



User manual of Genric CQMS

Department/Group	
Release version	
Status	<input type="checkbox"/> Work in progress <input type="checkbox"/> Issued for review/Approved <input checked="" type="checkbox"/> Published <input type="checkbox"/>
Created By	Chain Singh/ Sanjay Mahara
Reviewed By	Sunil Malhotra
Approved By	Sunil Malhotra

Table of Contents

Section 1	3
1.1. INTRODUCTION:	3
1.2. OBJECTIVE:	3
1.3. HOST:	3
1.4. LOGIN PAGE:	4
Section 2	5
2.1. Home Page:	5
2.2 Administrator:	6
2.2.1 CREATE NEW PROJECT:	6
2.2.2 ADD ENTITY:	7
2.2.3 WORKUNIT ATTRIBUTS:	11
2.2.4 WORKUNIT DATA:	14
2.2.5 ADD ADMIN:	17
2.2.6 CUSTOMIZE:	18
2.3 Applicant:	19
Section 3	21
3.1 Logout:	26

Section 1

1.1. Introduction:

Centralized Query Management System (CQMS) has been developed to build a communication link between the client and the project team to rectify and resolve any issue that they might be phasing during the any project cycle or development.

The idea behind creating and launching this website is to enable online update of issues and its response among the Issue Raiser, Issue Solver and the Client. This site is intended to reduce the manual work and expedite the processes involved therein. Your feedback and suggestions on website will be of help to make it more robust.

- **Administrators:** Have all the admin rights and can also set sub-admins(project level administrators) for the respective projects. But do not have default access to the qms until given rights.
- **Sub Administrators:** Have project level admin rights
- **Users:** These are the various users with some roles based on their levels set who participate in QMS cycle based on the projects they are give rights to in QMS team.
- **Client:** These are the highest level in the QMS, These are the final levels for a QMS query to reach.

1.2. Objective:

CQMS came into existence with an objective to have a consistent Projects Issue Recording and Resolving System across the company along with our Client, as part of the initiative to have a consistent projects Issue recording system across the projects.

1.3. Host:

To access this website following link can be used:

<http://cms.rmsi.com/gencqms>

1.4. Login page:

This is the first page through which a user can login and subsequently access the other pages of CQMS website as per the assigned rights. User will use their ADS login id and password to access the site. Depending upon the authorization level, the user will be given access to CQMS website.



Section 2

2.1. Home Page:

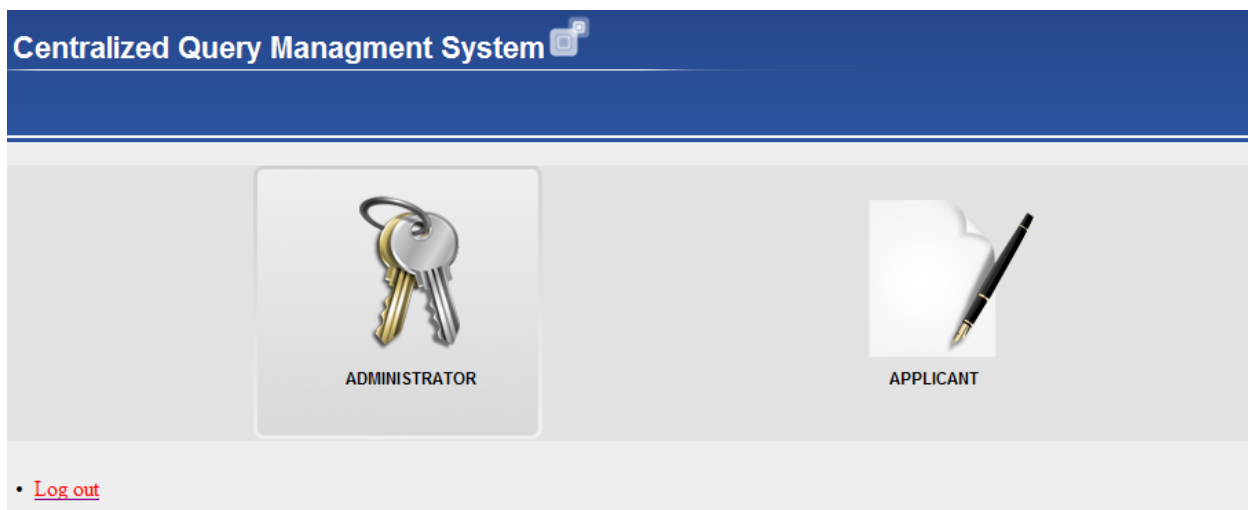
After logging into the CQMS the following module available in home page:

