

DNA ERP – Quality Management System

DNA ERP Quality Management System

The Quality Management System (below QM) product allows you to manage the acceptance and production deposit controls as far as the quality, interacting with the Relationship Management module that is responsible for the handling of customer/supplier complaints (below RM). To obtain the best operational and functional performances both modules require the activation of a portion of the licenses of DNA Document Management System. These modules can interact with the extensive solution of Warehouse Management (the logistics management of DNA), native application within the standard DNA Manufacturing Solutions ERP system.

Architecture

QM-RM are developed by ITACME with the same functional and structural features of DNA. Sharing the same database, QM-RM updates it in real time both for input and output data; therefore it is not necessary providing interfaces for import or export data.

Main application functions of QM module

Summarizing they are:

Definition of Sampling Plans. The Sampling Plans determine the criticality and the stringency of control, defining the path for the eventual progressive reduction in the severity in the future, unless the occurrence of non-compliance, up to a possible free pass. The defined Sampling Plans can be either preset or dynamically related to the material or the supplier or the production departments, and it is also possible to create these relationship for groups of homogeneous materials, avoiding the detail of the individual code. The Sampling Plans relate to sampling systems that define, according to ISO standards, both the criteria and the items units to be tested, the minimum acceptable quantities and the thresholds and re-testing.

Governance rules for controls. Through dedicated tables that define the basic rules of quality checks, the QMS module is able to offer the user the correct test as a result of the production acceptance or deposit. Different scenarios are possible in function of many parameters and situations, with different levels of detail. It is possible managing controls on prototypes or samples, handle single item codes or items family, or differentiate the control according to the material made-in. The system parameterization is completed with the definition of the tests types, and their possible relationship with technical data associated with the specific item.

Definition of the flow. If the material is configured to have a check, inserting a new supplier document, both for purchasing and outsourcing, or a production deposit or a customer complaint, automatically trigger the necessary information for testing. A chronological book of these deposits / acceptances is automatically populated, which is available in a separate window. In this operating environment, you can:

- Searching for the tests to be carried out according to their type (purchase, outsourcing, production, etc.).
- Recognize the state associated with the single acceptance (to be tested, batch, complaints from customers, etc..).
- For batches that the system has not been able to properly relate to all the parameters necessary to perform the test, the user is able to complete data directly in this operating context.
- Display the archived files for the specific item (pictures, drawings, documents stored in all possible formats). Decide to skip a batch. To perform this action the user needs a specific enablement.
- Insert a new testing request. This function allows you to define the data required for the test management which can be referred to an old action.
- Record the tests results. This is the more complex function, which allows you to:
 - Change the amount of material to be tested automatically calculated according to the sampling plan and the sampling system.

- Accept or change the testing types automatically proposed by the system.
- Attach any file necessary to perform the test and store it, waiting to record on it the data obtained from the test. If the test refers to a complaint, the files provided by the customer or added during the complaint insertion is immediately available.
- Print the test report.

Book the results of the test. The outcome can determine indirect non-compliances, caused not by the supplier/acceptance work center, allowing you to simultaneously generate a new request for testing the faulty item. The outcome booking can be made in different steps to allow to complete data and can trigger insertion of documents for transferring compliant, non-compliant and scrapped items in the right warehouses. If you have the license for DNA WM module (warehouse management), instead of the above described documents, the outcome creates logistics steps which automatically create the documents.

Data comparing. For control types for which it is planned the insertion of technical data it is possible to insert data comparing them with the corresponding data of the sample and the last test run.

Generate a compliant. It is possible to generate a complaint to supplier during the booking of the outcomes. This complaint will automatically receive all the information made available by the test report and by the same outcome.

Edit text. For each control/outcome you can edit texts (control, defect, cause).

Main functions of RM module

In this module you can manage both customer and supplier complaints. Complaints from customers come from a manual input, while supplier complaints can be obtained from testing results.

For both types (customer or supplier claims) the closing activities of the complaint can automatically trigger the necessary documents for warehouse handling or accounting bookings (warranty replacement, credit or debit note request, inventory adjustment, etc...).

Summarizing the available functions are:

Definition of complaint type. This is useful to identify and group the different reasons of the complaint (quality, quantity difference, etc...).

Definition of the types for complaint closing. This is used to be able to make statistics on different complaint closures (warranty replacement, credit note, etc...).

Definition of warehouse and invoicing documents for the complaint conclusion. It is possible defining with which documents a complaint can be concluded (differentiating between customers and suppliers) in order to regulate the issuance of such documents which are part of complaint handling.

Customer complaints

The insert of the complaint allows you to **classify the complaint**. Each claim is automatically numbered. Requires the identification of the customer; in this phase you can store the files sent by the customer (fax, e-mails, images, etc..). Each complaint may be accompanied by a chronological text archive where the user can store information related to the complaint (communications, outcomes from customer, etc...).

Each complaint may involve one or more items. For each of them you can:

- Define with which document the item is shipped and invoiced.
- Define whether an item return from customer it is expected or has been received yet. In this last case it is possible to identify the booked document.
- Request a test enclosing the files provided by the customer. If you confirm that, the complaint will remain frozen until the test outcome is recorded.

- Define warranty replacements (F.O.C.) both of items and parts of it, for repairs/replacements directly made by the customer or external assistance services.
- Define both the amount requested back by the customer, for the damage received, and the amount to issue the customer credit note.
- For shipping errors related to wrong parts code (the shipped item is different from invoiced item) or errors related to the quantity, you can decide the steps to automatically insert stocks adjustments.
- Insert a repairing order, against an item returned from the customer.

Supplier complaint

The process for the supplier is similar to the previous one described for customer, but with some differences. The insert of the complaint allows you to **classify the complaint**. Each claim is automatically numbered. It requires the identification of the supplier; in this phase you can store the files owned (fax, e-mails, images, etc.). Each complaint may be accompanied by a chronological text archive where the user can store information related to the complaint (communications, outcomes from supplier, etc.).

Each complaint may involve one or more items. For each of them you can:

- Define with which document you received the item
- Display the test against which the complaint was generated.
- Define warranty replacements (F.O.C.) both of items and parts of it, for repairs/replacements directly made or by external assistance services.
- Define both the amount requested to the supplier, for the damage received, and the amount to issue the supplier debit note.

- For shipping errors related to wrong parts code (the shipped item is different from invoiced item) or errors related to the quantity, you can decide the steps to automatically insert stocks adjustments.
- Insert a repairing order, if admitted by the agreements with the supplier.

If DNA WM module is present, the handling of complaints (both customer and supplier) interacts with logistic functions for all warehouse handling, picking/packing list preparing, loading lists and shipping documents management.