I'm not a robot

Create Maintenance Notification - IW21 Change Maintenance Notification - IW22 Display Maintenance Notification - IW23 List of Maintenance Notifications - IW28 Sap Maintenance notification plays an important role in Plant Maintenance. It is used to notify maintenance department about the abnormal or exceptional situation in technical objects at the plant. It is also used for planned maintenance activity and to notify planners. Tasks can be defined in notifications, which can be used for reporting analysis. you can use notifications for preliminary planning or as a request maintenance The notification can also be used as a request maintenance, before the order is created. Through different steps of processing, the notification will get different status are related to the status. OSNO - OUTSTANDING NOTIFICATION OR NOTIFICATION CREATED NOPR - NOTIFICATION IS IN PROCESS NOPT - SHOP FLOOR PAPER PRINTED ORAS - ORDER CREATED NOCO - NOTIFICATION COMPLETED DLFL - DELETION FLAG INDICAITON When you create the notification, it is very important to choose the Appropriate notification type, because all the reporting type is based on the notification type. There are totally three types of maintenance notification in the standard types : M1 - Maintenance Request - Notification of a malfunction or problem that has occurred M2- Malfunction Report - Request for Tasks to be performed. M3- Activity report - Documentation of activities to be performed. In the initial screen, Must fill the short description, Maintenance required Equipment, and fill the long text box if required(for the extended note purpose) On to the down of the Maintenance notification screen, We have got the Catalog profile, The catalog profile has play crucial role in the Maintenance. From the catalogs, generate a various reports to analyze and track the maintenance activities, costs and inventory management. Reports that can fetch from the Catalog profile : MATERIAL USAGE REPORT, ROOT CAUSE FAILURE, COST ANALYSIS REPORT, MTTR AND MTBF ANALYSIS, COST ANALYSIS REPORT, INVENTORY MANAGEMENT REPORT You can maintain manually the catalog profile in T code - QS41 Once you filled the catalog profile, On the next step you are about to give the TASKS Fill the Tasks for the maintenance notification as a planned one. And you release the Tasks as you mentioned before., The status of the Tasks changed TSOS into TSRL After release the Task make sure the Maintenance notification is in PUT IN PROCESS if not., kindly put the notification in process The status of the maintenance notification has changed into OSNO to NOPR Assign the relevant Activities to be perform, for the particular notification that needs. Once your Activities get completed, Need to Complete the Tasks first. After the tasks completed the the TSRL status is changed into TSCO, On the notification the status has changed into ACTO from OSNO. And Now we are able to complete the Maintenance notification in Standard way The status of the notification, should be in ATCO status where all the activities and Tasks are completed for the notification and the Notification status should be in NOCO. Means with which company notifications are created and managed in the area of Plant Maintenance. The following notification types are predefined in the standard system: Notification of a malfunction or problem that has occurred Request for tasks to be performed Documentation of activities that have been performed In addition to these standard notification types, you can also define your own user-specific notification types. You can configure the screens for the individual notification types in Customizing. You can enter all of the above notification types for the following reference objects: Functional location Equipment Material and serial number If functional locations or equipment are further sub-divided into assemblies and material with the help of a maintenance BOM, these assemblies can also serve as reference objects for the notification. If you use object hierarchies, the system copies all data from the higher-level technical object to the respective reference object for the notification. However, you can also create maintenance notifications without entering an object number. This is the case, for example, when a problem notification refers to an object that is not managed under a number in the system, or when a maintenance request refers to an object that is to be set up within the framework of an investment. The data of the maintenance notification is transferred to the history, and is of great importance when performing evaluations and future planning. A maintenance notification consists of a notification header and one or more items. Maintenance header data is information that is used to identify and manage the notification. It is valid for the whole maintenance notification. Depending on the notification type, the notification items contain data describing the problem or malfunction that occurred, or the activity that was performed in greater detail. VIQMEL is also useful as it joins QMEL, QMIH and ILOA.Also see the FAQ: PM/CS Tables post in the Blog sectionPeteA QMEL is the main table for notifications.See this network below.Also, for all development purposes VIQMEL (view) is used, which his a join of QMEL, QMIH, ILOA tables.Jogeswara Rao K Like VIQMEL is a view joining QMEL, QMIH, ILOA tables as I indicated above,if you need tables in Catalog-Code area, the following views will be more useful:VIQMFE --> Item (Object part and Damage)VIQMUR --> CausesVIQMSM --> TasksVIQMMA --> ActivitiesJogeswara Rao K Hi MohanaKrishna,PM Notification tablesTQ80 - Notification typesQMEL - Quality notificationQMFE - Quality notification – itemsQMUR - Quality notification – causesQMSM - Quality notification – tasksQMMA - Quality notification – activitiesQMIH - Quality message - maintenance data excerptVIQMEL - Notification Header (Data base view table join of QMIH, QMEL & ILOA)Regards,Ramesh.T Maintenance NotificationThe Maintenance Notification (Work Request) is used to notify the maintenance department about an abnormal or exceptional situation in technical objects in plant area. It records maintenance tasks completely and makes them available for analysis in the long term. You can use them for preliminary planning and execution of tasksUseYou can create maintenance notifications for the following reference objects:Functional locationEquipmentMaterial and serial numberIf functional locations or equipment are further sub-divided into assemblies and material with the help of a maintenance BOM, these assemblies can also serve as reference objects for the notification. If you use object hierarchies, the system copies all data from the higher-level technical object to the respective reference object for the notification.However, you can also create maintenance notifications without entering an object number. 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It is valid for the whole maintenance notification.Depending on the notification type, the notification items contain data describing the problem or malfunction that occurred, or the activity that was performed in greater detail.Priority and Priority Type DefinitionsDefine priority type attributes to determine the start and finish dates of maintenance orders and notifications in Plant Maintenance.You can use this to define the following priority type attributes in this configuration step:Relative Start Date for Order/NotificationRelative End Date for Order/NotificationRelative Start Date UnitRelative End Date UnitNoteIn SAP S/4HANA Cloud, public edition Edition customizing settings for SAP Customer Service (CS) are not supported.NoteIt is optional to configure this.Define Prioritization ProfilesA prioritization matrix can be used to assess the priority and final due date. Customers can define Prioritization Profiles that can be used per Maintenance Plan – Notification Type combination. (As of today only Y1 notification type is supported). Maintenance request creator should be enabled to include consequences and likelihood of not fixing an asset malfunction and let the system propose priorityNoteAs a prerequisite, one or more plants should be assigned to a profile.Using the Define Prioritization Profiles configuration activity, you can maintain prioritization profiles.You can maintain prioritization profile using the following steps:Define a list of prioritization profiles. A profile can be compared to a container that has consequence category groups, notification types, and plants. When you create a maintenance request of type M1 for a technical object that is assigned to plant 1010, and assess priority, the system tries to locate the profile that matches this combination.If you enter M1 as notification type, 1010 as maintenance plant, and CHEMICAL_PROF as profile, and assess priority, the system identifies CHEMICAL_PROF as the selected profile and refers to the Consequence to Priority mapping table. It fetches the priority for the selected combination of consequences and likelihood.Assign prioritization profile to a notification type and a plant. You can assign a profile to many plants but a plant cannot have more than one profile assigned to it. Ensure that you maintain only one profile for each notification type and plant.Assign consequence category group to a prioritization profile. You can assign a profile to only one group. But, you can assign the same group to one or more profiles.Assign UI (user interface) position to a consequence category. Within a group, you can choose to arrange the consequence categories in a particular order. When you assess priority, you will see the consequence categories in this orderAssign a priority to consequences. You can assign an appropriate priority to a combination of consequence categories, consequences, and likelihood. It is important that priorities are carefully assigned to the combinations as the priorities directly influence other factors of a maintenance request such as the final due date, required start date, and required end date.NoteIt is Optional to configure this item.Consequences and LikelihoodsUsing this configuration you can define consequence categories, consequences, and likelihoods.Event prioritization enables you to assess priorities based on consequence categories, consequences, and likelihoods. When you select consequences and likelihoods while creating a maintenance request, the system calculates and suggests the applicable priority for the maintenance request. This will provide contextual information to the supervisor for screening the work request.For example, if oil is dripping from a pump in a plant, you can create a maintenance request for the technical object. Using prioritization, you can specify that it is a high priority equipment which is responsible for core drilling tasks and, if it is not repaired within two weeks, it could lead to total asset damage. Based on these details, the system suggests Very High as the priority. This activity is maintained as a configuration step.In this configuration step, you can define consequence categories, consequences, and likelihoods using the following steps:Maintain consequence categories.Within each consequence category, you can define multiple consequences.Maintain likelihood of occurrence of events.Create groups and add consequence categories into the groups. This enables you to use a group in multiple profiles without having to select the same consequence categories individually in various profiles.ExampleCalculated Priority = Function (Consequence Categories, Consequences, Likelihoods, Mapped Priority).You can choose