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Manuale Utente
Advanced Quality
Management
Versione BC 16

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User Manual

Advanced Quality Management

Versione BC 16

Prepared by
Alterna

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1 PREMISE

The hereby document represent a user guide of the "Advanced Quality Management" (AQM) app.

2 APP SETUP

2.1 Base Setup (AQM)

AQM Setup is the general setup that let you to activate the app functionalities. It also contains the numeration setup of quality's documents.

1 AQM Setup

In AQM setup is also possible to activate the following automatic action:

- **Transfer Goods** if quality control results are negative, that generate an automatic transfer if control results are negative;
- **Quality control without entries lock**, that do not block quality's entries;
- **Activate the non-conformity with job order**, that involved project management.

Point for Attention:

Transfer Goods are made from one location to another. Is not possible to transfer item among different bins. Regarding entries lock it will not possible to move item under quality inspection to a different location, and it won't be possible to proceed with negative movement of the entries under quality lock. However, it will be possible to move item under quality inspection among bins of the same location. Indeed locks checks item entries but do not check warehouse part.

2.2 Master Data Setup

In order to make easier the management of quality, it is possible to insert specific parameters on all master data involved in the AQM process.

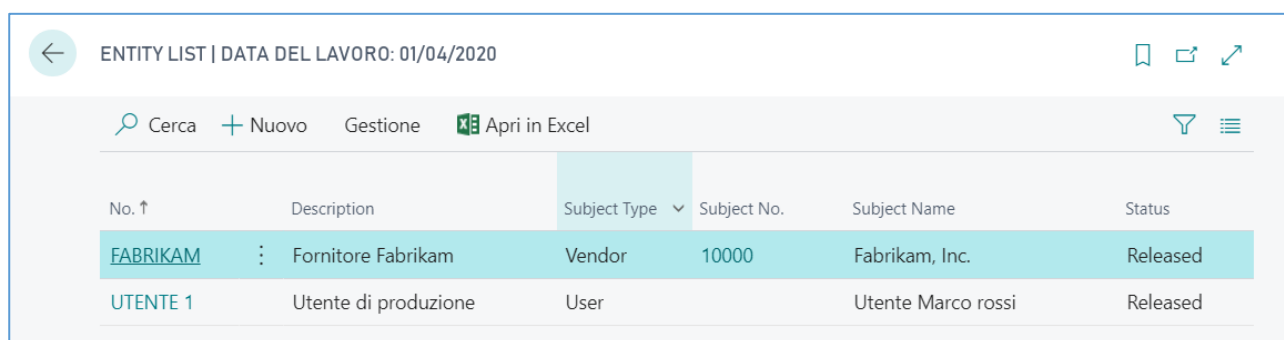
Find below an explanation of all the information you could specify for a better use of AQM App.

2.2.1 Entities

From entities you can define which are the main entities involved in the quality control.

Entities could be:

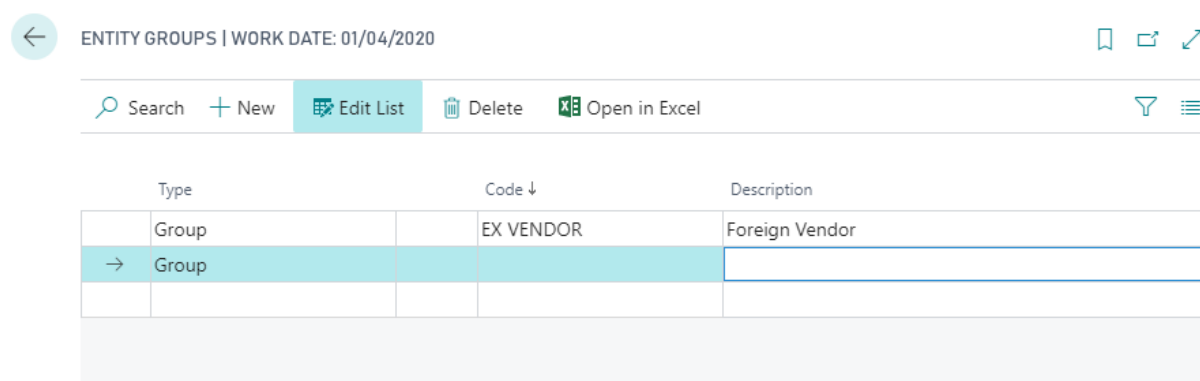
- User;
- Customer;
- Vendor;
- Contact.



No. ↑	Description	Subject Type	Subject No.	Subject Name	Status
FABRIKAM	Fornitore Fabrikam	Vendor	10000	Fabrikam, Inc.	Released
UTENTE 1	Utente di produzione	User		Utente Marco rossi	Released

2 Entities List

There is also the possibility to create group of entities:



Type	Code ↓	Description
Group	EX VENDOR	Foreign Vendor
→ Group		

3 Entity Groups

It is possible, after defining entities and entities group, to associate them together, using the form Entity Group Binds:

← ENTITY-GROUP BINDS | WORK DATE: 01/04/2020 🔖 📄 ↗

🔍 Search + New Edit List Delete Open in Excel 🔍 ☰

Entity No. ↑	Entity Description	Group Type	Group Code	Group Description
V0001	Fabrikam	Group	EX VENDOR	Foreign Vendor
→ <input type="text"/>		Group		

4 Entity Group Binds

2.2.2 Action

Action represent the mandatory reason code for control document lines.

