiving, production etc. This can also be used to address the internal concerns along with the external complains. The external complains include vendor related. issues. Internal complains may be issues caused by the employees.

➤ Effects of the NC

Once a nonconformity is created in D365 Business Central, the second step is to apply corrective. and preventive actions. The system asks for the reasons for the issue to identify the root cause of the issue raised. It provides temporary and permanent solution for the problem to prevent it from reoccurring.

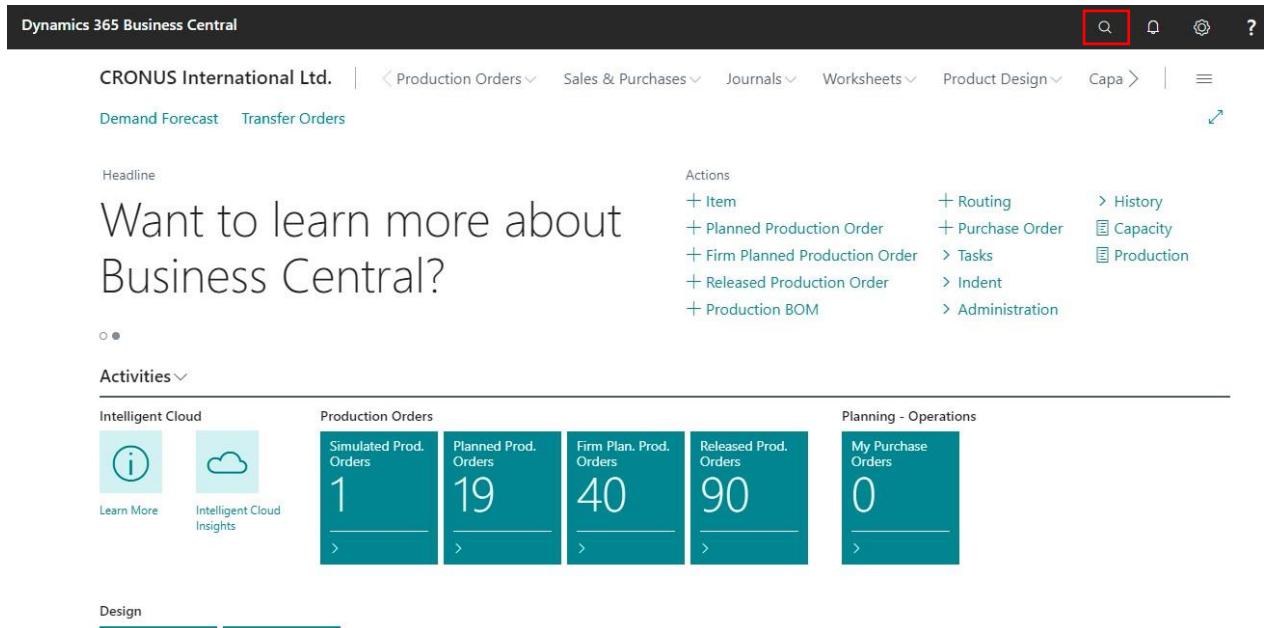
➤ Costing Impact and Resolution of NC

The cost to resolve the non-confirmatory is also added to the NC. This helps in costing and analysing the costs incurred because of the issue created.

The resolution of the NC can be reviewed by the company's audit team to ensure that the issue. has been resolved. The report can also be used by the higher management to analyse the number. of issues raised during the time.

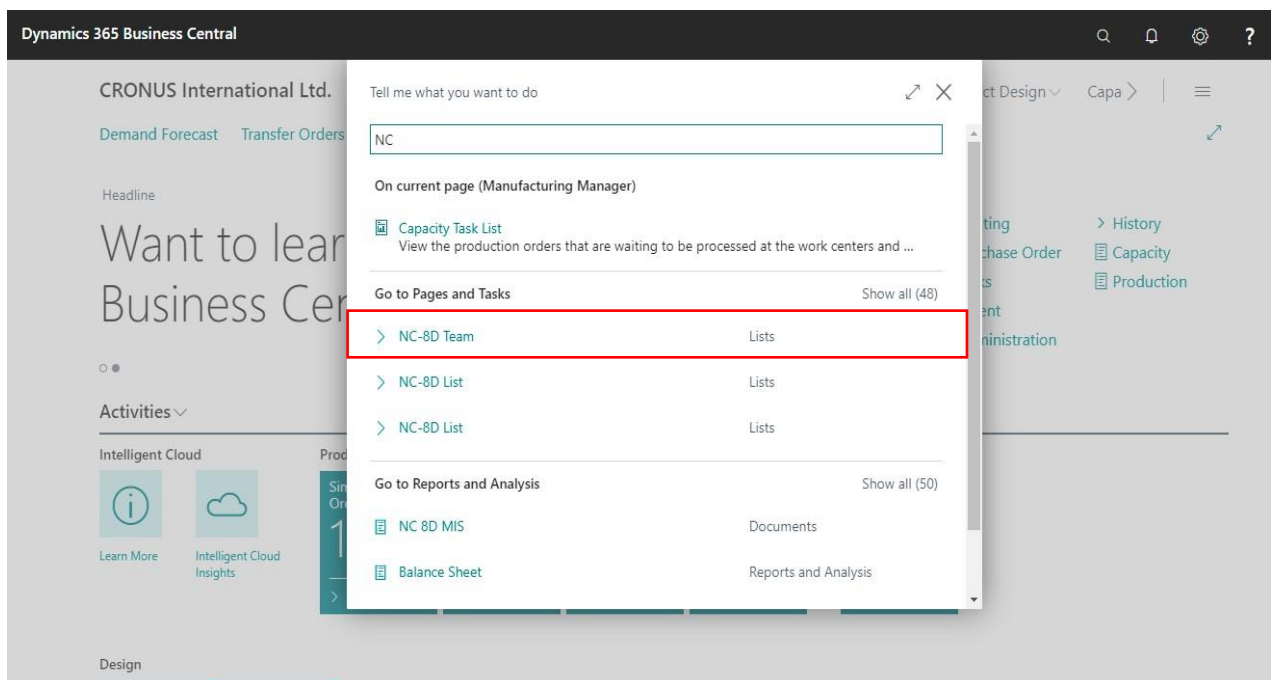
Masters: -

Click on “**search**”.



Search Nc & click “**NC- 8D team.**”

This master is mainly used for defining the team who are involved in Nonconformity. The team include auditor, auditee & endorser.



Now, click new to “**Create team** or **Edit list**” & fill necessary details (this people are those which are mainly involve in NC)

Search	New	Edit List	Delete	Create Team from User	Open in Excel	More options
--------	-----	-----------	--------	-----------------------	---------------	--------------

Code ↑	Name	Function/Responsibility
→ ATUL	Atul Shah	General Manager
D365BC\DCSPL	Buisness Central	Deputy Manager
E1	Mr. A B Shah	Manager Stores
E2	Ms. C D Patel	Sr. Engineer QC
E3	Mr. F. H.. Pandit	Store Keeper
E4	Mr. R. T. Joshi	Design Engineer
E5	X.Y	Production Manager
E6	W.Q	Supervisor

Actions

Search	This used for searching of team Member which is already added in team of NC
New	This is used to create new member in team
Edit List	This is used to edit or rename the current the team.
Delete	This is used for deleting the member from team.
Create Team from User	This action help to create member from users
Open in Excel	This action helps to export whole list to excel.

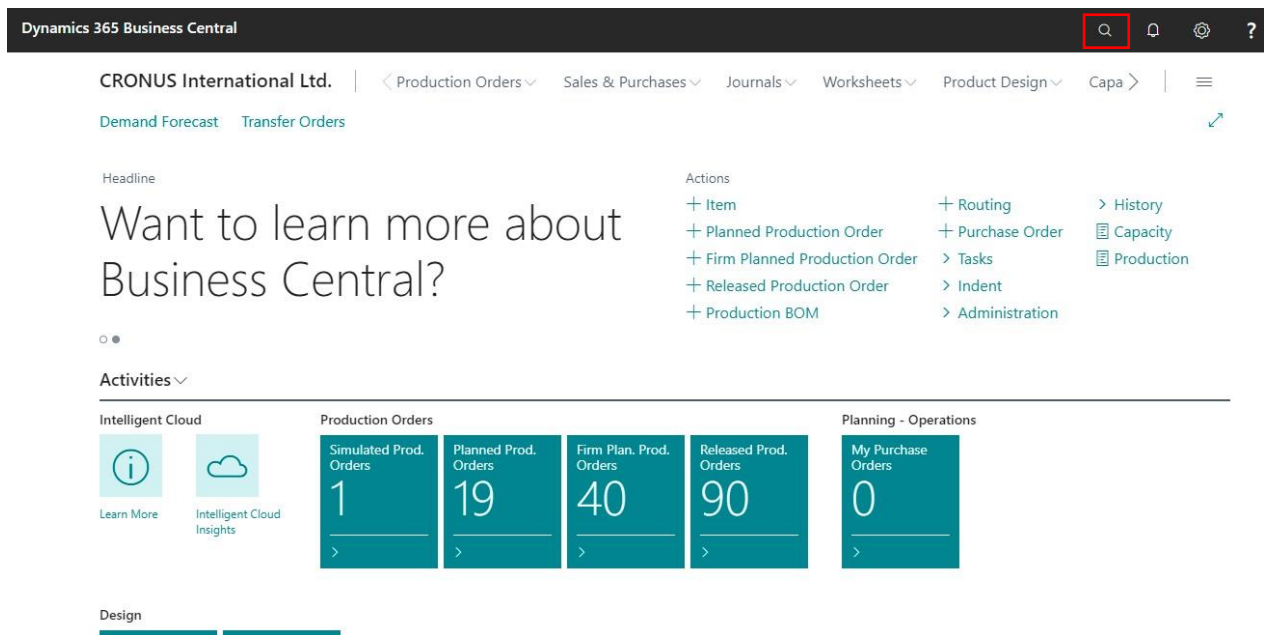
Dynamics 365 Business Central		
CRONUS In		
NC-8D Team Work Date: 9/30/2022		
Search New Edit List Delete Create Team from User Open in Excel		
Code ↑	Name	Function/Responsibility
ATUL	Atul Shah	General Manager
D365BC\DCSPL	Buisness Central	Deputy Manager
E1	Mr. A B Shah	Manager Stores
E2	Ms. C D Patel	Sr. Engineer QC
E3	Mr. F. H.. Pandit	Store Keeper
E4	Mr. R. T. Joshi	Design Engineer
E5	X.Y	Production Manager
E6	W.Q	Supervisor
JATIN	Jatin Manjani	Functional Consultant
KHUSHBOO	Khushboo Prasad	Developer
→		

Actions

Code	Specifies the code of NC Team member.
Name	Specifies the name of NC Team name.
Function/Responsibility	Specifies the function of NC Team member.

To create a new number series

Click on “**search**”.



Dynamics 365 Business Central

CRONUS International Ltd. | < Production Orders > Sales & Purchases > Journals > Worksheets > Product Design > Capa > | ≡

Demand Forecast Transfer Orders

Headline

Want to learn more about Business Central?

