CloudSuite Quality

The question of quality

Your customers require products made to their precise specifications. You require the same of your suppliers. You are equally committed to the same exacting level of quality within your company and across your entire organization. You face endless challenges in complying with government regulations, providing quality records to auditors and customers, and continually making improvements to your organization.

Infor CloudSuite Quality integrates best-in-class quality into the CloudSuite Industrial functions you already use to run your manufacturing operation. It supports quality activities related to receiving, manufacturing, shipping, and returns.

CloudSuite Quality also manages advanced quality activities across your entire organization, including quality incidents, change management, and responses to audit findings. CloudSuite Quality creates the framework for building a culture of continuous improvement throughout your organization.

CloudSuite Quality supports the quality activities of your entire enterprise, not just the manufacturing process.

Support Your Enterprise

CloudSuite Quality includes support for quality incidents, change management, responses to audit findings, machine and maintenance issues, safety, training, and opportunities for continuous improvements. With Cloud-Suite Quality, you can make specific reviews mandatory and require that those reviews get addressed as a precondition to closing a change-management report.

Because consistency of quality processes is a critical component to every quality system. QC Process templates allow employees to apply a standard process template to each individual application of their standard process. Process also monitors the progress and completion of each task within the process.

Manage Your Suppliers

The process of managing your suppliers never ends. Beginning with a review of the supplier facilities and an approval process, CloudSuite Quality helps track vendor communications and QC status. The receiving process of this module includes material handling, safety alerts, printing tags, assigning unique tracking numbers, and putting material in a QC holding area pending disposition.

From here, QC inspects and assigns the material to inventory for production or tracks non-conforming material to its final disposition. It also provides integrated Vendor RMA support, including links with accounting. CloudSuite Quality automatically calculates vendor product quality and delivery performance to help you build strong supplier relationships.

Improve Quality on your Jobs

Tracking quality requirements during production often becomes a chore, what with the need to record the disposition of materials at multiple inspection points, track sign-offs, capture test results, record defects, and track items requiring rework or repair. CloudSuite Quality streamlines your entire process.
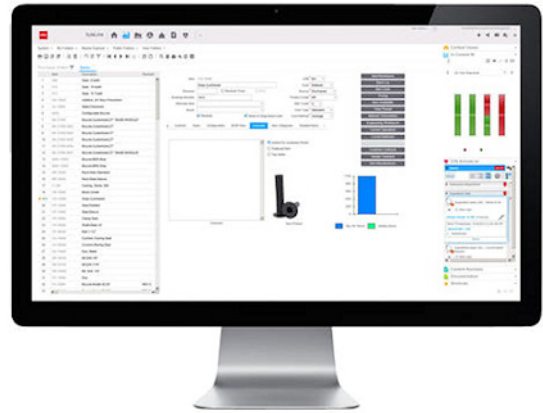
Many situations require you to track and inspect manufactured items piece-by-piece, according to serial number or tag number. CloudSuite Quality supports all CloudSuite Industrial production methods—jobs, production schedules, and just-in-time (JIT). It also allows you to enter all details while in a job, including disposition, non-conformance tracking, cost of quality, test results, defects, and failures.

In addition, CloudSuite Quality reports the cost of scrap including labor, material, and overhead. You can identify defective raw material at the point of use rather than at receipt, which helps you report the issue promptly. When you mark items as defective during manufacturing, CloudSuite Quality lets you track each nonconforming item and capture the associated costs of quality. In addition, when a job requires you to send material outside for processing, CloudSuite Quality prints paperwork to attach to the product when it leaves your facility and when it returns again.

Meet Customer Requirements

Customers may require you to ship paperwork with each product to confirm that you have designed, manufactured, or inspected the product to meet regulatory or customer requirements. CloudSuite Quality improves your work process by identifying which items require such confirmation and ensuring that these items are routed through QC prior to shipping. You can record inspection results, print necessary paperwork and then tag the product as accepted and ready to ship.

If your customers return the product, CloudSuite Quality works with the CloudSuite Industrial RMA module to direct that product to QC for receipt, inspection, disposition, and non-conformance tracking. The Customer Complaint Reporting (CCR) function helps you respond to feedback from your customers, assign responsibility, track your internal review and corrective action, and measure customer satisfaction.

Infor CloudSuite Quality is built to help you manage key quality requirements that span every facet of your organization. This includes

- Non-conformance
- Quick reporting of quality issues
- QC item definition
- Corrective action
- Cost of quality
- Record inspection results

See results now

To truly make quality every employee's responsibility, you first must have efficient and effective quality management tools. Infor CloudSuite Quality Control Solution delivers the capabilities you need to make quality management an integral part of the daily responsibilities of everyone connected with your business. The solution blends first-rate quality control into the functions that help you run your enterprise, so quality management becomes central to your company's culture.

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