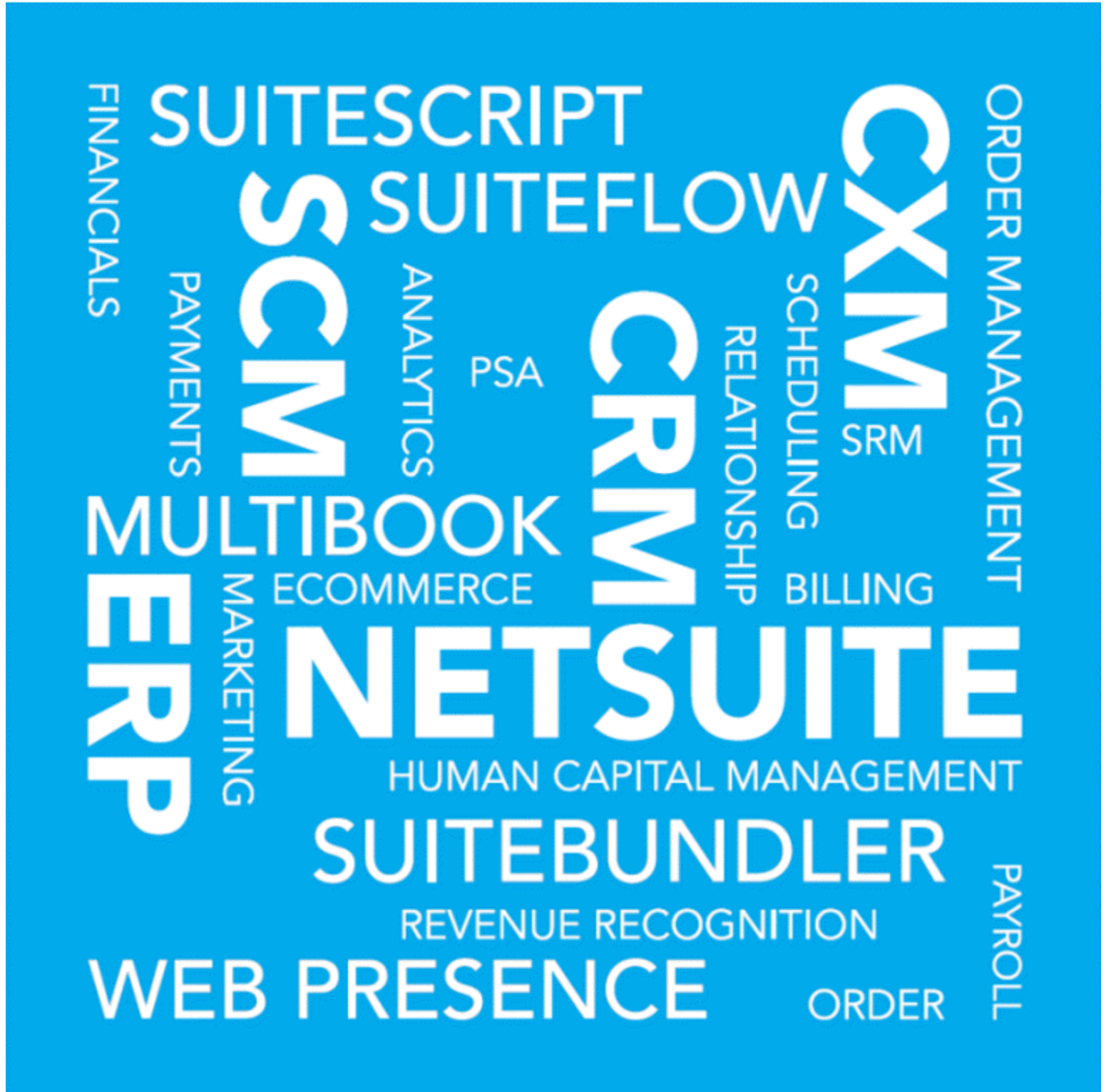


Quality User Guide



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Quality Management

Effective quality management helps your organization meet regulatory and internal quality expectations that can help formalize and assess your company's inventory and process standards. The NetSuite Quality SuiteApp provides templates and tools to help you maintain and associate quality data to other business records and workflows.

The following NetSuite Quality SuiteApp components contribute a quality manufacturing program:

- [Quality Roles](#)
- [Quality Setup and Maintenance](#)
- [Mobile Data Collection](#)
- [Quality Reports](#)

Quality Roles

NetSuite Quality SuiteApp roles are assigned to employees who need to view or edit specific data. The following roles and their permissions determine which features are available in the Quality interface and the tasks that they can complete:

- [Quality Administrator](#)
- [Quality Manager](#)
- [Quality Engineer](#)

To learn more, see the help topic [Assigning Roles to an Employee](#).

Quality Administrator

The Quality Administrator oversees the initial implementation of the NetSuite Quality SuiteApp and manages its on-going administration.

The Quality Administrator is granted the following permissions:

- Define and edit quality inspections and specifications
- Edit inspection queue priorities and assignments
- Capture inspection data
- Generate reports
- Modify workflows
- Introduce custom roles

Quality Manager

The Quality Manager aligns quality practices to company and industry policies, assigns and monitors quality priorities, leads quality failure responses, and shares continuous improvement data. The

Quality Manager works with Quality Engineers, Planners, and Plant Managers, to monitor and enforce inspections, align processes with business needs, capture inspection data, and assess conformance within NetSuite.

The Quality Manager role is granted the following permissions:

- Edit inspection queue priorities and assignments
- Identify production processes and capture inspection data
- Generate and review reports to analyze production quality
- Refer to historical quality inspection data to evaluate processes
- Identify non-conformance to enable corrective actions

Quality Engineer

The Quality Engineer is the person on the shop floor who records inspection data according to defined quality specifications. They enforce quality processes, collect inspection data, escalate quality failures, and implement new processes that result from quality issues. The Quality Engineer works closely with shop-floor staff and the Quality Manager to identify a non-conformance during an inspection that should trigger defined corrective actions.

The Quality Engineer role is granted the following permissions:

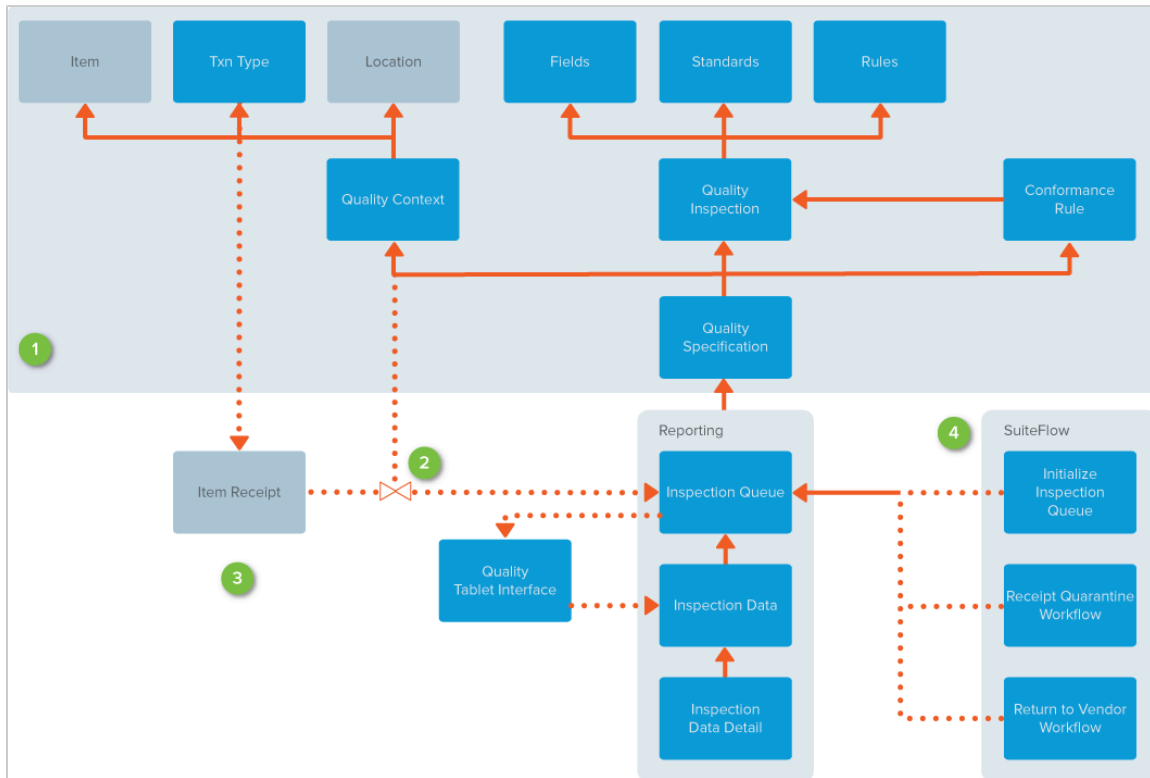
- Can view required and pending production inspections
- Capture inspection data
- Record notes to support inspection findings
- use the tablet to capture photos to support inspection findings
- Generate quality reports