Activities

Intelligent Cloud

Learn More Intelligent Cloud Insights

Production Orders

Simulated Prod. Orders 1

Planned Prod. Orders 19

Firm Plan. Prod. Orders 40

Released Prod. Orders 90

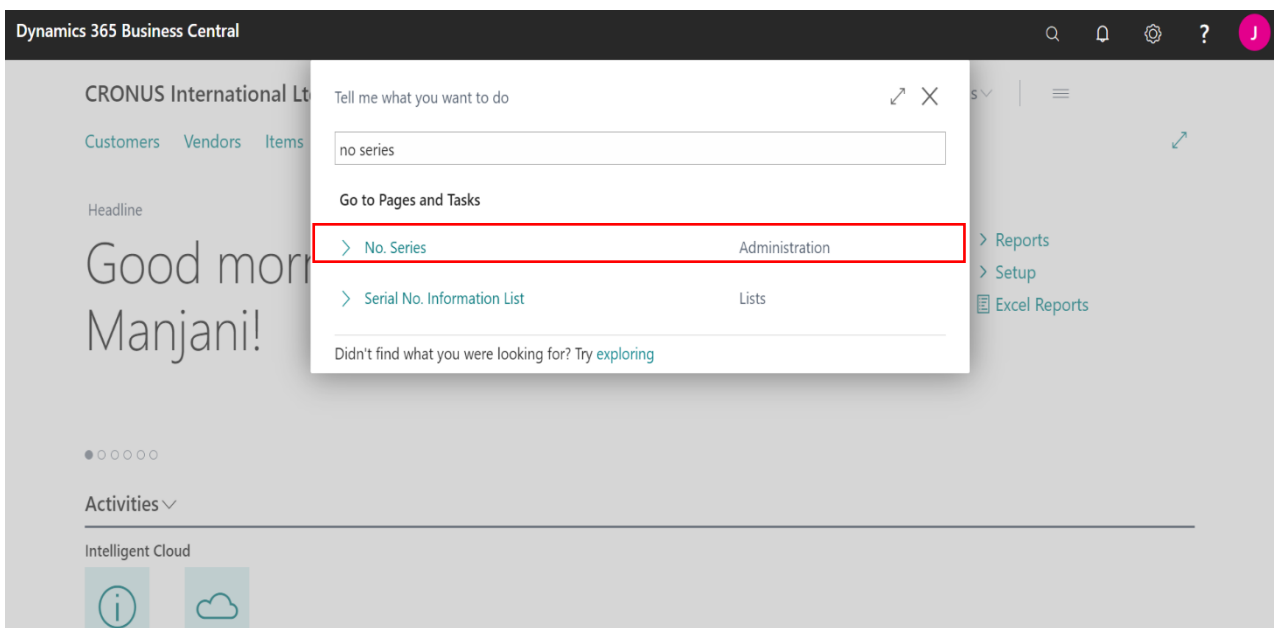
My Purchase Orders 0

Design

Actions

- + Item
- + Planned Production Order
- + Firm Planned Production Order
- + Released Production Order
- + Production BOM
- + Routing
- + Purchase Order
- > Tasks
- > Indent
- > Administration
- > History
- Capacity
- Production

Enter “**No. Series**”, and then choose the related link.



Dynamics 365 Business Central

CRONUS International Ltd. | Customers Vendors Items

Headline

Good morning Manjani!

Activities

Intelligent Cloud

Tell me what you want to do

no series

Go to Pages and Tasks

- > No. Series Administration
- > Serial No. Information List Lists

Didn't find what you were looking for? Try exploring

> Reports

> Setup

Excel Reports

Choose the “New” action.

Dynamics 365 Business Central

CRONUS | No. Series | Work Date: 9/30/2022

Customers

Search + New Edit List Delete Navigate Open in Excel More options

Code ↑	Description	Starting No.	Ending No.	Last Date Used	Last No. Used	Def... Nos.	M N
A-BLK	Assembly Blanket Orders	A00001	A01000	—	A00000	✓	
A-ORD	Assembly Orders	A00001	A01000	9/30/2022	A00002	✓	
A-ORD+	Posted Assembly Orders	A00001	A01000	—	A00000	✓	
A-QUO	Assembly Quote	A00001	A01000	8/3/2021	A00239	✓	
BANK	BANK	B010	B990	9/11/2022	B110	✓	
C	C	C01	C10	—	—		
C+BDO	Breakdown Order	BD0000001	—	9/30/2022	BD0000010	✓	
C+CMP	Complaint Nos	CMP00001	—	9/30/2022	CMP00012	✓	
C+MCH	Machine No	M000001	—	9/4/2021	M000008	✓	
C+MLED	Machine Leder	0000001	—	—	—	✓	
C+OWO	Other Work Order	OWO00001	—	9/30/2022	OWO00001	✓	
C+PVO	Preventive Order	PVO000001	—	9/30/2022	PVO000012	✓	

On the new line, fill in the fields as necessary.

Dynamics 365 Business Central

CRONUS | No. Series | Work Date: 9/30/2022

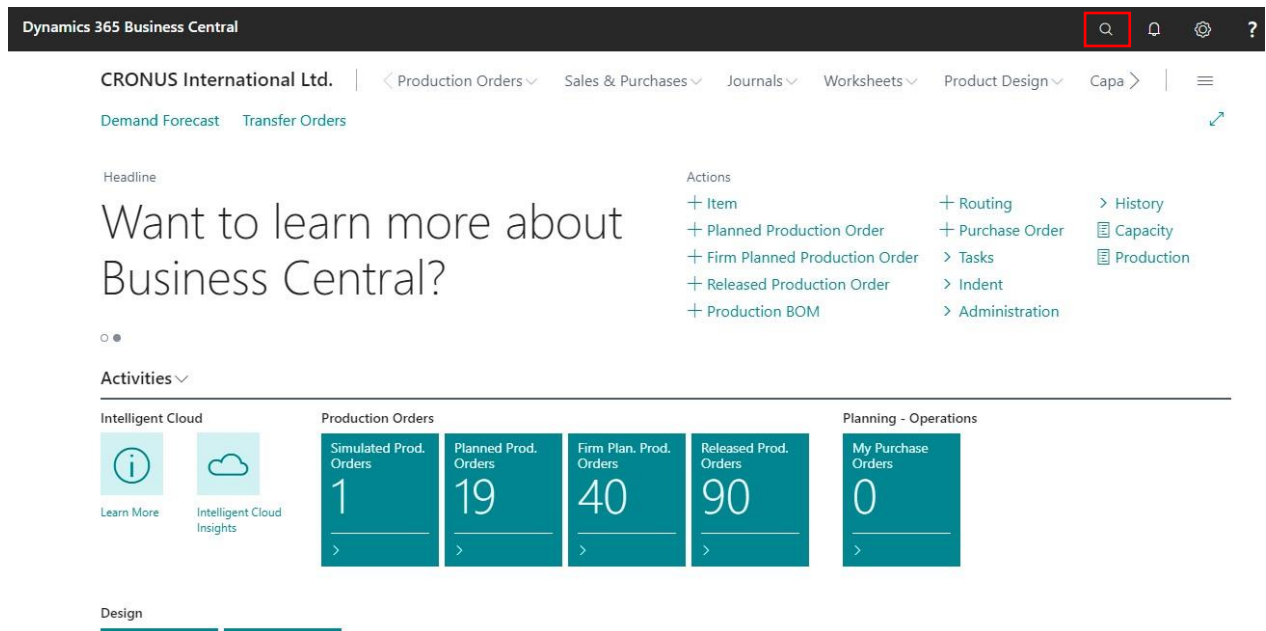
Customers

Search + New Edit List Delete Navigate Open in Excel More options

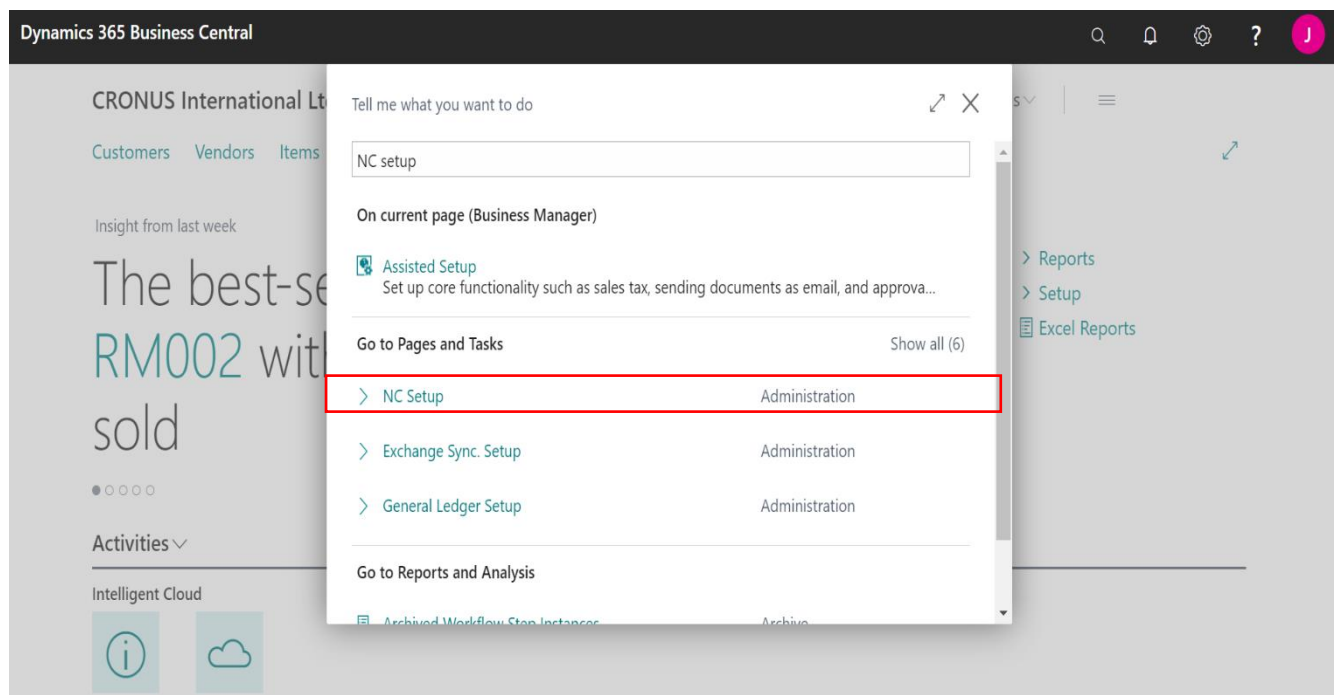
Code ↑	Description	Starting No.	Ending No.	Last Date Used	Last No. Used	Def... Nos.	M N
M-QUO	Sales Quote	1001	2999	8/17/2021	1002	✓	
M-REL	Released orders	101001	102999	1/27/2022	101006	✓	
M-REL-M	Production Order(Released)	1011001	1012999	1/31/2022	1011004	✓	
MRP	Post Return	MR001	—	—	—	✓	
→ NC+	NC Addon	NC-0000001	—	9/20/2021	NC-0000242	✓	
NORMS	QC Norms	NM01	—	2/12/2021	NM05	✓	
NRGP	Non Returnable Gate Pass	NRGP00001	NRGP99999	8/24/2021	NRGP00013	✓	
NS-ITEM	Catalog Items	NS0001	NS0100	1/1/2021	NS0004	✓	
OCO01	Qc Order nos.	QCO001	—	—	—		
OPP	Opportunity	OP000001	OP999999	—	—	✓	
O-PROM	Order Promising	OP101001	OP199999	—	—	✓	
P0001		—	—	—	—		
P001		—	—	—	—		

To set up where a number series is used

Click on “**search**”.



Enter “**NC Setup**”, and then choose the related link.



Link the number series with “NC-8D Nos.”

