NETSUITE QUALITY MANAGEMENT SOLUTION (QMS)

Inspect, Test, Rework and Report

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.
- Improved product quality.
- Initiate quality activities from business transactions.
- Collect in-process and incoming inspection results.
- Compare to pass/fail criteria.
- Integrated non-conformance reporting.
- Reduced cost of quality.

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.

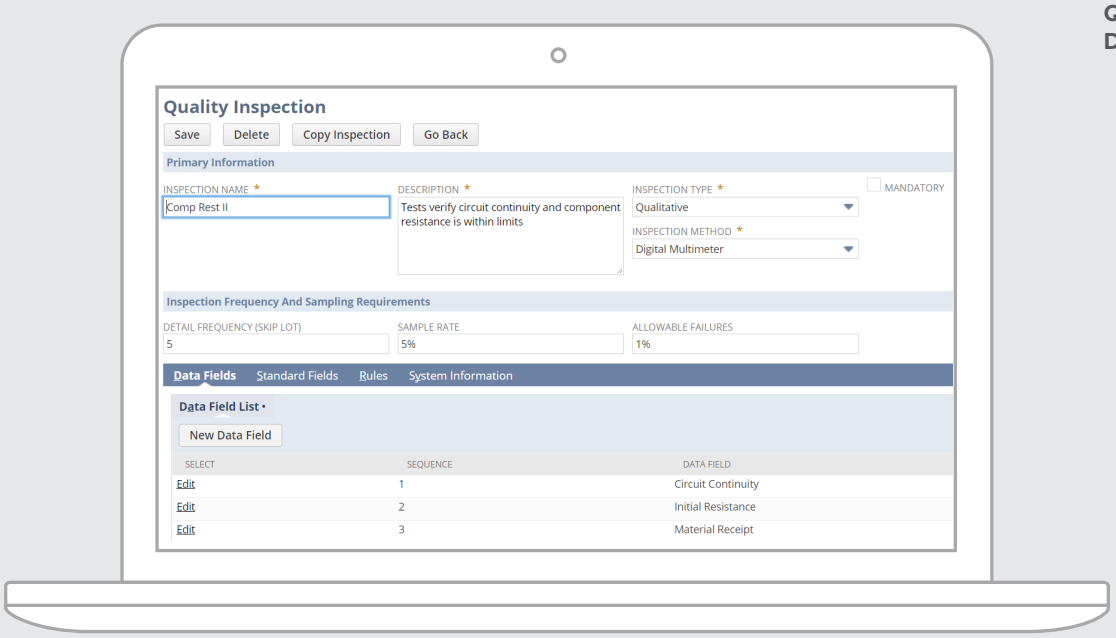
Quantitative inspections, on the other hand, allow you to define multiple measurable elements along with criteria for acceptance, i.e. diameter, width, length, temperature or even chemical composition.

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.

