



SAP SCC Quality Review

Supplier Training Guide

Rev-1,06.12.2022

Public



Agenda

Quality Review Introduction

- Quality Review Types
- Quality Review Portal Settings

Quality Review Portal User Interaction

- Overall Considerations
- Supplier Initiated Quality Review
- Manage Quality Review
- Quality Review Statuses

Appendix

Quality Review Introduction

In this Chapter You Will Learn About ...

- ... what is quality review
- ... what are the types of quality review
- ... how to configure mandatory quality review settings

Quality Review Types

With the Quality review collaboration feature, Buyers and Suppliers collaborate on the following quality review types:

- **Batch Records** - Collaborate on batch-record reviews, finalize batch record information, and allow quality releases of product bulk materials. The supplier can initiate the batch record process after the quality inspection process is completed for the final batch documentation.
- **Complaints** - Collaborate on product complaint investigations from the buyer's customer. Buyers usually receive complaints through a third-party system but reports them to suppliers and CMOs through quality reviews.
- **Change Requests** - Collaborate on material changes, processes, or equipment.
- **General** - Collaborate on quality process-type definitions, investigations, others.

Ariba Network supports both supplier and buyer initiated quality review.

Quality Review Portal Settings

Before any Quality Reviews are created, each individual user must configure the email notifications for their user account. This is a one time requirement.

From the Homepage:

1. Click on **Quality/ Settings**.
2. Click **Edit**.
3. Select either Same rule or separate rule for each Customer.
4. Select **Quality reviews** check box to enable QR notification.
5. Select user preferences for **Types** and **Events**. If you wish to receive specific product families, click **Select Product families** and choose the product family or families.
6. Submit to save the changes.

The screenshot shows the SAP Business Network interface for editing quality review settings. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', and 'Quality'. A 'Settings' dropdown menu is open under 'Quality', with 'Settings' selected. Below this, a 'Quality settings' card has an 'Edit' button. The main content area is titled 'Edit quality reviews settings' and contains several sections: 'Email notifications' with radio buttons for 'Same rule for all customers' (selected) and 'Separate rules for each customer'; a 'Quality reviews' checkbox (checked); 'Types' with checkboxes for 'Batch record', 'Change request' (checked), 'Customer complaint', and 'General'; 'Events' with checkboxes for 'A review has been created.' (checked), 'A new comment has been posted.', 'A document has been uploaded.', and 'Status or due has been changed.' (checked); and 'Product families' with radio buttons for 'Add all' (selected) and 'Select', followed by a text input field. 'Cancel' and 'Submit' buttons are at the top right.

Quality review Portal User Interaction

In this Chapter You Will Learn About ...

- ... how to create a quality review
- ... how to manage buyer initiated quality review
- ... what are the quality review statuses



Create a quality review

Batch review

Change request

Customer complaint

General

Review created quality review

Edit a quality review

E-mail communication

Supplier Initiated Quality Review

In this Chapter You Will Learn About ...

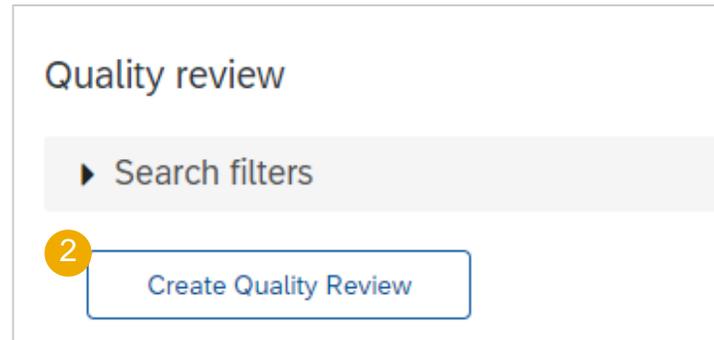
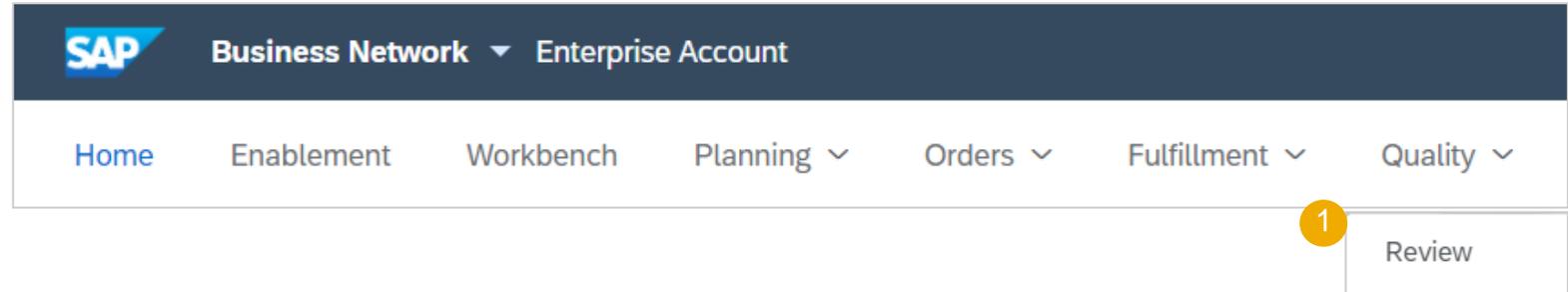
- ... how to create a quality review
- ... how to manage various quality review types
- ... how to review created quality item