- **Administrator**
- **Applicant**

QMS HUB/Home: This serves as the entry point for the whole application where one could enter the admin and the QMS portal based on the rights granted to the user.

Query Management System provides access to the various projects for which the user is given rights to feed/process the project cycle and view the statistical information about all the queries raised under the project and their status.

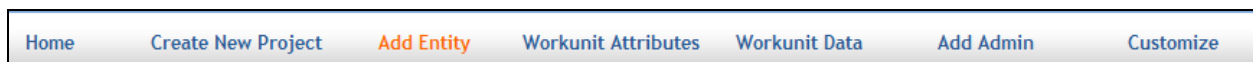
Power Administrators/Sub-Admin does not have rights to access the QMS, only when a user is added to the project QMS user pool by the admin can enter the QMS Portal



2.2 Administrator:

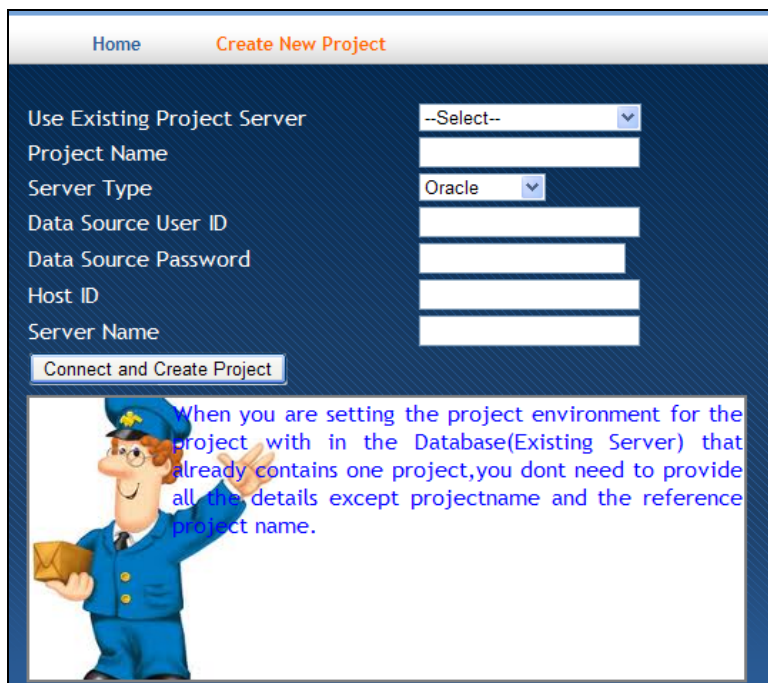
In administrator module there are the following options available.

- 2.2.1 Create New Project**
- 2.2.2 Add Entity**
- 2.2.3 Workunit Attributes**
- 2.2.4 Workunit Data**
- 2.2.5 Add Admin**
- 2.2.6 Customize**



2.2.1 Create New Project:

In this menu user can create the project/ server information by typing/selecting the following options.



The screenshot shows the 'Create New Project' form with a dark blue background. At the top, there is a navigation bar with 'Home' and 'Create New Project' (highlighted in orange). The form contains the following fields and controls:

- Use Existing Project Server:** A dropdown menu with '--Select--' as the selected option.
- Project Name:** A text input field.
- Server Type:** A dropdown menu with 'Oracle' as the selected option.
- Data Source User ID:** A text input field.
- Data Source Password:** A text input field.
- Host ID:** A text input field.
- Server Name:** A text input field.
- Connect and Create Project:** A button.

