

# Quality Review Collaboration

CONFIDENTIAL

# Value Proposition

## Customer/ Market Perspective

In today's volatile, competitive marketplace—with suppliers, trading partners, and logistics providers spanning across the globe—it is imperative for companies to have real-time, end-to-end visibility and control across their supply networks, ensuring that fluctuating customer demands are met and revenues maximized meeting quality requirements.

## SAP Ariba Perspective

SAP Ariba Network Supply Chain Collaboration help streamline processes and improves efficiency to achieve an real time Supply Chain through better collaboration for Direct and Indirect spend with Suppliers.

## Customer pain points

**Quality is an important factor in perfect order fulfillment, both on component and finished product level. Due to increase in outsource manufacturing trend close collaboration and manufacturing control is required to maintain the quality-**

- Unstructured communication between buyers and sellers for batch record, change request and customer complaint (and other use case) is done via phone or email outside the system, which is inefficient and time consuming.
- Communications may or may not related to a transaction, which makes it hard for buyers and suppliers to reference, access, and share. It is unclear who to contact in the buyer/ seller org.
- Buyers and sellers want to share communication/document with others within their organization to facilitate handoff during vacation or when somebody leaves the company.

# Feature and Benefit Summary

## Feature:

- Ability for the quality users to support the collaboration on Batch record, Change request, customer complaint and general use cases.
- Buyer admin can also define further review type for other use cases and ability to hide standard use case based on supplier.
- Buyers/Supplier quality users ability to opt for email notifications based on customer/ supplier, Review type and product family.
- Buyers admin ability to upload Line of business, product family, part and plant to allows users to collaborate even if customer/suppliers are not exchanging POs.

## Benefit:

- Easier communication (threaded conversation) between buyer and supplier users.
- Reduction in cycle time for review, eliminate administrative burden.
- Allow users to get the relevant email by opt for email per supplier/customer, review type and event based.
- Easy to find the review based on different criteria and keyword search.

# Quality Review: Overview page

Quality review

Search filters

Customer

Customer location

Supplier batch

Customer batch

Product family

Show reviews by  Creation date  Due date  Closed date

Date range    
 14 Dec 2017 - 20 Dec 2017

Review type

Review subtype

Review number

Review status

Keyword in subject

Your actions

Priority

Subject	Review type	Priority	Review no.	Status	Your actions	Customer	Due date	Last updated
<a href="#">Test Batch record review</a>	QR1 - Batch review	High <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	33663	In process	Responded	Customer ABC	Dec 26, 2017	Dec 19, 2017
<a href="#">Test Batch record review</a>	QR1 - Batch review	Urgent <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1002	New	Responded	Customer ABC	Dec 27, 2017	Dec 19, 2017
<a href="#">Test for Change Request</a>	QR2 - Change request	High <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1001	New	Responded	Customer ABC	Dec 27, 2017	Dec 19, 2017
<a href="#">Test for Customer Complaint</a>	QR3 - Customer complaint	Medium <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	11111	Complete	Responded	Customer ABC	Dec 27, 2017	Dec 19, 2017
<a href="#">Test Batch record review</a>	QR1 - Batch review		zdasdasd	In process	Need to respond	Customer ABC		Dec 14, 2017

- Introduced Review under Quality tab to manage all quality review request at one place
- Option to create review from the overview page for buyer and supplier
- Ability to view status, review type, review no for each quality review request in the overview page
- Option to add more column in the list view
- Ability to search based on the keyword search from subject field
- Buyer/supplier can create following review type by default
  - Batch Record
  - Change Request
  - Customer Complaint
  - General

# Quality Review: Batch record

## Create quality review

Subject\*  Priority  Due date

## Details

Customer\*  Line of business   
Customer location  Product family   
**Review type\***  Reference no.   
Review no.\*

## Impacted batch and part

	Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1	BUBATCHKC-21	SUBATCHKC-21	BK22228111 - ItemInfo001	SK22228111 - ItemInfo001