Supplier Initiated Quality Review

Create a Quality Review

From the Homepage:

1. Click on **Quality/ Review**.
2. Click **Create Quality Review**.



Supplier Initiated Quality Review

Batch Review 1

From the new screen.

1. Enter the **Subject**
2. Enter the **Customer** (Buyer Name), when you start typing select the correct buyer from the drop down list .
3. Select **Batch record** from the **Review type** drop down for the Quality Review.

Note: Priority and Due date can be entered for tracking purposes but are not required.

The screenshot displays the 'Create quality review' form with the following fields and actions:

- Subject*:** A text input field containing 'ABC Product Batch Review', marked with a yellow circle '1'.
- Priority:** A dropdown menu with options: Select, Low, Medium, High, Urgent, Critical.
- Due date:** A date input field with a calendar icon.
- Details:**
 - Customer*:** A text input field containing 'BP Sc|', marked with a yellow circle '2'. A dropdown menu is open below it showing 'BP SCC Buyer - TEST'.
 - Customer location:** A dropdown menu.
 - Review type*:** A dropdown menu with options: Select, Batch record, Change request, Customer complaint, General, marked with a yellow circle '3'.
 - Line of business:** A text input field.
 - Product family:** A text input field.
- Comment:** A text area with a placeholder 'Write your comment here.' and a blue 'B' icon, marked with a yellow circle 'B'.
- Review no.*:** A text input field containing '1123', marked with a yellow circle '4'.

Buttons for 'Cancel' and 'Submit' are located at the bottom of the form.

Supplier Initiated Quality Review

Batch Review 2

5. Fulfill impacted batch and part info.
6. Fulfill related inspection and deviation data.
7. Supplier can add comments and attachments, which will be viewed by the customer.
8. Click **Submit** to post Quality Review.
9. Enter the Review No.
10. A Green Ribbon indicates the record has been created, click on **Done**

Note: Once the Quality review is posted, the attachment can only be removed by the customer QR Admin.

The screenshot displays a multi-step form for creating a quality review. Step 5 is a table for impacted batches. Step 6 is a form for inspection and deviation numbers. Step 7 is a comment box with an attachment. Step 8 is the submit button. Step 9 is the 'Done' button in the final review details screen.

Impacted batch and part			
Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1 DUMMYBAT	DUMMYBAT	DummyCP - Dummy Part	DummySP - Dummy Part

Related inspection and deviation

Inspection no.	Deviation no.

Comment

M Test Demo General

User manual screen shot.docx 528 KB

Cancel Submit

Review details

Details History

Edit Done

✓ The review has been created.

Supplier Initiated Quality Review

Change Request

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **Change Request** as a review type.
3. Select **Supplier part no.** and description from drop down list. Customer part no. and description will auto-populate.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

Create quality review

Subject* Priority Due date

Details

Customer* Line of business

Customer location Product family

2 Review type* Reference no.

Review no.*

Impacted part

Customer part no. and description	Supplier part no. and description
12011346 - T900 NGV5 STD FUNDIDO + SOLDADURA	3 - T900 NGV5 STD FUNDIDO + SOLDADURA

4 **Comment**

B Write your comment here.

5

6

Review details

Details | History

The review has been created.

Supplier Initiated Quality Review

Customer Complaint

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **Customer Complaint** as a review type.
3. Enter **Supplier batch** by entering the first character of the batch number. Customer batch will auto-populate.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.

Create quality review

1 Subject* ABC Product Batch Review Priority Select Due date

Details

Customer* NALA CLAQ1BUYER2 Line of business

Customer location Product family

2 Review type* Customer complaint Reference no.

Review no.* Sample available No

Discovered

Impacted batches and parts

Customer batch	3 Supplier batch	Customer part no. and description	Supplier part no. and description	
1				

Add line

4 Comment

Write your comment here.

5 Submit

6

Review details

Details History

The review has been created.

Supplier Initiated Quality Review

General

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **General** as a review type.
3. Fulfill impacted batches and parts.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

Create quality review

1 Subject* ABC Product Batch Review Priority Select Due date

Details

Customer* BP SCC Buyer - TEST Line of business

Customer location Product family

2 Review type* General Related document

Review no.* 700 Item no.

Discovered Reference no.

3 Impacted batches and parts

	Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description	
1	BUYER-BATCH-123	SUPPLIER-BATCH-123	2917 - BP TST 2917	SUP_2917_2 - BP TST 2917	

4 Comment

B Write your comment here.

