Operating Manual

QIT Corrective Action Management System Web Edition

Basic and Advanced Versions
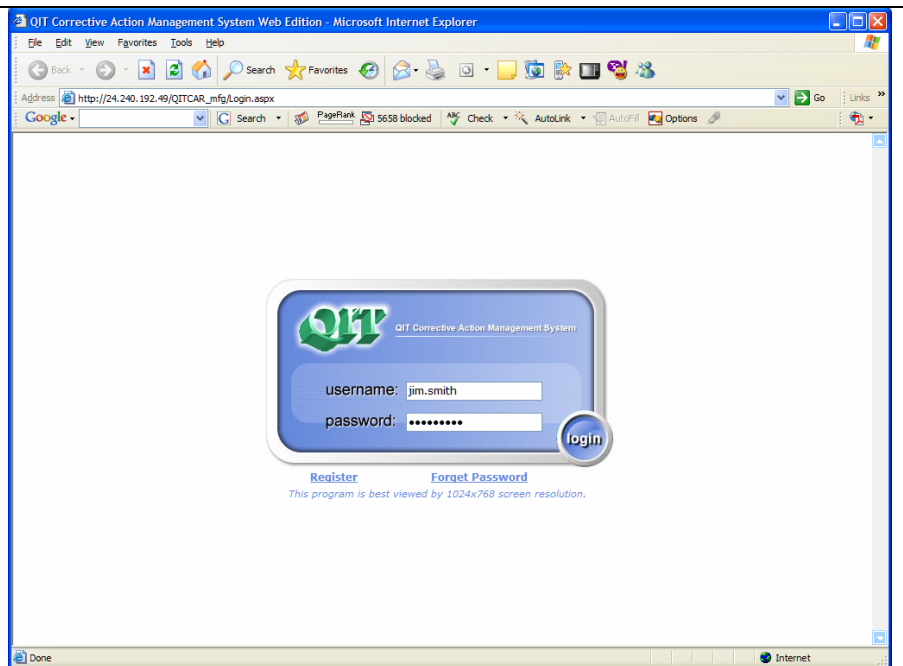
Content:

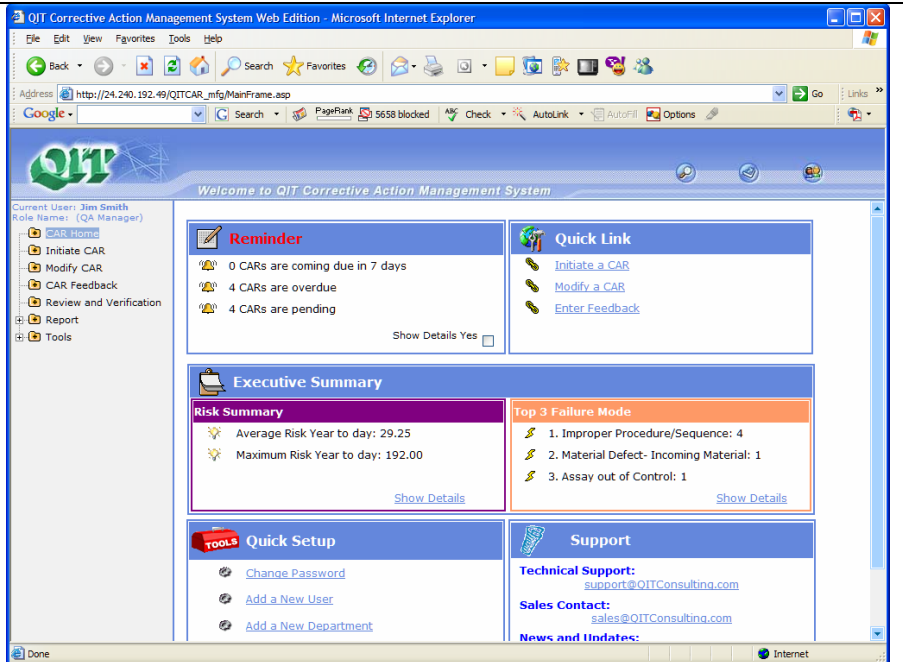# Introduction

How to use this guide:

This User's guide will guide the user through step-by-step processes with illustrations of how to use the program, generate reports and conduct routine maintenance.

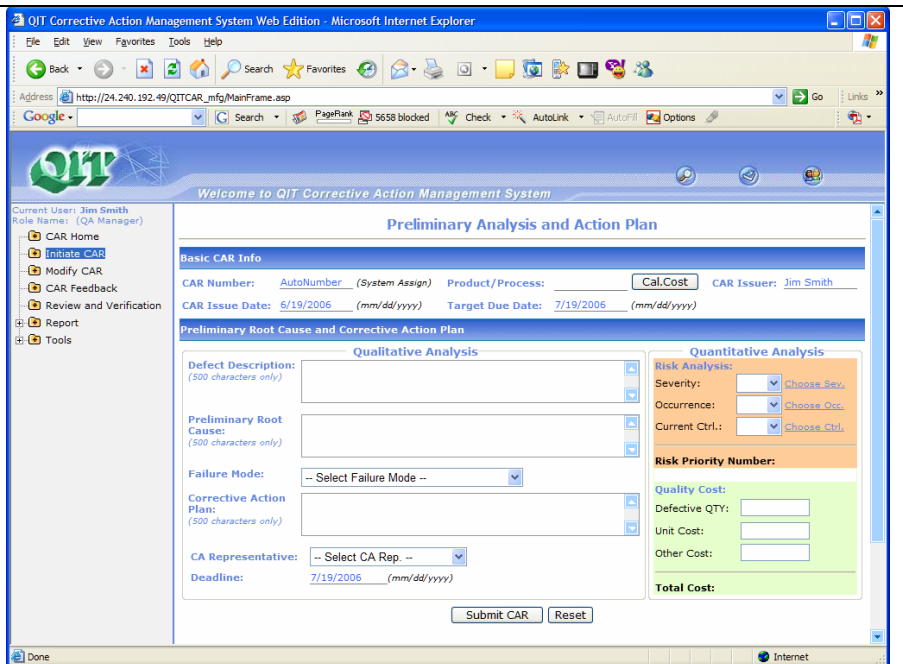| <u>*Adding a New CAR*</u>	
1) Type in the **User Name** and the **Password** to log into the system.	

