

QM - Quality Management: Workflow Scenarios



Release 4.6C



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Icons

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QM - Quality Management: Workflow Scenarios

See also:

[BC - Workflow Scenarios in Applications \[Ext.\]](#)

Quality Notification (QM-QN)

These workflow scenarios support your activities for quality notification processing in the *Quality Management* (QM) component.

Process Quality Notification (QM-QN-NM)

Purpose

You can use this workflow scenario to support your company's processes for complaints handling. In this scenario, the *SAP Business Workflow* component helps you process, monitor and complete newly created or activated quality notifications promptly and efficiently. This process is implemented in a workflow template that triggers and controls the execution of the following standard tasks:

- Notifying an authorized person (for example, the notification coordinator) that a new quality notification has been created or activated in the system and that tasks need to be defined for the notification
- Notifying an authorized person that tasks have been created for the quality notification and that these tasks need to be processed
- Notifying an authorized person (for example, the notification coordinator) that all tasks have been completed for the quality notification and that the notification needs to be completed or new tasks need to be defined for the notification

SAP Business Workflow

If the appropriate settings have been made for the *SAP Business Workflow*, the system automatically sends a work item to the persons or departments responsible, advising them that certain tasks need to be performed. This process includes the following tasks and causes:

Task	Cause
An outstanding quality notification without tasks needs to be processed	The person(s) responsible is notified when: <ul style="list-style-type: none"> • A quality notification is created manually in the system • A defect record is activated as a quality notification during a quality inspection

Process Quality Notification (QM-QN-NM)

A quality notification with outstanding tasks needs to be processed	The person(s) responsible is notified as soon as tasks are created in the notification and the notification is saved.
A quality notification with completed tasks needs to be completed	The person(s) responsible is notified as soon as tasks are created in the notification and the notification is saved.

Determining the person(s) or departments responsible

For each of the tasks described above, the system notifies the following persons or departments in the order shown:

1. Coordinator of notification
2. Responsible department (if a coordinator is not specified)
3. All persons in the system assigned to this task (if a coordinator nor a responsible department is specified)

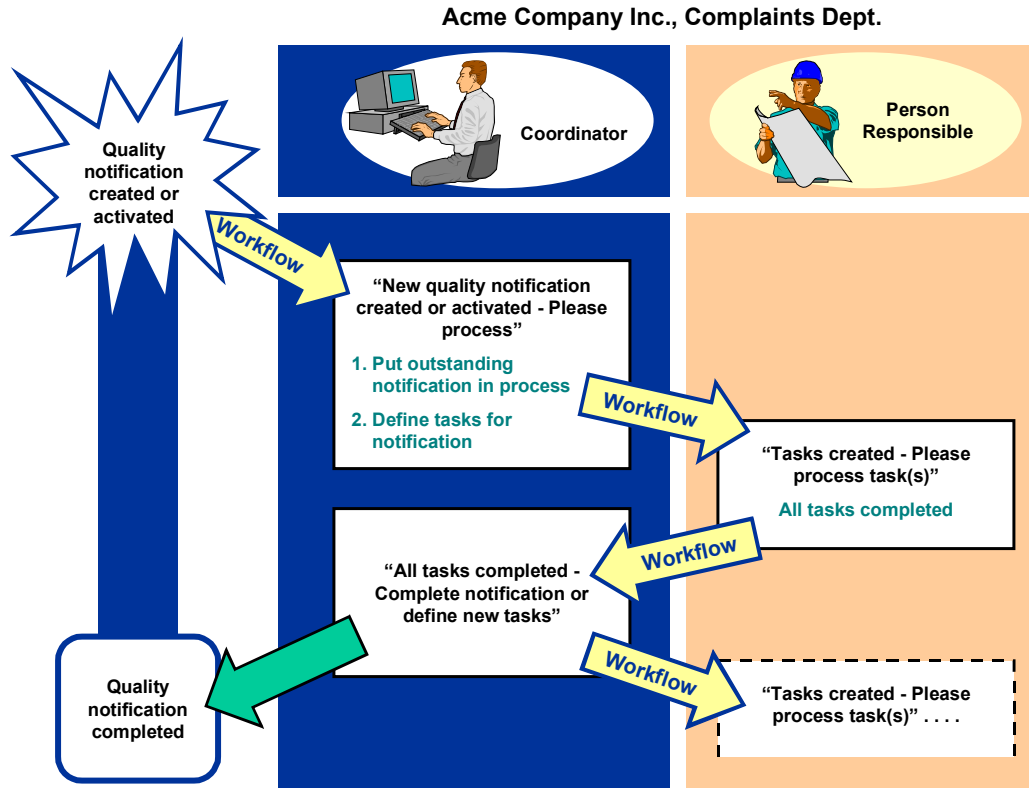
Prerequisites

All required preparation and Customizing steps have been carried out for the *SAP Business Workflow*.

Process Flow

The graphic below provides an overview of the workflow process and shows how the various participants interact in the process.

Technical Implementation (QM-QN-NM)



For additional information on the related workflow scenarios, see:

- [Complete Task \(QM-QN-NM\) \[Page 26\]](#)
- [Complete Task - Person Resp. Changed \(QM-QN-NM\) \[Page 32\]](#)

See also:

[Flow for Workflow Template WS24500047 \[Page 10\]](#)

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains all workflow objects that apply to the workflow scenarios for quality notifications.

Flow for Workflow Template WS24500047

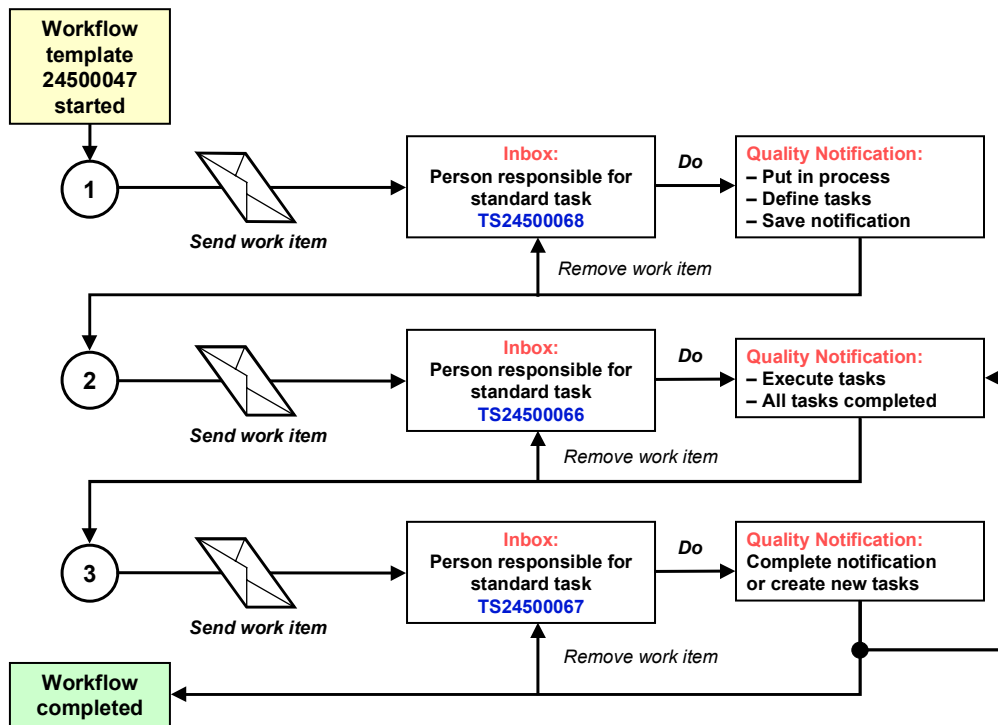
Business object <i>BUS2078</i> (Quality Notification)	A quality notification is a business application object of type <i>BUS2078</i> . You identify a quality notification by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2078</i> in the R/3 System's <i>Business Object Repository</i> .
Standard tasks: <ul style="list-style-type: none"> • TS24500068 (Process new notification) • TS24500066 (Process notification) • TS24500067 (Complete notification) 	These are single-step tasks that relate to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow template WS24500047	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a quality notification has been created. The triggering events for this workflow template are <i>ACTIVATED</i> , <i>CREATED</i> , and <i>INPROCESSAGAIN</i> .
Standard role AC00000172	This is the standard role for quality notifications. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

Flow for Workflow Template WS24500047**Purpose**

The workflow template for this process is triggered when you create a new quality notification manually or activate a defect record as a quality notification.

Process Flow

1. The system triggers one of the following events for business object *BUS2078* (quality notification):
 - *CREATED* (notification created)
 - *ACTIVATED* (notification activated)
 - *INPROCESSAGAIN* (notification in process again)
2. The triggering event starts workflow template WS24500047 and the associated process as shown in the following graphic.



The standard tasks specified in this process apply to Release 4.6.

Preparation and Customizing

Use

This information describes the **application-specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

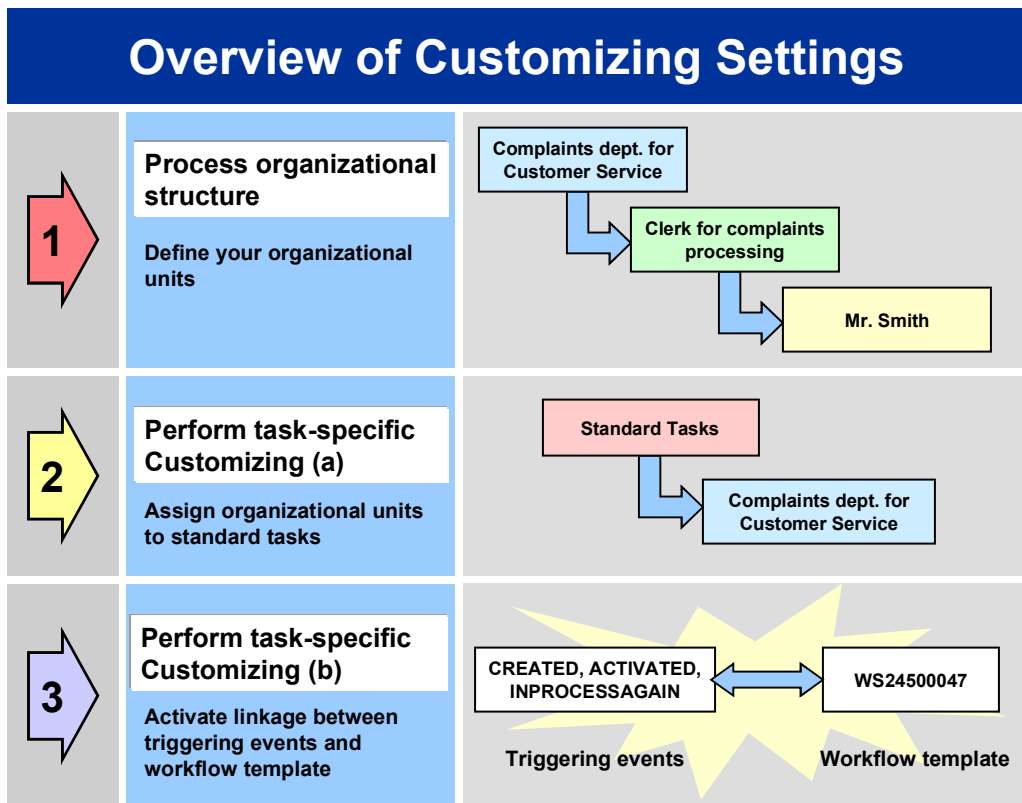
Prerequisites

All **general** Customizing steps have been performed for the *SAP Business Workflow* component.

Activities

The following graphic provides an overview of the Customizing settings that are required for this workflow template:

Preparation and Customizing



When you perform step 3 shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis</i> → <i>Business Management</i> → <i>SAP Business Workflow</i> → <i>Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the authorized person(s) or department(s) that a series of tasks need to be performed in the following sequence:

1. Process a newly created or activated quality notification (notification status *Outstanding*)
2. Process a quality notification with outstanding tasks (notification status *In process*)
3. Complete a quality notification (status of all tasks *Completed*)

The person(s) or departments responsible will receive a mail (work item) in their inbox for the respective tasks they are expected to perform.

Activities

System activities

When a quality notification is created, activated or put in process again, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *ACTIVATED*, *CREATED*, or *INPROCESSAGAIN*
2. Starts workflow template *WS24500047*
3. Sends a work item to the business workplace of the person(s) or department(s) responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Process Outstanding Quality Notification (QM-QN-NM)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Process Outstanding Quality Notification (QM-QN-NM)

This workflow scenario is **obsolete and should no longer be used!** The functions associated with this scenario have been integrated in the new workflow scenario [Process Quality Notification \[Page 7\]](#).

Purpose

If a quality notification is created in the system, it initially receives the status *Outstanding notification (OSNO)*. This means that the notification has been recorded in the system and is ready to be processed. To make sure that the notification will be processed, the person or department responsible for processing is automatically notified by the SAP Business Workflow. The system notifies the following persons or departments in the order listed below:

1. The coordinator of the notification
2. The department responsible (if no coordinator is specified)
3. All persons in the system assigned to this task (if no coordinator or responsible department is specified)

Technical Implementation (QM-QN-NM)

This workflow is not triggered if a quality notification is created during defects recording. Such a quality notification initially has the status *Defect record (DEFR)* and it must be activated before you can process it as a quality notification.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that a quality notification has been created. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-QN-NM\) \[Page 18\]](#).

Process Flow

See [Steps in a Workflow \[Page 16\]](#).

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the standard tasks and workflow template that are needed for this workflow scenario.
Business object <i>BUS2078</i> (Quality Notification)	A quality notification is a business application object of type <i>BUS2078</i> . You identify a quality notification by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2078</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008319 (Process outstanding notification)	This is a single-step task that relates to a single object method. This task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200061 (Process QN) [Page 16]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a quality notification has been created. The triggering events for this workflow template are <i>ACTIVATED</i> and <i>CREATED</i> .
Standard role AC00000172	This is the standard role for quality notifications. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

Workflow Template WS00200061 (Process QN)

Workflow Template WS00200061 (Process QN)

Definition

A workflow definition that is used to notify the authorized person(s) or department(s) that a quality notification has been created in the system. Such a notification has the status *Outstanding notification* (OSNO).

Workflow template: WS00200061

Abbreviation: Process QN

Name: QM: Process Q-notification

Structure

Workflow Container

The essential items of information that must be available during the workflow are:

- The object reference to the quality notification to be processed (`_EVT_OBJECT`)
- The name of the person who created the notification (`_EVT_CREATOR`)
- The sort key (`_WI_Group_ID`)

The respective elements must be available in the workflow container to take this information:

- The elements `_WF_Initiator` and `_WI_Group_Id` are standard elements in the workflow container.
- The element `NOTIFICATION` was created in addition to the existing standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container per binding.

Triggering Event of Workflow Template

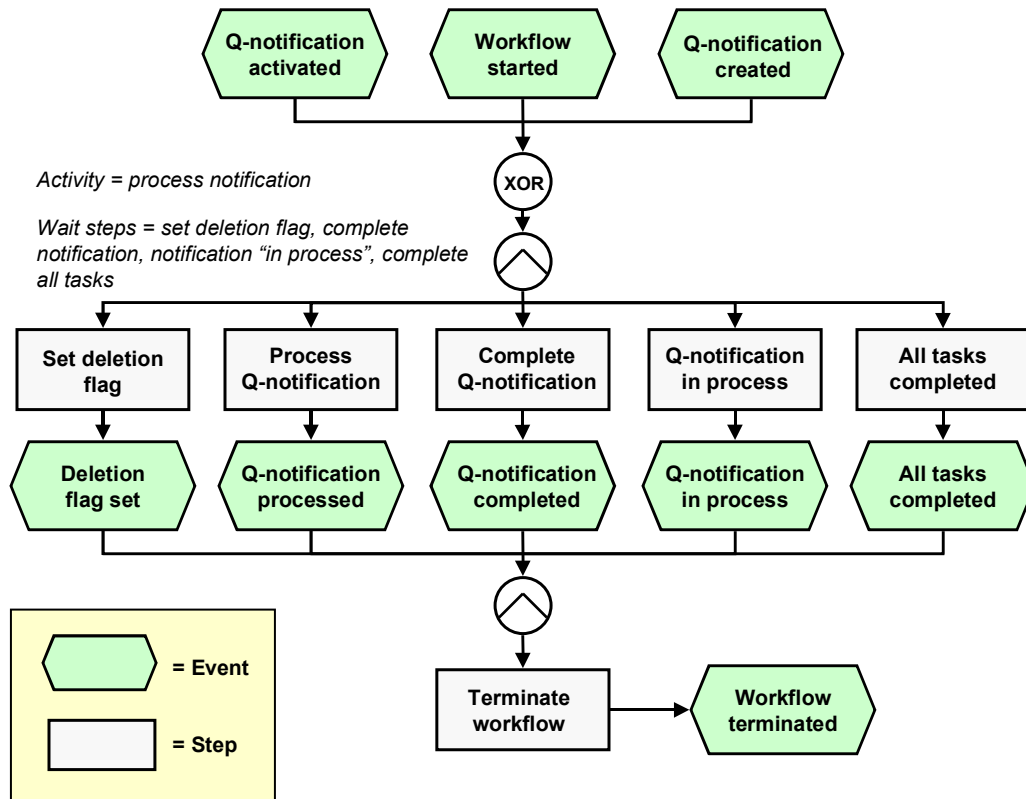
The events `ACTIVATED` (Notif. activated) and `CREATED` (Notification created) are entered as the triggering events for object type `BUS2078` (*Quality notification*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of several parallel branches consisting of an **activity** and four **wait steps** (see graphic below). The workflow structure is defined such that the system only has to process one of the five branches. The standard task is specified in the activity.