5

6
Review details
Details History
✓ The review has been created.

Supplier Initiated Quality Review

View Created Quality Review

From the Homepage:

1. Click on **Quality/ Review**.
2. Use search filters to identify the item.
3. Click the **Subject** column for the item to review or edit the details.
4. You can show/ hide the columns in your view by clicking the customize icon.

SAP Business Network Enterprise Account

Home Enablement Workbench Planning Orders Fulfillment Quality

Review

Quality review

Search filters

Customer

Customer location

Supplier batch

Customer batch

Product family

Review type

Review subtype

Review number

Review status

Keyword in subject

Show reviews by Last updated Due date Closed date

Your actions

Priority

Date range

Start date*

End date*

Create Quality Review

Page 1

Subject	Review type	Due date	Last updated ↓
Change Request M1	QR2 - Change request	Oct 17, 2019	Oct 9, 2019

Manage Quality Review

In this Chapter You Will Learn About ...

- ... how to edit an existing quality review
- ... analyze the history of quality review

Manage Quality Review

Edit a Quality Review

From the quality review screen:

1. Click on **Details** to display.
2. Click on the **History** tab to see an audit trail of activity on the quality review.
3. Click **Edit** button to edit the quality review.
4. To edit the status click **pencil** icon.

< | Review details 3 Edit

1 Details 2 History

Subject	Created	Priority	Due date	Status	4
ABC Product Batch Review	Nov 10, 2020	Medium		New	
Customer	BP SCC Buyer - TEST	Review type	Batch record	Review no.	1123
Customer location		Line of business		Reference no.	
	Product family				

Impacted batches and parts

	Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1	DUMMYBATCH	DUMMYBTACH	2862 - Material for testing	DummySP - Dummy Part - Material for testing

Related inspection and deviation

Inspection no.	Deviation no.

Manage Quality Review

Edit a Quality Review

1. Edit anything that is not greyed out if necessary.
2. Click **Save** to complete and save the edits. An email notification will automatically be sent to customer.
3. Click **Cancel** to go back to the Selection screen and not save your changes.

Edit quality review

1

Subject* ABC Product Batch Test review Priority Medium Due date 

Details

Customer* NALA CLAQ1BUYER2 Line of business

Customer location Product family

Review type* Batch record Reference no.

Review no.* XYZ123

Impacted batch and part

	Customer batch	Supplier batch	Customer part no. and description	Supplier part no. and description
1				

Related inspection and deviation

Inspection no.	Deviation no.

3 Cancel 2 Save

Manage Quality Review

E-mail communication

1. Buyers and Suppliers can open a Quality review in an email application and then respond to the e-mail. Their responses automatically update the quality review comments sections. Users can also attach files to the email response and Ariba Network automatically attached the files to the Quality reviews.

1 Comment (3)

L Write your comment here.



L **LOB NALA Supplier 9**, LOB NALA Supplier 9
Tue, Jul 24, 2018, 6:38 PM GMT+10:00

Please check the filled in document

 [damaged-box1.jpg](#)
98.4 KB

L **LOB NALA Supplier 9**, LOB NALA Supplier 9
Fri, Jun 08, 2018, 1:54 AM GMT+10:00

We will review and prepare for the visit . And will reply back with audit response by the 14th.

N **NALA CLAQ1 Buyer 2**, NALA CLAQ1BUYER2
Thu, Jun 07, 2018, 3:41 PM GMT+10:00

Please Review the Audit Checklist for Re-Qualification of the Castor Oil Production Line at your plant on 6/30

 [ISO 90012008 Quality...](#)
401.3 KB

Quality Review Statuses

In this Chapter You Will Learn About ...

... types of Quality status

Quality Review Statuses

Quality review displays one of the below statuses for each quality review request.

Quality Review Status	Description
New	The default status, set automatically when the quality review request is created
In process	Indicates that the other party responded to the quality review request
Complete	The status selected by the supplier to indicate a review has been completed. Only the supplier can choose this status
Closed	The status selected by the buyer when a review has been closed. Only the buyer can set this status

Note:

- Either the supplier or the buyer can change **Complete** to **In process**.
- A closed review can no longer be edited.

Appendix

Quality Review Supplier User Roles

- Supplier can create Two Quality Review roles for their users.
- Under Company Settings/Users/Create Role:
 - **Quality Review Access** – The supplier User has access to view Quality Review documents.
 - **Quality Review Creation** – The Supplier user has access to **create** Quality Review documents.

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"/> Inventory Verification	Verify timestamp token on invoices
<input type="checkbox"/> Payment Activities	Manage your payment activities
<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 type="checkbox"/> Quality Review Access	Access to view quality review documents
<input type="checkbox"/> Quality Review Creation	Access to create quality review documents
<input type="checkbox"/> Receivables Upload	Select receivables for auction

Save Cancel

Thank you.

