A New Approach To Quality Issue Management
With SAP Quality Issue Management (QIM)

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Session Code # 1103
In This Session

You will learn about a brand new solution - SAP Quality Issue Management (QIM) - which allows you to cope with all kind of issues and activities along your complete product lifecycle and supply chain

- See the benefit of monitoring and analyzing issues and activities across multiple source systems to achieve transparency

- Experience the ease-of use and flexibility of SAP QIM which allows you to cover a wide range of use cases

- Learn how you can reduce costs and enhance compliance using SAP QIM
Agenda

Why Quality Issue Management?

What is SAP´s new approach to Quality Issue Management (QIM)?

How can I deploy SAP QIM?

How does SAP QIM look like? – DEMO

Summary and Outlook
Issue and Complaint Management … and Typical Business Problems of our Customers

Role # 1 - Local Call Center Rep

Role # 2 – Issue Driver

Role # 3 – Investigator(s)

Role # 4 - Management Level

Disconnected Systems

Disconnected Applications

1 Complaint Capture

2 Issue Mgmt - Processing - Monitoring

3 Investigation

4c Closure

4a Case Resolution

4b Fulfillment

5 CAPA Processing

6 Reporting & Trend Analysis

Disconnected Systems

Disconnected Applications

Collaboration

Lack of Usability

Lack of Visibility

Lack of Compliance

Disconnected Systems

Disconnected Applications

Collaboration

Lack of Usability

Lack of Visibility

Lack of Compliance

Customer loop

LOCAL OFFICE

CENTRAL OFFICE
Importance of a Comprehensive Issue and CAPA Management

- Compliance
- Cost Reduction
- Continuous Improvement
- Competitive Advantage
- Customer Satisfaction
Goal: One Tool for Quality Issue Management

- **Global & integrated solution** supporting **all kinds** of quality issues and activities for better analysis and quicker resolution and high **visibility** of information
  - Integrating quality issues & activities from multiple applications and systems

- **Single system** with **easy** access, **simple** UI, which meets **regulatory** requirements

- **Standardized, efficient** processes and procedures
  - Business rules for automatic determination of partners, activities, questions etc.
  - Owners (with accountability) automatically identified and alerted to resolve the issues

- **Integrated analytics**, going beyond applications and system borders (SAP and non-SAP systems)

- **Capability to trigger** QIM process from other processes or applications using **services**
Agenda

Why Quality Issue Management?

What is SAP’s new approach to Quality Issue Management (QIM)?

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How does SAP QIM look like? – DEMO

Summary and Outlook
What is SAP Quality Issue Management (QIM)?

Basic Capabilities of SAP QIM:
- Create and process issues
- Monitor issues across multiple sources
- Integrate SAP & non-SAP systems
- Handle all related activities
SAP QIM - Business Scenarios

Monitoring, Coordinating and Analyzing Issues
- List of existing issues and activities from any source – and Analysis
- Access to original issue and source system
- Mass maintenance (status)

Creating and Processing Issues
- Entire life-cycle of issues and related activities in SAP QIM
- Integration with other applications or reference systems or stand-alone process
- Efficient and flexible process
How does QIM solve your business problems?

SAP QIM provides integration and transparency across systems:
- Monitoring of issues from arbitrary sources
- Follow-up actions targeting towards other applications / backend systems
- Openness to trigger an issue from other applications

SAP QIM supports compliance:
- Audit trail, change history, and digital signatures
- Effectiveness check of activities and validation
- Comprehensive and flexible authorization concept

SAP QIM supports usability and flexibility:
- User guidance via automatic determination of partners, activities, codes, and questionnaires
- Role-based screens and workflow support
- Flexible terminology – use your own language!
SAP QIM – Comprehensive Approach

Flexible UI adaptation

Rule-based issue processing

Context-related Analytics

Flexible architectural design and integration
Elements of SAP QIM
Definition of Issue Structure per Issue Type