Steps in a Workflow



Determining the agent

To identify the agent, the system searches for the person responsible in the quality notification. The following two partner functions are defined in the quality notification:

- Coordinator
- Department responsible

The system first searches for the coordinator. If a coordinator is not specified, the system searches for the department that is responsible for the task. If a responsible department cannot be found, then all persons assigned to this task will be notified.

The system identifies the agent on the basis of a role resolution. The role `AC00000172 QM_NOTIF_ROL` (Standard role for quality notifications) is defined as the default role for this standard task.

Result of Processing and Termination of Workflow

Processing of the work item terminates the task and the entire workflow. The workflow is also terminated if one of the four wait steps occurs.



The terminating events *Deletion flag set*, *Quality notification completed*, *Quality notification in process* and *All tasks completed* can also occur outside of the workflow process.

Preparation and Customizing (QM-QN-NM)

Once the user has started processing the quality notification, it can receive the status *Notification in process (NOPR)* or *Notification completed (NOCO)*

Preparation and Customizing (QM-QN-NM)

Use

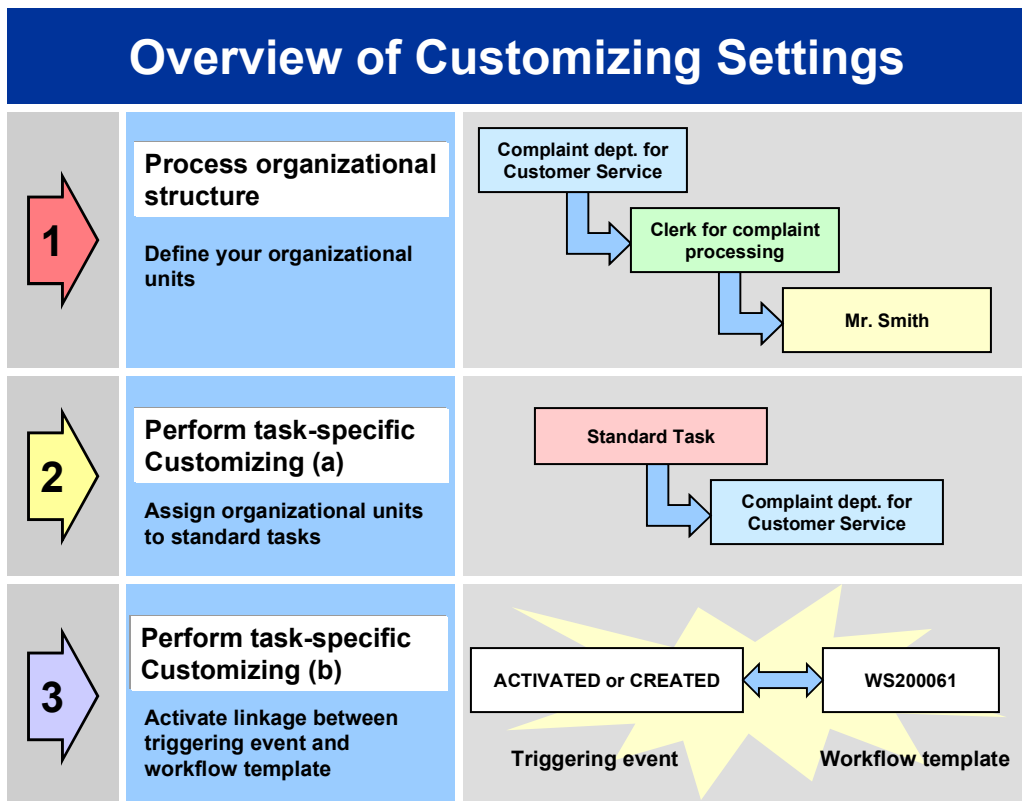
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



Operation and Link to Application Functionality (QM-QN-NM)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the authorized person(s) or department(s) that a newly created or activated quality notification (status *Outstanding*) needs to be processed.

Activities

System activities

When a new quality notification is created or activated, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *ACTIVATED*, or *CREATED*
2. Starts workflow template WS00200061
3. Sends a work item to the business workplace of the person(s) or department(s) responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Edit In-Process Quality Notification (QM-QN-NM)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Edit In-Process Quality Notification (QM-QN-NM)

This workflow scenario is **obsolete and should no longer be used!** The functions associated with this scenario have been integrated in the new workflow scenario [Process Quality Notification \[Page 7\]](#).

Purpose

You can use this workflow scenario to process quality notifications that have the status *Notification in process (NOPR)*. For example, a certain person in an organization may be responsible for putting all outstanding quality notifications in process (see workflow scenario [Process Outstanding Quality Notification \(QM-QN-NM\) \[Page 14\]](#)). Other individuals, however, may be responsible for actually processing the notifications. In such cases, the person who originally put the outstanding notification in process, assigns the notification to a second person who will process the notification.

The system notifies the following person or departments in the order listed below:

- The coordinator of the notification

Technical Implementation (QM-QN-NM)

- The department responsible (if no coordinator is specified)
- All persons in the system assigned to this task (if no coordinator or responsible department is specified)

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that a quality notification has been put in process. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-QN-NM\) \[Page 24\]](#).

Process Flow

See [Steps in a Workflow \[Page 22\]](#).

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the standard tasks and workflow template that are needed for this workflow scenario.
Business object <i>BUS2078</i> (Quality Notification)	A quality notification is a business application object of type <i>BUS2078</i> . You identify a quality notification by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2078</i> in the <i>R/3 System's Business Object Repository</i> .
Standard task TS00008344 (Edit in-process notification)	This is a single-step task that relates to a single object method. This task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200085 (QM InProcess) [Page 22]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a quality notification must be processed. The triggering event for this workflow template is <i>INPROCESS</i> .
Standard role AC00000172	This is the standard role for quality notifications. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

Workflow Template WS00200085 (QM InProcess)

Definition

A workflow definition that is used to notify an authorized person when a quality notification receives the status *Notification in process (NOPR)*. The system then starts a workflow based on the template.

Workflow template: ws00200085

Abbreviation: QM InProcess

Name: QM: Process Q-notification

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The object reference to the quality notification to be processed (`_EVT_OBJECT`)
- The name of the person who created the notification (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The elements `_WF_Initiator` and `_WI_Group_Id` are standard elements in the workflow container.
- The element `NOTIFICATION` was created in addition to the existing standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container per binding.

Triggering Event of Workflow Template

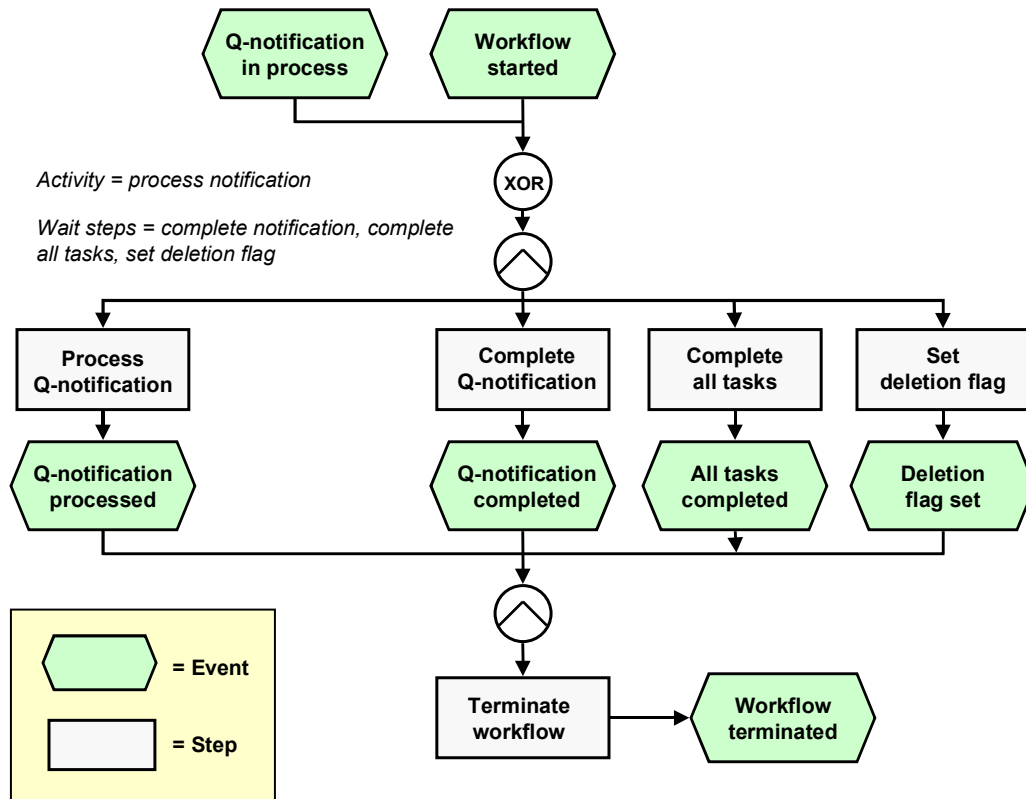
The event `INPROCESS` (*notification in process*) is entered as the triggering event for object type `BUS2078` (*Quality notification*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in *Customizing for SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of several parallel branches consisting of an **activity** and three **wait steps** (see graphic below). The workflow structure is defined such that the system only has to process one of the four branches. The standard task is specified in the activity.

Steps in a Workflow



Determining the Agent

To identify the agent, the system searches for the person responsible in the quality notification. The following two partner functions are defined in the quality notification:

- Coordinator
- Department responsible

The system first searches for the coordinator. If a coordinator is not specified, the system searches for the department that is responsible for the task. If a responsible department cannot be found, then all persons assigned to this task will be notified.

The system identifies the agent on the basis of a role resolution. The role `AC00000172 QM_NOTIF_ROL` (Standard role for quality notifications) is defined as the default role for this standard task.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if one of the three wait steps occurs.



The terminating events *Quality notification completed*, *All task completed* and *Deletion flag set* can also occur outside of the workflow process.

Preparation and Customizing (QM-QN-NM)

When the user has processed the quality notification, the notification receives the status *Notification in process (NOPR)*.

Preparation and Customizing (QM-QN-NM)

Use

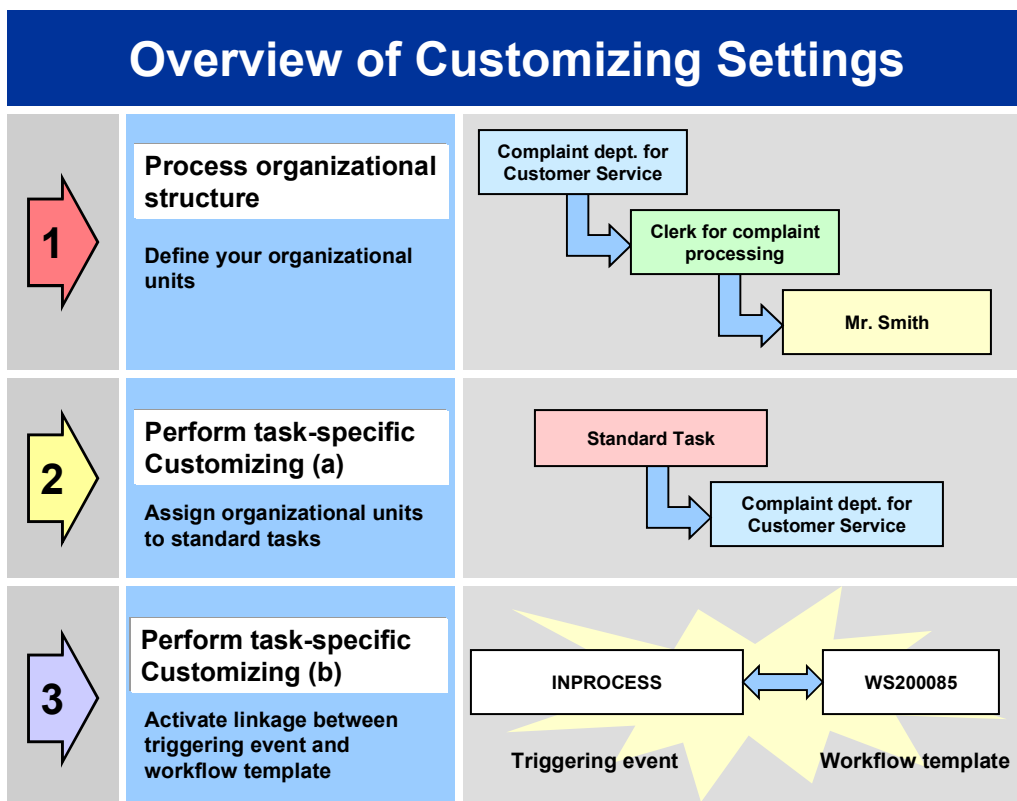
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



Operation and Link to Application Functionality (QM-QN-NM)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the authorized person(s) or department(s) that a quality notification has been put in process (status *Notification in process*) and that the notification needs to be processed.

Activities

System activities

When an existing quality notification is put in process, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *INPROCESS*
2. Starts workflow template WS00200085
3. Sends a work item to the business workplace of the person(s) or department(s) responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Complete Task (QM-QN-NM)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Complete Task (QM-QN-NM)**Purpose**

In a quality notification, you can define one or more tasks to correct a problem that has been documented in the notification. You can specify tasks for:

- The overall notification (for example, immediate tasks that will provide a “quick fix” for the problem)
- Individual notification items (for example, corrective tasks that will permanently solve the problem).

If you create one or more tasks in a notification, the system can automatically notify the person(s) or department responsible that these tasks need to be processed.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that a new task has been created in a quality notification. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-QN-NM\) \[Page 30\]](#).

Process Flow

See [Steps in a Workflow \[Page 28\]](#).

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the standard tasks and workflow template that are needed for this workflow scenario.
Object type <i>QMSM</i> (Tasks)	A task is an object of type <i>QMSM</i> . You can find the attributes, methods, and events defined for object type <i>QMSM</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008323 (Complete task)	This is a single-step task that relates to a single object method. This task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200063 (QM ComplTask) [Page 27]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a critical defect must be processed. The triggering event for this workflow template is <i>CREATED</i> .

Workflow Template WS00200063 (QM ComplTask)

Definition

A workflow definition that is used notify the authorized person(s) that an outstanding task has been created in a quality notification and that the task needs to be completed.

Workflow template: ws00200063

Abbreviation: QM ComplTask

Name: QM: Complete task

Steps in a Workflow

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the quality notification to be processed (`_EVT_OBJECT`)
- The name of the person who created the quality notification (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The elements `_WF_Initiator` and `_WI_Group_Id` are standard elements in the workflow container.
- The element `NOTIFICATION` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

Triggering Event of Workflow Template

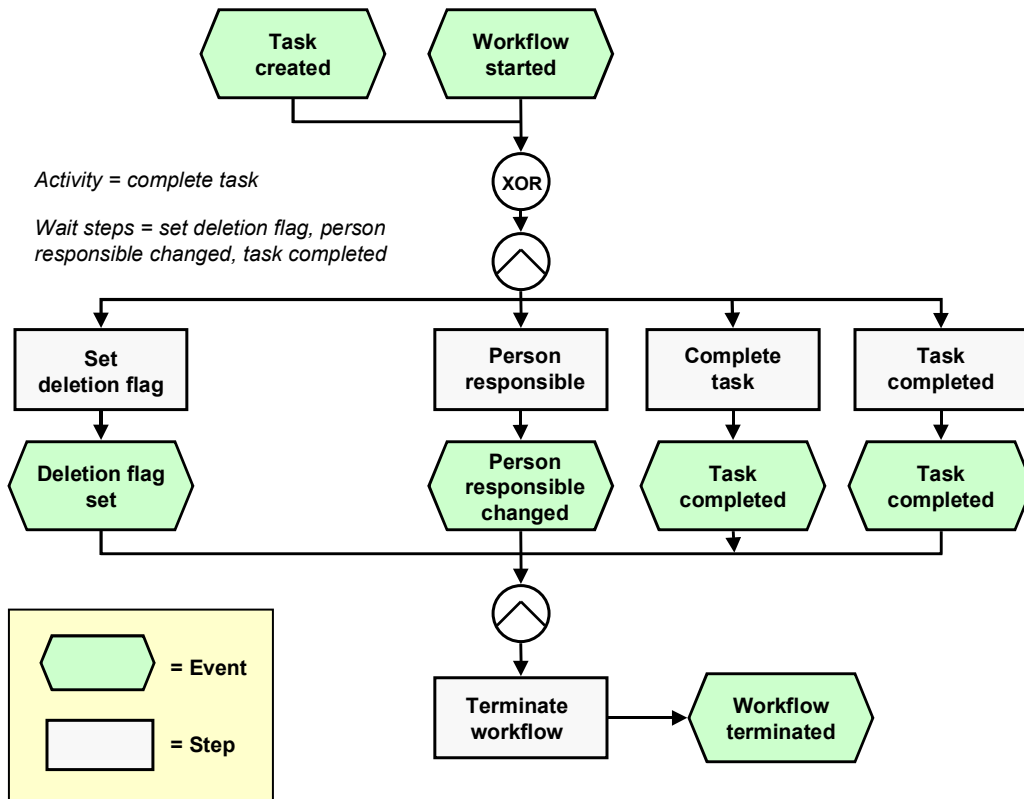
The event `CREATED` (`task created`) is entered as the triggering event for object type `QMSM` (`Tasks`) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of several parallel branches consisting of an **activity** and three **wait steps** (see graphic below). The workflow structure is defined such that the system only has to process one of the four branches. The standard task is specified in the activity.

Steps in a Workflow



Determining the Agent

To identify the agent, the system searches for the person who is responsible for processing this task in the quality notification. If a person responsible is not specified for the task, the system notifies all persons in the system assigned to this standard task.

The system identifies the agent on the basis of a role resolution. The role **AC0000174 QM_TASK_ROLE** (Standard role for quality notifications) is defined as the default role for this standard task.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if one of the three wait steps occurs.



The terminating events *Deletion flag set*, *Person responsible changed* and *Task completed* can also occur outside of the workflow process.