For actions exist two different table:

- Action Group
- Action.

Actions and actions group are inserted into the quality control line and they can be used for statistic purpose. (e.g. How many controls have been done for packaging?)

← ACTION GROUPS | WORK DATE: 01/04/2020 🔖 📄 ↗

🔍 Search + New Edit List Delete Open in Excel 🔍 ☰

Code ↑	Description
CHECK PACK	Packaging Checks
→ <input type="text"/>	

5 Action Group

← ACTIONS | WORK DATE: 01/04/2020 ✓ SAVED 🔖 📄 ↗

🔍 Search + New Edit List Delete Open in Excel 🔍 ☰

Action Group Code ↑	Code ↑	Description	Short Description
→ CHECK PACK	C-PACK	Packaging check	PC

6 Action

2.2.3 Item Quality Control Group

With item Quality Control Group is possible to define specific control group that can be assigned to item.

This action let the user to create quality control based on the item quality control group.

ITEM QUALITY CONTROL GROUPS | WORK DATE: 01/04/2020

Search

New

Edit List

Delete

Open in Excel

Code ↑

Description

	FINISHED		Finished Product
	RAW		Raw Material
→	*		

7 Item Quality Control Group

After defining the quality control group, you can associate it to the item through the item card.

ITEM CARD | WORK DATE: 01/04/2020

1896-S · Scrivania ATENE

Process

Item

History

Special Sales...es & Discounts

Request Approval

More options

Costs & Posting >

784,60

DETTAGLIO

RIVENDITA

Prices & Sales >

1.005,80

Replenishment >

Purchase

Planning >

None

Item Tracking >

Warehouse >

Advanced Quality Management

Group Code

FINISH

Group Description

Finish Product

No of Active Controls

0

Quantity on QC

0,00

8 Item Card and Group Code

In the item card, in the Advance Quality Management it also possible to check:

- How many quality controls are still open on that item;
- How much quantity is on Quality Control for that item;

2.2.4 Quality Control Check Setup

In quality control check setup, it must be declared which are the subjects involved in the quality control. It also possible to specify if subjects are involved into the quality control (to check) or do not need to be controlled (free pass).

Below the list of the categories for which is possible to setup the quality control:

- Vendor Posting Group;
- Vendor;
- Item Category Code;
- Item Quality Control Group;
- Item.

← QUALITY CONTROL CHECKS SETUP | WORK DATE: 01/04/2020

Search + New Edit List Delete Open in Excel

Vendor Posting Group ↑	Vendor No. ↑	Item Category Code ↑	Item QC Group Code ↑	Item No. ↑	Check Type
	10000		FINISHED		To Check
				1896-S	To Check
	⋮			1900-S	Free Pass
→					Free Pass ▼

9 Quality Control Check Setup

In the picture above, controls are active on item 1896-6 and for all the items belong to QC group FINISHED bought from vendor 10000. Also, item 1900-S will be in free pass.

2.2.5 Quality Control Check Card

Quality control card are divided into header and Line.

In the header you have all the generic information of the quality control. In particular:

- Type: Manual or Automatic
- Notification for negative result (based on notification setup)
- Create a Non-Conformity Card in case you have negative result.

← ...CHECK CARD | WORK DATE: 01/04/2020

S_CONTR001

Release Reopen Notification Subjects More options

General

No.	S_CONTR001	...	Status	Released
Name	Packaging Check		Notify Negative Result ..	<input type="checkbox"/>
Type	Automatic		Create NC on Negati...	<input type="checkbox"/>

10 Quality Control Check Card

Lines instead are composed by the details of all the control referred to the quality control card. There are many types of controls:

- **Boolean:** Yes or No;
- **Numeric:** numeric answer. It is also possible to define the boundaries of the answer;
- **Text:** simple text; the answer is valid whichever is the answer you insert.
- **Code:** is possible to build up answer related with Business Central Table.

Moreover, for each control line you can decide:

- If the answer is involved on the general result of the quality control card, using the flag **Used to set result**.

QC Check Subform		Gestione			
Action Sort	Action Group Code	Action Code	Description	Answer Type	
→ 1	CHECK PACK	C-PACK	Visual Check	Boolean	
2	CHECK PACK	C-PACK	Integrity Check	Boolean	
3	CHECK PACK	C-PACK	Note	Text	

11 Quality Control Line

2.2.6 Quality Control Periodicity

In quality control periodicity table, you can setup periodicity rules for quality control activation (see 2.2.10).

← QUALITY CONTROL PERIODICITY WORK DATE: 01/04/2020					🔖	📄	🔗
🔍 Search + New Edit List 🗑 Delete 📄 Open in Excel					🔍 ☰		
Code ↑		Description			Periodicity Formula		
	YEAR		Once a Year			1Y	
	WEEK		Every Week			1W	

12 Control Periodicity

In picture 12 are shown setup control periodicity codify as one every year and one every week.