Dynamics 365 Business Central

NC Setup

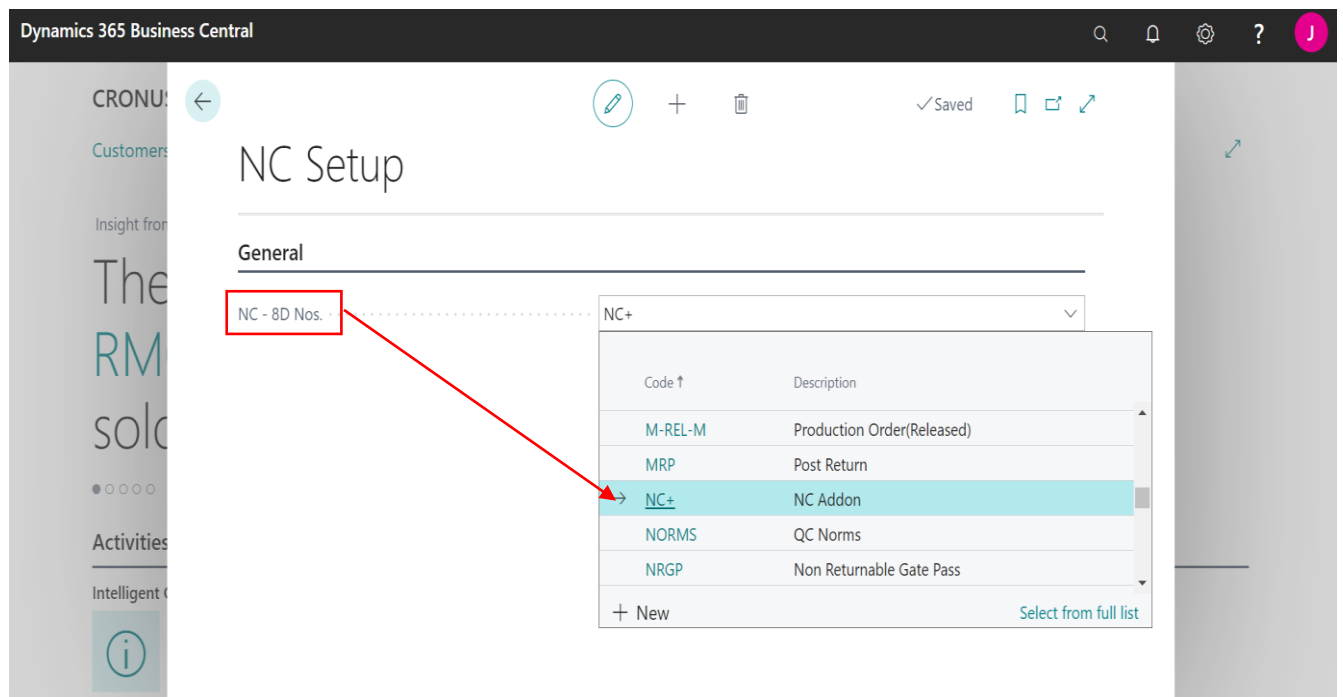
General

NC - 8D Nos.

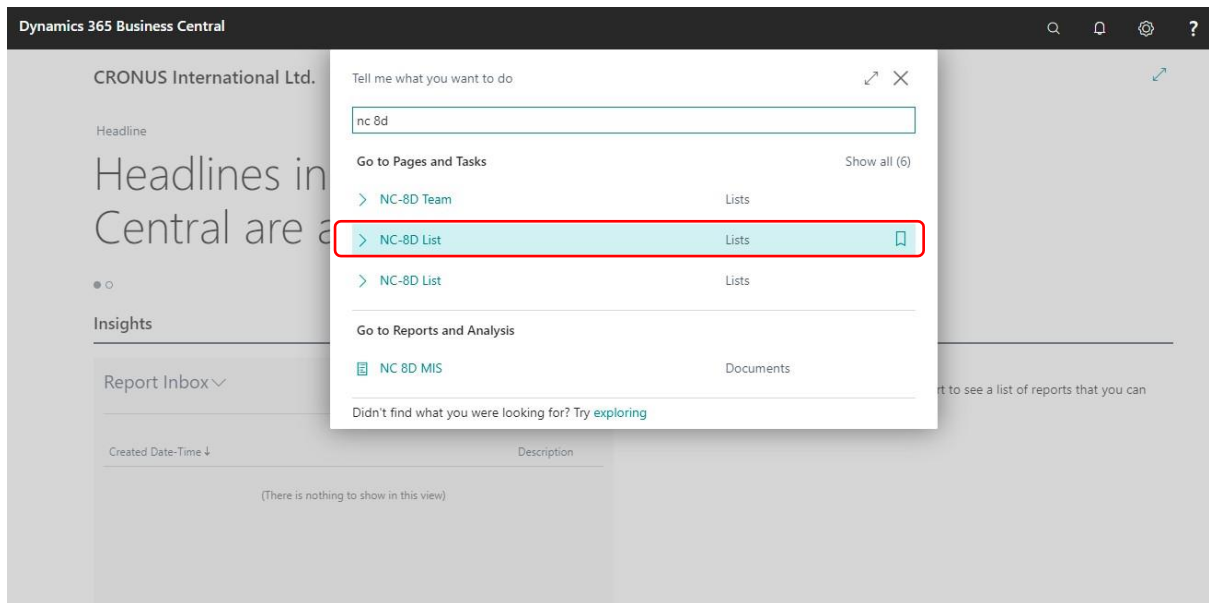
NC+

Code ↑	Description
M-REL-M	Production Order(Released)
MRP	Post Return
NC+	NC Addon
NORMS	QC Norms
NRGP	Non Returnable Gate Pass

+ New [Select from full list](#)



Process: -



Click on New.

The screenshot shows the 'NC-8D List' table in Dynamics 365 Business Central. The table has columns for NC No., NC Date, Source Document, Item No., Customer No., Quantity, Unit of Measure Code, Status, and Repetitive Defect. A red box highlights the '+ New' button in the top left corner of the table. The table contains 16 rows of data.

NC No. ↑	NC Date	Source Document	Item No.	Customer No.	Quantity	Unit of Measure Code	Status	Repetitive Defect
NC-0000038	3/16/2021	Purchase Order	80001		5.00	PCS	Reopen	<input type="checkbox"/>
NC-0000039	3/16/2021	Sales Return Or...	70011	01445544	2.00	PCS	Reopen	<input type="checkbox"/>
NC-0000042	3/19/2021	Released Prod. ...	1100		1.00	PCS	Reopen	<input type="checkbox"/>
NC-0000045	4/1/2021	Purchase Order	123456789012345...		1,000.00	PCS	Released	<input type="checkbox"/>
NC-0000048	4/2/2021	Purchase Order	RM001		10.00	PCS	Released	<input type="checkbox"/>
NC-0000050	4/2/2021	Purchase Order	1896-S		100.00	PCS	Released	<input type="checkbox"/>
NC-0000051	4/3/2021	Warehouse Rec...	RM001		5.00	PCS	Released	<input type="checkbox"/>
NC-0000052	4/6/2021	Service Order	80007	10000	0.00		Analysis	<input type="checkbox"/>
NC-0000053	4/6/2021	Service Order	80005	50000	0.00		Reopen	<input type="checkbox"/>
NC-0000054	5/3/2021	Purchase Return...	80001		5.00	PCS	Analysis	<input type="checkbox"/>
NC-0000056	5/3/2021	Released Prod. ...	SA009		1.00	PCS	Created	<input type="checkbox"/>
NC-0000057	5/3/2021	Released Prod. ...	1000		2.00	PCS	Created	<input type="checkbox"/>
NC-0000058	5/3/2021	Finished Prod. O...	FG001		2.00	PCS	Analysis	<input type="checkbox"/>
NC-0000059	5/3/2021	Sales Return Or...	1952-W	46897889	1.00	PCS	Reopen	<input type="checkbox"/>
NC-0000060	4/1/2021	Purchase Return...	70011		52.00	PCS	Reopen	<input type="checkbox"/>
NC-0000061	5/4/2021	Finished Prod. O...	SA002		0.00	PCS	Approved	<input type="checkbox"/>

This window will appear after clicking new action.

Dynamics 365 Business Central

NC-8D

Actions Related Reports

General >

Description of NC >

Correction/Urgent Measures/Interim Containment plan >

Identify Root Causes and Escape Points >

Develop Permanent Corrective Actions >

Implement Permanent Corrective Actions >

Prevent Reoccurrences >

Acknowledge The Team >

General Tab

The general tab of Nc requires general details for Nc like document type, status, quantity, vendor No., customer no. etc.

Field of General Tab

NC No.	Specifies the number of the involved entry or record, according to the specified number series.
NC Date	Specifies the date when the Non-Conformance was created.
Source No.	Specifies the number of the source document that the entry originates from.
Source Document	Specifies the source document of the Non-Conformance.
Location Code	Specifies the Location of the Non-Conformance.
Customer No.	Specifies the customer by whom Non-Conformance is observed/reported.
Vendor No.	Specifies the vendor for whom Non-Conformance is generated/reported.
Item No.	Specifies the Item number for which Non-Conformance is generated.
Quantity	Specifies the quantity of Source Document.
Affected Quantity	Specifies the affected quantity of Non-Conformance.
Unit of Measure Code	Specifies how each unit of the item is measured, such as in pieces or hours. By default, the value in the Base Unit of Measure field on the item is inserted.
Observation Date	Specifies the date on which Non-Conformance was generated.
Report Area	Specifies the Report Area where problem/Non-Conformance generated.
Root Cause Area	Specifies the Area where problem/Non-Conformance occurred.
No of Versions	Specifies the count of Archived Non-Conformance.
Status	Specifies the status of Non-Conformance.
Closed	
Ref. No. (Procedure/WI/Drawing/Standard)	Specifies the Procedure/Drawing/Standard.
Audit Subject	Specifies the subject of Audit in Non-Conformance.
Customer Name	Specifies the name of customer by whom Non-Conformance is observed/reported.
Vendor Name	Specifies the name of vendor for whom Non-Conformance is generated/reported.
Item Name	Specifies the name of item for which Non-Conformance is generated.
No. of Auditees	Specifies the count of Auditees involved in Non-Conformance.
No. of Auditors	Specifies the count of Auditors involved in Non-Conformance.
No. of Endorsed by	Specifies the count of Endorsers involved in Non-Conformance.
Last modified by	Specifies the user who last updated the Non-Conformance.
Closed By	
Closed Date	
Approval Status	

Description of NC.

Non-conformance is a sign that something went wrong in a service, process, product or in the system itself by not meeting a certain set of specifications.

So, in description of Nc describe problem in service, product, or process.

Description	Specifies the description of Non-Conformance
Assigned To	Specifies to whom the Non-Conformance is assigned

Implementation Date	Specifies the implementation date of Non-Conformance
Actual Completion Date	Specifies the actual completion date of Non-Conformance

Correction/Urgent Measures/Interim Containment plan.

The correction/urgent measures defines that what should the corrective action or urgent measure should be provided to provide same status quo as it has been earlier or expected.

Description	Specifies the description of Correction/Urgent Measures/Interim Containment of Non-Conformance.
Disposition	Specifies the disposition of Non-Conformance.
Assigned To	Specifies to whom Non-Conformance is assigned.
Implementation Date	Specifies the Implementation Date for Non-Conformance.
Actual Completion Date	Specifies the Actual Completion Date for Non-Conformance.

Identify Root Causes and Escape Points.

A root cause is defined as a factor that caused a nonconformance and should be permanently eliminated through process improvement.

Description	Specifies the description of Identify Root Causes.
Assigned To	Specifies to whom Non-Conformance is assigned.
Implementation Date	Specifies the Implementation Date for Non-Conformance.
Actual Completion Date	Specifies the Actual Completion Date for Non-Conformance.
Repetitive	Specifies the problem is repetitive

Develop Permanent Corrective Actions.

A corrective action is realizing and defining a problem, containing the problem, determining its cause, and taking appropriate action

Description	Specifies the description of develop permanent corrective actions.
Assigned To	Specifies to whom Non-Conformance is assigned.

Implementation Date	Specifies the Implementation Date for Non-Conformance.
Actual Completion Date	Specifies the Actual Completion Date for Non-Conformance.

Implement Permanent Corrective Actions.

Implement the developed permanent corrective action at necessary departments of organisation.

Description	Specifies the description of Implement Permanent Corrective Actions
Assigned To	Specifies to whom Non-Conformance is assigned.
Implementation Date	Specifies the Implementation Date for Non-Conformance.
Actual Completion Date	Specifies the Actual Completion Date for Non-Conformance.

Prevent Reoccurrences.

A corrective action is realizing and defining a problem, containing the problem, determining its cause, and taking appropriate action to prevent it happening again.

Description	Specifies the description of Implement Permanent Corrective Actions
Assigned To	Specifies to whom Non-Conformance is assigned.
Implementation Date	Specifies the Implementation Date for Non-Conformance.
Actual Completion Date	Specifies the Actual Completion Date for Non-Conformance.

Acknowledge The Team.

At last, Acknowledge the Team for time & efforts they have put for Nc.

Description	Specifies the description of Implement Permanent Corrective Actions
Assigned To	Specifies to whom Non-Conformance is assigned.
Implementation Date	Specifies the Implementation Date for Non-Conformance.

Actual Completion Date	Specifies the Actual Completion Date for Non-Conformance.
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Charges

The charges tab is used to write how many man hours are consumed for this Nc. & what & how much charges are incurred for this Nc.

