



Manage quality and non-conformity compliance throughout your production processes in your Microsoft Dynamics system

Microsoft | Dynamics 365

If you are responsible for compliance to quality control in production and complaint processes in relation to non-conformities in your organization, you will recognize these issues:

"We need the flexibility and controls in place to streamline, standardize and manage complaints handling, escalation processes, ensure compliance and quality levels in products at every step."

"I'd like to set up test specifications using different criteria depending on the supplier, customer or product itself, achieving more automation and productivity."

"Our customers deserve prompt and appropriate resolutions to the cases they raise, we need to be able to spot trends in complaints and provide our staff with the right tools to manage them effectively."

Why choose Prodware to support your business process needs in Microsoft Dynamics 365 Business Central?

As a Microsoft partner, Prodware has developed and implemented Dynamics projects across Europe. Our experienced R&D team work closely with our clients to develop additional functionalities that suit their own quality compliance, complaints process and automation needs.

The Quality Management accelerator helps with the following quality control and complaint management functionalities:

- Definition of test specifications for products, customers and vendors, and creation of test lists and additional tests
- Receipts from external analysis and conformity certificates and automatic creation of quality orders during different processes
- Tracing of changes to specifications based on versions
- Register complaints from customers, suppliers and employees
- Follow best practice with workflows, prioritization, corrective action suggestion, follow-ups and related documentation
- Escalation framework for non-conformity procedures when internal due process is not followed
- Out of the box for Microsoft Dynamics 365 Business Central



Personalization of views and forms and acceleration of resolutions

- Worksheet: used to describe which tests you want to display on a report
- Test Order View: sets up filters on quality control screen views
- Report & Conformity Templates: customizes the Certificate of Analysis
- Allocate the right resources at the right time with complaint categorization and prioritization
- Integration with documents, notes and Outlook



Tests and test groups

- Bundle several tests by Group Type (Purchase, Production...)
- Attach preparation and execution instructions for each test



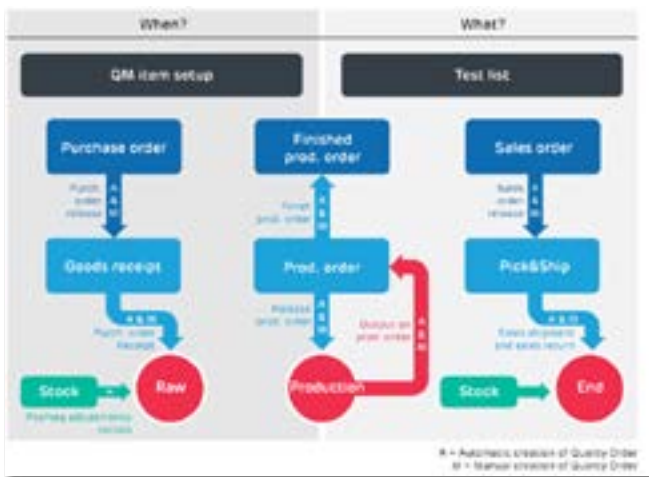
Flexibility at every step

- Carry out quality control on a vendor / customer item only
- Create additional tests when the result of another test is outside of its limits
- Customizable corrective action codes for non-conformities
- Document templates and framework creation



Optimize quality orders and follow best practice

- Choose the frequency of quality order generation (e.g. every time, date formula, every X times)
- Granular status types for order release (approve, reject, review, rework, accept system proposal)
- Set up workflows for complaint follow up with Tasks and Email alerts to ensure compliance



Data compliance

QC orders can be created in the process in a simple way, both automatically and manually.

With the Item as a starting point, the QM Item set up for the logistics processes can be used to determine when and where a QC order will be initiated.

The test list and specifications specify how and against which standard the test is performed.

Complaint and non-conformity reporting and analysis covers:

- To Do List: bundles all the complaints and nonconformities in progress (and finished)
- Complaint & Nonconformity statistics
- Complaints & Nonconformity detail report

Complaints can be used to register, follow up and avoid future errors.



Speak to Prodware about getting your Microsoft Dynamics system fully compliant with your own quality control and complaints management needs.

