



Infor System21 Quality Management

Product Guide

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Contents

- About this guide5**
 - Intended audience5
 - Related documents5
 - Contacting Infor5

- Chapter 1 Overview7**
 - Introduction7
 - Relationship to Other Applications.....7
 - Application Configuration.....8

- Chapter 2 Maintenance and Processing9**
 - Tests Maintenance [1/QM]9
 - Tests Maintenance Selection Window9
 - Tests Maintenance Detail Window9
 - Maintain Item Test Requirements [2/QM] 11
 - Item Test Requirements Maintenance Selection Window 11
 - Item Test Requirements Maintenance Detail Window 11
 - Test Results Recording [11/QM]..... 12
 - Test Results Recording Selection Window..... 12
 - Test Results Recording Detail Window..... 13
 - Copy Test Results Facility [12/QM]..... 15
 - Copy Test Results Facility Selection Window..... 15
 - Copy Test Results Facility Detail Window..... 16
 - Copy Test Results to New Stockroom Facility [13/QM]..... 16
 - Copy Test Results to New Stockroom Facility Selection Window 17
 - Test Results Enquiry Detail Window..... 17
 - Print Test Certificates [14/QM] 18
 - Print Test Certificates Selection Window..... 18
 - Print Test Certificates Detail Window..... 19

Chapter 3 Enquiries	21
Enquire on Tests [21/QM].....	21
Tests Enquiry Selection Window.....	21
Tests Enquiry Detail Window.....	21
Enquire on Item Test Requirements [22/QM].....	21
Item Test Requirements Enquiry Selection Window.....	22
Item Test Requirements Enquiry Detail Window.....	22
Enquire on Test Results [23/QM].....	23
Test Results Enquiry Selection Window.....	23
Test Results Enquiry Detail Window.....	24
Chapter 4 Reports	27
Item Test Requirements Print [31/QM].....	27
Items Test Requirements Print Selection Window.....	27
Report on Test Results Recorded [32/QM].....	27
Tests Recorded Report Selection Window.....	28
Report on Failed Tests [33/QM].....	28
Failed Tests Report Selection Window.....	28
Appendix A Glossary	31

About this guide

The purpose of this document is to describe the functions that can be used within the Quality Management Module.

Intended audience

The guide is intended for any users of the QM Quality Management business module.

Related documents

You can find the documents in the product documentation section of the Infor Support Portal, as described in "Contacting Infor" on page 5.

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://concierge.infor.com/> and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Overview

Introduction

The [Quality Management](#) application enables you to define [tests](#) and to apply them to valid item/[stockroom/Lot](#) combinations.

You can record [test results](#) and print [test certificates](#).

[Test certificates](#) can only be printed for pick notes emanating from Sales Orders and Advanced Shipping. There is no facility to print [test certificates](#) from Manufacturing.

Within the [Quality Management](#) application you can enquire on:

- [Tests](#)
- Item [Test Requirements](#)
- [Test Results](#)

The following report tasks are also available:

- Item [Test Requirements](#) Print
- Report on [Test Results](#) Recorded
- Report on Failed [Test](#)

Relationship to Other Applications

The only application which is a prerequisite for the operation of [Quality Management](#) is:

- Inventory Management

The input to [Quality Management](#) can be from one or both of the following:

- Sales Order Processing
- Advanced Shipping

Application Configuration

Companies

[Quality Management](#) does not contain its own company profile record. Each company to be processed within the application must be maintained in the Inventory Management application company profile.

Refer to the Inventory Management product guide for details.

Items

Items must be defined to Inventory Management.

Stockrooms

[Stockrooms](#) must be defined in Inventory Management.

Chapter 2 Maintenance and Processing

Tests Maintenance [1/QM]

This task provides the method for defining the various [tests](#) that can be performed. A [test](#) definition describes a generic [test](#), which can be used in multiple different [test](#) scenarios with different [test](#) parameters.

Tests Maintenance Selection Window

To display this window, select the [Tests](#) Maintenance task.

Fields

Test ID

Enter the [test](#) ID you wish to maintain.

Alternatively, use the prompt facility to select from the [Tests](#) Window pop-up.

If you wish to create a new [test](#) ID, enter it here.

Press Enter to display the [Tests](#) Maintenance Detail window.

