Defects Recording (QM-IM-RR-DEF)

HELP.QMIMDEF

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Icons

Icon	Meaning
	Caution
	Example
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	Recommendation
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Defects Recording (QM-IM-RR-DEF)

Defects Recording (QM-IM-RR-DEF)

Purpose

When you process an inspection lot, you can record the results for the inspection in the form of characteristic values or defects. A **defect** is any property or attribute of a material, product or process that does not meet the inspection characteristic specifications. You record the defects with the help of predefined defect codes maintained in the inspection catalogs.

Implementation Considerations

The need to record defects depends on the manufactured product and the production process. Defect records can serve as a valuable source of information for quality control in many different production environments. They allow you to improve quality and optimize processes, while reducing costs and increasing productivity. Defects recording is primarily used in the following areas:

- **Production of Complex Products or Systems**

  Defects recording is a very important tool for the production of complex products or systems (for example, electronic equipment, cars and industrial machinery). In this area, a consistently high product quality level can only be maintained if the defects are kept to a minimum or eliminated altogether. Defect records are required to identify quality problems in the production process and to comprehensively evaluate the defect data (for example, the total number of all defects, the total number of defects categorized by defect type, a valuation of defects based on various factors such as location, seriousness, etc.).

- **Discrete Manufacturing**

  In the production of less complex, single parts such as nuts, bolts, or bearings, you are likely to record both characteristic values and defects. For example, a manufacturer of ball bearings may record characteristic values for the bearing diameter, as well as the defects that affect the quality of the bearing material.

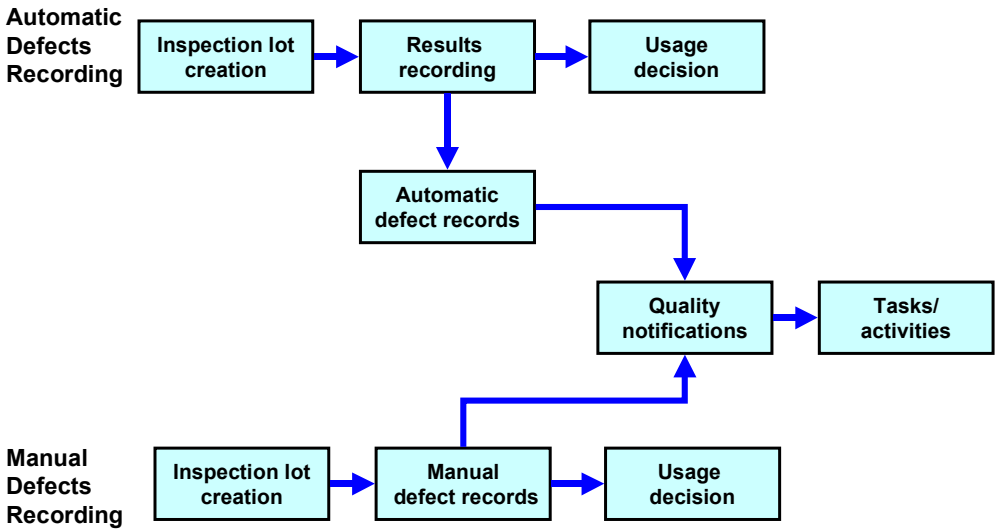
Features

You can record defects in the form of **defect records** using the Quality Management component. You can analyze defects and their causes on the basis of defect records. You can determine what corrective action is necessary to eliminate the defect cause and prevent them from recurring. Defect records can be created in the following ways:

- The system can create defect records **automatically** during results recording.
- You can create defect records **manually** using the defects recording function.

Once a defect record has been created, it is saved in the system as a quality notification. A quality notification is a system-supported problem message that you can use to process different types of problems relating to poor-quality goods or services. Quality notifications are processed in the *Quality Notifications* component.

