



QIT Consulting, Inc.

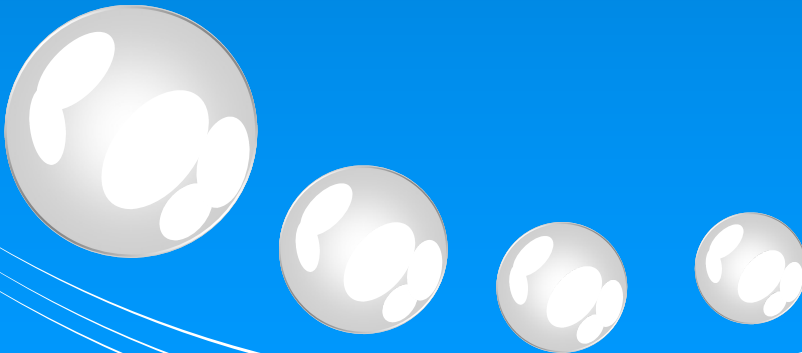
QIT Customer Complaints Management System

for customer complaints, defects, incidents and issues management

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Program Introduction

2009





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Technologies of Our System



- ❖ Advanced Business Process
 - Next Generation Web-based global complaints/issues/nonconformance/incidents management system
 - Real-time complaints/issues/nonconformance/incidents monitoring, corrective/preventive actions tracking and reporting
- ❖ The Latest Information Technologies
 - Microsoft .net technology - flexible and scalable solution
 - MS SQL Server - secured and reliable data management
- ❖ Robust Hardware for Web Hosting
 - Cisco 515 firewall and router
 - Intrusion detection
 - Redundant Tier 1 backbone
 - UPS power back up
 - 24x7 network monitoring



Existing System at A Glance

❖ QIT Customer Complaints Management System

- Complaint Module to capture customer/internal complaints from internet, phone, and service calls
- Internal CAPA Module to resolve key issues
- Supplier SCAR Module to handle supplier issues
- Multi-language User-interface (English, Chinese, Spanish and French)



Next Generation Web-based System



QIT Complaints/Issues Management System - Windows Internet Explorer

http://24.240.192.49/QITCAR_T66/MainDashboard.aspx

QIT Complaints/Issues Management System

QIT Complaints/Issues Management System

Current User: Admin (Administrator)

Dashboard | Complaints | CAPA | SCAR | Reports | Tools

To Do List

- Year to Date Total Complaint Qty : **58**
- There are **164** complaints/issues that require your review
- There are **9** corrective actions ready for your review
- There are **11** supplier corrective actions ready for your review
- There are **32** CAPA and **46** SCAR overdue

Reminders

CAR Type	Pending	Overdue	Due Next 5 day
SCAR	1	46	1
ISO Internal Audit	0	2	0
Internal	5	28	5
Customer Complaint	0	2	0

Top 3 CAR Failure Modes

- Assay out of Control : **74**
- Inadequate Machine Setup : **4**
- Machine Malfunction : **4**

Top 3 Complaint Failure Modes

- Assay out of Control : **157**
- Human Error/Insufficient Training : **1**
- Improper Procedure/Sequence : **1**

CARs Due next 5 Days

CAR-07-0015	06/20/2007
CAR-07-0016	06/20/2007
SCAR-07-0010	06/20/2007
CAR-07-0018	06/20/2007
CAR-07-0020	06/20/2007
CAR-07-0023	06/23/2007

Department Summary

Engineering Dept.	38
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Done | Internet | 100%



