



# NETSUITE QUALITY MANAGEMENT SOLUTION (QMS)

Inspect, Test, Rework & Report

Designing and manufacturing a product of high quality does not happen by accident—it requires a company-wide commitment. NetSuite's Quality Management Solution is designed to help companies deliver the highest quality products with minimal overhead.

## Key Benefits

- Improve product quality
- Define and maintain inspection plans
- Collect in-process and incoming inspection results
- Compare to pass/fail criteria
- Integrate non-conformance reporting
- Reduce cost of quality

## Test Definition

Defining the types of tests that you need to perform is done in the Inspection Master, where you can specify the type of test, calibration requirements, test method, and even the qualification level of the inspector.

## In-Process Inspection

In-process inspection tests are then used within the Workbench Test definition to establish desired sample size, sample frequency, target value, control limits, corrective action plan, and whether an electronic signature should be captured for each operation.

**In-Process Inspection**

Operation Task Inspection

MFG WORK BENCH \*  
CRM 00441 - White Cream Mix (1V) - 110

TEST NAME  
Acidity

DESCRIPTION  
Measures acidity of a blended mix sample

QUALITY MANAGEMENT SYSTEM REFERENCE

ITEM  
CRM 00441

INSPECTION METHOD \*  
Lab Assay

OPERATION INSPECTION SEQUENCE  
3

**Measurement Standards And Attributes**

INSPECTION TYPE  
Standard Result

SAMPLE FREQUENCY  
Each Batch

TARGET VALUE  
4.2

UNIT OF MEASURE

INSPECTION RESULTS  
Pass/Fail

EVALUATION CRITERIA  
Test Passes Or Fails

UPPER CONTROL LIMIT  
5

DEFAULT CORRECTIVE MEASURE  
Follow Recipe Correction Plan

SAMPLE SIZE  
2

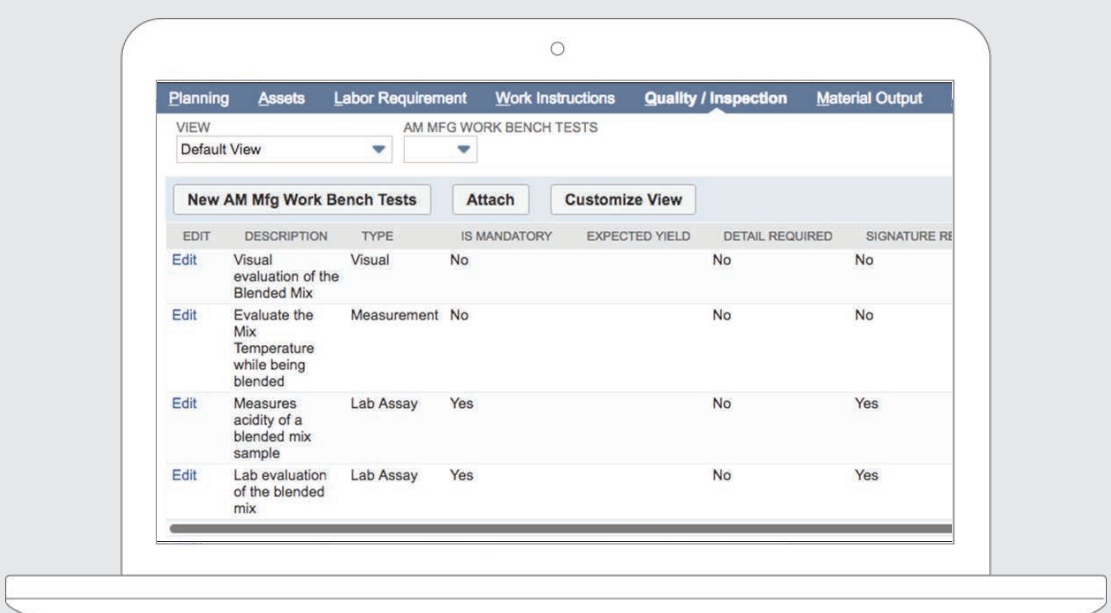
MINIMUM PERCENT  
3

LOWER CONTROL LIMIT  
3

**Parameters**

PASS FAIL TEST     CERTIFICATE REQUIRED     SIGNATURE REQUIRED     THIS TEST IS MANDATORY

Every operation performed can have multiple tests defined and tracked:



The screenshot shows a tablet displaying a software interface for 'AM MFG WORK BENCH TESTS'. The interface includes a navigation bar with tabs for Planning, Assets, Labor Requirement, Work Instructions, Quality / Inspection, and Material Output. Below the navigation bar, there are buttons for 'New AM Mfg Work Bench Tests', 'Attach', and 'Customize View'. A table lists four tests with columns for Edit, Description, Type, Is Mandatory, Expected Yield, Detail Required, and Signature Required.

EDIT	DESCRIPTION	TYPE	IS MANDATORY	EXPECTED YIELD	DETAIL REQUIRED	SIGNATURE RE
Edit	Visual evaluation of the Blended Mix	Visual	No		No	No
Edit	Evaluate the Mix Temperature while being blended	Measurement	No		No	No
Edit	Measures acidity of a blended mix sample	Lab Assay	Yes		No	Yes
Edit	Lab evaluation of the blended mix	Lab Assay	Yes		No	Yes

The work order shows exactly which tests are required, their status, and a visual indicator if the results are outside the acceptable limits.

**Inspections Required For Selected Work Order**

Select Inspection (3)

SELECT	OPERATION SEQ	OPERATION NAME	WORK CENTER	ITEM	INSPECTION	INSPECTION METHOD	UNIT OF MEA	SAMPLE SIZE	FREQUENCY	TARGET VALUE	UPPER CONTROL LIMIT	LOWER CONTROL LIMIT	REQUIRED A
<input checked="" type="checkbox"/>	110	Fill Jars	CRM Big Jars Ln 1	DAN 4004	Fill Weights	Scale Weight	Weight	6	Every Hour	1110	1125	1095	T
<input type="checkbox"/>	110	Fill Jars	CRM Big Jars Ln 1	DAN 4004	Label Verification	Visual		6	Every Hour				T
<input type="checkbox"/>	110	Fill Jars	CRM Big Jars Ln 1	DAN 4004	Burst Test	Visual Damage Inspection	Unit		Each Batch				F

**Inspection Test Results**

Enter Inspection Results

SELECTED OPERATION: 722 - 110 Fill Jars  
INSPECTOR: Gavin Davidson  
QUANTITY TESTED:   
INSPECTION VALUE:   
NONCONFORMANCE REASON:

SELECTED INSPECTION: Fill Weights  
INSPECTION DATE:   
QUANTITY PASSED:   
INSPECTION RESULT: Passed  
CORRECTIVE ACTION:

Inspection Results (1)

SELECT	ITEM	INSPECTION	DATE	RESULT VALUE	QTY TESTED	QTY PASSED	PASSED	INSPECTOR	NONCONFORMANCE REASON
<input type="checkbox"/>	DAN 4004	Fill Weights	4/4/2016		3	2	Fail	Patrick Smeaton	Under Allowable Weight

## Receiving Inspection

For items that require inspection upon receipt, the inspection profile is attached at the item level and will automatically trigger upon receipt.



## Inspection Profiles

Tests that need to be performed are set up in the Inspection Profile in order to identify every unique test in any combination necessary.

**AM Inspection Profile**  
Standard Receiving Inspection

Edit Back   Actions

Profile

INSPECTION PROFILE NAME: Standard Receiving Inspection  
PROFILE TYPE: In-Coming Inspection

Test List Notes Files

VIEW: Default View AM INSPECTION PROFILE TESTS

New AM Inspection Profile Tests Attach Customize View

EDIT	INSPECTION	SEQUENCE	REQUIRED	SAMPLE SET PERCENTAGE	TARGET VALUE
Edit	Receipt Weight	1	No	100	100
Edit	Moisture Content	3	No	10	.023

The tests themselves are defined in a similar way to the in-process inspections, but are geared specifically towards the receiving process to streamline the data entry process.

