

ASUG Year-Round
Community



SAP QM 101 Webcast Intro to SAP's Quality Module

Carl Dunlap
cdunlap@cohesion.biz



Mike Krug
mike.krug@qm-solutions.net



January 17, 2008

EDUCATING

NETWORKING

INFLUENCING

Speakers



Speaker Biographies:

Carl Dunlap is the President of *Cohesion, Inc.* - an SAP Services company focused on software & services for the Life Sciences Industry. Carl has 14 years of experience with Enterprise Applications, including 13 years of SAP Quality Management (QM) experience. Carl has also worked as a Senior Business Development Manager for Plumtree Software. Prior to Plumtree, Carl held the position of Business Development Manager for BrightStar's SAP ERP practice. Carl came to BrightStar through the acquisition of TBQ Associates, Inc. where he was the co-founder.

Michael Krug is the President of *Quality Management Solutions (QMS)*. QMS is a niche consulting company focusing entirely on SAP's Quality Management module. He is a recognized expert of SAP QM and has over 11 years of consulting experience focusing on delivering QM solutions to customers in a wide variety of industries. He has developed a special focus on calibration and was instrumental in implementing the first pharmaceutical calibration implementation.



EDUCATING

NETWORKING

INFLUENCING



QM 101 – Webcast

- QM 101 Agenda
 - What is QM?
 - Why QM?
 - Project Drivers
 - QM Integration Points (Where does it fit?)
 - Inspection Types
 - A Working Example (DEMO)
 - QM Master Data (How we made that work)

QM 101 – Webcast

- **What** is SAP QM?
 - A complete quality management solution that provides Quality Assurance and Quality Control through integration (an end to end solution)
 - A Hidden Gem – you already own with Core SAP ERP
 - Enterprise LIMS System
 - Ask yourself why not SAP QM before you buy something else...

Why QM?

- Why?
 - ✓ Improve Quality of your Products
 - ✓ Integrate Quality functions within your business
 - ✓ Better Quality Metrics
 - ✓ If you can't measure it, you can't manage it
 - ✓ Support Six Sigma and Black Belt Initiatives
 - ✓ Increase visibility across Supply Chain
 - ✓ Everybody can't be on the shop floor

Project Drivers

- Sample Drivers for Implementing SAP QM
 - » Re-calls / Returns of failed product
 - » Difficulty in calculating Quality metrics (KPI)
 - » Meet regulatory requirements (i.e. FDA)
 - » Officers/Directors can be liable
 - » Improve traceability of products
 - » Integrate Quality into ERP system
 - » Save on separate licensing/support costs
 - » Eliminate paper forms, spreadsheets, local syst.
 - » Standardize and automate QM Process across Plants & Divisions

QM – Where does it fit in SAP?

- Integrated throughout Logistics supply chain
- Inventory Management (stock status, blocking)
- Purchasing - Vendor Eval., Audits, Incoming Certs.
- Receiving Inspection
- Production - In Process data collection, defects
- Sales & Distribution - Ship QA, outgoing Certs.
- Accounting - costs due to scrap, inspection, etc.
- Plant Maintenance - gauge calibration / control
- Central Functions - Document Management, Batch Management, Classification, Engineering Change

QM – Flexible and Powerful

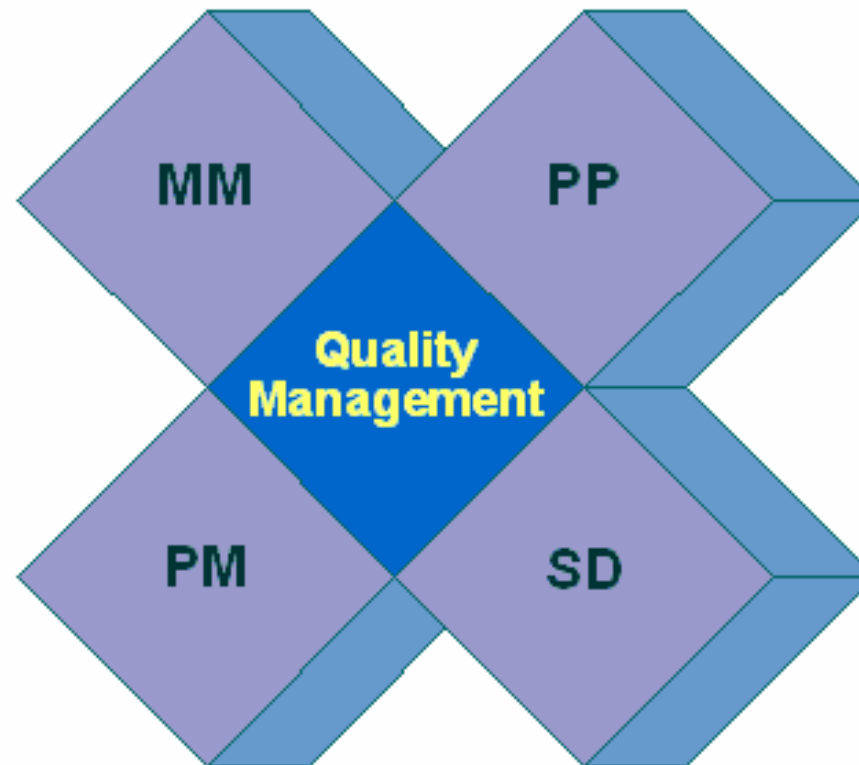


- Using QM at varying levels of complexity
 - Generic QM
 - **Post to QI bucket (Can be used without using QM module)**
 - Easy QM
 - **Some control with posting to QI via an Inspection Lot**
 - **No results recording, stock managed via inspection lot and usage decision**
 - Standard QM
 - **Post to QI via an Inspection Lot using an Inspection Plan for specifications**
 - **Requires Characteristic Recording**
 - **COA Generation**
 - Extended QM
 - **Post to QI via an Inspection Lot with an Inspection Plan using Sample Management, Sample Calculation, SPC, Dynamic Modification, Defects Recording, etc, etc, etc**