Quality Process Flow

The Quality SuiteApp links quality functions to business processes that are managed through NetSuite.

The following diagram depicts the relationship between triggering transactions (item receipt), required inspections, and conformance driven quality responses that the SuiteApp supports.

1. Administrative processes are completed first.
2. The transaction process populates the queue.
3. The queue is processed in the tablet.
4. Results are entered and evaluated. SuiteFlow processes could be initiated.



Quality Management Prerequisites

Your NetSuite Professional Services Consultant works with your NetSuite Administrator to set up and configure the Quality Management SuiteApp so that it can leverage important NetSuite data

Note: Do not change these features and preferences after they are enabled.

To enable prerequisite features:

1. Go to Setup > Company Enable Features.
2. On the **Company** subtab, check the following boxes:
 - Locations
 - Multiple Units of Measure
 - File Cabinet
3. On the **Transactions** subtab, check the following boxes:
 - Return Authorizations
 - Purchase Orders
 - Vendor Return Authorizations
4. On the **Items & Inventory** tab, check the **Inventory** box.
5. On the **SuiteCloud** subtab, check the following boxes:
 - Custom Records
 - Client SuiteScript

- Server SuiteScript
- SuiteFlow

6. Click **Save**.

Customizing Quality Management Workflows

The Quality Management SuiteApp supports the modeling and execution of business processes associated with quality non-conformance. To create your own organizational workflow, copy and configure NetSuite baseline or Quality Management workflows.

Workflows in Quality Management

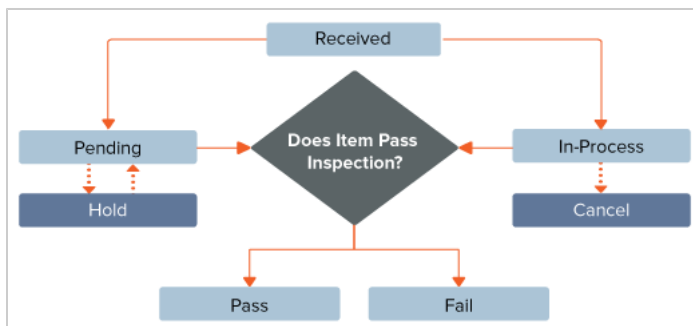
The Quality Management SuiteApp supports the modeling and execution of business processes associated with quality non-conformance.

The Quality Inspection Queue

Each Quality Inspection Queue record (inspection) represents a triggered quality specification, and is the primary record displayed in the Quality Tablet list and the Inspection Queue Suitelet. All non-conformance workflows monitor this record type and respond to changes in the Status and Action fields.

The Status Field

The Status field value is affected by data collected and evaluated during an inspection. To control the lifecycle, Quality Managers can assign a value to the Status field. The following diagram displays the typical development of the Status field.



The Status workflow shows that you can only collect data from inspections that are in **Pending** or **In-Process** state. The dotted line transitions (to Hold and Cancel) can only be made manually by Quality Managers.

Conformance rules defined for the specification determine an inspection's Pass or Fail status and are evaluated once all quality data has been submitted.

The Action Field

The values that can be assigned to the Action field are controlled by the NetSuite Quality Conformance Action list. The following values are associated with the baseline workflows:

- **Quarantine**: prompts NetSuite workflows to stop the item from being used

- **Return to Vendor** : prompts NetSuite to initiate the return items to vendor process
- **New**: add actions to the list to trigger workflows

Interpreting Status and Action

Specific Select and Action field combinations can trigger the baseline workflows delivered with the Quality Management SuiteApp. The following table describes the workflow responses to inspection combinations.

Action/Status	Pending	In-Process	Pass	Fail
Quarantine	Quarantine: pre-inspection quarantine		Quarantine: release if ready quarantine	Quarantine: post-inspection quarantine
Return to Vendor				Return to Vendor: initiate return to vendor authorization

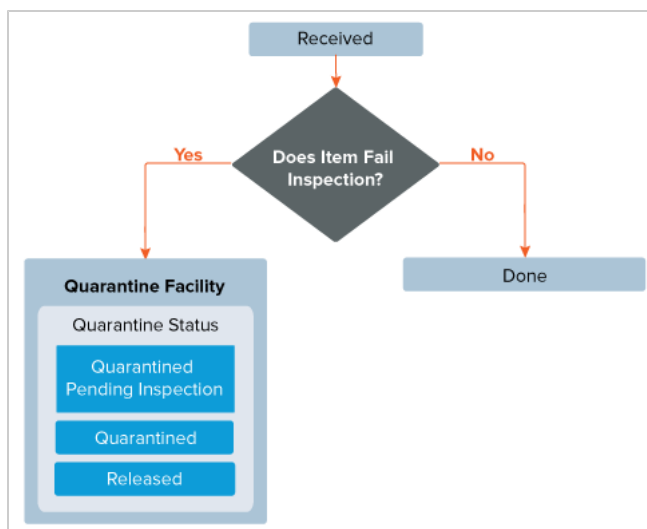
Quality Workflows

The Quality Management SuiteApp delivers three workflow templates that you can copy and deploy with minimal setup.

Quarantine Workflow

The Quarantine workflow monitors inspection transitions (see the [Interpreting Status and Action](#) table). The workflow uses a custom SuiteFlow script to perform a NetSuite Bin Transfer or Inventory Status Change to designate items as quarantined and subsequently released.

The following diagram describes the Quarantine workflow:



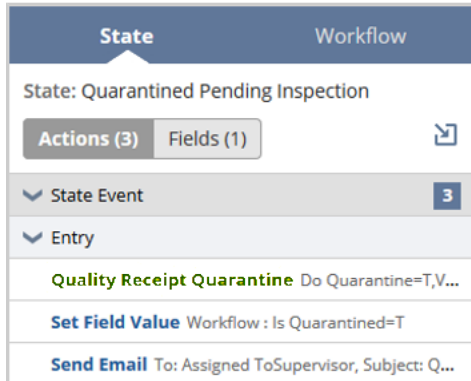
To learn more, see the help topic [Creating a Workflow](#).