Tests Maintenance Detail Window

To display this window, enter or select a [Test](#) ID and then press Enter on the [Tests](#) Maintenance Selection window.

The window will display either *Update or *Add, according to whether you are maintaining an existing [Test](#) ID or creating a new one.

Fields

Test ID

This displays the [Test](#) ID you are maintaining or creating.

Test Description

Enter or amend the free-format description of the [Test](#) ID.

Test Type

Enter one of the following:

N - Numeric

T - True/False

C - Character

Alternatively, use the prompt facility to select from the TSTP [Test](#) Type pop-up.

Note: This field cannot be amended if there are any [test requirements](#) or [test results](#) recorded against the [test](#) ID.

Test Units

For a numeric [test](#), the [test](#) units can be defined (e.g. mm, ml, kg, etc.). This is not compulsory. When a specific application of the [test](#) is defined (via Maintain Item [Test Requirements](#)), lower and upper values are specified, effectively giving a tolerance range. When [test results](#) are entered, the system will make a pass/fail result judgement based on this range.

For a True/False [test](#), the [test](#) units can also be defined. These are used later in printing [test results](#), so it should hold the description of the condition that is being [tested](#). When specific applications of the [test](#) are defined, the pass criterion can be set either as the assertion or as the negation of the described condition.

For a Character [test](#), the [test](#) units need not be defined. They are not used elsewhere other than in enquiries and reports. Character [tests](#) do not have pass/fail conditions defined or assessed by the system.

Functions

Delete (F11)

Use this to delete an existing [test](#) ID. You will be asked to confirm the deletion.

Note: A [test](#) ID cannot be deleted if there are any [test requirements](#) or [test results](#) recorded against it.

Press Enter to save your changes and return to the [Tests](#) Maintenance Selection window.

Maintain Item Test Requirements [2/QM]

An unlimited number of [test](#) IDs can be listed for an item/[stockroom](#) combination, but each [test](#) ID can only be defined once for that item/[stockroom](#).

Item Test Requirements Maintenance Selection Window

To display this window, select the Maintain Item [Test Requirements](#) task.

Fields

Item

You must enter a valid System21 Inventory item.

Alternatively, use the prompt facility to select from the Item Window pop-up.

Stockroom

You must enter a valid System21 [stockroom](#).

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Note: The item/[stockroom](#) relationship must be defined in Inventory.

Test ID

You must enter an existing [test](#) ID.

Alternatively, use the prompt facility to select from the [Tests](#) Window pop-up.

Functions

View Test Requirements (F9)

Use this to display the Item [Tests](#) Window pop-up.

Press Enter to display the Item [Test Requirements](#) Maintenance Detail window.

Item Test Requirements Maintenance Detail Window

To display this window, enter or select an item, [stockroom](#) and [test](#) ID and then press Enter on the Item [Test Requirements](#) Maintenance Selection window.

Fields

Numeric

If a [test](#) is numeric, you must enter From and To values to give a tolerance range. The From and To values are included in the allowed range when the [test results](#) are analysed for pass/fail.

True/False

If a [test](#) is true/false, the specific instance of the [test](#) for the item/[stockroom](#) will define whether the positive or negative condition should pass the [test](#). When the [test results](#) are analysed for pass/fail, **False** is used to indicate that the negative condition passes and **True** is used to indicate that the positive condition passes.

Character

If a [test](#) is character, a character value can be defined. However, this is not used by the system to determine pass or fail status, other than as may be indicated in enquiries and reports.

Print

This field indicates whether or not this item/[stockroom](#)/[test](#) ID should be printed on the [test certificate](#).

Use this checkbox as follows:

Unchecked - the item/[stockroom](#)/[test](#) ID should not be printed

Checked - the item/[stockroom](#)/[test](#) ID should be printed

Functions

Delete (F11)

Use this to delete an existing item/[stockroom](#)/[test](#) ID. You will be asked to confirm the deletion.

Press Enter to save your changes and return to the Item [Test Requirements](#) Maintenance Selection window.

Test Results Recording [11/QM]

Use this task to record your [test results](#).

Test Results Recording Selection Window

To display this window, select the [Test Results](#) Recording task.

You can enter values in the Item, [Stockroom](#) and [Test Reference](#) fields or select **View Test References (F9)** or **View Batches (F10)**.