When the user has finished processing the task, it receives the status *task completed*.

Preparation and Customizing (QM-QN-NM)

Preparation and Customizing (QM-QN-NM)

Use

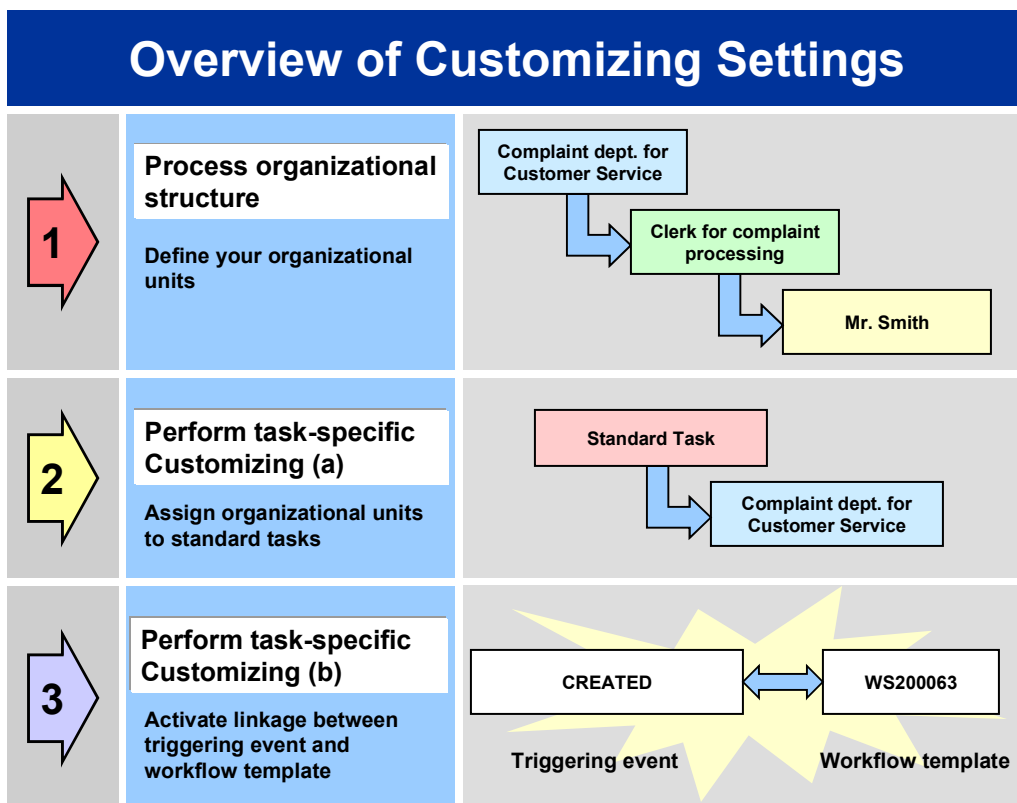
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
------	-----------

Operation and Link to Application Functionality (QM-QN-NM)

(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the authorized person(s) or department(s) that:

- A new task has been created in a quality notification (task status *Outstanding*)
- The task must be processed

Activities

System activities

When an existing quality notification is put in process, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *CREATED*
2. Starts workflow template WS00200063
3. Sends a work item to the business workplace of the person(s) or department(s) responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Complete Task - Person Resp. Changed (QM-QN-NM)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Complete Task - Person Resp. Changed (QM-QN-NM)**Purpose**

This workflow scenario is essentially the same as the scenario [Complete Task \(QM-QN-NM\) \[Page 26\]](#). In this case, however, a person who was initially charged with the responsibility for the task can reassign the task to another person for processing. For example, when you create a task and assign it to a certain person, it is possible that the task may not be within this person's area of responsibility. This person can then assign the task to the proper person or department by changing the name or department accordingly.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that the person responsible for a task has been changed. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-QN-NM\) \[Page 36\]](#).

Process Flow

See [Steps in a Workflow \[Page 34\]](#).

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the standard tasks and workflow template that are needed for this workflow scenario.
Object type <i>QMSM</i> (Tasks)	A task is an object of type <i>QMSM</i> . You can find the attributes, methods, and events defined for object type <i>QMSM</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008323 (Complete task - person responsible changed)	This is a single-step task that relates to a single object method. This task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00400064 (QM Pers.resp) [Page 33]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a critical defect must be processed. The triggering event for this workflow template is <i>RESPONSIBLEISCHANGED</i> .
Standard role AC00000172	This is the standard role for quality notifications. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

Workflow Template WS00400064 (QM Pers.resp)

Definition

A workflow definition that is used to notify the authorized person(s) that the person responsible for a task in a quality notification was changed.

Workflow template: ws00400064

Abbreviation: QM Pers.resp

Name: QM: Complete task - person resp. changed

Steps in a Workflow

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the quality notification to be processed (`_EVT_OBJECT`)
- The name of the person who created the quality notification (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The elements `_WF_Initiator` and `_WI_Group_Id` are standard elements in the workflow container.
- The element `TASK` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

Triggering Event of Workflow Template

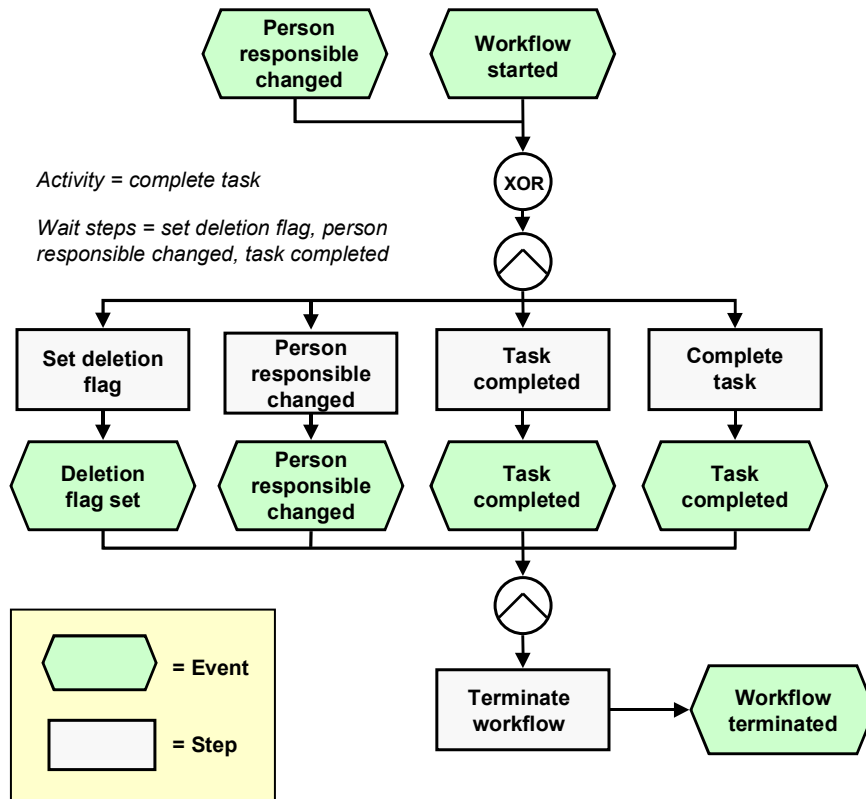
The event `RESPONSIBLEISCHANGED` (person responsible changed) is entered as the triggering event for object type `QMSM` (*Tasks*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in the Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of several parallel branches consisting of an **activity** and three **wait steps** (see graphic below). The workflow structure is defined such that the system only has to process one of the four branches. The standard task is specified in the activity.

Steps in a Workflow



Determining the Agent

To identify the agent, the system searches for the person who is responsible for processing the task in the quality notification. If a person responsible is not specified for the task, the system notifies all persons in the system assigned to this standard task.

The system identifies the agent on the basis of a role resolution. The role `AC00000174 QM_TASK_ROLE` (Standard role for quality notifications) is defined as the default role for this standard task.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if one of the three wait steps occurs.



The terminating events *Deletion flag set*, *Person responsible changed* and *Task completed* can also occur outside of the workflow process.

When the user has finished processing the task, it receives the status *task completed*.

Preparation and Customizing (QM-QN-NM)

Preparation and Customizing (QM-QN-NM)

Use

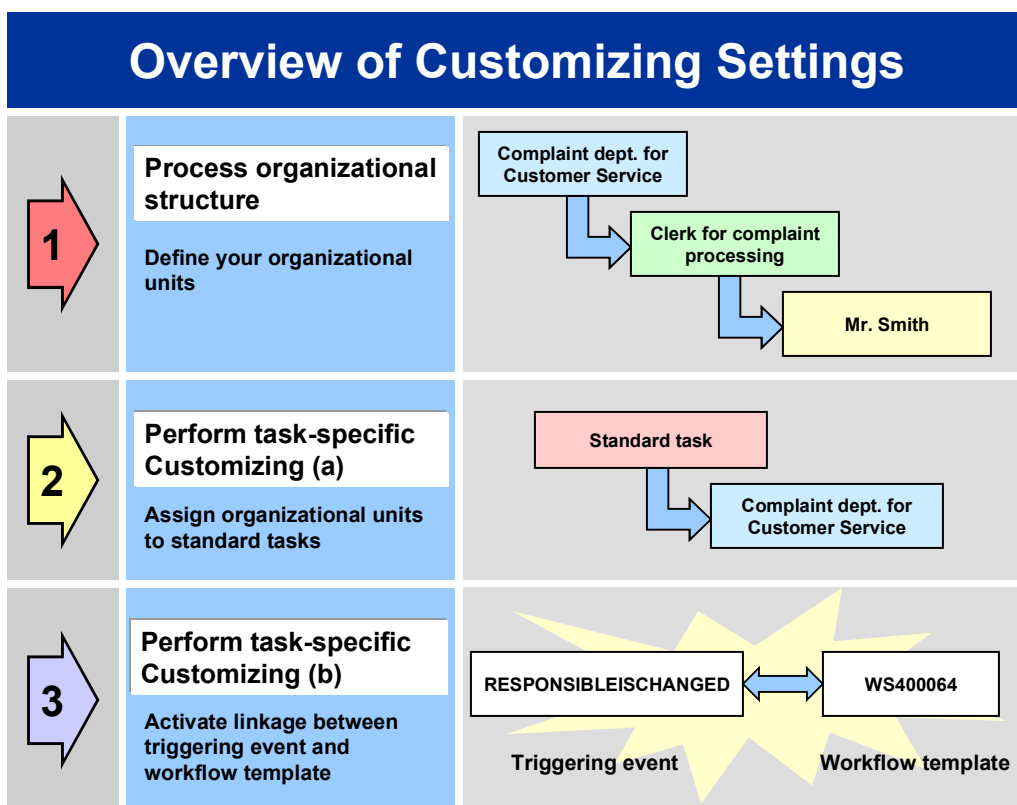
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
------	-----------

Operation and Link to Application Functionality (QM-QN-NM)

(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the appropriate person(s) or department(s) that the person responsible for processing a task has been changed. The *SAP Business Workflow* automatically notifies the newly assigned person that he or she must now complete the task.

Activities

System activities

When an existing quality notification is put in process, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *RESPONSIBLEISCHANGED*
2. Starts workflow template WS00400064
3. Sends a work item to the business workplace of the person(s) or department(s) responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Complete Notification (QM-QN-NM)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Complete Notification (QM-QN-NM)



This workflow scenario is **obsolete and should no longer be used!** The functions associated with this scenario have been integrated in the new workflow scenario [Process Quality Notification \[Page 7\]](#).

Purpose

If a quality notification contains one or more tasks and all tasks have been completed, the notification receives the corresponding status (*All tasks completed*). When this status is set, the system automatically notifies the coordinator of the notification (specified in the notification header) that one of the following steps need to be carried out:

- Complete the notification (if all notification processing activities have been completed)
- Create additional tasks (for example, if the problem has not been corrected)

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing

Technical Implementation (QM-QN-NM)

them that all tasks in a quality notification have been completed. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-QN-NM\) \[Page 42\]](#).

Process Flow

See [Steps in a Workflow \[Page 40\]](#).

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the standard tasks and workflow template that are needed for this workflow scenario.
Business object <i>BUS2078</i> (Quality Notification)	A quality notification is a business application object of type <i>BUS2078</i> . You identify a quality notification by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2078</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008321	This is a single-step task that relates to a single object method. This task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200062 (QM Complete) [Page 39]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a critical defect must be processed. The triggering event for this workflow template is <i>ALLTASKSCOMPLETED</i> .
Standard role AC00000172	This is the standard role for quality notifications. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

Workflow Template WS00200062 (QM Complete)

Definition

A workflow definition that is used to notify the authorized person(s) that all tasks in a quality notification have been completed and that the notification needs to be completed.

Steps in a Workflow

Workflow template: WS00200062

Abbreviation: QM Complete

Name: QM: Complete quality notification

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The object reference to the quality notification to be processed (`_EVT_OBJECT`)
- The name of the person who created the notification (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The elements `_WF_Initiator` and `_WI_Group_Id` are standard elements in the workflow container.
- The element `NOTIFICATION` was created in addition to the existing standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container per binding.

Triggering Event of Workflow Template

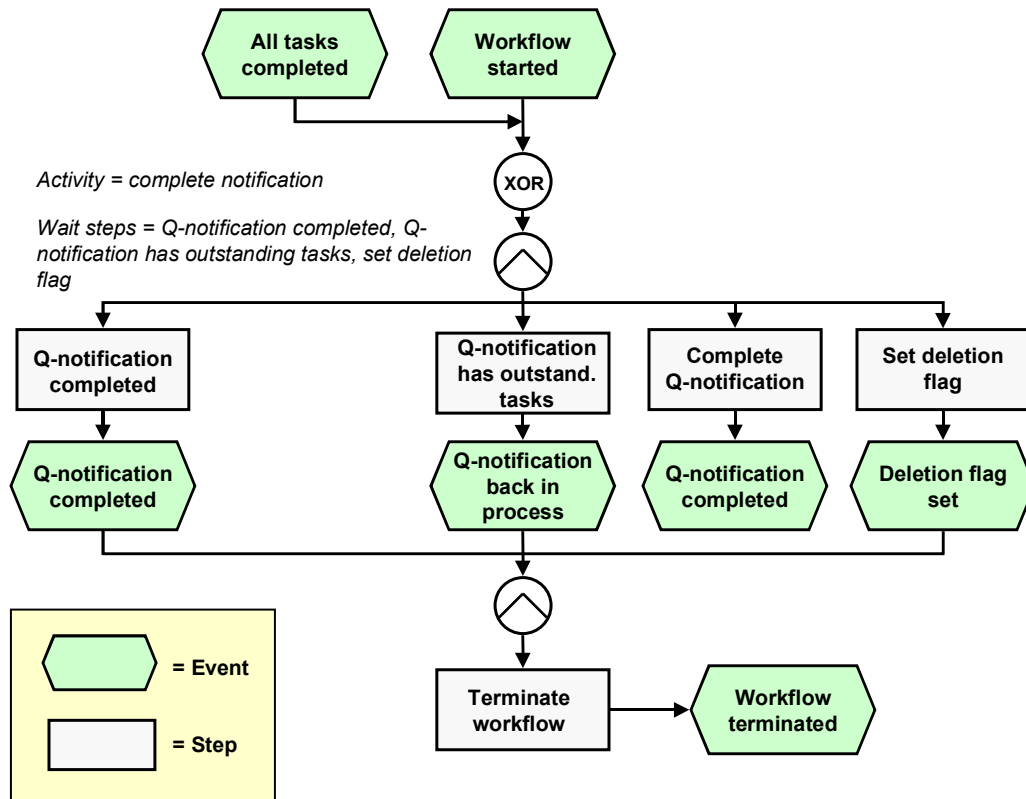
The event `ALLTASKSCOMPLETED` (all tasks completed) is entered as the triggering event for object type `BUS2078` (*Quality notification*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of several parallel branches consisting of an **activity** and three **wait steps** (see graphic below). The workflow structure is defined such that the system only has to process one of the four branches. The standard task is specified in the activity.

Steps in a Workflow



Determining the Agent

To identify the agent, the system searches for the person responsible in the quality notification. The following two partner functions are defined in the quality notification:

- Coordinator
- Department responsible

The system first searches for the coordinator. If a coordinator is not specified, the system searches for the department that is responsible for the task. If a responsible department cannot be found, then all persons assigned to this task will be notified.

The system identifies the agent on the basis of a role resolution. The role `AC00000172 QM_NOTIF_ROL` (Standard role for quality notifications) is defined as the default role for this standard task.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if one of the three wait steps occurs.



The terminating events *Q-notification completed*, *Q-notification back in process* and *Deletion flag set* can also occur outside of the workflow process.

Preparation and Customizing (QM-QN-NM)

When the user has finished processing the quality notification, the notification receives status *notification completed*.

