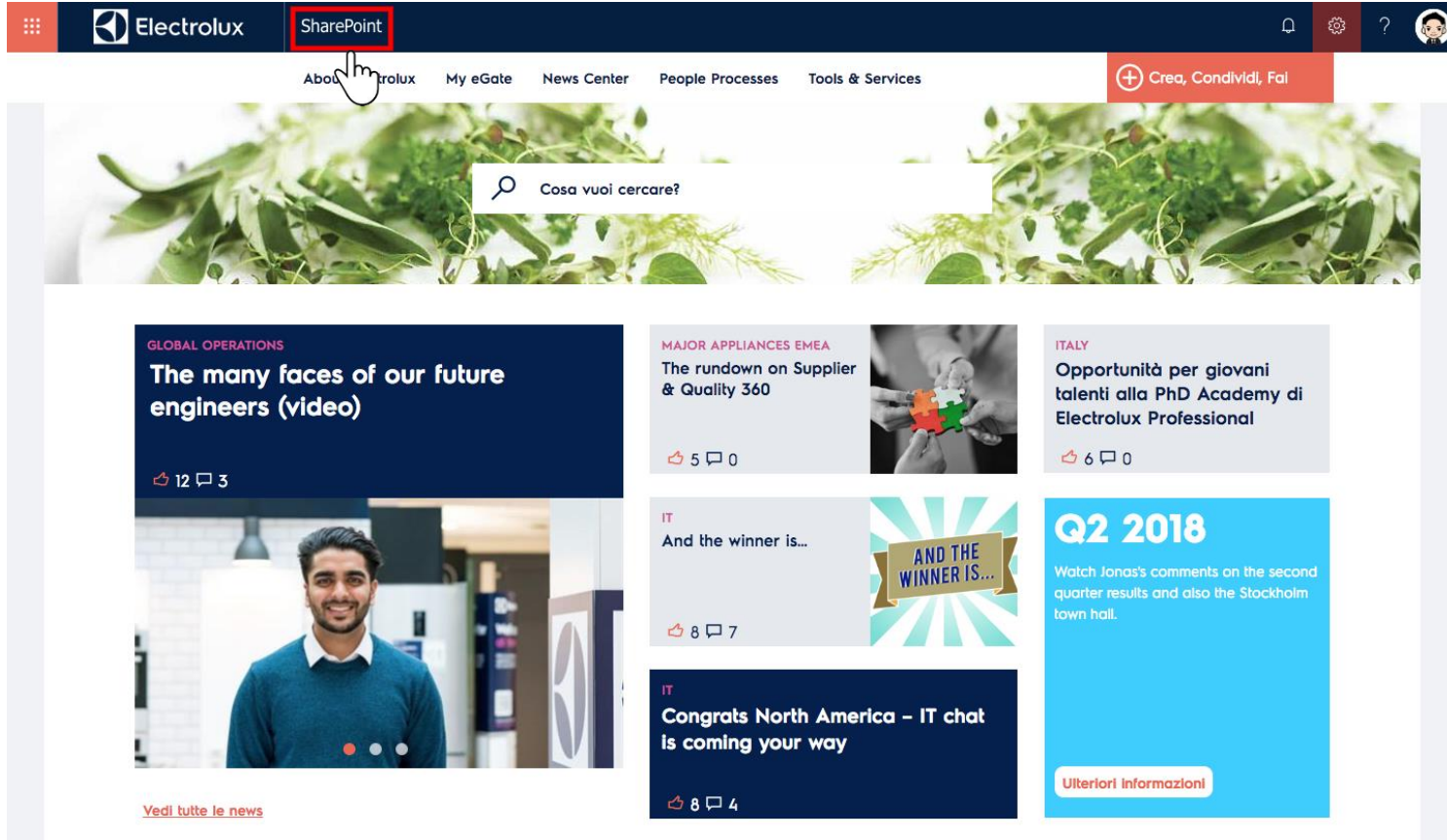


# Committed to Quality guide line

2018

This eGate web navigation specify instructions to let you know how to get through the **Statistical Process Control Application (SPC)** which have been installed and released by EGATE **Committed to Quality** community area.

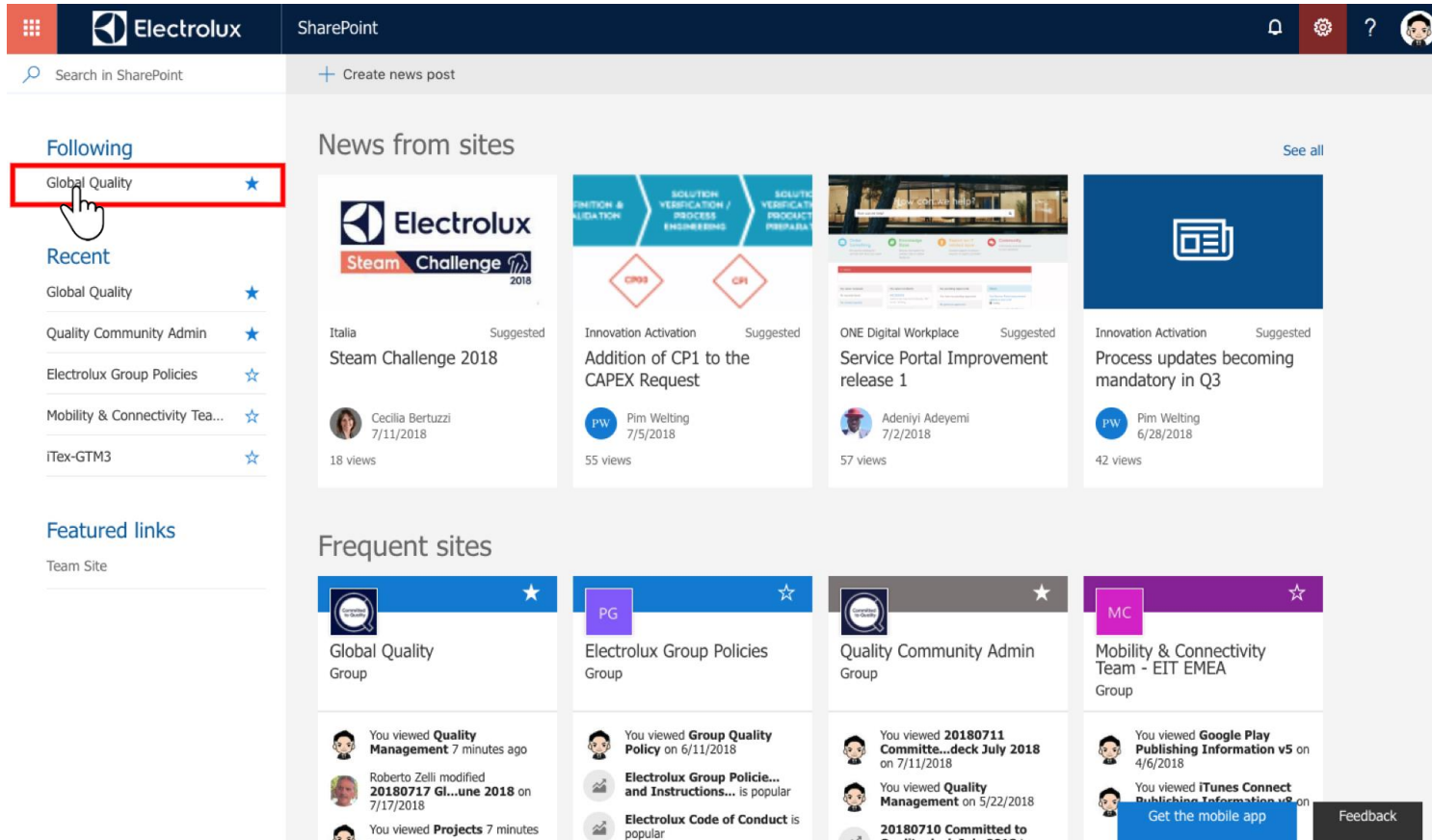


To enter **Statistical Quality Control Application (SPC)**, you can follow the indications below.

After logging in eGate, click on **“Sharepoint”**.



Click **Sharepoint**.



