

# Total Quality System 9000 Family of Products

## Basic Operation of Your Total Quality System 9000 Product



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Toll Free: 877.865.7562 Fax: 989.317.0646

E-mail: [Sales@ispsoftware-solutions.com](mailto:Sales@ispsoftware-solutions.com) Web Site: <http://www.ispsoftware-solutions.com>

TQS-9000 Product Basics

## **Total Quality System 9000 Family of Products Basic Concepts**

### **Assumptions About Our Users:**

Has a basic understanding of common quality assurance documents, such as process flow, control plan, FMEA, operator instructions, PPAP, and problem solving tools. For additional training in quality assurance concepts please contact an ISP Software Solution Provider. Has basic PC skills such as data entry and is familiar with the basic concepts of maneuvering with Microsoft office applications.

Has a basic understanding of Windows 95 or Windows NT in particular, how to use a mouse to facilitate entry, select text and commands, and scroll within windows. Users may refer to the Windows help files for assistance in these area's.

### **General Terms:**

#### **Back End Database:**

TQS-9000 is shipped as a split database design. This means there are 2 major database files included with your program. The back end file contains only tables to store data in. This is your main file that all users connect to view or modify data.

#### Front End Database:

The main program that provides the user interface for the user. (Includes the Forms and Reports that users can utilize to enter and retrieve the information they have placed in the program.

#### Basic components of the Front End Database or Main Program File:

**Tables:** Tables are established in the database in order to store information. Basic fields in the tables include: Text, Memo, Object Linking, and Numeric. The tables can be associated to one another in order to pull associated records together in forms and reports.

**Queries:** Queries access the information stored in the database. Queries can perform calculations, filter information, sort information, delete information, or update information in a table. The power of the reports contained within the TQS-9000 program comes from the queries.

**Forms:** The forms are a visual interface for the user in order to permit data entry and carry out the functions built within program in an easy to user interface.

**Reports:** Reports provide a method of communicating with the information that is stored in your database. Reports may be either called for from a query or table.

**Macros:** Are commands that may used in order to perform an operation. Macros may used by either forms or reports in order to generate another action.

**Modules:** Are special commands and programming options that are specific to the TQS-9000 program. Modules are generally called by forms and provide additional features that are not standard in Microsoft Access.

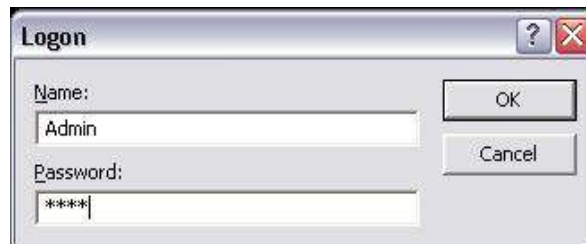
#### **Buttons:**

All screens have buttons on them. These buttons are used to progress to another screen, preview or print a report, or to return to a prior screen. You may learn more about buttons as they are used within all Windows programs in the Windows help files.

**Security:**

TQS-9000 is shipped with a pre-defined security file. The security feature allows the program administrator to control the access rights of individual users. Security may be administered to groups or individual users. The security feature assures that only the personnel with appropriate access privileges can view or edit data that appears on forms or reports. You must also have the appropriate access rights in order to add or delete data for each specific form.

**(For a more detailed explanation of the security features of TQS-9000 please refer to the TQS-9000 security tutorial.)**



**Drop Down Lists:**

Drop Down Lists are lists that can be created to speed data entry and assure that you have consistency in your data entry. TQS-9000 provides several drop down lists throughout the program. Many are programmable by the user and some have been programmed by ISP Software.



**Drop Downs:**

Drop Downs as pictured above allow the user to select from previously entered information. If you begin to type a word or set of data in these fields, TQS-9000 will automatically look for a match and go to the closest related entry.

Total Quality System 9000 Makes Extensive Use Of Drop Down Lists to Minimize Errors and Provide Quicker data Entry. Most Drop Down Lists are Programmable by the User.

