

The logo features a large, stylized circular arrow in a teal color. The letters 'EQMS' are written in a bold, white, sans-serif font, centered within the teal circle.

EQMS

**13 processes every
Enterprise Quality
Management
Software (EQMS)
should automate**

Embarking on the journey to implement EQMS for small to large organization can mean a significant financial investment, some disruption, and the allocation of resources to what could be a long-term, potentially multiyear or ongoing project.

The process of ensuring that the right solution is selected has a number of steps that, if followed, increase the chances of success immensely.

Organizations have every right to demand that these highly valuable products should fit their business like a glove, but most of them do not deliver like you would expect.

They are difficult to use, are bloated with unnecessary features, and don't give any power to anyone outside the 'control room'.

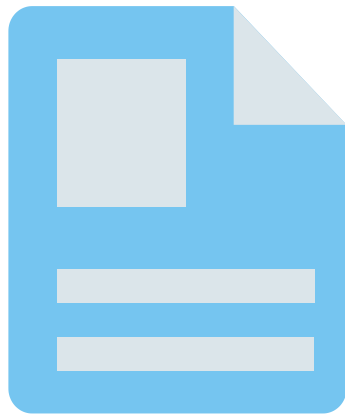


To get the true value for money that a EQMS promises, it should at least have these **13 processes automated >**

Don't settle for something that can't keep up with your sequence of operations and doesn't deliver on productivity!



01



Document Control

The most critical quality assurance discipline

In large organizations, it's typical for different sites and even departments to have varying types of documents as well as methods for handling those documents. Without a centralized system to ensure uniformity, there tends to be redundancy in efforts to create and distribute them. Enterprise Quality Management Software (EQMS) consolidates these efforts, providing a single retrieval as well as archival resource for controlled documents, which is key for easily locating files and effective reporting.

Generally delivered over the web with role-based security privileges, document management enables communication and collaboration on quality issues. Users can create, edit, link together, and archive documents to act as the enterprise standard. Example documents include SOPs, best practices, training materials, regulatory content and so on. Documents can also be entered into workflows, facilitating the routing and delivery of certain files to key personnel.

02



Non-Conformance/ Corrective and Preventive Actions

CAPA Quality System - more than just corrective action

Part of the broader Enterprise Quality Management Software (EQMS) functionality portfolio, Corrective and Preventive Action (CAPA) management is a tool utilized by many organizations to identify, resolve, and avoid non conformances. Just as it sounds, CAPA has two main elements, corrective and preventive actions, both of which aim to improve the quality of processes.

Although CAPA processes have long been employed by companies, they have evolved correspondingly with new technologies and strategies. It's common today for the tool to be integrated with many applications in IT architectures and play a central role in global quality management initiatives.

03



Employee Training

Employee Training - seamlessly manage the responsibilities of each employee

The impact of training management is often overlooked by executives, despite its grave importance and close connection to compliance, quality, health, safety, and a wide variety of other key areas related to business performance. Fortunately, automation, combined with other next-generation software capabilities has transformed training management into a tool that's more useful than ever.

The training features in enterprise quality management software (EQMS) when applied correctly, can take non-value-add administration out of the equation, so more time can be focused on the quality of content and the effectiveness of the training itself.

04



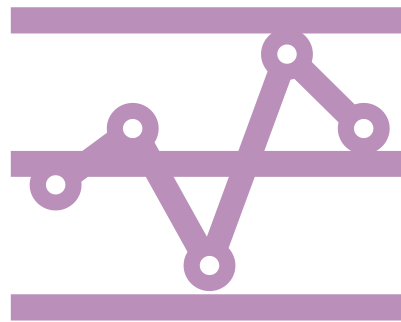
Complaint Handling

Automate the process for customer complaint handling to improve quality and ensure compliance

Although customer complaints may have a negative connotation, they provide valuable and voluntary post-production data that would otherwise be difficult to find. Companies leveraging technology such as Enterprise Quality Management Software (EQMS) are building complaint management into strategies to help close the loop on quality management.

