



QualiWare Lifecycle Manager Starter course

Agenda



- Introduction: agenda, course objectives, presentation
- Overview About QualiWare
- Set-up and navigation
- How to draw diagrams
- How to describe diagrams and symbols
- How to link across diagrams
- External documents
- Analyzing and exploring the repository
- How to describe the organization
- Information technology
- Matrices
- Change management
- How to describe the strategy



Breaks and Lunch

• 10:00 Break

• 12:00 Lunch

• 14:30 Coffee/Cake Break

• 17:00 End of day



Presentation

- Who am I?
- What do I work with?
- My expectations of the course are...



Course objectives

- To learn the basic functionality in the tool QualiWare Lifecycle Manager:
 - Draw and edit diagrams
 - Describe models and model objects
 - Reuse and create links between models and model objects
 - Work with text descriptions and matrices
- To learn how to use the tool for:
 - Process modeling
 - Workflows
 - Organization diagrams
 - Goal models
- To obtain knowledge about:
 - Version handling







About QualiWare

- Founded in Denmark 1991
- Global consulting services and enterprise modeling software provider
- Offices in Denmark, Brazil, Norway, Sweden, Ukraine, South Africa and US with 120 employees
- Distributors in France, Spain, UK and South Korea



How can we help?



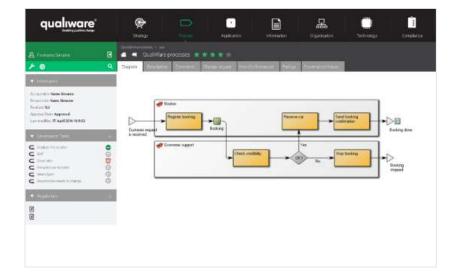




Coherency

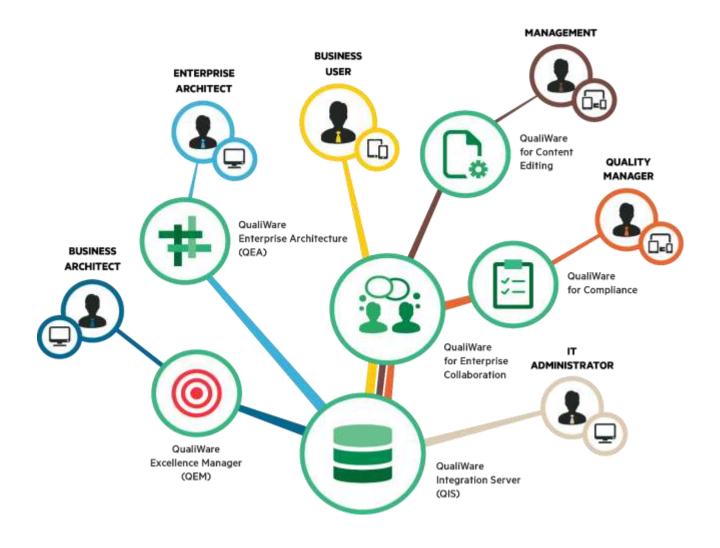


Consistency ← Consensus



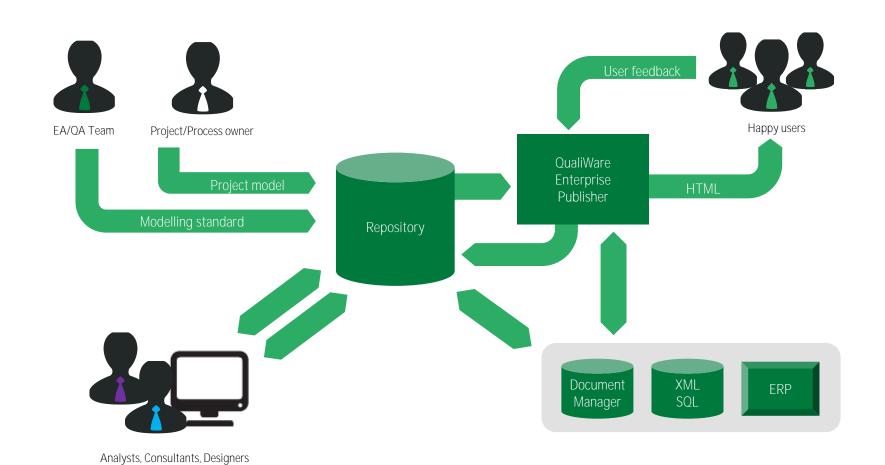
Product structure





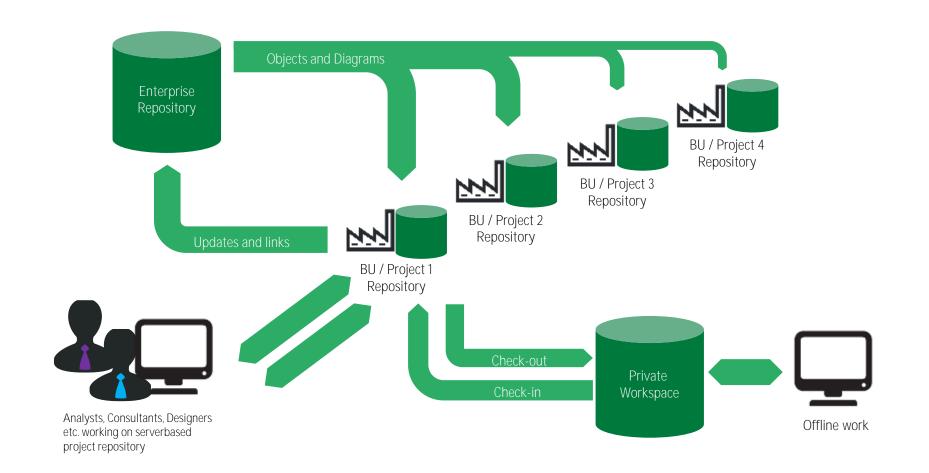
Typical scenario





Corporate repository architecture





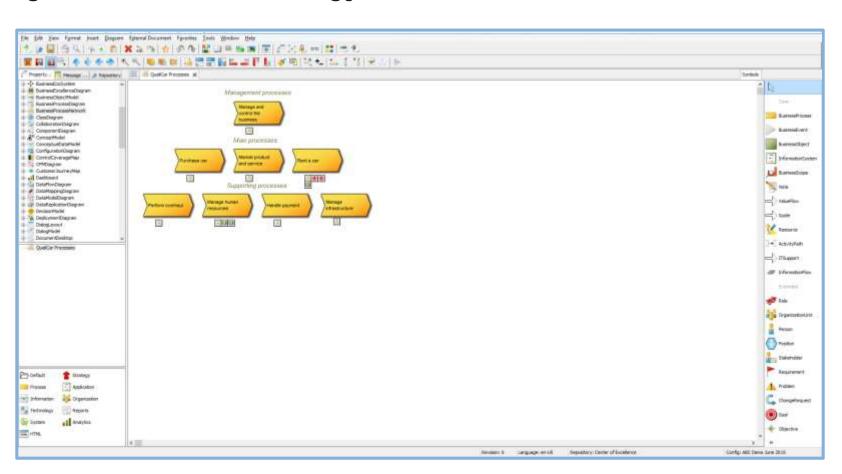
QLM user interface



The users (modelers, process owners, system architects etc.)
describe the business with a set of diagram templates e.g. process
models, workflows, organization and strategy models



QualiWare Lifecycle Manager

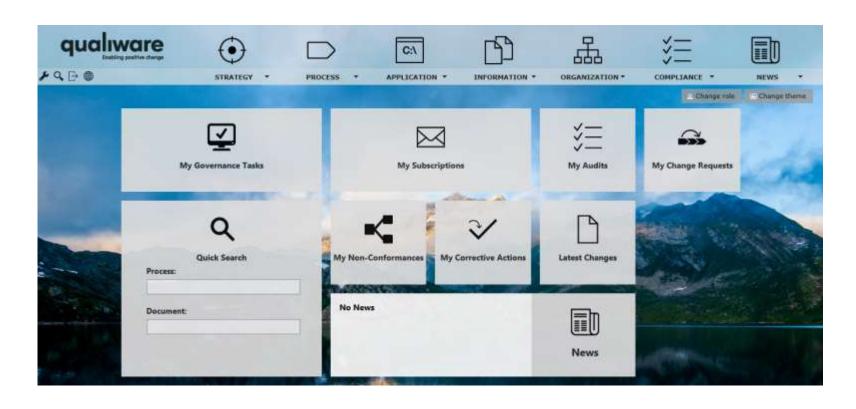


Web interface



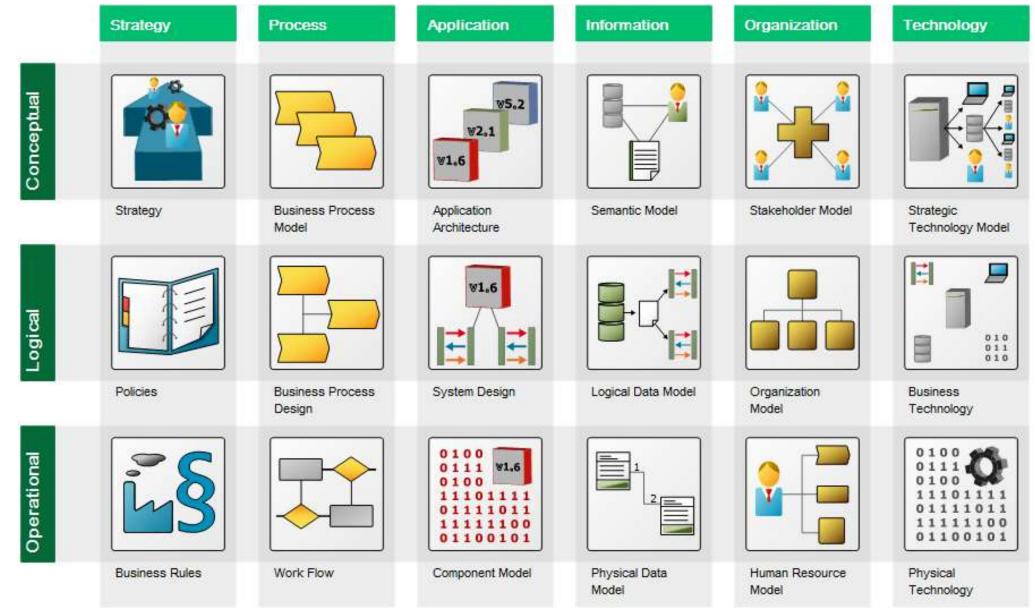
- The models are published on the intranet and made available for the employees in the organization
- The web pages can be designed according to the preferred style guide





Enterprise Architecture Framework



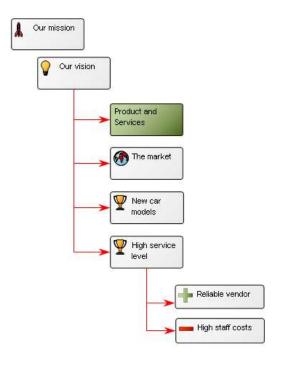


Strategy

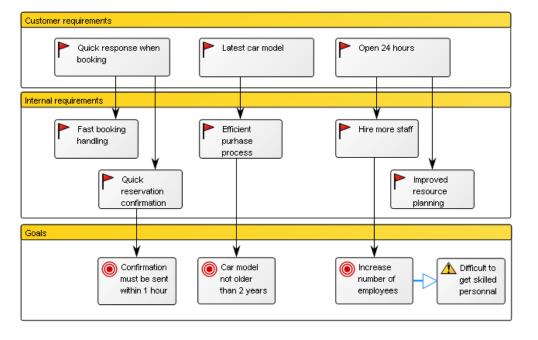




Vision, competitive advantages, SWOT analysis



External, internal requirements

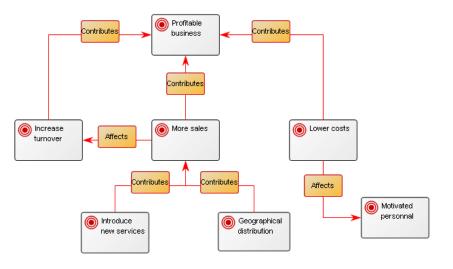


Strategy

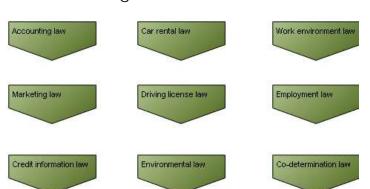




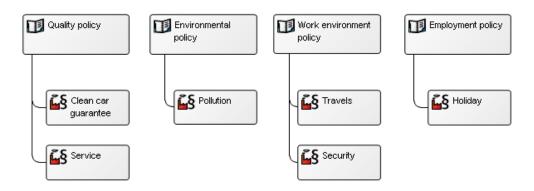




Laws and regulations



Policies and business rules



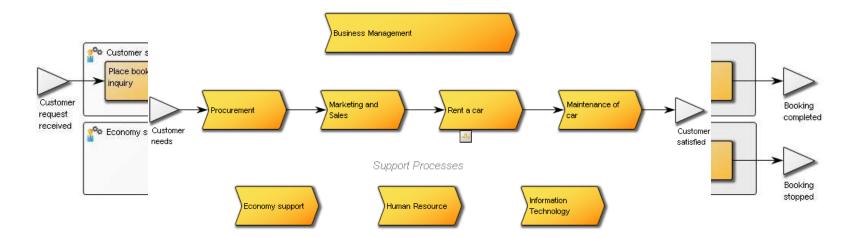
Process





to sub processes...

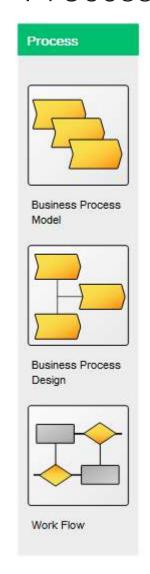
...and are visualized by workflow diagrams

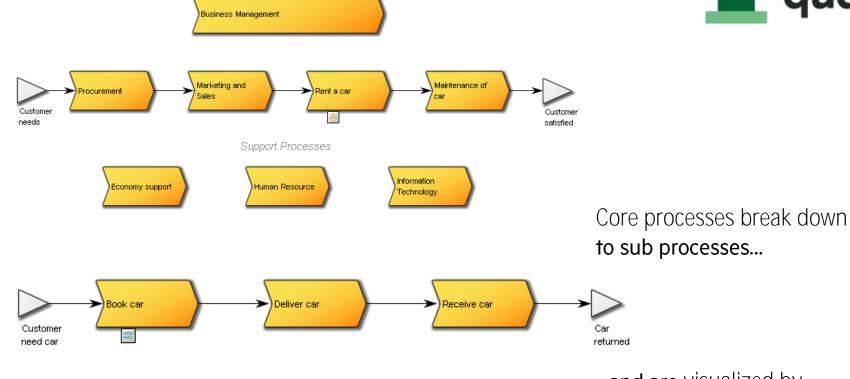




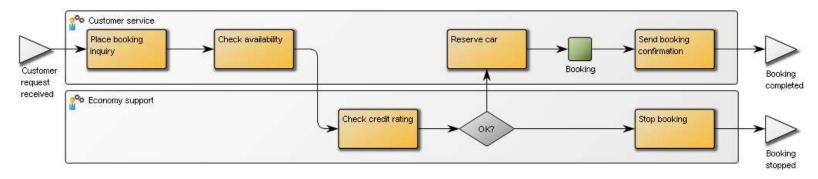
Process





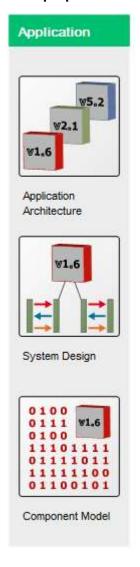


...and are visualized by workflow diagrams

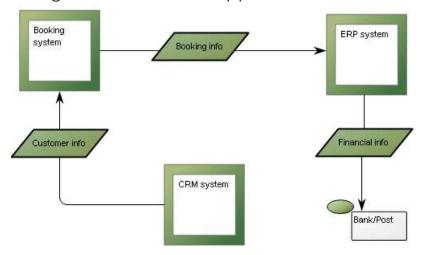


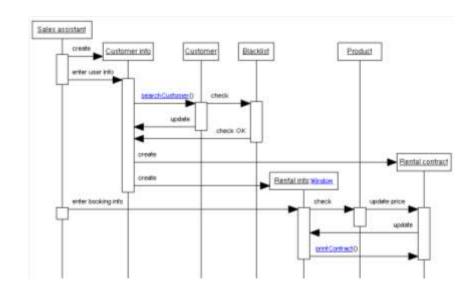
Application



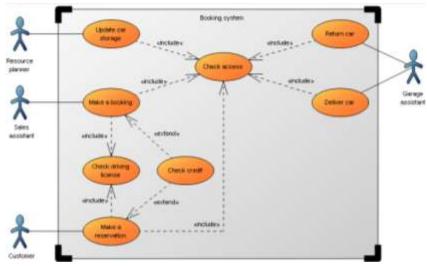


Integrations between applications



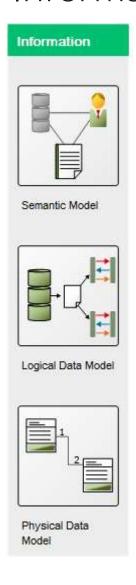


Models for system design, UML

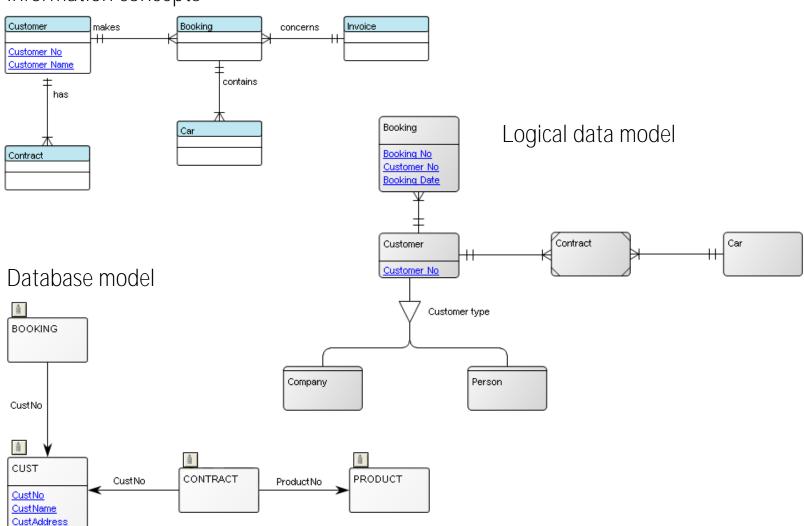


Information



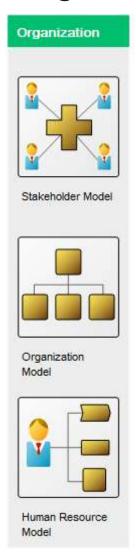


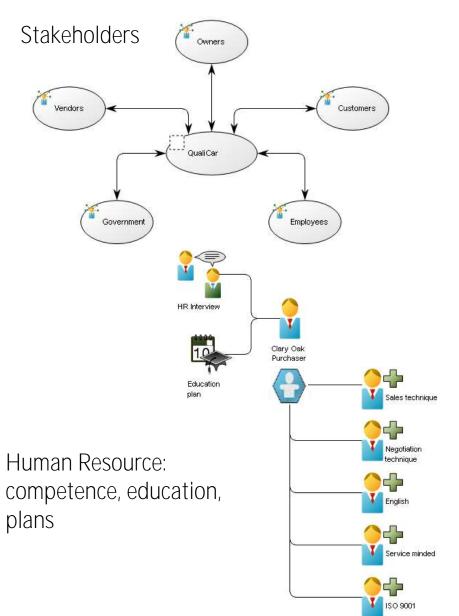
Information concepts



Organization







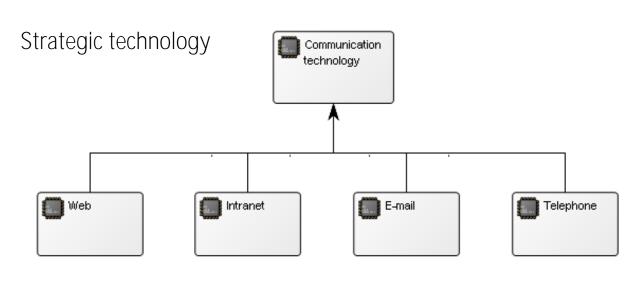
Organization units and positions

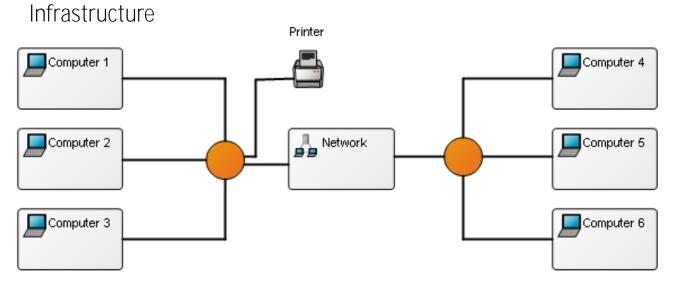


Technology



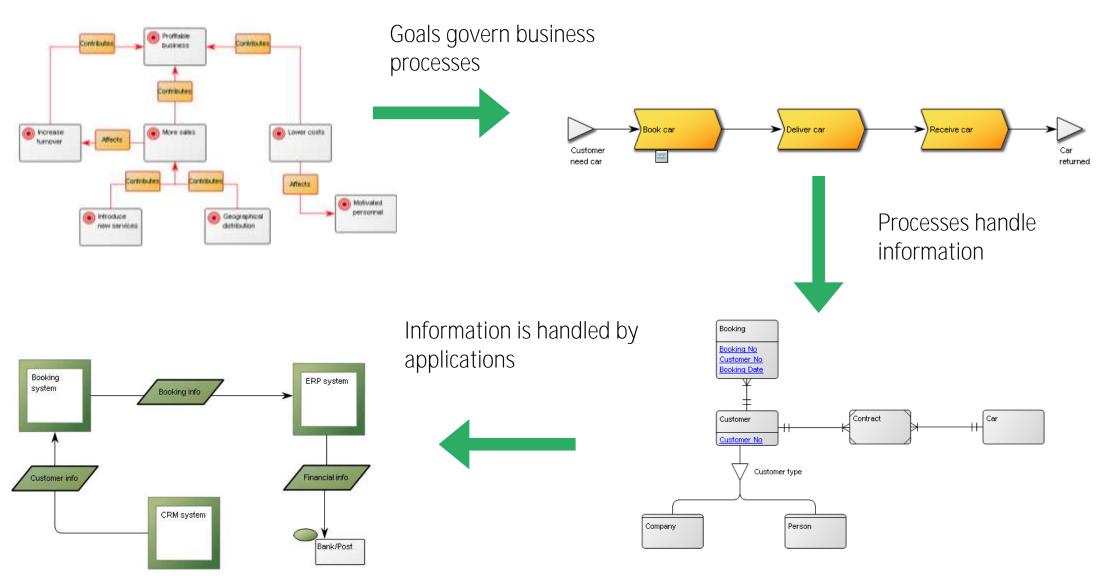






Relations between models

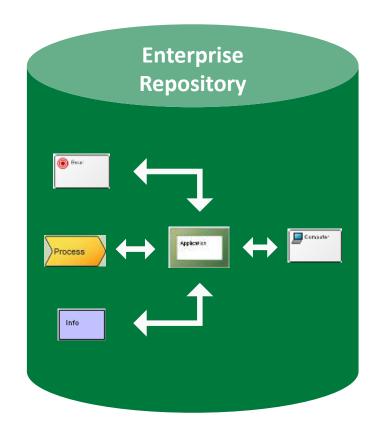




Repository



- Models and model objects are stored in the repository
- Available for all users (dependent on access rights)
- Reuse of objects
- Consistent models
- Traceability





Login

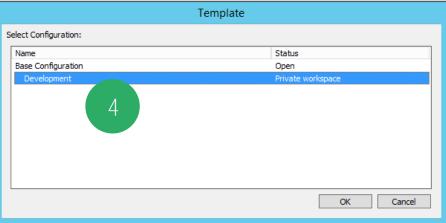
qualiware enabling positive change

- Select QualiWare Lifecycle Manager
- 2 Click Connect
- Ensure that Windows
 Auth. is checked and click
 Connect
- Select Development and click OK



QualiWare Server Login				
User name:				
Password:				
	Remember user name			
✓ Windows Authentication				
	3 Connect Cancel			

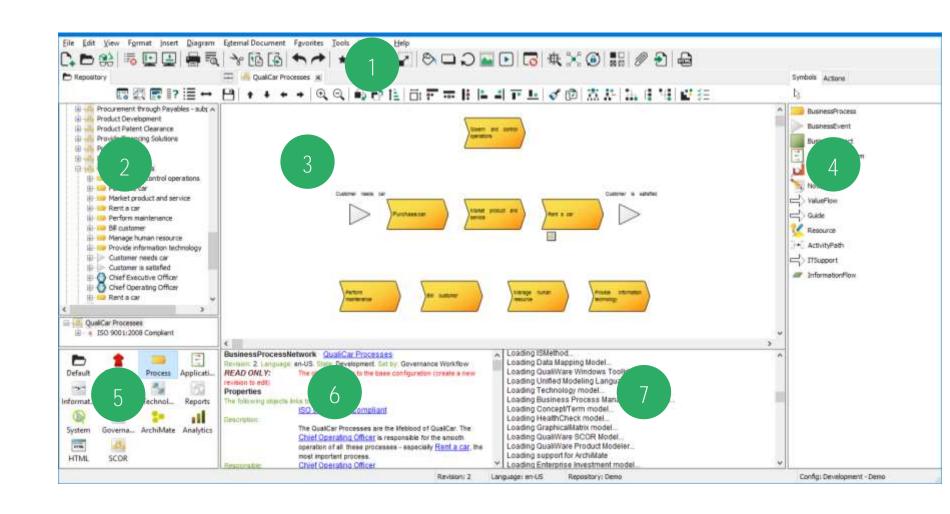
	🖫 Rem	oteApp	×
١			run a RemoteApp program. Make sure that you trust the connect to run the program.
		oteApp program could h before you connect to n	namm your local or remote computer. Make sure that you trust the un this program.
		Publisher:	*.qualiware.com
	J.	Type:	RemoteApp program
		Path:	QualiWare Training QLM
		Name:	Qualiware Lifecycle Manager
		Remote computer:	broker.qualiware.com
		Gateway server:	Gateway.qualiware.com
	Show Details		2 Connect Cancel



Workspace



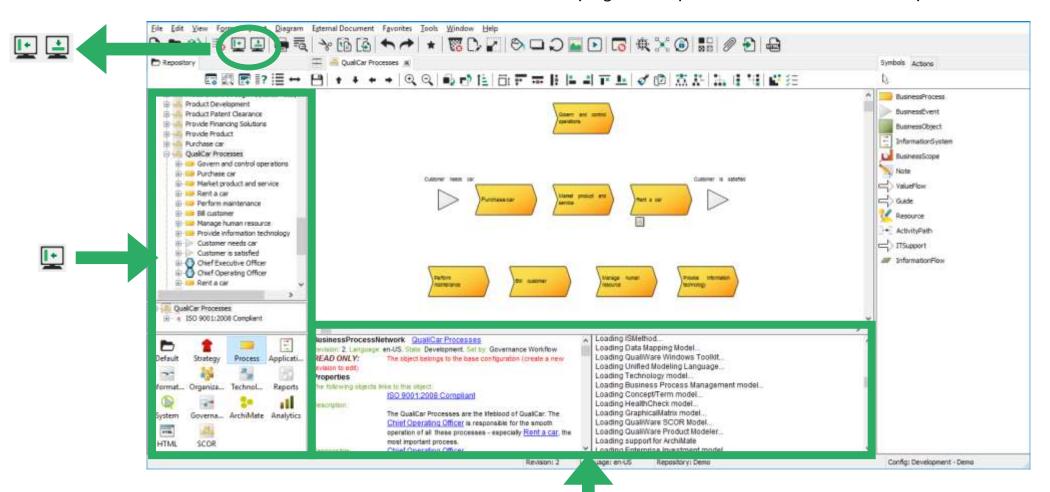
- 1 Menus and toolbars
- 2 Repository Explorer
- 3 Diagram canvas
- 4 Symbol panel
- 5 Repository views
- 6 Property window
- 7 Message/list window



Workspace



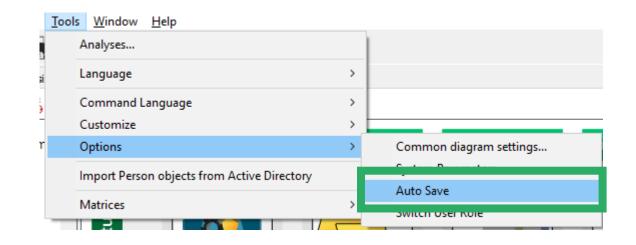
Show/hide windows to set up your preferred desktop





Enable Auto Save



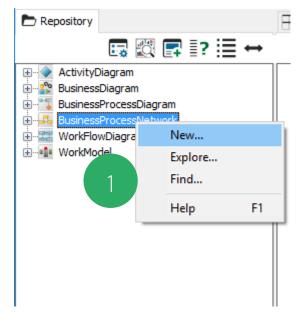


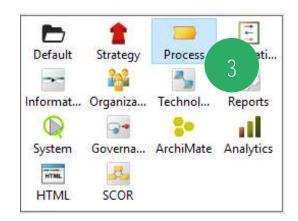
Repository autosave settings	
☑ Automatically save open objects every	5 • minutes
Logout after four times autosave and no	activity, minimum 1 hour
	OK Count
	OK Cancel

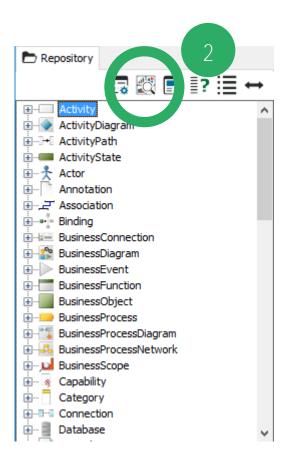
Create Repository Objects



- 1 Right-click in the repository explorer to create new objects
- Show all templates
- 3 Use Repository Views





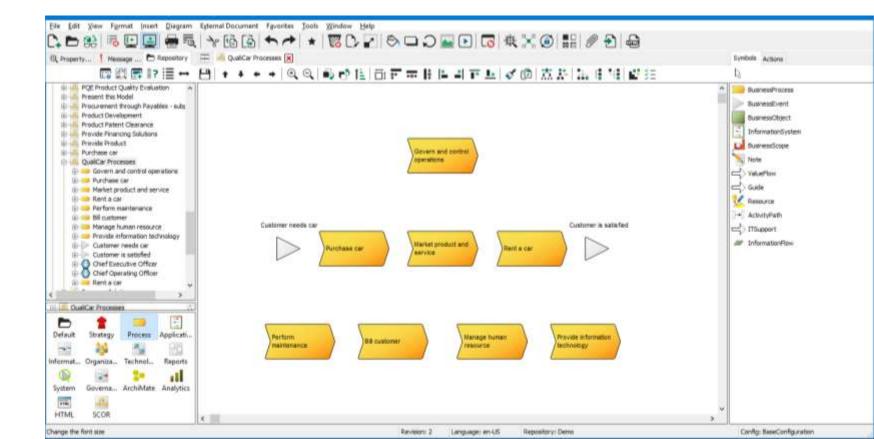


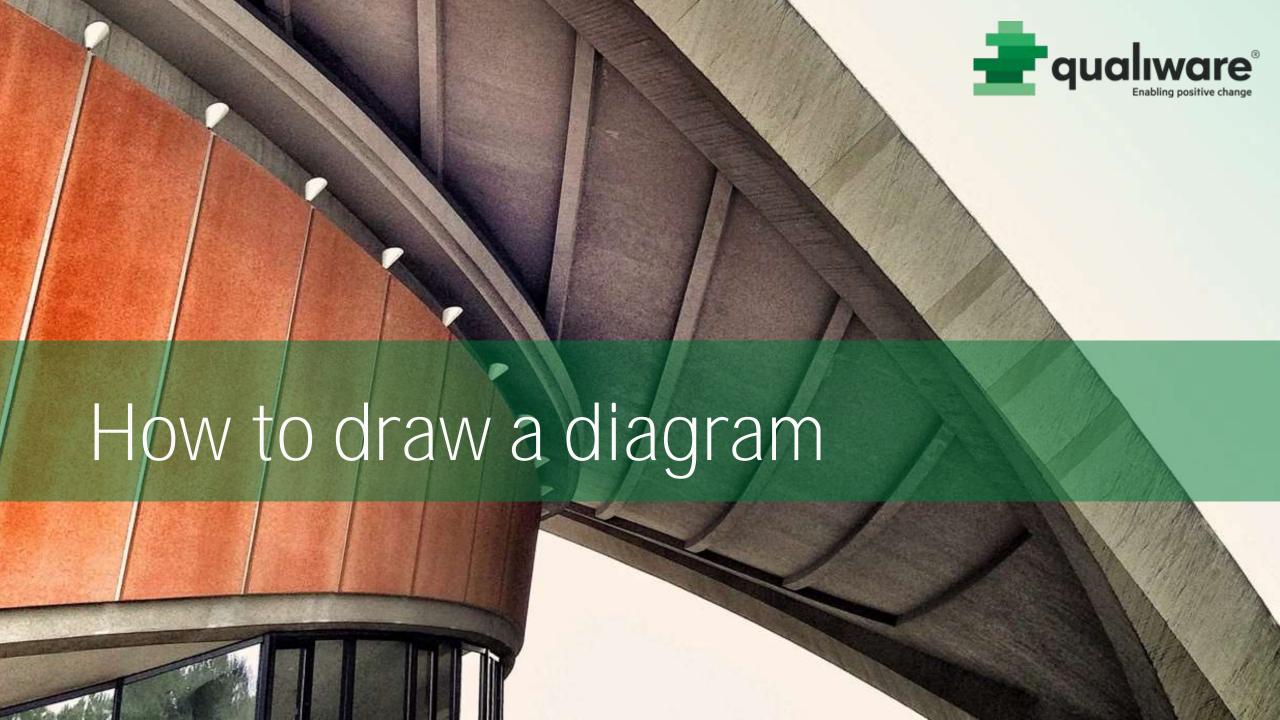


Exercise 1: Set-up and navigation



• **Purpose**: Understand how to set-up your workspace and navigate the repository explorer.