Defects Recording (QM-IM-RR-DEF)



Information in a Defect Record

A defect record may contain all or part of the following information:

- Defect type
- Defect location
- Defect cause
- Corrective action taken
- Defect valuation

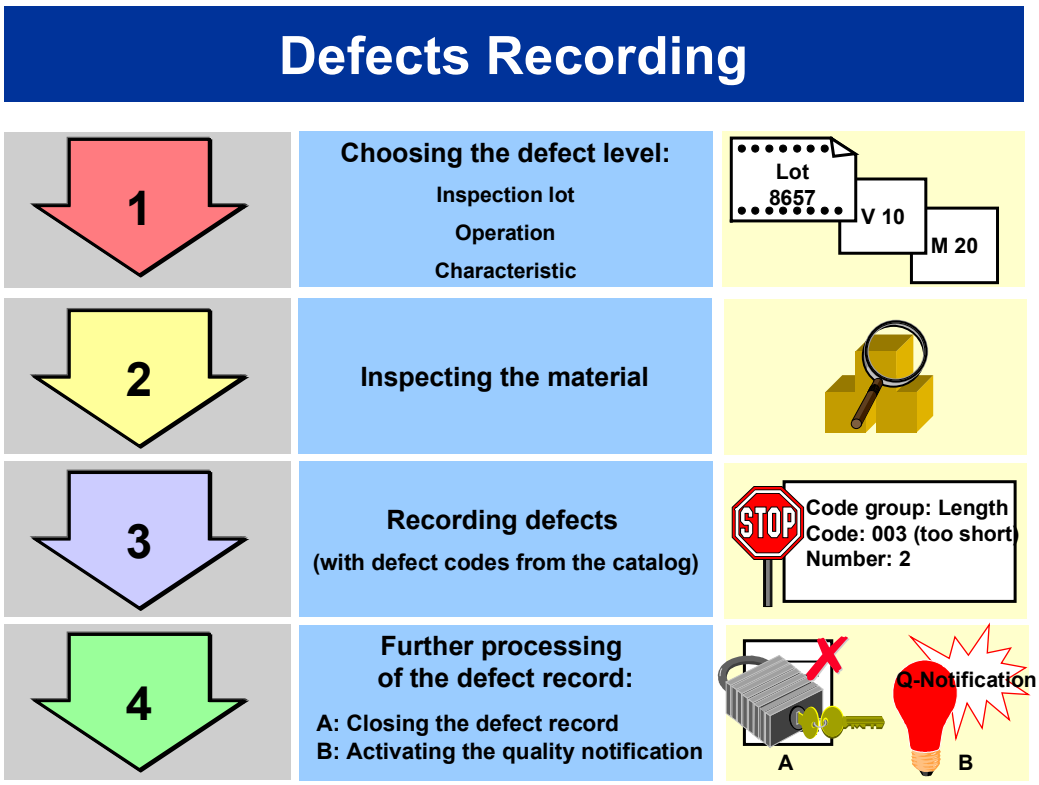
Defects Recording at Quality Inspection

Purpose

During quality inspections, you can record defects for an:

- Inspection lot
- Operation
- Inspection characteristic

Process Flow



Defect Recording Levels

Use

The availability or absence of an inspection plan or material specification determines the level at which you will be able to record defects. You can record defects on three levels. At the level of the:

- Inspection lot
- Inspection operation
- Inspection characteristic

Recording Defects Without an Inspection Plan or a Material Specification

If neither an inspection plan nor a material specification is available, you can only record defects for the inspection lot.

Recording defects with an Inspection Plan,

If the inspection is carried out using an inspection plan, you can record defects for an inspection lot, inspection operation, or inspection characteristic.

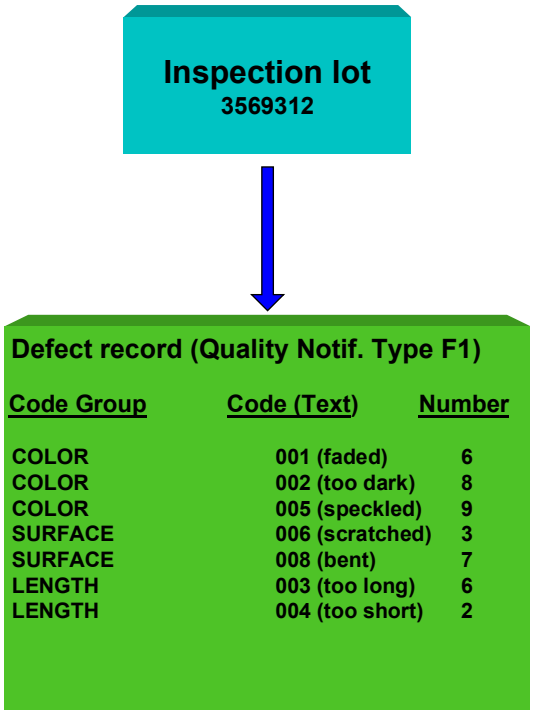
Recording Defects with a Material Specification

If an inspection plan is not available, you can use the material specification in place of the inspection plan. The material specification contains assignments to characteristics. If the system creates an inspection lot for a material that has a material specification, you can record defects for these characteristics.

