



Easily register and follow-up non-conformance treatment with link to the source document.

Non conformance Management

Non conformance management module by Isatech is a full native business central app, that allows to create customer, vendor or internal non-conformance registration.

Customer and vendor non-conformances can be issued from a sales or purchase document allowing direct link and cost allocation to the claimed document. This can be done using return document to cancel partially or fully the source sales/purchase document and then proceed with credit note. A second option can be to create a credit note with charge item to allocate cost on the faulty sales/purchase document.

When initiated for an internal defect non-conformance will be used to support registration and collection of documents (photo's, mails, etc..) related to the non-conformance.

Use of non-conformance wizard makes registration simple and straight forward.



Microsoft Partner

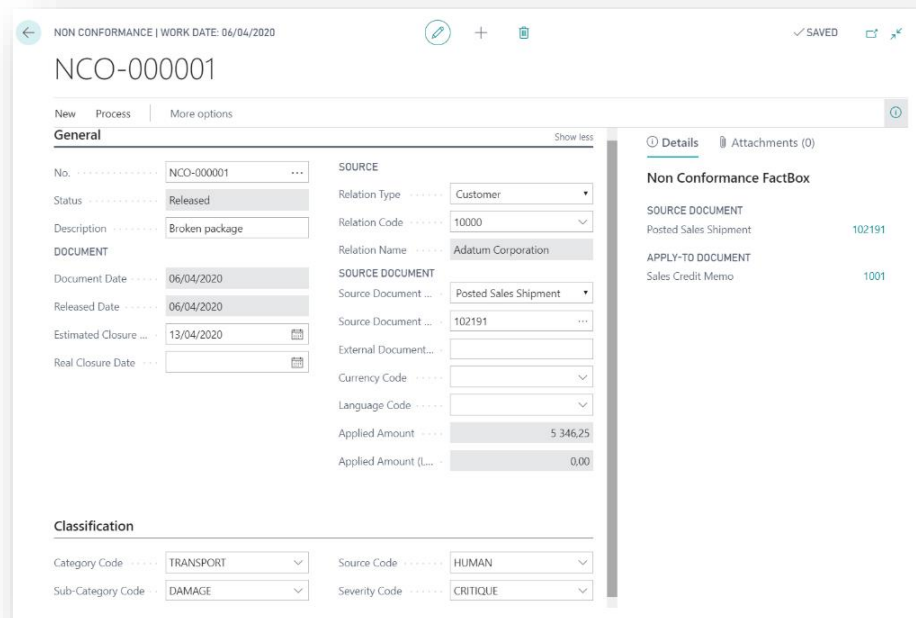
Gold Enterprise Resource Planning
Gold Cloud Customer Relationship Management
Gold Small and Midmarket Cloud Solutions
Silver Cloud Platform

Key Usage Scenario's

All non conformance registration are classified using customizable source, severity, category/subcategory codes.

For customer/vendor non-conformances

When shipping/receiving defective products: You can create a non-conformance based on a registered sales shipment or registered purchase receipt. When goods are returned, you can then post the related credit note. When you have/make a claim for a pricing issue or any administrative related matter: You might then want just to create a credit note. This would result in a charge item line allocating the claimed amount to the related source document.



The screenshot shows the 'NON CONFORMANCE | WORK DATE: 06/04/2020' form for NCO-000001. The form is divided into several sections:

- General:** Includes fields for No. (NCO-000001), Status (Released), Description (Broken package), DOCUMENT (Document Date: 06/04/2020, Released Date: 06/04/2020, Estimated Closure: 13/04/2020, Real Closure Date), SOURCE (Relation Type: Customer, Relation Code: 10000, Relation Name: Adatum Corporation), SOURCE DOCUMENT (Source Document: 102191, Source Document: 102191), External Document, Currency Code, Language Code, Applied Amount (5 346.25), and Applied Amount (L...: 0.00).
- Classification:** Includes fields for Category Code (TRANSPORT), Sub-Category Code (DAMAGE), Source Code (HUMAN), and Severity Code (CRITIQUE).
- Details:** Includes a 'Non Conformance FactBox' with 'SOURCE DOCUMENT' (Posted Sales Shipment: 102191) and 'APPLY-TO DOCUMENT' (Sales Credit Memo: 1001).

For internal non-conformances

Some companies want to include internal non-conformances in the global non-conformance process. In this case non-conformance module will be used to provide the classification information, register informational cost that could later be used for statistics and link related documents.