Below the form fields, there is a cartoon illustration of a postman in a blue uniform holding a brown envelope. To the right of the illustration, there is a text box with the following text:

When you are setting the project environment for the project with in the Database(Existing Server) that already contains one project,you dont need to provide all the details except projectname and the reference project name.

- **Use Existing Project Server:** User can select the existing project server from drop down box.
- **Project Name:** Type the project name here.
- **Server Type:** database type here. Like (Oracle/ Sqlserver/ MySql/ MS Access/ Post Gre)
- **Data Source User ID:** User name type here
- **Data Source Password:** Password can type here
- **Host ID:** User can add host ID/name.
- **Server Name:** Type server name here

This is the first step in creating the project and its environment by declaring the database and the server details. This enables running of the pre-designed SQL scripts in the targeted database. This is the project initialization part to set up the required database objects to further create the physical project DB structure.

2.2.2 Add Entity:

In this menu user can able to add the Entity (Project) details by updating the following options. This is the second step to create the Physical Project Structure in the Database chosen while creating the project.

Everything that is being set from this section is reflecting the changes in the Database like adding the location details, creating work units and attributes or adding data to the work units etc.

- **Project:** User can add the location details by selecting the project and location from drop down box and click on submit button.

New Project

Project

Location

Location	Project Name
NOIDA	BlockCard_mapping
HYDERABAD	GORMS Consolidation
HYDERABAD	AMDB_3D
HYDERABAD	Pizza Hut

- **Status:** User can view the project status like Raise/ Forward/ Hold/ Reject/ Answer.

The project status is always same for every project it does not change.

New Project Status

Project

☐ Standard Format

Status
Raise
Forward
Hold
Reject
Answer

- **Levels:** User can assign the new level of the projects and re-arrange the levels in the sequence that one wants them to be i.e. from top to bottom.

New Project Level

Project

Pizza Hut

Level

Levels with same description will not be created

Submit

Refresh

Level	Delete
Raiser	Delete
ProjectLead	Delete
ProjectManager	Delete
Client	Delete

Select Level

Raiser
ProjectLead
ProjectManager
Client

Re-Order Levels

>>

<<

Arrange the levels in the sequence that your want them to be,i.e from top to bottom

Update

- **User Rights:** This section is used to provide add the project level QMS Team details.

All the QMS users or the Clients added to the list can now participate in the QMS based on their levels and rights.

To Note: After Administrators only the project level sub-administrators can provide or fill in these details

New Project User Rights

Project

Please type the name of the employee in the Employee Name textbox/Mail Id Textbox

Employee Name

Client Name

Employee Code

E-Mail ID

Roles ☒ Raise ☒ Forward ☒ Hold ☐ Reject ☐ Answer

- **Query Type:** User can add the query type here by selecting the project. It should be short and duplicate not allowed.

New Query Type

Project

Query Type Description Should be short and Duplicate Query types will not be entered

Query Type

Query Type	Delete
Input Issues	Delete
Specification	Delete
Mains	Delete
Services	Delete
Fittings	Delete

- **Workunit:** User can give the work unit here by typing the work unit name and selecting the type of work unit from drop down box.

New Project Workunit

Project BlockCard_mapping

There should not be any space in workunit description name,one can use underscore(_)

Work Unit Name Type of Work Unit Dropdown List

Is dependent on another work unit? ☐

Generate Common Fields(Subject,Suggestion,Remarks,Resolution Date and Attachments) by clicking on the "Generate Auto Controls" Button only when you are done with workunit creation

[Generate Auto Controls](#)

Click on!,Genrate auto control when you created all work unit..

[Submit](#) [Refresh](#)

Workunit Name	Data Type	Is Dependent	Dependent Workunit	Delete
Division	DropDown List	No		Delete
Town	DropDown List	No		Delete
Block_card	DropDown List	No		Delete

2.2.3 Work unit Attributes:

In this menu user can create the column and table name for the database.

- **Project:** User can select the project from here to add the work unit details
- **Work unit:** This is the section where all the work units information is added i.e what all work units exists within the project.

