Oracle® Quality

Implementation Guide

Release 11*i*

Part No. B10988-01

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Oracle Quality Implementation Guide, Release 11*i*

Part No. B10988-01

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Preface

Audience for This Guide

Welcome to Release 11*i* of the Oracle Quality Implementation Guide.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Quality.

  If you have never used Oracle Quality, Oracle suggests you attend one or more of the Oracle Quality training classes available through Oracle University.
- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

Conventions

The following conventions are used in this manual:

Convention	Meaning
. . .	Vertical ellipsis points in an example mean that information not directly related to the example has been omitted.
. . .	Horizontal ellipsis points in statements or commands mean that parts of the statement or command not directly related to the example have been omitted

Convention	Meaning
boldface text	Boldface type in text indicates a term defined in the text, the glossary, or in both locations.
< >	Angle brackets enclose user-supplied names.
[ ]	Brackets enclose optional clauses from which you can choose one or none.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at `http://www.oracle.com/accessibility/`.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Quality.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF).

- **Online Help** - The new features section in the HTML help describes new features in 11*i*. This information is updated for each new release of Oracle Quality. The new features section also includes information about any features that were not yet available when this guide was printed. For example, if your administrator has installed software from a mini-packs an upgrade, this document describes the new features. Online help patches are available on MetaLink.

- **11*i* Features Matrix** - This document lists new features available by patch and identifies any associated new documentation. The new features matrix document is available on MetaLink.

Readme File - Refer to the readme file for patches that you have installed to learn about new documentation or documentation patches that you can download.

Related User's Guides

Oracle Quality shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other user's guides when you set up and use Oracle Quality.

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at http://oraclestore.oracle.com.

Guides Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Quality (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing"Getting Started with Oracle Applications" from any Oracle Applications help file.

User Guides Related to This Product

Oracle Internet Procurement Implementation Manual

Use this manual for further direction on enabling internal users to independently order items from both internal and external catalogs.

Installation and System Administration

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6*i* forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Oracle Applications Product Update Notes

Use this guide as a reference for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11*i*. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before implementing Oracle Quality. This manual details additional steps and setup considerations for implementing Oracle Quality with this feature.

Multiple Organizations in Oracle Applications

This guide describes how to set up and use Oracle Quality with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Quality.

Oracle Workflow Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes.You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle Quality implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

Oracle Manufacturing APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes API's and open interfaces found in Oracle Manufacturing.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes API's and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

This manual describes all Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11*i*.

Training and Support

Training

Oracle offers a complete set of training courses to help you and your staff master Oracle Quality and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Quality working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle8*i* server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your

tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

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Part I

Corrective Action Solution

Part I of the implementation guide provides all of the needed information for the implemenation of Oracle Quality's Corrective Action Solution.

1

Overview of the Corrective Action Solution

The Corrective Action Solution enables you to track and implement Corrective Action Requests via a pre-configured set of seeded collection plans. This chapter contains the following topics:

Solution Templates

Solution Templates aid in the ease of implemenation with a pre-configured set of seeded collection plans. This set of seeded collection plans can be copied to real plans, modified if necessary, and implemented, enabling the implemenation cycle time to be greatly reduced.

This section includes the following topics:

Objectives

The Corrective Action Solution is comprised of several objectives, including the following:

- Enter, track, review, and implement a Corrective Action Request (CAR)
- Progress the CAR through its status lifecycle
- Execute the CAR's multiple review and implementation steps
- Automate the submission of an Engineering Change Order (ECO)

Contents

In order to achieve the Solution Template objectives, the solution templates contain the following contents:

- Seeded collection elements and associatedd lookup values for some of the seeded elements
- Seeded Template collection plans and corresponding values and actions
- Seeded parent-child collection plan structures with relationships, criteria, and data entry mode for the seeded template plans
- Copy Collection process
- Engineering Change Order (ECO) submission processing code
- Seeded workflow for sending pre-configured workflow notifications

Features

The following table summarizes the key features provides with the Corrective Action Solution. The details on how some of these featurs can be implemented are provided in later chapters:

Table 1–1 Solution Template Features

Key Feature	Supported Activities
Submission of Corrective Action Requests	Ability to submit Corrective Action Requests (CAR) and track them using an unique identifier
	Different modes of submission: Direct Data Entry, Transaction Integration, Collection Plan Integration
	Identification of the source, severity, quality standards violated, etc.
	Information to the owner or assignee through e-mail alerts and workflow notifications
	Audit Trail on changes made to a CAR
CAR Lifecycle	Multiple phases/actions can be tr3acked for a CAR via Review and Analysis, Containment, Corrective Action, Preventive Action, Implementation, and Implementation Effectiveness
	Each phase/action can have an assignee
	The assignee can update the CAR with the relevant information
	The owner reviews the CAR and closes it if there are no pending actions
Supply Chain Applicability	Can be used to track customer initiated CAR, internal CAR, and supplier CAR
	CAR can be submitted, based upon the context of the initiation (Purchase Order, Sales Order, Work Order, etc.)
Cost Tracking	Review and Implementation costs can be captured for a CAR
	Costs can be rolled up to the CAR to indicate Total Review and Total Implementation costs
ECO Header Submission	ECO Submission resulting from a CAR can be initiated from a Quality Collection Plan
Security and Privileges	Existing user group functionality
	Assignment of Privileges to create, update, insert, and/or delete from a collection plan

Table 1–1 Solution Template Features

Key Feature	Supported Activities
Menu Options	Menu options to invoke the corrective action requests in Enter, Update, and View modes

2

Implementation Roadmap

This chapter provides the guidance needed to implement the Corrective Action Solution. After the implementation of the Corrective Action Solution, the Corrective Action collection plans will hold all of the information related to problems reported in your enterprise that require a corrective action, and subsequent review and implementation of the same. This chapter contains the following topics:

Implementation Considerations

The objective of this section is to identify factors that need to be considered prior to setting up and implementing the Corrective Action Solution. Depending upon your specific business processes, these factors may or may not be applicable.

This section includes the following topics:

Prerequisites

The following are prerequisites to implement the solution:

- Oracle Discrete Manufacturing Family Pack I
- Knowledge of the functionality and capabilities of Oracle Quality, including Parent-Child Collection Plans (See: Parent-Child Collection Plans, *Oracle Quality User's Guide*)

Corrective Action Request Types

It is important to consider the types of Corrective Action Requests that are commonly handled by your organization, and the types that will be implemented in the Corrective Action Solution.

Based on the origin of the CAR in the Supply Chain, there can be different types of requests and the responsibility for the action might lie with different parties. For the sake of discussion, we will assume the Supplier S supplies material and services to Enterprise E, who in turn sells products to Customer C.

Request types can be entered using the solution template collection plans. The solution extends the values for request types. The Corrective Action Requests (CARs) can be categorized into the following types:

Internal CAR

This CAR category is primarily associated with resolving problems within the organization or Enterprise E. Examples of these are poor quality, due to non-adherence to quality procedures, recurring physical damage to assembly during handling and storage, etc.

CAR requiring Supplier Action

This category is associated with problems that originate from the supplier. Examples of these are related rejections of supplier lots received from Supplier S in receiving integration.

Customer Initiated CAR

This category is for CARs initiated by a customer to address problems from their suppliers within the Supply Chain. For example, Customer C logs a CAR with Enterprise E to identify the reason recent shipments from Enterprise E have labels that do not match their contents.

Internal CAR that eventually requires Supplier Action

This category is associated with problems that were initially thought to be internal issues, but further analysis identified them as a supplier problem.

Customer initiated CAR that requires Supplier Action

This category is an extension of the previous category. The customer initiates a CAR, but further evaluation and analysis identifies the cause as supplier related.

Corrective Action Request Sources

Corrective Action Requests can originate either from customer complaints, nonconformance trends, quality audits, or other sources. Following are some of the factors that need to be considered before you implement the Corrective Action Solution:

- If Nonconformance, Quality Audits and Customer complaints are the common sources of Corrective Action Requests, the t is recommended to use the set of template parent-child collection plans that are provided.
- If you currently use Oracle Service - Service Requests to handle your customer complaints, and they are the only source for your Corrective Action Requests, then it is recommended to take advantage of the Oracle Quality and Oracle Service integration, using the stand-alone template collection plan.

Captured Data

Oracle Quality provides data collection capability in Collection Plans; they can capture all data involved in your business process, including Corrective Action and related Quality test results.

Additional data not covered by the template collection plans can be captured in user-defined collection elements, and added to collection plans.

Alternatively, these elements can be grouped into additional plans and linked to the nonconformance/disposition system.

Valid Values

The solution has included commonly used values for validation of some collection elements. These values can be modified to your valid values, according to your business rules. Some of these elements are listed below:

- Request Source
- Request Type
- Standard Violation
- Section Violated
- Problem Solving Method
- Request Priority
- Request Severity
- Request Status
- Action Type
- Implementation Type

Corrective Action Identification

Corrective Action is identified by sequence numbers. Your business may use a prefix/suffix for identification purposes; the corrective action number can be customized.

Corrective Action Data Privileges

Different participants of the process can be given different privileges (new record, update record, read only) to access different sets of data. Security can be enforced on collection plans.

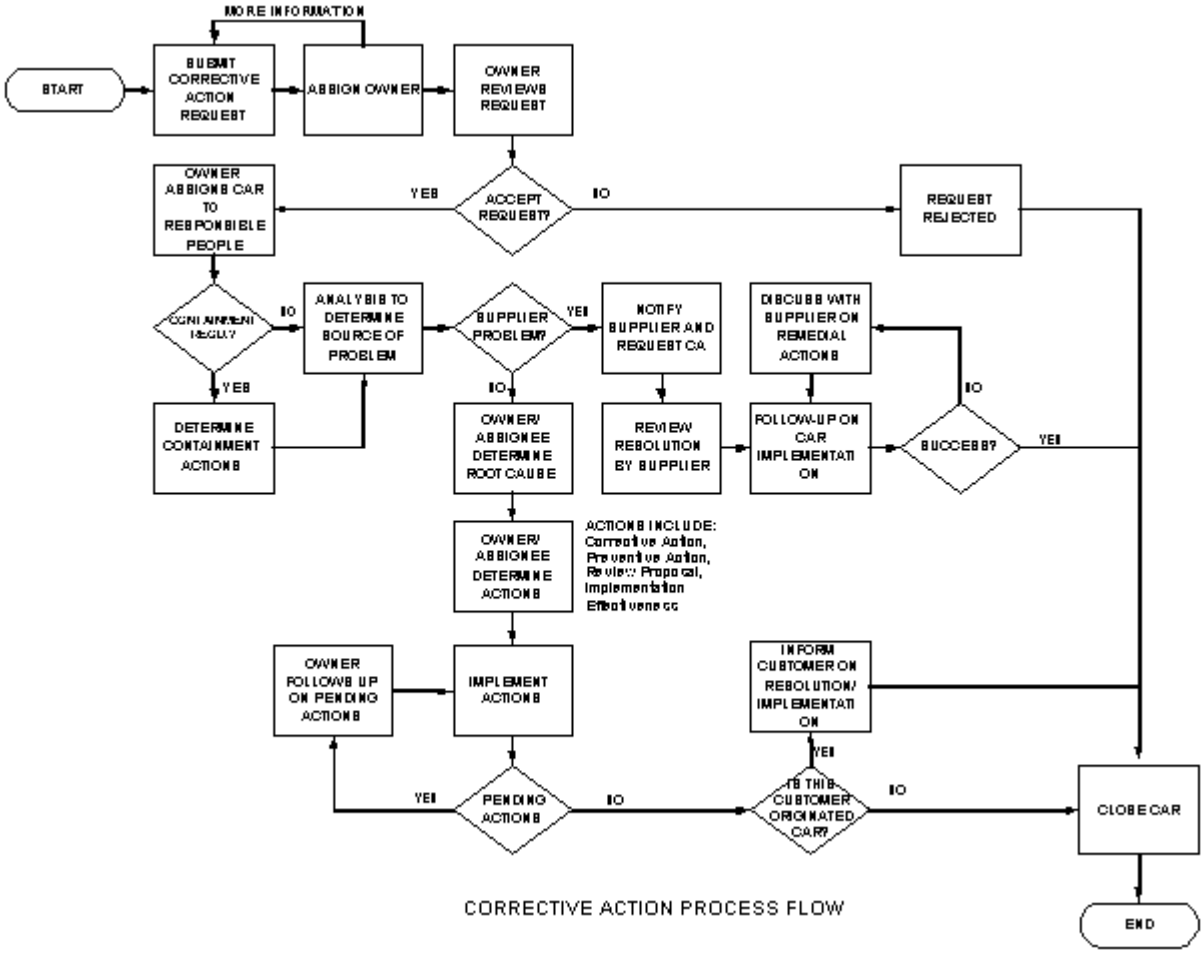
Corrective Action Process

The following process flow illustrates a generic Corrective Action Request lifecycle.