You can define a summarized or individual defects recording form using the confirmation profile, regardless of whether you are recording defects for an inspection lot, inspection operation, or inspection characteristic.

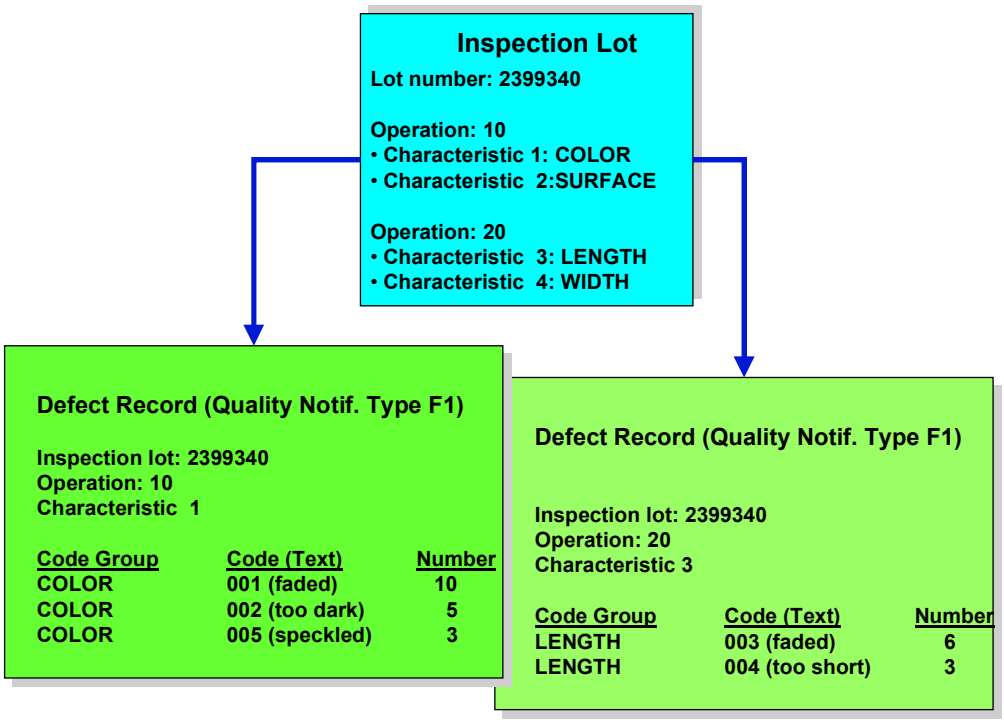
Structure and Content of Defect Records

- **Defect record (Inspection lot level)**



- **Defect record (Characteristic level)**

Defect Recording Levels



See also:

Customizing Parameters for Defects Recording [Page 12]

Defect Classes

Use

When you implement the *Quality Management* application component and maintain inspection catalogs, you can also assign **defect classes** to the defect codes that are defined in the QM inspection catalog (catalog type 9, defects). The seriousness of the defect and its consequences determine the defect class to which the defect is assigned. The system supports the following internationally recognized defect classes:

- Critical defect
- Major defect A
- Major defect B
- Minor defect A
- Minor defect B

Integration

The system can use defect classes to automatically trigger an SAP Workflow task or activate a defect record as a quality notification during defects recording. The system executes these activities if you have taken the following steps:

- You have assigned defect classes to the defect codes.
- Your system administrator has activated the appropriate defect classes in Customizing for a Workflow link or for the automatic activation of a quality notification.

For example, if you confirm a defect during defects recording that has a defect class assigned to it, the system can:

- Trigger a Workflow task (for example, sending a mail to the person responsible, advising the individual that a defect has been confirmed)
- Create a quality notification by activating an inactive defect record (see Processing Defect Records [Page 25]). You can then continue processing the quality notification in the *Quality Notifications* component.