User can add the work unit from here. Now on adding the work unit details one has to provide information if it's a dependent type or not.

These work units can be deleted only if there is no data inserted against them i.e. we have not reached the next level after this.

Once all the work units are registered/logged for the project then is the time to click the "Generate Auto Controls" button. Which creates the general required fields for all the QMS Projects like subjects, suggestion and attachments etc which are always a part of a query.

- **Attribute Name:** User can create the column name here. It should not have any space or special character other than underscore.

This section creates all the work unit physical structure defined in the previous section. Once we have passed though this part we cannot roll back.

So the creator of the work unit should have knowledge of the Project structure very clear and should know how one work unit is dependent and mapped to another and what field describes its behavior.

Workunit Attributes

Project

BlockCard_mapping

Workunit

Division

Attribute Name

DIVISION_ID

Workunit attribute name should not have any space or special character other than underscore

Is dependent on another work unit?
☐

☐ Is this description column

Define Column Dependency

Submit

Refresh

Set Description If Missing

--Select--

Set/Find Description Column

TABLE_NAME	COLUMN_NAME	DATA_TYPE	DATA_LENGTH
BLOCDIVISION	DIVISION_ID	NUMBER	22
BLOCDIVISION	DIVISION_NAME	VARCHAR2	50
BLOCDIVISION	TEST	VARCHAR2	50

Description Field

When first work unit attribute/field is added, one unique key field is also added along with it from a combination of work unit name and “ID” string so that it could be well recognized and it’s the primary key for the work unit by default.

The description field can be only one for a work unit and defines the field which is the description column/field of the work unit.

If one misses out to set any of the field as description then it could be set from the

“Set description If Missing “block. Once set it cannot be set again.

When not set for any work unit the user cannot see the work unit data although present in the database as description field would be missing or not set.

Dependency Check

While the creation some work units could be at parent level and some at child level

I.e. some may be the master and some could serve as the process level work units

The child tables/work units are the once which have some field which are a reference to the field existing in another work unit so that mapping has to be declared in this section if the case is so for a work unit.

A→B for A dependent to B means A has a field referenced to one field in B(The Master at this point) so for this one should mark the “ Is dependent to another work unit ? “ box as checked which will open a list of all the other work units existing or previously defined for the project.

Project

Status

Levels

User Rights

Query Type

Workunit

[New Project Workunit](#)

Project

BlockCard_mapping

There should not be any space in workunit description name,one can use underscore(_)

Work Unit Name

STS

Type of Work Unit

DropDown List

Is dependent on another work unit?

☒

Dependent Work unit

--Select--

--Select--
Division
Town
Block_card
Query Type
Priority
Subject
Suggestion
Remarks
Attachment
ResolutionDate
Submit

Generate Common Fields(Subject,Suggestion,Remarks,Resolution Date and Attatchments) by clicking on the "Generate Auto Controls" Button only when you are done with workunite creation

Generate Auto Controls

Click on!,Genrate auto control when you created all work unit.,

Submit

Refresh

Workunit Name	Data Type	Is Dependent	Dependent Workunit	Delete
Division	DropDown List	No		Delete
Town	DropDown List	No		Delete
Block_card	DropDown List	No		Delete

2.2.4 Work unit Data:

In this menu user can upload and download the work unit data in cvs format by selecting the following options.

- **Project:** User can select the project from here.
- **Work unit (Data to be added for):**

Work unit related data can either be added manually or by uploading the cvs file in the format suggested.

To know the format for the cvs one can download the template format from the interface and then upload the data in one go by uploading it via the sheet.

Notes: Before uploading the data the user need to specify whether the unique key attributes will be provided from the sheet or the application should automatically update the unique key attributes to the database as each work unit/DB Tables as one unique key which is automatically created while defining the work unit attributes.

Select the work unit data which you want to add.

Manual Adding: While adding manually the unique key field is also provided along with other data.

The information for the work unit will be divided in the following kinds.

1. The Unique ID Field.
2. The description Field.
3. Other Fields
4. The dependent Fields: Which are reference to another work unit field and are rendered in the form of dropdowns and one need to select the item accordingly before adding the details.

