

## **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**

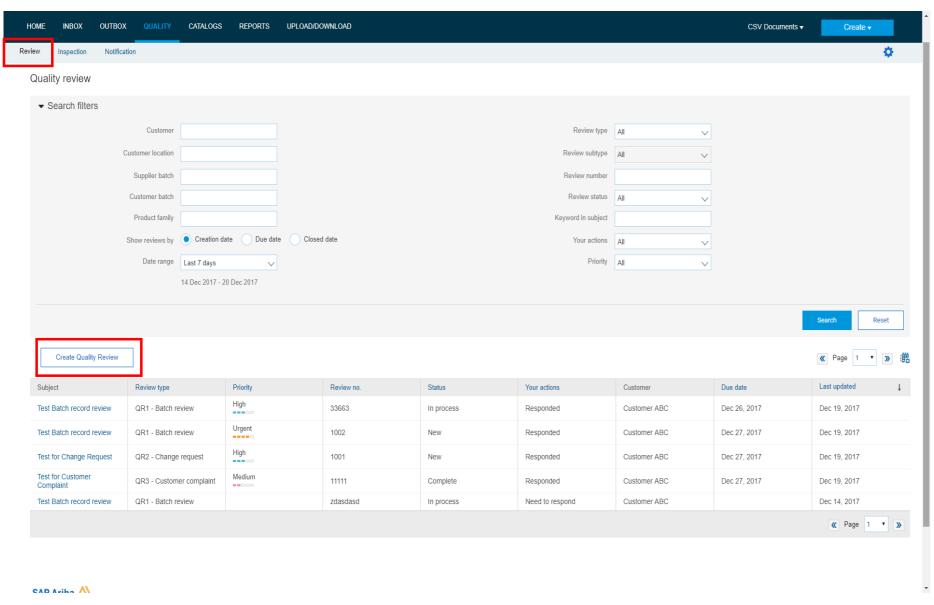
#### Feature:

- 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:**

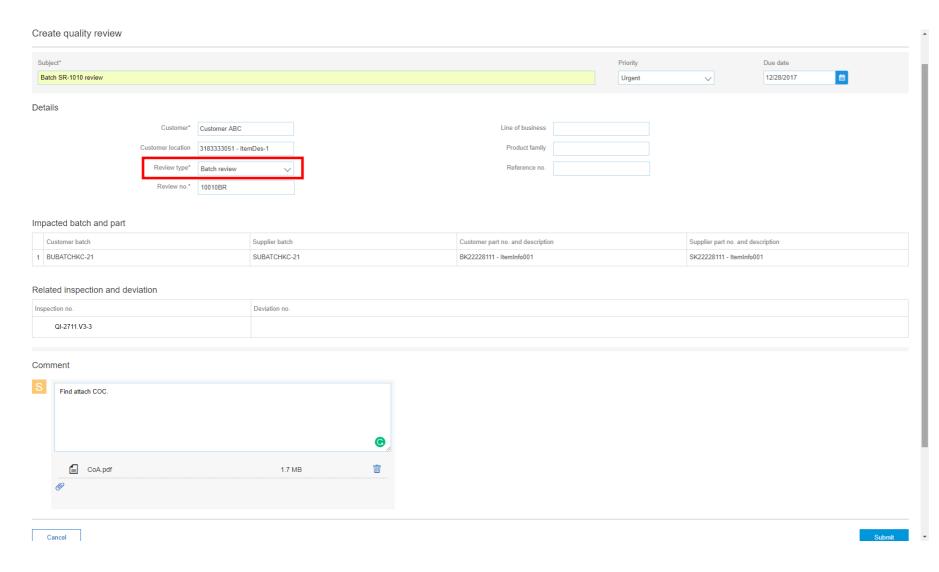
- Easier communication (threaded conversation) between buyer and supplier users.
- Reduction in cycle time for review, eliminate administrative burden.
- Allow users to get the relevant email by opt for email per supplier/customer, review type and event based.
- Easy to find the review based on different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