2.2.7 AQM Location Setup

AQM Location Setup defines which are the location involved in the quality control process. In the same table you can also choose in which location you want to transfer the goods in case of negative result of the control.

Source Location Code ↑	Nonconform Default Location	Nonconform Default Bin
PRINCIPALE	NC	
→		▼

13 AQM Location Setup

It is also possible to exclude specific Location from the quality control, for not involving the receipt or the production output made on that location. This operation is activate or disactivate from the location card.

14 Location Card

2.2.8 Vendor's Quality control Level

In vendor card is possible to specify a specific quality control level.

15 Vendor's Quality Level

The Quality Control Level can be used as a filter in the quality control activation setup (par. 2.2.9).

2.2.9 Quality Control Activation Setup

Once define all the master data involved in the quality control and once created the quality control check card, it must be defined in which case a control is active and which is the quality control card that have to be create. It must be also specified which are the actions that generate a specific control.

Those action are defined in the quality control activation setup. The latter involved:

- Vendor Posting Group;
- Vendor;
- Item Category Code;
- Item Quality Control Group Code;
- Item No;
- Vendor Check Level;
- Location Code;
- Periodicity;
- Starting Date
- Ending Date (starting date and ending date are useful to put boundaries for the period you want to proceed with the control).

Every setup line has to be associate to a quality control check card (Par 2.2.5).

It must be also defined which is the action that activate the creation of the quality control card:

- Purchase Receipt;
- Subcontracting Receipt;
- Production Order Release;
- Production Order Output;
- Production Order Output combine with Master lot document control;
- Customer Return Order Receipt.

Quality Control Activation Setup, together with Item control setup determine the creation of a quality control card. Below matrix show the different combination of the two table.

- For Purchase Receipt, subcontracting receipt or production (excluded the case of automatic reservation on sales order for production):

Control Setup Activation Setup	Specific Item	Item Group Code	Item Category Code
Specific Item	Control Activation	Control Activation	Control Activation
Item Group Code	Control Activation	Control Activation	Control Activation
Item Category Code	Control Activation	Control Activation	Control Activation

- In case of the use of production combine with the management of reservation entries, for activating the automatic generation of quality control, is mandatory to state a specific customer in the quality control activation setup.

In the picture below there are some example of quality control activation setup:

QC Check No.	Vendor Posting Group	Vendor No.	Item Category Code	Item QC Group Code	Item No.	Customer No.	Check Level	Location Code	Periodicity	Date Start	Date End	Active On Purc...	Active On Sales Return	Active On Prod... Rele...	Active On Subc... Rpt.	Active On Prod... Outp...	Mast... Check for Lot
S_CONTR001		10000			1925-W		0					<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S_CONTR001					1929-W		0					<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 Quality Control Activation Setup

In pic 16 control S_CONTR001 is automatically activate for:

- Purchase receipt on vendor 10000 on item 1925-W
- On production order release for item 1929-W.

Point for Attention:

Control Document on release production order is not create when there is a change of the status of the production order (hence from planned/confirmed to release) but is generate when you execute a refresh of the production order.

2.2.10 Profile

A new Profile is added to Business Central with the installation of the app: APSAQMPROFILE.

Profile ID	Display Name	Source	Role Center ID	Enabled	Use as default profile	Show in Role Explorer
ACCOUNTANT	Accountant	Base Application	9027	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCOUNTING MANAGER	Accounting Manager	Base Application	9001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AP COORDINATOR	Accounts Payable Coordinator	Base Application	9002	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AR ADMINISTRATOR	Accounts Receivable Administrator	Base Application	9003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADMIN	Administration	Base Application	8900	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SECURITY ADMINISTRATOR	Administration of users, user groups and permissions	Base Application	9024	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
APSAQMPROFILE	Advanced Quality Management	Advanced Quality Management	18101686	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BLANK	Blank Profile	System Application	8999	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BOOKKEEPER	Bookkeeper	Base Application	9004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BUSINESS MANAGER	Business Manager	Base Application	9022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DISPATCHER	Dispatcher - Customer Service	Base Application	9016	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FIN	Finance	Base Application	8901	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HR	Human Resources	Base Application	8902	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IT MANAGER	IT Manager	Base Application	9018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MACHINE OPERATOR	Machine Operator - Manufacturing Comprehensive	Base Application	9013	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MANUFACTURING	Manufacturing	Base Application	8903	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
O365 SALES	O365 Sales Activities	Base Application	9029	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OUTBOUND TECHNICIAN	Outbound Technician - Customer Service	Base Application	9017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The profile provide a Role Center page customized for the Quality Manager role with specific actions, shortcuts and KPIs.

