This sample chapter begins with setting up the required master data you need to in place for audit management. Then it covers the business processes of audit management, and then moves on to cover audit monitoring and evaluation, as well as available productivity enhancement tools. It then evaluates the possibility of using the specific inspection type available in the QM area to manage vendor audits. Finally, the chapter covers the configuration basics of audit management.
Chapter 14  
Audit Management

Audit management helps companies comprehensively attend to various external and internal audits and ensure legal, regulatory, and environmental compliance.

An audit is a systematic examination that a company undertakes to determine to what extent an object meets previously specified criteria. Audits are usually performed using question lists that represent the criteria. Audit management is an effective cross-application component that can support different audit types, such as supplier audits, customer audits, internal audits, and environmental audits, as well as other kinds of assessments, examinations, inspections, or revisions. It helps companies comply with legal requirements or industry standards. It supports all phases of auditing, from the planning of a comprehensive audit program and the individual audits to the definition of the audit criteria or question lists to the actual auditing process and assessment of the audit object in the audit report. It also supports defining and monitoring corrective and preventive actions were based on the audit findings. It’s an effective tool for the evaluation of all audit-related data.

This chapter begins with setting up the required master data you need to in place for audit management. Then it covers the business processes of audit management, and then moves on to cover audit monitoring and evaluation, as well as available productivity enhancement tools. It then evaluates the possibility of using the specific inspection type available in the QM area to manage vendor audits. Finally, the chapter covers the configuration basics of audit management.

14.1 Overview

Figure 14.1 shows an overview of the steps involved in audit management.
During the audit planning stage, you prepare the necessary question lists and audit criteria, depending on the relevant standards, regulations, or rules of the auditable area. You can set up an audit plan and define the periodic schedule, taking into consideration the scope, audit object, and dates of the audits. When the audit is part of a program, you need to set up the audit plan and any relevant audit subplans. The subplans should contain information about the plan, a general description, and a validity period. This is often the case for obligatory audits, in which case we recommend that you use the audit program. The audit program allows you to plan the type, scope, and frequency of audits, as well as the resource requirements. You can create an audit program by hierarchically structuring audit plans which also allows you to combine certain types of audits. From a business perspective, it makes sense to group together an environment audit and health and safety audit, for example.

During an actual audit, you collect evidence and record the findings. Prepare or set up the individual audits by determining the question lists, identifying the partners involved, and preparing the required documents. This step involves the following actions: releasing the audit in the system, inviting the participants, providing the documents, and examining the audit object with regard to the criteria, or performing interviews with the relevant stakeholders.

Although audit management is designed for online, paperless applications, SAP supports exporting and importing audit data and question lists to allow for offline and mobile auditing through a standard XML interface. The XML file can then be transferred to an Excel file and loaded onto the auditor’s laptop so that the auditor can perform the actual audit on this data. The auditor can then upload the file via the standard XML interface into audit management, where the auditor can process the remaining steps or complete the audit process.

Based on the evidence entered in the previous step, the system values the questions based on the question configuration settings (set up to meet your company’s business rules), so the system rates and automatically grades an audit object. Because you’re valuating the audit object, this stage is sometimes referred to as a grade audit or a grade object. The overall assessment and grading for the audit object is determined on the basis of the valuations of all items that have actually been assessed. To consolidate the valuations across several hierarchy levels of the question list, the system uses the degrees of fulfillment or deviation from each hierarchy level for calculation in the standard SAP S/4HANA system. The valuation on the supreme hierarchy level is then used to grade the audit object.

In the rating profile, you determine the degrees of fulfillment that must be achieved for separate audit objects.

In this step, you create an audit report, which contains all important administrative data related to the audit, including comments, results, and the corrective/preventive actions taken. The audit report is an official document.

After the assessment, you can create a preliminary audit report, which you can then use to discuss the findings, corrective actions, and overall results of the audit. The audit can then be signed (physically or using a digital signature), created, and distributed. The system represents the signature by the status of the audit. If the signature itself must be documented and verified, you can scan the signed report into the system and attach it to the audit.

During an audit, if the auditors detect that there are inadmissible deviations, dangers, or room for improvement, they can note their findings and make recommendations, determine the need for a subsequent audit, or create corrective or preventive actions for the relevant items of the audit question list.

The last step of audit management focuses on monitoring the outstanding actions and finalizing the audit report.

**Note**
We recommend that you also read Chapter 16 on FMEA, which highly overlaps with the functionality and basics of audit management. In fact, FMEA is a specialized form of audit that finds greater application in the automotive industry.

### 14.2 Setting Up Audit Objects

The following audit objects are used within audit management:

- Audit plan
- Audit
- Question list
- Question

**Figure 14.1 Audit Management**

[Diagram showing the steps of audit management with labels: Set up audit plan, Set up audit within audit plan, Create or assign question list to audit, Print audit with question list, Perform actual/physical audit, Enter info on audit’s questions, Enter corrective/preventive action for failed questions, Valuate and complete audit.]
14.2.1 Set Up Audit Plan

An audit plan is used to keep an overview of the audits that the company undertakes and have them organized in a logical way. An audit plan is also known as an audit program. In the audit plan, you define the schema in the form of an annual schedule by taking into consideration the scope, object, and date of the audits. An audit plan can contain several subordinate audit plans and links to audits.

You can access the audit management work area from Transaction PLMD_Audit or menu path Logistics • Quality Management • Audit Management • Audit Management. The resulting screen, shown in Figure 14.2, divides the entire audit management work area into three distinct sections. In the top-left-hand work area (known as the structure tree), the system provides options to create new objects, such as an audit plan, audit, or question list. You can also copy one audit item to another, delete an item within audit management, or even look up specific information. All these options are available via the icons’ texts available at the top-left-hand side of Figure 14.2.

Choose New in Figure 14.2 to create a new audit plan, question list, or audit either from scratch or using a template. Choose Audit Plan, and the system brings up the screen shown in Figure 14.3.

Here, you see the basic data view of an audit plan. On the right-hand side of the screen, enter “AVA” in the Audit Plan field (for the rest of this chapter, we’ll be using the audit plan AVA as an example to denote annual vendors’ audits) and enter its description. Notice the additional icons right next to the Audit Plan field that enable you to add additional notes, attachments, or even web links for reference and records purposes. The option to attach documents or notes is also generally available while you’re creating all items of audit management. Similarly, you can keep an eye on the alerts and messages that are available at the top-right-hand side.

Double-click the message icon, and details of the message appear at the bottom of the same screen. We suggest that you take time out to explore the tools and menus. Enter the valid from and valid to dates of your audit plan. At this time, the system status of the audit plan is Being Created. You need to release the audit plan before you can actually begin working with it.

In the Texts tab, you can incorporate more details about the audit plan, including adding a description and notes. You can even upload (and download) the content from some other data source, such as another drive on your laptop, and incorporate it in either the description or note areas of the audit plan. This is possible when you choose the relevant upload or download options.

The right-hand side of the screen (known as the detail screen) is blank unless you’re already working on a specific audit object. The bottom left-hand side (known as the worklist/template area) shows the audits or other objects that you’ve worked on in the recent past and is available in the work area’s history. To make more space in the work area, you can hide the details shown on the lower-left-hand side of the screen by clicking Close (the blue cross — hidden behind the dropdown).
Choose the **Contact Person** tab in Figure 14.3, and the system brings up the screen shown in Figure 14.4 ①. Here, you enter the roles and names of the people who will be part of the audit plan team. You can assign responsibilities to the relevant persons, and then in all subsequent status updates or reporting, information on participants helps in finding whose tasks are pending or overdue, or even which resource/participant is assigned to what task(s).

**Figure 14.4  Contact Person and Status in Audit Plan**

**Tips and Tricks**

Use Transaction BP to create or amend business partners (team members) who will be part of the audit management initiative.

Choose the **Status** tab in Figure 14.4 ①. Here, the current status of the audit plan is still in the creation phase. Save your audit plan. The next step is to create an audit.

### 14.2.2 Set Up Audit

The audit (also known as an audit plan within ISO 19011, whereas an audit plan is known as an audit program) describes the audit type and audit triggers, as well as the audit object. The definition of audit objects makes it possible to analyze similar audits to determine best practices or trends. The structure of an audit consists of the following elements:

- **Audit plan**
  This is an optional element for reoccurring audits.

- **Audit**
  This is the object being audited, such as the product or process, audit team, audit type and cause, deadlines, texts, valuation rule, result, or status.

- **Audit question list**
  The question and/or question list gets assigned to the audit. As soon as you use a question list or create a question list or additional questions, these all are specific to the audit and contain both the question list header and items.

- **Corrective/preventive actions**
  This is related to audit questions, which contain follow-up actions such as an additional audit, or preventive, corrective, or improvement actions.

To set up an audit, right-click audit plan AVA so that the system brings up the option to create an audit (see Figure 14.5 ①). Choose **Create** and then choose **Audit** (Figure 14.5 ②). Enter the name of the audit, together with its short description. The system prompts you to select the **Audit Type**, which can be a system, product, or process audit type available according to your configured objects. Refer to Section 14.6.2 on configuration objects for audit types.

Choose **System Audit at Vendor’s Site** as the audit type, and then choose **Annual Audit Plan** as the audit trigger. Enter business partner 1000 and QM system 1. Then enter
the planned start and end dates of the audit in the lower half of the screen. You can update the actual start and end dates of your audit in the bottom half of the screen when you actually start and then complete the audit. Choose the Texts tab in Figure 14.5 so that you can incorporate more details about the audit, including adding its detailed description and notes 1.

Choose the Result tab in Figure 14.6, and notice that since you’re creating a new audit, the Audit Result area reflects that the system hasn’t assessed the audit yet, nor the audit’s degree of fulfillment, so the fields are all blank. Later, you’ll see how the system automatically fills up these fields after it calculates the audit results.

In the lower half of the screen (the Valuation Specifications area), select the procedure that you want to use as the valuation specification for the audit. For this example, set the valuation Procedure to Valuation Acc. to Fulfillment.

Before the system calculates the audit results, it asks the business process owner to assign a rating profile. A rating profile refers to predefined segregation to valuate whether the audit results should valuate the vendor as, for example, low risk, high risk, or no risk at all. Also, it’s important to note that you have to define the minimum result that the audit must achieve as 90.0. In other words, it acts a benchmark to compare actual audit findings with minimum results and enable the system to conduct Overall Asset. (assessment) to declare findings from the audit as a success or failure. Save your entries.