This section includes the following topics:

Corrective Action Process Flow

The actual process used in your organization may be different than what is depicted in the diagram:



Some of the steps in the user procedure, during the lifecycle of a Corrective Action Request, are described below:

Step 1 - Submitting a Corrective Action Request

Corrective Action Requests are a result of problems identified in the quality management system. They can originate internally, or as a result of a customer complaint, falling into one of the different request types. See: Corrective Action Request Types on page 2-2.

Step 2 - Request Review by Owner

The owner reviews the Corrective Action Request and either approves or rejects it. The criteria for approval or rejection is dependent on the specific business processes in place within your organization.

Step 3 - Owner decides Course of Action

For Internal and Customer Initiated CARs, based upon the problem description, the owner is consultation with other individuals will decide on how to process the CAR. For Supplier CAR, this step may not be required. The supplier is automatically responsible for providing a plan of corrective action.

Step 4 - Owner/Assignee Implements CAR Actions

After sufficient review and analysis has been performed by the individuals involved in the CAR lifecycle, decisions are made on the CAR actions (Containment, Corrective, Preventive Actions, etc.).

Step 5 - Owner Reviews CAR Lifecycle

After the Corrective actions have been successfully implemented in the previous step, and the effect5iveness of the implementation has been verified, the owner of the CAR decides to close the CAR with appropriate comments.

Mapping the Business Flow to the Oracle Quality Step

The following table maps the business flow steps to the equivalent steps to be executed in Oracle Quality:

Table 2–1 Business Flow to Oracle Quality Step Mapping

Business Flow Step	Oracle Quality Step
Submit Corrective Action Request	Invoke the Corrective Action Request collection plan within Oracle Quality and submit a CAR
Assign Owner	Update Owner collection element in Corrective Action Request
Review Corrective Action Request	Update elements (Priority, Severity, etc.) in the Corrective Action Request plan.
Assign CAR actions	Owner determines the course of action and creates Review actions, assigning the same within the CAR Review plan
	Owner determines the course of action and creates Implementation actions, assigning the same within the CAR Implementation plan

Table 2–1 Business Flow to Oracle Quality Step Mapping

Business Flow Step	Oracle Quality Step
Analysis/Review by Assignee	The assignees update the CAR Review plan wit the Notes on the review actions that were performed, and the status of the review actions
Determine Root Cause	Owner/Assignee determines the root cause and updates the CAR plans with the information
Implement Corrective Actions	Assignees update the Corrective Action Implementation plans with the implementation actions, notes, resolution dates, and statuses of the actions
Verify implementation and its effectiveness	Owner reviews the CAR and the child review and implementation plans to verify successful implementation. Additionally, the owner may set up a follow-up date to review implementation effectiveness
Inform necessary parties	If required, owner informs the customer, supplier, or any other internal or third party, on CAR status via e-mail alerts
Close CAR	Owner closes the CAR in the Corrective Action Request Plan

Implementation Checklist

The implementation may span multiple functional areas; the following list provides information on the process flow and steps to implement within these functional areas:

- Prerequisite

  Oracle Discrete Manufacturing Family Pack I should be installed.

- Setup

  Please refer to Chapter 3, Setting Up, for the required information.

  In this implementation phase, it is important to identify the usage configuration of the Corrective Action System to be implemented. Subsequent to this decision, other steps can be executed.

- Corrective Action Implementation

  Chapter 4 describes the steps for implementing a Corrective Action Request resulting from a Nonconformance, Quality Audit, etc. Additionally, a brief explanation is provided on how the Oracle Service and Oracle Quality integration can be leveraged to implement a Corrective Action System.

- Reporting and Tailoring your solution

  Chapter 5 describes how to generate reports on Corrective Action Requests.

  Chapter 6 describes how the Corrective Action So.lution can be tailored to meet your specific organization needs. Some of the tailoring activities described include Workflow configuration and Modification of E-mail Notifications to suit your organization needs.

3

Setting Up

This chapter outlines the steps necessary to set up Oracle Quality in order to use the Nonconformance and Disposition Solution Templates. This chapter contains the following topics:

Overview of Setting Up

The Corrective Action Request solution is delivered as a set of template collection plans and related seeded data. To utilize the solution, real collection plans need to be created and instantiated for use. These plans should also be modified according to your specific organization needs. The following is a setup checklist:

Setup Checklist

- ❑ Choose a configuration
- ❑ Copy from template collection plans
- ❑ Update of Sequence prefix and suffix
- ❑ Update of values for seeded collection elements
- ❑ Update of menu entry to point to the correct plan
- ❑ Modify collection plan details and plan element prompts
- ❑ Set up collection plan security
- ❑ Add user defined elements to the plans
- ❑ Organize the plan elements into folders
- ❑ Set up Profile Options: Autoquery set to No

This section includes the following topics:

Setup Steps

Step 1 - Choose a configuration (mandatory)

In order to accommodate a customer's choice to implement a Corrective Action System, purely in Oracle Quality, or using the Oracle Quality/Oracle Service integration, the following configurations are proposed:

Table 3–1 Supported Configurations of the Solution

Configuration	Usage
CAR Implementation in Oracle Quality	This configuration consists of all collection plans and related seeded data used for Corrective Action Requests
CAR using Oracle Quality and Oracle Service	This configuration consists of a single seeded, stand-alone collection plan that can be integrated with the Oracle Service Requests system, and be used for Corrective Action Requests

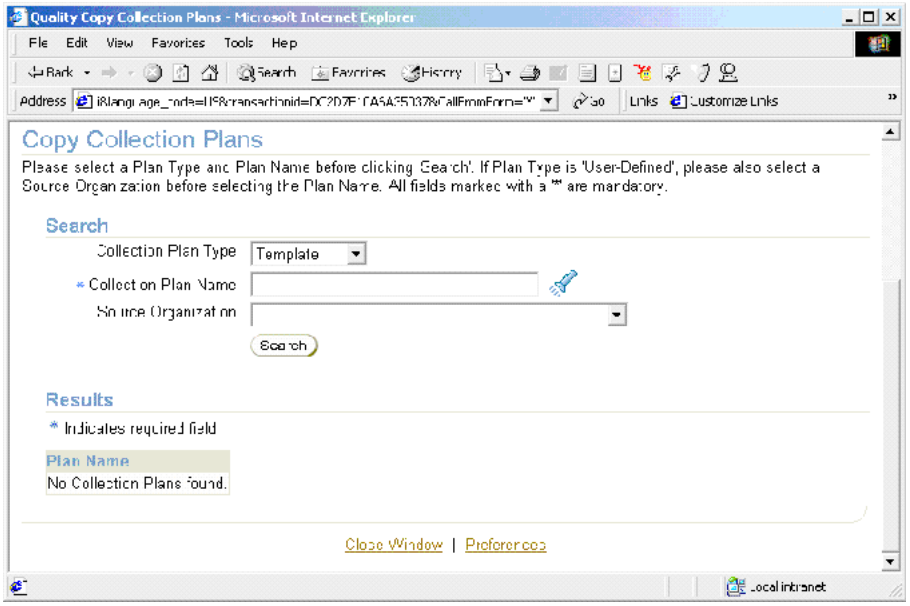
Step 2 - Copy from template Collection Plans (mandatory)

Based upon the configuration you had chosen in the previous step, copy the entire structure of template collection plans into a set of real collection plans. The plans can be copied using the Copy Collection Plans process. It is required to specify the target or destination organization in which this set of plans will be used, as well as the user-defined names for these plans.

Note: Template collection plans cannot store quality results and cannot be updated.

1. Navigate to the Copy Collection Plans page.

Figure 3–1 Copy Collection Plans Page



2. Select Template from the Collection Plan Type list of values. The Organization will not be populated and is not necessary because the template plans are not assigned to an organization.
3. Select a parent Collection Plan Name. Depending on the configuration (step 1) chosen for implementation, the appropriate parent plan should be chosen for the parent-child structure to be copied.

Table 3–2 Supported Configurations and Corresponding Parent Plans

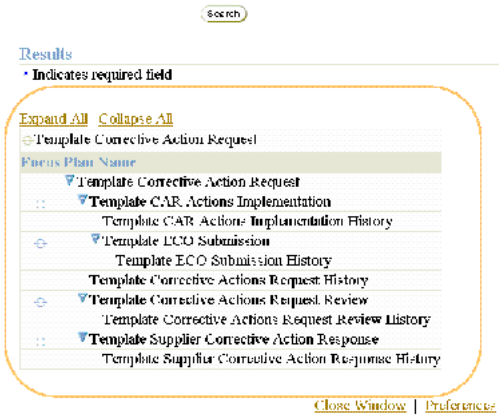
Configurations	Usage	Parent Plan
CAR Implementation in Oracle Quality	This configuration consists of all collection plans and related seeded data, used for Corrective Action Requests	Template Corrective Action Request

Table 3–2 Supported Configurations and Corresponding Parent Plans

Configurations	Usage	Parent Plan
CAR using Oracle Quality and Oracle Service	This configuration consists of a single seeded, stand-alone collection plan that can be integrated with the Oracle Service Requests system and used for Corrective Action Requests	Template Quality Service CAR

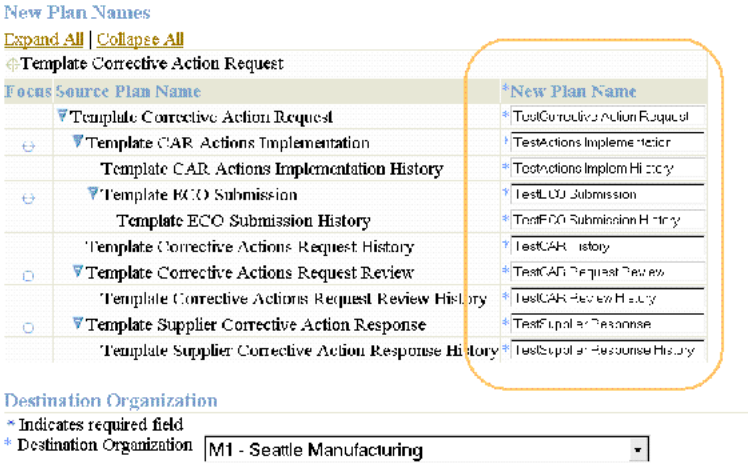
4. Choose Search.
5. Review the hierarchy of plans within the Results region.

