

Total Quality System 9000 Family of Products

Quality Alert Feature



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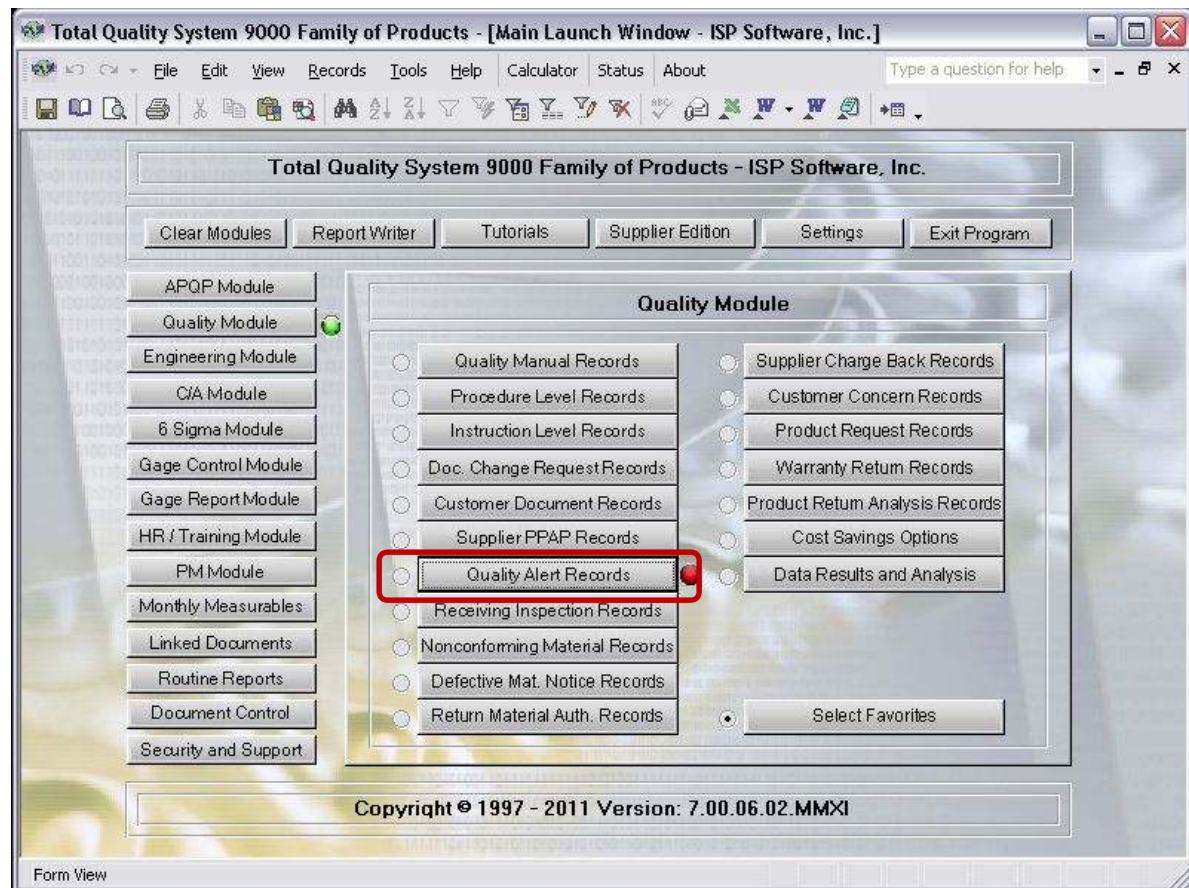
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Quality Alert

The quality alert feature in your Total Quality System 9000 application may be accessed by entering the quality module from the main launch window.

A secondary quality alert form is included in the "Supplier Edition" for our customers that have elected to also manage their supply base with their TQS-9000 product. Additional instructions are included in the "Supplier Edition" tutorials for using the quality alert feature included in this module.



Create a new quality alert record

Open an existing quality alert record

When you select the quality feature you will be presented with a list of quality alerts that have been created in your software. From this window you may sort, filter, export lists, and perform find operations to locate specific records.

To open a specific record click on the "Open Record" button located to the right of the record that you wish to open. To create a new quality alert, you may click the "Create New" at the top of the form.



The quality alert form allows users to designate the plant that originated quality alert and will then automatically assign a quality alert number. The combination of the plant and quality alert number will appear on your report as the quality alert number.

Quality Alert Form

When a date is entered as the date the quality alert is issued the expiration date is automatically calculated. You may change the expiration date if desired.

Users may designate if the quality alert was generated from a supplier issue, customer request, internal issue, and an update to the FMEA will be required. If an FMEA update is needed users may record a not for the fmea update recommendation.