The next step is to create an audit question list or questions.

### 14.2.3 Set Up Question List/Question

A question list (also referred to as audit criteria) is usually required to execute an audit, and it stores the criteria against which the audit objects are assessed. Question lists contain the expertise of the auditor regarding the audit area. A question list can be created as an independent master data object with the purpose of reusing its contents. After you create an audit, you can assign this question list into the audit, which makes it part of the audit. This, however, is optional; you can also create the question list specifically for a particular audit.

In Figure 14.7, right-click Audit on the left-hand side of the screen. The system brings up the option to create an audit question list/question. Choose Audit Question.
List/Question, and Figure 14.7 appears. The Hierarchy Prof. (profile) controls different levels of audit question lists or questions. For example, a question list or a question may have further parts or elements that form its overall structure. With hierarchy control, you can control this, as well as which question, part, or element the system should evaluate during an audit valuation. Choose Question; Figure 14.8 shows the valuation details of the question.

![Figure 14.7 Question List](image)

Figure 14.8 shows View Selection, which offers the option to maintain details of the question, whereas the Valuation view is the option that you use in the business process of audit management. At this time, you’re maintaining the setup for audit management, so maintain the question’s details, such as texts and valuation specifications. Choose Valuations Specs. to go to the screen in Figure 14.9.

Figure 14.9 consists of the calculation procedure, as well as the valuation of the question that you saw while creating the audit. Here again, the Minimum Result for this question should be 90.0. You can control the weighting that this question can have. For example, a weighting of 2 enables the system to give twice the weight or importance to this question during audit calculation (valuation). The Valuation Profile controls whether you can enter the result of the question as a percentage, quantity, or code (which also contains either a percentage or valuation on a scale of 1 to 100). A ValuationProposal (valuation proposal) of 90.0 automatically brings this value up for the business user as a default value, which may deviate from the actual audit finding/assessment of this question. Figure 14.9 also shows the dropdown options available for Procedures and ValuatnProfile.
Note
The configuration details of procedures and the valuation profile are explained in Chapter 16.

Tips and Tricks
If you have a business need to print the audit question list at the time of conducting an actual or physical audit, then while in the audit, choose Print Preview. The system shows the print preview of the entire audit and enables you to print it directly or save it as a PDF file that you can print later. Refer to Figure 14.5 to check out the Print Preview option available for an audit.

You can also create a question list in advance and then assign it when the actual audit is conducted so that the latest and most updated question list applies to the audit. The option to create a question list is available when you first create an audit plan or an audit. To assign an already created question list to an audit, refer to Figure 14.7 and choose Assign Question List.

14.3 Business Processes

Audit management is suitable for a variety of audit usages, and you can easily combine audits where this is possible. The following are some examples in which you can use audit management:

- ISO 9000 (quality management) is a group of standards developed by the International Organization for Standardization (ISO), which provides guidance and tools for companies and organizations that want to ensure that their products and services consistently meet customer requirements and that quality consistently improves. It includes audit management, in which organizations must perform internal audits to check how its quality management system is working. Audits can be related to systems, processes, or products, as well as FMEA.

- Good Manufacturing Practice (GMP) is a production and testing practice that helps to ensure a quality product. Many countries have legislations covering GMP procedures and guidelines specifically for pharmaceutical and medical device companies to safeguard the health of the patient, as well as produce good quality medicine, medical devices, or active pharmaceutical products.

- ISO 14000 (environmental management) is another group of standards from ISO that provides practical tools for companies and organizations looking to identify and control their environmental impact and constantly improve their environmental performance.

- ISO 19000 (safety and security management) is a group of standards for geographic information, including concepts, principles of quality, quality assessment, specifications, and metadata standards. ISO 19011 provides guidance on auditing management systems, the principles of auditing, management of an audit program, and the evaluation of competence of the individuals involved in the audit process.

Example

Textile, garments, and home furnishing buyers (such as Walmart, JC Penney, and the Gap) often require manufacturers to undergo rigorous rounds of multiple audits to ensure the safety and security of textile workers and to meet fire and safety hazard prevention requirements. These buyer-specific audits can be managed in audit management.

The business processes in audit management begin with releasing the audit plan for all stakeholders to sign their consent to all elements of the audit plan. This is followed by releasing individual audits as and when they near. On releasing the audit, the auditor can actually start attending to each audit question and let the system valuate each audit question to see if it meets the audit standards or not. If not, then corrective/preventive actions are put in place and their progress monitored. The audit is thenvaluated to see if it complies with the predefined audit clearance/passing criteria or not. All stakeholders sign off on the audit, which signals its completion, and finally an audit report is generated. We will look at each of these steps in the following sections.

14.3.1 Release Audit Plan

Referring back to Figure 14.3, first the default or current system status of an audit plan is created. Figure 14.10 shows the Status tab, in which you choose Set to set the status of the audit plan to Release. If you choose Set Approval Requirement, then the system offers options to either approve or reject the audit plan. Once the audit plan is approved, you then have to release it. Save your entries.
14.3.2 Release Audit

Similar to releasing the audit plan, you perform the same steps to release the audit in the Status tab of the audit. When you release the audit plan as well as the audit, the system enables more options via which you can maintain further details of the audit. With an audit released for further working—that is, the actual audit—you can valuate a question or question list.

14.3.3 Valuate Question

Figure 14.11 shows the Valuation view of a question. In the Valuation area, selecting the Not Relevant checkbox makes this question irrelevant for valuation during audit calculation. To valuate a question, enter No. of Points as “50” and choose Valuation Entered to confirm that you want to valuate the question. Remember that you set that the minimum number of points that this question must have is 90.0. The system automatically marks the question as Action Required. You can also add different texts about the action by choosing ID from the dropdown and then entering the long text in the provided text box. You can also see the Corrective and Preventive Action icon right below the question.

At this time, the system only updates the status of the question as either valuated or not valuated. This is shown in Figure 14.12 with a red or a green icon to denote that the system has completed the valuation of the question.

After you valuate a question, and depending on the company’s business process, you can create a corrective or preventive action to attend to the failed audit question and provide another opportunity to valuate the question. If you have more audit questions, then you need to valuate each and every individual audit question so that during audit valuation, the system valuates the entire questions list, too.
14.3.4  Create Corrective and Preventive Action

During an audit, you can determine follow-up activities based on the results of an audit, including actions to determine the necessity of a subsequent audit, or corrective, preventive, and improvement actions. You can assign persons responsible, monitor the subsequent steps, and verify the effectiveness of all actions by recording and reporting on the progress data. A corrective and preventive action defines the preventive measure that the audit team will put in place to ensure reduction or elimination of the cause of the defect and also prevent it from happening in the future.

In the screen in Figure 14.12, click Corrective and Preventive Action for a question so that the screen in Figure 14.13 appears.

![Figure 14.13 Corrective/Preventive Action](image)

Here, enter the action identification and its description of the correction/preventive action. In the Basic Data tab, enter the planned start date and the to be completed date. At this time, the system status of the action is Created. You need to continue updating the status of the action so that the system can valuate the question and, eventually, the question list. You do this in the next step by choosing Status, and the screen in Figure 14.14 appears.

Figure 14.14  Statuses Updates for Corrective/Preventive Action

In the Basic Data tab, enter the actual start date and actual end date, as well as the level of completion as a percentage (%). Then, in the next step, choose Status, and first confirm the status, then set the status as Complete.

When you or the person assigned to complete the corrective/preventive action performs the correction/preventive action, you can update this information accordingly in the system. You update the information by adding relevant details in the different texts available for a corrective/preventive action.

Note
You can integrate a digital signature in either or both steps of corrective/preventive action—that is, at the time of confirming an action or on its completion. Chapter 3 discusses digital signatures.
14.3.5 Valuate Audit

Choose Valuate in the screen in Figure 14.15 for the Audit, and the system updates all fields in the Audit Result area. The system calculates the Deg. of Fulfill (degree of fulfillment) at 50%. This is because you valued the audit question with 50 points. Notice that the system assigns the Rating as 02 Medium Risk and assigns the Overall Assess. (assessment) as 0 Failed. Because the overall assessment of the audit has failed, the system automatically selects the Subsequent Audit Required checkbox, which you can manually override. If you choose not to override this, then you can enter the date of the next audit.

Figure 14.15 Audit Valuation

Figure 14.16 shows more audit questions on the left-hand side, with audit question AVA—Second Audit. Notice the red traffic light that denotes the question Overall Vendor’s Compliance Assessment failing to meet the minimum result. In the same context, see the green traffic light for the question AVA—SECOND AUDIT, which has passed the minimum result during valuation.

Note

You can integrate digital signatures in the Signature step in Figure 14.17. Choose Signature; because there is no digital signature in audit management, the system locks all fields from further changes.

Figure 14.16 Audit Valuation with More Questions

Figure 14.17 shows that Deg. of Fulfill. does indeed improve to 62.0%, but it still has the Overall Assess. status as Failed (see the Minimum Result field, where you maintained 90%). Figure 14.18 shows the audit results of a third audit with an overall score of 74.7%.

Figure 14.17 Second Audit Valuation
14.3.6 Audit Report

In Figure 14.18, choose Create Report, and a pop-up appears to confirm that you want to print the audit report. Choose Yes, and Figure 14.19 appears, showing the standard audit form that contains all the relevant details of the audit after its valuation. You can engage an ABAP resource to custom-develop the audit report to meet your company’s business needs.

Scroll down or press (Page_Down), and the screen in Figure 14.20 appears, showing more details about the question list or question. It also contains the valuation and the corrective/preventive action that you need to take to ensure compliance with audit requirements.

Finally, when you complete the audit, you can set the audit’s status to Complete, and the system disables all fields to prevent any further changes or updates to it.
14.4 Productivity Tools and Audit Monitor

Managing and maintaining the enormous amount of audit data can be a herculean task. To support with planning, scheduling, monitoring, and data entry efforts, audit management provides several productivity tools and an audit monitor.

14.4.1 Audit Plan in MS Project

Audit management facilitates the planning and data entry efforts required to manage large amounts of information, especially when there are several different audit types scheduled and you need complete and overall scheduling visibility of some or all of them. Audit management integrates with MS Project, so you can leverage a large number of MS Project’s planning tools to optimize your audits.

