

What's new in Teamcenter Quality 4.3

Delivering a holistic quality management solution for Teamcenter PLM

Benefits

- Efficient control of all quality planning phases with clear visibility of customer deadlines
- Following the advanced product quality planning (APQP) framework with continuous documentation of relevant quality data in a single system
- Reduce time required to resolve problems and mitigate costly rework caused by repeating issues
- Enhanced root cause analysis methods based on engineering data with improved user experience
- Traceability from planning through execution with central failure catalog and trigger change
- Support a standard process for quality issues, nonconformances and customer complaints
- Issues fully integrated in the problem-solving and change management process flow
- Centralized action management for all quality processes increases transparency and allows consistent monitoring of all quality action types

Summary

The Teamcenter Quality product family offers an enterprise-wide solution for capturing various forms of quality issues, customer complaints and nonconformances. It provides a formal process to systematically investigate, analyze and resolve quality issues, streamlines the definition of measures to prevent recurrences and reports the results in a clear and intuitive manner.

Companies are challenged to reduce product and operating costs while improving product quality to distinguish their products and gain a competitive advantage. Every effort must be made to improve efficiencies among teams that may be distributed across the globe. The Teamcenter Quality offering provides a problem-solving solution built on an enterprise-scalable foundation for identifying, analyzing and sharing critical product quality data across your enterprise. Now your design, manufacturing and quality

management teams can share the same views of the information they need to continuously improve quality. The problem-solving feature provides visibility into quality issues, nonconformances and customer complaints with tools to resolve these issues and make more informed decisions across the extended global enterprise. Impacting the cost of quality and built on your product lifecycle management (PLM) foundation, Teamcenter Quality can interrogate the full spectrum of control points including design, production, process, documents, materials, facilities and equipment.

This broad information enables you to find and validate root causes faster without the delays of searching other systems for critical data or the additional risk that can be introduced through manual processes. Problem-solving leverages the quality action management capabilities of the Teamcenter Quality product family. Ad-hoc creation of containment, corrective and preventive actions, guided with automated workflows, streamlines the effort of communicating and managing your problem-solving process. Correlating issues to deliverables and guiding the root cause analysis with a common failure catalog improves the consistency of execution across the extended enterprise. This capability closes the loop between issue capture and final resolution for a positive impact on your cost of quality.

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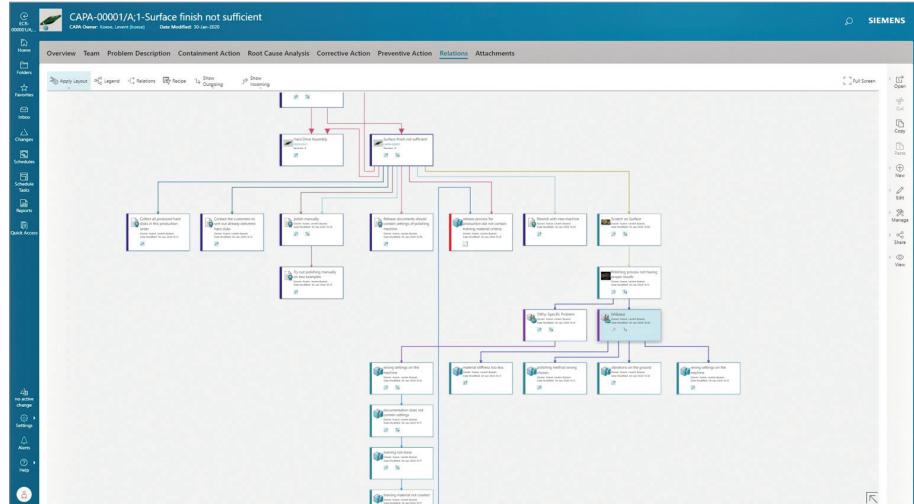
Features

- Root cause analysis
 - Graphical view visualizing relations between causing defects
 - Orchestrate defect investigations with quality actions
 - Identify a defect as a root cause
- 5 Whys method
 - Whys representing self-contained defect instances
 - Better usability to create required whys in a row
 - Deleting Why objects within the 5 Whys chain
- Ishikawa method:
 - Introduction of Ishikawa method with cause groups (man, machine, etc.)
 - Adding causes to cause groups
 - Causes representing self-contained defect instances
 - View Ishikawa in a graphical view
 - Add or delete a cause group from the Ishikawa

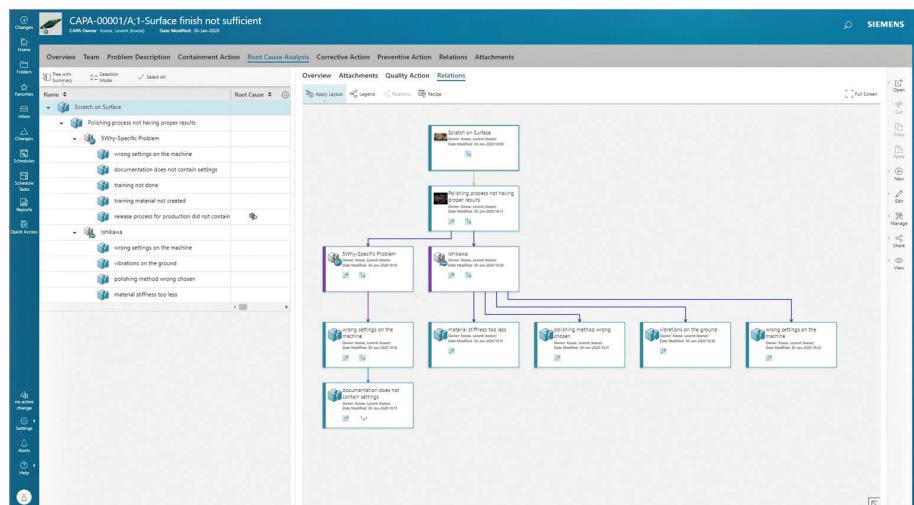
Problem-solving process with enhanced usability of the root cause analysis including 5 Whys and Ishikawa methods