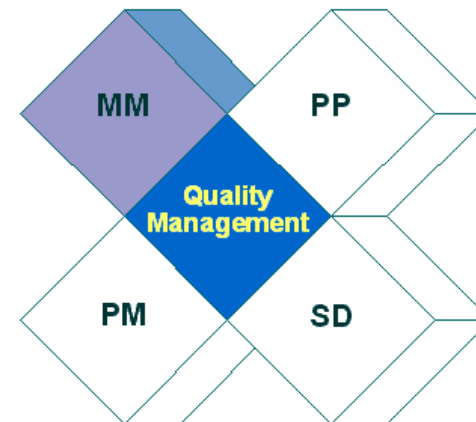
QM – Integration Points

- QM Integration Points



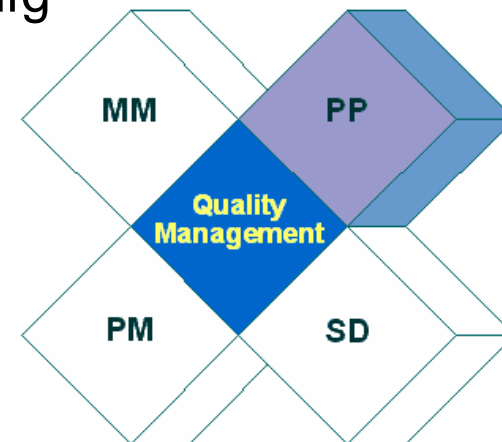
QM – Integration Points

- QM Inspection Types – MM
 - 01 – Goods receipt insp. for purchase order
 - 0101 - Model inspection at GR for purch. Order
 - 0130 - GR inspection from external processing
 - 07 - Audit inspection for a vendor
 - 08 - Stock transfer inspection
 - 0800 - Insp. lot with insp. stock at QM actvtn
 - 09 - Recurring inspection of batches



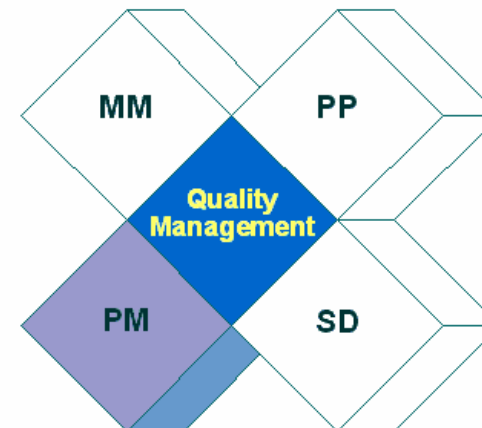
QM – Integration Points

- QM Inspection Types – PP
 - 02 - Goods issue inspection
 - 03 - In-process insp. for manufacturing order
 - 04 - Goods receipt inspection from production
 - 05 - Inspection for other goods receipt
 - 13 - In-process insp. for repetitive mfg
 - 89 - Other inspection



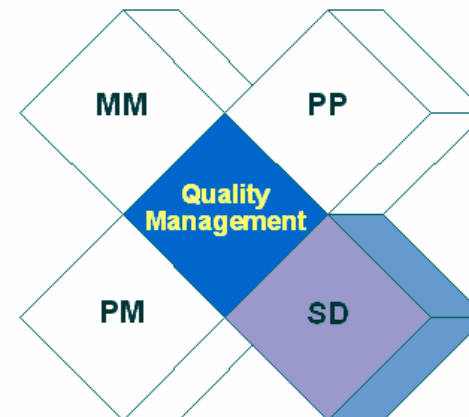
QM – Integration Points

- QM Inspection Types – PM
 - 14 - Inspection in Plant Maintenance
 - 16 - Inspection for Storage Condition (Stabi)
 - 1601 - Initial Test (Stability Studies)
 - 1602 - Manual Insp. Lot for Storage Cond (Stab)