Figure 3–2 Results Region



6. Choose Copy.

Figure 3–3 New Plan Names Page



7. Enter a New Plan Names for each of the template plan names displayed within the Source Plan Name column.

> **Note:** Each individual plan name is required to be entered. The first 25 characters of the plan name should be unique.

8. Select a Destination Organization. The collection plan structure will be copied to this organization.
9. Choose Finish. Plans with names you have chosen will be created with elements, values, actions, and parent-child relationships, copied from the template plans.

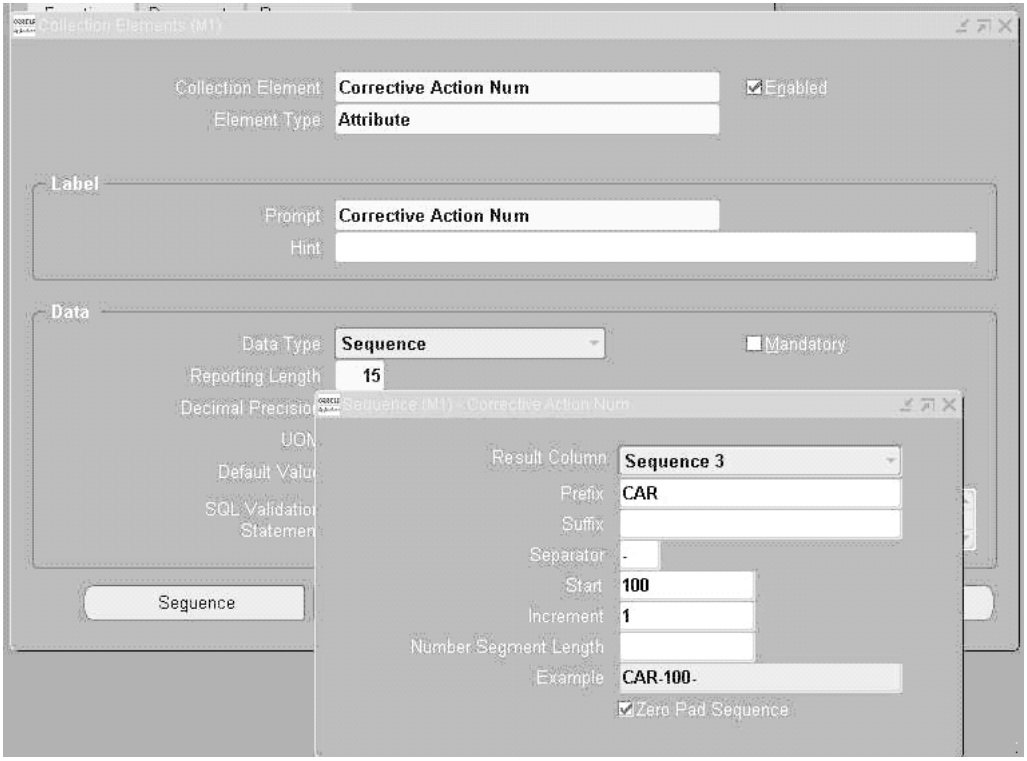
Step 3 - Update of Sequence prefix and suffix (optional)

The Corrective Action Solution generates a sequence number for uniquely identifying the individual Corrective Action Request Number. If your business practice requires a specific manner of identifying these sequentially generated numbers, you can set up the appropriate prefix and suffix information; this should be performed before using and entering data in the Corrective Action Request Collection Plans.

Note: After quality results have been entered for sequence collection elements and saved into the nonconformance and disposition collection plans, the prefix/suffix cannot be changed.

1. Navigate to the Collection Elements window.

Figure 3–4 Collection Elements Window



2. Select Corrective Action Num from the Collection Element list of values.
3. Choose Sequence.
4. Enter your desired Prefix, Suffix, Separator, Increment, and Number Segment Length.

5. Save your work.

Step 4 - Update of values for seeded collection elements (optional)

Oracle Quality has seeded commonly used values for some collection elements, as part of the seeded data. Depending on applicability of these values to your organization process, these values can be modified either at the collection element level, or at the plan level.

> **Note:** Do not delete the seeded lookup values for the collection elements, Disposition Action and Disposition Status. These seeded values are internally used by the Oracle Quality. You can add new lookup values to this list of elements.

As part of the Nonconformance and Disposition Solution, many new seeded collection elements have been provided. Some of these elements are listed below:

- Request Source
- Request Type
- Standard Violated
- Section Violated
- Problem Solving Method
- Request Priority
- Request Severity
- Request Status
- Action Type
- Implementation Type

To update values for seeded collection elements:

1. Navigate to the Collection Elements window.
2. Select the element, for which you want to change its value, from the Collection Element list of values.
3. Choose Values.

4. Add or modify these values to match your organization process statuses and codes.
5. Save your work.

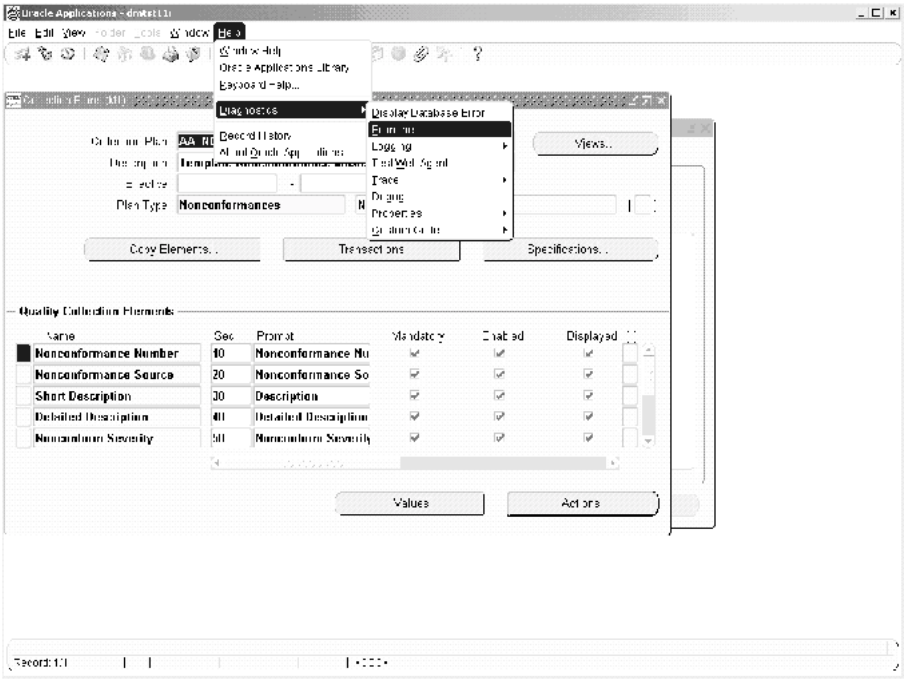
Step 5 - Update of menu entry to point to the correct plan (mandatory)

To ease the use of Corrective Action Solution templates, seeded menu entries for entry, update, and view, are provided. These menu options need to be modified by the System Administrator to point to the top most parent plan that was instantiated in Step 2. The seeded menu options for the Corrective Action Request Solution need to point to the correct Corrective Action Request plan that was instantiated when copying the collection plan structures.

You first need to find the plan identification number of the Nonconformance Master and Disposition Header you have instantiated.

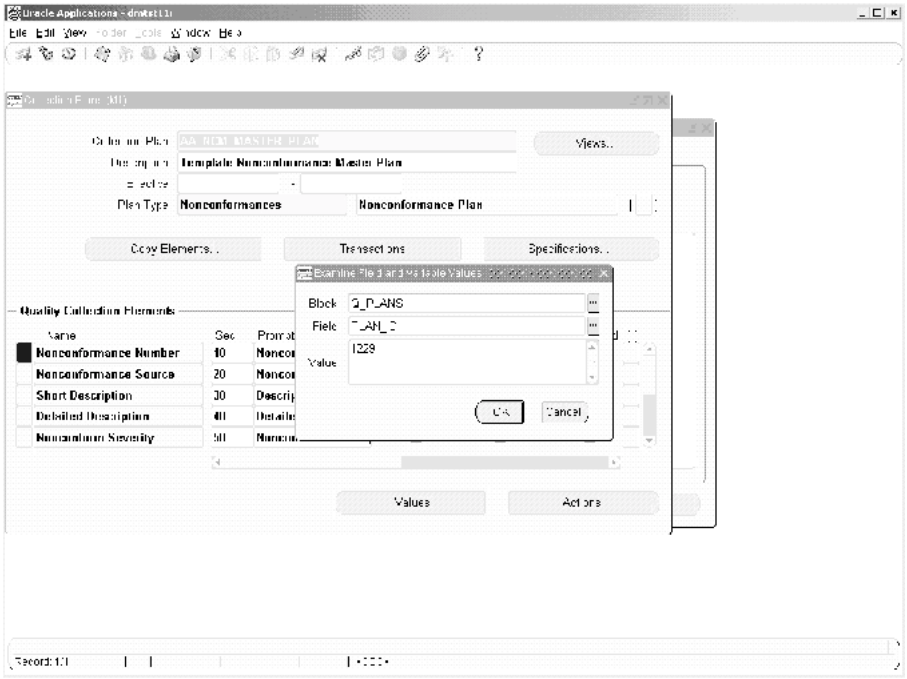
1. Navigate to the Collection Plans window.

Figure 3–5 Collection Plans Window



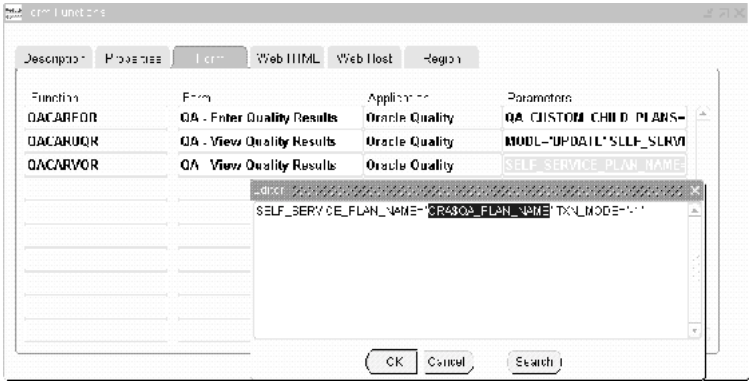
2. Select the Collection Plan from the list of values.
3. From the Help menu, select Diagnostic, then Examine, to display the Examine Field and Variable Values window.

Figure 3–6 Examine Field and Variable Values Window



4. Select Q_PLANS from the Block list of values.
5. Select PLAN_ID from the Field list of values.
6. The plan identification number is populated within the Value field.
7. Switch to the System Administrator responsibility.
8. Navigate to the Form Functions window.