#### **Quality Review: Overview page**



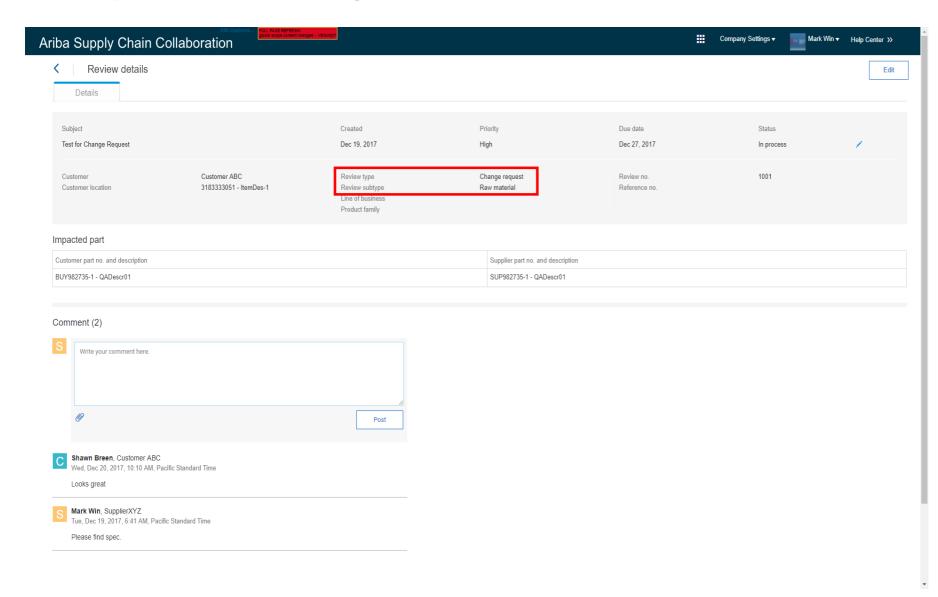
- Introduced Review under Quality tab to manage all quality review request at one place
- Option to create review from the overview page for buyer and supplier
- Ability to view status, review type, review no for each quality review request in the overview page
- Option to add more column in the list 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**



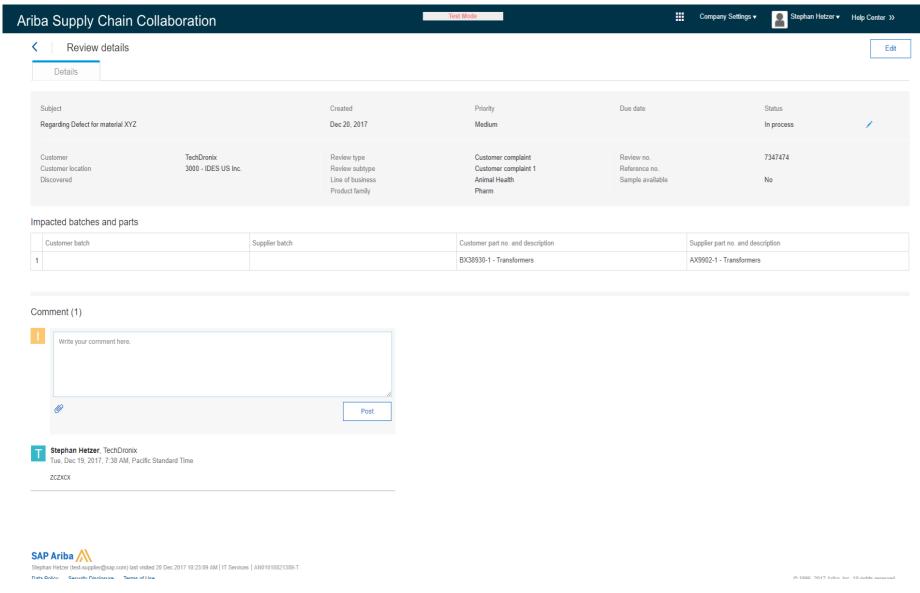
- Batch record review allow buyer/suppliers users to collaborate on the batch documentation
- Allow buyer/supplier users to create batch record review.
- Provide type ahead for the AN customer batch
- Automatically populate
   Quality Notifications and
   Inspection no for the given batch including navigation

## **Quality Review: Change Request**



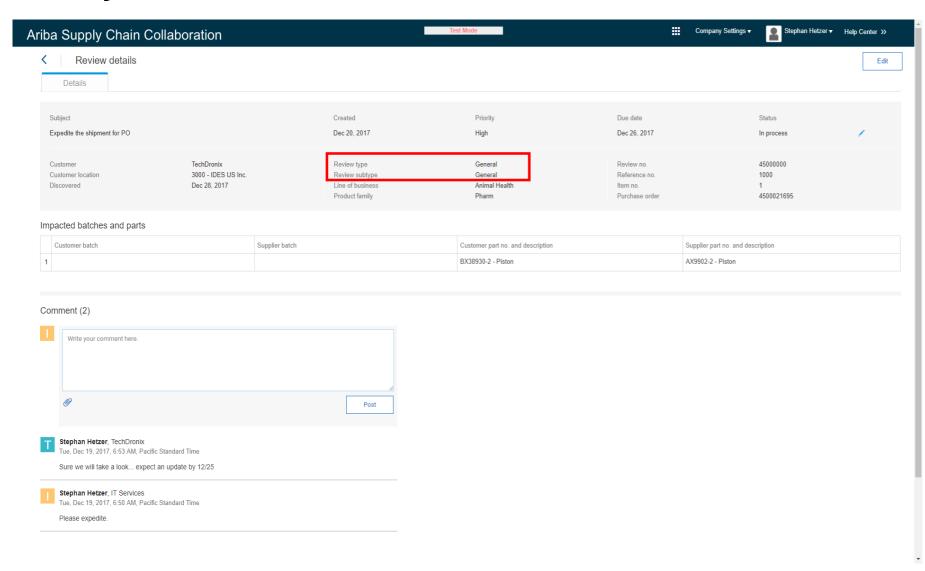
- Change request allow quality users to collaborate on any change such as process, material, equipment's.
- Provide subtype (to be configure by buyer) to distinguish different type of change request.