## Related inspection and deviation

Inspection no.	Deviation no.
QI-2711.V3-3	

## Comment

**S** Find attach COC.

CoA.pdf 1.7 MB

Cancel

Submit

- Batch record review allow buyer/suppliers users to collaborate on the batch documentation
- Allow buyer/supplier users to create batch record review.
- Provide type ahead for the AN customer batch
- Automatically populate Quality Notifications and Inspection no for the given batch including navigation

# Quality Review: Change Request

Ariba Supply Chain Collaboration

AW Options FULL PAGE REFRESH: 2018 scope content changed - 1/23/2017

Company Settings Mark Win Help Center

Review details Edit

Details

Subject	Created	Priority	Due date	Status
Test for Change Request	Dec 19, 2017	High	Dec 27, 2017	In process

Customer	Customer ABC	Review type	Change request	Review no.	1001
Customer location	3183333051 - ItemDes-1	Review subtype	Raw material	Reference no.	
		Line of business			
		Product family			

Impacted part

Customer part no. and description	Supplier part no. and description
BUY982735-1 - QADescr01	SUP982735-1 - QADescr01

Comment (2)

**S** Write your comment here. Post

**C** **Shawn Breen**, Customer ABC  
Wed, Dec 20, 2017, 10:10 AM, Pacific Standard Time  
Looks great

**S** **Mark Win**, SupplierXYZ  
Tue, Dec 19, 2017, 6:41 AM, Pacific Standard Time  
Please find spec.

- Change request allow quality users to collaborate on any change such as process, material, equipment's.
- Provide subtype (to be configure by buyer) to distinguish different type of change request.

# Quality Review: Customer Complaint

Ariba Supply Chain Collaboration Test Mode Company Settings Stephan Hetzer Help Center >>

[Review details](#) Edit

Details

Subject	Created	Priority	Due date	Status
Regarding Defect for material XYZ	Dec 20, 2017	Medium		In process

Customer	TechDronix	Review type	Customer complaint	Review no.	7347474
Customer location	3000 - IDES US Inc.	Review subtype	Customer complaint 1	Reference no.	
Discovered		Line of business	Animal Health	Sample available	No
		Product family	Pharm		

Impacted batches and parts

Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1		BX38930-1 - Transformers	AX9902-1 - Transformers

Comment (1)

Write your comment here.

**T** Stephan Hetzer, TechDronix  
Tue, Dec 19, 2017, 7:38 AM, Pacific Standard Time

ZCZXCX

- Customer Complaint allow quality users to collaborate on any product complaint, investigations from customer's customer
- Provide fields such date of complaint, sample available

# Quality Review: General

Ariba Supply Chain Collaboration Test Mode Company Settings Stephan Hetzer Help Center

Review details Edit

Details

Subject	Created	Priority	Due date	Status
Expedite the shipment for PO	Dec 20, 2017	High	Dec 26, 2017	In process

Customer	TechDronix	Review type	General	Review no.	45000000
Customer location	3000 - IDES US Inc.	Review subtype	General	Reference no.	1000
Discovered	Dec 28, 2017	Line of business	Animal Health	Item no.	1
		Product family	Pharm	Purchase order	4500021695

Impacted batches and parts

Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1		BX38930-2 - Piston	AX9902-2 - Piston

Comment (2)

Write your comment here. Post

**T** Stephan Hetzer, TechDronix  
Tue, Dec 19, 2017, 6:53 AM, Pacific Standard Time  
Sure we will take a look... expect an update by 12/25

**I** Stephan Hetzer, IT Services  
Tue, Dec 19, 2017, 6:50 AM, Pacific Standard Time  
Please expedite.

- General review type allow quality users to collaborate on any other review which is not supported by other reviews.
- Provide subtype (to be configure by buyer) to distinguish different type of review.
- Ability to link a review type with PO, ASN, OC and or QN.



