Fast Quality Software

Total Quality Management Is A Journey, Not A Destination.

QUALITY MANAGEMENT SOFTWARE

Complaint Management Software

Software Solutions from Improsys

Fast Quality software
www.fasttqmsoftware.com

FastERP software
www.fasterpsoftware.com

Fast WMS software
www.fastwmssoftware.com

FAST Project software
www.fastprojectsoftware.com

FastCRM software
www.fastcrmsoftware.com
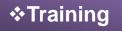
Fast Inventory software
www.fastinventorysoftware.com
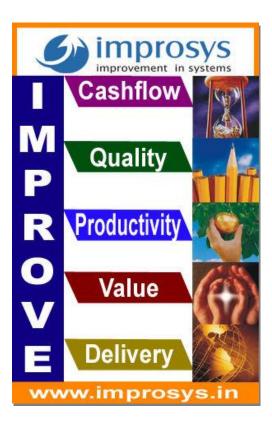
Fast Production software
www.fastplanningsoftware.com

FASTbilling software
www.fastbillingsoftware.com

improsys
improvement in systems

IMPROVE
- Cashflow
- Quality
- Productivity
- Value
- Delivery

www.improsys.in

improsys
improvement in systems

❖Software

❖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.

Orbis Research, USA

Investor Opinion, UK

Market Study Report, USA

Modules covered in FAST QMS

VDA Standards
IATF 16949

APQP
Advance Product Quality Planning

PPAP
Production Part Approval Process

Change Management

Failure Mode Effect Analysis

FAILURE MODE AND EFFECTS ANALYSIS

Compliant Management

Complaint

Document Management

Audit Management

AUDIT

MSA ,SPC

Fast Quality software

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
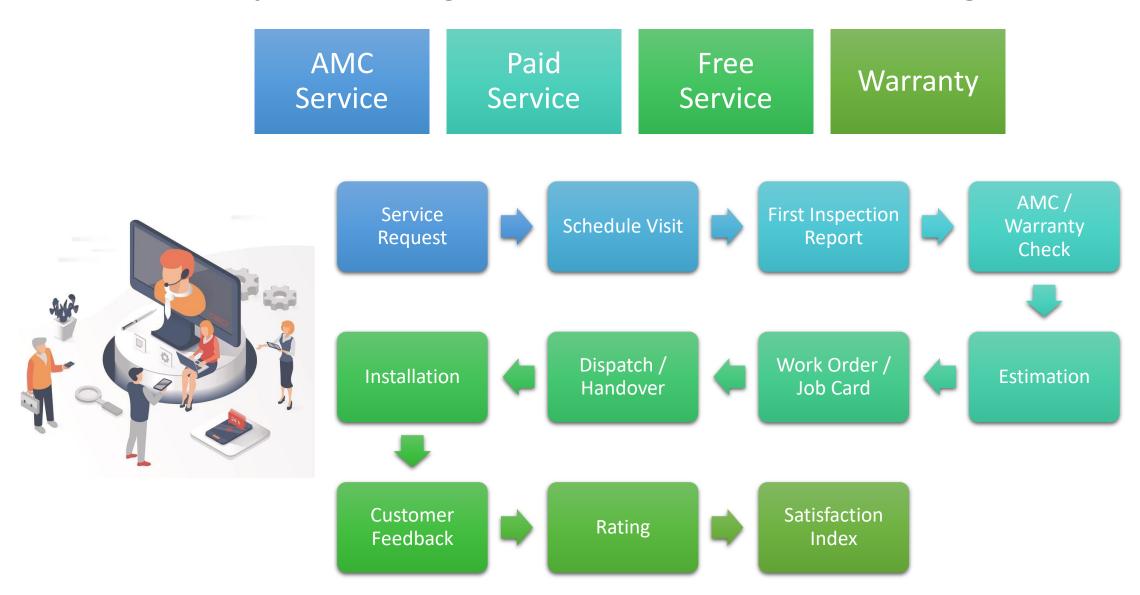
Task and Escalation Management

Import/ Export from Excel / Word / PDF

Email / SMS / WhatsApp Alerts

Integration with various platforms

Complaint Management – Customer Service Management

AMC Service	Paid Service	Free Service	Warranty

Service Request → **Schedule Visit** → **First Inspection Report** → **AMC / Warranty Check**

→ **Estimation** ← **Work Order / Job Card** ← **Dispatch / Handover** ← **Installation**

Customer Feedback → **Rating** → **Satisfaction Index**

Complaint Management – 8D Methodology

improsys
improvement in systems

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

Add New Complaint

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

Complaint NO : SE/0080/19-20/19
Complaint Details : Test Complaint data

Material

Man

Material problem

cause1

Material Quality issue

Manpower Issue

MaxerLapSET14

Machine Problem

Power issue

Machine

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 Aboojiwala 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	☐		Action
2	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	Occurence	Row Material issue	☐		Action
3	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	Occurence	Labour issue	☐		Action
4	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	OutFlow	Material quality is not good	☐		Action

![improsys® improvement in systems]

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	○PPM ◉Rating	75 ➕	45 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕
2	Volkwagen India Pvt Ltd	12	PPM	85 ➕	32 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕
3	VPPL-1 - BL	7	◉PPM ○Rating	76 ➕	40 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕	0 ➕
4	VPPL-2 - CH	3	○PPM ◉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
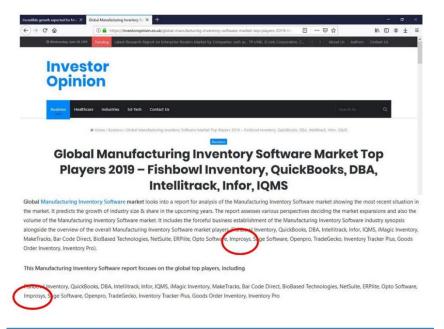
Within the scope of our consultation / analysis we accompany and support you regarding these topics:

❖ Support Portal

❖ Email Support

❖ Phone Support

Fast QMS – Complaint Management Software
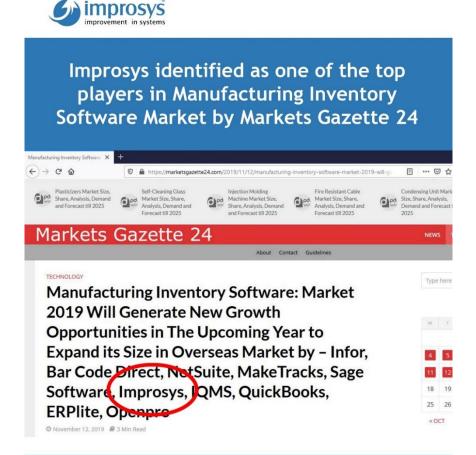
Improsys has been identified as on of the top plater is Manufacturing Software Market by various market research reports.

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

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

Fast QMS – Customers Fast Quality Management Software

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

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