

## Infor ERP SyteLine QCS

# Three Things SyteLine Users Should Know about Quality Control:



QCS Supplier



QCS In-Process



QCS Customer

Quality is a key element for success in any business! Meeting quality related challenges in manufacturing requires the coordination of people, processes and technology.

Your customers require you to make product to their specifications. You require the same of your suppliers. And, internally, you are committed to the same high level of quality for your manufacturing activities. Complying with government regulations, providing records to auditors and customers as evidence that you are executing your Quality System; and making improvements to your Quality System challenge you and demand your attention! You need a strong team effort from your people, a Quality Manual detailing a well-defined set of processes and the technology tools to help ensure that your quality system is faithfully executed.

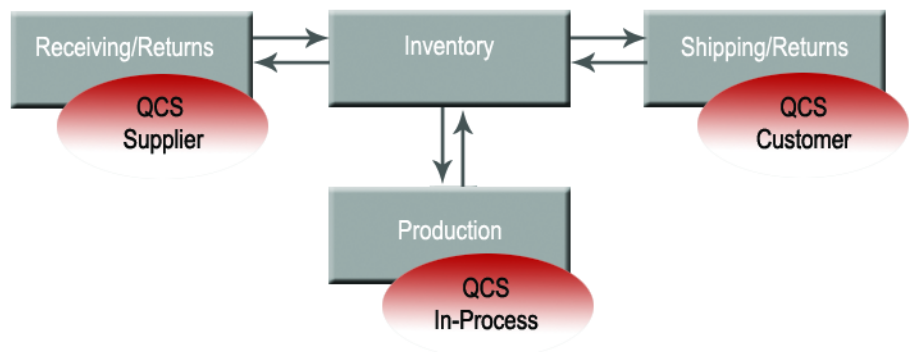
SyteLine's QCS™ (Quality Control Solution) is a tool to help you execute your Quality System. QCS will help your company succeed. QCS provides support for the Quality related activities that often need to occur concurrent with the basic material handling activities provided by SyteLine.

QCS consists of three distinct software modules:

- QCS Supplier
- QCS In-Process
- QCS Customer

These modules work hand-in-hand with the SyteLine ERP system to help manufacturers effectively and efficiently execute the day-to-day procedures associated with receiving, manufacturing, shipping, and ultimately help users achieve quality success.

SyteLine Material Flow With QCS Checkpoints



Standard SyteLine functions = value added by QCS

## QCS Common Foundation

- Non-Conformance
- Corrective Action
- Cost of Quality
- QC Item Definition
- Record Inspection Results
- Accurate Data Capture
- Gage Management
- Business Process Support

## QCS Common Foundation.

SyteLine's QCS is built on a common foundation used by the Supplier, In-Process and Customer Quality Modules. This foundation includes key quality requirements that span every facet of your company:

**Non-Conformance:** Process Management and Reporting; material is suspect or non-conforming and requires further review. QCS offers the tools needed to help you control, record description, cause, correction/containment, cost and disposition this material.

**Corrective Action:** Tracking Process Management and Reporting; a change is needed to avoid problems in the future. QCS is the tool used to track the plan and effectively cut-in the needed change, including internal review and implementation.

**Cost of Quality:** Every non-conformance and corrective action has a cost of quality associated with it. QCS captures, categorizes and reports on these costs.

**QC Item Definition:** From a QC perspective, an item's definition goes beyond traditional data needed by ERP for planning, costing and inventory control purposes. With QCS, you define an item's QC profile including inspection characteristics, methods, drawings and gages. This profile can be linked with specific vendors, customers or internal processes. Additionally, QCS allows you to link with other electronic documentation, such as drawings, process detail sheets, inspection procedures, material handling instructions, etc.

**Record Inspection Results:** QCS provides the ability to define inspection/test plans for QC tracked items, and to record and report the results of these inspections/tests.

