QRQCwa Administrator Guide

Version 1.0

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Introduction

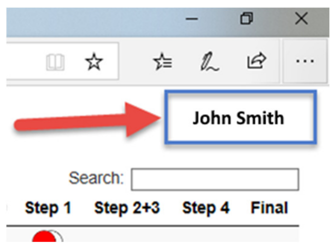
QRQC web application (QRQCwa in short) implements a user permissioning subsystem that drives the behavior of the application functionalities. For example, some functionalities can be available for some users and hidden for others, or can behave differently depending by the currently logged-in user.

Permissions are set by a special user, conventionally named superuser (or administrator). He is also in charge of some administrative tasks, such as maintaining the users list and configuring some base tables, adhering to the company specific needs.

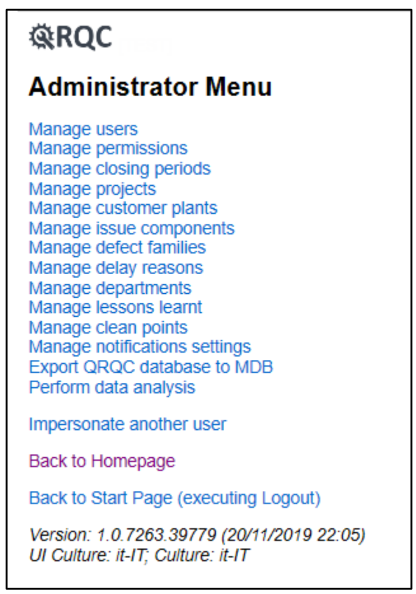
This manual describes all the administrative functions typically operated by the superuser, in terms of configuration, users management and permission settings.

Accessing the Administrator Menu

Administrative functions are accessed by the superuser by clicking on his name in the upper-right corner of the application screen.



This gives access to the "Administrator Menu". The list of available administrative functions varies depending on permissions associated to the current user:

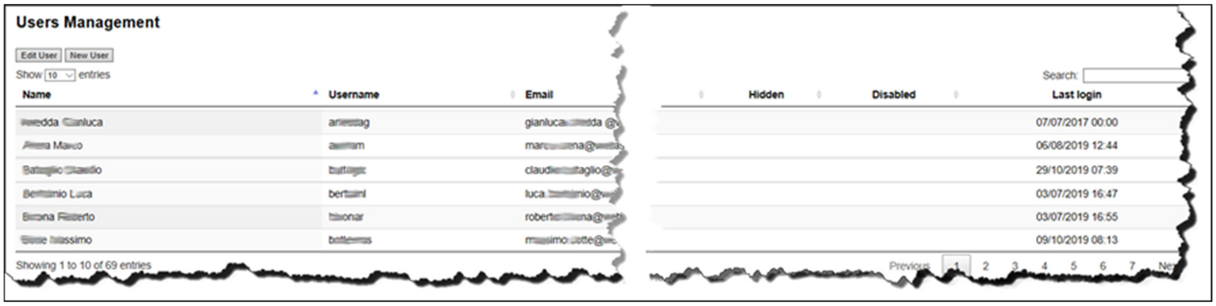


In the following paragraphs we describe each of the functions listed in the Administrator Menu[1].

Manage users

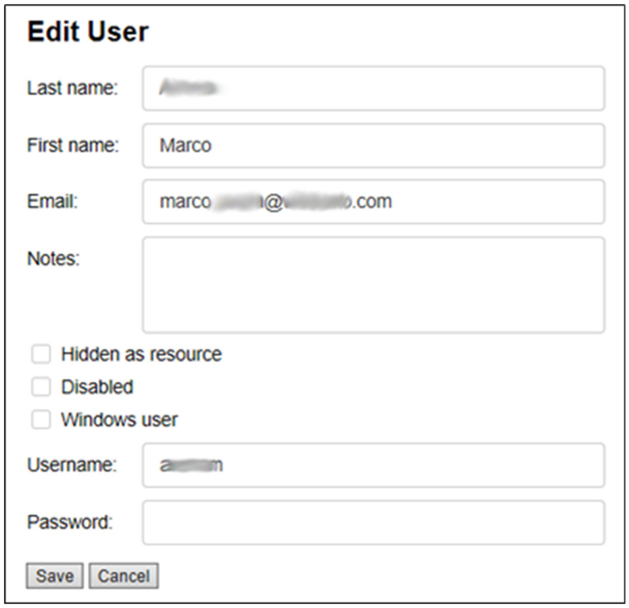
This function shows the list of users for QRQCwa:

[1] "Perform data analysis" feature is described in the user manual.



The “Last Login” column shows the date and time of the last login done by the specific user.

To modify a user’s entry, select his row and click on the “Edit User” button:



Here is the list of available fields:

Last Name: Last name of the user.

First Name: First name of the user.

Email: Email address to be used for notifications.

Hidden as resource: Flag indicating a user that can access QRQCwa but has not to be listed as a human resource that can be part of a team (this is used for people who needs to access the data in QRQCwa but are not active resources in the QRQC teams).

Disabled: Flag indicating a disabled user, that is a user that cannot access the QRQCwa application.

Windows user: This flag has to be set for users accessing QRQCwa in Windows Authentication (i.e. through their Windows domain account); in this situation, the “Username” field must exactly match the user domain account and the “Password” field must be left empty; the user will access in single sign-on, with no need for any additional credentials. This flag must be unset for users accessing QRQCwa with custom credentials: “Username” and “Password” fields will host the actual credentials the user will use to access QRQCwa.

