Infor LN Quality User Guide for Non-Conforming Report & Corrective Action Plan

Important Notices

Trademark Acknowledgements

Publication Information

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About this document

Objectives

The objectives of this book are to describe the purpose of Non-Conforming Report & Corrective Action Plan, and how to create and use master data.

Intended Audience

This guide is intended for those who want to learn how to use the Non-Conforming Report & Corrective Action Plan, and how to set-up master data in a way that best serves their purposes. Both end users and users on administrator level will find the information they require.

Assumed Knowledge

Familiarity with the business processes involved in handling inspections, and general knowledge of the Infor LN functionality will help you understand this guide. In addition, Quality training courses are available to give you a headstart.

Document summary

The first chapter, *Introduction*, describes the purpose and the general characteristics of Quality package.

The following chapters deal with the master data setup for NCR and CAP, describe how NCR and CAP are created.

How to read this document

This document was assembled from online Help topics. As a result, references to other sections in the manual are presented as shown in the following example:

Please refer to the Table of Contents to locate the referred section.

Underlined terms indicate a link to a glossary definition. If you view this document online and you click on underlined text, you jump to the glossary definition at the end of this document. Non-underlined references do not represent a link to glossary definitions or other elements.

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Chapter 1
Introduction

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Quality Management helps manufacturing and process industries to monitor and improve the quality of their products. The Quality Management helps industries perform regular inspection procedures to attain the required quality. In every company, products, including raw materials, end products, and products in between manufacturing steps, are regularly inspected to ensure that procedure runs smoothly, to review what went wrong, or to determine what could go wrong during production, distribution, or in the time that products are in inventory. Quality uses logistical flow of products to schedule inspections.

Infor LN Quality supports quality management throughout the entire company. Quality manages the activities that are required to control the flow of products selected for inspection. It also supports the quality control of intermediate products and end products.

Quality Management is linked to other Infor LN modules and packages at various points in the production process to provide extensive quality checks.

Chapter 2
Master Data set-up for NCR and CAP

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This chapter explains the data set-up that is required to generate NCR and CAP.

Master data set-up for NCMR

As part of the master data set-up you must define:

- The Non-Conforming Material Types to classify a non-conformance.
- The Severities that highlight the seriousness of a non-conformance.
- The Material Review Boards responsible for evaluation of NCMR.
- The reason for the non-conformance.

Parameter settings

To implement the Quality functionality, select the **Quality Management (QM)** checkbox in the Implemented Software Components (tccom0100s000) session.

Use the Quality Management Parameters (qmptc0100m000) session to define and set the following.

- The **Non-Conformance Implemented** check box is checked, to implement the NCMR functionality.
- The code of the default number group of the series used to generate the NCMR number.
- The code of the default series used for generating the NCMR number.
- The **Log History** check box to track the changes made to the NCMR.

Data set-up

To set-up master data:

- Define the types of non-conforming material using the Non-Conformance Material Types (qmncm0101m000) session.
- Define the severity of non-conforming material using the Severities (qmncm0102m000) session.

- Define the material review board and owner of the material review board for the non-conforming material using the Review Boards (qmncm0103m000) session.
- Define the reason for non-conformance using the Non-Conformance Cause (qmncm0104m000) session.

Master data set-up for CAP

In the master data for corrective action plan (CAP) you can define:

- The task types that categorize the kind of corrective action that must be performed, using a task.
- The categories to classify the CAP.

Parameter settings

To implement the Quality functionality, select the **Quality Management (QM)** checkbox in Implemented Software Components (tccom0100s000) session.

Use the Quality Management Parameters (qmptc0100m000) session to define and set the following:

- The **Corrective Action Plan Implemented** check box to implement the CAP functionality.
- The code of the default number group of the series used for generating the CAP number.
- The code of the default series used for generating the CAP number.
- The step size used to increase the task number that is defined in the Corrective Action Plan - Tasks (qmcpl1505m000) session.
- The **Log History** check box to track the changes made to the CAP.

Data set-up

To set-up master data:

- Define the task types that categorize the kind of corrective action that must be performed using the Task Types (qmcpl0101m000) session.
- Define the categories to classify the CAP using the Categories (qmcpl0102m000) session.