Workunit Data Addition

Project

BlockCard_mapping

Workunit (Data to be added for)

Block_card

Submit

Refresh

Table Name	Column	Sub Attribute Value	Workunit Tablename
BLOCBLOCK_CARD	BLOCK_CARD_ID		
BLOCBLOCK_CARD	BLOCKCARD_NAME		
BLOCBLOCK_CARD	TOWN_ID	--Select--	BlocTown
BLOCBLOCK_CARD	DIVISION_ID	--Select--	BlocDivision

Add Entry

1905 record(s) found

Last updated record unique id is, 1861

Export Data to Excel

BLOCK_CARD_ID	BLOCKCARD_NAME	TOWN_ID	DIVISION_ID
1855	Ainsworth 143,146	18	2
1888	Akron 154 (pratdae1 v1)	193	11
1889	Akron 154B (pratdae1 v1)	193	11

The total records count and the Last updated maximum key value is always present as notification for user reference.

Uploading Work Unit Data : The user has to choose the project and then the work unit against which to upload the data.

Provide if the unique ids would be automatically generated or provided with in the sheet to be uploaded.

Next step is to upload the data in correct format as represented in the template .

Workunit Data Addition

Project

BlockCard_mapping

Workunit (Data to be added for)

Division

Submit

Refresh

Table Name	Column	Sub Attribute Value	Workunit Tablename
BLOCDIVISION	DIVISION_ID		
BLOCDIVISION	DIVISION_NAME		
BLOCDIVISION	TEST		

Add Entry

13 record(s) found


Last updated record unique id is, 12

Export Data to Excel

DIVISION_ID	DIVISION_NAME	TEST
2	ALBION	
13	ALL	
1	ALLIANCE	
3	CASPER	
4	GILLETTE	

Client Id

Auto Genrated Id


Download Excel,And Make Another Excel Same As Downloded Structure and Save as .CSV

Select Table:

--Select--

Select Excel:

Browse...

Upload

2.2.5 Add Admin:

a) Power Admin

Admin user provides rights here by selecting the location and user name from drop down box and click on submit button.

Thus one power admin has rights to create new power and sub- Admin at application and the project level respectively.

Provide User Access as Admin

Location

User

UserID	Admin Name
N02525	Sunil Malhotra
N02668	Sanjay Mahara
H00114	Gadde Narendra Kumar
H00336	Bonthu Hari Babu
H00395	Deevi Prabhu Kumar
N01153	Mohammad Nasim Siddiqui
H00933	Ravi Shankar Chidireddi
H00147	Lakshmi Gullapalli
H00898	Santosh Kumar Bashetty
H00072	Sagiraju Venkata Siva Nagaraju

b) Project Level Admin Rights/Sub-Admin

Power administrators have rights to create project level administrators so that once created they can create /add project level QMS details for the project.

However one sub –admin cannot create another sub-admin until he/she is also a power administrator.

Provide Project Wise Admin

Location

Project

User

UserID	Admin Name	Project Name	Delete
N03035	Sumit Gupta	Pizza Hut	Delete

2.2.6 Customize:

User can customize the project by selecting the following options.

