

High quality products with low maintenance

- ▶ High product quality
- ▶ Set quality parameters
- ▶ Manage auditing process
- ▶ Integral component of Answer Enterprise

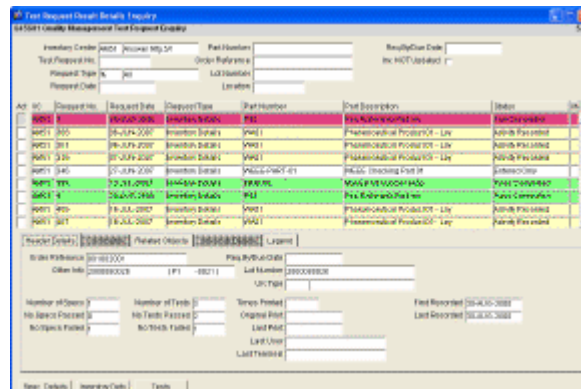
Achieve high quality products and a low maintenance approach with Answer Quality Management.

Set product quality parameters and this module will control them for purchased and manufactured parts to make sure the standards you and your customers set are met at all times.

Used in conjunction with the Inventory Management Lot Tracing and Tracking, Quality Management extends the data envelope to be reviewed.

Answer Quality Management can be used to manage the auditing process of the following, and more:

- ▶ Vendors
- ▶ Customers
- ▶ Departments
- ▶ Customer Complaints
- ▶ Carriers
- ▶ Customer Contracts
- ▶ Purchase Contracts



As an integral component of Answer Enterprise, Quality Management integrates with the Answer Purchasing and Manufacturing Execution, Inventory, Capacity Requirements Planning and Sales modules to ensure Quality Management works as one with the rest of your business.

Quality Management offers a very flexible definition of:

- ▶ Tests contain Test Details, Instruments, Labour Costs
- ▶ Tests go into Specifications with overrides
- ▶ Specifications contain one or more Test specification where a common, always performed specification is required
- ▶ Test requests are the specification plus the 'Thing'/object being tested against

Quality Management also enables the direct posting of the cost of Quality, rather than being 'lost' in the general overhead recovery.

Test Request Management

- ▶ Define what is to be tested and how and with what procedures, the Test Request is to be processed and managed
- ▶ Test Purchased Parts, Manufactured Parts, Inventoried Items, Sales Shipments, Customer Returns and 'Unknown/Unspecified' items
- ▶ Further definition of 'Unknown/Unspecified' Test Requests enable a Test Request to be used for the auditing of Vendors, Customers, Customer/Part/Lot, Customer Complaint, Internal Audit, Work Centre/Resource, Freight Forwarder, Purchase Contract, Purchase Contract Line, Carrier, Vendor/Location, Customer/Location, Sales Contract, Sales Contract Line and Plant Equipment Audit
- ▶ Automatically generate Test Requests at time of Purchase Order and Work Order Receipt
- ▶ Optionally generate Test Requests at time of Work Order Release
- ▶ Optionally define any related Objects, Locations, Lot Numbers, Vendor Batch Numbers or Date Codes that will be affected by the results of the Test Request
- ▶ Define the Quality Specification Type and Name to be used to perform the Tests
- ▶ Generate Sample Acknowledgments and Sample Labels
- ▶ Process actual result readings against a Test Request
- ▶ Enter Readings by Single Test Request, Single Test Type or Multiple Samples/Readings
- ▶ Maintain Test Requests to add further Specifications and Tests
- ▶ Determine whether Test Request Approval and Finalisation is required
- ▶ Test Request Result Duplication facility
- ▶ Test Request Download and Upload facility to a LIMS based system
- ▶ Test Request deletion, at correct status
- ▶ Optionally Record Instrument and Technician Usages
- ▶ Optionally create General Ledger Cost Journals for the Cost of Quality for Labour and Technician hours booked or planned, General Costs/Charges and/or Parts/Reagents used in processing
- ▶ Capture 'on the fly' Technician and/or Instrument usage details without having pre-defined any usages for ad-hoc recording
- ▶ Define Test Request Synchronisation Groups that will determine the boundaries of Test Request impacts

Instrument Management

- ▶ Define unlimited Number of Instruments
- ▶ Determine Calibration Frequency
- ▶ Certificated details, Date Last and Date Next Calibration
- ▶ Instrument Mass Replace in Tests and Quality Specifications
- ▶ Instrument Calibration Recording
- ▶ Record and enquire on Calibration history

Quality Management

- ▶ User Authorisation to Test and Quality Specification Types
- ▶ Product End Use Maintenance
- ▶ Reading Codes
- ▶ Instruction Text
- ▶ Certificate of Analysis and Conformity
- ▶ Part Search based on Quality Results

Quality Specification and Test Management

- ▶ Define Quality Specification and Test Types
- ▶ Assign security by User and access to specific Quality Specification and Test Types
- ▶ Define an unlimited number of Tests
- ▶ Define Quality Specification Pass and Fail criteria
- ▶ Define Quality Specifications with an unlimited number of associated Tests with their specific definition
- ▶ Ability to define Pass, Fail and Disposal Grade and Inventory Status Changes with Reason Codes
- ▶ Ability to define Potency Tests and whether a Potency Change Transaction will be generated on Pass or Fail
- ▶ Define a Test as being a Specific Gravity Test and update a Part/Lot's Specific Gravity as Pass or Fail
- ▶ Ability to determine whether a Test requires Manual Approval and Finalisation
- ▶ Ability to determine Numeric and Alpha Numeric Tests
- ▶ Ability to determine Multiple Results for a Test
- ▶ Ability to determine Alternative Alpha Numeric Result Values
- ▶ Ability to determine Sample Requirements
- ▶ Ability to determine Related Specifications
- ▶ Ability to determine Instrument requirements and Technician requirements
- ▶ Optionally define Costs and General Ledger Account posting activity for the optional Cost of Quality elements:
 - Instrument Usage
 - Technician/Labour Usage
 - Special Charges/Costs incurred
 - Parts/Reagents used in processing
- ▶ Ability to determine Information Only Tests that do not affect the outcome of Test Requests
- ▶ Same As Except Tests
- ▶ Same As Except Specifications

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