Show all NCR/ECR

Overview:

The 'QA/NCR' feature in the 'Quality Management System' is a search function that allows the USER to view all the NCR/ECR records for a selected date period. The search can be refined by using any of the drop lists and/or tick box options. The 'Search' feature enables the USER to search text for words or characters within this window.

To Access all NCR/ECR

From the OPTO ribbon, select the 'Quality' tab and **click** on the 'QA/NCR' icon to open the 'Search' window and enter the required period in the **Date Range Options** field and then **click** on the 'Refresh' button. All NCR/ECR records within the selected date range will be displayed in the window. To refine the search, select from any of the drop lists.



The colours of the records refer to the different stages of the record's progression through the quality process. The legend explains the colours associated with the different steps. To view an NCR/ECR record from the list, **Dbl-click** on the record's 'Tracking No.' to open that record. To print a list of all the records displayed in this window, **click** on the 'Print' icon.



The 'Mat/Parts Stop' Tab

Displays information in regards the parts or materials, e.g. their codes, descriptions, etc. The highlighted **red** fields displayed on this tab signify that production has been stopped until further notice due to a part or material. The **green** highlighted field on all tabs signifies to an NCR/ECR record being resolved and finalised. Any of the entries listed in this tab can be viewed by **dbl-clicking** on the 'Track ID' number to open the record.

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Statistics Tabs

Are tracking tools that gather information across all the NCR/ECR records within the selected search ranges and groups them by their different statistics categories. All the statistics tabs within the Search window have two information tables. The left table displays the subject for the statistic and the right table displays a summary of the records in relation to the topic within the search range.

The 'Statistics – Area' Tab

Displays the Area categories in relation to records for the selected period. **Dbl-click** on the required 'Area' to displays the records related to that area within this search. All the following Statistic tab work the same – **dbl-click** on main category in the left table to display the corresponding records for the category in the right table.



The 'Statistics – Area Sub' tab - Displays the Area Sub categories in relation to the NCR/ECR records for the selected period. **Dbl-click** on an 'Area Sub' category, for example '301-6 Quality Control', it displays all the NCR/ECR records in relation to that sub-area within this particular search.

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The 'Statistics – Source' Tab

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The 'Statistics – Severity' tab

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The 'Statistics – Client/Suppliers' tab - Shows the client or supplier's name. The **Red** highlighted areas in this tab represent records for the selected client that is a Customer Complaints.

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1	Client or Supplier	Cnt	Cost Amt	Comp	1	Track ID	Date 22/02/13	Client Supplier	Summary	Fin	Cost Amt	Comp
2	C - BEAVER	2	810.00	1	2	35	11/05/12	C - BADGER	Testing Order number to Printout	Yes	.00	No
3	C - BADGER	13	18,215.87	3	3	31	19/10/11	C - BADGER	made incorrectly	No	366.00	Yes
4	C - EAGLE	3	1,752.30	0	4	28	10/03/11	C - BADGER	material faulty	No	.00	No
5	C - WOMBAT	1	.00	0	5	27	18/11/10	C - BADGER	Wrong size tubing used in side rails	No	9,145.15	No
6	C - OZWIDE	1	500.00	0	6	24	11/11/10	C - BADGER	TESTING EMAIL FEATURE	Yes	.00	No
7	C - PEL_MARINE	1	.00	0	7	21	10/11/10	C - BADGER	jfdkjfakids	No	.00	No
0	C - MOWER_LAND	4	.00	0	ŝ	19	09/11/10	C - BADGER	Paint Einish on Toolhov is Faulty	NO	722.36	No
10	C - AUSTWIDE	3	433.50	0	10	12	03/11/10	C - BADGER	Paint Work on Toolbox is faulty	Yes	722.36	No
11	C - CAMELOT	1	.00	0	11	10	29/09/10	C - BADGER	Toolbox measurements not as per instructions	No	6,870.00	No
12	S - BOBBEAR	1	.00	0	12	7	11/05/10	C - BADGER	Load area of trailer not large enough	No	.00	Yes
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The 'Statistics – Root' tab

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4 4 Material 1	.00 4 30 06/10/11 lesting	g Production Stop Function	No	.00
6	6 27 18/11/10 Wrong	i size tubing used in side rails	No	9 145 15
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