SuiteFlow Configuration

The Quality Receipt Quarantine SuiteFlow script is available in the following workflow states:

- Released
- Quarantined Pending Inspection
- Quarantined

The following diagram shows the SuiteFlow script in the State Action list:



You can configure the SuiteFlow script to control behavior through the following parameters that are exposed in the State subtab, Action list.

Parameters	
STORE RESULT IN	
FIELD	VALUE
Do Quarantine	Yes
Via Bin Transfer	No
Quarantine Bin	
Quarantine Status ID	2

The following table describes the Parameters subtab fields:

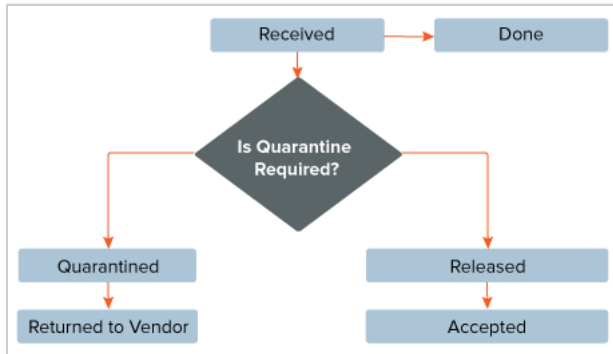
Field	Action
Do Quarantine	<p>A Boolean value that indicates whether to apply the script or reverse the quarantine action. For example, bin-transfer into or out of the quarantine bin.</p> <ul style="list-style-type: none"> ■ Select Yes for quarantine and pre-quarantine states ■ Select No for release state
Via Bin Transfer	<p>A Boolean value that indicates whether the NetSuite action should be a Bin Transfer or Inventory Status Change</p> <p>Set identically on all states that use the script</p>
Quarantine Bin	<p>A Boolean value that indicates whether the NetSuite action should be a Bin Transfer or Inventory Status Change</p> <ul style="list-style-type: none"> ■ Set if Via Bin Transfer is set to Yes ■ Set identically on all states that use the script
Quarantine Status ID	<p>The inventory status record internal ID that represents all quarantined material</p> <ul style="list-style-type: none"> ■ Only set if Via Bin Transfer is set to No

- Set identically on all states that use the script

Return to Vendor Workflow

The Return to Vendor workflow monitors inspection transitions (shown in the [Interpreting Status and Action](#) table). This workflow uses a custom SuiteFlow script to create a new Vendor Return Authorization that initiates the return process for the Item Receipt that failed inspection.

The following diagram outlines the Return to Vendor workflow:



SuiteFlow Overview and Modification

The Quality Receipt Return SuiteFlow script is used when the workflow is in Returned state. This script reviews the inspection to identify the Purchase Order (P.O.) and the Item Receipt that generated it. The system then creates a new Vendor Return Authorization (VRA) record from the receipt for all line items in the original receipt.



Important: Carefully consider modifying the baseline NetSuite script to better control the scope of the return. All modifications are the responsibility of the customer.

Potential Enhancements:

- Only the item that failed the inspection
- Only the item lots that failed inspection

Leveraging Delivered Workflows

Quality Management workflows are undeployed and locked to ensure that:

- The system does not invoke business behavior until the you review and update the workflows
- Future bundle updates will not conflict with, or compromise, specific configurations

Take the time to copy, configure, and enable workflows that support your Quality Management implementation.

To copy a workflow:

1. Go to Customization > Workflow > Workflows.
2. In the workflow list, next to the workflow you want to copy, click **Edit**.
3. Hover over the **More** list and then check **Make a Copy**.

4. Click **Edit** to make changes to the workflow.
 - a. Click the item you want to change.
 - b. Click the pencil icon.
 - c. Make changes in the **Workflow** window.
 - d. Click **Save**.

Configure a Workflow

Each NetSuite baseline workflow configuration is described in workflow sections.

To enable a workflow:

1. In the workflow list, next to the newly copied workflow, click **Edit**.
2. In the workflow, click the pencil icon.
3. In the **Release Status** list, select **Released**.
4. Click **Save**.

Creating new Workflows

Workflows can be defined and implemented to work with the Quality SuiteApp in the same manner as NetSuite workflows. New workflows should:

- Leverage new Quality Conformance Actions to help isolate behavior to specific non-conformance rules
- Monitor Quality Inspection Queue records
- Define state transitions based on a combination of the Status and Action fields
- To avoid orphaned workflows, ensure the workflow ends once the Status is either Pass or Fail
- Be thoroughly tested especially if there is a potential for multiple workflows to be triggered simultaneously

To learn more, see [Specification Conformance Rules](#).

NetSuite Plug-ins

The Quality Management SuiteApp can leverage plug-ins to customize behavior that meets your organization's needs. It is important that you are familiar with SuiteScript and have a basic understanding of NetSuite Custom Plug-ins.

To learn more, see the help topic [Core Plug-in Overview](#)

Quality Custom Inspection Rule Plug-in

The Quality Custom Inspection Rule plug-in enables you to evaluate quality inspection data and standards to determine if an inspection should pass or fail. Only use this plug-in when conventional pass rules are insufficient. For example, length greater than or equal to Max_Length.

Requirements

Since the Quality Management SuiteApp uses SuiteScript 2.0, all custom plug-in implementations must also be written in SuiteScript 2.0.

Expected Input/Output

A new implementation of the custom inspection rule must take as input the following:

Field	Action
InspectionObject	<p>A javascript object containing inspection information requesting specialized pass/fail assessment:</p> <ul style="list-style-type: none"> ■ type: the inspection type ■ name: the inspection name ■ txnId: the triggering transaction internal ID ■ itemID: the triggering item internal ID
fieldObject	<p>A javascript object containing triggering inspection field information:</p> <ul style="list-style-type: none"> ■ name: the field name ■ value: the field value
otherFieldObjects	<p>An array of javascript objects containing additional inspection field information. One entry for every piece of related inspection data collected:</p> <ul style="list-style-type: none"> ■ name: the field name ■ value: the field value
standardObjects	<p>An array of javascript objects containing standard fields of the inspection information. One entry for every standard defined:</p> <ul style="list-style-type: none"> ■ name: the field name ■ value: the field value standard adjusted for any item specific settings

Each custom inspection rule must also return a Boolean (true or false):

- **true**: the inspection passed the custom rule
- **false**: the inspection failed the custom rule

Sample Implementation

The Quality Management SuiteApp includes a sample alternate implementation of the Quality Custom Inspection Rule Echo plug-in.

By adding this plug-in to your sandbox account, you will see a full echo of all the inputs that trigger the plug-in. You can review this in the plug-in implementation script execution to ensure you understand the data available to the plug-in.

You can review this implementation for the correct structure of the SuiteScript 2.0 script which can be used as a template. This enables you to concentrate only on the rule-specific logic of your organization. The script code is shown in the Quality Custom Inspection Rule Echo Source section.

