

# JD EDWARDS ENTERPRISEONE QUALITY MANAGEMENT



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## PRODUCT HIGHLIGHTS

- Build quality management into processes
- Reduce scrap, rework, and returns
- Respond quickly to customer quality expectations
- Capture data that relates to the material quality of products
- Record quality tests in a defined, consistent, and controlled manner
- Monitor production processes
- Minimize time inspecting material, collecting data, testing and retesting
- Monitor quality based on parameters defined by your company
- Generate alerts about deviations that may require corrective action
- Select the best way to inspect, test, and report quality issues
- Identify inferior components and faulty production methods
- Record quality test results in a defined, consistent, and controlled manner

*Improving quality improves the bottom line and increases customer satisfaction. Enable your company to capitalize on quality with integrated functionality to build quality into manufacturing processes and purchased components so that products perform as defined and expected.*

### The Issue: Building in Quality

What does a defective product cost your organization? It depends largely on when the problem is discovered. A faulty component can cost a few dollars to replace if your receiving inspection department discovers it, or it could cost thousands of dollars if it is not identified until the unhappy customer uses it. Managing quality effectively not only identifies defective products early in the process but it also alerts organizations to inferior components and faulty production methods to ensure the high product quality that your customers demand.

### The Solution: Effective Quality Controls

Demand-driven manufacturing companies have used strategies such as Six Sigma and Total Quality Management (TQM) to help eliminate waste and add customer value. Oracle's JD Edwards EnterpriseOne Quality Management supports Six Sigma and TQM by helping manufacturers and distributors respond quickly to quality issues and adapt production to continually reduce quality exceptions. It also connects suppliers, customers, and employees to ensure that everyone is on the same page with regard to quality requirements.

### Lowering the Cost of Quality Inspections

JD Edwards EnterpriseOne Quality Management allows you to reduce labor costs by minimizing the time spent inspecting material, collecting data, testing, and retesting. The system automatically monitors quality based on parameters that you define and alerts you immediately about deviations that may call for corrective action. You are able to customize the system to meet the specific needs of your business. In addition, you can:

- Determine which test(s) to perform at each stage of production;
- Print a certificate of analysis that shows the results of all tests performed for a specific lot;
- Take advantage of flexible reporting options that allow you to print test results by lot number or work order;

- Trace an item's lot and serial number quickly throughout its entire lifecycle;

With JD Edwards EnterpriseOne Quality Management, you can manage test results, based on customer requirements, and establish rules for what to inspect, when to inspect, and the tolerance limits for acceptance. You are able to easily modify inspection criteria by item, customer, and supplier to reflect changes in quality requirements. In addition, you can verify whether the material that you produce meets your specifications at different points in your workflow, such as the purchasing, sales order entry, and work order cycles.

### **Providing More Options and Better Quality**

With JD Edwards EnterpriseOne Quality Management, you have maximum flexibility to select the best way to inspect, test, and report quality issues.

### **Tests**

You can set up an unlimited number of tests to perform within your business cycle. For each test, you define the minimum, maximum, and target values, along with whether the expected result should be in numeric or alphanumeric format. You are also able to define the number of samples to take for each test and the sample size. Examples of tests include dimensional tolerances, color, potency, purity, visual inspection, hardness, and resistance.

### **Specifications**

Specifications enable you to group tests that belong together or should be performed together. For example, you may group mechanical, visual, and electronic specifications.

### **Preference Profiles**

After tests and specifications are defined, you can create a preference profile that captures which tests to perform and when to perform them for an item, an item group, a customer, or a customer group. This capability enables you to customize and group your product tests both for your customers and the items that they order. For example, you can use a preference when a valued customer requires a higher tolerance in a specific test than other customers may need.

### **Test Results Entry**

JD Edwards EnterpriseOne Quality Management evaluates test results against minimum and maximum values and sets each lot status to pass or fail. Test results can be entered into the manufacturing and distribution system when:

- Entering receipts for items on purchase orders
- Routing receipts for purchase orders and work orders
- Moving items to stock after production is completed

- Entering hours and quantities to the work order
- Confirming shipments or packages
- Confirming bulk or package loads
- Entering sales orders
- Reviewing lots

### Information Review

You can print tests and specifications by item and branch/plant and by lot number and sales order number. The test result information can be used to generate a printed certificate of analysis (COA) for your customers, itemizing all the tests that were performed and the resulting test data for lots purchased. In addition, you can trace lots through product records and review conforming and nonconforming lots.

### Generic Text Entry

For maximum flexibility, you can capture additional information with generic text. You can use generic text to indicate tools, testing equipment, and sampling methods for the following test-related information:

- Item
- Work order routing instruction
- Work order parts list
- Test entry
- Preferences profile
- Specifications entry
- Test results

### Adding Value Through Integration

Maintaining quality spans every step in the production process, from procurement through delivery to the customer. That's why JD Edwards EnterpriseOne Quality Management allows you to build a comprehensive, efficient, and quality system by integrating with other key JD Edwards EnterpriseOne modules.

Improving quality improves your bottom line and increases customer satisfaction. JD Edwards EnterpriseOne Quality Management enables you to capitalize on quality with integrated functionality that allows you to reduce scrap and rework costs, identify defective products or components early in the process, and effectively track quality and testing results. By enabling rapid response to customer expectations around quality, continual adaptation to changes in quality of supply, and real-time connection of the entire supply, JD Edwards EnterpriseOne delivers the right solution for demand-driven manufacturers.

## Feature/Function Highlights

- **Sophisticated test design**
  - Expected numeric or alphanumeric result
  - Number of decimals (numeric tests)
  - Minimum, maximum, and target values
  - Number of samples
  - Sample size
  - Effective date range
  - Generic text entry during test revisions and results entry
- **Test copying**
  - When processing work orders
  - When attaching parts lists
  - When routing to work orders online
  - Customized to data collection
  - Unlimited number of tests permitted
  - Tests grouped with specifications
  - Tests linked with items and operations
- **Test results entry at various stages**
  - Purchasing
  - Sales
  - Work order
  - Ad hoc testing, results entry
- **Test results available**
  - Through reports
  - Through inquiry screens
  - By lot and work order

## Solution Integration

This module is designed to be integrated with these JD Edwards EnterpriseOne products and families across your operations using common tools and a Pure Internet Architecture:

- JD Edwards EnterpriseOne Financial Management
- JD Edwards EnterpriseOne Capital Asset Management
- JD Edwards EnterpriseOne Customer Relationship Management
- JD Edwards EnterpriseOne Human Capital Management
- JD Edwards EnterpriseOne Supply Chain Planning
- JD Edwards EnterpriseOne Supply Management (Procurement)
- JD Edwards EnterpriseOne Food and Beverage Producers

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