Fields

Item

You must enter a valid System21 Inventory item, unless you select **View [Test References](#) (F9)** or **View Batches (F10)**.

Alternatively, use the prompt facility to select from the Item Window pop-up.

Stockroom

You must enter a valid System21 [stockroom](#), unless you are using View [Test References](#) or View Batches.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Note: The item/[stockroom](#) relationship must be defined in Inventory.

Test Reference

You must enter a unique [test reference](#). This is free-format and can therefore be used to match a lot number or some similar attribute.

Note: If a selection is made via **View Batches (F10)**, the lot or batch number is placed in the [Test Reference](#) field.

Include All Tests

Check this field if you require all existing [tests](#) for the item/[stockroom](#) combination to be displayed on the next window.

Leave this field **unchecked** if no [tests](#) are to be selected and displayed on the next window.

Functions**View Test References (F9)**

Use this to display the [Tests](#) References Window pop-up for selection.

View Batches (F10)

Use this to display the Item Batches Window pop-up for selection.

Note: Although [test results](#) can be recorded against any item/[stockroom](#)/[test reference](#) combination, the system-provided function to analyse the results into pass/fail categories can only work if the [tests](#) have been defined as [test requirements](#) for the item/[stockroom](#).

Press Enter to display the [Test Results](#) Recording Detail window.

Test Results Recording Detail Window

To display this window, enter or select an item, [stockroom](#) and [test reference](#) and then press Enter on the [Test Results](#) Recording Selection window.

If any text exists for the [test reference](#), the literal "***[Test Reference](#) Text***" will be displayed after the [Test Reference](#) at the top of the window.

Fields

Text

An asterisk (*) will be displayed in this field if any text exists for the line.

Line No.

This is the unique line number.

Test ID

You must enter a [test](#) ID.

Alternatively, use the prompt facility to select from the [Tests](#) Window pop-up.

Test Results

For a numeric [test](#), a numeric entry is required in this field. The system compares the entered value with the From and To values defined in the Maintain Item [Test Requirements](#) task and displays the literal "PASS" if it falls within them. Otherwise it displays "FAIL".

For a true/false [test](#), a value of **0** or **1** is required in this field. The system compares the value with the equivalent indicator for the [test](#) defined in the Maintain Item [Test Requirements](#) task, and if they match it displays the literal "PASS". Otherwise, it displays "FAIL".

For a character [test](#), any value can be entered in this field. There is no further validation for this type of [test](#), and no pass/fail indication.

Date

Enter or select the date on which the [test](#) took place. If you do not make an entry, the system will fill in the current date.

Time

Enter the time at which the [test](#) took place. If you do not make an entry, the system will fill in the current time.

Pass Fail

This field displays a literal indicating whether the [test](#) was passed or failed.

Options

Select

Use this to select the line for enquiry.

Delete

Use this to delete the line. You will be asked to confirm the deletion.

Text

Use this to enter text against the line on the [Test](#) ID Text pop-up.

Functions

Refresh (F5)

Use this to re-sort the display into line number sequence.

All (F14)

Use this to display all existing [tests](#) for the item/[stockroom](#) combination.

Text (F21)

Use this to view or maintain text relating to the [test reference](#).

Press Enter to save your changes.

Copy Test Results Facility [12/QM]

Use this task to copy your [test results](#).

Copy Test Results Facility Selection Window

To display this window, select the Copy [Test Results](#) Facility task.

You can enter values in the Item, [Stockroom](#) and [Test Reference](#) fields or select **View Inventory Batches (F9)**.

Fields**Item**

You must enter a valid System21 Inventory item, unless you are selecting **View Inventory Batches (F9)**.

Alternatively, use the prompt facility to select from the Item Window pop-up.

Stockroom

You must enter a valid System21 [stockroom](#), unless you are selecting **View Inventory Batches (F9)**.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Note: The item/[stockroom](#) relationship must be defined in Inventory.

New Test Reference

You must enter a unique [test reference](#). This is free-format and can therefore be used to match a lot number or some similar attribute.

Note: If a selection is made via **View Inventory Batches (F9)**, the lot or batch number is placed in this field.

Functions

View Inventory Batches (F9)

Use this to display the Item Batches Window pop-up for selection.

Press Enter to display the Copy [Test Results](#) Facility Detail window.