The screenshot shows the Dynamics 365 Business Central interface. At the top, the navigation bar includes 'Cronus IT.' and a menu with 'AQM Setup', 'NC Setup', and 'Posted Documents'. Below this, the 'ACTIONS' section is highlighted with a red box, showing '+ QC Document', '+ AQM Check Card', '+ Non conformity', '+ Corrective Action', and '> History'. The 'Activities' section is also highlighted with a red box, displaying a dashboard with eight cards: 'QC DOCUMENT OPEN' (9), 'QC MASTER D. OPEN' (1), 'QC DOCUMENT RELEASED' (0), 'QC MASTER D. RELEASED' (1), 'QC ENTRIES' (0), 'IN QUALITY C. ENTRY' (3), 'NONCONFORMITY AND CORRECTIVE ACTIONS' (2), and 'CORR. ACTION. OPEN' (1). Below the activities, there are two tables: 'My Vendors' and 'My Customers'.

Vendor No. ↑	Phone No.	Name
10000	...	Supermercato del legno S.p.A.
20000		MK Service S.r.l.
30000		Bochies caldaie S.p.A.
40000		Sabelli & Fioretti S.r.l.
50000		GBC Elettronica S.r.l.

Customer No. ↑	Name	Phone No.	Balance (LCY)
20000	Grafiche magiche 2000		3.486,60
30000	Rotadent ingranaggi S.r.l.		60.671,28
40000	Chernelli SpA		4.054,30
50000	Società mercantile internaz.		10.053,60

3 APP FEATURES

3.1 Quality Control Document

Quality control document is the document create for quality check purpose. Could be create manually or automatically based on the activation setup and control check setup. Quality control document is composed by header and line.

In the header there are all the information of the action (purchase receipt, release production order..) that have generate the quality control card (information about purchase receipt in case of purchase, information on production order and lots for production, information about customer for return order). Lines represent a copy of the control template you have select for that specific document (please refer to par 2.2.5).

In the header is also possible to indicate sample quantity.

D_CONTR001

Elabora
Report
Visualizza opzioni

General

No.
D_CONTR001

Type
Automatic

Item Ledger Entry No.
639

Prod. Order No.

QC Check No.
S_CONTR001

Prod. Order Line No.

Item No.
1900-S

Location Code
PRINCIPALE

Item Description
Sedia ospiti PARIGI, nera

Notify Negative Result
☐

Source Subject Type
Vendor

Create NC on Negative R...
☐

Source Subject No.
10000

Status
Open

Source Subject Name
Fabrikam, Inc.

Result
Positive

Lot No.

Forced Result

Serial No.

17 Control Document for Purchase Receipt

Once create the quality control card user must answer to all the line on the base of the rule of each single line. Once all lines are compile, hence all the quality result have been inserted, document must be release. Once released the control the system automatic calculates its outcome.

After released, document must be posted. Posting a quality control involve the following action:

- Move the quality document in the Quality Control Posted;
- If the control has a negative result it will transfer the quantity under control on the location define for the non-conformity (see par 2.2.7)
- It can generate a notification for specific entities (see par 2.2.1).

18-Quality Control Post and release

Quality control outcome can be forced.

Once posted the document can be reopen and eventually modify by administrator user, from quality control posted card.

3.2 Quality Reservation

Quality control is related to specific item ledger entries.

Quality control bind that specific item ledger entries: it means that is not possible to execute unloading movement refer to that entry.

For using entries related to a quality control open card quality control must be post or deleted.

It is always possible to question the quantity on quality control checking the item card.

19 Item Card

3.3 Quality Control Document Examples

3.3.1 Example: Purchase Receipt

For quality control activation setup, purchase receipt of item 1900-S for vendor 10000 on Location 'Principale' create an automatic control quality card.

←

QUALITY CONTROL ACTIVATION SETUP | DATA DEL LAVORO: 01/04/2020

✓ SALVATO

📄

🔄

🔗

Cerca

+ Nuovo

📄 Modifica lista

🗑 Elimina

📄 Apri in Excel

🔍

☰

QC Check No.	Vendor Posting Group ↑	Vendor No. ↑	Item Category Code ↑	Item QC Group Code ↑ ↓	Item No. ↑	Customer No. ↑	Check Level	Location Code ↑	Periodicity ↑	Date Start ↑	Date End	Active On Purc Rcpt.
→ S_CONTR001	:	10000			1900-S		0	PRINCIPALE				<input checked="" type="checkbox"/>
S_CONTR001		50000			1929-W		0					<input checked="" type="checkbox"/>

20 Quality Control Activation Setup

Create a purchase order for Vendor 10000 on Location 'Principale':

PURCHASE ORDER | WORK DATE: 01/04/2020

106013 · Fabrikam, Inc.

Process

Release

Posting

Order

Request Approval

Print/Send

Navigate

Actions

Navigate

Fewer options

General

Vendor Name

Fabrikam, Inc.

Vendor Shipment No.

Contact

Krystal York

Operation Type

EST-FN-ACQ

Document Date

01/04/2020

Activity Code

*

Operation Occurred Date

01/04/2020

Check Total

*

Vendor Invoice No.

*

Status

Open

Lines

Manage

Line

Functions

Order

Fewer options

Type	No.	Service Tariff No.	No. of Fixed Asset Cards	Incl. in VAT Tran. Rep.	Prepmt. CM Refers to Period	Description	Location Code	Bin Code	Quantity	Reserved Quantity
→ Item	:	1900-S		<input type="checkbox"/>		Sedia ospiti PARIGI, nera	PRINCIPALE		10	

21 Purchase Order

After posting the purchase receipt is possible to check if the quality control has been created:

D_CONTR001

Elabora

Report

Visualizza opzioni

General

No.