Quality Custom Inspection Rule Echo Source

```
/**
 * @NApiVersion 2.0
 * @NScriptType plugintypeimpl
 *
 * ECHO Implementation of Custom Rule Plug-in for Quality Management SuiteApp
```

```

        * This implementation simply echos all inputs to the log to assist new developers and returns
        true.
        *
        */
define(['N/log'], function(log) {
    return {
        inspectionPassed: function(inspectionObj, fieldObj, otherFieldObjs, standardObjs) {
            // echo inspectionObj
            log.debug({
                title: 'insepectionObj',
                details: 'type:' + inspectionObj.type +
                    ' name:' + inspectionObj.name +
                    ' txnId:' + inspectionObj.txnId +
                    ' itemId:' + inspectionObj.itemId
            });

            // echo fieldObj
            log.debug({
                title: 'fieldObj',
                details: 'name:' + fieldObj.name +
                    ' value:' + fieldObj.value
            });

            // echo otherFieldObjs
            for ( var i in otherFieldObjs ) {
                log.debug({
                    title: 'otherFieldObjs',
                    details: 'name:' + otherFieldObjs[i].name +
                        ' value:' + otherFieldObjs[i].value
                });
            }

            // echo standardObjs
            for ( var i in standardObjs ) {
                log.debug({
                    title: 'standardObjs',
                    details: 'name:' + standardObjs[i].name +
                        ' value:' + standardObjs[i].value
                });
            }
            return true;
        }
    }
});

```

Quality Management REST API

The NetSuite 2019.1 Quality SuiteApp is exposing REST APIs that enable you to trigger quality management inspections.

Quality Management REST API uses HTTP requests to GET, PUT, POST, and DELETE data. To learn how the NetSuite Quality SuiteApp leverages REST APIs, see the following:

- [GET – qm_rest_queue](#)

- [POST – qm_rest_queue](#)
- [DELETE – qm_rest_queue](#)

GET – qm_rest_queue

The Quality GET API returns a queue entry, or queue object dump.

Use the GET request to retrieve relevant information about a pending or complete quality inspection that has been queued for tablet data collection.

- **URL**
/app/site/hosting/restlet.nl?script=customscript_qm_rest_queue&deploy=1
- **Method**
GET
- **URL Params**
Required:
id=[integer]
- **Success Response**
- **Code:** 200
Example Content:

```
{
  "message": "Loaded queue record id: 5043",
  "data": {
    "status": "Pending",
    "location": "India",
    "quantity": 1,
    "triggerType": "API",
    "specification": "Color and Quantity check",
    "priority": "0-Urgent",
    "assignedTo": "Amruta Kumbhar",
    "action": "Return To Vendor",
    "inventoryTransaction": "Item Receipt #42",
    "transactionLine": 1,
    "parentTransaction": "Purchase Order #43",
    "recordStaged": true,
    "statusId": 1,
    "locationId": 1,
    "triggerTypeId": 4,
    "specificationId": 3,
    "priorityId": 1,
    "assignedToId": 3,
    "actionId": 2,
    "inventoryTransactionId": 85,
    "parentTransactionId": 84
  },
  "requestParams": {
    "id": "5043"
  }
}
```

- **Error Response**

Most endpoints can fail in many ways. For example, from unauthorized access to wrongful parameters.

Code: 400 BAD REQUEST

Example Content:

```
{
  "error": {
    "code": "JS_EXCEPTION",
    "message": "Error: {\\"message\\":\\"Queue record 50431 does not exist.\\"}" }
}
```

POST – qm_rest_queue

The Quality Management POST API enables you to create new queue records. Creating a new queue record triggers processing to allow the associated inspections to be performed on the tablet interface.

■ URL

/app/site/hosting/restlet.nl?script=customscript_qm_rest_queue&deploy=1

■ Method

POST

■ Data Params

```
{
  "specificationId": "integer(m)",
  "itemId": "integer(m)",
  "locationId": "integer(m)",
  "quantity": "integer(m)",
  "assignedToId": "integer",
  "priorityId": "integer",
  "inventoryTransactionId": "integer",
  "transactionLine": "integer",
  "parentTransactionId": "integer"
  "actionId": "integer"
}
```

■ Success Response

Code: 200

Example Content:

```
{
  "message": "Created queue record id: 662",
  "data": {
    "id": 662
  },
  "requestBody": {
    "actionId": 2,
    "assignedToId": 3,
    "inventoryTransactionId": 85,
    "specificationId": 3,
```

```

    "locationId": 1,
    "quantity": 1,
    "itemId": 8,
    "priorityId": 1,
    "parentTransactionId": 84,
    "transactionLine": 1
  }
}

```

■ Error Response

- **Code:** 400 BAD REQUEST

Example Content: Negative quantity error

```

{
  "error": {
    "code": "JS_EXCEPTION",
    "message": "Error: Unable to insert queue record: Please
provide positive number for quantity"
  }
}

```

- **Code:** 400 BAD REQUEST

Example Content: Mandatory field error

```

{
  "error": {
    "code": "JS_EXCEPTION",
    "message": "Error: {\\"message\\":\\"Missing one of required
parameters\\",\\"data\\":{\\"required\\":
[\\"specificationId\\",\\"locationId\\",\\"itemId\\",\\"quantity\\"],\\"request
Body\\":
{\\"specificationId\\":3,\\"locationId\\":1,\\"quantity1\\":1,\\"itemId\\":8}}\\"
  }
}

```

- **Code:** 400 BAD REQUEST

Example Content: Invalid fields

```

{
  "error": {
    "code": "JS_EXCEPTION",
    "message": "Error: You are passing invalid field/s: test"
  }
}

```

DELETE – qm_rest_queue

The Quality Management DELETE API is used to cancel queue records (identified by the Request-URL). You can only use this API to cancel queue records that have been created by the POST API.

■ URL:

/app/site/hosting/restlet.nl?script=customscript_qm_rest_queue&deploy=1

- **Method**

DELETE

- **URL Params**

Required:

id=[integer]

- **Success Response:**

- **Code:** 200

Example Content:

```
{
  "message": "Queue record canceled id: 762",
  "data": 762,
  "requestParams": {
    "id": "762"
  }
}
```

- **Error Response**

- **Code:** 400 BAD REQUEST

Example Content

```
{
  "error": {
    "code": "JS_EXCEPTION",
    "message": "Error: {\\"message\\":\\"REST can only modify queue records created from REST api\\"}"
  }
}
```

Quality Setup and Maintenance


A quality management process is defined by its inspections and specifications. NetSuite defines a quality specification as a collection of related inspections. These inspections and specifications determine the level of quality measured against shop floor processes and incoming and outgoing shipments. For example, did the finished product pass the pH level test, were the correct number of items shipped to the customer, or were the items received in good condition?

As your standards and requirements change, use the NetSuite Quality SuiteApp to update existing, or create new, inspections and specifications. The Copy Existing feature enables you to create new inspections and specifications from existing, similar inspections and specifications, reducing the time and effort spent on ongoing maintenance.

To learn more, see [Copy an Inspection](#).

Quality Inspections

Quality inspections define data fields and associated standards to examine, measure, compare, or test product material or characteristics. This section describes how your Administrator can set up quality inspections.

 **Note:** When an inspection is marked Is Inactive, it cannot be processed as part of a new triggering and no data collection or evaluations should be performed against it.

To learn more, see the [Creating Quality Inspections](#) video

To create a quality inspection:

1. Go to Quality > Inspections > New.
2. Enter a unique and descriptive **Inspection Name**.
For example, pH test.
3. Enter a more complete **Description** of the inspection.
This information is displayed in the tablet to help the Quality Engineer understand the goal of the inspection.
4. Select an **Inspection Type**:
 - **Qualitative** – Verify that the item is in good overall condition or that the appropriate certificates are in place.
 - **Quantitative** – Define multiple measurable elements along with criteria for acceptance. For example, diameter, width, temperature, or chemical composition.
5. To define how the inspection is performed, select an **Inspection Method**.
For example, visual inspection, scale, or caliper.
You can create this list in advance or add new entries as you need them.
6. Check the **Mandatory** box to indicate that this inspection cannot be skipped during data collection.
7. Enter a **Detail Frequency (Skip Lot)** number to define the number of lot controlled or serialized item inspections:
 - Leave the field empty (do not enter a number) to create only one inspection for the received item.
 - Enter 0 to not skip any lots or serial numbers.