Complaint management, when managed as part of an EQMS system, drives business improvements in customer retention, warranty reserves, service hours, operational risk, and other areas. By connecting customer complaint data with traditionally disparate business processes and units, market leading companies have been placing higher quality products on the shelves.

05



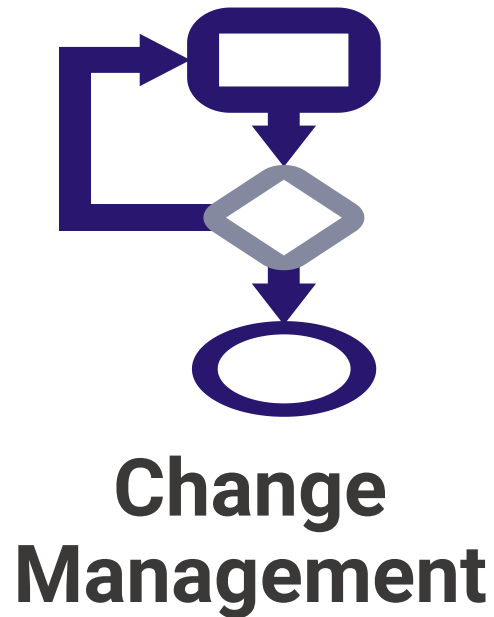
Statistical Process Control

Gain manufacturing intelligence with an automated SPC

Statistical Process Control is mainly a tool to help a company measure, analyze, and reduce variability in important business processes. Most often companies start with manufacturing processes but the concepts can be applied to most any process. SPC is also often a supporting tool in other quality or continuous improvement initiatives like TPM, TQM, or 6Sigma.

When it comes to high level strategic objective, most companies are primarily focused on things like revenue or profitability growth and attempt to grow revenues in many different ways, including: launching new products, entering new markets, and increasing production capacity to name just a few. Enterprise Quality Management Software (EQMS) usually will play a supporting role in the achievement of these goals, specifically through variability reductions and the reduction of non-conformances and waste.

06

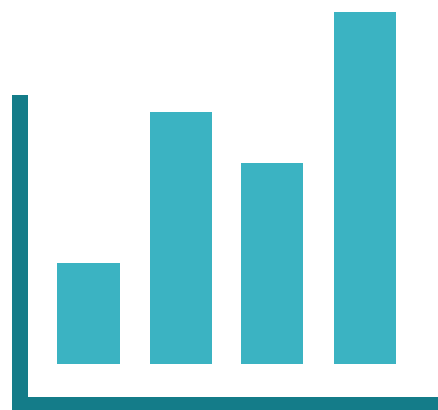


Quality Management and Change Management: ensuring a change for the better

When implemented and managed successfully, an automated change control management solution improves a product's cycle time and time to market, supports global supply chain initiatives, enhances product quality and the flexibility to adapt to changing regulations and, in turn, reduces operational cost.

A number of companies know from experience the issues that can occur from inadequately managing change across the business. In more than one case, companies have relocated manufacturing sites to increase production or changed suppliers to lower risk, but failed to properly assess the change impact and manage the change implementation. The results can have an impact ranging from backorder to having to submit a new product for approval, which ultimately causes companies to suffer financially.

07



Reporting

Enterprise reporting to impact continuous improvement

To gain greater control of quality operations, leading manufacturing companies are implementing enterprise quality management solutions (EQMS) to standardize and harmonize quality processes, systems, and data within a single integrated platform.

Typically problems with data integrity arise when there are multiple sources of data, and there is no single source of truth when it comes to master data. This is often the result of business growth, mergers and acquisitions, legacy systems, and fragmented upgrades to enterprise applications such as enterprise resource planning, product life-cycle management, and manufacturing execution systems.

To overcome these complexities and inaccuracies with quality data, a manufacturer should leverage an EQMS with embedded analytics capabilities that support both business processes as well as in-depth analysis and reporting. By eliminating the need for data integration and migration for analytics, manufacturers can empower their quality people and cut costs, all while enhancing their quality management strategy.