See also:

BC SAP Business Workflow documentation Process Critical Defect. [Ext.]

Customizing Parameters for Defects Recording

The Customizing application for *Quality Notifications* (defects recording function) contains the following control parameters for defects recording:

- Report type
- Confirmation profile
- Catalog profile
- Defect valuation

Report Type

The report type determines the information that is contained in the defect records and links the confirmation profile with the catalog profile. As a result of this link, the report type can:

- Control the type of information that will be recorded (see confirmation profile)
- Determine the catalog type and code groups that will be used to describe the defects (see catalog profile)
- Determine the source from which the system will retrieve the catalog profile (for example, from the material master, report type or quality notification type [Page 30]).

The standard system contains two report types. You can also define additional report types to meet your needs - for example, to:

- Allow you to process different inspection types (for example, a visual inspection or functional test).
- Allow you to inspect at different locations (represented in the system by the object “work center”).

For this purpose, you need different confirmation profiles. At plant level, you can assign one or more work centers to a report type.

Confirmation Profile

In the confirmation profile, you specify the type of information or **confirmation objects** that you can record for a defect (for example, defect type, defect cause, defect location, task, and defect valuation). You can also define whether an entry for a confirmation object is mandatory, optional or not required. The following two confirmation profiles have been defined in the QM Customizing application for the standard system:

- **Summarized defects recording**

  For this profile, the **defect type** and **defect type text** have been defined as optional confirmation objects

- **Individual defects recording**

  For this profile, the object’s **defect type**, **defect type text**, **defect location**, **assembly**, **defect cause**, **defect cause text**, **task**, **activity text**, and **defect valuation** have been defined as optional confirmation objects.

Your system administrator can define additional confirmation profiles to meet your requirements. If required, you can record the serial number of each inspected unit in the defects recording

screen. To do this, you must activate the function for recording serial numbers (see Recording Defects with Reference to Serial Numbers [Page 14]).

You should define confirmation profiles only after you have decided which report types you want to maintain in the system. When you have defined the report types and confirmation profiles, you must assign a confirmation profile to each report type.

Catalog Profile

The catalog profile contains the catalog types and code groups that are available for recording defects. You should define different catalog profiles for the different types of materials or products you intend to inspect. The report type determines which catalog profile will be selected for defects recording.

When you record defects with reference to a characteristic, the catalog specifications are limited as follows:

The system determines a notification type on the basis of the inspection type for the inspection lot. This is stored in Customizing for the inspection type. Catalog types for the confirmation objects “defect”/“problem,” “defect location,” “object part,” “cause,” and “activity” are assigned to the notification type when confirming catalogs. The limiting of catalog specifications is effective for all catalog types, if a catalog type for the characteristic specifications corresponds to the catalog types in the notification type.

In this case, you can only use the code groups or selected sets assigned to the inspection characteristic for the corresponding object during defects recording.

Defect Valuation

You can valuate the recorded defects quantitatively by assigning a unit of measure (unit for defect valuation) to the catalog profile. You can specify the number of decimal places to be maintained for this unit of measure. You can define a separate defect valuation unit for each existing catalog profile.

See also:

The Implementation Guide (IMG) for the *Quality Management* component (*Quality Notification* → *Defects Recording*):

- Define notification type
- Define confirmation profile
- Define report type

Recording Defects with Reference to Serial Numbers

Prerequisites

If you want to record defects with reference to the serial numbers of the inspected units, you must first activate the function for recording serial numbers.

Procedure

To do this, follow this procedure:

1. Choose a serial number profile for the material in the material master (general plant data view).
2. In the material master, specify the recording of single units for the desired inspection types (*Quality Management* view, *Inspection setup* pushbutton).
3. Make sure the control indicator *No serial numbers* is not set in the confirmation profile [Page 12].

Result

When you have carried out these steps, the defects recording screen will contain a field in which you can enter the serial number for each defect item.

Automatic Creation of Defect Records

Use

The system can create defect records automatically during results recording. The system creates defect records when you valuate the characteristic with a rejection. Depending on whether you are recording results for a characteristic, inspection point, or sample, the system assigns the generated defect record to the corresponding object. Defect records can be generated in the following ways:

Variant A: Generated in the Background

The defect record is created with the corresponding defect code from the inspection characteristic or master inspection characteristic. To generate defect records in the background, the following conditions must be met:

- You have activated the defects recording function for the inspection characteristic or master inspection characteristic.
- You have defined defect codes for the inspection characteristic or master inspection characteristic.