D_CONTR001

Type

Automatic

Item Ledger Entry No.

639

Prod. Order No.

QC Check No.

S_CONTR001

Prod. Order Line No.

Item No.

1900-S

Location Code

PRINCIPALE

Item Description

Sedia ospiti PARIGI, nera

Notify Negative Result

☐

Source Subject Type

Vendor

Create NC on Negative R...

☐

Source Subject No.

10000

Status

Open

Source Subject Name

Fabrikam, Inc.

Result

Positive

Lot No.

Forced Result

Serial No.

22 Control Document

It also possible to check in the item card the quantity in quality control and also the quality control open card.

Advanced Quality Management	
Group Code	Group Description
No of Active Controls 1	Quantity on QC 5,00 ...

23 Item Card

Quality control document must be compiled manually by the users, in order to unbind the entries.

D_CONTR001					
Elabora Report Visualizza opzioni					
Quality Control Document Subform					
Action Sort	Action Code	Description	Action Description	Answer Type	Answer
→ 1	C-PACK	Visual Check	Packaging check	Boolean	
2	C-PACK	Integrity Check	Packaging check	Boolean	
3	C-PACK	Note	Packaging check	Text	

24 Control Card Line

Once compiled all the answers is possible to release and post the QC document. The latter action will move the quality control to a posted quality control document. Also all the bind entries will be unblocked.

D_CONTR001			
Elabora Report Visualizza opzioni			
General			
No.	D_CONTR001	Type	Automatic
Item Ledger Entry No.	639	Prod. Order No.	
QC Check No.	S_CONTR001	Prod. Order Line No.	
Item No.	1900-S	Notify Negative Result	<input type="checkbox"/>
Item Description	Sedia ospiti PARIGI, nera	Create NC on Negative R... ..	<input type="checkbox"/>
Source Subject Type	Vendor	Status	Released
Source Subject No.	10000	Result	Positive
Source Subject Name	Fabrikam, Inc.	Forced Result	
Lot No.		Force Status User	
Serial No.		Force Status Date	

25 Quality Control Posted Document Card

In the item card the quantity in QC and the number of controls will be reduced.:

Advanced Quality Management	
Group Code	Group Description
No of Active Controls 0	Quantity on QC 0,00 ...

26 Item Card

3.3.2 Example: Production Master Control

Master Lot Production control can be use if you are dealing with production and lots.
Master control let to group different production output that present the same lot number.

For all the item that have at the same time activate the quality control on production output and the master check for lot, for production output you will obtain:

- For the first production output of a specific lot, the system will create a master quality control document and a standard quality control document, connected with the master.
- For the next production output system will create new standard quality control document, connect with the master quality control card related to that specific lot (the one that have been created with the first output).

For every new lot posted with the production order output the system will create a new master quality control document; for every production output the system will create a simple quality control card. The latter will be connected to the master control card through the lot number.

Hereby an Example:

For LOT0006, production order 1011006, exists a Master control M0001.

DOCUMENT CARD | WORK DATE: 01/04/2020

M00001

Process Report More options

General

No. M00001

QC Check No. S_CONTR001

Item No. 70062

Item Description Test Lotto

Lot No. LOT0001

Location Code

Type Automatic

Prod. Order No. 1011006

Prod. Order Line No.

Notify Negative Result .. ☐

Create NC on Negati... .. ☒

Status Open

Result Positive

Forced Result

27 Master Control Header

This master quality control is associated to more than one quality control document. Is possible to check the quality control connected to the master checking the reference quantity on master quality control card.

28 Ref. Quantity

29 Quality Control Document List

DOCUMENT CARD | WORK DATE: 01/04/2020

M00001

Process | Report | More options

Post Partial Post Release Reopen

Quality Control Master Document Subform >

Check

Ref. Quantity	2	Last Modified User	
Quantity in QC	0	Last Modified Date	
Non Conform Quantity	0	Last Modified Time	
Creation User	BCUSER	Force Status User	
Creation Date	01/04/2020	Force Status Date	
Creation Time	09:43:58	Force Status Time	

30 Partial Posting

Partial posting let to post all the quality control document and to leave open the master quality control document card, in case there will be new output for the original lot.

Post Action instead let to post all the quality control document and at the same time to archive the master document. It also possible to post the master quality control (and to archive it) even if there are no open quality control related to the lot.

DOCUMENT CARD | WORK DATE: 01/04/2020

M00001

Process | Report | More options

Post Partial Post Release Reopen

Quality Control Master Document Subform >

Check

Ref. Quantity	2	Last Modified User	
Quantity in QC	0	Last Modified Date	
Non Conform Quantity	0	Last Modified Time	
Creation User	BCUSER	Force Status User	
Creation Date	01/04/2020	Force Status Date	
Creation Time	09:43:58	Force Status Time	

31 Posting

Once posted master document will be archive as Posted Master Document.