# Quality Review: Status

Ariba Supply Chain Collaboration Test Mode Company Settings Stephan Hetzer Help Center

Review details Edit

Details

Subject	Created	Priority	Due date	Status
Expedite the shipment for PO	Dec 20, 2017	High	Dec 26, 2017	In process ✓ ✗

Customer	TechDronix	Review type	General	Review no.	45000000
Customer location	3000 - IDES US Inc.	Review subtype	General	Reference no.	1000
Discovered	Dec 28, 2017	Line of business	Animal Health	Item no.	1
		Product family	Pharm	Purchase order	4500021695

Impacted batches and parts

Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1		BX38930-2 - Piston	AX9902-2 - Piston

Comment (2)

Write your comment here.

Post

**Stephan Hetzer**, IT Services  
Tue, Dec 19, 2017, 6:50 AM, Pacific Standard Time  
Please expedite.

**Stephan Hetzer**, TechDronix  
Tue, Dec 19, 2017, 6:53 AM, Pacific Standard Time  
Sure we will take a look... expect an update by 12/25

- Each review can have the New, In-process, Complete and Close status.
- Buyer can change the status to In-process or close (from Complete, new or In-process)
- Supplier user can change the status to In-process or Complete
- Buyer user can only change the status to Close which is the final status i.e. no more change allowed.

# Quality Review: Edit Option

Ariba Supply Chain Collaboration Test Mode Company Settings Stephan Hetzer Help Center >>

Edit quality review

Subject\* Expedite the shipment for PO Priority High Due date 12/26/2017

Details

Customer\* TechDronix Line of business Animal Health  
 Customer location 3000 - IDES US Inc. Product family Pharm  
 Review type\* General Purchase order 4500021695  
 Subtype General Item no. 1  
 Review no.\* 45000000 Reference no. 1000  
 Discovered 12/28/2017

Impacted batches and parts

Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1		BX38930-2 - Piston	AX9902-2 - Piston

Add line

Cancel Save

- Edit option allow users to update key fields like subject, Line of business, reference no, subtype etc.
- User can add comments, change status without edit option

# Quality Review: Email notification settings for buyer and suppliers

Ariba Network AW Options... FULL PAGE REFRESH: global scope content changed - VE Error?

Edit quality reviews settings Cancel Submit

Email notifications

Recipient prashant.singhai@sap.com

Choose rule

Same rule for all suppliers

Separate rules for each supplier  
+ Add supplier

---

Quality reviews

Types

- Batch record
- Change request
- Customer complaint
- General

Events


- A review has been created.
- A new comment has been posted.
- A document has been uploaded.
- Status or due has been changed.

Product families

Add all

Select

Pharm ✕ Sterile ✕

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- Allow buyer/supplier quality users to choose email based on supplier/customer, review type, event and product family.
- Users can choose same or different setting for customer/suppliers

# Quality Review Configuration— Review Type & Subtype

Ariba Network AW Options... FULL PAGE REFRESH! Global scope content changed - VB Engrpt Shawn Breen Help

HOME INBOX OUTBOX QUALITY CATALOGS **SUPPLIER ENABLEMENT** ADMINISTRATION REPORTS FILE DOWNLOADS

Manage Vendors Monitor Tasks Active Relationships Supplier Groups Contacts Configure Supplier Information Portal

Manage and view details of suppliers and vendors for supplier enablement. Upload multiple vendors and invite them to register on Ariba Network. Assign activities and tasks for vendors before or after you start supplier enablement. Select multiple vendors and start enablement for them. Use the Actions button to [More](#)

Suppliers and Vendors Showing 1 - 2 of 2 [Refresh Status](#) [Legend](#)

Assigned Activities Enablement Status e-Contact Vendor Country [Add Filters](#) [Clear Values](#)

Vendor Name	Vendor ID	Site ID	Site Aux ID	Legacy Vendor ID	Network ID	e-Contact	Past ERP Spend	Past ERP Orders	Past ERP Invoices	Quote Automation	Activities	Status	Actions
Supplier ABC					AN02002956206	Email				No	○○○○○○○○○○		<a href="#">Actions</a>
selsup171114013759NFq					AN02002617883	Email				No	○○○○○○○○○○		<a href="#">Actions</a>

Start Assign Unassign Actions Add Upload Export Search for Suppliers Refresh Status Legend

