

Nonconformity management

Nonconformity Proof Systems

QualiWare®

Qualiware is the integrated solution to create a computerized work flow of the Main Company Processes, accordingly to ISO 9001 regulations. Its potential varies from Quality System Management to Human Resources Management, from e-Documents and Content Management to Production Process Planning.

It is a scalable solution, thanks to independent modules, can be purchased with multiple simultaneous users or single clients mode (T.C.O. reduction) and can be widely interfaced to the existing IT System .

More informations at www.qualiware.it

IT Requirements

- **Server**
RAM: 2 Gb
OS: Windows 200x (32 o 64 bit)
Database: Microsoft Sql Server, Oracle, Firebird
- **Web server:** IIS
- **Mail server:** Microsoft Exchange, Lotus Domino, SMTP

- **Client**
RAM: 1 Gb
OS: Windows XP, Vista, Seven (32 o 64 bit)
Mail: any client
Browser: Internet Explorer, Firefox, Chrome, Safari (iPad)



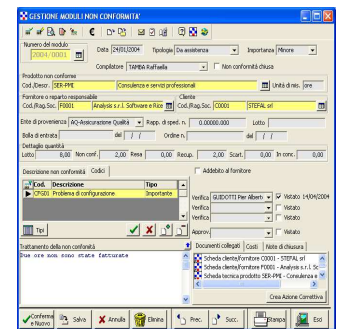
Foreword

This module allows management of nonconformities in a complete, easy and fast way, suitable to any need: users can keep track of every detail about internal and external nonconformities, using electronic forms; users can involve suppliers or business units during nonconformity management; corrective or preventive actions can be easily managed to solve or avoid nonconformities.

Features

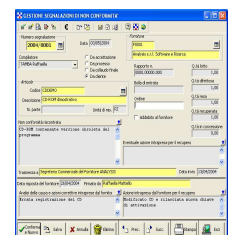
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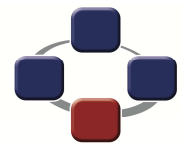
- Predefined nonconformity types can be created.
- Nonconformity treatment forms can be filled with all data concerning the origin of the nonconformity (acceptance, quality control, customer claim, assistance, quality system, equipment maintenance, projects), its importance, the completion of every verification, the use of every nonconforming element.
- Workflows can be defined.
- Recording of costs related to nonconformities.
- External documents linking and final notes annotation.
- During testing phases, reports issued to the suppliers and corrective actions to undertake can be created directly from nonconformity forms.
- Report of every filled nonconformity form with details about the analysis of the causes and the adopted solutions: possibility to filter by articles or by responsible suppliers or by customer that has submitted the claim; there is a report to highlight what nonconformities are still not corrected.
- Automated editing of test reports to be sent to suppliers, reporting defects or found nonconformities and corrective actions undertaken by the firm or by the supplier.
- Automatic distribution of nonconformity communications to suppliers, by fax or Internet.
- Automatic plot of Pareto charts by nonconforming products or by nonconformity type; nonconformities are recorded during test phases (acceptance, production, delivery), after customer claims or during any other business process.



Corrective, preventive and improvement actions management

- Planning of corrective and preventive actions, according to detected nonconformities, specifying the unit in which they happened, the analysis of the causes, the actions to undertake and the persons responsible of their realization.
- Every person who is responsible about corrective or preventive actions can receive a timetable with every task he has to complete.
- Planning of improvement actions with the possibility to define parameters to measure improvement, and to define activities to undertake to reach the improvement
Temporal expirations and verifications of effectiveness can also be defined.
- Maximum control on the effectiveness of every undertaken action, thanks to the possibility to insert a parameter to improve, specifying the initial value, the objectives and measured values at the end of the action.
- Audit can be accurately planned to verify effectiveness of every intervention.
- Corrective and preventive actions can be printed, highlighting completed and uncompleted actions.





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Start-up Time

Installing Procedure and System start-up can be easily done in one single day.

The fully configuration of each module by Administrators depends on the Company Structure.

Anyway, a working week is usually enough, in order to have a fully functional system ready to be used by all authorized users.

Integration

The NonConformity Management Module perfectly integrates with other QualiWare modules and constitutes their ideal complement allowing to link nonconformities to every recording managed by QualiWare.

This module, together with Cost Tracking Module, allows to keep records of every amount of time or money spent on nonconformities.

Used together with Control Quality Module and Vendor Rating Module, this module allows a continuous tracking of the quality level within the firm and about the suppliers.

Through the Data Transfer Module it is possible to import every information stored in ERPs' data-

User interface

The NonConformity Management Module is available with the same powerful features, both in the "Traditional" client/server interface and in the Web-based one in combination with QualiWare Web Server.

Therefore it is possible to deploy and use QualiWare within any Network Type, Intranet or Extranet.