Set Project Background

Select Project

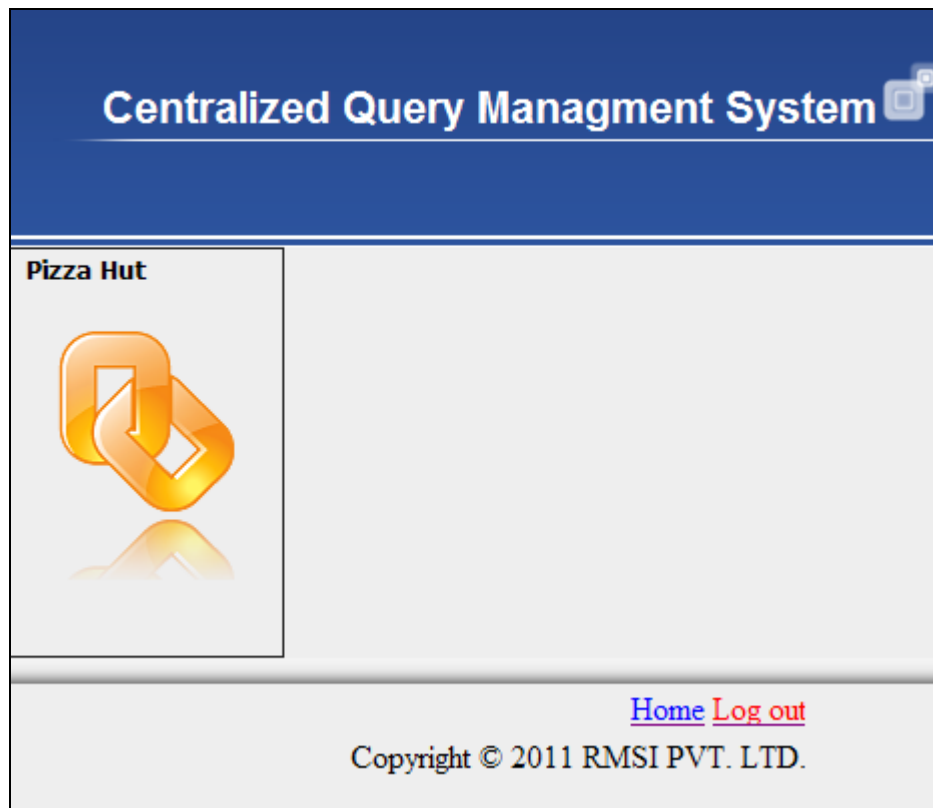
Set Project Logo

Select Project

This customization reflects changes at project level styling on QMS Pages for setting the project backgrounds and logo.

2.3 Applicant:

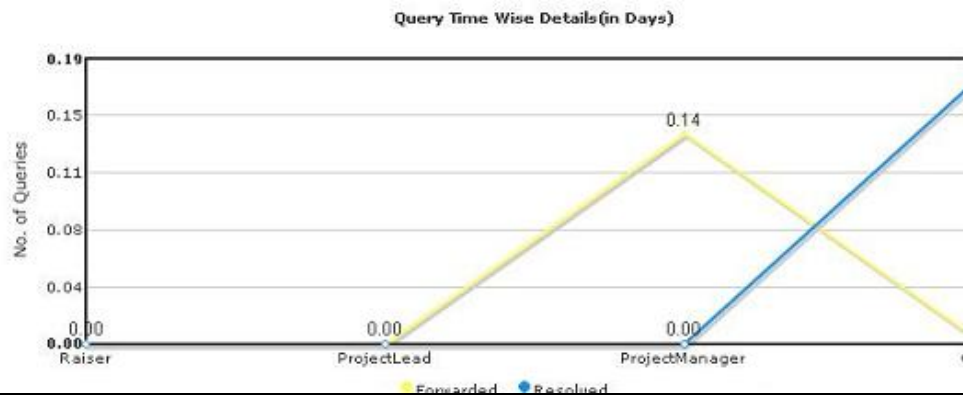
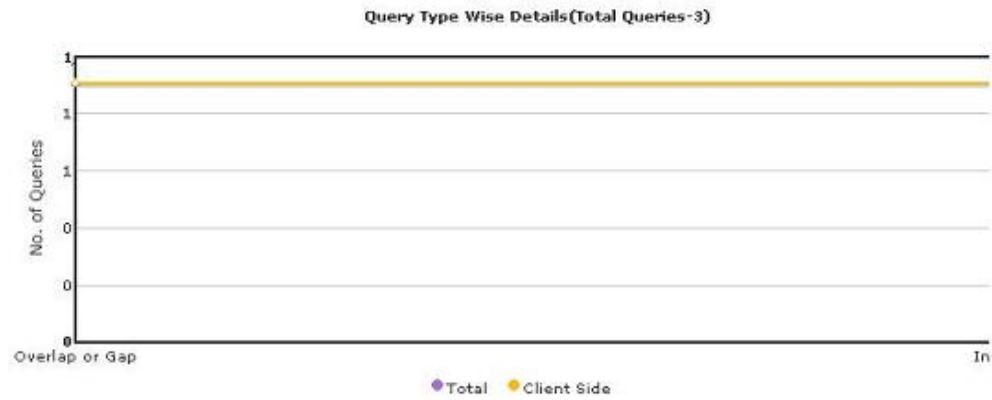
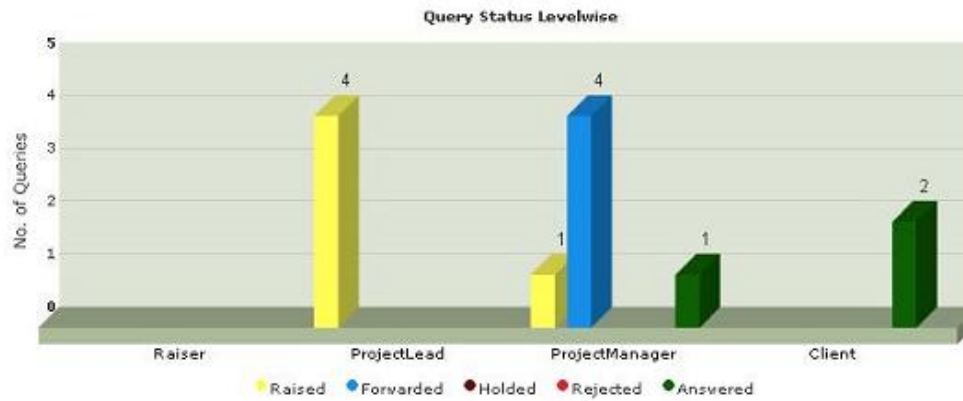
This is the entry point to project QMS.



