Learning Points

The session will present the new SAP application SAP Quality Issue Management in terms of …

- Showing you how this new and modern tool helps you to address and resolve issues in a standardized and structured manner with partners involved having different roles, and where an issue runs through several statuses until final completion.

- Allowing you to experience the ease-of use and flexibility of capturing and processing issues and activities to cover arbitrary business processes.

- Explaining how to adapt the solution for your own business process, e.g. by applying your own “language” for objects and by easily providing different configurations for different roles in the resolution process.
Agenda

Definition and Motivation
SAP’s new approach towards a generic Quality Issue Management
The ASUG Influence Council QIM
Summary and Outlook
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Definition and Motivation
Quality-related issues and activities can occur in different business areas – this is a given fact.

- Can arise from different events and exceptions, e.g. customer complaints, manufacturing issues during production of a product, problems with a customer service etc.
- Need to be documented and resolved in a standardized manner => use corrective and preventive actions or any kind of quality-related activities, to take the appropriate measures to resolve issues and increase quality and compliance.

Business Goal:
Apply a consistent and comprehensive implementation of corrective and preventive actions (CAPA) or generally a “quality issue management” (QIM), in order to reduce supply network costs and claims against the brand as well as warranty costs, i.e.

- decrease the costs of poor quality (COPQ) and
- positively influence the overall revenue and the reputation of the company.
Quality Issue Management
Definition and Relevance

“Quality Issue Management” ...
As management of all kinds of quality-related issues and activities triggered by any type of event, seen as generic tool to cover a process that requires definition and management of issues and related activities.

Why taking care of it?

Compliance with Legal Regulations & Industry Standards

Cost Reduction

Compliance

Competitive Advantage

Customer Satisfaction
Example: Issue and Complaint Management
... and Typical Business Problems of our Customers

Role # 1 - Local Call Center Rep

Role # 2 – Safety Officer

Role # 3 – Investigator(s)

Role # 4 - Management Level

Disconnected Systems

Disconnected Applications

Complaint Capture

Case Mgmt - Processing - Monitoring

Investigation

DisLets Processing

Fulfillment

CAPA Processing

Case Resolution 4b

Lack of Usability

Lack of Compliance

Lack of Visibility

Collaboration

LOCAL OFFICE

CENTRAL OFFICE

REPORTING & TREND ANALYSIS

Disconnected Systems

Disconnected Applications

Lack of Usability

Lack of Compliance

Lack of Visibility

Collaboration

ROLE # 4 - MANAGEMENT LEVEL

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Typical Business Challenges and Pain Points Today

Increasing Business Challenges for Quality Management...

- Compliance as a key concern.
- Highly disparate application landscape (ERP, MES*, LIMS*, ...).
- Quality aspects important in particular industries.
- Fast changing environment – need for flexible deployment of software solutions.
- Internal and external collaboration with partners is an important success factor.

... and Pain Points of Existing Solutions

- Separate applications for complaint mgmt. and CAPA.
- Missing integration into heterogeneous system landscape.
- Restricted capabilities for cost assignments and analysis.
- Quality Notifications with SAP ERP: not web-based, not role-based, complex user interface, missing flexibility in terms of terminology.

* MES: Manufacturing Execution System, LIMS: Laboratory Information Management System

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SAP’s New Approach
Towards a Generic Quality Issue Management
Modern and flexible approach for capturing and processing any kind of issue and its related activities, e.g. 8D, CAPA.

Allows easy tracking and analyzing issues and activities beyond applications and systems.

Can integrate with processes in other applications by triggering issues in QIM or initiating follow-up actions in the related applications.
Specific Use Cases for SAP QIM
SAP QIM used as an “Engine”

Plan is that QIM offers a framework for configuring arbitrary business scenarios for covering distinct use cases via different quality issues types, e.g. industry specific. There will be SAP standard content, and customers shall be able to configure their own scenarios via own issue types and activity types.

Sample Use Cases for QIM:

- Resolution of Customer complaints
- Resolution of Complaints against a vendor
- CAPA process triggered by nonconformance issue detected during production (e.g. in a MES)
- Product Technical Complaint process in Life Science industries
- 8D process in Discrete Industries
- Claims process in Professional Services industries
- Handling of any problems that occur during a project
- Handling Pharmaceutical Requests
- Customer Competence Center
- Idea Management
- Resolution of Compliance issue
- …
Generic Use Cases and Roles
Create and Process Issue and Activity

- **Issue Reporter**
  - Observation: Issue detected
  - Issue addressed towards "vendor": description, reporter, location, pro., involved partners
  - Execution of containment actions.
  - Issue is solved / completed...