If a corrective action is issued based upon the quality alert, an engineering change, or a returned material authorization is issued to a specific quality alert, by entering the appropriate numbers in the fields provided users may jump directly to those documents from this form.

The screenshot shows the 'Quality Alert' form within the 'Total Quality System 9000 Family of Products' application. The form is titled 'Quality Alert' and includes several sections:

- Buttons:** 'Only available in Supplier Management Edition', 'Copy QA to Supplier', 'Instructions', 'Preview Report', 'Report Options', 'Close', and 'Edit Drop Down Lists'.
- Fields:**
 - Plant:** A dropdown menu.
 - Quality Alert Number:** A text field containing '71'.
 - Station:** A dropdown menu with 'Three' selected.
 - Issued By:** A dropdown menu with 'Jim Doe' selected.
 - Date:** A text field with '4/8/2011'.
 - Expiration Date:** A text field with '4/13/2011'.
 - Customer:** A text field with 'Acme'.
 - Origin:** A text area with 'This is a sample description for origin'.
 - Required:** A text area with 'This is a sample description for what is expected by those viewing this quality alert'.
 - Part Number:** A text field with 'Test'.
 - Part Description:** A text field with 'Wiring harness'.
 - Used On:** A text field with 'Test'.
- Checkboxes:**
 - Supplier Generated
 - Customer Generated
 - Internally Generated
 - FMEA Update Required
- FMEA Notes:** A text area.
- Supervisor:** A text field with 'Jane Doe'.
- Team Leader:** A text field with 'Rick Smith'.
- Quality:** A text field with 'Ann Miller'.
- C/A No.:** A text field with 'ISP-CA-001'.
- ECR No.:** A text field with 'G005203'.
- RMA No.:** A text field with '0426015L'.

A green box at the bottom of the form contains the following text: 'To Link Image Files for Your Report: (To see instructions for linking image files please refer to your program manual or the instructions on our web site.) To properly view your image in the report, please use a maximum image size of 7.0" wide by 3.0" in height.' Below this box are 'Open Insert Images' and 'Close Insert Images' buttons.

The bottom of the window shows a record navigation bar with 'Record: 1 of 1 (Filtered)' and a search filter 'FLTR'.

Quality Alert

Only available in Supplier Management Edition → Copy QA to Supplier

Edit Drop Down Lists (highlighted)

Instructions | Preview Report
Report Options | Close

Plant: [3] (dropdown)
Origin: This is a sample description for origin

Quality Alert Number: 71
Station: Three (dropdown)
Issued By: Jim Doe (dropdown)
Date: 4/8/2011
Expiration Date: 4/13/2011
Customer: Acme

Required: This is a sample description for what is expected by those viewing this quality alert

Part Number: Test
Part Description: Wiring harness
Used On: Test

Supplier Generated Customer Generated Internally Generated FMEA Update Required

FMEA Notes: []

Supervisor: Jane Doe | Team Leader: Rick Smith | Quality: Ann Miller
C/A No.: ISP-CA-001 | ECR No.: G005203 | RMA No.: 0426015L

To Link Image Files for Your Report: (To see instructions for linking image files please refer to your program manual or the instructions on our web site.) To properly view your image in the report, please use a maximum image size of 7.0" wide by 3.0" in height.

Open Insert Images | Close Insert Images

Record: 1 of 1 (Filtered)
Enter the plant issuing the quality alert FLTR

To populate or update the drop down lists for the "Plant", "Station", or "Issued By" fields, click on the "Edit Drop Down Lists" button to open the edit form.

On the edit drop down lists form, click on the drop down list that you wish to populate or edit to open the drop down list edit form.

Quality Alert Drop Down List Form - ISP Software, Inc.

Edit Quality Alert Drop Down Lists

Edit "Plant" Drop Down List
Edit "Station" Drop Down List
Edit "Issued By" Drop Down List