Man, Hour Consumed	Specifies the unit of Man Hours consumed for Non-Conformance.
Man, Hour UOM	Specifies the Unit of Measure of Man Hours consumed for Non-Conformance
Vendor Charges	Specifies the Vendor charges applied for Non-Conformance.
Logistic Charges	Specifies the Logistic charges applied for Non-Conformance.
Total NC Cost	Specifies the total cost for Non-Conformance.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000098

Actions | Related | Reports

Get Source Lines | Release | Reopen | Approve | Reject | Close | Archive | Endorsed by | Auditors | Auditees

NC No. NC-0000098 No. of Versions 0

NC Date 7/15/2021 Status Created

Source No. Closed

Source Document Ref. No. (Procedure/WI/Drawing...)

Location Code Audit Subject

Customer No. Customer Name

Vendor No. Vendor Name

Item No. Item Name

Quantity 0.00 No. of Auditees 0

Affected Quantity 0.00 No. of Auditors 1

Get source Lines: - Get source document for item for which non-conformance is to be generated. For this we have select the source document which is available in general tab.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000098

Actions Related Reports

General

NC No.	NC-0000098	No of Versions	0
NC Date		Status	Created
Source No.		Closed	<input type="checkbox"/>
Source Document	Sales Order	Ref. No. (Procedure/WI/Drawing...)	
Location Code		Audit Subject	
Customer No.		Customer Name	
Vendor No.		Vendor Name	
Item No.		Item Name	
Quantity		No. of Auditees	0
Affected Quantity	0.00	No. of Auditors	1
Unit of Measure Code		No. of Endorsed by	0

Source Document dropdown options:

- Sales Order
- Sales Return Order
- Purchase Order
- Warehouse Receipts
- Purchase Return Order
- Posted Purchase Receipts
- Released Prod. Order
- Finished Prod. Order
- Others
- Service Order

After selecting the source document select action & then click on get source lines

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

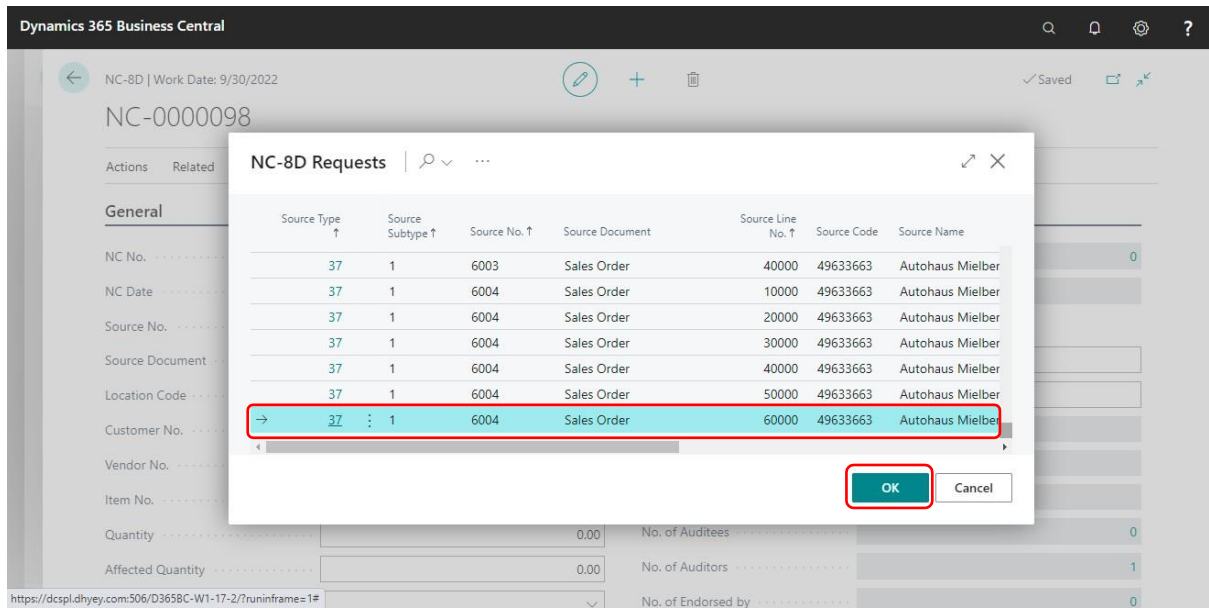
NC-0000098

Actions Related Reports

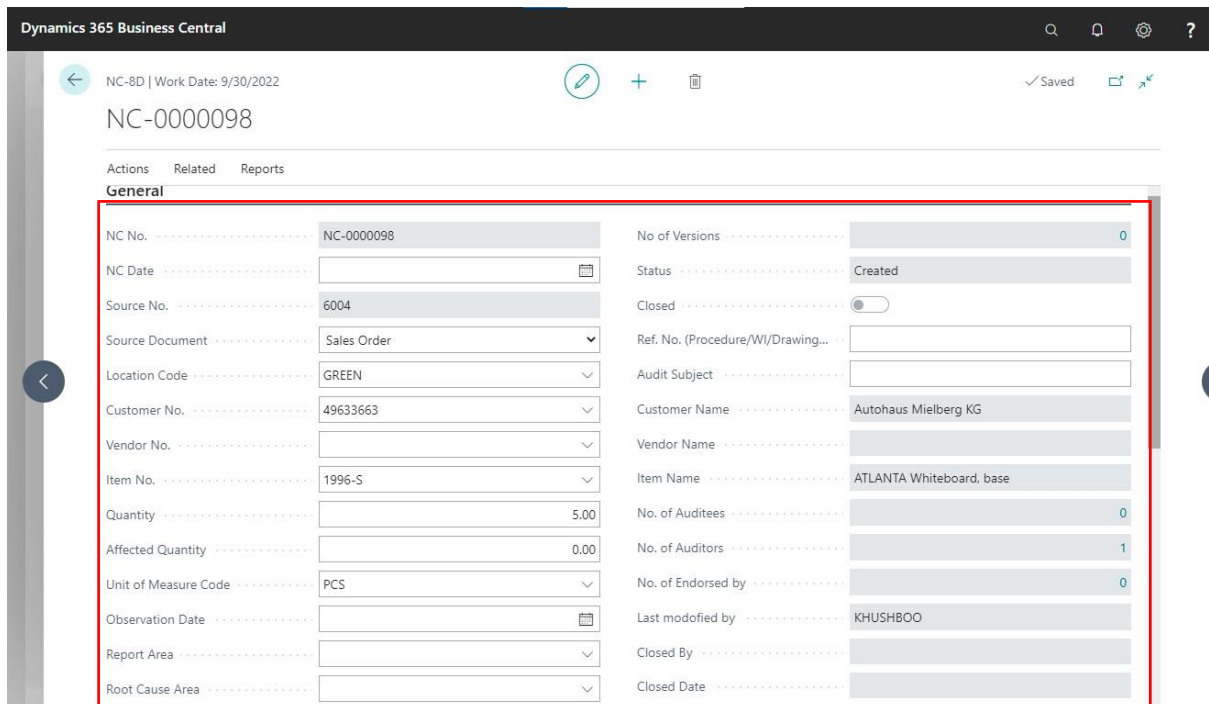
Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees

NC No.	NC-0000098	No of Versions	0
NC Date	7/15/2021	Status	Created
Source No.		Closed	<input type="checkbox"/>
Source Document		Ref. No. (Procedure/WI/Drawing...)	
Location Code		Audit Subject	
Customer No.		Customer Name	
Vendor No.		Vendor Name	
Item No.		Item Name	
Quantity	0.00	No. of Auditees	0
Affected Quantity	0.00	No. of Auditors	1

The new window will appear. Now, select the document & data will be fetched to general tab.



In this way the general details will be filled automatically whichever data is available in document.



Release: - Release the document for next level processing of non-conformance. (It will be released only when Nc has description).

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000099

Actions Related Reports

Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees

NC No. NC-0000099 No of Versions 0

NC Date 7/15/2021 Status Reopen

Source No. 6004 Closed

Source Document Sales Order Ref. No. (Procedure/WI/Drawing...)

Location Code GREEN Audit Subject

Customer No. 49633663 Customer Name Autohaus Mielberg KG

Vendor No. Vendor Name

Item No. 1964-S Item Name TOKYO Guest Chair, blue

Quantity 3.00 No. of Auditees 0

Affected Quantity 0.00 No. of Auditors 0

Unit of Measure Code PCS No. of Endorsed by 0

Reopen	Reopen the non-conformance for change after it is approved.
Approve	Approve the non-conformance.
Reject	Reject the non-conformance.
Close	close the non-conformance.
Archive	Archive non-conformance.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000099

Actions Related Reports

Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees

NC No. NC-0000099 No of Versions 0

NC Date 7/15/2021 Status Reopen

Source No. 6004 Closed

Source Document Sales Order Ref. No. (Procedure/WI/Drawing...)

Location Code GREEN Audit Subject

Customer No. 49633663 Customer Name Autohaus Mielberg KG

Vendor No. Vendor Name

Item No. 1964-S Item Name TOKYO Guest Chair, blue

Quantity 3.00 No. of Auditees 0

Affected Quantity 0.00 No. of Auditors 0

Unit of Measure Code PCS No. of Endorsed by 0

Auditor	is person who monitor the quality of a company's products or services.
Auditee	is person WHO is audited.
Endorser	is person who is authorized to sign & approve the non-confirmatory.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000099

Actions Related Reports

Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees

NC No. NC-0000099 No of Versions 0

NC Date 7/15/2021 Status Reopen

Source No. 6004 Closed

Source Document Sales Order Ref. No. (Procedure/WI/Drawing...

Location Code GREEN Audit Subject

Customer No. 49633663 Customer Name Autohaus Mielberg KG

Vendor No. Vendor Name

Item No. 1964-S Item Name TOKYO Guest Chair, blue

Quantity 3.00 No. of Auditees 0

Affected Quantity 0.00 No. of Auditors 0

Unit of Measure Code PCS No. of Endorsed by 0

Related

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000099

Actions Related Reports

Item Tracking Open Source Document Archive List

NC No. NC-0000099 No of Versions 0

NC Date 7/15/2021 Status Reopen

Source No. 6004 Closed

Source Document Sales Order Ref. No. (Procedure/WI/Drawing...

Location Code GREEN Audit Subject

Customer No. 49633663 Customer Name Autohaus Mielberg KG

Vendor No. Vendor Name

Item No. 1964-S Item Name TOKYO Guest Chair, blue

Quantity 3.00 No. of Auditees 0

Affected Quantity 0.00 No. of Auditors 0

Unit of Measure Code PCS No. of Endorsed by 0

Item tracking: - view or edit serial no. or lot no. for selected item.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

Edit - Item Tracking Lines - 80001 - Computer III 533 MHz

Manage Process Line **Open in Excel** More options

	Source	Item Tracking	Undefined
Purchase Line			
Quantity		5	5
Qty. to Handle		0	0
Qty. to Invoice		5	5
Item Tracking Code	FREEENTRY		Description: Free entry of tracking

Availability, Serial No.	Serial No.	Availability, Lot No.	Lot No.	Quantity (Base)	Qty. to Handle (Base)	Qty. to Invoice (Base)	Appl.-from Item Entry
→ Yes		Yes	LOT0338	5	0	5	0

Close

Open-source document: - this function help to open or show that document for which non-conformance is made.

Archive list: - this function help to show list of archive document.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-8D Archive List | Work Date: 9/30/2022

Search Manage **Open in Excel**

NC No. ↑	NC Date	Source Document	Source No.	Source Line No.	Version No. ↑
NC-0000099	7/15/2021	Sales Order	6004	40000	1

Reports

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000099

Request Approval | Actions | Related | **Reports** | Fewer options

Non - Conformance Report

NC No.	NC-0000099	No. of Versions	1
NC Date	7/15/2021	Status	Reopen
Source No.	6004	Closed	<input type="checkbox"/>
Source Document	Sales Order	Ref. No. (Procedure/WI/Drawing...)	
Location Code	GREEN	Audit Subject	
Customer No.	49633663	Customer Name	Autohaus Mielberg KG
Vendor No.		Vendor Name	
Item No.	1920-S	Item Name	ANTWERP Conference Table
Quantity	3.00	No. of Auditees	0
Affected Quantity	0.00	No. of Auditors	0

https://dcspl.dhyey.com:506/D3658C-W1-17-2/?company=CRONUS International Ltd.&page=70801576&dc=0&bookmark=31%3bp1g48AJ7%2f04AQwAtADAAMAawADAAMAASADk%3d&signInRedirected=1&runinframe=1# 0

Preview of non-conformance report.