multiple consequence categories to arrive at a calculated priority. So, it is possible that you will receive more than one priority as a result. For example:People Impact -> HighAsset Impact -> Very HighReputation Damage -> MediumEnvironment Impact -> LowThe system will calculate and return the highest of these priorities as the calculated priority. In this case, it is Asset Impact.If more than one consequence leads to the same priority, the system will suggest those two consequences as leading consequences. For example:People Impact -> Very HighAsset Impact -> Very HighReputation Damage -> MediumEnvironment Impact -> LowThe leading consequences are People Impact and Asset Impact.NoteIt is Optional to configure this See Also What Is Preventive Maintenance Plant Maintenance Customer Service Module Have a SAP PM Problems? SAP PM Forum - Do you have a SAP PM Question? SAP Plant Maintenance Books SAP PM Books - Certification, Interview Questions and Configuration SAP PM SAP PM Tips and Plant Maintenance Discussion Forum Main Index SAP ERP Modules, Basis, ABAP and Other IMG Stuff Technically Complete an OrderAfter you complete the maintenance order, its status is updated to TECO (technically completed). In other words, the maintenance work required for this order is finished.You have the following options for the technical completion of a maintenance task:Complete the maintenance order and notification separatelyComplete the maintenance order together with the assigned notificationsAfter a maintenance order obtains the TECO status, you can change it only in the following ways:Lock or unlock itSet the deletion flagEnter missing time confirmationsEnter outstanding goods movements and invoice receiptsChange the settlement ruleIf you have not maintained a settlement rule for the maintenance order, the system automatically creates one. If this is not possible due to missing data, the system directs you to where you can create the settlement rule.All purchase requisitions for which there are no purchase orders are marked with a deletion flag.All open reservations and capacities are closed.You must enter a reference date and time during the technical completion. This entry depends on what periods are assigned to the order in the maintenance history.The reference date has no influence on the determination of the location and account assignment data. This data is determined from and set to the date when the order is created. If, for example, the cost center of the equipment changes during the order processing, you can, if necessary, use the entry Update Reference Object Data in the context menu to update the order (SAP GUI).The order data, and the data from maintenance notifications and usage histories, are available in the maintenance history. The data in the maintenance history can be used for the evaluation of past work, and the planning of new work.To complete the order and notification together, there must not be any outstanding tasks in the notification. If there are outstanding tasks (that is, tasks with the status of OSTS) in a notification, the notification cannot be completed. You must first mark the tasks as finished.However, the order belonging to the notification can be completed because the outstanding tasks do not necessarily belong to the order performed. (In certain circumstances, a new order may be required for this.)The notification status is set to NOCO (Notification completed) after the notification completion.All notifications with outstanding tasks can be identified easily from their OSTS status and then processed.You can reverse the TECO status, if required.When you reverse a technical completion, the order is given the status it had before it was technically completed. Capacity requirements and reservations are recompiled and the deletion indicator is reset for unconverted purchase requisitions.Page 2Log in to track your progress & complete quizzes NotificationsKey Terms used in this lessonNotificationA notification allows to log requests of any kind and documents damages and activities; various types available depending on the process.CatalogHierarchical object consisting of code groups and codes; used in notifications to systematically document the details of an incident.Catalog ProfileA selection of catalogs and code groups for a specific object type (f.ex. pump) - usually assigned to the technical object to simplify the documentation of details .ProcessIn companies, maintenance requirements must first be created in the system in the form of notifications to facilitate prioritization and coordination. The notification must also include all data that is important to maintain history so that you can carry out later evaluations.The starting point for the corrective maintenance process is the notification of damage, a malfunction, or a request (for example, a request for modification work).The notification usually refers to a technical object and contains a description of the malfunction or the requirements. In addition, data can be entered in a notification to build up the history (for example, damage, causes, and so on).Based on a notification, maintenance tasks can be planned. This leads frequently, but not necessarily, to the creation of a maintenance order.Notification StructureEach maintenance notification contains header data. The header data is the information used to identify and manage a maintenance notification. This data is valid for the complete maintenance notification.You enter and maintain data in a notification item to describe a problem, damage, or the activity executed in greater detail. A notification can contain several items.Activities document the work performed for a notification. Activities are particularly important for inspections because they prove that certain tasks have been performed.Tasks describe