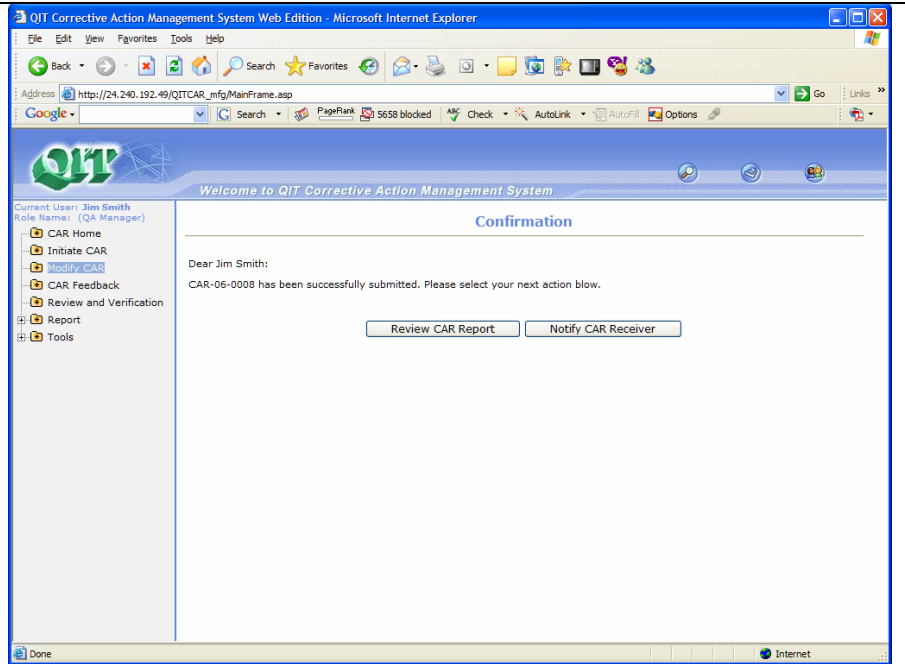|	
2) Click "**Initiate CAR**" on the menu tab to start entering the basic CAR information.	
3) Enter the required information accordingly. 4) After entering all information, click "**Submit**" to add the new CAR to the database.	

5) After submitting the data, the system will notify the User that the data has been submitted successfully.
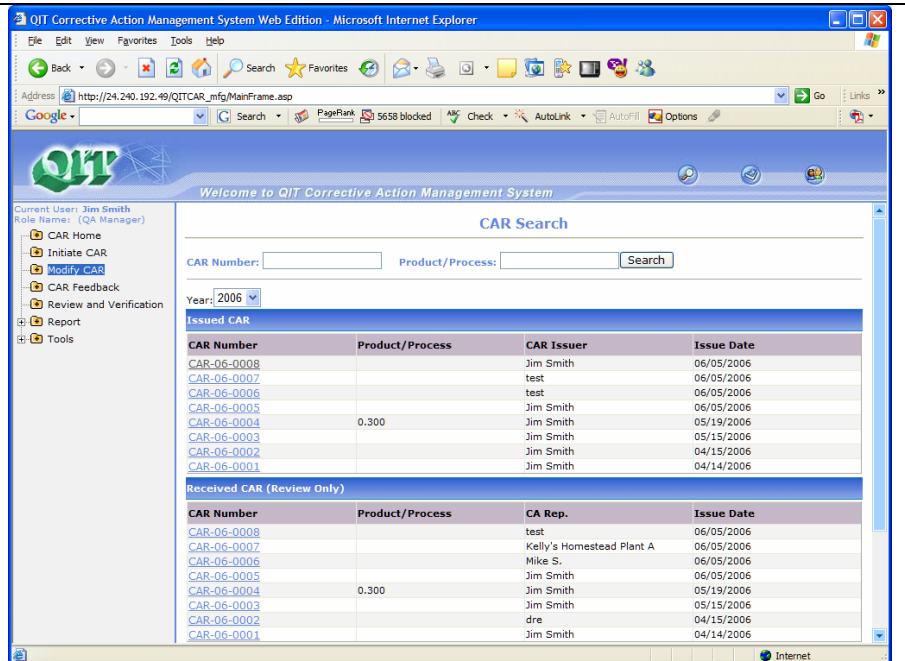
6) Click "**Notify CAR Receiver**" to send a notification email to the CAR Representative who is responsible for this CAR.

7) System will use the User's default email program e.g. Outlook to send the email.

Modifying a CAR

1) Click "**Modify CAR**" on the menu tab and then Click on the CAR Number.