Chapter 3
Non-Conformance and Disposition

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This chapter provides a detailed explanation about the generation of NCR.

Non-Conformance Report & Dispositions Process

Non-Conformance Report (NCR) functionality allows you to report non-conforming material identified during inspection of items or material (Quality or Warehouse Inspection) or during the movement of the materials and/or when the material is in stock. The material is inspected to verify that the items conform to the relevant specifications and/or drawings. During the material inspection process, if a non-conformance is detected, the material is immediately isolated.

This process is applicable to material that is purchased, issued for a production order, finished goods from a production order, issued a material for a sales order and so on.

The NCR is generated for following order origins with or without quality inspections executed as part of quality management.

- Purchase
- Purchase Schedule
- Sales
- Sales Schedule
- SFC Production
- ASC Production
- Transfer
- Project Contract
- Project
- EP Distribution
- Storage Inspection
- Service
- Maintenance Work
- Batch Repair
- Service Call

The NCR can be generated from:

- Warehouse Inspection
- Quality Inspection
- Storage Inspection
- Service
- Manually

To create NCR

Complete the following steps to create NCR:

Step 1: Generate NCR

Use the Non-Conformance Reports (qmncm1100m000) session to maintain the details of NCR. Based on the order origin Infor LN displays the order details.

If NCR is created manually enter the order origin.

- Enter the details relating to source order data (if required), lot identifiers, a description of the material non-conformance, some categorization of the non-conformance and information relating to the reporter.
- Enter the details of Material Review Board and owner of the NCR who is responsible for the NCR.

The NCR is created with status open irrespective of the order origin.

To retain the traceability, Infor LN allows you to define a parent child relationship between two NCRs. If you use Split NCR option, Infor LN refers to the existing NCR as a parent and the subsequent NCR as a child.

If NCR is not generated manually, Infor LN defaults order details based on the order origin.

You can select and link multiple lots and/or serial numbers to an individual NCR.

Step 2: Submit the NCR

Use the Submit NCR option in the Non-Conformance Reports (qmncm1100m000) session to submit the NCR for a completeness check, routing decision, and to identify the individual responsible for carrying out the non-conforming material disposition. You can change the default NCR report owner and/or the default Material Review Board (MRB).

To change the data you can reset the NCR status from **Submitted** to **Open**.

Step 3: Assign NCR

Use the Assign NCR option in the Non-Conformance Reports (qmncm1100m000) session to assign the NCR with status **Submitted**.

To incorporate the changes suggested by the owner of the material review board, you can change the status from **Assigned** to **Submitted**.

Step 4: Disposition of the NCR

The responsible person/ owner investigates the material non-conformance and if required re-assigns the NCR to another owner or MRB in the Details Tab of Non-Conformance Reports (qmncm1100m000) session.

The NCR can be set to the following pre defined dispositions:

- **Rework (to Existing Specification)**: This disposition is for non-conforming material that can be reworked without adverse effect on safety, performance, interchangeability, reliability, or quality. The reworked material is returned to the normal flow of material.
- **Rework (to New Specification)**: This disposition is for non-conforming material that can be reworked without adverse effect on safety, performance, interchangeability, reliability, or quality. Infor LN assigns a new part number.
- **Reclassify**: This disposition involves the reclassification of non-conforming material and the assignment of a new part number.
- **Return to Vendor**: This disposition is applicable when the material discrepancy is the responsibility of the supplier and other dispositions are not recommended.
- **Scrap**: The non-conforming material cannot be used for its intended purposes and cannot be repaired. Proof of scrapping is required.
- **Use as is**: Is for items, parts or products for which minor nonconformance is repeated, which can be ignored.
- **Repair**: This disposition is to bring the nonconforming material to an acceptable condition but which may not totally conform to the applicable drawings or specifications.
- **No Fault Found**: This disposition is used when the non-conformance is reported erroneously. Material of this disposition is returned to the normal flow.

You cannot change a NCR with status **Dispositioned** to a previous status.

Step 5: Close NCR

Select the Close NCR option to close the NCR and status automatically changes to **Closed**.

Non-Conformance in Service

You can generate a Non Conformance Report (NCR) for a Service object or link a service object to an existing NCR.