No. ↑	Item No.	QC Check No.	Location Code	Ref. Quantity	Type	Status	Prod. Order No.
M00001	70062	S_CONTR001		2	Automatic	Released	1011006

32 Posted Master Document

4 APP SETUP - NON-CONFORMITY

4.1 Non-Conformity setup

For managing non-conformity is mandatory compile all the table involve in the non-conformity process.

4.1.1 Non-Conformity Type

In non-conformity type table, you can codify code for defining different kind of non-conformity:

Code ↑	Description
01	Non conformità tipo 1
02	Non conformità tipo 2
03	Non conformità tipo 3

33 Non-Conformity Type

4.1.2 Priority

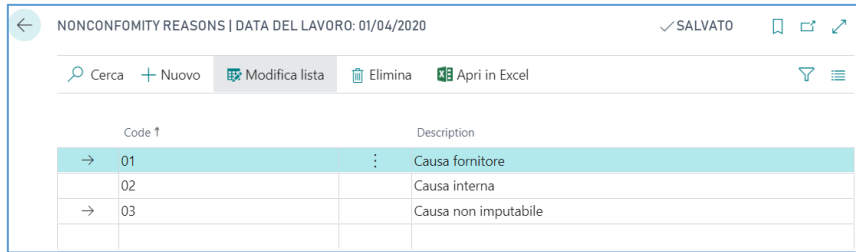
In priority table is possible to codify different kind of priority:

Code ↑	Description
01	Priorità elevata
02	Priorità media
03	Priorità bassa

34 Non-Conformity Priority

4.1.3 Non-Conformity Reason Code

In the table Non-Conformity Reason Code, is possible to codify the reason code that have generate the non-conformity.

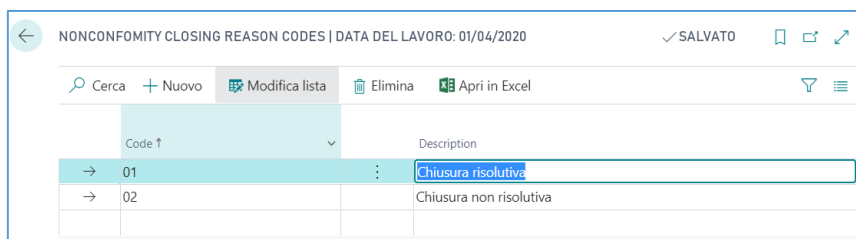


Code	Description
01	Causa fornitore
02	Causa interna
03	Causa non imputabile

35 Non-Conformity Reason

4.1.4 Non-Conformity Closing Reason Conde

In the table non-conformity closing reason code is possible to codify the codes for classify the non-conformity closing reason code.



Code	Description
01	Chiusura risolutiva
02	Chiusura non risolutiva

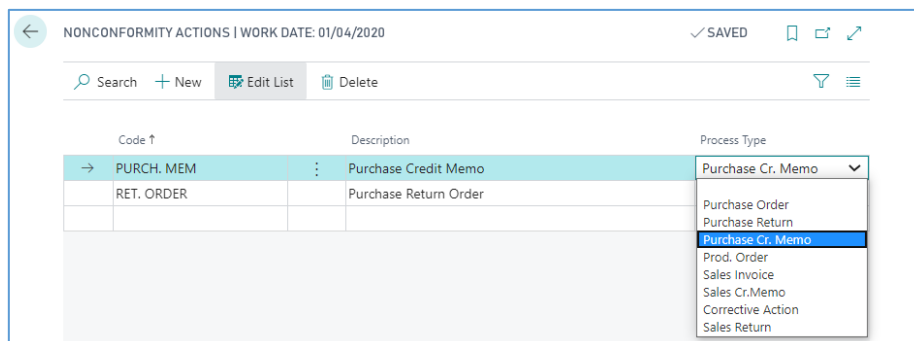
36 Non-Conformity Closing Reason Code

4.1.5 Non-Conformity Action

Non-Conformity action represent the response that take place after a non-conformity.

Is possible to manage the following action in an automatic way:

- Purchase Order;
- Purchase Return;
- Purchase Credit Memo;
- Production Order;
- Sales Invoice;
- Sales Credit memo;
- Corrective Action;
- Sales Return.



Code	Description	Process Type
PURCH. MEM	Purchase Credit Memo	Purchase Cr. Memo
RET. ORDER	Purchase Return Order	

37 Non-Conformity Action

5 APP FEATURES - NON CONFORMITY

5.1 Non-Conformity

Non-conformity document can be created automatically from a quality control or can be create manually. Quality control card is a document composed by different section where is possible to manage all the information related with a non-conformity. Down here will be analysed all the different sections related with the non-conformity document.

5.1.1 General

Non-conformity card is usually assigned to:

- A Claim Subject;
- A Chargeable Subject;

For both subject is possible to select a Entity Code, Vendor Code or Customer Code.