Clicking on the Project icon it will show the following module and respective project summary report in graph format.

Project Level statistical information block: Before going to the QMS page for the project this part shows all the current information about the project though graphical illustrations.

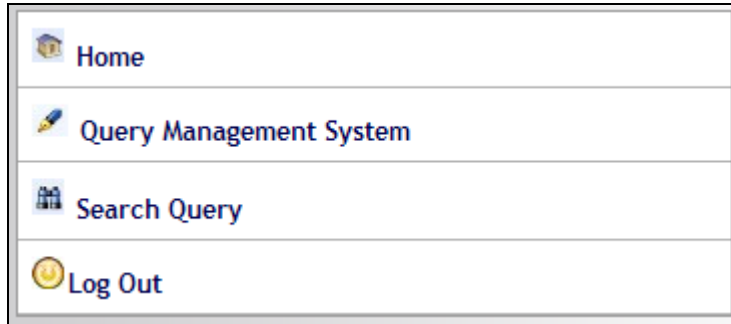
Project Summary Report



2.3.1 Home:

2.3.2 Query Management System:

2.3.3 Search Query:



2.3.1 Home: This is redirecting the user back to the QMS HUB.


2.3.2 Query Management System:

a) Raise Query Section

If given rights this block appears to fire a new Query for the project that need to be answered or provided a solution. This is the first level from where the query takes it flight and reaches the next level to be processed or answered.

A query can be Raised/Forwarded/Rejected/Hold/Answered at any level except Client and Raiser.

At raiser level query can be raised and at client level query can be Held, Rejected or Answered as it's the final top most level.



[Pizza Hut](#)

Welcome Sanjay Mahara

[Raise Request](#)

Work_Type

Store_Number

Query Type


Priority

Subject

Suggestion

Remarks

Attachment

ResolutionDate 

Submit

b) View/Process Query Section

This is the part to search a query or process the query based on the access level of the user.

Whole query cycle and detailed information could be viewed from this section.

Search panel

Level Status Priority Query Type Query ID

View Full Query Lists

Query Information and Action Box

2 Record(s) Found

Query Information Block				
Query Id	View Details	Action	Level	Query Description
3	View Details	Action	ProjectManager -> Forwarded	NA
4	View Details	Action	ProjectManager -> Forwarded	While working on below mentioned store we have found the observation and the same is attached here for your quick reference. NPC: 03NPC1 (NPC004367) ..

