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Feature Scope Description for SAP Quality Issue Resolution

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1 About This Document

The feature scope description shows you which features are provided with SAP Quality Issue Resolution. In addition, this feature scope description defines the product documentation for SAP Quality Issue Resolution.

Product Documentation

The product documentation available for SAP Quality Issue Resolution consists in this feature scope description.

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2 Overview of SAP Quality Issue Resolution

Business Background

Nonconformance management is a key part of quality management, which comprises the steps required to analyze possible defects, identify and document problems, and mitigate, resolve, and prevent them. SAP Quality Issue Resolution provides functions for collaborative analysis and resolution of problems. It enables you to collaborate with your external suppliers to resolve complaints against them and to collaborate within your organization to resolve customer complaints or internally reported defects by using standardized problem-solving methods such as 8D.

Key Features

The following table explains the key features available:

Key Feature	Use
Supplier problem-solving	In supplier problem-solving processes, scenario hosts can collaborate with their external suppliers (from whom goods or services are procured) to analyze and resolve defects.
Customer problem-solving	In customer problem-solving processes, scenario hosts can analyze and resolve defects reported by their customers (to whom they have sold goods or services).
Internal problem-solving	In internal problem-solving processes, scenario hosts can analyze and resolve defects reported internally.
Identifying root causes	You can identify the root cause of a problem using, for example, the 5 Whys method: <ul style="list-style-type: none">• In customer problem-solving processes and internal problem-solving processes, scenario hosts can identify the root causes of the occurrence or non-detection of a defect.• In supplier problem-solving processes, external suppliers can make use of this feature as well.
Task processing	For the different problem-solving scenarios, tasks such as corrective or preventive actions can be planned, processed, and tracked.



Key Feature	Use
Issue processing	<p>You can create issues that can be addressed either by creating tasks or by creating a problem-solving process. These issues can be assigned to a person who is responsible for issue processing.</p>
Operational Analytics Overview	<ul style="list-style-type: none"> • An overview of information related to problem-solving processes is provided. • Information is displayed in different formats (such as charts, lists, and tables) on a single page.

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