Close

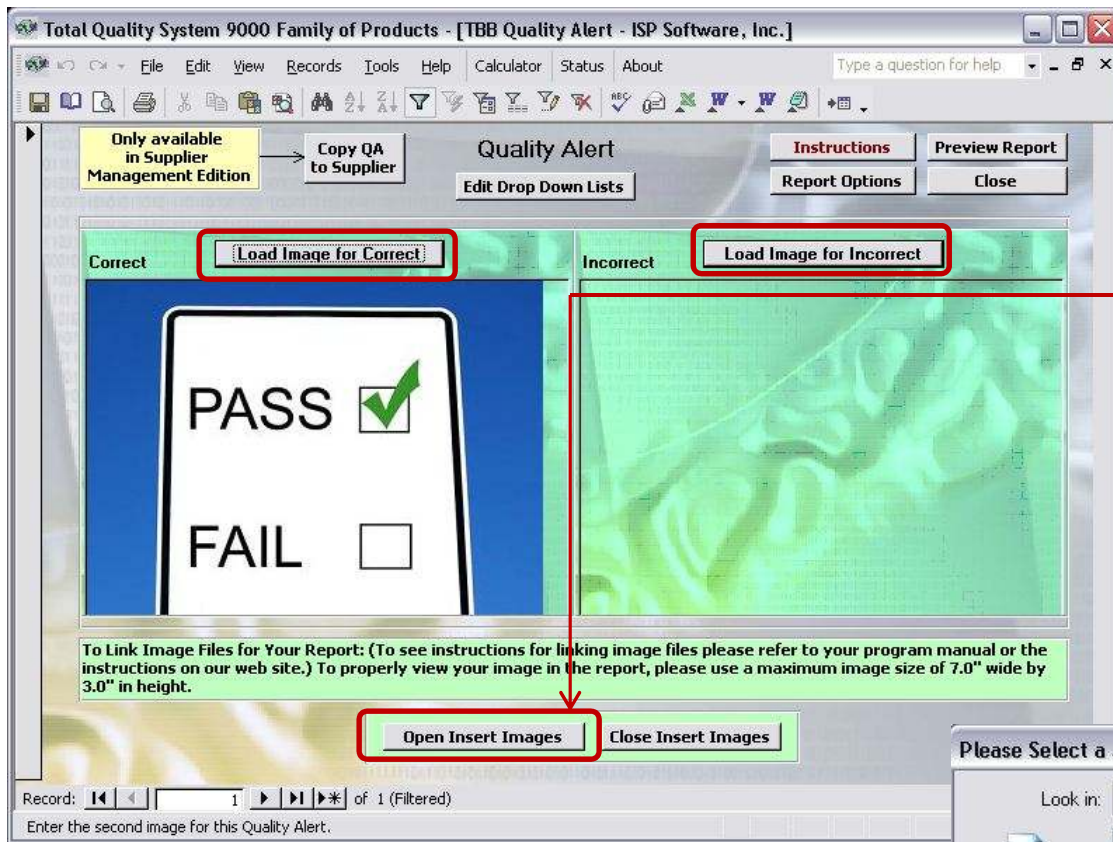
Plant Drop Down List - ISP Software, Inc.

Edit "Plant" Drop Down List Close

Plant Code	Plant Name
1	Weld
2	Tube
3	Prep
4	Wash
5	Paint
6	Lighting
7	Fabrication
*	

