

# Quality Case Management (QCM)

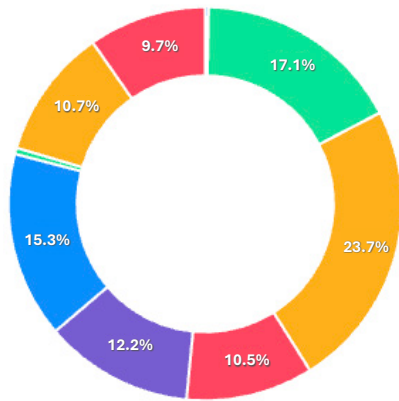
Turn warehouse quality events into a controlled, auditable, real-time process — natively integrated with Oracle WMS Cloud



## Overview

Quality events happen fast. The tools used to manage them usually don't. QCM replaces disconnected spreadsheets, email threads, and siloed trackers with a single platform where holds, investigations, and audit trails live in one place — and sync to your WMS in real time.

## Live Dashboard



### Case Types:

-  Aging Inventory Holds
-  Finished goods QC Holds
-  Packaging QC Holds
-  Production Auto Holds
-  Raw Material QC Holds
-  Receipt Auto Holds
-  Receiving Tolerance Check
-  Regular Cases
-  Warehouse Holds

## Benefits

**Real-time WMS sync:** Holds applied in QCM lock inventory in Oracle WMS instantly. No duplicate entry, no drift.

**Multi-facility visibility:** One live dashboard shows active, overdue, and closed cases across every DC.

**Ask Intellinum (AI):** Query cases and hold history in plain English. No filters, no training required.

**LPN & LOT-level control:** Quarantine a single container or an entire batch. Locked inventory can't be picked, moved, or shipped.

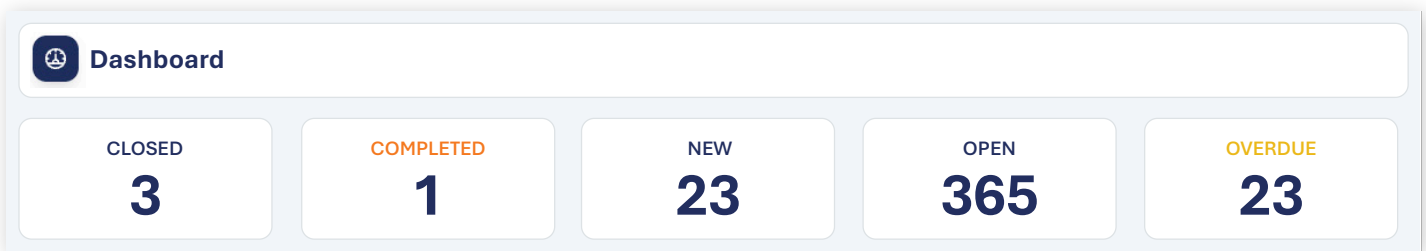
**Audit-ready by default:** Every action — who, what, when, why — is captured automatically with full change history.

**Open REST API:** Auto-create cases from ERP triggers, FlexiPro™ events, or scheduled jobs. JWT-secured.

# How It Works

- 1. Configure**  
Case types, reason codes, and roles — set once, inherited by all users from Oracle WMS.
- 2. Capture**  
Log events manually or auto-create from connected systems. Notifications fire instantly.
- 3. Lock & Investigate**  
Apply holds in real time. Track investigation with attachments, flex fields, and case plans.
- 4. Release & Close**  
Clear the hold, unlock WMS inventory, and archive the case with a full audit trail.

## Case and Hold KPIs



## Platform Capabilities

- Case creation, assignment, tracking & closure
- LPN and LOT-level holds synced to Oracle WMS
- Role-based access from WMS — no parallel users
- KPI dashboard: Active, New, Open, Overdue, Closed
- Auto-creation via FlexiPro™, jobs, or API
- Descriptive Flex Fields for custom context
- File attachments (lab reports, photos, certificates)
- Exportable audit trail & compliance reports
- REST API with JWT authentication
- "Ask Intellinum" AI assistant

## Ideal For

### Food & Beverage

Allergen, expiry, contamination

### Manufacturing

WIP quality, batch holds

### Retail & Distribution

Damages, returns, supplier issues

### 3PLs

Multi-client quality governance

## Why QCM Stands Out

- Native to warehouse operations — not a bolt-on QA tool
- Real-time WMS sync, not batch updates
- Configurable for any industry — no hard-coding
- Built for multi-facility, high-volume scale
- AI-powered insights through natural language

## Business Value

### Reduce risk


Block defective inventory before it ships. Tighter control over every quality event.

### Move faster

Cut manual tracking and cross-system coordination. Shorter investigation cycles.

### Stay compliant

Full traceability, standardized process, audit-ready reports on demand.

 Learn more at [Intellinum.com](https://Intellinum.com)