In the screen in Figure 14.21, choose an Audit Plan and then click Graphical Time Scheduling. This triggers the system to open MS Project and then display the scheduling details of the audit plan in MS Project. You can make changes to your audit plan in MS Project, and on saving, the system automatically updates all scheduling information in audit management.

Tips and Tricks
When you export the XML file, you can use Excel to open it. On completing data entry and all tasks for audit in Excel, you save the file in the XML format, which you can then import again into the SAP system.

14.4.2 Import and Export Audits

You can import (upload) or export (download) your audits using XML format, which eventually saves you from redundant data entry efforts. To import or upload an audit, use menu path More • Audit Component • Import… To export or download your audit to your local drive, use menu path More • Audit Component • Export….

Configuration Tip
You can completely map the fields between audit management and MS Project so that during upload or download, the system is able to place the correct data in the relevant fields. For field mapping between the programs, follow menu path SAP IMG • Cross-Application Components • Audit Management • Audit Definition • System Adjustment • Microsoft Project Interface.

14.4.3 Audit Monitor

The audit monitor provides different search possibilities for all audit components on the basis of various search criteria. In the audit monitor, you can, for example, determine the number of outstanding corrective or preventive actions, display all audits or question lists, and determine which audit plans exist for a certain time period. The audit monitor accesses all data that was created in the system in the context of audit management.

Access the audit monitor using Transaction PLM_AUDITMONITOR or follow menu path Logistics • Quality Management • Audit Management • Start Audit Monitor.

Figure 14.22 shows the initial screen of the audit monitor, wherein you can enter the information as selection criteria so that the system brings up only the relevant results.

You can search for relevant audits, audit plans, or their items from a large number of search criteria, such as the status of audit items or the person(s) who created or changed the audit items. Select the Detailed Search (show and consider specific search criteria) checkbox so that the system brings up even more selection options, such as dates and audit types, for you to choose from. Entering relevant dates is also helpful when you want to know which audits are due within the specified dates.
Select the **Audits** radio button, and then enter "AVA" as the **Identification**. Click **Execute** (not shown, but located on the bottom-right-hand side of the screen) or press **F8**, which brings up Figure 14.23. This screen consists of all the previously entered (or calculated) details, including the audit results, the audit type, and the dates when it was first created and then subsequently changed. With many evaluation tools available, you can add new fields, change layouts, get graphical presentations of audit objects, or even get a printout of the audit report.

![Figure 14.23 Audit Monitor Worklist](image)

**14.5 Audit Inspection: Inspection Type 07**

Audit management has its own advantages, especially its application in managing diverse and different types of audits, which cater to almost all types of businesses. However, it doesn’t integrate with vendor evaluation for quality scoring. To attend to the business processes in which vendor audit scoring also forms an integral part of vendor evaluation vis-à-vis the quality scores from the usage decision, you can leverage inspection type 07 with inspection origin 07 (vendor audit). Your inspection plan for the inspection lot can consist of master inspection characteristics that you use to record audit results, just as you use questions in audit management. The inspection plan’s usage should be set to 3 (universal). Finally, the usage decision for the inspection lot updates the quality scores. Inspection type 07 is not stock-relevant.

**Note**

Refer to Chapter 19 to see how you can influence the quality score of the usage decision of inspection type 07 in the vendor evaluation.

Access the screen shown in Figure 14.24 through Transaction QA01, and on the initial screen, enter material 56, plant 1100, and inspection lot origin 07 (Vendor Audit). Here, you can enter the vendor, and with the complete QM master data already in place, the system should be able to calculate the sample size. An important aspect to note here is that the system doesn’t ask for or have the option to enter an inspection
quantity for inspection type 07, whereas during normal manual inspection creation (inspection type 89), the system does ask for the inspection quantity’s information. Similarly, because this inspection type is specific to vendor audit only, the **Vendor** field is available for input, not **Customer**.

Figure 14.24 Audit Inspection: Inspection Type 07

The remaining steps of this manually created inspection lot are the same—that is, results recording, defects recording (if any), and usage decision.

**Tips and Tricks**

You can configure the system to make the **Vendor** field mandatory during inspection lot creation. This trick applies to just about any field that you want to control, such as display, input, mandatory, or highlight.

Follow menu path **SAP IMG • Quality Management • Environment • Tools • System Modification • Adapt Field Selection**. In the Module Pool field, enter “SAPLQPL1”, choose **Change**, and then choose **Inspection Lot**. Make the QALS-LIFNR field a mandatory (Required) entry by selecting the radio button available next to the field.

---

14.6 Configuration Basics

Now that you’re familiar with how to set up master data and run the business processes in audit management, the following are the configuration objects that are specific to audit management. As mentioned earlier, we recommend that you also read the configuration basics of FMEA in Chapter 16; FMEA’s configuration basics highly overlap with those of audit management.

14.6.1 Audit Usage

An audit usage logically separates various types of audits in the company. These can be safety audits, environmental audits, or data security audits. Configuring the relevant audit usages that meet the company’s business needs eventually helps in reporting. When you configure an audit type, the system prompts you to enter its audit usage.

To create an audit usage, follow menu path **SAP IMG • Cross-Application Components • Audit Management • Audit Definition • Audit Usage**. Figure 14.25 consists of several audit usages already available that you can use, or you can create a new one by choosing **New Entries** and entering the usage and the description of the audit usage.

---

If you aren’t sure which module pool or program to use or the technical name or details of a field, then place the cursor on the specific field, press **F1**, and then choose **Technical Information**. The system displays both the **Program Name** (which is the module pool) and the **Screen Field**, which is the technical name of that specific field.
14.6.2 Audit Type

At the time of setting up an audit, some of the first information that the system requires from the business user is audit type. An audit type can be a system, product, or process, or other. You can also define an audit type to meet your company’s business needs. However, note that with every audit type, you also have to assign it an audit usage.

To set up an audit type, follow menu path \textit{SAP IMG} \textit{Cross-Application Components} \textit{Audit Management} \textit{Audit Definition} \textit{Audit Type}. Figure 14.26 shows an audit type consisting of several audit types. Notice audit type 51, audit usage 50 (quality audit), and the audit category system. This is the same audit type you used while setting up master data for audit management, as well as covering its business processes. Choose audit type 51 and then choose \textit{Details} so that the screen in Figure 14.27 appears.

In Figure 14.29, you define the roles that will let you have control over who can be part of the audit team. The roles that you assign here are then available in the Participants(s) tab of an audit.

14.6.3 Digital Signature

You can integrate digital signatures into several steps in audit management, including while evaluating an audit, completing an audit, confirming action, and completing preventive/corrective action.
In Figure 14.26, choose **Audit Type** 51 and then **Digital Signature** from the left-hand side of the screen. Here, you assign one or more already configured digital signature strategies in some or all of the following four areas:

1. **Evaluate Audit**  
   Individual signature
2. **Complete Audit**  
   Multiple signatures strategy
3. **Confirm Corrective Action**  
   Multiple signatures strategy
4. **Complete Corrective Action**  
   Individual signature

### 14.6.4 Audit Trigger

The option to enter an audit trigger is available at the time of creating an audit. An audit trigger provides the business user with the option to define why an audit is necessary. An audit trigger can be a regular annual or quarterly audit, or a process improvement initiative. To create an audit trigger, follow menu path **SAP IMG • Cross-Application Components • Audit Management • Audit Definition • Audit Trigger**. In the screen that appears, evaluate whether the already available audit triggers meet your company’s business needs. If not, create a new one, which then becomes available at the time of creating an audit.

### 14.7 Summary

In this chapter, we showed you how to map and implement actual audit processes and integrate them in the QM area of an SAP S/4HANA system. You can also take advantage of the system to calculate audit results, as well as have a question list to help you with your audit management initiative. The audit monitor is a powerful tool to monitor and keep track of your various audit objects. Inspection types for vendor audits help you integrate the results from the usage decision with the vendor evaluation. The productivity tools enable you to leverage MS Office products that completely integrate with audit management.

The next chapter discusses stability studies.
Contents

Acknowledgments ................................................................................................................ 25
Introduction ........................................................................................................................ 27

PART I Quality Management Core Concepts

1 Quality Management in SAP S/4HANA ............................................................................... 37

1.1 Organizational Structure in SAP ................................................................................... 39
  1.1.1 Client ..................................................................................................................... 41
  1.1.2 Company Code ..................................................................................................... 42
  1.1.3 Plant ...................................................................................................................... 42
  1.1.4 Storage Location .................................................................................................. 42
  1.1.5 Warehouse Number ............................................................................................. 42

1.2 Quality Management in the SAP Landscape .................................................................. 43

1.3 Business Processes in QM .......................................................................................... 45
  1.3.1 Quality Engineering .............................................................................................. 45
  1.3.2 Quality Assurance and Control ........................................................................... 47
  1.3.3 Quality Improvement ............................................................................................ 49
  1.3.4 Product Change Management ............................................................................. 51

1.4 Integration with Other Areas ....................................................................................... 52
  1.4.1 Materials Management ......................................................................................... 53
  1.4.2 Production Planning ............................................................................................. 54
  1.4.3 Sales ...................................................................................................................... 55
  1.4.4 Plant Maintenance ................................................................................................. 55
  1.4.5 Embedded Extended Warehouse Management ................................................ 56
  1.4.6 ISO 9001 Certification Process and SAP S/4HANA ......................................... 56

1.5 Summary ....................................................................................................................... 62
## 2 Quality Planning