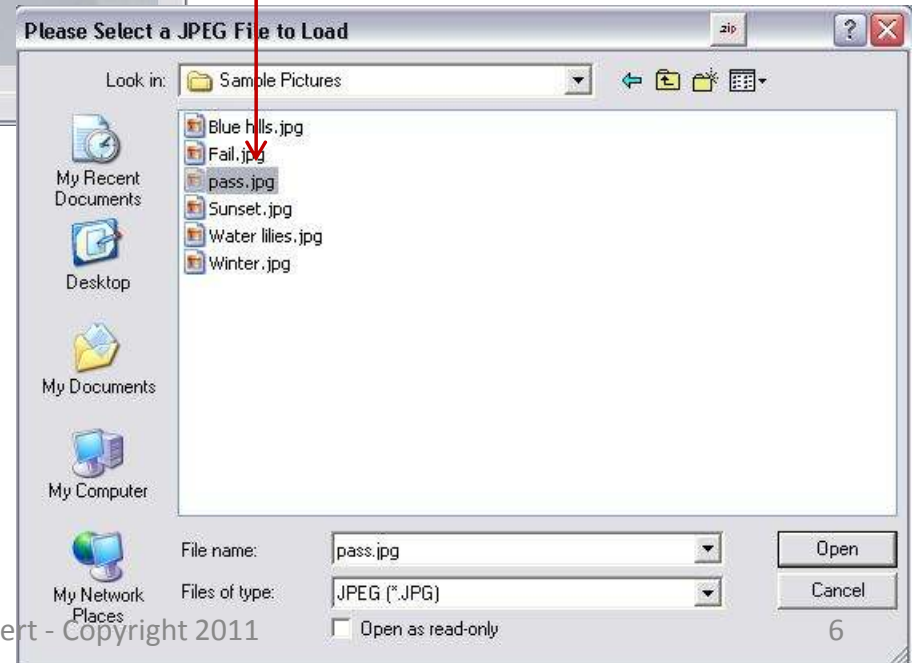
Record: 1 of 7

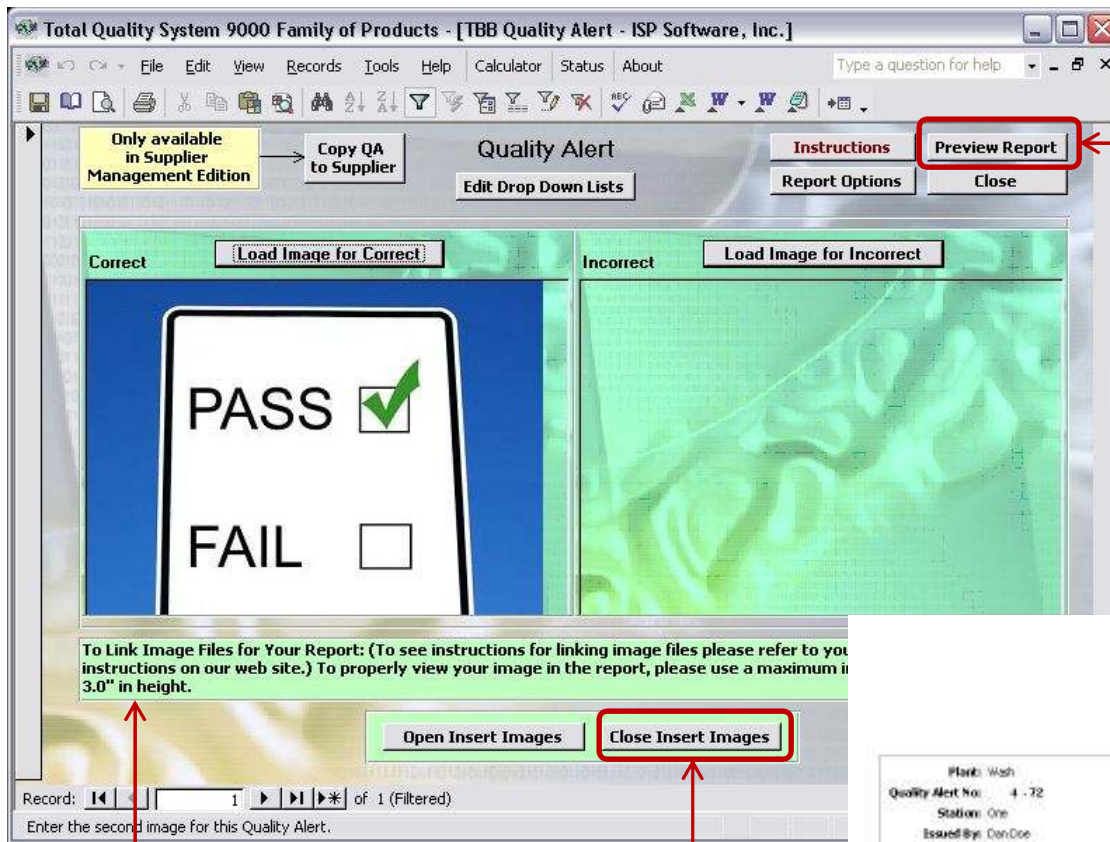
Enter the information in the edit drop down lists forms to have them appear as choices on your main quality alert form.



To add images to your quality alert, click on the “Open Insert Images” button. Images on the quality alert must be in the .jpg, .jpeg, or .jpe file formats.

When you click on the “Load Image” buttons a popup form will appear to browse for the image that you wish to load into the quality alert. Select your image from this drop popup form to have the image loaded into your document.





Click on the "Preview Report" button to view, print, or E-mail your quality alert.

To have your images appear correctly on the quality alert, please make sure they are sized correctly according to the note on your form.

Click on the "Close Insert Images" button to return to the main quality alert data entry form.

Plant: Wash
 Quality Alert No: 4-72
 Station: One
 Issued By: Dan Coe
 Date: 5/3/2011 4:54:00 PM
 C/A Number: Test
 ECR Number:
 RMA Number:

Origin:
 Test

Required:
 Test

Incorrect

Correct

Quality Alert

Supplier Generated Customer Generated Internally Generated

Corrective Action Number: _____ Expiration Date: 6/23/2011

Supervisor: Test Team Leader: Mary Smith Quality: Test

Part No: _____ Part Description: _____ Customer: _____

Used On: _____

FAIL DO NOT USE

Appliance ID: _____
 Fail Date: _____ Test Engineer: _____

This appliance has failed a safety check and is unsafe to use

ELECTRICAL SAFETY TEST



Total Quality System 9000 Family of Products - [TBB Quality Alert - ISP Software, Inc.]