Username: Username for the user (must match the Windows domain account in case of Windows Authentication access).

Password: Password for the user (to be left blank in case of Windows Authentication).

Any modification to user’s data are saved by clicking on “Save” button.

Manage permissions

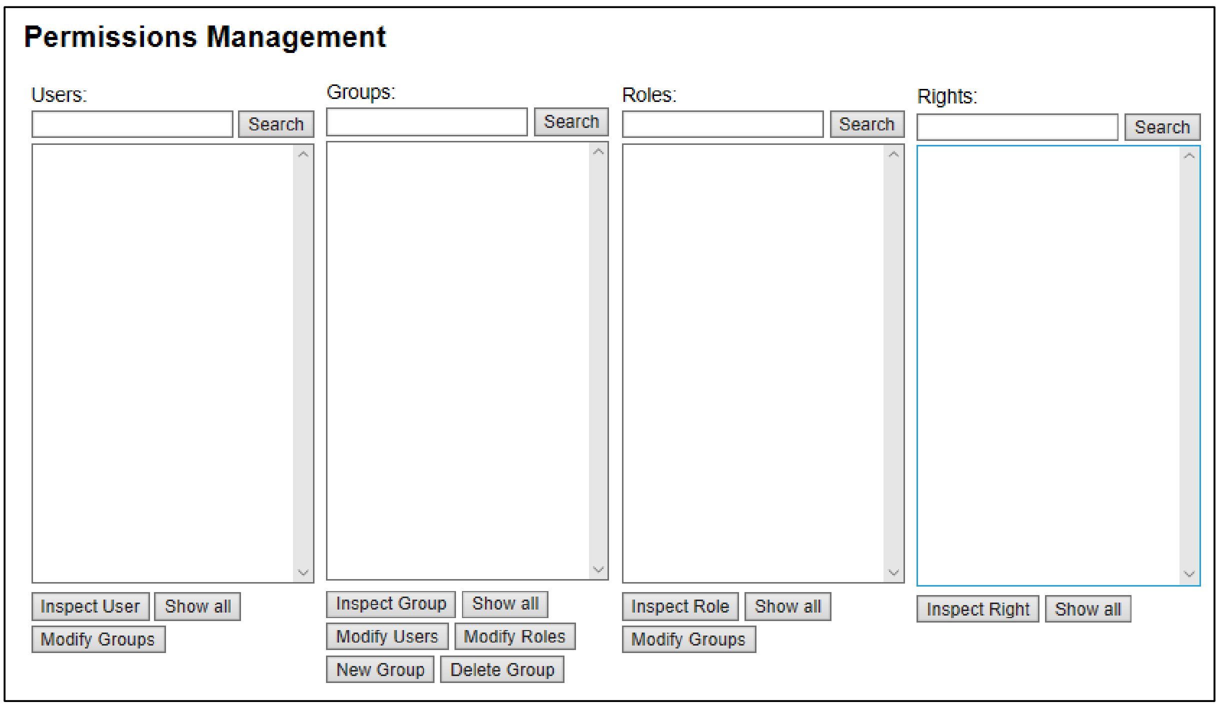
The QRQCwa permissioning system is based on the concepts of: users, groups, roles and rights.

A right is a single permission, driving a specific application behavior (for example: a right can make a specific button or function available). A role is a set of rights, associated to a mnemonic label that identifies that set of permissions as a whole. A user is an application user. A group is a set of users, associated to a mnemonic label that identifies that group of users as a whole.

A user can be included in one or more groups. A right can be included in one or more roles. When a group is associated to a role, all users of that group inherit the rights of the associated role. A group can be associated to one or more roles (and viceversa).

This structure makes easy to assign sets of permissions to users, leveraging the concepts of groups and roles, without the need to assign each specific right to each specific user. For simplicity, QRQCwa proposes a role for each right (in a one-to-one association where the role name matches the right name, with a prefixed underscore). So, available rights and roles in QRQCwa are fixed and built-in, while it is possible to freely create users and groups, and associate those groups to users and roles. To enhance flexibility, the system also exposes some predefined groups, each associated to only one role and having the same name of the associated role.

Accessing the Permissions Management interface makes this screen visible:



In each section (Users, Groups, Roles, Rights), you have a “Search” facility and a “Show all” button. By typing a username (or, respectively, a group name, a role name, a right name) in the search box and clicking the “Search” button, you can focus on a specific user (or, respectively, group, role, right). The “Show all” button allows to show all users (or, respectively, groups, roles, rights).

Selecting a user in the “Users” section, you can inspect (with “Inspect User”) the groups he belongs and, consequently, the associated roles and rights.

Selecting a group in the “Groups” section, you can inspect (with “Inspect Group”) the users of that group, and the associated roles and rights.

Selecting a role in the “Roles” section, you can inspect (with “Inspect Role”) the groups and the users connected to that role, and the rights included in the role.

Selecting a right in the “Rights” section, you can inspect (with “Inspect Right”) the roles where that right is used, and consequently the group associated to those roles and the users in those groups.

For some examples of using the “Inspect” buttons, see the following paragraphs.

Other buttons:

Users / Modify Groups: allows to modify the list of groups a user belongs to.
Groups / Modify Users: allows to modify the list of users included in a group.
Groups / Modify Roles: allows to modify the list of roles associated with a group.
Groups / New Group: allows the creation of a new group.
Groups / Delete Group: allows to remove an existing group.
Roles / Modify Groups: allows to modify the list of groups associated with a role.

