Summary

The Teamcenter Quality product family offers an enterprise-wide solution for capturing various forms of quality issues, customer complaints and non-conformances. 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.

In addition, the Teamcenter Quality product family provides an add-on feature for program planning called APQP Program Management. This solution enables the company to implement a deliverable-based program management tool following APQP methods. Different phases of the APQP program advantages.

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
- Root cause analysis methods based on engineering data
- Traceability from planning through execution with central failure catalog and trigger change
- Support a standard process for all types of quality issues
- 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

What’s new in Teamcenter Quality 4.2

Delivering a holistic quality management solution for Teamcenter PLM Benefits
What’s new in Teamcenter Quality 4.2

Problem-solving following the eight disciplines (8D) method
The problem-solving process for resolution of a quality issue, nonconformance or customer complaint is managed within a single object that guides the 8D method.

- Participants can be assigned to identify the 8D team
- The problem is described by a defect with failure code from the common failure catalog
- The root cause analysis is a powerful tool to identify the chain of defect causes until finding the root cause, leveraging methodologies like 5Why

Containment, corrective and preventive actions are managed in different D-steps with confirmation of their effectiveness

When problem-solving activities result in engineering or manufacturing change requests, each change is managed and documented through formal workflows that maintain the associativity of the entire problem-solving process starting with the issue capture. This assures complete documentation throughout the entire process and supports your ability to conduct investigations using consistent processes.

Features
- APQP Program Management
  - Planning product and quality deliverables with APQP checklists
  - Breakdown of checklist responsibilities with quality actions to react to critical questions
  - Central monitoring of all quality deliverables, including control plans, failure modes and effects analyses (FMEAs), problem-solving processes
- Problem Solving
  - Central problem-solving feature for engineering and manufacturing
  - Supports defect management through the complete lifecycle of a product
  - Root cause analysis methods to identify defect causes
  - Leverage central failure catalog
  - Leads to change management
- Quality Issue Management
  - Managing quality issues from internal sources, suppliers or customers
  - Leads to the problem-solving process and carries over relevant issue information
- Quality Action Management
  - Central functionality contributes to several areas in Teamcenter Quality
  - Ad-hoc action creation and templates for action plans
  - Full traceability of all quality actions

are handled with events that are controlled by APQP checklists. Quality action management is used to handle the critical points within a checklist and ensure on-time and on-quality delivery. All engineering, manufacturing and quality deliverables can be monitored in one central environment.
APQP Program Management add-on for program planning

The APQP Program Management add-on feature enables program managers to manage engineering, manufacturing and quality planning activities within one tool.

- Associating checklists to an event ensures that quality targets are met until the planned event
- A checklist following the APQP method is a list of closed questions that can be answered with a simple and short “Yes” or “No”
- A checklist relates to a program deliverable to facilitate monitoring and easy access
- Questions that cannot be answered with a clear “Yes” can be controlled with a proper action plan through quality action management

Traceability with Teamcenter trace links

Any result of a problem-solving process must be able to demonstrate control through objective measurement of an implemented action. With the sophisticated trace links of Teamcenter, all deliverables, analysis, documentation and validation results are neatly retrievable for internal or external audits, providing added value for engineering, manufacturing and quality management teams working on new product programs.

Simple user experience

The Teamcenter Quality product family leverages the Teamcenter Active Workspace user experience, which supports a wide range of browsers with a simple web-based user interface. The user can easily and efficiently participate in the issue identification and resolution processes with little to no training due to a streamlined user experience throughout different domains on Active Workspace.