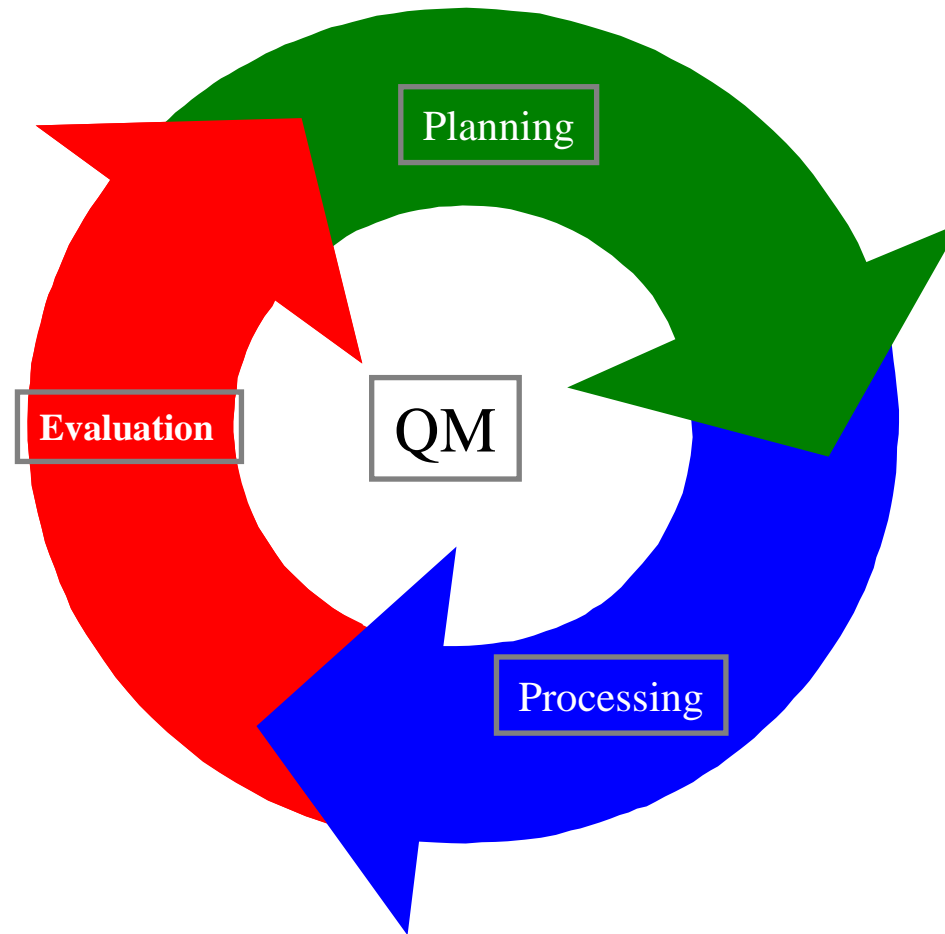


QM – Integration Points

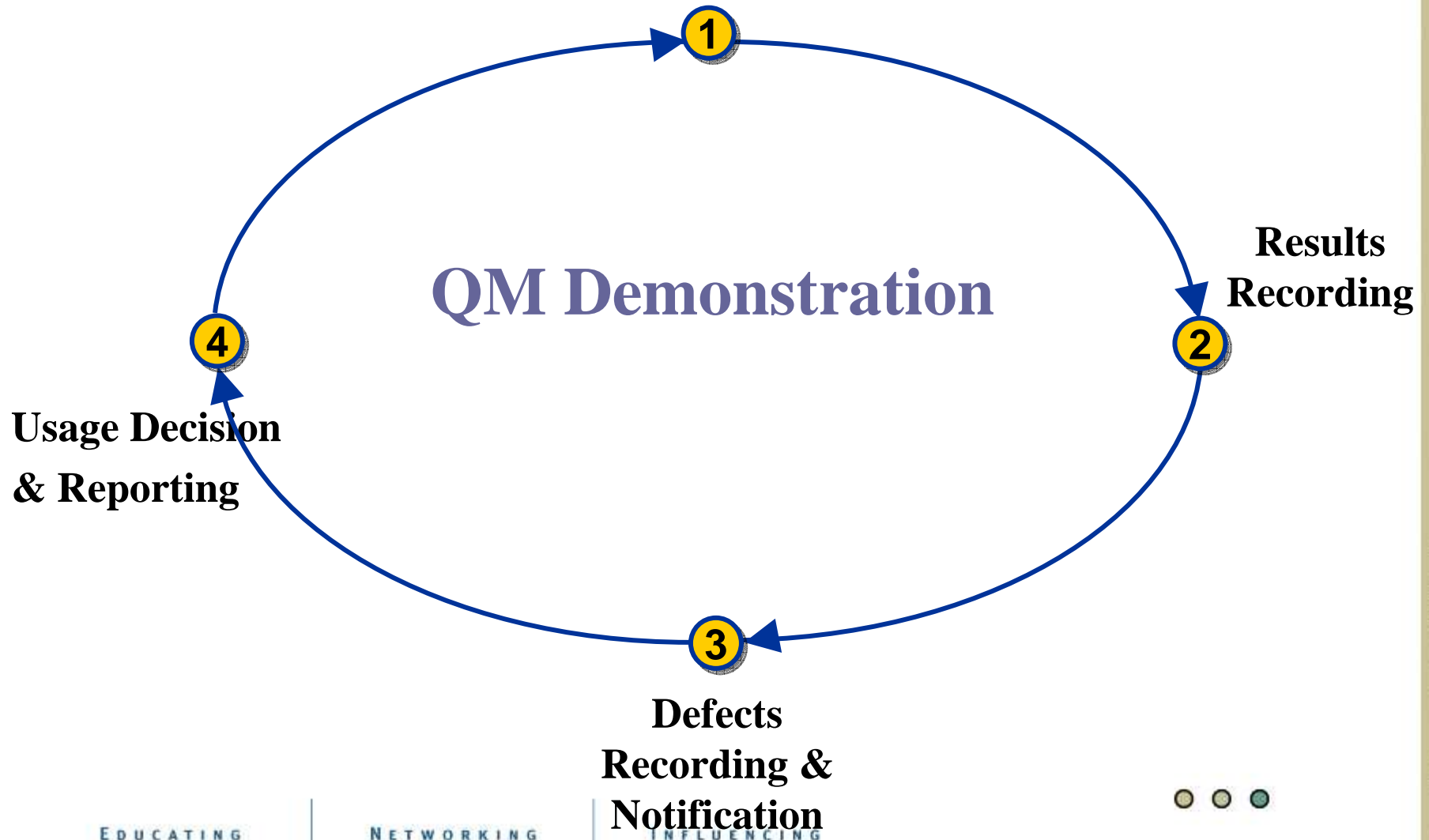
- QM Inspection Types – SD
 - 06 – Customer Returns
 - 10 - Insp. for delivery to cust. (w/ order)
 - 11 - Insp. for delivery to cust. (w/o order)
 - 12 - Inspection for delivery in general



QM Cycle (How does it work?)