Figure 3–7 Form Functions Window



9. Within the Description tabbed region, select the Function field, then select the Find (flashlight) icon. Perform a query on QACAR% functions.
10. Select the Form tabbed region.
11. Select the Parameters field within the QACAREQR Function row. Once selected, the Editor window will display.
12. Change the ORA$QA_PLAN_ID value to the *plan identification number* of your nonconformance plan, created above.
13. For the QACARUQR and QACARVQR functions, change the ORA$QA_PLAN_NAME values (within their corresponding Parameters fields) to the plan *name* of your nonconformance plan, created above.
14. Make similar changes for the other functions.
15. Save your work.

Note: For additional menu entries, if multiple CAR plans exist within the same organization, copy QACAR% functions to functions with different names and change the ORA$ token, accordingly. Add these functions to the QA_CAR menu.

Step 6 - Modify Collection Plan Details and Plan Element Prompts (optional)

The copied plans from Step 2 have the description of the plan copied from the templates. The collection plan description can be modified to be more meaningful to the user. The collection element prompt in the copied nonconformance disposition collection plans can be modified to suit specific user requirements. Depending on the business process in place and the terminology in use, some of the collection element prompt names in the collection plans can be modified to be more meaningful to end users.

For example, if Request Type is called CAR Type, perform the following steps:

1. Navigate to the Collection Plans window.
2. Select the Collection Plan for which you want to modify the prompt name for the collection element.
3. Within the Prompt field of the collection element, change the Request Type to CAR Type.

Step 7 - Add user defined elements to the plans (optional)

Specific business needs might require additional collection elements, in order to capture information related to a Corrective Action Request. This can be accomplished by adding new collection elements and values to the collection plans copied in Step 2. If the collection elements that are provided in the CAR solution are not sufficient, then additional colle4ction elements can be created.

For example, if it is required to calculate the Total CAR cost (estimate and actual) in the Quality collection plan, create two new elements: *Total CAR Estimate Cost* and *Total CAR Actual Cost*.

1. Navigate to the Collection Elements window.
2. Create a new element, Total CAR Estimate, with the following properties:
   - Element Type = Variable
   - Data Type = Number
   - Decimal Precision = 2
3. Save your work.
4. Navigate to the Collection Plans window.
5. Select the Corrective Action Request plan from the Collection Plan list of values.
6. Add Total CAR Estimate Cost to the current collection plan.

To keep an audit trail of updates to this element, you should also add this element to the Corrective Action Request History plan.

7. Save your work.
8. Navigate to the Update Parent Child Plan Relationships page.
9. Select Instantiated Corrective Action request from the Parent Plan list of values.
10. Select Instantiated Corrective Action Request History from the Child Plan list of values.
11. Choose Element Relationship.
12. Add a Copy relationship between Total CAR Estimate Cost in Parent and Child plans.
13. Save your work.

Step 8 - Link user defined plans to the system (optional)

If the additional elements are better organized in a separate collection plan, such a plan can be linked through-out the system. For example, you can perform a certain Quality test for Corrective Action Implementation, within your organization. You can create a Quality collection plan to capture this test data, and associated it with Corrective Action Implementation.

Collection plans can also be created for carrying out quality audits, or for capturing complaint information; they can have parent-child relationships trigger the entry of a corrective action request.

8.1 - To create a collection plan for a Quality test:

1. Navigate to the Collection Plans window.
2. Enter a new collection plan Name, Description, and Plan Type.
3. Add collection elements to the current collection plan.
4. Save your work.

8.2 - To define a Parent-Child Plan Relationship:

Once the following steps are completed and you implement Corrective Action, you can invoke the Quality test plan from Step 9.

1. Navigate to the Define Parent Child Plan Relationships page.
2. Enter your Corrective Action Implementation, as the Parent Plan.

3. Enter the plan created in Step 1, as the Child Plan.
4. Select Immediate or Delayed from the Data Entry Mode list of values.
5. Save your work.

Step 9 - Organize the plan elements into folders (optional)

The Collection Plans copied in Step 2 have collection elements to capture date from different functional areas of your enterprise (Receiving, Work in Process, Shipping, etc.). Users of the system might be interested only in the data related to their job role. For example, a customer service representative might be interested only in the data related to sales orders, and not the entire set of collection elements. In order to restrict what the user sees in the collection plans, Folder Tools can be utilized.

See Also:

Folder Tools, *Oracle Applications User's Guide*

Step 10 - Set Up Profile Options (optional)

If you expect a large number of CAR records, then to improve performance, set the following profile option value to never: QA: Update Quality Results Autoquery.

Step 11 - Setup within other modules (conditionally mandatory)

Because this solution provides the features to send e-mail notifications and workflow notifications, it is required for users to be set up as employees, within their e-mail addresses, in Oracle HR and/or to be set up as Oracle Applications Users.

See Also:

Oracle HRMS

Oracle Applications System Administrator Guide

Step 12 - Set Up Collection Plan Security

Depending upon the sensitivity of data in the quality system, it might be desired to restrict the access of the data to users for view, update, or creation. This might require different users to be granted different types of privileges.

For example, a Quality Manager has complete access to create, update, and view corrective action requests. A Purchasing Manager has access to view CARs, but not to enter or update them.

12.1: To set up a User Group and add users:

1. Navigate to the User Groups window:
2. Create a new User Group.
3. Assign users (members), whom will have the same roles and privileges, to the current user group. All users of the system should be Oracle Applications users with a valid login authority.
4. Save your work.

12.2: Grant privileges to user groups:

1. Navigate to the Grant Privileges window. In this window, any User Group can be grated privileges to perform various functions for any plan, If the Privilege check box is selected, the user group is granted that privilege for the specified collection plan.
2. Depending upon the privileges that need to be granted to each user group, select the User Group name, the Collection Plan name, and the corresponding check boxes for Enter, View, Update, and Delete results.
3. Save your work.

12.3: Set Up Master Security Profile:

To enable collection plan security, set the value for the following Profile Option to Yes:

QA: Collection Plan Security

After all the setup steps have been completed, the users will have access only to those collection plans to which they have privileges.

Step 13 - Set Up Collection Element Security

You might want to make a critical element in a collection plan non-updateable by specific users. For example, the Request Status field is protected from update for user 1003612.

13.1: Create an element to control saving of a record:

1. Navigate to the Collection Element window:
2. Enter Save (or any unused name) as the Collection Element name, Attribute as the Collection Element Type, and Character as the Data Type.

3. Save your work.

13.2: Add elements and actions to your plan:

After the following setup is performed, when user 1003612 updates the Request Status, the number 2 will be assigned to the hidden element, Save. The update will be rejected.

1. Navigate to the Collection Plans window:
2. Perform a query on your Disposition plan.
3. Add the Save collection element to the current collection plan.
4. Select the Enabled check box.
5. De-select Displayed.
6. Add this Action to Save. When Save equals 2, reject the input with a message "This record is protected from update by the current user.".
7. Add this Action to Request Status. When Request Status is entered, assign a value to Save with the SQL text:

```
Select C
From (select 2 c from dual where :parameter.user_id in (1003612)
Union all
Select 1 from dual)
Where rownum = 1
```

8. Save your work.

Considerations Prior to Implementation

The following are considerations to consider before implementation:

- Reference Copy of Collection Plans
- Evaluation of Reference Copy of Collection Plan Structure and Content

Reference Copy of Collection Plans

After completing the setup process, prior to implementation, you might want to maintain a Reference Copy of the real collection plans that you intend to implement. This Reference set of plans can then be further copied to collection plans that will be implemented and used. The Copy Collection Plan process can be utilized for the same. This approach eliminates the need to copy from the template plans and modify the same for the implementation, within each organization.

The following diagram depicts the implementation process of the consideration discussed above:

Figure 3–8 Reference Copy of Collection Plans Diagram

Evaluation of Reference Copy of Collection Plan Structure and Content

Evaluation of the Reference Copy should be performed prior to copying the collection plans to the individual organizations, to ensure that the business process needs are addressed. It is possible that the evaluation necessitates the elimination of one or more collection plans, in the collection plan structure,. In such a case, the collection plans can be delect6e in the Reference Copy, and propagated to the individual organizations.

4

Corrective Action Requests Implementation

After the completion of the setup steps as described in chapter three, you are ready to implement the Corrective Action Solution. Corrective Action Requests can originate from a nonconformance, quality audit, customer complaint, or other sources. This chapter contains the following topics:

Corrective Action from an Audit

In this following example, we will examine how a corrective action request (CAR), as a result of a Quality Audit, uncovered a serious internal quality problem. The scenario is meant to guide you in the process of analyzing your own particular business, and to highlight the Corrective Action Solution tools and functionality. Prior to entering a CAR, quality collection plans can be created to capture data when the audit is conducted. Please follow the steps described in Chapter 3, Step 8, for associating user defined collection plans to the CAR system. See: Setup Steps on page 4-2.

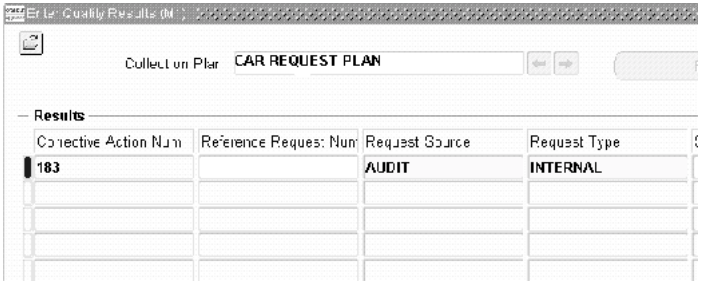
This section includes the following topics:

Process Steps

Step 1 - Submit Corrective Action Request

1. Navigate to the Enter Quality Results (Enter Corrective Action Request) window.

Figure 4–1 Enter Quality Results Window



2. Select CAR REQUEST PLAN from the Collection Plan list of values. The CAR number is loaded to identify the CAR wit a pre-seeded and user-defined sequential number. You can now begin entering the specific CAR information.
3. Select a Request Source from the list of values. This is what causes the CAR to generate. Valid values are AUDIT, CUSTOMER, NONCONFORMANCE, or OTHERS. If your organization requirements are such that more sources are required, you can add the elements to the CAR REQUEST collection plan.

4. Select a REQUEST TYPE from the list of values. Valid values are CUSTOMER, CUSTSUPP, INTERNAL, INTLSUPP, and SUPPLIER.
5. Optionally, enter a SOURCE REFERENCE if there is a document, such as a nonconformance document.
6. Optionally, select a STANDARD VIOLATED value from the list of values. Valid values are 21CFR820, ISO9000, and QS9000, which are based on the quality auditing.
7. Optionally, select a SECTION VIOLATED value from the list of values. This value is the applicable section of the standard in violation.
8. Optionally, select a PROBLEM SOLVING METHOD from the list of values. This value refers to the particular methodology that will be used to analyze the current CAR.
9. Save your work.

Step 2 - CAR Item/Supplier/Contract/Customer Information

There are 21 fields supplied for entering the information specific to the CAR item. If the CAR is a purchased item, Supplier or Contract information is provided. If the CAR refers to a customer problem, there are fields to track the information related to the Customer. The following fields are supplied if they are required:

- Item and revision information: Item, Item Revision
- Customer and contact information: Customer, Sales Order Number, RMA Number, Contract Number, Contract Line Number, Deliverable Number
- Supplier, Supplier Site, PO Number, PO Line, PO Release, Shipment, PO Receipt, Department

Step 3 - CAR Priority and Description

The fields provided enable you to prioritize and describe the CAR. The Request Priority element is sued to record if the CAR is High, Medium, or Low Priority. The Request Severity can also be used to describe just how sever the CAR is for analysis and routing reasons.