Non-Conformance Report

Page 1 of 2

NC No.: NC-0000073
 NC Date: 5/31/2021
 Source No.:
 Source Doc.: Sales Order
 Supplier:
 Reference No.:
 Observation Date:
 NC Subject:

Status: Analysis
 Item No.:
 Item Name:
 Lot No.:
 Quantity: 0
 Affected Quantity: 0
 Report Area: PACKING DEPARTMENT
 Root Cause Area: PACKING

Description of NC

Description	Assigned To	Implementation Date	Actual Completion Date
Damage product received from customer	Mr. A B Shah		

Correction/Urgent Measures/Interim Containment plan

Description	Disposition	Assigned To	Implementation Date	Actual Completion Date
Immediately replaced the product new one	Replace	Mr. A B Shah		

Identify Root Causes and Escape Points

Description	Repetitive Defect	Assigned To	Implementation Date	Actual Completion Date
Not proper packaging & Not proper care was taken by Logistic company	Yes	Ms. C D Patel		
Wrong size thermal sheet was used in packaging material by department	Yes	Mr. F. H. Pandit		

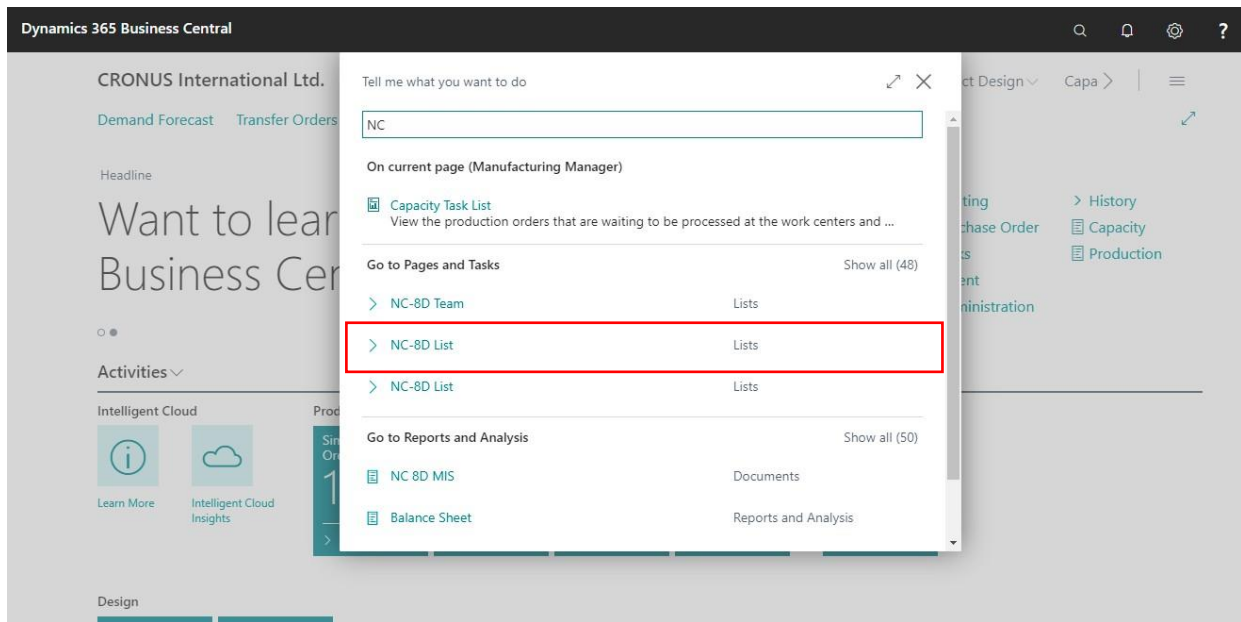
Develop Permanent Corrective Actions

Description	Assigned To	Implementation Date	Actual Completion Date
use more mm thick thermal sheet & contact with good transport	Mr. R. T. Joshi		

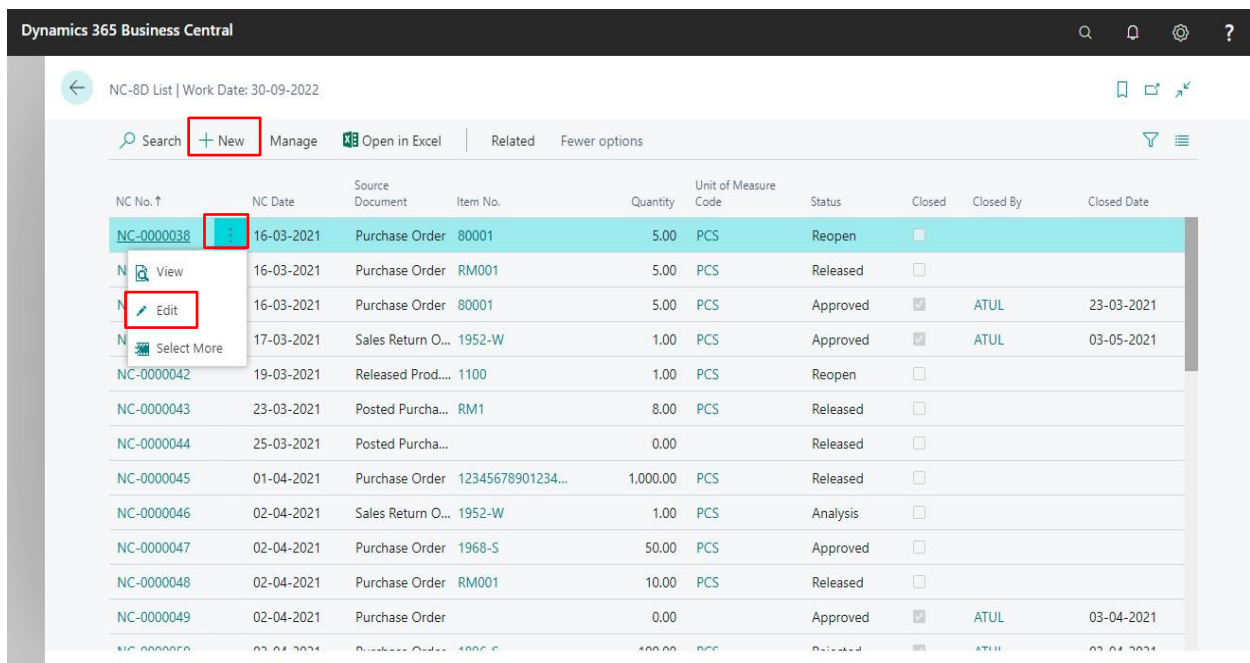
Examples of Non-Conformance

NC For Purchase Return

Now, after creating team again click on search & search “**NC 8D list.**”



Click on “**New**” or “**Edit**” to create NC or Edit Nc.



Click on action then “**Endorsed by**”.

Actions | Related | Reports

Get Source Lines
 Release
 Reopen
 Approve
 Reject
 Close
 Archive
 Endorsed by
 Auditors
 Auditees

General

NC No.	NC-0000060	No of Versions	0
NC Date	01-04-2021	Status	Reopen
Source No.	1001	Report Area	DESIGNING DEPARTMENT
Source Line No.	30000	Root Cause Area	KNOWLEDGE
Source Document	Purchase Return Order	Ref. No. (Procedure/WI/Drawing... ..	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.	10000	Vendor Name	London Postmaster

Select the person who is generally in charge or having authority to “**Accept** or **Reject**” Nc.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

✓ Saved

Edit - NC-8D Team List

Search
 New
 Edit List
 Delete
 Open in Excel

NC Team No.	Name	Function/Responsibility
E1	Mr. A B Shah	Manager Stores

Code ↑	Name	Function/Responsibility
ATUL	Atul Shah	General Manager
D365BC\DCSPL	Buisness Central	Deputy Manager
→ E1	Mr. A B Shah	Manager Stores
E2	Ms. C D Patel	Sr. Engineer QC
E3	Mr. F. H.. Pandit	Store Keeper

+ New Select from full list

Close

Click on Action Tab > then “**Auditor**”.

NC-0000060

Actions Related Reports

Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by **Auditors** Auditees

General

NC No.	NC-0000060	No of Versions	0
NC Date	01-04-2021	Status	Reopen
Source No.	1001	Report Area	DESIGNING DEPARTMENT
Source Line No.	30000	Root Cause Area	KNOWLEDGE
Source Document	Purchase Return Order	Ref. No. (Procedure/WI/Drawing...)	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	
Vendor No.	10000	Vendor Name	London Postmaster

Here 8 D team list will be opened to select “**Auditor**” from list for NC.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

✓ Saved

Edit - NC-8D Team List

Search + New Edit List Delete Open in Excel

NC Team No.	Name	Function/Responsibility
→ E1	Mr. A B Shah	Manager Stores

Code ↑	Name	Function/Responsibility
ATUL	Atul Shah	General Manager
D365BC\DCSPL	Buisness Central	Deputy Manager
→ E1	Mr. A B Shah	Manager Stores
E2	Ms. C D Patel	Sr. Engineer QC
E3	Mr. F. H.. Pandit	Store Keeper

+ New Select from full list

Close

Click on Action Tab > then “**Auditees**” (Here auditees can be more than one person)

NC-0000060

Actions Related Reports

Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors **Auditees**

General

NC No.	NC-0000060	No of Versions	0
NC Date	01-04-2021	Status	Reopen
Source No.	1001	Report Area	DESIGNING DEPARTMENT
Source Line No.	30000	Root Cause Area	KNOWLEDGE
Source Document	Purchase Return Order	Ref. No. (Procedure/WI/Drawing...)	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.	10000	Vendor Name	London Postmaster

Here 8 D team list will be open to select “**Auditees**” from list for NC 8D team.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

Edit - NC-8D Team List

Search + New Edit List Delete Open in Excel

NC Team No.	Name	Function/Responsibility
→ E1	Mr. A B Shah	Manager Stores

Code ↑	Name	Function/Responsibility
ATUL	Atul Shah	General Manager
D365BC\DCSPL	Buisness Central	Deputy Manager
→ E1	Mr. A B Shah	Manager Stores
E2	Ms. C D Patel	Sr. Engineer QC
E3	Mr. F. H. Pandit	Store Keeper

+ New Select from full list

Close

This is “**General**” tab which include all necessary details to be filled by user which are used for creating NC.

Actions Related Reports			
General			
NC No.	NC-0000060	No of Versions	0
NC Date	01-04-2021	Status	Reopen
Source No.	1001	Report Area	DESIGNING DEPARTMENT
Source Line No.	30000	Root Cause Area	KNOWLEDGE
Source Document	Purchase Return Order	Ref. No. (Procedure/WI/Drawing...)	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.	10000	Vendor Name	London Postmaster
Item No.	70011	Item Name	Glass Door
Quantity	52.00	No. of Auditees	1
Affected Quantity	0.00	No. of Auditors	1
Unit of Measure Code	PCS	No. of Endorsed by	1
Observation Date	31-03-2021	Last modified by	NILESH

In source document field, select “**Document**” for which NC is to be prepared.

NC-0000060

Actions Related Reports			
Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees			
General			
NC No.	NC-0000060	No of Versions	0
NC Date	01-04-2021	Status	Reopen
Source No.	1001	Report Area	DESIGNING DEPARTMENT
Source Line No.	30000	Root Cause Area	KNOWLEDGE
Source Document	<div> Sales Order Sales Return Order Purchase Order Warehouse Receipts Purchase Return Order Posted Purchase Receipts Released Prod. Order Finished Prod. Order Others Service Order Purchase Return Order </div>	Ref. No. (Procedure/WI/Drawing...)	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.	10000	Vendor Name	London Postmaster

Here user must write the “**Description**” of problem.

