

CNV-1041 QM Inspection Plan

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Welcome to the Customer Support Knowledge Base. This is the information portal for finding answers to your technical questions. Browse the common questions and answers with step-by-step instructions for various applications. If you are not able to find the solution here, please send an email to sbs-is-appli-help@solvay.com

The IS Delivery is a service in charge of providing support for all Solvay Information Technologies tools and applications.

The delivery is in charge of both the first level support or *customer support* and the more advanced support (*Second level support*).

The service is provided by 4 different teams, one by zone, managed by a Zone Delivery Manager :

- Europe : [Brieuc Vandenhove](#)
- Asia Pacific : [Eric Woo](#)
- North America : [Samuel Massey](#)
- Latin America : [Ciro Rodrigues](#)

Getting Support

There are 3 ways to request support from IS : By **Email**, by **Phone** or by creating a **User Request** (UR) in Footprints. Below are the details :

	Email	Footprints	Phone
Applications Softwares Web	SBS IS Application Helpdesk	Footprints User Request	Asia Pacific : +65 6394 3318 Europe : +33 811 70 52 22 Latin America : +55 11 37 41 42 00 North America : +55 11 37 41 42 00
Hardware Network Printers Phones DataBackup	Asia Pacific : APAC Infra Latin America : ATOS North America : NAM Helpdesk Europe : See details.		How to contact ATOS in Europe Germany : +49 69 66 41 53 59 France : +33 164 53 91 07 Italy : +34 913 60 61 90 UK : +44 12 64 34 39 59

GLOBAL Helpdesk is accessible 24 hours / 5 days (Monday to Friday) by e-mail

All working days "somewhere" in the world. During public holidays specific to the helpdesk of your zone, you will get support from Helpdesk of an other zone.

LOCAL Helpdesks are accessible by e-mail and phone (details below)

- AP : 8:30 am - 6:00 pm (SGP time : GMT+8)
- EU : 8:30 am - 6:00 pm (French Time : GMT+1 ou +2)
- LA : 8:00 am - 5:00 pm (Brazilian Time : GMT-2 ou -3)
- NA : 8:00 am - 8:00 pm (EST : GMT-5 ou -4)

Available Tools

Type	Code	Name	Description
Transactional	RCS	Rhodia Core System	Rhodia SAP ERP (Enterprise Resource Planning) tool - Documentation not in the wiki
Transactional	BIP	Supplier Relationship Management	Tool to manage interactions with the organizations that supply the goods and services -Documentation not in the wiki
Transactional	APO	Advanced Planning and Optimizer	SAP Production and sales planification tool - Documentation not in the wiki
Transactional	GTS	Global Trade Services	SAP tool for Cross-border supply chain and compliance optimisation - Documentation not in the wiki
Transactional	FC	Financial Consolidation	Group financial consolidation tool (Ex Magnitude) - Documentation not in the wiki

Quick Links


- [Purpose](#)
- [Conversion Scope](#)
 - [Additional Information](#)
 - [Multi-language Requirement](#)
 - [Legal Requirement](#)
 - [Special Requirements](#)
- [Target Design](#)
- [Data Cleansing](#)
- [Conversion Process](#)
 - [Data Privacy and Sensitivity](#)
- [Extraction](#)
 - [Extraction Run Sheet](#)
 - [Selection Screen](#)
 - [Data Collection Template \(DCT\)](#)
 - [A Target-Ready Data Collection Template will be created for all required fields in the QM Inspection Plan, except for fields that require transformation in accordance with the defined transformation rules. Each template will follow the structure and format required by the target S/4HANA Material Master configuration for Quality Management.](#)
- [Transformation](#)
 - [Transformation Run Sheet](#)
 - [Transformation Mapping](#)
 - [Transformation Dependencies](#)

Transactional	ECOM	ECommerce	A portal in support of business-to-business applications where Customers places and tracks orders - Documentation not in the wiki
Transactional	CP	CISPRO	Chemical Inventory management software for R&D labs
Reporting	SM	Sesame	Financial consolidation reporting tool
Reporting	BW	Business Warehouse	Reporting tool for all but COPA, Sales, HR, R&D. Allows to extract reports in Excel or broadcast reports via emails. Also known as "Analyzer" or "Business Explorer"
Reporting	BO	Business Objects	Reporting tool for sales, profitability, HR and R&D. Allows to execute web reports or broadcast reports via emails. Also known as "BOXI"
Reporting	CRM	SMART	Customer Relationship Management tool (CRM) for sales : complains, visit reports, sales, opportunities
Reporting	QV	Qlikview	Dashboarding tool
Reporting	PVELO	Pvelocity	Production costs and assets reporting / simulation tool
Office	RAS	Remote Access Secure	VPN to connect to the Rhodia network from outside Rhodia offices.
Document Management	EROOM	E-Room	Document sharing tool. Create an eroom and share documents between users
Document Management	DOC	Documentum	Document stocking and sharing tool
Document Management	TP	Telepresence	High quality video conferencing
Web	Search	Search Engines Optimisation	Internet Search Engine Optimisation services
Web	SQ	Sinequa	High quality search engine connected to Internet, eRoom, Intranet, Documentum, Blog, Wiki...
Web	TRIDION	Tridion	Web Content Management (WCM) to update Intranets & Internet & emailings
Web	Qualtrics	Qualtrics	E-Surveys and online forms via Qualtrics software
Web	Analytics	WebAnalytics	Web statistics analysis via Google Analytics
Web	REACHI	Reachi	web based application dedicated to the R&D function for the evaluation and the assessment and the chemical risks at the workplace.
Web	CP	CISPro	WW R&D tool to inventory chemicals products stored in the research centers.
Web	Solvay Engage	Solvay Engage	Solvay Engage is the internal standard social platform for community management and accessible to all Solvay employees.

- Pre-Load Validation
 - Project Team
 - Completeness
 - Accuracy
 - Business
 - Completeness
 - Accuracy
- Load
 - Load Run Sheet
 - Configuration
 - Conversion Objects
 - Error Handling
- Post-Load Validation
 - Project Team
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 - Accuracy
 - Business
 - Completeness
 - Accuracy
- Key Assumptions
- See also
- Change log
- Workflow history

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

From Nov 27, 2025 to Feb 24, 2026	Actor	Type	Activity	Version
Approved	 REDDY-ext, Naren	Edit	updated the page at 11:33 am	
Nov 17, 2025				



TAN-ext,
Charmaine

State changed state to **Approved** at 12:45 pm (State override)

v40

[PMO Comments] Conversion Spec completed as per CS register and functional review completed

Edited following Tech Review



TAN-ext,
Charmaine

State gave **Minor change** approval at 12:45 pm

[PMO Comments] Conversion Spec completed as per CS register and functional review completed



REDDY-
ext, Naren

Edit updated the page at 2:57 am



REDDY-
ext, Naren

State changed state to **Edited following Tech Review** at 1:57 am

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