

Module data sheet

Nonconformities

Workbench software offers a real solution for recording and controlling issues that require investigation and rectification.

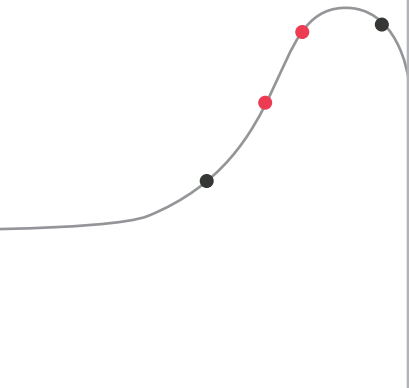
The Nonconformities module encourages any manner of alleged nonconformity to be recorded. After assessment (usually by senior management) the subsequent steps that should be taken to rectify the problem are logged. In this way, a bank of nonconformity data is built up over time and can be of immense management benefit in identifying any underlying patterns or trends. Longer term system improvements can then be introduced.

The module generates Business Rules that can largely automate much of the workflow and notification requirements. Business Rules define, at key stages in the process of the nonconformity, which members of personnel are to be informed and who is to take action.

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The Nonconformities process





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Benefits

- Very flexible approach - the system can be applied to any business process where adherence to a standard or working procedure is important.
- The Nonconformities module is deliberately designed to encourage employee involvement in problem-solving by making it easy for individuals to contribute.

Business excellence

- Greater employee empowerment encourages a sense of process ownership.
- Prevention is better than the cure. Eliminate repetition of needless mistakes.
- Ongoing identification of improvement opportunities is a key element in the drive toward business excellence.
- Identify trends or nonconformity patterns emerging from the reported details to facilitate longer-term improvements in working practices.
- Reduce wastage by highlighting flaws in production and working methods and procedures.
- Encourage employee empowerment and accountability.

Features

- Close integration with the rest of the system. Nonconformities may be raised from other *Workbench* modules such as Test and Calibration for equipment test failures and Customer Care when a complaint exposes inherent system weakness.
- For staff who do not have system access, a nonconformity report form can be printed out that reflects the on-screen display. This greatly simplifies later entry of the information.
- All messaging mechanisms are highly configurable allowing a close fit to your preferred way of working and communicating.
- A full history trail is automatically maintained for each nonconformity and corrective action.

Assessing nonconformities and assigning corrective actions

- Nonconformities can be defined and reported in the terminology of your organization.
- Any number of corrective actions may be raised against a nonconformity.