- **Issue Submitter**
  - Issue accepted: information enriched for start of further investigation, definition of partners etc.
  - All results to be validated. Issue to be closed if possible, accompanied by response to reporter.

- **Issue Driver**
  - Activities to be defined for issue resolution / further steps => resolution plan, definition of responsible activity processors.
  - Activity results to be validated, activities to be completed. If not successful, definition of additional activities.

- **Activity Driver**
  - Activity to be executed and completed / confirmed if possible.

- **Activity Processor**

**Control / Evaluate**
- Overseer / Coordinator
- Analyst / Quality Manager
- Head of Quality / Production
- Compliance Officer

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SAP QIM – A Comprehensive Approach

Flexible architectural design and integration

Rule-based issue processing

ERP Notifications and items
Audit actions
FMEA defects

Flexible UI adaptation

Context-related Analytics
Planned Building Blocks
Work Centers for Different Purposes

**QIM Monitor:** To monitor existing quality issues and activities across sources.
- Worklists for quality issues and quality activities from any source (notification, audit, FMEA etc.) and system.
- Addressing roles: Oversee, Coordinator, Quality Manager

**QIM Cockpit:** To create and process quality issues and activities within SAP QIM.
- Apps to create quality issue, work on existing issue, create quality activity, work on quality activity, complete activity, validate activity results, validate issue resolution, complete issue ...

**QIM Analytics:** To analyze quality issues and activities and related information.
- Dashboard for quick information on current situation about quality issues and activities – less interactive.
- Reporting launchpad with list of queries and reports – more interactive, partly form-based layouts.
- Addressing roles: Quality manager, analyst, coordinator, overseer, compliance officer.
Available Elements in SAP QIM
Flexibility per Issue Type via Customizing

Example Customizing

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Different Categories of Activities Supported

**Question**
- Simple activity with possible response.
- For user guidance.
- Different response types.
- Simple status scheme.

**Information**
- E.g. as title for a bundle.
- No confirmation.
- Display only.
- No status.

**Basic Activity**
- E.g. for immediate or containment action.
- Partners optional.
- Simple status scheme.

**Extended Activity**
- Task or activity a partner has to work on and complete.
- Can also use a follow-up action from logistical perspective in SAP ERP etc.
- More complex status scheme.
Determine Partners, Codes and Activities based on predefined business rules
Feature List SAP QIM 1.0
Part 1

SAP QIM comes with content – ready to run

» Pre-defined for typical QM scenarios: issue & activity types, reference object categories, activity templates, codes, partner roles, priorities, document types, business rules, sample follow-up actions etc.
» Standard categories for integration of backend issues and activities.
» Workflow events.
» …

SAP QIM supports usability

» Different ways of creating an issue (simple, guided, advanced).
» User guidance via automatic determination of partners, activities, codes, reference information, and via questions.
» Predefined activities via templates which will be pulled automatically (rule-based).
» Role-based screens & configurability of screens.
» Mass processing of issues and activities.
» …

SAP QIM provides integration and transparency

» Integration and monitoring of backend issues from arbitrary sources and systems.
» Definition of arbitrary reference objects from other processes / applications.
» Follow-up actions targeting towards other applications / backend systems.
» Openness to trigger an issue from other applications.
» Hierarchical display of issue content.
» …

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Feature List SAP QIM 1.0
Part 2

SAP QIM offers flexibility and configurability
- Flexible definition of arbitrary business scenarios via multiple types of issues and activities, reference objects, codes etc.
- Configurability of required elements and hierarchies.
- Flexibility in terms of terminology – use your own language!
- Configurability of screens and process steps (e.g. via Workflow).
- Applicability of Business rule framework for achieving automatic steps and user guidance.
- Different deployment variants.
- ...

SAP QIM supports compliance
- Audit trail and change history.
- Check activities for effectiveness of activities or issue (activity and issue may already be completed).
- Approval steps for entire process.
- Comprehensive and flexible authorization concept.
- ...

