

# Quality Management (QM)

This document is intended to help instructors understand the case study process and manage the learning process in and outside the classroom. The main focus lies on prerequisites and common tasks such as testing and trouble-shooting.

## Product

SAP S/4HANA 2020  
Global Bike

## Level

Instructor

## Focus

Quality Management

## Author

Tim Böttcher

## Version

4.1

## Last Update

May 2022

## MOTIVATION

Theoretical lectures explain concepts, principles, and theories through reading and discussion. They, therefore, enable students to acquire knowledge and gain theoretical insights.

In contrast, case studies allow them to develop their abilities to analyze enterprise problems, learn and develop possible solutions, and make sound decisions.

The main objective of the Global Bike case studies in general is for students to understand the concept of integration. These descriptive and explanatory case studies will allow students to understand the importance and the advantages of integrating enterprise areas using an S/4HANA system.

The main goal of this document is to help instructors prepare the SAP system for the Quality Management process and to support them trouble-shoot problems that might occur during the course.

Beside technical and didactic prerequisites, the lecturer notes list SAP transactions for testing and correcting student results in the SAP system. In addition, this document describes common problems and explains their reason and solution.

## Prerequisites

**Note** Before using this case study in your classroom please make sure that all technical (month-end closing, user management etc.) and didactic prerequisites are fulfilled. Such prerequisites are briefly pointed out below. Detailed documentation can be displayed at and downloaded from the *Learning Hub of SAP UA* or the *UCC web sites*.

### Technical Prerequisites

The Quality Management case study is based on a standard SAP S/4HANA client with the current Global Bike dataset. Before processing the case study on your own or with your students all general setting should be checked.

This includes **month-end closing** in Materials Management (transaction **MMPV**) which is documented on the UCC web sites.

Month-end closing in  
MM  
MMPV

Note: With the current version of the Global Bike client a **year-end closing** is not necessary, because it has already been automated or because it is not needed for the process described in the curriculum material.

Year-end closing

**User accounts** in the SAP system need to be created or unlocked.

User management

These student user accounts should end with a three-digit numeric number (e.g. LEARN-001, LEARN-002 etc.). This number will be represented by ### in the case study and helps differentiate customer accounts, products etc.

In a SAP S/4HANA Global Bike client already exist 1000 user accounts from **LEARN-000** to **LEARN-999**. These users need to be unlocked. The initial password for each LEARN-#### account is set to **tlestart**.

LEARN-000 to  
LEARN-999

tlestart

Transaction **ZUSR** was developed in the Global Bike client in order to mass maintain SAP user accounts. For a detailed description of this and SAP standard transactions for user management (**SU01** and **SU10**) please refer to the *lecturer notes "User Management"* (see: current Introduction to S/4HANA using Global Bike curriculum → chapter 99 – Instructor Tools).

ZUSR

SU01  
SU10

All LEARN-#### user accounts have been assigned to the role **Z\_UCC\_GBI\_SCC** and have authorizations to use all applicative transactions/apps in the SAP S/4HANA system. The role allows access to all transactions/apps necessary for Global Bike exercises and case studies. If you need access to system-critical transactions, i.e. for development purposes, you may assign the composite profile **SAP\_ALL** to your student accounts.

It is useful for the instructor to have a user account available for testing that has the same authorizations as the student accounts. You may use the predefined instructor account **LEARN-000** for this purpose.

Instructor account  
LEARN-000

### Didactic Prerequisites

In order to successfully process this case study, students should be familiar with the **navigation** in SAP systems, especially the SAP Fiori Launchpad as well as possible documentation and help options. We highly recommend using the *navigation slides* and the *navigation course* (see: current Introduction to S/4HANA using Global Bike curriculum → chapter 2 – Navigation).

Navigation

In addition, it has been proven beneficial that students have a thorough understanding of the **historic background** and the enterprise structure of the Global Bike concern before they start working on the SAP system. For this purpose we recommend the *case study „Global Bike Group“* (see: current Introduction to S/4HANA using Global Bike curriculum → chapter 3 – Global Bike).