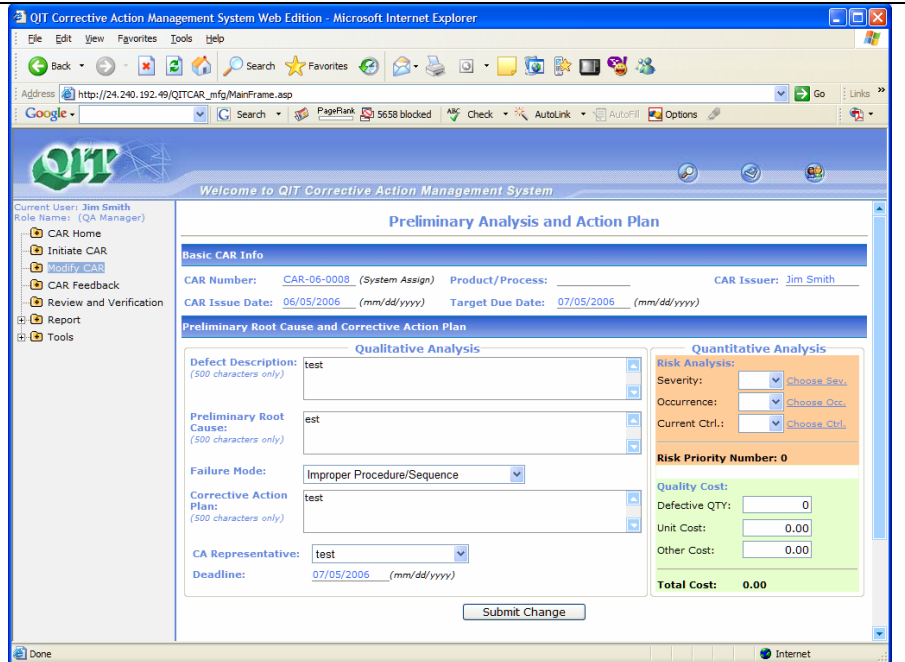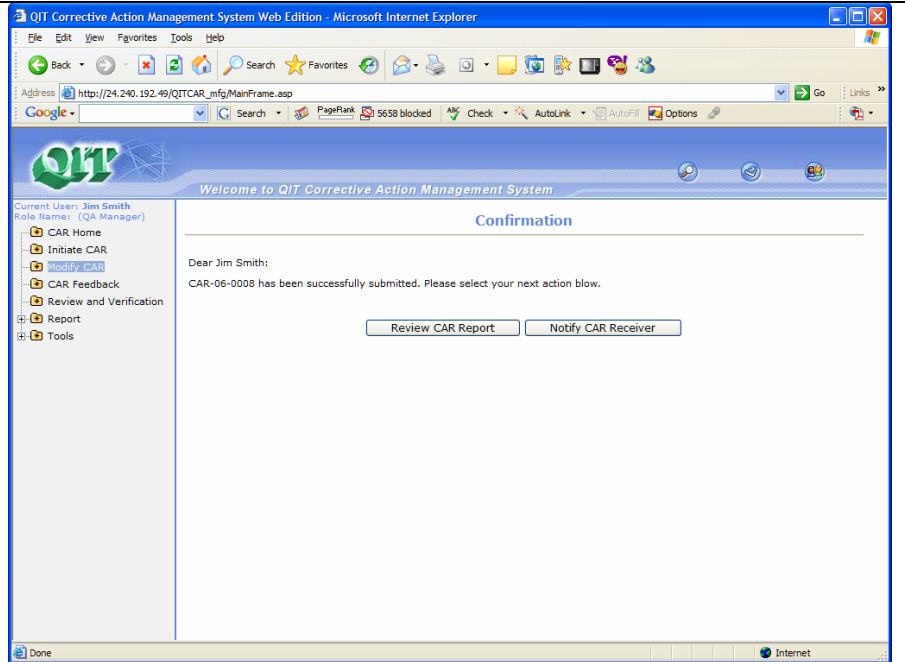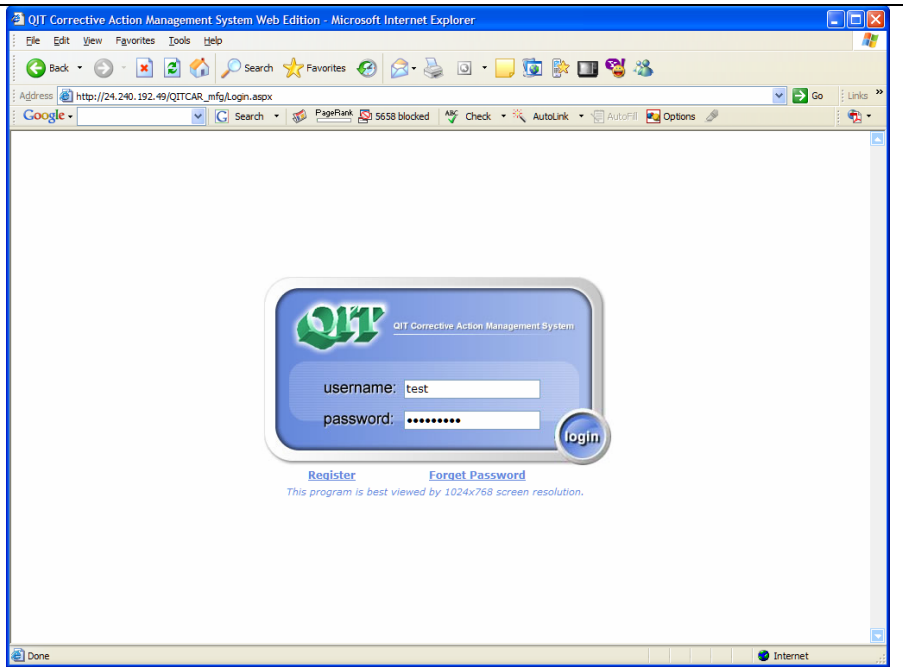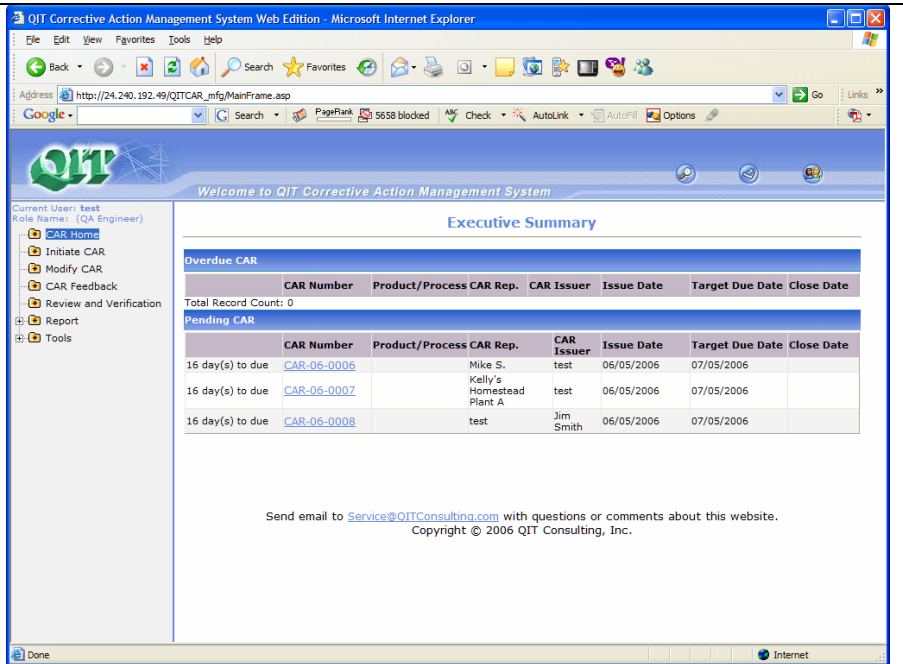|	
2) Modify the appropriate CAR information. 3) After modifying the CAR information, click "**Submit**" to add the changes to the database	
4) After submitting the data, the system will notify the User that data has been successfully submitted. 5) Click "**Notify CAR Receiver**" to send a notification email to the CAR Representative who is responsible for this CAR. 6) System will use User's default email program e.g. Outlook to send the email.	