## **Quality Review: Customer Complaint**



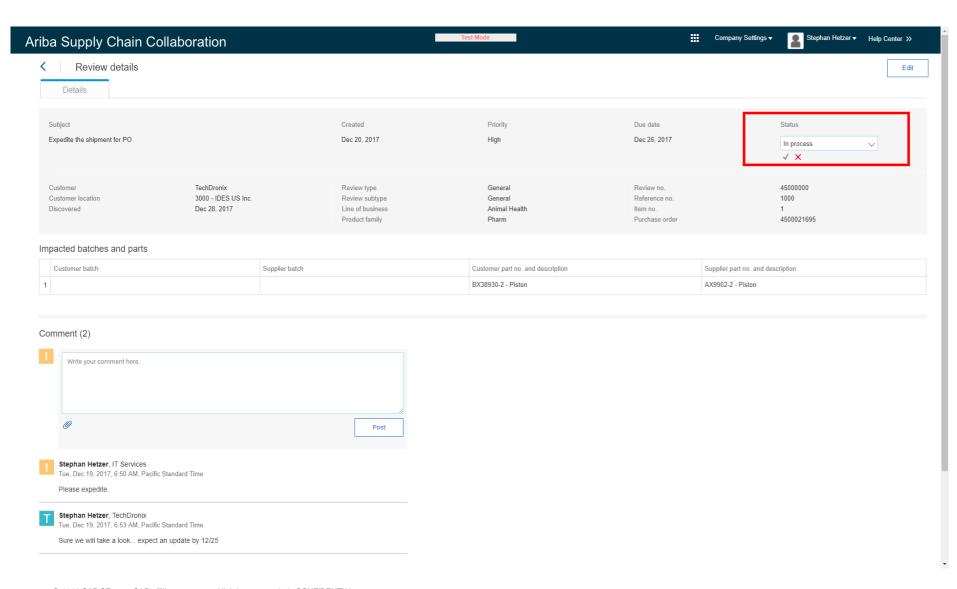
- Customer Complaint allow quality users to collaborate on any product complaint, investigations from customer's customer
- Provide fields such date of complaint, sample available

#### **Quality Review: General**



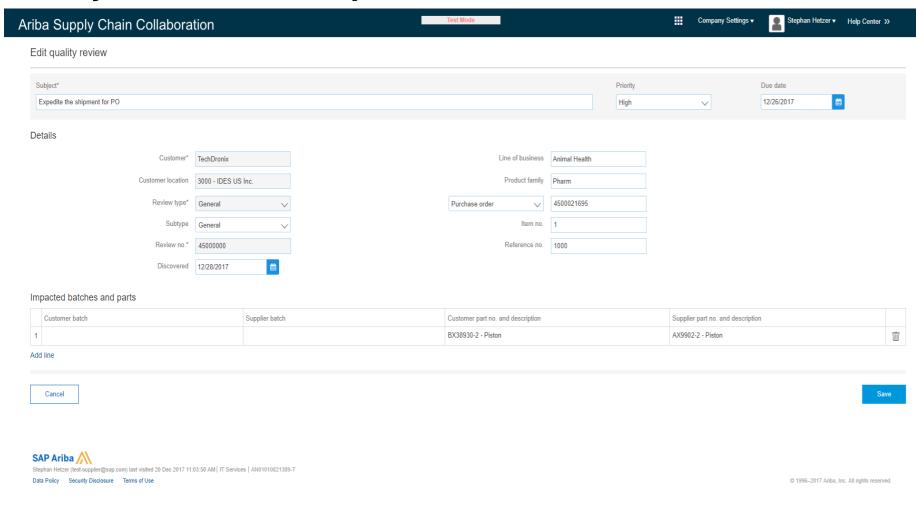
- General review type allow quality users to collaborate on any other review which is not supported by other reviews.
- Provide subtype (to be configure by buyer) to distinguish different type of review.
- Ability to link a review type with PO, ASN, OC and or QN.

