

SAP® Quality Manual in the SAP Knowledge Warehouse

DIN EN ISO 9000 compliant

The Quality Manual in the SAP Knowledge Warehouse simplifies the creation and administration of your own company-specific Quality Manual, based on the requirements of DIN EN ISO 9000. The SAP Knowledge Warehouse offers authors an intuitive interface that simplifies the process of creating and handling QM graphics and documents. The documents are very clearly structured and are always available in their current version on the Internet and Intranet.

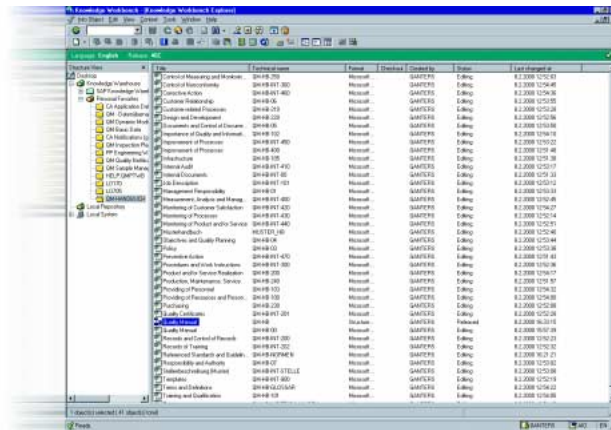
The Quality Manual and Knowledge Management

Hardware and software enable organizations worldwide to come together and exchange knowledge and information. Nowadays, acquiring information is not difficult. The difficulty lies in filtering the huge influx of information and data, in turning it into knowledge and in presenting it in an appealing format.

DIN EN ISO 9000 will be updated at the end of this year. To coincide with this event, SAP has developed the Quality Manual within the SAP Knowledge Warehouse, allowing you to:

- Create or rework your own company-specific Quality Manual with all the advantages of using a modern authoring tool and document management system
- Account for the new aspects of the norm (for example, the emphasis on customer orientation and process orientation, or the alignment of the demands of a QM system with the quality of products and services)
- Prepare and structure complex QM-related information of quality in a manner that complies with the norm
- Present the current version of your Quality Manual and all subdocuments on the Internet or Intranet, making it available around the clock to all employees and business partners





SAP Knowledge Warehouse

The SAP Knowledge Warehouse is the main component of the SAP Knowledge Management solution. It consists of a server system and an entire spectrum of software tools for creating, maintaining, managing, presenting, and distributing information such as QM documents and graphics. These tools make the author's, translator's and administrator's jobs easier. They also take into account the needs of end users who can view the contents of the Quality Manual on the Internet or Intranet.

The SAP Knowledge Warehouse is shipped with the following contents to make it easier for you to create your own documents:

- A sample manual containing information on the revised version of the DIN EN ISO 9000 norm and tips on how to implement its requirements with SAP products
- Training material and trainer guides
- Documentation
- Glossary

Using these tools and content, you will be able to improve and speed up the processes for creating information and transferring knowledge.

Creating the Quality Manual

Within the SAP Knowledge Warehouse, you can find the *Knowledge Workbench*. The Knowledge Workbench provides authors with an intuitive interface to create manuals quickly and easily. You can use a multitude of editing functions, such as:

- Drag & Drop to reuse existing materials and effortlessly construct a hierarchical structure
- Support for all common file formats (for example, doc, ppt, xls, vsd, htm, mpg)
- Check-In-/Check-Out support
- A *Structure Editor* to help you clearly structure complex information
- Assistants that help you create new documents or make changes to existing ones
- Hyperlinks within documents (for example, links to the Quality Manual, SAP Library, (SAP) Glossary, Internet/ Intranet pages)
- Classification of documents by assigning attributes
- Printer interface
- Automatic creation of versions at Check-In
- Automatic conversion of file formats, for example from Word to HTML, PowerPoint to GIF

Translating the Quality Manual

The SAP Knowledge Warehouse also supports the translation of your QM documentation. For example, you can create worklists for translators, assign access to your company-specific glossary or administer different language versions simultaneously. The SAP Knowledge Warehouse also has Check-Out functions to make it easier for you to work with external agencies or to connect external translation systems.

Administration of the Quality Manual

In the *Document Modelling Workbench* of the SAP Knowledge Warehouse, you can define attributes and their characteristics. These are linked to functions such as Version or Status Administration and SAP Business Workflow®. They play an important role in creating and managing norm-compliant QM documentation (for example, in the approval process).

