Inspect, Test, Rework and Report

NetSuite Quality Management

Designing, manufacturing, distributing and selling a product of high quality doesn't happen by accident, it requires a company-wide commitment to enforce policies and standards. NetSuite's Quality Management solution has been designed to help you deliver the highest quality in your products with minimal overhead regardless of the size and complexity of your business and product line.

Key Benefits

- Formalize quality policies, standards and practices.
- Improve product quality.
- Initiate quality activities from business transactions.
- Work with large volumes of raw data sets.
- Collect in-process and incoming inspection results.
- Compare to pass/fail criteria.
- Integrated non-conformance reporting.
- Reduced cost of quality.

ORACLE NETSUITE

Inspections

The inspection record defines exactly what it is that you want your quality engineer to check. These inspection records can be re-used so, for example, you only have to create a "check for material certificates" inspection once—these are later grouped into specifications that are then applied to items, etc. There are currently two main types of inspections that are supported.

With qualitative inspections, the inspector can verify that the item is in good overall condition or verify that the appropriate certificates are in place.

Quantitative inspections, on the other hand, allow you to define multiple measurable elements along with criteria for acceptance, i.e. diameter, width, length, temperature or even chemical composition.

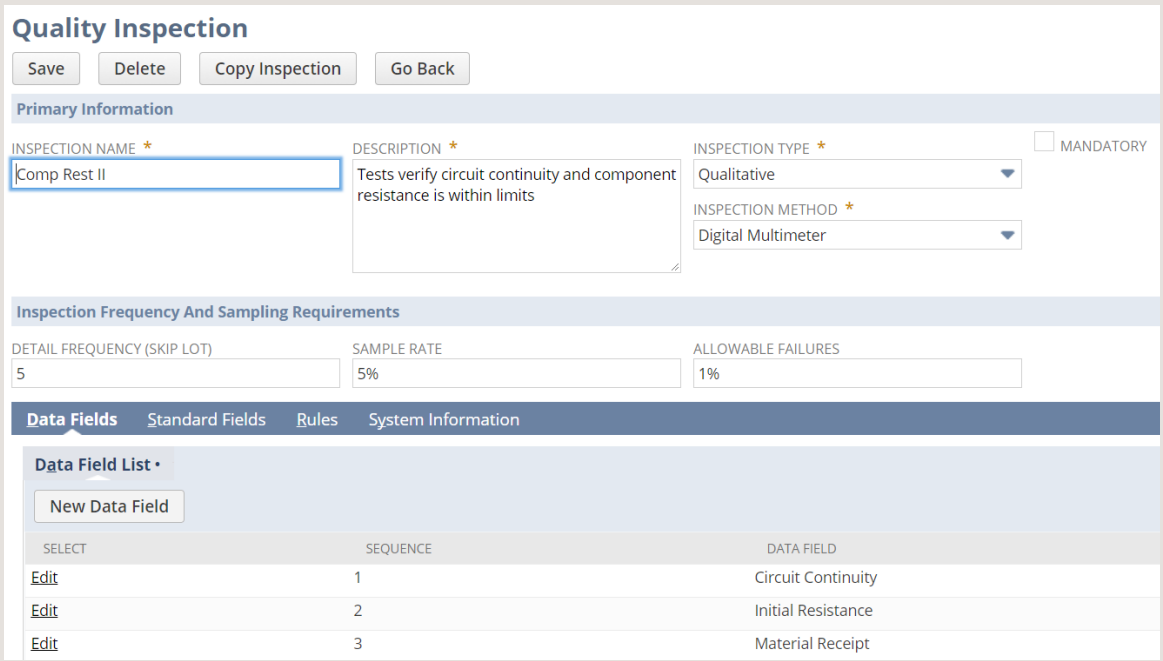
Skip Lot, Sample Size and Failures

Within each inspection, you can also specify how many items need to be inspected and define rules for inspecting specific sequences of lot or serial tracked items. Failures then define how many of the inspected units can fail inspection before the inspection itself is failed—kicking off the non-conformance workflow.