Open Nonconformity Document Card

Elabora Report Visualizza opzioni

General

No.	NC00001	...	Linked Item Quantity	1
Linked Document Type	Purchase Receipt		Insert Date	01/04/2020
Linked Document No.	107051		Insert User	GFERRERIO
Claim Subject Type	Entity		Type	01
Claim Subject Code	UTENTE 1		Type Description	Non conformità tipo 1
Claim Subject Name	Utente di produzione		Reason	03
Chargeable Subject Type	Vendor		Reason Description	Causa non imputabile
Chargeable Subject Code	40000		Status	Open
Chargeable Subject Name	Wide World Importers		External Document No.	
Linked Item No.	1900-S		External Document Date	
Linked Item Description	Sedia ospiti PARIGI, nera			

35 General Non-Conformity Card

In the previous example Claim Subject is 'User 1', instead the chargeable subject is vendor 40000, from which we received goods.

In this general part is possible to check the item linked with that specific non-conformity and the quantity involved.

It is also mandatory to compile the Type (related to the table Non Conformity Type par 4.1.1) and the reason code (related with table Non Conformity Reason Code par 4.1.3).

5.1.2 Note

In note section is possible to insert descriptive information about non-conformity.

Note Gestione

Testo	Data	Utente
→ La confezione era danneggiata	01/04/2020	GFERRERIO

36 Non-Conformity Note

5.1.3 Action

In Action Card is possible to indicate which are the action to execute because of the non-conformity (par. 4.1.5).

Actions Gestione Visualizza opzioni							
Action Code	Action Description		Request User	Pro...	Process User	Process Date	Comment
→ RET. ORDER	:	Purchase Return Order	GFERRERIO	<input type="checkbox"/>			

38 Non-Conformity Action

In order to execute the selected action, press on function Execute Action. This procedure will create the document associate in the non-conformity action (in picture 38 will be create a purchase return order). In the non-conformity card will be mark the action as execute. All the reference of the new created document will be indicate in the non-conformity card.

Actions Gestione <u>Functions</u> Meno opzioni							
Execute Action		View Action Linked Document					
→ RET. ORDER	:	Purchase Return Order	GFERRERIO	<input type="checkbox"/>			

38 Execute Action

Actions Gestione Functions Meno opzioni							
Action Code	Request User	Pro...	Process User	Process Date	Comment	Linked Document Type	Linked Document No.
→ RET. ORDER	GFERRERIO	<input checked="" type="checkbox"/>	GFERRERIO	01/04/2020		Purchase R...	1001

39 Return Order Reference

The procedure have created a return order connected with the non-conformity.

5.1.4 Materials and Cost

Using non-conformity task is possible to assign specific cost to the non-conformity. This part is valuable if you are dealing with project.

Costs							
Job No.				Job Task No.			
Costs Total	0,00			Posted Costs Total	0,00		
Material & Resources Used				Gestione			
Type	No.	Unit Of Measure Code	Description	Location Code	Quantity	Unit Cost	Tot
→ Item					0	0,00	

40 Non-Conformity Card - Cost

5.1.5 Closing Card and Closing Note

In this card is possible to insert reason code and comments regards the closing of the non-conformity.

41 Non-Conformity – Closing

Non-Conformity, once all the management concerning it is done, must be close. It always possible to reopen the non-conformity in order to report amendment or changes.

5.1.6 Corrective Action

Corrective Action can be created manually and is possible to connect them to the non-conformity. They represent an additional step for non-conformity management and not a mandatory step. Corrective action is a descriptive document that identify:

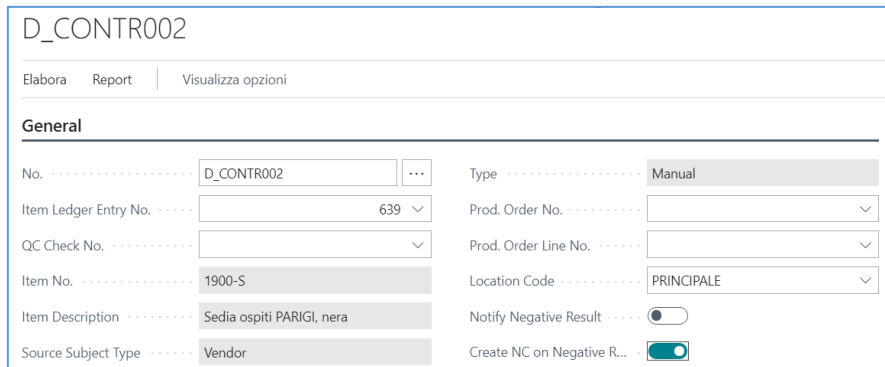
- Owner of the Action;
- Description of the Action;
- Details of the request Action;
- Execution Details;
- Efficacy Details;
- Closing Details.

5.2 Automatic Creation of a non-conformity

Using the quality control is possible to create automatically a non-conformity card, in case the quality control is negative and in the quality control card is active the flag Create a NC on negative result.

39 Quality Control Card

If the flag is not active on the template of the quality card is possible to activate it manually for a specific quality control document.