Entering a Root Cause and Corrective Action (CAR Receiver)

1) After receiving the notification email from the Issuer, the CAR Representative needs to log into the system.

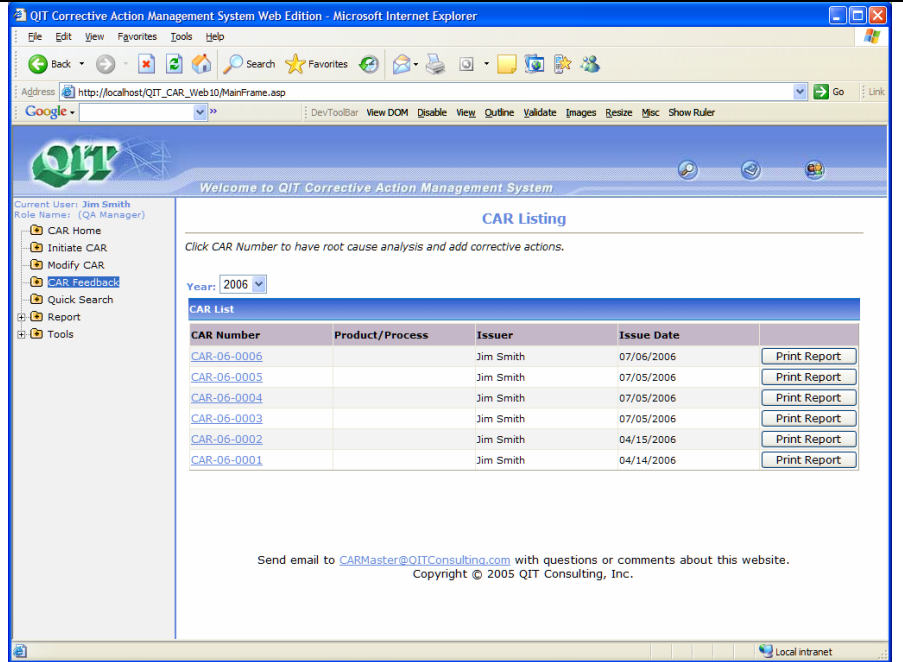2) The CAR Receiver selects the CAR that was assigned to him/her.