Electrolux SharePoint

Search in SharePoint

Create news post

**Following**

- Global Quality

**Recent**

- Global Quality
- Quality Community Admin
- Electrolux Group Policies
- Mobility & Connectivity Tea...
- ITex-GTM3

**Featured links**

- Team Site

**News from sites**

- Electrolux Steam Challenge 2018**  
Italia Suggested  
Cecilia Bertuzzi 7/11/2018  
18 views
- Innovation Activation Addition of CP1 to the CAPEX Request**  
Suggested  
Pim Welting 7/5/2018  
55 views
- ONE Digital Workplace Service Portal Improvement release 1**  
Suggested  
Adeniyi Adeyemi 7/2/2018  
57 views
- Innovation Activation Process updates becoming mandatory in Q3**  
Suggested  
Pim Welting 6/28/2018  
42 views

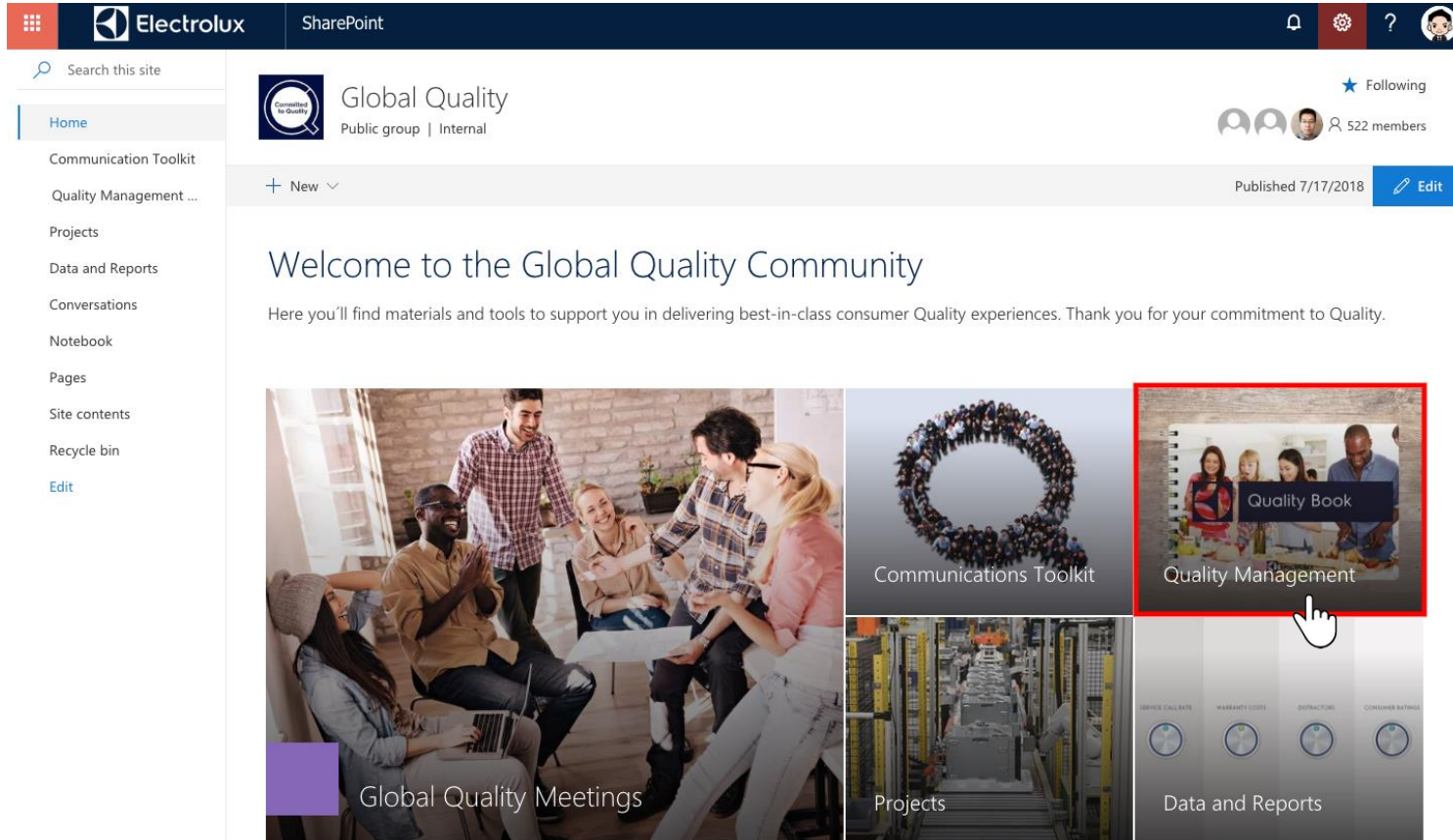
**Frequent sites**

- Global Quality Group**  
You viewed **Quality Management** 7 minutes ago  
Roberto Zelli modified **20180717 GI...une 2018** on 7/17/2018  
You viewed **Projects** 7 minutes ago
- Electrolux Group Policies Group**  
You viewed **Group Quality Policy** on 6/11/2018  
**Electrolux Group Policie... and Instructions...** is popular  
**Electrolux Code of Conduct** is popular
- Quality Community Admin Group**  
You viewed **20180711 Committe...deck July 2018** on 7/11/2018  
You viewed **Quality Management** on 5/22/2018  
**20180710 Committed to**
- Mobility & Connectivity Team - EIT EMEA Group**  
You viewed **Google Play Publishing Information v5** on 4/6/2018  
You viewed **iTunes Connect Publishing Information v9** on  
[Get the mobile app](#) [Feedback](#)

Once you entered on **Sharepoint**, you can follow the path reported below.



Click **Global Quality**.



Electrolux | SharePoint

Search this site

Home

Communication Toolkit

Quality Management ...

Projects

Data and Reports

Conversations

Notebook

Pages

Site contents

Recycle bin

Edit

Global Quality  
Public group | Internal

Following

522 members

Published 7/17/2018

Edit

## Welcome to the Global Quality Community

Here you'll find materials and tools to support you in delivering best-in-class consumer Quality experiences. Thank you for your commitment to Quality.

Global Quality Meetings

Communications Toolkit

Quality Management

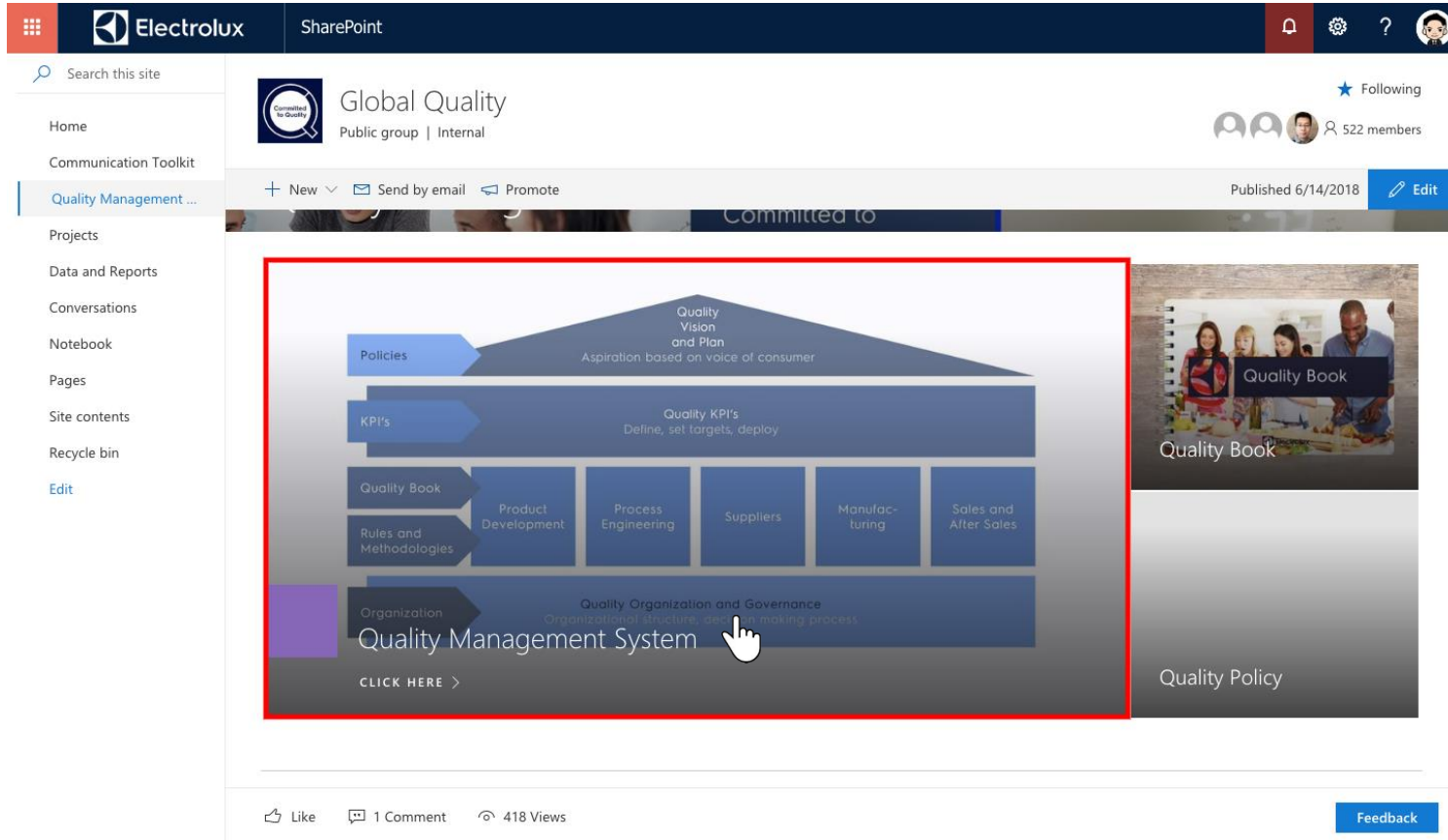
Projects

Data and Reports

After clicking on Global Quality, click on **“Quality Management”**.