  You can store three types of defect codes in an inspection characteristic or master inspection characteristic:

  – A rejection caused by an upper tolerance value being exceeded
  – A rejection caused by a lower tolerance value not being reached
  – A general rejection

  For quantitative characteristics, you can only enter defect codes for the upper or lower specification limit, if you have defined the corresponding tolerance limits. For both quantitative and qualitative characteristics, you can always enter the defect code for a general rejection.
- The confirmation profile [Page 12] must not contain a required entry.

Variant B: Automatic Generation with Dialog Option

This method is essentially the same as the one described above, with the exception that you can enter additional data for the defect in the defects recording screen. The prerequisites for generating defect records using this method are essentially the same as the ones described above. However, the confirmation profile must contain at least one required entry.

Variant C: Automatic Prompt for Entry of Defect Data

The system prompts you to enter the defect data. For this variant, the defects recording indicator must be set for the inspection characteristic or master inspection characteristic and no codes must be defined. If the confirmation profile contains required fields, the system will prompt you to enter the required data in a dialog box.

If you valuate the characteristics in a subsystem, the system creates the defect records in the background regardless of the settings in the confirmation profile.

Features

When the system generates defect records automatically, the following special features should be considered:

- **Generating defect records for an inspection point**

  When you record results for an inspection point, the system valuates an internal characteristic record after you have valuated the inspection point characteristic. This characteristic record contains the summarized characteristic results for several inspection points.

  If this characteristic is rejected, the system can create an additional defect record for the characteristic (even if the characteristic valuation for the inspection point has already led to a rejection). This defect record can be created on the basis of previously described variants (A, B, or C).

  If defect records are created on the basis of variants A or B, the system first checks whether the defect code already exists as a result of a previous valuation for the internal characteristic record:

  – If the defect code does not exist, it is created.

  – If the defect code already exists, the system updates the existing defect record by resetting the change date.

  With variant C, the defect records that have already been created are edited.

  If the quality notification (in which this defect record is contained) has already been completed, the system automatically reprocesses this notification.

- **Changing a characteristic valuation**

  If you change the valuation of a characteristic during results recording, all generated defect records are deleted. This also includes the defects that were created with variant C.

The system only deletes defects for inspection points, if there are no further rejections of the internal characteristic record in the current dialog.

Recording Defect Records Manually

Use

You can record defects manually using the following functions in QM:

- Defects recording
- Results recording
- Usage decision (before you make the usage decision)

Depending on which function you use, the following applies:

- During defects recording or results recording, you can record defects for an inspection lot, inspection operation or inspection characteristic.
- When you make a usage decision, you can only record defects for an inspection lot.
- If you record defects while recording inspection results for inspection points (inspection points in production, equipment, functional locations, or physical samples), you can:
  - Record or change the defect records for the inspection point or sample you are currently processing.
  - Display any defect record (for example, for other inspection points or samples) using the function for displaying the defect structure.

For more information about recording defects manually, refer to the following procedures:

- Recording Defects Using the Defects Recording Function [Page 18]
- Recording Defects During Results Recording [Page 20]
- Recording Defects Before Making the Usage Decision [Page 22]

Recording Defects Using the Defects Recording Function

1. Choose *Logistics* → *Quality management* → *Quality inspection* → *Defects.*

To:	Choose:
Record defects for an inspection lot	*Record for inspection lot*
Record defects for an operation	*Record for operation*
Record defects for a characteristic	*Record for characteristic*

2. Enter an inspection lot on the initial screen.
3. Enter the required *Report type*.

   For more information, see Automatic Selection of a Report Type [Page 24].

   You can ensure that the dialog box *Multiple selection of defect codes* automatically appears for defects recording with *User settings*.
4. Choose *Goto* → *Defect data*.
5. Copy the desired defect codes in the defects overview section of the screen into the defects recording screen. To do this, proceed as follows:
   a) Use the possible entries help for the code group to copy several codes simultaneously. If you only want to copy a single code, use the possible entries help for the code. The system automatically displays the dialog box for the multiple selection of codes or the screen for catalog selection.
   b) If necessary, expand the code groups in the dialog box to display the available codes.
   c) Select the desired codes and copy them. The system copies the selected codes and short texts into the recording screen.
6.

