

Quality Control Solution

➔ Infor ERP SyteLine QCS creates the framework for building a culture of continuous improvement throughout your organization.

Do business better.

Your customers require products made to their precise specifications. You require the same of your suppliers. You are equally committed to the same exacting level of quality within your company and across your entire organization. You face endless challenges in complying with government regulations, providing quality records to auditors and customers, and continually making improvements to your organization.

Leverage experience.

Our experts at Infor™ take pride in the 20 years' experience they've devoted to comprehensive quality management solutions. We're confident that Infor ERP SyteLine Quality Control Solution (QCS) will advance your business by:

- Managing quality-based processes, such as non-conformance and corrective actions
- Improving data integrity and consistency
- Enforcing a controlled, repeatable process
- Providing audit information and reporting
- Measuring cost of quality/non-conformance
- Communicating quality to everyone in the enterprise
- Improving processes
- Capturing quality data needed for compliance, such as traceability, inspection results, and reviews
- Identifying improvement opportunities
- Managing changes
- Providing quality records to auditors and customers



Get business specific.

Who's responsible for quality? Everyone.

That's an easy thing to say, but actions speak louder than words. When everyone in your organization has effective quality control tools, your quality efforts accelerate. QCS connects every individual associated with your organization with your quality program. It also makes quality management an intrinsic part of everyone's routine daily efforts.

QCS integrates best-in-class quality into the Infor ERP functions you already use to run your manufacturing operation. It supports quality activities related to receiving, manufacturing, shipping, and returns.

QCS also manages advanced quality activities across your entire organization, including quality incidents, change management, and responses to audit findings. Infor ERP SyteLine QCS creates the framework for building a culture of continuous improvement throughout your organization. QCS supports quality activities of your entire enterprise, not just the manufacturing process.

The four distinct QCS modules, all built on a common foundation of powerful quality management tools, include:

QCS Enterprise

The QCS Enterprise module encompasses:

- Topics
- Changes
- Web Portal

QCS includes support for quality incidents, change management, responses to audit findings, machine and maintenance issues, safety, training, and opportunities for continuous improvements. With Infor ERP SyteLine QCS, you can make specific reviews mandatory and require that those reviews get addressed as a precondition to closing a change-management report.

Because communicating quality issues and their status is such a critical component of any quality system, the QCS Web portal allows all employees to view quality data, without the need to log into SyteLine. It also monitors and reports quality performance data, and offers basic document management functions

QCS Supplier

The QCS Supplier module manages:

- Receiving inspection
- Vendor Return Merchandise Authorization (RMA)
- Supplier performance reporting

The process of managing your suppliers never ends. Beginning with a review of the supplier facilities and an approval process, the SyteLine QCS Supplier module helps track vendor communications and quality control (QC) status. 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 assigns the material to inventory for production or tracks non-conforming material to its final disposition. It also provides integrated Vendor RMA support, including links with accounting. QCS automatically calculates vendor product quality and delivery performance to help you build strong supplier relationships.



QCS In-Process

The QCS In-Process module covers:

- Job inspection and rework
- Serial number tracking
- Cost of scrap

Tracking quality requirements during production often becomes a chore, what with the need to record the disposition of materials at multiple inspection points, track sign-offs, capture test results, record defects, and track items requiring rework or repair. The QCS In-Process module streamlines your entire process.

Many situations require you to track and inspect manufactured items piece-by-piece, according to serial number or tag number. QCS supports all SyteLine production methods—jobs, production schedules, and just-in-time (JIT). It also allows you to enter all details while in a job, including disposition, non-conformance tracking, cost of quality, test results, defects, and failures.

In addition, QCS reports the cost of scrap including labor, material, and overhead. You can identify defective raw material at the point of use rather than at receipt, which helps you report the issue promptly. When you mark items as defective during manufacturing, QCS lets you track each nonconforming item and capture the associated costs of quality. In addition, when a job requires you to send material outside for processing, QCS prints paperwork to attach to the product when it leaves your facility and when it returns again.

QCS Customer

The QCS Customer module deals with:

- Shipping inspection and QA
- Customer RMA
- Customer complaints

Customers may require you to ship paperwork with each product to confirm that you have designed, manufactured, or inspected the product to meet regulatory or customer requirements. The QCS Customer module improves your work process by identifying which items require such confirmation and ensuring that these items are routed through QC prior to shipping. You can record inspection results, print necessary paperwork and then tag the product as accepted and ready to ship. If your customers return the

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product, QCS works with the SyteLine RMA module to direct that product to QC for receipt, inspection, disposition, and non-conformance tracking. The Customer Complaint Reporting (CCR) function helps you respond to feedback from your customers, assign responsibility, track your internal review and corrective action, and measure customer satisfaction.

QCS Common Foundation

The Supplier, In-Process, and Customer modules are built on a common foundation to help you manage key quality requirements that span every facet of your organization. This common foundation includes:

Non-Conformance—When material is suspect or nonconforming and requires further review, QCS offers the tools you need to record critical data such as description, cause, correction, containment, cost, and final disposition of the material.

Quick Reporting of Quality Issues—A simple “kiosk” style screen enables user to quickly record quality issues, notify the necessary people, print a tag, and then get back to work.

QC Item Definition—From a Quality Control (QC) perspective, an item’s definition goes beyond traditional data your ERP system uses for planning, costing, and inventory control purposes. SyteLine QCS enables you to define an item’s QC profile, including inspection characteristics, methods, regulations, drawings, and gages. You can link an item’s profile with specific vendors, customers, or internal processes. In addition, QCS enables you to link profiles with other electronic documentation, such as drawings, process detail sheets, inspection procedures, and material handling instructions.

Corrective Action—When you need to make changes to avoid problems in the future, QCS includes tools to plan, track, and effectively implement change, including internal review, cause analysis, correction, implementation, and prevention.

Cost of Quality—For every non-conformance and corrective action, there's an associated cost of quality. SyteLine QCS captures, categorizes, and reports those costs to improve your decision making.

Record Inspection Results—SyteLine QCS also enables you to define inspection and test plans, and to record and report the results of these inspections. QCS lets you define the allowable codes to record QC disposition including reason, disposition cause, failure, defects, and cost of quality. Users work from your code lists to ensure accurate capture and reporting according to your quality system.

See results now.

To truly make quality every employee's responsibility, you first must have efficient and effective quality management tools. Infor ERP SyteLine QCS delivers the capabilities you need to make quality management an integral part of the daily responsibilities of everyone connected with your business. The solution blends first-rate quality control into the ERP functions that help you run your enterprise so quality management becomes central to your company's culture.

There is a better way.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.



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