Further Processing the Query:

To act upon a query the user with his level and role can process the query reaching out at his level.


Every query can be provided with Suggestion and Description; Also attachments can be added if required.

For the level just below the client level one can target the project level clients which are required to answer a particular query specifically.

Client level is the final level where a query can reach through all the query process level defined.


Query Information Block				
Query Id	View Details	Action	Level	Query Description
3	View Details	Action	ProjectManager -> Forwarded	NA
4	View Details	Action	ProjectManager -> Forwarded	While working on below mentioned store we have found the observation and the same is attached here for your quick reference. NPC: 03NPCI (NPC004367) ..

Take Action



Enter Suggestions:

Shall we remove the overlap area from 014434 store



Enter Description:

While working on below mentioned store we have found the observation and the same is attached here for your quick reference.

NPC:
03NPCI (NPC004367)

We shall look forward for your confirmation to proceed further with this

Take Action: --Select--

Add Clients

Search Client [Add Client](#)

Add clients names if this query is suppose to target only those clients that you mention

All the client mail ids should be comma separated.

Clients Added

Attachments:- 1. [Observation Slip Pizzahut 04032012 II.doc](#) By:- 1. Kesavarapu Ganga Subrahmanyam

Upload File [Browse...](#) [Click here to Attach file selected](#)

[Update](#) [Close](#)

Since all the queries have unique query ids so they can be tracked easily.

On clicking the “View Details” for a query a pop-up appears that shows a query’s complete cycle and all the suggestion and descriptions logged by various QMS users at their end/levels including the attachments.

Query Information and Action Box
2 Record(s) Found

Query Information Block				
Query Id	View Details	Action	Level	Query Description
3	View Details	Action	ProjectManager -> Forwarded	NA
4	View Details	Action	ProjectManager -> Forwarded	While working on below mentioned store we have found the observation and the same is attached here for your quick reference. NPC: 03NPC1 (NPC004367) ..

[Take Action](#)

Query History - Windows Internet Explorer

http://cms.rmsi.com/genqms/QMSPORTAL/QueryHistory.aspx?queryid=4&view=0

Query Details :-


QUERY ID	QUERY SUGGESTION	UPDATED ON	STATUS DESCRIPTION	LEVEL ID	STATUS ID	LEVEL DESC	ACTION DESC	UPDATED BY
4	Shall we remove the overlap area from 014434 store	05-Apr-2012	While working on below mentioned store we have found the observation and the same is attached here for your quick reference. NPC: 03NPC1 (NPC004367) We shall look forward for your confirmation to proceed further with this store.	2	1	ProjectLead	Raise	Kesavarapu Ganga Subrahmanyam
4	Shall we remove the overlap area from 014434 store	05-Apr-2012	While working on below mentioned store we have found the observation and the same is attached here for your quick reference. NPC: 03NPC1 (NPC004367) We shall look forward for your confirmation to proceed further with this store.	3	2	ProjectManager	Forward	Sagiraju Venkata Siva Nagaraju

Attachments: 1. [Observation Slip Pizzahut 04032012 II.doc](#) **By:** 1. Kesavarapu Ganga Subrahmanyam

Done Internet 95%

2.3.3 Search Query: This is the Master Query Search Section where all the project level queries could be searched for get information regarding their status and cycle process.

Centralized Query Managment System

 [Pizza Hut](#)

Welcome Sanjay Mahara

[Back](#)

Search Panel

Work_Type --Select--

Store_Number --Select--

Level --Select--

Status --Select--

Priority --Select--

Query Type --Select--

Query Records

2 Record(s) Found

Subject	Description	Status	Priority	Res.Date	Details
Test2	NA	Forward	Medium	10-Apr-2012	View Details
03NPCI_Overlap	While working on below mentioned store we have found the observation and the same is attached here for your quick reference. NPC: 03NPCI (NPC004367) ..	Forward	Medium	11-Apr-2012	View Details

Section 3

3.1 Logout:

Logout page shall be as below:

