



Streamline and Automate Your Quality Issue Resolution Processes

THE BEST RUN





Resolve Quality Issues with Collaboration and Transparency

For many companies, collaborating with internal and external stakeholders with transparency during quality-related problem-solving processes can be challenging. SAP® Quality Issue Resolution is a central collaboration solution to help quality engineers address and resolve recurring quality issues using methodologies such as Eight Disciplines of Problem Solving (8D).

Defects can occur in different areas and systems of a company or at different stages in the supply chain. Monitoring, analysis, and fast resolution of critical defects are key factors for driving company success.

As an approach to standardized problem solving, the 8D methodology has become a popular industry standard for handling quality issues in a structured and transparent manner. The purpose of 8D is to identify, correct, and eliminate recurring problems to improve processes and product quality and reduce costs. The methodology is widely used, for example, across manufacturing, assembly, and services.

Despite this, many companies find it challenging to keep problem-solving processes transparent and maintain an ongoing collaboration with involved parties such as customers or suppliers – for example, when defective material from external suppliers is detected.

That's where SAP Quality Issue Resolution comes in. It employs methods such as 8D and its predefined steps to help users resolve recurring problems, supporting product and process improvement. The solution enables central collaboration while keeping processes transparent.





Enable Collaborative and Standardized Problem-Solving Processes

SAP Quality Issue Resolution allows companies to efficiently drive problem-solving processes in collaboration with internal and external stakeholders. Following standardized problem-solving methodologies such as 8D, the solution supports identifying, analyzing, correcting, and eliminating quality issues using predefined steps.

Based on a quality notification, the problem-solving processes can be initiated. The quality engineer can see the created 8D structure. Further team members can be added, the problem description can be enhanced, and deadlines can be set.

Once the problem-solving process is submitted, an e-mail is sent to the involved parties – for example, to the affected supplier if the issue involves defective materials. External parties can log in to the solution, view the requested problem-solving process, accept the request, and start collaborating to resolve it.

SAP Quality Issue Resolution is an industry cloud solution built on SAP Business Technology Platform. Its tight integration with quality management functionality from SAP allows holistic processing of quality-related issues.



Enable your team to **track and drive** problem-solving processes with transparency.



Experience the Benefits of Intuitive Problem-Solving

SAP Quality Issue Resolution has been developed in close collaboration with customers from several industries. Based on their feedback, SAP created this user-friendly collaboration hub to enable efficient problem-solving processes (see figure).

Because it is built on SAP Business Technology Platform, this industry cloud solution allows for easier deployment and integration into core processes.

Key benefits include the ability to:

- Increase customer satisfaction by enabling time-saving collaboration and effective problem-solving processing
- Reduce risk of quality nonconformance through efficient problem-solving processing, enabling corrective and preventive measures to lower future costs (such as for reworks and scrapping)
- Improve supply chain FTE productivity by informing on issues and providing predefined steps and method-driven root-cause analysis
- Provide transparency throughout the entire problem-solving process for all involved parties

Manage Problem-Solving Processes

Paint peeling off frames (123456789)

Supplier: Perfect Frames (12345678) | Priority: **High** | Processing Status: **In Process** | Confirmation Status: **Problem Accepted by Supplier** | Lead Time: 1 Day

Material: Frame 2000X (12345678) | Notification: Defective Frames (24763471)

Step	Processing Status	Review Status	Requested End of Step	Attachments for Step	Comments
D0 Overall Process Information 3					
D1 Team	No statuses possible for this step				2
D2 Problem Description	No statuses possible for this step			Name.pdf Name.doc	3
D3 Containment Actions	Completed	Review Requested	Sep 15, 2022, 5:07 PM	Name.xls	1
D4 Root Causes	In Process	Accepted	Feb 17, 2022, 5:07 PM		
D5 Defined Corrective Actions	Not Started	Rejected	Feb 19, 2022, 5:07 PM		
D6 Implemented Corrective Actions	Not Started	Not Started	Feb 20, 2022, 5:07 PM		

Figure: Overview and Status of an 8D Structure



Summary

The SAP® Quality Issue Resolution solution allows companies to effectively drive transparent problem-solving processes in which internal and external stakeholders can collaborate. Following standardized methodologies such as Eight Disciplines of Problem-Solving (8D), the solution helps users identify, analyze, correct, and eliminate quality issues based on predefined steps.

Objectives

- Track and resolve quality issues, originating for example from suppliers
- Facilitate the issue resolution process and prevent similar problems from reoccurring
- Guide the involved problem-solving team members through the predefined steps of 8D and foster collaboration

Solution

- Collaborate with internal and external stakeholders smoothly on one platform
- Apply 8D methodology for transparent and standardized resolution of quality issues

- Enable systematic processing through information provided in the quality notification or defect
- Use the 5 Whys method for root-cause analysis
- Monitor the implementation success of corrective and preventive actions
- Track issue resolution processes through transparent status handling on different levels
- Inform involved parties immediately about changes or updates in 8D structure using e-mail
- Restrict access to 8D based on involved parties, and quickly onboard users as required on both the supplier and customer sides

Benefits

- Increase customer satisfaction
- Reduce risk of quality nonconformance
- Improve supply chain FTE productivity
- Provide transparency throughout the problem-solving process

Learn more

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