## **Quality Review: Status**



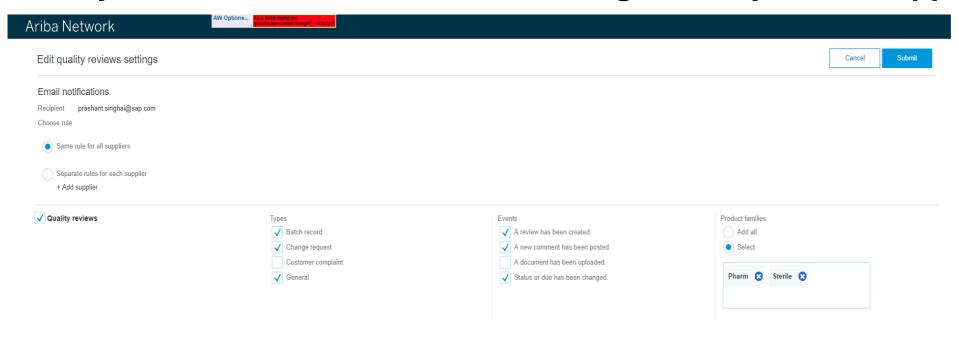
- Each review can have the New, Inprocess, Complete and Close status.
- Buyer can change the status to Inprocess or close (from Complete, new or In-process)
- Supplier user can change the status to In-process or Complete
- Buyer user can only change the status to Close which is the final status i.e.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

#### **Quality Review: Edit Option**



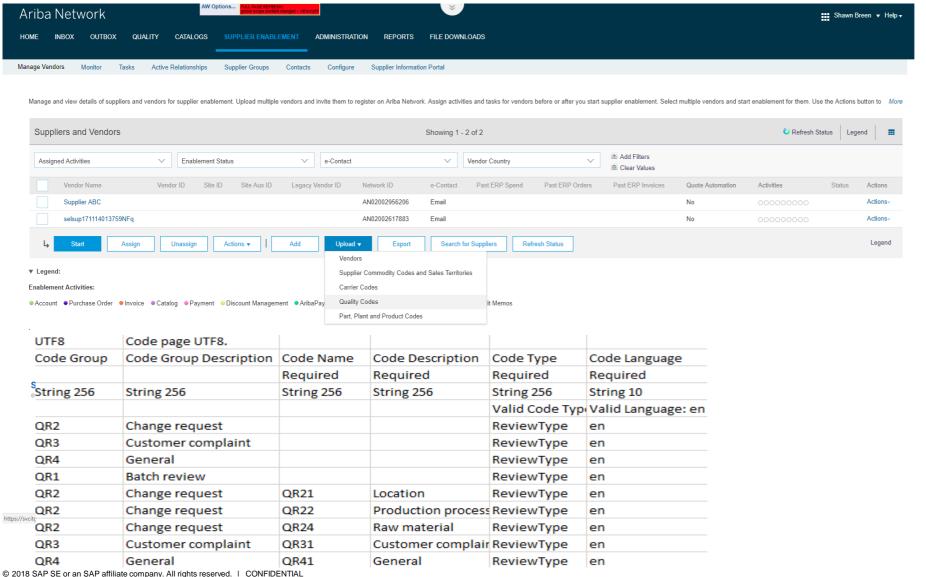
- Edit option allow users to update key fields like subject, Line of business, reference no, subtype etc.
- User can add comments, change status without edit option

