

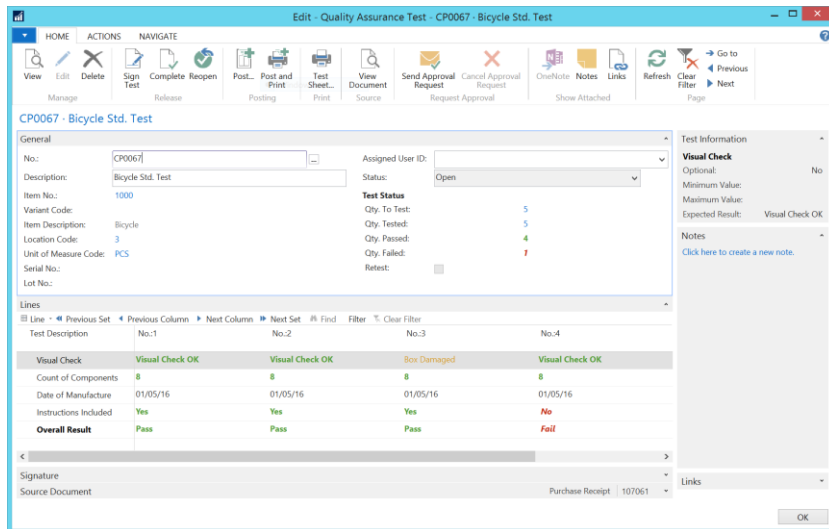
Quality Assurance

eBECS Accelerators for Dynamics NAV

Overview

Quality control is a core part of supply chain processes for companies procuring goods or producing goods in a manufacturing, assemble to order or assemble to stock scenarios. In today's omni-channel environment these scenarios can also be extended to cover customer returns and other inventory movement requirements.

The eBECS Accelerators for Dynamics NAV adds functionality to create, and record and process quality assurance tests. Based on the standard workflow functionality within the Dynamics NAV application, the quality assurance module provides a flexible, easy to configure testing framework that meets the needs of a diverse range of organisations from those need to do simple visual checks to those requiring complex testing or the recording of calibration results.



Test cases can be driven by polices assigned to one or a group of related items which allow either sample testing or full product testing dependant on the type of product.

Quality assurance tests link into the item traceability allowing trends and arising issues to be identified and to monitor the performance of suppliers and an organisations own manufacturing processes.

Benefits

- **Improve Customer Service**
Reduce the likelihood of faulty products reaching your customers and access items that are returned by customers.
- **Improve Supply Chain Traceability**
The quality assurance module allows users 'to 'Navigate' on both source documents and resultant inventory movements to improve traceability throughout the supply chain.
- **Improve Accountability**
A quality assurance policy can be set-up to capture the signature and date of the tester and tests can, optionally, have additional approvals for items that may be safety-critical. Test certificates can be generated for items that have successfully passed quality assurance testing.
- **React Quicker when Problems Occur**
On receipt of a customer complaint or supplier recall, current stock for a particular item or serial/lot can be quickly restricted and submitted for testing.
- **Monitor Supplier Performance**
Examine quality assurance tests and rates of return over time by supplier.
- **Improve Manufacturing Processes**
Monitor failures by products or product families to aid identification of issues in the manufacturing process, potential quality issues with components or to access additional costs associated with hard to manufacture products.

Features

Quality Assurance Policies

A quality assurance policy allows organisations to determine which goods will be tested and which test will be carried out, including the acceptance criteria. Policies can be assigned to ranges of products and also assigned at product variant of production location levels allowing full flexibility in the testing to be undertaken and respect specific regional or product requirements.

Each policy can contain as many test cases as required, with individual test cases being used to capture a defined option, date and value or free-form entry.

Standard testing measures may be defined to ensure consistency across polices and to ease the creation of quality assurance test polices.

Quality Assurance Tests

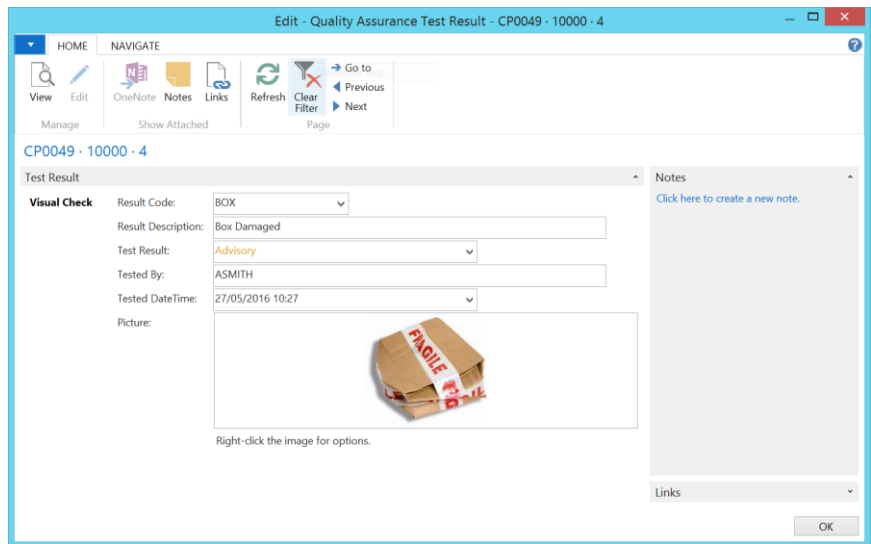
Quality assurance tests are automatically generated when an applicable inventory movement such as a purchase receipt or production output is undertaken in the system and based on the quality assurance workflow and polices defined.

Each item to be tested within a test becomes its own test instance and results can quickly be entered into a simple grid view allowing tests to be structured on a per item or per test case basis.

For each test result a picture or free-form notes may be entered. If using the quality assurance module on a camera enabled device using the Dynamics NAV tablet client, pictures may be automatically taken and stored from within the QA module.

Test sheets may also be generated for test instances so tests can be carried out away from the system and the results recorded.

A signature may also be captured to document the tester and for use in the production of test certificates.



Workflow

The quality assurance module fully integrates with the workflow functionality that is standard within Dynamics NAV allowing full flexibility in how the quality assurance is handled within your organisation. This means different workflows can be created for different source documents or different suppliers.

The workflow also allows actions to be defined in the event of quality assurance failures being reported. Examples of such actions could be:

- Create a purchase return order.
- Create a transfer order to move inventory to a quarantine area
- Automatically move inventory to a quarantine area
- Write-off inventory
- Send inventory for re-test in when failures detected in a sample test
- Block serial or lot numbers
- Notify users.

There are also a number of pre-defined workflow templates provided for the quality assurance module for common document types such as:

- Purchase Receipts
- Production Output
- Assembly Output
- Sales Returns
- Transfer Receipts



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eBECS is a specialist in total Microsoft Business Solutions, designing and delivering Lean and agile solutions globally for customers in Manufacturing, Distribution, Retail, Services, Not-for-profit and other sectors.

Tailored to industry and business needs, eBECS' award-winning solutions cover Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Mobile, Field Service, Data Analytics, Business Intelligence (BI), the Internet of Things (IoT), and Cloud and Managed Services. eBECS' solutions draw on the full Microsoft Business stack, including Microsoft Dynamics AX and NAV, Microsoft Dynamics CRM, Microsoft FieldOne, SharePoint Office 365, Microsoft BI and Power BI, Power Apps, and Microsoft Azure.

Just as importantly, eBECS' 'templated' implementation and unique rapid-return methodologies deliver significant time and cost benefits to its customers

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