Legend:  
 Enablement Activities:  
 Account Purchase Order Invoice Catalog Payment Discount Management AribaPay

Upload dropdown menu:  
 Vendors  
 Supplier Commodity Codes and Sales Territories  
 Carrier Codes  
 Quality Codes  
 Part, Plant and Product Codes

- Buyer admin can change the existing review type (Batch record, Change Request, Customer Complaint and General) and allow to define their own review type and subtype (where applicable)
- They can use existing QN master data template to upload review type and subtype.
- Buyer Admin need to change only the description, no need to change the Code group. For example Batch record (QR1) just change the description not code group

Code Group	Code Group Description	Code Name	Code Description	Code Type	Code Language
		Required	Required	Required	Required
String 256	String 256	String 256	String 256	String 256	String 10
				Valid Code Type	Valid Language: en
QR2	Change request			ReviewType	en
QR3	Customer complaint			ReviewType	en
QR4	General			ReviewType	en
QR1	Batch review			ReviewType	en
QR2	Change request	QR21	Location	ReviewType	en
QR2	Change request	QR22	Production process	ReviewType	en
QR2	Change request	QR24	Raw material	ReviewType	en
QR3	Customer complaint	QR31	Customer complain	ReviewType	en
QR4	General	QR41	General	ReviewType	en

# Quality Review — Review Type

Ariba Network AW Options... FULL PAGE REFRESH: Data scope content changed - VB Error!

HOME INBOX OUTBOX QUALITY CATALOGS **SUPPLIER ENABLEMENT** ADMINISTRATION REPORTS FILE DOWNLOADS

Manage Vendors Monitor Tasks Active Relationships Supplier Groups Contacts Configure Supplier Information Portal

Manage and view details of suppliers and vendors for supplier enablement. Upload multiple vendors and invite them to register on Ariba Network. Assign activities and tasks for vendors before or after you start supplier enablement. Select multiple vendors and start enablement for them. Use the Actions button to [More](#)

Suppliers and Vendors Showing 1 - 2 of 2 [Refresh Status](#) [Legend](#)

Assigned Activities:  Enablement Status:  e-Contact:  Vendor Country:  [Add Filters](#) [Clear Values](#)

<input type="checkbox"/>	Vendor Name	Vendor ID	Site ID	Site Aux ID	Legacy Vendor ID	Network ID	e-Contact	Past ERP Spend	Past ERP Orders	Past ERP Invoices	Quote Automation	Activities	Status	Actions
<input type="checkbox"/>	Supplier ABC					AN02002956206	Email				No	○○○○○○○○○○		<a href="#">Actions</a>
<input type="checkbox"/>	selsup171114013759NFq					AN02002617883	Email				No	○○○○○○○○○○		<a href="#">Actions</a>

[Start](#) [Assign](#) [Unassign](#) [Actions](#) | [Add](#) [Upload](#) [Export](#) [Search for Suppliers](#) [Refresh Status](#) [Legend](#)

**Legend:**  
 Enablement Activities:  
 ● Account ● Purchase Order ● Invoice ● Catalog ● Payment ● Discount Management ● AribaPay ● Supplier Memos

Vendors  
 Supplier Commodity Codes and Sales Territories  
 Carrier Codes  
 Quality Codes  
 Part, Plant and Product Codes

UTF8	Code page UTF8.				
Code Group	Code Group Description	Code Name	Code Description	Code Type	Code Language
		Required	Required	Required	Required
String 256	String 256	String 256	String 256	String 256	String 10
				Valid Code Type	Valid Language: en
QR2	Change request			ReviewType	en
QR3	Customer complaint			ReviewType	en
QR4	General			ReviewType	en
QR1	Batch review			ReviewType	en
QR2	Change request	QR21	Location	ReviewType	en
QR2	Change request	QR22	Production process	ReviewType	en
QR2	Change request	QR24	Raw material	ReviewType	en
QR3	Customer complaint	QR31	Customer complaint	ReviewType	en
QR4	General	QR41	General	ReviewType	en

