



# SAP

# QNM

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## About the Tutorial

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SAP Quality Management is a part of SAP R/3 system and is integrated with other SAP modules like SAP Material Management (MM), Production Planning (PP), and Plant Maintenance (PM).

QM is an integral part of logistic management and it is used to perform quality functions such as quality planning, quality assurance, and quality control, at various stages such as incoming material stage, in-process manufacturing process stage, and after production as well.

This tutorial will walk you through the different features of SAP QM.

## Audience

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This tutorial is designed for all those readers who are willing to learn the basics of SAP QM. This is also useful for those readers who wish to refresh their knowledge of SAP QM. SAP Quality Management Consultants and QA's at all levels can also draw benefits from this tutorial.

## Prerequisites

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The course is designed for beginners with little or no knowledge of Quality Management process. However, you need to have a basic understanding of SAP ERP to make the most of this tutorial.

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# 1. SAP QM – Overview

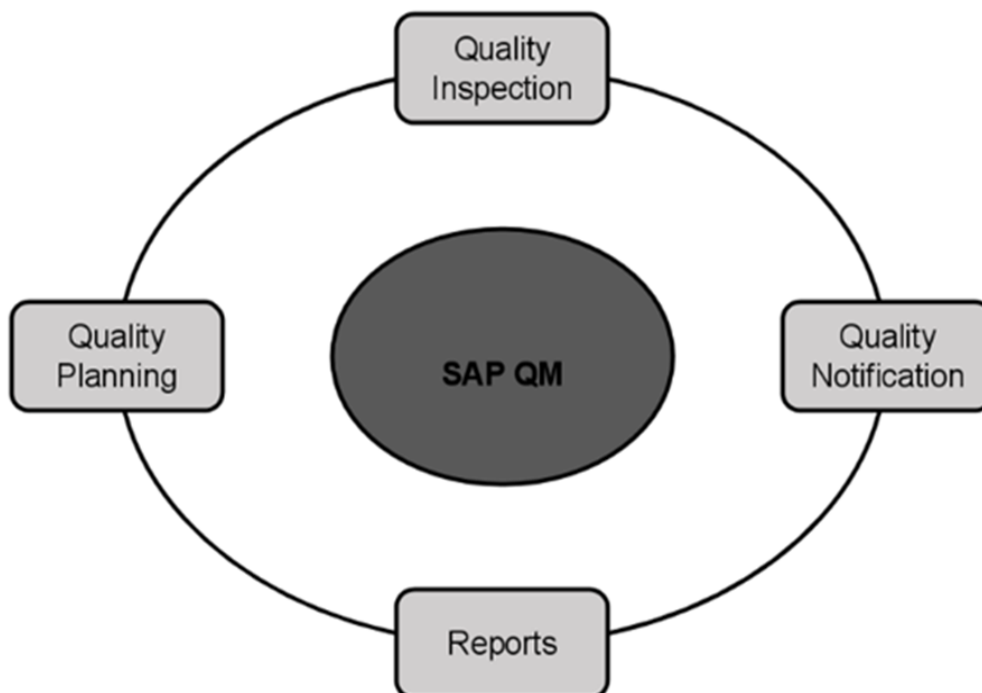
SAP Quality Management is a part of SAP R/3 system and is integrated with other SAP modules like SAP Material Management (MM), Production Planning (PP), and Plant Maintenance (PM). QM is an integral part of logistic management and it is used to perform quality functions such as quality planning, quality assurance, and quality control, at various stages such as incoming material stage, in-process manufacturing process stage, and after production as well.

With Quality Management module, you can implement the key modules of QM system as defined in manufacturing standards like ISO 9000.

As SAP Quality Management is an integral part of SAP R/3 system, it performs the following key functions in manufacturing of goods-

- **Quality Planning:** Quality planning allows to plan the inspection of goods from the vendor, raw material, work-in-process, and final product
- **Quality Notifications:** Quality notification includes the defect identification and steps to be taken by quality department
- **Quality Inspection:** Here, quality results are captured and decision is taken as to whether an inspection lot is to be accepted or rejected.

In the following diagram, you can see the key components that are involved in SAP Quality Management process.



# 2. SAP QM – Components

## Quality Planning

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Quality planning includes data for quality planning and how the quality process has to be performed?