### 2.1 Quality Management View in Material Master

#### 2.1.1 Change Master Record

#### 2.1.2 Business Partner Master Record

#### 2.1.3 Batch Master

#### 2.1.4 Production Resources and Tools

### 2.2 Master Record

#### 2.2.1 Change Master Record

#### 2.2.2 Business Partner Master Record

#### 2.2.3 Batch Master

### 2.3 Master Recipe or Routing

### 2.4 Reference Operation Set

### 2.5 Work Center

### 2.6 Inspection Method

### 2.7 Quality Agreements

#### 2.7.1 Quality Assurance Agreement with Vendors

#### 2.7.2 Quality Assurance Agreements with Customers

#### 2.7.3 Technical Delivery Terms with Customers

### 2.8 Quality Information Record

### 2.9 Master Inspection Characteristics

#### 2.9.1 Create Inspection Characteristics

#### 2.9.2 Edit Control Indicators

#### 2.9.3 Assign Inspection Catalog

### 2.10 Sampling Procedure

#### 2.11 Inspection Plan

#### 2.11.1 Task List Header

#### 2.11.2 Inspection Plan Header

#### 2.11.3 Material Assignment

#### 2.11.4 Test Equipment

#### 2.11.5 Operations View

#### 2.11.6 Long-Term Characteristics

#### 2.11.7 Calculated Characteristics

#### 2.11.8 Classed Characteristics

#### 2.11.9 Dependent Characteristics

### 2.12 Material Specification

### 2.13 Summary
PART II Quality Management Integration with Logistics

4 Integrating with Materials Management 263

4.1 Configuration Basics .......................................................... 264
4.1.1 Material Type/Task List Combination ................................ 264
4.1.2 Control Key for QM in Procurement ................................ 265
4.2 Procurement Business Processes ........................................ 267
4.2.1 Goods Receipt in Procurement: Inspection Type 01 ........... 267
4.2.2 Source Inspection: Inspection Type 0101 ......................... 275
4.3 Pilot Run Inspection: Inspection Type 0102 ......................... 280
4.3.1 Configuration Basics ..................................................... 280
4.3.2 QM Master Data Checklist ............................................. 282
4.3.3 Business Processes of Pilot Run Inspection ....................... 282
4.4 Subcontracting: Inspection Type 0130 ................................ 286
4.4.1 QM Master Data Checklist ............................................. 287
4.4.2 Subcontracting Purchase Order ...................................... 287
4.4.3 Transfer Posting of Subcontracting Purchase Order ............ 288
4.4.4 Goods Receipt for Subcontracting Purchase Order .............. 289
4.4.5 Inspection Lot for Subcontracting Purchase Order ............... 290
4.4.6 Invoice Receipt .......................................................... 290
4.5 Inventory Management Processes ...................................... 291
4.5.1 Stock Transfer Inspection: Inspection Type 08 .................. 291
4.5.2 Other Goods Receipt: Inspection Type 05 ......................... 295
4.6 Handling Inspection Stock at QM Activation: Inspection Type 0800 .... 297
4.6.1 Configuration Settings ................................................... 298
4.6.2 QM Stock at QM Activation ......................................... 298
4.6.3 Inspection Lot on QM Activation .................................... 299
4.7 Summary ........................................................................... 301

5 Integrating with Production Planning 303

5.1 Configuration Basics ......................................................... 304
5.1.1 Material Type/Task List Combination ............................... 304
5.1.2 Order Type-Dependent Plant Parameters ......................... 304
5.1.3 Confirmation Parameters .............................................. 306
5.1.4 Control Key ............................................................... 307
5.2 Master Data ........................................................................ 310
5.2.1 PP and QM Master Data Checklist .................................... 310
5.2.2 QM Data in Master Recipe ............................................. 310
5.3 Business Processes in Production Planning ......................... 313
5.3.1 Process Manufacturing and Discrete Manufacturing ........... 313
5.3.2 Repetitive Manufacturing ............................................. 324
5.4 Summary ........................................................................... 332

6 Integrating with SAP S/4HANA Sales 333

6.1 Configuration Basics ......................................................... 334
6.2 Master Data ........................................................................ 335
6.3 Business Processes .......................................................... 337
6.3.1 Customer Delivery with Sales Order ............................... 337
6.3.2 Customer Delivery without Sales Order ......................... 340
6.3.3 Return Order ............................................................ 342
6.3.4 General Delivery ......................................................... 344
6.4 Summary ........................................................................... 345

7 Integrating with Plant Maintenance 347

7.1 Deciding which Functionalities to Implement ......................... 348
7.1.1 Scenario 1: PM without MM .......................................... 349
7.1.2 Scenario 2: PM with MM ............................................. 349
8.1.2 Maintain Inspection Object Types Version
8.1.3 Define and Assign Follow-Up Actions
8.1.4 Quality Inspection Group
8.1.5 Define and Assign Work Center

8.2 Master Data Setup

8.3 Business Processes
8.3.1 Create Purchase Order with Inbound Delivery
8.3.2 Create Inbound Delivery in SAP S/4HANA
8.3.3 Create Inbound Delivery and Goods Receipt in Embedded EWM
8.3.4 Process Quality Inspection Lot
8.3.5 Display Quality Inspection Details

8.4 Reporting
8.4.1 Warehouse Management Monitor
8.4.2 Quality Inspection Workload
8.4.3 Inspection Lot Analytics App

8.5 Summary

PART III Quality Management Workflow Tools

9 Batch Management

9.1 Batch Management Overview

9.2 Batch Classification
9.2.1 Define Characteristics
9.2.2 Define Class and Assign Characteristics
9.2.3 Assigning Classification in the Material Master

9.3 Business Processes of Batch Management
9.3.1 Create Batch Master Manually
9.3.2 Changing a Batch
9.3.3 Deleting a Batch
9.3.4 Automatic Creation of a Batch in Goods Movement
9.3.5 Stock Overview
9.4 Recurring Inspection and Expiration Dates ............................................................. 497
9.4.1 QM Master Data Checklist ................................................................................. 498
9.4.2 Business Processes ......................................................................................... 499
9.5 Active Ingredient Management .............................................................................. 434
9.5.1 Configuration Basics ....................................................................................... 434
9.5.2 Master Data ....................................................................................................... 436
9.5.3 Business Processes ......................................................................................... 447
9.6 Batch Derivation ................................................................................................. 456
9.6.1 Configuration Basics ....................................................................................... 457
9.6.2 Classification in Material Master ....................................................................... 457
9.6.3 Business Processes ......................................................................................... 464
9.6.4 Reporting ......................................................................................................... 467
9.7 Batch Determination ............................................................................................ 468
9.7.1 Define Condition Tables ................................................................................... 470
9.7.2 Define the Access Sequence ........................................................................... 472
9.7.3 Define Strategy Types ..................................................................................... 473
9.7.4 Define the Batch Search Procedure .................................................................. 474
9.7.5 Batch Search Procedure Allocation .................................................................. 475
9.7.6 Creating a Sort Sequence ................................................................................ 476
9.7.7 Maintain Condition Records ............................................................................ 477
9.7.8 Business Process .............................................................................................. 478
9.8 Work-in-Process Batches ....................................................................................... 480
9.8.1 Configuration Settings ..................................................................................... 481
9.8.2 Master Data Setup .......................................................................................... 483
9.8.3 Business Processes ......................................................................................... 485
9.8.4 Reporting ......................................................................................................... 490
9.9 Reporting ............................................................................................................ 492
9.9.1 Batch Information Cockpit ............................................................................. 492
9.9.2 Electronic Batch Record .................................................................................. 495
9.10 Summary ............................................................................................................ 497

10 Sample Management ............................................................................................ 499
10.1 Plant Settings ....................................................................................................... 500
10.2 Master Data ........................................................................................................ 501
10.2.1 Sample-Drawing Procedure .......................................................................... 501
10.2.2 Inspection Plan ............................................................................................... 505
10.2.3 QM Master Data Checklist ............................................................................ 506
10.3 Business Processes .............................................................................................. 506
10.3.1 Goods Receipt for Purchase Order .................................................................. 507
10.3.2 Inspection Lot for Goods Receipt ...................................................................... 508
10.3.3 Physical Samples for Goods Receipt ............................................................... 509
10.3.4 Release Physical Sample Drawing ................................................................. 510
10.3.5 Inspection Lots for Physical Samples .............................................................. 512
10.3.6 Result Recording for Physical Sample: Inspection Type 15 ......................... 514
10.3.7 Result Recording for Pooled Samples (Goods Receipt Inspection) .............. 514
10.3.8 Manually Creating a Physical Sample ............................................................ 516
10.4 Physical Sample Drawing with Reference: Production Processes ..................... 519
10.4.1 Process Order .................................................................................................. 520
10.4.2 Physical Sample Drawing with Reference ..................................................... 521
10.5 Configuration Basics ......................................................................................... 523
10.5.1 Physical Sample Type Assignment to Inspection Type .................................. 523
10.5.2 Define Physical Sample Types ........................................................................ 524
10.5.3 Define Physical Sample Container ................................................................. 525
10.5.4 Define Physical Sample Locations ................................................................. 525
10.6 Summary ............................................................................................................ 525

11 Quality Certificates ............................................................................................... 527
11.1 Incoming Quality Certificates ............................................................................. 527
11.1.1 Configuring the Control Key .......................................................................... 528
11.1.2 Define Control Functions for Certificate Processing ....................................... 529
11.1.3 Master Data for Incoming Quality Certificates .............................................. 531
11.1.4 Create a Purchase Order ................................................................................. 533
11.1.5 Goods Receipt against the Purchase Order .................................................... 534
11.1.6 Incoming Inspection Certificate ........................................... 535
11.1.7 Incoming Certificate Worklist ............................................. 537

11.2 Outgoing Quality Certificates .............................................. 540
   11.2.1 Define Keys for Certificate Processing ......................... 541
   11.2.2 Master Data for Outgoing Quality Certificates .............. 541
   11.2.3 Business Processes in Outgoing Quality Certificates ...... 546

11.3 Summary ........................................................................... 551

12 Quality Notification ............................................................. 553
   12.1 Workflow ........................................................................ 553
   12.2 Quality Notification in Sales ............................................ 556
      12.2.1 Creating Quality Notification: Customer Complaint .... 557
      12.2.2 Correction Tasks ..................................................... 562
      12.2.3 Changing the Activities Status and Completing the Notification 565
      12.2.4 System Status and User Status ................................ 566
      12.2.5 Follow-On Action ................................................... 567
      12.2.6 Action Log ............................................................... 567
      12.2.7 Partner Data of the Notification ................................. 568
      12.2.8 The 8D Report ........................................................ 568

   12.3 Quality Notification in Production .................................... 571

   12.4 Quality Notification in Procurement ............................... 574
      12.4.1 Create Quality Notification ....................................... 574
      12.4.2 Buyer’s Negotiation Sheet ....................................... 576
      12.4.3 Document Flow ..................................................... 577

   12.5 Quality Notification Tools .............................................. 578
      12.5.1 Controlling Tasks Using Notification Worklist ........... 579
      12.5.2 SAP Fiori Apps for Quality Notification ................. 581
      12.5.3 Information System ............................................... 582
      12.5.4 Solution Database .................................................. 584

   12.6 Corrective and Preventive Action ..................................... 590

   12.7 SAP Quality Issue Management ..................................... 596
      12.7.1 Business Processes .................................................. 597