Company background

Because the case study is not based on the exercises, it is not necessary to have processed the QM exercises (QM 1 to QM 2) before you start with the case study. However, it is recommended.

In order to function properly this case study needs a **Global Bike client version** that is equal to or higher than the case study version (see cover page). Please check. If you do not know the client version please use the app **ZGBIVERSION** within your SAP S/4HANA system or contact your UCC team.

Global Bike client  
version

### Global Feedback

Do you have any suggestions or feedback about Global Bike? Please send it to our new email-address **gbi@ucc.ovgu.de** which is used to gather feedback globally. All emails will be evaluated by the persons responsible for the curriculum bi-weekly. This way your feedback might influence future releases directly.

Please note that any support requests send to this email-address will be ignored. Please keep using the common support channels for your support requests.



## Student Assessment

**Note** With the app described below you can check and correct master and transactional data that your students have created during your course.

### Global Bike Monitoring Tool (beta)

Also we are developing a Global Bike Monitoring Tool, which is available for the Global Bike release. Since it is still in development the beta version does not support all case studies yet.

A detailed tutorial for this tool is available in the module *99 Instructor Tools* of the current Global Bike curriculum.

Please keep in mind that this transaction is an additional functionality designed by the UCC Magdeburg and still in development. Therefore, we kindly ask you to send any feedback or detailed error descriptions to the following address: **[gbi@ucc.ovgu.de](mailto:gbi@ucc.ovgu.de)**



## Learning Snacks QM

**Note** With the Learning Snacks QM you can check your learning success in the module QM.

### What is Learning Snacks?

Learning Snacks offers the possibility to check the knowledge gained during the case studies and exercises by means of small single-choice questions. Depending on the selected module, you can play through a Learning Snacks (QM here). Learning Snacks can be used with or without prior registration. By having your own account, you can create snacks yourself, like other snacks and receive some kind of points for each question you answer correctly.

You can find detailed instructions on Learning Snacks in the module "98 Cross-Module".



## Process Monitoring

**Note** During the case study the SAP system creates documents which are automatically logging all business process steps. These documents rely on master data that were either predefined by the curriculum development team or created by your students.

The **Document Flow** visualizes all documents related to a given root document and thus helps you monitor individual business processes and is as a starting point for trouble-shooting student problems.

Document flow

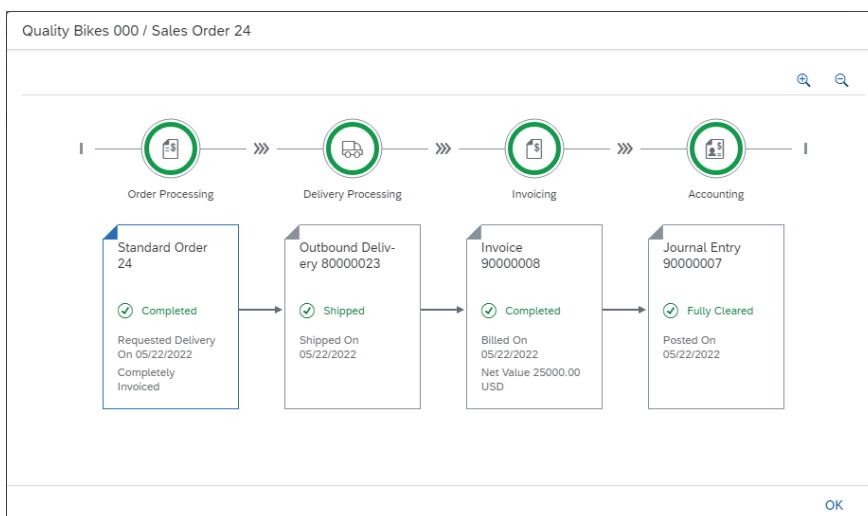
Please use the app **Manage Sales Orders**. Please enter the **sales order document number** in the respective field and click **Go**.