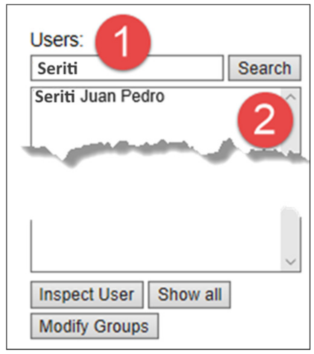
Available rights

As stated earlier, rights are fixed and drive specific features of the application. This is the complete list of available rights with their meaning/effect:

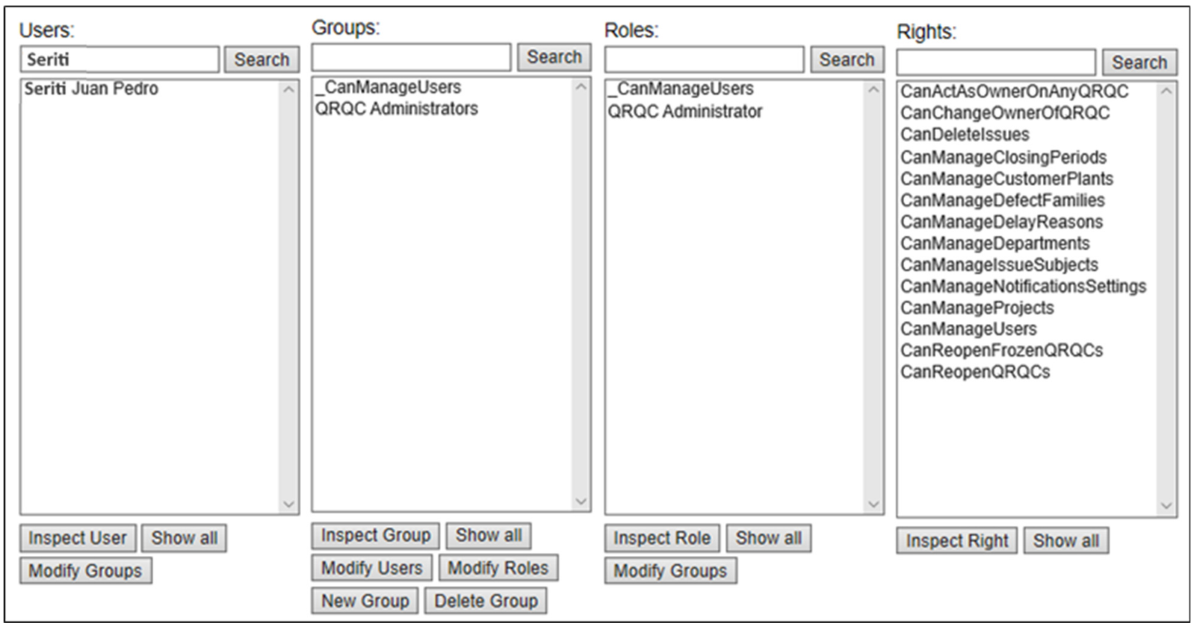
- CanImpersonate: allows a user to impersonate another user (this is useful for diagnostic purposes and is excluded from normal usage)
- CanManageUsers: allows a user to create and modify users (users management)
- CanManageUsersPermissions: allows a user to manage rights, roles and groups
- CanManageClosingPeriods: allows a user to configure the company closing periods (used in “working days” computations)
- CanManageProjects: allows a user to configure the Projects list
- CanManageCustomerPlants: allows a user to configure the Customer Plants list
- CanManageIssueSubjects: allows a user to configure the Components list
- CanManageDefectFamilies: allows a user to configure the Defect Families list
- CanManageDepartments: allows a user to configure the Departments list
- CanManageDelayReasons: allows a user to configure the possible Delay Reasons list
- CanCloseQRQCatPlantLevel: allows a user to close a QRQC issue promoted to Plant level
- CanDeleteIssues: allows a user to remove / delete issues from the system
- CanActAsOwnerOnAnyQRQC: allows a user to operate on any issue (Minor or QRQC) as if he was the owner of that issue
- CanReopenQRQCs: allows a user to reopen a closed issue
- CanChangeOwnerOfQRQC: allows a user to change the owner of an issue
- CanManageNotificationsSettings: allows a user to configure notifications settings
- CanManageCleanPoints: allows a user to configure the Clean Points list
- CanManageLessonsLearnt: allows a user to configure the Lesson Learnt list
- CanAccessAnalysis: allows a user to access the data analysis section
- CanViewWidgetSet1: allows a user to access the data analysis graphs set 1
- CanViewWidgetSet2: allows a user to access the data analysis graphs set 2
- CanViewWidgetSet3 (future use): allows a user to access the data analysis graphs set 3

Inspection of a user

Let’s see how to inspect a user situation with an example. Suppose you want to know the groups, roles and rights of the user “Seriti”. You’ll have to type “Seriti” in the Users’ search box and click “Search” button:

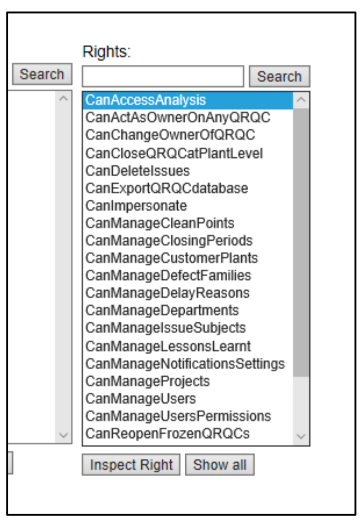


The name appears in section (2); you have to select it and click on “Inspect User” button: the complete situation of the selected user, in terms of groups he is in, roles and permissions associated to him through his groups belonging, appears:

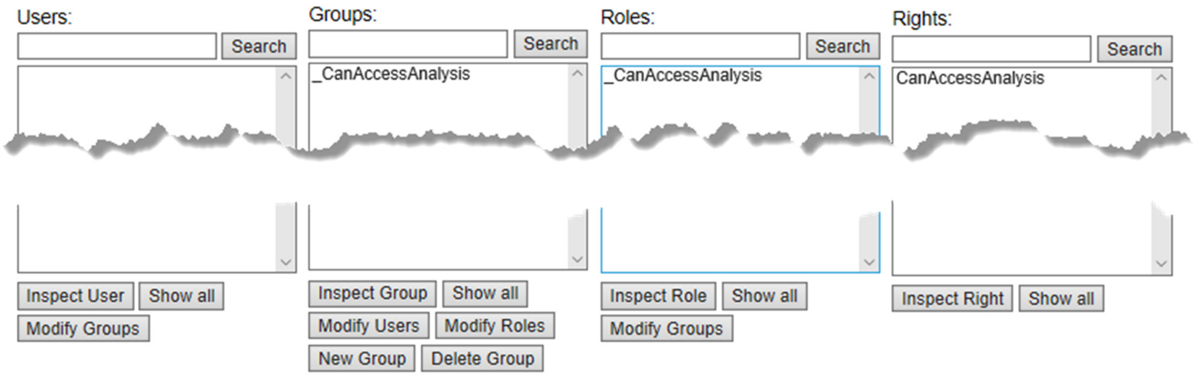


Assigning permissions

Suppose you want to assign the permission to access graphics and analysis to the user “Andreone”. That right is named “CanAccessAnalysis”:

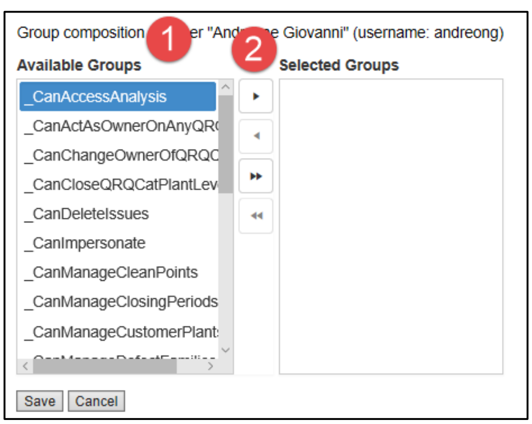


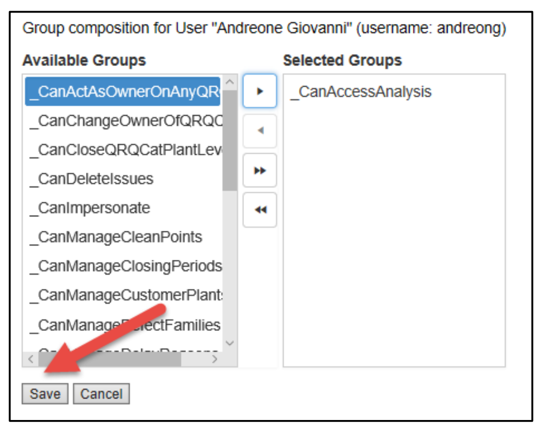
By clicking “Inspect Right” button, you can find where this right is used:



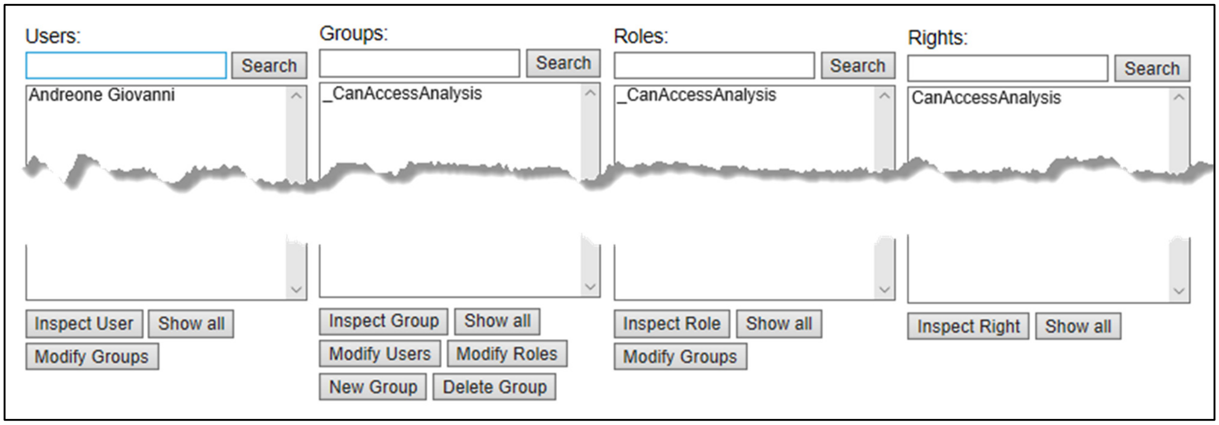
In this simple case, the "CanAccessAnalysis" right is used in the "_CanAccessAnalysis" role and in the "_CanAccessAnalysis" group; so, you will just need to add this group to the groups the user "Andreone" belongs to. At that point, you can search for the user (1), select him (2) and click on "Modify Groups" (3):