Preparation and Customizing (QM-QN-NM)

Use

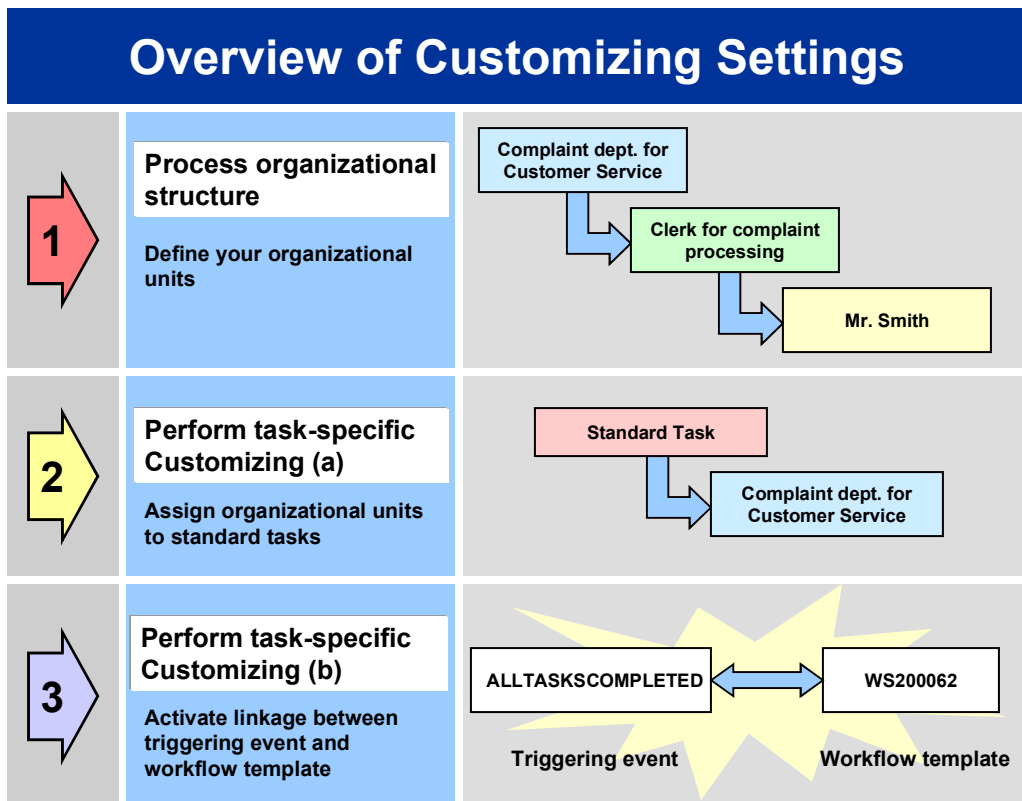
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



Operation and Link to Application Functionality (QM-QN-NM)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the appropriate person(s) or department(s) that all tasks in a quality notification have been completed and that the notification can now be completed.

Activities

System activities

When an existing quality notification is put in process, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *ALLTASKSCOMPLETED*
2. Starts workflow template WS00200062
3. Sends a work item to the business workplace of the person(s) or department(s) responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Process Critical Defect (QM-QN-NM)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Process Critical Defect (QM-QN-NM)**Purpose**

During a quality inspection, an inspector can record defects for the inspected goods in the inspection lot. The inspector records the defects with the help of catalogs and code groups. When you initially maintain the group codes for catalog type 9 (defect types) while setting up the Defects Recording component, you can assign a unique defect class to each defect type. The defect classes allow you to value the defects on the basis of their seriousness and their consequences. The following defect classes are recognized and used internationally:

- Critical defect
- Major defect
- Minor defect

In the Customizing for *Catalogs (Define defect classes)*, your system administrator can set various indicators for each defect class. One of these indicators can be used to trigger a workflow task. If an inspector records a **critical defect** for which the *Workflow link* indicator has been set in the defect class, the system trigger this workflow when the defect record is saved.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that a critical defect has been recorded and that the defect needs to be processed. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-QN-NM\) \[Page 48\]](#).

Process Flow

See [Steps in a Workflow \[Page 46\]](#).

Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the standard tasks and workflow template that are needed for this workflow scenario.
Business object <i>BUS2078</i> (Quality Notification)	A quality notification is a business application object of type <i>BUS2078</i> . You identify a quality notification by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2078</i> in the <i>R/3 System's Business Object Repository</i> .
Standard task TS00008345 (Process critical defect)	This is a single-step task that relates to a single object method. This task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200081 (QM ProcDefct) [Page 46]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a critical defect must be processed. The triggering event for this workflow template is <i>DEFECTSCREATED</i> .
Standard role AC00000172	This is the standard role for quality notifications. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

Workflow Template WS00200081 (QM ProcDefct)

Workflow Template WS00200081 (QM ProcDefct)

Definition

A workflow definition that is used to notify the authorized person(s) or department(s) that a critical defect that was recorded in a quality inspection and that the defect needs to be processed. This workflow template is only started if:

- A defect record is created in the system for a defect type that is classified as a critical defect
- The *Workflow link* indicator is set for the defect class in Customizing for *Catalogs (Define defect classes)*

Workflow template: ws00200081

Abbreviation: QM ProcDefct

Name: QM: Process defects records

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the quality notification to be processed (`_EVT_OBJECT`)
- The name of the person who created the quality notification (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The elements `_WF_Initiator` and `_WI_Group_Id` are standard elements in the workflow container.
- The element `NOTIFICATION` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

Triggering Event of Workflow Template

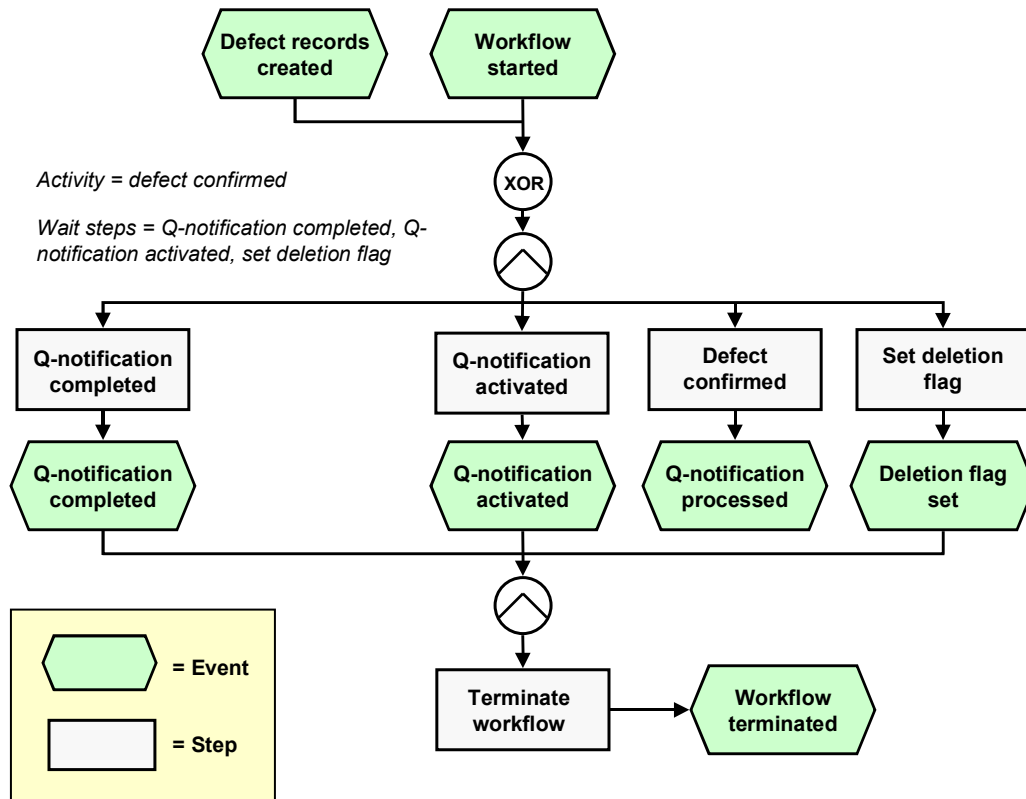
The event `DEFECTSCREATED` (defect records created) is entered as the triggering event for object type `BUS2078` (*Quality notification*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of several parallel branches consisting of an **activity** and three **wait steps** (see graphic below). The workflow structure is defined such that the system only has to process one of the four branches. The standard task is referenced in the activity.

Steps in a Workflow



Determining the Agent

To identify the agent, the system searches for the person responsible in the quality notification. The following two partner functions are defined in the quality notification:

- Coordinator
- Department responsible

The system first searches for the coordinator. If a coordinator is not specified, the system searches for the department that responsible for the task. If a responsible department cannot be found, then all persons assigned to this task will be notified.

The system identifies the agent on the basis of a role resolution. The role **AC00000172 QM_NOTIF_ROL** (Standard role for quality notifications) is defined as the default role for this standard task.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if one of the three wait steps occurs.



The terminating events *Quality notification completed*, *Quality notification activated* and *Deletion flag set* can also occur outside of the workflow process.

Preparation and Customizing (QM-QN-NM)

When the user has finished processing the quality notification, the notification receives the status *notification completed*.

Preparation and Customizing (QM-QN-NM)

Use

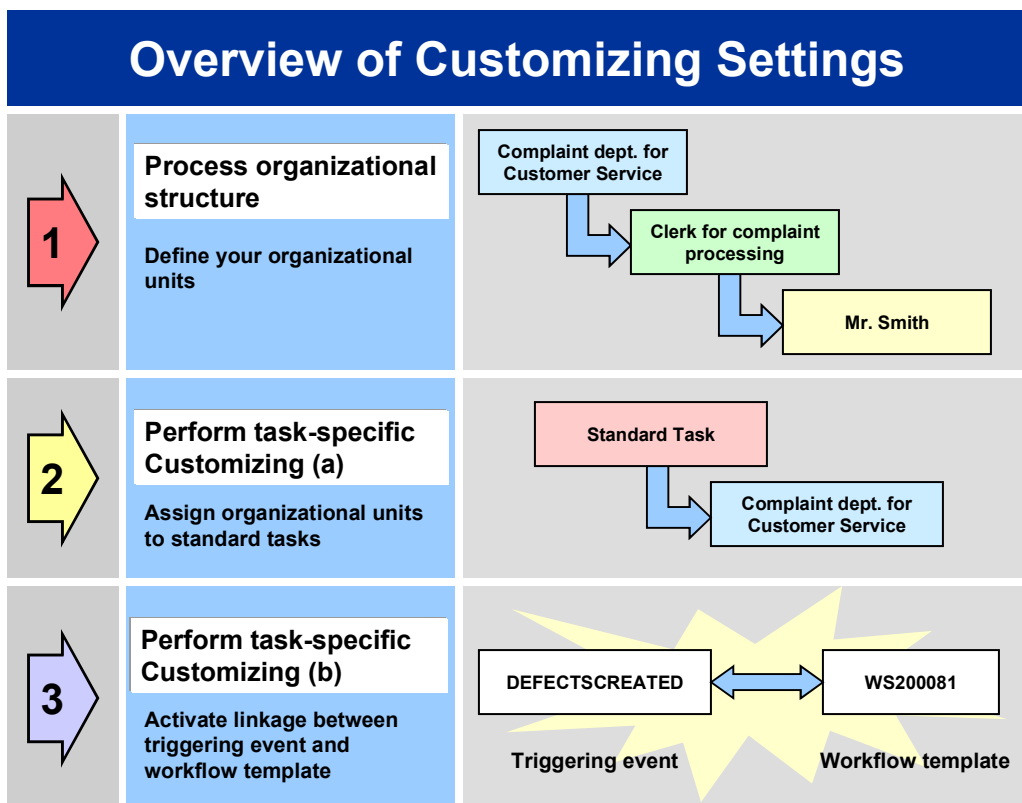
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



Operation and Link to Application Functionality (QM-QN-NM)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the authorized person(s) or department(s) that:

- A critical defect has been recorded in a quality inspection and activated as a quality notification
- The quality notification needs to be processed promptly, in view of the critical nature of the defect

Activities

System activities

When a critical defect record is recorded during a quality inspection, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *DEFECTSCREATED*
2. Starts workflow template WS00200081
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Quality Notification Created - Info

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change a quality notification. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed • Resubmit a work item as a reminder for processing at a later date • Navigate from a quality notification to the workflow log, to determine who has taken what action • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®)
<p>You can process the quality notification manually via a work list.</p>	<p>See Selecting and Evaluating Quality Notifications [Ext.].</p> <p>If you process a quality notification manually (outside of the workflow), any changes that you make to the quality notification are also updated and reflected in the workflow process.</p>

Quality Notification Created - Info

Purpose

In this workflow scenario, the system can automatically notify one or more interested parties that a quality notification has been created in the system. This process is useful if you want to keep certain individuals in the company informed of quality-related developments (for example, notifying a person in the purchasing department that a complaint has been recorded in a quality notification against one of your vendors).

SAP Business Workflow

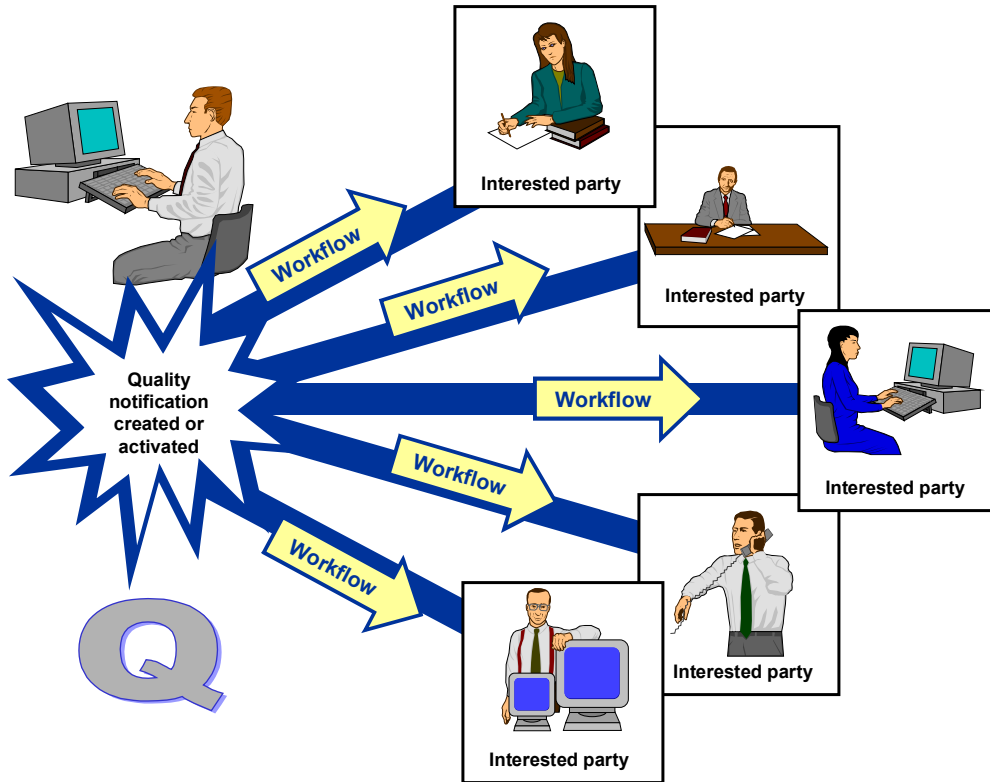
If the appropriate settings have been made for the *SAP Business Workflow*, the system automatically sends a mail to each person designated as an interested party who wishes to be notified when a quality notification is created.

Prerequisites

All required preparation and Customizing steps have been carried out for the *SAP Business Workflow* component.

Process Flow

The graphic below shows the process flow for this workflow scenario.



Technical Implementation (QM-QN-NM)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000014	This task group contains the workflow templates and standard tasks associated with the quality notification workflow scenarios.
Business object <i>BUS2078</i> (Quality Notification)	A quality notification is a business application object of type <i>BUS2078</i> . You identify a quality notification by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2078</i> in the R/3 System's Business Object Repository.

Flow for Workflow Template WS20000021

Standard task TS20000068 (Quality notification created - Info)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Flow for Workflow Template WS20000021 [Page 52]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a quality notification has been created. The triggering events for this workflow template are <i>CREATED</i> and <i>ACTIVATED</i> .
Standard role AC20000021	This is the standard role for quality notification interested parties. The role resolution (defined in the standard role definition) determines who is responsible for processing a quality notification.

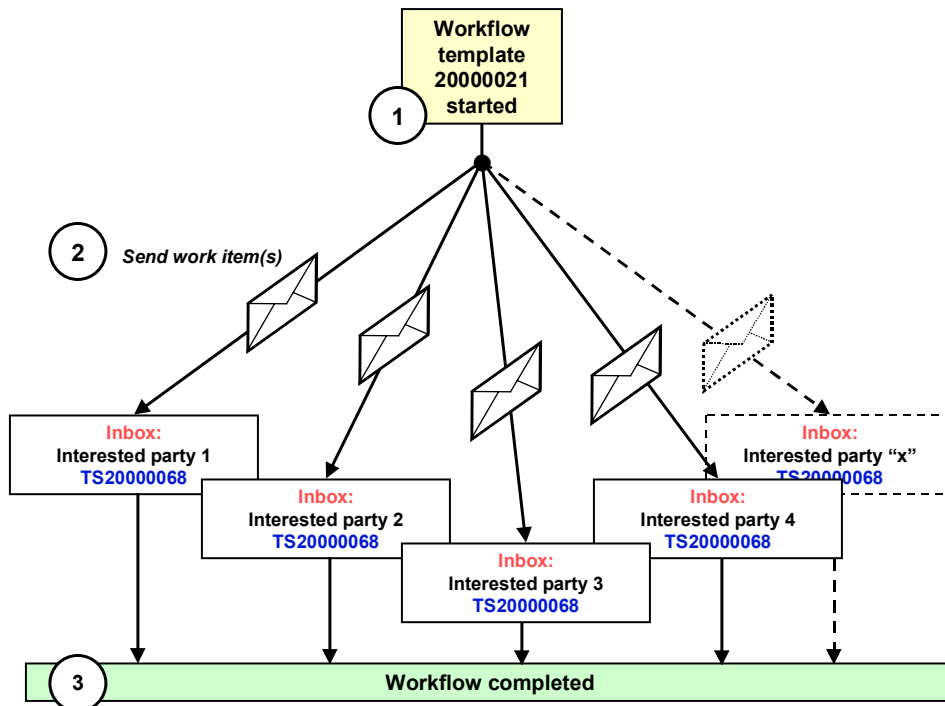
Flow for Workflow Template WS20000021**Purpose**

When you create a new quality notification or activate a defect record as a quality notification, the system:

- Triggers one of the following events for business object *BUS2078* (quality notification)
 - *CREATED* (notification created):
 - *ACTIVATED* (notification activated)
- Starts workflow template WS20000021

When the workflow template is started, the system executes the steps shown in the graphic below.