There are two description fields:

- Short Description (200 character limit) - used to enter the initial description of the problem, and can be later used for reporting purposes

- Detailed Description (2000 character limit) - used to keep track of the analysis process. As the different responsibilities are involved in the CAR process, those individuals might want to enter their input.

You can utilize the Attachments icon to store information in many formats, for the current CAR.

Step 4 - Finding the CAR Root Cause

One of the primary reasons to generate a CAR in the analysis process is to find the root cause of the problem. Four collection elements are provided to track the CAR. Fields are provided to enter the root cause.

- Cause Code - seeded with three values. You can add new organization specific values, if required. For example, the Cause Code can be Material, Quality, Process, Testing, or Unknown.
- Root Cause - used to store the final problem that caused the CAR. If the root problem is fixed, the problem could have been prevented. The values should be added when the design of the organizational CAR process is complete.
- Systemic Root Cause - used to record the reason for the system breakdown.

Step 5 - Tracking a CAR through its Lifecycle

Field are provided to track the CAR and to route e-mails to the necessary personnel, to either analyze, or take action, during the CAR lifecycle. You can also use a list to notify users that a CAR action is required.

- Request Status - Used to determine where the CAR is in its lifecycle. A CAR can be New, Open, Implemented, Closed, or Reopened.

The following fields can be used to track the Requestor and the Owner information:

- Requestor
- Requestor E-mail
- Owner, Owner E-mail Address
- Date Open and Date Closed - used to track the beginning and ending of a CAR for analysis. The Expected Resolution and the Actual Resolution dates are also tracked.
- Follow Up Date - used to ensure that the appropriate action is taken at the appointed time.

- Days to Close - used to track the total number of days the CAR has been open, for reporting purposes.

Step 6 - Use of E-mail in the CAR Process

You can send an e-mail, based upon a CAR action. Within the CAR, you can send an e-mail to the CAR owner that is assigned to the CAR. Also, the Send field enables the CAR owner to reassign the CAR and choose to notify the new owner.

Below is an example of an e-mail sent to notify a new CAR owner:

Figure 4–2 E-mail to notify Corrective Action Owner

Subject: Corrective Action Request 153 ith status OPEN has been logged/updated
Date: Mon, 13 Jan 2003 15:57:00 -0800 (PST)
From: Oracle Alert <mfgops@ap504cmr.us.oracle.com>
To: larry.gray@oracle.com
CC: ken.soh@oracle.com

```
REQUEST SUMMARY
Request Type:             CUSTOMER
Request Source:           OTHERS
Problem Solving Method    OTHERS
Standard Violated:        ISO9000
Section Violated:         4.10
Severity:                 High
Priority:                 High
Item:            AS54888
Revision:

SHORT DESCRIPTION:
```

Business World has experienced a problem with locking covers and requires that we replace the defective units. Analysis needs to be done to find the root cause.

Step 7 - CAR Approval

The pre-seeded fields for approval enable the routing of the CAR. You can view what actions were taken and what actions still need to be taken.

Step 8 - Cost Estimates and Actual Cost Tracking

The Estimated and Actual Costs of the CAR Review are summed and displayed in the Corrective Action Request plan. Initially, the field displays as zero or null.

> **Note:** Any update to this field will be discarded as it computed from the child Review plan.

Step 7 - Saving the Corrective Action Request

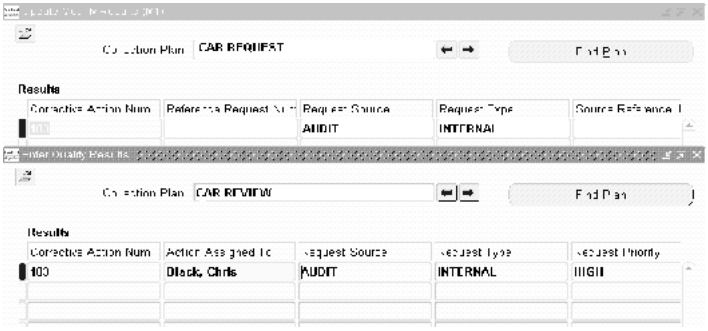
The last action within the CAR request process is to save the data entered. If the Semn E-mail collection element were set to YES, then the e-mail would send at this time to the CAR's Owner.

Step 8 - Viewing or Updating the CAR

Once the CAR has been saved, you can update or view the CAR. You can use the standard security feature to grant or deny specific authorities, such as view and update, for this CAR Request (See: Step 12 within Setup Steps on page 3-2).

1. Navigate to the Update Quality Results (Corrective Actions) window.

Figure 4–3 Update Quality Results Window



The CAR REVIEW plan was created as a Child Plan of the CAR REQUEST PLAN.

Part II

Nonconformance and Dispositions Solution

Part II of the implementation guide provides all needed information for the implemenation of Oracle Quality's Nonconformance and Dispositions , based on the seeded solution templaes delivered by Oracle Quality in Deicrete Manufacturing Family Pack I.

5

Overview of the Nonconformance and Dispositions Solution

The Nonconformance adn Dispositons system solution templates enable the process of implementing a nonconformace and disposiotn system, while leveraging existing functionality within Oracle Qaulity and other modules within the e-Business Suite. This chapter contains the following topics:

Solution Templates

Solution Templates aid in the ease of implemenation with a pre-configured set of seeded collection plans. This set of seeded collection plans can be copied to real plans, modified if necessary, and implemented, enabling the implemenation cycle time to be greatly reduced.

This section includes the following topics:

Objectives

The nonconformance and Disposition Solution objectives are to primarily perform the following business functions:

- To log, track, review, and update Nonconformance
- Progress the Nonconformance through its status lifecycle
- Record Material Review Board (MRB) discussion and approvals, if any
- Execute the Disposition of the Nonconformacne and track the excution status through its lifecycle

Contents

In order to achieve the Solution Template objectives, the solution templates contain the following contents:

- Seeded collection elements and associatedd lookup values for some of the seeded elements
- Seeded Template collection plans and corresponding values and actions
- Seeded parent-child collection plan structures with relationships, criteria, and data entry mode for the seeded template plans
- Copy Collection Plan process
- Automated Disposition Processor
- Seeded workflow for sending pre-configured workflow notifications

Features

The following table summarizes the key features provides with the Nonconformance and Disposition Solution. The details on how some of these features can be implemented are provided in later chapters:

Table 5–1 Solution Template Features

Key Feature	Supported Activities
Nonconformance Management and MRB	Ability to submit nonconformances and track them using an unique identifier
	Different modes of submission: Direct Data Entry, Transaction Integration, Collection Plan Integration
	Identification of the source, severity, quality standards violated, etc.
	Information to the owner or assignee through e-mail alerts and workflow notifications
Enterprise Wide Applicability	Receiving and Supplier Inspection
	Work in Process Inspections
Disposition Management	Multiple Dipsoitions for a single nonconformance
Automated Disposition Action Processing	Work in Process Dispositions
Action Processing	Creating of Rework Discrete Job
Security and Privileges	Existing user group functionality
	Assignment of Privileges to create, update, insert, and/or delete from a collection plan
Menu Options	Menu options to invoke the nonconformance and dispositions in Enter, Update, and View modes

6

Implementation Roadmap

This chapter provides the guidance needed to implement the Nonconformance Solution. After the implementation of the Nonconformance Solution, the Nonconformance collection plans will hold all of the information related to problems reported in your enterprise that require a Nonconformance, and subsequent review and implementation of the same. This chapter contains the following topics:

Implementation Considerations

The objective of this section is to identify factors that need to be considered prior to setting up and implementing the Nonconformance Solution. Depending upon your specific business processes, these factors may or may not be applicable.

This section includes the following topics:

Prerequisites

The following are prerequisites to implement the solution:

- Oracle Discrete Manufacturing Family Pack I
- Knowledge of the functionality and capabilities of Oracle Quality, including Parent-Child Collection Plans (See: Parent-Child Collection Plans, *Oracle Quality User's Guide*)

Nonconformance and Disposition Types

It is important to consider the types of Nonconformance and Dispositions that are commonly handled by your organization, and the types that will be implemented in the Nonconformance Solution.

Based on the origin of the Nonconformance and Disposition in the Supply Chain, there can be different types of requests and the responsibility for the action might lie with different parties. For the sake of discussion, we will assume the Supplier S supplies material and services to Enterprise E, who in turn sells products to Customer C.

Request types can be entered using the solution template collection plans. The solution extends the values for request types. The Nonconformance and Dispositions can be categorized into the following types:

Internal Nonconformance and Disposition

This Nonconformance and Disposition category is primarily associated with resolving problems within the organization or Enterprise E. Examples of these are poor quality, due to non-adherence to quality procedures, recurring physical damage to assembly during handling and storage, etc.

Nonconformance and Disposition requiring Supplier Action

This category is associated with problems that originate from the supplier. Examples of these are related rejections of supplier lots received from Supplier S in receiving integration.

Customer Initiated Nonconformance and Disposition

This category is for Nonconformance and Dispositions initiated by a customer to address problems from their suppliers within the Supply Chain. For example, Customer C logs a Nonconformance and Disposition with Enterprise E to identify the reason recent shipments from Enterprise E have labels that do not match their contents.

Internal Nonconformance and Disposition that eventually requires Supplier Action

This category is associated with problems that were initially thought to be internal issues, but further analysis identified them as a supplier problem.

Customer initiated Nonconformance and Disposition that requires Supplier Action

This category is an extension of the previous category. The customer initiates a Nonconformance and Disposition, but further evaluation and analysis identifies the cause as supplier related.

Nonconformance and Disposition Sources

Nonconformance and Dispositions can originate either from customer complaints, nonconformance trends, quality audits, or other sources. Following are some of the factors that need to be considered before you implement the Nonconformance Solution:

- If Nonconformance, Quality Audits and Customer complaints are the common sources of Nonconformance and Dispositions, the t is recommended to use the set of template parent-child collection plans that are provided.

- If you currently use Oracle Service - Service Requests to handle your customer complaints, and they are the only source for your Nonconformance and Dispositions, then it is recommended to take advantage of the Oracle Quality and Oracle Service integration, using the stand-alone template collection plan.

Captured Data

Oracle Quality provides data collection capability in Collection Plans; they can capture all data involved in your business process, including Nonconformance and related Quality test results.

Additional data not covered by the template collection plans can be captured in user-defined collection elements, and added to collection plans.

Alternatively, these elements can be grouped into additional plans and linked to the nonconformance/disposition system.

Valid Values

The solution has included commonly used values for validation of some collection elements. These values can be modified to your valid values, according to your business rules. Some of these elements are listed below:

- Request Source
- Request Type
- Standard Violation
- Section Violated
- Problem Solving Method
- Request Priority
- Request Severity
- Request Status
- Action Type
- Implementation Type

Nonconformance Identification

Nonconformance is identified by sequence numbers. Your business may use a prefix/suffix for identification purposes; the Nonconformance number can be customized.