Description of NC	Manage	Filter	Grid
-------------------	--------	--------	------

Description	Assigned To	Implementation Date	Actual Completion Date
Wrong Door Size had been sent by vendor	E3	01-04-2021	03-04-2021
→ Low quality of material had been sent by vendor	E3	01-04-2021	03-04-2021

Here user can write what can be “**Urgent Corrective Measures**” can be taken.

Correction/Urgent Measures/Interim Containment plan	Manage	Filter	Grid
---	--------	--------	------

Description	Disposition	Assigned To	Implementation Date	Actual Completion Date
→ Correct size and material information given to the vendor	Replace	E4	05-04-2021	06-04-2021

Identify the “**Root cause problem**” for which NC is being prepared.

Identify Root Causes and Escape Points	Manage	Filter	Grid
--	--------	--------	------

Description	Assigned To	Implementation Date	Actual Completion Date	Repeti...
→ Communication barriers	E4	06-04-2021	10-04-2021	<input checked="" type="checkbox"/>
Lack of knowledge about product and material	E4	06-04-2021	06-04-2021	<input checked="" type="checkbox"/>

Find out “**Corrective Action**” which can be permanent in nature.

Develop Permanent Corrective Actions

Manage



	Description		Assigned To	Implementation Date	Actual Completion Date
→	Company should Provide training for communciation skill	:	E1	11-04-2021	20-05-2021
	provide all necessary information of product		E1	11-05-2021	18-05-2021

“**Implement the corrective action**” which can be permanent in nature.

Implement Permanent Corrective Actions

Manage



	Description		Assigned To	Implementation Date	Actual Completion Date
→	Appoint expert who provide training to each and every employee	:	E4	20-05-2021	10-05-2021

Here user should write how this can be prevented in future or what measures are taken to “**prevent Reoccurrences**”.



Prevent Reoccurrences

Manage



	Description		Assigned To	Implementation Date	Actual Completion Date
→	Before sending any email by employee, expert should review it (atleast for one month)	:	E1	10-05-2021	24-05-2021












At last, “**Acknowledge the team**” for time & efforts.

Acknowledge The Team		Manage		 	
Description	Assigned To	Implementation Date	Actual Completion Date		
→ Employee has developed their communication skills and resolved the p	E1	25-05-2021	30-05-2021		

Here, if user want, they can write man **hour consumed & total charges** occurred for this activity.

Charges			
Man Hour Consumed	500.00	Logistic Charges	4,000.00
Man Hour UOM	▼	Total NC Cost	10,000.00
Vendor Charges	0.00		

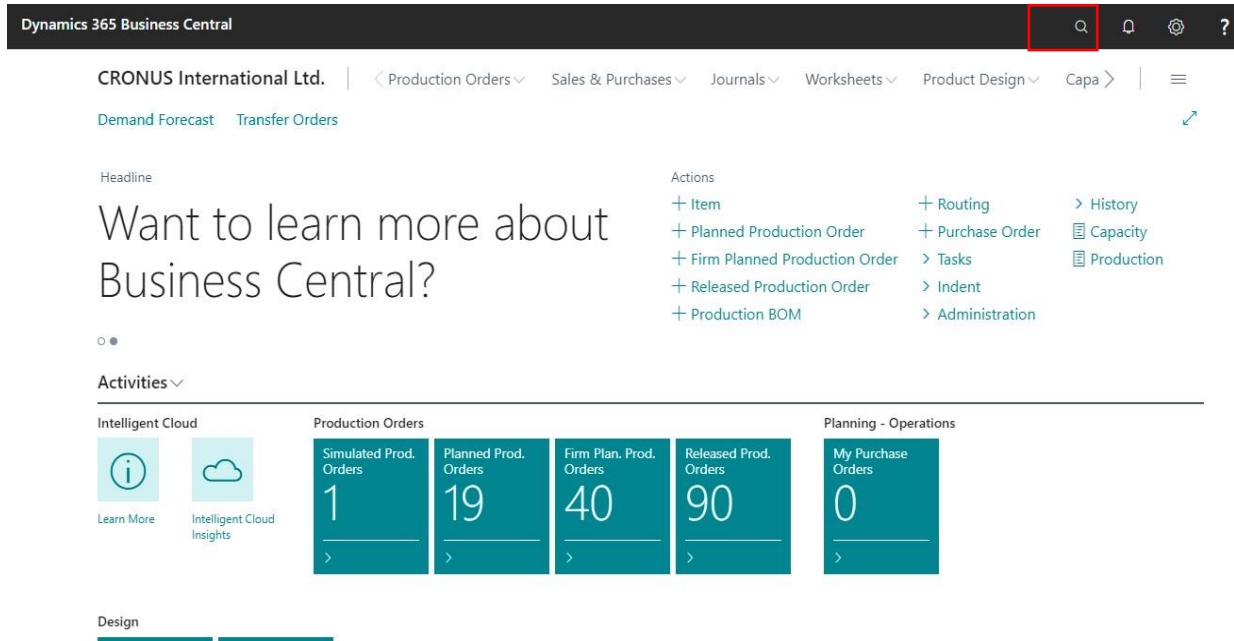
At last users can “**Accept, Reject, or Close**” this Nc (this is done mainly by senior manager which was selected in endorsed by.)

Actions	Related	Reports								
										

General			
NC No.	NC-0000060	No of Versions	0
NC Date	01-04-2021	Status	Reopen
Source No.	1001	Report Area	DESIGNING DEPARTMENT
Source Line No.	30000	Root Cause Area	KNOWLEDGE
Source Document	Purchase Return Order	Ref. No. (Procedure/WI/Drawing...	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	
Vendor No.	10000	Vendor Name	London Postmaster

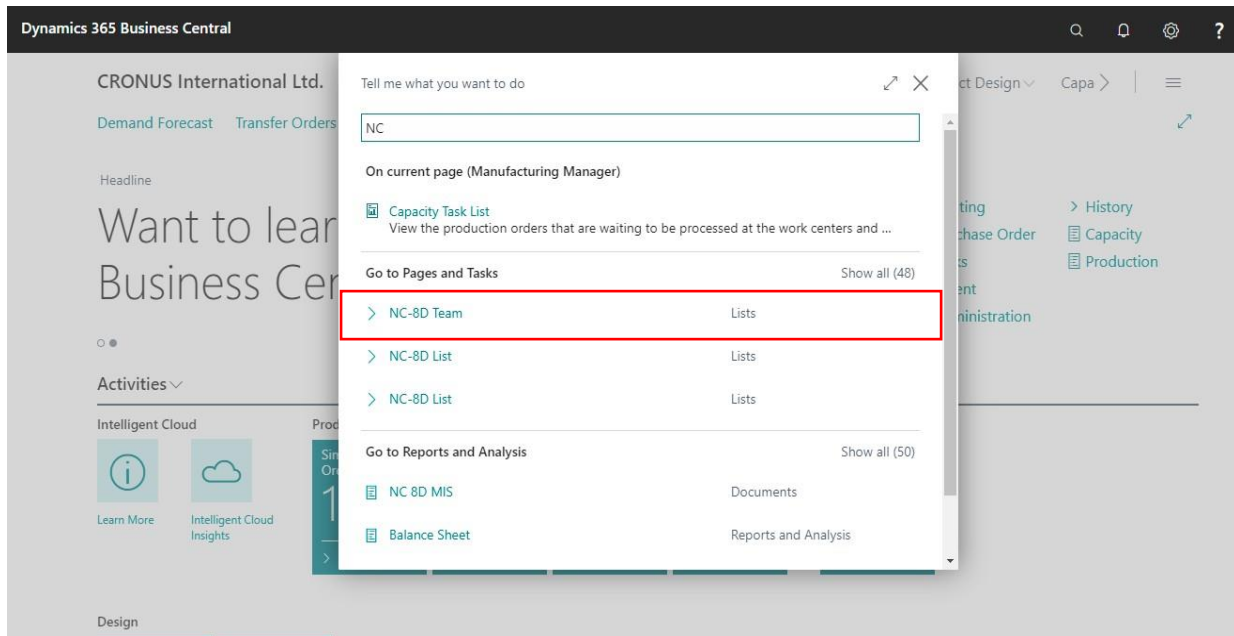
NC For Sales Return

Click on “**search**”.



The screenshot shows the Dynamics 365 Business Central interface for CRONUS International Ltd. The top navigation bar includes a search icon (magnifying glass) which is highlighted with a red box. Below the navigation bar, the main content area displays a headline "Want to learn more about Business Central?" and a list of actions including Item, Planned Production Order, Firm Planned Production Order, Released Production Order, Production BOM, Routing, Purchase Order, Tasks, Indent, and Administration. The "Activities" section is visible, showing Intelligent Cloud, Production Orders, and Planning - Operations. The Production Orders section includes a table with columns: Simulated Prod. Orders (1), Planned Prod. Orders (19), Firm Plan. Prod. Orders (40), Released Prod. Orders (90), and My Purchase Orders (0).

Search Nc & click “**NC- 8D team.**”



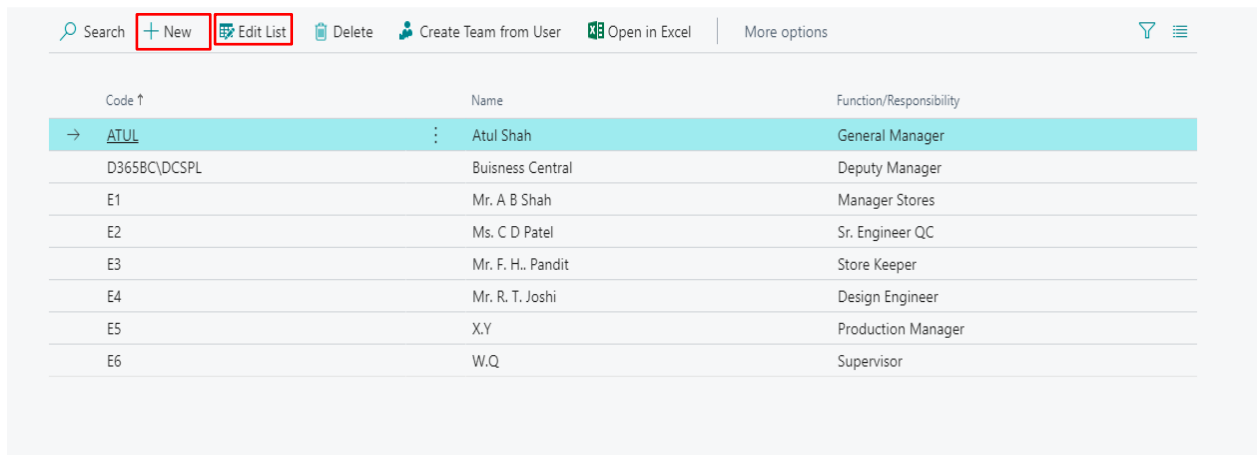
The screenshot shows the Dynamics 365 Business Central interface with the search results for "NC" displayed. The search bar at the top right contains the text "NC". The search results are categorized into "On current page (Manufacturing Manager)", "Go to Pages and Tasks", and "Go to Reports and Analysis". The "Go to Pages and Tasks" section is highlighted with a red box, showing the following results:

Item	Type
> NC-8D Team	Lists
> NC-8D List	Lists
> NC-8D List	Lists

The "Go to Reports and Analysis" section shows the following results:

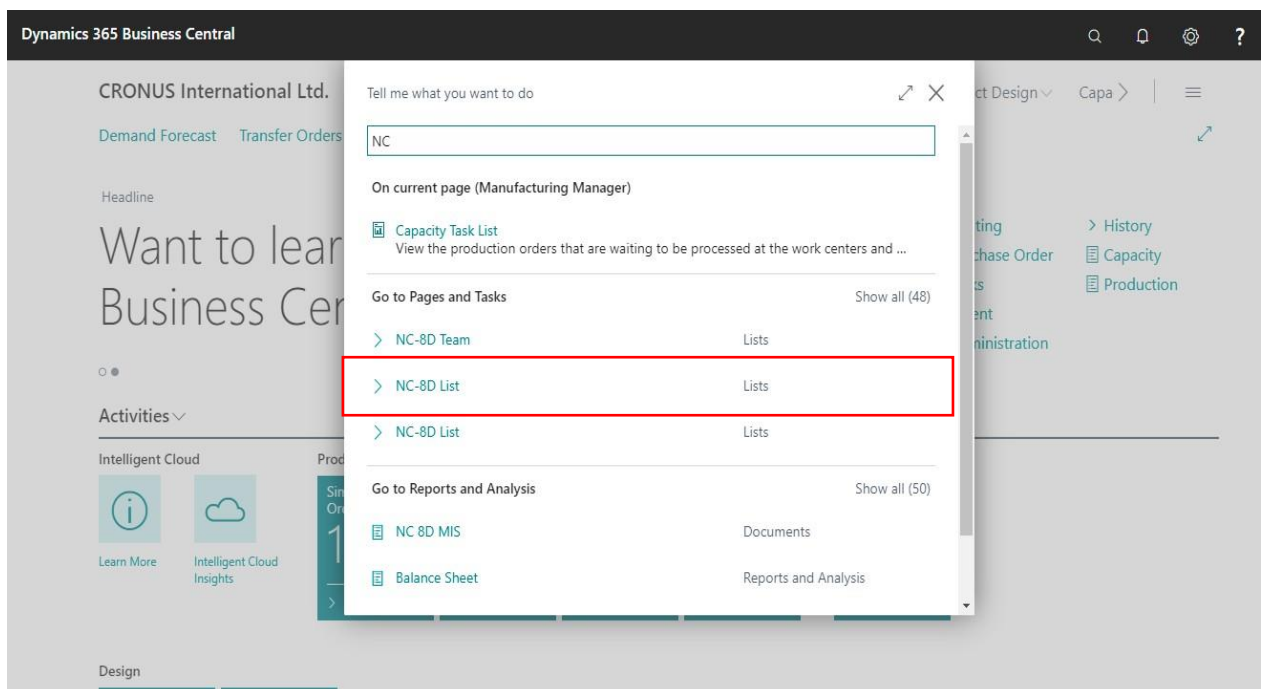
Item	Type
NC 8D MIS	Documents
Balance Sheet	Reports and Analysis

Now, click new to “**Create team** or **Edit list**” & fill necessary details (this people are those which are mainly involve in NC)



Code ↑	Name	Function/Responsibility
→ ATUL	Atul Shah	General Manager
D365BC\DCSPL	Buisness Central	Deputy Manager
E1	Mr. A B Shah	Manager Stores
E2	Ms. C D Patel	Sr. Engineer QC
E3	Mr. F. H., Pandit	Store Keeper
E4	Mr. R. T. Joshi	Design Engineer
E5	X.Y	Production Manager
E6	W.Q	Supervisor

Now, after creating team again click on search & search “**NC 8D list.**”



Dynamics 365 Business Central

CRONUS International Ltd.

Tell me what you want to do

NC

On current page (Manufacturing Manager)

- Capacity Task List
View the production orders that are waiting to be processed at the work centers and ...

Go to Pages and Tasks Show all (48)

- NC-8D Team Lists
- NC-8D List Lists**
- NC-8D List Lists

Go to Reports and Analysis Show all (50)

- NC 8D MIS Documents
- Balance Sheet Reports and Analysis

Click on “**New**” or “**Edit**” to create NC or Edit Nc.

Dynamics 365 Business Central

NC-8D List | Work Date: 30-09-2022

Search + New Manage Open in Excel Related Fewer options

NC No. ↑	NC Date	Source Document	Item No.	Quantity	Unit of Measure Code	Status	Closed	Closed By	Closed Date
NC-0000038	16-03-2021	Purchase Order	80001	5.00	PCS	Reopen	<input type="checkbox"/>		
View	16-03-2021	Purchase Order	RM001	5.00	PCS	Released	<input type="checkbox"/>		
Edit	16-03-2021	Purchase Order	80001	5.00	PCS	Approved	<input checked="" type="checkbox"/>	ATUL	23-03-2021
Select More	17-03-2021	Sales Return O...	1952-W	1.00	PCS	Approved	<input checked="" type="checkbox"/>	ATUL	03-05-2021
NC-0000042	19-03-2021	Released Prod....	1100	1.00	PCS	Reopen	<input type="checkbox"/>		
NC-0000043	23-03-2021	Posted Purcha...	RM1	8.00	PCS	Released	<input type="checkbox"/>		
NC-0000044	25-03-2021	Posted Purcha...		0.00		Released	<input type="checkbox"/>		
NC-0000045	01-04-2021	Purchase Order	12345678901234...	1,000.00	PCS	Released	<input type="checkbox"/>		
NC-0000046	02-04-2021	Sales Return O...	1952-W	1.00	PCS	Analysis	<input type="checkbox"/>		
NC-0000047	02-04-2021	Purchase Order	1968-S	50.00	PCS	Approved	<input type="checkbox"/>		
NC-0000048	02-04-2021	Purchase Order	RM001	10.00	PCS	Released	<input type="checkbox"/>		
NC-0000049	02-04-2021	Purchase Order		0.00		Approved	<input checked="" type="checkbox"/>	ATUL	03-04-2021
NC-0000050	03-04-2021	Purchase Order	1968-S	100.00	PCS	Released	<input checked="" type="checkbox"/>	ATUL	03-04-2021

Click on action then “**Endorsed by**”.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

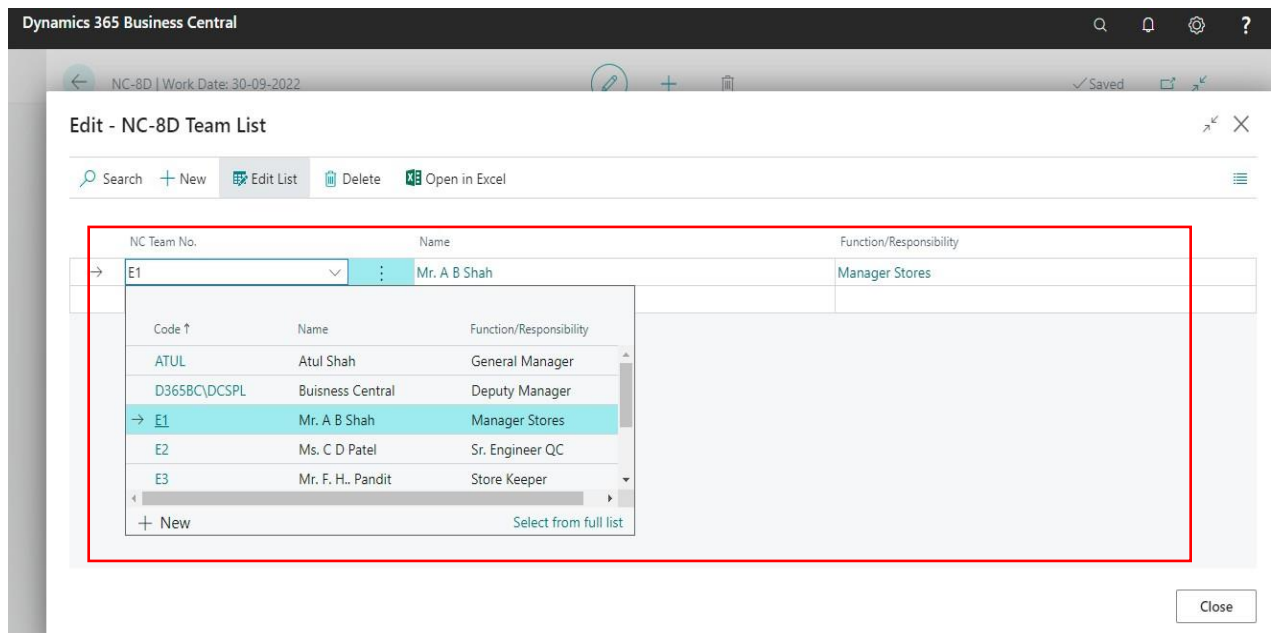
NC-0000073

Actions Related Reports

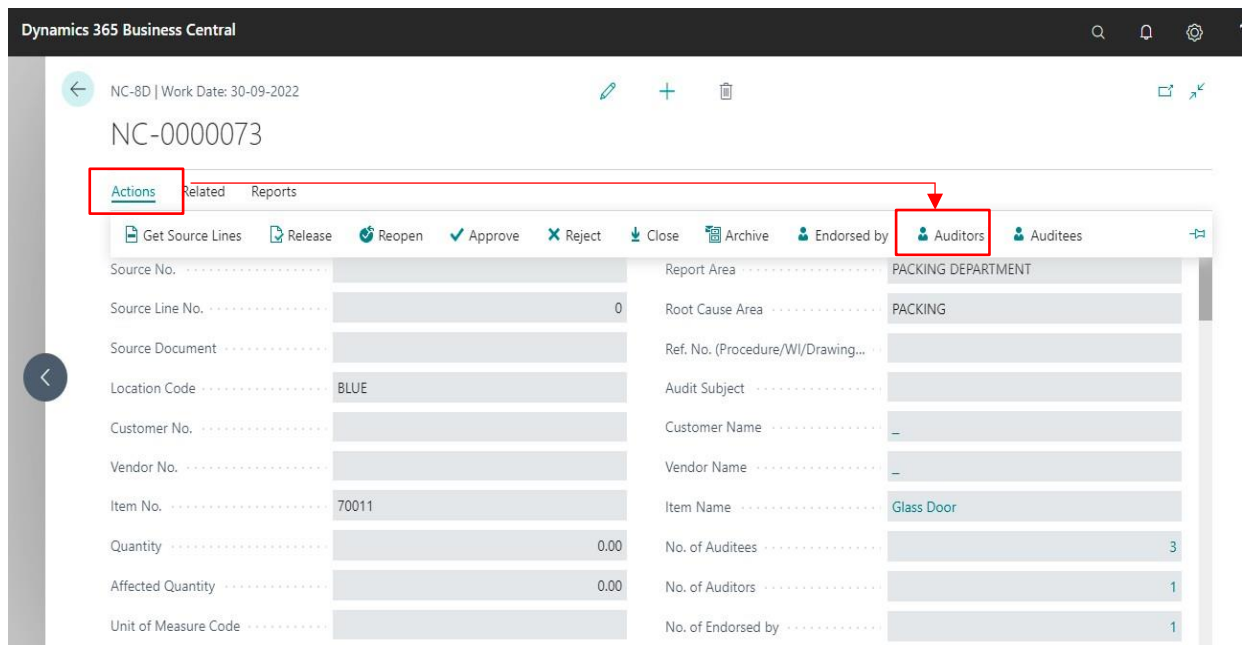
Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees

Source No.		Report Area	PACKING DEPARTMENT
Source Line No.	0	Root Cause Area	PACKING
Source Document		Ref. No. (Procedure/WI/Drawing... ..	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.		Vendor Name	-
Item No.	70011	Item Name	Glass Door
Quantity	0.00	No. of Auditees	3
Affected Quantity	0.00	No. of Auditors	1
Unit of Measure Code		No. of Endorsed by	1

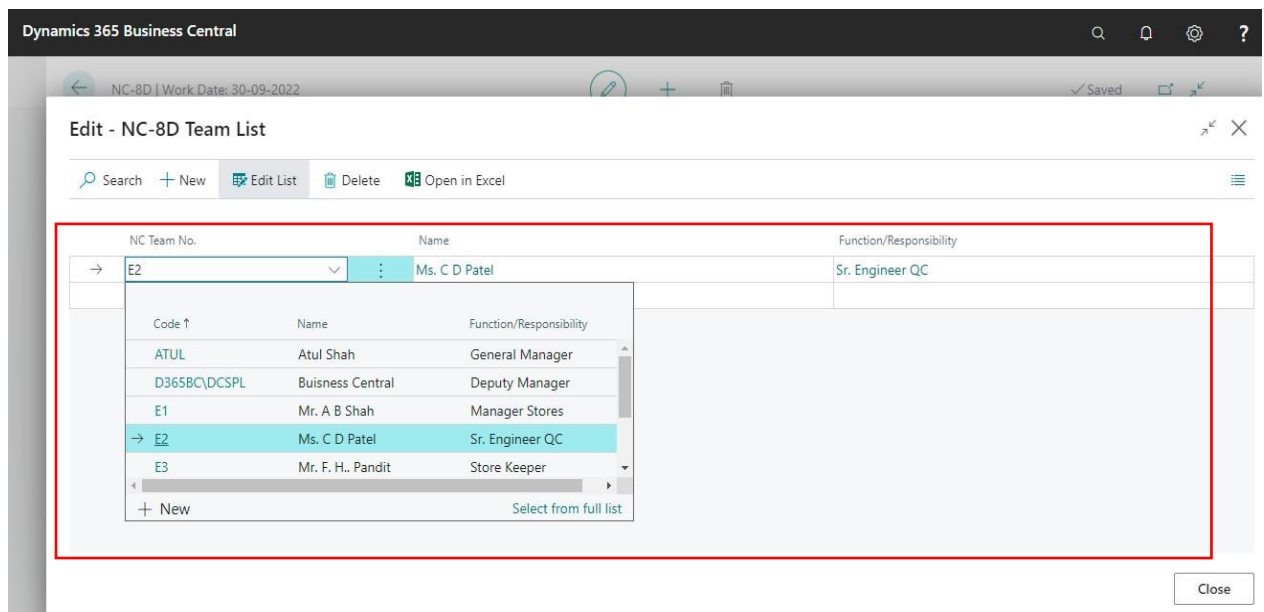
Select the person who is generally in charge or having authority to “**Accept** or **Reject**” Nc.



