



View complete details of each customer issue.

Customer Care

- Record issues raised by your customers and ensure a prompt resolution.
- Maintain complete history of all the details of the issue and every action.
- Manage all your customer and contact details.
- Use encrypted passwords and electronic signatures for security.

Web Viewer

- Automatically publish documents to your intranet site.
- Design your own corporate web pages.
- Web Viewer is accessible via your standard browser—no installation required.
- Documents are completely secure; you can view only the documents that are accessible in Document Control.
- Hypertext linking between controlled documents is fully supported.

Audits

- Plan and run audits on line.
- Use and re-use templates for audit planning.
- Store all items for checking in the module library so that future audits already have the foundation for a built-in checklist.
- Schedule audits to run automatically at any time and with any frequency.
- See your audits in a graphical dynamic audit schedule shown as a Gantt chart.

Server requirements

- Microsoft Windows NT/2000/2003 Server
- TCP/IP
- Pentium PC, 300 Mhz, 128 Mb Ram, 4.0GB hard disk (at least 200 MB free)

Client requirements

- Windows 98, 2000, Windows NT, or XP

Backed by experience

For twenty years, Productivity-Quality Systems, Inc. has been providing customers with products and services to help them implement effective quality improvement programs. In addition to *Quality Workbench*, some of the products we offer include:

SQCpack®, our bestselling SPC software, provides a variety of SPC charting and analysis techniques.

CHARrunner® draws SPC charts and performs statistical analysis from data in Excel and virtually any database.

Flexible features

- **Out-of-the-box usability**
- **100% document and data security**
- **Familiar Windows look and feel**
- **Flexibility to work with your existing applications**
- **Complete and secure audit trails created automatically**
- **E-mail notifications link to actual tasks, minimizing training**
- **Web browser access to your document database with WebViewer**
- **Secure and intelligent hyperlinking for your Intranet**
- **Secure document storage**
- **True client/server and WAN capability**
- **Server-based automatic client installation and upgrades**



Schedule your audits and track results so that you're always prepared.

PQ Systems