Instruction for Business Process Release

System: SAP ECC 6.0
Module: Quality Management
Document No. : IM_QM_002_3-B

Title: **Complaint Management**

 Subtitle: Internal Complaint Business reporting

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Date : **12.05.2012**

Last Updated by : **Vivek Sharma**
Date of change : **13.05.2012**

1   Introduction and Background:

In IEE SAP system, Quality notifications would be used to manage the existing complaint management system. Currently IEE follow following three business processes.

1. Customer Complaint Management System
2. Supplier Complaint Management System
3. Internal Complaint Management System

Quality notifications would help IEE in managing their complaint management system from initiating the complaints to finally closing the complaints with complete analysis and reporting which would be further used for communicating with both internal and external customer and suppliers.

This report is designed based on IEE requirement to have a reporting mechanism in SAP which provides information regarding actions assigned to a business user, so that he/she is aware of all the actions for he/she is responsible to act upon in complaint Management. This report is created out of the ZCOMPDETAIL report and is modified to make it according to business user requirement based on the discussed carried.

The key difference between the ZCOMPDETAIL and ZUSERASSIGNMENT transaction is that first transaction provides information one executed, while the latter run and provides result only relevant to the user ID by which the transaction is being executed with.

This transaction at header level provides result only if the user ID is being maintained as a **PERSON RESPONSIBLE** in the complaint Management. And action level it provides result only if the user ID is being maintained as a **RESPONSIBLE FOR ACTION** in the complaint Management.
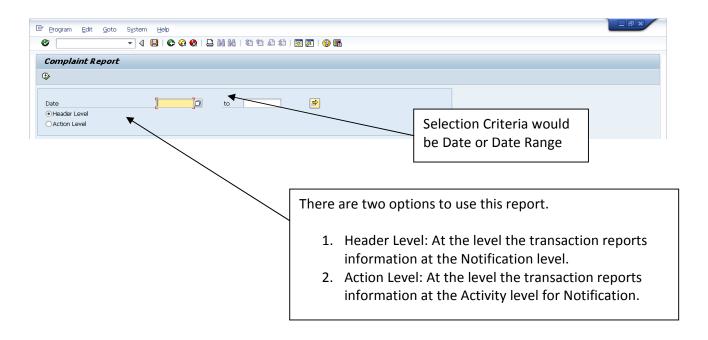
Currently this report is designed to operate for both Customer (Z1) and Internal (Z3) Complaints.

2   Internal Complaints: Reporting Mechanism: User Responsible

2.1   ZUserassignment : Internal Complaint Report

Selection Criteria would be Date or Date Range

There are two options to use this report.

1. Header Level: At the level the transaction reports information at the Notification level.
2. Action Level: At the level the transaction reports information at the Activity level for Notification.

2.2   ZUserassignment : Internal Complaint Report: Report Layout

For this selection criteria the report has been designed in such a way that system picks the user id by which this transaction is being executed and checks whether this User ID has been used as a **PERSON RESPONSIBLE** in any of the complaints created by system.

2.2.1 ZUserassignment : Internal Complaint Report :: Report Layout :::At Header Level

Result:

NOTIFICATION NO.	SHORT DESCRIPTION.	MATERIAL CODE	PRODUCTION ORDER	DEFECT TYPE	NOTIFICATION CREATION DATE	PERSON RESPONSIBLE	DEADLINE	LAST UPDATE DATE	AUTHOR
200007624	Complaint	00-000010-00-00	433239	Functional defect	12.05.2012	REUTER Frank	15.06.2012	13.05.2012	Frank Reuter

PERSON RESPONSIBLE

PERSON RESPONSIBLE	DEADLINE	LAST UPDATE DATE	AUTHOR	AUTHOR DEPT	D3 COMPLETION DATE	D6 COMPLETION DATE	D7 COMPLETION DATE	D8 COMPLETION DATE
REUTER Frank	15.06.2012	13.05.2012	Frank Reuter	Global Manufacturing&Logi				

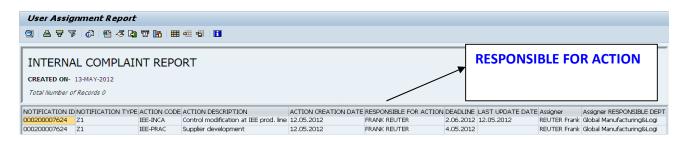This report screen shot is in continuation.

2.2.2 ZUserassignment : Internal Complaint Report :: Report Layout :::At Action Level

For this selection criteria the report has been designed in such a way that system picks the user id by which this transaction is being executed and checks whether this User ID has been used as a **RESPONSIBLE FOR ACTION** in any of the complaints created by system.

Result:

NOTIFICATION ID	NOTIFICATION TYPE	ACTION CODE	ACTION DESCRIPTION	ACTION CREATION DATE	RESPONSIBLE FOR ACTION	DEADLINE	LAST UPDATE DATE	Assigner	Assigner RESPONSIBLE DEPT
000200007624	Z1	IEE-INCA	Control modification at IEE prod. line	12.05.2012	FRANK REUTER	2.06.2012	12.05.2012	REUTER Frank	Global Manufacturing&Logi
000200007624	Z1	IEE-PRAC	Supplier development	12.05.2012	FRANK REUTER	4.05.2012		REUTER Frank	Global Manufacturing&Logi

3   Sign Off:

Name	Role	Status (Approved/Rejected)	Signature	Date
Olivier Gasche	Project Sponsor			
Dennis Connolly	IT SPOC.			
Joerg Reicherz	Key User			
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