One inspection is created for each lot or serial number in the received item's inventory detail.

- Enter 1 to skip every other lot or serial number.

An inspection is created for every other lot or serial number (1, 3, 5, and so on).

- Enter 2 to skip 2 lots or serial numbers between inspections.

An inspection is created for lots or serial numbers (1, 4, 7, and so on).

Skip lot frequency continues as you enter higher numbers, 3, 4, and so on.

8. If the inspection requires sampling, enter a **Sample Rate**.

The number of inspection sample records created for each lot or serial number:

- Leave the field empty (do not enter a number) or enter 0 if no samples are required.

- Enter a number to create that number of sample records for each receipt.

For example enter 3 to create 3 records for each receipt.

- Enter a percentage figure to create that percentage of samples for each receipt.

For example, if 10% is entered, 10% of the receipt quantity will be sampled.

9. In the **Allowable Failures** field, enter the number of samples that can fail before an inspection failure is triggered.

For a percentage value, enter the percent sign (%) and then a number.

For example, 3 samples or 10% of samples.

10. Click **Save**.

To better complete the inspection, assign data fields (the data to be collected), standard fields (preset values to compare to collected data), and rules that establish the relation between them.

To learn more, see [Data Fields](#).

To search for an inspection:

1. Go to Quality > Inspections > Search.

At any time you can click **List Inspections** to display a list of all available inspections.

2. Optionally, to narrow your search, select an **Inspection Type** from the list:

- **Qualitative** – A numerical measure or test of item characteristics against defined standards or requirements.

- **Quantitative** – A pass or fail measure to determine whether the correct quantity of items is received in good condition.

3. Select an **Inspection Method**.

4. To include inactive inspection records in this search, check the **Show Inactive Records** box.

5. Click **List Inspections**.

6. In the **Quality Inspections** list, click **Edit** beside the inspection you want to edit or view.

- a. Click **Copy Inspection** to reuse existing inspection data to create a new inspection.

To learn more, see [Copy an Inspection](#).

- b. Click **Save**.

Data Fields

Quality Inspection Data Fields enable you to define the types of data to collect during an inspection. You can add multiple data fields as multiple types. For example, boolean, integer, or float. The order of data fields within the inspection are shown in the same order on the mobile interface.

To describe the inspection, assign data fields (data to be collected), standard fields (preset values to compare to collected data), and rules that establish the relation between them.

To create a quality inspection data field:

1. To define a new data field for the inspection, on the **Data Fields** subtab, click **New Data Field**.
2. In the **Sequence** field, enter a number to define the order in which inspection data will be collected.
3. Select **Data Field Name** to label data collected during this inspection.
You can then refer to this field when setting up inspection rules.
For more information, see [Inspection Rules](#).
4. Select a **Data Type** to associate with the data field name.
To enable image capture using the Quality Management table interface, select Image as the data type.
5. In the **Instruction Text** field, enter additional instructions that will be displayed on the data collection form.
6. Click **Save**.

To edit a quality inspection data field:

1. In the **Data Fields** subtab, beside the inspection field you want to update, click **Edit**.
2. Make the necessary changes.
3. Click **Save**.

Inspection Standards

Inspections standards provide guidelines for inspectors to follow while performing inspections. They can also be used to establish inspection pass or fail criteria. Inspection standards can represent organizational or industry standards that define acceptable production measurements or values. These standards relate to data fields through inspection rules.

To create a quality inspection standard:

1. On the **Standard Fields** subtab, click **New Standard Field**.
2. Select or add a unique **Standard Field** to refer to when creating inspection rules.
This field is used during inspection rule setup.
3. Select a **Data Type** to match against applicable data fields.
4. Enter an inspection standard **Default Value**.
This field represents the default inspection standards values when they are created for specific items.
5. Click **Save**.

To edit a quality inspection standard:

1. In the **Inspection Standard** subtab, beside the standard field you want to update, click **Edit**.
2. Make the necessary changes.
3. Click **Save**.

Inspection Rules

Inspection rules are expressions that relate data to an inspection pass or fail standard. Rules can be defined for true/false, integer, boolean, and float data types using mathematical evaluations. For example, $>$, $<$, $!$, or $=$.

To create a quality inspection rule:

1. On the **Rules** subtab, click **New Rule**.
2. Enter a **Sequence** number to specify the order in which rules will be evaluated.
3. Enter a unique and descriptive **Rule Name**.
4. Select a **Rule Type** to define how the rule is to be evaluated.
5. Select a previously defined **Data Field** that will be evaluated using this standard rule.
6. Select a **Comparison** from the list.
7. Select a **Standard Field** to evaluate the inspection result.
8. Enter a **Custom Function** that you want use to evaluate Inspection results.
9. Click **Save**.

Copy an Inspection

The Copy Inspection feature offers a convenient way to reuse existing, similar or related, Quality inspection and specification data to create a new inspection. This feature helps to reduce time and effort spent on ongoing maintenance.

To learn more, see the [Copying Quality Inspections](#) video.

To copy an inspection:

1. Go to Quality > Inspections > Search.
2. Click **List Inspections**.
3. Beside the inspection you want to copy, click **Edit**.
4. Update the inspection or data fields as needed.
5. Click **Copy Inspection**.
6. Enter a new inspection name in the **Copy to Inspection Name** field.
7. Click **Copy**.

The inspection copy is posted to the Quality Inspection List.

Quality Specifications

Quality Specifications group related inspections that define inspection scenarios and enable inspections to be refined in relation to specific items. For example, default values or standards. Specifications provide the foundation for capturing quality data, creating reports, improving workflows, and identifying non-conformance. A good quality specification formalizes a company's inventory and process standards, and define non-conformance rules and the applicable business processes they should trigger. For example, quarantine, return merchandise authorization (RMA), or downgrade.

Note: When an inspection is marked Is Inactive, it cannot be processed as part of a new triggering and no data collection or evaluations should be performed against it.

To learn more, see the [Creating Quality Specifications](#) video.

To create a quality specification:

1. Go to Quality > Specifications > New.
2. To identify a group of inspections, enter a unique and descriptive **Specification Name**.
For example, Ingredient Receiving Inspection or Circuit Board Inspection.
3. Enter a more complete **Specification Description**.
This information helps the quality engineer understand the inspection goal. It is also available for reporting.
4. Click **Save**.
5. To assign an inspection to this specification, in the **Inspections** subtab, click **Add Inspection**.
When a specification is marked Is Inactive, it cannot be modified or selected for a new context definition.
 - a. Enter a **Sequence** number.
This determines the position on the data collection form this inspection appears.
For example, step 1, 3, or 8.
 - b. Select the **Inspection** name to assign to this specification record.
Alternatively, you can click New to add a new inspection.

Note: When an inspection is marked **Is Inactive**, it cannot be modified or selected as part of a new specification.

- c. Select or add an **Inspection Method**.
Alternatively, you can click New to add a new inspection method.
 - d. Click **Save**.
 - e. Repeat steps a to e to add more inspections.

The Detail Frequency and Sampling Rate fields will display the selected Inspection settings.
6. Click **Save**.

To create an item standard:

1. In the **Quality Specification Form**, in the **Inspections** subtab, click **Edit** the beside the specification you want to view.
2. In the **Item Inspection Standards** subtab, click **New Item Standard Field**.
3. Select an **Item** record to associate with the standard.
4. In the **Standard Field**, select a standard to apply to the item and inspection.
5. Select a **Data Type** to associate with the standard.
To learn more, see [Data Fields](#).
6. In the **Standard Value** field, enter a pass or fail benchmark.
Boolean benchmarks are true or false. For example, visible damage is expected to be false.
Numerical standards are usually held to upper and lower control limits. For example, tire pressure cannot exceed 35 psi (35 is the standard).