The problem-solving contains a root cause analysis section to record defects and build up a tree of causes to break down the reported defect in its components to identify the root cause.

The root cause analysis section now contains an interactive graphical user interface to get a broad overview of the analysis. The user can drill down in the analysis and decide on the root cause that can be flagged in the same view.



Overall view of the problem-solving process with root cause analysis and quality actions.



Defect tree in the root cause analysis section of a problem-solving process.

The user can use the 5 Whys method in the root cause analysis section to search for the root cause in a guided way. The problem-solving module now guides the user through the chain of causes while having the stair view open and updated. The user has an overview of the complete chain all the time but can also work on the next why question.

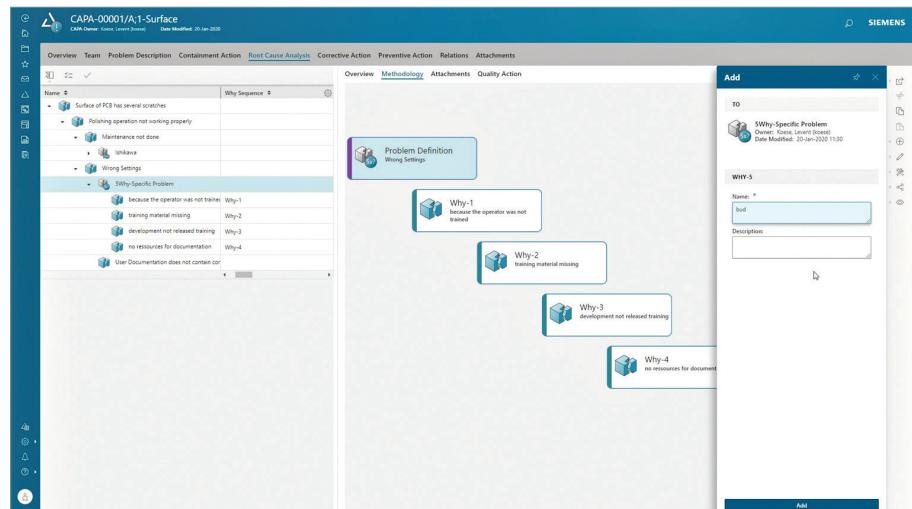
Having created the first draft of a 5 Whys chain in a quick, brainstorming approach, the user can now elaborate on each why question, populating with additional data, file attachments and failure code assignments. The user can add quality actions to investigate and validate the respective defect/why.

The why object is a self-contained defect instance in the system to retrieve the most out of the analysis and maintain knowledge reproduceability.

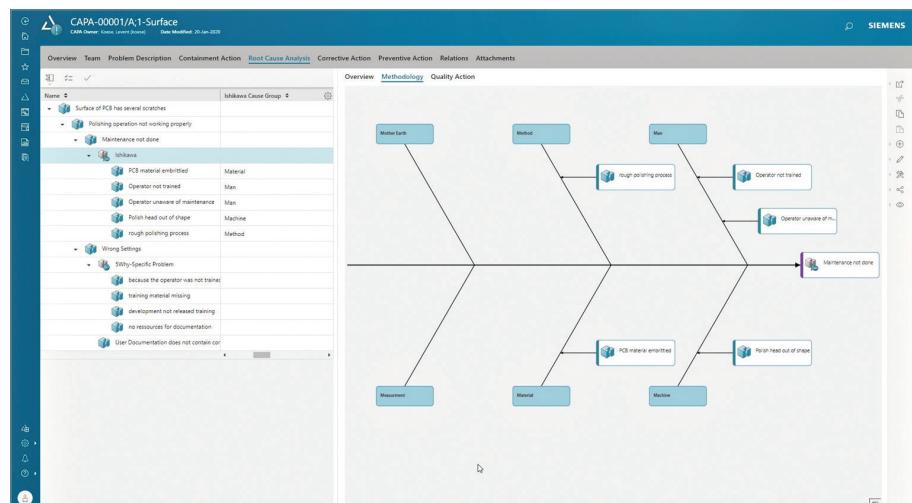
The investigator in the problem-solving team can now analyze a defect using the Ishikawa method. The Ishikawa contains predefined cause groups (man, machine, material, etc.), but the user is able to modify, add or delete if required and allowed by company rules.

The problem-solving module also allows a quick brainstorming approach of typing in several thoughts, then modifying and elaborating on each cause, which are are also self-contained defect instances in the system.

The most recent release establishes a view of the Ishikawa analysis in the form of a fishbone.



Using 5 Whys method in the root cause analysis section.



Visualization of a fishbone diagram.

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