Copy Test Results Facility Detail Window

To display this window, enter or select an item, [stockroom](#) and new [test reference](#) and then press Enter on the Copy [Test Results](#) Facility Selection window.

Fields

Test Reference

Enter a [test reference](#), which must be for the same item/[stockroom](#) combination.

Alternatively, use the prompt facility to select from the [Test References](#) Window pop-up.

Quantity

You must enter a quantity. This describes the number of times this [test](#) has been performed with this result.

***Note:** For numeric [tests](#), the average of the products of the numeric values and the quantities is calculated to give the numeric value for the new, copied [test result](#).*

Functions

Test Results (F9)

Use this to display the [Test Results](#) Enquiry Detail window.

Press Enter to save your changes and return to the Copy [Test Results](#) Facility Selection window.

Copy Test Results to New Stockroom Facility [13/QM]

Use this task to copy your [test results](#) to another [stockroom](#).

Copy Test Results to New Stockroom Facility Selection Window

To display this window, select the Copy [Test Results](#) to New [Stockroom](#) Facility task.

You can enter values in the Item, [Stockroom](#) and [Test Reference](#) fields or select **View [Test References](#) (F9)**.

Fields

Item

You must enter a valid System21 Inventory item, unless you are selecting **View [Test References](#) (F9)**.

Alternatively, use the prompt facility to select from the Item Window pop-up.

Stockroom

You must enter a valid System21 [stockroom](#), unless you are selecting **View [Test References](#) (F9)**.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Note: The item/[stockroom](#) relationship must be defined in Inventory.

New Stockroom

You must enter a valid System21 [stockroom](#).

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Note: The item/new [stockroom](#) relationship must be defined in Inventory.

Test Reference

You must enter an existing [test reference](#) for the specified item and [stockroom](#) unless you are selecting **View [Test References](#) (F9)**.

Functions

View Test References (F9)

Use this to display the [Test References](#) Window pop-up for selection.

Press Enter to display the [Test Results](#) Enquiry Detail window.

Test Results Enquiry Detail Window

To display this window, enter or select an item, [stockroom](#), new [stockroom](#) and [test reference](#) and then press Enter on the Copy [Test Results](#) to New [Stockroom](#) Facility Selection window.

Options

Select

Use this to enquire on the [test](#) ID details.

Functions

Confirm Copy (F8)

Use this to confirm the copy of the [test results](#) to the new [stockroom](#).

Test Requirements (F9)

Use this to display the Item [Test Requirements](#) Enquiry Detail window.

Select **Confirm Copy (F8)** to confirm the copy and return to the Copy [Test Results](#) to New [Stockroom](#) Facility Selection window.

Print Test Certificates [14/QM]

Test Certificate Text

In order to print text on the QA certificate for the customer/item combination, it is necessary to identify the item class from the item details or add a new item class to the Inventory Descriptions file under major type PCLS and apply that to the item details.

It is then necessary to add the text via customer sales details, using usage code E and ensuring that the first three letters of each line are TXX, where XX is the relevant item class.

Test Certificate Title and Signature

In order to include the name of the [tester](#) and the job title on the [test certificate](#), it is necessary to define them in the Inventory Descriptions file under major type SDIV and then to assign the sub-division code against the item details in System21 Inventory.

Positions 1-17 should be used for the name and positions 18-30 should be used for the title. The name is printed above the job title on the QA certificate.

Print Test Certificates Selection Window

To display this window, select the Print [Test Certificates](#) task.

You can enter values in the Item, [Stockroom](#) and [Test Reference](#) fields or select **View [Test References](#) (F9)**.

Fields

Pick Note Number

You must enter a valid System21 pick note number.

Alternatively, use the prompt facility to select from the Pick Note Lines File pop-up.

Pick Note Line

Enter a valid pick note line number, unless you have selected one from the Pick Note Lines File pop-up.

Press Enter to display the Print [Test Certificates](#) Detail window.

Print Test Certificates Detail Window

To display this window, enter or select a pick note number and pick note line and then press Enter on the Print [Test Certificates](#) Selection window.

Fields**Certificate Qty**

This field displays the certificate quantity.

Test Reference

Enter or select a [test reference](#), which must be for the same item/[stockroom](#) combination as the pick note.

Alternatively, use the prompt facility to select from the [Test References](#) Window pop-up.