A new General Service Parameter is added to implement the NCR functionality in Service. This parameter can only be selected if the **Quality Management (QM)** check box is selected in the Implemented Software Components (tccom0100s000) session and if the **Material Non-Conformance** check box is selected in the Quality Management Parameters (qmptc0100m000) session.

You can generate the NCR for service objects. You can also link an NCR from Quality to a Service object. You can link one or multiple NCRs for the following Service objects:

- Service Call
- Service Order
- Maintenance Work
- Batch Repair
- Claims

Generate an NCR from a Service Object

To generate an NCR from a service object:

1. In the Work Order (tswcs2100m100) session, select an outgoing subassembly line.
2. In the **Actions** menu, click **Create Non-Conformance Report**. The Non-Conformance Reports (qmncm1100m000) session opens. Infor LN generates a NCR number for the order.
   Infor LN defaults the following:
   - Item Details. If the item is serialized, click the **Lots / Serials / Stock Point Details** button to view the serial details in Non-Conforming Material Report - Lots and Serials (qmncm1110m000) session.
   - Origin Order Details
   - Order Origin
   - Line Type
   - Order Line
   - Business Partner
   - Warehouse
3. In the Non-Conformance Reports (qmncm1100m000) session, specify the following:
   - **Description of Material Non-Conformance**
   - **Non-Conforming Type**
   - **Non material Severity**
4. Save and Submit NCR. In the Outgoing Subassembly tab of Work Order (tswcs2100m100) session, select References menu and click Related Orders. In Work Order – Related Orders (tsmdm4500m000) session, you can view the details of the NCR that was created.
5. In the **Disposition** tab of the Non-Conformance Reports (qmncm1100m000) session, specify the following:
   - **Review Board**
   - **PlannedReview Date**
6. Save, Submit, and Assign the disposition.
7. Select the **NCR Disposition**. The allowed values for Service are:
   - **Rework (to Existing Specification)**
   - **Rework (to New Specification)**
   - **Repair**

   Note: You must select the disposition type in order to specify the Kind of Order.

8. Select the **DispositionOrder Origin**. For Service, the following values are applicable:
   - **Service**
   - **Maintenance Work**
   - **Batch Repair**
   - **Maintenance Sales**
9. Click **Disposition**. Based on the value specified in the Kind of Order, LN generates the required order.

Link Service claims to a NCR

To link an NCR to a supplier claim:

1. In the Supplier Claims (tscmm2100m000) session, select a claim.
2. Click **Link Non-Conformance Report** option. The Non-Conformance Reports (qmncm1100m000) session opens.
3. Select the NCM that you want to link to the supplier claim.

Link a Disposition to Service Object

To link a service object to a disposition order:

1. In the Non-Conformance Reports (qmncm1100m000) session, select and open a NCR of any order origin.
2. In the **Disposition** tab, specify the service object in the **DispositionOrder Origin** field. For example, Maintenance Sales Order.
3. In the **Disposition** field, select the order number for the service object. For example, maintenance sales order number.
4. Save the NCR.

Link a NCR to a Service Object

To manually create an NCR for a Service object, in the Non-Conformance Report (qmncm1100m000) session, select the order origin. The order origin can be:

- Service
- Maintenance Work
- Batch Repair
- Service Call

The order origin represents the activity during which the non-conformance is identified. From the NCR, the you can access the Service sessions based on the order origin you select. For each origin, a filter is applied, so that orders with Released status only, are displayed. For the order origins, Maintenance Work Order and Batch Repair, the order line type determines the sessions you can access. The order line type can be Material Line, Incoming Subassembly and Outgoing Subassembly

Handling quarantine inventory using NCR

If a defect (non-conformance) is established during purchase, routing or production process, you can either scrap, reject or move the item to a quarantine inventory location. The items in the quarantine inventory can be assessed using the following dispositions:

- **Return to Vendor**
- **Rework (to New Specification)**
- **Rework (to Existing Specification)**
- **Reclassify**
- **Scrap**
- **Use as is**

To execute this disposition, a non-conformance report (NCR) can be generated for this item in quarantine inventory. If an NCR is generated for items in quarantine, disposition is not specified in the Quarantine inventory in Warehousing. This data is defined in the Non-Conformance Reports (qmncm1100m000) and is referenced by the quarantine inventory in Warehousing.