**Accurate Data Capture:** Your Quality System defines the allowable codes to record QC disposition including reason, disposition cause, failure/defects and cost of quality. QCS requires users to work from these code lists to ensure that data is captured and reported per your requirements.

**Gage Management:** Tracking gage profile, location, status, calibration history. Also provided is a history of gage usage to aid in the event of a problem with the gage. Integration with SyteLine includes creating Purchase Orders.

**Business Process Support:** Together with the SyteLine Workflow, QCS helps ensure that your processes are clearly defined and executed automatically ... complete with an audit trail to demonstrate execution of your Quality System to auditors and customers.

## QCS Supplier

- Receiving Inspection
- Vendor RMA
- Supplier Performance Reporting

## QCS In-Process

- Job Rework Inspection
- Serial Number Tracking
- Cost of Scrap Reporting

## QCS Customer

- Shipping Inspection/QA
- Customer RMA
- Customer Complaint Reporting

## QCS Supplier

Managing your suppliers is an ongoing process. It begins with the review of the supplier facilities and an approval process. The QCS Supplier Module helps track vendor QC status and communications. The receiving process of this module includes material handling, safety alerts, printing tags, assigning unique tracking numbers and putting material in a QC holding area pending disposition. From here, QC inspects and disposes the material to inventory for production or tracks non-conforming material to its final disposition. If the material needs to be returned to the supplier, QCS provides integrated Vendor RMA support including links with accounting. Communicating with vendors and monitoring their performance helps build strong supplier relationships. QCS automatically calculates vendor product Quality and delivery performance.

## QCS In-Process

Tracking quality requirements during production can be a chore. There is often a need to record the disposition at multiple inspection points, track sign-offs, capture test results, record defects and track items requiring rework or repair. The QCS In-Process Module helps with all of these tasks. Many environments require tracking and inspection of manufactured items on a piece-by-piece, serial # or tag # basis. QCS allows you to record at this level of detail while in a job. This includes disposition, non-conformance tracking, cost of quality, test results and defect/failures. QCS also reports the cost of scrap including labor, material and overhead. Defective raw material can be found at the point of use rather than at receipt. QCS allows you to report these issues. When items are marked as defective during manufacturing, QCS provides the ability to track this non-conforming item and allows you to capture the associated costs of quality. Additionally, when a Job requires material be sent outside for processing, QCS prints paperwork to attach to the product when it leaves and returns to your facility.

## QCS Customer

Customers may require you to ship paperwork with the product to confirm that you have designed, manufactured, and/or inspected the product to their requirements. These requirements may reference industry standards or may be specific to the contract between you and your customer. The QCS Customer module helps this process by identifying which items require such confirmation and ensuring that these items are routed through QC prior to shipping. QC has the responsibility and authority to inspect and disposition material designated for shipment to a customer. Inspection results can be recorded, necessary paperwork printed and the product then tagged as accepted and ready to ship. If product is returned from your customers, QCS works with the SyteLine RMA Module to direct product to QC for receipt, inspection, disposition and non-conformance tracking. The Customer Complaint Reporting (CCR) function enables you to listen to feedback from your customers, assign responsibility, track your internal review and corrective action, and to measure customer satisfaction on this issue.

# I discrete manufacturing

**Infor** takes pride in the 20 years of experience we have in the manufacturing industry. Using our deep base of industry knowledge and proven communications and planning applications, we help suppliers and manufacturers achieve their business goals.

We are passionately focused on providing comprehensive solutions that meet the unique challenges of the manufacturing industry on a global scale. Our solutions are comprehensive, open and modular, giving you the optimal choices to meet today's challenges and leverage tomorrow's opportunities.

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|---------------------------|
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| QC Item Definition        |
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| Accurate Data Capture     |
| Gage Management           |
| Business Process Support  |

**Material Review Report (MRR) Non-Conformance:** Process Management and Reporting; material is suspect or non-conforming and requires further review. QCS offers the tools needed to help you control, record description, cause, correction/containment, cost and disposition this material.



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