ORACLE QUALITY

KEY FEATURES

- Enterprise wide Quality Data Repository
- In-process Quality Management
- Integrated with manufacturing, logistics, maintenance and service modules in the Oracle E-Business Suite.
- Analysis and charting
- Nonconformance and Corrective Action
- E-signatures and E-Records
- Quality Audits
- Mobile data collection

Oracle® Quality is a flexible enterprise-wide quality management system that lets you collect, distribute and analyze critical quality data throughout your supply chain. Oracle Quality is part of the Oracle E-Business Suite, and is tightly integrated with Oracle Work In Process, Oracle Flow Manufacturing, Oracle Shop Floor Management, Oracle MES for Discrete Manufacturing, Oracle Purchasing, Oracle Internet Supplier Portal, Oracle Mobile Supply Chain, Oracle Warehouse Management System, Oracle Enterprise Asset Management, Oracle Depot Repair, and Oracle Service, enabling you to collect quality data at the source.

Supporting Quality Management Activities Across the Supply Chain

Oracle Quality collects and manages quality information throughout your supply chain and enables you to measure product and process quality to ensure adherence to quality standards. Quality data can be shared across the supply chain to measure yield, track defects, conformance to specifications, and monitor supplier performance. Strong security allows only authorized users access to input or update quality data. Electronic signatures can be used as an additional level of security to ensure that the person signing the record is fully authorized to perform the transaction. Automatic actions, such as electronic-mail notifications or placing a job on hold, can be taken based on actual quality results. Using techniques such as, Skip Lot and Sampling for Receiving Inspection, Oracle Quality helps you reduce inspection costs. Oracle Quality is tightly integrated with the entire suite of Oracle Applications and serves as the enterprise wide repository of quality data and ensures data integrity, since key data such as items, suppliers, customers, lots, etc., is shared.

Flexible Quality Data Collection

Oracle Quality is highly configurable and can be tailored to collect quality information pertinent to your company's specific business needs. Oracle Quality lets you create user-defined, easily maintainable quality collection plans, and also control where, when, who, and how you collect data throughout your supply chain. Parent and Child collection plan relationships allow you to store information in a hierarchical and multi-leveled structure to obtain the flexibility needed to collect quality data for very complex models. Parent and Child relationships can also be used to maintain an audit trail of all the updates to the quality data through history collection plans.

Quality at the Source

Delays and errors in reporting quality results and detecting quality problems can lead to defective products, downstream failures, and delayed product shipments. By

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making quality data collection a part of your standard workflow, you can distribute quality assurance responsibilities throughout the enterprise.

You can record quality results as you are transacting material to ensure early detection of problems. You can have your suppliers and subcontractors collect quality data and have them enter it into your system. You can log Non Conformance issues, initiate Corrective Actions and dispose of suspect material by initiating a Rework Order, adding Rework Operations, Scraping material or Moving material to an MRB inventory. Similarly, during receiving inspection you can collect data to ascertain the quality of incoming materials. If and when a problem is detected, you may take action such as sending an email notification, putting a job on hold, or placing a supplier on hold.
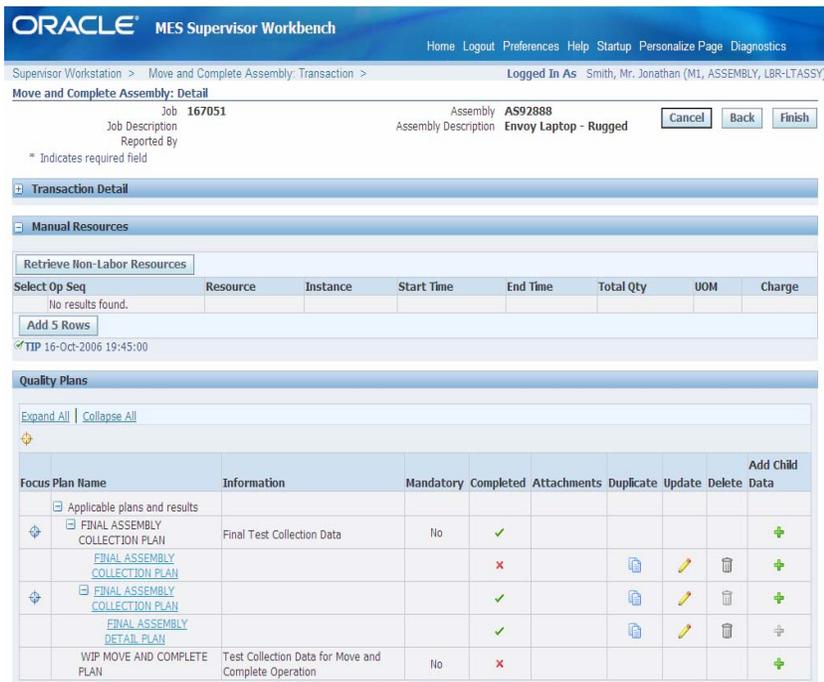

Figure 1: Quality Data Collection Within Oracle MES for Discrete

Electronic Records and Electronic Signatures

If required by your business processes -- such as FDA regulated medical device manufacturers or some government contractors -- you can implement Electronic Records and Signatures to support 21 CFR Part 11 Compliance. You can require an electronic signature in 55 separate business events and then store an electronic record in XML format for future recall and to ensure to outside auditors the validity of your electronic records. It is also possible to have approval levels and approval hierarchies that allow records to be processed only after a going through a signature chain you configure to meet your internal organization approval hierarchy.

