

SAP Ariba Network Supplier

Quality Notification Collaboration
(customer initiated)



Sections

- Introduction to Quality Notifications
- How to manage Quality Notifications
- Tips & Tricks.



Introduction to Quality Notifications



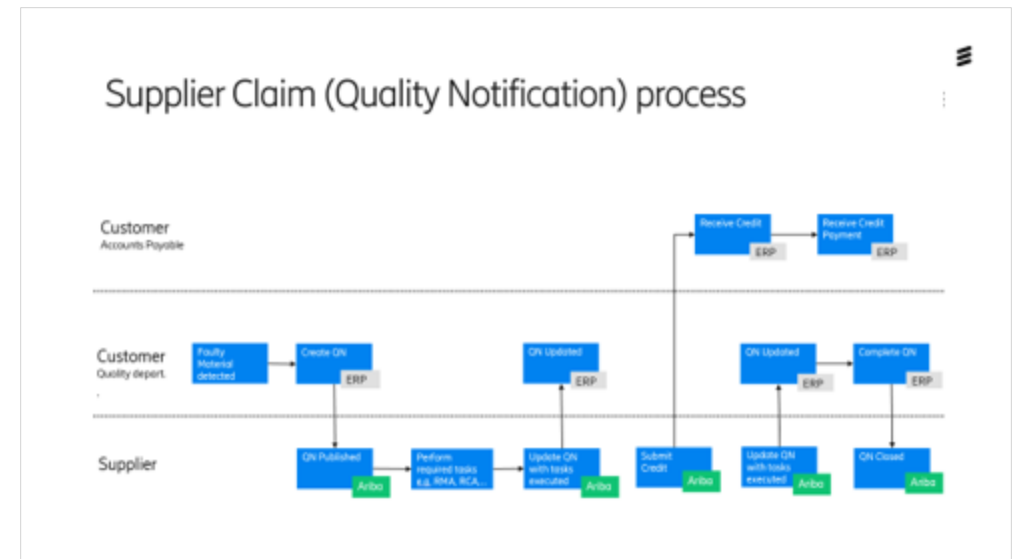
- SAP Ariba Quality Notification Collaboration is used to streamline the claims (quality notification) process with our suppliers. With Ariba quality notifications can be created, managed, and tracked in real-time, enabling collaboration with Suppliers to quickly resolve quality issues and improve overall product quality
- SAP Ariba provides a range of features managing quality notifications, including the ability to assign responsibilities, track progress, and receive real-time updates, all in one centralized location
- With SAP Ariba Quality Notification Collaboration, a collaborative quality environment is enabled driving continuous improvement and ensuring suppliers deliver the required quality.

Remark: More quality management related collaboration capabilities are available in our SAP Ariba setup, and these will be introduced/used on a need basis and are described in separate guides.

Introduction to Quality Notifications



1. Quality Notification (QN) created by Customer in their ERP system and is replicated to Ariba Network for Supplier to act on
2. Supplier is expected to take action based on what is requested by the Customer e.g., provide Return Material Authorization (RMA), perform Root Cause analysis (RCA),...
3. Action(s) taken expected to-be updated/reported in the QN on the Ariba Network. These will be replicated back to Customer ERP
4. The Customer will review actions taken and decide if QN can be set to Completed, and with that put in Closed status on the Network. When status changed to Closed, no further actions are expected.



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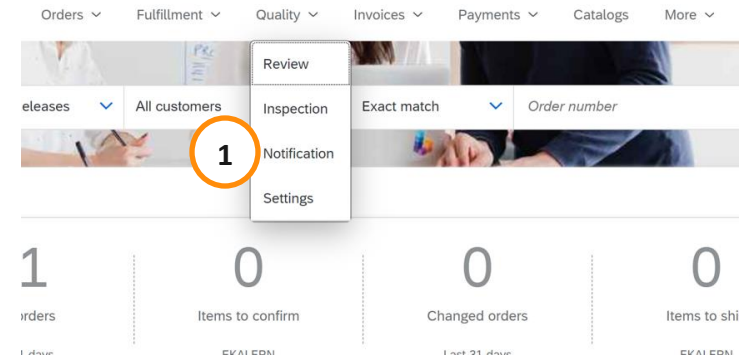


How to manage Quality Notifications



To process Quality notifications, please follow the steps below:

1. Navigate to **Quality -> Notification**
2. Notifications (Supplier deviations) now listed based on Search filters set (click < [> Search filters](#) > to change the filters)
3. Click on the Supplier Deviation to process.



