



PQM

Vendor and Product Quality Management

Quality Management for Microsoft Dynamics NAV

The Quality control module provides with all tools needed to analyse and evaluate vendor and product quality.

It involves the following processes:

- ✓ Quality control at reception of semi-elaborated products and raw materials from third parties.
- ✓ Quality control of semi-elaborated and finished products, of in house manufacturing.
- ✓ Quality control as per model ISO 2859, which allows deciding if a production lot is accepted or rejected.
- ✓ Vendor qualification.

Products Quality Control

The documents for the analysis and evaluation of products are mainly generated at reception of products from vendors (raw materials, finished products or subcontracting...) and after the manufacturing process when the product has been finished.

In order to inform the workers about the quality inspection procedures, there are templates to be applied to the items selected for inspection.

These sampling templates show the analytic methods, the tools needed and the checking to be done during inspection.

A template can be generic or product specific. It includes a procedure to determine the sample to be inspected, as well as the criteria to accept or reject products.

Test No.	Measure Code	Description	Meas. Tool	Measurement Tool	Meas. Value	Unit	Me. Value	Me. Tol.
QT-0001		Measure of Power						
QT-0001	COND	Conductivity	TES	Tester VOL	Value	VOL	0,00	0,00 0,1
QT-0001	SOUN_P...	Sound Power <=150W	DEC	Decibels measu...	Value	DEB	0,00	150,00 0,1

Quality Control at Products Reception

The quality control of the reception involves inspection of purchased and subcontracted received items. This module can distinguish products of agreed quality and products which need control at reception.

A product is an "agreed quality product", when there is a commitment between vendor and manufacturer, to meet certain quality standards. The vendor will provide the manufacturer with Certificates of Quality. Therefore these products received with this

certificate will not need to be inspected at reception.

Products with no Certificate of Quality will be assigned with an inspection template “reception” type. At reception of these products a sampling document will be automatically generated.

Manufacturing Quality Control

The inspection template “manufacturing” type controls quality of factory outbound. When registering factory outbound, the Quality Control module automatically generates a sampling document which will be completed by the corresponding quality control personnel.

Routing Quality Control

The Quality control for manufacturing processes is implemented in the manufacturing routing lines.

When the production orders with routing quality control are launched, the sampling documents are automatically created for the indicated phases.

These sampling documents will compile all the statistical data required for the quality registers, as well as the sampling methods to apply, comments and detected deficiencies.

Sampling Documents

The sampling document includes all the necessary information for workers in order to inspect one lot of products. The worker will enter then into the systems the obtained values including which lots are good and which are not.

The system suggests lots acceptance or rejection. If the whole lot is rejected all lot units will go directly to scraps. If only some components of the lot are rejected, this will be sent to scrap, re-process, re-classify or a quantity no good.

- Scraps: are re-located at the scrap location, waiting to be returned to the vendor or waiting for a new decision.
- Reclassified: will be removed from the inventory and a new item will be entered.
- Re-processed: a new production order will be entered.
- No good: direct cancellation from the storage location.

When entering the quantity to re-process the item on which it is going to be re-processed and its conversion factor must be also entered.

Vendor Quality Control

Vendor quality control evaluates and selects vendors. It is implemented through a vendor’s template/evaluation form, incidences and claims registration and the advance function of returns to vendors.

Vendor’s evaluation templates allow to assign weights to the vendor’s features and based on them, allows a quantitative evaluation.

Code	Concept	1-3	4-7	8-10	Rating Weight	Comment
1	packing	unsuitable	good	excellent	30,00	
2	fare	Expensive	good	excellent	20,00	
3	delivery time	late	good	excellent	20,00	

The functionality of return to vendors allows:

- To send all items in the rejection storage, to the returns diary.
- Vendor claims registration
- Re-supply request to vendor.
- Item reclassification.
- Register return/credit to vendor.
- Display of historic of returns to vendor.

Incidences and claims register allows a record of all incidences.

Advanced Quality

The advanced quality option, besides having all the components of Basic Quality, it includes tables and forms to establish standards of quality based on quality AQL norms. (Acceptable Quality Levels).

For companies willing to implement quality controls as per ISO 2859 for Acceptance Quality Levels (AQL), Advanced Quality Control module, gives solutions to calculate NCA of manufactured or acquired products (even to subcontractors).

The following parameters are included on the templates: Type of sampling, Type of inspection, Level of inspection and AQL.