#### Quality Review: Email notification settings for buyer and suppliers



- 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

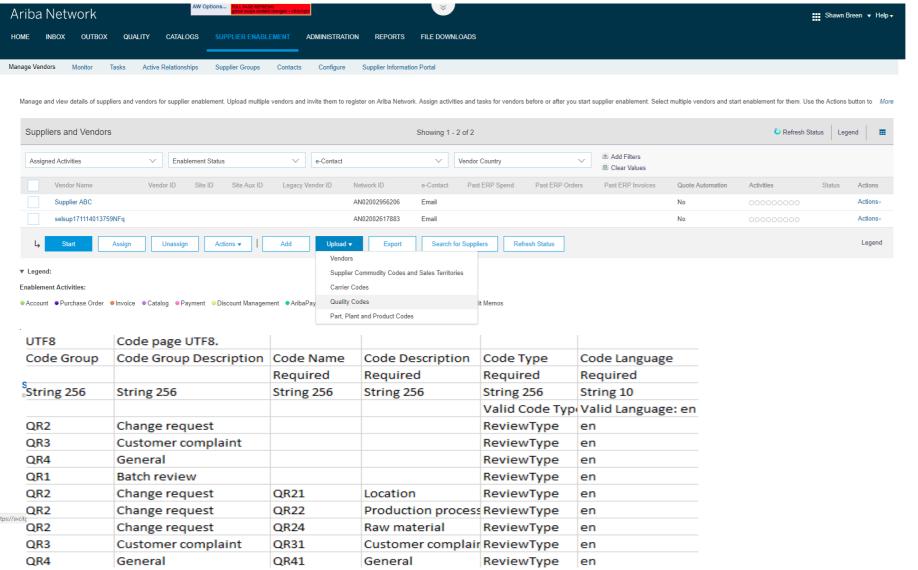
### **Quality Review Configuration— Review Type & Subtype**



- 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

12

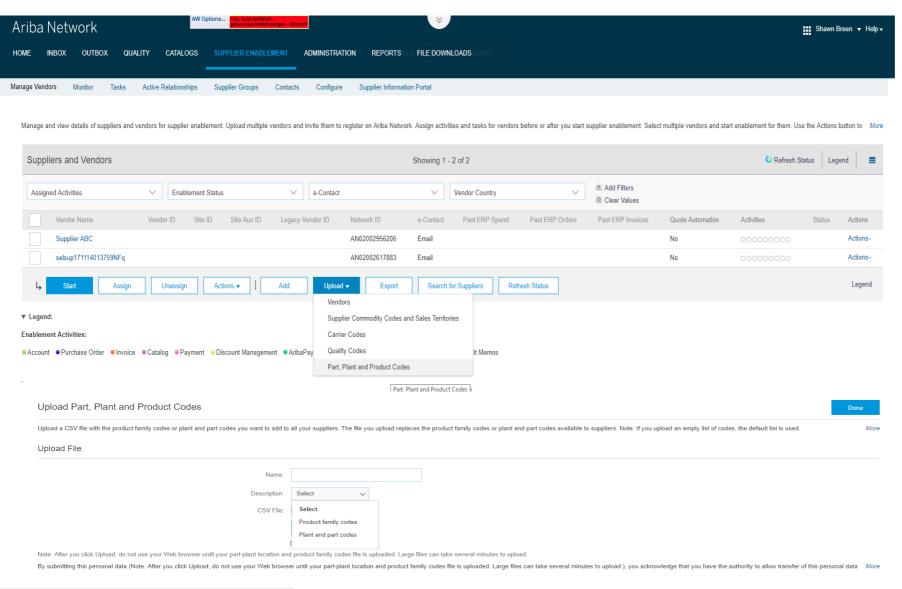
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13

#### **Quality Review— Master 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



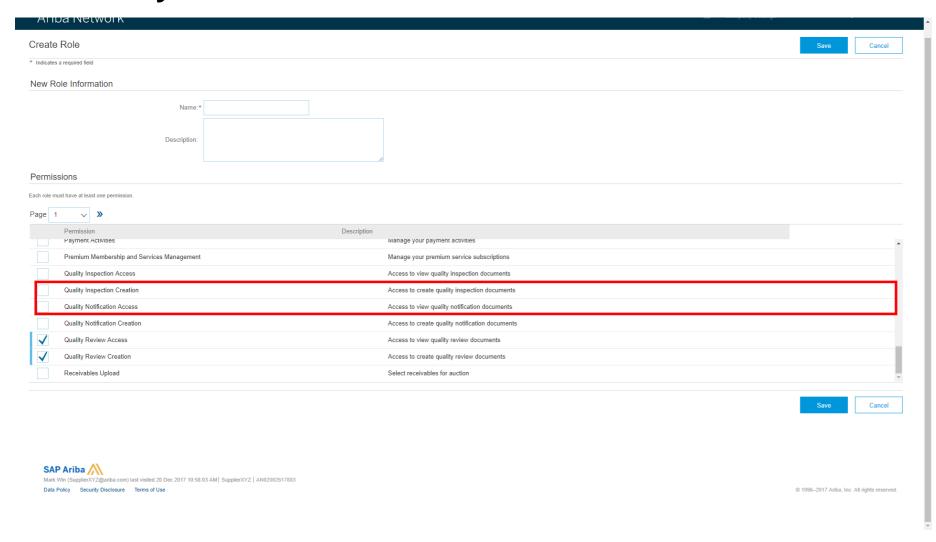
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# Quality review: New permission for the Supplier user to view or create/update the Quality Review



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



## Thank You