> Search filters

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Supplier deviation no.	Customer	Priority	Status	Supplier action
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000200349722	Ericsson AB - TEST	High	In-Process	Pending
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How to manage Quality Notifications



To process Quality notifications, please follow the steps below (continued):

- 4. **Carefully** check the detailed information incl. Problem Description for the Supplier Deviation
- 5. Pay attention and **act** on any **Tasks assigned.** (in this sample, task is to Send Corrective Actions)
- 6. Click <  > to update the Supplier Deviation and perform required actions e.g., update Status, update Tasks, upload RMA/RCA, complement with additional info,...
- 7. Click <  > to Save and Publish the updates. These will now be replicated to Customers ERP system for review and feed-back.

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Customer	Title	Quality notification type	Supplier deviation no. ?	Customer deviation no.	Priority	Status
Ericsson AB - TEST	Wrong color	Y8 - Vendor Notification	000200349722	000200349722	High	In-Process

Details Defects (1) Partner info History

Customer and part



Customer location	Customer routing identifier				
2502 - ERICSSON EESTI C/O	ESAPF08400				
Customer part no.	Customer batch	Supplier part no.	Supplier batch		
46/SAK910040/070T - RIVET/Plastic snap-in rivet, 4x7, color		- RIVET/Plastic snap-in rivet, 4x7, color			
Purchase order no.	Purchase order line item no.	Ship notice no.	Ship notice line item no.		
4528558408	10				
Serial no.	Revision level	Subcontracting component?	No		
		Return Purchase Order no.			
Claim number	Project co-ordinator ?				



Notification detail



Category	Subcategory	Complaint quantity			
QN01 - Quality Notification for Vendor issues	V004 - Complaint	50	H87		
Malfuction start date	Malfuction end date				
Discovery date	Required start date	Due date			
4/24/2023	4/24/2023	4/25/2023			

5 Required tasks (1)

Task category	Task subcategory	Title			
VENDOR - Tasks Assigned to Vendors	V012 - Send Corrective Action				
Start date	Start time	Target date	Target time		
	12:00:00		12:00:00		
Status	Processor type	Processor ID	Processor name		
New	Supplier	2000135570			

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How to manage Quality Notifications



To process Quality notifications, please follow the steps below (continued):

- 8. **Customer review** the updated Supplier Deviation and decide if completion criteria are fulfilled or if additional actions are required. If completion criteria is fulfilled, the Supplier Deviation will be set to Complete, and status will be updated on the Ariba Network to **Closed**. No further actions are now needed.

8	Supplier deviation no. ⇅	Customer	Priority ⇅	Status ⇅	Supplier action
	000200349722	Ericsson AB - TEST	High ...	Closed	None


Sections

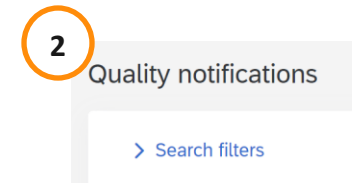
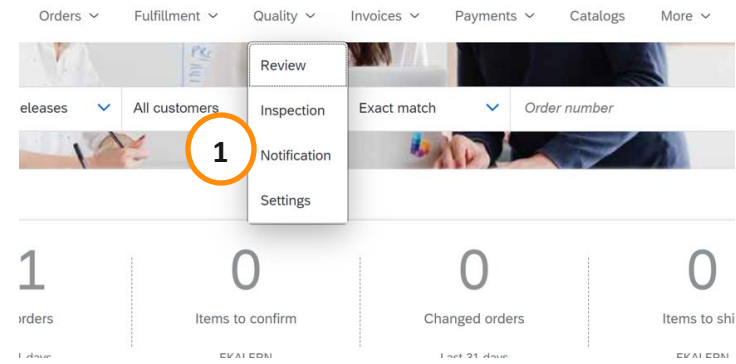
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Tips & Tricks

How to update Search filters

1. Navigate to **Quality -> Notification**
2. Click < > [Search filters](#) >
3. Apply search filters and click < 



Customer Ericsson AB - TEST	Customer location	Purchase order no.	Ship notice no.
Customer part no.	Customer batch	Supplier part no.	Supplier batch
Supplier deviation no. ⓘ	Customer deviation no. ⓘ	Quality notification type Y8 - Vendor Notification	Supplier action All
<input checked="" type="radio"/> Partial match <input type="radio"/> Exact match	<input checked="" type="radio"/> Partial match <input type="radio"/> Exact match		
Status All	Creation date Last 7 days		
<input checked="" type="checkbox"/> View all quality notifications ⓘ			