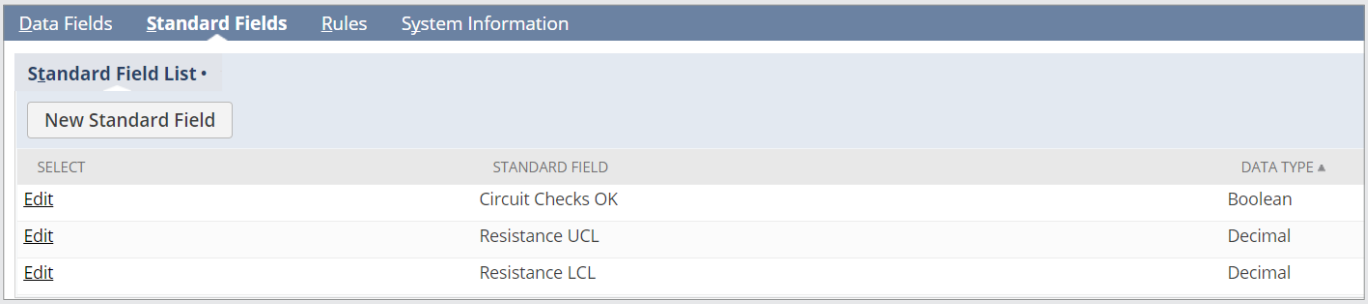
Test Definition

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

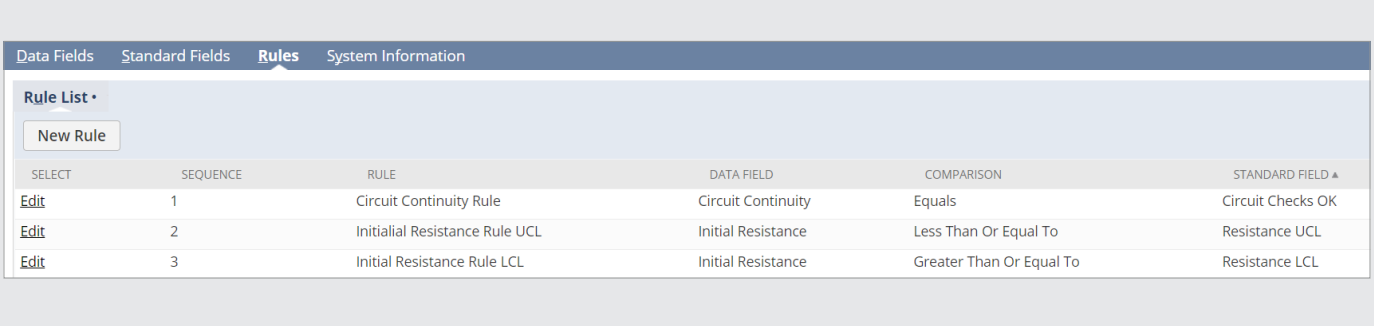


Quality Inspection Dashboard

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.

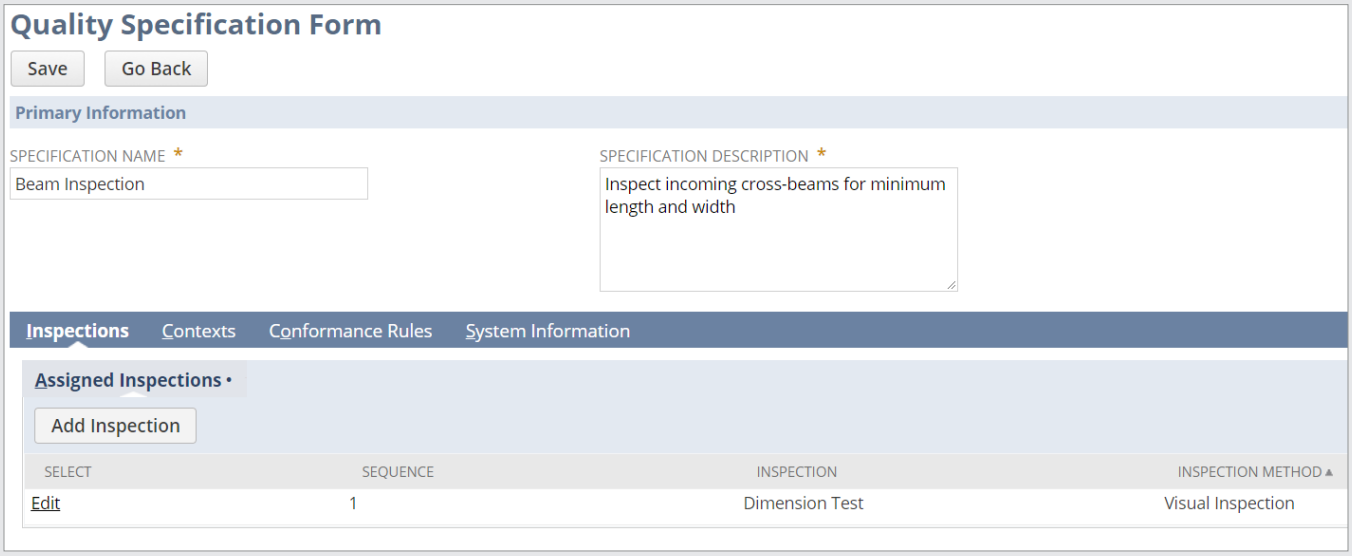


Rules then establish how the data field entries should be compared to the standard and determine pass/fail.

One of the benefits of this approach is that it allows the user to define a single inspection and have item specific standards.