Click **Quality Management**.



The screenshot shows a SharePoint page for the 'Global Quality' group. The page features a navigation sidebar on the left with options like 'Home', 'Communication Toolkit', and 'Quality Management...'. The main content area displays a diagram of the Quality Management System, which is highlighted with a red border. The diagram is structured as follows:

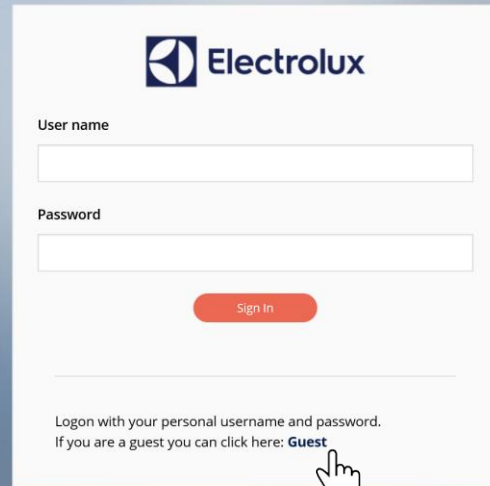
- Quality Vision and Plan:** Aspiration based on voice of consumer.
- Policies:** Represented by a blue arrow pointing to the vision.
- Quality KPI's:** Define, set targets, deploy.
- Quality Book:** A central box containing five sub-sections: Product Development, Process Engineering, Suppliers, Manufacturing, and Sales and After Sales.
- Rules and Methodologies:** Represented by a blue arrow pointing to the Quality Book.
- Quality Organization and Governance:** Organization, structure, and working process.
- Organization:** Represented by a purple arrow pointing to the governance section.

Below the diagram, there is a 'CLICK HERE >' link and a 'Quality Policy' section. The page also shows engagement metrics: 1 Like, 1 Comment, and 418 Views, along with a 'Feedback' button.

At this point you need to click on **“Quality Management System”**.



Click **Quality Management System**.

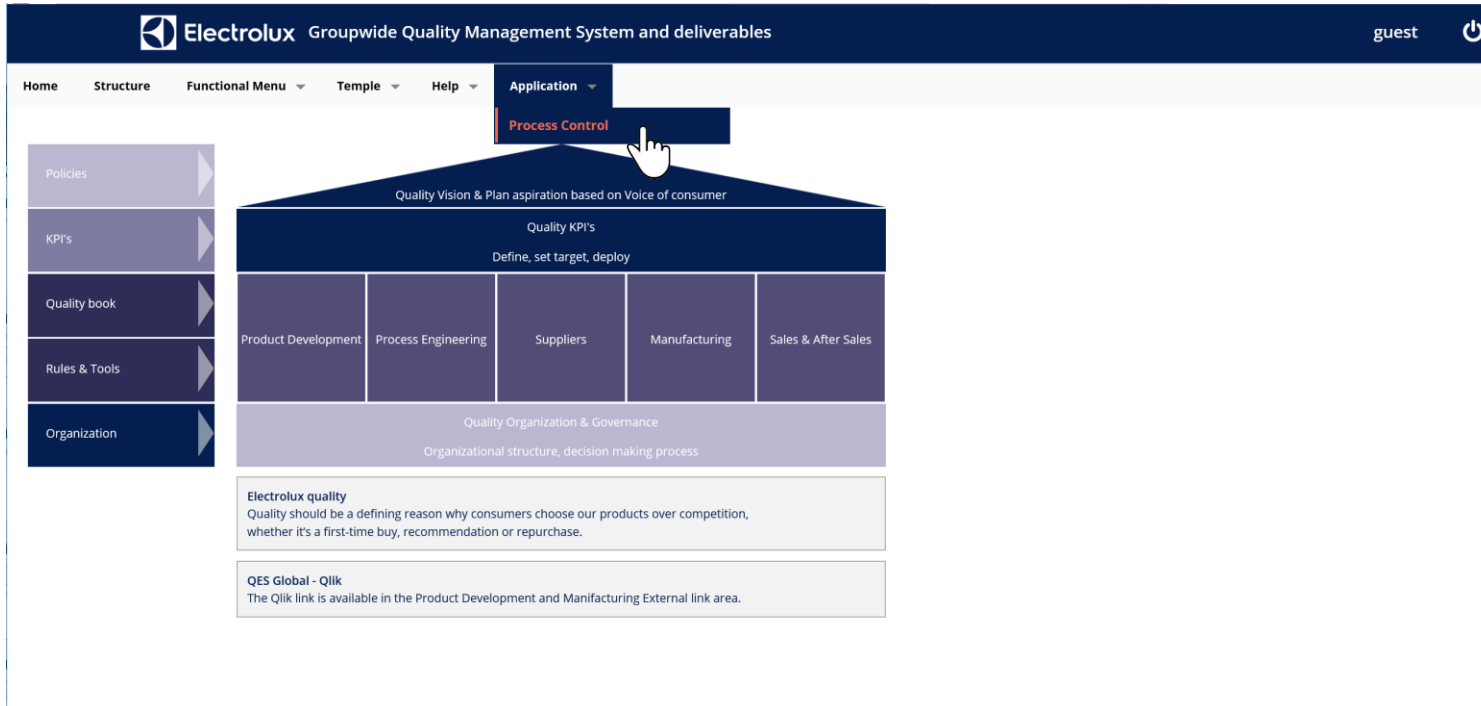


The screenshot shows the Electrolux login interface. At the top left is the Electrolux logo. Below it are two input fields: 'User name' and 'Password'. A red 'Sign In' button is centered below the fields. At the bottom, there is a line of text: 'Logon with your personal username and password. If you are a guest you can click here: **Guest**'. A hand cursor icon is pointing to the word 'Guest'.

Once you entered the **Quality Management system application**, you can follow the path reported below.



Click on “guest”, or insert your credential if you have one



Electrolux Groupwide Quality Management System and deliverables

Home Structure Functional Menu Temple Help Application

Process Control

Quality Vision & Plan aspiration based on Voice of consumer

Quality KPI's  
Define, set target, deploy

Product Development Process Engineering Suppliers Manufacturing Sales & After Sales

Quality Organization & Governance  
Organizational structure, decision making process

**Electrolux quality**  
Quality should be a defining reason why consumers choose our products over competition, whether it's a first-time buy, recommendation or repurchase.

**QES Global - Qlik**  
The Qlik link is available in the Product Development and Manufacturing External link area.

At this point you are entering the main page of the **Quality Management System**, then to enter the **Process Control Application**, go over “Application” with your mouse and just click on “Process Control” as indicated in the path below.



Then over the icon as shown on the left “Application” -> **Process Control**.



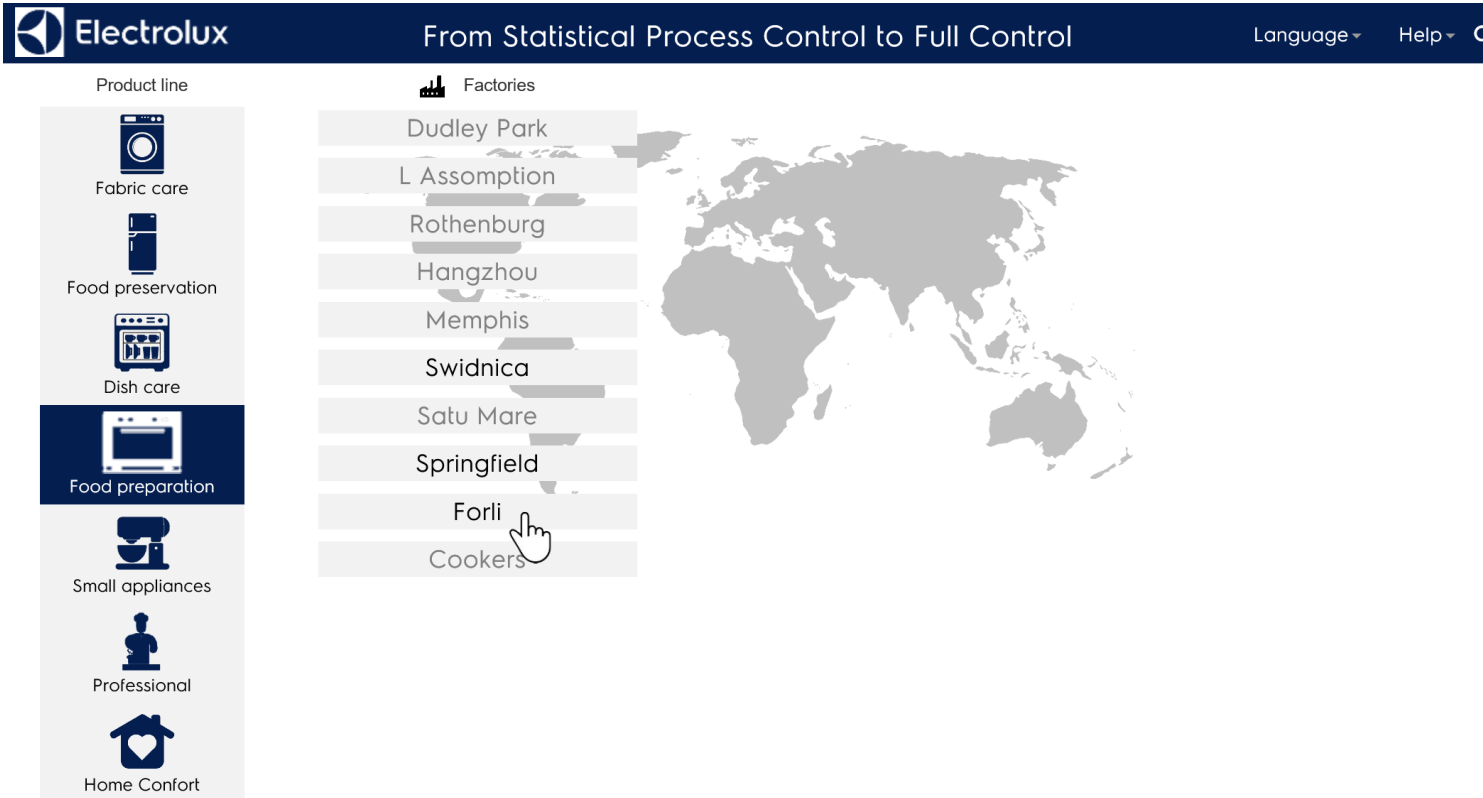
At this point, you have reached Process Control main screen, as shown here on the left.