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Technical Architecture of SAP QIM

SAP Quality Issue Management (QIM)

- On-premise application based on SAP NetWeaver 7.31 (ABAP stack) and Business Suite Foundation layer
- Side-by-side for installed base and stand-alone deployment options
- TCO reduction through integration with SAP ERP (down to 4.6C)
- Highly configurable User Interface; frontend NWBC* preferred, SAP Portal possible
- Consumer-specific terminology re-definition
- Mobile creation of issues based on SUP** planned

* NWBC = NetWeaver Business Client ** SUP = Sybase Unwired Platform
Flexible Deployment Options for SAP QIM

QIM stand-alone

QIM on top of SAP ERP

QIM on top of SAP ...

QIM on separate box but connected with SAP ERP or SAP ME or ...

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# Difference between SAP QIM and SAP ERP Quality Notifications

<table>
<thead>
<tr>
<th>Feature</th>
<th>SAP QIM</th>
<th>SAP ERP (Q-Notifications)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic tool for multiple use cases</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mobile Issue Creation</td>
<td>Planned</td>
<td>Yes</td>
</tr>
<tr>
<td>Cross system reference capabilities for issues and activities – linking to arbitrary other applications and processes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Monitor and process issues and activities from multiple SAP ERP applications (FMEA, audit, q-notifications)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Considering Non-SAP systems</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Flexible data model, e.g. attachments and activities at all levels, code hierarchies</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Role-based and web-based application, workflow driven</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Embedded business logic using business rules (BRF+)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Easy terminology re-definition capabilities for use in different industries</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
System Demo
Work Lists for Quality Issues and Activities
Different Ways of Creating an Issue, e.g. Guided Activity
Issue Browser: Hierarchical Display of Issue Content
Activity Tree with Option to Bundle Activities
Flexible Reference Objects at Any Level

Lab Preview

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Causes Can be Assigned to an Issue

Causes provided at issue and defect level (configurable)

Cause can have further content below, such as activities, attachments, originators.
Effects Can be Assigned to an Issue

Effects provided at issue and defect level (configurable)

Effect can have further content below, such as attachments.
Within QIM a code is unique, independently of catalog and code group.
Attachments at Any Level

Attachments can directly be opened

<table>
<thead>
<tr>
<th>Name</th>
<th>Document Type</th>
<th>Document Type Text</th>
<th>File Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint</td>
<td>QM Glossary Document Type</td>
<td>Document Type Text</td>
<td>imnaging</td>
</tr>
</tbody>
</table>

..and Effect and Causes...
Audit trail, Change Management & Log

Access to Audit Trail (Transactions S_AUTxx) via QIM Work Center
Activity Worklist and Activity Overview Page (OVP)
Follow-Up Action for Extended Activity

Example: Create Quality Notification (Customer Complaint) in SAP ERP System.

Lab Preview
Mass processing via POWL

Change status via POWL.
Also objects in backend systems (e.g. quality notifications etc.)
Analysis of Issues Across Sources
Form-based Printing of Issue Content
Comprehensive Authorization Concept

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The QIM Influence Council

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The presented product is the outcome of a development, which had been driven in collaboration with the ASUG influence council QIM, aiming to commonly shape the future for QM. Now the final solution will be launched shortly after SAPPHIRE.
The ASUG QIM Influence Council (Founded 03/2010)

**Intention of the Influence Council QIM**

- Customer forum to exchange ideas, feedback and learnings from implementation of existing tools around quality issues and related activities.

- Provide a platform for customers to share best practices, pain points and requirements around quality issue management and CAPA (corrective and preventive actions) processes.

- Shape the future direction of the **new Quality Issue Management** (QIM) tool together with SAP through open customer feedback.
Summary and Outlook
SAP Quality Issue Management (QIM) - Summary
Six Key Points to Take Home

- Flexible to adapt
- Integration with SAP and non-SAP systems
- Easy to use
- Supports multiple use cases
- Visibility of issues across systems
- Cost reduction and enhanced compliance
SAP QIM – Roadmap and Next Steps

Pre-Ramp Up Phase

- Events: SAP Insider, CONTROL, ACHEMA, ASUG, ...
- Webinars with selected customers (ramp up candidates)
- QIM test phase Feb-April
- Customer validation projects

Ramp-Up Phase

- Ramp up start QIM 1.0
  - July 2012
- Ramp Up Projects (supported by SAP)

Genenral Availability

- QIM 1.0
  - December 2012
- General available
  - December 2012
- Mobile app for SAP QIM available
- Rapid Deployment Solution available

QIM 2.0

- Q3 or Q4 2013
Questions?

Session Code: 2712
Thank You!

Session Code: 2712

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