

## Fast Quality Software

Total Quality Management Is A Journey,  
Not A Destination.

# QUALITY MANAGEMENT SOFTWARE

## Complaint Management Software

## Software Solutions from Improsys



[www.fasttqmsoftware.com](http://www.fasttqmsoftware.com)



[www.fasterpsoftware.com](http://www.fasterpsoftware.com)



[www.fastwmssoftware.com](http://www.fastwmssoftware.com)



[www.fastprojectsoftware.com](http://www.fastprojectsoftware.com)

❖ Software



[www.fastcrmsoftware.com](http://www.fastcrmsoftware.com)



[www.fastinventorysoftware.com](http://www.fastinventorysoftware.com)



[www.fastplanningsoftware.com](http://www.fastplanningsoftware.com)



[www.fastbillingsoftware.com](http://www.fastbillingsoftware.com)

❖ Training



❖ Consulting

## Introduction

### Software Design and Development

Software  
Experience

10+ Years

Software  
Installations

100+



### Software Implementation Support

Training Sessions

1500+



Support Hours

2500+



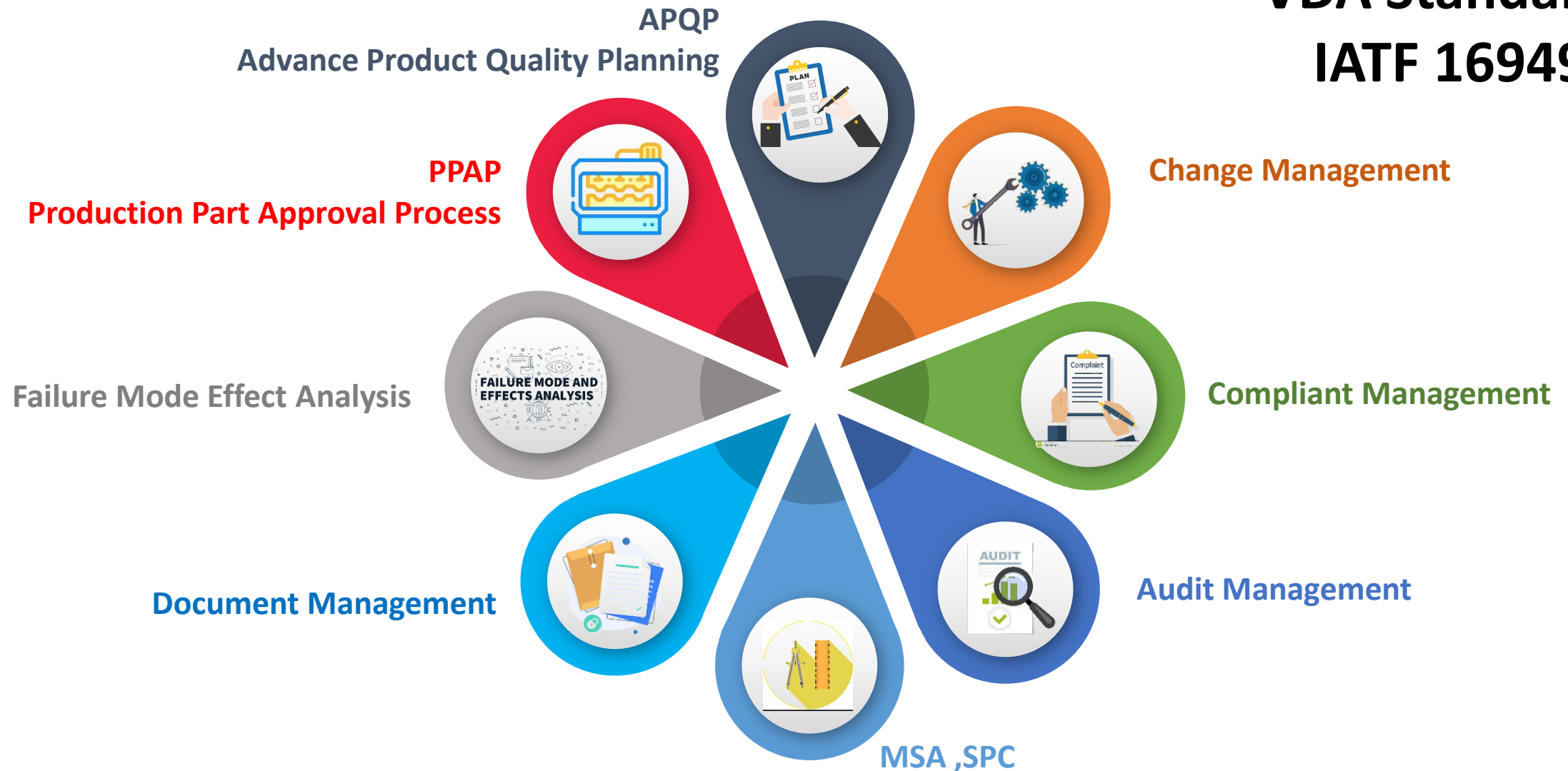
### Global Recognition

Recognized as a key player in global inventory and manufacturing market by various independent market research websites.



## Modules covered in FAST QMS

**VDA Standards  
IATF 16949**



## Software – Key Features



Web based software



Modular and Scalable



Customizable to suit business requirements



Easy to use. No jargons.



