Summary

The Teamcenter® Quality product family offers an enterprise-wide solution for capturing various 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.

Capabilities

Teamcenter Quality 5.0 allows your design, manufacturing and quality management teams to share the same views of 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 5.0 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 manual processes can present. 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 execution consistency across the extended enterprise. This capability closes the loop between issue capture and final resolution for a positive impact on your cost of quality.
What’s new in Teamcenter Quality version 5.0

Features

- Working in the Ishikawa diagram
  - Manage cause groups in the diagram
  - Add, open or delete a cause in the Ishikawa diagram
  - Edit all causes in the diagram with edit mode
- Efficient handling of attachments and images
  - Central view on all attachments added during problem solving
  - Enhanced preview capability with ability to mark pictures up
  - Flexible thumbnail selection
- Red, yellow or green rating and rollup for Program Management
  - Automated monitoring of a rating of program, project, subproject, event and checklists
  - Audit logs for rating modifications
  - Manual subscription on updates of ratings
  - Configurable rules on each level and for rollup from checklist to plan level

Working in the Ishikawa diagram for root cause analysis

The enhanced Ishikawa graph view allows you to directly author the Ishikawa method within the graphical view. Now the cause groups are editable while in graph view. You can work in the Ishikawa diagram, adding defects under a cause group while having an overview of all causes and mark causes as a root cause. The edit mode allows you to edit all causes directly by selecting the respective cause description.

As a conclusion, you can collect all possible causes within the commonly known fishbone view in a quick and easy way, elaborate on the causes on a high-level ideation approach with editing the causes, but still have all the benefits of the defect data structures in the background for adding attachments and relating to master data.

Efficient handling of attachments and pictures

A problem-solving process contains several steps with different objects. These objects have attachments which are relevant for the overall view. Instead of traversing through all objects checking for attachment availability and content, with this feature it is possible to check the attachments tab in the problem-solving process and see all attachments with their respective location. If the attachment is removed from one object, it will be also removed from the overall files view.

The preview picture in a problem-solving process can be changed in the overview tab of the problem-solving view or on defect objects. The user can mark up the preview picture and add comments. All Teamcenter markup functionalities are exposed, allowing you to mark pictures, documents or other attachments of a defect or problem-solving process.
Red, yellow or green rating and rollup for Program Management as a typical APQP assessment

The Quality Manager can monitor project quality on each level through a rollup of an automated red, yellow and green (RYG) rating. A plan level (program, project or sub-projects) contains events with checklists and questions, each of them evaluated automatically through an RYG value.

These can rollup to the plan level to see the actual on-time and on-quality program or project rating. Each level has predefined assessment rules. The Quality Manager can manually override ratings on each level with his own access rights.

Predefined rules for rating and rollup are set in the data model configuration, for example, to indicate when an event will be set as yellow or a checklist as green. This allows automated evaluation and transparency about the status on each level of a project.

![Figure 3: Red, yellow and green rating on a checklist.](image)

**Extending value**

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