

Hesabu ERP Quality Manual

Quality management

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Documentation version 1.0, published 17 November 2026. The screens in your own workspace may differ slightly depending on your plan and settings.

Contents

Quality management

- **Quality inspections**
- **Quality management: goals, procedures and non-conformances**

Quality management

Inspect goods, record quality goals, handle non-conformances and keep quality procedures.

Quality management

Quality inspections

Define what to check on an item and record inspection results on receipts, deliveries and production.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

A **Quality Inspection** records the result of checking goods against a specification, for example the moisture of grain you receive or the finish on a product before delivery. It can be required before a document is submitted.

Prerequisites

Items created. Decide what to check and the acceptable range for each reading.

Steps

Create an inspection template

1. Search for **Quality Inspection Template** and click **Add**.
2. Enter a name, such as *Grain Intake*.
3. Search for **Quality Inspection Parameter** first and add each parameter you check, such as *Moisture* or *Weight*.
4. In the template, add the parameters, with the **Acceptance Criteria**: either a numeric range (**Minimum Value** and **Maximum Value**), or an **Acceptance Criteria Value** or **Formula**.
5. Save.

Require it on an item

1. Open the **Item**, and find the **Quality Inspection** section.
2. Tick **Inspection Required before Purchase** and/or **before Delivery**, and choose the **Quality Inspection Template**.
3. Save.

Record an inspection

1. From a **Purchase Receipt**, **Delivery Note** or **Stock Entry**, click **Create > Quality Inspection**. You can also add one from **Quality Inspection** directly.
2. Choose the **Inspection Type** (*Incoming*, *Outgoing* or *In Process*), the **Item**, the **Sample Size** and the **Inspected By**.
3. The template's parameters fill in. Enter each **Reading Value** and mark it **Accepted** or **Rejected**.
4. Save and **Submit**. The overall **Status** is *Accepted* if all readings pass, or *Rejected* if not.

Practical example

A mill checks each delivery of maize. Moisture must be at most 13.5%. A lorry's sample reads 15.1%, so the inspection is rejected, and the receipt is held. The purchasing manager contacts the supplier.

Important notes

- If an inspection is required and not done, the system can stop the document from being submitted. Check the setting in **Stock Settings**.
- Record readings honestly. The inspection history is your evidence in a dispute with a supplier.
- Return rejected goods with a **Purchase Return**. See Purchase returns and debit notes.

Common mistakes

- A range that is too tight, so everything fails.
- Inspecting after the goods have been issued.

Next steps

Read Quality management.

Related documentation

- Quality management: goals, procedures and non-conformances
- Creating items
- The procurement cycle

Quality management

Quality management: goals, procedures and non-conformances

Set quality goals, document procedures, log problems and record the actions taken.

Advanced · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Production** add-on, which any plan can add. Contact us to add it.

Overview

Beyond checking goods, you can manage quality as a system: set **goals**, write down **procedures**, record **non-conformances** when things go wrong, and review progress in meetings. This helps with standards such as ISO 9001.

> This module is for businesses that need formal quality records. A small shop may only need Quality inspections.

Steps

Quality goals

1. Search for **Quality Goal** and click **Add**.
2. Enter the goal, such as *Customer complaints below 2%*, a **Monitoring Frequency**, the **Procedure** and the **Objectives** with a measurable target and unit.
3. Save. Review progress in each meeting.

Quality procedures

1. Search for **Quality Procedure** and click **Add**.
2. Write the procedure name, such as *Handling returned goods*, and the **Process Owner**.
3. List the steps, or link sub-procedures in the **Processes** table. Add a parent procedure to build a tree.
4. Save. Staff can read it from the list.

Record a non-conformance

1. Search for **Non Conformance** and click **Add**.
2. Enter the **Subject**, the **Procedure** it relates to and the details of what happened.

3. Describe the **Corrective Action** and **Preventive Action**, the root cause and who is responsible.
4. Set the **Status**: *Open*, *Resolved* or *Cancelled*, and close it once fixed.

Quality actions and reviews

- Use **Quality Action** to track the work arising from a review or non-conformance.
- Use **Quality Review** to record goal results for a period, and **Quality Meeting** for minutes and decisions.

Practical example

A batch of juice was bottled with the wrong label. The quality officer logs a non-conformance, finds the root cause (labels stored together), changes the storage procedure, and links the corrective action. Next month's review shows no repeats.

Important notes

- Keep procedures short and clear, and keep them current. Old procedures cause harm.
- Use non-conformances to learn, not to blame.

Common mistakes

- Closing a non-conformance without root cause or action.
- Goals with no number.

Next steps

Return to Quality inspections.

Related documentation

- Quality inspections
- Logging and resolving customer issues
- Workflows and notifications

Support

Call or WhatsApp 0117 801 786.
Support requests: https://www.hesabuerp.co.ke/support.html
Website: https://www.hesabuerp.co.ke
Online documentation: https://www.hesabuerp.co.ke/documentation/

When you contact us, please give your workspace address and a short description of what you were doing. A screenshot helps.