In the "Available Groups" list (1), you have to select the group and move it to the "Selected Groups" list by clicking the right arrow button (2). The you have to click on "Save":



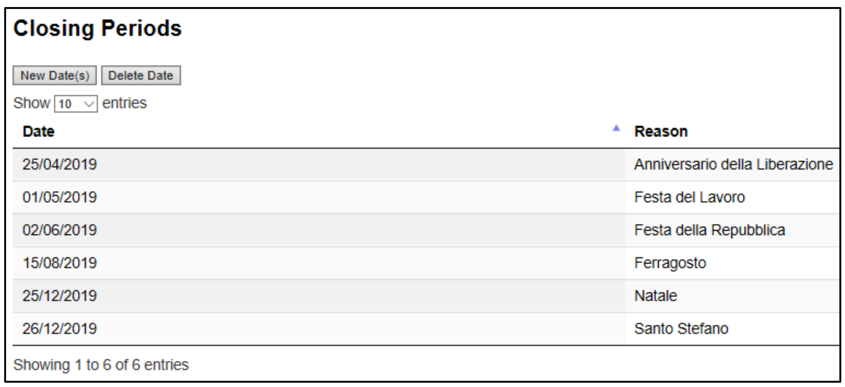


Now, the user "Andreone" can access graphics and analysis, because he is in the group "_CanAccessAnalysis", that group is associated to the role "_CanAccessAnalysis" and this role includes the right "CanAccessAnalysis", thet finally enables the feature for the user.

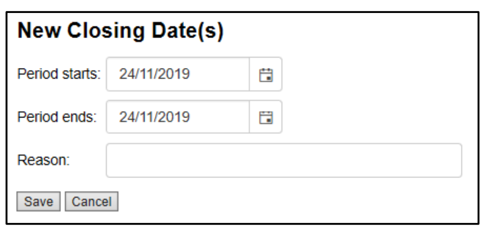


Manage closing periods

This feature allows to indicate the company closing (=non working) periods. This is needed in the correct calculation of the various deadlines managed by the system, because they are computed in terms of "working days". So, any date included here will not count as working day for the deadline computation (weekends are automatically excluded as well). The main screen simply shows a list of closing dates:

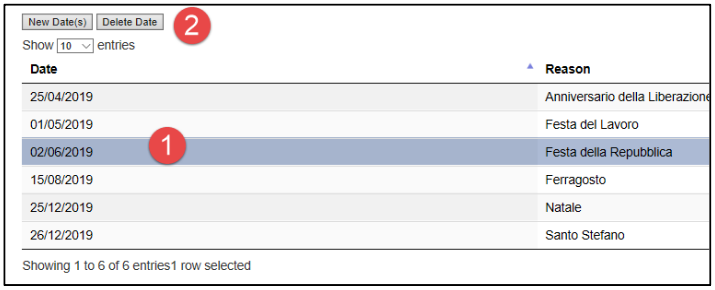


To insert one or more closing dates, click on "New Date(s)" button and select a period of time (and, optionally, a reason for closing period):



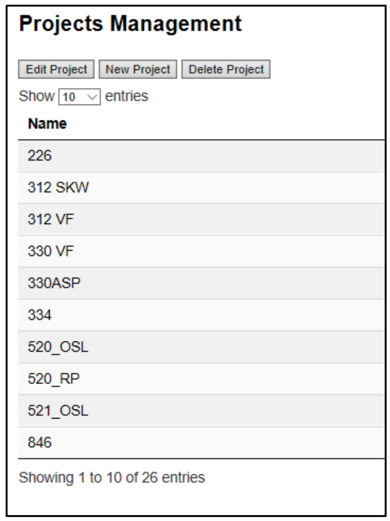
By clicking on "Save", the system will store all the indicated days (or just one, if "Period starts" and "Period ends" are equal).

To delete a closing dare, just select it on the list and click "Delete Date" button:

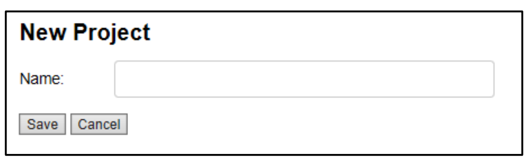


Manage Projects

This feature allows to manage the list of “Projects”, used to categorize the tracked issues (see Minor issue edit form or QRQC issue Step 1). Here you simply have a list of available entries, with buttons for editing an existing entry, create a new entry, delete an existing entry:



Adding a Project is as simple as clicking on “New Project”, typing some words to label the project and clicking on “Save”:

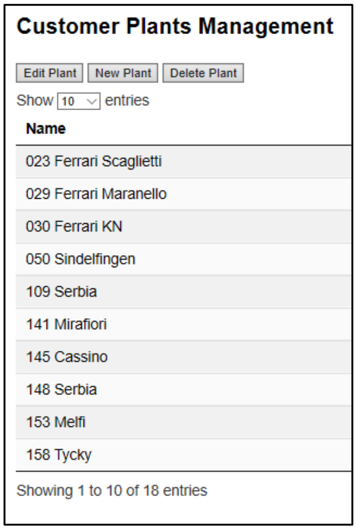


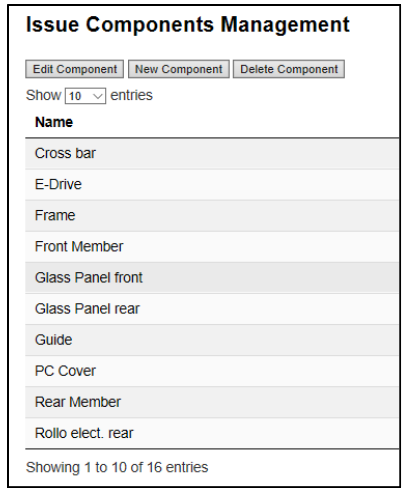
“Edit Project” and “Delete Project” features are obvious.