Sales order number

**Note** Should your student and you not remember the sales order number, you may search for it using the F4 help.

Sales Order	Sold-To Party	Customer Reference	Requested Delivery Date	Overall Status	Net Value	Document Date
24	Quality Bikes 000 (1003090)	PO-000	05/22/2022	Completed	25,000.00 USD	05/22/2022

Select **Completed**. After successfully performing the QM case study the following result is displayed by the SAP system.



## Problem: Insufficient material stock level

**Symptom** An insufficient amount of materials on stock lead to the situation that a sales order cannot be fully delivered.

**Reason** Error messages may be caused by unplanned or unintentional material consumption or by entering incorrect (too high) quantities during the case study process.

**Solution** Basically, sufficient stock levels for all materials used in the exercises and case studies have been predefined in the Global Bike client. However, you can receive missing materials on stock using the app Post Goods Movement to transfer stock from one plant to another. In this case, use movement type 501, plant DL00, storage location FG00 and the respective material (ORWN1##).

### Display Material Stock Level

With the app **Manage Stock** you can display the stock level of a material.

Enter the number of the material in question.

The screenshot shows the SAP Manage Stock app interface. At the top, there is a header with the SAP logo and 'Manage Stock'. Below the header, there are input fields for 'Material: ORWN1000' and 'Plant: Plant Dallas'. The main content area displays the material name 'Women's Off Road Bike' and 'ORWN1000'. It shows the 'Range Of Coverage in Days' as 0. To the right, there is a summary of stock levels: 'Unrestricted-Use Stock' at 100.000 EA, 'Blocked Stock' at 0.000 EA, and 'Stock in Quality Inspection' at 0.000 EA. Below this, there is a table titled 'Material by Storage Location' with columns for 'Storage Location', 'Unrestricted-Use Stock', 'Blocked Stock', and 'Stock in Quality Inspection'. The table shows data for 'Finished Goods (FG00)' with 100.000 EA in Unrestricted-Use Stock, 0.000 EA in Blocked Stock, and 0.000 EA in Stock in Quality Inspection. A total row at the bottom shows 100.000 EA for Unrestricted-Use Stock, 0.000 EA for Blocked Stock, and 0.000 EA for Stock in Quality Inspection.

Storage Location	Unrestricted-Use Stock	Blocked Stock	Stock in Quality Inspection
Finished Goods (FG00)	100.000 EA	0.000 EA	0.000 EA
	100.000 EA	0.000 EA	0.000 EA

The following window lists available quantities on the storage location, plant, and company code level.

### Correct Material Stock

With the app **Post Goods Movement** you can post a goods receipt.

On the *Goods Receipt Other* screen, enter Movement Type **501**, Plant **DL00** and Storage Location **FG00**. Then, confirm with Enter.

501  
DL00  
FG00

**Note** For stock level problems in the Quality Management case study please use plant DL00 and storage location FG00. Dependent on the cause of a given problem the organizational units may differ.

Enter the desired **Material**, the **Quantity** and the **Storage Location**. As an example, the screenshot below shows the posting of 100 Women's Off Road Bike (ORWN1####) into the finished goods storage location (FG00). Confirm with Enter.

Material number  
Quantity  
Storage Location

SAP Goods Receipt Other - Learn-007 Learn-007

Show Overview Services for Object More Find Exit

A01 Goods Receipt R10 Other

General

Document Date: 05/30/2022 Material Slip:

Posting Date: 05/30/2022 Doc.Header Text:

1 Individual Slip

Line	Mat. Short Text	Wa...	OK	Qty in UnE	EUn	SLoc	G.. S...	B.. V...	M...	D..	Stock Type	Plnt
1	Women's Off R...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	100	EA	Finished Goods			501	+	Unrestricted-U...	Plant Dallas

Post the goods receipt with .