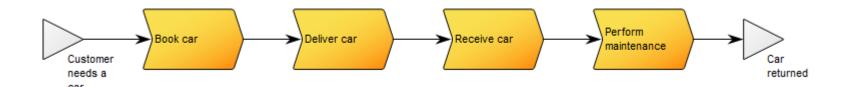




Process modeling



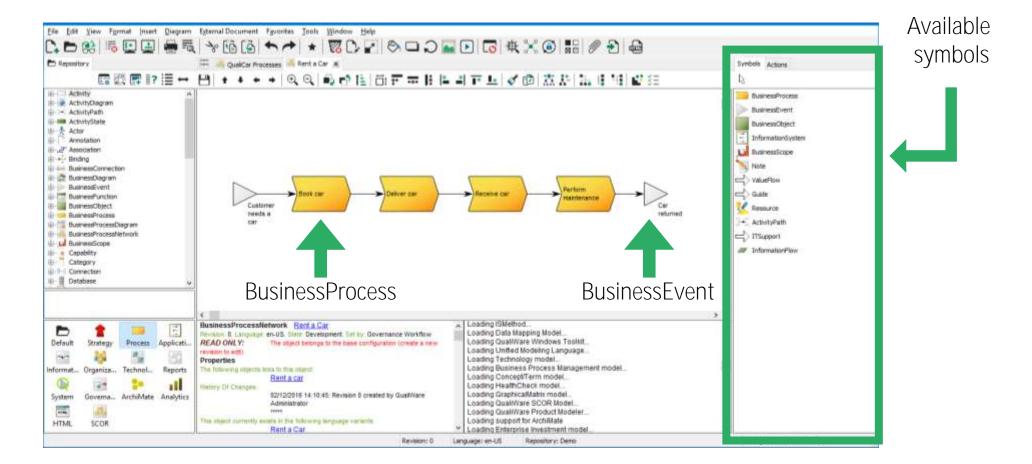
Process modeling focuses on events, processes and their sequence.



Process modeling



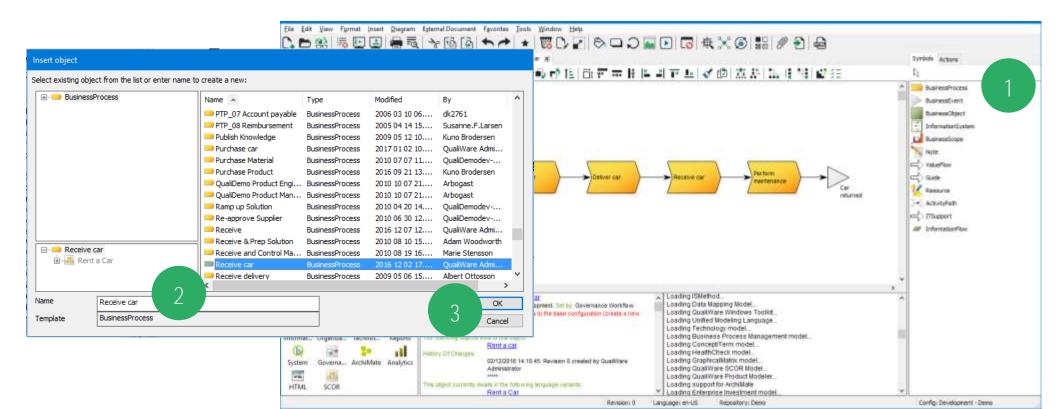
The diagram template BusinessProcessNetwork is used for describing processes



Re-using symbols



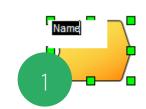
- Select the symbol BusinessProcess and place it on the diagram
- 2 Enter a name to create a new object or
- 3 Ctrl+L (or right click) to select and reuse an existing process



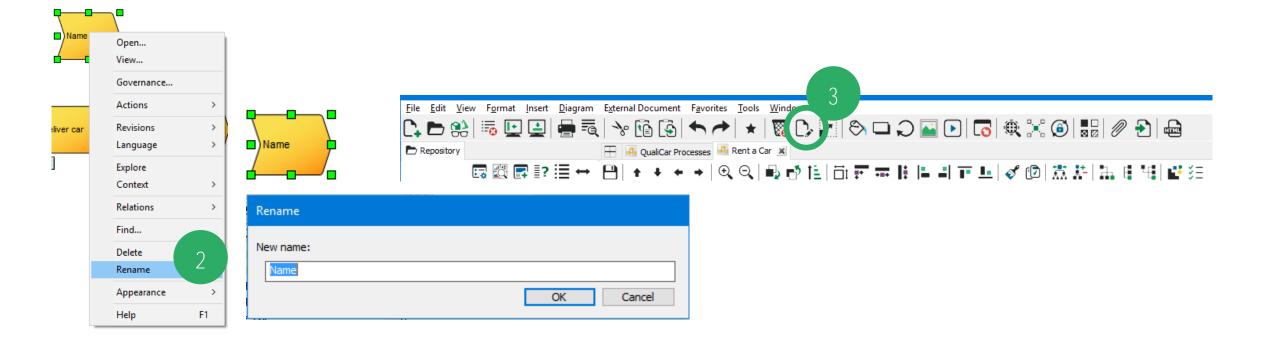
Renaming symbols



Select the symbol, press **Alt-key** and click on the name to open the advanced label editor



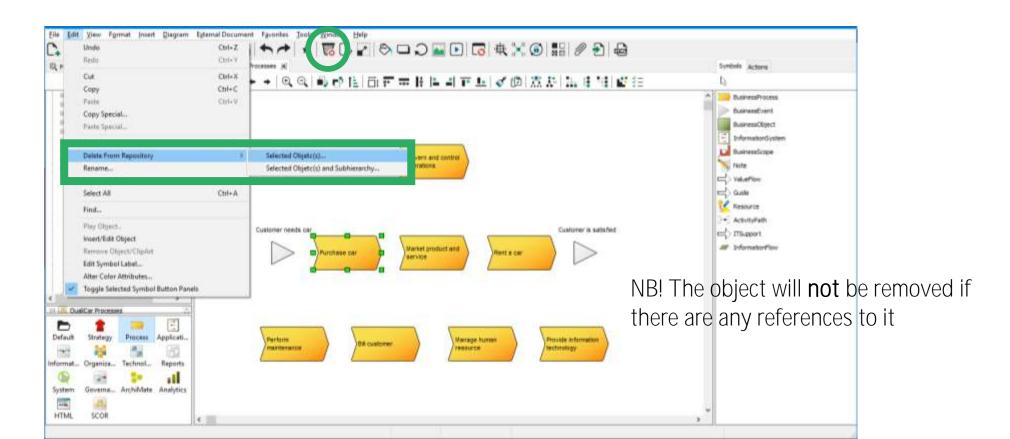
- 2 Select the symbol, right-click and click Rename from the menu
- 3 Select the symbol, press the **Rename** button in the tool bar or press **F2**



Deleting objects



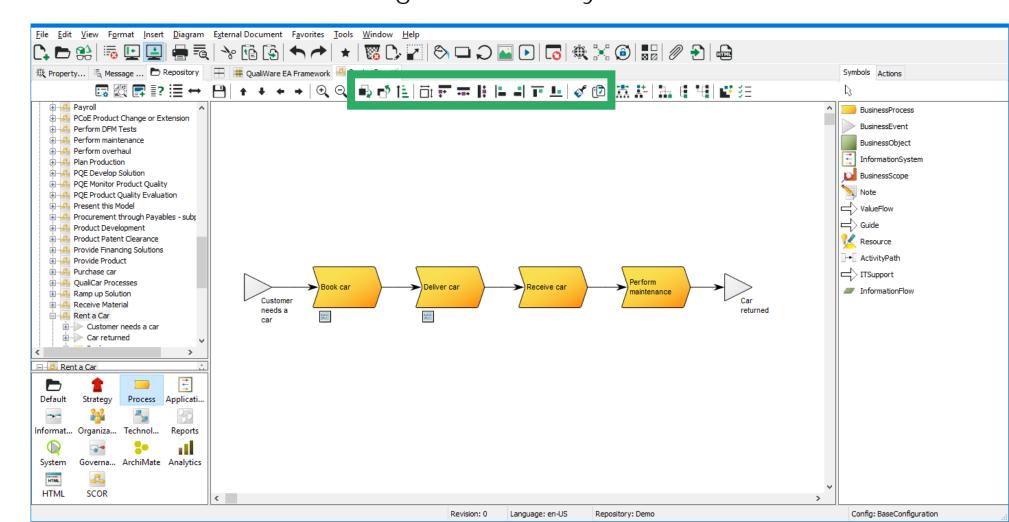
- Select the symbol, select Delete to remove the object from the diagram
- Select the symbol, select **Delete From Repository** to remove the object from the diagram and the database



Editing



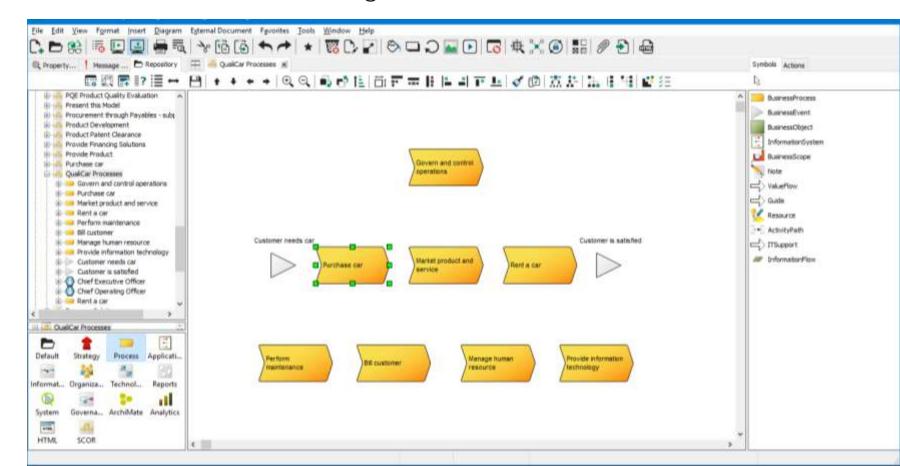
The toolbar contains buttons for editing functionality



Symbol size



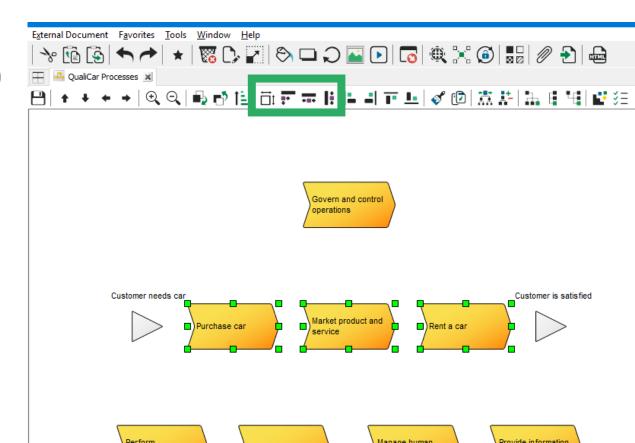
- You can change the size of any symbol.
- Select the object, get hold of a node and drag to desired size.



Sizing



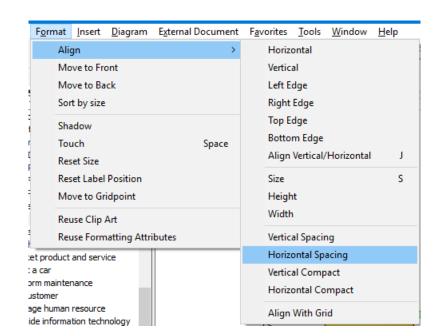
- Use the buttons in the toolbar to align symbols
 - Resize to original size
 - Align size (with first selected object)
 - Align width (with first selected object)
 - Align height (with first selected object)

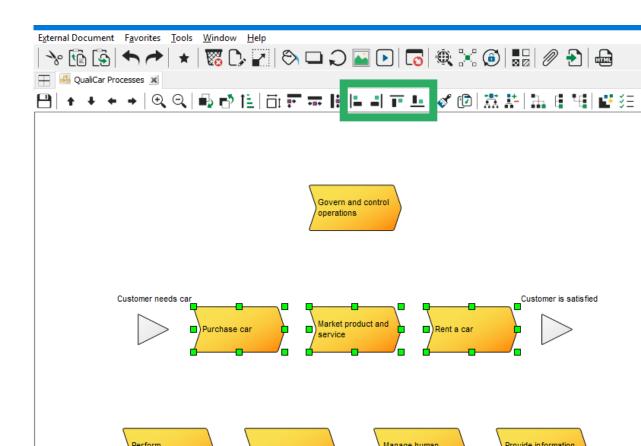


Alignment



- Use the buttons in the toolbar to align symbols
 - Align left edge
 - Align right edge
 - Align top edge
 - Align bottom edge

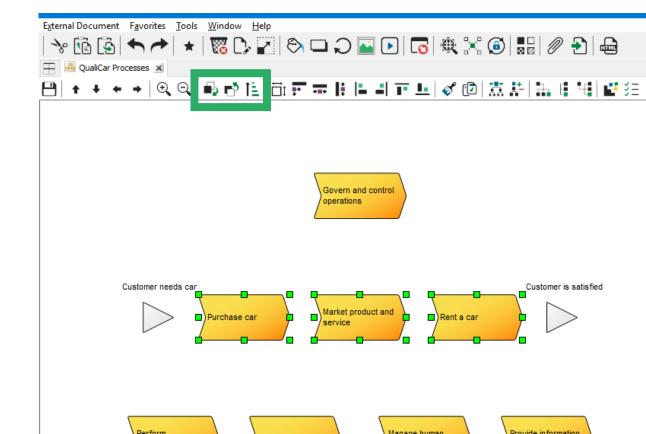




Arrangement



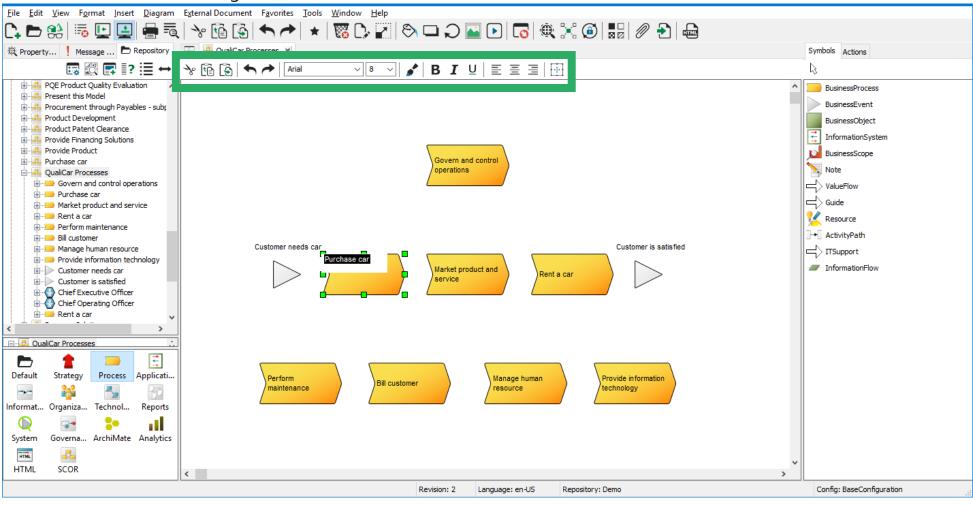
Use the buttons in the toolbar to move symbols to front or back



Symbol label



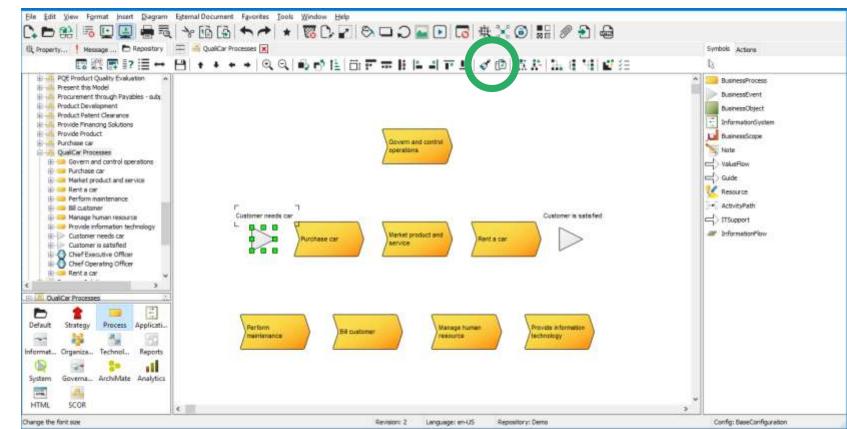
Change the text format on a symbol



Move symbol label



- Use the ALT key when moving a label.
- Select the object, hold the ALT key down, click on the text and move the label to the preferred position.

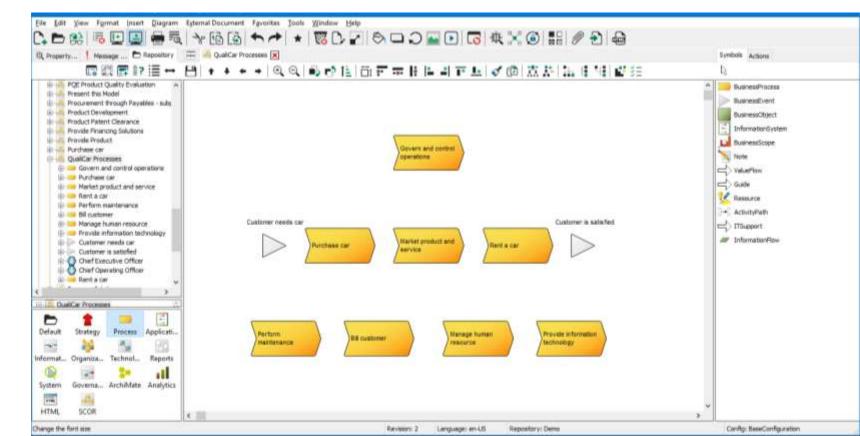




Exercise 2: Draw a diagram



• Purpose: To learn how to draw a diagram with different symbols and get to know the most common editing commands. During the exercise you will also learn how to rename an object, delete an object and reuse an object.

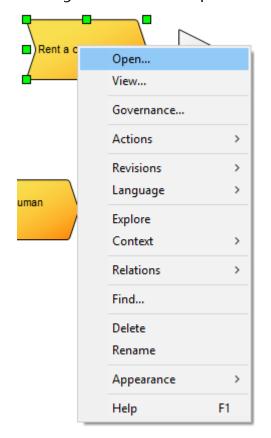


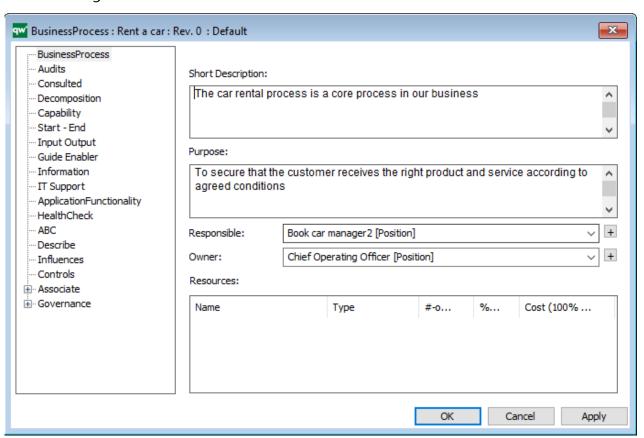


Describe a process



- To open the dialog for the component:
 - Select the symbol, right-click and click Open...
 - Select the symbol and press shortcut key B





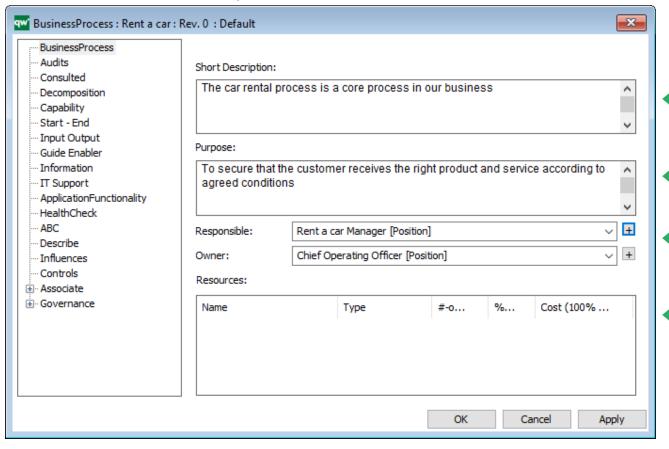
Describe a process







Properties for BusinessProcess



Short description
Text field

Purpose Text field

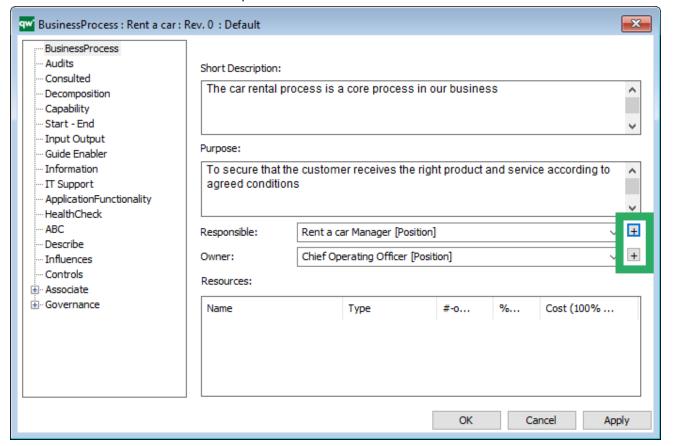
Responsible
Link to a person, role, org.unit, position

Resources
Link to a person, role, org.unit, position, resource, business object

Select responsible for a process



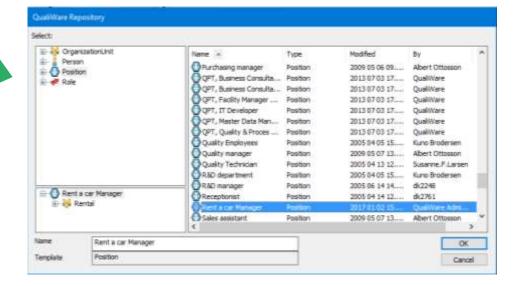
Properties for BusinessProcess





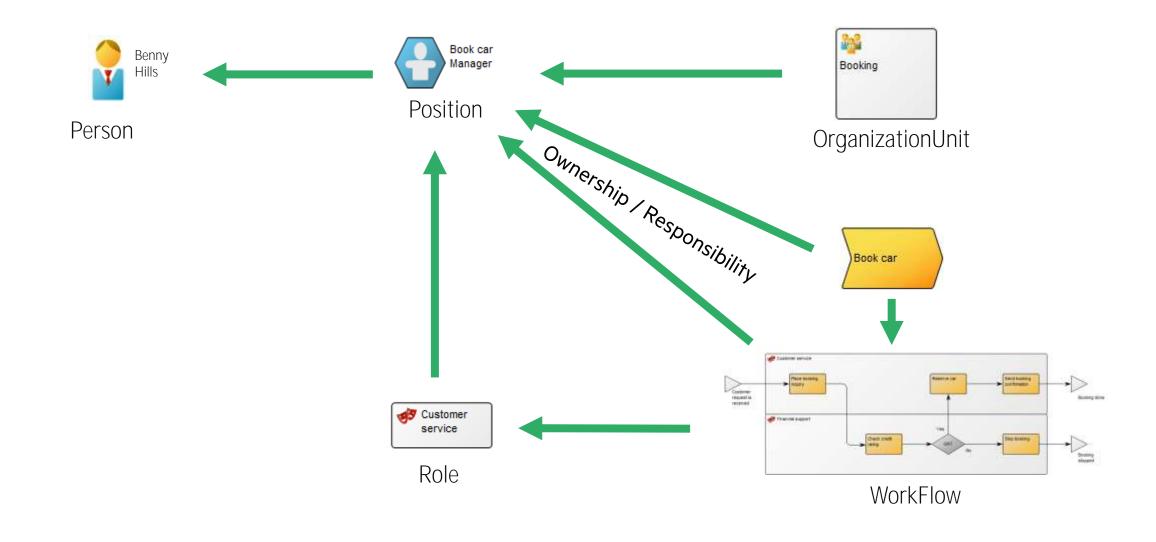
Press the + button to create a link to an object

Select a template Select existing object or create a new



Relations organization - process





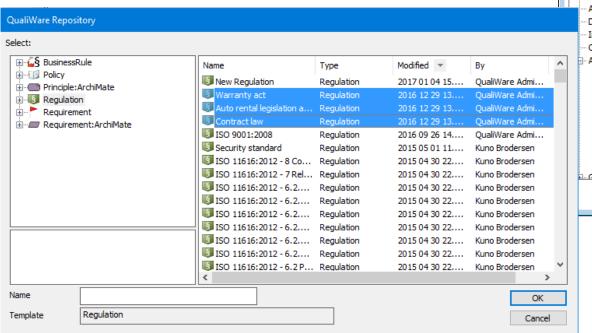
Define resources for a process



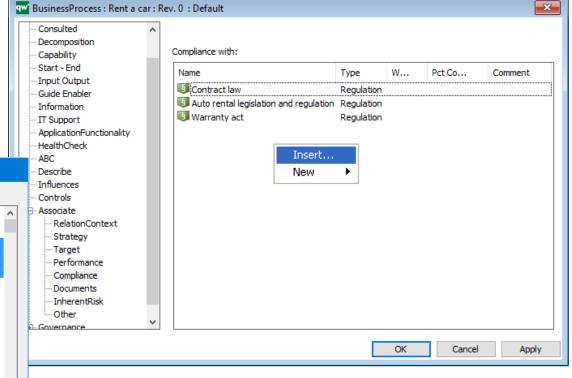


Right click in the listview field, select **Insert**

Select template
Select existing object or create a new one



Properties for BusinessProcess



Relations between objects



BusinessProcess – tab 'BusinessProcess'

To access (open) a reference:

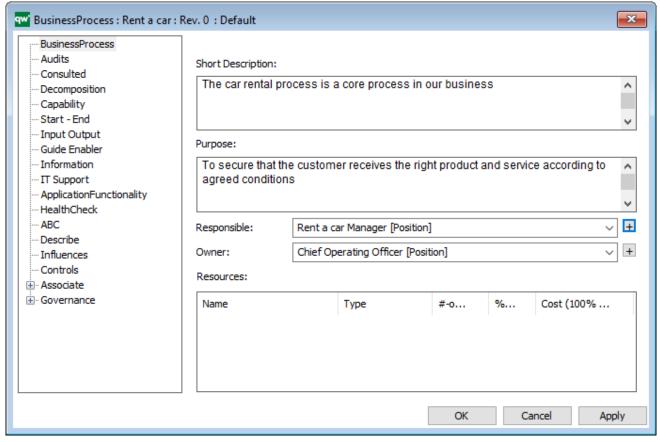
- Double-click (listviews)
- Press + button (single-links)

To delete the link to an object:

- Select and press DELETE (listviews)

Change the sequence of objects in a listview:

Select and drag to the desired position



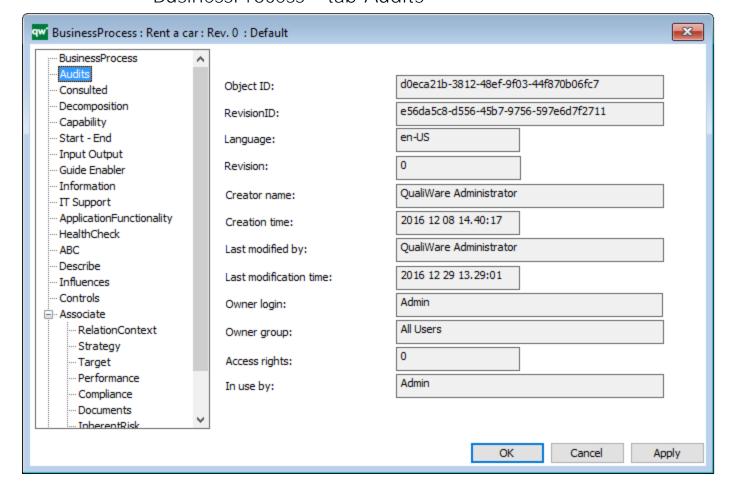
Audit information



Audit information about;

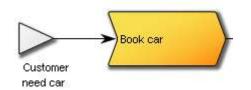
- Object ID
- Creator name and time
- Changed by and when
- Access rights
- Who uses the object now

BusinessProcess - tab 'Audits'