Nonconformance Data Privileges

Different participants of the process can be given different privileges (new record, update record, read only) to access different sets of data. Security can be enforced on collection plans.

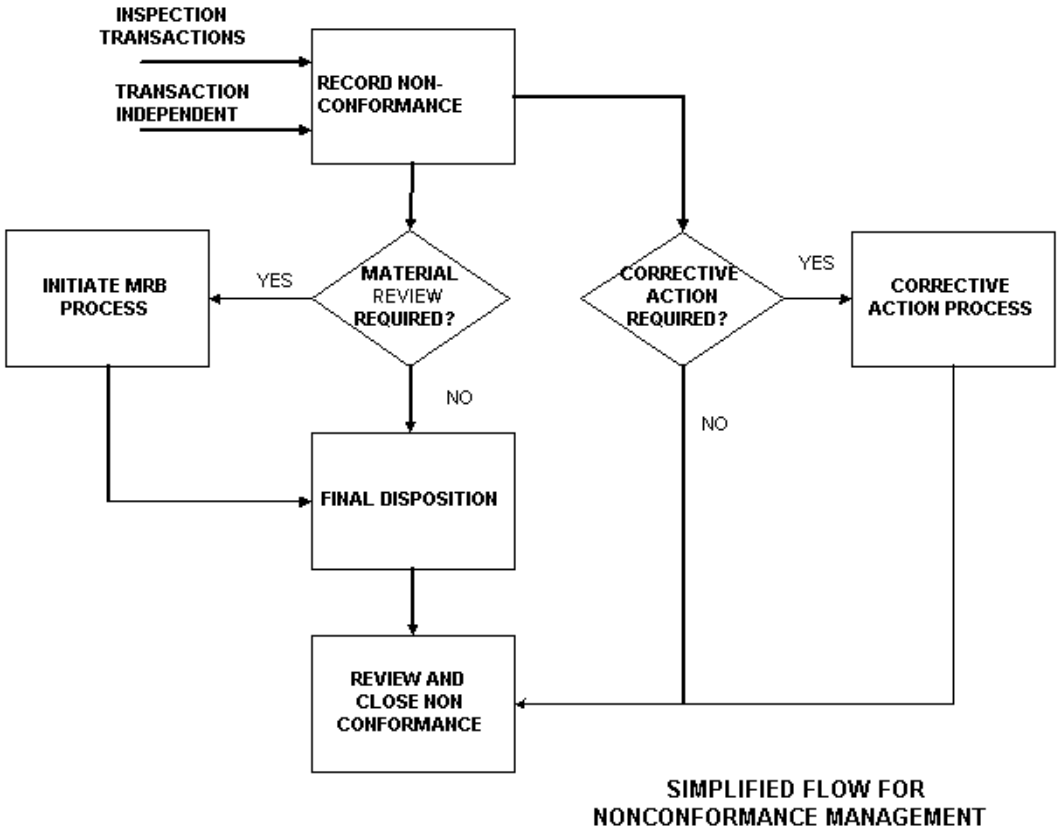
Nonconformance Process

The following process flow illustrates a generic Nonconformance and Disposition lifecycle.

This section includes the following topics:

Nonconformance Process Flow

The actual process used in your organization may be different than what is depicted in the diagram:



Some of the steps in the user procedure, during the lifecycle of a Nonconformance and Disposition, are described below:

Step 1 - Submitting a Nonconformance and Disposition

Nonconformance and Dispositions are a result of problems identified in the quality management system. They can originate internally, or as a result of a customer complaint, falling into one of the different request types. See: Nonconformance and Disposition Types on page 6-2.

Step 2 - Request Review by Owner

The owner reviews the Nonconformance and Disposition and either approves or rejects it. The criteria for approval or rejection is dependent on the specific business processes in place within your organization.

Step 3 - Owner decides Course of Action

For Internal and Customer Initiated Nonconformance and Dispositions, based upon the problem description, the owner is consultation with other individuals will decide on how to process the Nonconformance and Disposition. For Supplier Nonconformance and Disposition, this step may not be required. The supplier is automatically responsible for providing a plan of Nonconformance.

Step 4 - Owner/Assignee Implements Nonconformance and Disposition Actions

After sufficient review and analysis has been performed by the individuals involved in the Nonconformance and Disposition lifecycle, decisions are made on the Nonconformance and Disposition actions (Containment, Corrective, Preventive Actions, etc.).

Step 5 - Owner Reviews Nonconformance and Disposition Lifecycle

After the Nonconformances have been successfully implemented in the previous step, and the effect5iveness of the implementation has been verified, the owner of the Nonconformance and Disposition decides to close the Nonconformance and Disposition with appropriate comments.

Mapping the Business Flow to the Oracle Quality Step

The following table maps the business flow steps to the equivalent steps to be executed in Oracle Quality:

Table 6–1 Business Flow to Oracle Quality Step Mapping

Business Flow Step	Oracle Quality Step
Submit Nonconformance and Disposition	Invoke the Nonconformance and Disposition collection plan within Oracle Quality and submit a Nonconformance and Disposition
Assign Owner	Update Owner collection element in Nonconformance and Disposition
Review Nonconformance and Disposition	Update elements (Priority, Severity, etc.) in the Nonconformance and Disposition plan.
Assign Nonconformance and Disposition actions	Owner determines the course of action and creates Review actions, assigning the same within the Nonconformance and Disposition Review plan
	Owner determines the course of action and creates Implementation actions, assigning the same within the Nonconformance and Disposition Implementation plan
Analysis/Review by Assignee	The assignees update the Nonconformance and Disposition Review plan wit the Notes on the review actions that were performed, and the status of the review actions
Determine Root Cause	Owner/Assignee determines the root cause and updates the Nonconformance and Disposition plans with the information
Implement Nonconformances	Assignees update the Nonconformance Implementation plans with the implementation actions, notes, resolution dates, and statuses of the actions
Verify implementation and its effectiveness	Owner reviews the Nonconformance and Disposition and the child review and implementation plans to verify successful implementation. Additionally, the owner may set up a follow-up date to review implementation effectiveness
Inform necessary parties	If required, owner informs the customer, supplier, or any other internal or third party, on Nonconformance and Disposition status via e-mail alerts
Close Nonconformance and Disposition	Owner closes the Nonconformance and Disposition in the Nonconformance and Disposition Plan

Implementation Checklist

The implementation may span multiple functional areas; the following list provides information on the process flow and steps to implement within these functional areas:

- Prerequisite

  Oracle Discrete Manufacturing Family Pack I should be installed.

- Setup

  Please refer to Chapter 3, Setting Up, for the required information.

  In this implementation phase, it is important to identify the usage configuration of the Nonconformance System to be implemented. Subsequent to this decision, other steps can be executed.

- Nonconformance Implementation

  Chapter 4 describes the steps for implementing a Nonconformance and Disposition resulting from a Nonconformance, Quality Audit, etc. Additionally, a brief explanation is provided on how the Oracle Service and Oracle Quality integration can be leveraged to implement a Nonconformance System.

- Reporting and Tailoring your solution

  Chapter 5 describes how to generate reports on Nonconformance and Dispositions.

  Chapter 6 describes how the Nonconformance So.lution can be tailored to meet your specific organization needs. Some of the tailoring activities described include Workflow configuration and Modification of E-mail Notifications to suit your organization needs.

7

Setting Up

This chapter outlines the steps necessary to set up Oracle Quality in order to use the Nonconformance and Disposition Solution Templates. This chapter contains the following topics:

Overview of Setting Up

The Nonconformance and Disposition Solution is delivered as a set of template collection plans and related seeded data. To utilize the solution, real collection plans need to be created and set up for use. These plans should also be modified according to your specific business needs. The following is a setup checklist:

Setup Checklist

- ❑ Choose a configuration
- ❑ Copy from template collection plans
- ❑ Update of Sequence prefix and suffix
- ❑ Update of values for seeded collection elements
- ❑ Update of menu entry to point to the correct plan
- ❑ Modify collection plan details and plan element prompts
- ❑ Set up collection plan security
- ❑ Add user defined elements to the plans
- ❑ Organize the plan elements into folders
- ❑ Set up Profile Options: Autoquery set to No

This section includes the following topics:

Setup Steps

Step 1 - Choose a configuration (mandatory)

In order to accommodate a customer's choice to implement a Corrective Action System, purely in Oracle Quality, or using the Oracle Quality/Oracle Service integration, the following configurations are proposed:

Table 7–1 Supported Configurations of the Solution

Configuration	Usage
Nonconformance and Disposition Implementation in Oracle Quality	This configuration consists of all collection plans and related seeded data used for Nonconformance and Dispositions
Nonconformance and Disposition using Oracle Quality and Oracle Service	This configuration consists of a single seeded, stand-alone collection plan that can be integrated with the Oracle Service Requests system, and be used for Nonconformance and Dispositions.

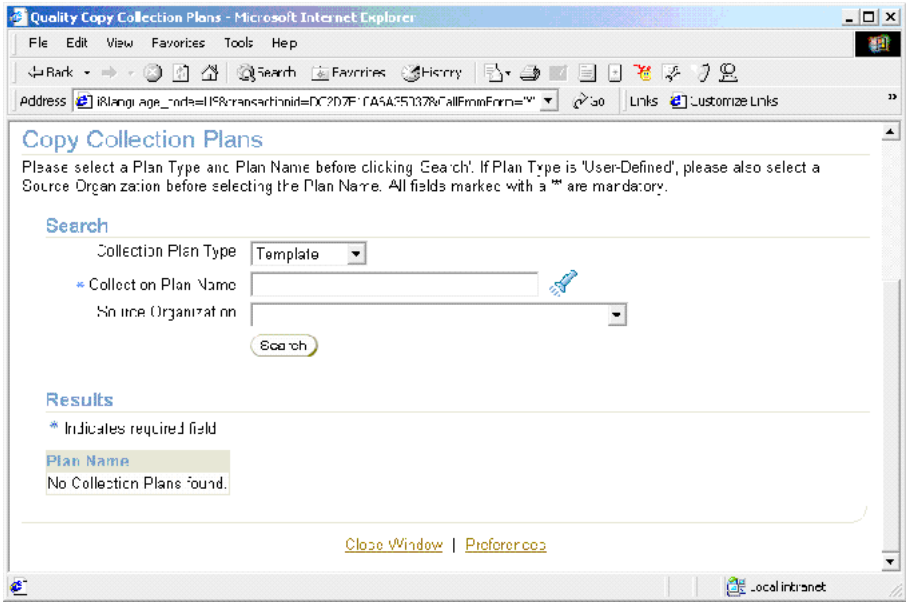
Step 2 - Copy from template Collection Plans (mandatory)

Based upon the configuration you had chosen in the previous step, copy the entire structure of template collection plans into a set of real collection plans. The plans can be copied using the Copy Collection Plans process. It is required to specify the target or destination organization in which this set of plans will be used, as well as the user-defined names for these plans.

Note: Template collection plans cannot store quality results and cannot be updated.

1. Navigate to the Copy Collection Plans page.

Figure 7–1 Copy Collection Plans Page



2. Select Template from the Collection Plan Type list of values. The Organization will not be populated and is not necessary because the template plans are not assigned to an organization.
3. Select a parent Collection Plan Name. Depending on the configuration (step 1) chosen for implementation, the appropriate parent plan should be chosen for the parent-child structure to be copied.