activities that must still be performed. This includes tasks that have only arisen after the maintenance task was executed (for example, creating a report). However, in some cases, you can also use tasks for planning purposes (for example, if order processing is not active). When order processing in not active you can plan to use different people to process the notification, and monitor the execution of tasks for specific periods of time. Note that cost monitoring, material planning, or capacity requirements planning is not possible for this type of processing.Reference ObjectsAll maintenance notification types can be created for reference objects, for example functional location, equipment (with or without an assembly), or material with a serial number. The hierarchy of these objects corresponds to the sequence specified. This means, if you enter a maintenance notification for an assembly of a piece of equipment, which is assigned to a functional location, the system transfers all the relevant data for the piece of equipment and the functional location.However, you can also enter maintenance notifications without specifying an object number. This is the case when a malfunction report refers to an object that is not managed in the system under a number, or if a maintenance request refers to a new object to be provided for an investment program.CatalogsCatalogs are used when maintaining notifications for the coded entry of results and activities. Coded entry is particularly useful for analysis.Catalogs comprise the following features:Catalog A collection of code groups combined together by their content (for example, damages and causes of damage)Code groups A collection of codes grouped according to their related contents (for example, damage to vehicles, pumps and motors, or mechanical damage and electric damage)Codes A description of damage, an activity, cause of damage, object part and task, and so onAdvantages of using catalogs:The risk of making incorrect entries is significantly reduced.Codes can be used as the starting point for workflows and follow-up actions.Catalog ProfileIn the catalog profile, you can define which code groups are used when processing a specific object. The advantage is that only the code groups relevant for the object are displayed.You can assign a catalog profile to a technical object or to a notification type.How to Create a Maintenance NotificationFiori Apps to create NotificationsWithin the Fiori Launchpad the following tiles are available to create notifications:Request Maintenance - used for employees to request maintenanceCreate Maintenance Notification- used in the standard process (BH1)Create Maintenance Request - used in the Phase Model (4HH, 4HI)Report Malfunction - used in the simplified process (BH2)SAP GUI TransactionsAs an alternative to working in SAP Fiori Launchpad you can use the following transactions.For the On Premise edition they are available via SAP GUI for Windows.In addition, every transaction also has a SAP GUI for HTML version.Transactions for Maintenance Notifications:IW21, IW22, IW23 - Create, Change, Display NotificationIW24 - Malfunction Report IW25 - Activity Report IW26 - Maintenance Request IW28, IW29 - List Editing Change, Display The flowchart illustrates the Preventive Notification Process within the SAP Plant Maintenance (PM) module. This process is crucial for proactive equipment maintenance to prevent breakdowns and extend asset life. Below is a detailed breakdown of the steps with related transaction codes (tcodes): Plant Maintenance (PM) Activities Create Maintenance Strategy if Required (Transaction: IP11): This is the initial step to define the overall maintenance approach for equipment. Strategies determine the frequency and type of maintenance activities. Create Task List (Transaction: IA05 or IA06): Task lists define the specific maintenance activities to be performed. They serve as templates for maintenance work and can be reused across similar equipment. Create Maintenance Plan with Notification Category (Transaction: IP41 or IP42): Maintenance plans schedule when preventive maintenance should occur. The notification category determines how the system will process the resulting notifications. Schedule Maintenance Plan IP10/IP30 (Transaction: IP10 or IP30): This step activates the maintenance plan and generates the schedule for future maintenance activities. System Generates a List of Notifications: Based on the schedule, the SAP system automatically creates maintenance notifications at the specified intervals. Maintenance Team Check the List of Notifications: Maintenance planners review the generated notifications to prioritize and plan work. Check the Machine Availability to Inspect: Planners coordinate with production to find suitable times for maintenance without disrupting operations. If Any Spares/Services Required? (Yes/No): A decision point to determine if the preventive maintenance requires materials or services. If Yes: Proceed to create a Preventive Maintenance Order. If No: Update the main notification and close it. Create Preventive Maintenance Order (Transaction: IW31 or IW32): If spares or services are needed, a maintenance order is created to plan and execute the work. Update the Main Notification: Record the actions taken and any findings from the inspection. Close the Notification (Transaction: IW32): Once all activities are complete, the notification is closed to indicate the preventive maintenance cycle is finished. Related SAP Documentation: This preventive maintenance process in SAP PM ensures regular, planned maintenance activities, helping organizations reduce unexpected breakdowns, optimize equipment performance, and extend asset lifecycles. It demonstrates the systematic approach to maintenance planning and execution within the SAP system.