12.7.2 Deployment Options ..................................................... 600
12.7.3 Configuring SAP Quality Issue Management ............... 601
12.7.4 Structure of SAP Quality Issue Management ............... 602
12.7.5 Creating a Quality Issue ............................................... 606

12.8 Configuration Basics: Quality Notification ....................... 618
   12.8.1 Overview of Notification Type .................................... 618
   12.8.2 Notification Creation ............................................... 618
   12.8.3 Copy Screen Areas from the Standard System ............ 620
   12.8.4 Allocate Change of Notification Type ......................... 620
   12.8.5 Notification Processing ............................................. 621
   12.8.6 Additional Notification Functions ............................... 622
   12.8.7 Defects Recording .................................................... 623
   12.8.8 Nonconformity Costs for Vendor Evaluation ............... 623
   12.8.9 Define Confirmation Profile ....................................... 624

12.9 Summary ........................................................................... 624

13 Engineering Change Management ....................................... 627
   13.1 Change Master ............................................................. 628
      13.1.1 Configuring a Status Profile (User Status) ............... 628
      13.1.2 Maintain Profile ..................................................... 631
      13.1.3 Change Master Creation ......................................... 634
      13.1.4 Changes in Inspection Plan with a Change Number ..... 638
      13.1.5 Engineering Change Management Information System 641

   13.2 Change Record ............................................................. 642
      13.2.1 Manage Engineering Changes ................................. 643
      13.2.2 Manage Change Records ....................................... 647
      13.2.3 Engineering Cockpit ............................................. 647

   13.3 Engineering Record ...................................................... 648

   13.4 Management of Changes ............................................. 655

   13.5 Summary ...................................................................... 664
16.8.2 Valuation Specification ................................................................. 793
16.8.1 Field Selection ........................................................................ 792
16.8.3 Structure of Question List .......................................................... 794
16.8.4 Priorities .................................................................................... 795
16.8.5 List Structure ............................................................................. 795
16.8.6 Rating Profile ............................................................................ 797
16.8.7 FMEA Type ............................................................................... 798
16.8.8 Objects, Properties, Forms ............................................................ 800

16.7 Control Plan .................................................................................. 784
16.7.1 Create a Control Plan ................................................................. 784
16.7.2 Control Plan Integration with FMEA .......................................... 791

16.6 Risk Analysis ................................................................................ 782

16.5 FMEA Monitor ............................................................................. 780
16.4 Question List ................................................................................ 776
16.4.1 Create Questions in the Question List .......................................... 777
16.4.2 Approval and Release of a Question List ....................................... 779

16.3 Business Processes ....................................................................... 765
16.3.1 Valuation of Detection Action .................................................... 766
16.3.2 Valuation of Preventive Action .................................................... 769
16.3.3 Valuation of Effect ................................................................... 769
16.3.4 Calculation of Risk Priority Number ............................................ 770
16.3.5 Additional FMEA Features ........................................................ 772

16.2 Set Up ......................................................................................... 744
16.2.1 Create Function List ................................................................. 749
16.2.2 Create Function ........................................................................ 752
16.2.3 Create Prerequisite .................................................................... 754
16.2.4 Creating a Characteristic ............................................................ 754
16.2.5 Create Defect ............................................................................ 756
16.2.6 Create Cause ............................................................................ 757
16.2.7 Create Preventive Action ............................................................ 760
16.2.8 Create Detection Action ............................................................. 762
16.2.9 Create an Effect ........................................................................ 763

16.1.3 Closed-Loop Quality Approach ................................................ 743
16.1.2 Failure Across Categories .......................................................... 742

18 Reporting in SAP ............................................................................ 823
18.1 The Basics of Reporting ............................................................... 824
18.1.1 Inspection Lot Selection .............................................................. 824
18.1.2 Multiple Selection .................................................................... 825
18.1.3 Maintain Selection .................................................................... 826
18.1.4 Maintain Variant ....................................................................... 826
18.1.5 Inspection Lot Selection Worklist ............................................... 828
18.1.6 Filter Settings ........................................................................... 831
18.1.7 Download ................................................................................ 833
18.1.8 Copy Selective Data to Microsoft Excel ...................................... 833
18.1.9 Print ....................................................................................... 833

17 Early Warning System .................................................................... 805
17.1 Overview .................................................................................... 805
17.2 Set Up EWS ................................................................................. 807
17.2.1 Create Exceptions .................................................................... 807
17.2.2 Group Exceptions ..................................................................... 812
17.2.3 Set Up Periodic Analysis ............................................................ 813

16.9 Summary .................................................................................... 802

PART IV Monitoring, Evaluation, and Control in Quality Management

17.3 Schedule EWS ............................................................................. 815
17.4 EWS in Action ............................................................................. 817
17.5 Exception Analysis ....................................................................... 820
17.6 Summary .................................................................................... 822
19 Quality Control

19.1 Vendor Evaluation .................................................. 886
  19.1.1 Configuration Basics ........................................ 887
  19.1.2 Master Data Maintenance ................................ 894
  19.1.3 Business Processes ........................................... 895
  19.1.4 Calculate Score ................................................. 896
  19.1.5 Additional Functions ......................................... 900

19.2 Quality Level .......................................................... 903
  19.2.1 Updating the Quality Level during Inspection Lot Creation ...... 904
  19.2.2 Manual Creation of the Quality Level ....................... 904
  19.2.3 Evaluating Quality Level ...................................... 905

19.3 Statistical Process Control ........................................ 906
  19.3.1 Analyzing Data Using a Control Chart ...................... 907
  19.3.2 Quality Chart .................................................... 908
  19.3.3 QM Master Data Checklist .................................... 909
  19.3.4 Process Capability ............................................... 914
  19.3.5 History of Quality Scores ..................................... 917
  19.3.6 Histogram .......................................................... 919

19.4 Summary ............................................................. 919

Appendices

A Movement Type Mapping ............................................ 921

B The Author .................................................................. 925

Index ............................................................................... 927
### Index

<table>
<thead>
<tr>
<th>Term</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% inspection</td>
<td>70, 101</td>
</tr>
<tr>
<td>8D problem solution methodology</td>
<td>568</td>
</tr>
<tr>
<td>8D report</td>
<td>568, 612</td>
</tr>
<tr>
<td>print preview details</td>
<td>570</td>
</tr>
<tr>
<td>steps</td>
<td>569</td>
</tr>
<tr>
<td>ABC analysis</td>
<td>833, 841</td>
</tr>
<tr>
<td>graphical representation</td>
<td>844</td>
</tr>
<tr>
<td>options</td>
<td>842</td>
</tr>
<tr>
<td>Acceptable quality level (AQL)</td>
<td>191</td>
</tr>
<tr>
<td>Acceptance chart</td>
<td>908</td>
</tr>
<tr>
<td>Action box</td>
<td>622, 698, 699</td>
</tr>
<tr>
<td>Action limit violations</td>
<td>736</td>
</tr>
<tr>
<td>Action log</td>
<td>861</td>
</tr>
<tr>
<td>sales summary</td>
<td>567</td>
</tr>
<tr>
<td>Active ingredient management</td>
<td>434</td>
</tr>
<tr>
<td>activate</td>
<td>434</td>
</tr>
<tr>
<td>business processes</td>
<td>447</td>
</tr>
<tr>
<td>class</td>
<td>438</td>
</tr>
<tr>
<td>configuration</td>
<td>434</td>
</tr>
<tr>
<td>maintain data</td>
<td>440</td>
</tr>
<tr>
<td>master data</td>
<td>436</td>
</tr>
<tr>
<td>over-/underdelivery</td>
<td>447</td>
</tr>
<tr>
<td>quantity</td>
<td>434</td>
</tr>
<tr>
<td>valuation price</td>
<td>449</td>
</tr>
<tr>
<td>Active ingredient unit of measure (AIU)</td>
<td>434-441</td>
</tr>
<tr>
<td>Activity</td>
<td>614</td>
</tr>
<tr>
<td>categories</td>
<td>565</td>
</tr>
<tr>
<td>drivers</td>
<td>597</td>
</tr>
<tr>
<td>Adapt field selection</td>
<td>690</td>
</tr>
<tr>
<td>Additive sample</td>
<td>93</td>
</tr>
<tr>
<td>Adobe Document Services (ADS)</td>
<td>600, 740</td>
</tr>
<tr>
<td>Adobe Forms</td>
<td>800</td>
</tr>
<tr>
<td>After acceptance</td>
<td>95</td>
</tr>
<tr>
<td>After rejection</td>
<td>95</td>
</tr>
<tr>
<td>Aggregation</td>
<td>829</td>
</tr>
<tr>
<td>Analytics</td>
<td>50</td>
</tr>
<tr>
<td>Application Link Enabling (ALE)</td>
<td>216</td>
</tr>
<tr>
<td>Archiving program</td>
<td>424</td>
</tr>
<tr>
<td>Assembly backflush</td>
<td>328</td>
</tr>
<tr>
<td>Audit</td>
<td>665, 888, 891</td>
</tr>
<tr>
<td>follow-up activities</td>
<td>680</td>
</tr>
<tr>
<td>import/export</td>
<td>687</td>
</tr>
<tr>
<td>inspection</td>
<td>689</td>
</tr>
<tr>
<td>ISO 9001</td>
<td>61</td>
</tr>
<tr>
<td>objects</td>
<td>667</td>
</tr>
<tr>
<td>planning stage</td>
<td>666</td>
</tr>
<tr>
<td>program</td>
<td>666, 668</td>
</tr>
<tr>
<td>question list</td>
<td>671</td>
</tr>
<tr>
<td>questions</td>
<td>682</td>
</tr>
<tr>
<td>release</td>
<td>678</td>
</tr>
<tr>
<td>report</td>
<td>667, 684</td>
</tr>
<tr>
<td>result</td>
<td>682</td>
</tr>
<tr>
<td>set up</td>
<td>671</td>
</tr>
<tr>
<td>set up plan</td>
<td>668</td>
</tr>
<tr>
<td>status</td>
<td>684</td>
</tr>
<tr>
<td>structure</td>
<td>671</td>
</tr>
<tr>
<td>subsequent valuations</td>
<td>683</td>
</tr>
<tr>
<td>team roles</td>
<td>693</td>
</tr>
<tr>
<td>trigger</td>
<td>671, 694</td>
</tr>
<tr>
<td>usage</td>
<td>691</td>
</tr>
<tr>
<td>validate</td>
<td>682</td>
</tr>
<tr>
<td>valuation specification</td>
<td>673</td>
</tr>
<tr>
<td>vendor scoring</td>
<td>689</td>
</tr>
<tr>
<td>Audit management</td>
<td>44, 665</td>
</tr>
<tr>
<td>business processes</td>
<td>676</td>
</tr>
<tr>
<td>configuration objects</td>
<td>691</td>
</tr>
<tr>
<td>digital signature</td>
<td>693</td>
</tr>
<tr>
<td>integrate with MS Project</td>
<td>686</td>
</tr>
<tr>
<td>productivity tools</td>
<td>686</td>
</tr>
<tr>
<td>set up</td>
<td>667</td>
</tr>
<tr>
<td>steps</td>
<td>665</td>
</tr>
<tr>
<td>workbench</td>
<td>668</td>
</tr>
<tr>
<td>Audit monitor</td>
<td>687, 688</td>
</tr>
<tr>
<td>start</td>
<td>687</td>
</tr>
<tr>
<td>worklist</td>
<td>689</td>
</tr>
<tr>
<td>Audit plan</td>
<td>668</td>
</tr>
<tr>
<td>basic data</td>
<td>669</td>
</tr>
</tbody>
</table>

927
### Audit plan (Cont.)
- contact person .................................................. 670
- messages ...................................................... 669
- MS Project ................................................... 686
- new .......................................................... 669
- release .......................................................... 677
- status ........................................................... 671
- text message .................................................. 669
- Audit type ...................................................... 692
details .......................................................... 692
- input fields .................................................... 693
- roles ............................................................. 693
- Authorization ................................................. 67
- Authorization group ......................................... 150
- assign to material master .................................. 157
- create ......................................................... 150, 154
- QM master data ............................................... 154
- Authorization object C_SIGN_BGR ..................... 150
- Automated notification systems ......................... 553
- Automatic new evaluation .................................. 895
- Automatically trigger system functions ................. 567

### B
- Basic data ..................................................... 753
  - Batch ....................................................... 411, 412, 421, 883
  - automatic creation ........................................ 424
classification ................................................ 413
doctor ........................................................ 412
copy inspection results to .................................. 369
create manually .............................................. 464
definition ...................................................... 412
delete .......................................................... 424
goods movement .............................................. 424
goods receipt ................................................. 425
input program ............................................... 277
link documents ............................................... 423
management .................................................. 411, 419, 434
material issue ................................................ 426
number ........................................................ 412, 413, 422
pipeline ........................................................ 412
record .......................................................... 412, 422, 423
search procedure ............................................ 475

### Batch (Cont.)
- search strategy ............................................. 454, 477
  - split ....................................................... 474, 480
  - standard price for ...................................... 446
- strategy type ................................................ 472
  - usage ..................................................... 491
- valuation ..................................................... 225
- valuation without material spec ......................... 458
- where-used list ............................................ 494
  - Batch class .............................................. 78
  - conversion factor characteristic ...................... 437
- Batch derivation ........................................... 456
- business processes ....................................... 464
  - choose event .......................................... 461
  - configuration .......................................... 457
- monitor ...................................................... 467
- receiver material .......................................... 460, 462
- reporting .................................................... 477
  - sender material ........................................ 459
- Batch determination ........................................ 421, 468, 473
  - access sequence ....................................... 472
  - automatic ................................................. 479
  - business processes ..................................... 478
  - condition table ......................................... 470
  - strategy type ............................................ 468
  - Batch Information Cockpit ........................... 490, 492, 494
- Batch master ............................................... 78, 429
- Batch master record ...................................... 419, 454
- Basic Data 1 .............................................. 420
  - Basic Data 2 .............................................. 420
  - create manually ........................................ 420
- Batch status ............................................... 421
- Batch status indicator .................................... 421
  - restricted ................................................. 421
  - unrestricted ............................................. 421
- Batch-managed material ................................ 507
- Batch-specific UoM ...................................... 436
  - Best-before date ...................................... 78, 427
  - Best-by date ............................................. 429, 430
- Bill of materials (BOM) .................................. 703
  - assign ..................................................... 704
  - create ..................................................... 704
  - maintain .................................................. 704
  - usage ..................................................... 732
  - Block inactive .......................................... 266
  - Block invoice ........................................... 266

### Block stock .............................................. 137, 423
- Billing ....................................................... 605, 609
- Business partner master record ....................... 78
- Business partners ........................................ 671
- Buyer’s negotiation sheet ................................ 576
- Certificate profile ........................................ 543
  - Certificate required .................................... 266
  - Certificate type ......................................... 527, 529
  - control ................................................... 530
- Change documents ........................................ 98
  - Change Log for Change Request app ................ 663
  - Change master ........................................... 628
  - change number status .................................. 636
  - create ..................................................... 634
  - header data .............................................. 636
  - number .................................................... 637
  - object types ............................................. 636, 637
  - process ................................................... 627
  - record ..................................................... 77
- Change notification ...................................... 702, 709, 711
- Change number ............................................ 638, 652, 654
- summary .................................................... 641
- Change record ............................................. 642
  - additional details ...................................... 644
  - change status ............................................ 645
  - complete .................................................. 647
  - create ..................................................... 643
  - relevance selection ..................................... 645
  - type ......................................................... 647
- Change request ............................................ 655
  - activities ............................................... 662
  - change definition ...................................... 660
  - create ..................................................... 657
  - lifecycle .................................................. 656
  - manage .................................................... 663
  - number .................................................... 661
  - object types ............................................. 660
  - predecessor-successor relationship ................. 658
  - stakeholders ............................................. 660
  - status ..................................................... 657, 658
  - status network .......................................... 658
  - type ......................................................... 657
- Characteristic ............................................. 127, 414, 424, 458, 464, 488, 809
  - additional data ......................................... 416
  - assign ...................................................... 418
  - to class ................................................... 438
  - attribute .................................................. 92, 229
  - basic data ............................................... 755
  - batch-derived ........................................... 466
<table>
<thead>
<tr>
<th>Index</th>
<th>932</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital signature (Cont.)</td>
<td>932</td>
</tr>
<tr>
<td>Log</td>
<td>156</td>
</tr>
<tr>
<td>method</td>
<td>156</td>
</tr>
<tr>
<td>QM business processes</td>
<td>157</td>
</tr>
<tr>
<td>QM objects</td>
<td>157</td>
</tr>
<tr>
<td>signature strategy</td>
<td>152, 156</td>
</tr>
<tr>
<td>texts</td>
<td>151</td>
</tr>
<tr>
<td>worklist</td>
<td>160</td>
</tr>
<tr>
<td>Discrete manufacturing</td>
<td>304</td>
</tr>
<tr>
<td>process</td>
<td>313</td>
</tr>
<tr>
<td>routing</td>
<td>313</td>
</tr>
<tr>
<td>standard analysis</td>
<td>835</td>
</tr>
<tr>
<td>Dispersion</td>
<td>906</td>
</tr>
<tr>
<td>Display Change Log—Change Activity app</td>
<td>664</td>
</tr>
<tr>
<td>Display object for study</td>
<td>729</td>
</tr>
<tr>
<td>Display Results History app</td>
<td>131</td>
</tr>
<tr>
<td>Distribution channel</td>
<td>55</td>
</tr>
<tr>
<td>Division</td>
<td>55</td>
</tr>
<tr>
<td>DMAIC framework</td>
<td>590, 591</td>
</tr>
<tr>
<td>analyze stage</td>
<td>594</td>
</tr>
<tr>
<td>control stage</td>
<td>595</td>
</tr>
<tr>
<td>define stage</td>
<td>593</td>
</tr>
<tr>
<td>improve stage</td>
<td>594</td>
</tr>
<tr>
<td>measure stage</td>
<td>593</td>
</tr>
<tr>
<td>stages</td>
<td>593</td>
</tr>
<tr>
<td>Document flow</td>
<td>577</td>
</tr>
<tr>
<td>Document Management System (DMS)</td>
<td>37, 44, 85, 148, 365, 607</td>
</tr>
<tr>
<td>for batches</td>
<td>423</td>
</tr>
<tr>
<td>Document master record</td>
<td>350</td>
</tr>
<tr>
<td>Documentary batch record</td>
<td>496</td>
</tr>
<tr>
<td>Documentation if rejected</td>
<td>97</td>
</tr>
<tr>
<td>Dynamic modification level</td>
<td>108</td>
</tr>
<tr>
<td>Dynamic modification rule</td>
<td>71, 116, 187, 196, 851, 903</td>
</tr>
<tr>
<td>business processes</td>
<td>201</td>
</tr>
<tr>
<td>create</td>
<td>196</td>
</tr>
<tr>
<td>goods receipt</td>
<td>190</td>
</tr>
<tr>
<td>inspection plan</td>
<td>196</td>
</tr>
<tr>
<td>inspection lot level</td>
<td>196</td>
</tr>
<tr>
<td>inspection stages</td>
<td>196</td>
</tr>
<tr>
<td>master data</td>
<td>189</td>
</tr>
<tr>
<td>material master</td>
<td>189</td>
</tr>
<tr>
<td>relationship with sampling procedure</td>
<td>199</td>
</tr>
<tr>
<td>Dynamic modification rule (Cont.)</td>
<td>933</td>
</tr>
<tr>
<td>usage decision</td>
<td>824</td>
</tr>
<tr>
<td>Dynamic selections</td>
<td>196</td>
</tr>
<tr>
<td>Dynamic signature (Cont.)</td>
<td>933</td>
</tr>
<tr>
<td>log</td>
<td>651, 653</td>
</tr>
<tr>
<td>type</td>
<td>649</td>
</tr>
<tr>
<td>E</td>
<td>649</td>
</tr>
<tr>
<td>Early Warning System (EWS)</td>
<td>805</td>
</tr>
<tr>
<td>overview</td>
<td>805</td>
</tr>
<tr>
<td>pop-up alert</td>
<td>819</td>
</tr>
<tr>
<td>practical example</td>
<td>817</td>
</tr>
<tr>
<td>schedule</td>
<td>815</td>
</tr>
<tr>
<td>schedule details</td>
<td>816</td>
</tr>
<tr>
<td>set up</td>
<td>807</td>
</tr>
<tr>
<td>use cases</td>
<td>805</td>
</tr>
<tr>
<td>Effect</td>
<td>763, 770, 796</td>
</tr>
<tr>
<td>basic data</td>
<td>764</td>
</tr>
<tr>
<td>create</td>
<td>763</td>
</tr>
<tr>
<td>valuation</td>
<td>765, 769</td>
</tr>
<tr>
<td>valuation specifications</td>
<td>764</td>
</tr>
<tr>
<td>without RPN</td>
<td>770</td>
</tr>
<tr>
<td>Electronic batch record</td>
<td>495</td>
</tr>
<tr>
<td>Email attachment</td>
<td>833</td>
</tr>
<tr>
<td>Embedded EWM</td>
<td>40, 56, 381, 382, 468</td>
</tr>
<tr>
<td>accessing transactions</td>
<td>842</td>
</tr>
<tr>
<td>business processes</td>
<td>385</td>
</tr>
<tr>
<td>group exception</td>
<td>812</td>
</tr>
<tr>
<td>logistical actions</td>
<td>388</td>
</tr>
<tr>
<td>master data</td>
<td>392</td>
</tr>
<tr>
<td>schedule immediately</td>
<td>815</td>
</tr>
<tr>
<td>Engineering BOM</td>
<td>645</td>
</tr>
<tr>
<td>Engineering change management</td>
<td>44, 51, 627</td>
</tr>
<tr>
<td>information system</td>
<td>641</td>
</tr>
<tr>
<td>integration</td>
<td>633</td>
</tr>
<tr>
<td>maintain system profile</td>
<td>631</td>
</tr>
<tr>
<td>status profile</td>
<td>628, 629</td>
</tr>
<tr>
<td>Engineering change object</td>
<td>630</td>
</tr>
<tr>
<td>Engineering Cockpit app</td>
<td>647</td>
</tr>
<tr>
<td>Engineering record</td>
<td>643</td>
</tr>
<tr>
<td>create</td>
<td>650</td>
</tr>
<tr>
<td>detailed view</td>
<td>649</td>
</tr>
<tr>
<td>material BOM assignment</td>
<td>650</td>
</tr>
<tr>
<td>parallel task</td>
<td>651</td>
</tr>
<tr>
<td>process route</td>
<td>651</td>
</tr>
<tr>
<td>sequential tasks</td>
<td>650</td>
</tr>
<tr>
<td>status</td>
<td>651, 653</td>
</tr>
<tr>
<td>type</td>
<td>649</td>
</tr>
<tr>
<td>Engineering Record app</td>
<td>648</td>
</tr>
<tr>
<td>configuration</td>
<td>742</td>
</tr>
<tr>
<td>Engineering Workbench</td>
<td>177, 187, 249, 717</td>
</tr>
<tr>
<td>headers</td>
<td>179</td>
</tr>
<tr>
<td>process inspection plan</td>
<td>183</td>
</tr>
<tr>
<td>working area</td>
<td>249</td>
</tr>
<tr>
<td>Equipment</td>
<td>353, 362</td>
</tr>
<tr>
<td>calibration</td>
<td>374</td>
</tr>
<tr>
<td>calibration order</td>
<td>365</td>
</tr>
<tr>
<td>calibration, drawings/specifications</td>
<td>364</td>
</tr>
<tr>
<td>maintenance</td>
<td>45</td>
</tr>
<tr>
<td>master record</td>
<td>350, 351</td>
</tr>
<tr>
<td>serialization</td>
<td>462</td>
</tr>
<tr>
<td>Error messages</td>
<td>462</td>
</tr>
<tr>
<td>Estimation procedure for fraction</td>
<td>236</td>
</tr>
<tr>
<td>of defects</td>
<td>807, 819</td>
</tr>
<tr>
<td>Exception</td>
<td>820, 821</td>
</tr>
<tr>
<td>analysis</td>
<td>807, 809</td>
</tr>
<tr>
<td>define requirement</td>
<td>810</td>
</tr>
<tr>
<td>follow-up processing</td>
<td>811</td>
</tr>
<tr>
<td>group</td>
<td>807</td>
</tr>
<tr>
<td>grouping</td>
<td>813</td>
</tr>
<tr>
<td>periods</td>
<td>816</td>
</tr>
<tr>
<td>External origin</td>
<td>566</td>
</tr>
<tr>
<td>External processing</td>
<td>313</td>
</tr>
<tr>
<td>F</td>
<td>313</td>
</tr>
<tr>
<td>Failure across categories</td>
<td>742</td>
</tr>
<tr>
<td>Failure mode and effects analysis (FMEA) (Cont.)</td>
<td>743</td>
</tr>
<tr>
<td>detection</td>
<td>742</td>
</tr>
<tr>
<td>digital signature</td>
<td>774</td>
</tr>
<tr>
<td>effect</td>
<td>763</td>
</tr>
<tr>
<td>existing business processes</td>
<td>740</td>
</tr>
<tr>
<td>field selection</td>
<td>792</td>
</tr>
<tr>
<td>hierarchy</td>
<td>795</td>
</tr>
<tr>
<td>navigation</td>
<td>795</td>
</tr>
<tr>
<td>objects, properties, forms</td>
<td>800</td>
</tr>
<tr>
<td>occurrence</td>
<td>742</td>
</tr>
<tr>
<td>overview</td>
<td>776</td>
</tr>
<tr>
<td>participants</td>
<td>748</td>
</tr>
<tr>
<td>potential failures</td>
<td>471</td>
</tr>
<tr>
<td>prerequisite</td>
<td>754</td>
</tr>
<tr>
<td>print preview</td>
<td>764</td>
</tr>
<tr>
<td>process overview</td>
<td>740</td>
</tr>
<tr>
<td>profile for hierarchy levels</td>
<td>796</td>
</tr>
<tr>
<td>quality notification</td>
<td>759</td>
</tr>
<tr>
<td>ranking</td>
<td>742</td>
</tr>
<tr>
<td>report</td>
<td>772</td>
</tr>
<tr>
<td>report/monitor status</td>
<td>780</td>
</tr>
<tr>
<td>set up</td>
<td>744</td>
</tr>
<tr>
<td>severity</td>
<td>742</td>
</tr>
<tr>
<td>start/end dates</td>
<td>766</td>
</tr>
<tr>
<td>step-by-step approach</td>
<td>739</td>
</tr>
<tr>
<td>structure</td>
<td>765, 790</td>
</tr>
<tr>
<td>type</td>
<td>747, 798, 799</td>
</tr>
<tr>
<td>valuation profile</td>
<td>794</td>
</tr>
<tr>
<td>work area</td>
<td>745</td>
</tr>
<tr>
<td>worklist</td>
<td>745</td>
</tr>
<tr>
<td>FDA</td>
<td>38, 49, 412, 423</td>
</tr>
<tr>
<td>FDA 21 CFR Part 11</td>
<td>412, 413</td>
</tr>
<tr>
<td>Field combination</td>
<td>108</td>
</tr>
<tr>
<td>Fields selection</td>
<td>258, 828</td>
</tr>
<tr>
<td>Filters</td>
<td>850, 853, 858</td>
</tr>
<tr>
<td>settings</td>
<td>831</td>
</tr>
<tr>
<td>Financial accounting and controlling</td>
<td>44</td>
</tr>
<tr>
<td>Finished goods</td>
<td>304, 413, 489</td>
</tr>
<tr>
<td>First expiration, first out (FEFO)</td>
<td>476</td>
</tr>
<tr>
<td>First in, first out (FIFO)</td>
<td>374</td>
</tr>
<tr>
<td>Fixed sample</td>
<td>101</td>
</tr>
<tr>
<td>Fixed scope</td>
<td>97</td>
</tr>
<tr>
<td>FMEA Monitor</td>
<td>767, 779, 780, 783</td>
</tr>
<tr>
<td>initial screen</td>
<td>781</td>
</tr>
<tr>
<td>Follow-up actions</td>
<td>387, 567, 737</td>
</tr>
<tr>
<td>details</td>
<td>388</td>
</tr>
</tbody>
</table>
Follow-up actions (Cont.)
  inspection results ............................................. 388
  Function ............................................................. 755
  create ..................................................................... 752
  valuation specifications ........................................ 753
Function list
  basic data ............................................................. 751
  create ................................................................. 749, 750
  elements .................................................................. 749
  value specifications ................................................ 751
G
  GAAP compliance ................................................... 49
  General delivery ....................................................... 344
  General task list ......................................................... 362
  Good Manufacturing Practice (GMP) ...................... 38, 47,
  49, 492, 502, 676
Goods issue
  against process order .............................................. 317
  inspection ............................................................... 317
to cost center ........................................................... 479
Goods movement ......................................................... 69
  Goods receipt ............................................................ 284, 506
  control/batch ................................................................ 267
  embedded EWM ........................................................ 399
  for process order ........................................................ 922
  for purchase order .................................................... 273, 448, 507
  for rejection ................................................................ 266
  in procurement .......................................................... 267
  inspection ................................................................. 285, 322, 888, 898
  inspection against purchase order ........................... 68
  inspection REM ......................................................... 330
  physical quantity ....................................................... 449
  source-inspected material ....................................... 278
  without purchase order ............................................. 296
Grade audit ................................................................. 666
Grade object ............................................................... 667
Group ..................................................................... 636
Group exception ........................................................ 812
H
Handling inspection stock ......................................... 297
Hierarchy control ......................................................... 674
Histogram ................................................................. 846, 907, 919
  Inspection ............................................................... 188
catalog ................................................................... 99
core ....................................................................... 270
data control indicator ............................................ 75
for goods movements ............................................. 237

data Input

Identifier ............................................................... 246
IDocs ..................................................................... 540
Immediate tasks ....................................................... 563, 566
Inbound delivery ......................................................... 396
  and goods receipt .................................................... 397
document .................................................................. 397
embedded EWM ....................................................... 398
Incident approver .................................................... 593
Incoming certificates
  master data ............................................................ 531
Incoming inspection certificate ........................................ 536
Incoming quality certificate ........................................ 527, 528
  control functions .................................................... 529
  grace period ........................................................... 537
  missing .................................................................... 535
  receipt reminder ..................................................... 538
  track missing/expected .......................................... 537
  warehouse status for certificates ................................ 535
worklist ................................................................. 537
Independent multiple sample ...................................... 103
  Individual QM order ............................................... 74
  Individual signature ............................................... 150
Info structures ........................................................ 840
Information structures .............................................. 806
Information system .................................................... 824
Nonconformity costs .................................................. 623
Initial sample
  change .................................................................... 518
  confirm .................................................................. 700
  confirmation ........................................................... 702
  create .................................................................. 705
  initial test inspection
    lot ........................................................................ 705
    stability studies .................................................... 697
  in-process inspection ................................................. 54, 307, 308, 320, 520
  master inspection characteristic .................................. 311
  REM-planned .......................................................... 340
  run schedule header ............................................... 326
Inspection ................................................................. 188
catalog ................................................................... 99
core ....................................................................... 270
data control indicator ............................................ 75
for goods movements ............................................. 237