Table 7–2 Supported Configurations and Corresponding Parent Plans

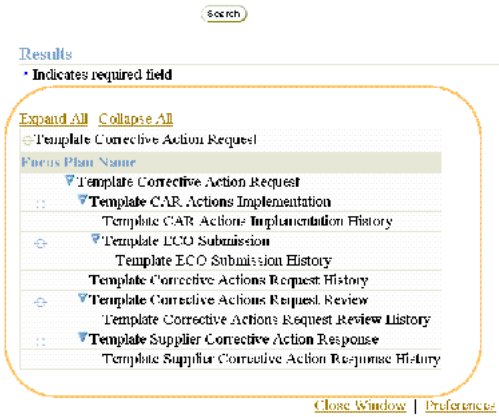
Configurations	Usage	Parent Plan
Nonconformance and Disposition Implementation in Oracle Quality	This configuration consists of all collection plans and related seeded data, used for Nonconformance and Dispositions	Template Nonconformance and Disposition

Table 7–2 Supported Configurations and Corresponding Parent Plans

Configurations	Usage	Parent Plan
Nonconformance and Disposition using Oracle Quality and Oracle Service	This configuration consists of a single seeded, stand-alone collection plan that can be integrated with the Oracle Service Requests system and used for Nonconformance and Dispositions	Template Quality Service Nonconformance and Disposition

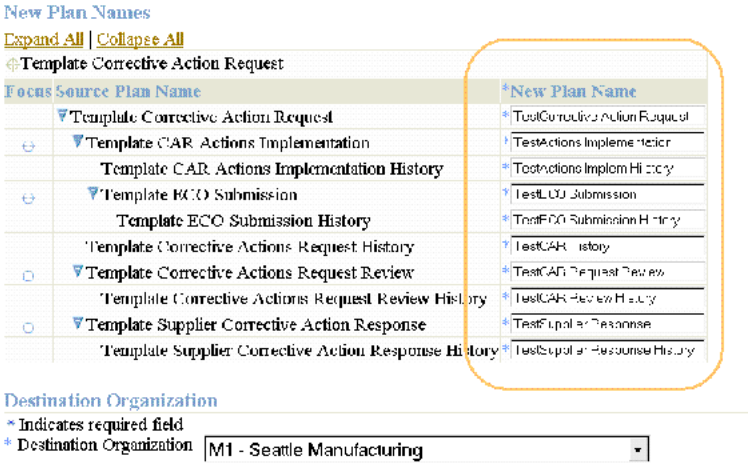
4. Choose Search.
5. Review the hierarchy of plans within the Results region.

Figure 7–2 Results Region



6. Choose Copy.

Figure 7–3 New Plan Names Page



7. Enter a New Plan Names for each of the template plan names displayed within the Source Plan Name column.

> **Note:** Each individual plan name is required to be entered. The first 25 characters of the plan name should be unique.

8. Select a Destination Organization. The collection plan structure will be copied to this organization.
9. Choose Finish. Plans with names you have chosen will be created with elements, values, actions, and parent-child relationships, copied from the template plans.

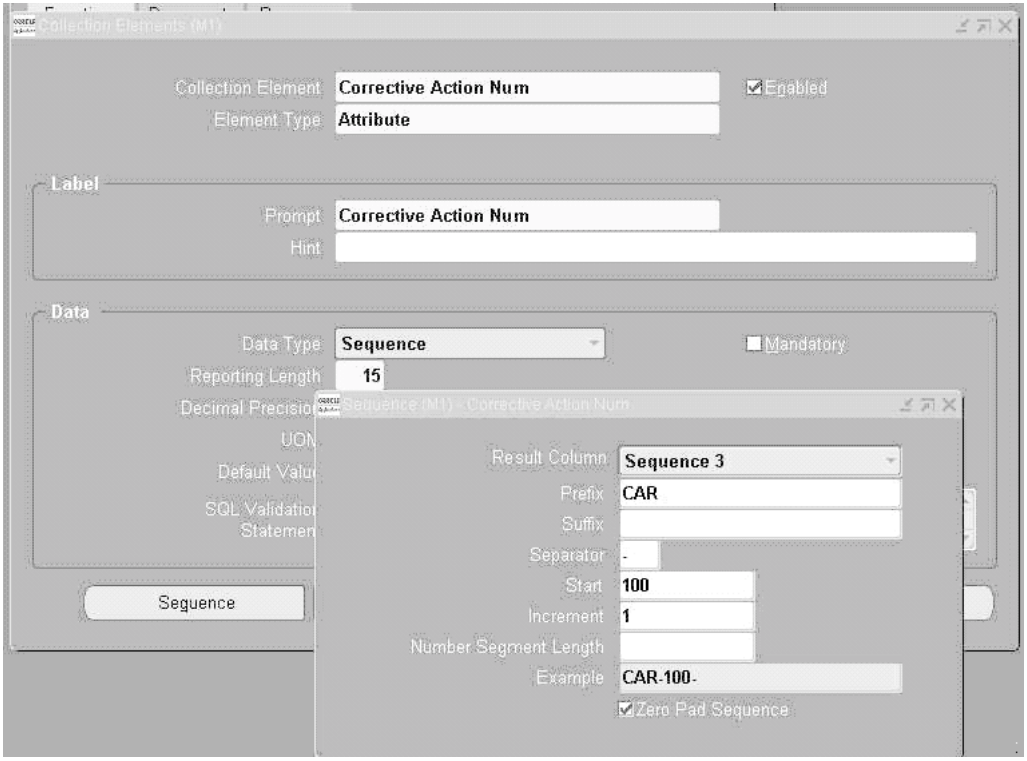
Step 3 - Update of Sequence prefix and suffix (optional)

The Corrective Action Solution generates a sequence number for uniquely identifying the individual Nonconformance and Disposition Number. If your business practice requires a specific manner of identifying these sequentially generated numbers, you can set up the appropriate prefix and suffix information; this should be performed before using and entering data in the Nonconformance and Disposition Collection Plans.

Note: After quality results have been entered for sequence collection elements and saved into the nonconformance and disposition collection plans, the prefix/suffix cannot be changed.

1. Navigate to the Collection Elements window.

Figure 7–4 Collection Elements Window



2. Select Corrective Action Num from the Collection Element list of values.
3. Choose Sequence.
4. Enter your desired Prefix, Suffix, Separator, Increment, and Number Segment Length.

5. Save your work.

Step 4 - Update of values for seeded collection elements (optional)

Oracle Quality has seeded commonly used values for some collection elements, as part of the seeded data. Depending on applicability of these values to your organization process, these values can be modified either at the collection element level, or at the plan level.

> **Note:** Do not delete the seeded lookup values for the collection elements, Disposition Action and Disposition Status. These seeded values are internally used by the Oracle Quality. You can add new lookup values to this list of elements.

As part of the Nonconformance and Disposition Solution, many new seeded collection elements have been provided. Some of these elements are listed below:

- Request Source
- Request Type
- Standard Violated
- Section Violated
- Problem Solving Method
- Request Priority
- Request Severity
- Request Status
- Action Type
- Implementation Type

To update values for seeded collection elements:

1. Navigate to the Collection Elements window.
2. Select the element, for which you want to change its value, from the Collection Element list of values.
3. Choose Values.

4. Add or modify these values to match your organization process statuses and codes.
5. Save your work.

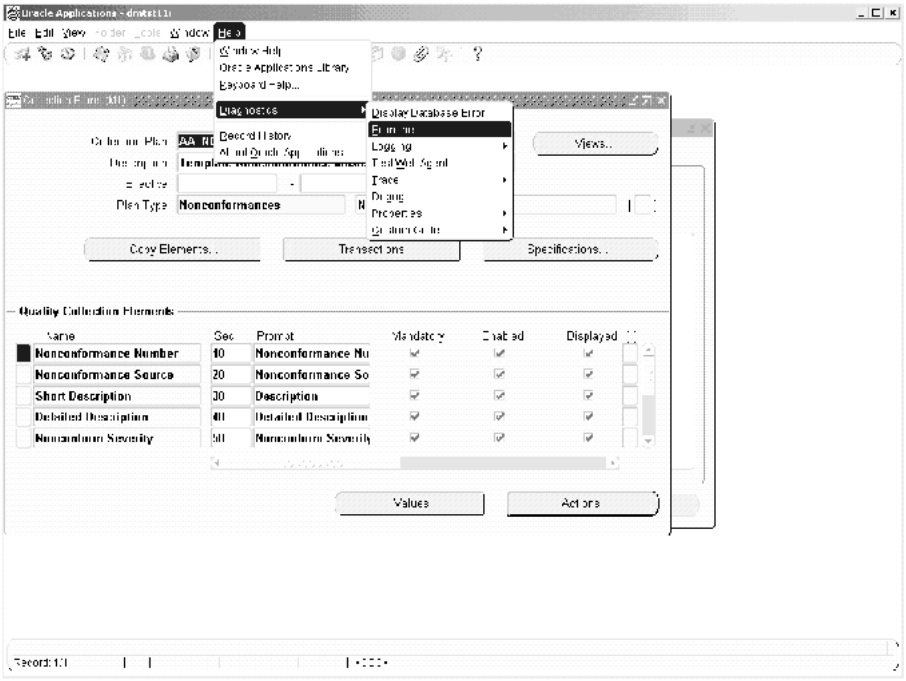
Step 5 - Update of menu entry to point to the correct plan (mandatory)

To ease the use of Corrective Action Solution templates, seeded menu entries for entry, update, and view, are provided. These menu options need to be modified by the System Administrator to point to the top most parent plan that was instantiated in Step 2. The seeded menu options for the Nonconformance and Disposition Solution need to point to the correct Nonconformance and Disposition plan that was instantiated when copying the collection plan structures.

You first need to find the plan identification number of the Nonconformance Master and Disposition Header you have instantiated.

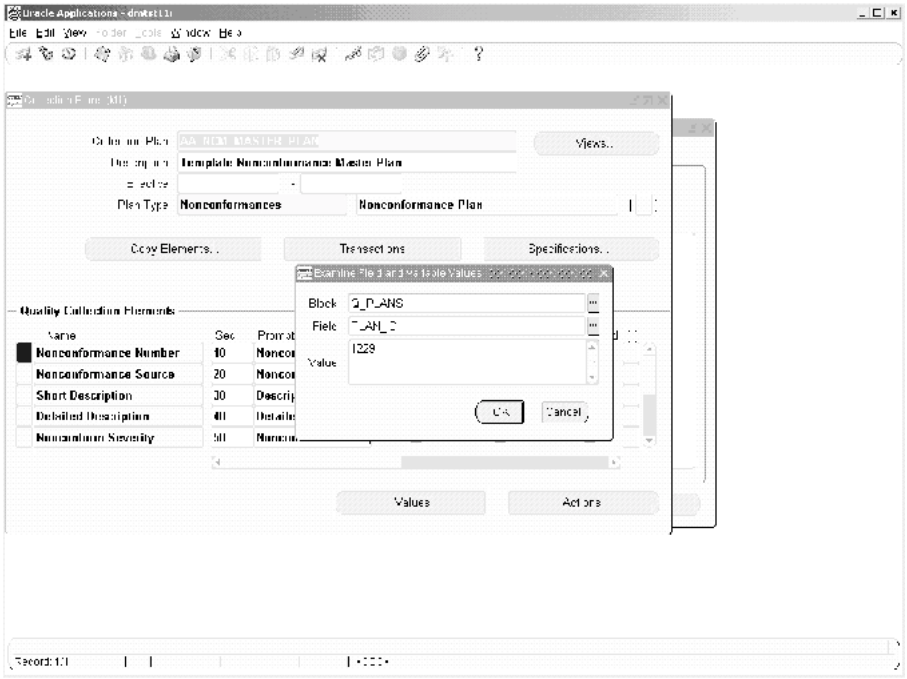
1. Navigate to the Collection Plans window.