Quantity

You must enter a quantity which is the same as that in the Certificate Qty field.

Functions**Test Results (F9)**

Use this to display the [Test Results](#) Enquiry Detail window.

Press Enter to print the [test certificate](#) and return to the Print [Test Certificates](#) Selection window.

Chapter 3 Enquiries

Enquire on Tests [21/QM]

Tests Enquiry Selection Window

To display this window, select the Enquire on [Tests](#) task.

Fields

Test ID

Enter the [test](#) ID on which you wish to enquire.

Alternatively, use the prompt facility to select from the [Tests](#) Window pop-up.

Press Enter to display the [Tests](#) Enquiry Detail window.

Tests Enquiry Detail Window

To display this window, enter or select a [test](#) ID and then press Enter on the [Tests](#) Enquiry Selection window.

The window will display the ID, description, type and units (if applicable) of the selected [test](#).

Press Enter or **Previous (F12)** to return to the [Tests](#) Enquiry Selection window or select **Exit (F3)** to leave the task.

Enquire on Item Test Requirements [22/QM]

Use this task to enquire on [test requirements](#) for an item/[stockroom](#) combination.

Item Test Requirements Enquiry Selection Window

To display this window, select the Enquire on Item [Test Requirements](#) task.

Fields

Item

You must enter a valid System21 Inventory item, unless you select **View [Test Requirements](#) (F9)**.

Alternatively, use the prompt facility to select from the Item Window pop-up.

Stockroom

You must enter a valid System21 [stockroom](#), unless you select **View [Test Requirements](#) (F9)**.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Note: The item/[stockroom](#) relationship must be defined in Inventory.

Functions

View Test Requirements (F9)

Use this to display the Item [Tests](#) Window pop-up for selection.

Press Enter to display the Item [Test Requirements](#) Enquiry Detail window.

Item Test Requirements Enquiry Detail Window

To display this window, enter or select an item and [stockroom](#) and then press Enter on the Item [Test Requirements](#) Enquiry Selection window.

Fields

Test ID

This field displays the [test](#) ID.

Test Description

This field displays the description of the [test](#) ID.

Test Type

This field displays one of the following:

- N - Numeric
- C - Character
- T - True/False

Numeric Range From/Numeric Range To

If the [test](#) is numeric, these fields display the lower and upper values of the [test](#) range.

T/F

If the [test](#) is true/false, this field displays the value set up for the [test](#). **0** is used to indicate that the negative condition passes and **1** is used to indicate that the positive condition passes.

Character

If a [test](#) is character, this field displays any character value defined for the [test](#). This value is not used by the system, other than in enquiries and reports.

Options

Select

Use this to display the Item [Test Requirements](#) Enquiry window.

Select **Previous (F12)** to return to the Item [Test Requirements](#) Enquiry Selection window or select **Exit (F3)** to leave the task.

Enquire on Test Results [23/QM]

Use this task to enquire on [test results](#) for a particular item, [stockroom](#) and [test reference](#).

Test Results Enquiry Selection Window

To display this window, select the Enquire on [Test Results](#) task.

You can enter values in the Item, [Stockroom](#) and [Test Reference](#) fields or select **View Test References (F9)**.

Fields

Item

You must enter a valid System21 Inventory item, unless you are selecting **View Test References (F9)**.

Alternatively, use the prompt facility to select from the Item Window pop-up.

Stockroom

You must enter a valid System21 [stockroom](#), unless you are selecting **View Test References (F9)**.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Test Reference

You must enter a [test reference](#), unless you are selecting **View [Test References](#) (F9)**.

Functions**View Test References (F9)**

Use this to display the [Tests](#) References Window pop-up for selection.

Press Enter to display the [Test Results](#) Enquiry Detail window.

Test Results Enquiry Detail Window

To display this window, enter or select an item, [stockroom](#) and [test reference](#) and then press Enter on the [Test Results](#) Enquiry Selection window.

Fields**Line Number (Untitled)**

This field displays the line number of the [test results](#).

Test

This field displays the [test](#) ID.

Results Numeric

For a numeric [test](#), a numeric value is displayed in this field.

T/F

For a true/false [test](#), a value of **0** or **1** is required in this field. The system compares the value with the equivalent indicator for the [test](#) defined in the Maintain Item [Test Requirements](#) task, and if they match it displays the literal "PASS". Otherwise, it displays "FAIL".