Function	Action	What you should know
Record defects with reference to serial numbers	Enter the serial number for the inspected unit in the corresponding field for the identified defect.	
Record defects without reference to serial numbers	Enter the corresponding number of confirmed defects for each code	If you do not enter a value, the system automatically enters "1" as the default value when you save the defect data.

7. If you want to record additional information for a defect item, select the desired item on the defects overview screen, and then choose *Goto* → *Detail*.

   A dialog box appears in which you can enter additional information for the defect (for example, short text, defect location, and assembly).

If you enter additional information for a defect, indicator D is selected for the defect item.

8. Save the defect data.

Manually Recording Defects During Results Recording

Use

During results recording, you can manually record defects for an inspection lot, inspection operation, or inspection characteristic.

Procedure

1. Choose *Edit* → *Defects* on the results recording screen.
2.

To:	Choose:
Record defects for an inspection lot	*For inspection lots*
Record defects for an operation	*For operation*
Record defects for a characteristic	*For characteristics*

   If the system cannot choose the report type automatically, it displays a dialog box in which you must enter the report type.

   If the system chooses a report type automatically, the system calls up the defects recording screen as a dialog box.

   You can ensure that the dialog box *Multiple selection of defect codes* automatically appears for defects recording with *User settings*.

3. If you have not activated *Multiple selection*, copy the desired defect codes in the defect overview area of the screen into the defects recording screen as follows:

   a) Use the possible entries help for the code group to copy several codes simultaneously. If you only want to copy a single code, use the possible entries help for the code.

      The system automatically displays the dialog box for the multiple selection of codes, or the screen for catalog selection.

   b) If necessary, expand the code groups in the dialog box to display the available codes.

   c) Select the desired codes and copy them.

      The system copies the selected codes and short texts into the recording screen.

4.

Function	Action	What you should know
Record defects with reference to serial numbers	Enter the serial number for the inspected unit in the corresponding field for the identified defect.	

Record defects without reference to serial numbers	Enter the corresponding number of confirmed defects for each code	If you do not enter a value, the system automatically enters "1" as the default value when you save the defect data.

5. If you want to record additional information for a defect item, select the desired item on the defects overview screen, and then choose *Goto* → *Detail*.

   A dialog box appears, in which you can enter additional information for the defect (for example, short text, defect location, and assembly).

   If you enter additional information for a defect, indicator D is selected for the defect item.

6. Choose *Continue* to return to the results recording screen.

   When you save the results, the system also saves the defect data.

Recording Defects Before Making the Usage Decision

Use

You can manually record defects for the inspection lot before you make a usage decision for a lot.

Procedure

1. On an overview screen for the usage decision, choose *Edit* → *Record defects.*
2. Enter a report type and then choose *Continue*.
3. In the defects overview section of the dialog box, copy the desired defect codes into the corresponding fields. To do this, proceed as follows:
   a) Use the possible entries help for the code group to copy several codes simultaneously. If you only want to copy a single code, use the possible entries help for the code. The system automatically displays the dialog box for the multiple selection of codes or catalog selection.
   b) If necessary, expand the code groups in the dialog box to display the available codes.
   c) Select the desired codes and copy them. The system copies the selected codes and short texts to the defects recording screen.
4.

Function	Action	What you should know
Record defects with reference to serial numbers	Enter the serial number for the inspected unit in the corresponding field for the identified defect.	
Record defects without reference to serial numbers	Enter the corresponding number of confirmed defects for each code	If you do not enter a value, the system automatically enters "1" as the default value when you save the defect data.

5. If you want to record additional information for a defect item, select the desired item on the defects overview screen, and choose *Detail*.

   A dialog box appears, in which you can enter additional information for the defect (for example, short text, defect location, and assembly).

   If you enter additional information for a defect, indicator D is selected for the defect item.
6. Choose *Continue* to return to the usage decision screen.

Result

When you make the usage decision for the inspection lot and save the data, the system also saves the defect data.

Automatic Selection of a Report Type

Use

In certain situations, the system can choose the report type automatically or at least limit the list of available report types. This applies to the following situations:

- Only one report type is set in Customizing.

  The report type is copied automatically.

