PLM400
Quality Management

COURSE OUTLINE
Course Version: 15
Course Duration: 5 Day(s)
**Typographic Conventions**

American English is the standard used in this handbook. The following typographic conventions are also used.

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TARGET AUDIENCE
This course is intended for the following audiences:

- Application Consultant
- Program/Project Manager
- Business User
- End User
- Super / Key / Power User
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
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
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
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
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
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
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 Analysis and 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
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
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
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
Lesson 1: Dynamic Modification and Statistical Process Control

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
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
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
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
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 Release Strategy

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 NetWeaver Portal

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
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
Lesson 1: Additional Information

Lesson Objectives

After completing this lesson, you will be able to:

- Use additional Information