To interact with the specific **product line - business area** for the performance parameters you can follow the below instruction.



Choose a **product line - business area** to enter the **plant and parameters** choosing area.

See panel on the left.



The screenshot shows the top navigation bar of the Electrolux website. On the left, under the 'Product line' header, there is a vertical list of icons and labels: 'Fabric care', 'Food preservation', 'Dish care', 'Food preparation' (highlighted with a dark blue background), 'Small appliances', 'Professional', and 'Home Confort'. On the right, under the 'Factories' header, there is a list of factory names: 'Dudley Park', 'L Assomption', 'Rothenburg', 'Hangzhou', 'Memphis', 'Swidnica', 'Satu Mare', 'Springfield', 'Forli', and 'Cookers'. A hand cursor icon is positioned over the 'Forli' option. In the top right corner of the navigation bar, there are links for 'Language', 'Help', and a search icon.

After selecting the product line, you need to choose one of the plants (Factories).



Click on **Forli (ZO)**.



The screenshot shows the Electrolux SPC dashboard with the following elements:

- Header:** Electrolux logo, "From Statistical Process Control to Full Control", and navigation links for Language, Settings, and Help.
- Product line:** A vertical sidebar with icons and labels for Fabric care, Food preservation, Dish care, Food preparation (highlighted in dark blue), Small appliances, Professional, and Home Comfort.
- Factories:** A list of factory names: Dudley Park, L Assomption, Rothenburg, Hangzhou, Memphis, Swidnica, Satu Mare, Springfield, Forli (highlighted in dark blue), and Cookers.
- Parameters:** A list of parameters: ALL and FLATNESS (ZO) (highlighted in dark blue). A hand cursor is pointing at the FLATNESS (ZO) parameter.
- Map:** A world map with a hand cursor pointing to the location of the Forli factory in Italy.

After selecting the plant. It is necessary to select the measure (Parameters).



Click on **Flatness (ZO)** in this case you are entering the **plant and parameter** choosing area.



The screenshot shows a web interface for quality control. At the top, there is a dark blue header with the Electrolux logo on the left, the title "From Statistical Process Control to Full Control" in the center, and navigation links for "Language", "Settings", and "Help" on the right. Below the header, the interface is divided into three main sections: "Product line", "Factories", and "Parameters".

- Product line:** A vertical sidebar on the left with icons and labels for "Fabric care", "Food preservation", "Dish care", "Food preparation" (highlighted in dark blue), "Small appliances", "Professional", and "Home Confort".
- Factories:** A vertical list of factory names: "Dudley Park", "L Assomption", "Rothenburg", "Hangzhou", "Memphis", "Swidnica", "Satu Mare", "Springfield", "Forli" (highlighted in dark blue), and "Cookers".
- Parameters:** A central world map with a dark blue box over Europe labeled "FLATNESS (ZO)". To the right of the map is a vertical list of parameter options: "ALL", "Parameters home page" (with a hand cursor pointing to it), "Tree", and "Capability full page".

At this point, if you click “Parameters home page” you will redirect to the page that contains a summery of the plant information.



Clicking **Parameter home page**, you are entering the **plant and parameters main page**.

Electrolux
From Statistical Process Control to Full Control
Language ▾ Settings ▾ Help ▾

From:

To:

Food Preparation  
Forli

FLATNESS (ZO)

Trends  
[Capability Full Page](#)

Control Chart

Statistic Distribution

Corrective Actions

Code	Status	Description	Field	Solution	Created	Creator	Res
ZO3	C	update settings	Quality	update plant settings	2017-03-10T00:00:00	J. Doe	
ZO6	D	periodic replacement bolts molds	Maintenance	replace bolts molds	2017-03-15T00:00:00	R. Zaccheroni	
ZO2	D	periodic replacement bolts molds	Maintenance	replace bolts molds	2017-03-02T00:00:00	R. Zaccheroni	

Capabilities

○

CpK: 1.379

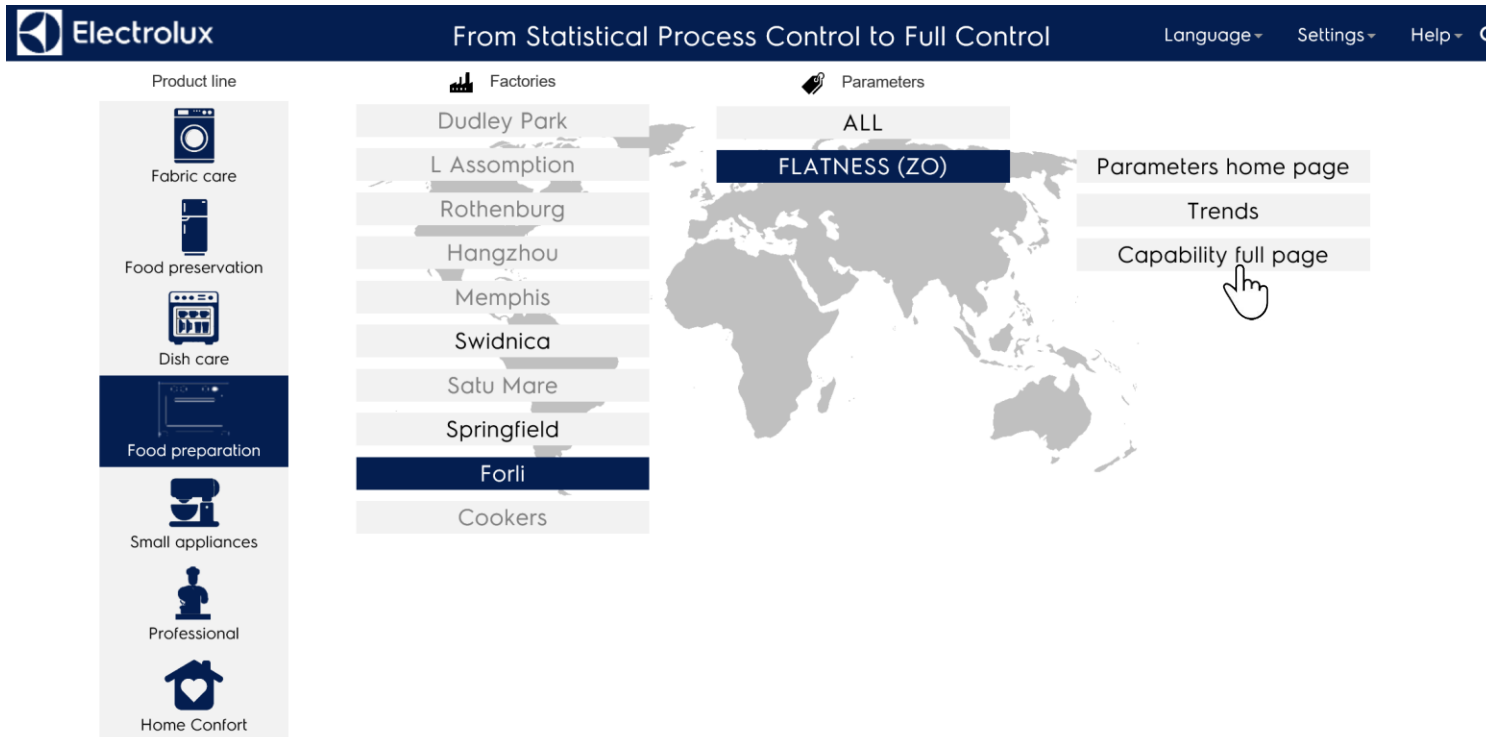
To go deeper into the **Process Control** data live application, you can select “Trends” or “Capability full page” directly selecting their links or going back to the previous page, as shown on the next slide.