inspection

interval ................................................................... 67
reduced, normal, and tightened .................................. 193
sample size determination ........................................ 70
scenarios ................................................................. 56
scope ....................................................................... 97
severity .................................................................... 191, 193, 860
skips ....................................................................... 72
specifications .......................................................... 123, 400
stages ....................................................................... 197
stock posting ............................................................ 138
Inspection characteristic ............................................. 138
  filter ...................................................................... 857
  list ........................................................................ 256
  number range ........................................................ 237
  origin ....................................................................... 248
overview ................................................................... 117
replacement ............................................................. 143
required ..................................................................... 308
Inspection lot ........................................................... 145, 322, 326, 339,
  342, 397, 835
accepted/rejected ....................................................... 875
analytics ................................................................. 849
approval ................................................................. 155
automatic usage decision .......................................... 175
block ....................................................................... 147
cancel ....................................................................... 147
creation ................................................................. 146
  characteristics ........................................................ 321
  collective usage decision ......................................... 171
  complete initial test ............................................... 710
  completion ............................................................ 224, 917
  control ................................................................. 162
  copy inspection results ............................................ 161
  correct errors ........................................................ 145
  create .................................................................... 122, 219
  creation ................................................................. 158, 399
  creation, maintain quality level ............................... 904
delivery with no sales order ....................................... 860
directly create .......................................................... 519
display ...................................................................... 300
for goods receipt ....................................................... 508
for initial test inspection ............................................ 707
for subcontracting ..................................................... 290
goods receipt ........................................................... 296
Risk priority number (RPN) .......... 740–742, 748, 756, 759, 761, 763
automatic calculation .............. 771
calculate .................................. 770
calculation ........................... 742, 765, 770
formula .................................. 770
occurrence and detection .......... 769
valuation of effect .................... 769
Routing ................................. 69, 71, 80
objects and functions ............... 80
Run chart ............................. 907
Run schedule header ............... 324, 325
Sales order ............................ 337
information ........................... 338
Sales organization ................. 55
Sample calculation ................. 138
Sample category ..................... 518
Sample determination ............... 238
Sample management ............... 499
business processes ................. 506
configuration ......................... 523
master data ........................... 501
plant level ............................. 500
plant settings .......................... 500
quality inspection options ......... 520
Sample percentage ................. 101
Sample size .......................... 70, 122
calculate for inspection lot ....... 125
define .................................. 243
incorrect, recalculate ............... 146
Sample-drawing procedure ...... 501, 502
display ................................. 503
inspection lot .......................... 509
inspection plan ....................... 505
item ..................................... 503
settings .................................. 503
Sampling procedure .............. 70, 92, 100, 103, 190, 194, 376, 500
assign sampling scheme .......... 195
DMR ..................................... 199
set up .................................. 193
Sampling scheme ..................... 190, 194
SAP Business Graphics ............. 843
SAP Business Workflow .......... 580
complaint notifications .......... 149
digital signature ..................... 643
SAP CoPilot ........................... 856
SAP Fiori cards ......................... 847
SAP Fiori apps .......................... 819
SAP Manufacturing Integration and
Intelligence (SAP MII) ................. 48
SAP Product Lifecycle Management
(SAP PLM) .................................. 43
solution roadmap ..................... 43
SAP Quality Issue Management ...
application roles ..................... 596
business processes ................. 597
configuration .......................... 601
deployment options ................. 600
process steps ......................... 598
quality activities ..................... 605
quality issues .......................... 605
reports ................................. 616
structure .............................. 602
SAP S/4HANA Sales ........ 39, 55, 345, 468, 556,
576, 824
SAP Solution Manager .............. 137
SAPoffice, workflow information .... 580
Scheduling agreement ............. 337
Scheduling period ................. 369
Scope not fixed ..................... 96
Scoring method ..................... 888
Scrap .................................. 73
Screen templates ..................... 619
Search .................................. 468
procedure strategy .................. 468
Search strategy ..................... 475
assign to movement types ......... 232
Selected set .......................... 231
Selected sets ......................... 474
Sender material ...................... 459
Sender-Receiver Relationship .... 460
Serial number ......................... 358
create .................................. 358
material .................................. 357
profile .................................. 353
synchronization ..................... 358
Serial number profile ............... 354
Serial number profiles .............. 353
Serializing materials ............... 351
Serializing procedure ............... 354
Serializing procedures .............. 353
ShelfLife .................................. 695
Shelf life expiration list ............ 433
Shelf life expiration date (SLED) 78, 421,
427, 428, 430
Shewhart ............................... 908, 910
Shewhart chart ....................... 908, 916
Shop floor complaints ............. 888, 891, 893, 898
Shop floor control .................. 305
confirmation ......................... 309
Shop floor information system ... 820
Signature method ................... 151
Signature sequence ................. 153
Signature strategy ................... 151
Single result ......................... 94
Six Sigma approaches ............. 48
Size factor ........................... 503
SKIP status ........................... 173, 202, 203
Skips allowed ......................... 72
Solution .................................. 585
Solution Database ................... 584
compile symptoms/solutions ...... 587
key word search ..................... 587
maintain content .................... 585
searches ............................... 588
Solution type ......................... 585
Sort sequence ........................ 474, 476
Source inspection ................... 68, 275, 276, 280,
control .................................. 266
results recording ..................... 278
type ..................................... 278
worklist ............................... 277
Stability samples .................... 727
remove ................................ 46
attributes ............................ 463
samples ............................... 732
activate ................................ 727
bill of materials ...................... 703
cancel .................................. 727
complete ............................. 728
configuration ......................... 731
create initial sample ............... 700
deactivate ......................... 727
display ............................... 728
document flow ...................... 729
history ................................. 729
inspection types ................... 697
inspections ........................... 56
integration workflow .......... 696
master data ......................... 697
SLED/BBD ......................... 699
start date ......................... 722
statuses ................................ 726
store samples ....................... 712
testing schedule .................... 714, 733
trial .................................. 698
with material ......................... 698
without material .................... 698
workflow ......................... 696
Stage change ....................... 197
Standard analyses ................. 834
logistics ................................ 835
option .................................. 835
QM ................................ 835
QM transaction codes ............ 835
Standard analysis material overview .... 837
Statistical process control ...... 48, 240, 885, 906
characteristic ....................... 92
control charts ....................... 266
sample size .......................... 243
settings ............................ 241
Status management ............... 286, 643
Status monitoring .................. 126
Status profile ........................ 270, 271, 280, 595, 628
assign .............................. 632
Valuation category
activate ................................................................. 444
Valuation mode ..................................................... 239, 852
Valuation profile .................................................... 674, 793
details ................................................................. 794
Valuation specification .......................................... 793
Valuation specifications ........................................ 748
FMEA ................................................................. 751
function list ....................................................... 751
Variant .................................................................. 813
attributes ............................................................ 814
maintain ............................................................... 826
save as ................................................................. 827
VDA ................................................................. 740, 773
VDA 96 ................................................................. 38
Vendor ................................................................. 412
audit .................................................................... 689
batch number ....................................................... 422
invoice ................................................................. 455
pilot run ............................................................... 280
ranking list of ....................................................... 903
Vendor evaluation .................................................. 886
annual/periodic ..................................................... 189
business processes ............................................... 895
calculate score .................................................... 896
comparison score .................................................. 896
configuration ....................................................... 887
criteria ................................................................ 887
display/compare ................................................... 900/logs ................................................................ 896
master data .......................................................... 894
nonconformity costs .............................................. 623
print evaluation sheet ............................................ 901
purchasing organization data .................................. 890
revaluation ............................................................ 901
score calculation ................................................... 892
subcriteria ............................................................ 891, 892
Vendor fault list .................................................... 574
Vendor fault notification ....................................... 574
Vendor master record ............................................ 78

W
Waiting time .......................................................... 225
Warehouse management monitor ........................... 403
quality inspection lots ............................................ 403
Warehouse number ................................................. 42
Warehouse product ............................................... 390
Weighting key ......................................................... 887, 891, 894
maintain ............................................................... 894
without vendors ..................................................... 901
Western Electric rules ............................................. 912
WIP batch ............................................................... 480
activate ................................................................. 482
activating business functions .................................. 481
business processes ................................................. 485
configuration ........................................................ 481
confirmation profiel .............................................. 483
goods receipt ........................................................ 488
maintain characteristics ........................................ 487
master data .......................................................... 483
post confirmation .................................................... 485
reporting ............................................................... 490
top-down analysis .................................................. 491
Work area ............................................................. 178
Work center .......................................................... 81, 390
assign default ....................................................... 391
control function ..................................................... 81
cREATE ............................................................... 81
define .................................................................. 391
warehouse ............................................................ 392
Workflow ............................................................. 553
notification processing .......................................... 553
Worklist .............................................................. 571, 604
control tasks ........................................................ 579
incoming quality certificate .................................... 537
inspection lot ......................................................... 213
results recording ................................................... 127, 134
source inspection .................................................. 277

X
XML interface ........................................................ 666
First-hand knowledge.

Jawad Akhtar is an SAP logistics and supply chain management expert with a focus on business sales and delivery. He earned his chemical engineering degree from Missouri University of Science and Technology in the United States. He has more than 20 years of professional experience, 16 of which have been spent working with SAP systems. He has experience working on several large-scale, end-to-end SAP project implementation lifecycles, including rollouts. He works with SAP clients to identify root causes of business issues and address them with the appropriate SAP products and change management strategies. He now focuses on next-generation SAP products such as SAP S/4HANA, SAP IBP, SAP Ariba, and SAP C/4HANA.

Jawad is also a technical advisor to SAPexperts, an ASUG speaker, and a contributor to SearchSAP, where his „Ask the Expert“ column shares real-life lessons and best practices gleaned from SAP implementations, ways to avoid common project pitfalls, and features of various SAP products that solve key business issues.

We hope you have enjoyed this reading sample. You may recommend or pass it on to others, but only in its entirety, including all pages. This reading sample and all its parts are protected by copyright law. All usage and exploitation rights are reserved by the author and the publisher.