Goods Receipt for P.O.



Goods Receipt for P.O.

1

- Automatic creation of Inspection Lot
- Quality Inspection Stock
- Auto Select Inspection Plan
- Calculate Sample Size

Goods Receipt for P.O.

1

- Qualitative Results
- Quantitative Results
- SPC
- Electronic Signature

2

**Results
Recording**

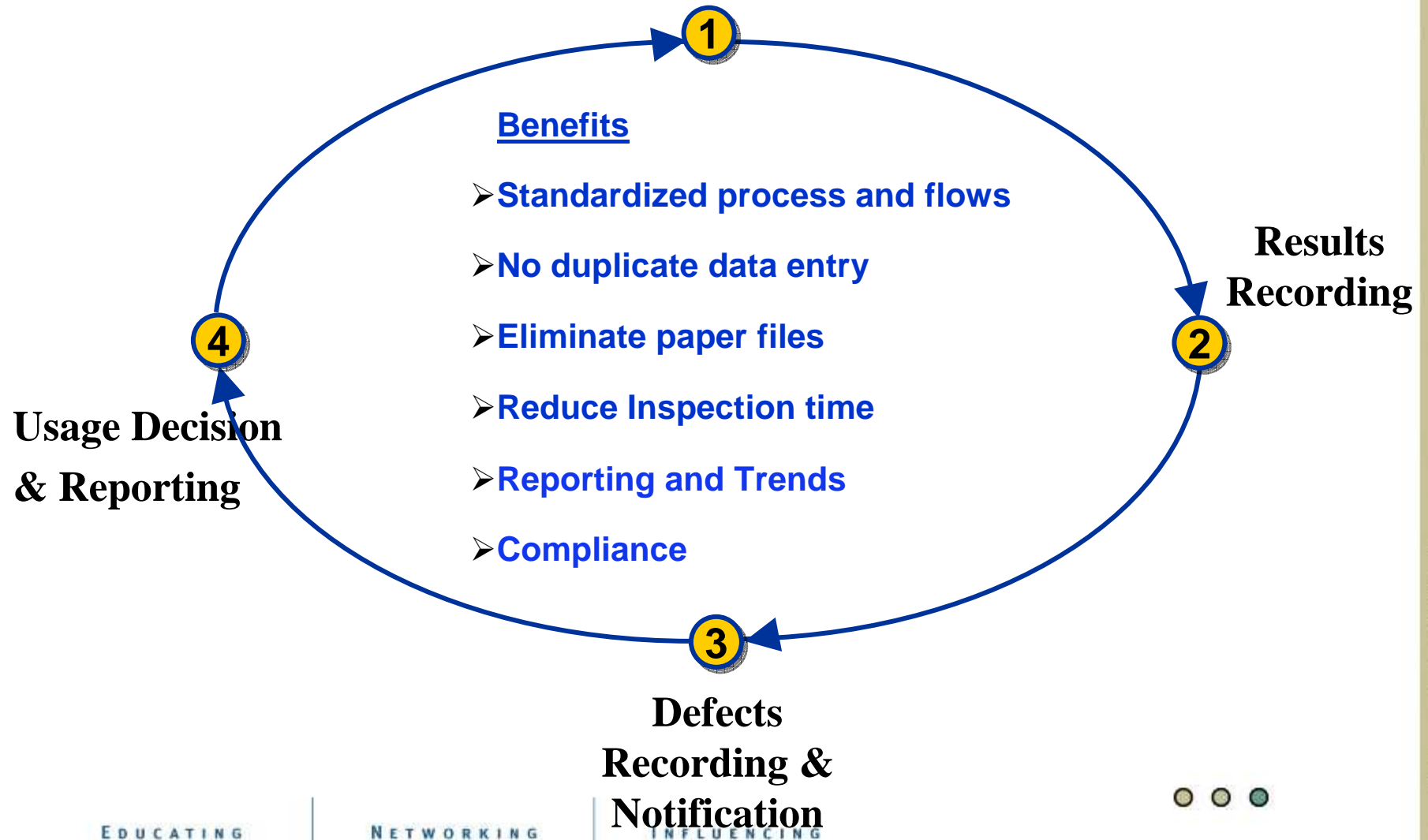
Goods Receipt for P.O.