Click on the link “Trend” or “Capability Full Page” in the blue box.

You will be able to reach the most detailed panel on the application, navigate into the Trend data of the last six months including the current period.

Afterwards just clicking on “Capability full page” you will be able to reach the detailed tables for analysis, shown here on the left.



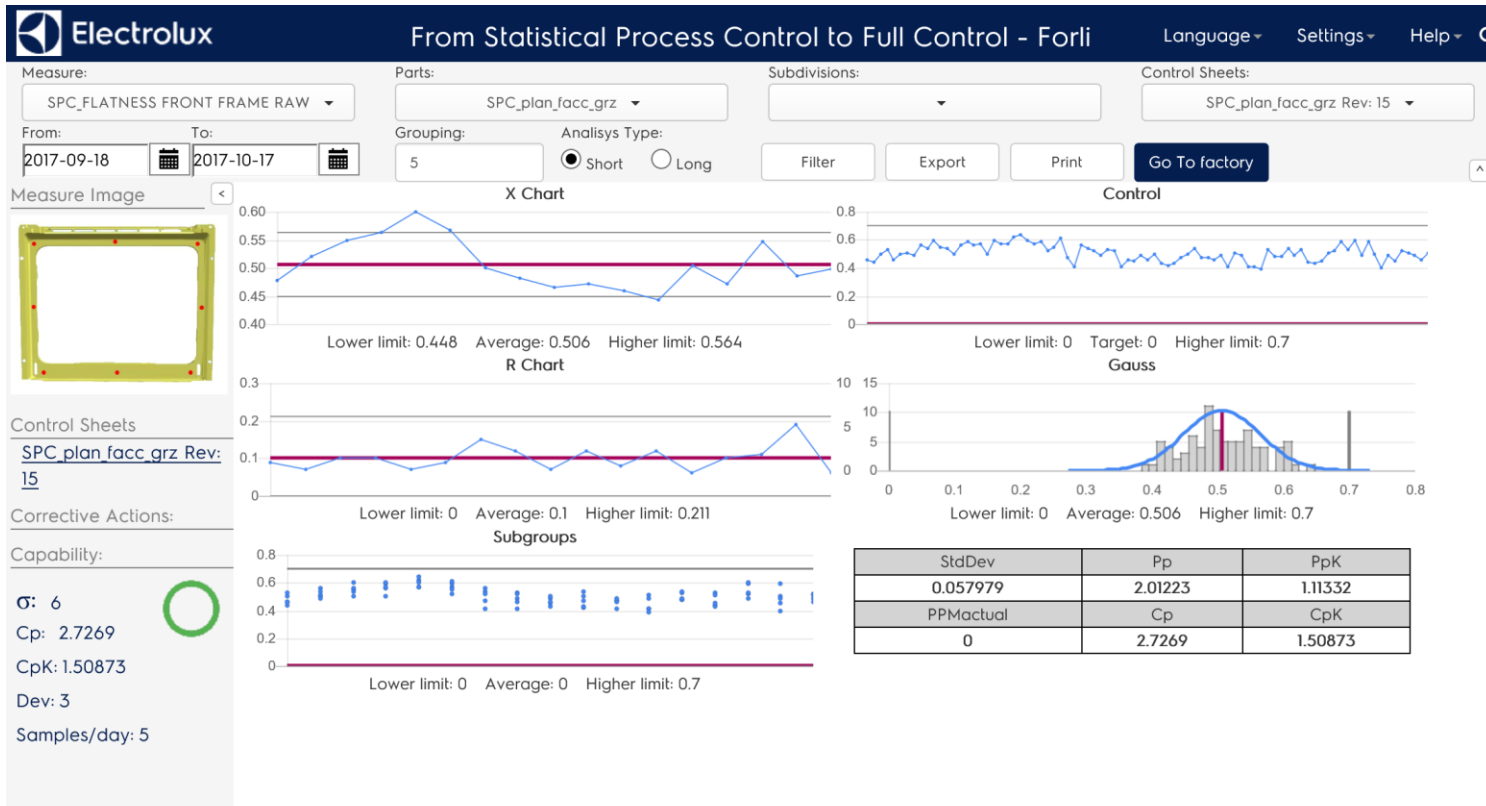
The screenshot shows the Electrolux dashboard with the following elements:

- Header:** Electrolux logo, "From Statistical Process Control to Full Control", and navigation links for Language, Settings, and Help.
- Product line (left sidebar):** Fabric care, Food preservation, Dish care, Food preparation (highlighted), Small appliances, Professional, Home Confort.
- Factories (middle sidebar):** Dudley Park, L Assomption, Rothenburg, Hangzhou, Memphis, Swidnica, Satu Mare, Springfield, Forli (highlighted), Cookers.
- Parameters (right sidebar):** ALL, FLATNESS (ZO) (highlighted), Parameters home page, Trends, Capability full page (highlighted).

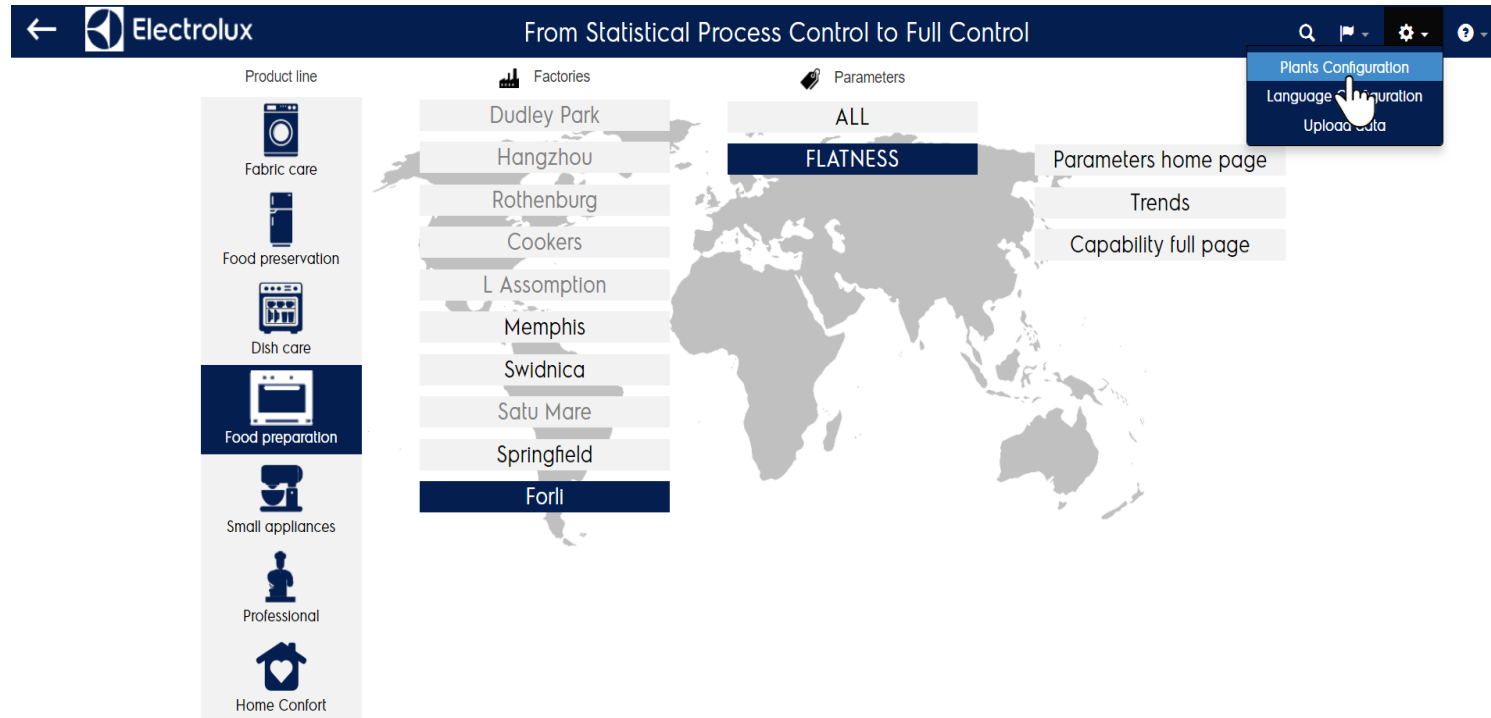
At this point, you are going back to the starting navigation page of **plant and parameters** for process control, choosing **Capability Full Page** from the main screen as here in the left side panel.



