



# QUALITY MANAGEMENT

WORLDWIDE BUSINESS SOLUTIONS

## MANAGING YOUR QUALITY ISSUES

**System21™ Quality Management provides you with a completely integrated tool to help manage your organization's quality issues.**

**It also provides a closed control loop – from quality planning through quality inspection to quality control.**

One of the key issues throughout an organization today, and one that is essential to achieve a profitable, competitive business, is quality. However, in today's business world, quality is not a component of marketing or sales; rather, it is a presumed component of every product a customer buys. Therefore, organizations that consistently provide their customers with high quality at a competitive price will remain a competitor in the future business world.

With continual pressure to cut manufacturing costs and improve the responsiveness to customers, methodologies – such as lean manufacturing and just-in-time – have become the norm. This, in turn, places an even greater emphasis on quality management within an organization. Furthermore, conforming to regulations, and to the requirements of the ever more discerning customer, is often seen as a below-the-line cost. However, with the right solution, it is possible to conform, reduce cost (e.g., waste and rework) and boost the company's image while achieving a measurable return on investment.

System21™ Quality Management System provides you with a completely integrated tool to help manage your organization's quality issues. It provides a closed control loop – from quality planning and quality inspection to quality control. It also provides a central location for updated inspection plans and results, which are accessible to all authorized personnel, and reduces the need for manual records. The ultimate goal to reduce quality costs and product cost are achieved by reducing the amount of inspection through optimum sample sizes, accelerated material flow, reduction in rework, scrap and warranty cost and reduced management time.

System21 Quality Management supports improved product process quality, enabling you to move through today's business world with confidence as a healthy, competitive and growing organization.

### KEY FEATURES/BENEFITS

Key features and benefits of Job Management include:

- Integration with System21's Inventory, Warehousing, Purchasing and Production applications
- Qualitative and quantitative attribute definition with defined tolerance levels
- Closed loop control of the quality control process through planning, testing, analysis and re-planning
- Centralized storage of up-to-date inspection plans



## SYSTEM21 QUALITY MANAGEMENT PROVIDES A CENTRAL LOCATION FOR UPDATED INSPECTION PLANS AND RESULTS.

- Online availability of comprehensive quality data
- Comprehensive analysis of test results that provides guidance on future inspection policy
- Qualitative and quantitative error analysis enables quick and accurate corrective action to be taken
- Automatic modification of test requirements that optimizes test procedures and reduces inspection costs
- Comprehensive instructions for equipment calibration and recording of calibration results
- Optional use of customer and supplier-specific test plans to improve customer service levels and supplier performance monitoring
- Supporting schemes for sampling and inspection by attribute to accepted worldwide standards
- Single, double and multi-test tables to optimize testing
- Document management for quality manuals, procedures and work
- Control, monitoring and executing the corrective action process to ensure compliance with quality standards
- Storage and retrieval of detailed product specifications to improve customer service
- Tracking and reviewing customer complaints to provide a basis for continuous service and product improvement
- Supplier verification and performance review to support the supply chain management process
- Tracking and reviewing internal audits to satisfy mandatory requirements and provides a structured approach to business improvement
- Recording training details to provide information that supports multi-skilled and flexible working initiatives
- Recording of safety and ISO training that provides central storage of all training information
- Material disposal decisions
- Built-in flexibility to override capabilities to accept non-conforming material
- Inputting results manually or by a user-defined interface
- Providing inspection orders manually or automatically
- Using inventory item master to reduce set-up time
- Allowing more than one inspection plan per item
- Using transition tables with dynamic progression to provide an automatic change in the size of the inspection sample
- Automatically generating inspection orders on the release of production orders, and on booking production orders or schedules
- Automatically generating inspection orders can be automatically generated when goods are received through Purchase Management

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