File Edit View Records Tools Help Calculator Status About

Only available in Supplier Management Edition → Copy QA to Supplier

Quality Alert

Instructions Report Options Preview Report

Edit Drop Down Lists

Plant: [3] Origin: [This is a sample description for origin]

Quality Alert Number: 71

Station: [Three] Required: [This is a sample description for what is expected by those viewing this quality alert]

Issued By: [Jim Doe] Part Number: [Test]

Date: [4/8/2011] Part Description: [Wiring harness]

Expiration Date: [4/13/2011] Used On: [Test]

Customer: [Acme]

Supplier Generated Customer Generated Internally Generated FMEA Update Required

FMEA Notes: []

Supervisor: [Jane Doe] Team Leader: [Rick Smith] Quality: [Ann Miller]

C/A No.: [ISP-CA-001] ECR No.: [G005203] RMA No.: [0426015L]

To Link Image Files for Your Report: (To see instructions for linking image files please refer to your program manual or the instructions on our web site.) To properly view your image in the report, please use a maximum image size of 7.0" wide by 3.0" in height.

Open Insert Images Close Insert Images

Record: [1] of 1 (Filtered)

Enter the plant issuing the quality alert FLTR

Several report options are available by clicking on the "Report Options" button. Click on any of the report options on the "Quality Alert Report Options" form and follow the screen prompts to view that report.

Quality Alert Report Options - ISP Software, Inc.

Quality Alert Report Options

Full Quality Alert Log

Quality Alert Log by Plant

Quality Alert Log by the Person who Issued the Report

Quality Alert Log by Selected Range of Issue Dates

Quality Alert Log of Expired Alerts

Quality Alert Log Grouped by Type and Range of Dates

Quality Alert Log Grouped by Champion and Range of Dates

Quality Alert Log Grouped By Station Range of Dates

Quality Alert Log With Corrective Actions Issued

Close

Total Quality System 9000 Family of Products - [TBB Quality Alert - ISP Software, Inc.]

File Edit View Records Tools Help Calculator Status About

Only available in Supplier Management Edition → Copy QA to Supplier

Quality Alert

Instructions Preview Report
 Edit Drop Down Lists Report Options Close

Plant: [3] Origin: [This is a sample description for origin]

Quality Alert Number: 71
 Station: Three
 Issued By: Jim Doe
 Date: 4/8/2011
 Expiration Date: 4/13/2011
 Customer: Acme

Required: [This is a sample description for what is expected by those viewing this quality alert]

Part Number: Test
 Part Description: Wiring harness
 Used On: Test

Supplier Generated Customer Generated Internally Generated

FMEA Notes:

Supervisor: Jane Doe Team Leader: Rick Smith
 C/A No: ISP-CA-001 ECR No.: G005203

To Link Image Files for Your Report: (To see instructions for linking image files please see instructions on our web site.) To properly view your image in the report, please use 3.0" in height.

Open Insert Images Close Insert Images

Record: 1 of 1 (Filtered)
 Enter the plant issuing the quality alert

If you are using the TQS-9000 Supplier Edition you may use the feature of transmitting a quality alert to your supplier electronically. To do this, click on the "Copy QA to Supplier" button to open the Quality Alert Transmission Form".

On the "Supplier Quality Alert Transmission Form" fill in the name of the person issuing the quality alert and the supplier code in the fields provided. Your quality alert will not be transmitted if you have not selected the "Supplier Generated" check box on the main quality alert form.

Supplier Quality Alert Transmission Form - ISP Software, Inc.

Supplier Quality Alert Transmission Form

The information on this form must be filled in completely prior to sending this Quality Alert to the supplier. Failure to fill in this form may result in the supplier not being able to retrieve the information that is being sent.

Quality Alert Number: 4 72
 Quality Alert Date: 5/9/2011 4:54:50 PM
 Supplier Notified By: Jane Doe
 Supplier Notification Date: 5/9/2011 4:54:56 PM
 Supplier Code: ISP1

Select the date that you are notifying the supplier of this concern. When you click into the next field the notification date will automatically update.

May 2011 May 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

To change the Supplier Generated status you must return to the main Quality Alert form and make the change on that form.