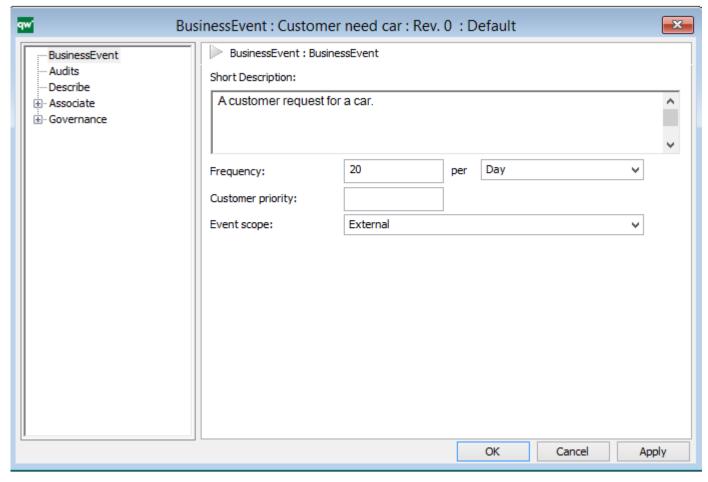


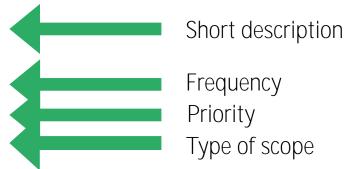
BusinessEvent





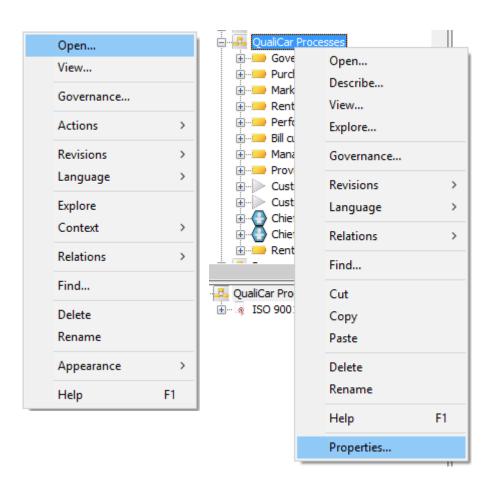
Properties for BusinessEvent



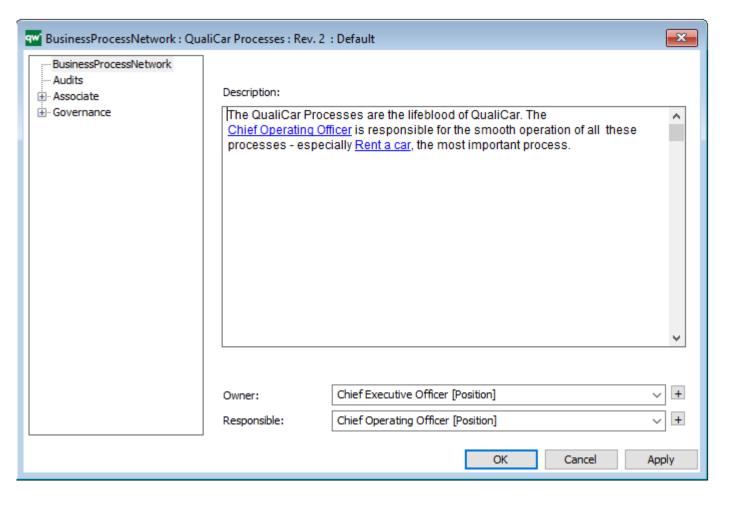


BusinessProcessNetwork

BusinessProcessNetwork



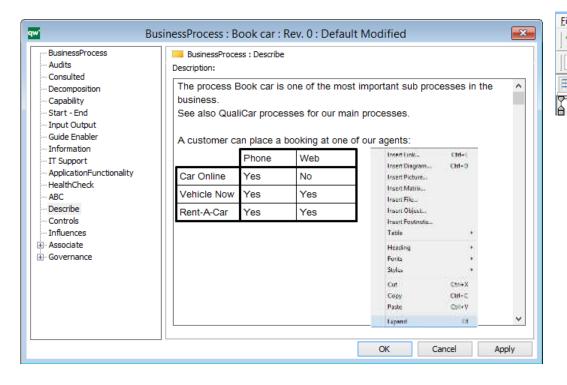


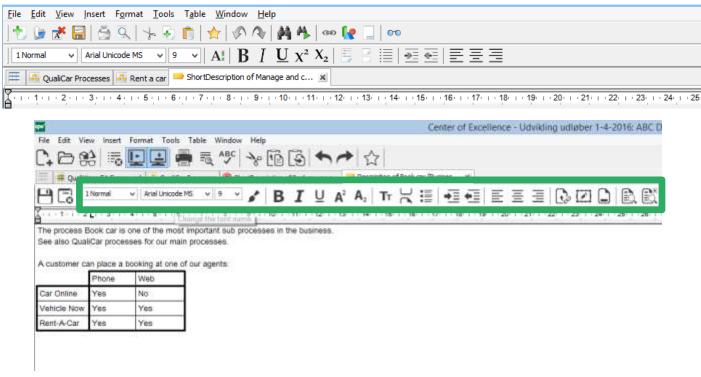


Expanded text editor



To expand a text field: Press F8 or right click and select Expand

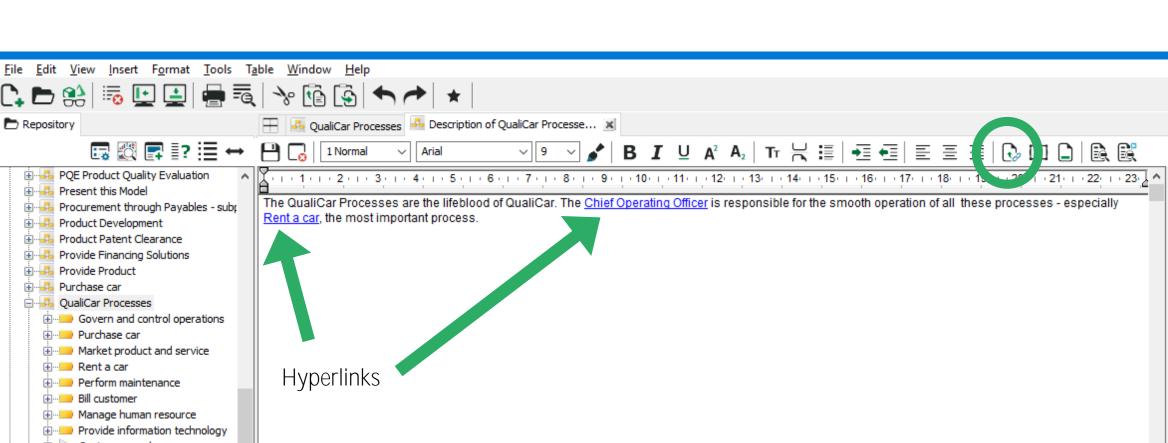




Hyperlinks in text fields



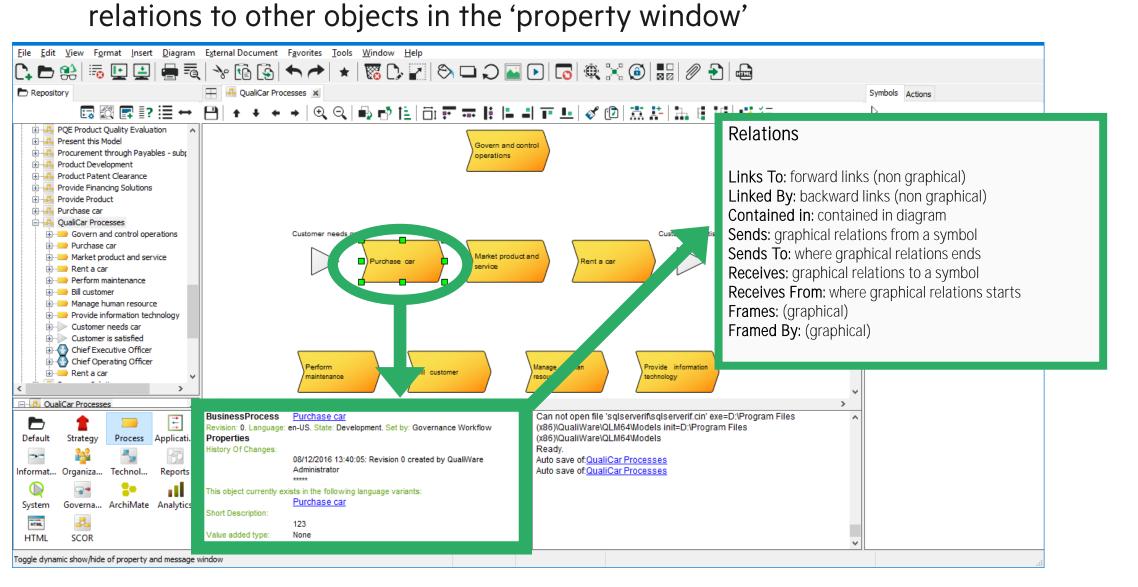
To create a hyperlink to an object; use the button **Insert a hyperlink** or press **Ctrl L** or right click and select **Insert link**



Property window



Click on the symbol to show the properties for the object and

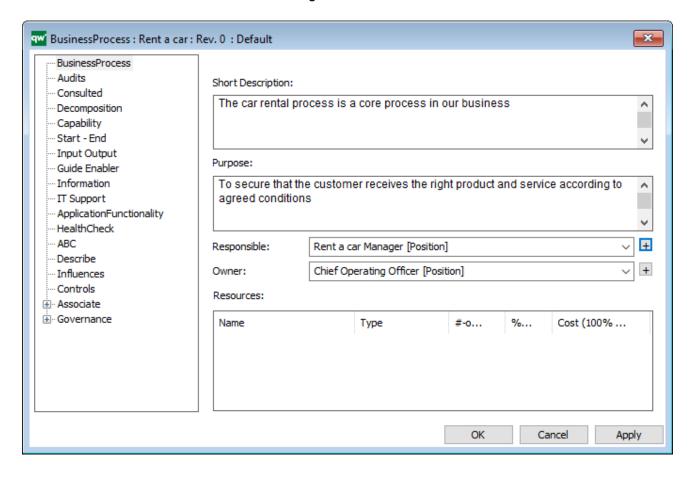




Exercise 3 – Describe symbols and diagrams



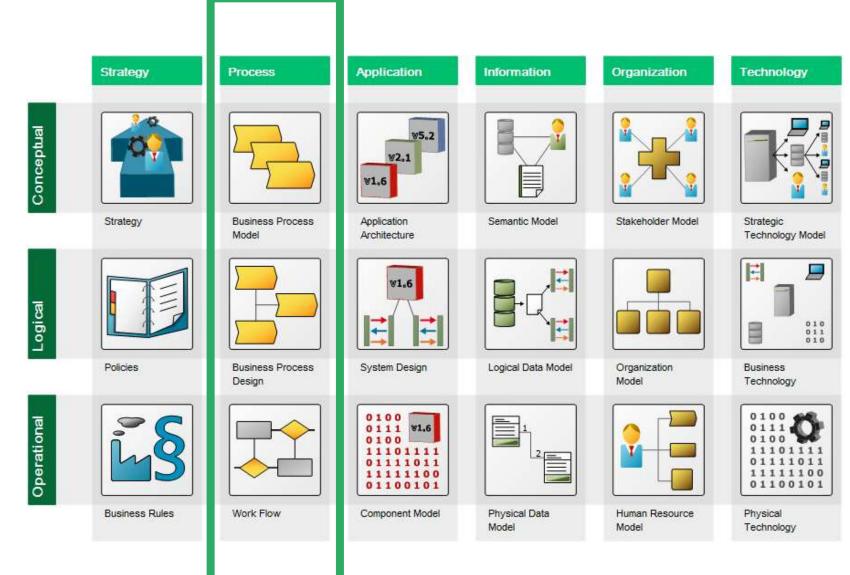
Purpose: Learn how to describe the properties of an object by adding text, create relations (links) to other objects.





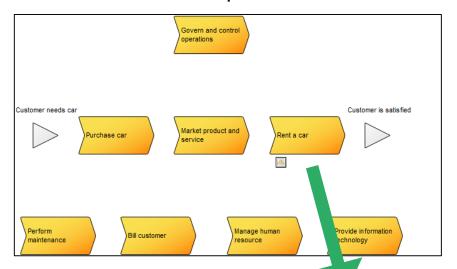
Linking across diagrams



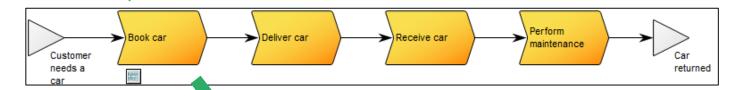


Zoom-in processes

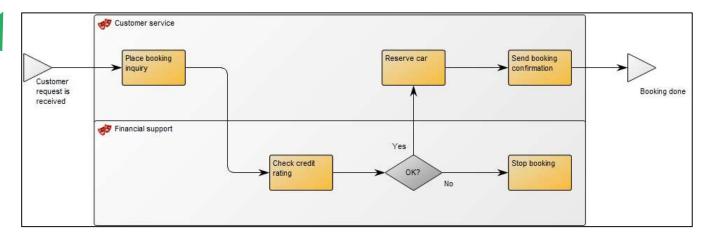




Main processes break down to sub processes... (Breaks down to)



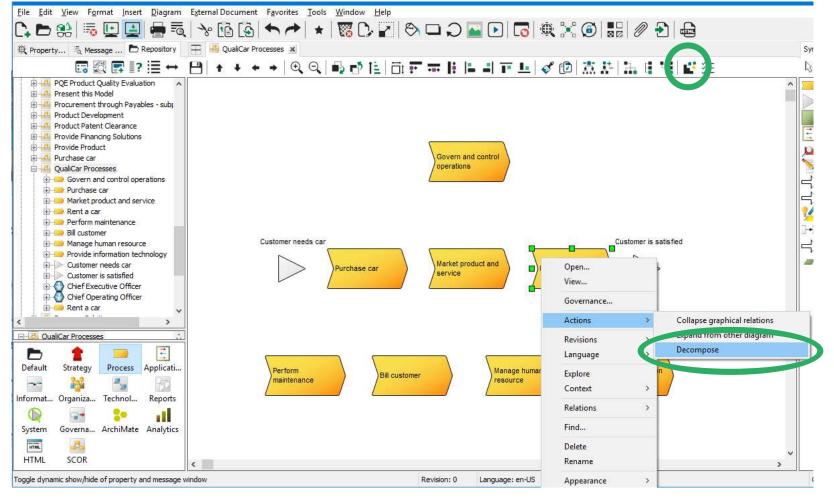
...and are visualized by workflow diagram (Visualized by work flow diagram)



Decompose a process



Select an object, right click and select **Actions/Decompose** or use the **Decompose** button in the tool bar to break down a process into a new diagram



Select type of diagram for decomposing

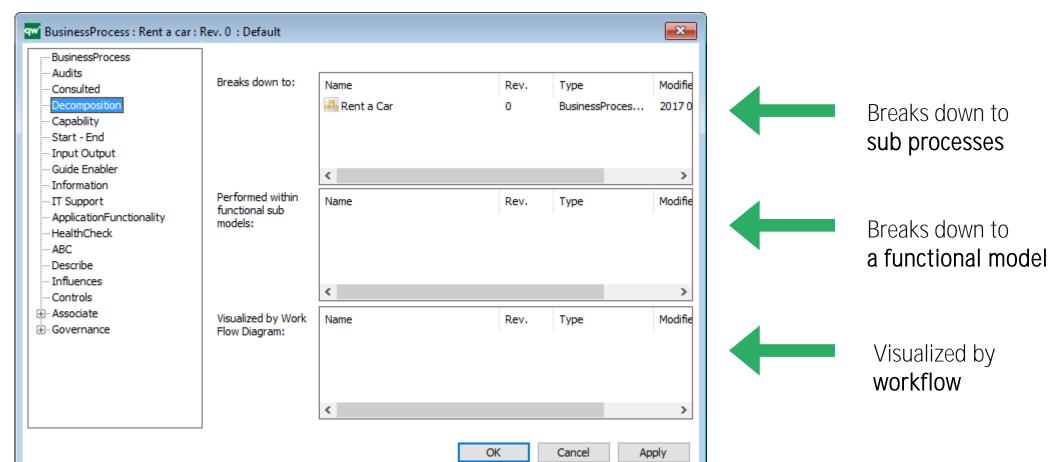
Decompose to			
Select diagram type:			
BusinessProcessNetwork BusinessDiagram WorkFlowDiagram BusinessProcessDiagram			
		OK	Cancel

Drill down processes





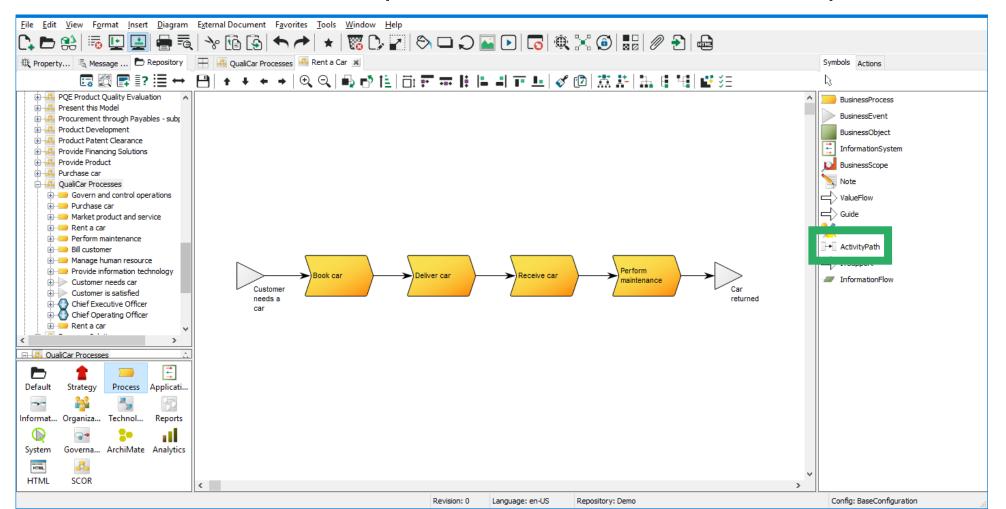
BusinessProcess – tab 'Decomposition'



Draw relations



- Select a connector (ActivityPath)
- Click on the "from" symbol and then click on the "to" symbol

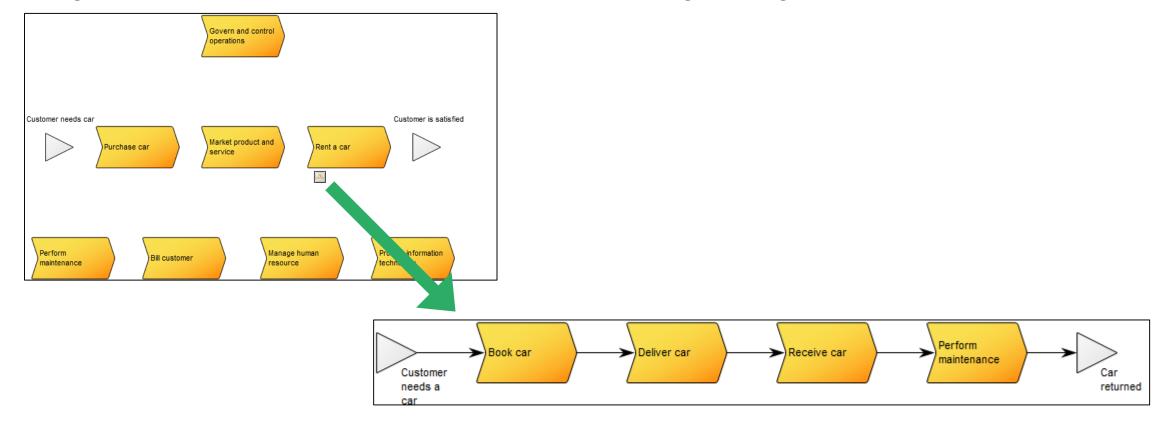




Exercise 4 – Create process hierarchy



Purpose: Learn how to create diagram hierarchies and relations between diagrams. We will also learn more about editing a diagram.

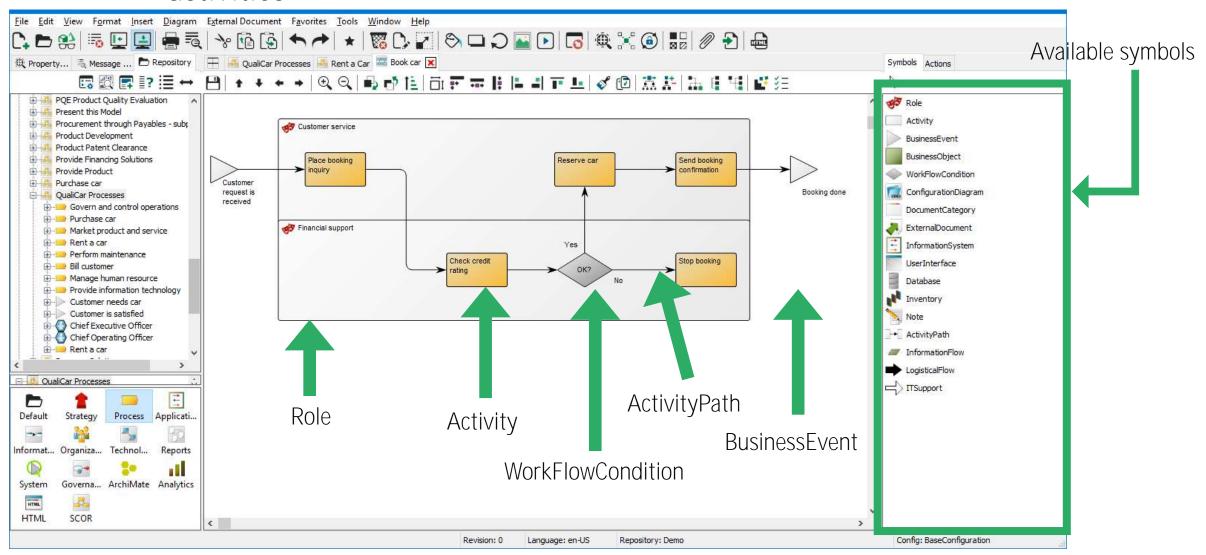




Workflow



The diagram WorkFlowDiagram is used for describing activities

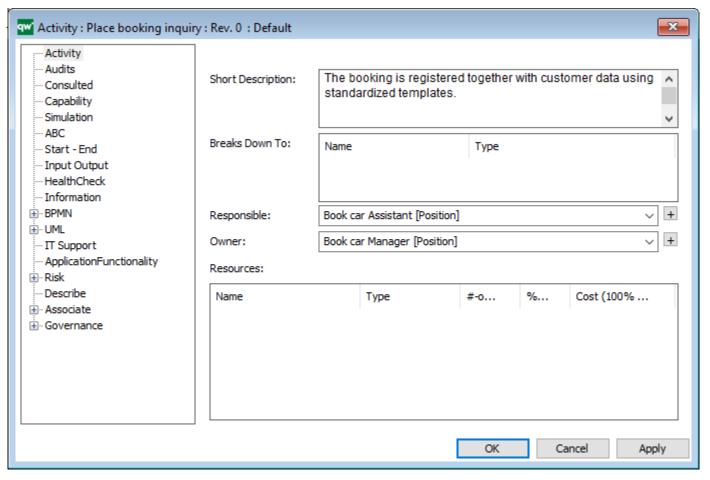


Activity



Place booking inquiry

Properties for Activity



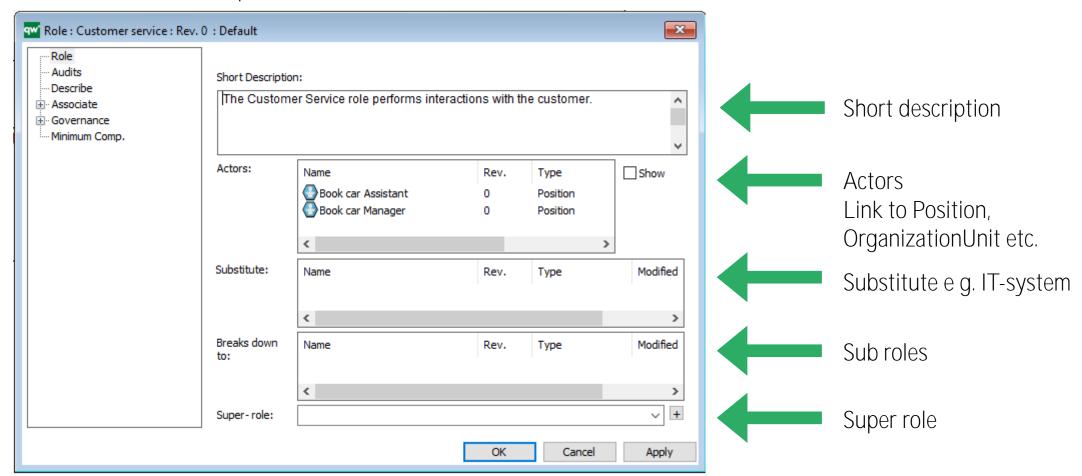


Role



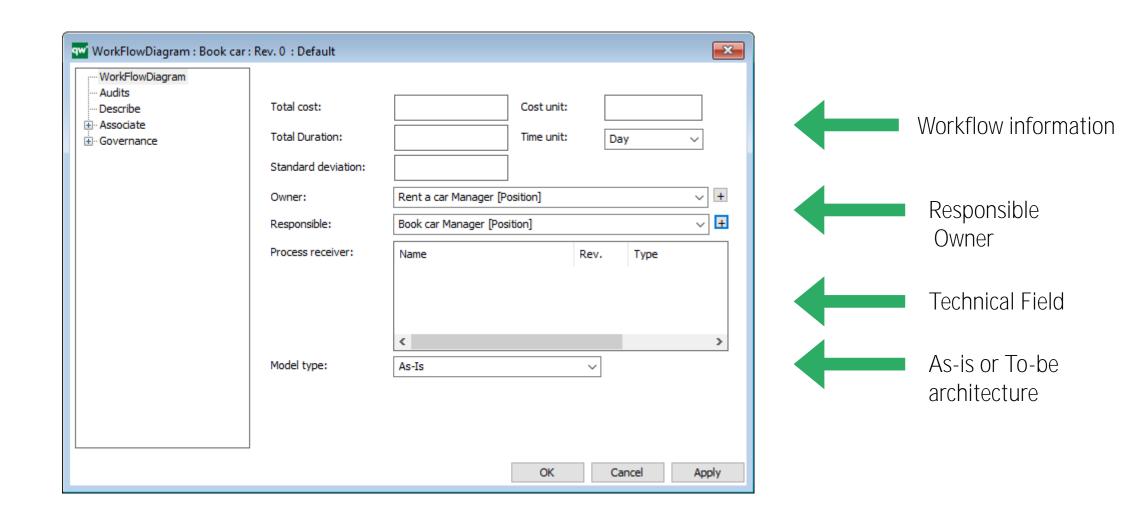


Properties for Role



WorkFlowDiagram

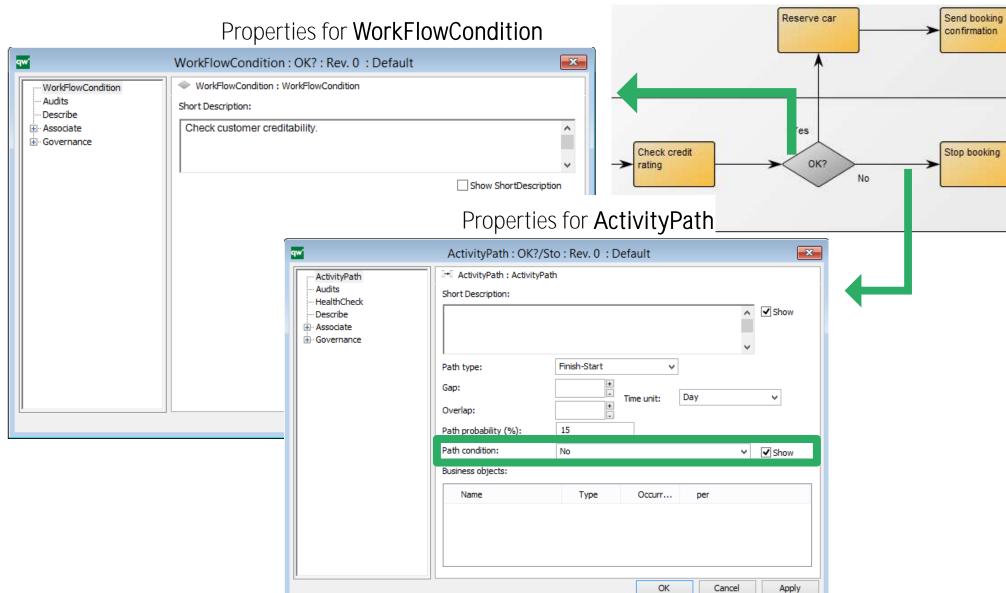




Condition



Booking done

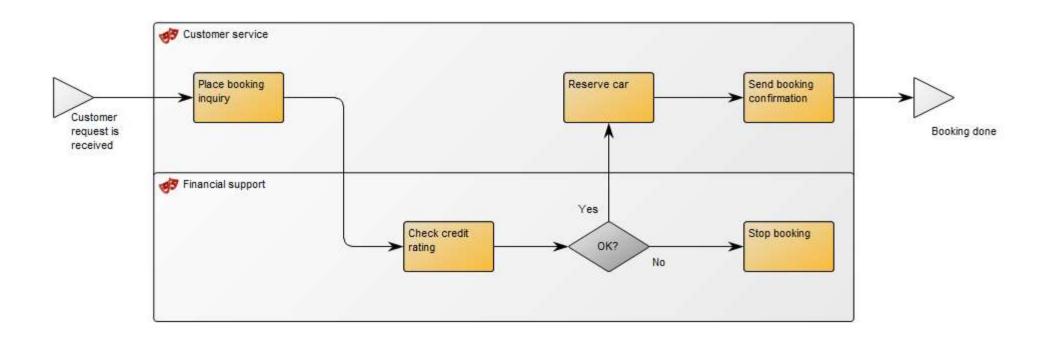


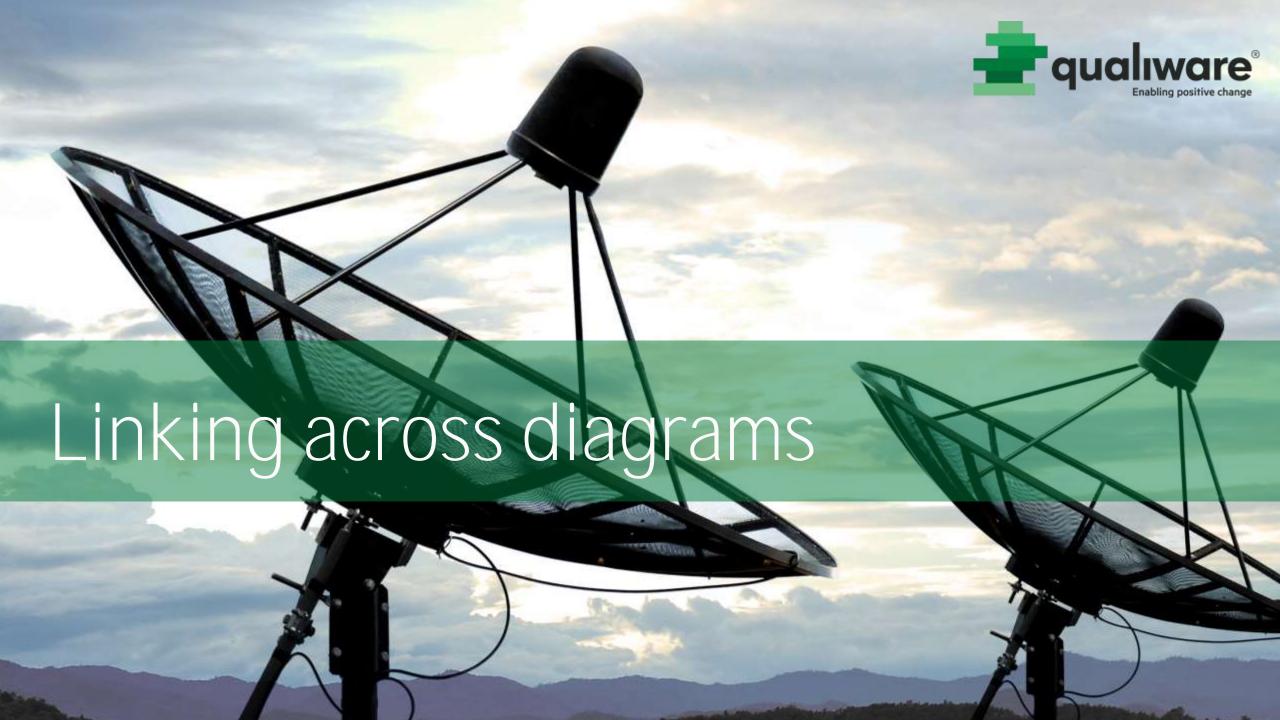


Exercise 5 - Workflows



Purpose: To learn how to draw workflows and describe activities, responsible and resources.