Implementing Quarantine Handling

Step 1:

In the Items - Warehousing (whwmd4500m000), select the **Scrap and/or Quarantine** or the **Quarantine** option for an item.

Note If the **Scrap** option is selected, the Quarantine Inventory command is disabled.

Step 2:

In the Testing Combinations (qmptc0119m000) session, create a combination for the required item and the standard test procedure.

Step 3:

In Purchase Order (tdpur4100m900) session, create and approve a purchase order the for the item.

Step 4:

In the Warehouse Receipt (whinh3512m000) session, confirm the warehouse receipt.

Step 5:

In the Inspection Order (qmptc1100m100) session, specify the test data for the inspection order lines and complete the inspection order.

Step 6:

In the Inspection Order (qmptc1100m100) session, the **Result** of the Order Inspection (qmptc1620m000) session can be set to **Partially Accepted/ Rejected**.

Step 7:

Complete and process the order inspection.

Step 8:

In the Warehouse Inspection (whinh3622m000) session:

- Review the accepted and rejected items defaulted by Infor LN from the Order Inspection (qmptc1620m000) session .
- Process the warehouse inspection.
- Click quarantine inventory.

Step 9:

In the Quarantine Inventory (whwmd2671m000) session:

- Review the number of items that are quarantined.
- Click **Report** to create a non-conformance report for the rejected quantity.

Note If a Non-conformance is already created for warehouse inspection, the same NCR is linked to Quarantine Inventory when quarantine inventory is created.

Step 10:

In the Non-Conformance Reports (qmncm1100m000) session, disposition the non conformance. For more information on how to execute the non-conformance, refer to *Non-Conformance Report & Dispositions Process (p. 11)*.

Note

- You can use the split NCR option to create individual NCRs based on the requirement, for the items in quarantine.
- If the **NCR Disposition** field is set to **Reclassify** or **Rework (to New Specification)** you can specify a **To Item** to which the non-conforming item must be transferred.

Step 11:

After disposition, Infor LN updates the **NCR Disposition**, **Reason** and **To Item** fields in the Quarantine Inventory (whwmd2671m000).

Step 12:

In the Quarantine Inventory (whwmd2671m000) session:

- Review the disposition lines.
- Process the quarantine inventory order.

Infor LN creates a disposition order and defaults this value in the **Disposition Order** and **Disposition Order Origin** fields in the Non-Conformance Reports (qmncm1100m000) session.

Step 13:

Close the Non-Conformance Reports (qmncm1100m000) session.

Using NCR for Handling Units in Quarantine

The quarantine inventory can be managed using handling units. If a handling unit is linked to an NCR, Infor LN splits the NCR based on the handling units and not on the basis of lots and serials.

A handling unit can be linked to an NCR only if the if the stock point details (serials, lot, quantity etc.) are the same.

Processing quarantine inventory for an NCR with handling units

Step 1:

In the Items - Warehousing (whwmd4500m000), select the **Scrap and/or Quarantine** or the **Quarantine** option, for an item.

Note If the **Scrap** option is selected, the Quarantine Inventory command is disabled.

Step 2:

In the Testing Combinations (qmptc0119m000) session, create a combination for the required item and the standard test procedure.

Step 3:

In the Purchase Order (tdpur4100m900) session, create and approve a purchase order the for the item.

Step 4:

In the Warehouse Receipt (whinh3512m000) session:

- Click the Generate Handling Unit option to create a handling unit for the specified warehouse receipt line.
- Click the Handling Unit option to generate the lots and serials for the item.
- Confirm the warehouse receipt.

Note You cannot confirm the warehouse receipts until the lots and serials are generated for the item linked to the handling unit in the Handling Units (whwmd5130m000) session.

Step 5:

In the Inspection Order (qmptc1100m100) session, specify the test data for the inspection order lines and complete the inspection order.

Note The test data is specified only for the items and not the handling unit.

Step 6:

In the Inspection Order (qmptc1100m100) session, the **Result** of the Order Inspection (qmptc1620m000) session can be set to **Partially Accepted/ Rejected**.