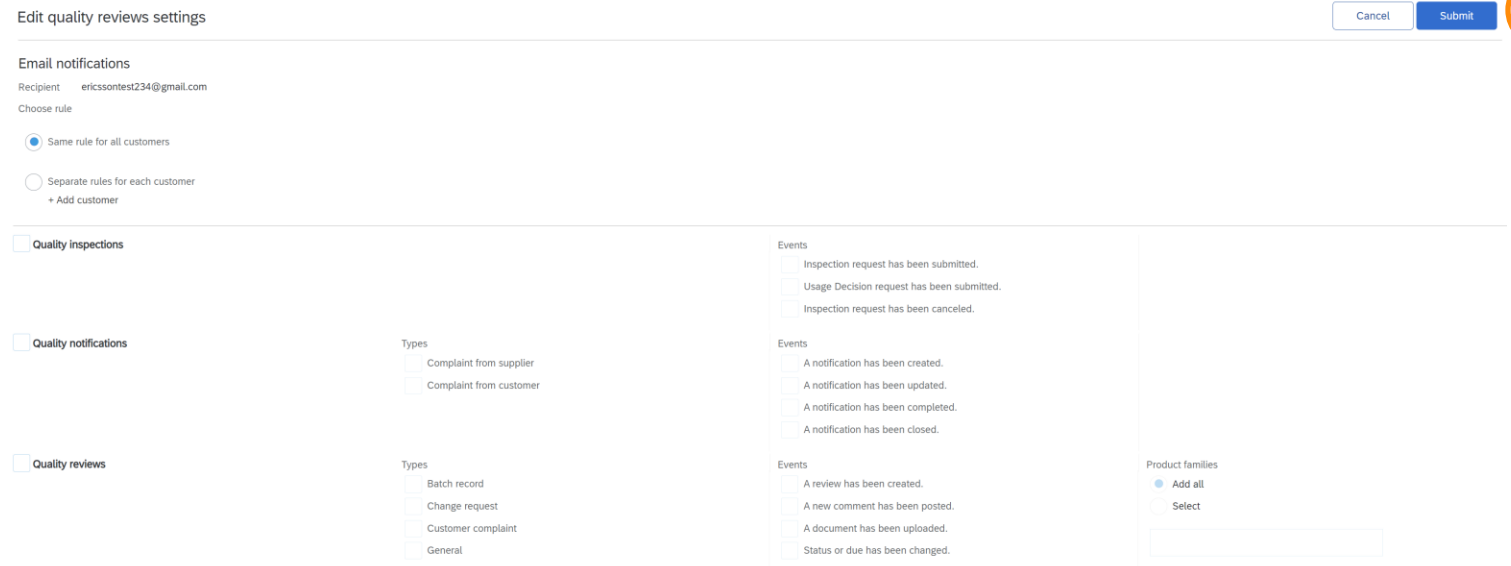
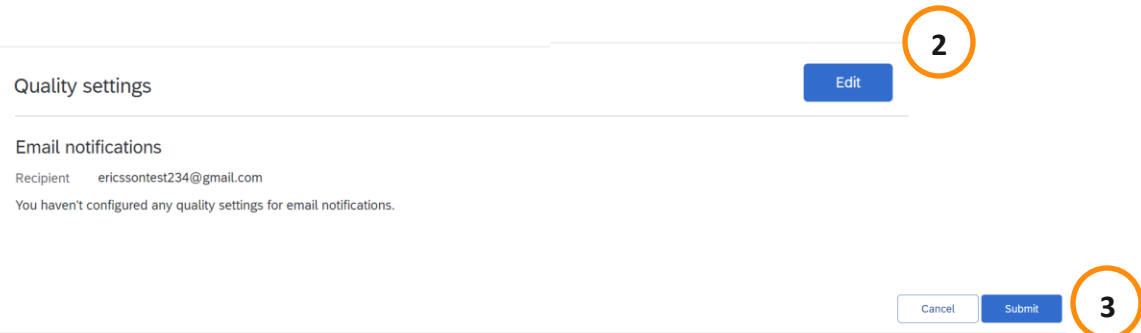
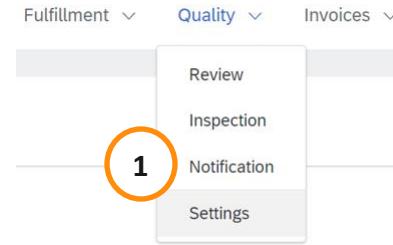


Remark: For more general Tips & Tricks, Guides etc., please visit the Ericsson Ariba [Supplier Information Portal \(ariba.com\)](https://ariba.com) and/or the SAP Ariba Generic Support site for Suppliers [SAP Business Network | Ariba Supplier Support](#)

Tips & Tricks

How to setup email notifications

1. Navigate to **Quality** -> **Settings**
2. Click < **Edit** >
3. Apply settings as per your needs and click < **Submit** >. Email notifications will now be sent as per settings made.



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Tips & Tricks

Quality notification statuses



Status	Description
New	Notification created by the Customer and replicated on the Ariba Network
In-Process	Notification updated and Published by the Supplier. When Notification is published the updates are replicated back to Customers ERP system
Closed	Customer confirmed that Notification can be closed. No further actions are needed.
Obsoleted	Customer have obsoleted the Notification. No further actions are needed.

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