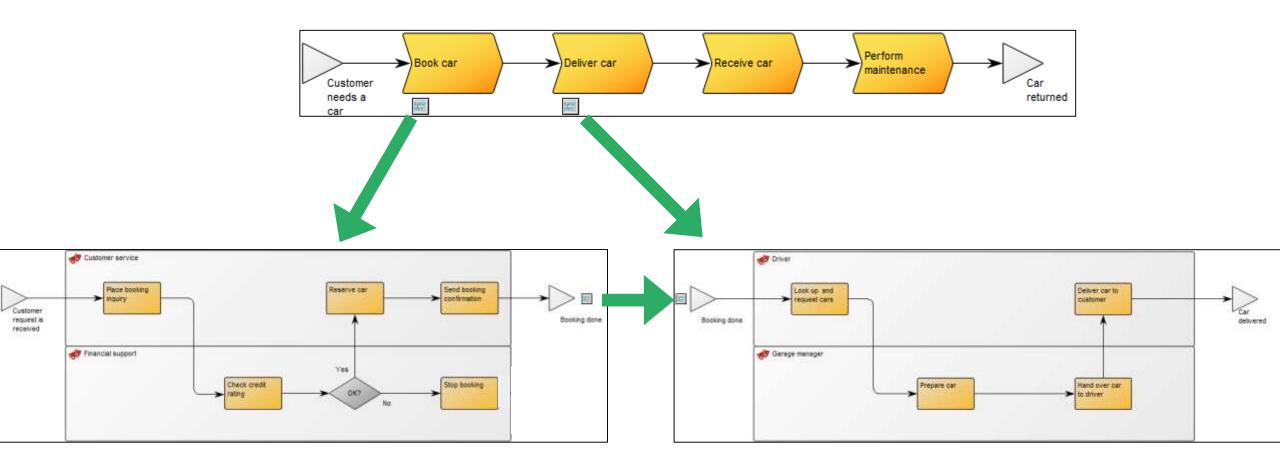


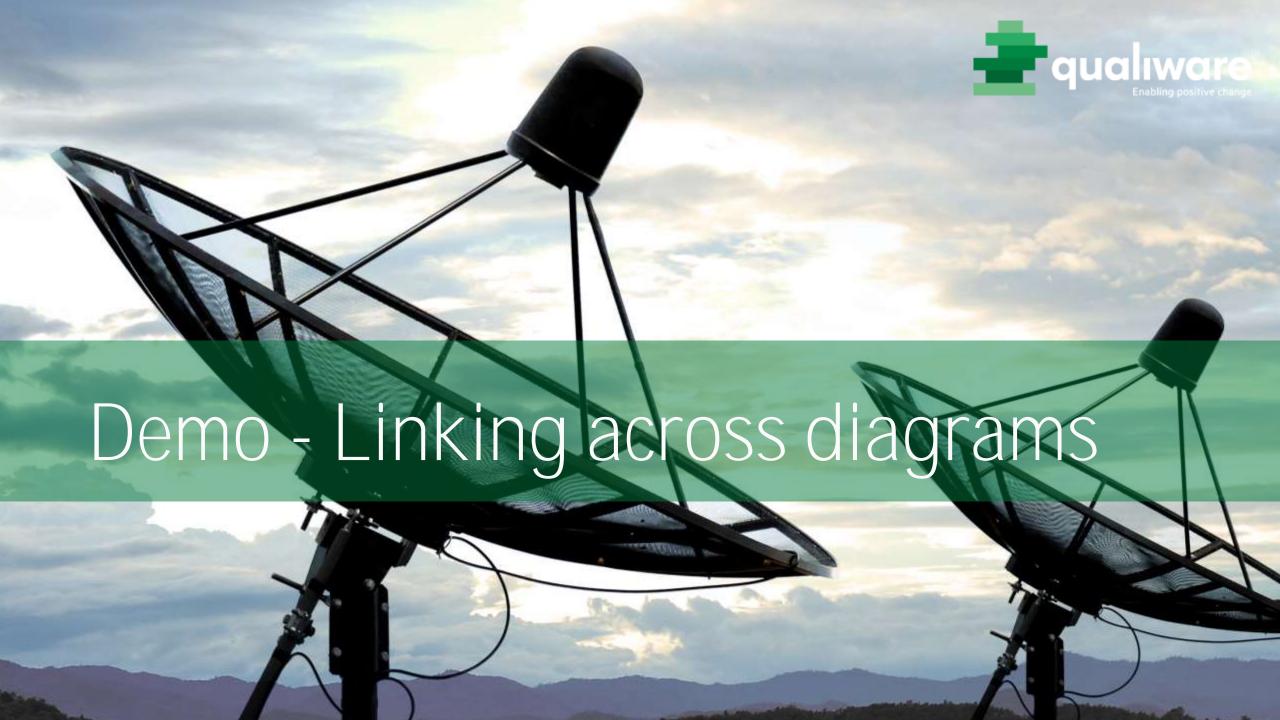


Linking via BusinessEvents



Re-use BusinessEvent

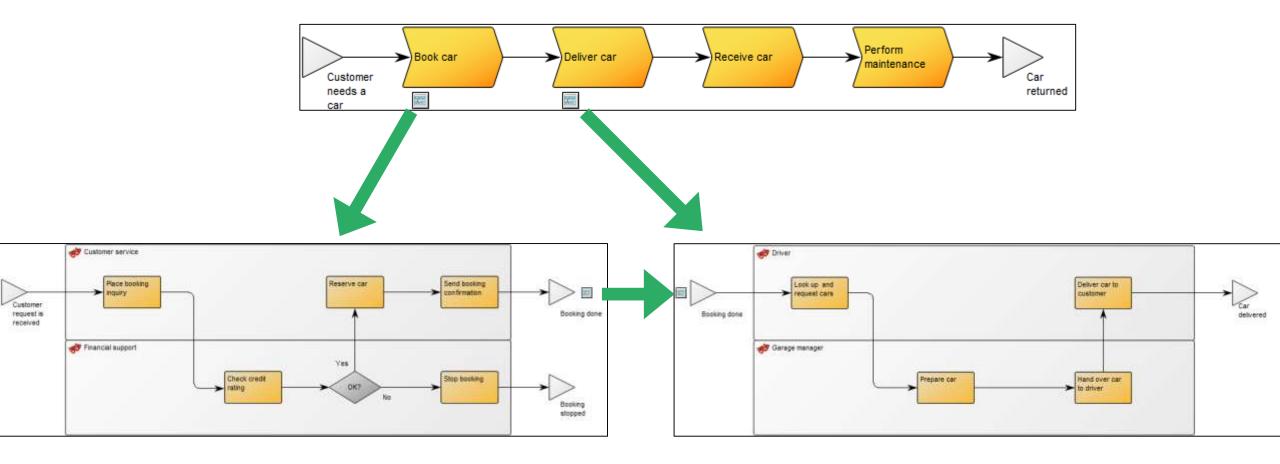




Exercise 6 – Linking across diagrams



Purpose: Understand how to document a workflow across several different diagrams.

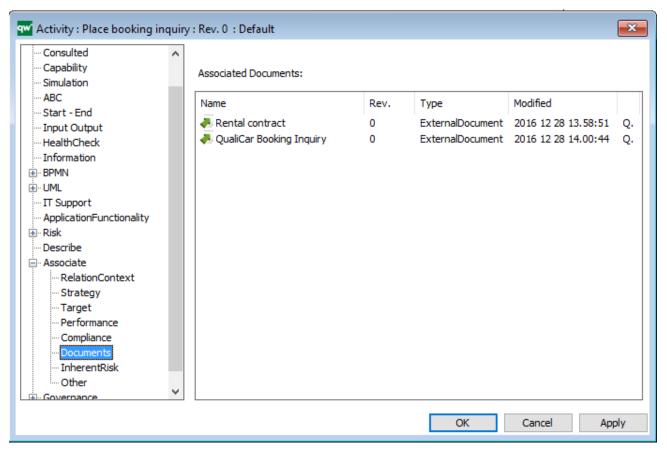




References to documents



- The field Associated with is used to link to documents (ExternalDocument) which are stored outside the repository.
- ExternalDocument can also be visualized in the diagram.





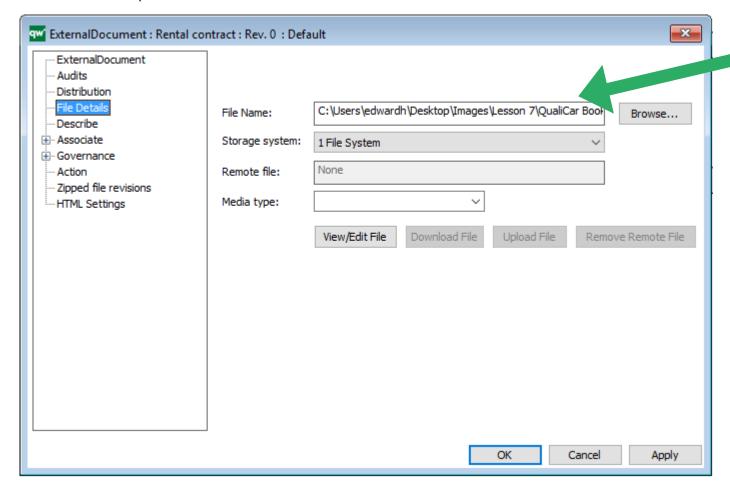
You can link to a Word-document, Excel spread sheet, pdf-file, URL etc.

References to documents



Properties for ExternalDocument





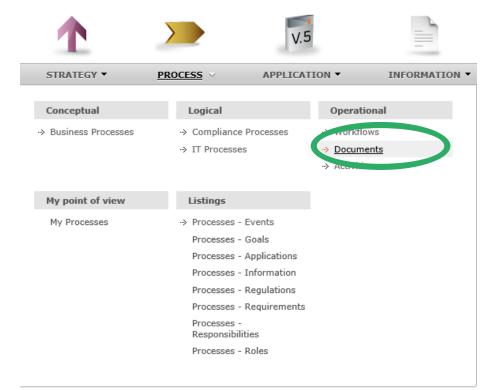
Path to the document

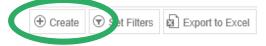
Use Browse button to find the document

Use View/Edit file button to open

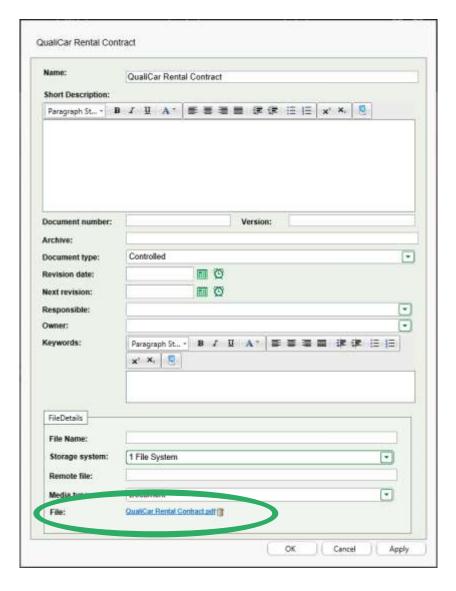
the document

External documents on the web













Demo - External documents



Exercise 7 – External documents



Purpose: Understand how to create and link to external documents.

Name:	QualiCar Rental Contract
Short Description:	
Paragraph St 18	
Document number:	Version:
Archive:	Controlled
Document type: Revision date:	m Ø
Next revision:	E O
Responsible:	
Owner:	<u>-</u>
Keywords:	Paragraph St・ B J 및 A T 摩 臺 臺 圖 課 課 语 语 注 g* X; 【型
FileDetails	
File Name:	
Storage system:	1 File System
Remote file:	
Media type:	Document
File:	QuanCar Rental Contract pdf

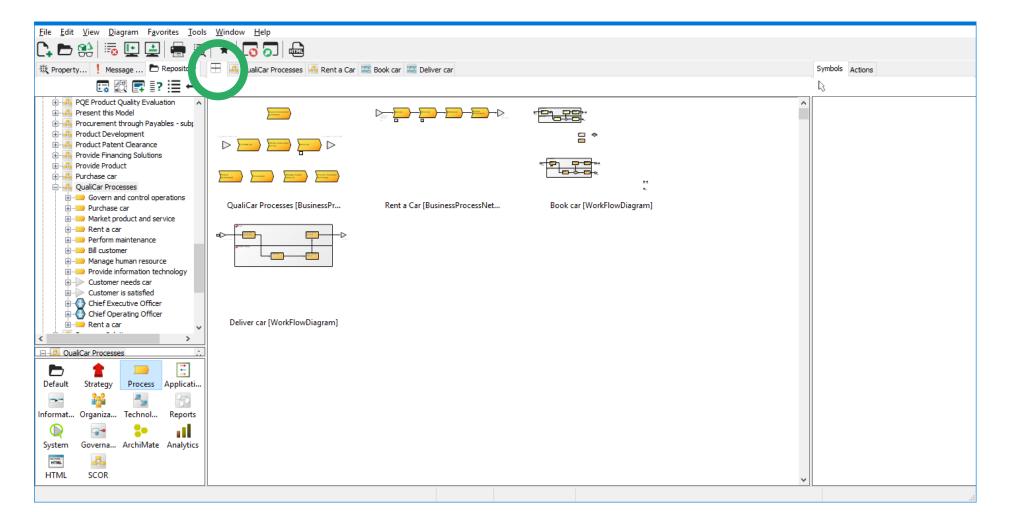




Workspace and Tabs



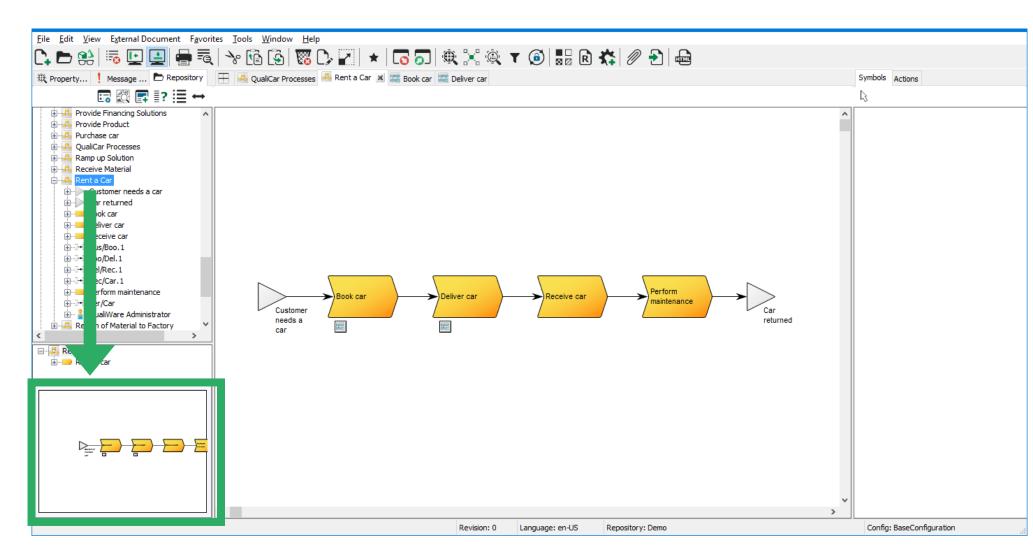
All active diagrams and objects are shown in an overview



Repository Preview



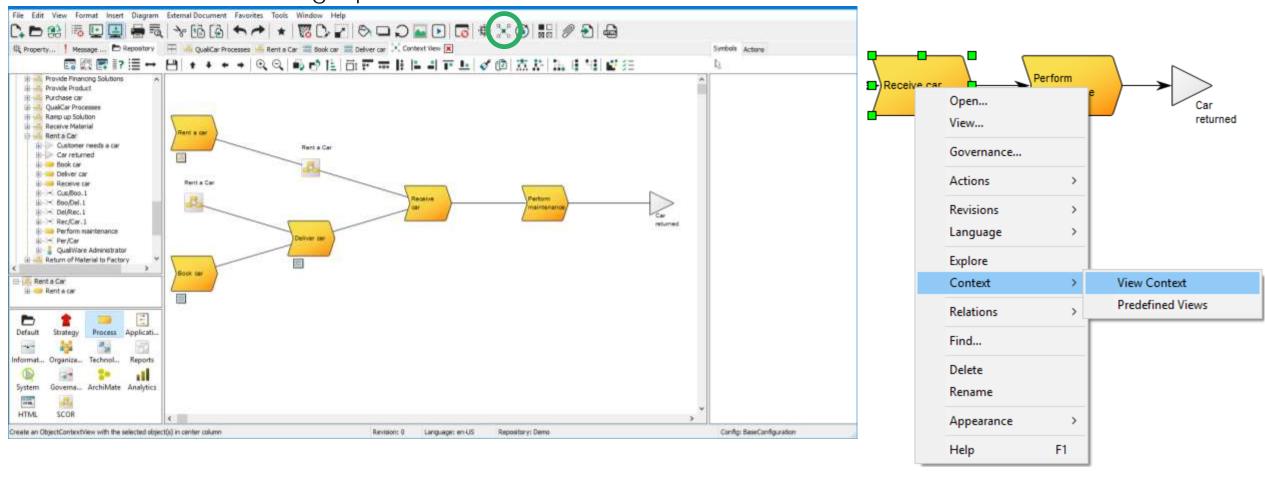
Preview for diagrams



Graphical Context Explorer



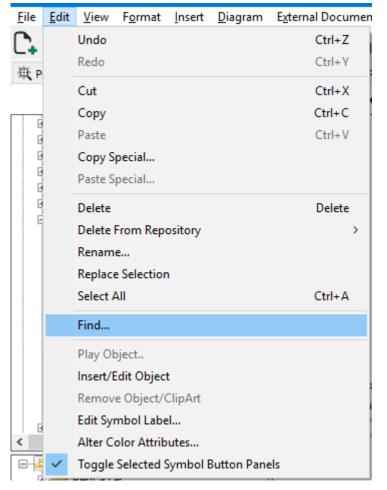
 Object context view shows all relations from/to an object in a graphical view

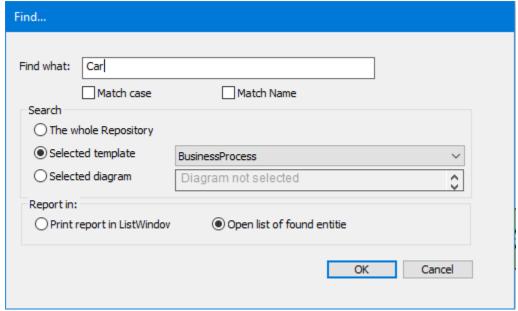


Search the repository



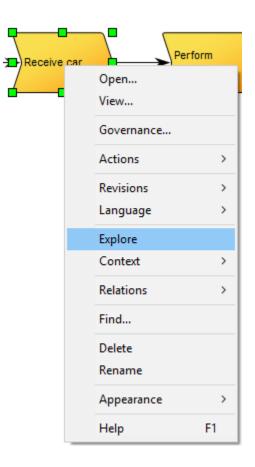
- Use Edit->Find
- Select template
- Open list



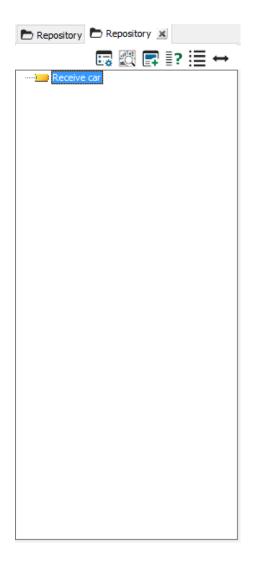


Explore feature

- Bookmark-like feature
- Quickly re-use symbols



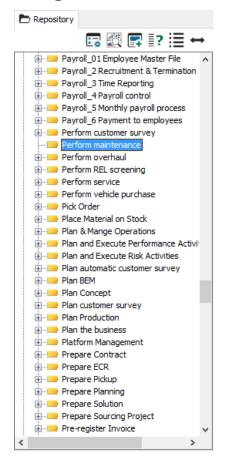




Right-click drag feature



- Navigate to object in repository explorer
- Drag the object on to the canvas with the right mouse button
- Re-use graphically or in the properties



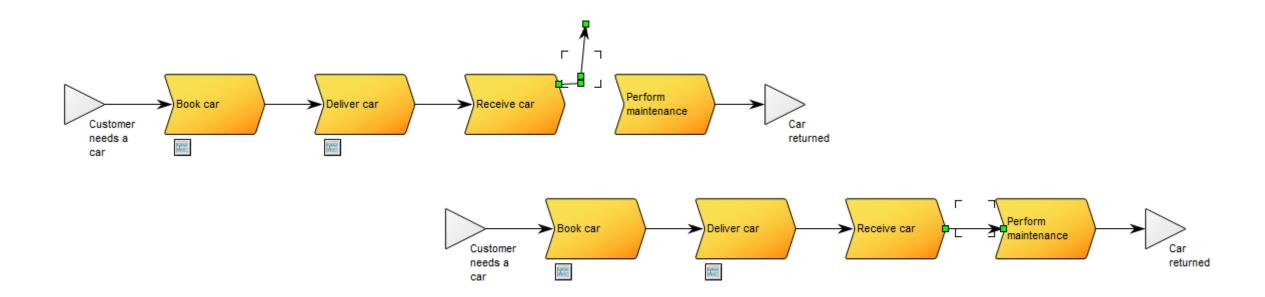
Reuse Object on graph

Reuse Object in 'Rent a Car' >

Detach connectors



- Select connector
- Hold CTRL
- Drag green box away from a symbol and on to another

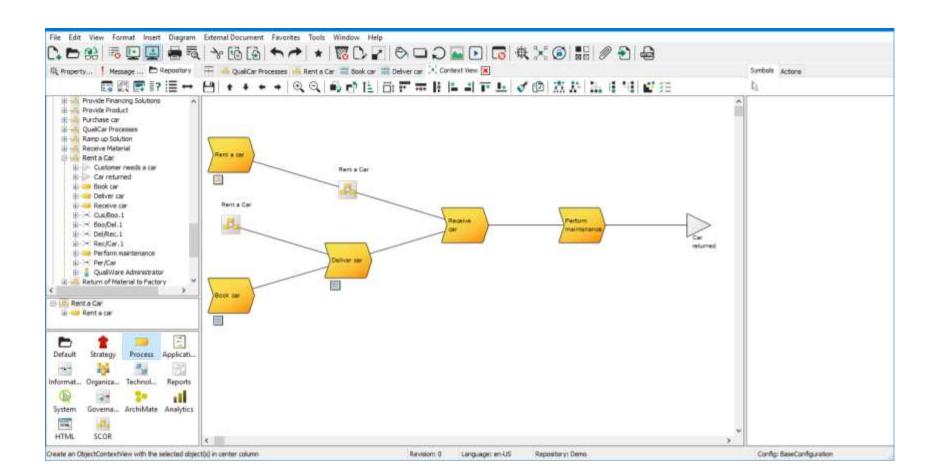


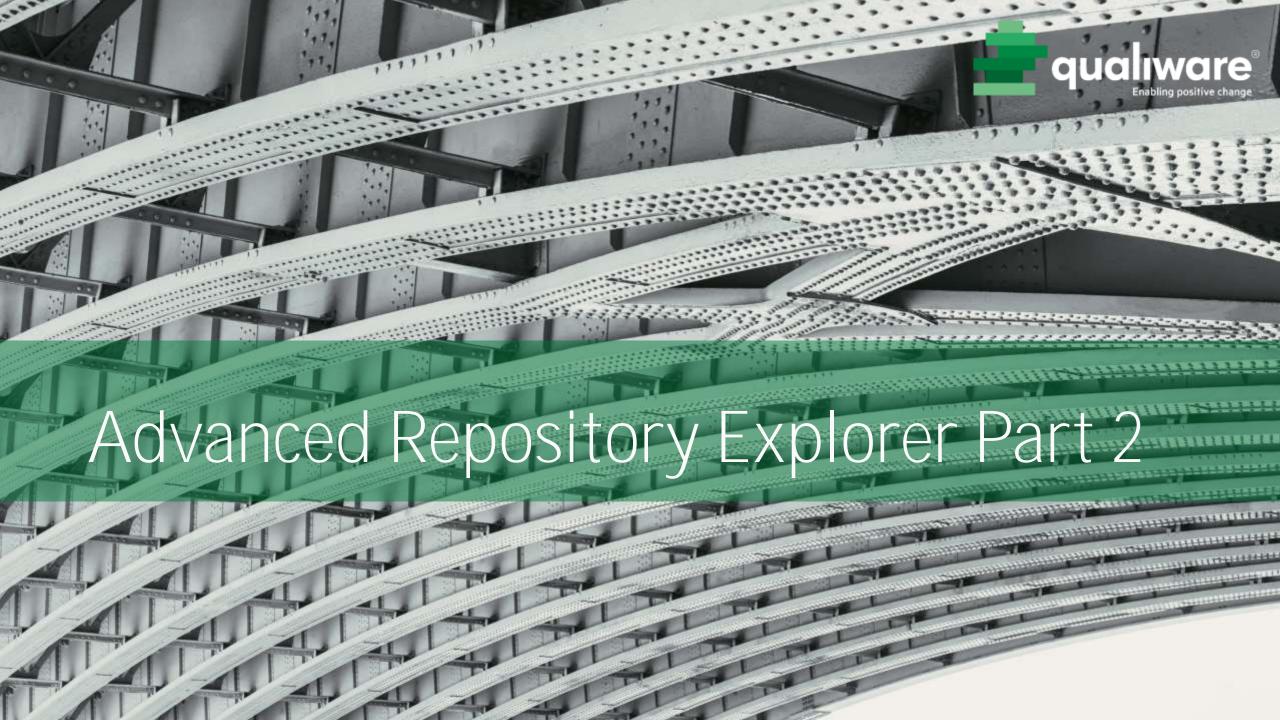


Exercise 8 – Advanced Repository Explorer Part 1



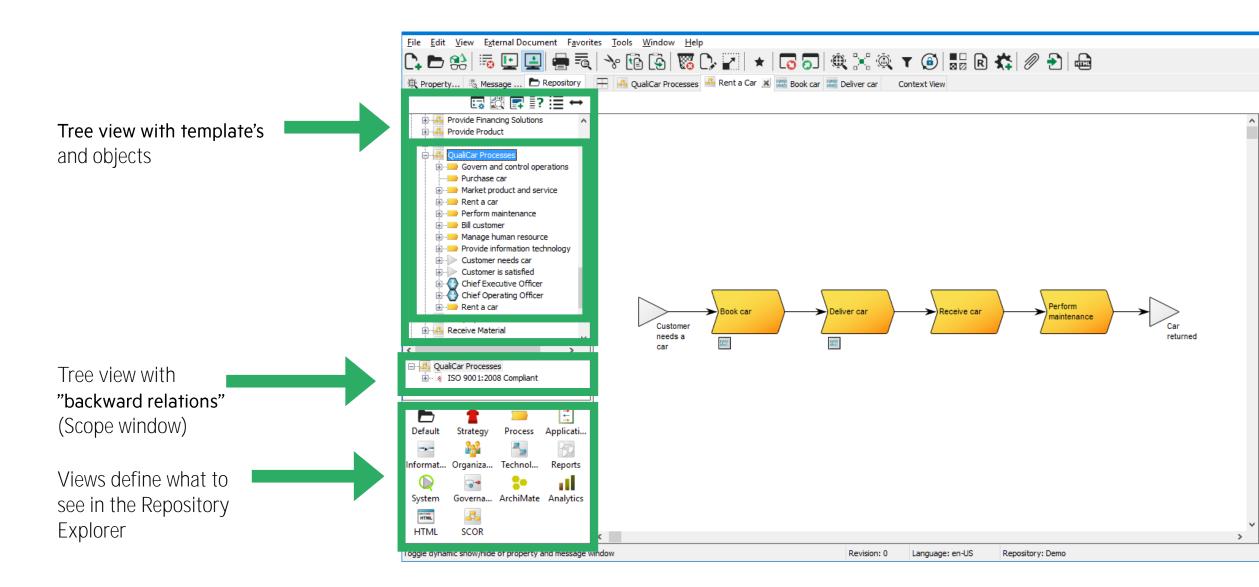
Purpose: Understand the graphical context view, search function, explore feature and right-click drag feature.