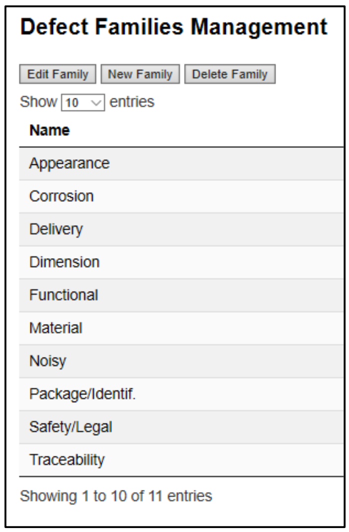
Keep in mind that, when you delete and entry, it will not be available for the use in future issues, but if it was used in Minor issues or QRQC issues in the past, it of course will remain visible there.

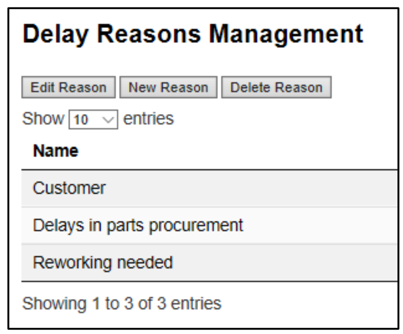
Manage Customer Plants, Issue components, Defect Families, Delay Reasons

These features allow to manage the list of “Plants”, “Components” and “Defect Families” used to categorize the tracked issues (see QRQC issue Step 1), and the list of “Delay Reasons” used when QRQC Step 3 is closed late. In all cases, you simply have a list of available entries, that works exactly the same way described in “Manage Projects” paragraph. Adding, deleting and editing an entry works exactly the same.



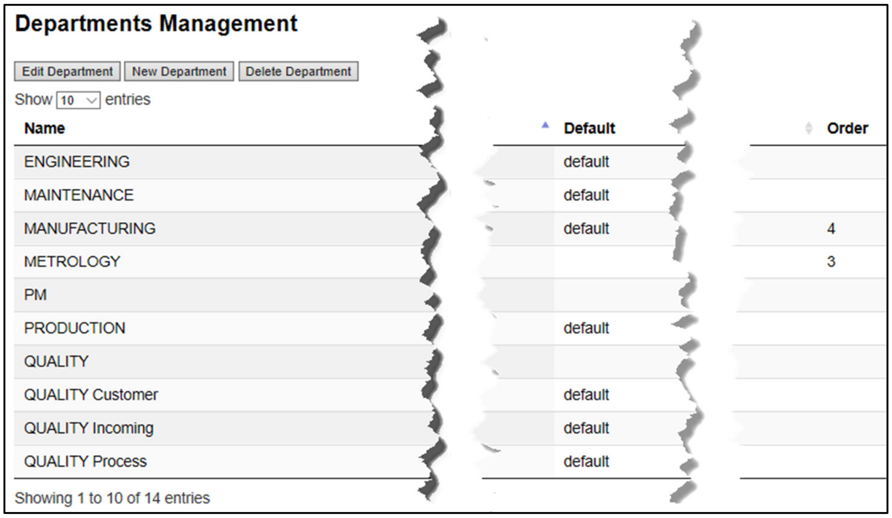




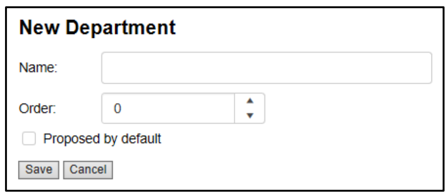


Manage Departments

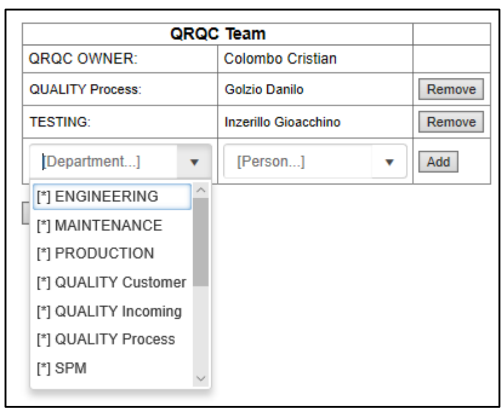
This feature allows to manage the list of “Departments”, that are used to specify a role for each member included in a team created to follow an issue’s life-cycle. This list is similar to preceding ones, with analogous ways to create, edit and delete an entry:



The “New Department” and “Edit Department” screens include an “Order” field and a “Proposed by default” flag:



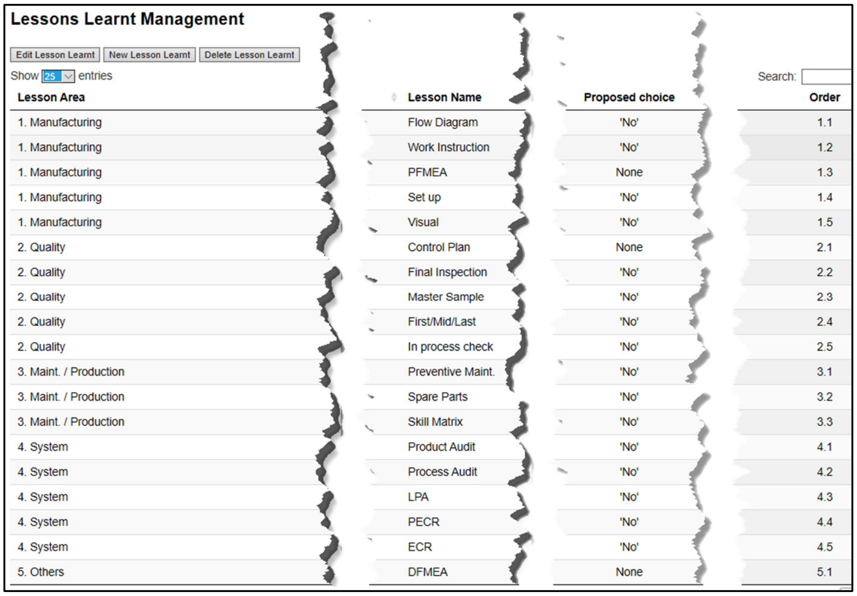
The “Order” field is used to determine the visual order of Departments when they are shown in the team management screen:



The “Proposed by default” flag allows to make the flagged Departments appear in the upper part of that list (they are marked with an asterisk), again ordered by their “order”.

Manage Lessons Learnt

This feature is designed to configure the Lessons Learnt list shown in a QRQC issue Step 5. It is again a list very similar to the preceding ones, with analogous ways to create, edit and delete an entry:



Lessons Learnt Management

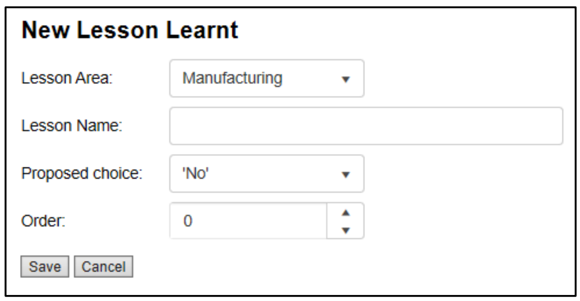
Edit Lesson Learnt | New Lesson Learnt | Delete Lesson Learnt

Show 25 entries

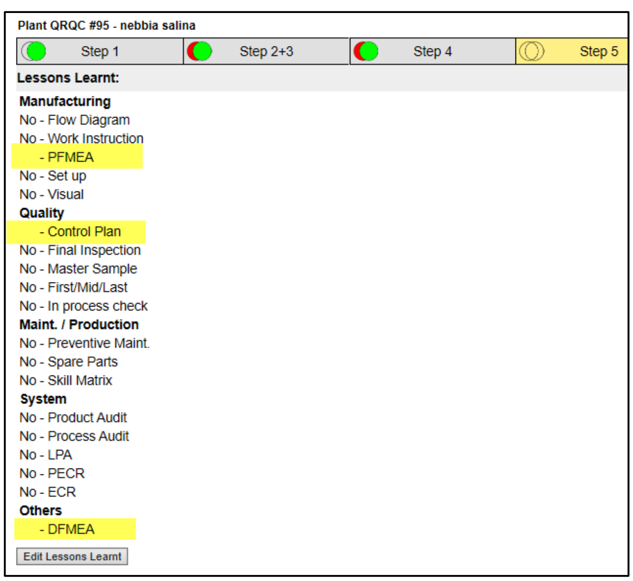
Search:

Lesson Area	Lesson Name	Proposed choice	Order
1. Manufacturing	Flow Diagram	'No'	1.1
1. Manufacturing	Work Instruction	'No'	1.2
1. Manufacturing	PFMEA	None	1.3
1. Manufacturing	Set up	'No'	1.4
1. Manufacturing	Visual	'No'	1.5
2. Quality	Control Plan	None	2.1
2. Quality	Final Inspection	'No'	2.2
2. Quality	Master Sample	'No'	2.3
2. Quality	First/Mid/Last	'No'	2.4
2. Quality	In process check	'No'	2.5
3. Maint. / Production	Preventive Maint.	'No'	3.1
3. Maint. / Production	Spare Parts	'No'	3.2
3. Maint. / Production	Skill Matrix	'No'	3.3
4. System	Product Audit	'No'	4.1
4. System	Process Audit	'No'	4.2
4. System	LPA	'No'	4.3
4. System	PECR	'No'	4.4
4. System	ECR	'No'	4.5
5. Others	DFMEA	None	5.1

The “New” and “Edit” screens for a Lesson Learnt resemble as follows:



A Lesson Learnt is always related to a specific area; lesson areas are fixed (Manufacturing, Quality, Maint. / Production, System, Others). The “Proposed choice” field behaves this way: if set to “No” or “Yes”, this will be the proposed default value; if set to “None”, the Lesson Learnt list in Step 5 will not propose a value for that lesson learnt, so the user will be forced to explicitly choose “Yes” or “No”. For example, in this list:



PFMEA, Control Plan and DFMEA were set to “None”, so no default value has been proposed to the user. He will be forced to explicitly choose “Yes” or “No” for these options, in order to close Step 5. In case he doesn’t perform an explicit choice and he tries to close Step 5, he will receive an error like the following:

Impossible to close the QRQC step 5

In order to close QRQC step 5 all Lessons Learnt must have an explicit answer. It is not permitted to have any Lesson Learnt in an indefinite state.
Please explicitly check or uncheck the following Lessons Learnt:

- Manufacturing - PFMEA
- Quality - Control Plan
- Others - DFMEA

The "Order" field determines the order of appearance of the Lesson Learnt in its area in the list. The preceding screenshot shows Manufacturing lessons learnt based on the configured order:

Search:

Lesson Name	Proposed choice	Order
Flow Diagram	'No'	1.1
Work Instruction	'No'	1.2
PFMEA	None	1.3
Set up	'No'	1.4
Visual	'No'	1.5

Note: lessons learnt are part of the Excel export; in order to have a correct Excel export, any modification to Lesson Learnt list has to be agreed with the software developers.

Manage Clean Points

This feature is aimed to manage the configuration of Clean Points found in QRQC issue Step 5. The list is very similar to preceding ones, with analogous ways to create, edit and delete an entry:

Clean Points Management

Edit Clean Point | New Clean Point | Delete Clean Point

Show 10 entries

Search

Name	Include text	Order
Customer	Yes	1
Final Assembly	Yes	2
PU		3
Rollo		4
Warehouse		5
Receiving Inspection		6
Supplier		7

Showing 1 to 7 of 7 entries

The "New" and "Edit" screens for a Clean Point resemble as follows:

New Clean Point

Clean point name:

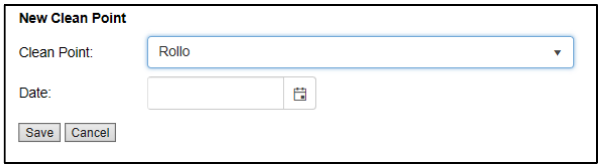
Include text field

Order: 0

Save | Cancel

The "Include text field" flag, when set, makes available an additional text during the editing of a Clean Point by the final user. So for example, if the "Customer" Clean Point has the flag set, when the Step 5 user select "Customer" will be able to add an additional text on that Clean Point:

while if he selects “Rollo” (which has the flag not set), he will be able to add only a date:

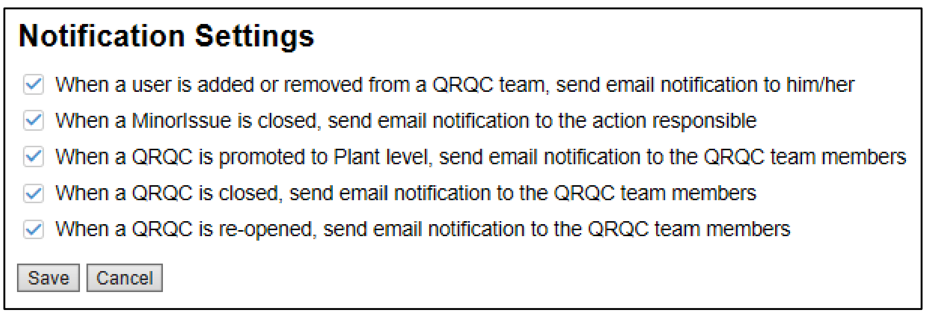


As usual, the “Order” field determines the visualization order of Clean Points in the dropdown list.

Note: clean points are part of the Excel export; in order to have a correct Excel export, any modification to Clean Points list has to be agreed with the software developers.

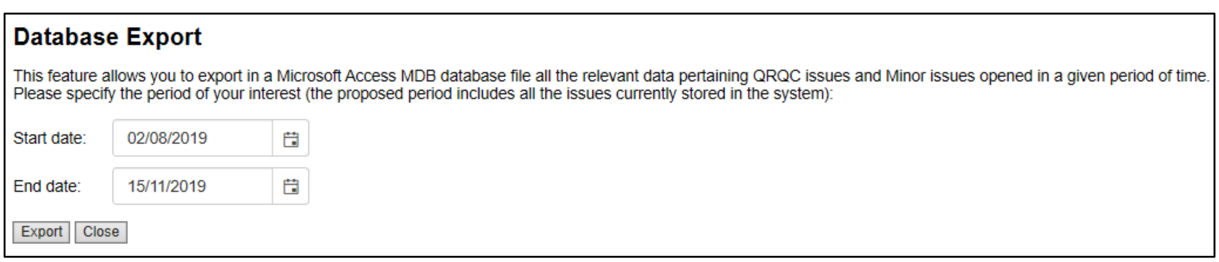
Manage Notification Settings

QRQCwa includes some email-based notification features, aimed to inform the members of an issue team about important changes occurred in the system on the issue they are following. The “Notification Settings” page controls if each of these notifications is active or not (options are quite self explaining):



Export QRQC database to MDB

The whole set of data stored in the QRQCwa application can be exported as a Microsoft Access MDB database, to allow data analysis and business intelligence operations to be performed with external tools. It is possible to extract only Minor issues and QRQC issues occurred in a specific period of time (the proposed dates automatically span a period that includes all the issue entries hosted in the QRQCwa):



By clicking on the “Export” button, the MDB file will be prepared and downloaded to the user’s browser.

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