- Issue
  - Activity
    - Corrective and Preventive Actions
      - Sub-Issue Defect
        - Activity
          - Sub-Issue Cause
            - Activity
              - Sub-Issue Effect
              - Sub-Issue Cause
                - Activity
                  - Sub-Issue Effect

... with reference to (…)

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Different Categories of Activities for CAPA Supported To Cover Various Resolution Processes

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

Question

- E.g. for immediate or containment action.
- Partners optional.
- Simple status scheme.
- Long term activity possible

Information

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

Activity Categories

Basic Activity

- Task or activity a partner has to work on and complete.
- Can use follow-up action from logistical perspective in SAP ERP
- More complex status scheme
- Long term activity possible

Extended Activity
How to Create Issues in SAP QIM

Manual entry options from menu:

Select issue type

Guided entry

Quick entry

Advanced entry

Other entry options:
- Via service interface (external sources)
- Mobile (planned)
SAP QIM - Guided Activity Application for Issue Creation
Business Rules for Automatic Determination of Data
Guiding the User by Automatic Determination of Partners, Codes, Activities

Decision Table for Definition of Rules:

<table>
<thead>
<tr>
<th>Business Partners</th>
<th>Determine Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner Role</td>
<td>Partner ID</td>
</tr>
<tr>
<td>Coordinator</td>
<td>173</td>
</tr>
<tr>
<td>Participant</td>
<td>Joe Smith</td>
</tr>
<tr>
<td>Processor</td>
<td></td>
</tr>
<tr>
<td>Issue Submitter</td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td></td>
</tr>
</tbody>
</table>

Trigger Determination in the Application

![BRFplus Workbench - Microsoft Internet Explorer](image1)

![Decision Table: DECISION_TABLE, QM Issue - Decision Table for Activity Determination](image2)

![Activities](image3)
Why SAP QIM – And Not Other Solutions?

For example:
- Quality Notifications with SAP ERP
- Complaint Management with SAP CRM
- Third Party Solutions

Only SAP QIM…

☑ provides visibility across multiple system applications (SAP and non-SAP)
☑ is a generic framework to cover all kinds of problems for all industries
☑ ensures reliable support from the leader in enterprise software
## 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 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 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>
Agenda

Why Quality Issue Management?

What is SAP’s new approach to Quality Issue Management (QIM)?

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How does SAP QIM look like? – DEMO

Summary and Outlook
SAP QIM - Architecture

IssueSubmitter / Issue Driver / Activity Driver / Activity Processor

ERP
ERP
ERP
MES
CRM
...

SAP NetWeaver 7.31 (ABAP)

QIM

ERP Vendor

Vendor

Customer

NWBC***

* Mobile prototype for issue creation planned Q3 2013
** Collaboration features planned for QIM 2.0
*** NWBC = NetWeaver Business Client (Frontend UI)
Flexible Deployment Options for SAP QIM

“stand-alone” option

Side by side approach

QIM on top of SAP Component
SAP Rapid Deployment Solutions

A complete solution

Fast
• Quickly address specific needs
• Gain fast time to value with seamless rapid-deployment tools, embedded best practices
• Speed end-user adoption with guides and educational materials

Simple
• Clearly priced services and project time frames – help ensure a predictable outcome
• Modular yet integrated solutions – help ensure long-term landscape integrity
• Support across all environments (on-premise, mobile, and cloud) – leveraging the cloud to accelerate projects and deployment

Deployed in weeks
SAP QIM RDS: Prebuilt business processes

Quality issue management for customer complaints

1. Customer observes and reports issue
2. Capture issue and add data
3. Define activities
4. Process activities
5. Validate results and close issue
6. Analyze quality situation

Quality issue management for product issues based on audit findings

1. Auditor discovers audit finding and creates audit action
2. Issue is created automatically from audit system
3. Add data and define activities
4. Process activities
5. Validate results and close issue
Go live in as little as 7 weeks

What’s included – Service scope

- Configuration of SAP Quality Issue Management to track, manage, and monitor quality-related product issues