Save time by avoiding repetitive tasks



Task and Escalation Management



Import/ Export from Excel / Word / PDF



Email / SMS / WhatsApp Alerts



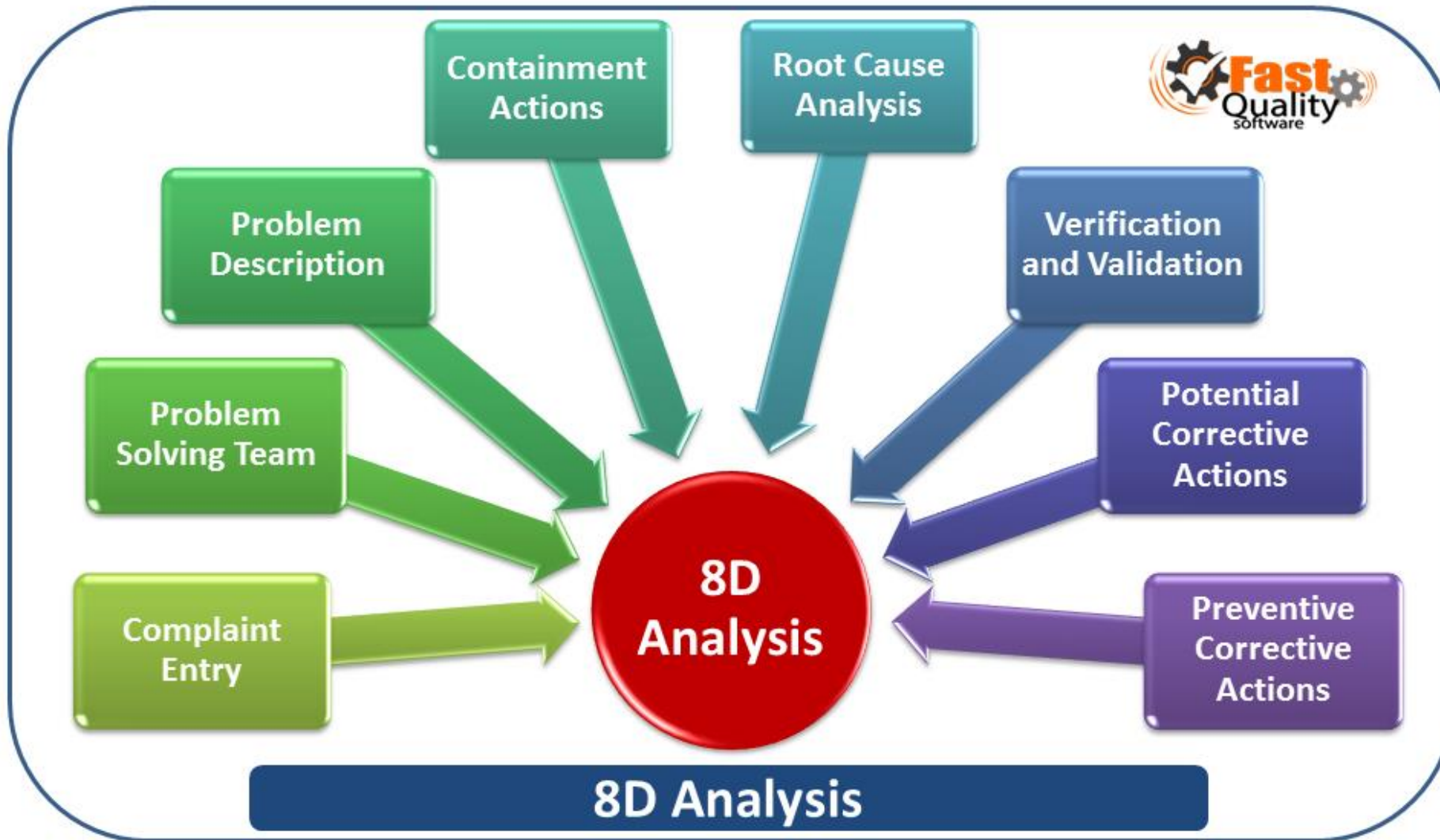
Integration with various platforms

## Complaint Management – Customer Service Management





## Complaint Management – 8D Methodology



## 8D Tracking Dashboard

Complaint Entry : SE/0080/19-20/19

From Complaint From Previous Action 18:11:01 Status

Enter Party Name

BACK

D1-Problem Solving Team

D2-Problem Description

D3-Containment Action

D4-Root Cause Analysis

D5-Verification & Validation

D6-Potential Corrective Actions

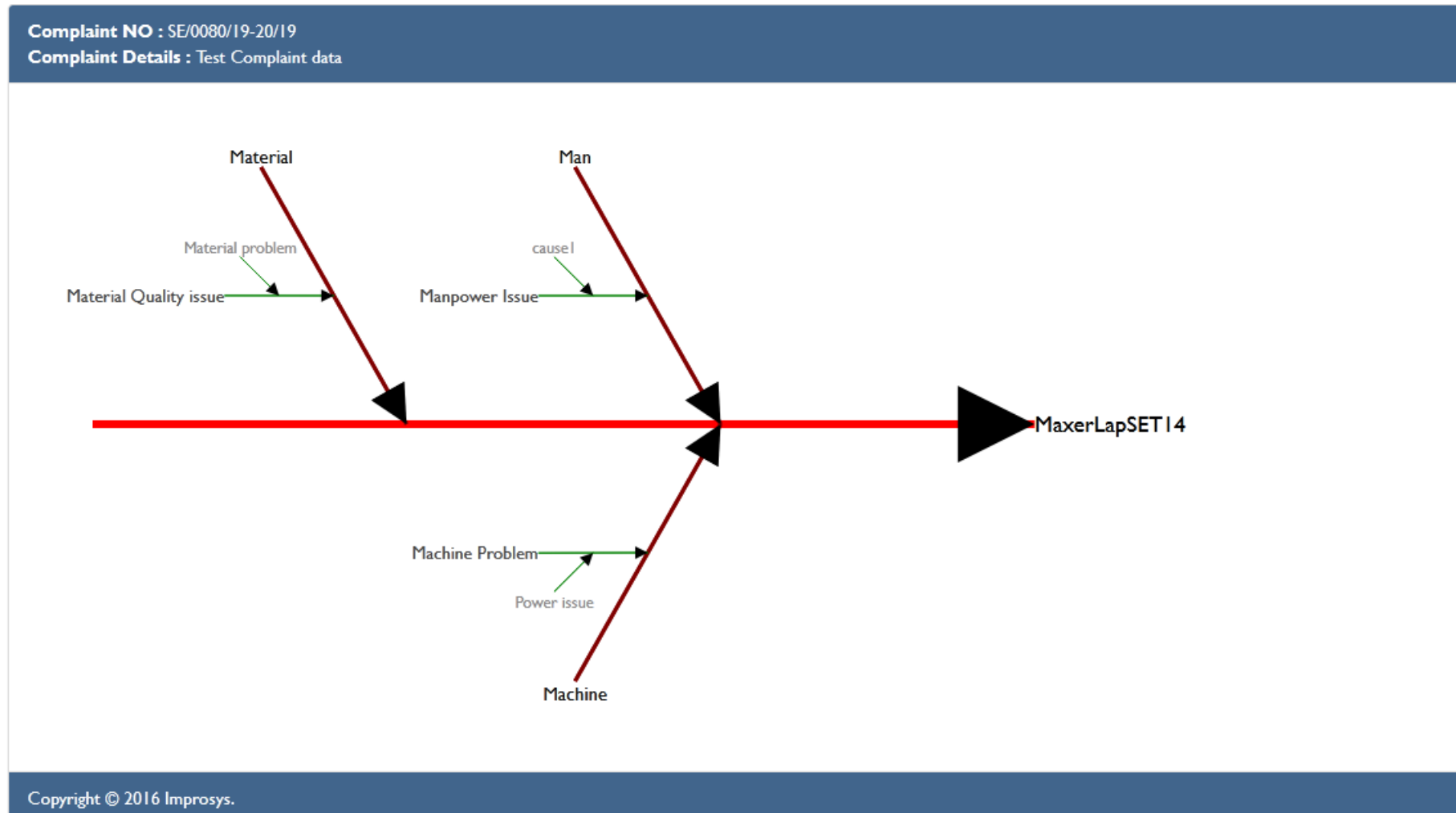
