QIT Consulting, Inc.

QIT Corrective/Preventive Action Management System

Program Introduction

2009
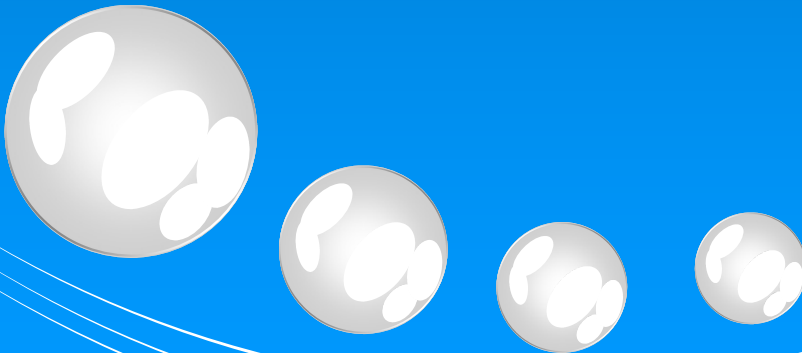
Contents

❖ Technology of Our Systems

❖ Existing System at A Glance

❖ Case Study

❖ A Future System for Your Business

❖ QIT Consulting and Our Clients

❖ Next Step

Technology of Our System

- ❖ **Advanced Business Process**
  - ▪ Next Generation, Web-based global corrective action management system
  - ▪ Real-time corrective/preventive tracking and reporting
  - ▪ Managing <u>ALL</u> types of corrective/preventive actions and monitor action progress online
- ❖ **The Latest in Information Technology**
  - ▪ Microsoft .net C # - flexible and scalable solutions
  - ▪ MS SQL Server 2000/2005 - secure and reliable data management
- ❖ **Server Requirements**
  - ▪ Window Server 2003 with IIS 6.0
  - ▪ Framework 1.1/2.0
  - ▪ SQL Server 2000/2005
- ❖ **Robust Hardware for Web Hosting in a Data Center**
  - ▪ Cisco 515 firewall and router
  - ▪ Intrusion detection
  - ▪ Redundant Tier 1 internet connection
  - ▪ UPS power back up
  - ▪ 24x7 network monitoring

Existing System At a Glance

❖ QIT Corrective Action Management System

- ■ Internal Corrective Actions (CAPA) e.g. ISO9000, ISO14000, OHSAS, or other types of corrective actions
- ■ Supplier Corrective Actions (SCAR) and tracking progress
- ■ Multi-language capability (English, Chinese, Spanish and French)