7. Click **Save**.

To search for a specification:

1. Go to Quality > Specifications > Search.
2. Check the **Show Inactive Records** box to include inactive records in this search.
3. Click **List Specifications**.
4. In the **Quality Specification List**, click **Edit** beside the specification you want to view.

Review Specification Context Records

In the **Quality Specification Form**, click the **Contexts** subtab.

The Specification Context Record table displays the following **Associated Item** columns:

Field	Description
Location	Where the transaction must take place to trigger the specification
Item	The item that must be part of the transaction to trigger the specification
Transaction Type	Type of transaction being monitored that will trigger the specification
Transaction Frequency	Defines how often the inspection trigger can skip transactions (receipts)
Source/Destination	The item source (vendor) identified on the transaction that triggers the specification
Is Default	Indicates whether the context should apply to all sources and destinations

To learn more, see [Specification Context](#).

Specification Conformance Rules

To add a conformance rule:

1. In the **Quality Specification Form**, click the **Conformance Rules** subtab.
2. Click **Add Conformance Rule**.
3. To specify the order conformance checks appear on the form, enter a **Sequence** number.
Rules will be evaluated in order and by default. After a rule fails no further conformance rules are looked at.
4. Enter a unique and descriptive **Conformance Rule Name**.
5. Select an **Inspection** to associate with any follow-up actions.
6. Select, or create an **Action** to update on the Specification Queue if the conformance rule fails.
For example, Quarantine or Return to Vendor.
7. Check the **Halt on Failure** box to stop active processes when an inspection fails.
8. Check the **Is Inactive** box to prevent this rule from displaying in lists of rules on records and transactions.
The specification cannot be modified or selected for any new context definitions.
9. Click **Save**.

Specification Context

Specification Context Records enable the Quality Administrator to define when NetSuite invokes a specification. Identifying these fields helps the Quality SuiteApp to monitor the appropriate transaction type and then match transaction details against context settings. When a match is identified, all inspections identified on the context record are added to the inspection queue to initiate shop floor activity.

A specification can only be triggered when an active matching context record is identified and the specification is active.

Context records support the following transaction types:

- **Receipt From Purchase Order** to monitor inbound item receipts
- **Assembly/Work Order Build** to monitor non-work center production activities
- **Work Order Completion** to monitor work center specific production activities

To create a specification context:

1. Go to Lists > Accounting > Items.
2. Click **Edit** next to the item you want to update.
3. In the **Quality** subtab, click **New Quality Specification Context**.
The **Quality Specification Context** form displays the assembly item which, when built or completed, should be inspected.
4. Select the **Location** where NetSuite transactions should be monitored to potentially trigger an inspection.
5. Select a **Transaction Type** to monitor:
 - Receipt From Purchase Order
 - Assembly/Work Order Build
 - Work Order Completion
6. Select the quality **Specification** to be triggered when this context record matches a monitored transaction.
7. Optionally, select a pre-inspection **Action** to implement when the specification is triggered.
This action must be recognizable by an active workflow.
After installation, the Quality SuiteApp recognizes Quarantine as an action that can be taken at the time of context triggering.
8. Define transaction matching in the **Apply Specification To** section:
9. Check the **Apply to Default** box when:
 - Transaction Type is **Receipt From Purchase Order** and you want to trigger the item specification regardless of vendor.
If selected, any Vendor marked in step 10 is ignored.
 - Transaction Type is **Work Order Completion** and you want to trigger the item specification at the last manufacturing routing operation.
If selected, any **Work Center** marked in step 11 is ignored.
10. If the Transaction Type is **Receipt From Purchase Order**, select one or more **Vendors** with receipts that will trigger the inspection.
Optionally, if Transaction Type is **Receipt From Purchase Order**, select a **Customer** name to filter inspections based on the receipt's purchase order details.

11. If the Transaction Type is **Work Order Completion**, select the **Work Center** where production must be reported to trigger an inspection.
For example, enter 2 to trigger an inspection on every other reported completion.
The Current Transaction Count field value is controlled by logic set by the Quality Administrator.
12. Click **Save**.

Storing Quality Images

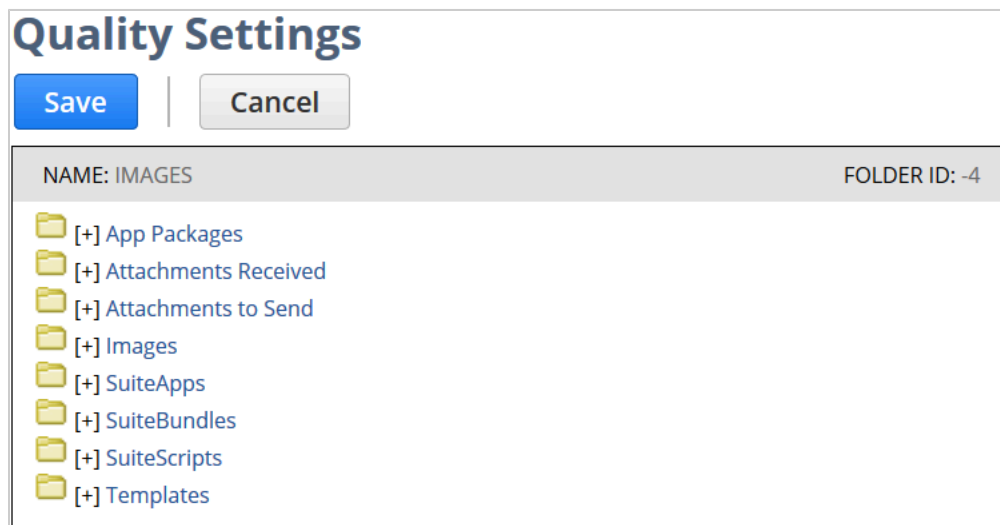
The Quality Administrator designates a file cabinet folder to control access to the images and manage file cabinet quota.

To learn more, see the help topic [Creating File Cabinet Folders](#).

Quality engineers can use the tablet to take a picture during an inspection and then save the images for review and to support quality findings. NetSuite automatically uploads images to the designated folder in the File Cabinet and records them against the inspection.

To setup quality file storage:

1. Go to Quality > Data Collection > Settings.



The screenshot shows the 'Quality Settings' window. At the top, there are 'Save' and 'Cancel' buttons. Below them, a header bar displays 'NAME: IMAGES' and 'FOLDER ID: -4'. The main area is a folder selector with a list of folders, each preceded by a yellow folder icon and a '+' icon. The folders listed are: App Packages, Attachments Received, Attachments to Send, Images, SuiteApps, SuiteBundles, SuiteScripts, and Templates.

In the **Quality Setting** window, the selected folder for image storage is displayed in the upper left corner of the folder selector.

2. To expand a folder, next to the folder name, click the + icon.
3. Select the file cabinet folder you want to save this image to.
Your Quality Administrator creates these folders.
4. Click **Save**.
Click Cancel to ignore all changes.

Storing Files

After the top-level folder is defined in the file cabinet, additional folders are created to help organize image content. Since image files are linked to the inspection data directly, the following section describes the sub-folders and naming convention used for image files for reference only.

Images are grouped by:

- **Triggering Transaction and Specification.** Subfolder IDs are concatenated by an underscore (_).
- The **Inspection** subfolder can contain multiple image fields.
- The **Data Field** is captured within the file name to segregate images.