Note: Different "User Roles" will have different user interfaces and access to the system.
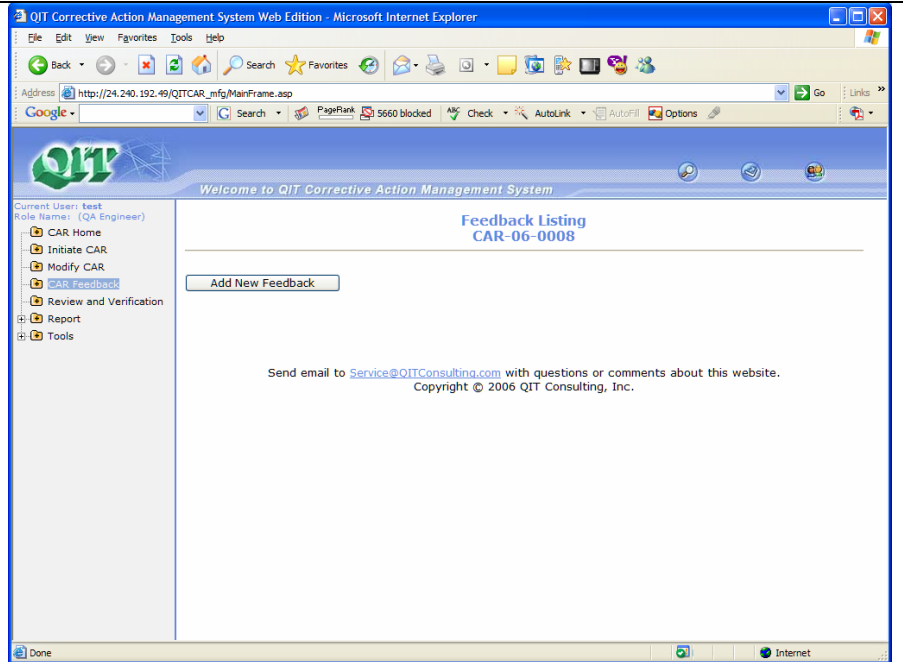
3) Click "**CAR Feedback**" on the menu tab to start entering the Root Cause Analysis and Corrective Action information.

Click the CAR number to start the root cause analysis and enter corrective action.

Click "**Print Report**" button to print out a hardcopy of the CAR form.
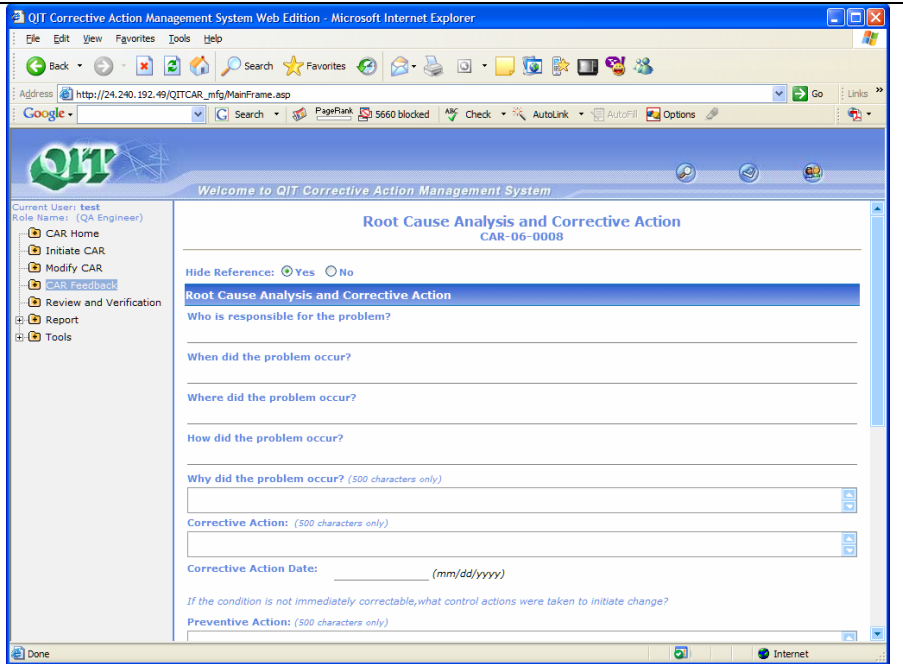

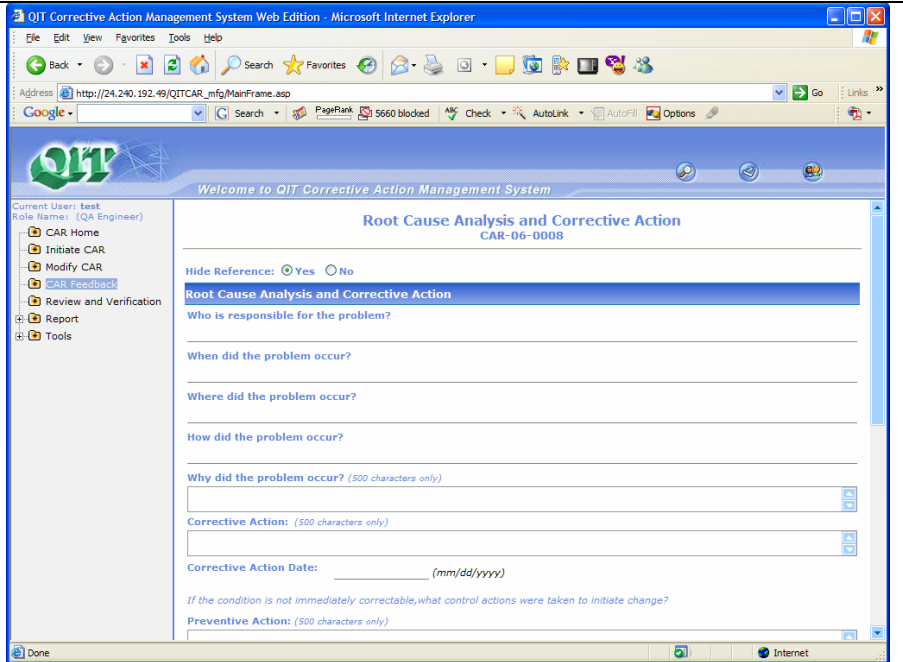4) Click "**Add New Feedback**" to add any new Root Cause Analysis.