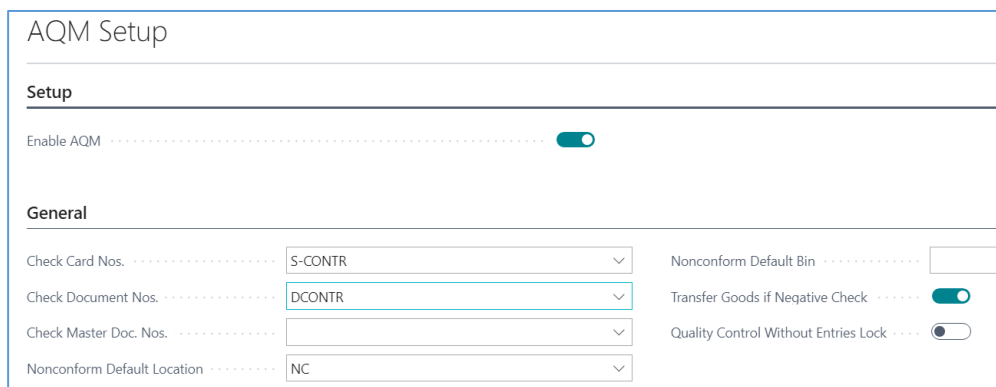


43 Quality Control Document

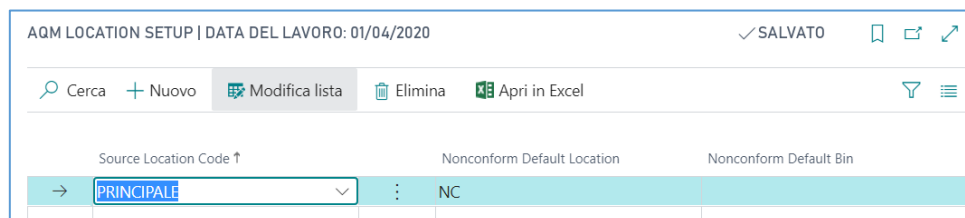
The flag Create NC on negative result can be also modify in case you do not want to create a non-conformity (so change is status from true to false).

5.3 Item Automatic Transfer for Non-Conformity

If you are using quality control documents and in the AQM Setup field Transfer Good if Negative Check, when the result of the quality control is negative, once the quality control is posted there will be posted also positive adjustment and negative adjustment according to the setup inserted in the AQM location Setup (see par. 2.2.7).



40-AQM Setup



41- AQM Location Setup

5.4 Use of Corrective Action

Corrective Action group all the activities connected with a non-conformity. Corrective action represents a container where you can historicized all the action concerning a non-conformity.

Non-conformity action is divided into specific section:

- General where you can assign the non-conformity number;

Corrective Action Card

Elabora Report Visualizza opzioni

General

No. AC00001 ... Responsible Name Fornitore Fabrikam

Ref. Non Conformity NC00001 Status Open

Non Conformity Respon... .. Expected Execution Date ...

Responsible Type Entity Insert User GFERRERIO

Responsible Code FABRIKAM Insert Date 01/04/2020

Figura 42 Corrective Action General

- Causes Analysis and note, where is possible to insert free comment.

Causes Analysis and Notes Gestione

Text	Date	User
→ Trovato pezzo mancante all'apertura della confezione	01/04/2020	GFERRERIO

43 Causes and Notes

- Corrective Action is a section where is possible to insert all the action connected with the corrective action.

Corrective Actions Gestione Functions Meno opzioni

Description	Request User	Request Date	Pro...	Process User	Process Date	Comment
→ Ordine di reso a fornitore	GFERRERIO	01/04/2020	<input type="checkbox"/>			

44 Corrective Action

- Execution and Execution Note, it indicates the status of the corrective action.

Corrective Actions Gestione Functions Meno opzioni

Description	Request User	Request Date	Pro...	Process User	Process Date	Comment
→ Ordine di reso a fornitore	GFERRERIO	01/04/2020	<input type="checkbox"/>			

45 Execution and execution note

- Efficacy and Efficacy Notes, represent additional notes for managing corrective action.

Efficacy											
Efficacy Status	Yes	Efficacy Responsible Name ..									
Efficacy Responsible Code ..	GFERRERIO	Efficacy Date									
01/04/2020											
<div>Efficacy Notes</div> <div>Gestione</div>											
<table border="1"> <thead> <tr> <th>Text</th> <th>Date</th> <th>User</th> </tr> </thead> <tbody> <tr> <td>L'azione è stata risolutiva</td> <td>01/04/2020</td> <td>GFERRERIO</td> </tr> <tr> <td>→</td> <td></td> <td></td> </tr> </tbody> </table>			Text	Date	User	L'azione è stata risolutiva	01/04/2020	GFERRERIO	→		
Text	Date	User									
L'azione è stata risolutiva	01/04/2020	GFERRERIO									
→											

46 Efficacy and Efficacy Notes

- Closing Action, closing a non-conformity will compile automatically the related field.

Closing	
Closing User	Closing Time
Closing Date	

47 Closing

6 APP SUBSCRIPTION

Every App feature requires a valid subscription.

At first installation, a trial plan is automatically activated by the system.

After this period, you can subscribe for a product level (feature) using the Alterna Apps page or directly from the system notifications by clicking on the link which opens the product activation wizard.