- One or more report types have been assigned to a work center .

  You can assign one or more report types to a work center. If such a work center is referenced in an inspection operation for which you want to record defects, you can use the possible entries help to display only the report types that have been assigned to this work center. If the work center only has one report type assigned to it, the system automatically chooses the report type.

- You have already recorded defects, and you want to:
  - Manually **record** additional defects for an inspection lot, operation, or characteristic without entering a report type
  - Manually **change** existing defect records for an inspection lot, operation, or characteristic without entering a report type
  - Generate additional defect records within **results recording**

    In such cases, the system responds in one of the following ways:
  - If only one valid report type exists, the system automatically chooses the report type and displays the defects recording screen.
  - If several valid report types exist, the system displays a list of report types in a dialog box. After you have chosen a report type, the system displays the defects recording screen.

Processing Defect Records

Use

If a defect record was created automatically or manually, it is initially inactive. The system stores this inactive defect record as a quality notification with the following status:

- *DEFR* (outstanding defect record)
- *OSNO* (outstanding quality notification)

Critical defects must be processed further as quality notifications (see Activating Quality Notifications [Page 26]) while critical defects are only documented (see Completing Inactive Defect Records [Page 29]).

In the inspection type, you can specify that all recorded defects for an inspection lot be documented in a single quality notification (as opposed to a single quality notification for all defects recorded for an operation). You define the inspection types in Customizing for *Quality Inspection* under *Inspection Lot Processing* → *Inspection Lot Creation* → *Maintain inspection types*.

Integration

The recorded defect data is automatically updated in the QM Information System. The QM Information System is a flexible tool for collecting, consolidating and analyzing data from the inspection processes.

Activating Quality Notifications

Use

If you confirm a defect of a critical or serious nature while recording defects, you must initiate corrective tasks and follow-up actions to eliminate the defect cause and prevent it from reoccurring. The quality notification allows you to process problem-related defects efficiently. Several quality notification types [Page 30] have been defined in the standard system for defects recording.

Features

You can activate a quality notification from an inactive defect record in the following ways:

- Defect records are automatically activated if you switch to the quality notification functions from defects recording and:
  - Create tasks [Ext.] for a defect item
  - Change the priority
  - Change the coding of the subject
  - Change the partner
  - Change the short text for the notification
- You can activate the defect record manually.
- The system can activate the defect record automatically based on the defect class.

Activities

If you activate a defect record manually or if the system activates it automatically on the basis of the defect class, the system displays a dialog box in which you can enter the following information for the quality notification header:

- Processing priority for the notification
- Coding for the problem description
- Descriptive short text
- Partner functions (person and/or department responsible)

See also:

Defect Classes [Page 11]

Activating Quality Notifications Manually

Use

You can manually activate an inactive defect record as a quality notification directly in the functions for:

- Results recording
- Defects recording
- Usage decisions

Procedure

Choose *Extras* → *Activate Q-notification*.

Result

The status of the quality notification is changed from an inactive defect record to a quality notification.

Activating Quality Notifications Automatically

Prerequisites

For the system to be able to activate a defect record as a quality notification automatically, your system administrator must first activate the corresponding defect classes for a Workflow link or for the automatic activation of a quality notification in the Customizing application. You must then assign the desired defect codes to the defect classes.

Assigning a Defect Code to a Defect Class

1. Choose *Logistics* → *Quality management* → *Quality planning* → *Basic data* → *Catalog* → *Edit.*

   The initial screen for catalog processing appears.

2. Specify catalog 9 (defects) in the catalog field and enter a key for the code group. (If you do not know the code group, you can search generically.)

3. Choose Catalog → Create/Change.

   A screen with a list of code groups appears.

4. Select a code group and choose *Code*s.

   A screen with a list of all codes in the code group appears.

5. Choose the desired defect class for the code in the corresponding column.

6. Save the data.

Completing Inactive Defect Records

Use

Any defects that you confirm during an inspection that are non-critical and that do not need to be activated as a quality notification [Page 26] remain inactive. When you make the usage decision for the inspection lot, the system automatically completes all inactive defect records by changing the status of the quality notification to *NOCO* (notification completed). The quality notification is then no longer available for processing using the *Quality Notifications* component.