5) Follow the previous instructions to fill in the new Root Cause Analysis and Corrective Action info.
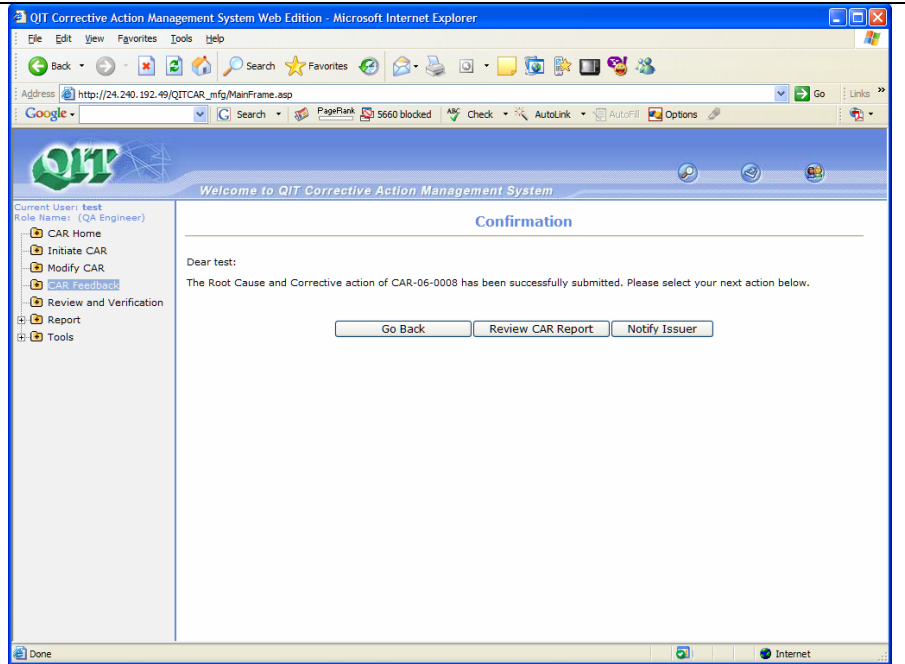
*Note: To see the details of the defect description, check "**No**" on the Hide Reference option.*

6) After all information has been added; Click "**Submit**" to add the information to database.

7) After submitting the data, User can select the "**Notify Issuer**" option to email the information to the CAR Issuer.
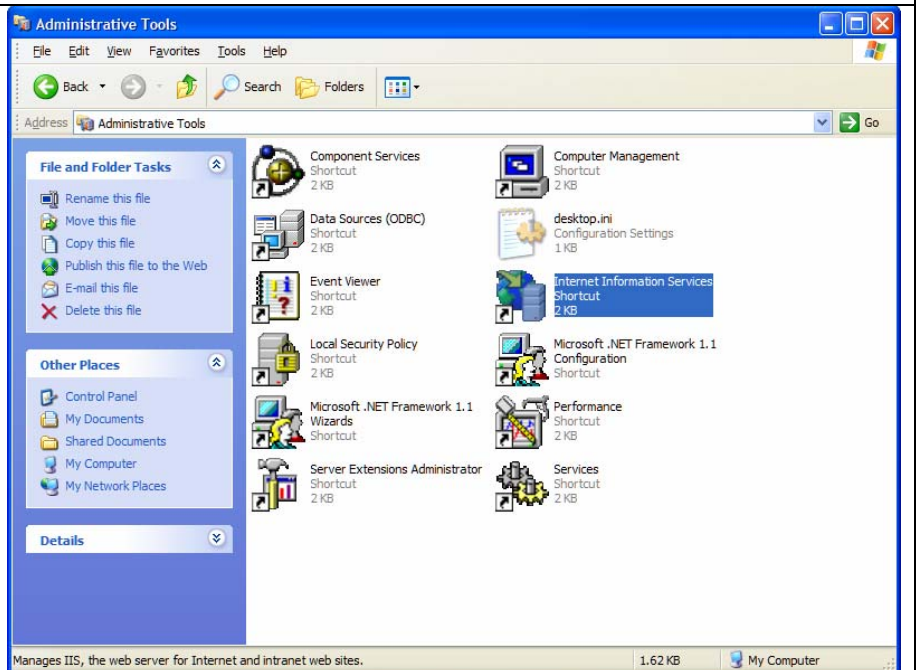
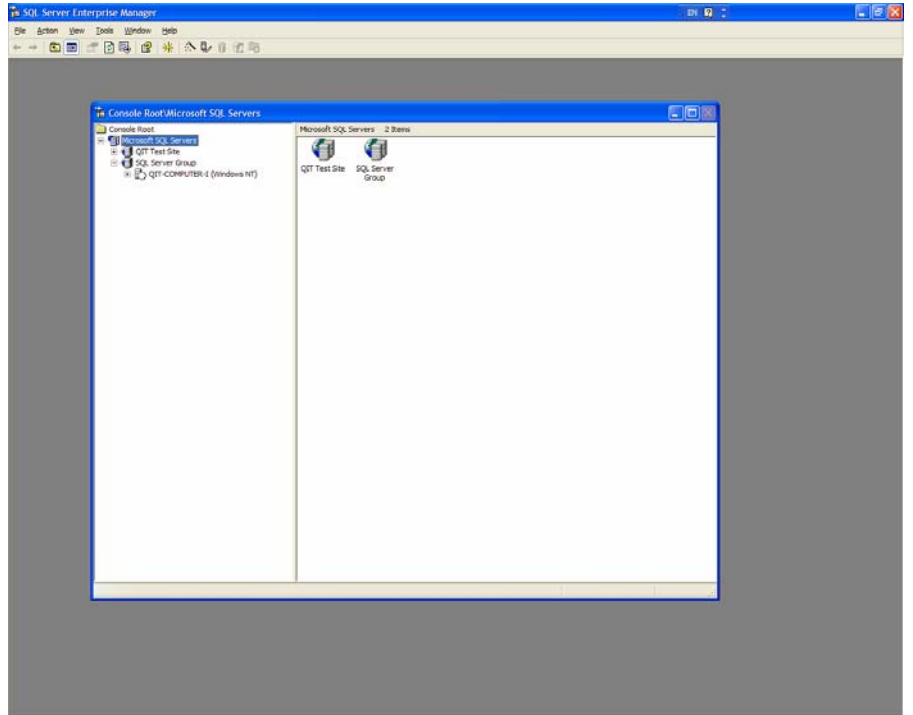| *Installation and System Configuration*	**Note:**
	The following section is for users who are going to host the program on their own server.
	The users who host the program on QIT's server, can ignore following section.
	We strongly suggest user hosting the program on QIT's secured server to have better service and technical support. Contact QIT at <u>service@qitconsulting.com</u> ***to find out the security measurements of QIT's web hosting service.***
System requirement: 1. Microsoft Internet Information Service (IIS) 5.0 or above. 2. Web Service 3. Microsoft SQL 2000 Server 4. Microsoft Framework 1.1 or above	