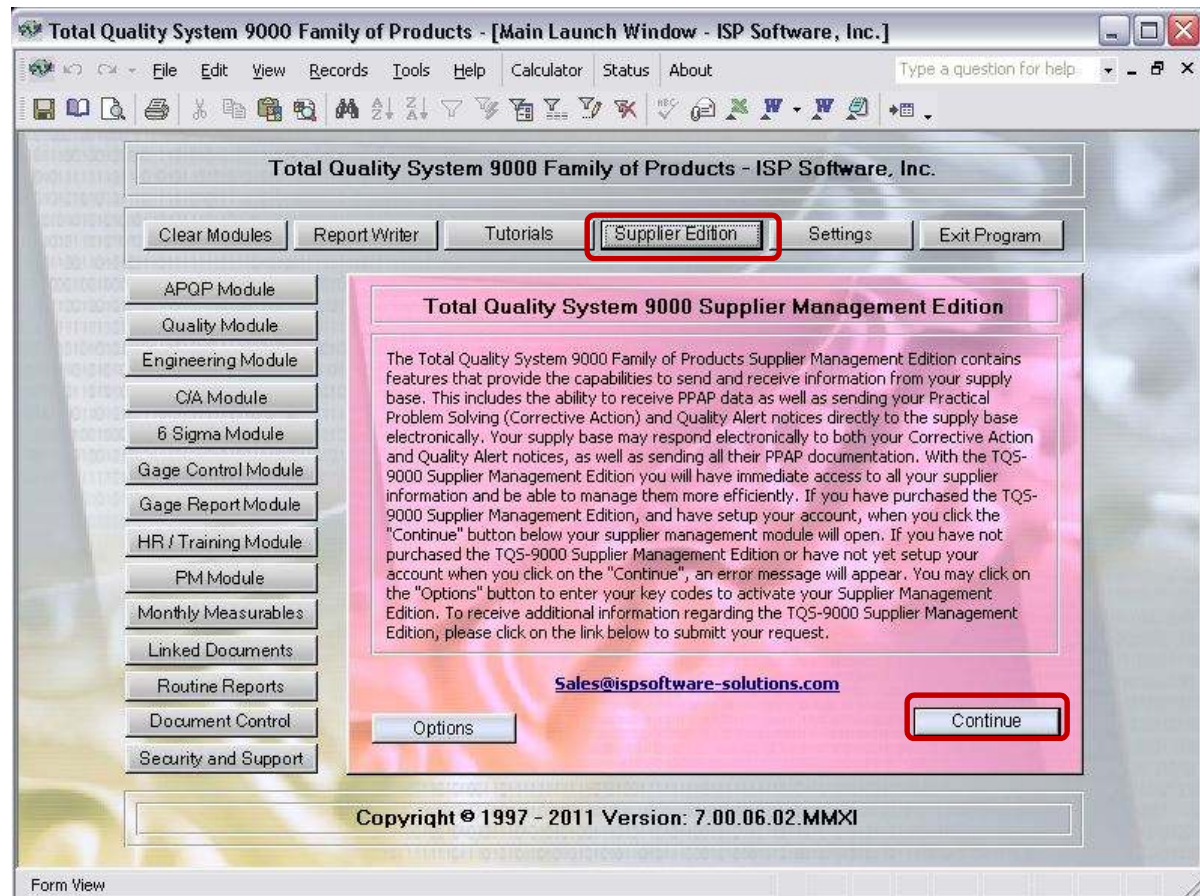
Supplier Generated:

Send Quality Alert to Supplier
 Cancel and Return to Quality Alert

If you have a copy of the TQS-9000 Supplier Edition, you may also issue quality alerts from the supplier management module.

