

Quality Action Management

Enabling on-time delivery of quality management activities

Benefits

- Implement quality actions with reminder and escalation profiles, supporting on-time delivery of quality management processes
- Centralize action management for all quality processes, increasing transparency with consistent monitoring of all quality action types
- Simply and efficiently process quality actions within context, using action dashboards from reports or search results

Features

- React to critical questions in a checklist, perform prevention and detection controls in a FMEA or apply corrective and preventive actions in a problem-solving process
- Full traceability of action history based on responsible user, status, due dates, targets and any other quality action detail
- Ad hoc creation of uncoupled quality actions

Summary

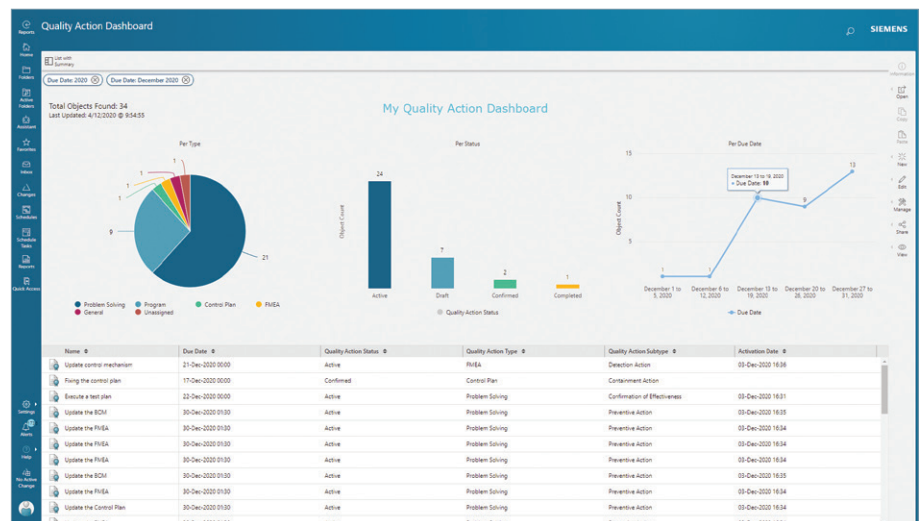
Teamcenter® Quality software offers quality action management (QAM) capabilities for creating and performing actions in the context of several Teamcenter Quality modules or as a standalone global action management system. It provides a workflow-guided process to create, perform and complete quality actions, monitor due dates with an escalation management feature and report the results in configurable dashboard views.

Leveraging a common QAM

Teamcenter Quality has the following modules: Quality Project Management, Failure Mode and Effects Analysis and Problem solving. Teamcenter Quality is part of the Xcelerator™ portfolio, the comprehensive and integrated portfolio of software and services from Siemens Digital Industries Software. Although quality action is created as part of the quality process, it has its own lifecycle and accessibility with several ways to traverse to the respective context. For example, the person responsible for a containment action can receive the containment action from his or her Teamcenter inbox and perform it directly or go to the respective context for further information and detailed work.

Reminder and escalations

To make sure that quality actions are performed in due time, the escalation management feature monitors the



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Features *continued*

- Efficient handling of attachments and images
- Workflow-driven quality action processing
- Configurable escalation management leverages system alerts, email notifications and the workflow capability to cover all potential scenarios

quality actions in a defined period to perform escalations or send out reminders to owners or other responsible people. This follows predefined escalation rules set up by a quality manager and provides suitable granularity given the context, criticality of the quality action or any other required level of detail. An appropriate escalation management feature is the basis for a healthy customer-supplier relationship, enabling on-time delivery for all open actions.

Reports and dashboards

Teamcenter Quality allows you to build dashboards for quality actions with different types of charts based on status, due dates, context of the action, responsible person, owner, targeted product, related project and more. The dashboards can be predeveloped for all

users in your company or a user or a user group can build their own dedicated dashboards that can be shared with others in the company. From the dashboard a user can directly navigate to a selected action and go to the respective context. Another possibility is to work directly in the dashboard and perform actions. For managers who only want to have an overview, it is possible to interactively drill down on the dashboard for a better understanding of the current state.

The basis for an efficient quality management system is a consistent and coordinated quality action process tracked with reminder and escalation features that is monitored with modern interactive dashboards.

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