The *Administration tool* of the Knowledge Warehouse allows you to carry out complex queries. You can couple the Status Administration with the SAP Business Workflow to create worklists (for translation, review, release of documents) for your fellow employees. You can also use transport requests for content and links. A secure authorization concept based on user roles is also available. By integrating these functions, you can also implement a change management service with approval procedures.

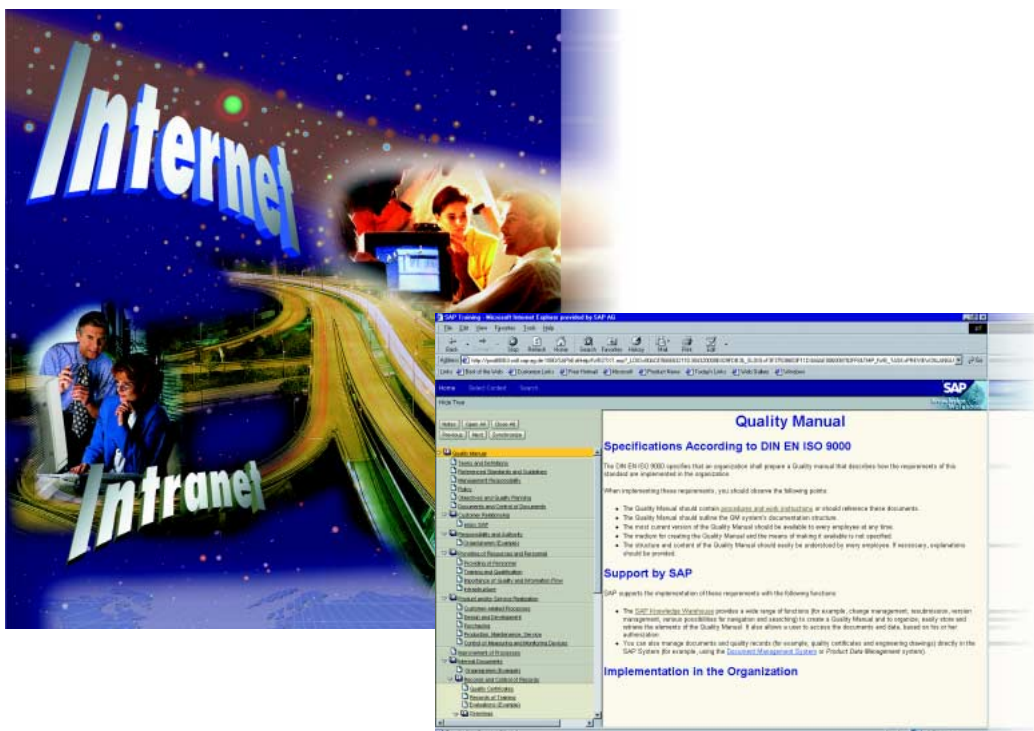
The administrative tools of the SAP Knowledge Warehouse make it easier for you to manage QM-specific documents and graphics (for example, organizational charts, flowcharts, procedures, quality reports, presentations, checklists). The version

management function with internal or external numbering enables you to uniquely identify a document. Add to this other attributes such as document author, person who changed the document, and time of change, and you have the basis for creating a complete change history for each and every document.

Using a resubmission function, you can manage retention and validity periods, both of which are very important for QM documents.

Advantages for You

- You save time and money creating, maintaining, managing, and distributing your QM documentation thanks to our comprehensive infrastructure and easy-to-use tools.
- You avoid data redundancy by storing and managing your QM documents in a central repository. This reduces maintenance and enables worldwide access to the data.
- You provide end users with direct access to important QM documents and graphics from their workplace.
- You can easily keep your QM information up-to-date.
- You provide all employees with the same, up-to-date information.



Presentation of the Quality Manual

To help you present and distribute your QM documentation, the SAP Knowledge Warehouse has a tool to make it compatible with the Internet or Intranet.

The SAP Knowledge Warehouse is integrated in the SAP Workplace and the SAP R/3® System. As a result, you can publish information for users in context-specific or country-specific versions. You can control via an authorization concept which documents users can access and whether or not they have read-only or read-write access.

The Internet/ Intranet-compatible hierarchical structure of QM documents and graphics, as well as the simple navigation within these structure make it very easy for users to find the information they require. A comprehensive text search also simplifies the process of filtering and accessing data.

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