Process Flow



Preparation and Customizing (QM-QN-NM)

Use

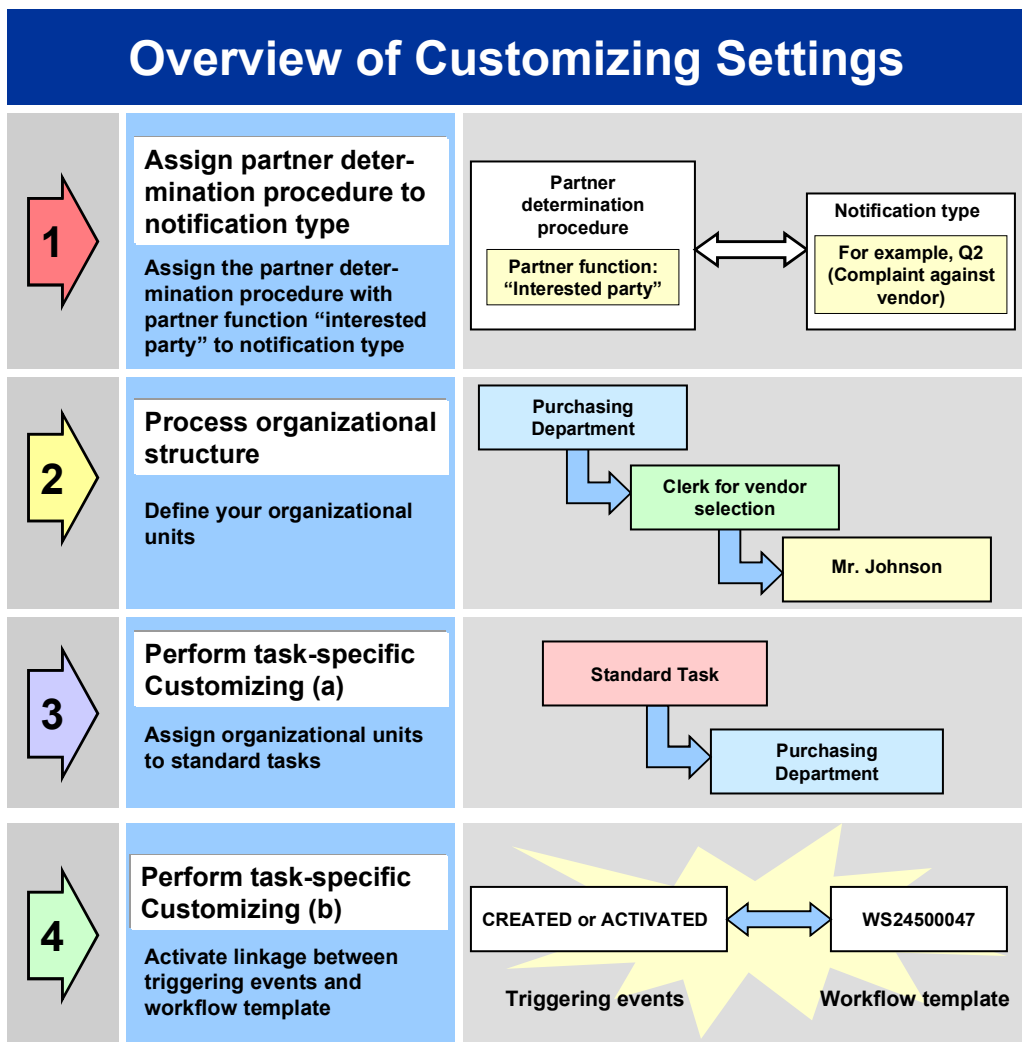
This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Preparation and Customizing (QM-QN-NM)

Activities



When you perform step 3 shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis</i> → <i>Business Management</i> → <i>SAP Business Workflow</i> → <i>Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>

Operation and Link to Application Functionality (QM-QN-NM)

(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
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For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-QN-NM)

Use

This workflow automatically notifies the interested parties that a quality notification has been created or activated in the system.

Activities

System activities

When a quality notification is created, activated or put in process again, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *ACTIVATED* or *CREATED*
2. Starts workflow template WS20000035
3. Sends a work item to the business workplace of the person(s) specified as interested parties

User activities

The work item that is sent to your business workplace is supplied for informational purposes only. After you read the contents of the work item, you do not have to process the work item further.

Quality Inspection (QM-IM)

These workflow scenarios support your activities for inspection lot processing in the *Quality Management* (QM) component.

Assign Task List (QM-IM-IL)

Purpose

In the *Quality Management* (QM) component, the system can automatically create inspection lots automatically in the background (for example, when a goods receipt is posted for a material that needs to be inspected). If the system creates an inspection lot for a material that has to be inspected on the basis of a task list, the system must be able to find and assign the proper task list to the inspection lot. If the system cannot explicitly select and assign a task list, the inspection lot cannot be released for the inspection. In this case, the inspection lot it will not appear in the work list for results recording.

Technical Implementation (QM-IM-IL)

The system may not be able to assign a task list to an inspection lot because:

- More than one task list is assigned to the material
- The task list has not been released
- The inspection type is not compatible with the task list usage
- The task list specifies a quantity range for the material that is different from the quantity specified in the inspection lot



Two inspection plans are assigned to the material “SHAFT.” The first inspection plan applies to an inspection lot quantity of 1 to 100 units, while the second plan covers inspection lot quantities of 60 to 300 units. Your vendor delivers a shipment of 80 shafts. In this situation, the system cannot explicitly select and assign an inspection plan. An authorized person must manually choose and assign an inspection plan to the inspection lot.

- The unit of measurement in the task list is not the same as the unit of measurement in the inspection lot
- A task list does not exist for the material

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that a task list cannot be assigned to an inspection lot. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-IL\) \[Page 59\]](#).

Process Flow

See [Steps in a Workflow \[Page 58\]](#).

Technical Implementation (QM-IM-IL)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.

Workflow Template WS00200066 (QM AssgnTLst)

Business object <i>BUS2045</i> (Inspection Lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008324 (Assign task list)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200066 (QM AssgnTLst) [Page 57]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a task list must be assigned to an inspection lot. The triggering event for this workflow template is <i>PLANNOTFOUND</i> .
Standard role AC00000173	This is the standard role for inspection lots. The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.

Workflow Template WS00200066 (QM AssgnTLst)

Definition

A workflow definition that is used to notify the authorized person(s) that a task list could not be assigned to an inspection lot automatically.

Workflow template: ws00200066

Abbreviation: QM AssgnTLst

Name: QM: Assign task list

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

Steps in a Workflow

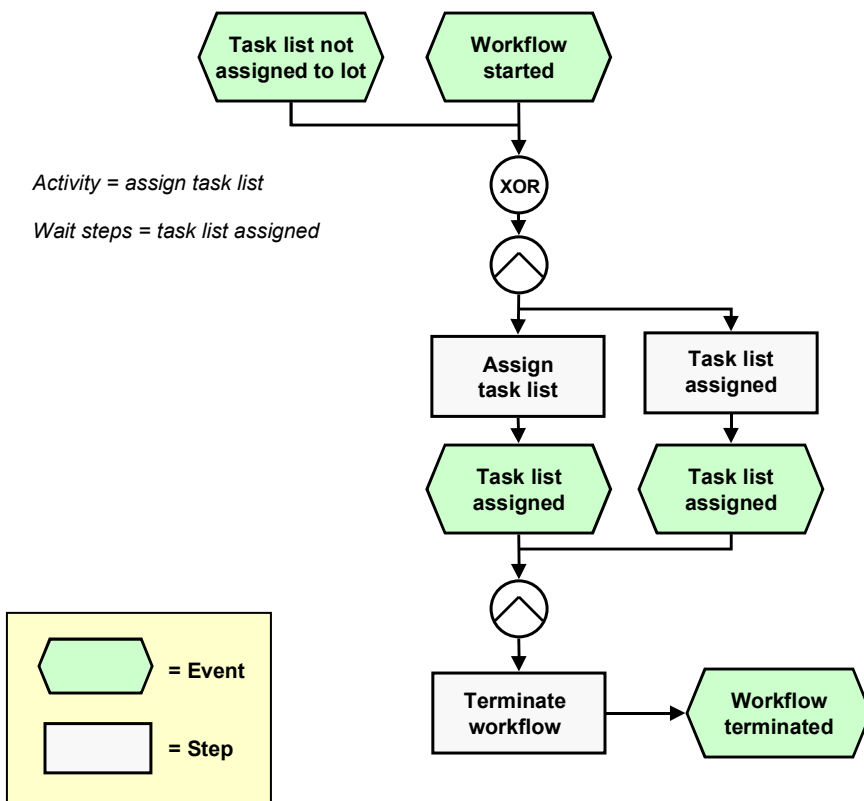
Triggering Event of Workflow Template

The event **PLANNOTFOUND** (task list not found) is entered as the triggering event for object type **BUS2045** (*Inspection lot*) in this workflow template. This linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in the Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the Agent

The persons assigned to standard task **TS00008324** will receive a work item in their integrated inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Task list assigned* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-IL)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

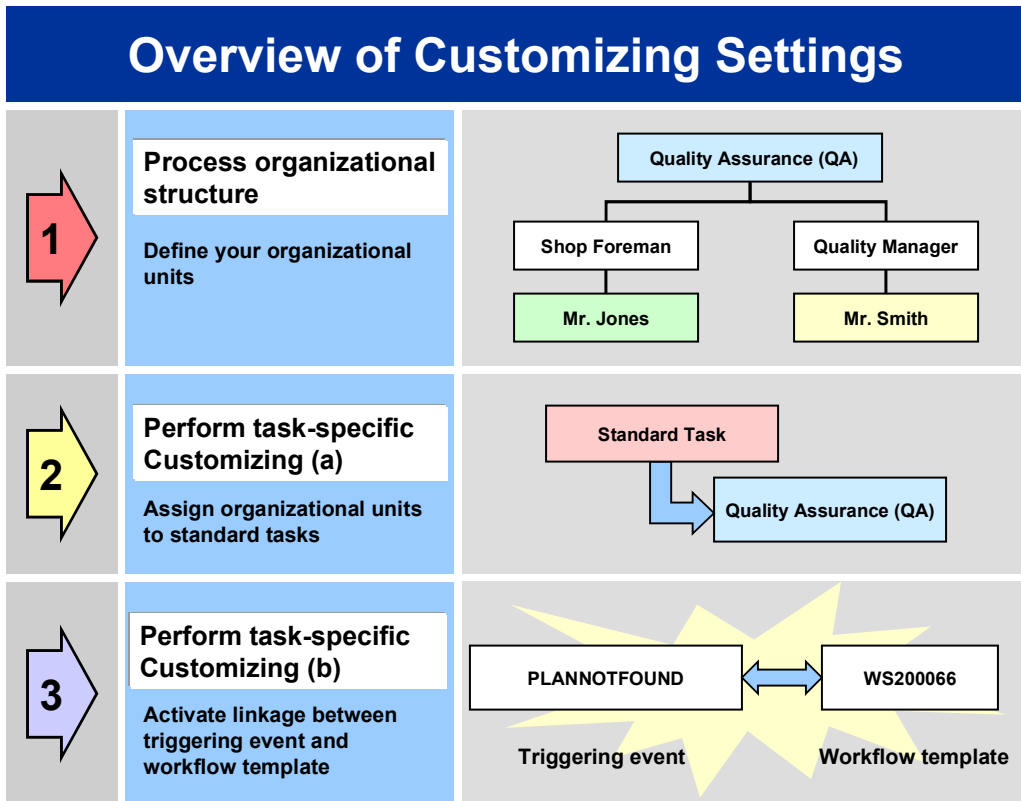
Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:

Preparation and Customizing (QM-IM-IL)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-IL)

Use

This workflow automatically notifies the authorized person(s) or department(s) that:

- A task list could not be assigned to an inspection lot automatically
- The task list needs to be assigned to the inspection lot manually

Activities

System activities

If the system cannot automatically assign a task list to an inspection lot, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *PLANNOTFOUND*
2. Starts workflow template WS00200066
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
You can process the work item as a workflow.	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).

Release Inspection Lot for Inspection (QM-IM-IL)

<p>You can process the inspection lot manually via a work list.</p>	<p>See Displaying or Changing Data for Inspection Lots [Ext.].</p> <p>If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.</p>
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See also:

[Assigning an Inspection Specification Manually \[Ext.\]](#)

Release Inspection Lot for Inspection (QM-IM-IL)

Purpose

In the inspection settings of the material master, you can specify that the calculation of the sample size for an inspection lot must be triggered manually. If an inspection lot is created for such a material and the inspection lot has the status *Characterist. must be created*, the system will not release the inspection lot for the inspection until you trigger the calculation of the sample size manually. Once you have done this, the system will release the inspection lot and it will appear in the work list for results recording.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that the calculation of the sample size for an inspection lot must be triggered manually. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-IL\) \[Page 65\]](#).

Process Flow

See [Steps in a Workflow \[Page 64\]](#).

Technical Implementation (QM-IM-IL)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.

Workflow Template WS00200067 (QM ReleasLot)

Business object <i>BUS2045</i> (Inspection Lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008326 (Release inspection lot for inspection)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200067 (QM ReleasLot) [Page 63]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that the calculation of the sample size for an inspection lot must be triggered manually. The triggering event for this workflow template is <i>SAMPLENOTCALCULATED</i> .
Standard role AC00000173	This is the standard role for inspection lots. The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.

Workflow Template WS00200067 (QM ReleasLot)

Definition

A workflow definition that is used to notify the authorized person(s) that an inspection lot has been created in the system for which the sample size must be triggered manually.

Workflow template: ws00200067

Abbreviation: QM ReleasLot

Name: QM: Release insp.lot for inspection

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Steps in a Workflow

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

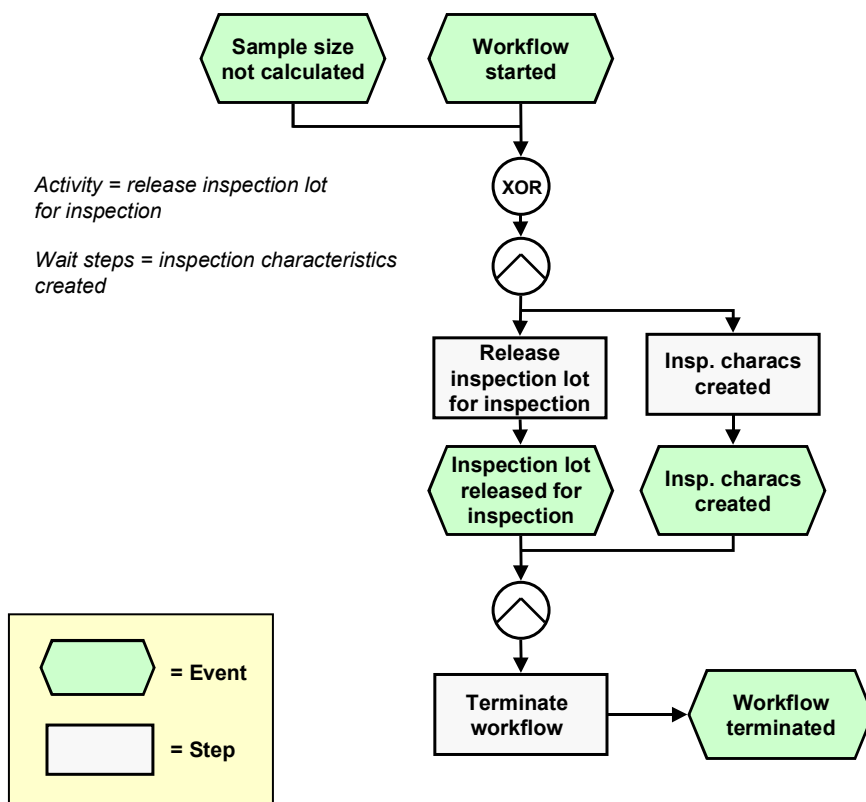
Triggering Event for the Workflow Template

The event **SAMPLENOTCALCULATED** (sample size not calculated) is entered as the triggering event for object type **BUS2045** (*Inspection lot*) in this workflow template. This linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in the Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the Agent

The persons assigned to standard task **TS00008326** will find this work item in their integrated inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Insp. characteristics created* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-IL)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

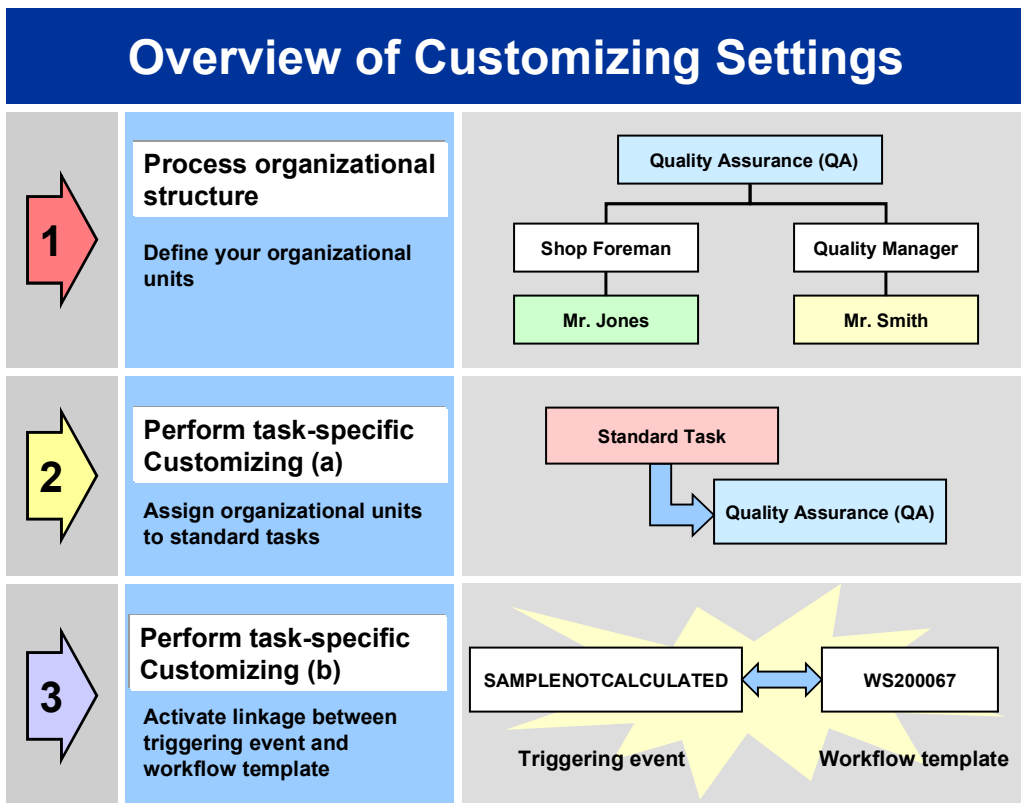
Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:

Preparation and Customizing (QM-IM-IL)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – not the **standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-IL)

Use

This workflow automatically notifies the authorized person(s) or department(s) that the sample size for an inspection lot must be triggered manually before the inspection lot can be released.