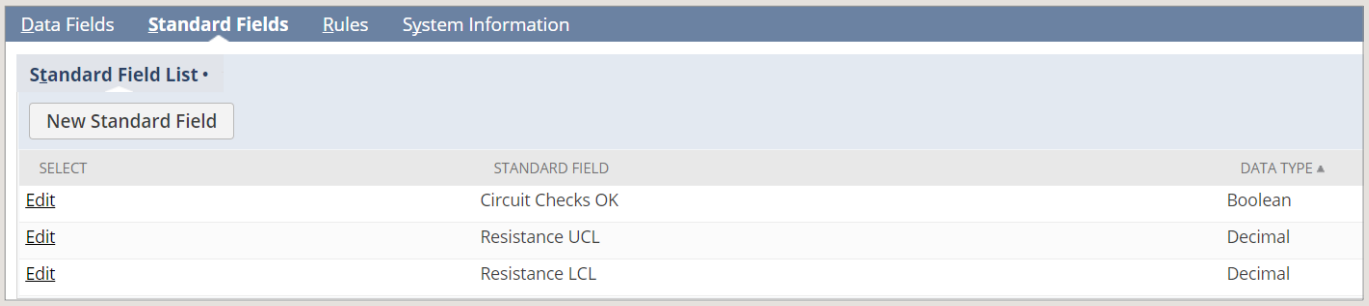
As an administrator, you are able to distinguish sample data from summary or aggregate data and control whether sample data should be recorded in NetSuite or stored externally, allowing you to easily work with larger volumes of raw data sets.

Test Definition

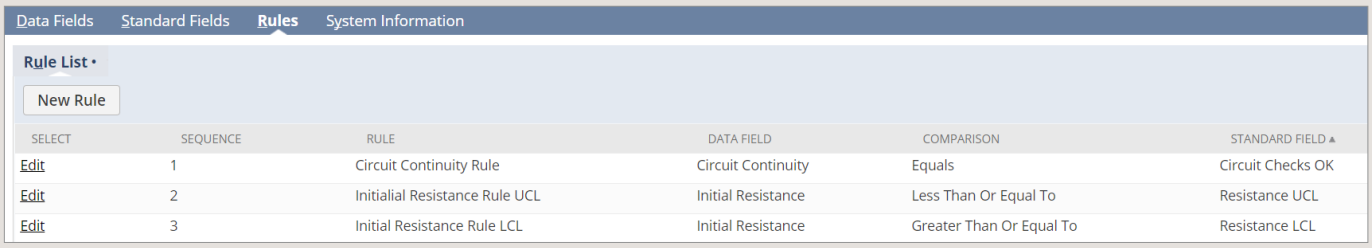
Each inspection can be set up with multiple data elements that define the parameters of the inspection process.



Data Fields define the information that must be entered during the inspection, i.e. length, width and height.



Standards fields are then established to define how the data field should be compared to a standard.



Rules then establish how the data field entries should be compared to the standard and determine pass/fail.

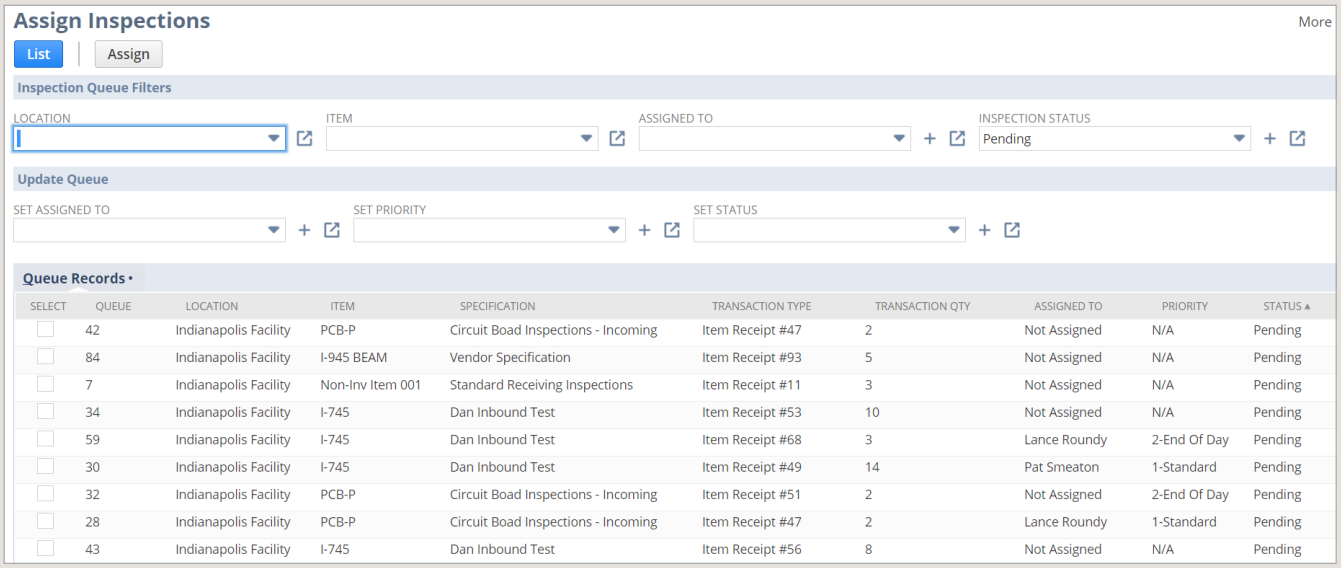
Specifications

The specification record groups related inspections to establish quality activities. So, for example, when receiving some raw materials, you might confirm dimensions as well as verify that the appropriate certification is present. Additionally, the specification record allows the user to:

- Associate specifications to item/vendor/location combinations.
- Define inspection frequency via settings for skip-lot, sampling and more.
- Define conformance rules that establish when an item fails an inspection.
- Display error messages that describe where and why updates failed.

Automatic Triggering of Inspections

Based on item/vendor/location associations, NetSuite item receipt transactions are monitored and can initiate inspection activities with different rules for each.



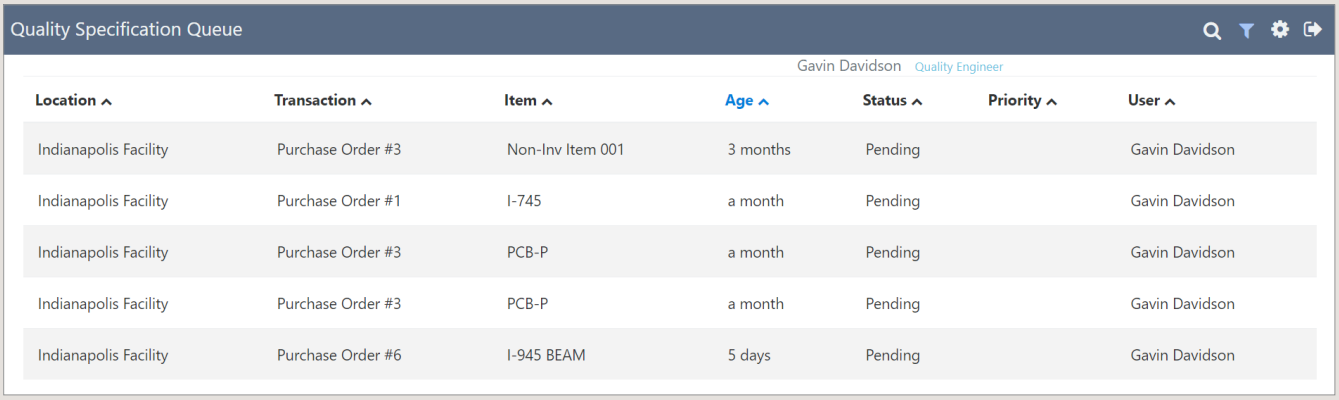
SELECT	QUEUE	LOCATION	ITEM	SPECIFICATION	TRANSACTION TYPE	TRANSACTION QTY	ASSIGNED TO	PRIORITY	STATUS
	42	Indianapolis Facility	PCB-P	Circuit Boad Inspections - Incoming	Item Receipt #47	2	Not Assigned	N/A	Pending
	84	Indianapolis Facility	I-945 BEAM	Vendor Specification	Item Receipt #93	5	Not Assigned	N/A	Pending
	7	Indianapolis Facility	Non-Inv Item 001	Standard Receiving Inspections	Item Receipt #11	3	Not Assigned	N/A	Pending
	34	Indianapolis Facility	I-745	Dan Inbound Test	Item Receipt #53	10	Not Assigned	N/A	Pending
	59	Indianapolis Facility	I-745	Dan Inbound Test	Item Receipt #68	3	Lance Roundy	2-End Of Day	Pending
	30	Indianapolis Facility	I-745	Dan Inbound Test	Item Receipt #49	14	Pat Smeaton	1-Standard	Pending
	32	Indianapolis Facility	PCB-P	Circuit Boad Inspections - Incoming	Item Receipt #51	2	Not Assigned	2-End Of Day	Pending
	28	Indianapolis Facility	PCB-P	Circuit Boad Inspections - Incoming	Item Receipt #47	2	Lance Roundy	1-Standard	Pending
	43	Indianapolis Facility	I-745	Dan Inbound Test	Item Receipt #56	8	Not Assigned	N/A	Pending

Inspector Assignment

Once an item has been identified as requiring inspection, an entry is made into the inspection queue where an individual quality engineer can be assigned to perform the task. Workflows can be utilized to automatically assign inspectors based on location, vendor, inspection type, etc.

Perform Inspections via Tablet

The quality tablet interface enables quality engineers to perform inspections, review standards, record data and submit data for analysis directly from the inspection area providing real-time feedback and instant access to test results.



