



focus on essentials

Infor VISUAL Quality Management



“VISUAL Quality allows us to maximize productivity while maintaining and enhancing our status as the premier supplier to our key OEMs. VISUAL Quality is so sophisticated that we have actually begun re-engineering our manufacturing quality program to achieve even greater goals than we anticipated.”

Christopher Maloof, CPIM, CIRM
Vice President of Operations
Howes Engineering &
Machining, Inc.

| discrete manufacturing

Quality Assurance to Suit Your Business Needs

Improved Quality for Increased Productivity

Infor VISUAL Quality Management is an extended enterprise quality management system that helps you increase productivity while maintaining and improving quality. This fully integrated, powerful solution addresses quality assurance issues in specific areas of your operations. You can establish and manage quality systems criteria that fully support your industry standards and regulations.

Infor VISUAL structures its quality functions and capabilities around the business process flow of the manufacturing environment. Traditionally, software vendors provided single-point solutions for each process, but Infor addresses all these processes with a powerful, comprehensive solution. This best-of-breed quality management system supports multi-site, multi-plant and multi-entity implementations, and can be deployed either as an integrated solution within Infor VISUAL or in a stand-alone configuration.

Infor VISUAL provides the tools to help you automate associated concept, design, pre-production, production and post-production activities, and easily collect, analyze and control key data. In short, Infor VISUAL Quality Management has the in-depth functionality to suit your specific business needs.

Engineering, Operations and Supply Chain Management

To differentiate your company from industry competitors through superior customer service and productivity, you need a business system that supports your unique processes. The tools within Infor VISUAL Quality Management help you manage your engineering product and process lifecycles and leverage your supply chain to attain excellence in quality throughout your operations and your supplier community.

Infor's highly functional system helps employees eliminate redundant data entry and view the real time, accurate engineering and product data they need to make cost-effective decisions. Access to real-time data helps you manage communications with your customers and suppliers and improve all supply chain relationships. Infor VISUAL helps you ensure that your company exceeds customer expectations regarding raw materials, components and services from your suppliers by monitoring their performance against competitors and industry benchmarks. You can improve response time and maintain documented and agreed upon levels of customer satisfaction with detailed, easy-to-access customer history information.

Engineering and Product Management

Infor VISUAL Quality Management's functionality ensures that product designs become production realities. The system integrates Part Master, Bill of Material (BOM) and characteristic/specification data migrated from your ERP and CAD applications directly into a total engineering and operational workflow.

FOCUS ON:

Statistical Process Control (SPC)

Infor VISUAL Quality Management provides pre-production process studies for performance or capability analysis through measures and graphs, including:

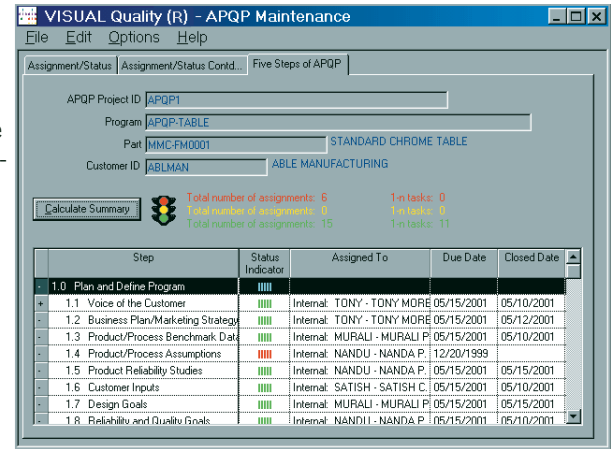
- *Cpk*—Process Capability Index for a stable process
- *Ppk*—Process Performance Index for a chronically unstable but predictable pattern process
- *Short- and Long-Term Studies*—Understand process variation; view more than a specified index value
- *Frequency Histogram*—Graphical presentation of a frequency of the measurements' distribution

Infor VISUAL Quality Management offers variable and attribute control charts for monitoring production runs, including:

- *Xbar and r*—Average and Range
- *Xbar and sigma*—Average and Standard Deviation
- *X and MR*—Individual (or Run Chart) Moving Range
- *P as a %*—Percentage of non-conforming items in each sample
- *Np*—Number of non-conforming items in each sample

• **Advanced Product Quality Planning (APQP)**

The APQP Engineering Project Management system provides a standard template for complete scheduling and execution of task and team activities throughout the product and process design, development and release process.



• **Inspection and Control Plans**

Infor VISUAL uses documented specifications to generate inspection and control plans for attributes, variables, and key text details for both products and processes.

• **Seamless CAD Integration**

The system enables the seamless movement of data from CAD applications via an XML interface through the ERP database and into Infor VISUAL's Product Data Management system.

• **Automated Data Interface (ADI)**

You can enter inspection data into the system from shop floor measuring devices that are configured using a device driver housed within Infor VISUAL Quality Management. Once set up, the test results flow from the gage, CMM or SCADA systems via an RS232 cable or multiplexer using the built-in ADI capability.

• **Failure Mode and Effects Analysis (FMEA)**

Design review of possible variation for both products and processes is supplied with FMEAs. Calculate RPNs, prioritize continuous improvement projects via analysis of FMEA results, and automatically communicate FMEA review ticklers to employees when related products or processes change.

• **Embedded Statistical Process Control (SPC)**

Infor VISUAL provides the tools that help you locate, analyze and control variation and prevent scrap. The system's SPC module automatically generates attribute and variable control charts on demand. The system also calculates and tracks process capability initially and over time. SPC includes embedded Western Electric control rules for easier detection of special cause occurrences and necessary changes to the process.