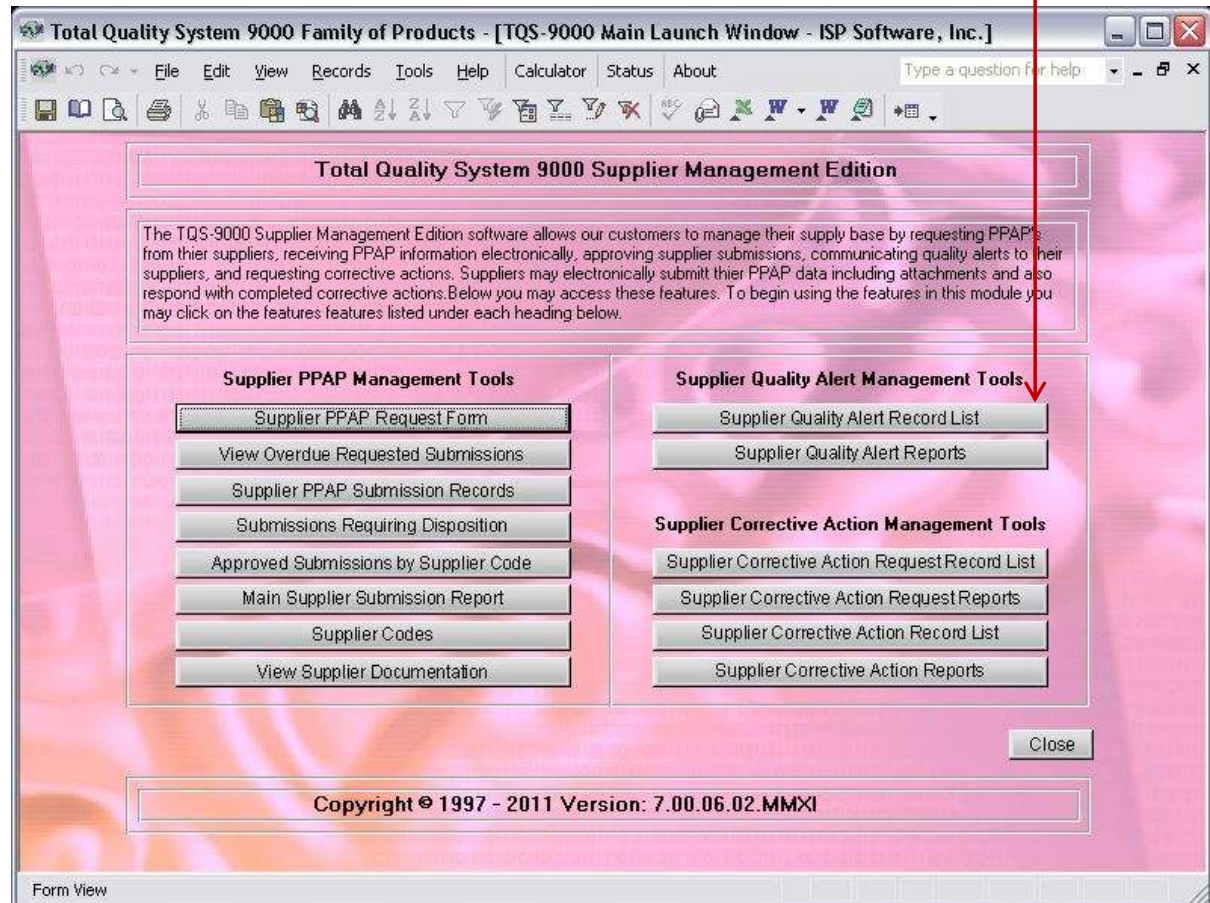
To issue a quality alert from the supplier management module you will need access to the supplier edition module.

To open the supplier management module click on the "Supplier Edition" button on your main launch window then click on "Continue".



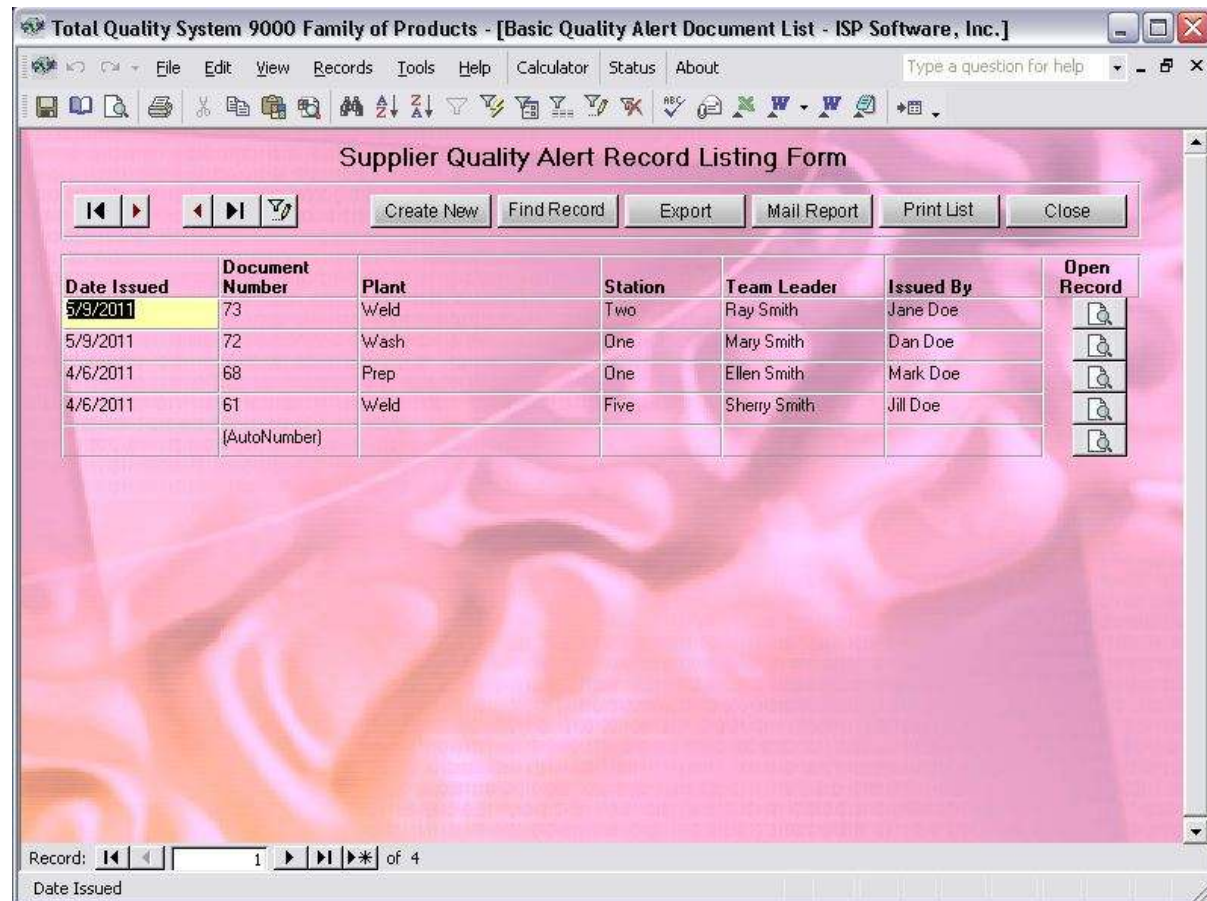
To open or issue a quality alert from the supplier edition module, click on the “Supplier Quality Alert Record List’ button.