- Buyer admin can change the existing review type (Batch record, Change Request, Customer Complaint and General) and allow to define their own review type and subtype (where applicable)
- They can use existing QN master data template to upload review type and subtype.
- Buyer Admin need to change only the description, no need to change the Code group. For example Batch record (QR1) just change the description not code group

# Quality Review— Master Data

The screenshot shows the Ariba Network interface for Supplier Enablement. At the top, there's a navigation bar with 'Ariba Network' and user information 'Shawn Breen'. Below it are tabs for 'HOME', 'INBOX', 'OUTBOX', 'QUALITY', 'CATALOGS', 'SUPPLIER ENABLEMENT' (active), 'ADMINISTRATION', 'REPORTS', and 'FILE DOWNLOADS'. A secondary navigation bar includes 'Manage Vendors', 'Monitor', 'Tasks', 'Active Relationships', 'Supplier Groups', 'Contacts', 'Configure', and 'Supplier Information Portal'.

The main content area is titled 'Suppliers and Vendors' and shows a table with columns: Vendor Name, Vendor ID, Site ID, Site Aux ID, Legacy Vendor ID, Network ID, e-Contact, Past ERP Spend, Past ERP Orders, Past ERP Invoices, Quote Automation, Activities, Status, and Actions. Two suppliers are listed: 'Supplier ABC' and 'selsup171114013759NFq'. Below the table is an 'Upload' dropdown menu with options: Vendors, Supplier Commodity Codes and Sales Territories, Carrier Codes, Quality Codes, and Part, Plant and Product Codes. The 'Part, Plant and Product Codes' option is selected, leading to a sub-section titled 'Upload Part, Plant and Product Codes' with a 'Done' button.

Below the sub-section, there's a form for 'Upload File' with fields for 'Name', 'Description', and 'CSV File'. The 'CSV File' dropdown is open, showing options: 'Select', 'Product family codes', and 'Plant and part codes'. A note at the bottom states: 'Note: After you click Upload, do not use your Web browser until your part-plant location and product family codes file is uploaded. Large files can take several minutes to upload. By submitting this personal data (Note: After you click Upload, do not use your Web browser until your part-plant location and product family codes file is uploaded. Large files can take several minutes to upload. ), you acknowledge that you have the authority to allow transfer of this personal data'.

- Two download template option available to support upload for
  - part, customer part and plant
  - Product Family, Line of business, sub-family etc.
- This is also available under the upload tab
- Part/plant upload helps users to create QR/QN even for the part that does not exist in AN
- Product family codes helps users to select it while creating QR
- Below are the template



Microsoft Excel  
ma Separated Valu



Microsoft Excel  
ma Separated Valu

# Quality review: New permission for the Supplier user to view or create/update the Quality Review

ARIBA Network

Create Role Save Cancel

\* Indicates a required field

New Role Information

Name: \*

Description:


Permissions

Each role must have at least one permission.

Page 1 »

Permission	Description
<input type="checkbox"/> Payment Activities	Manage your payment activities
<input type="checkbox"/> Premium Membership and Services Management	Manage your premium service subscriptions
<input type="checkbox"/> Quality Inspection Access	Access to view quality inspection documents
<input type="checkbox"/> Quality Inspection Creation	Access to create quality inspection documents
<input type="checkbox"/> Quality Notification Access	Access to view quality notification documents
<input type="checkbox"/> Quality Notification Creation	Access to create quality notification documents
<input checked="" type="checkbox"/> Quality Review Access	Access to view quality review documents
<input checked="" type="checkbox"/> Quality Review Creation	Access to create quality review documents
<input type="checkbox"/> Receivables Upload	Select receivables for auction

Save Cancel

SAP Ariba   
Mark Win (SupplierXYZ@ariba.com) last visited 20 Dec 2017 10:58:03 AM | SupplierXYZ | AN02002617883  
[Data Policy](#) [Security Disclosure](#) [Terms of Use](#)

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- Introduced two new permission for the supplier user
  - Quality Review Access:** allow view only access
  - Quality Review creation:** allow create/update access

# Thank You