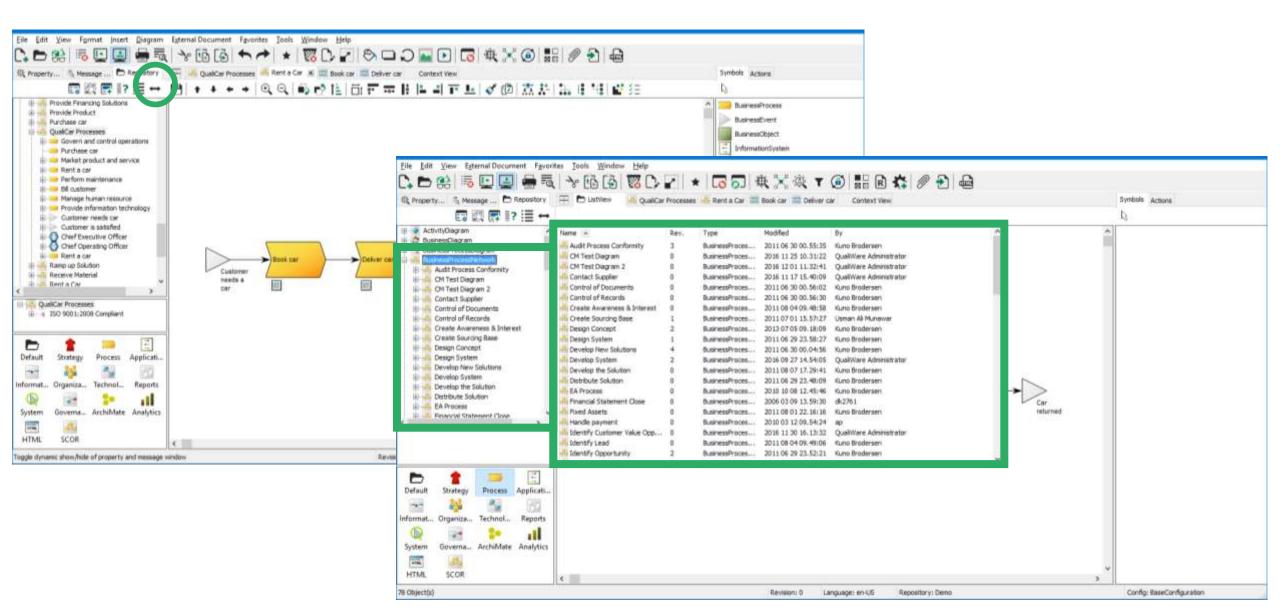
Repository Explorer





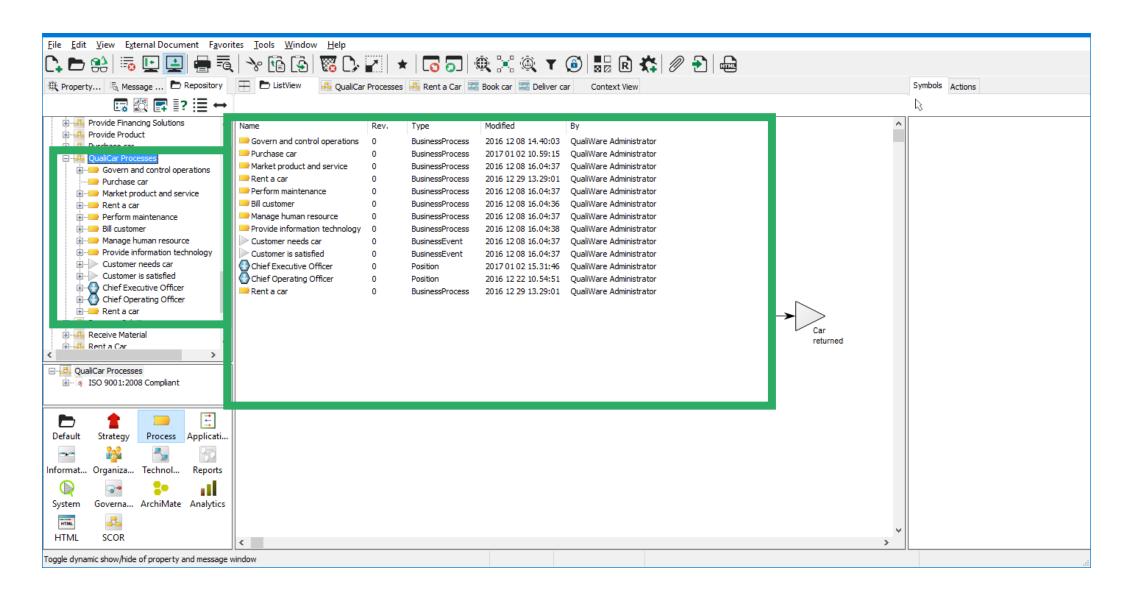
List window





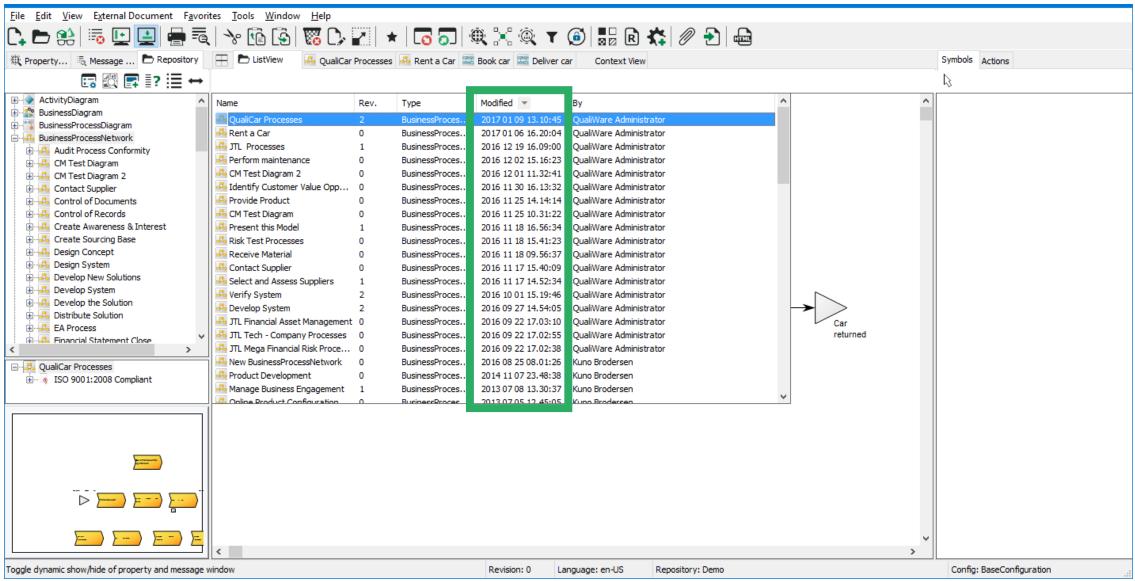
List window





List window





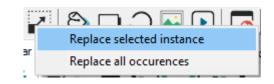
Replace symbol with another symbol



- Select object to replace either on a diagram or in the repository explorer
- Click on the "Replace selection with another object" button
- Replace either:
 - Instance
 - All occurrences



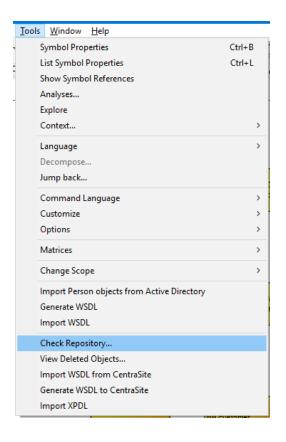


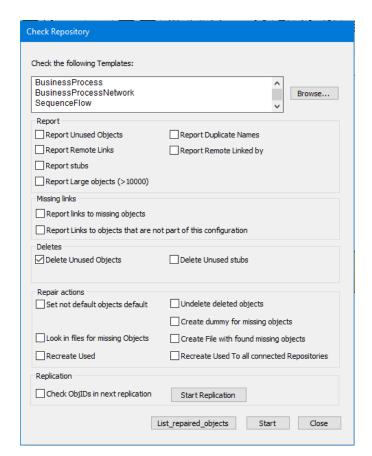


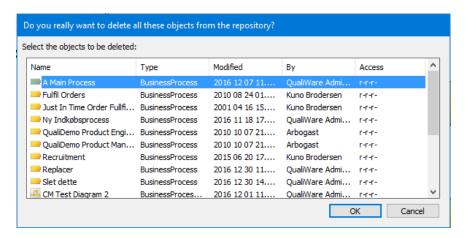
Check repository



- Focus on the Repository Explorer
- Go to Tools->Check Repository...







View deleted objects (recycle bin)



Refresh

2016 12 07 12

2016 11 28 12

2016 11 30 16

2016 11 30 16

2016 11 30 16

2016 11 30 16

2016 11 30 16

2016 12 02 11

2016 12 02 15

2016 12 02 15 2016 12 07 12

2016 12 23 13

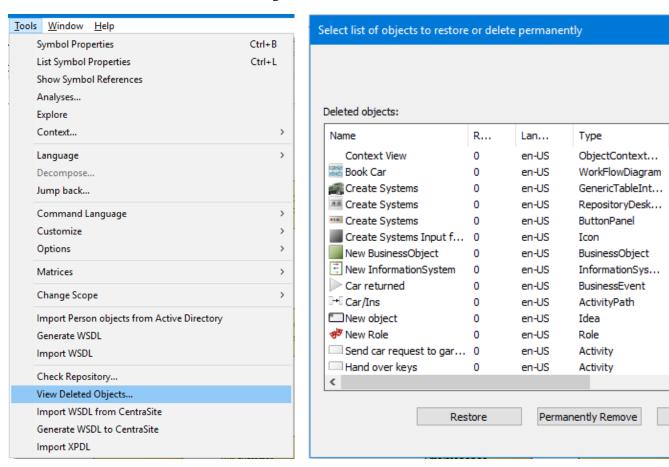
2016 12 28 10

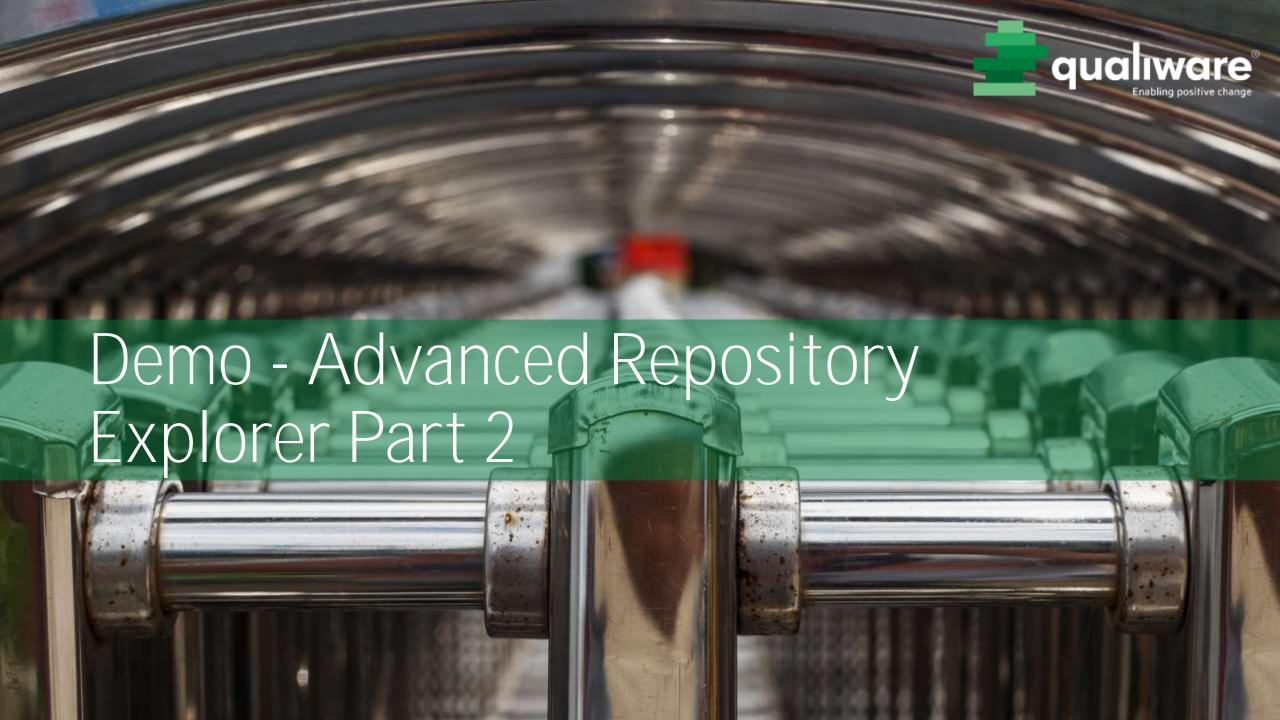
2016 12 28 09 >

Close

Deleted

- Focus on the Repository Explorer
- Go to Tools->View Deleted Objects...

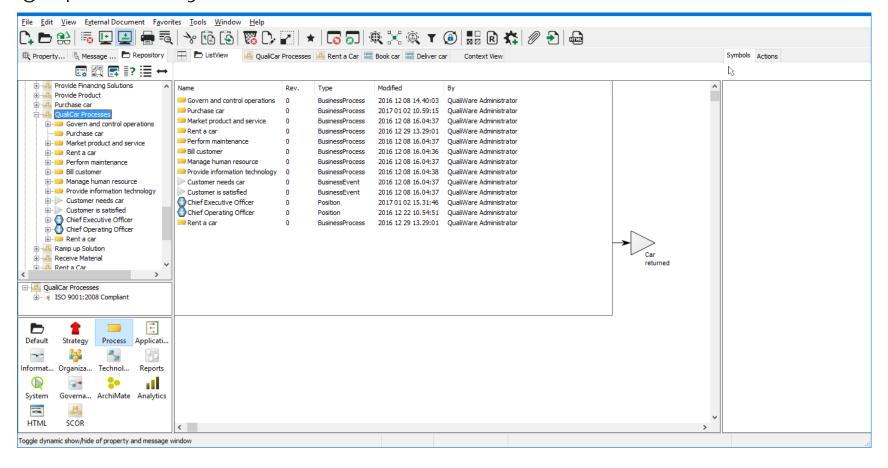




Exercise 9 – Advanced Repository Explorer Part 2



Purpose: To understand the structured storage of components (diagrams and symbols) in the repository and learn how to navigate in the stored information. In this exercise we will also learn how to create, change and delete components in a non graphical way.

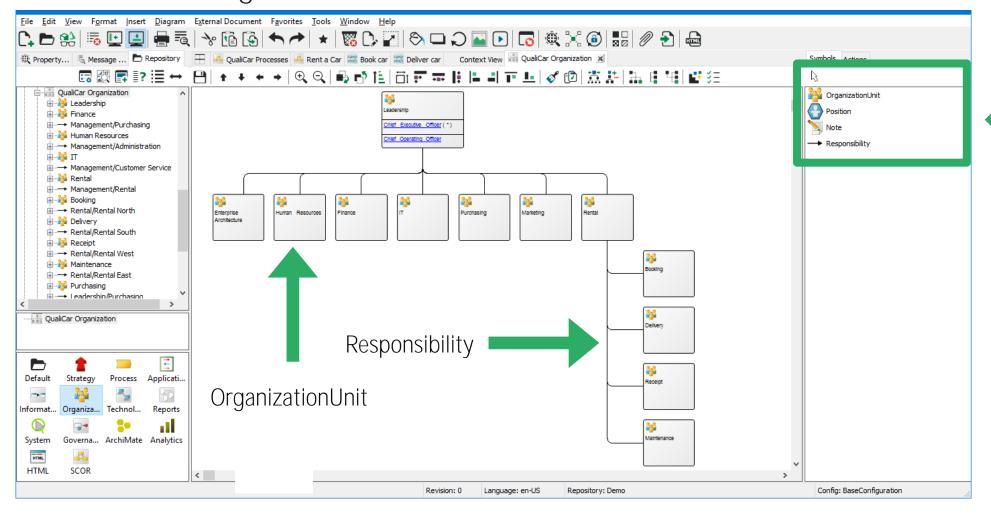




Organization



The diagram **OrganizationDiagram** is used for describing organizational structures



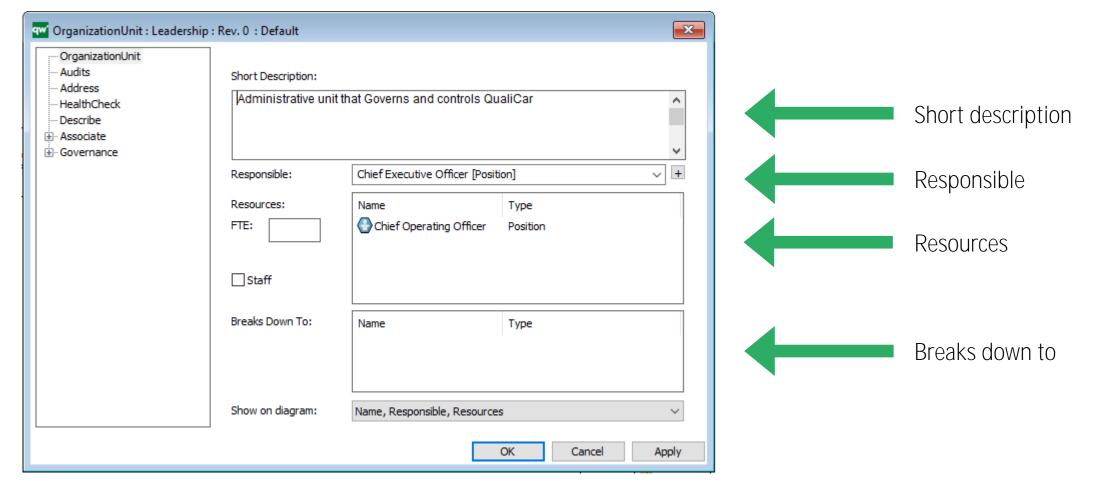
Available symbols

OrganizationUnit





Properties for OrganizationUnit

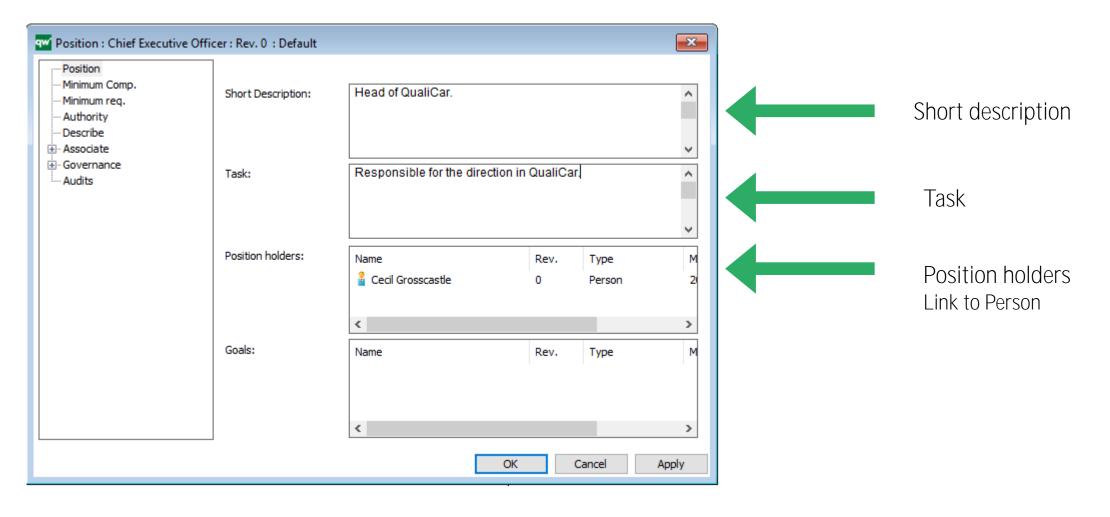


Position





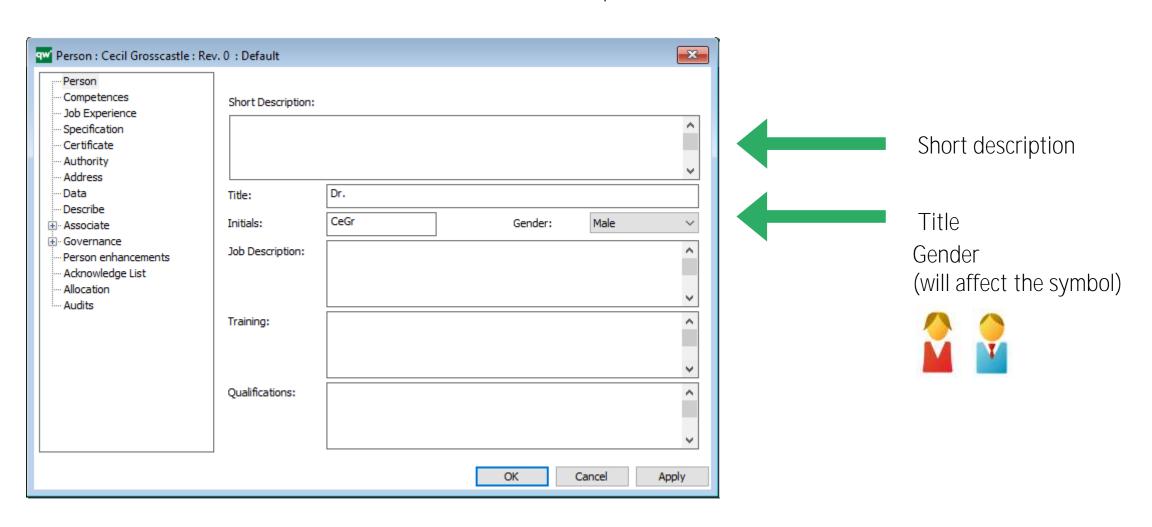
Properties for **Position**



Person



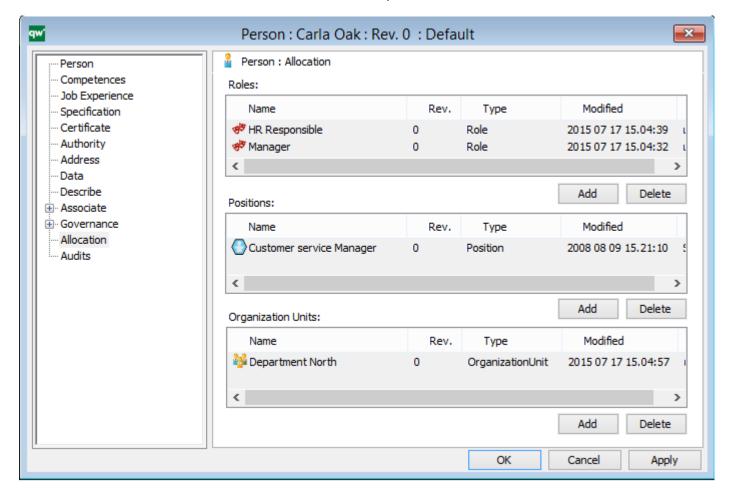
Properties for a **Person**



Person



Roles, position and organizational belonging can be described for a person in the tab **Allocation**.

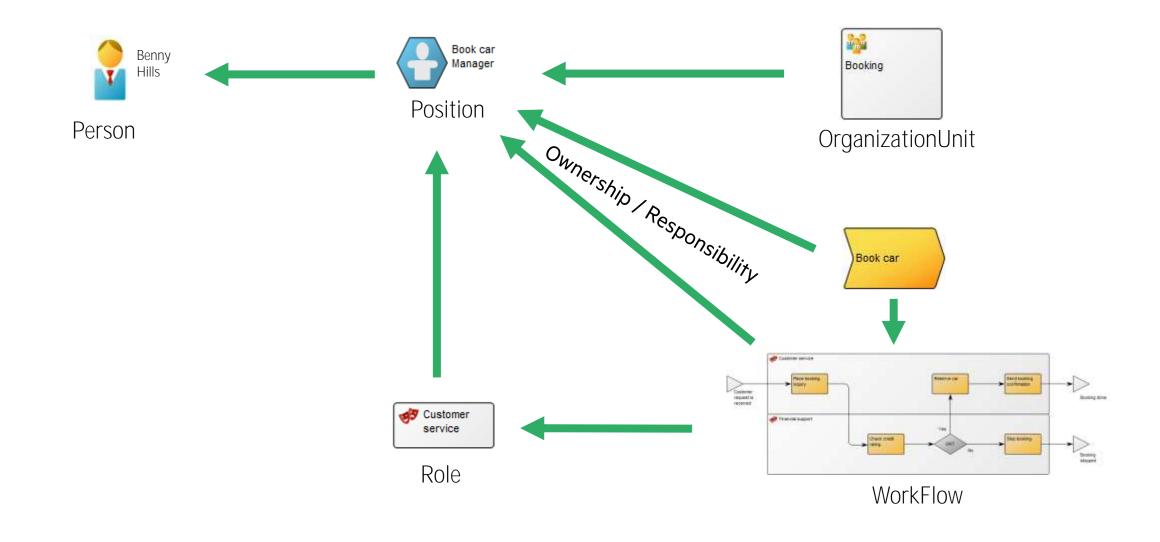


It is not possible to insert from a grey field.

Use the buttons for Add and Delete instead..

Relations organization - process



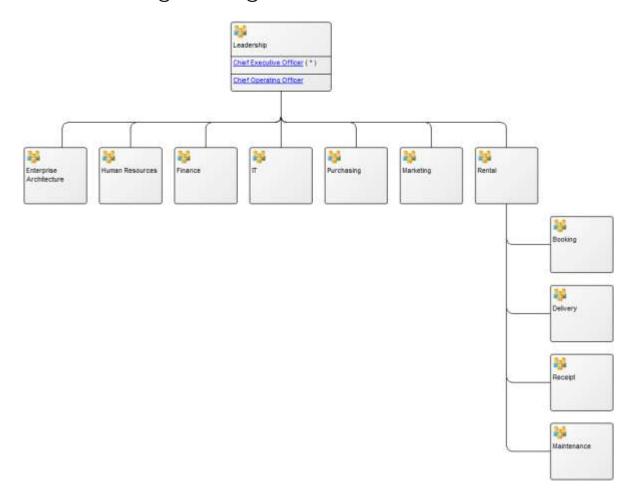


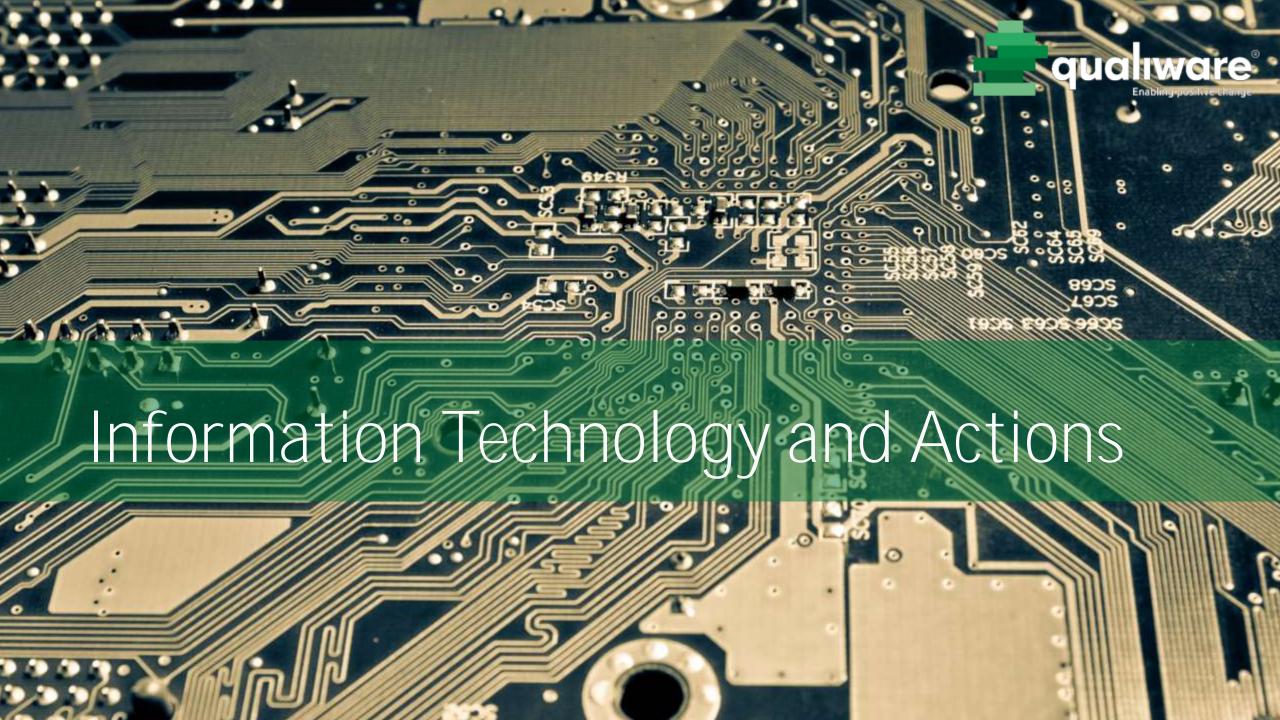


Exercise 10 - Organization



Purpose: To learn how to draw organization diagram and describe organization units and positions. We will also learn more about editing a diagram.

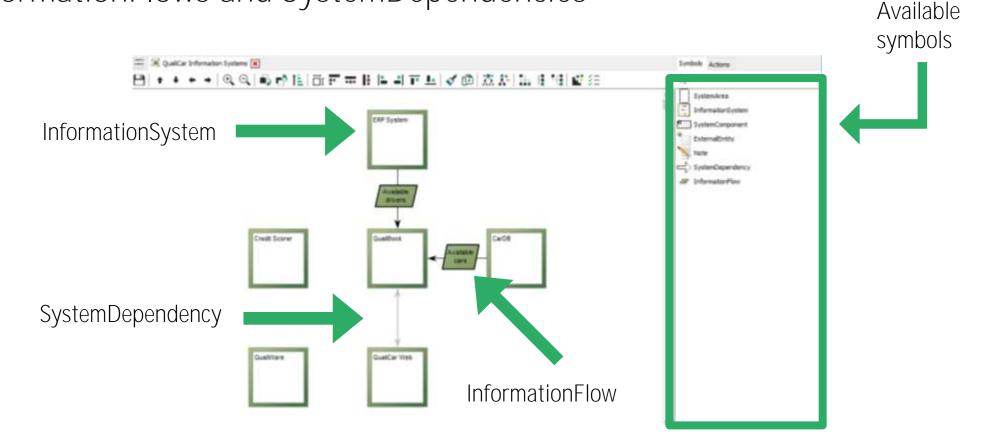




ApplicationArchitectureDiagram



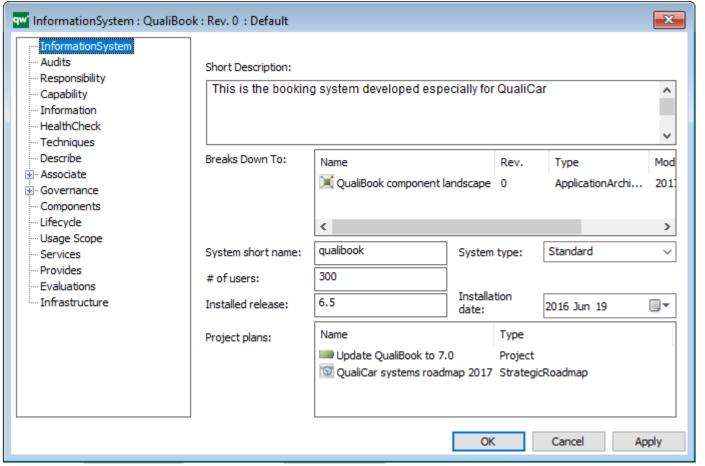
- ApplicationArchitectureDiagram is used to draw application landscapes
- InformationSystems
- InformationFlows and SystemDependencies