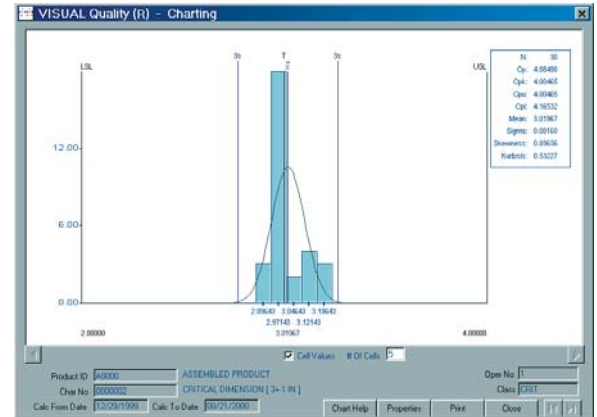


Infor VISUAL Quality Management SPC General Features

- Color-coded six sigma chart zones
- Automatic recalculation of control limit statistics via secured access
- On-screen cause notations or Process Log tied to Subgroups
- Embedded Western Electric Rules of Control
- Automated Basic or Advanced SPC monitoring capabilities
- Instant drill-down to date, time and subgroup detail
- Automatic and continuing calculation of process capability statistics
- Precontrol or Rainbow charts

• **Process Capability Studies (Histogram, Cp, Cpk, Pp, Ppk)**

Integrated SPC provides instant process benchmarking and analysis while the system automatically generates capability details such as Cp, Cpk and Pp, Ppk.



• **Engineering Change Notice (ECR/ECN)**

The system helps you to formally initiate, assign, communicate, approve, and revise product, process, and documentation changes within its team-driven, password-protected workflow.

• **Integrated Process Management (IPM)**

The IPM module helps you design, monitor, manage and improve processes independent of one specific product. It provides key tools for Lean Manufacturing and Six-Sigma initiatives.

• **Supply Chain Management**

Infor VISUAL Quality Management's features drive continuous improvement within and beyond the "four walls" of your business through database triggers, e-mail notifications, advanced reporting, user-specific task management and the Internet.

From suppliers, internal divisions and distributors to OEMs and end users, Infor VISUAL ensures that your operations run optimally and efficiently throughout your supply chain.

• **Workflow**

Using the integrated ERP skip-lot capability, a receiving inspector may enter inspection results that are outside the agreed upon specification. Infor VISUAL provides an option to initiate and assign a nonconformance (NCM) with details flowing directly from the inspection report to the NCM.

For repeat or costly issues the system will flow the needed NCM information to either a Corrective Action (CAR) or Supplier Corrective Action (SCAR) complete with a triggered My To Do task or an e-mail, notifying the responsible person in real time.

While you address the CAR or SCAR, Infor VISUAL Quality Management lets you create an on-the-fly 8D report and integrated email sends it on to the affected customers or supplier responsible.

• **My To Do List**

Infor VISUAL provides each user with a single point of reference to all assigned tasks with My To Do List.

This tool reaches beyond the limits of traditional e-mail notifications. It allows you to sort, access and analyze all activities within the system, whether you generate tasks within the specific quality system, automatically through team assignments, or as a schedule. Supervisors and team leaders can efficiently manage workload by using the My To Do List as a productivity management tool.

• **Reports**

Infor VISUAL Quality Management contains approximately 400 reports that include industry standard forms, master lists, sophisticated analysis charts and performance or gap analysis reports with built-in drill-down capabilities. You can customize each report for your operations and customers, and print, fax or e-mail them on the fly.



Infor VISUAL Quality Management Supports Standards and Regulations

As an enterprise management system, Infor VISUAL Quality Management supports numerous industry standards, including:

- ISO9001:2000 and ISO9004:2000 – International Quality Management and Performance Improvement Standards
- ISO/TS16949 – Automotive Industry
- AS9000 and AS9100 – Aerospace Industry
- D1-9000 BQS and AQS – Boeing Advanced Quality System
- ISO 14001 – International Environmental Management
- ISO/IEC 17025 and ANSI/NCSL Z540-1 – Testing and Calibration Labs
- TL9000 – Telecommunications Industry
- FDA cGMP, QSR, ISO 13485/ISO 13488, EN46001/EN46002, 21 CFR Part 11 – FDA Medical Device Standards
- MS-9000 – Ford Materials Management System*
- SAE J4000 – Lean Manufacturing Operations Standard
- M-1003 – Association of American Railways
- M-110.2 – Manufacturing Machinery and Equipment
- CE – European Compliance
- MIL-I-45208 and MIL-Q-9858 – Military Quality Assurance Systems

* When used with other software applications available in the Infor VISUAL suite.

Automotive Industry Solutions

Infor VISUAL Quality Management offers specific tools for automotive suppliers of all tiers who operate under the QS-9000 or ISO/TS-16949 standards.

These tools include:

- A complete Advanced Product Quality Planning (APQP) and Project Management module.
- A Production Part Approval Process (PPAP) manager, including Submission Warrants, Appearance Approval, and Color Evaluation.
- All required reports standardized to AIAG formats.
- Automatic generation of Inspection and Control Plans.
- An integrated design and process Failure Mode and Effects Analysis (FMEA) module.
- OEM-specific reports, such as the Ford Supplier Request for Engineering Approval and GM's Interim Approval Worksheet.
- A built-in 8D format for Corrective Actions (CARs).
- Complete Gage Reproducibility and Repeatability (Gage R&R), Bias, Stability, and Linearity studies.
- System-wide Cost of Quality module and reporting.

In conjunction with other modules in Infor VISUAL, the Infor VISUAL Quality Management system supports additional AIAG and automotive industry requirements, such as the Ford MS-9000 Materials Management System standard.

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