



QUALITY MANAGEMENT



Qmuzik provides comprehensive functionality to manage the QA process for all supply chain activities resulting in the replenishment of inventory. Via predefined quality inspection requirements per supplier and per part number it automatically enforces the required inspections and the recording of inspection results for goods received from suppliers and goods manufactured in-house.

Quality requirements are tailored to relate to specific sales contracts. This ensures that quality inspections are performed before received /completed goods can be issued or shipped. Quarantine actions are launched for goods already in inventory to place the stock in quarantine and to prevent usage until the issues have been resolved. This further provides the ability to measure performance against quality specifications and to reduce the risk of applying goods that do not conform to specification.

- **Inspection requirements are predefined per part number** and define whether inspection is optional or enforced. Options are also provided to specify whether inspection can be done in an inspection area or whether the stock must be directly received into a store (which may be the case for dangerous goods regulation items with a hazard classification or goods that have shelf life and special storage requirements). Where the latter applies, the stock is received but automatically placed in a quarantine status.

- **Documents** (such drawings, specifications and procedures) can be linked to parts to further assist in the QA process. Electronic versions of such documents can also be viewed on-line.

- **Contract and project specific requirements** can also be defined and these may include rules regarding customer approved suppliers, enforcement of procuring from original equipment manufacturers, special QA procedures and customer acceptance criteria, packaging, marking, serialization, surface treatment and part substitution rules. These rules are exposed to all participants in the Supply chain and enforced by the system where applicable.

- **Quality actions** can be auto-launched by the Qmuzik system as per predefined inspection codes or can be launched manually as and when required. Quality actions are launched during goods receipt from the suppliers and against any internal order via a predefined inspection operations listed on an order. All automated QA actions place the process on hold, prompts the quality controller for action and requires an action that releases the process before inventory can be issued or shipped.

- **Quarantine Actions** can also be auto-launched or can be done manually via user-intervention against any existing inventory item in a store, in which case the stock will reside in a quarantined status until the quarantine corrective action has been cleared.

- **Part on hold:** In addition to QA actions, the system also provides for placing the replenishing of stock for selected parts on hold, thus disallowing the launching of any additional purchase- or manufacturing orders for such parts. Typical reasons may be due to major anticipated Design changes, Equipment failures, Obsolescence and others).

- **Supplier qualification:** The system allows for the formal qualification of suppliers with present re-qualification dates. Once a qualification expires, no further contracting can be entered into until such Supplier has been re-qualified.

Qmuzik Quality Management delivers many additional features and functions, such as:

- **Workflow Enabled** – Flexible workflow exists for the QA process whereby employees can be tasked to perform required actions. Internal mail is sent to prompt employees for actions required or to inform employees of actions taken. The internal Mail system can also duplicate the mail to be sent as Email.

- **Integrated** – The QA process is fully integrated with all other business processes such as sales contracts, purchase orders, production and maintenance (internal orders), engineering and configuration management, concessions and deviations, project and inventory management. Sales contracts provide a view of all activities in inventory and the supply chain for a selected contract that might pose a threat (engineering change proposals, concessions, deviations, non-conformance QA actions, parts on hold). Full interaction with equipment failure reporting which provides a comprehensive trail of failure occurrences, severity, failure causes and corrective actions taken.

- **Workbench** – Workbenches exist whereby users can identify and analyse data via user-defined criteria to monitor QA actions and progress status.

- **Supplier and In House quality performance measurement** – when making use of the quality management functionality data exists that can be used to measure quality performance of suppliers and in-house production. The direct link to scrap transactions, supplier returns, and rework-, repair- and modification orders also provides an excellent view of related effort and cost of the quality assurance.

- **Additional Data** – Additional functionality exists whereby unlimited extra user defined data fields can be linked to a quality or quarantine action to further describe the test results, measurements and other attributes. Inspection reports, concessions, release certificates etc. can also be scanned and linked to the inspection event.