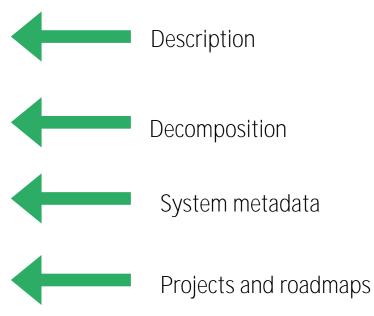


InformationSystem



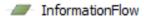
Information System



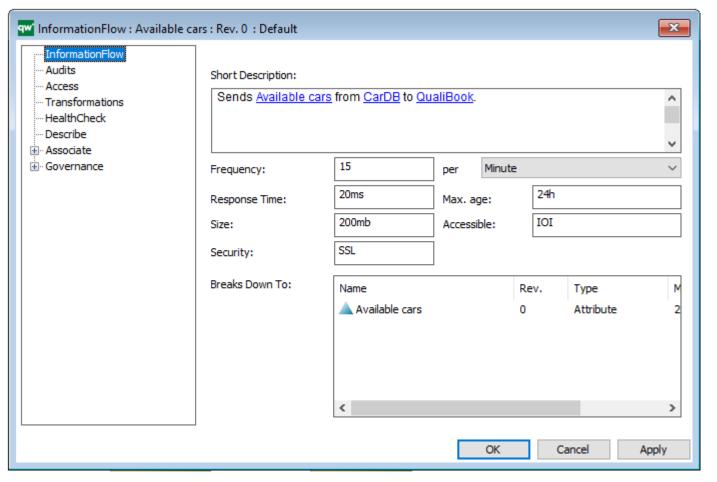


InformationFlow











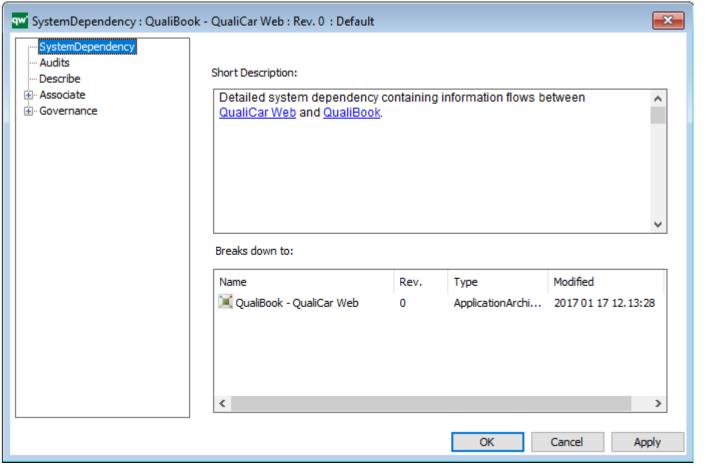


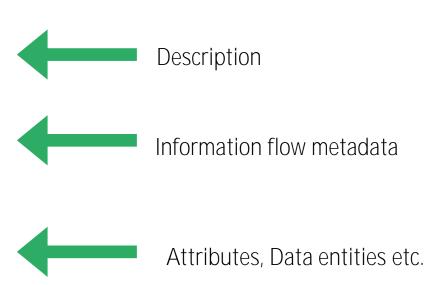


SystemDependency







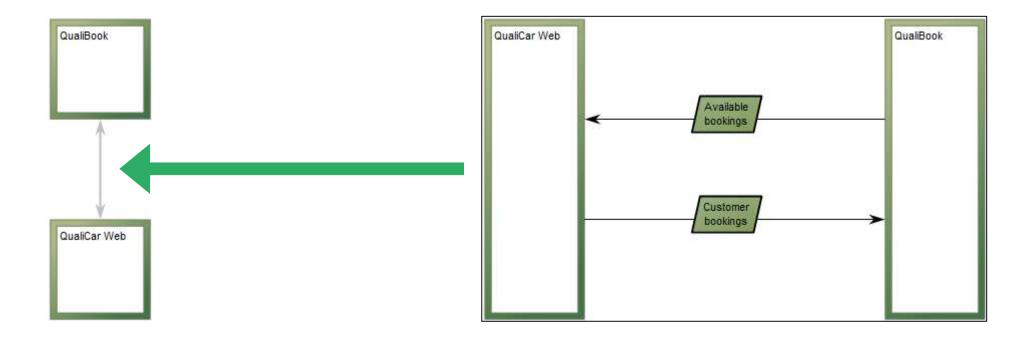


SystemDependency





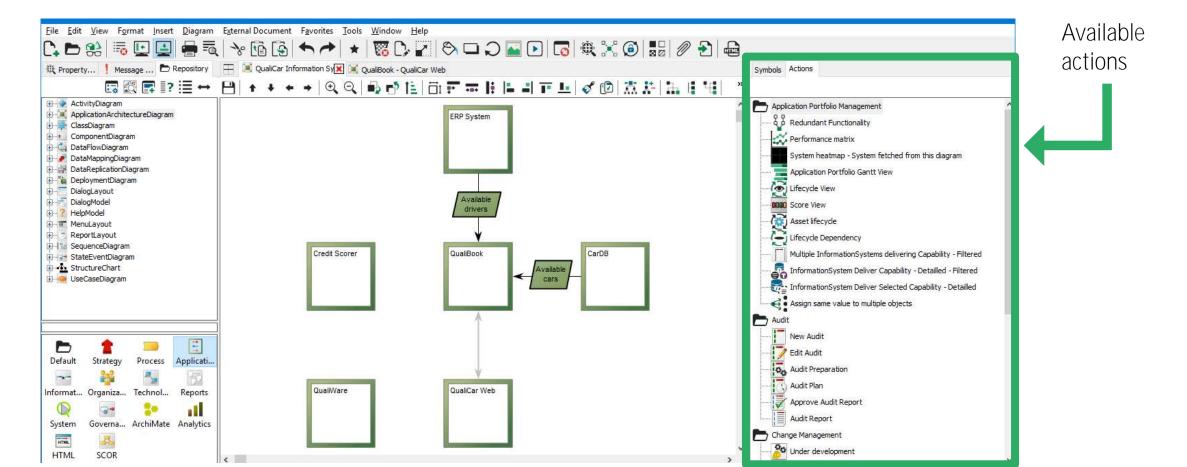
• Use SystemDependency to describe complex information flows



Actions



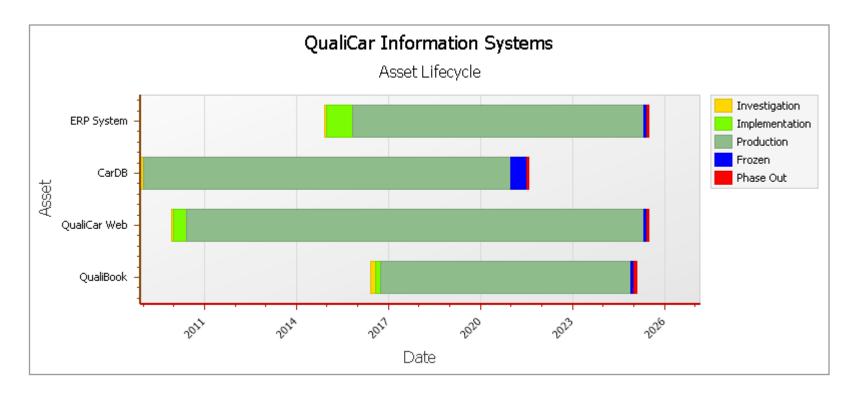
 Can be used to execute analyses and automatically generate Matrixes, BusinessCharts, highlights and much more

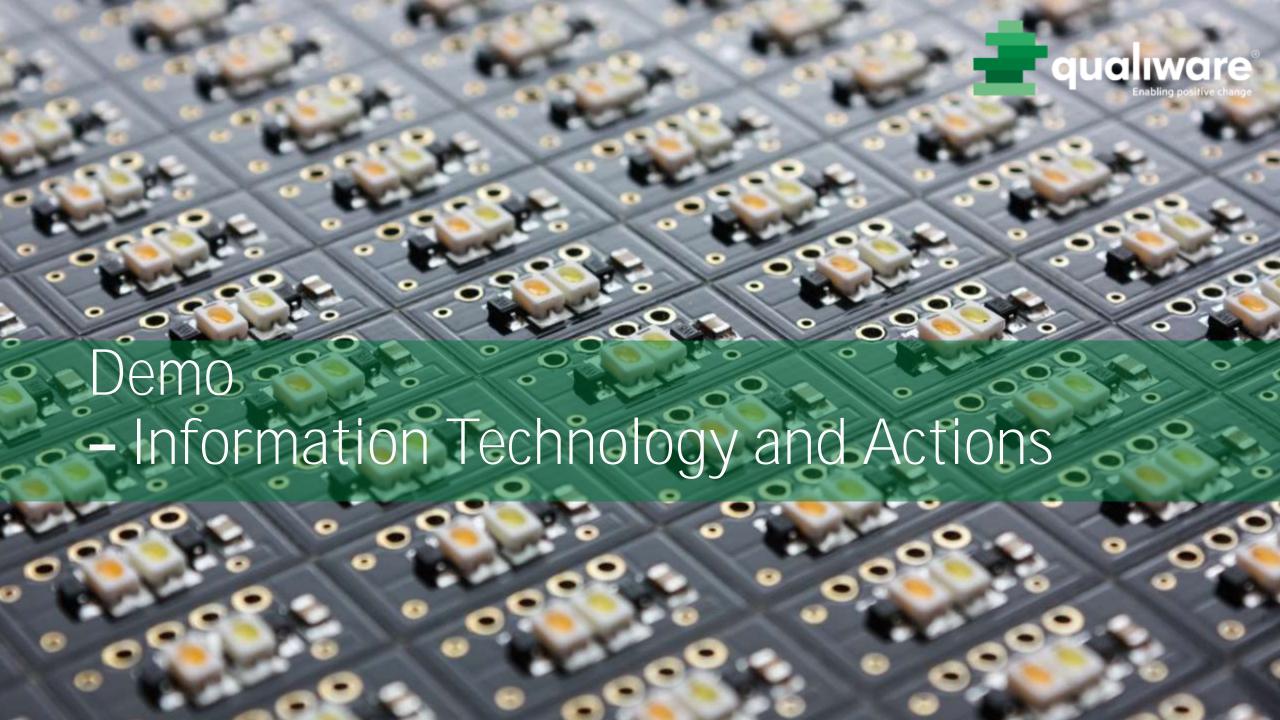


Actions



BusinessChart based on object properties

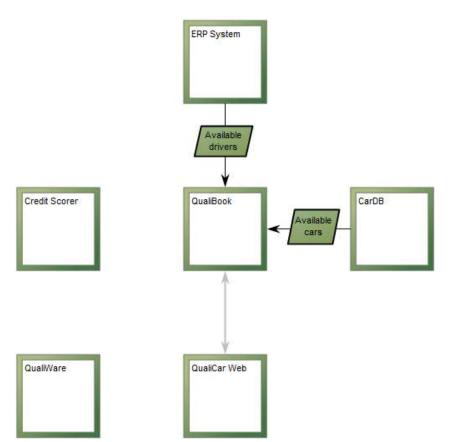


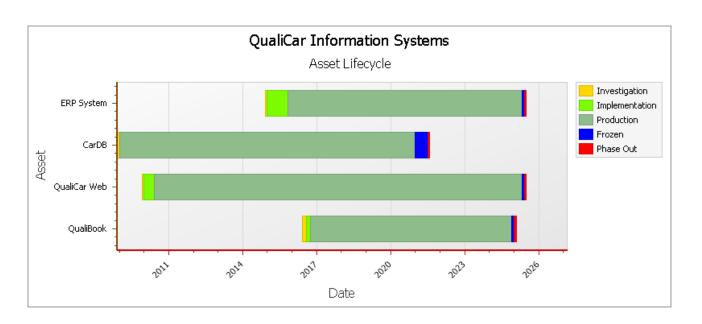


Exercise 11 – Information technology and Actions



Purpose: Understand how to document information systems and their dependencies. Additionally understand how to analyze diagrams and symbols with the action functionality.



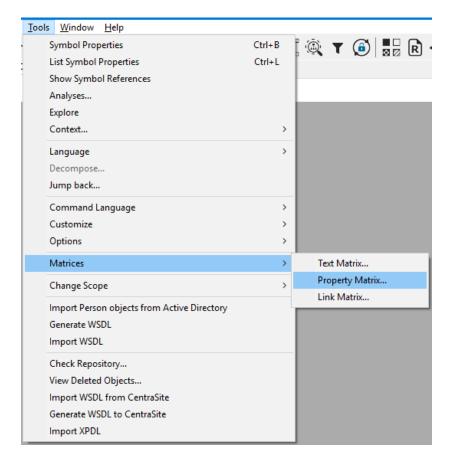




Matrix



There are three different types of matrices: Text matrix, Property matrix and Link matrix



Matrix



Property Matrix is used to display selected properties for a number of objects

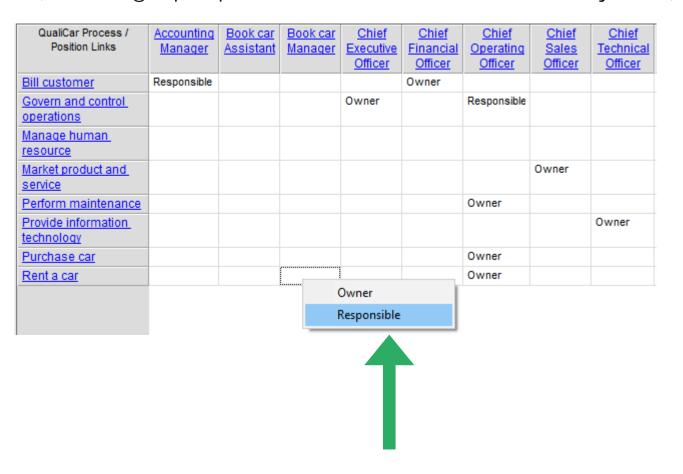
QualiCar Processes Matrix	Owner:	Responsible:		Short Description:
Bill customer	Chief Financial Officer	Accounting Manager	Billing the customer the	appropriate amount in a timely manner.
Govern and control operations	Chief Executive Officer	Chief Operating Officer	Governing and controlling the operations in the business.	
Manage human resource	Head of HR	HR Manager		g personnel.
Market product and service	Chief Sales Officer	Marketing Manager	Insert	ting QualiCar.
Perform maintenance	Chief Operating Officer	Garage Manager	New	rking condition.
Provide information technology	Chief Technical Officer	IT Manager	Remove	ining current information systems.
Purchase car	Chief Operating Officer	Purchasing Manager	Purchasing new cars f	or the fleet.
Rent a car	Chief Operating Officer	Rent a car Manager	The contal process	is a core process in our business.

Double click in a cell to update!

Matrix



Link Matrix is used to show how objects of a certain template (rows) through properties are linked to other objects (columns)



Double click in a cell to update!



Exercise 12 - Matrix



Purpose: To learn how to use the Matrix editor to create property matrices and link matrices. The exercise will also give an understanding of how information stored in the repository can be presented and updated.

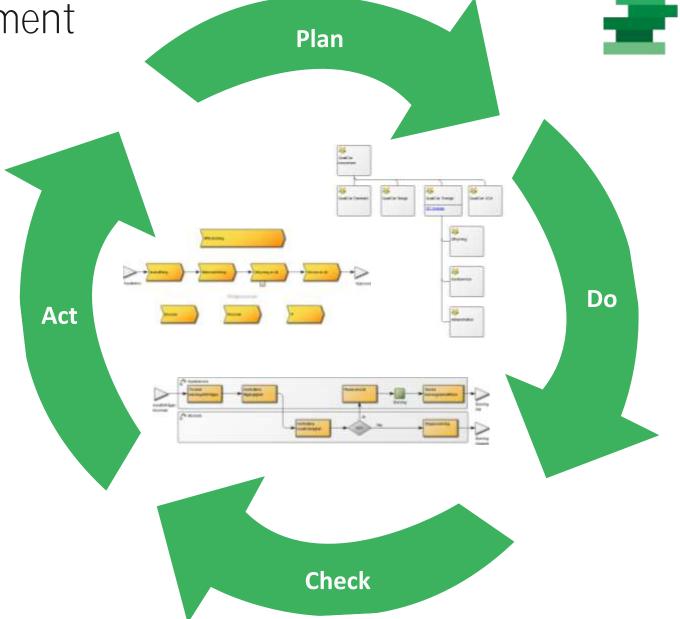
QualiCar Processes Matrix	Owner:	Responsible:		Short Description:
Bill customer	Chief Financial Officer	Accounting Manager	Billing the customer the	appropriate amount in a timely manner.
Govern and control operations	Chief Executive Officer	Chief Operating Officer	Governing and controlling the operations in the business.	
Manage human resource	Head of HR	HR Manager		g personnel.
Market product and service	Chief Sales Officer	Marketing Manager	Insert	ting QualiCar.
Perform maintenance	Chief Operating Officer	Garage Manager	New	rking condition.
Provide information technology	Chief Technical Officer	IT Manager	Remove	ining current information systems.
Purchase car	Chief Operating Officer	Purchasing Manager	Purchasing new cars f	or the fleet.
Rent a car	Chief Operating Officer	Rent a car Manager	The car rental process	is a core process in our business.



Change Management

qualiware

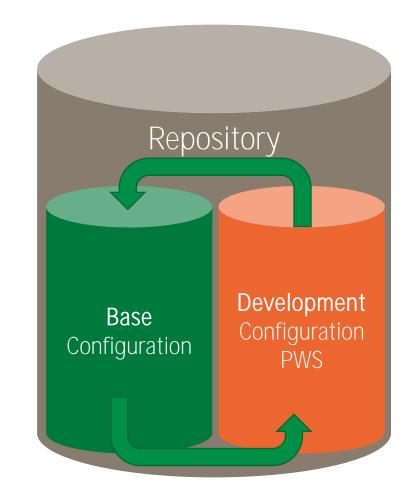
- Configurations
- Version (=revision)
- Governance Status



Configurations

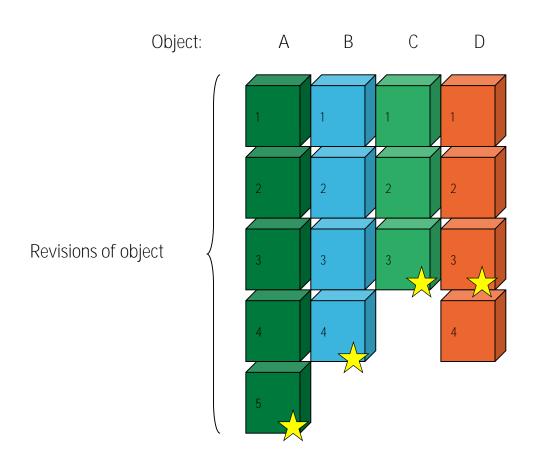


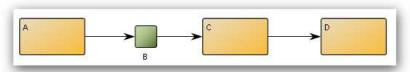
- Changes in the PWS are not visible outside the PWS
- All objects in the repository are available in the PWS
- Analyze the impact and promote the changes
- Many PWS can be active at the same time
- Several users can share the same PWS





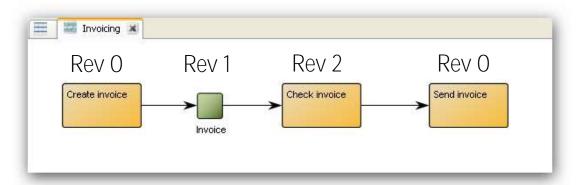
Create a new revision of an object when you need to keep track of changes



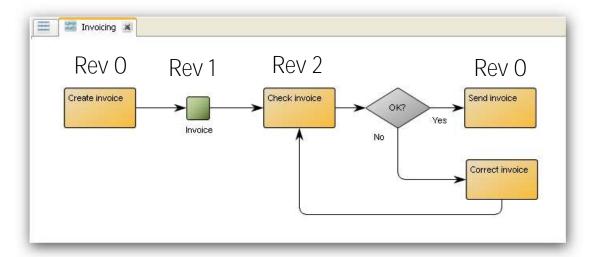








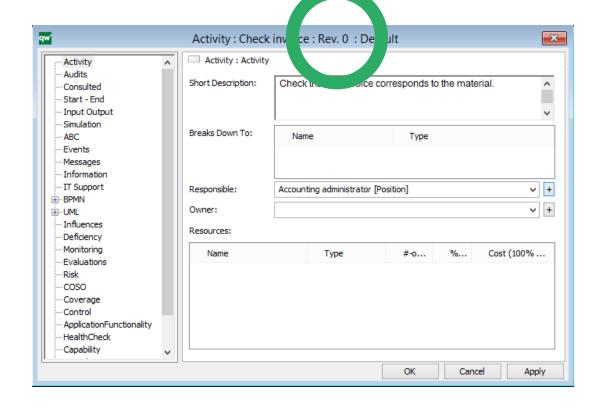
Revision O for WorkFlowDiagram 'Invoicing' can contain objects with different revision numbers

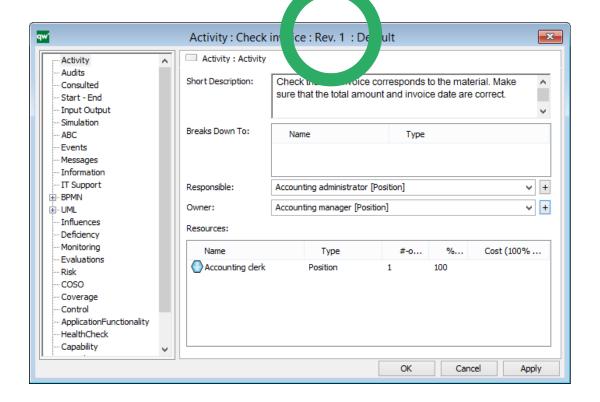


Create **revision 1** for **WorkFlowDiagram 'Invoicing' when** you want to change the drawing



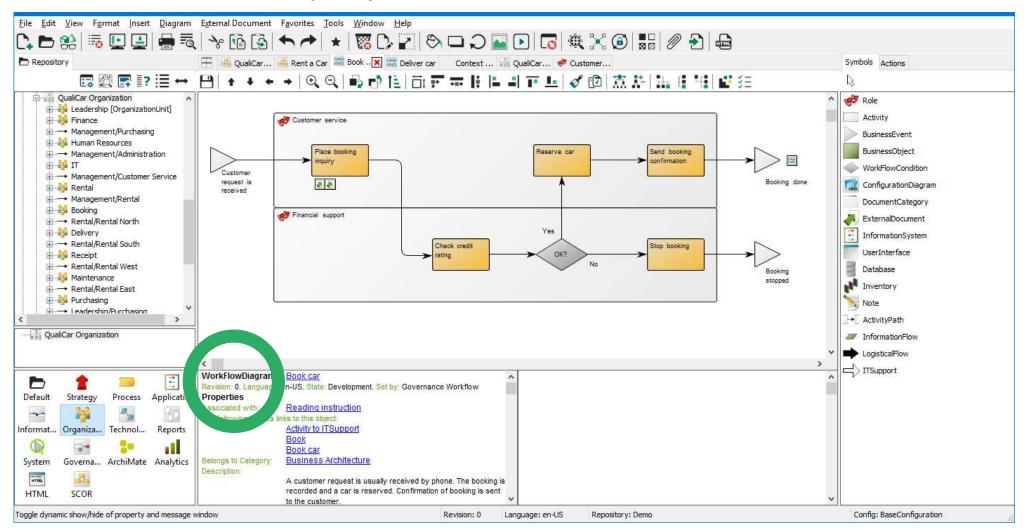
Revision number for the object is displayed in the dialog







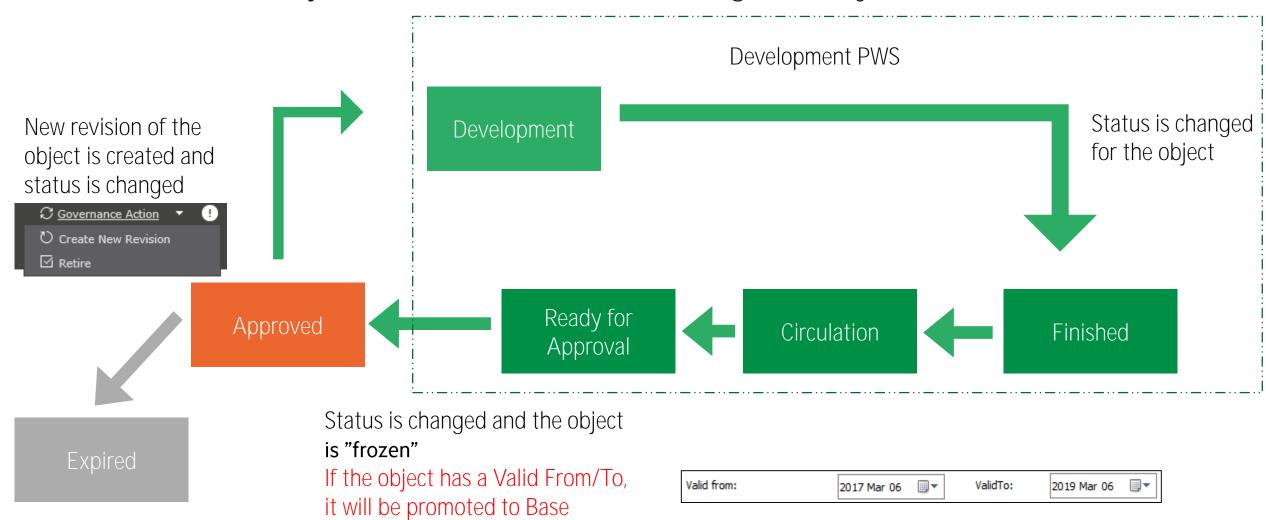
Revision number for the diagram (and the object) is displayed in the in the 'Property window'



Status

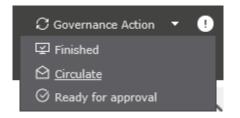


An object has different states during its lifecycle

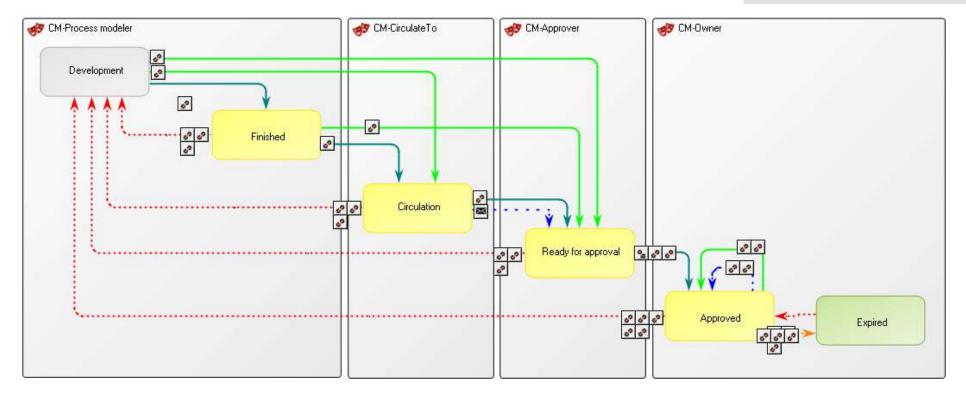


Governance Workflow





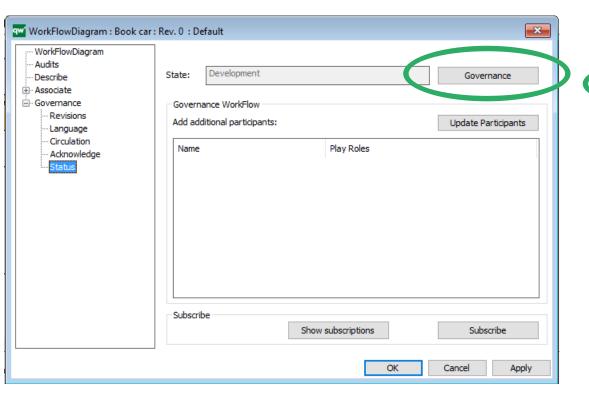


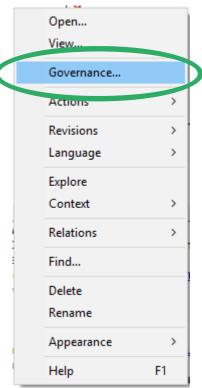


Governance Status/State



Access the Governance Menu and Governance Actions





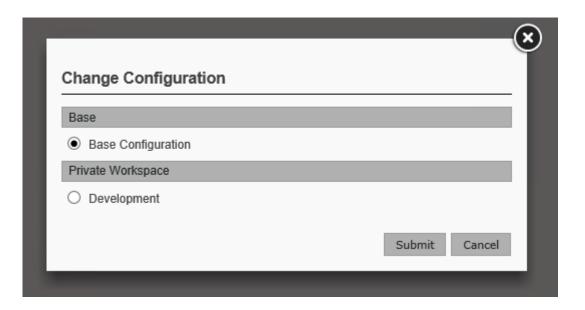
Governance workflow:	Change Management [Governa	anceWorkFlow]	V ±
Object:	S	Status:	Governance state:
Book car [WorkFlowDia	gram] v +	OK	Development [GovernanceState] > +
Cycle: Owner: QualiWa	re Administrator [Person]	V + Count:	: 0 Rework: 2
Dates: State entered:	Date limit on state:	Last message:	
Show History		overnance Action	Features
Mis	ssing: 1	- Intr	Update Participants
Person		Person	

Governance Actions on the web



Change Configuration to Development





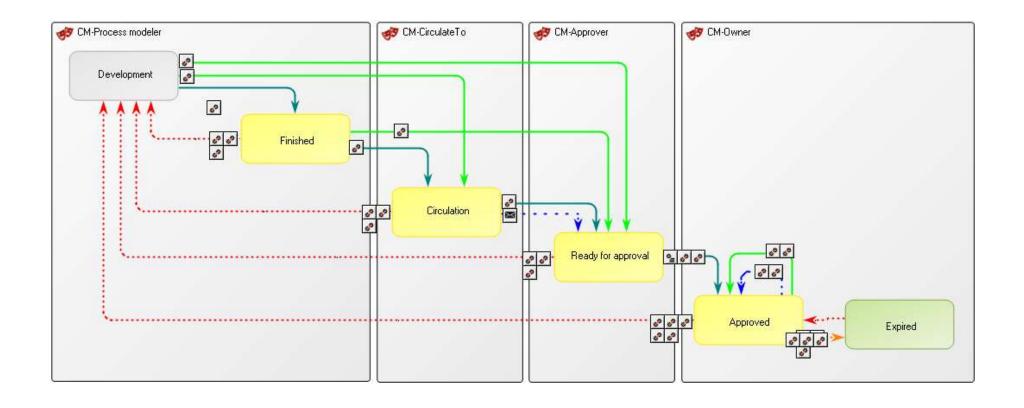




Exercise 13 - Change Management



Purpose: Understand how states and revisions are used for change management in documentation.

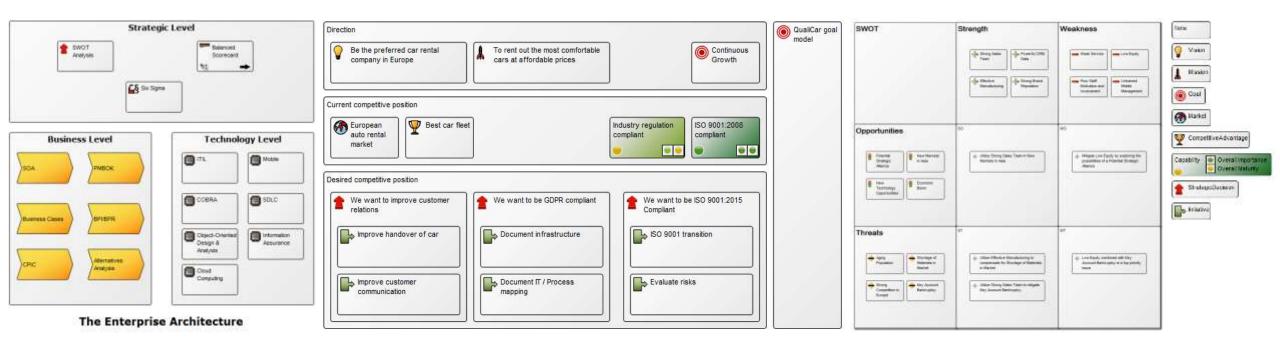




StrategyModel



- StrategyModel contains many symbols and can be used to create many different diagrams in the strategy domain
- Typically a collection of objects from other diagrams
- Use Notes for structure

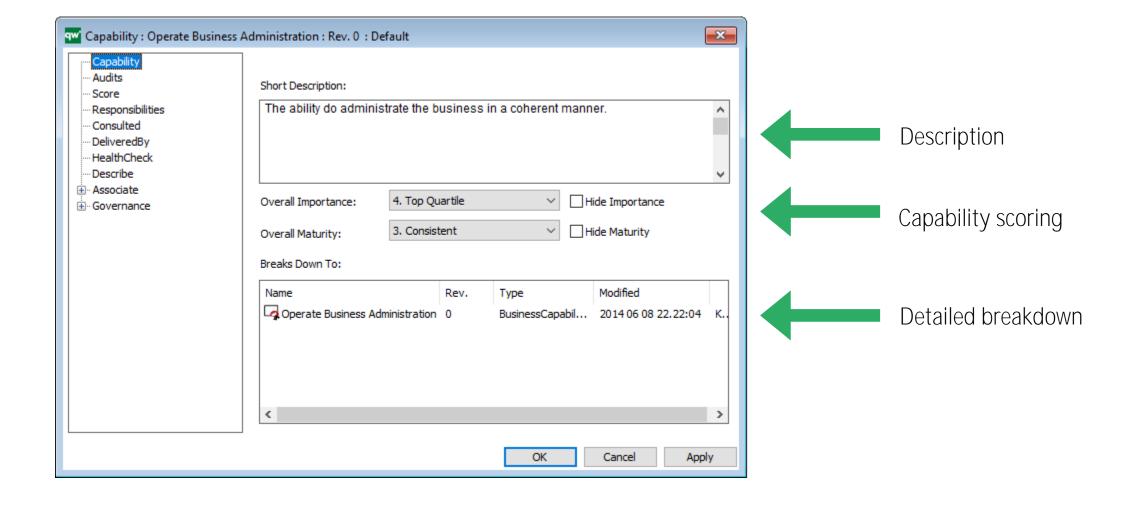


Capability





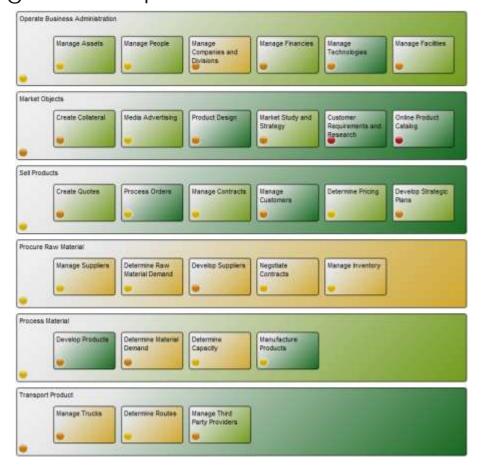




CapabilityModel



- Capabilities can be used on many templates
- CapabilityModel diagram template



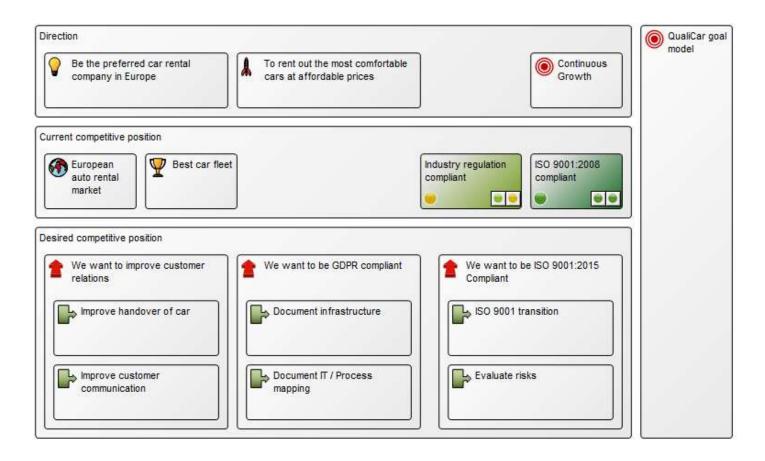


Demo - Strategy

Exercise 14 – Strategy



Purpose: Use all the skills acquired thus far to create a strategy model with several different symbols and perform an action.





