

Total Quality Management

Total Quality Management (TQM) for Microsoft Dynamics™ AX gives process, discrete and hybrid manufacturers the ability to manage their quality processes at an enterprise level and ensure that products are manufactured to specifications and in accordance with FDA and ISO 9000 guidelines. Standard features include instrument calibration, incoming and in-process inspections, lot sampling, standard operating procedures, nonconformance reporting and corrective actions (8D), and investigations. TQM can feed data to either Excel or any LIMS application for SPC and Pareto charting.

Benefits:

- Quality assurance to manage turn around times of non-conforming products
- Quality control to enable access to necessary information to manage detailed product specs
- Automotive and electronics specialty
- Integration with Microsoft Dynamics AX
- Positive return on investment (ROI)

Automotive and Electronics Specialty

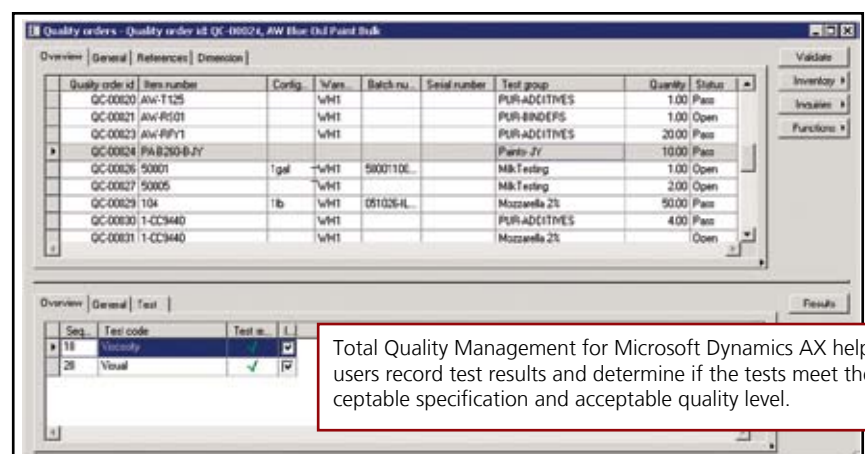
Total Quality Management for Microsoft Dynamics AX provides 8D Corrective Active Disciplines functionality to help companies that produce for automotive original equipment manufacturers (OEMs) worldwide, and includes on-line analytical tools such as acceptable quality level analysis, parts per million statistics, and performance analysis.

Powerful Quality Assurance

Total Quality Management for Microsoft Dynamics AX offers quality assurance functionality to help you manage turn around times when dealing with non-conforming products, regardless of their origination point. By linking production activities to action items, you can correct the problem and help prevent future reoccurrences. In addition to non-conformance management, other capabilities include tracking and resolving issues by problem types, RMAs and internal problems, and identifying temporary versus permanent solutions.

Proactive Quality Control

Total Quality Management for Microsoft Dynamics AX features quality control functionality to ensure that you have access to all of the necessary information to manage detailed product specifications. It helps you manage: test types per product; minimum, maximum and target specifications; qualitative versus quantitative testing; and sampling and blocking logic; and it provides a certificate of analysis. TQM can further aid your overall quality initiatives through lot traceability, document management, quarantine management, shelf life management and electronic signatures.



The screenshot displays the 'Quality orders' window in Microsoft Dynamics AX. The window title is 'Quality orders - Quality order id: QC-10024, AW Blue Old Paint Truck'. It has tabs for 'Overview', 'General', 'References', and 'Dimension'. The main area shows a table of quality orders with columns: Quality code id, Item number, Config, W/ans, Batch no., Serial number, Test group, Quantity, and Status. Below this is a 'Test' tab with a table showing test results for 'Viscosity' and 'Visual' tests.

Quality code id	Item number	Config	W/ans	Batch no.	Serial number	Test group	Quantity	Status
QC-00020	AW-T125		w/HT			PUR-AD(ITIVE)	1.00	Pass
QC-00021	AW-R501		w/HT			PUR-BNDEFS	1.00	Open
QC-00023	AW-PPY1		w/HT			PUR-AD(ITIVE)	20.00	Pass
QC-00024	PA8250-B-JY					Parts-ZY	10.00	Pass
QC-00026	50001	1gal	w/HT	500010E		Mk Testing	1.00	Open
QC-00027	50005		w/HT			Mk Testing	2.00	Open
QC-00029	104	1lb	w/HT	051026-RL		Mozzarella 2%	50.00	Pass
QC-00030	1-CC3440		w/HT			PUR-AD(ITIVE)	4.00	Pass
QC-00031	1-CC3440		w/HT			Mozzarella 2%		Open

Seq	Test code	Test m.	L
18	Viscosity	✓	✓
20	Visual	✓	✓

Total Quality Management for Microsoft Dynamics AX helps users record test results and determine if the tests meet the acceptable specification and acceptable quality level.

Features Overview

Total Quality Management for Microsoft Dynamics AX	Non-conformance management
	Problem types (RMAs)
	Internal problems
	Identifying temporary versus permanent solutions
	Minimum, maximum and target specifications
	Qualitative versus quantitative tracking
	Sampling and blocking logic
	Certificate of analysis
	Fully integrated with Process Industries for Microsoft Dynamics AX
	Integrated pricing module uses customer definable figure keys

Microsoft Dynamics AX Features	Description
Financial Management	Financial management with dimensions Inter-company accounting and consolidation Complete audit trail
Supply Chain Management	Demand forecasting Intercompany trade Procurement management Partner self-service web sites Performance monitoring Electronic information exchange
Customer Relationship Management	Sales force and marketing automation Telemarketing and questionnaire Sales management Customer self-service web site Computer telephone integration Document management
Enterprise Portal	
Human Resource Management	Organizational charts/employee registration Skills mapping and recruitment Employee self-service web sites Business process management
Business Analysis	Designer for multi-dimensional data cubes Integration with Microsoft Analysis Systems Analysis view via embedded pivot tables Balanced scorecard with key performance indicators

Achieve a Positive ROI

Because Process Industries for Microsoft Dynamics AX is built on proven Microsoft products and technologies, your business can take advantage of existing IT investments such as Microsoft® Office System applications and the Microsoft Windows Server System™. Your company can also realize quick payback on your investment. According to a research study by Nucleus Research, Inc. conducted in 2004, 75 percent of participating Microsoft Dynamics AX (formerly Microsoft Business Solutions–Axapta®) customers achieved a positive ROI within an average of only 23 months.*

*Nucleus Research, Inc. The Real ROI from Axapta. Research Note E116, October 2004