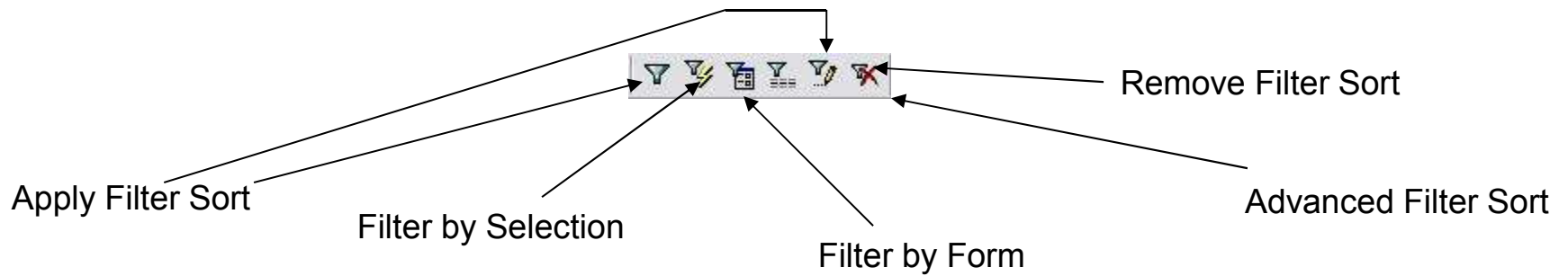
**Fields:**

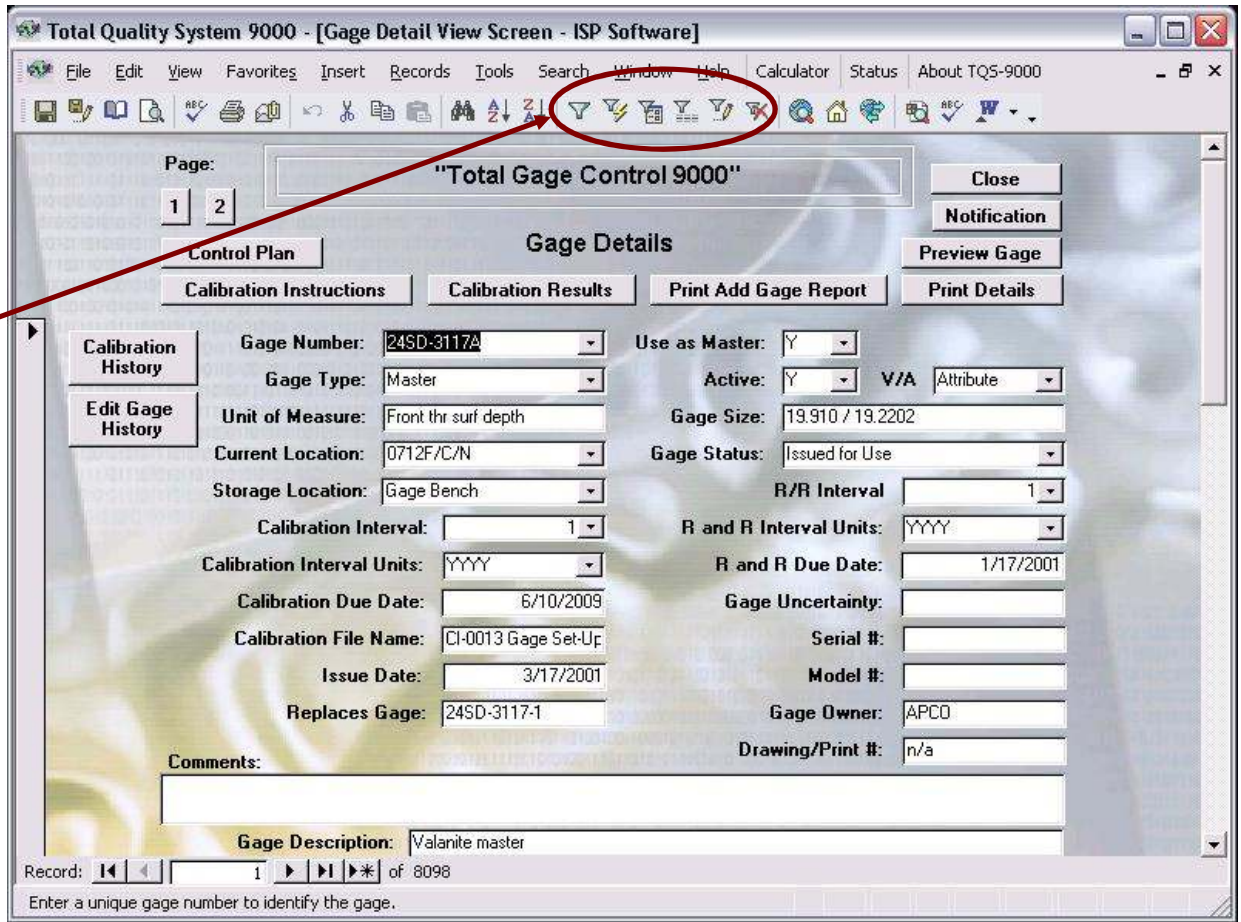
Fields are the area on a form where data is entered. TQS-9000 uses text fields, date fields, memo fields, and object linking and embedding fields. (Object linking and embedding fields are explained under “OLE Boxes” in the General Terms section of this guide. Fields may be also used to sort or find data through the use of the find or filter operations. Memo fields can generally be recognized as they give a much a larger area to enter data. Memo fields will allow the user to enter basically an unrestricted amount of data. Text fields are limited from 10 to 250 characters throughout the program.