- Implementation of the “quality issue management for customer complaints” and the “quality issue management for product issues” business processes to comply with industry, quality, and regulatory standards (including a digital signature process)

- Hints and accelerators on how to enhance the functionality and user interface of SAP Quality Issue Management (for example, additional fields, business rules (“BRFplus”), change of terminology)

- Optional: Computer systems validation (CSV) according to, for example, FDA or GAMP regulations

A special step-by-step guide describes each activity during the deployment
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A Day In The Life - Demonstration

Create Issue
Guided Entry
Process Issue
Trigger Immediate Actions
Assign Action Plan
Rule Based Processing
Receive Actions via Workflow
Process and Confirm Actions
Validate and Complete Issue
Effectiveness Check
Contextual Analytics
Reporting
Guided Issue Creation

Step 1 2 3 4a 4b 5

Quick Issue Creation

Personalized QIM Homepage

Personal work lists

Real time analytics

Web Pages / Intranet / Mail Inbox / Google etc....
Process Issue
- Confirm actions
- Check for effectiveness
- Print issue report

Reporting: Side Panel and Dashboard
Internal incident

Issue - Overview

Reported By: Steve Black
Issue Description: Paste Load-in line is blocked
The load-in line for Paste is blocked due to lukewarm paste. Probable Cause: A blown fuse in the heat trace system caused the Paste to drop in temperature to 90 degrees from a setpoint of 120 degrees. The line was also not pigged after the last Load-In. Please take immediate action!

Detailed Description:

Functional Location: PROD-PASTE-LINE1 Paste Production
Reference System: Q35CLNT002
Code Group: ISS_CC_MAN Manufacturing
Code: MAS31
Code Text: Problem at Production Line
Priority: Immediate (1)
Criticality: Level 1 (Major)
Requested Start: 26.02.2013 00:00:00 CET
Requested End: 28.02.2013 00:00:00 CET
Reference Quantity: 5,00
Complaint Quantity:

Issue - Reference Objects

Type | ID | Text |
--- | --- | --- |
Material | PH-OIM | Chocolate Bar | Q35CLNT002
### Activities

<table>
<thead>
<tr>
<th>Activity Template Text</th>
<th>Activity ID</th>
<th>Sort Number</th>
<th>Activity Status</th>
<th>Responsible</th>
<th>Responsible Name</th>
<th>Response Value</th>
<th>Response Value Type</th>
<th>Expected Start Date</th>
<th>Expected End Date</th>
<th>Activity Type Text</th>
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<tbody>
<tr>
<td>What kind of engine?</td>
<td>80000000069687</td>
<td>0000</td>
<td>●</td>
<td>161</td>
<td>Manfred Schulz / 6919...</td>
<td>PASTE</td>
<td>Paste Production Line</td>
<td></td>
<td></td>
<td>Question</td>
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<tr>
<td>Check use of heat trace systems</td>
<td>80000000069685</td>
<td>0001</td>
<td>△</td>
<td>200</td>
<td>Nora Decker /</td>
<td></td>
<td></td>
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<td>Immediate Action</td>
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<tr>
<td>Start Escalation Process</td>
<td>80000000069696</td>
<td>0002</td>
<td>●</td>
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<td></td>
<td></td>
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<td>Corrective Action</td>
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<td>Cost assignment</td>
<td>80000000069686</td>
<td>0006</td>
<td>○</td>
<td></td>
<td></td>
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<td></td>
<td>Extended Act. 2</td>
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<tr>
<td>Inform Responsible Partner</td>
<td>80000000069688</td>
<td>0010</td>
<td>●</td>
<td>101</td>
<td>John Smith / Alberta 1...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Immediate Action</td>
</tr>
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<td>Repair production machine</td>
<td>80000000069684</td>
<td>0120</td>
<td>●</td>
<td>101</td>
<td>Manfred Schulz / 6919...</td>
<td></td>
<td></td>
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<td>Immediate Action</td>
</tr>
<tr>
<td>Place pallets on hold (ERP Follow-up)</td>
<td>80000000069695</td>
<td>1000</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Extended Act. 2</td>
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<tr>
<td>Create QM Hold Report</td>
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<td>1100</td>
<td>○</td>
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<td>Extended Act. 2</td>
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<td>Prevent the Problem</td>
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<td>1110</td>
<td>○</td>
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<td>△</td>
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<td>Preventive Action</td>
</tr>
<tr>
<td>Personnel Action Memos</td>
<td>80000000069699</td>
<td>0140</td>
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</tr>
<tr>
<td>Document Sent by E-Mail</td>
<td>8000000006700</td>
<td>9000</td>
<td>○</td>
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#### Document Printed