Summary



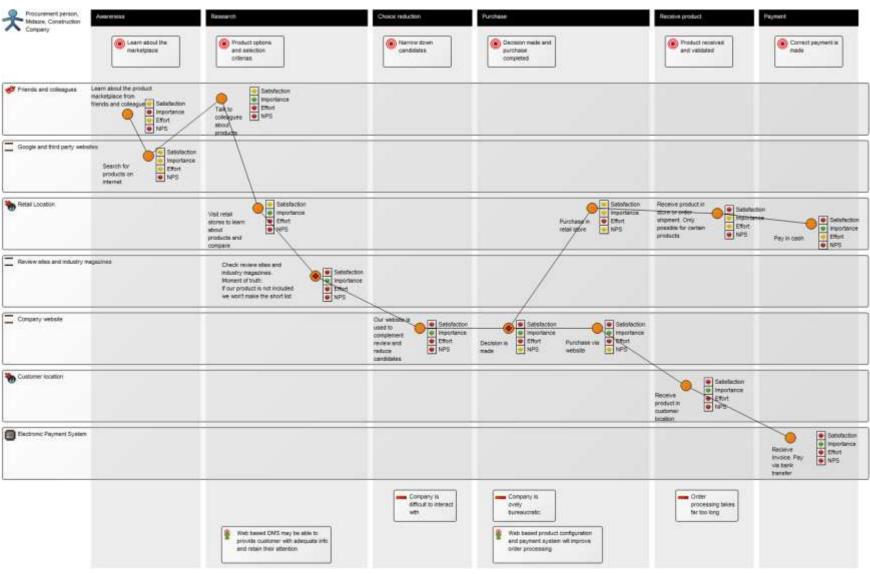
- Overview
- Draw diagrams
- Describe symbols and diagrams
- Decompositions and workflows
- Linking across diagrams
- External documents
- Repository Explorer
- Organization
- Information Technology
- Matrices
- Change Management
- Strategy





Customer Journeys

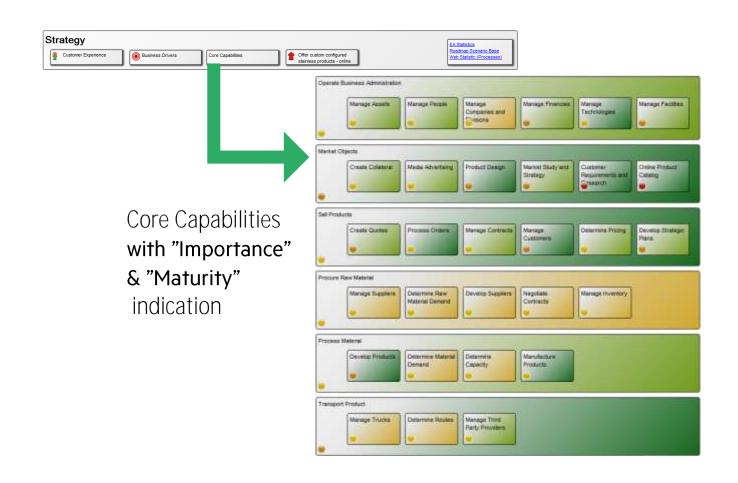


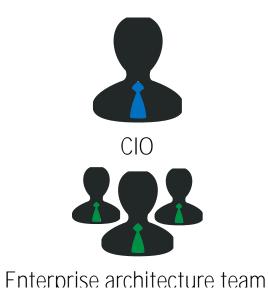




Business Capabilities required for the future state Customer Journey Map



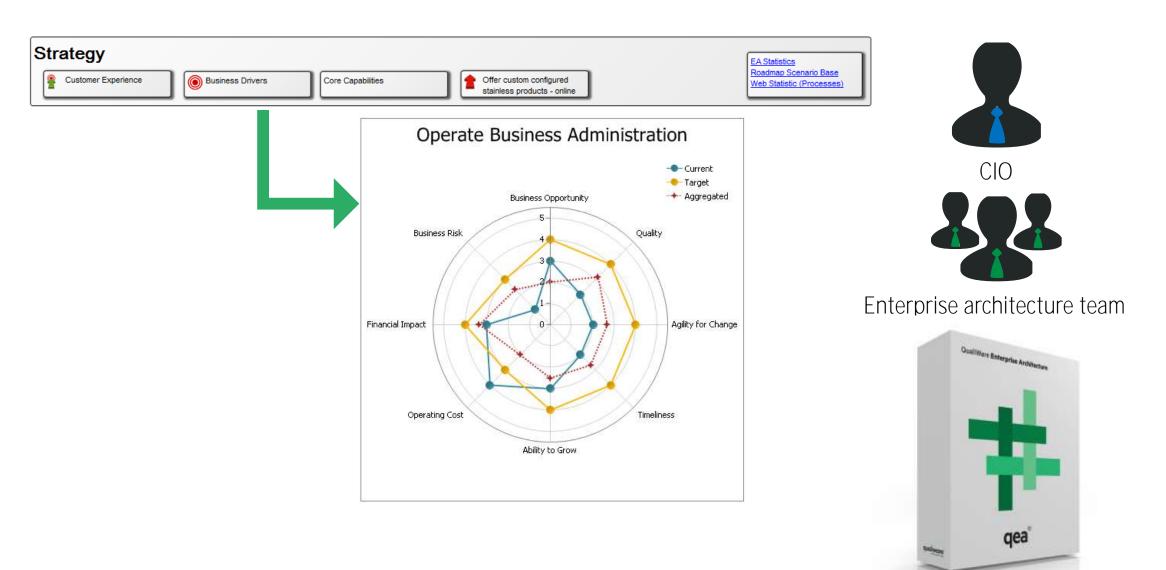




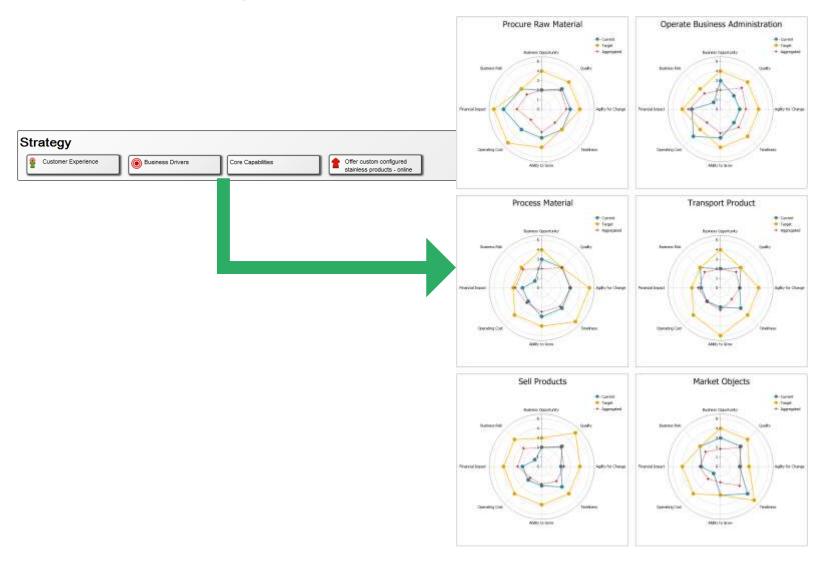


Capability Gap Analysis - including aggregation of scores from lower level business unit Capabilities





Capability dashboard



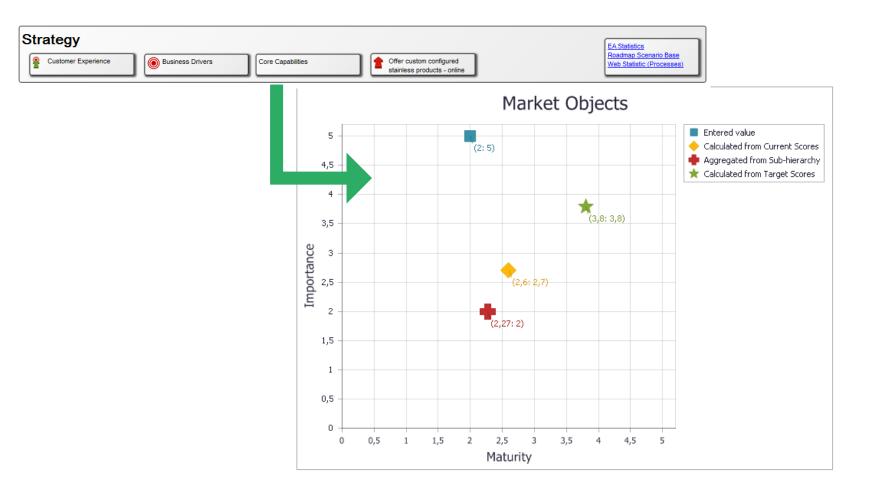






Capability Maturity



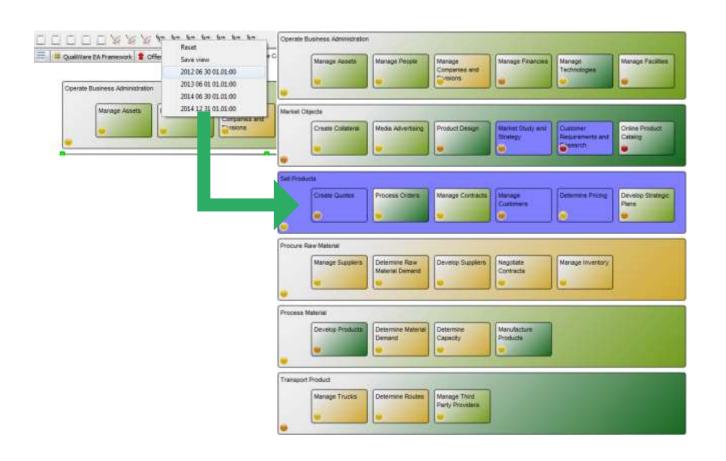


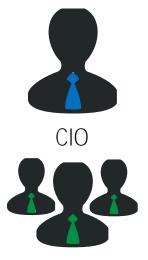




Highlighting: Capabilities implemented at a specific time



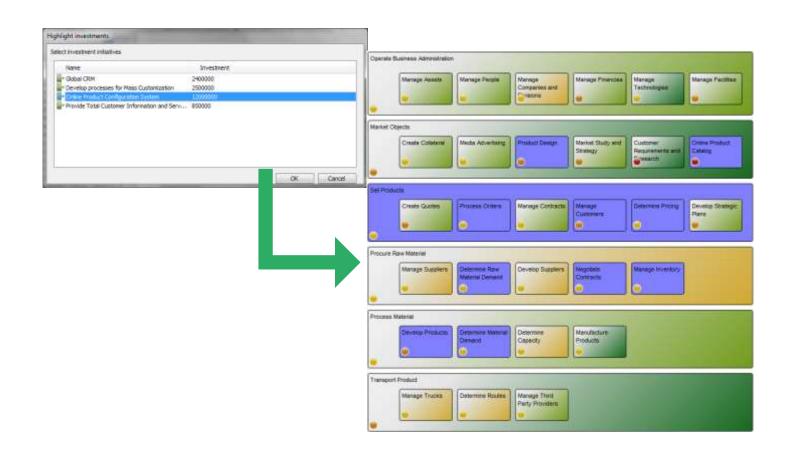






Highlighting: Investments covering Capabilities



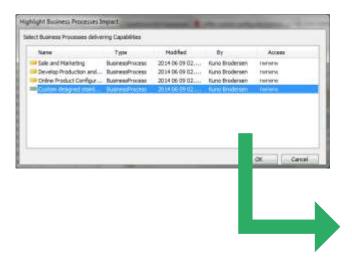


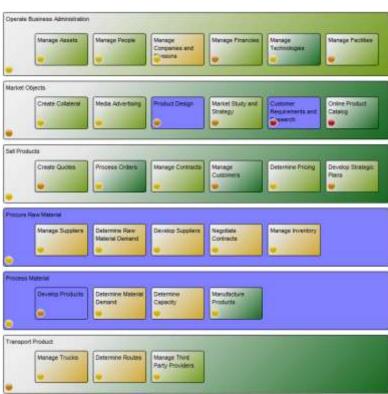


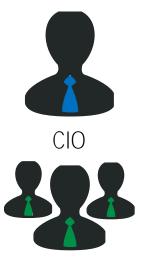


Highlighting: Processes delivering Capabilities





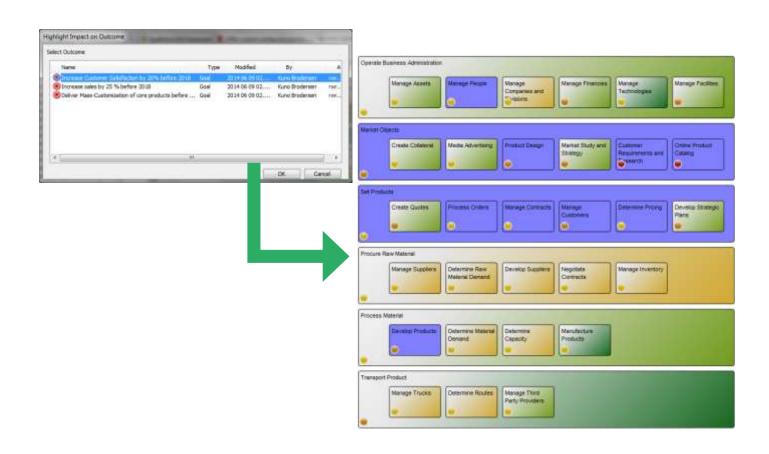






Highlighting: Capabilities Impact on Business Outcome







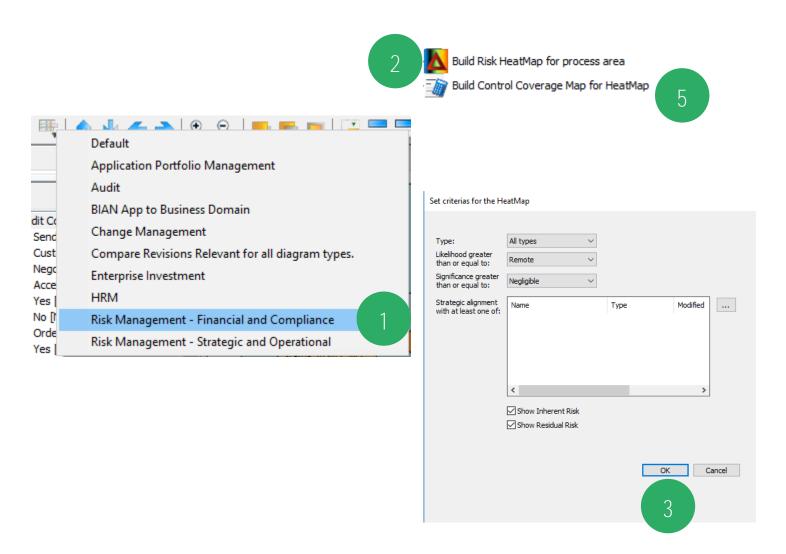


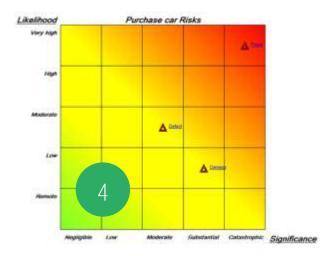


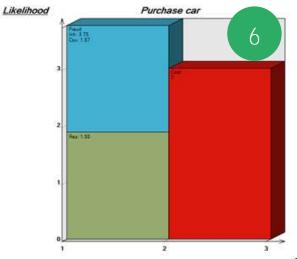


Toolbar: Risk Management and Analysis









Covere Risk(s)

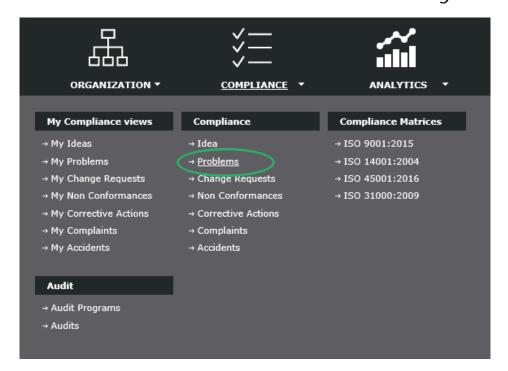


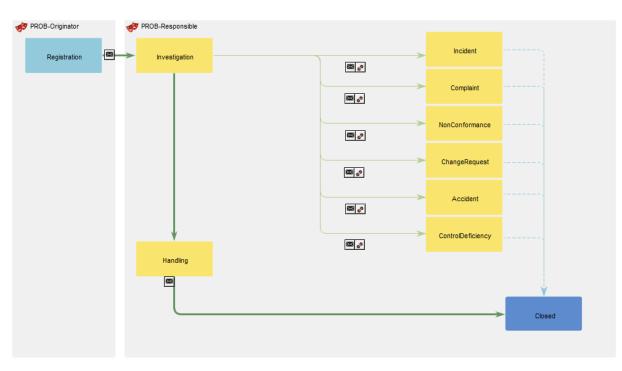


Problem Management



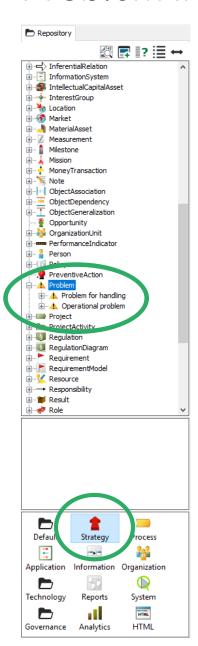
- "Problem" is a repository object functions like a ticket
- Typically submitted on the web or via the app
- Transfer into Incident, Complaint, NonConformance, ChangeRequest, Accident or ControlDeficiency





Problem in QLM

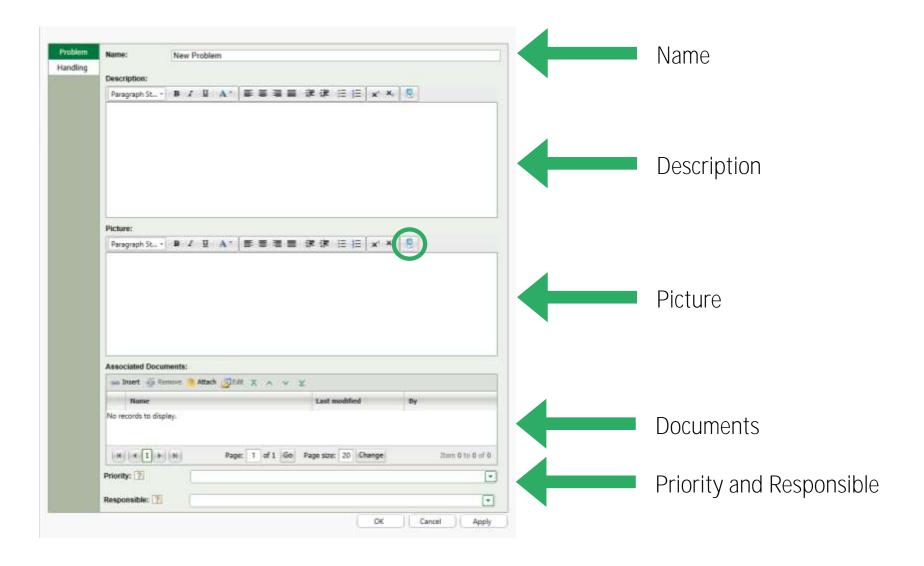




Problem : Problem for handl	ing : Rev. 0 : Default				X
Problem Audits Recommend Actual Breaks Down To Describe	Short Description:				^
⊕ · Associate					~
. Governance	Priority:	4. Low ~			
	Originated By:	Name	Rev.	Туре	Ма
		Edward Hansen	0	Person	20
		<			>
	Originated Date:	2017 Feb 21 ■▼			
	Status:				~
	Responsible:	Edward Hansen [Person]			v +
	Seq. ID.:	PROB-0001			
	_		OK	Cancel	Apply

Problem - Registration



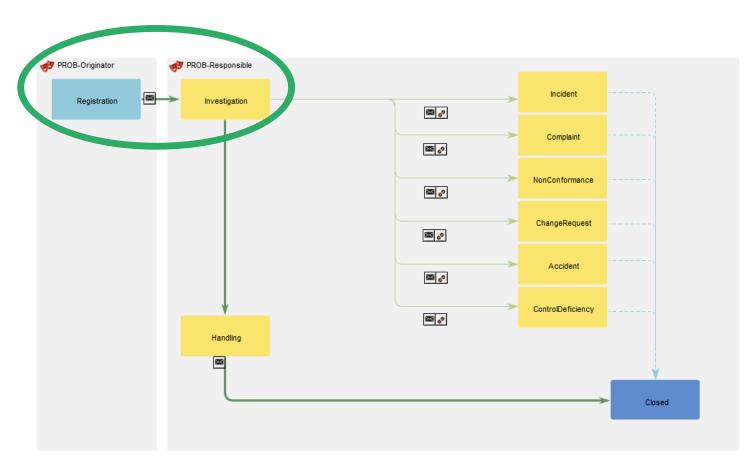


Problem - Investigation



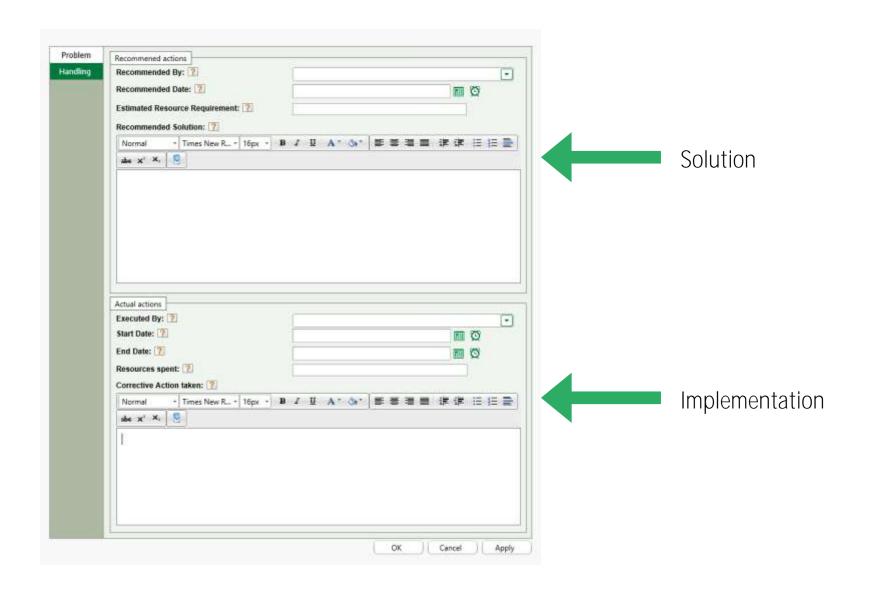
 Originator can move to Investigation

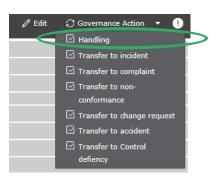


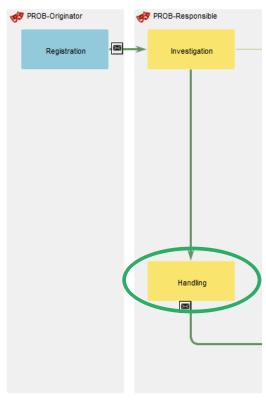


Problem - Handling





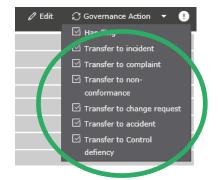


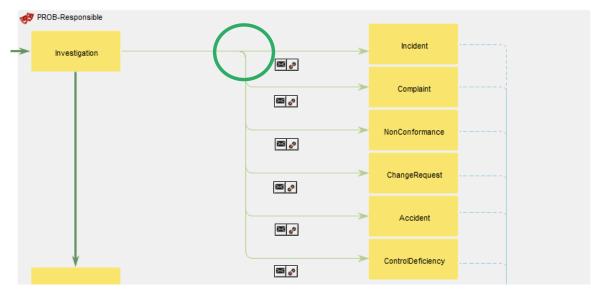


Problem - Transfer

- Responsible can transfer to:
 - Incident
 - Complaint
 - NonConformance
 - ChangeRequest
 - Accident
 - ControlDeficiency







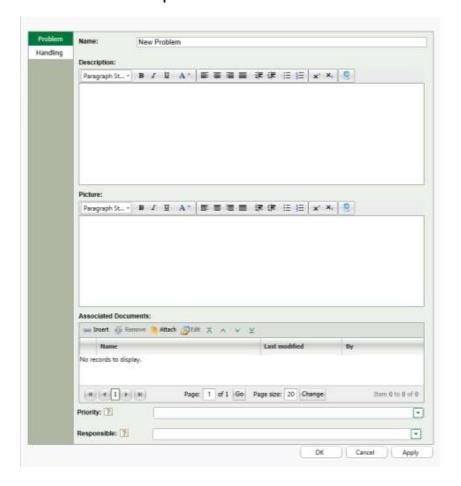


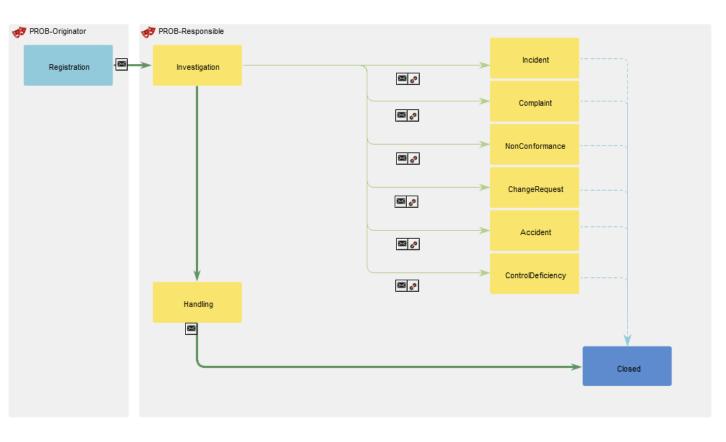


Exercise XX – Problem Management



Purpose: Understand how to document and manage a problem.