To avoid conflicts with folder naming, the internal record IDs are used to build folder names.

For example, the following Quality Management Setup:

- Specification — Inspect for Receipt [ID=32]
- Inspection — Check for Visual Damage [ID=71]
- Image Field — Photo of Damage [ID=108]

This specification is triggered when an Item Receipt [ID = 120] is processed in the system.

After capturing the image, the following are created:

Folder 120_32

subfolder 71

File 'qm_120_32_71_108'

Setting up Data Fields

To enable the Quality Management tablet interface to capture inspection details, add a new data field image data type. All other elements of the data field setup (sequence, data field name, and instruction text) behave identically as with other field types.

Resetting Transaction Count

You can reset the Current Transaction Count field by configuring the scheduled QM Initialize Context Current Count script. Each time the script runs, it locates Transaction Count context records that need to be reset to zero, and then resets them. Scheduled resets (for example, weekly) and then setting the associated Transaction Frequency very high (for example, 1000) prompts the system to perform inspections for the first occurrence within the defined period.

To control when transaction is reset:

1. Go to Customization > Scripting > Script Deployments.
2. Beside the **QM Initialize Context Current Count Script**, click **Edit**.
3. In the **Script Deployment** window, click the **Parameters** subtab.
4. Select the reset **Location** from the list.
5. In the **Transaction Type** list, select the reset triggering transaction type.
6. Select the reset **Item**.
7. Click **Save**.

To reset all displayed field entries leave that field empty. For example, leave the Locations, Transaction Type, and/or Items fields empty.

These parameters are set on the reset deployment record. By default, the Quality Management SuiteApp is delivered with one inactive deployment. You can create as many deployments as you need to handle the reset policies across your locations, transaction types, and items.

Mobile Data Collection

The Quality SuiteApp enables you to use mobile devices to collect inspection data. Tablets (as opposed to phones) are preferred due to the amount of information displayed and captured to support Quality activities. The mobile collection interface is designed to deliver all of the relevant information a quality engineer needs to efficiently and accurately gather inspection data. The interface is also available on computers and laptops.

Managing an Inspection

After an inspection is triggered, it is displayed in the data collection tool inspection queue. A quality manager can control several important attributes of the pending inspection including the assignee, priority, and status.

An inspection for a triggered specification can only be staged for the tablet when an active specification-inspection record is identified and the inspection is marked Active.

To assign an inspection:

1. Go to Quality > Data Collection > Assign Inspections.
In the **Inspection Queue Filters** section, you can set the status of pending inspections to determine the Queue Record list order.
2. Select the **Location** where the inspection is to occur.
3. Select the **Item** to be inspected.
4. Select an inspector name from the **Assigned To** list.
Click New to add an inspector name.
5. Select an **Inspection Status**.
6. Select the **Transaction Type** to be inspected.
7. Click **List** to display existing inspections that match your inspection criteria.
8. In the **Update Queue** section, select an inspector name from the **Set Assigned To** list.
9. Select an inspection priority from the **Set Priority** list.
10. Select an inspection status from the **Set Status** list.
11. In the **Queue Records** list, beside the inspection you want to update, check the **Select** box.
12. Click **Assign**.

Tablet Data Collection

To access the tablet data collection interface, go to Quality > Data Collection > Tablet.

The tablet [Quality Specifications Queue](#) table displays summary information for all specifications that are in Pending or In Work status. To control the table contents and quickly identify inspection activities to be taken, click the [Specification Queue Icons](#) to search, filter, and then adjust your tablet language settings.

Tablet Requirements


- At least 256 MB flash memory
- Android 4.1 or higher
- 1D barcode scanner

- 4 inch or larger touch screen
- 802.11a/b/g enabled
- Bluetooth enabled
- HTML 5 and Javascript enabled browser (TLS 1.2 compliant)
- Interactive Sensor Technology (IST)
- Ruggedized or semi-ruggedized (optional)


Specification Queue Icons

The Queue Specification window displays icons that can direct you to Quality Tablet Collections features.


To search for an inspection:


1. Click the **Search** icon ()
2. In the **Search** field, enter the term you want to search for.
For example, Circuit Board Inspections - Incoming.
3. From the list, select **Any** or a specific Quality Specification Queue field.

To filter inspection data:

1. Click the **Filter** icon ()
2. In the **Filter** section, select which **Quality Specification Queue** field you want to filter.
From the list, select **Any**, or another filter from one, some, or all queue fields.
Click Clear All to delete your previous selections.

To manage settings:

1. Click the **Settings** icon ()
2. Select your **Language** preference.
3. Optionally, select a **Font size**.
4. To return only queue entries assigned to you, check the **Show only my items** box.
5. To return receipt inspections, check the **Show receipt inspections** box.
6. To return in-process inspections, check the **Show in-process inspections** box.
7. To display queue data, click **Log State**.
Copy and then send this information with any case related to incorrect queue displays to support or include the details in the support case.
8. Click **OK**.

Click the **Go Back** icon () to return to the previous page.

Quality Specifications Queue

Click the arrow beside the column name to sort all queue data based on values in that column. The active sort column title is highlighted blue.

The following table describes the inspection queue fields:

Field	Description
Location	The name of the facility where the inspection is to be performed

Field	Description
Transaction	The parent transaction, the Purchase Order or Work Order triggers the inspection.
Item	The code for the item to be inspected
Age	The time that has elapsed since the inspection was queued
Status	The inspection status: pending, pass, fail, or hold
Priority	The urgency of the inspection relative to other inspections
User	The name of the quality engineer the inspection is assigned to

Capturing Inspection Details

To proceed with an inspection, in the Quality Inspection Queue, click the row containing the inspection. For example, click **Indianapolis Facility**.

The following table describes the **Tablet Data Entry** window details:

Field	Description
Triggering Transaction	The NetSuite transaction, Item Receipt, Work Order Build, or Work Order Completion, that matches a specification context. In this example, item receipt (#47) initiates the inspection.
Specification Details	Information about the specification: Specification name, Transaction number, Item designation, Quantity, Item Description, and Transaction Date.
Priority and Assignee	Displays the inspection priority and the name of the engineer the inspection is assigned to
Inspection Panes	<p>A vertical list of inspections to be performed. These panes can be expanded or contracted to display or hide an inspection's details. They are presented top-to-bottom based on the sequence number assigned to them during setup.</p> <p>This example displays Validate Material Receipt and Verify Certificate of Conformance.</p> <p>The color of the pane highlights the inspection activity:</p> <ul style="list-style-type: none"> ■ Grey indicates that no data has been entered. ■ Blue indicates that data has been entered but not recorded.

Field	Description
	<p>Blue can also indicate that data has been recorded, but the evaluation is pending.</p> <p>When data is recorded but not evaluated, a spinning gear icon appears to show the system is processing the information.</p> <ul style="list-style-type: none"> Yellow indicates that some (not all) data has been recorded. Green indicates that data has been recorded and no quality standards have been violated. Red indicates that data has been recorded and at least one quality standard has been violated.
Inspection Status	Indicates the progress relative to data collection: not submitted, pending, pass, fail, or hold
Inspection Instructions	<p>Detailed information describing the inspection procedure or expected outcomes</p> <p>This example displays, "Review material certificate. File with vendor."</p>
Inspection Fields	<p>Data fields to be entered to complete the inspection.</p> <p>These can be Yes or No boxes, number selectors, date, or text fields.</p> <p>In this example, check Yes or No in the Material Certificate boxes.</p>
Record	Click the Record button to save the data entered.
? (Inspection Help)	<p>Click the help icon to display a description of the inspection specification. This can display minimum and maximum measurements, instruments required, and more.</p> <p>In this example, Material Certificate is OK.</p>
Finish Inspection	<p>Click Finish inspection to complete the inspection.</p> <p>The Finish inspection button is hidden if a mandatory inspection is not completed.</p>

Tablet Sidebar

Quality Management 2019.1 introduces a collapsible sidebar that displays the same list of Pending and In-Work inspections that are in the primary Inspection Queue page.