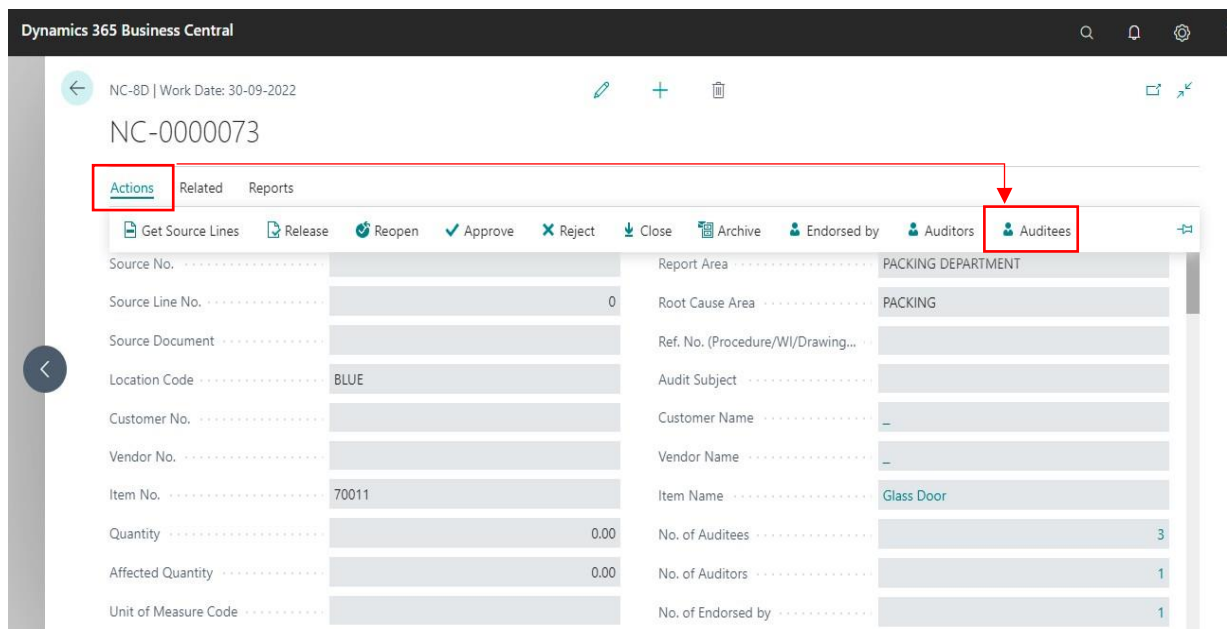
Click on Action Tab > then “**Auditor**”.



Here 8 D team list will be opened to select “**Auditor**” from list for NC.



Click on Action Tab > then “**Auditees**” (Here auditees can be more than one person)



Here 8 D team list will be opened to select “**Auditees**” from list for NC 8D team.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

Edit - NC-8D Team List

Search + New Edit List Delete Open in Excel

NC Team No.	Name	Function/Responsibility
E3	Mr. F. H. Pandit	Store Keeper
E4	Mr. R. T. Joshi	Design Engineer
E6	W.Q	Supervisor

Close

This is “**General**” tab which include all necessary details to be filled by user which are used for creating NC.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Actions Related Reports

General

NC No.	NC-0000073	No. of Versions	0
NC Date	31-05-2021	Status	Created
Source No.		Report Area	
Source Line No.	0	Root Cause Area	
Source Document		Ref. No. (Procedure/WI/Drawing...)	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.		Vendor Name	-
Item No.	70011	Item Name	Glass Door
Quantity	0.00	No. of Auditees	1
Affected Quantity	0.00	No. of Auditors	1
Unit of Measure Code		No. of Endorsed by	1
Observation Date		Last modified by	NILESH

In source document field, select “**Document**” for which NC is to be prepared.

The screenshot shows the Dynamics 365 Business Central interface for a Non-Conformance (NC) record. The header bar displays 'Dynamics 365 Business Central' and navigation icons. The main area shows the NC record 'NC-0000073' with a work date of '30-09-2022'. The 'Source Document' field is highlighted with a red box, and a dropdown menu is open, showing a list of document types: Sales Order, Sales Return Order, Purchase Order, Warehouse Receipts, Purchase Return Order, Posted Purchase Receipts, Released Prod. Order, Finished Prod. Order, Others, and Service Order. The 'Status' field is set to 'Created'. Other fields include 'NC Date' (31-05-2021), 'Source No.', 'Source Line No.' (0), 'Location Code', 'Customer No.', 'Vendor No.', 'Item No.', 'Quantity', 'Affected Quantity' (0.00), 'Unit of Measure Code', 'Observation Date', 'Report Area', 'Root Cause Area', 'Ref. No. (Procedure/WI/Drawing...)', 'Audit Subject', 'Customer Name', 'Vendor Name', 'Item Name' (Glass Door), 'No. of Auditees' (1), 'No. of Auditors' (1), 'No. of Endorsed by' (1), and 'Last modified by' (NILESH).

Here user must write the “**Description**” of problem.

The screenshot shows the Dynamics 365 Business Central interface for the same NC record 'NC-0000073'. The 'Description of NC' field is highlighted with a red box, and the 'Manage' button is visible. Below the field, a table displays the description and associated information:

Description	Assigned To	Implementation Date	Actual Completion Date
→ Damage product received from customer	E1	31-05-2021	01-06-2021

Here user can write what can be “**Urgent Corrective Measures**” can be taken.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Correction/Urgent Measures/Interim Containment plan

Manage

Description	Disposition	Assigned To	Implementation Date	Actual Completion Date
→ Immediately replaced the product new one	Replace	E1		

Identify the “**Root cause problem**” for which NC is being prepared.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Identify Root Causes and Escape Points

Manage

Description	Assigned To	Implementati... Date	Actual Completion Date	Repetitive
→ Not proper packaging & Not proper care was taken by Logistic company	E2			<input checked="" type="checkbox"/>
Wrong size thermocal sheet was used in packaging material by department	E3			<input checked="" type="checkbox"/>

Find out “**Corrective Action**” which can be permanent in nature.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Develop Permanent Corrective Actions | Manage

Description	Assigned To	Implementation Date	Actual Completion Date
→ use more mm thick tharmocal sheet & contact with good transport	E4		

“**Implement the corrective action**” which can be permanent in nature.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Implement Permanent Corrective Actions | Manage

Description	Assigned To	Implementation Date	Actual Completion Date
We used proper thick mm matrial sheet of thermacol	E3		
→ Contacted with good transpoter which have proper facility to care good	E3	10-06-2021	12-05-2021

Here user should write how this can be prevented in future or what measures are taken to “**prevent Reoccurrences**”.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Prevent Reoccurrences | Manage

Description	Assigned To	Implementation Date	Actual Completion Date
→ check the next Shipment & ensure that Packaging is up to standard	E6	11-06-2021	12-05-2021

At last, “**Acknowledge the team**” for time & efforts.

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Acknowledge The Team | Manage

Description	Assigned To	Implementation Date	Actual Completion Date
→ Appreciation for amazing work done by team	E1	12-06-2021	13-06-2021

Here, if user want, they can write man “**hour consumed & total charges**” occurred for this activity.

Charges	
Man Hour Consumed	12.00
Man Hour UOM	HOURS
Vendor Charges	0.00
Logistic Charges	5,000.00
Total NC Cost	10,000.00

At last users can “**Accept, Reject, or Close**” this Nc (this is done mainly by senior manager which was selected in endorsed by.)

Dynamics 365 Business Central

NC-8D | Work Date: 30-09-2022

NC-0000073

Actions Related Reports

Get Source Lines Release Reopen Approve Reject Close Archive Endorsed by Auditors Auditees

NC No.	NC-0000073	No of Versions	0
NC Date	31-05-2021	Status	Analysis
Source No.		Report Area	PACKING DEPARTMENT
Source Line No.	0	Root Cause Area	PACKING
Source Document		Ref. No. (Procedure/WI/Drawing... ..	
Location Code	BLUE	Audit Subject	
Customer No.		Customer Name	-
Vendor No.		Vendor Name	-
Item No.	70011	Item Name	Glass Door

Different scenario of Error's.

1) When the status is **Released**

Then in document nothing can be change unless until we change status to reopen.

The screenshot shows the Dynamics 365 Business Central interface for a Request Approval card. The card is titled "NC-0000073" and has a status of "Released". The card is divided into sections: "General", "Request Approval", "Actions", "Related", "Reports", and "Fewer options". The "General" section contains the following fields:

Field	Value
NC No.	NC-0000073
NC Date	5/31/2021
Source No.	
Source Document	Sales Order
Location Code	SILVER
Customer No.	
Vendor No.	
Item No.	
Quantity	0.00
Affected Quantity	0.00
Unit of Measure Code	
No. of Versions	0
Status	Released
Closed	<input type="checkbox"/>
Ref. No. (Procedure/WI/Drawing...)	
Audit Subject	
Customer Name	
Vendor Name	
Item Name	
No. of Auditees	3
No. of Auditors	2
No. of Endorsed by	1

2) For **item tracking** there must me value in item tracking code in item card of item.

The screenshot shows the Dynamics 365 Business Central interface for a Request Approval card. The card is titled "NC-0000067" and has a status of "Released". The card is divided into sections: "General", "Request Approval", "Actions", "Related", "Reports", and "Fewer options". The "General" section contains the following fields:

Field	Value
NC No.	NC-0000067
NC Date	5/28/2021
Source No.	6003
Source Document	Sales Order
Location Code	GREEN
Customer No.	49633663
Vendor No.	
Item No.	80100
Quantity	30.00
Affected Quantity	2.00
Unit of Measure Code	PACK
No. of Auditees	0
No. of Auditors	0
No. of Endorsed by	0

An error message is displayed in the center of the screen:

Item Tracking Code must have a value in Item: No.=80100. It cannot be zero or empty.

The error message is a white box with a blue exclamation mark icon and an "OK" button.

3) For closing of NC document, status of Nc must be **approved or rejected**.

Dynamics 365 Business Central

NC-8D | Work Date: 9/30/2022

NC-0000067

Request Approval | Actions | Related | Reports | Fewer options

General

NC No.	NC-0000067	0	
NC Date	5/28/2021	Released	
Source No.	6003		
Source Document	Sales Order		
Location Code	GREEN		
Customer No.	49633663	Customer Name	Autohaus Mielberg KG
Vendor No.		Vendor Name	
Item No.	80100	Item Name	Printing Paper
Quantity	30.00	No. of Auditees	0
Affected Quantity	2.00	No. of Auditors	0
Unit of Measure Code	PACK	No. of Endorsed by	0

NC status must be Approved or Rejected

OK