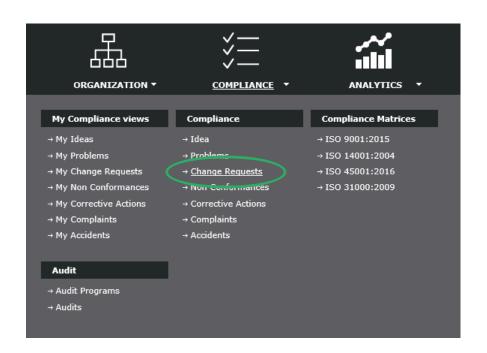


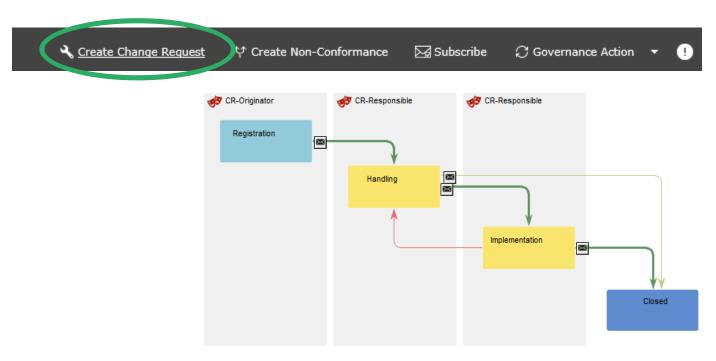


ChangeRequest



- "ChangeRequest" is a repository object functions like a ticket
- Typically submitted on the web
- Pertains to a diagram or other piece of documentation





ChangeRequest in QLM

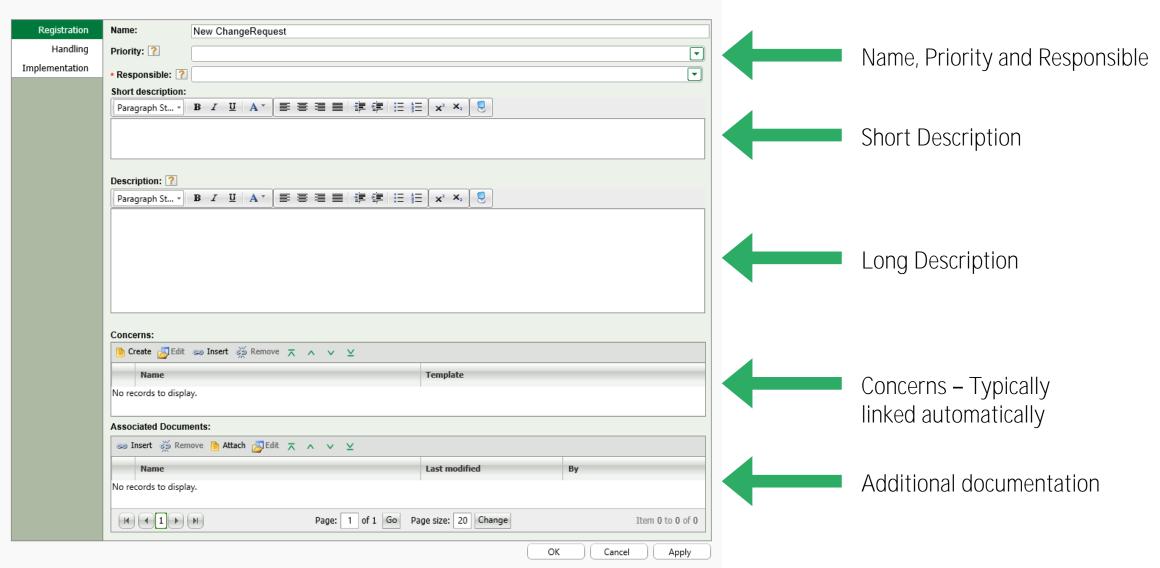




ChangeRequest : This diagram	m needs changes : Rev. 0	: Default			×	
ChangeRequest Audits Concerns	Short Description:					
Recommend Actual					^	
Breaks Down To Describe					~	
⊕ Governance	Priority:	4. Low				
	Originated By:	Name	Rev.	Type		
		🔓 Edward Hansen	0	Person	'	
		<			>	
	Originated Date:	2017 Feb 21 □▼				
	Status:	Registration Edward Hansen [Person] +				
	Responsible:					
	Seq. ID.:	CR-0015				
	1	OK	C	ancel	Apply	

ChangeRequest - Registration



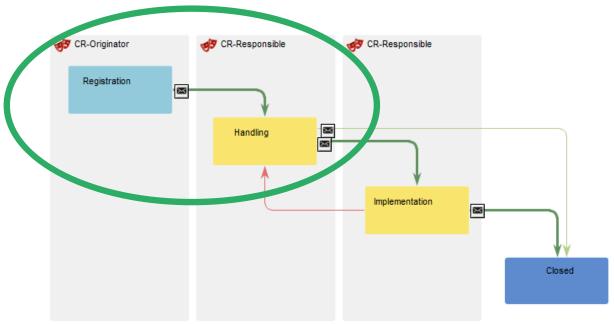


ChangeRequest - Handling



Originator can move to Handling

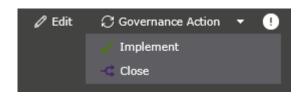


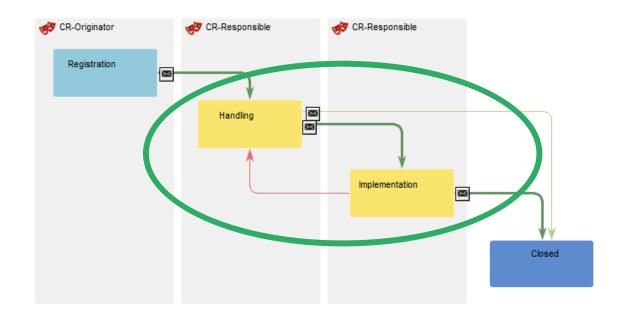


ChangeRequest - Implementation



 Responsible can move to Implementation and eventually close

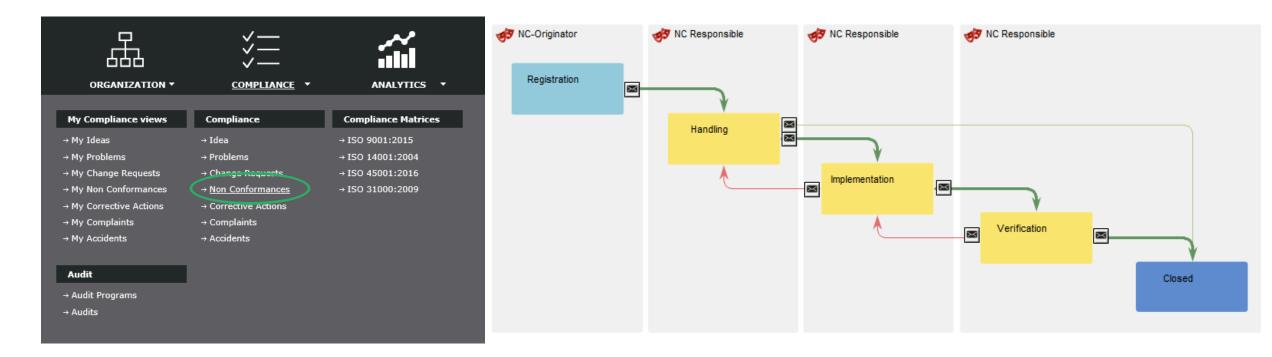




Nonconformities

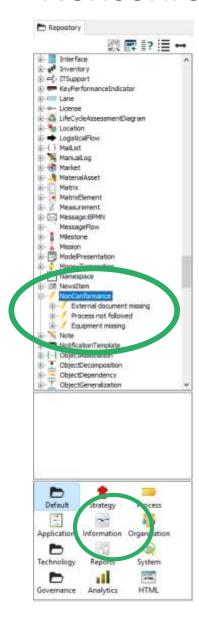


- "NonConformance" is a repository object functions like a ticket
- Typically submitted on the web
 - Documented in Audits
 - Submitted from Diagrams



Nonconformities in QLM

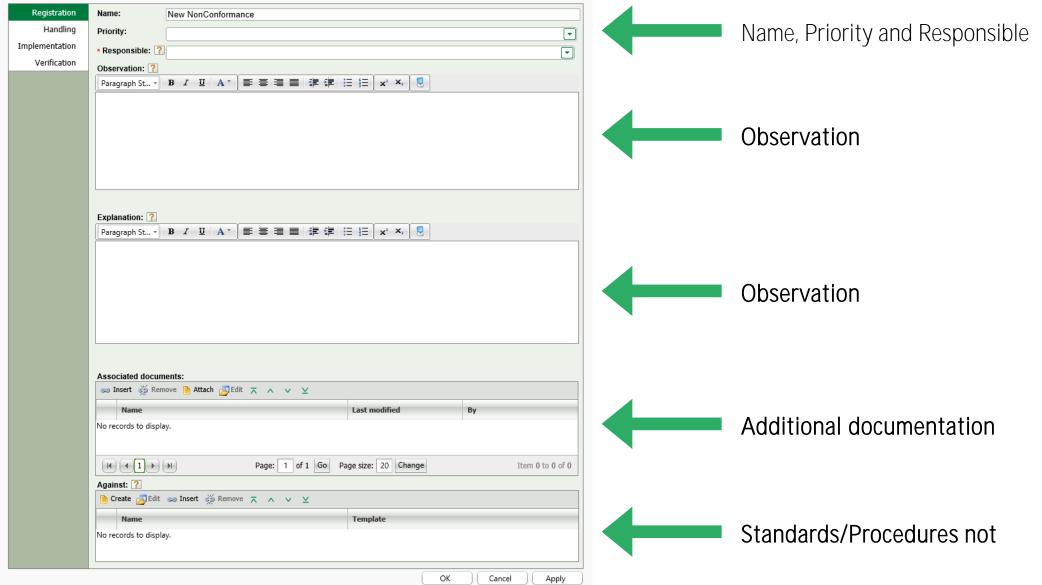




NonConformance		
Immediate Recommend	Observation:	Document for is missing
Verification Action taken		<u> </u>
Describe Associate	Explanation:	î
		~
	Against:	Name Rev. Type Modific
		Make purchase and manage s 9 WorkFlowDiagram 2017
		< >
	Seq. ID.:	NC-0003
	Originated By:	Edward Hansen [Person] + Date: 2017 Jan 17
	Priority:	∨ Status: Registration ∨
	Responsible:	Edward Hansen [Person] +
		OK Cancel Apply

Nonconformity Registration



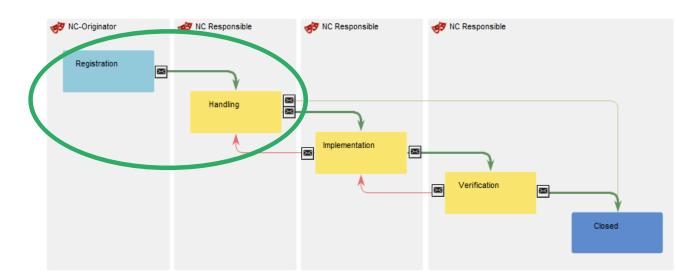


Nonconformity - Handling



Origination can move to handling

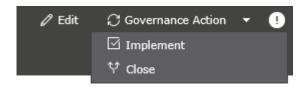


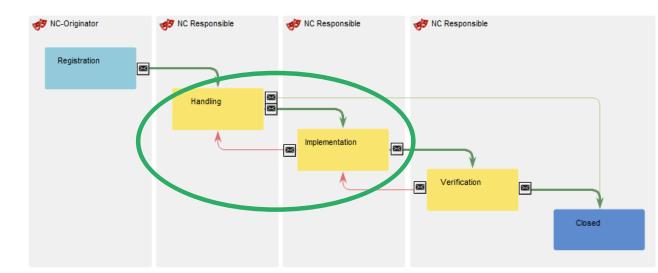


Nonconformity – Implementation, Verification and Closed



 Responsible can move to Implementation, verification and eventually close



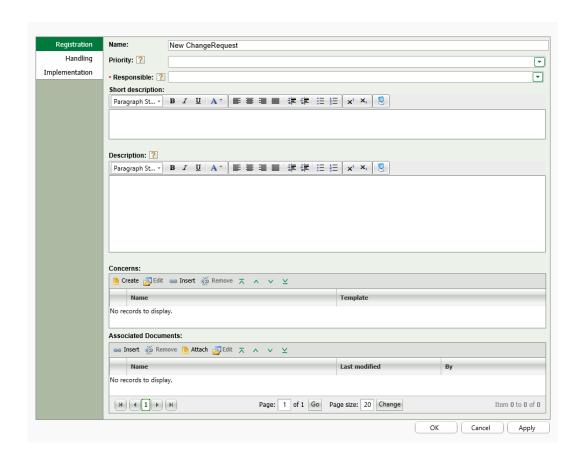


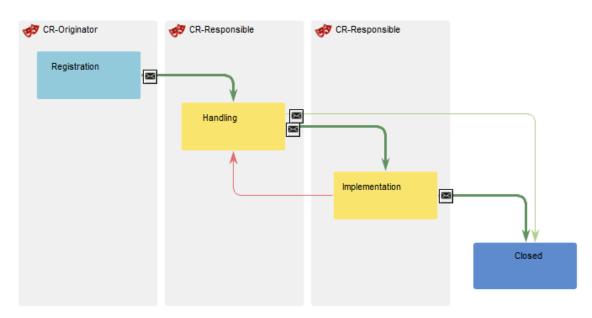


Exercise XX – Change Requests and Nonconformities



Purpose: Understand how to document and manage change requests and nonconformities



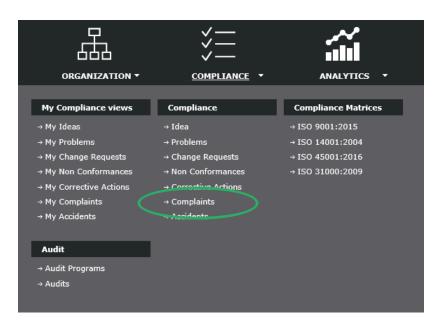




Complaints on the web



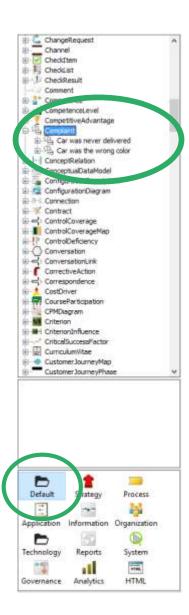
- Complaint repository opbejct functions like ticket
- Typically submitted from the web
- Reugired a customer (BusinessConnection) object





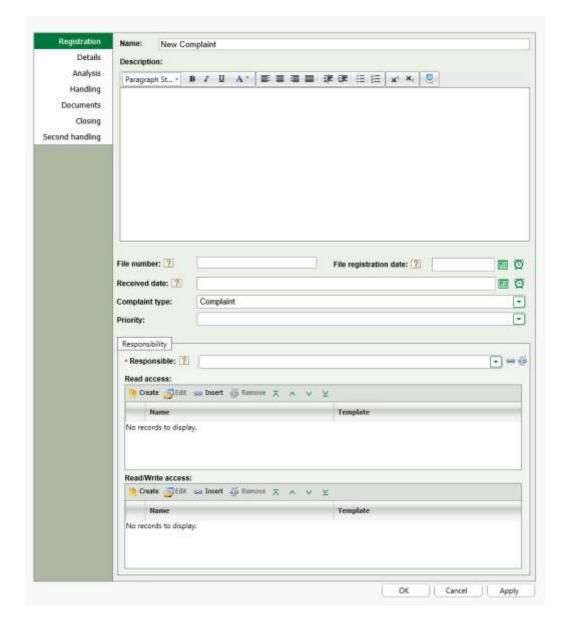
Complaint in QLM





Complaint : Car was never del	ivered : Rev. 0 : Defau	lt		×
ComplaintAuditsDetailsPriorityResponsibilityImmediate responseAnalysisHandlingFinal responseCloseSecond handlingDescribeGovernanceAssociate	Complaint description	:		^
				V
	File number:		File registration date:	
	Customer:		V +	
	Customer contact:			
	Customer reference:			
	Received date:		Originated date:	2017 Feb 22 ■▼
	Originated by:	Edward Hansen [Person]		v +
	Status:	Registration	~	
	Sequence ID:	COM-0002		
			OK Car	ncel Apply

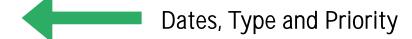
Complaint











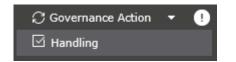


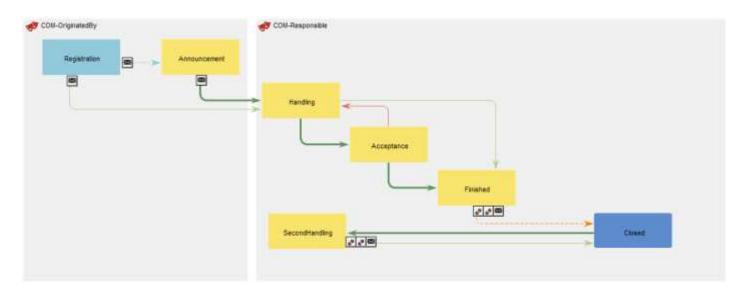


Complaint handling



- Announcement to customer for receipt of complaint
- Handling Responsible
- Acceptance Customer
- Finished After acceptance
- Closed
- SecondHandling if no acceptance from customer





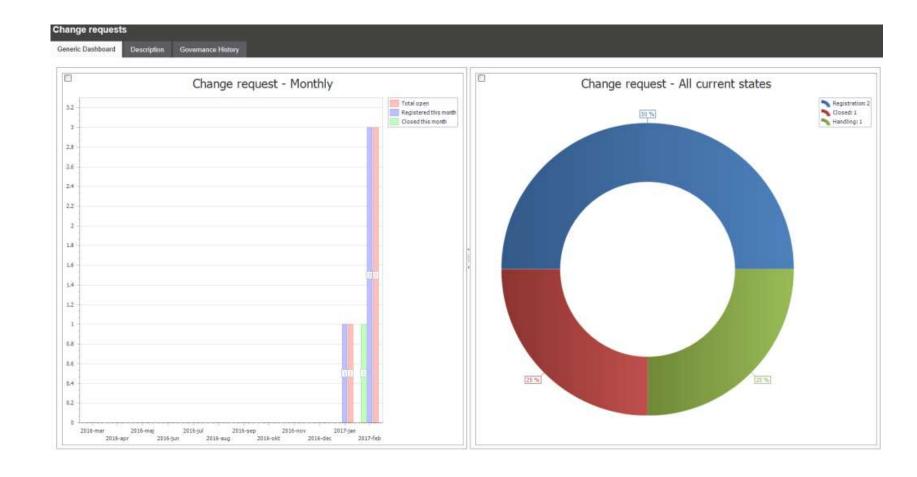


Exercise 15 – Complaints



Purpose: Understand how to document a complaint





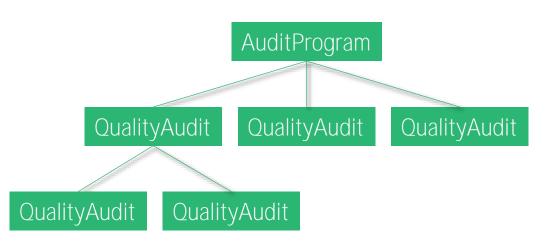


Audit Program and Audits



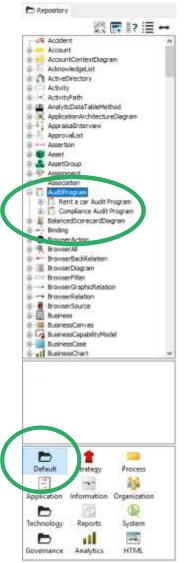
- "AuditProgram" is a repository object
- An AuditProgram will contain one or more Audits
- Audits are represented by "QualityAudit" in the repository
- AuditProgram and QualityAudits should be used to track:
 - Everything audit related
 - Questions
 - Findings
 - Implementation
 - Verification

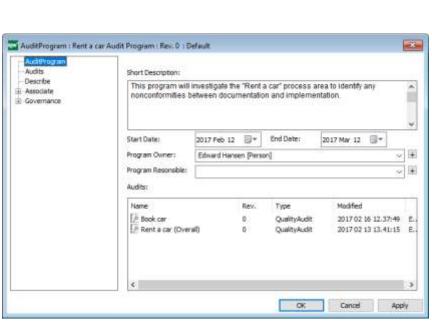


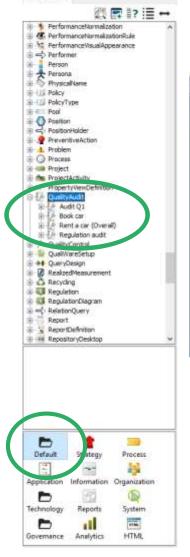


Audit Program and Audit in QLM

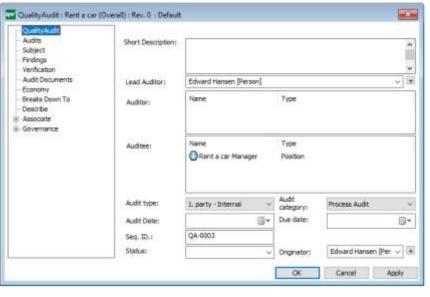






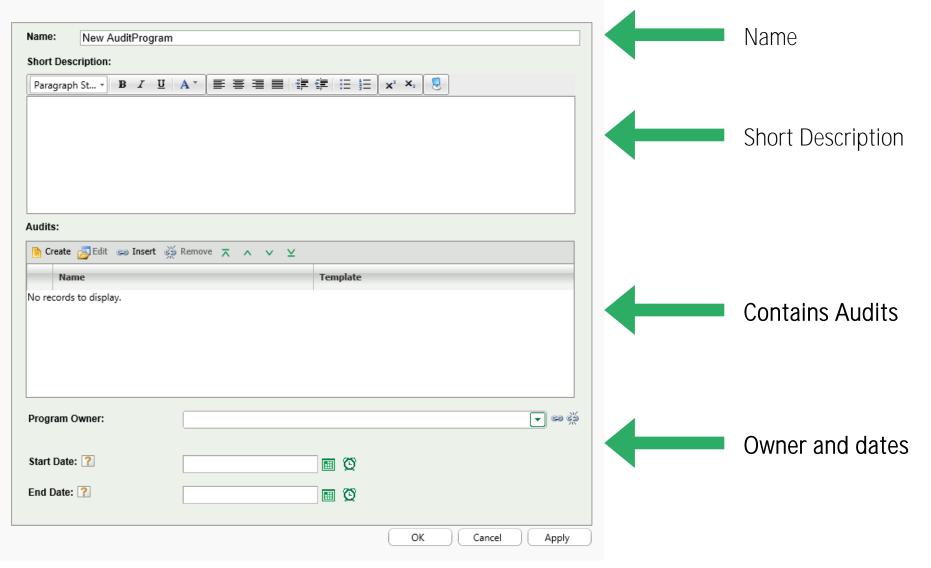


Repository



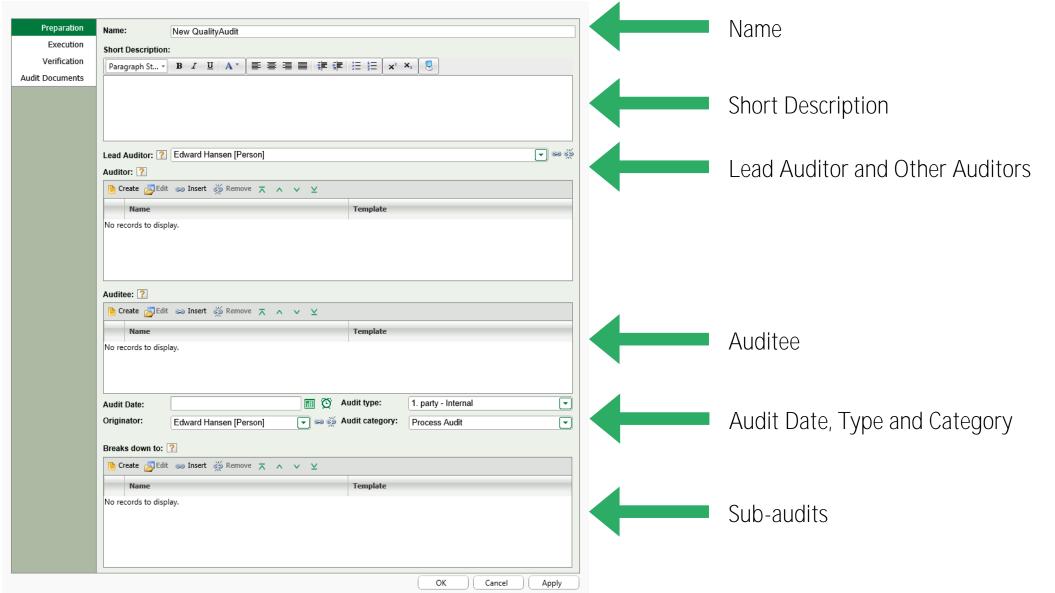
Audit Program - Preparation





Audit - Preparation

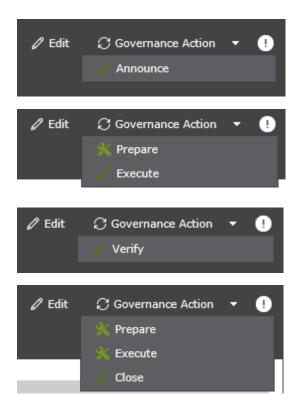


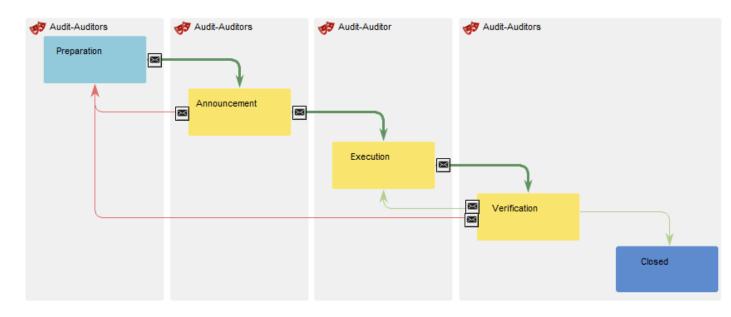


Audit - Management



 Lead Auditor and Auditors can progress the audit



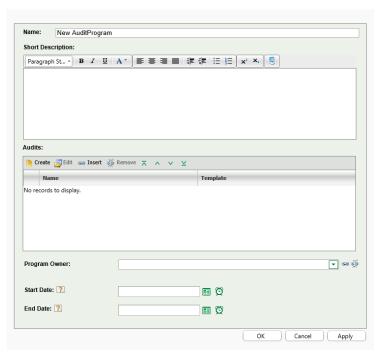


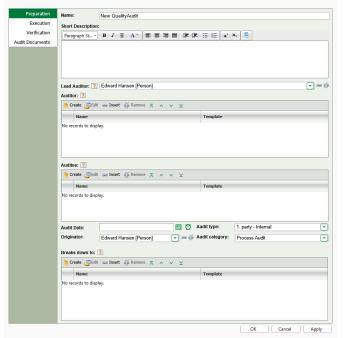


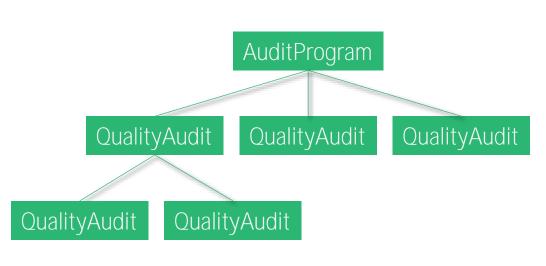
Exercise XX – Audit Programs and Audits



Purpose: Understand how to prepare and manage Audit Programs and Audits







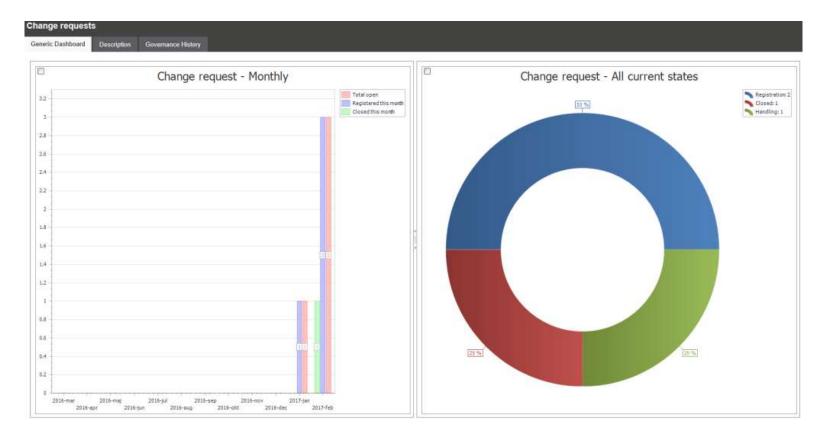


Analytics



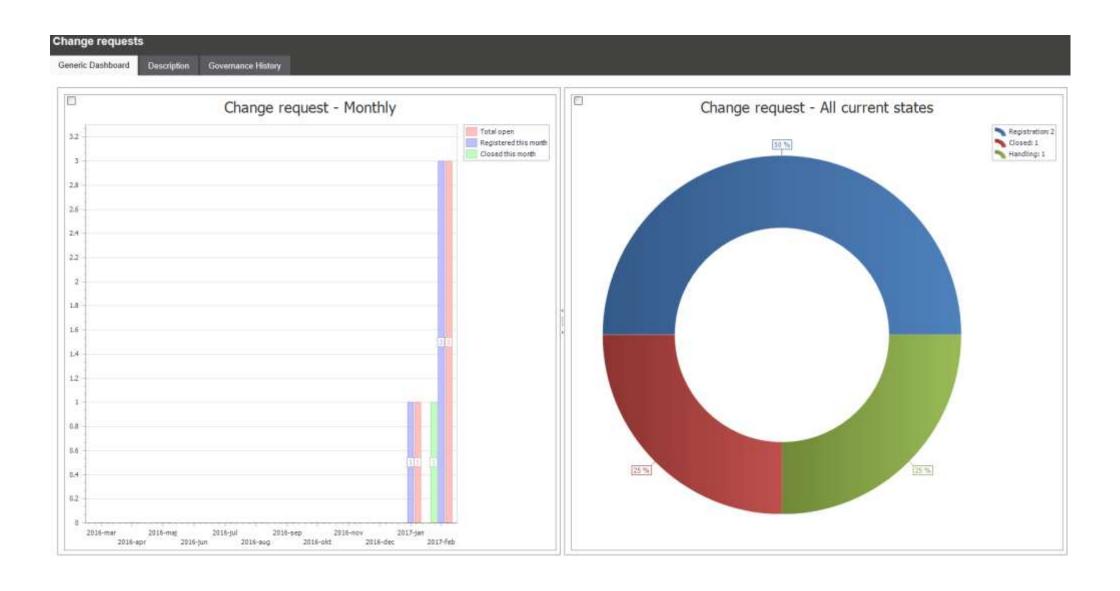
- Key data and statistics on quantities and states:
 - Change Requests
 - Nonconformities
 - Complaints
 - Corrective actions
 - Audits





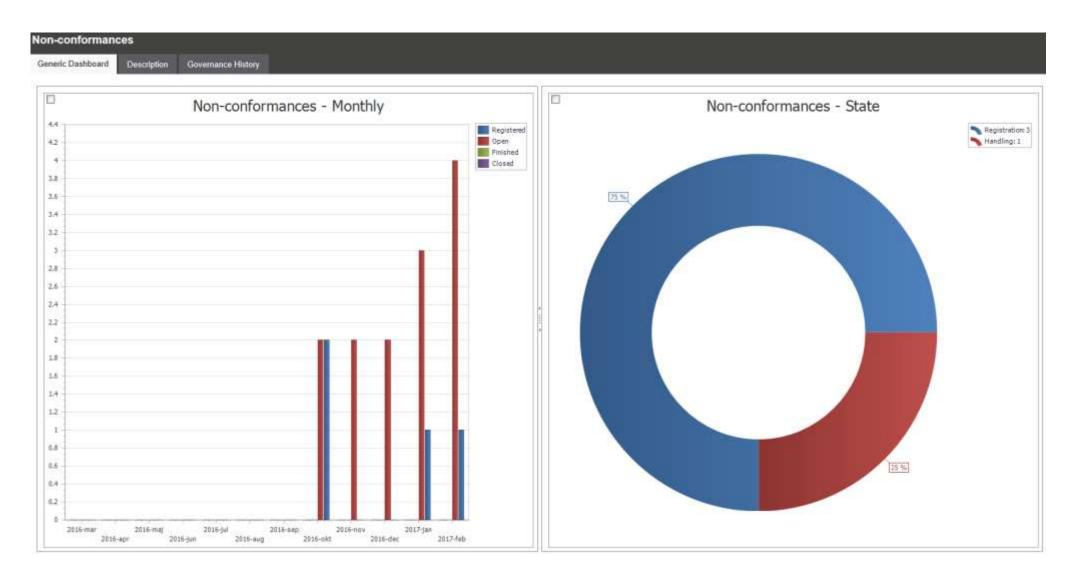
Analytics - Change Requests





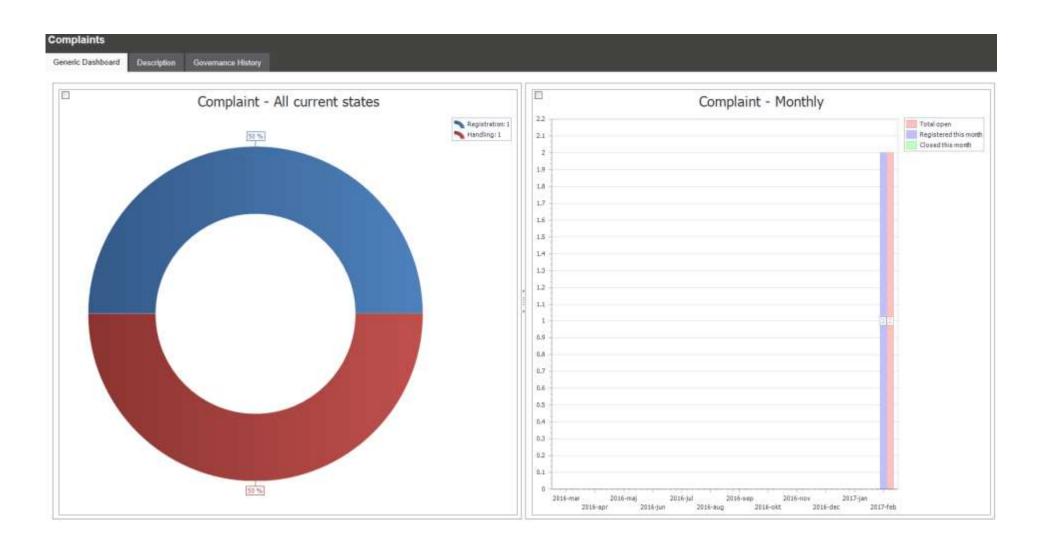
Analytics - Nonconformities





Analytics - Complaints





Analytics - Corrective Actions





Analytics - Audits





Exercise XX – Analytics



Purpose: Understand how to access and read analytics