Character

For a character [test](#), a character value is displayed in this field.

Requirements

The [test requirements](#) are displayed in this field.

Date

This field displays the date on which the [test](#) took place.

Time

This field displays the time at which the [test](#) took place.

Fail

This field displays a literal indicating whether the [test](#) was passed or failed.

Options

Select

Use this to select the line for enquiry.

Text

Use this to display any text associated with the [test](#) ID.

Functions**Test Requirements (F9)**

Use this to display the Item [Test Requirements](#) Enquiry Detail window.

Text (F21)

Use this to display any text associated with the [test reference](#).

Select **Previous (F12)** to return to the [Test Results](#) Enquiry Selection window or **Exit (F3)** to leave the task.

Chapter 4 Reports

Item Test Requirements Print [31/QM]

Use this task to print a report of [test requirements](#) for a particular [stockroom](#) and item or range of items.

Items Test Requirements Print Selection Window

To display this window, select the Item [Test Requirements](#) Print task.

Fields

Stockroom

You must enter the [stockroom](#) on which you wish to enquire.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Item From/To

You must enter the range of items on which you wish to enquire.

You can use the prompt facility on these fields to select from the Item Window pop-up.

To select a single item, enter or select the same item in each field.

Press Enter to submit the report. If your criteria pass validation, a Host Message pop-up will be displayed, telling you that your job has been submitted for processing.

Report on Test Results Recorded [32/QM]

Use this task to print a report of [test results](#) for a particular [stockroom](#) and item or range of items and a date or range of dates.

Tests Recorded Report Selection Window

To display this window, select the Report on [Test Results](#) Recorded task.

Fields

Stockroom

You must enter the [stockroom](#) on which you wish to enquire.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Item From/To

You must enter the range of items on which you wish to enquire.

You can use the prompt facility on these fields to select from the Item Window pop-up.

To specify a single item, enter or select the same item in each field.

Test Date From/To

You must enter or select the range of dates on which you wish to enquire.

To specify a single date, enter or select a date only in the [Test](#) Date From field.

Press Enter to submit the report. If your criteria pass validation, a Host Message pop-up will be displayed, telling you that your job has been submitted for processing.

Report on Failed Tests [33/QM]

Use this task to enquire on any failed [tests](#) for a particular [stockroom](#) and item or range of items and date or range of dates.

Failed Tests Report Selection Window

To display this window, select the Report on Failed [Tests](#) task.

Fields

Stockroom

You must enter the [stockroom](#) on which you wish to enquire.

Alternatively, use the prompt facility to select from the [Stockroom](#) Window pop-up.

Item From/To

You must enter the range of items on which you wish to enquire.

You can use the prompt facility on these fields to select from the Item Window pop-up.

To specify a single item, enter or select the same item in each field.

Test Date From/To

You must enter or select the range of dates on which you wish to enquire.

To specify a single date, enter or select a date only in the [Test](#) Date From field.

Press Enter to submit the report. If your criteria pass validation, a Host Message pop-up will be displayed, telling you that your job has been submitted for processing.

Appendix A Glossary

Picking Note

This is a document on which is listed all the items for an order which have been allocated for despatch. It is used as authority to pick and despatch items for an order.

Quality Management

The management of product quality through the definition of appropriate tests and the recording of test results. Certificates can be produced showing the tests that have been carried out against batches of product and the test results obtained.

Stockroom

A discrete area of a company where stock is recorded and controlled separately from other company stocks

Test

(quality management)

This holds the definition of a generic test that can be associated with multiple products. Tests can be defined as Numeric, True/False, or Character type Tests.

Test Certificate

This is a document that has printed on it a list of Tests that have been carried out against a Test Reference, along with the Test Results. Additional information can be printed, including the name and job title of the tester and customer-related text.

Test Reference

This is a reference that is the object of a Test or set of Tests. Typically it may be a Batch or Lot of an Item.

Test Requirement

This is the association of a Test with an Item and Stockroom combination. An Item/Stockroom can have any number of Tests associated with it. The requirement may also indicate the results required to pass the associated Test.

Test Result

This is the record of the results of a Test that has been carried out against a Test Reference. Depending on the nature of the test, the Result can carry a value that can be analysed to determine whether the test was passed or failed.