Next Generation Web-based System

Program Summary

- ❖ It is everything you need to establish your Next Generation Web-based Corrective Action System for ALL types of Corrective and Preventive Actions e.g.
  - ISO9000 Corrective/Preventive Actions
  - Internal/External Audit Corrective Actions (CAR)
  - Supplier Corrective Actions (SCAR)
  - Customer Complaints Corrective Actions
  - and more…
- ❖ It is an ideal solution for
  - Building a system that complies with ISO9000/QS9000, ISO14000 and FDA 21 CFR Part 11
  - Managing Internal Corrective/Preventive Action (CAPA) and Supplier Corrective/Preventive Action (SCAR)
  - Establishing 8D process and integrating 4W1H and 5-Why root cause analysis approaches
  - Connecting divisions, departments, suppliers and those frequent travelers
  - Monitoring cost reduction in operational costs, costs of poor quality, and non-value added administrative costs
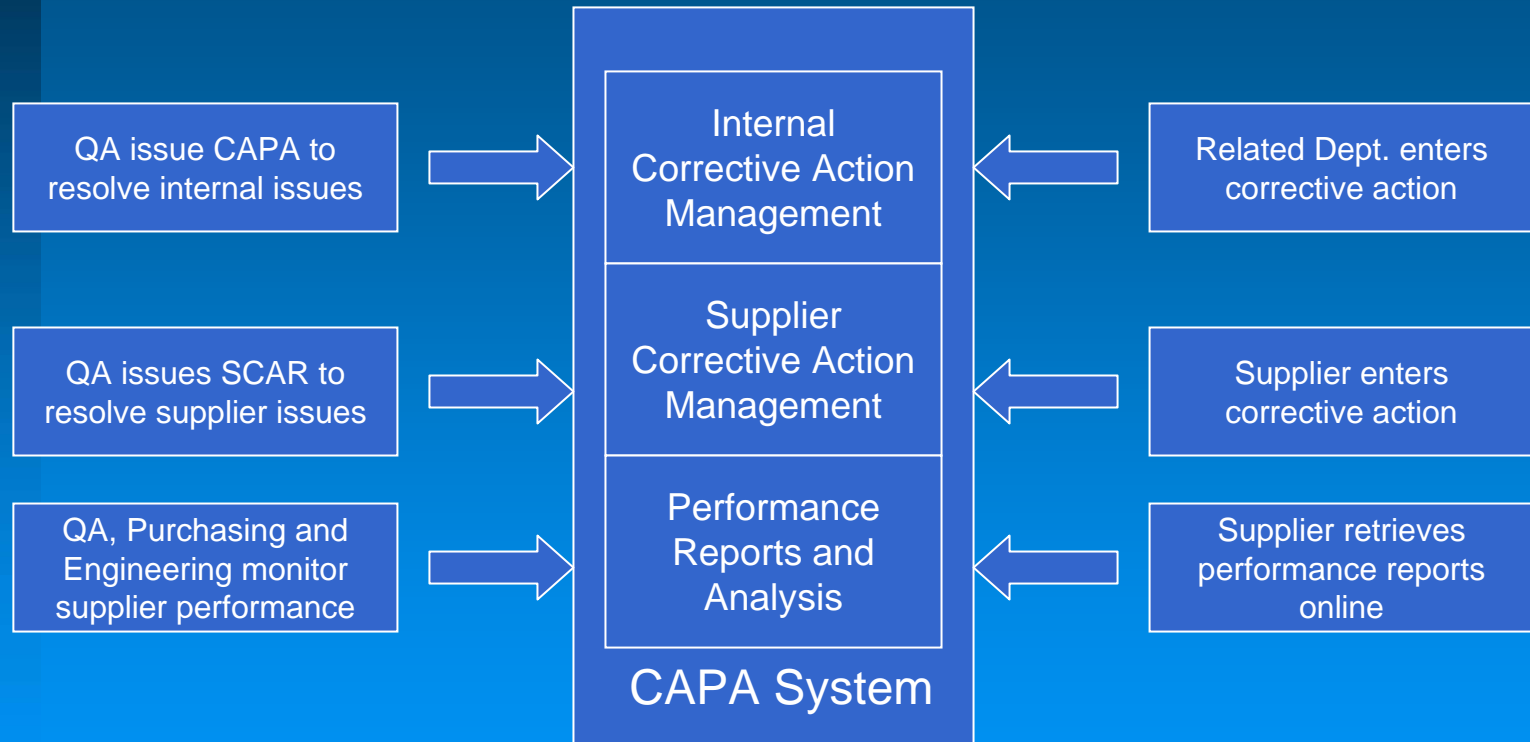
Key Benefits

- ❖ Transform your quality system to a Web-based Global System to surpass the competition
    - Creating CAR, SAR or SCAR, and tracking the progress online
    - Sharing concerns and monitoring suppliers' improvement activities in real-time
    - Collaborating suppliers, departments, and divisions in global scale
- ❖ Reduce costs of poor quality and system administrative costs on everyday tasks
    - Improving productivity by 78%, reducing operating cost by 18% in the first year and 64% thereafter
    - Prioritizing actions based on key cost drivers
    - Entering data once and seamlessly sharing it with suppliers or internal users
    - Moving from manual/Excel/Access systems to a fully automated system
- ❖ Comply with various quality standards and beyond
    - Complying with ISO9000/QS9000, ISO14000 and FDA 21 CFR Part 11
    - Focusing on quality cost, risk and actual effectiveness of corrective actions
    - Providing a clear and neat picture of your quality system to ISO auditors
    - Closing the loop of the quality improvement cycle

System Flow

QA issue CAPA to resolve internal issues	→	**Internal Corrective Action Management**	←	Related Dept. enters corrective action
QA issues SCAR to resolve supplier issues	→	**Supplier Corrective Action Management**	←	Supplier enters corrective action
QA, Purchasing and Engineering monitor supplier performance	→	**Performance Reports and Analysis**	←	Supplier retrieves performance reports online

CAPA System

All important data and files are kept in ONE centralized database.