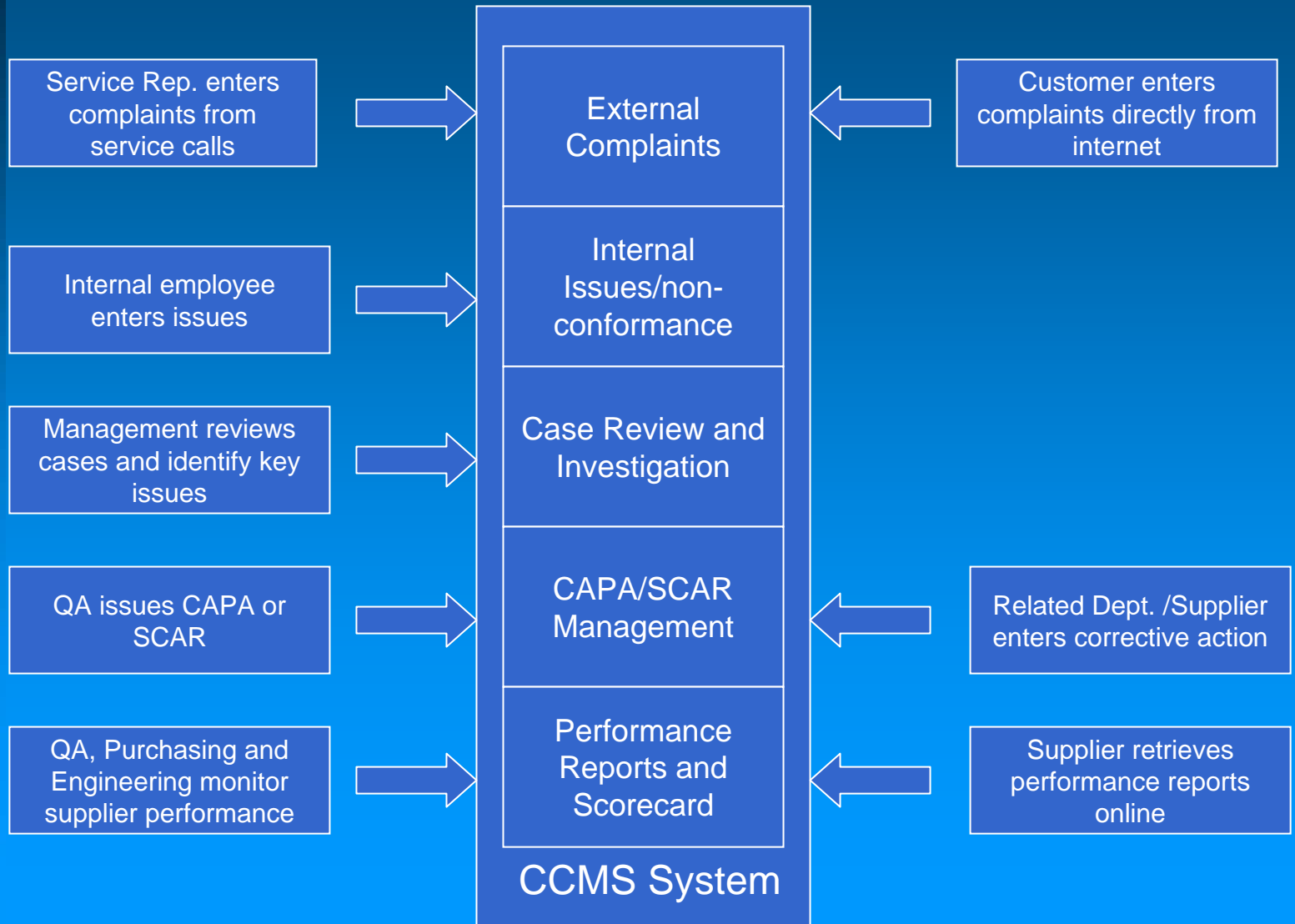
Key Benefits

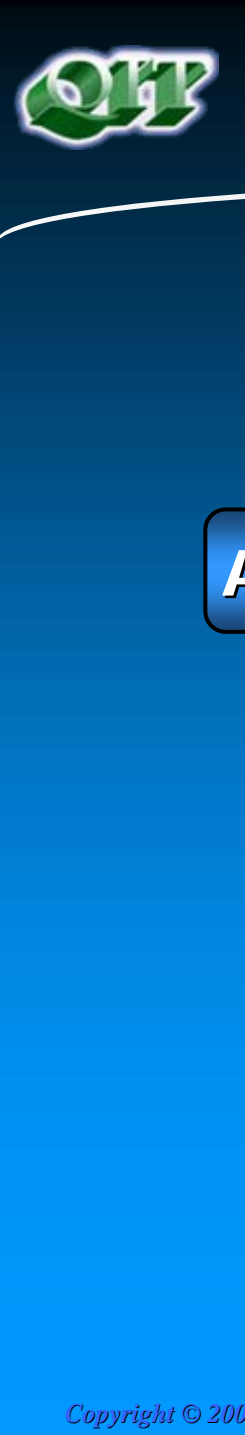


- ❖ Transform your customer complaint/incident management system to an improvement powerhouse
 - Capturing complaints/issues/nonconformance/incidents from internal process and/or customer complaints
 - Collaborating customer, departments, divisions and suppliers in from around the world
- ❖ Save time and administrative cost on your everyday tasks
 - Improving productivity by 80%, reducing operating cost by 24% in the first year and 72% thereafter
 - Highly configurable and can be customized to meet the needs of any organization in any industry
- ❖ Strive for effective resolutions for all issues to increase customer satisfaction
 - Helping QA manager quickly locates key issues and failure modes by utilizing built-in reports
 - A true closed-loop system that equips with built-in problem solving tools, corrective action management tools, root cause analysis tools and action effectiveness review features



System Flow





A Future System for Your Business



Customization Possibility



- ❖ QIT's programs are built on a flexible platform, and it is a framework for our customers to incorporate with new features such as
 - Customer's terminologies and logo
 - Customized high quality reports
 - New fields to capture more information
 - New program functions and new modules that are based on customer's specific requirements
- ❖ All customizations could be done in a reasonable cost



QIT Consulting and Our Clients



❖ 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](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



Some of our Clients cont'



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>



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>