D7-Preventive Corrective Actions

D8-Lesson Learned

Sr No	Complaint No	Complaint Description	Category	D1	D2	D3	D4	D5	D6	D7	D8
1	SE/0080 /19-20/19	Combo set of Maxer Hand Instruments (Set of 14 ) Trocar MF 1 1mm - 2 nos, 5.5 mm automatic - 2 nos, reducer silicone Veress Needle, Suction Irrigation 5 mm, Hook Electrode with cable, Scissor - 1, Dissector - 1, Grasper - 2, Clip Applicator-1no, Bipolar f	AMC Service	✓	✓	✓	✗	✗	✗	✗	✗
2	SE/0079 /19-20/19	Pentaled 12: ceiling.Single dome:Fix colour Temp.Variable brightness	AMC Service	✓	✓	✓	✓	✓	✗	✗	✗
3	SE/0078 /19-20/19	CCD-100(980003)	AMC Service	✓	✓	✓	✗	✗	✗	✗	✗
4	SE/0077 /19-20/00	LED Driver Board	AMC Service	✗	✗	✗	✗	✗	✗	✗	✗
5	SE/0076	Maxer Endoscopes	AMC	✗	✗	✗	✗	✗	✗	✗	✗



## Root Cause Analysis - Ishikawa Fishbone Diagram



## Horizontal Deployment

Complaint Entry : SE/0080/19-20/19

From Complaint + | + From Previous Action

18: 57: 23

Status

Enter Party Name

BACK

SE/0080/19-20/19(Advance E.N.T. and Multispeciality Hospital)

SE/0079/19-20/19(Kakadia ENT Hospital)

SE/0078/19-20/19(Shabbir Aboojiwal: ENT Clinic)

SE/0077/19-20/00(Sant Clinic)

SE/0076/19-20/00(Jagtap Hospital)

SE/0075/19-20/00(Sejal Enterprises)

SE/0074/19-20/00(Hassan Institute of Medical Sciences)

SE/0073/19-20/00(Sahyadri Hospital)

SE/0072/19-20/00(Aadhar Hospital)