If an inactive defect record has a defect class assigned to it and the defect class was activated for a workflow link in the Customizing application, a workflow task is automatically triggered when the defect record is initially saved.

Quality Notification Types

Use

You can use quality notification types to distinguish different types of problems on the basis of the inspection lot origin. Three quality notification types are defined in the standard system for defects recording:

- Quality notification type for inspections for delivery (type F1)
- Quality notification type for goods receipt inspections (type F2)
- Quality notification type for production inspections (type F3)

Your system administrator can define additional quality notification types in Customizing (for example, for customer returns or audit inspections).

Editing Defect Records

Use

Once a defect record has been created in the system, you can display, change, and delete the record. While there are no restrictions in displaying a defect record, certain limitations apply if you want to change or delete a record (for example, if you want to add or remove additional information from a record).

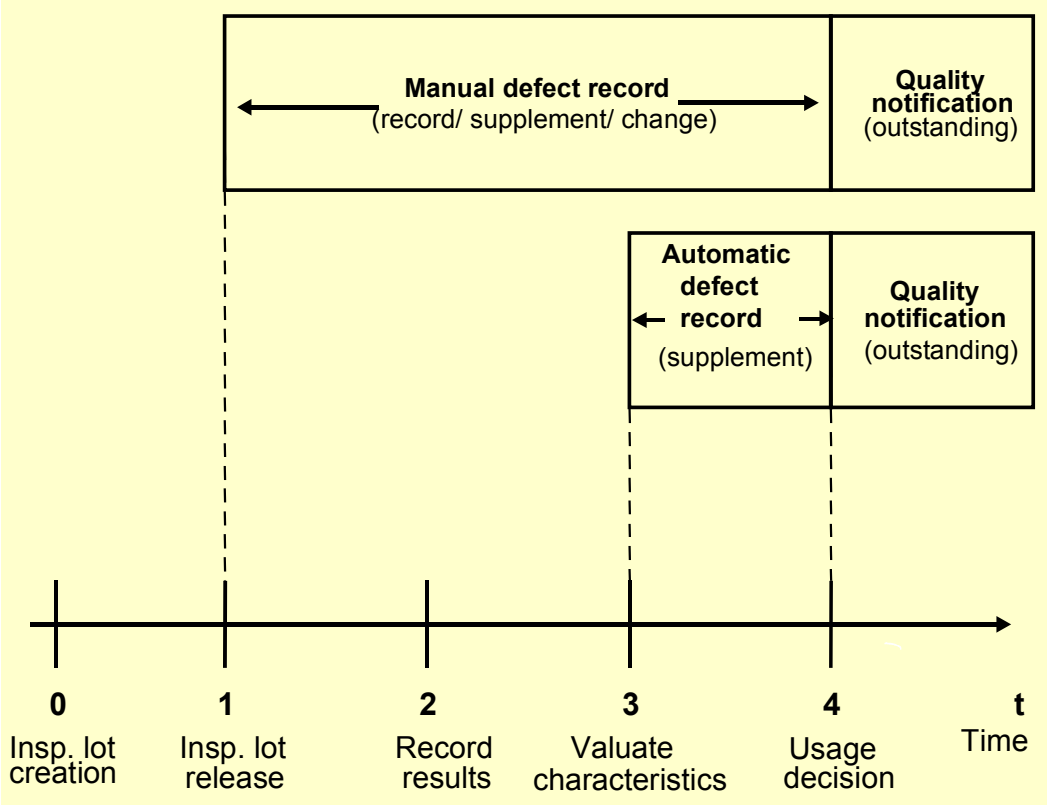
Automatically Created Defect Records

- The system can change the defect data in automatically created defect records as long as the usage decision has not been made for the inspection lot. For example, if you inspect an inspection lot once more and the defect data has changed, the system automatically deletes the incorrect data and replaces it with the correct data.
- Automatically created defect records are deleted by the system automatically if the valuation of an inspection characteristic is changed during results recording.

Manually Created Defect Records

- You can change or delete defect records that were created manually as long as the inspection has not been completed and the usage decision has not been made.

If the usage decision has been made, you can only change or delete automatically and manually created defect records using the functions to process quality notifications.

All inactive defect records that have not been activated as quality notifications are completed when the usage decision is made. You must process all defect records that have been activated as quality notifications using the *Quality Notification* component.

Time Line for Editing Defect Records