08



Audit Management

Audit Management, enforce compliance: plan, execute, evaluate and follow up audits

Audit management is an area where enterprise quality management software (EQMS) has a solid history in harmonizing direct and indirect processes, and providing a strong ROI. Some might argue that audit management should take priority over other processes given that it has a correlation with performance.

A centralized, flexible audit management solution as part of EQMS drives sharing, learning, guidance and best practices, not to mention positive side-effects like that of a true corporate memory of all that came before. Thus when capturing and associating a finding, determining root cause and driving corrective and/or preventive actions, this does not become a buried and forgotten artifact.

09



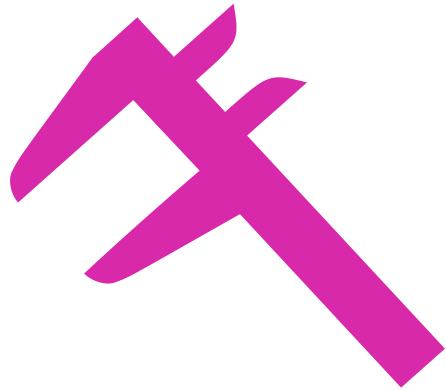
Supplier Quality Management

Build a strong supplier quality management strategy and turn it into a competitive advantage

Supplier Quality Management (SQM) is confidence in a supplier's ability to deliver a good or service that will satisfy the customer's needs. Achievable through interactive relationship between the customer and the supplier, it aims at ensuring the product's 'fit' to the customer's requirements with little or no adjustment or inspection.

As Supplier Quality Management is an integral component to the total cost of quality, Enterprise Quality Management Software (EQMS) companies have begun incorporating it into available software. A quality manager should integrate his or her EQMS with that of the suppliers and, if possible, with the supplier's suppliers (often through a shared web-portal). This is an ideal method of obtaining a real-time performance assessment and greater visibility.

10



Calibration Management

Calibration Management provide essential connections between related maintenance tasks and additional quality processes

Calibration management allows you to better manage your workload, minimize costs, maintain production schedules and ensure customer approval while maintaining compliance with international quality standards such as FDA and ISO.

As your business grows and changes, so will your calibration management needs. Use calibration management integrated into an Enterprise Quality Management Software (EQMS) to monitor scheduled and unscheduled calibrations, track gage locations, retrieve calibration records, produce calibration certificates and bar-coded calibration labels, conduct gage R&R analysis, create thorough, customized reports for management analysis and so much more.



Compliance Management

Creating a “Culture of Compliance” with a unified, enterprise-wide compliance management solution

In today's highly regulated, standards-driven world, organizations across the industry spectrum are facing mounting pressures relating to corporate governance, risk management and compliance. To reduce corporate risk and optimize performance, companies must effectively demonstrate compliance with a growing array of ISO standards, government regulations and quality initiatives. Finding the most efficient and flexible way to meet this challenge can transform compliance management from a burden to a benefit.

An Enterprise Quality Management Software (EQMS) helps you to create a unified “Culture of Compliance” for managing the full spectrum of compliance management initiatives across your enterprise, from finance and manufacturing to marketing and distribution.

12



Failure Mode and Effects Analysis (FMEA)

FMEA - an underestimated tool conducting risk analysis

Failure Modes and Effects Analysis (FMEA) is a time-consuming process – even for top-tier manufacturers with the resources to invest heavily in customized IT systems. However, it is also a highly effective process when coordinated the right way. The challenge you face as a quality management professional is how to prepare, coordinate and (when necessary) revise FMEAs to harmonize with your company's Advanced Product Quality Planning (APQP) and beyond.

FMEAs should be a key part of your company's APQP and cost-containment strategy. Costs rise as quality defects come to light late in the production process. Enterprise Quality Management Software (EQMS) give you a systemic tool to identify potential failures, assign risk and move on to corrective and preventative actions.