Figure 7–5 Collection Plans Window



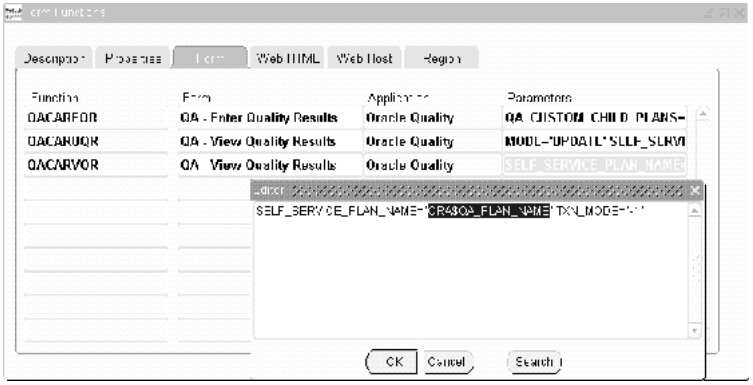
2. Select the Collection Plan from the list of values.
3. From the Help menu, select Diagnostic, then Examine, to display the Examine Field and Variable Values window.

Figure 7–6 Examine Field and Variable Values Window



4. Select Q_PLANS from the Block list of values.
5. Select PLAN_ID from the Field list of values.
6. The plan identification number is populated within the Value field.
7. Switch to the System Administrator responsibility.
8. Navigate to the Form Functions window.

Figure 7–7 Form Functions Window



9. Within the Description tabbed region, select the Function field, then select the Find (flashlight) icon. Perform a query on QANonconformance and Disposition% functions.
10. Select the Form tabbed region.
11. Select the Parameters field within the QANonconformance and DispositionEQR Function row. Once selected, the Editor window will display.
12. Change the ORA$QA_PLAN_ID value to the *plan identification number* of your nonconformance plan, created above.
13. For the QANonconformance and DispositionUQR and QANonconformance and DispositionVQR functions, change the ORA$QA_PLAN_NAME values (within their corresponding Parameters fields) to the plan *name* of your nonconformance plan, created above.
14. Make similar changes for the other functions.
15. Save your work.

> **Note:** For additional menu entries, if multiple Nonconformance and Disposition plans exist within the same organization, copy QANonconformance and Disposition% functions to functions with different names and change the ORA$ token, accordingly. Add these functions to the QA_Nonconformance and Disposition menu.

Step 6 - Modify Collection Plan Details and Plan Element Prompts (optional)

The copied plans from Step 2 have the description of the plan copied from the templates. The collection plan description can be modified to be more meaningful to the user. The collection element prompt in the copied nonconformance disposition collection plans can be modified to suit specific user requirements. Depending on the business process in place and the terminology in use, some of the collection element prompt names in the collection plans can be modified to be more meaningful to end users.

For example, if Request Type is called Nonconformance and Disposition Type, perform the following steps:

1. Navigate to the Collection Plans window.
2. Select the Collection Plan for which you want to modify the prompt name for the collection element.
3. Within the Prompt field of the collection element, change the Request Type to Nonconformance and Disposition Type.

Step 7 - Add user defined elements to the plans (optional)

Specific business needs might require additional collection elements, in order to capture information related to a Nonconformance and Disposition. This can be accomplished by adding new collection elements and values to the collection plans copied in Step 2. If the collection elements that are provided in the Nonconformance and DispositionNonconformance and Disposition solution are not sufficient, then additional colle4ction elements can be created.

For example, if it is required to calculate the Total Nonconformance and Disposition cost (estimate and actual) in the Quality collection plan, create two new elements: *Total Nonconformance and Disposition Estimate Cost* and *Total Nonconformance and Disposition Actual Cost*.

1. Navigate to the Collection Elements window.
2. Create a new element, Total Nonconformance and Disposition Estimate, with the following properties:
   - Element Type = Variable
   - Data Type = Number
   - Decimal Precision = 2

3. Save your work.
4. Navigate to the Collection Plans window.
5. Select the Nonconformance and Disposition plan from the Collection Plan list of values.
6. Add Total Nonconformance and Disposition Estimate Cost to the current collection plan.

   To keep an audit trail of updates to this element, you should also add this element to the Nonconformance and Disposition History plan.
7. Save your work.
8. Navigate to the Update Parent Child Plan Relationships page.
9. Select Instantiated Nonconformance and Disposition from the Parent Plan list of values.
10. Select Instantiated Nonconformance and Disposition History from the Child Plan list of values.
11. Choose Element Relationship.
12. Add a Copy relationship between Total Nonconformance and Disposition Estimate Cost in Parent and Child plans.
13. Save your work.

Step 8 - Link user defined plans to the system (optional)

If the additional elements are better organized in a separate collection plan, such a plan can be linked through-out the system. For example, you can perform a certain Quality test for Corrective Action Implementation, within your organization. You can create a Quality collection plan to capture this test data, and associated it with Corrective Action Implementation.

Collection plans can also be created for carrying out quality audits, or for capturing complaint information; they can have parent-child relationships trigger the entry of a Nonconformance and Disposition.

8.1 - To create a collection plan for a Quality test:

1. Navigate to the Collection Plans window.
2. Enter a new collection plan Name, Description, and Plan Type.
3. Add collection elements to the current collection plan.

4. Save your work.

8.2 - To define a Parent-Child Plan Relationship:

Once the following steps are completed and you implement Corrective Action, you can invoke the Quality test plan from Step 9.

1. Navigate to the Define Parent Child Plan Relationships page.
2. Enter your Corrective Action Implementation, as the Parent Plan.
3. Enter the plan created in Step 1, as the Child Plan.
4. Select Immediate or Delayed from the Data Entry Mode list of values.
5. Save your work.

Step 9 - Organize the plan elements into folders (optional)

The Collection Plans copied in Step 2 have collection elements to capture date from different functional areas of your enterprise (Receiving, Work in Process, Shipping, etc.). Users of the system might be interested only in the data related to their job role. For example, a customer service representative might be interested only in the data related to sales orders, and not the entire set of collection elements. In order to restrict what the user sees in the collection plans, Folder Tools can be utilized.

See Also:

Folder Tools, *Oracle Applications User's Guide*

Step 10 - Set Up Profile Options (optional)

If you expect a large number of Nonconformance and Disposition records, then to improve performance, set the following profile option value to never: QA: Update Quality Results Autoquery.

Step 11 - Setup within other modules (conditionally mandatory)

Because this solution provides the features to send e-mail notifications and workflow notifications, it is required for users to be set up as employees, within their e-mail addresses, in Oracle HR and/or to be set up as Oracle Applications Users.

See Also:

Oracle HRMS

Oracle Applications System Administrator Guide

Step 12 - Set Up Collection Plan Security

Depending upon the sensitivity of data in the quality system, it might be desired to restrict the access of the data to users for view, update, or creation. This might require different users to be granted different types of privileges.

For example, a Quality Manager has complete access to create, update, and view Nonconformance and Dispositions. A Purchasing Manager has access to view Nonconformance and Dispositions, but not to enter or update them.

12.1: To set up a User Group and add users:

1. Navigate to the User Groups window:
2. Create a new User Group.
3. Assign users (members), whom will have the same roles and privileges, to the current user group. All users of the system should be Oracle Applications users with a valid login authority.
4. Save your work.

12.2: Grant privileges to user groups:

1. Navigate to the Grant Privileges window. In this window, any User Group can be grated privileges to perform various functions for any plan, If the Privilege check box is selected, the user group is granted that privilege for the specified collection plan.
2. Depending upon the privileges that need to be granted to each user group, select the User Group name, the Collection Plan name, and the corresponding check boxes for Enter, View, Update, and Delete results.
3. Save your work.

12.3: Set Up Master Security Profile:

To enable collection plan security, set the value for the following Profile Option to Yes:

QA: Collection Plan Security

After all the setup steps have been completed, the users will have access only to those collection plans to which they have privileges.

Step 13 - Set Up Collection Element Security

You might want to make a critical element in a collection plan non-updateable by specific users. For example, the Request Status field is protected from update for user 1003612.

13.1: Create an element to control saving of a record:

1. Navigate to the Collection Element window:
2. Enter Save (or any unused name) as the Collection Element name, Attribute as the Collection Element Type, and Character as the Data Type.
3. Save your work.

13.2: Add elements and actions to your plan:

After the following setup is performed, when user 1003612 updates the Request Status, the number 2 will be assigned to the hidden element, Save. The update will be rejected.

1. Navigate to the Collection Plans window:
2. Perform a query on your Disposition plan.
3. Add the Save collection element to the current collection plan.
4. Select the Enabled check box.
5. De-select Displayed.
6. Add this Action to Save. When Save equals 2, reject the input with a message "This record is protected from update by the current user.".
7. Add this Action to Request Status. When Request Status is entered, assign a value to Save with the SQL text:

```
Select C
From (select 2 c from dual where :parameter.user_id in (1003612)
Union all
Select 1 from dual)
Where rownum = 1
```

8. Save your work.

Considerations Prior to Implementation

The following are considerations to consider before implementation:

- Reference Copy of Collection Plans

- Evaluation of Reference Copy of Collection Plan Structure and Content

Reference Copy of Collection Plans

After completing the setup process, prior to implementation, you might want to maintain a Reference Copy of the real collection plans that you intend to implement. This Reference set of plans can then be further copied to collection plans that will be implemented and used. The Copy Collection Plan process can be utilized for the same. This approach eliminates the need to copy from the template plans and modify the same for the implementation, within each organization.

The following diagram depicts the implementation process of the consideration discussed above:

Figure 7–8 Reference Copy of Collection Plans Diagram

Evaluation of Reference Copy of Collection Plan Structure and Content

Evaluation of the Reference Copy should be performed prior to copying the collection plans to the individual organizations, to ensure that the business process needs are addressed. It is possible that the evaluation necessitates the elimination of one or more collection plans, in the collection plan structure,. In such a case, the collection plans can be delect6e in the Reference Copy, and propagated to the individual organizations.

A

Windows and Navigation Paths

Windows and Navigation Paths

This appendix provides the default navigator paths for the windows used in the Oracle Quality. The following table provides the default navigation paths. Brackets [ ] indicate a button.

Default Navigation Paths for Standard Application Windows

Table 7–3 Quality-Related Windows and Navigation Paths

Window Name	Navigation Path
Collection Elements	Quality: Setup > Collection Element
Collection Plans	Quality: Setup > Collection Plans
Copy Collection Plans	Quality: Setup > Copy Collection Plans
Enter Quality Results	Quality: Setup > Corrective Action > Enter Corrective Action Request
Grant Privileges	Quality: Setup > Grant Privileges
Update Parent Child Plan Relationships	Quality: Setup > Update Parent Child Plan Relationship
User Groups	Quality: Setup > User Groups