Location	Transaction	Item	Age	Status	Priority	User
Indianapolis Facility	Purchase Order #3	Non-Inv Item 001	3 months	Pending		Gavin Davidson
Indianapolis Facility	Purchase Order #1	I-745	a month	Pending		Gavin Davidson
Indianapolis Facility	Purchase Order #3	PCB-P	a month	Pending		Gavin Davidson
Indianapolis Facility	Purchase Order #3	PCB-P	a month	Pending		Gavin Davidson
Indianapolis Facility	Purchase Order #6	I-945 BEAM	5 days	Pending		Gavin Davidson

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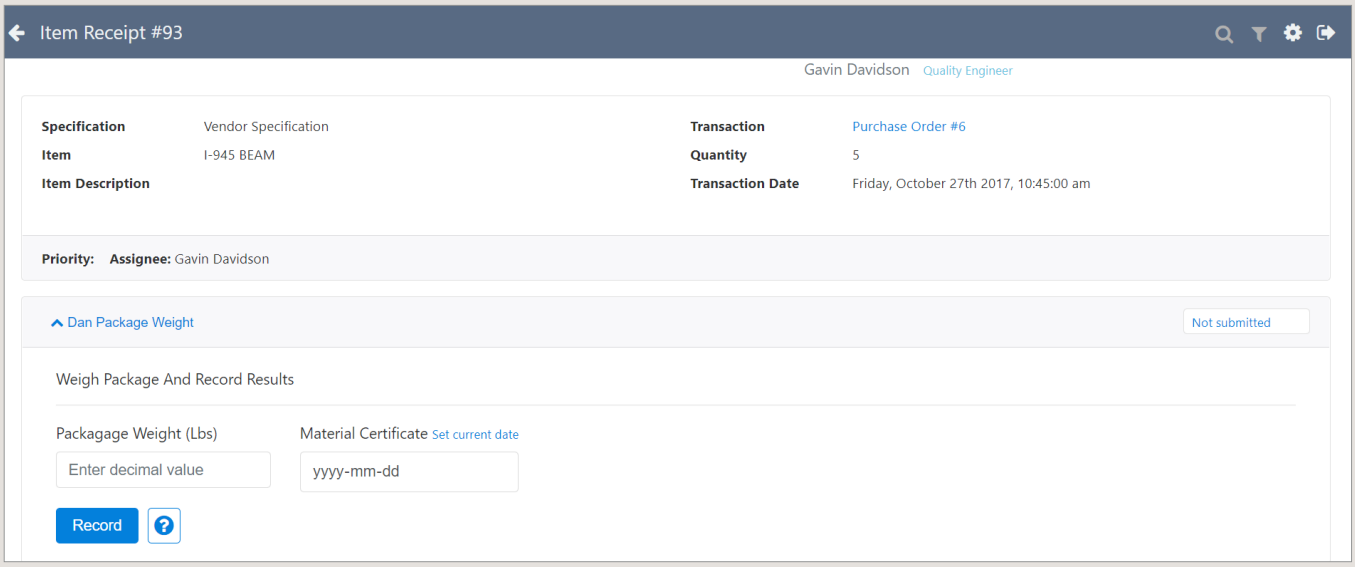


Once the user selects an inspection, they are walked through capturing the results and get real-time feedback where there are issues.

Workflow Driven Non-Conformance

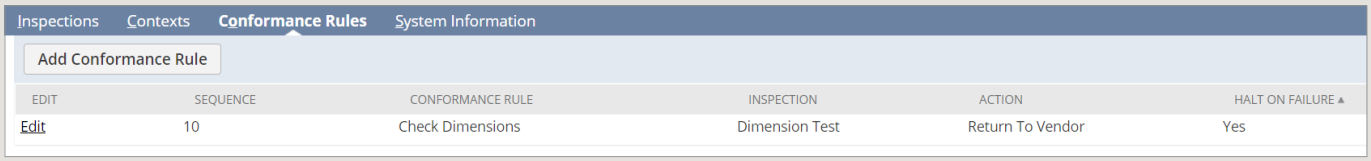
Quality failures, or non-conformances, can drive additional activities within NetSuite through customizable workflows—the application provides initial workflows for:

- Quarantine and Release
- Initiation of Vendor Return Authorizations

Roles

The system comes with three distinct roles that are assigned to existing users:

- Quality Administrator: Responsible for setup and maintenance of quality specifications, context checks and workflow.
- Quality Manager: Responsible for monitoring and managing quality execution and reporting.
- Quality Engineer: Responsible for quality data collection.



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