Gage Size:	19.910 / 19.220
Gage Status:	Issued for Use

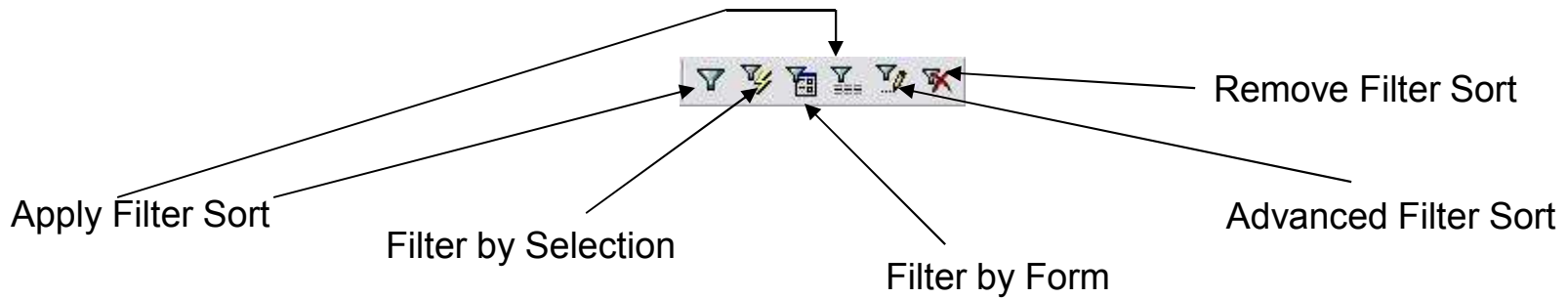
**Filters:**

Filter buttons are provided on the menu bar of the TQS-9000 program. Filters allow the user to select data in the field of their choice and then sort the records for a given form to find exact matches. A more detailed explanation of using filters is included in the Custom Report Writer Tutorial






Filter Selections  
Are Available From  
Most Forms.



**Filters (Cont.):**

To filter a selection highlight the portion of the text that you wish to filter and then select the second filter button as pictured above. For example if you wish to find all the records for a specific date in the RMA's highlight the date field on the RMA form and then click the filter button. All the records for the RMA's will be filtered for that particular date and only the records will then be available for view. To view all the records once again click on the first button on first filter button as pictured above.

**Find:**

To use the find function click into the field that you wish to perform the find operation in and then click on the find icon on the task bar. () A dialogue box will appear where you can type in the search text that you wish to find. Wild cards may also be used in your find statement. (Please see the explanation of wild cards below.) Click on the "Find First" button on the dialogue box after you have typed in the text that you wish to find. This will take you to the first record that contains the search string that you provided in the dialogue box. To continue searching for records containing your search string click on the "Find Next" button on the dialogue box.



**Forms:**

Forms are the graphical interface built into the TQS-9000 program where you may enter or view data. Below is an example of a form from the TQS-9000 program.

The screenshot displays the 'Total Quality System 9000 - [Gage Detail View Screen - ISP Software]' window. The interface includes a menu bar (File, Edit, View, Favorites, Insert, Records, Tools, Search, Window, Help, Calculator, Status, About TQS-9000) and a toolbar with various icons. The main content area is titled 'Gage Details' and contains the following information:

- Page:** 1 of 2 (Current page: 1)
- Gage Number:** 24SD-3117A
- Gage Type:** Master
- Unit of Measure:** Front thr surf depth
- Current Location:** 0712F/C/N
- Storage Location:** Gage Bench
- Calibration Interval:** 1
- Calibration Interval Units:** YYYY
- Calibration Due Date:** 6/10/2009
- Calibration File Name:** CI-0013 Gage Set-Up
- Issue Date:** 3/17/2001
- Replaces Gage:** 24SD-3117-1
- Use as Master:** Y
- Active:** Y
- V/A:** Attribute
- Gage Size:** 19.910 / 19.2202
- Gage Status:** Issued for Use
- R/R Interval:** 1
- R and R Interval Units:** YYYY
- R and R Due Date:** 1/17/2001
- Gage Uncertainty:**
- Serial #:**
- Model #:**
- Gage Owner:** APCO
- Drawing/Print #:** n/a

**Comments:**

**Gage Description:** Valanite master

Record: 1 of 8098

Enter a unique gage number to identify the gage.