Note: All quality records created in the supplier management module will also be available in the main program from your quality alert record list. In the supplier management edition module, only those quality alerts listed as “Supplier Generated” will be visible.



In the record list that is opened from the supplier management module only those quality alerts designated as “Supplier Generated” are available. The supplier quality alert record list will function the same as in the main program and you may search, filter, create lists, or create records.

Note: All quality alerts created in the supplier management module will automatically be designated as “Supplier Generated”.



The quality alert form in the supplier management module functions the same as in the main program with the exception that all quality alerts created in this module will automatically be designated as "Supplier Generated" and the fields for associating a corrective action, return material authorization, or engineering change notice will not be available on this form.

Note: If you wish to associate one of the documents listed above to this quality alert, you may add those associations from the quality alert form in the main program.

Total Quality System 9000 Family of Products - [TBB Quality Alert - ISP Software, Inc.]

File Edit View Records Tools Help Calculator Status About Type a question for help

Supplier Quality Alert

Only available in Supplier Management Edition → **Copy QA to Supplier**

Instructions **Preview Report**
Edit Drop Down Lists **Report Options** **Close**

Plant: [Dropdown]
Quality Alert Number: (AutoNumber)
Station: [Dropdown]
Issued By: [Dropdown]
Date: 6/8/2011
Expiration Date: 7/23/2011
Corrective Action No: [Field]

Origin: [Text Area]
Required: [Text Area]

All Quality Alerts Created from This Form Will Be Designated as Supplier Generated FMEA Update Required

FMEA Notes: [Text Area]
Supervisor: [Text Area] Team Leader: [Text Area] Quality: [Text Area]

To Link Image Files for Your Report: (To see instructions for linking image files please refer to your program manual or the instructions on our web site.) To properly view your image in the report, please use a maximum image size of 7.0" wide by 3.0" in height.

Open Insert Images **Close Insert Images**

Record: [Navigation] 5 of 5
Enter the plant issuing the quality alert

Supplier Quality Alert Transmission Form

The information on this form must be filled in completely prior to sending this Quality Alert to the supplier. Failure to fill in this form may result in the supplier not being able to retrieve the information that is being sent.

Quality Alert Number: 1 74
 Quality Alert Date: 6/8/2011 6:07:59 PM
 Supplier Notified By: M. Miller
 Supplier Notification Date: 6/8/2011 6:08:37 PM
 Supplier Code: ISP1

Select the date that you are notifying the supplier of this concern. When you click into the next field the notification date will automatically update.

Jun 2011 Jun 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

To change the Supplier Generated status you must return to the main Quality Alert form and make the change on that form.

Supplier Generated:

Send Quality Alert to Supplier

Cancel and Return to Quality Alert

You may transmit your quality to your supplier from this module and several report options are also available in this module.

Note: All reports in this module will automatically be filtered to only show quality alerts that were designated as "Supplier Generated".

Supplier Quality Alert Report Options

- Supplier Full Quality Alert Log
 - Supplier Quality Alert Log by Plant
 - Supplier Quality Alert Log by the Person who Issued the Report
 - Supplier Quality Alert Log by Selected Range of Issue Dates
 - Supplier Quality Alert Log of Expired Alerts
-
- Supplier Quality Alert Log Grouped by Champion and Range of Dates
 - Supplier Quality Alert Log Grouped By Station Range of Dates
 - Supplier Quality Alert Log With Corrective Actions Issued

Close

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