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:

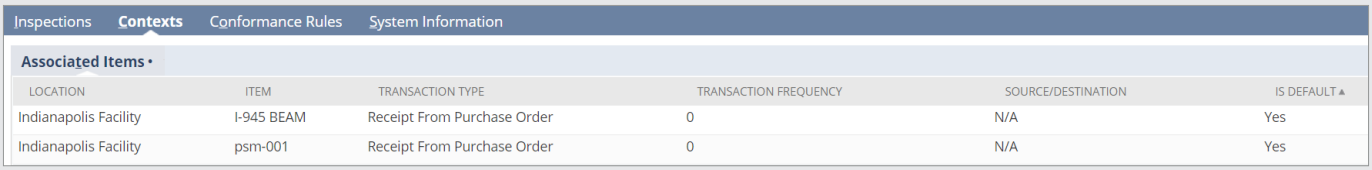


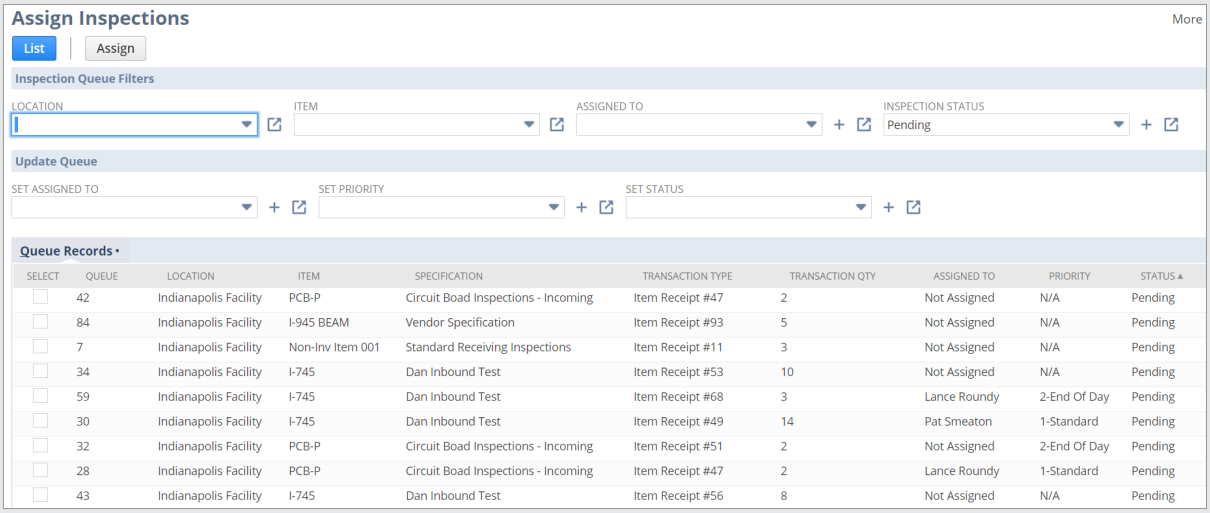
- Associate specifications to item/vendor/location combinations.
- Define inspection frequency via settings for skip-lot, sampling and more.
- Define conformance rules that establish when an item fails an inspection.
- Display error messages that describe where and why updates failed.

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.

**In an upcoming release, inspections will be able to be triggered from manufacturing routing steps to capture in-process quality results.*





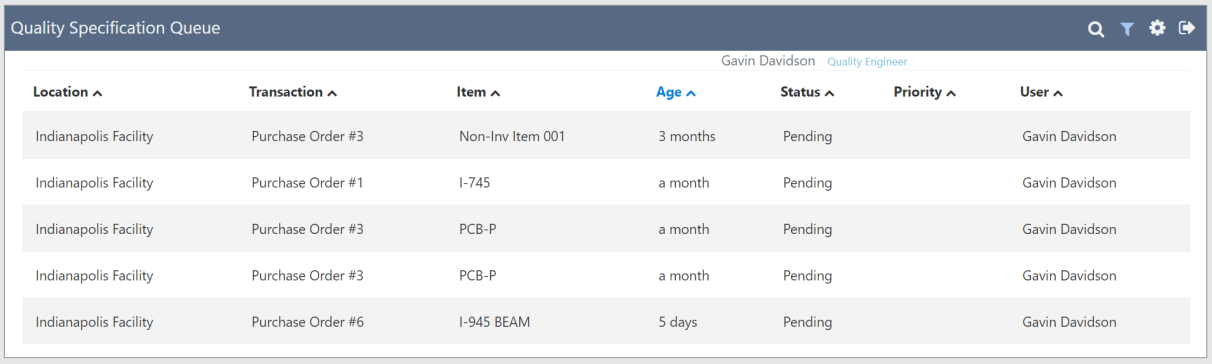
Assign Inspection

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.