Go back to the previous page and select “Trend” or “Capability Full Page”.



Now you are inside “Capability Full Page”.  
 Modifying filters on the top of the page, you can visualize the measure trend or several detailed information.



The screenshot shows the Electrolux dashboard with the following elements:

- Header:** "From Statistical Process Control to Full Control" with search, flag, settings, and help icons.
- Left Sidebar (Product line):**
  - Fabric care
  - Food preservation
  - Dish care
  - Food preparation** (highlighted)
  - Small appliances
  - Professional
  - Home Comfort
- Factories:** A world map with a list of factory names: Dudley Park, Hangzhou, Rothenburg, Cookers, L Assomption, Memphis, Swidnica, Satu Mare, Springfield, and Forli (highlighted).
- Parameters:** A list of parameter names: ALL, **FLATNESS** (highlighted), Parameters home page, Trends, and Capability full page.
- Settings Menu:** A dropdown menu with options: Plants Configuration, Language Configuration, and Upload data. A hand icon is pointing to "Plants Configuration".

## Settings (only visible for administrators and publishers)

From the **Settings** area it is possible to edit and create a **Plant**



Click on the settings icon and then “Plants Configuration”.

[Create New Plant](#)


Global FactoryCode	Description	BACode	BADescription	RegionCode	RegionDescription	ProductDescription	
ABF	Marjestad	MA	Major Appliances	EMAE	Major Appliance Europe Middle East Africa	Food Preservation	<a href="#">Edit</a> <a href="#">Delete</a>
AN	Anderson	MA	Major Appliances	EMANA	Major Appliance North America	Food Preservation	<a href="#">Edit</a> <a href="#">Delete</a>
ARF	Rosario Fabric Care	MA	Major Appliances	EMALA	Major Appliance Latin America	Fabric Care	<a href="#">Edit</a> <a href="#">Delete</a>
AUO	Orange	MA	Major Appliances	EMAAP	Major Appliance Asia Pacific	Food Preservation	<a href="#">Edit</a> <a href="#">Delete</a>
AUU	Dudley Park	MA	Major Appliances	EMAAP	Major Appliance Asia Pacific	Food Preparation	<a href="#">Edit</a> <a href="#">Delete</a>
BRC	Curitiba	SA	Major Appliances	ESALA	Major Appliances Latin America	Food Preservation	<a href="#">Edit</a> <a href="#">Delete</a>
BRS	St Carlos	SA	Small Appliances	ESALA	Small Appliances Latin America	Fabric Care	<a href="#">Edit</a> <a href="#">Delete</a>
BRU	Manaus	SA	Small Appliances	ESALA	Small Appliances Latin America	Home Comfort	<a href="#">Edit</a> <a href="#">Delete</a>
CLH	Santiago Fabric Care	SA	Small Appliances	ESALA	Small Appliances Latin America	Fabric Care	<a href="#">Edit</a> <a href="#">Delete</a>
CNV	Hangzhou	MA	Major Appliances	EMAAP	Major Appliance Asia Pacific	Food Preparation	<a href="#">Edit</a> <a href="#">Delete</a>
DGT	Rothenburg	MA	Major	EMAE	Major Appliance Europe Middle	Food Preparation	<a href="#">Edit</a> <a href="#">Delete</a>

## Plants Configuration

From this page it is possible to create a new plant or edit an already existing one, clicking on **“Create New Plant”** on the top left, or **“Edit”** on the right of the plant you want modify.



Click on **“Create New Plant”** or **“Edit”**.

←  **Electrolux** From Statistical Process Control to Full Control Create 🔍 🚩 ⚙️ ⓘ

### Create Plant

GlobalFactoryCode

Description

BACode

BADescription

RegionCode

RegionDescription

ProductDescription

[Back to List](#)

Fill the fields with the correct data to create a new Plant and click on “Create”.



Click on “Create”.

←  **Electrolux** From Statistical Process Control to Full Control 🔍 🚩 ⚙️ ⓘ

General Info | **Calendar** | Subdivisions | Categories | Measures | Logs | PDCA

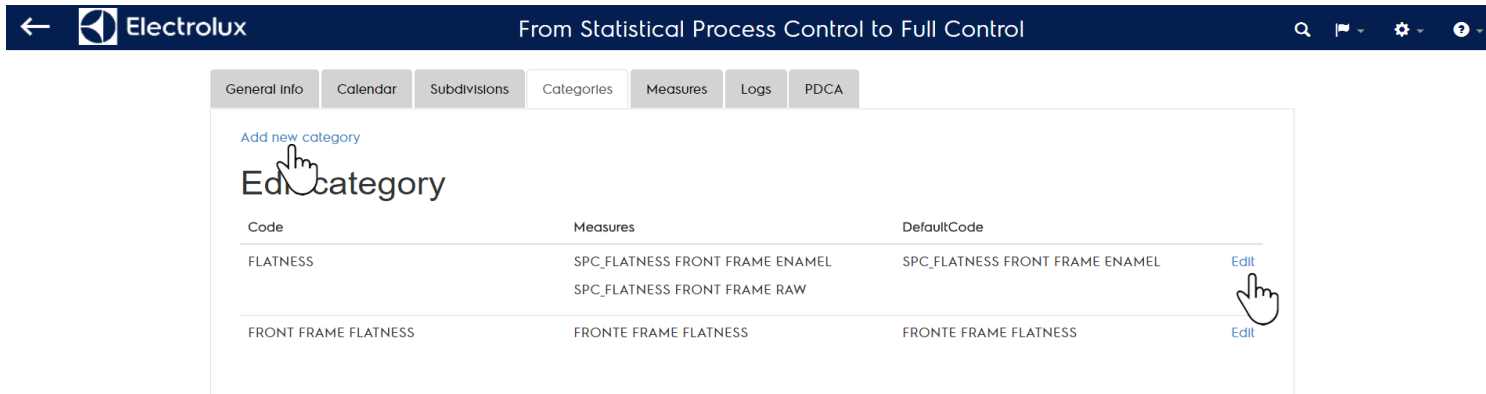
[Create New Plant](#)


## Edit plant

GlobalFactoryCode	<input type="text" value="ZO"/>
Description	<input type="text" value="Forli"/>
BACode	<input type="text" value="MA"/>
BADescription	<input type="text" value="Major Appliances"/>
RegionCode	<input type="text" value="EMAE"/>
RegionDescription	<input type="text" value="Major Appliance Europe Middle East Afric"/>
ProductDescription	<input type="text" value="Food Preparation"/>



Clicking on “Edit” on the right of the plant you will be redirected to this page that shows different tabs regarding the plant’s information.



←  Electrolux From Statistical Process Control to Full Control

General Info Calendar Subdivisions **Categories** Measures Logs PDCA

[Add new category](#)

## Ed category

Code	Measures	DefaultCode	
FLATNESS	SPC_FLATNESS FRONT FRAME ENAMEL SPC_FLATNESS FRONT FRAME RAW	SPC_FLATNESS FRONT FRAME ENAMEL	<a href="#">Edit</a>
FRONT FRAME FLATNESS	FRONTE FRAME FLATNESS	FRONTE FRAME FLATNESS	<a href="#">Edit</a>

The tab “Categories” will show the plant’s categories. From here it is possible to add a new one, clicking on “Add new category”.

