

Quality Management

It is a given in today's business environment that, in order to win new business and maintain current customers, a company must be able to provide a product with consistently good quality. In most industries, Product Quality is, in fact, the most important differentiator between suppliers. It is also widely realized within well run manufacturing companies that product quality is a key ingredient in product profitability.

The foundation of good Quality Management and Quality Improvement processes is good Quality related data. Glovia Quality Management tools help collect and manage this data to support quality initiatives throughout all areas of your business from Product Definition, through Sales, and on to Financial Reporting.

Whatever Quality Management and Process Improvement programs your company chooses to implement, whether it's Six-Sigma, Total Quality Management (TQM), or process standardization required to meet ISO requirements; GLOVIA G2 can provide the information you need.

Glovia provides robust Quality Management practices in all Glovia functional areas:

- Engineering
- Costing
- Procurement
- Inventory Management
- Manufacturing Management
- Planning
- Sales
- Accounting
- After Market Service



Defined at the Component or Assembly level

Whether manufacturing or buying components and finished products, quality metrics can be defined at the Component or Assembly level:

- Vendor Certification
- Inspection Criteria for Purchase Material at an Item level:
 - Quality Metric definition.
 - Ability to define Quality and Inspection Procedures.

- Definition of acceptable or defective material whether on a unit by unit or on a Parts Per Million (PPM) basis.
- Ability to define problem resolution statuses and disposition defective material for “Rework”, “Return to Vendor”, “Use-As-Is”, or “Scrap”.
- Ability to segregate; rework; or return defective material at any time.
- Automatically generate action or resolution requests and distribute to both internal users and outside suppliers via e-mail and exception notices.
- Maintain quality data on an item by item and supplier by supplier basis for historical performance analysis.
- Maintain Supplier Performance ratings in support of Scorecarding.
- Capability to define ‘Control Plans’ for both Manufacturing In-Process and Incoming inspection processes
- Scrap in-process assemblies or components and accurately reflect the cost of this scrap.
- Reflect rework costs as “actuals” or variances against manufacturing standards.
- Segregate non-conformant material or assemblies for later analysis.
- Record Inspection results notes
- Access detailed Quality results provide the information necessary to present a visual analytical understanding of quality and how it can be improved
- Execute Failure Alerts – immediately escalate critical issues to the relevant personnel.

Work-In-Process (WIP)

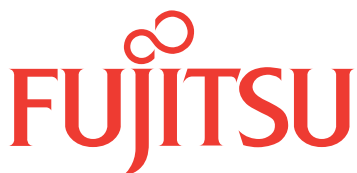
Glovia’s Work-In-Process (WIP) Quality Management and Line-Side Inspection enables the ability to:

- Define inspection operations with Acceptance criteria enabling automatic application to inspection results.
- Apply visual insight to the line-side inspection activities that need to be conducted during production operational steps. This visibility allows both the line-side inspection activities and inspection resources to be pro-actively scheduled and managed, thus minimizing bottle and reducing WIP and line.-side inventory
- Get instant access to specific quality process instructions and electronic copies of the relevant Quality procedures and inspection documents, including rework operations and processes

Integration

Of course, Glovia provides complete integration between Quality Management and Financial Reporting:

- Automatically generate credit memos for defective purchased materials.
- Process Returns to Vendors (RTV’s).
- Process Customer Returns
- Record and post to the General Ledger all quality related costs.



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