



EnterpriseIQ Quality Management System

Combining ERP and Quality to Power the Enterprise

Improving Quality Processes

The Quality Management System (QMS) within EnterpriseIQ provides a systematic approach to meeting all your quality needs. It supplies the tools and capabilities necessary to ensure customer satisfaction and compliance with the most stringent quality standards, including automotive (TS), medical (FDA, 21 CFR Part 11) and ISO standards.

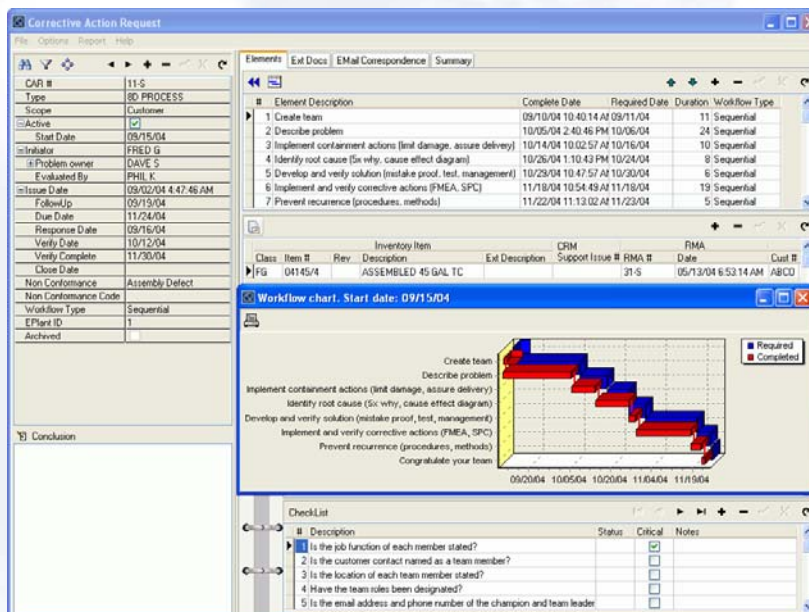
The EnterpriseIQ QMS gives direct access to all ERP-related information with no redundant data entry. Areas such as RMAs, non-conforming inventory, BOMs and much more are all available for linking. Experience the power of a truly embedded quality system as you eliminate duplicate entries and reduce errors, which in turn cuts costs, saves time and increases communications across your supply chain.

Increase visibility and improve reaction time by pushing the data to those who need it, using secure, electronic signatures and approvals. EnterpriseIQ workflow automatically evaluates status and sends email notifications to internal and external team members, expanding your quality team beyond your four walls to include customers and suppliers in the review and authorization process.

BENEFITS

- Reduce the cost of quality management
- Ensure timely process tracking with automated workflow
- Eliminate maintenance of third-party solutions
- Enhance decision making based on readily accessible SPC data analysis
- Improve auditing capability
- Enhance communication with employees, customers and suppliers
- Provide direct access to all ERP functionality
- Decrease time spent on audits

Corrective Action and other Quality modules support task information, instructions per step, team member assignments and Gantt chart completion tracking capability.



Corrective Action Request

CAR #: 11-S
 Type: 8D PROCESS
 Scope: Customer
 Active: 121
 Start Date: 09/15/04
 Initiator: FRED G
 Problem owner: DAVE S
 Evaluated By: PHIL K
 Issue Date: 09/02/04 4:47:46 AM
 Follow Up: 09/15/04
 Due Date: 11/24/04
 Response Date: 09/16/04
 Verify Date: 10/12/04
 Verify Complete: 11/30/04
 Close Date:
 Non-Conformance: Assembly Defect
 Non-Conformance Code:
 Workflow Type: Sequential
 EPlant ID: 1
 Archived:

Element Description	Complete Date	Required Date	Duration	Workflow Type
1 Create team	09/10/04 10:40:14 AM	09/11/04	11	Sequential
2 Describe problem	10/05/04 2:40:46 PM	10/06/04	24	Sequential
3 Implement containment actions (limit damage, assure delivery)	10/14/04 10:02:57 AM	10/16/04	10	Sequential
4 Identify root cause (5w why, cause effect diagram)	10/26/04 1:10:43 PM	10/24/04	9	Sequential
5 Develop and verify solution (mistake proof, test, management)	10/29/04 10:47:57 AM	10/30/04	6	Sequential
6 Implement and verify corrective actions (FMEA, SPC)	11/18/04 10:54:49 AM	11/18/04	19	Sequential
7 Prevent recurrence (procedures, methods)	11/22/04 11:13:02 AM	11/23/04	5	Sequential

Workflow chart. Start date: 09/15/04

Inventory Item: ASSEMBLED 45 GAL TC
 Class: FG 04145/4
 Rev: 1
 Description: ASSEMBLED 45 GAL TC
 Ext Description:
 CRM Support Issue #:
 RMA # 21-S
 Date: 05/13/04 6:53:14 AM
 Cust # ABC0

CheckList

#	Description	Status	Critical	Notes
1	Is the job function of each member stated?		<input checked="" type="checkbox"/>	
2	Is the customer contact named as a team member?		<input type="checkbox"/>	
3	Is the location of each team member stated?		<input type="checkbox"/>	
4	Have the team roles been designated?		<input type="checkbox"/>	
5	Is the email address and phone number of the champion and team leader		<input type="checkbox"/>	

"Not only is it a complete module in terms of function, but it has the added benefit of being part of the ERP system."

-Donatelle

"Simply put, the IQMS Quality System is extremely comprehensive and very user friendly."

-Supreme Corp

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Key Features

Secure Document Control - Go paperless and maintain complete control over the lifecycle of documents, from creation through approval, implementation and obsolescence.

Corrective Action Requests (CARs) – Define, manage, schedule, assign and track CARs to help ensure compliance and meet customer/supplier requirements.

Engineering Change Orders (ECOs) – Control revisions to item numbers and track changes to BOMs, routings and equipment.

Advanced Product Quality Planning (APQP), Failure Mode and Effects Analysis (FMEA), and Production Part Approval Process (PPAP) – Streamline product launches. Customizable templates for the automotive industry are included.

Corrective Actions, Preventive Actions (CAPAs) Product & Process PQ, Risk Assessment – CAPA, PQ and Risk Assessment tools to help you meet FDA requirements. Customizable templates for medical device manufacturing are included.

Statistical Process Control (SPC) – Key in data or input automatically from serial devices. Access and evaluate data while machines operate with real-time control charts. Supported charts include X-bar-R, X-MR, p-np and histograms as well as capability analysis with C_{pk} and P_{pk} .

Deviation, Material Review Board and NCMR – Track all non-conformances and maintain complete audit trails.

Gage Repeatability and Reproducibility (R&R) Calibration – Track, maintain and perform calibrations on gages and devices. Conduct Measurement System Analysis with R&R studies.

Quick Inspections – Create pre-set inspection requirements, allowing operators to enter the data directly into EnterpriseIQ through ShopData, FabData, RealTime or via a PDA.

Additional Features – Complaint tracking, quality auditing, lot tracking and cost of quality.

Data collection for charting can be done via manual input or a serial gage. Analysis and charting can be done with a click of a button.