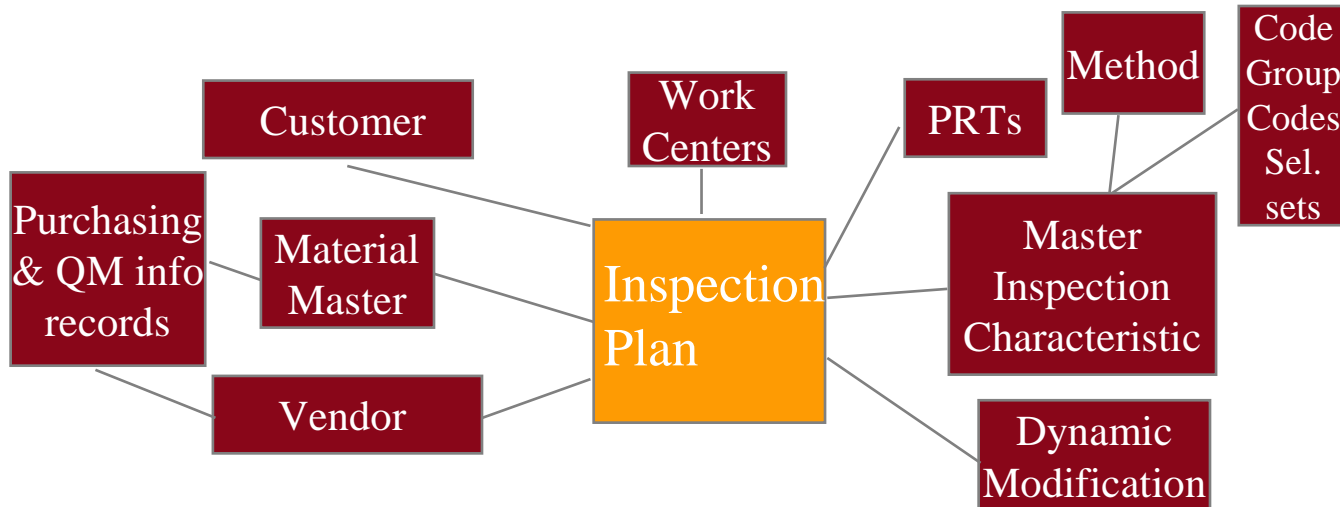
Goods Receipt for P.O.



Goods Receipt for P.O.



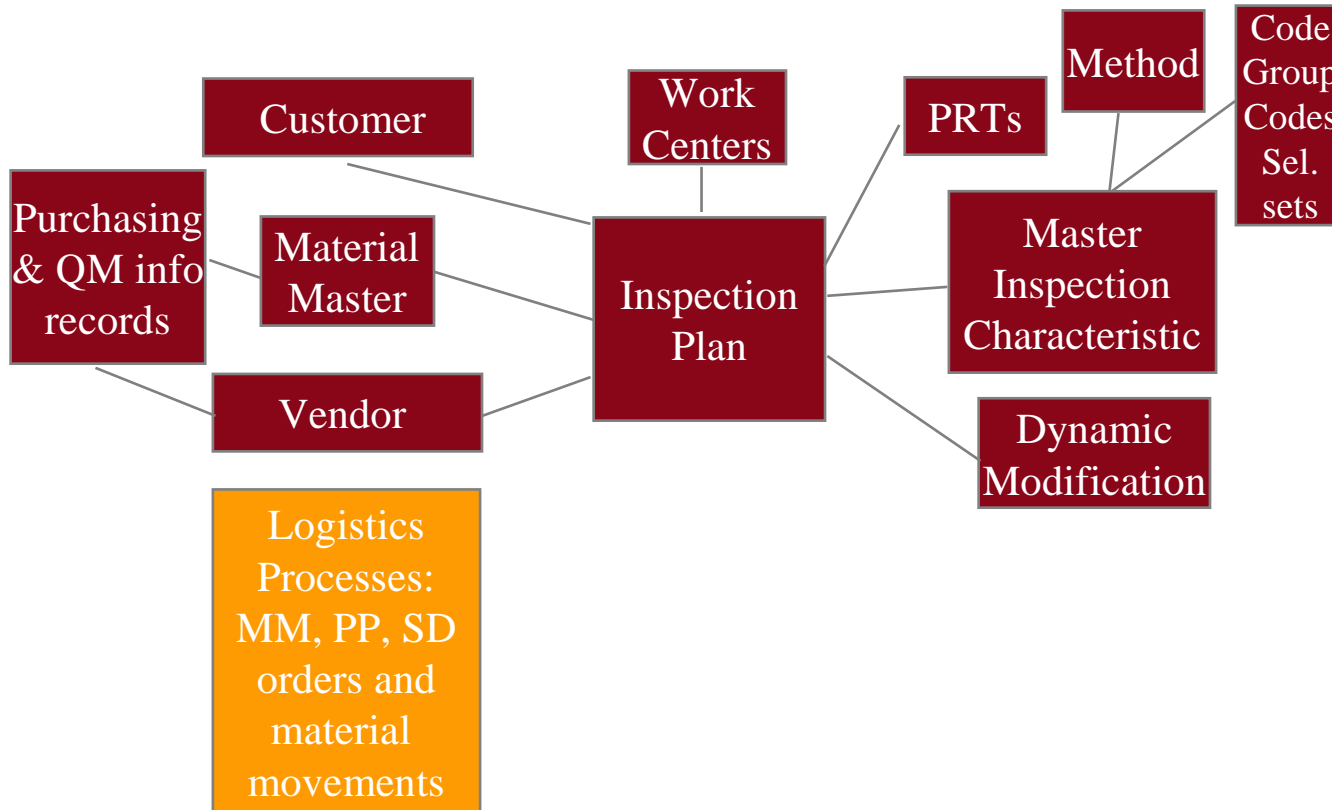
QM Planning: inspection plan



QM Planning



QM Planning -Processing: Logistics

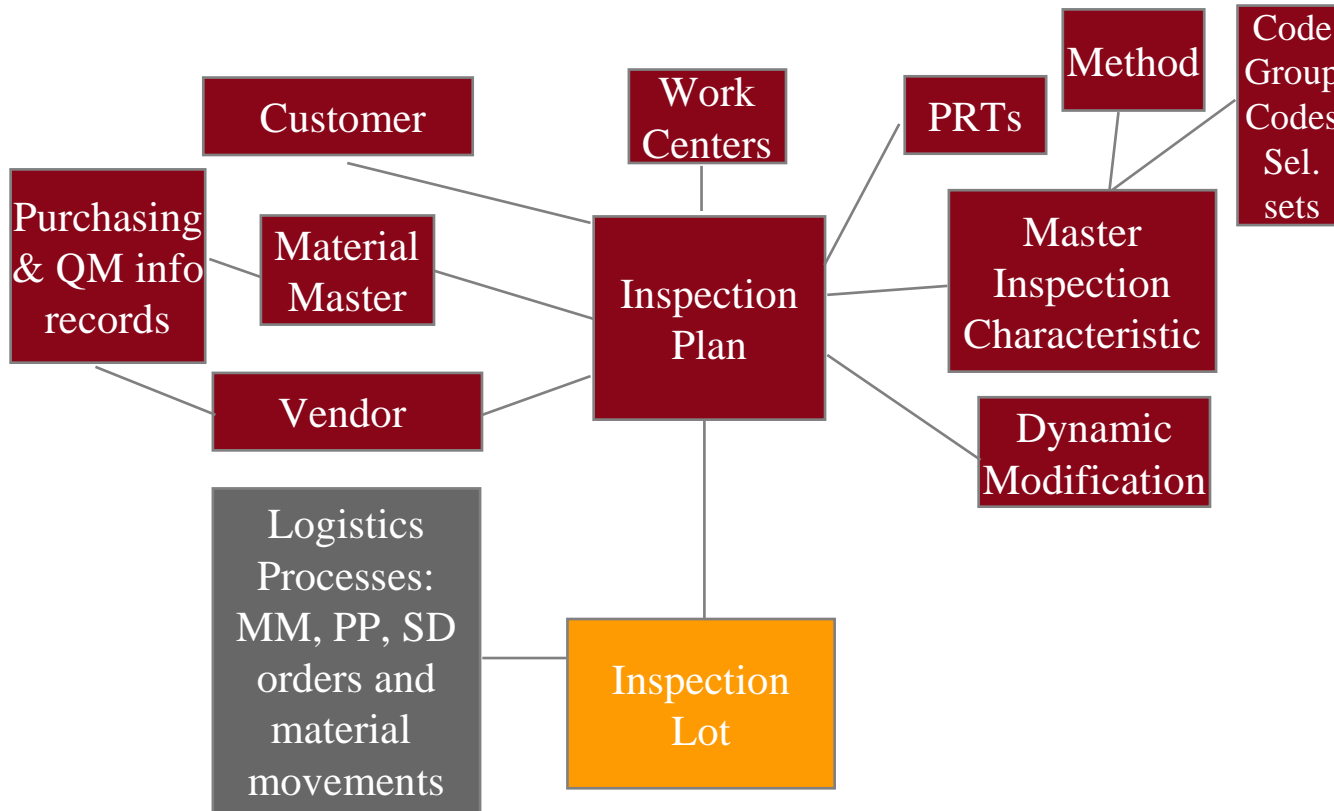


QM Planning

QM Processing



QM Planning - Processing: Inspection lot

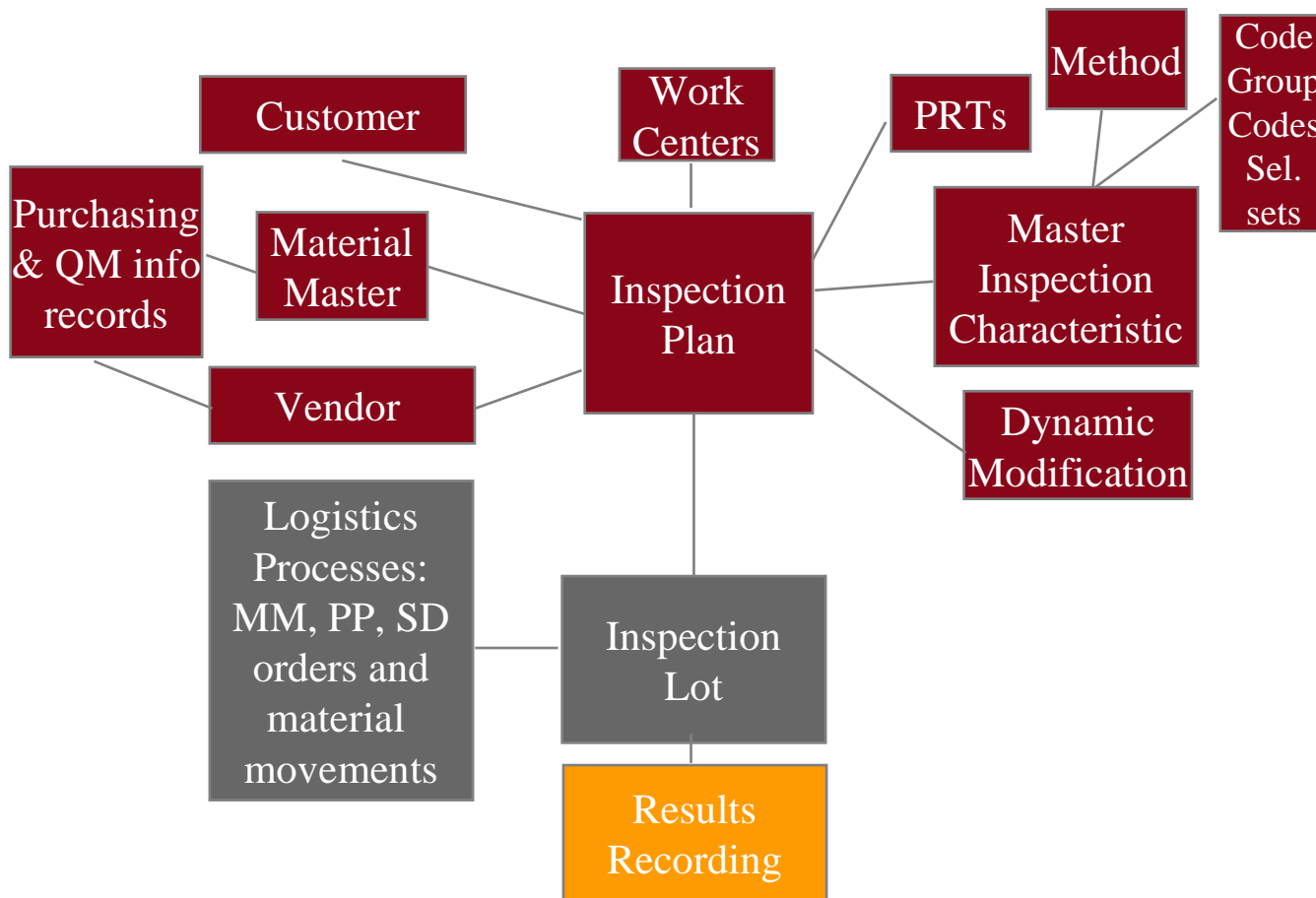


QM Planning

QM Processing



QM Planning - Processing: Results

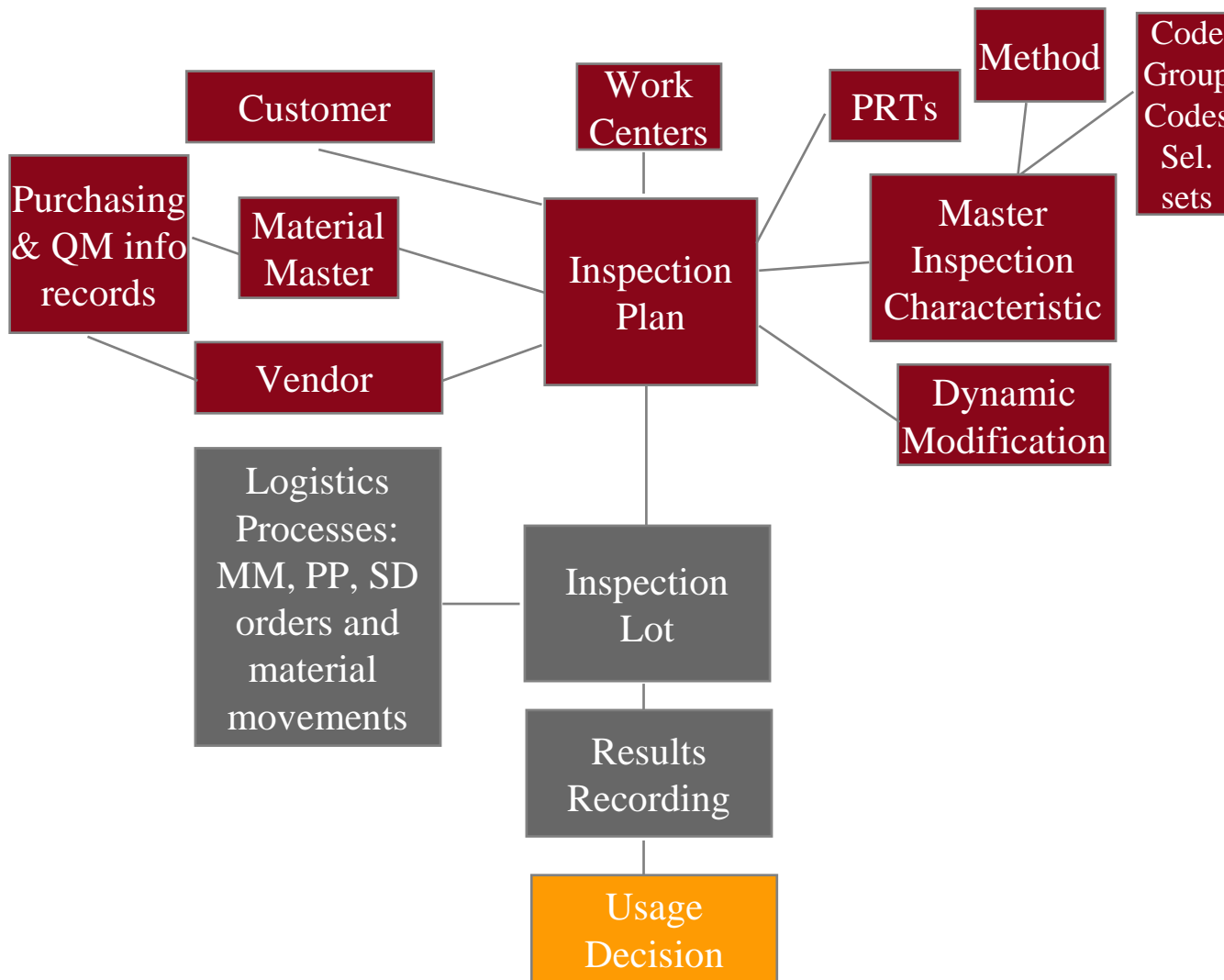