Step 7:

Complete and process the order inspection.

Step 8:

In the Warehouse Inspection (whinh3622m000) session:

- Review the accepted and rejected items defaulted by Infor LN from the Order Inspection (qmptc1620m000) session .
- Review if the **Handling Unit(s) Present** check box is selected and the **Handling Unit** field is defaulted by Infor LN.
- In the Handling Unit tab:
  - Click Inspect Handling Unit option.
  - In the Inspect Handling Unit (whinh2234m000) session:
    - Specify the handling unit and click **Stock Point Details** button.
    - In the Handling Unit Stock Point Details (whwmd5136m000) session, view the lot/serial item linked to the handling unit and specify if the item is accepted or rejected based on the inspection order data.
  - Review the accepted/rejected quantity defaulted in the Handling Unit tab.
- Process the warehouse inspection. **Note** You cannot process the warehouse inspection if the inspection details for the lots and serials do not match the inspection results of the handling units.
- Click the quarantine inventory option.

Step 9:

In the Quarantine Inventory (whwmd2671m000) session:

- Review the number of items that are quarantined.
- Click **Report** to create a non-conformance report for the rejected quantity.

Note If a Non-conformance exists for warehouse inspection, this NCR is linked to Quarantine Inventory when created.

Step 10:

In the Non-Conformance Reports (qmncm1100m000) session, disposition the non conformance. For more information on how to execute the non-conformance, refer to *Non-Conformance Report & Dispositions Process (p. 11)*.

- You can use the Split NCR option to create individual NCRs based on the disposition requirement, for the items in quarantine. Infor LN splits the NCR, based on the handling units.
- If the **NCR Disposition** field is set to **Reclassify** or **Rework (to New Specification)** you can specify a **To Item** to which the non-conforming item must be transferred.

Step 11:

Click the **Handling Units** option to view the handling units linked to an NCR in the Non-Conformance Handling Units (qmncm1120m000) session. **Note** You must specify values in this session, if multiple NCRs are linked to the Quarantine Inventory.

Step 12:

After disposition, Infor LN updates the **NCR Disposition**, **Reason** and **To Item** fields in the Quarantine Inventory (whwmd2671m000) session.

Step 13:

In the Quarantine Inventory (whwmd2671m000) session:

- Review the disposition lines.
- Process the quarantine inventory order.

Infor LN creates a disposition order and defaults this value in the **Disposition Order** and **Disposition Order Origin** fields in the Non-Conformance Reports (qmncm1100m000) session.

Step 14:

Close the Non-Conformance Reports (qmncm1100m000) session.

Chapter 4
Creation of Corrective Action Plan

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This chapter provides a detailed explanation about the generation of CAP.

To create a Corrective Action Plan

The Corrective Action Plan (CAP) executes the actions required to prevent non-conformance/ failure from recurring.

Step 1: Create CAP and CAP tasks

1. You can create CAP manually or generate CAP from NCMR. Use the Corrective Action Plan (qmcpl1100m900) session to create a CAP.
2. Infor LN generates CAP number based on the data set in **Number Group** and **Default Series** field in Quality Management Parameters (qmptc0100m000) session. Enter the details such as completion date of the CAP, owner of the CAP, approver of the CAP, item, business partner and so on.
3. Define the CAP tasks in task lines with estimated start and due dates.

Step 2: Submit the CAP

When the CAP tasks are identified, you can submit the CAP for approval. The CAP status changes to Submitted.

Step 3: Approve the CAP

The approver of the CAP approves the CAP. Infor LN sets CAP status to Approved. The status of the tasks in task lines changes to Approved.

Step 4: Execute and complete CAP tasks

Use the start task option to start CAP tasks in task lines. When you start the task status changes to In Progress. During task is in progress you can add text, document, enter the completion date and change the status to open or completed.

Verify and close the CAP task

- After completing the CAP tasks, verify the tasks and close. Verify the task in Task tab available in Corrective Action Plan (qmcpl1100m900) session. Use close task option to close the task.

Step 5: Close CAP

Evaluate the CAP after the CAP tasks are closed and close the CAP.