The following image displays the expanded sidebar:

The screenshot shows the Oracle NetSuite Quality Management interface on a tablet. On the left, a sidebar titled 'Quality Specification Queue' is expanded, showing a list of inspection items: 'Serial Item 9' (Purchase Order #159, Serial Specification1), 'G_InvItem' (Inv Spec), 'Lot Item1' (Inv Spec), 'G_InvItem' (Inv Spec), 'Lot Controlled Item' (Purchase Order #154, Specification Nov91), and another 'Lot Controlled Item'. The main area displays the 'Inv Inspection' details for 'Serial Inspection1'. It shows three samples, each with an 'Integer Field' and an 'Enter decimal value' input. At the bottom, there are buttons for 'Record', 'Finish Inspection', and a help icon. The top of the screen shows the title 'Item Receipt #153' and various navigation icons.

To **Expand** the sidebar, tap the menu icon (☰).

To **Collapse** the sidebar, tap the close icon (✕).

Collapsible Pane

Quality Management 2019.1 allows you to collapse the upper information pane to maximize screen space for data entry.

To Expand the information pane, tap the down arrow (▼).

To Collapse the information pane, tap the up arrow (▲).

Capture Quality Inspection Images

NetSuite 2018.1 enables Quality Engineers to use the Quality SuiteApp tablet interface to capture images, associate them a quality record, and upload them to a NetSuite File Cabinet. This helps improve and support inspections and processing returns and refunds related to quality non-conformance.

The Quality Administrator designates a quality file cabinet folder for storing images, controlling folder access, and managing cabinet quota.

To learn more, see the help topic [Creating File Cabinet Folders](#).

Quality Engineers use the tablet to take a picture during an inspection and then save the images for review and support quality findings. NetSuite automatically uploads images to the file cabinet and records them against the inspection.

To capture images:

1. To take a picture, on the tablet interface, tap the **Photo** (📷) icon.

To select an image from the device, click the image (🖼️) icon.

The image is linked to the inspection data.

The screenshot shows a tablet interface for a 'System Pressure' inspection. At the top, there's a red header bar with the title 'System Pressure' and a 'Failed' status button. Below the header, a text instruction reads: 'Measure the pressure in the AC system to confirm proper compressor operation.' The main area contains three input fields: 'Low End Pressure' with the value '10', 'High End Pressure' with the value '280', and 'Gauge Photo' which displays a photo of two pressure gauges. At the bottom left, there is a blue 'Record' button and a help icon (question mark).

Double-click the image to preview the image in a separate browser window.

2. To transfer the image to the NetSuite Field Cabinet, click **Record**.
3. Give the image a unique and descriptive name.

For example, <queue record ID> - <inspection ID> - <field ID>.<image format extension> (312 - 12 - 23.jpg).

4. Associate the new file with the quality data inspection record.

Quality Reports

The Quality SuiteApp offers two administrative reports that help you to review the Quality SuiteApp setup and inspection execution. Each report appears in a separate window where you can preview results to help refine your criteria.

Future SuiteApp releases will add operational reports that can help you to quickly review quality data items, vendors, inspections, and other data that defines your quality standards and data collected.

Administrative Reports

Administrative reports enable you to monitor the inspection process and quickly respond to resolve errors and ensure similar errors do not occur in future operations.

Specification Review

Specifications can be quite complex, incorporating numerous inspections, each containing a variety of fields, standards, and rules. A specification review helps you to ensure that your organization's quality needs are represented by providing a view of the underlying definition to help examine the entire specification.

To review specifications:

1. Go to Quality > Reports > Specifications.
2. To include inactive specification records in this report, click the **Show Inactive Records** box.
3. In the **Review Specifications** page, click **List**.
4. Check the box beside the specification you want to review.
Select only one record.
5. Click **Review**.
6. To view the report, click the **Inspection List** tab.

Inspection Review

Use the Quality Inspection Queue feature to display and review inspection records within the queue.

To view an inspection queue:

1. Go to Quality > Reports > Inspection Queue.
2. Click **List** to display all inspections in the queue.
Alternatively, you can refine your search results by completing some, or all of the following fields:
 - a. Select a **Location** from the list.
For example, Indianapolis Manufacturing Center.
 - b. Select an **Item** record to associate with the inspection standard.
 - c. Select an **Inspection Status**.
 - d. Select the name of the person this inspection is **Assigned To**.
 - e. Select a **Transaction Type**.

3. Click **List**.
4. In the **Inspection Queue** subtab, check the box beside the queue record you want to display.
Select only one record.
5. Click **Review**.
6. Click the **Queued Inspections** subtab to review the queue record details,

Quality Glossary

Term	Definition
Detail Frequency	The number of lot controlled or serialized item inspections.
Inspection	Examination of a product design, product, process, or installation to determine how well it matches specific standards or requirements.
Item Inspection Standards	The Item Inspection Standards subtab displays the quality specification criteria that this inspection must conform to
Item Quality Compliance	Item Quality Compliance reports can help your organization identify and avoid a item quality problems. For example, wrong items received, poor or substandard item quality, or item damage
Parent Transaction	The parent transaction, the Purchase Order or Work Order triggers the inspection.
Qualitative	Measure or test item characteristics against defined standards or requirements to confirm compliance.
Quantitative	Determine that the correct quantity of items is received in good condition. The result is a pass or fail.
Quality Administrator	The Quality Administrator oversees the initial implementation of the NetSuite Quality application and manages the on-going administration of the application.
Quality Engineer	Executes quality inspections in a timely manner with correct prioritization, ensures daily adherence to quality processes, and escalates identified quality non-conformance.
Quality Inspection	Inspections are performed by specialized personnel who check, measure, or test one or more product characteristics against predefined requirements to confirm compliance. Products that do not comply with the specifications are rejected or returned.
Quality Management	Focuses on product and service quality and how it is achieved. The main components of quality management are planning, quality assurance, quality control, and quality improvement. The goal is to ensure consistency within the organization, product, or service.
Quality Manager	Aligns quality practices to company and industry policies. Assigns and monitors quality personnel to address inspection needs/priorities. Ensures adherence to quality processes, provides actionable data to other operations managers to facilitate continuous improvement.
Quality Specification	Describe the requirements a product should conform to. Well defined specifications can ensure that the correct specification is applied to an inspection.
Return Merchandise Authorization (RMA)	Part of the process of returning a product in order to receive a refund, replacement, or repair during the product's warranty period.
Routing Records	A manufacturing routing is a template that contains the list of steps required to build an assembly item.
Sampling Profile	Defines the inspection sample size and its allowable characteristics.
Sampling Rate	The number of inspection sample records to create relative to the number of lots or serial numbers transacted
Skip Lot Sampling	A skip-lot sampling plan only inspects a fraction of the submitted lots.

Triggering Transaction	<p>The NetSuite transaction, Item Receipt, Work Order Build, or Work Order Completion, that matches a specification context.</p> <p>In this example, item receipt (#47) initiates the inspection.</p>
Vendor Quality Compliance	<p>Vendor Quality Compliance reports can help your organization identify and avoid a variety vendor problems. For example, wrong items received, incorrect labels, late deliveries, or incorrect item price.</p>