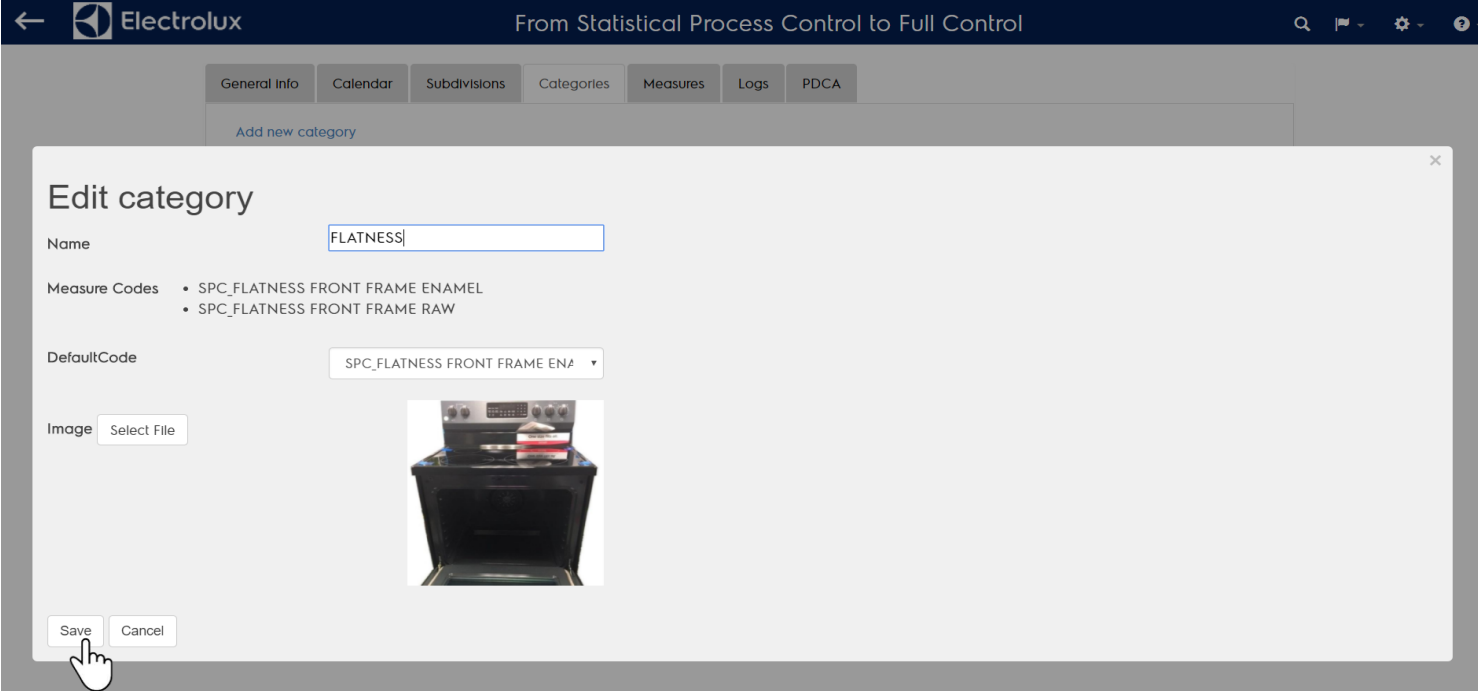


Click on “Add new category”.

While, clicking on “Edit” you will be able to change the category’s name and insert/change the **picture**.



Click on “Edit”.



Electrolux From Statistical Process Control to Full Control

General Info Calendar Subdivisions Categories Measures Logs PDCA

Add new category


### Edit category

Name

Measure Codes

- SPC\_FLATNESS FRONT FRAME ENAMEL
- SPC\_FLATNESS FRONT FRAME RAW

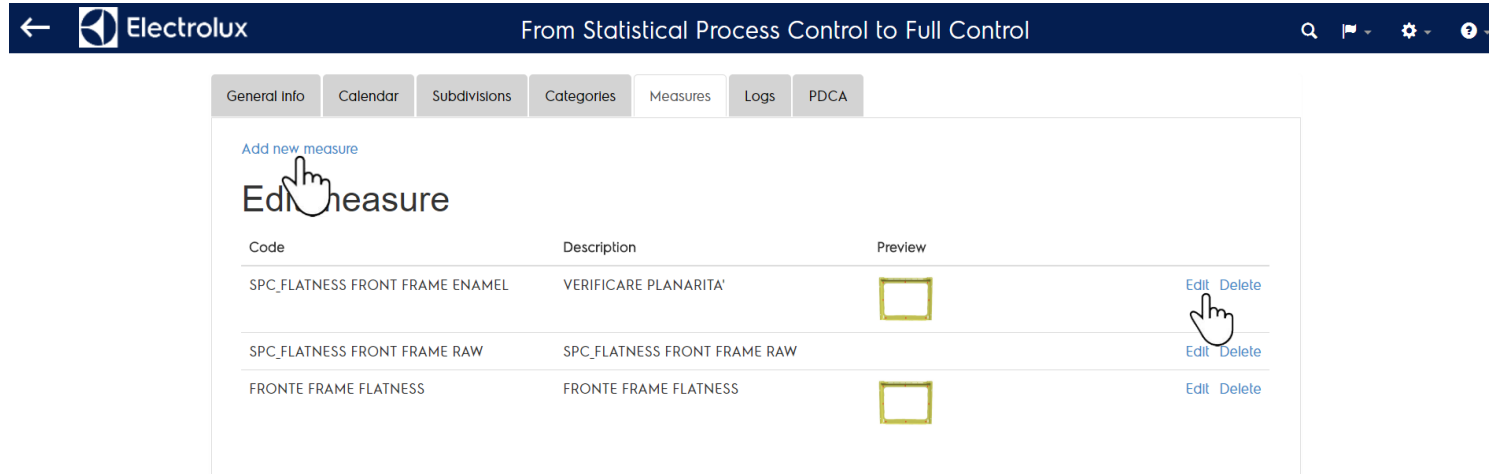
DefaultCode

Image  

After clicking “Edit”, you will be redirected to this window, where it is possible to actualize the above mentioned modifications. After that, click “Save”.



Click on “Save”.





← **Electrolux** From Statistical Process Control to Full Control

General Info Calendar Subdivisions Categories Measures Logs PDCA

[Add new measure](#)

## Edit measure

Code	Description	Preview	Edit Delete
SPC_FLATNESS FRONT FRAME ENAMEL	VERIFICARE PLANARITA'		<a href="#">Edit</a> <a href="#">Delete</a>
SPC_FLATNESS FRONT FRAME RAW	SPC_FLATNESS FRONT FRAME RAW		<a href="#">Edit</a> <a href="#">Delete</a>
FRONTE FRAME FLATNESS	FRONTE FRAME FLATNESS		<a href="#">Edit</a> <a href="#">Delete</a>

The “Measures” tab shows plant’s measures. From here it is possible to add a new one, clicking on “Add new measure”.

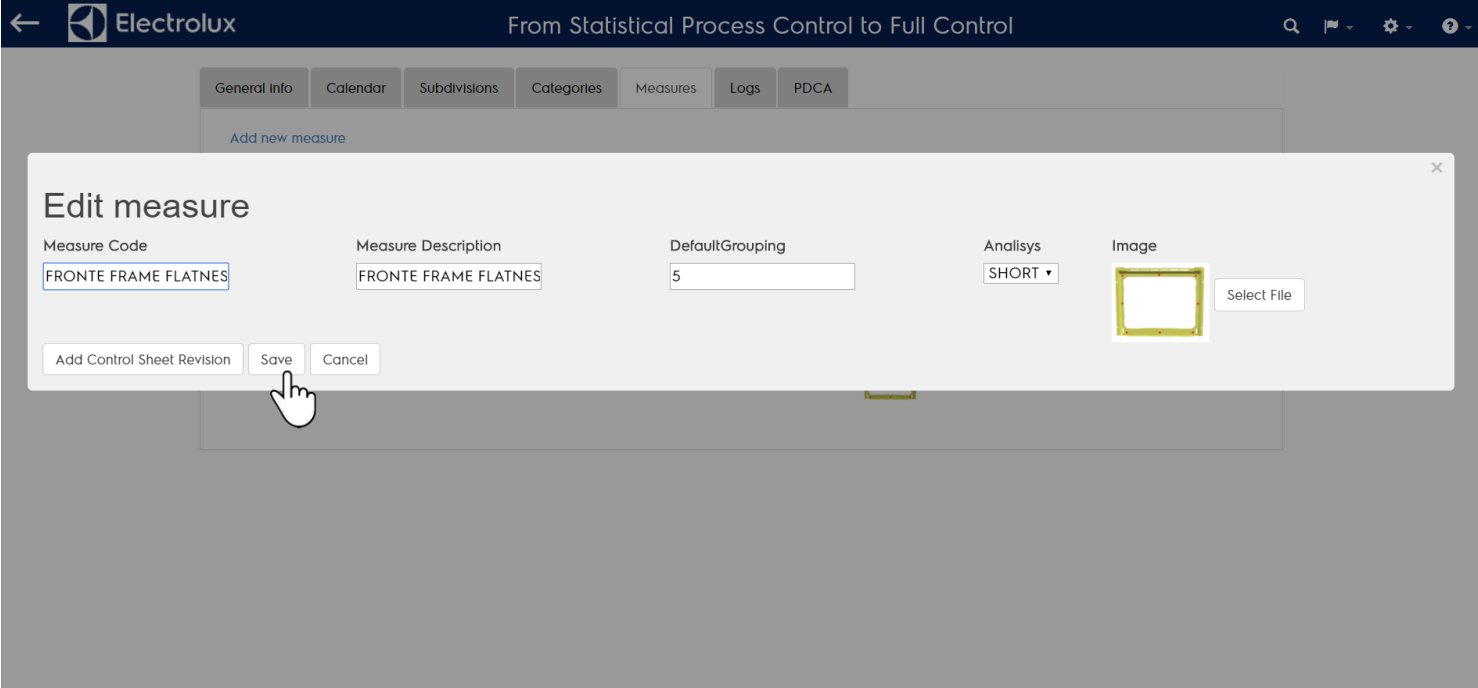


Click on “Add new measure”.

While, clicking on “Edit” you will be able to change the measure’s name and insert/change the **drawing** and the **Control Sheet**.



Click on “Edit”.