Activities

System activities

If an inspection lot is created for a material for which the calculation of the sample size must be triggered manually and the inspection lot has the status *Characterist. must be created*, the SAP Business Workflow automatically:

1. Generates the workflow-triggering event *SAMPLENOTCALCULATED*
2. Starts workflow template WS00200067
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
You can process the work item as a workflow.	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).

Confirm Receipt of Certificate (QM-IM-IL)

<p>You can process the inspection lot manually via a work list.</p>	<p>See Displaying or Changing Data for Inspection Lots [Ext.].</p> <p>If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.</p>
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See also:

[Calculation of Sample Size \[Ext.\]](#)

Confirm Receipt of Certificate (QM-IM-IL)

Purpose

If a quality certificate has to accompany a material to be inspected (*QM in procurement* indicator is set and a corresponding QM control key is specified in the material master), the vendor is expected to submit this certificate with the delivery. A certificate may be required for each purchase order item and additionally for each goods receipt. If a certificate is submitted with the delivery, the receipt of the certificate is confirmed during the goods receipt. If the certificate is not submitted with the delivery, the system can trigger a workflow to inform the person(s) responsible that a certificate must be obtained and submitted a later time.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that a quality certificate was not submitted with the goods receipt. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-IL\) \[Page 71\]](#).

Process Flow

See [Steps in a Workflow \[Page 70\]](#).

Technical Implementation (QM-IM-IL)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.

Workflow Template WS00200068 (QM Cert.Conf)

<p>Business object <i>BUS2045</i> (Inspection Lot)</p>	<p>An inspection lot is a business application object of type <i>BUS2045</i>. You identify an inspection lot by its number (key field).</p> <p>You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i>.</p>
<p>Standard task TS00008333 (Confirm receipt of certificate)</p>	<p>This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.</p>
<p>Workflow Template WS00200068 (QM Cert.Conf) [Page 69]</p>	<p>This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a quality certificate needs to be submitted for materials in a goods receipt. The triggering event for this workflow template is <i>CERTIFICATEMISSING</i>.</p>
<p>Standard role AC00000173</p>	<p>This is the standard role for inspection lots.</p> <p>The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.</p>

Workflow Template WS00200068 (QM Cert.Conf)

Definition

A workflow definition that is used to notify the authorized person(s) that the receipt of a quality certificate was not confirmed during a goods receipt and that a certificate must be obtained and submitted.

Workflow template: WS00200068

Abbreviation: QM Cert.Conf

Name: QM: Confirm receipt of certificate

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Steps in a Workflow

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

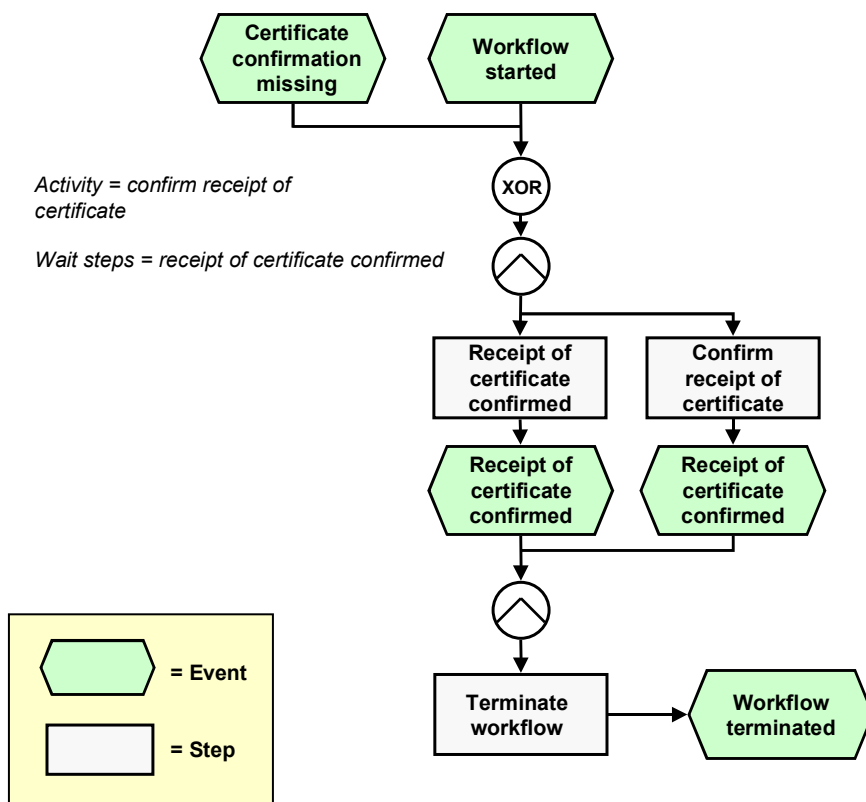
Triggering Event of Workflow Template

The event **CERTIFICATEMISSING** (receipt of certificate not confirmed) is entered as the triggering event for object type **BUS2045** (*Inspection lot*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the Agent

The persons assigned to standard task **TS00008333** will find this work item in their inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Receipt of certificate confirmed* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-IL)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

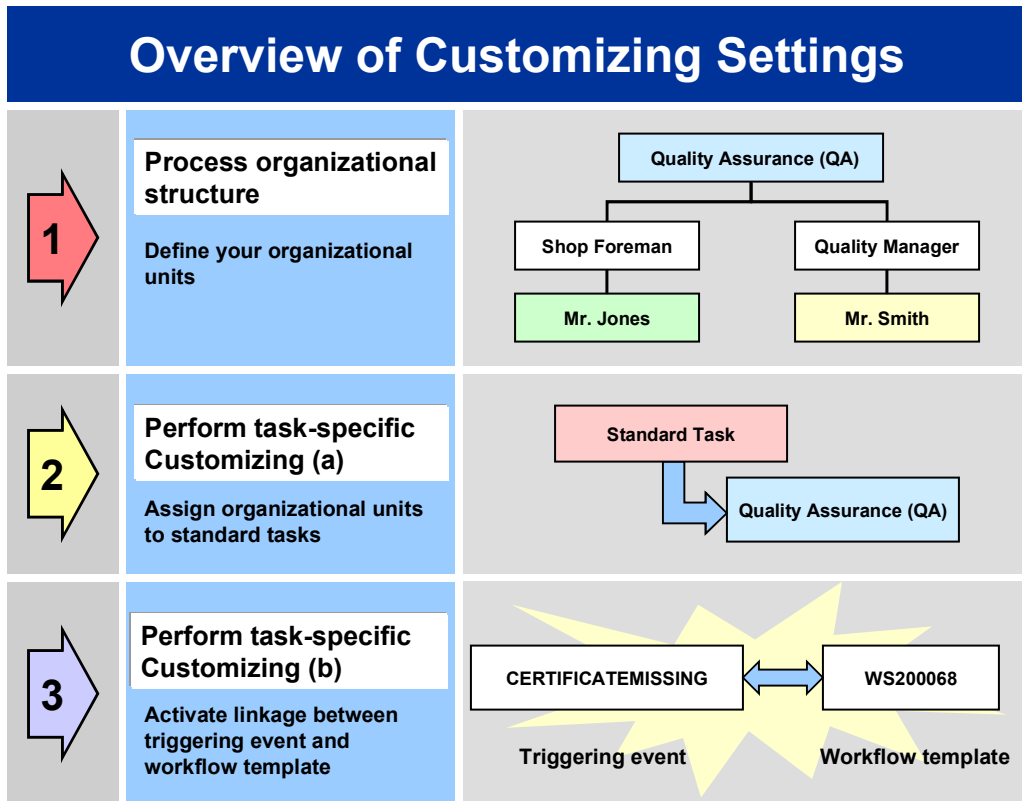
Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:

Preparation and Customizing (QM-IM-IL)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-IL)

Use

This workflow automatically notifies the authorized person(s) or department(s) that the receipt of a quality certificate was not confirmed for a material during a goods receipt.

Activities

System activities

If the receipt of a certificate is not confirmed during a goods receipt, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *CERTIFICATEMISSING*
2. Starts workflow template WS00200068
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
You can process the work item as a workflow.	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).

Transfer Data from IDoc to Inspection Lot (QM-IM-IL)

You can process the inspection lot manually via a work list.	See Processing Inspection Lots Without Usage Decisions [Ext.] . If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.
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See also:

[Making a Usage Decision \[Ext.\]](#)

Transfer Data from IDoc to Inspection Lot (QM-IM-IL)

Purpose

You can use this workflow scenario to transfer the inspection results from a quality certificate (received as an IDoc) to an inspection lot. Two different cases must be distinguished:

- Receiving an IDoc that is related to a delivery
 - The inspection lot status *CROK (Certificate receipt confirmed)* triggers a background workflow to transfer the data to the inspection lot for the goods receipt.
- Receiving an IDoc that is not related to a delivery
 - This process is implemented in a workflow template that triggers and controls the execution of the following standard task:
 - Notifying an authorized person that an IDoc has been received and transferring the inspection results to the desired inspection lot.

SAP Business Workflow

If the appropriate settings have been made for the *SAP Business Workflow*,

- In the case of a **non-delivery related** certificate, the system automatically sends a work item to the persons or departments responsible, advising them that the inspection results from an IDoc have to be transferred to an inspection lot. The authorized person can process the work item directly from the inbox.
- In the case of a **delivery-related** certificate, the system triggers a workflow that runs in the background.

Prerequisites

See [Preparation and Customizing \(QM-IM-IL\) \[Page 78\]](#)

Process Flow

See [Flow for Workflow-Template 20001057 \[Page 77\]](#)

Technical Implementation (QM-IM-IL)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology.

In the workflow scenario for a **delivery-related certificate**, the system processes the following objects:

Objects	What you should know
Task group TG20000047	This task group contains all workflow objects that apply to the workflow scenarios for certificates.
Business Object <i>BUS2045</i> (Inspection lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS20000827 (Automatic results recording from IDoc)	Background task for the data transfer from the certificate to the inspection lot for the goods receipt.
Workflow Template WS 03100078	This template contains the standard task TS20000827. The triggering event for this workflow template is <i>CERTIFICATE</i> .

In the workflow scenario for a **non-delivery-related certificate**, the system processes the following objects:

Objects	What you should know
Task group TG20000047	This task group contains all workflow objects that apply to the workflow scenarios for certificates.
Business Object <i>IDOCQUALIT</i> (IDoc)	An IDoc is a business application object of type <i>IDOCQUALIT</i> . You identify an IDoc by its number (key field). You can find the attributes, methods, and events defined for business object <i>IDOCQUALIT</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS20000902 (Record results from IDoc)	This is a single-step task that relate to a single object method. The task is linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS 20001057	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that an IDoc has been received and the inspection results need to be transferred to an inspection lot. The triggering event for this workflow template is <i>INPUTRESULTSFOUND</i> .

Workflow-Template WS20001057 (QM-IM-IL)

Standard role AC00000134	This is the standard role for processing received IDocs. The role resolution (defined in the standard role definition) determines who is responsible for processing an IDoc.
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Workflow-Template WS20001057 (QM-IM-IL)**Definition**

A workflow definition that is used to notify the authorized person(s) or department(s) that an IDoc has been received and that the inspection results must be transferred to an inspection lot.

Workflow Template: ws20001057

Abbreviation: QM EQData

Name: QM: Record results from aus IDoc

Structure**Workflow Container**

The essential item of information that must be available during the workflow is the object reference to the IDoc to be processed (`_EVT_OBJECT`).

The element `IDOCNUMBER1` was created in addition to the existing standard elements which must be available in the workflow container to take this information.

The information is available as an event parameter in the container for the triggering event and must be passed to the workflow container per binding.

Triggering Event of Workflow Template

The event `INPUTRESULTSFOUND` is entered as the triggering event for object type `IDOCQUALIT` (*IDoc*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Workflow Template WS03100078 (QM-IM-IL)**Definition**

Workflow template that runs in the background to transfer inspection results from an IDoc to an inspection lot for a goods receipt.

Workflow template: ws03100078

Abbreviation: QM ECertif

Name: QM: Record autom. results from IDoc

Structure

Workflow Container

The essential item of information that must be available during the workflow is the object reference to the inspection lot to be processed (`_EVT_OBJECT`) and the linked material document.

The elements `InspectionLot1`, `MaterialDocument`, `MatDocumentYear`, `Item1` must be available in the workflow container to take this information.

Triggering Event of Workflow Template

The event `CERTIFICATE` is entered as the triggering event for object type `BUS2045` (*Inspection lot*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

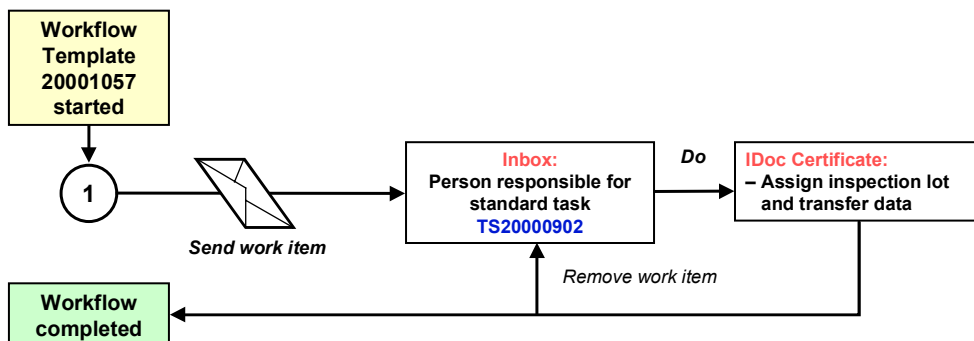
Flow for Workflow-Template 20001057

Purpose

The workflow template for this process is triggered when you receive an IDoc that is not related to a delivery.

Process Flow

1. The system triggers the event `INPUTRESULTSFOUND` for business object `IDocQUALIT` (IDoc).
2. The triggering event starts workflow template `WS20001057` and the associated process as shown in the following graphic.



Preparation and Customizing (QM-IM-IL)

Preparation and Customizing (QM-IM-IL)

Use

This information describes the **specific** Customizing functions you need to process for the

- Workflow template for delivery-related certificates
- Background workflow

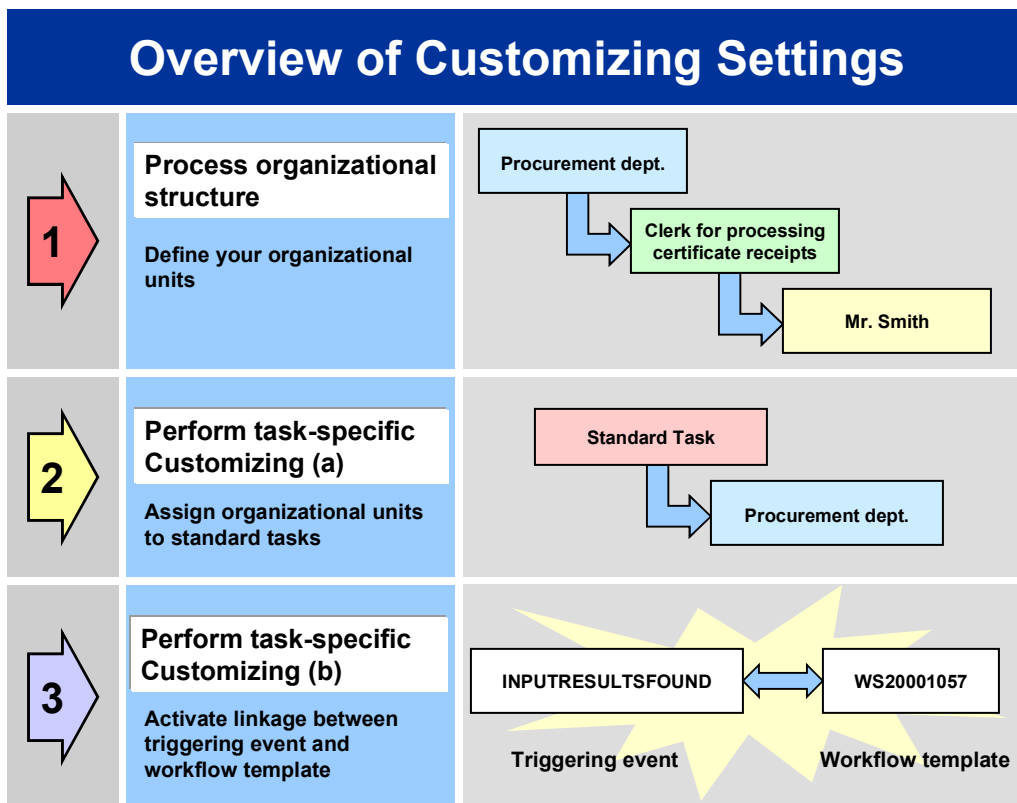
(This is in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for the **workflow template for delivery-related certificates**:

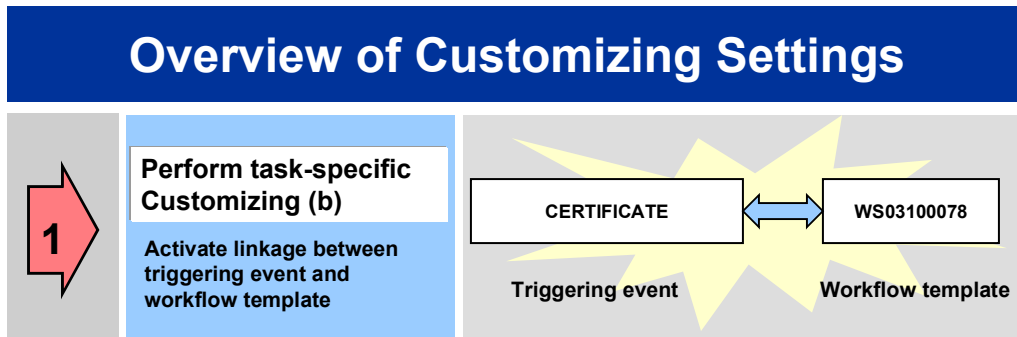


Operation and Link to Application Functionality (QM-IM-IL)



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**

The following graphic summarizes the Customizing settings that must be made for the **background workflow**:



You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis → Business Management → SAP Business Workflow → Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management → Environment → Central Functions → Activate workflow</i>
(3) Perform task-specific Customizing (b)	<i>Quality Management → Environment → Central Functions → Activate workflow</i>

For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-IL)

Use

This workflow automatically notifies the authorized person(s) or department(s) that a non-delivery related IDoc has been received and that the inspection results must be transferred to an inspection lot.

