PLM400

Quality Management

COURSE OUTLINE

Course Version: 15
Course Duration: 5 Day(s)

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Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	*Example text*
Window title	*Example text*

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Application Consultant
- Program/Project Manager
- Business User
- End User
- Super / Key / Power User

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UNIT 1 Navigation - Optional Unit

Lesson 1: Logon and Screen Design

Lesson Objectives

After completing this lesson, you will be able to:

- Log on to the system successfully
- Name and use elements of a SAP GUI screen

Lesson 2: Calling Functions

Lesson Objectives

After completing this lesson, you will be able to:

- Use various methods to call SAP system functions
- Describe the standard menus System and Help.

Lesson 3: Getting Help

Lesson Objectives

After completing this lesson, you will be able to:

- Use the basic functions of the F1 help
- Use the F4 help
- Display the information in the online documentation

Lesson 4: Personalizing the User Interface

Lesson Objectives

After completing this lesson, you will be able to:

- Use the various options for personalizing the SAP system

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UNIT 2 Basics

Lesson 1: Overview of Processes and Available Solutions

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the basics of the EDP-based QM system
- Describe the contributions QM makes to the life cycle of a product
- Describe the software solutions provided by SAP and, in particular, the solutions and functional areas of quality management

Lesson 2: Quality Management as Part of the SAP SolutionPortfolio

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the subareas of SAP ERP Quality Management and their tasks
- Explain the structure of the QM menu and carry out a material analysis using the QM information system

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UNIT 3 Overview of QM in the Logistics Supply Chain

Lesson 1: QM in Company Processes

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the use of quality management in the different processes within a company.
- Explain the possible uses of quality management for your company.

Lesson 2: QM Processes in the Logistics Supply Chain

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the planned processes in QM
- Describe the event-triggered processes in QM

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UNIT 4 Quality Management in Procurement

Lesson 1: QM Tasks in Procurement

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the procurement processes from a quality management standpoint
- Explain inspection and certificate processing at goods receipt
- Describe the possible uses of the quality info record in procurement

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UNIT 5 Quality Management in Production

Lesson 1: QM Tasks in Production

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the possible uses of QM in production
- Describe the process flow and consequences of quality inspection during production
- Perform quality inspections for a goods movement after production is completed

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UNIT 6

Quality Management in Sales and Distribution and Service

Lesson 1: QM Tasks in Sales and Distribution

Lesson Objectives

After completing this lesson, you will be able to:

- List the options for using the QM application component in the sales processing and service areas
- Explain the QM-relevant processes for a sales order and for a delivery
- Use quality notifications for processing customer complaints

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UNIT 7 Functions in Detail - Quality Planning

Lesson 1: Logistics Master Data in Quality Planning

Lesson Objectives

After completing this lesson, you will be able to:

- Explain and use logistics master data in quality planning

Lesson 2: Inspection Planning and QM Basic Data

Lesson Objectives

After completing this lesson, you will be able to:

- Explain and use the basic data in quality management
- Explain the structure and use of inspection plans

Lesson 3: Overview of Failure Mode and Effects Analysisand Control Plan- OPTIONAL

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the contents of an FMEA in the overview
- Explain the structure of an FMEA
- Explain the structure of a control plan

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UNIT 8 Functions in Detail - Quality Inspection

Lesson 1: The Inspection Lot

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the creation of inspection lots
- Explain the process flow of a quality inspection

Lesson 2: Inspection Lot Creation

Lesson Objectives

After completing this lesson, you will be able to:

- Explain how the inspection specifications are determined and explain the steps in inspection lot creation
- Explain the steps in inspection lot creation

Lesson 3: Inspection and Inspection Lot Completion

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the processes in results recording and defects recording
- Complete the inspection lot with the usage decision
- Explain the processes involved in the copy inspection results function

Lesson 4: Sample Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the objects used in sample management
- Use sample management in inspection planning
- Describe the inspection process using sample management

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UNIT 9

Functions in Detail - Quality Certificates

Lesson 1: Certificate Receipt and Certificate Issue

Lesson Objectives

After completing this lesson, you will be able to:

- Plan certificates
- Create quality certificates for the outbound delivery

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UNIT 10

Functions in Detail - Quality Notifications

Lesson 1: General Notification Processing

Lesson Objectives

After completing this lesson, you will be able to:

- Describe how notifications can be used
- Explain the structure of a notification
- Record and process notifications in the system

Lesson 2: Quality Notifications in the Logistics Supply Chain

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the possible uses of quality notification
- Explain how notifications are processed

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UNIT 11 Functions in Detail - Quality Control

Lesson 1: Dynamic Modification and Statistical ProcessControl

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the uses of dynamic modification
- Plan and use quality control charts

Lesson 2: Quality Scores and Costs

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the purpose of the quality score for the inspection lot
- Describe the effect of quality on the vendor evaluation
- Explain quality-related costs

Lesson 3: Evaluations in Quality Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the different evaluation options
- Perform evaluations for the inspection results and in the info system

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UNIT 12

Functions in Detail - Test Equipment Management

Lesson 1: Overview of Test Equipment Management

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the planning of the calibration inspection
- Perform the calibration inspection

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UNIT 13

Functions in Detail - Stability Study

Lesson 1: Stability Study Process Flow

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the process flow of a stability study
- Plan and execute a stability study

Lesson 2: Objects in the Stability Study

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the objects used in a stability study
- Describe the activities involved in a stability study

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UNIT 14 Audit Management

Lesson 1: Audit Management

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the components of Audit Management in the overview
- Explain the planning of an audit
- Execute an audit

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UNIT 15

SAP NetWeaver Portal - Optional Unit

Lesson 1: Business Drivers for Portals

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the purpose of an enterprise portal
- List the objectives for portals in a company
- Describe the benefits of using an enterprise portal

Lesson 2: SAP Product Overview and ReleaseStrategy

Lesson Objectives

After completing this lesson, you will be able to:

- List the key components of SAP solutions
- Explain the differences between an application and a component

Lesson 3: SAP NetWeaver

Lesson Objectives

After completing this lesson, you will be able to:

- State the basic concept of SAP NetWeaver
- Describe the central role played by SAP NetWeaver Application Server
- Explain the role of SAP NetWeaver AS Java

Lesson 4: Introduction to the SAP NetWeaverPortal

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the key capabilities of SAP NetWeaver Portal
- Name the advantages of Business Packages
- Describe the genealogy of SAP NetWeaver Portal

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UNIT 16 Implementing QM

Lesson 1: Planning and Project Preparation

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the project planning for a QM implementation
- Describe the prerequisites for a QM implementation

Lesson 2: Business Blueprint

Lesson Objectives

After completing this lesson, you will be able to:

- Model of core processes
- Determine general conditions for the project

Lesson 3: Realization and Start of Productive Use

Lesson Objectives

After completing this lesson, you will be able to:

- Describe how to adapt the system to suit your needs
- Explain the most important tools used during project realization

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UNIT 17 Appendix

Lesson 1: Additional Information

Lesson Objectives

After completing this lesson, you will be able to:

- Use additional Information

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