You perform Quality inspection plan. It is used to define the way you can inspect an item and the steps involved to perform an inspection. It also determines the characteristics of an item to be inspected and what equipment are required to perform an inspection.

Inspection plan definition is an important part of the QM planning process. The inspection plan contains the number of characteristics of the item to be inspected and the list of tests to be performed for performing the inspection.

Inspection planning can be done for raw material, work in progress and finished products.

## Quality Assurance

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Under Quality assurance, it includes the quality inspection.

A Quality inspection involves someone from the quality department inspecting an item as per the defined points in inspection plan. You perform the inspection based on one or more inspection lots, where a lot is a request to inspect a specific item.

In SAP system, you can create Inspection lot either manually by a user or automatically in the system.

## Quality Control

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Under Quality Control, you have quality notifications, standard reports, and Quality notification system. Quality control determine what actions need to be taken as after defects are detected.

The quality notification process includes recording problem that is either identified by a customer for a product manufactured in an organization, or in a company against the product of a supplier/vendor.

Quality notification can be raised internally to raise an issue that have arisen on the production line. A quality notification can be assigned to an existing order or you can also create a new order as per the quality notification.

## Standard Reports

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You can create reports in QM system to check how many times a product has been identified with a defect and improvement areas that your company has to implement. There are number of reports that can be generated in QM-

## Material Defects Report

It can be used to check the number of times an item has been identified with a defect status.

## Vendor Defect Report

This report is used to show the number of defected material supplied by a vendor. This can be checked by examining the inspection lots of the goods received. A quality department can highlight vendors who have supplied material which are failing in inspection.

## Customer Defect Report

This report is used to show the defects that were found on inspections for outbound deliveries. This helps the organization to improve the quality of goods delivered and hence raise the customer satisfaction.

## SAP QM – Functions

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These functions comprise to form Quality Management process. In SAP QM system, you can perform the following functions-

- Quality Planning
- Quality Inspection
- Quality Control
- Quality Certificates
- Quality Notifications
- Test Equipment Management

# 3. SAP QM – Integration

SAP QM is integrated with other SAP modules to perform the quality planning, inspection and control process. You can integrate this with the following modules-

- SAP Material Management
- SAP Production Planning
- SAP Sales and Distribution
- SAP Controlling

## Integration with SAP MM

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You can integrate the following tasks of SAP MM with QM-

- Manage the quality details for materials, vendors and suppliers.
- Manage the releases for vendors and manufacturers and also monitor QM systems for suppliers.
- Manage the release status of delivery from vendor.
- Maintain quality agreements and RFP details when you request for a quotations and purchase orders is raised for vendors.
- Manage quality certificates for vendors.
- Using SAP QM process, you can initiate an inspection at the supplier site before the delivery due from the supplier.
- Trigger inspections for goods movements.
- SAP QM can be used to make and stop the vendor payments until you clear the inspection lot in the system.
- Manage the inventory of goods during the inspection and accept the cleared goods in the inventory system.
- You can also use SAP QM in material management to determine the characteristic values from quality inspections to define the batch number of produced material.
- Using SAP QM, you can evaluate vendors as per the quality scores, material provided and quality notification.



## **Integration with Production Planning**

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You can integrate SAP QM with Production Planning-

- To perform the inspection planning and work scheduling in SAP system.
- As part of SAP QM process, you can handle inspection characteristics and also define characteristics for the operation.
- You can manage quality inspections for manufacturing orders.
- Using SAP QM, you can set up the final inspection from the goods receipt after production process is complete.
- You can use QM process to manage partial lots of a material during production, which are different in quality.
- You can confirm the quality information as per manufacturing orders.
- Using SAP QM, you can monitor the production quality with the help of control charts and reports in Production planning.

## **Integration with Sales and Distribution**

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You can integrate SAP QM with Sales and Distribution to perform the following activities-

- You can manage quality information related to customer for sales and distribution process.
- In SAP QM system, you can initiate an inspection when a delivery is created against a purchase order.
- You can manage quality in sales & distribution by performing quality notifications and RCA's and by processing customer complaints to improve customer satisfaction.

## **Integration with Controlling**

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You can integrate SAP QM with controlling process to manage the costs for defect control and non-confirmative costs in production process.

End of ebook preview

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