Post Open Stocks (QM-IM-UD)

Activities

System activities

If a non-delivery related IDoc has been received, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *INPUTRESULTSFOUND*
2. Starts workflow template WS20001057
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to transfer data to an inspection lot • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).

Post Open Stocks (QM-IM-UD)

Purpose

If an authorized person makes a usage decision for a stock-relevant inspection lot without posting the open stocks, the goods in the inspection lot remain debited to inspection stock. In this condition, you cannot complete the inspection and later reorganize the inspection lot. In such a situation, the system can trigger a workflow to make sure the authorized person(s) post the open stocks out of inspection stock (for example, to unrestricted use stock). You can then complete the inspection and reorganize the inspection lot.



If a proposal for a stock posting is assigned to the usage decision code, the system posts the stocks automatically in the background. In this case, this workflow is not triggered.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* automatically sends a work item to the integrated inbox of the authorized person(s), informing them that open stocks exist that need to be posted. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-UD\) \[Page 83\]](#).

Process Flow

See [Steps in a Workflow \[Page 82\]](#).

Technical Implementation (QM-IM-UD)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.
Business object <i>BUS2045</i> (Inspection Lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008327 (Post open stocks)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200069 (QM Stock) [Page 82]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that open stocks exist for an inspection lot. The triggering event for this workflow template is <i>STOCKPOSTINGNOTCOMPL</i> .

Workflow Template WS00200069 (QM Stock)

Standard role AC00000173	<p>This is the standard role for inspection lots.</p> <p>The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.</p>
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Workflow Template WS00200069 (QM Stock)

Definition

A workflow definition that is used to notify the authorized person(s) that a usage decision has been made for an inspection lot for which open stocks still need to be posted.

Workflow template: WS00200069

Abbreviation: QM Stock

Name: QM: Carry out missing stock postings

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

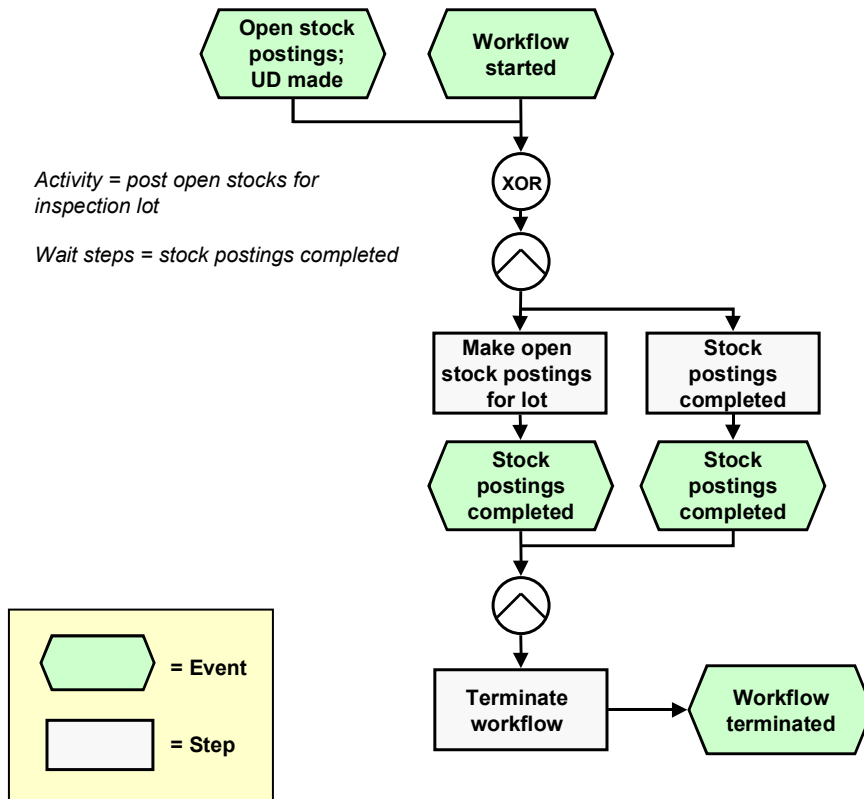
Triggering Event of Workflow Template

The event `STOCKPOSTINGNOTCOMPL` (stock postings not completed) is entered as the triggering event for object type `BUS2045` (*Inspection lot*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the Agent

The persons assigned to standard task `TS00008327` will find this work item in their inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Stock postings completed* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-UD)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

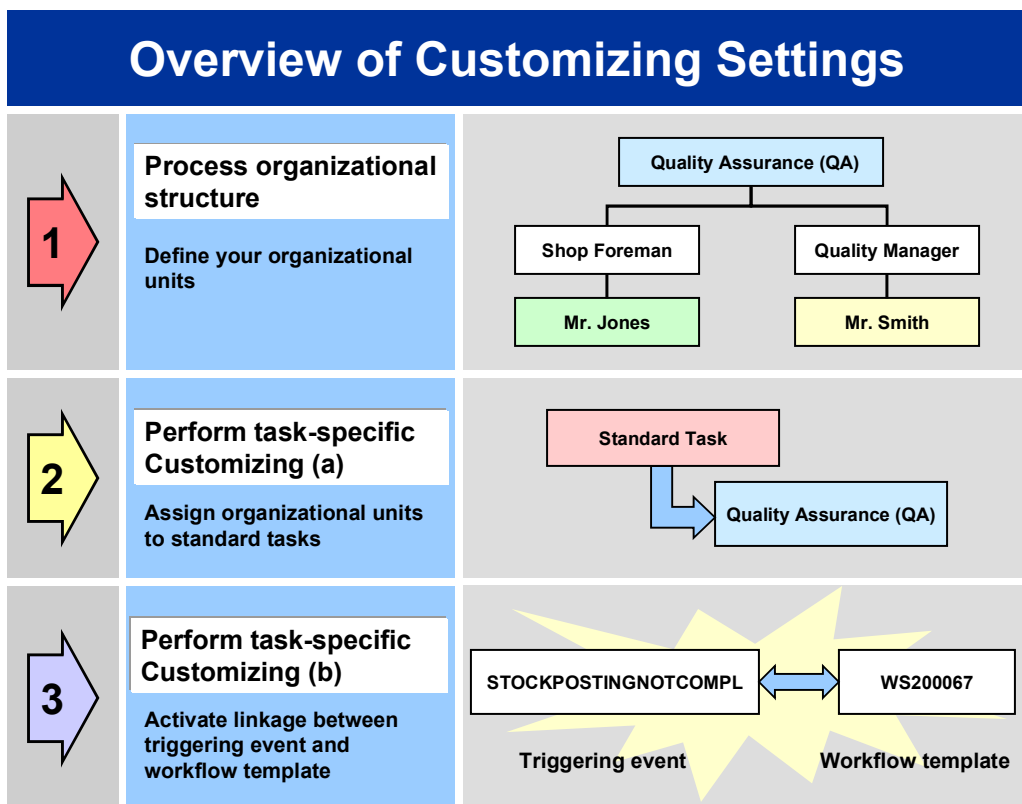
Preparation and Customizing (QM-IM-UD)

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis</i> → <i>Business Management</i> → <i>SAP Business Workflow</i> → <i>Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>

Operation and Link to Application Functionality (QM-IM-UD)

(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
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For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-UD)

Use

This workflow automatically notifies the authorized person(s) or department(s) that open stocks exist for an inspection lot for which a usage decision has been made.

Activities

System activities

If a person makes a usage decision for a stock-relevant inspection lot without manually or automatically posting the open stocks, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *STOCKPOSTINGNOTCOMPL*
2. Starts workflow template WS00200069
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
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Complete Long-Term Inspection (QM-IM-UD)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).
<p>You can process the inspection lot manually via a work list.</p>	<p>See Processing a List of Inspection Lots With Open Stocks [Ext.].</p> <p>If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.</p>

See also:

[Making Stock Postings \[Ext.\]](#)

Complete Long-Term Inspection (QM-IM-UD)

Purpose

If an inspection lot contains both short-term and long-term inspection characteristics, you can make a usage decision after the short-term characteristics have been completed. In this case, the system sets the following statuses for the inspection lot:

- *Short-term inspection completed*
- *Long-term inspection*

The status *Long-term inspection* indicates that the status *Inspection close completed* is still outstanding and needs to be set.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* can automatically send a work item to the inbox of the person(s) responsible for making the usage decision, informing them that the inspection lot must be completed by setting the status

Technical Implementation (QM-IM-UD)

Inspection close completed. The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-UD\) \[Page 89\]](#).

Process Flow

See [Steps in a Workflow \[Page 88\]](#).

Technical Implementation (QM-IM-UD)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.
Business object <i>BUS2045</i> (Inspection Lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008329 (Complete long-term inspection)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200070 (QM Insp Compl) [Page 88]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that open long-term inspection characteristics need to be processed for an inspection lot. The triggering event for this workflow template is <i>LONGTERMINSPECTION</i> .
Standard role AC00000173	This is the standard role for inspection lots. The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.

Workflow Template WS00200070 (QM InspCompl)

Workflow Template WS00200070 (QM InspCompl)

Definition

A workflow definition that is used to notify the authorized person(s) that an inspection lot needs to be completed.

Workflow template: ws00200070

Abbreviation: QM InspCompl

Name: QM: Insp. completion for long-term insp.

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

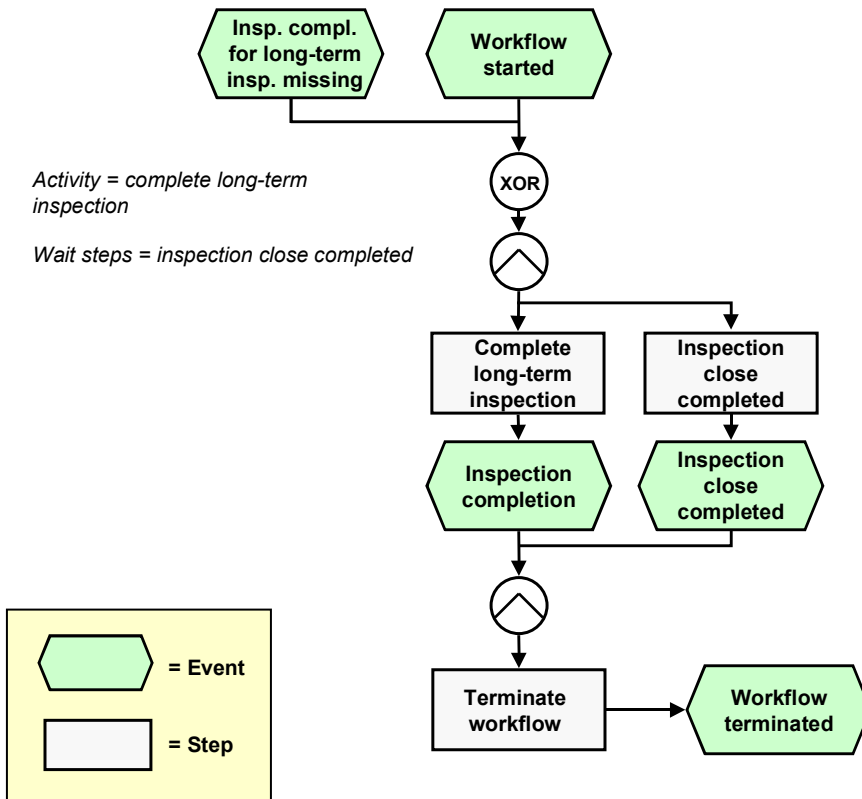
Triggering Event for the Workflow Template

The event `LONGTERMINSPECTION` (long term inspection) is entered as the triggering event for object type `BUS2045` (*Inspection lot*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the Agent

The persons assigned to standard task `TS00008329` will find this work item in their inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Inspection close completed* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-UD)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

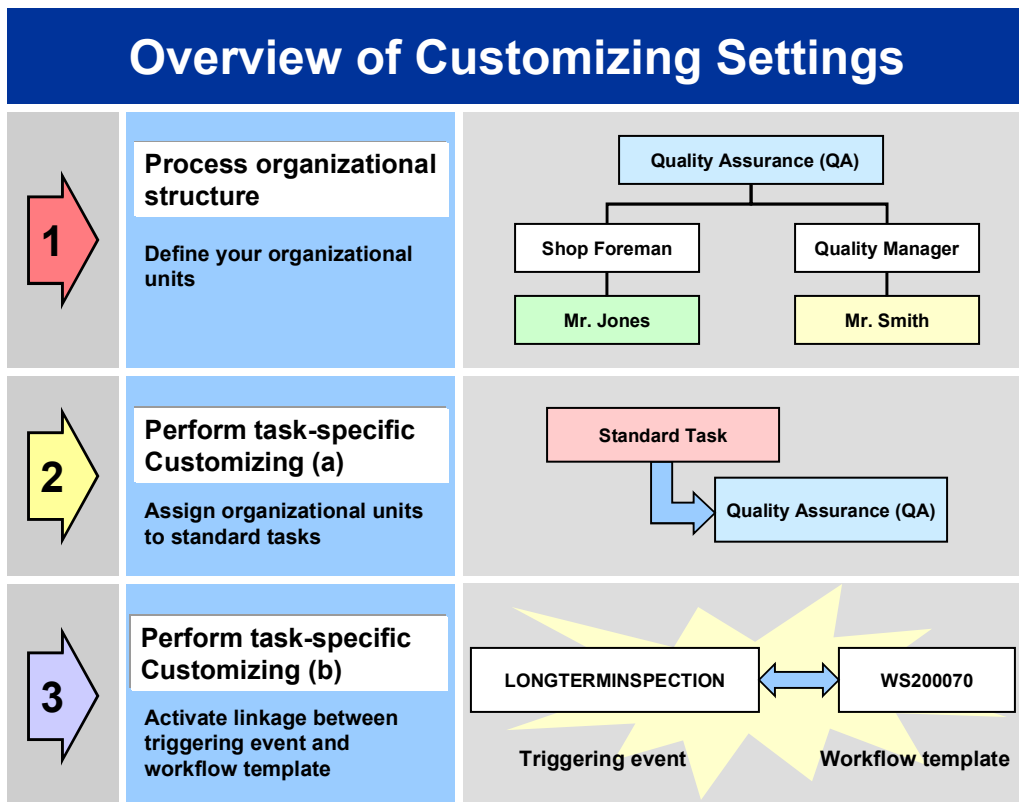
Preparation and Customizing (QM-IM-UD)

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis</i> → <i>Business Management</i> → <i>SAP Business Workflow</i> → <i>Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>

Operation and Link to Application Functionality (QM-IM-UD)

(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
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For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-UD)

Use

This workflow automatically notifies the authorized person(s) or department(s) that an inspection must be completed for an inspection lot by setting the status *Inspection close completed*.

Activities

System activities

If you have closed all short-term inspection characteristics and made a usage decision for an inspection lot, but long-term characteristics are still open, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *LONGTERMININSPECTION*
2. Starts workflow template WS00200070
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
---------	----------------------

Make Usage Decision (QM-IM-UD)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).
<p>You can process the inspection lot manually via a work list.</p>	<p>See Processing Inspection Lots Without Inspection Completion [Ext.].</p> <p>If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.</p>

Make Usage Decision (QM-IM-UD)**Purpose**

If an authorized person set the status *Inspection close completed* for an inspection lot, but did not make a usage decision for the lot, the inspection cannot be completed and the inspection lot cannot be reorganized. In this case, the appropriate person(s) must be notified that a usage decision has to be made for an inspection lot.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* can automatically send a work item (mail) to the inbox of the person(s) responsible for making the usage decision, informing them that:

- An inspection lot has the status *Inspection close completed*
- A usage decision needs to be made for the inspection lot

The authorized person(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-UD\) \[Page 95\]](#).

Process Flow

See [Steps in a Workflow \[Page 94\]](#).

Technical Implementation (QM-IM-UD)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.
Business object <i>BUS2045</i> (Inspection Lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008331 (Make usage decision)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200071 (QM Make UD) [Page 93]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that a usage decision needs to be made for an inspection lot that has the status <i>Inspection close completed</i> . The triggering event for this workflow template is <i>USAGEDECISIONMISSING</i> .
Standard role AC00000173	This is the standard role for inspection lots. The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.