**Front End Database:**

TQS-9000 has been developed using a split database design. The first is the front end database file and second is the back end database file. The front end database is installed on each local workstation and contains the forms, reports, queries, macro's, modules, and table attachments to the back end database file (or the data file). No data resides in the front end database.

**Macros:**

An action or a set of actions you can use to automate tasks. Macro's are internal the TQS-9000 program and tell the program which operations to perform when you click on a button. (These actions may include opening or closing a form, sorting information, or copying or deleting information.)

**Memo Fields:**

Memo Fields are fields that allow the user to enter virtually unlimited amounts of information. Memo fields can usually be recognized as they are given a much larger area on a form for data entry than a normal text field. (Memo fields can not be filtered the same as a text field.)

**Menu Bar:**

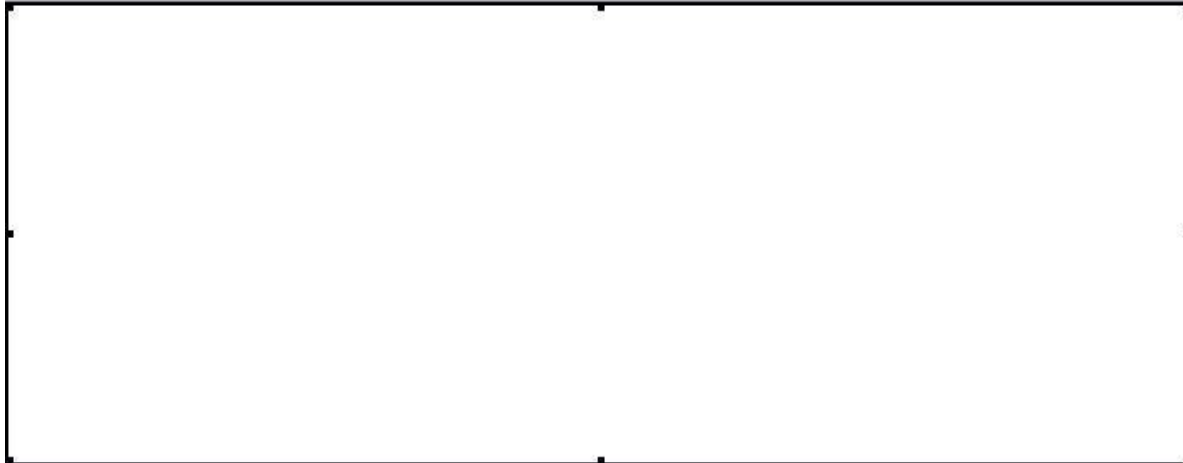
TQS-9000 has two types of built in menu bars. The first is a text menu bar and the second contains an icon menu bar. The menu bars allow users to perform operations on forms or reports while running the program. Most all of the functions built into the menu bars are Microsoft standard operations such as cut, paste, copy, print, etc.



**OLE Fields:**

Object Linking and Embedding fields allow the user to attach an image or file into the TQS-9000 program. These fields are available in forms such as operator instructions, quality alerts, and flow charts. **ISP Software strongly suggests that users do not copy image files directly into the TQS-9000 program. Image files are generally large files and they may take up a large portion of the database and may slow it's operation. Images may be linked into the database and will be available to view or print the same as if they were copied directly into the database. ISP Software suggests that you create a directory or set of directories on your server or as subdirectories of the "C:\Program Files\TQS" directory for single users where these files may be placed and then linked into the program.** To link an object into a field please use the following procedure. From the form that you wish to link an object into right click in the open area of the object linking and embedding field.

Attach Image: (Maximum Size Height = 2.5" by Width = 7.25) Utilize Image Forms for Larger Images or Multiple Images. These are Accessable from the Main Launch Page on Page 2 Under Image Files)

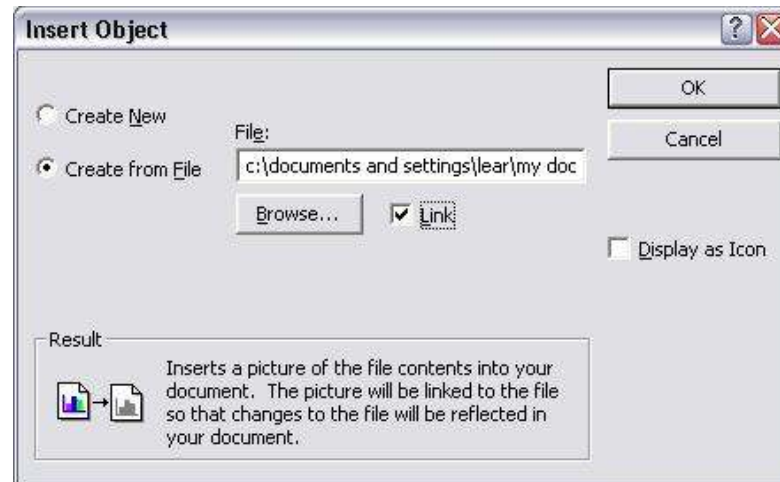


ISP Software Strongly Suggests Using the Linking Method for Picture Files. Placing Image Files Directly Into the Database Will Cause the Database To Loose Valuable Storage Space and May Perform Slowly.