SE/0071/19-20/00(Santosh Hospital)

SE/0070/19-20/00(Desai ENT Clinic)

SE/0069/19-20/00(Acharya Vinoba

Horizontal Deployment

Sr No	Source	Complaint No	Category	Root Cause	Applicable	Justification	Action
1	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	OutFlow	Row Material issue	<input type="checkbox"/>		Action
2	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	Occurence	Row Material issue	<input type="checkbox"/>		Action
3	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	Occurence	Labour issue	<input type="checkbox"/>		Action
4	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	OutFlow	Material quality is not good	<input type="checkbox"/>		Action

## Customer Rating – Dashboard

Customer Rating Dashboard for the Year 2020

Sr No	Customer	Total Complaints	Measurement	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020
1	Mahindra and Mahindra	15	<input type="radio"/> PPM <input checked="" type="radio"/> Rating	75 +	45 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +
2	Volkswagen India Pvt Ltd	12	PPM	85 +	32 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +
3	VPPL-1 - BL	7	<input checked="" type="radio"/> PPM <input type="radio"/> Rating	76 +	40 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +
4	VPPL-2 - CH	3	<input type="radio"/> PPM <input checked="" type="radio"/> Rating	67 +	56 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +	0 +

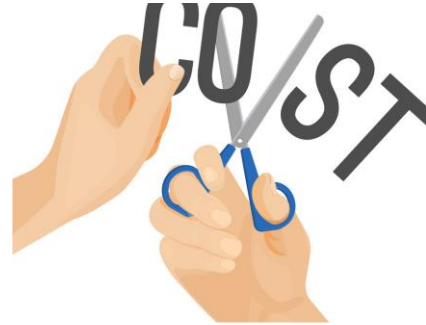
## Benefits of Fast QMS



Reduce time for documentation



Identifies issues early for resolution



Prevents cost of poor quality



Assists with managing corrective actions measures



Easy Analysis of root causes



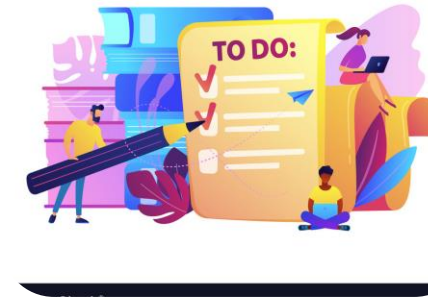
Identifies areas that need more development



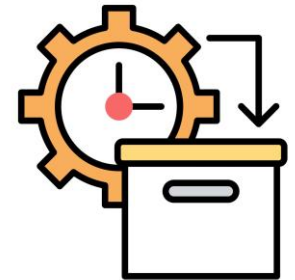
Improves the overall quality of the product & customer satisfaction



Centralised document management for easy retrieval of documents



Task management to remind users of pending work



Improve delivery time by meeting deadlines

## Implementation and Support

### Consultation / Analysis

Within the scope of our consultation / analysis we accompany and support you regarding these topics:

- ❖ Requirements Analysis
- ❖ System Analysis
- ❖ Implementation Planning

### Implementation

During the implementation we accompany and support you regarding these topics:

- ❖ Software Configuration
- ❖ Fine-Tuning
- ❖ User-Training (Online / Offline)
- ❖ Training Videos
- ❖ User Practice

### Post Implementation Support

Within the scope of our consultation / analysis we accompany and support you regarding these topics:

- ❖ Support Portal
- ❖ Email Support
- ❖ Phone Support





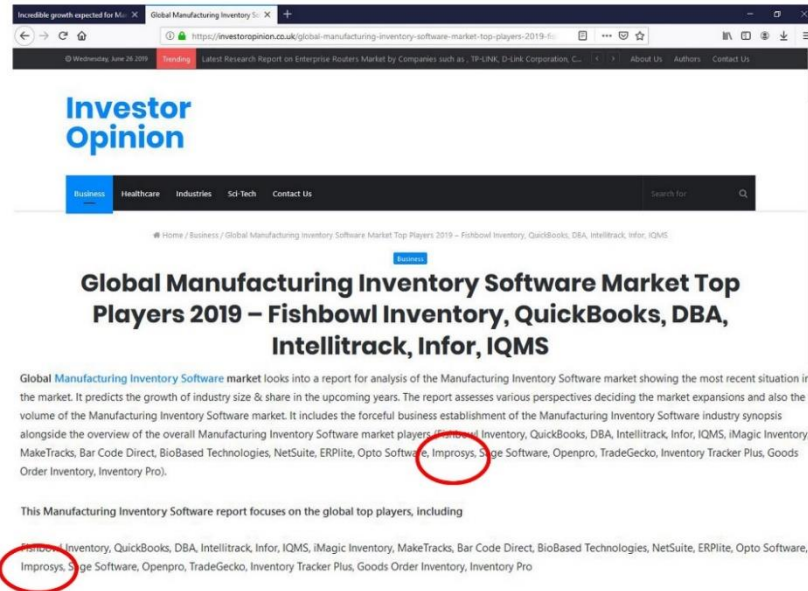
# Fast QMS – Complaint Management Software



Improsys has been identified as one of the top players in Manufacturing Software Market by various market research reports.



Improsys identified as one of the top players  
2019 in Global Manufacturing Inventory  
Software Market by Investor Opinion

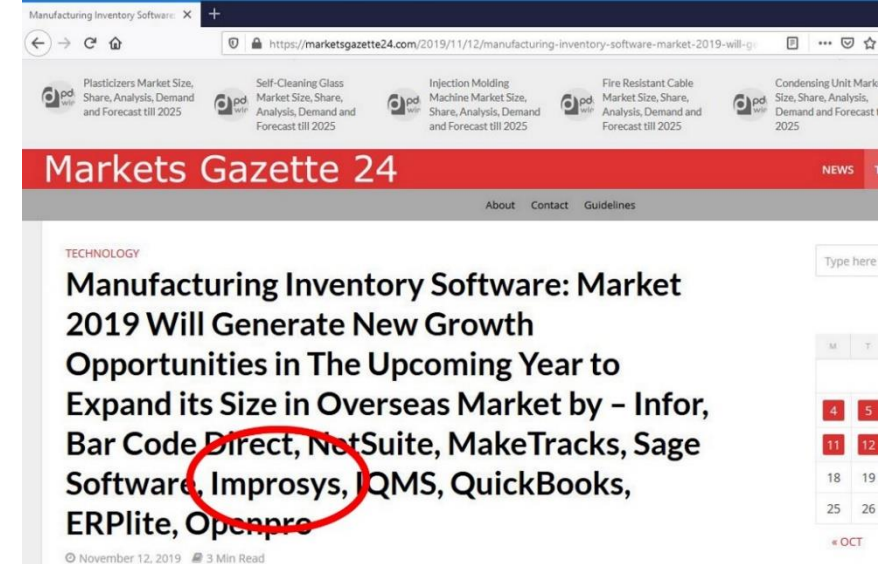


The Report is available on following link

<https://www.marketstudyreport.com/reports/covid-19-impact-on-manufacturing-inventory-software-market-global-research-reports-2020-2021>



Improsys identified as one of the top  
players in Manufacturing Inventory  
Software Market by Markets Gazette 24



The Report is available on the following link

<https://clarkcountyblog.com/uncategorized/1649515/manufacturing-inventory-software-market-is-thriving-worldwide-imagic-inventory-improsys-inventory-pro-and-others/>





**Varroc Polymers Pvt Ltd**  
(18 plants across India)



**Klaus Multiparking**  
Pune



**Kakade Laser**  
(3 plants in Pune)



**TRP Sealings, Pune**



**Nikhtish Engineering Pvt Ltd**



**Shiv Om Brass**  
Jamnagar



**IQS Engineering Pvt. Ltd.**  
Pune



**Fevino Industries LLP**  
Pune



# Improsys / Fast Software Technology

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