Major Functions

- Next-Generation web-based solution
- Flexible and scalable
- Can be easily tailored to fit your particular needs
- Capable of handling 1 to 1000+ users and suppliers
- Program is ideal for:
    - Automotive industry
    - Maintenance/repair companies
    - Manufacturers
    - OEM Suppliers
    - Household Products

- Managing internal CARs for ISO9000/14000 and other types of corrective actions
- Independent supplier SCAR tracking and reporting
- 8D compatible process
- 4W1H and 5-why root cause analysis approach
- Action effectiveness review and verification
- Drill-down CAR Status, Costs, Risk and Failure Mode reports, and trending
- Export your reports to Excel
- Automatic e-mail alerts for coming due and/or overdue items
- Manage attachments

Case Study

❖ Belkin Corporation's Quality Management System Goes Global in Just Two Months with QIT's CAPA Management Solution

Belkin Quality System Goes Global

- ❖ Belkin Corp, is a major producer of electronics and computer accessories
  - Locations in the US, UK and Australia
  - 120+ suppliers located in the US, China Mainland, Taiwan, Hong Kong, Malaysia and India
  - Was using an old MS Access based CAR system
  - Entailed very long paper trails and prolonged communications
  - Had a very inconsistent process flow

- ❖ Results Just Two Months Later:
  - Customized the program to Belink's specifications
  - Implemented a web-based CAPA system on a global scale
  - Trained Belkin's US, UK, and China affiliates, as well as more than 120 suppliers in China and the US
  - Purchasing, Quality and Supplier Management Departments from around the world are sharing real-time information via the web
  - Most issues are now being closed within 5 days of issue compared to the 30+ days under their old system

A Future System For Your Business

Customization Possibility

❖ QIT's programs are built on a flexible platform that is a foundation for our clients to incorporate new features such as:

- Client's current terminologies and logos
- Customized high quality reports
- New fields that can capture more information
- New program functions and modules that are based on the client's specific requirements
- And much more...

❖ All customizations are done at competitive costs

QIT Consulting and Our Clients

QIT Consulting, Inc.

❖ We are a Quality Assurance Consulting and Software Design Company with 20+ years experience in:

- Quality Software Designs
- Quality Assurance, Six Sigma and Lean Manufacturing Consulting
- Supplier Management and Outsourcing
- On-site Quality Consulting and Program Training

Email: sales@qitconsulting.com

Website: Http://www.QITConsulting.com

Sales: 1877-208-7888

QIT's Client-base

❖ QIT's Client-base

- Automotive
- Manufacturing
- Aviation Industry
- Medical Device
- Government Service
- Engineering Service
- OEM
- IT Service
- Transportation

- Chemical
- Hospital and Clinic
- Military and Defense
- Electronic
- Injection Molding
- Cosmetic Products
- and many more ...

Some of Our Clients

GE

Belkin Cop.

Computer Accessories

A Division of Magna

Auto Parts Supplier

Multimax (now is Harris)

US Government IT Service Provider

A Division of Tyco

Surgical Devices

Executive Jet

Aviation

Probiotec

Bio Tech

Alphawest

IT Service

Ahlers

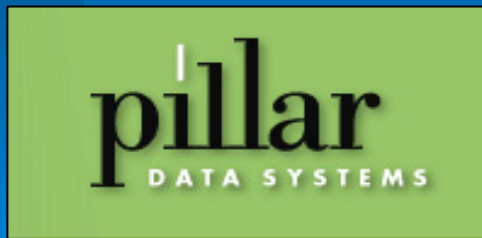Aerospace

http://www.QITConsulting.com

Presidential Airways

A division of Blackwater

Jayco

Display Device

CMC/CLA

Auto Parts Supplier

Pillar Data

Servers and Network Devices

South Carolina Yutaka

Auto Parts Supplier

Method

Cosmetic Products

Mensha

Machinery Manufacturer

Canberra Fertility Center

Hospital

Riley

Medical Devices

For more details please visit http://www.qitconsulting.com/Clients.htm

http://www.QITConsulting.com

Next Step

Next Step

❖ Try the full-function demo at QIT's demo site

❖ Work together with QIT to finalize your customization requirements, or

❖ If you wish to purchase an off-the-shelf program, please contact QIT Sales Team to process your order

- your program will be set up in as little as 48 hours after your payment has been received

- Place an Order online at: http://www.qitconsulting.com/Order

QIT's Programs

❖ QIT Corrective Action Management

❖ QIT Supplier Quality Management

❖ QIT Customer Complaints Management

❖ QIT PPAP Management

❖ QIT Production Quality Management System with Six Sigma Measurements

❖ QIT Sigma Calculator