QM Planning

QM Processing



QM Planning - Processing: Usage decision

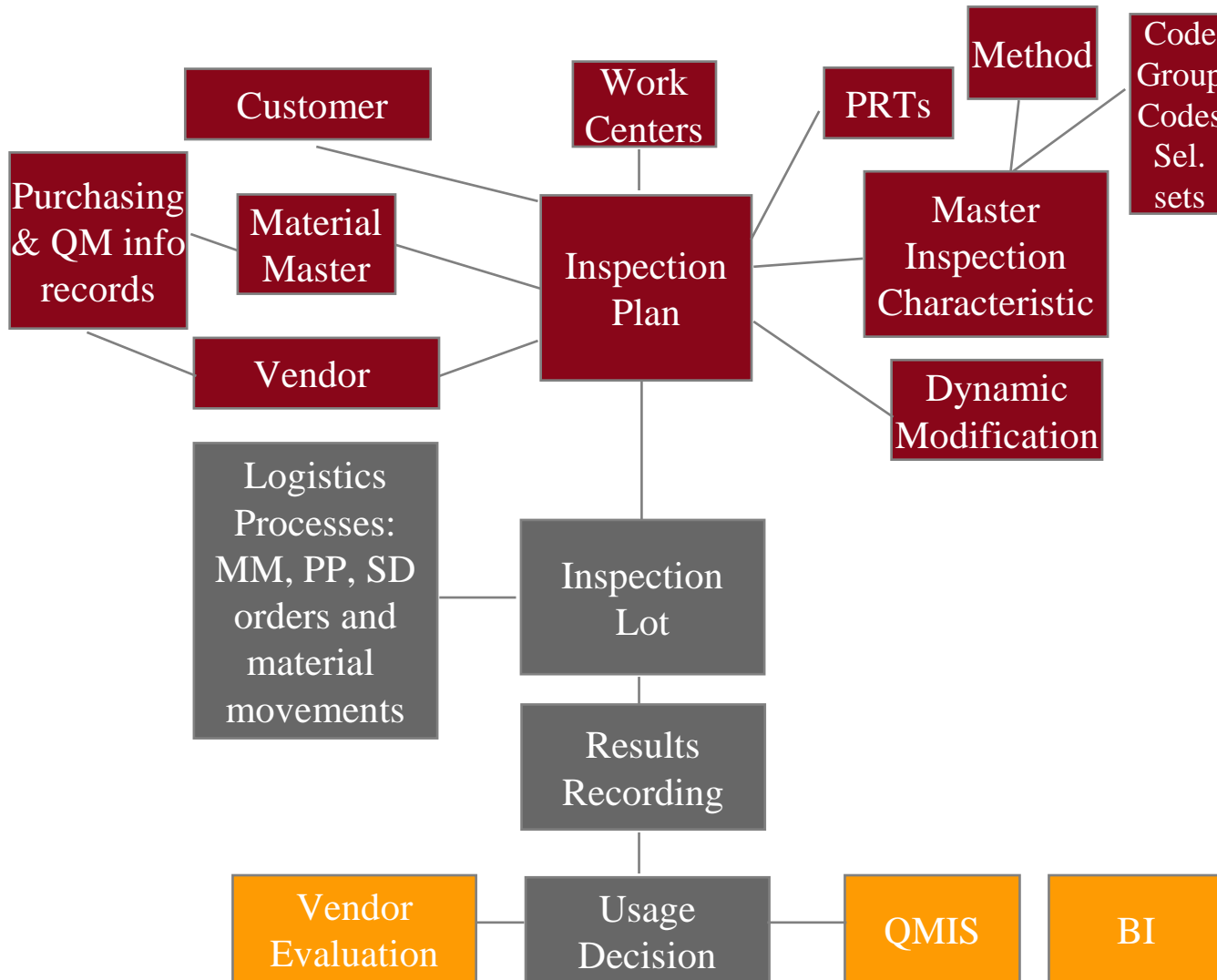


QM Planning

QM Processing



QM Planning--Processing--Evaluation



QM Planning

QM Processing

QM Evaluation

EDUCATING

NETWORKING

INFLUENCING





Next Steps:

Contact us to help you get started on SAP QM

- **Demonstrations of additional functionality in QM that may benefit your company (WebEx or in-person)**
 - Quality Notifications
 - Gauge Calibrations
 - Digital Signatures
 - Certificates of Analysis
 - SPC
- **Custom tailor a QM prototype for your company (in your SAP Environment, with your data)**
- **Help you get business buy-in**

Email: webcast@qm-solutions.net



Questions?

EDUCATING

NETWORKING

INFLUENCING