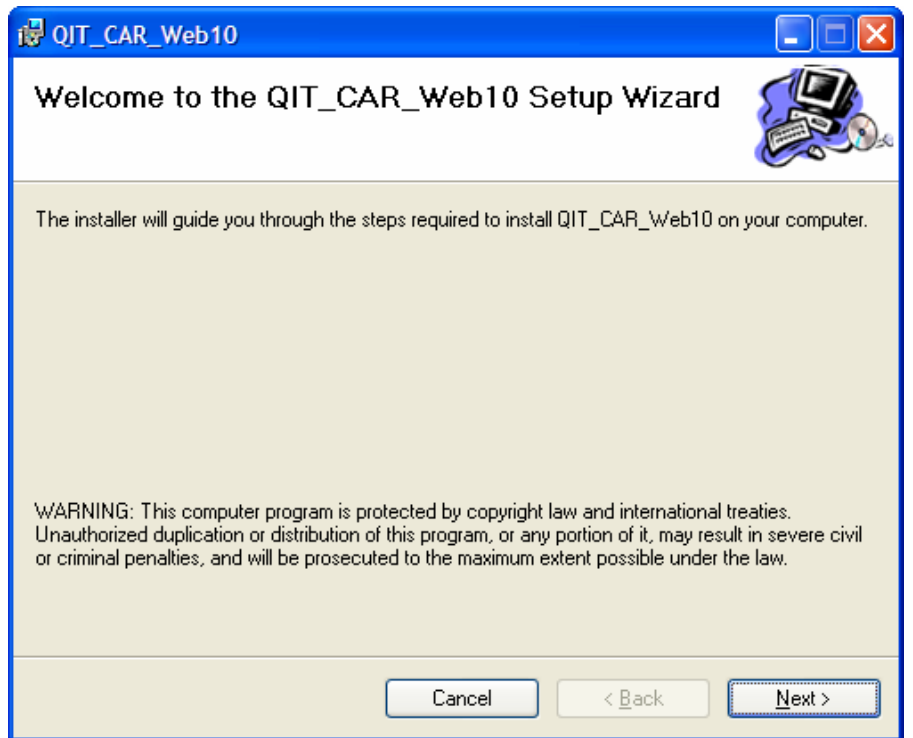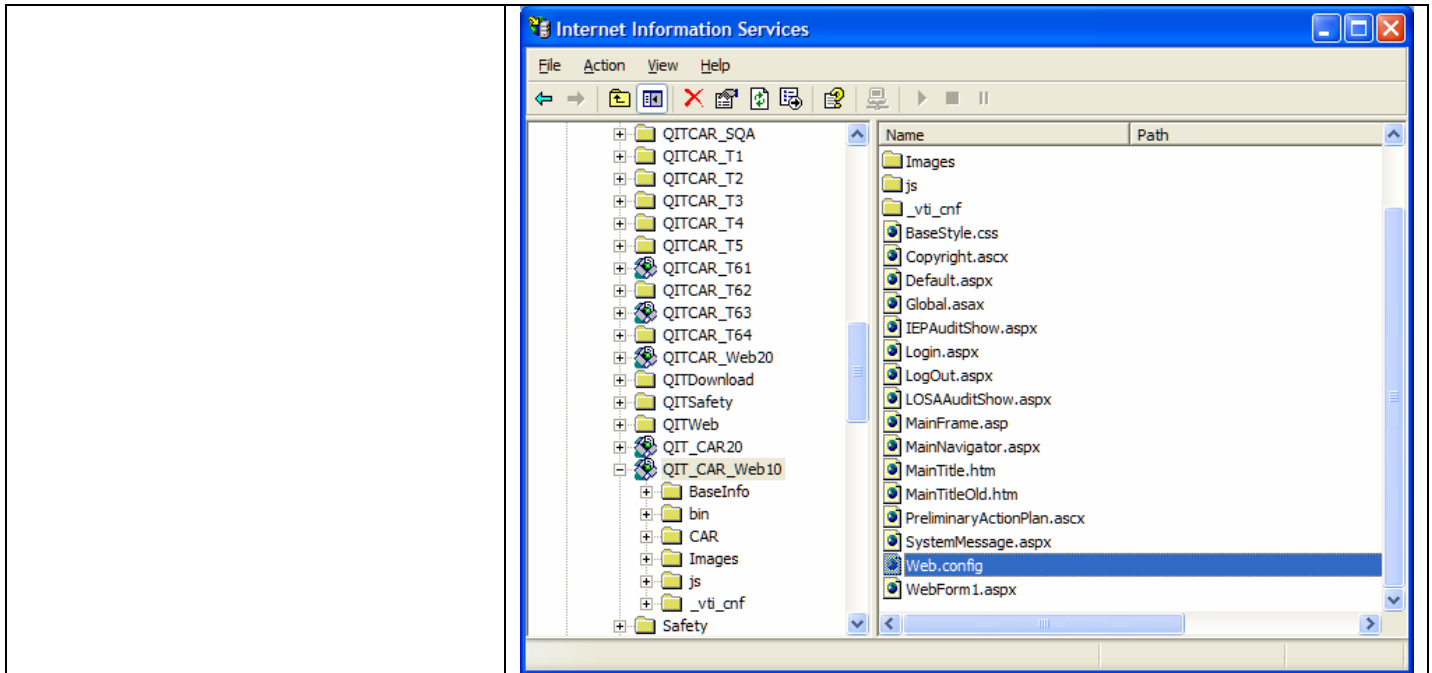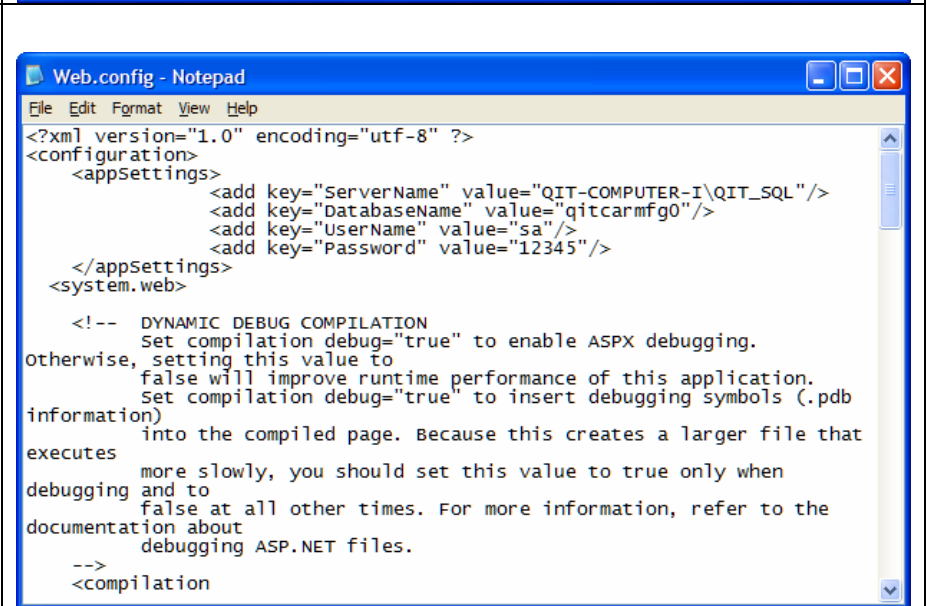|	

Installation
 	
Install the backend database:
 	
   1. In SQL Server Enterprise Manager, attached the backend database provided by QIT to the server.
   2. Add a db admin to the user account	

Install the front-end :
   1. Double click the installation file provided by QIT.
   2. Follow the on-screen instruction to finish the installation process.
   3. By default, the program will be installed under web directory on the web server.	

System configuration: 1. Under the program directory, open a file named "Web.config"	

2. Use Notepad to open this file	
4. Change the settings 5. Save the changes	<add key="ServerName" value="**Your Sever IP or Server Name**"/> <add key="DatabaseName" value="**Attached db Name**"/> <add key="UserName" value="**User/db Admin Name**"/> <add key="Password" value="**Password**"/>
<u>Troubleshooting:</u>	1. If the menu/Treeview doesn't work, please install a package from http://www.qitconsulting.net/Download/iewebcontrols.msi 2. Please reinstall the Framework if error message related to Framework came up. Framework installation package can be downloaded from Microsoft's web site at

	http://www.microsoft.com/downloads/details.aspx?familyid= 262D25E3-F589-4842-8157- 034D1E7CF3A3&displaylang=en