Inspection Test			
PROFILE Standard Receiving Inspection	INSPECTION METHOD Scale Weight	INSPECTION RESULTS Pass/Fail	DEFAULT CORRECTIVE MEASURE Move To MRB
TEST NAME Receipt Weight	INSPECTION TYPE Standard Result	UNIT OF MEASURE Weight	SEQUENCE 1
Quality Standards			
TARGET VALUE 100	LOWER CONTROL LIMIT 98	UPPER CONTROL LIMIT 120	SAMPLE SET PERCENTAGE 100
Business Rules			
<input type="checkbox"/> SIGNATURE REQUIRED	<input checked="" type="checkbox"/> CERTIFICATE REQUIRED	<input type="checkbox"/> MANDATORY	
Administrative			

## Data Collection

For both In-Process and Receiving Inspection, the data can be collected in a number of ways. Customized screens are provided for data entry both through the regular NetSuite interface and the tablet application for ease of use.



## Reporting

NetSuite QMS provides a number of standard reports, saved searches, graphs, KPIs and reminders that can be used to easily track

all of the quality related information in the system while taking advantage of the many native user interface features highlighting passed and failed tests.

### AM Receiving Inspections - Vendor Inspection: Results

Return To Criteria Edit this Search

FILTERS

VENDOR	PURCHASE ORDER	ITEM NUMBER	INSPECTION TEST	INSPECTION RESULT
Contract MFG #2	Purchase Order #PUR00001543	DAN 043	Receipt Weight	Pass
Contract MFG #2	Purchase Order #PUR00001543	DAN 043	Receipt Weight	Pass
Contract MFG #2	Purchase Order #PUR00001543	DAN 043	Validate Material Certificate	Pass
Contract MFG #2	Purchase Order #PUR00001543	DAN 043	Moisture Content	Pass
Contract MFG #2	Purchase Order #PUR00001543	DAN 043	Moisture Content	Pass
Contract MFG #2	Purchase Order #PUR00001543	DAN 043	Moisture Content	Pass

### AM WIP Inspection Results - Summary: Results

Return To Criteria Edit this Search

FILTERS

WORK CENTER: D-Inspection | WORK ORDER: - None - | ITEM: - All - | DATE: this year | FROM: 1/1/2016 | TO: 12/31/2016

STYLE: Report

AM WIP Inspection Results - Summary											
INTERNAL ID	INSPECTION DATE	WORK ORDER	ITEM NUMBER	WORK CENTER	TEST NAME	INSPECTOR	INSPECTION RESULT	QTY TESTED	QTY PASSED	TEST %	NONCONFORMANCE REASON
28	7/8/2016	Work Order #WRK00001497	WRB4005	D-Inspection	Panel Throughput Test	Dave Herrington	Pass	8	8	100.0%	
26	6/23/2016	Work Order #WRK00001563	WRB4005	D-Inspection	Panel Throughput Test	Dave Herrington	Pass	1	1	100.0%	
29	6/8/2016	Work Order #WRK00001490	WRB4005	D-Inspection	Panel Throughput Test	Dave Herrington	Pass	1	1	100.0%	
30	6/1/2016	Work Order #WRK00001488	WRB4005	D-Inspection	Panel Throughput Test	Dave Herrington	Pass	1	1	100.0%	
35	5/25/2016	Work Order #WRK00001487	WRB4005	D-Inspection	Panel Throughput Test	Robert Kain	Pass	2	2	100.0%	
37	5/23/2016	Work Order #WRK00001483	WRB4005	D-Inspection	Panel Throughput Test	Dave Herrington	Pass	1	1	100.0%	
27	5/20/2016	Work Order #WRK00001482	WRB4005	D-Inspection	Panel Throughput Test	Dave Herrington	Fail	1	0	0.0%	Defect Found in Exterior Casing
34	5/18/2016	Work Order #WRK00001486	WRB4005	D-Inspection	Panel Throughput Test	Aaron Sunshine	Pass	5	4	80.0%	