Nonconformance and Corrective Action

Oracle Quality's Nonconformance and Disposition Solution can easily help your business install an automated non-conformance and disposition system. The

solution's design is based on a set of related collection plans that store Non Conformance and Disposition related information, along with an organized best practices tracking method. The appropriate and meaningful Statuses for each recorded non-conformance are maintained and each non-conformance can handle multiple defects and /or multiple dispositions. The Non Conformance and Disposition solution is easily set up and then easily modified specifically to use your organization's policies and procedures.

Oracle Quality also provides capabilities to submit and track Corrective Actions requests through their entire lifecycle. The system assigns an owner to the Corrective Action Request and sends e-mail alerts to notify the necessary individuals including the owner, assignee and others of the required actions. After a corrective action request is submitted, the solution will progress the request through the different phases of its lifecycle. Capturing the problem and carrying it through its lifecycle which includes, but not limited to, problem identification, analysis, resolution, corrective and preventive actions.

Quality Audits

An important aspect of any Quality Management System (QMS) is the assessment of its effectiveness in meeting its objectives and continuous improvement. One of the tools to identify areas of improvement is quality audit. An audit is performed to establish the level of compliance to published standards and document any corrective actions needed.

Oracle Quality supports the complete end to end Audit process including: Audit Planning, Audit Execution, Audit Reporting and Audit Follow-up.

Audit Solution templates have been introduced to allow customers to conduct quality audits and assess compliance to established procedures. In addition to that, Audit questions can now be stored in an Audit question bank and re-used in different audits, depending on the scope.

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Figure 2: Audit Question Bank

Better Visibility, Analysis and Responsiveness

After quality data is captured, it is vital to your business that you are able to extract, analyze, and react to it quickly and easily. Oracle Quality lets you react to quality problems immediately through user-defined action rules. For example, you can automatically send an electronic-mail notification to notify proper personnel or put a job on hold when a particular quality problem is found. In addition, powerful reports, flexible inquiries, and intuitive Pareto, histogram, control charts or trend charts let you analyze your quality data efficiently for improved responsiveness. These analysis tools give you user-defined views of the information that you gather throughout your business process and stored in your quality repository. You can also export your quality data to your choice of statistical analysis packages and spreadsheets to preserve your investment in analysis tools, techniques, and training.

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Oracle Quality is designed to be an enterprise-wide Quality system:

- To enforce quality data collection at the source
- Improve consistency and efficiency
- To enforce quality management best practices through the nonconformance, disposition, corrective action and audit solution templates

RELATED PRODUCTS

- Oracle Work in Process
- Oracle MES for Discrete Manufacturing
- Oracle Flow Manufacturing
- Oracle Shop Floor Management
- Oracle Enterprise Asset Management
- Oracle Service
- Oracle Depot Repair
- Oracle Inventory
- Oracle Warehouse Management System
- Oracle Internet Supplier Portal
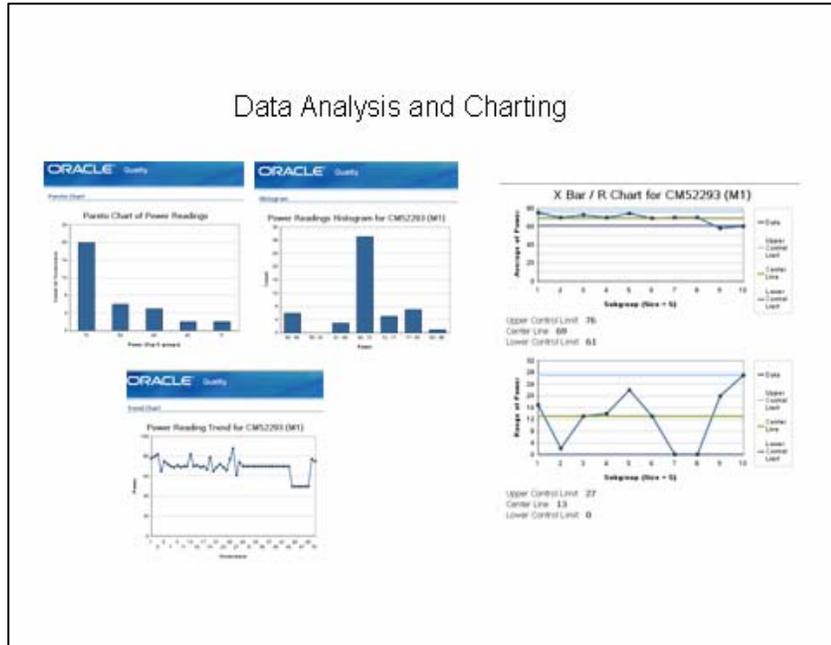
Figure 3: Analysis and Charting Capabilities

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