



Submitting Internal Quality Alerts (Retail → Quality)

Purpose

To teach retail staff and leadership how to identify, document, and submit internal quality alerts in Odoo, ensuring product issues are captured, tracked, and resolved through Quality's established workflow.

Learning Objectives

By the end of this course, learners will be able to:

- Navigate Odoo's Quality module to create and submit a Quality Alert.
- Complete all required data fields, including product, lot, and description details.
- Add corrective actions, communicate through the "Send Message" and "Log Notes" tabs, and understand the alert life-cycle (New → Confirmed → Action Proposed → Solved).
- Differentiate between corrective and preventive actions and understand their role in final resolution.



Overview & Responsibilities

Responsible Parties:

- *Quality Team* – maintains procedure and tracks trends.
- *Retail Leadership* – ensures training and adherence.
- *Retail Staff* – submit alerts through Odoo.
- *Assigned Teams* – execute corrective and preventive actions.

Definitions:

- a. *Quality Alert* = Odoo record flagging a product issue.
- b. *Statuses*: New → Confirmed → Action Proposed → Solved.



Creating a Quality Alert

1. Open Odoo → **Quality module** > **Quality Alerts** → **Create**.
2. Fill out the alert form:
 - **Title:** Brief summary of the issue (e.g., “Broken Seal on Tangie Candie Jar”).
 - **Product:** Select from dropdown or type in.
 - **Lot:** Match lot code from product label under barcode.
 - **Team & Responsible:** Select who will address the concern.
 - **Tags:** Choose or create one for the issue type (e.g., Packaging, Contamination).
 - **Priority:** 1-3 stars based on severity or quantity.
3. *Work Center* = not required.
4. *Internal Transfer* = create transfer from Stock to Quality Control if applicable.



Detailing the Alert & Submission

Detailing the Alert:

Provide a clear **description** of the problem including:

- Product name & weight
- Production batch / lot ID
- Date issue occurred
- Quantity affected
- Initials of employee and verifying manager

Attach supporting **photos** (required) and notes (optional).

Submission:

In the “Corrective Actions” section, describe immediate steps taken to isolate or mitigate the issue.

Click **Save** (top-left) to submit.

Use **Log Notes** for follow-ups and **Send Message (@mention)** to notify Quality or store leaders.

After submission, Quality reviews and updates the alert status through its lifecycle.