*(Note: In most cases TQS-9000 will provide the sizes for your images that they should be in order to appear appropriately on your reports.)*

### ***OLE Fields (Cont.)***

After you have right clicked in the OLE field a dialogue box will appear. This dialogue box allows the user to search for the file they wish to attach to their report. When this dialogue box appears use the browse button to find the file that you wish to your report. Point to the file and highlight the file you wish then select OK. The path to the file that you have selected will then appear in under the “File” label in the dialogue box. Next make sure you click in the check box next to the “Link” label in this dialogue box. This will link the file into the database rather than copying the file directly into the database. Then select the OK button in order to complete the file linking operation.



**ISP Software suggests that you use image files that are saved in .jpeg or .jpg file formats. This file format will take less disk space than files that are saved in a bitmap (.bmp) format and will still provide adequate resolution and color.** You can create custom bitmaps by using Microsoft Paintbrush or another application that creates bitmap files. A bitmap file must have a .bmp extension. You can also use graphics files in the .wmf or .emf formats, or any other graphic file type for which you have a graphics filter. Forms, reports, and image controls support all graphics. If you elect to use the .jpeg or .jpg you must have the appropriate graphics filter installed on your machine for the file to appear correctly in your form or report. These graphic filters are available on the TQS-9000 installation disk or they may be down loaded free of charge from Microsoft or various other web-sites.

***Please note the size limitations that are listed on the forms when linking image files into the TQS-9000 program. Image sizes that exceed the maximum sizes listed on these forms may not appear correctly in your reports.***

**Prompts:**

A prompt is a request from the TQS-9000 program for the user to take an action. Most prompts will come in the form of a dialogue or message box. Prompts will ask the user to enter certain data or select from a list of options to complete a certain operation. Most Screen Prompts are Solicited from a Query. Queries may Also be referred to as a Filter.



**Query :**

A question about the data stored in your tables, or a request to perform an action on the data. A query can bring together data from multiple tables to use as the source of data for a form or report. Queries provide the power of a relational database. Queries allow the user pull reports based on the criteria in the query so the user may view the data in several formats. Information is power and your information is sorted to your criteria by a query. Queries also sort the data stored in your tables so it easily found and made available in specific order.

**Remember the \* Sign may be Used a Wild Card for Screen Prompts that require a text entry. The # sign may be used as a wild card for fields requiring a number entry. Wild cards cannot be used In date fields.**

**Record Indicators:**

Record indicators are located at the bottom of a form and will show the user what record that they are currently viewing and how many records are associated to the form that is currently opened. Record indicators will also appear reports to show how many pages are available when a report is opened. You may go to the next page of a multi-page report by using these record indicators. (See VCR controls for more information regarding the record indicators.)



**Record Status Indicator:**

The record status indicator bar is located on the left hand side of the form. The status indicator will indicate if the record is in a saved condition or if it is currently being edited. If a pencil is showing in the status bar then the record is currently being edited and has not yet been saved. In the figure below the record indicator shows the record is in the process of being edited.



The image shows a screenshot of a 'Quality Alert Form'. On the left side, there is a vertical status bar containing a pencil icon, which is circled in red. The form contains the following fields and controls:

- Corrective Action Required:**
- Last Record Number:** 888
- Alert No.:** 001-02
- Customer Name:** APCOAIR
- Edit Customer Information:** A green button.
- Buttons on the right:** Quality Alert Report, Report Options, and Close.

The following image shows a record that has been saved. In order to save a record the user may either click on the status bar, close the form, or move to another record. Once the user performs any of the previously mentioned tasks the record will automatically be saved.



The image shows a screenshot of the same 'Quality Alert Form'. The status bar on the left now contains a play icon, which is circled in red. The form fields and controls are identical to the previous image:

- Corrective Action Required:**
- Last Record Number:** 888
- Alert No.:** 001-02
- Customer Name:** APCOAIR
- Edit Customer Information:** A green button.
- Buttons on the right:** Quality Alert Report, Report Options, and Close.

**Records:**

The user creates a record on a form. Each time data is entered into a form a record is created. For each form the user can create multiple records in order to build a data file for that form.

Page: "Total Gage Control 9000" [Close]

Control Plan [Notification]

Calibration Instructions [Preview Gage]

Calibration Results [Print Add Gage Report]

Print Details

Calibration History

Edit Gage History

Gage Number: 24SD-3117A Use as Master: Y

Gage Type: Master Active: Y V/A: Attribute

Unit of Measure: Front thr surf depth Gage Size: 19.910 / 19.2202

Current Location: 0712F/C/N Gage Status: Issued for Use

Storage Location: Gage Bench R/R Interval: 1

Calibration Interval: 1 R and R Interval Units: YYYY

Calibration Interval Units: YYYY R and R Due Date: 1/17/2001

Calibration Due Date: 6/10/2009 Gage Uncertainty:

Calibration File Name: CI-0013 Gage Set-Up Serial #:

Issue Date: 3/17/2001 Model #:

Replaces Gage: 24SD-3117-1 Gage Owner: APCO

Drawing/Print #: n/a

Comments:

Gage Description: validate master

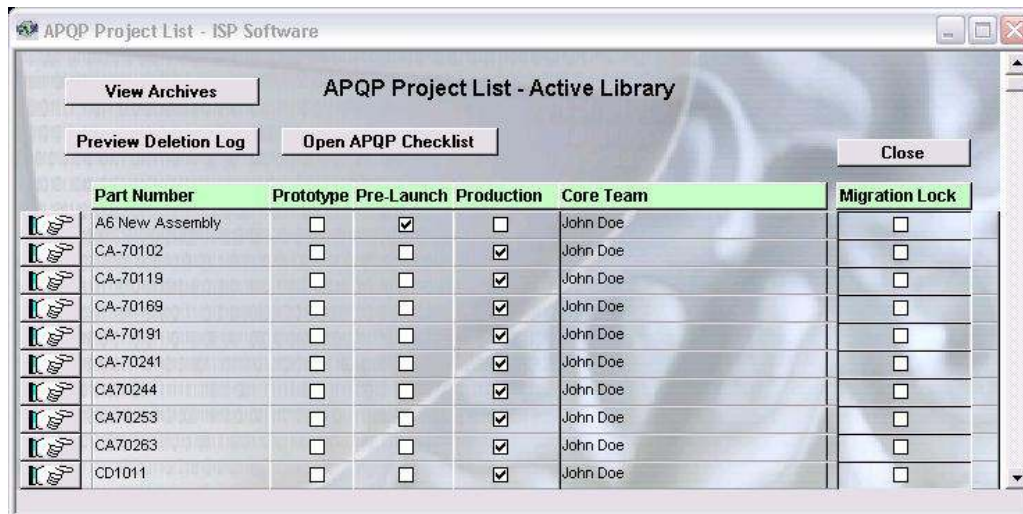
Record: 1 of 8098

Enter a unique gage number to identify the gage.

Record Indicator

**Scroll Bars:**

Scroll bars will appear at the right and bottom of a form in the event that there is not enough room to display the entire form either horizontally or vertically on the screen. The scroll bars allow the user to navigate the form or report to view the entire contents of the form or the report on the screen. (Individual machine settings for their screen resolution on a particular machine will affect which forms will have scroll bars appear on each specific form or report.)



**Snap Shot Viewer:**

Snap Shot Viewer is a utility that ships with the TQS-9000 program. This utility allows users to send reports from TQS-9000 through email and then be read by anyone that has this utility installed. Snap Shot Viewer is a free utility provided by Microsoft that does not require any special license to install on as many machines as you wish. (For more information regarding Snap Shot Viewer please refer to the "TQS-9000 Administration Guide".

**Status Bar Text:**

TQS-9000 uses the status bar text in order to allow the user to know what type of information is to be entered into a field. The status bar text appears at the bottom of the form. For each field that you click into on a form the status bar text at the bottom of the form will change to let the user what information is expected to be entered into that field.



Check This Box if the Operation is to Appear on the Control Plan When Printed or Viewed.

**System Administrator:**

The system administrator is the person designated within your organization to provide program administration for the TQS-9000 program. Generally the system administrator will be a representative from your IT Department. The system administrator will also generally be responsible for administering the security system for the TQS-9000 program, setting up the program on individual work stations, keeping the program updated, and providing technical support.

**System Files:**

TQS-9000 is comprised of several files that are shipped with the program. Many of these files are Windows System Files. The system files allow TQS-9000 to operate effectively with the Windows Operating System. If the user encounters a system file error the program should be shut down, all other programs closed and Windows restarted. If the problem persists please see your system administrator. The TQS-9000 Administration Guide provides further trouble shooting solutions that may need to be referenced.

**VCR Controls:**

VCR Controls are the portion of a form or report that allow the user to move from one record to another or to move from one to another on a report. By clicking on the arrows nearest to the record number the form will move one record or page at a time. By clicking on the outside arrows the user may move to the first or last record or page. When viewing a form if the user clicks on the farthest arrow to the right a new record will be created.



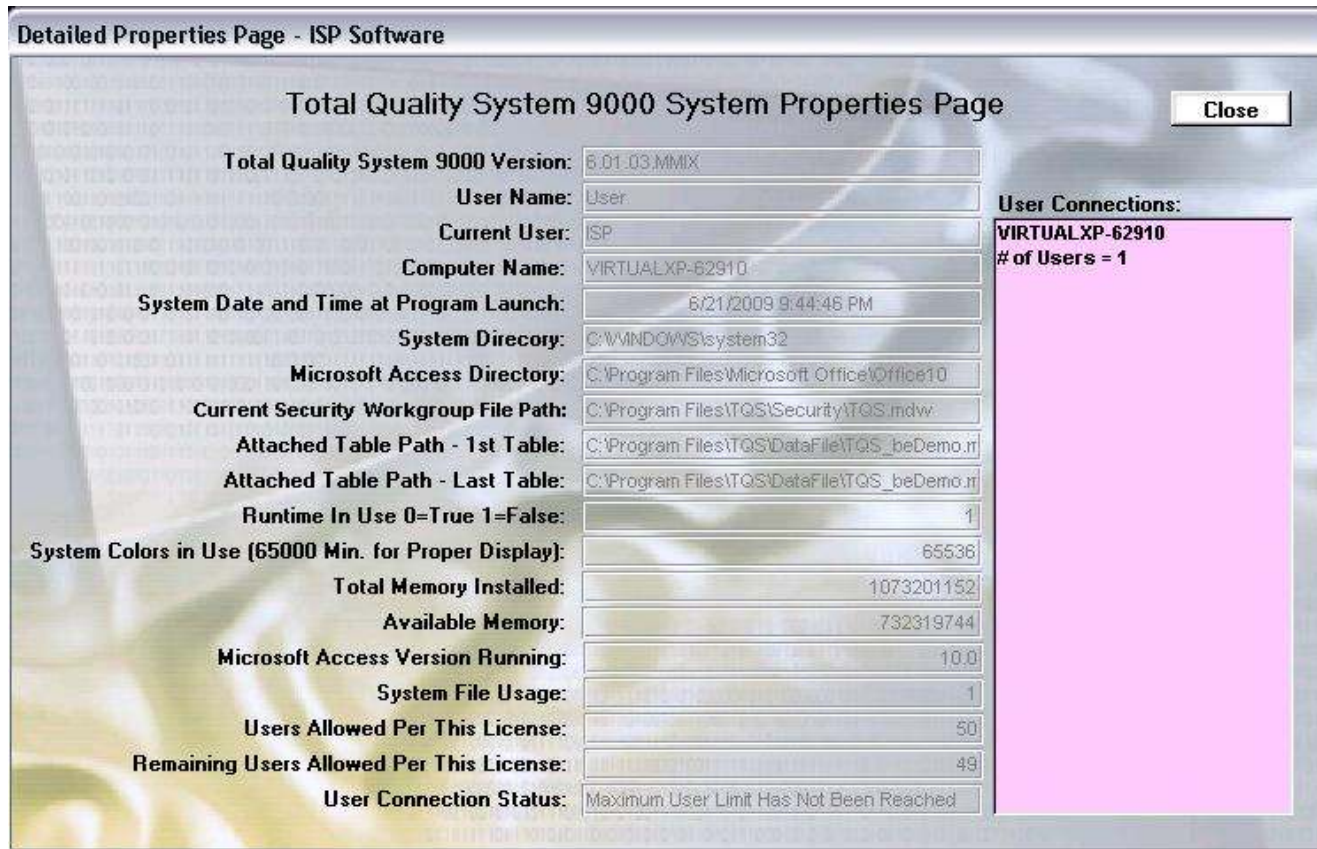
**Wild Cards:**

Wild cards may be used when using the find operation or at prompt. Wild Cards are designated by the asterisk sign. When a dialogue appears for the find operation or a prompt has requested the user to supply the information they are looking for in a report the user may type in the exact information or they may use the wild cards as pictured below. The user may use a wild in front of text, behind text, or on both sides. Wild Cards tell TQS-9000 to look for the text that has been provided, however also to supply the results that include information that precedes or appears after the search text that the user has provided.



**Program Status Screen:**

The TQS-9000 Program Status Screen can be accessed from the tool bar and can be used to trouble shoot connection and other problems that can result in the proper operations of the TQS-9000 program. Simply click on the “Status” button at the top of your program to launch the Status form. A limited version of this screen appears at program start that checks for the minimal criteria in order for the program to operate. Some of the significant factors relating to the program operation located on this screen are as follows:



**Current Security Workgroup File Path:** This path identifies the location of the security file in use at program startup. The security file is located in the C:\TQS\Security folder under initial setup. Most companies elect to use a shared security file on a network drive after the initial installation. This minimizes the amount of support required for the security portion of the program as all users access the same file. (For more information related to the security file please see the program setup instructions.)

**Attached Table Path – 1<sup>st</sup> and Last Table:** For network users the attached table path indicates the location of the data file at the time of program start up. *It is very important that both these fields point to the same path and the path is correct for the location of the data table that is to be shared by all users.*

**Runtime in Use 0=True 1=False:** The TQS-9000 program is licensed to run under the Microsoft Access runtime version only. This field should always contain a 0 unless the program is opened directly using a full version of Microsoft Access. This should only be done by the system administrator for trouble shooting.

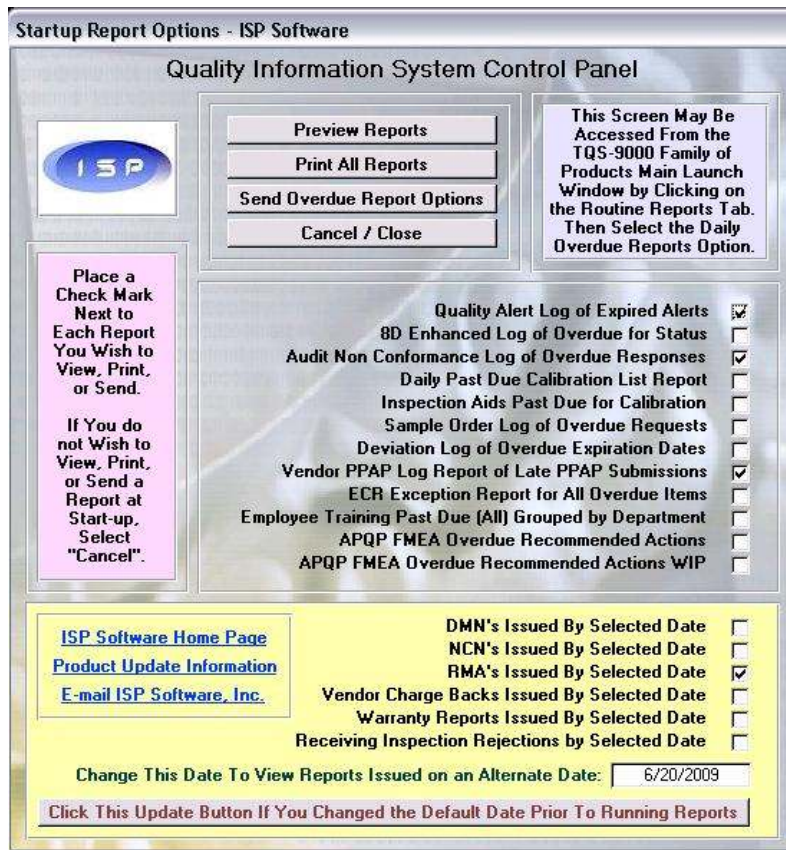
**Users Allowed Per License Agreement:** This indicates the number of concurrent users that are logged onto the TQS-9000 program at startup and how many users are allowed under the license agreement purchased with your program. More information regarding the program status screen is available in the Administrator’s guide. Specific machine requirements for proper operation is also covered in the Administrator’s guide.



TQS-9000 Product Basics

**Quality Information System Control Panel:**

The Control Panel appears at the Program Launch and displays a list of overdue documents that can be ran at the start up to assess a departments progress in completing routine tasks. Each user may select the reports that are appropriate for them to view when starting the program. By deselecting the check boxes next to a specific report they will not appear when the reports are previewed, printed, or sent by email. This screen is provided as a management tool to quickly assess any overdue tasks related to a department. You may select cancel when this screen appears to continue using the program without viewing these reports. ISP Software, Inc. suggests that one individual per department or one individual within the organization be assigned the responsibility of monitoring these reports on a daily basis and sending the reports to the appropriate individuals when an overdue task appears, to assure these items may be appropriately addressed.



This tool should not be over looked in an overall strategy of managing your quality system. Daily monitoring with appropriate actions will allow your organization to make the appropriate recovery plans in order to maintain scheduled tasks before they become over whelming.

# **Integrated Solution Providers Software, Inc.**



**Integrated Solution Providers Software, Inc.**

**P.O. Box 1281**

**Mount Pleasant, MI 48804**

**Toll Free: 877.865.7562**

**Fax: 989.317.0676**

Home Page: <http://www.ispsoftware-solutions.com>