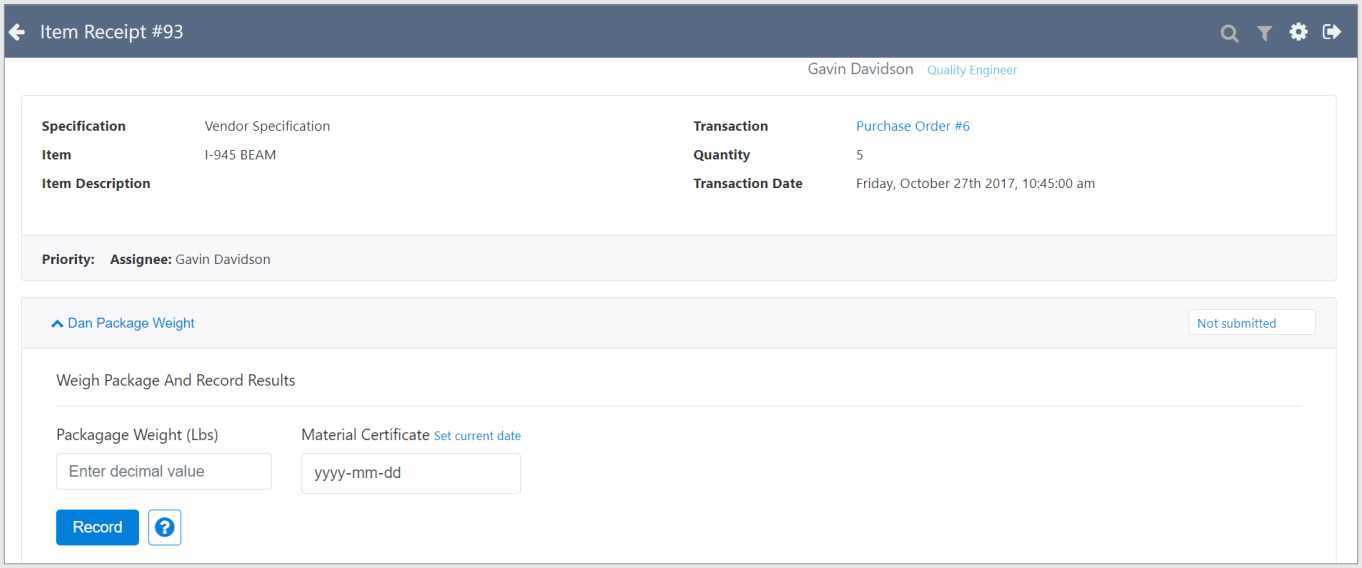
Perform Inspections via Tablet

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.



Perform Inspections via Tablet

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

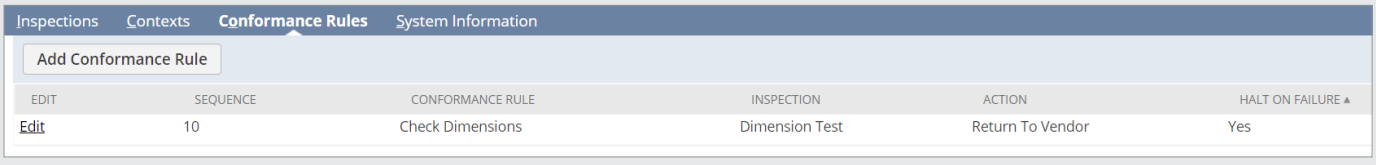
Quality failures, or non-conformances, can drive additional activities within NetSuite through customizable workflows—the application provides initial workflows for:

- 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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