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**Comment**: QIM

**Document Type**: QIM Generic Document Type

**File Type**: PDF File (Adobe Acrobat Exchange/Reader)
### Worklists

#### Issues (Demo) - Analytics (46)

<table>
<thead>
<tr>
<th>Issue ID</th>
<th>Issue Text</th>
<th>Issue Type</th>
<th>Issue Status</th>
<th>Requested End</th>
<th>Priority Text</th>
<th>Name Proj</th>
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<tr>
<td>Q35CLNT004</td>
<td>Maintenance Notification</td>
<td>New</td>
<td>Completed</td>
<td>06.12.1994</td>
<td></td>
<td></td>
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<td>Q35CLNT004</td>
<td>Pumpsgehäuse unidcht</td>
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<td>Completed</td>
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<td>Pumpe hat reduzierte Leistung</td>
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<td>Q35CLNT004</td>
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<td>GBTCLNT002</td>
<td>Quality Issue in QIM</td>
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<td>GBTCLNT002</td>
<td>Test QIM (changed)</td>
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<td>GBTCLNT002</td>
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<td>GBTCLNT002</td>
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<td>GBTCLNT002</td>
<td>00070564737 created by eCATT</td>
<td>New</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Side Panel

- **Overview**
  - QIM Issues POWL Overview

#### QIM Issues by Status

- Issues:
  - New
  - In Process
  - High (3)
  - Medium (2)

#### Issues by Category and Type

- Issue Type:
  - Maintenance Notification
  - Quality Issue in QIM
  - Service Notification

#### QIM Issue Codes per Type
Agenda

Why Quality Issue Management?
What is SAP’s new approach to Quality Issue Management (QIM)?
How can I deploy SAP QIM?
How does SAP QIM look like? – DEMO

Summary and Outlook
SAP QIM - Value Proposition

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

**Ramp Up Phase (extended)**
- July 2012 – May 2013

- Ramp Up supported by SAP Development
- Currently 6 active projects (4 EMEA / 2 US)
- Positive feedback so far

**General Availability QIM 1.0**
- May 2013

- General availability May 6th, 2013
- Availability of Support Pack 2 for QIM 1.0 (dig. signature, Enterprise Search…)
- RDS for QIM planned May 10th, 2013 (for Life Science and Med Device industries)

**QIM 2.0 Development**
- March 2013 – Q1 2014

- Customer Engagement Initiative
- QIM on HANA
- Enhanced analytics
- Enhanced integration
- Collaboration
- 8D framework
- Cost of non-conformance
- (…)

**QIM 2.0 Ramp up Start**
- Q2 2014

**March 2013 – Q1 2014**
- Customer Engagement Initiative
- QIM on HANA
- Enhanced analytics
- Enhanced integration
- Collaboration
- 8D framework
- Cost of non-conformance
- (…)

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Useful Links

**Speed Demo:** [http://demo.tdc.sap.com/speeddemo/100430/](http://demo.tdc.sap.com/speeddemo/100430/)

**Solution Brief**

**Web Page**

**SAP QIM Online Documentation** [http://help.sap.com/qim100](http://help.sap.com/qim100)
**Administrator Guide:** [http://service.sap.com/qim](http://service.sap.com/qim)
**Sizing:** [http://service.sap.com/sizing](http://service.sap.com/sizing)
Thank You!

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