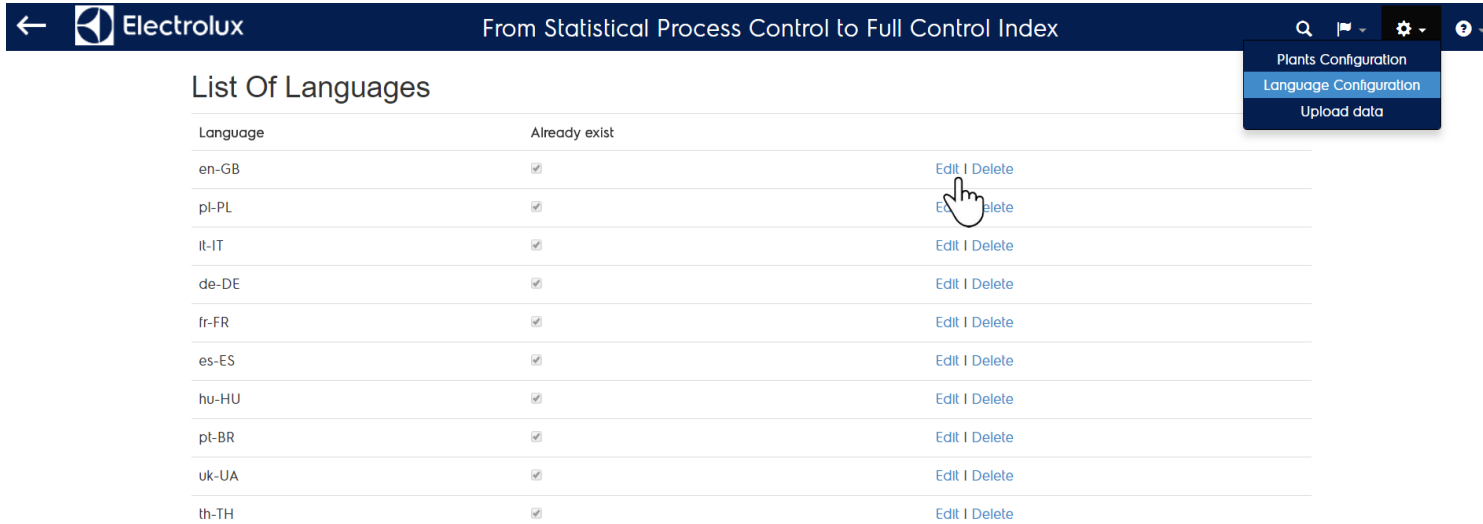


The screenshot shows the 'Edit measure' dialog box in the Electrolux software. The dialog has a title bar with the Electrolux logo and the text 'From Statistical Process Control to Full Control'. Below the title bar are several tabs: 'General Info', 'Calendar', 'Subdivisions', 'Categories', 'Measures', 'Logs', and 'PDCA'. The 'Measures' tab is selected. Inside the dialog, there are five input fields: 'Measure Code' (containing 'FRONTE FRAME FLATNES'), 'Measure Description' (containing 'FRONTE FRAME FLATNES'), 'DefaultGrouping' (containing '5'), 'Analisis' (a dropdown menu with 'SHORT' selected), and 'Image' (containing a small image of a yellow square and a 'Select File' button). At the bottom of the dialog, there are three buttons: 'Add Control Sheet Revision', 'Save', and 'Cancel'. A hand cursor is pointing at the 'Save' button.

After clicking “Edit” this window will appear. From here it is possible to actualize the above mentioned modifications. After that, click “Save”.



Click on “Save”.



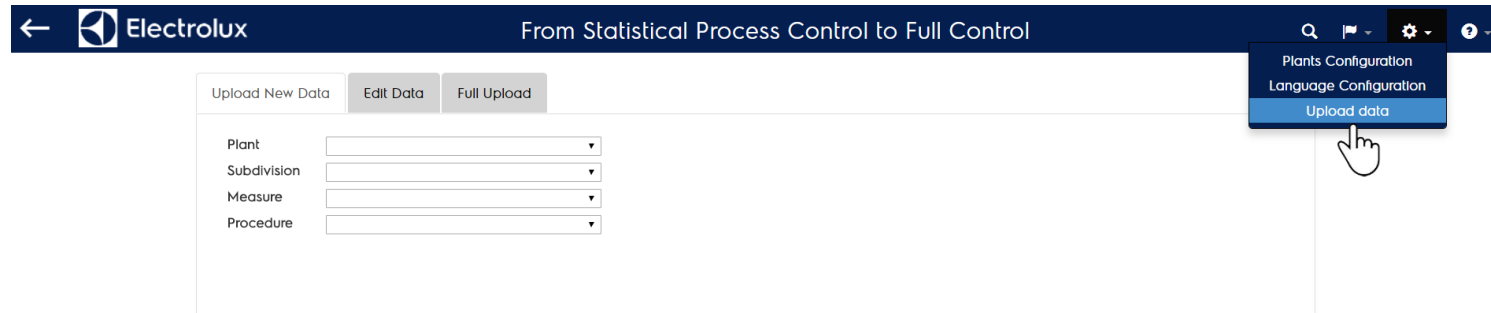
Language	Already exist	
en-GB	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
pl-PL	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
it-IT	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
de-DE	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
fr-FR	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
es-ES	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
hu-HU	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
pt-BR	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
uk-UA	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>
th-TH	<input checked="" type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Delete</a>

## Language Configuration

From the section “Language configuration” of the Settings it is possible to check the available languages to use in the application, edit part of them, or delete them.



Click on “Edit”.




## Upload data

From this section “Upload data” of the Settings, and only after inserting all plant’s information, it is possible to upload plant’s data.



Click on “Edit”.

←  Electrolux From Statistical Process Control to Full Control 🔍 📄 ⚙️ ⓘ

Upload New Data Edit Data Full Upload

Plant: ZO-Forli Food Preparation  
Subdivision: 31-Linea 2 Cavità  
Measure: SPC\_FLATNESS FRONT FRAME ENAME  
Procedure: SPC\_plan\_facc\_smal-5 Target Value: 0 Min Value: 0 Max Value: 1 - Rev 5


Send

Date	Part Number	Value
2017-12-12T06:00:00	132762663	1.5
2017-12-12T08:00:00	132762663	-0.3
2017-12-12T10:00:00	132762663	-1
2017-12-12T12:00:00	132762663	-0.9
2017-12-12T13:00:00	132762663	-0.7
2017-12-12T14:00:00	132762663	0.5
2017-12-12T16:00:00	132762663	0.5

From the section “Upload data” it is necessary to select plant information and, after that, type or copy the data in the table. When done, click “Send”.



Click on “Send”.

←  Electrolux From Statistical Process Control to Full Control 🔍 🏠 ⚙️ 📄

Upload New Data | Edit Data | Full Upload

Plant:  Food Preparation  
Subdivision:   
Measure:   
Procedure:  Target Value: 0 Min Value: 0 Max Value: 1 - Rev 5

Date	Part Number	Value
2017-07-17T01:30:33r	A03736802	8.34
2017-07-17T01:30:33	A03736801	8.73
2017-07-17T01:30:33	A03736802	8.34
2017-07-17T01:30:33	A03736802	8.34
2017-07-17T01:30:34	A03736802	8.61
2017-07-17T01:30:34	A03736802	8.61
2017-07-17T01:30:34	A03736801	8.55

When inserting the data incorrectly, you are not able to upload it.

In this case the application will show you the exact cell where the **error** is present by turning it red.

Upload New Data | Edit Data | Full Upload

GlobalFactoryCode: ZO-Forli  
Measure: SPC\_FLATNESS FRONT FRAME ENAME  
From: 2017-10-10 To: 2017-10-11

Filter Save

	SurveyId	Date	Subdivision	Part Number	Procedure Code	Value	Ok	Code
1	154026	2017-10-10T14:15:41	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.54	No	-
2	154027	2017-10-10T14:15:45	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.4	No	-
3	154028	2017-10-10T14:15:50	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.46	No	-
4	154029	2017-10-10T14:15:55	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.43	No	-
5	154030	2017-10-10T14:15:59	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.46	No	-
6	154031	2017-10-11T09:43:45	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.37	No	-
7	154032	2017-10-11T09:43:51	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.44	No	-
8	154033	2017-10-11T09:43:56	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.52	No	-
9	154034	2017-10-11T09:44:03	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.51	No	-
10	154035	2017-10-11T09:44:07	74-DEA 3D	SPC_plan_facc_smal	SPC_plan_facc_smal-9	0.44	No	-

From the section “Edit data” it is possible to modify already uploaded data.

Select plant information and the period of the data you want to edit, after that click on “Filter”.

You will be able to type directly your modifications. When done, click “Save”.

Note that if the data you inserted is not correct the cell will report an error by becoming red.



Click on “Save”.



From the section “Full upload” it is possible to upload many rows of data using the downloadable template “Example.xls” on the right.

After creating the macros of the data file, it is possible to choose it and upload it, by clicking on “Choose File” and then “Upload file”.



Click on “Choose File” and then on “Upload file”.