Workflow Template WS00200071 (QM Make UD)

Definition

A workflow definition that is used to notify an authorized person that a usage decision needs to be made for an inspection lot that has the status *Inspection close completed*.

Workflow template: ws00200071

Abbreviation: QM Make UD

Name: QM: Make usage decision

Steps in a Workflow

Structure

Workflow Container

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

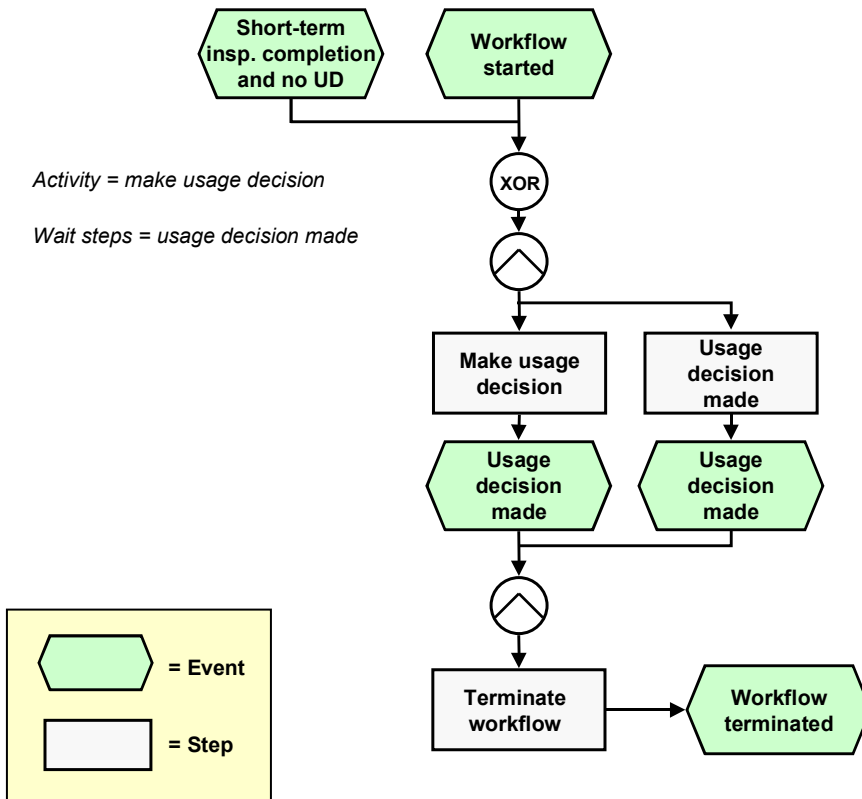
Triggering Event of Workflow Template

The event `USAGEDECISIONMISSING` (*usage decision missing*) is entered as the triggering event for object type `BUS2045` (*Inspection lot*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the Agent

The persons assigned to standard task `TS00008331` will find this work item in their inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Usage decision made* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-UD)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

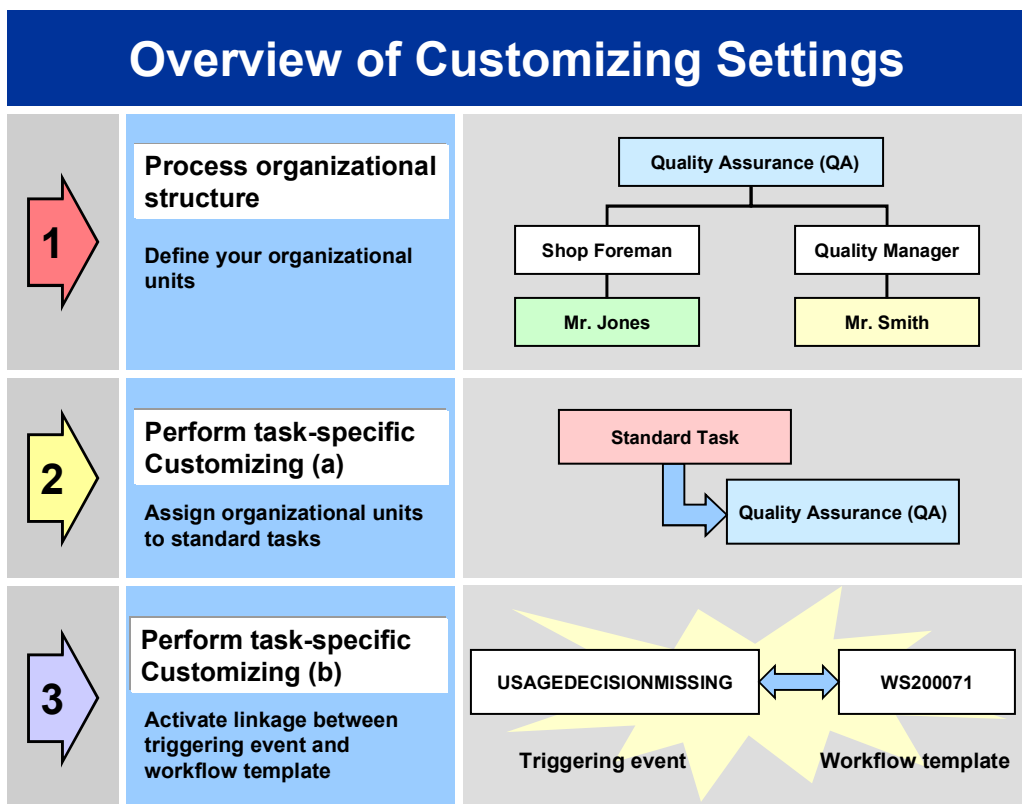
Preparation and Customizing (QM-IM-UD)

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis</i> → <i>Business Management</i> → <i>SAP Business Workflow</i> → <i>Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>

Operation and Link to Application Functionality (QM-IM-UD)

(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
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For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-UD)

Use

This workflow automatically notifies the authorized person(s) or department(s) that a usage decision must be made for an inspection lot for which the inspection has been completed.

Activities

System activities

If an inspection lot has the status *Inspection close completed* and you have not made a usage decision for the lot, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *USAGEDECISIONMISSING*
2. Starts workflow template WS00200071
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
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Record Results for Long-Term Inspection (QM-IM-RR)

<p>You can process the work item as a workflow.</p>	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none"> • Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot. • Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed. • Resubmit a work item as a reminder for processing at a later date. • Navigate from an inspection lot to the workflow log, to determine who has taken what action. • Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).
<p>You can process the inspection lot manually via a work list.</p>	<p>See Processing Inspection Lots Without Usage Decisions [Ext.].</p> <p>If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.</p>

See also:

[Making a Usage Decision \[Ext.\]](#).

Record Results for Long-Term Inspection (QM-IM-RR)

Purpose

If an inspection lot contains both short-term and long-term inspection characteristics, you can make a usage decision after the short-term characteristics have been completed. In this case, the system sets the following statuses for the inspection lot:

- *Short-term inspection completed*
- *Long-term inspection*

The status *Long-term inspection* indicates that the inspection lot contains open long-term characteristics for which inspection results have yet to be recorded.

SAP Business Workflow

If the appropriate settings have been made in the system, the *SAP Business Workflow* can automatically send a work item to the inbox of the authorized inspector(s), informing them that results must be recorded for open, long-term characteristics. The inspector(s) can process the work item directly from the inbox.

Prerequisites

See [Preparation and Customizing \(QM-IM-RR\) \[Page 101\]](#).

Process Flow

See [Steps in a Workflow \[Page 100\]](#).

Technical Implementation (QM-IM-RR)

The interface between the functions of the R/3 System and the SAP Business Workflow is implemented through object technology. In this workflow scenario, the system processes the following objects:

Objects	What you should know
Task group TG20000017	This task group contains all workflow objects that apply to the workflow scenarios for inspection lots.
Business object <i>BUS2045</i> (Inspection Lot)	An inspection lot is a business application object of type <i>BUS2045</i> . You identify an inspection lot by its number (key field). You can find the attributes, methods, and events defined for business object <i>BUS2045</i> in the R/3 System's <i>Business Object Repository</i> .
Standard task TS00008334 (Record results for long-term inspection)	This is a single-step task that relates to a single object method. These tasks are linked to the persons or departments in the organization who are authorized to process the object.
Workflow Template WS00200072 (QM Insp.Res.) [Page 99]	This template contains the workflow task definitions for this workflow scenario. You can use this workflow template to notify the person(s) responsible that inspection results need to be recorded for open, long-term inspection characteristics in an inspection lot. The triggering event for this workflow template is <i>INSPECCLOSENOTCOMPLT</i> .
Standard role AC00000173	This is the standard role for inspection lots. The role resolution (defined in the standard role definition) determines who is responsible for processing an inspection lot.

Workflow Template WS00200072 (QM Insp.Res.)

Definition

A workflow definition that is used to notify the authorized person(s) that inspection results need to be recorded for open, long-term characteristics in an inspection lot.

Workflow template: ws00200072

Abbreviation: QM Insp.Res.

Steps in a Workflow

Name: QM: Results recording - long-term insp.

Structure

The two essential items of information that must be available during the workflow are:

- The (object) reference to the inspection lot to be processed (`_EVT_OBJECT`)
- The name of the person who created the inspection lot (`_EVT_CREATOR`)

The respective elements must be available in the workflow container to take this information:

- The element `_WF_Initiator` is the standard element in the workflow container.
- The element `INSPECTIONLOT` was created in addition to the standard elements.

Both items of information are available as event parameters in the container for the triggering event and must be passed to the workflow container "per binding".

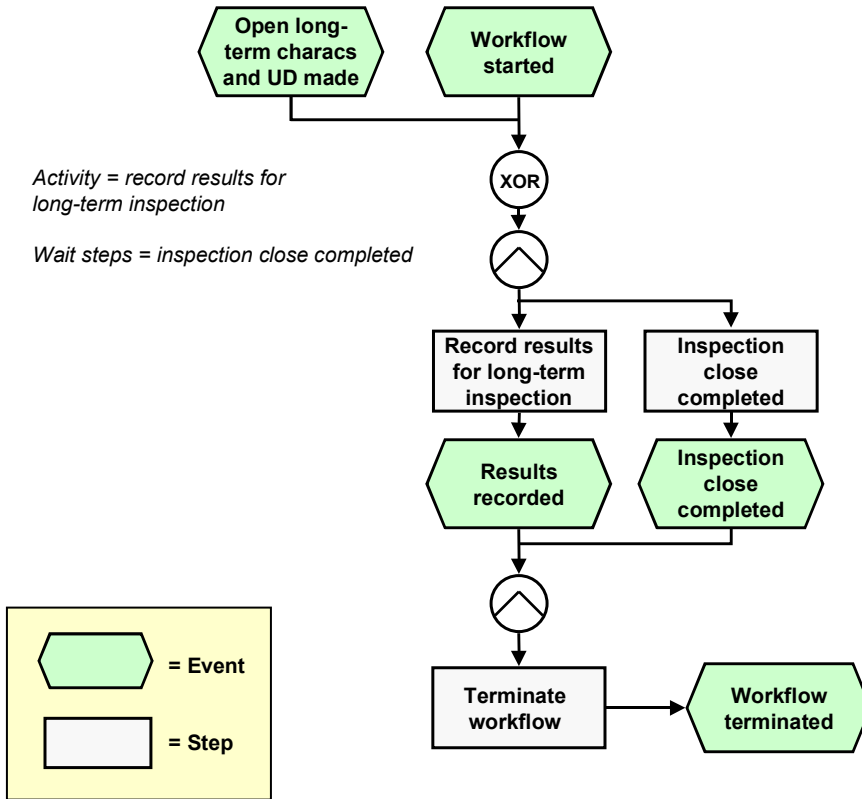
Triggering Event of Workflow Template

The event `INSPECCLOSENOTCOMPLT` (inspection not completed) is entered as the triggering event for object type `BUS2045` (*Inspection lot*) in this workflow template. The linkage between the event and the workflow template to be started is generally inactive in the standard system. If the workflow template is to be started, it must first be activated in the Customizing for *SAP Business Workflow*.

Steps in a Workflow

Structure of the Workflow

The workflow structure is made up of two parallel branches consisting of an **activity** and a **wait step** (see graphic below). The workflow structure is defined such that the system only has to process one of the two branches. The standard task is referenced in the activity.



Determining the agent

The persons assigned to standard task `TS00008334` will find this work item in their inbox.

Result of Processing and Termination of Workflow

Processing the work item terminates the task and the entire workflow. The workflow is also terminated if the wait step occurs.



The terminating event *Inspection close complete* can also occur outside of the workflow process.

Preparation and Customizing (QM-IM-RR)

Use

This information describes the **specific** Customizing functions you need to process for this workflow template (in addition to the **general** Customizing functions that must be processed to implement the *SAP Business Workflow* component).

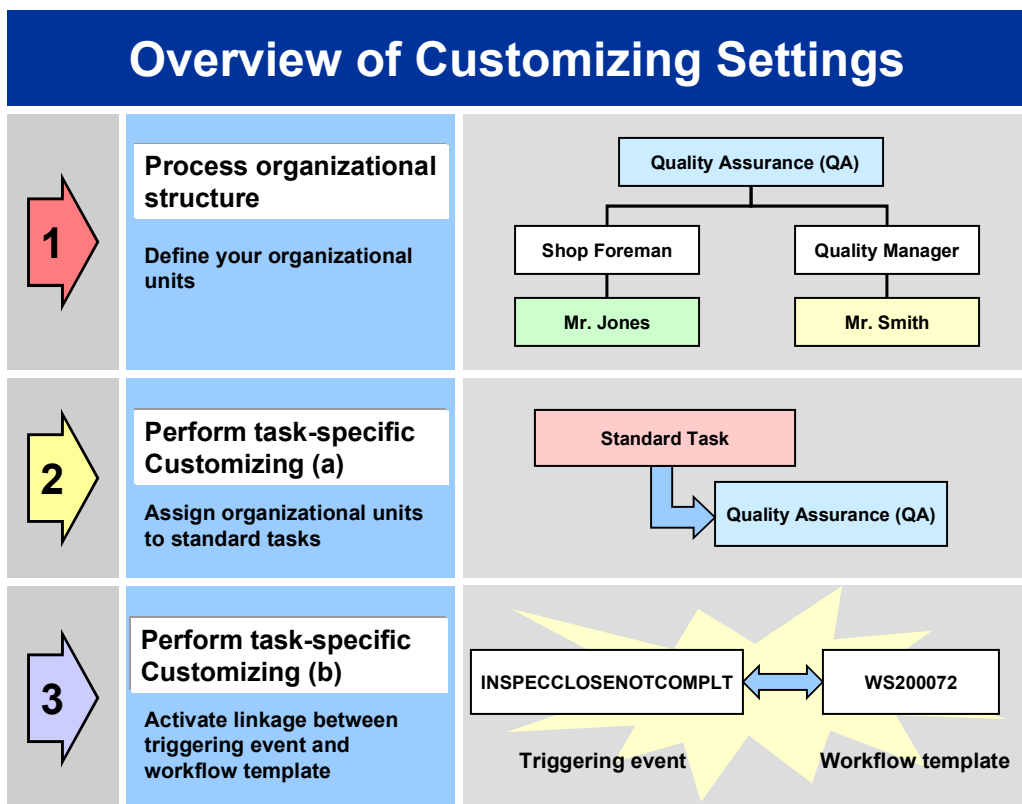
Preparation and Customizing (QM-IM-RR)

Prerequisites

All general Customizing procedures for *SAP Business Workflow* component have been performed.

Activities

The following graphic summarizes the Customizing settings that must be made for this workflow template:



When you perform step 3 of the Customizing procedure shown in the above graphic, make sure you activate the event-receiver linkage for the **workflow template** – **not the standard task**.

You make the settings in Customizing as follows:

Task	Menu path
(1) Process organizational structure	<i>Basis</i> → <i>Business Management</i> → <i>SAP Business Workflow</i> → <i>Edit organizational plan</i>
(2) Perform task-specific Customizing (a)	<i>Quality Management</i> → <i>Quality Notification</i> → <i>Notification Processing</i> → <i>Activate workflow template</i>

Operation and Link to Application Functionality (QM-IM-RR)

(3) Perform task-specific Customizing (b)	<i>Quality Management → Quality Notification → Notification Processing → Activate workflow template</i>
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For more detailed information, refer to the Implementation Guide (IMG).

Operation and Link to Application Functionality (QM-IM-RR)

Use

This workflow automatically notifies the authorized person(s) or department(s) that inspection results must be recorded for open, long-term inspection characteristics.

Activities

System activities

If an inspection lot has the status *Inspection close completed* and you have not made a usage decision for the lot, the *SAP Business Workflow* automatically:

1. Generates the workflow-triggering event *INSPECCLOSENOTCOMPLT*
2. Starts workflow template WS00200072
3. Sends a work item (mail) to the inbox of the person(s) or department(s) who are responsible for processing the work item

User activities

As the person responsible for processing a work item, you have the following options:

Options	What you should know
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Operation and Link to Application Functionality (QM-IM-RR)

You can process the work item as a workflow.	<p>Choose <i>Office</i> → <i>Inbox</i> to view the work item. Here, you have the following processing options:</p> <ul style="list-style-type: none">• Double-click the work item to process it. The system automatically calls the transaction to change an inspection lot.• Display a supplementary screen for the work item to obtain an overview of which tasks are outstanding and completed.• Resubmit a work item as a reminder for processing at a later date.• Navigate from an inspection lot to the workflow log, to determine who has taken what action.• Receive the work item in other mail clients (for example Lotus Notes® or MS Outlook®).
You can process the inspection lot manually via a work list.	<p>See Processing Inspection Lots Without Usage Decisions [Ext.].</p> <p>If you process an inspection lot manually (outside of the workflow), any changes that you make to the inspection lot are also updated and reflected in the workflow process.</p>