13



Environment, Health and Safety (EH&S)

Converge your Quality Management System and Environmental Health and Safety System into a single holistic environment

EQMS drives compliance with the OHSAS 18001 and ISO 14001 standards and establishes irrefutable sound occupational health and safety performance.

EQMS provides the perfect framework to meet this challenge with an OHSAS 18001 compliant Health and Safety Management System that defines how you manage risk, identifies risk and implements suitable controls. EQMS provides effective communications across all levels of your organization, manages the identification and correction of non-conformance and provides a platform for continuous improvement.

SoftExpert Excellence Suite

Turning Quality and Compliance into a Competitive Advantage

SoftExpert Excellence Suite is the most comprehensive enterprise quality management software (EQMS) to implement and simplify enterprise-wide quality and compliance management programs, through automated, highly interactive quality processes tailored to align with each organization's specific products, operations and business practices.





Document Control

Soft Expert Document (DC003)

Search filters: quality

Advanced filters: Save SEARCH

F	SD	EF	DS	Category	ID #	Title	Revision	Date	Hits
				AGR	AGR000003	Top ten quality issues	00	6/15/2009	0
				E	E000001	QCPP REQUIREMENTS		4/17/2015	10
				MAN	MN000001	Quality Manual - Standard Template	00	3/08/2010	16

Total records: 13

Display: Preview File: continental-sted-quality-manual[1].pdf

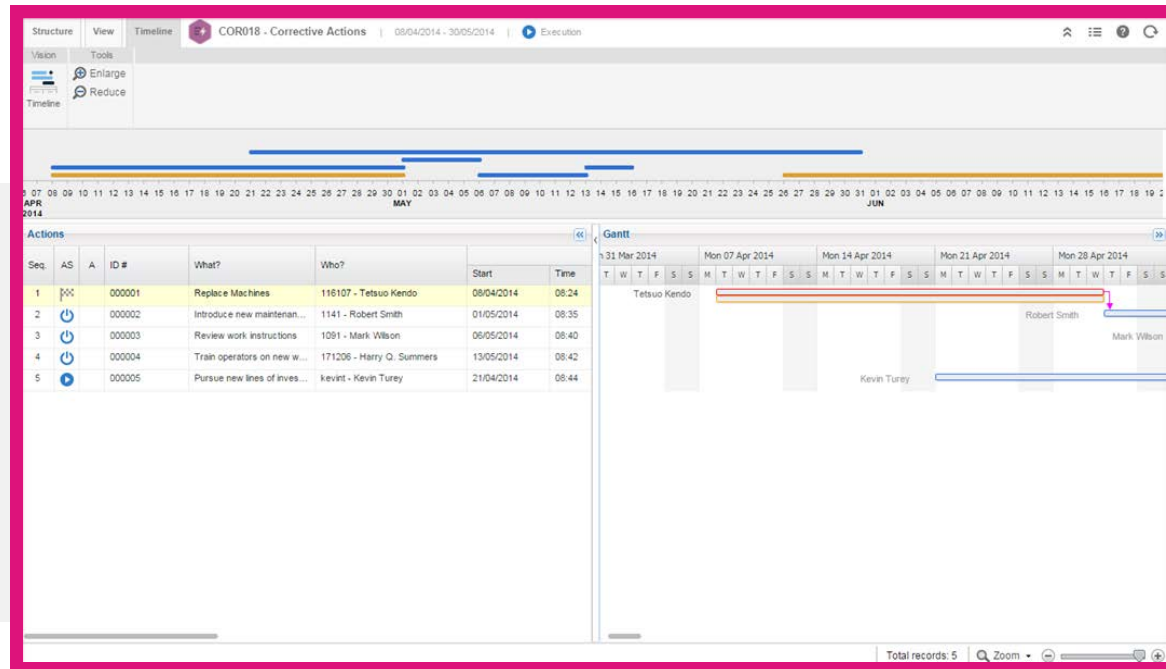
Quality Manual

Section 2: Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:

- American National Standard ANSI/ISO/ASQ Q9000-2000, Quality Management Systems - Vocabulary
- American National Standard ANSI/ISO/ASQ Q9001-2000, Quality Management Systems - Requirements
- American National Standard ANSI/ISO/ASQ Q9004-2000, Quality Management Systems - Guidelines for performance Improvements



Non-Conformance/ Corrective and Preventive Actions



Employee Training

Soft Expert

Home

Portals

My tasks

Components

Shortcuts

Search

View

Qualification status (CO014)

Search filters

Competence

S	R	MT	I	Seq.	Competence type	ID #	Name	Demanded level	Evaluated level	Score	Evaluation date	Weight
Employee: Project Engineer - Project Engineer (ENG - Engineering/Engineer I - Engineer II)												
1	EB	EC			English Course	Completed - Completed	High - High	10.00/10.00	10.00	26/05/2015	1	
Employee: daniel.mayer - Daniel Mayer (PRD - Production/Coordinator - Coordinator)												
5	GS	QT			Quality Tools Knowledge	Good - Good	Good - Good	8.00/10.00	8.00	15/06/2015	3	
6	BS	DM			Decision Making	Excellent - Excellent	Excellent - Excellent	10.00/10.00	10.00	15/06/2015	1	
7	FS	NE			Negotiation	< 08 - From 05 years to 08 years	< 08 - From 05 years to 08 years	8.00/10.00	8.00	15/06/2015	1	
8	MS	FM			Financial Management	Good - Good	Good - Good	8.00/10.00	8.00	15/06/2015	1	
Employee: rortiz - rortiz (PMO - PMO/Project Manager - Project Manager)												
1	MS	PM			Project Management	Regular - Regular	Good - Good	7.00/10.00	8.00	12/06/2015	1	
2	GS	BB			Black Belt	Regular - Regular	Good - Good	7.00/10.00	8.00	12/06/2015	1	
Employee: villares - villares (PMO - PMO/Project Manager - Project Manager)												
1	MS	PM			Project Management	Regular - Regular	Good - Good	7.00/10.00	8.00	12/06/2015	1	
2	GS	BB			Black Belt	Regular - Regular	Good - Good	7.00/10.00	8.00	12/06/2015	1	

Total records: 115 4 1 2 3

Form > CC01 - Customer Complaint Form

Record Actions Edit Organize Tools

Save Display form Evaluate form Delete Move Select all Align Place Order Coordinates Import from entity Save as image Rules

Items Components

Input List of values CheckBox RadioButton SpinInput Text Date Time Grid File

Structural elements FieldSet Title Image Button

Customer Complaint Form

1. Customer Details

Title (Mr, Mrs, etc) (1) Family name (surname) (2) Given names (3)

Street address (4) Number (5) Postcode (6)

Home telephone number (7) Business telephone number (8) Mobile telephone number (9)

Email address (if applicable) (10)

2. Details of goods or services supplied to the customer

Date of purchase or service (11)

Description of the goods or service including make, model, type of service, purchase method, etc. (12)

Details of what the customer complaint is (13)

3. Office use only

Complaint received by (14) Date received (15) in person (16) by writing (17)

Properties Configuration

ID #

Title

Date action completed

Field cc10 - Date action comple

Tab order 19

Rules

fx In

fx Out

Status

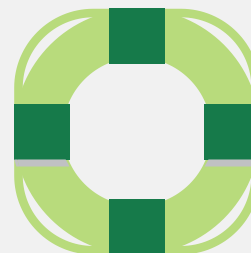
Required

Disabled

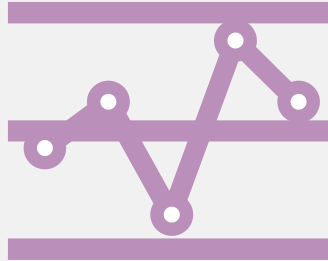
Hidden

Size

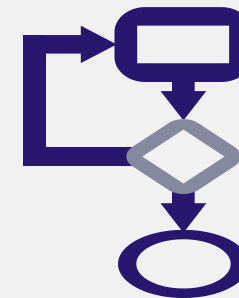
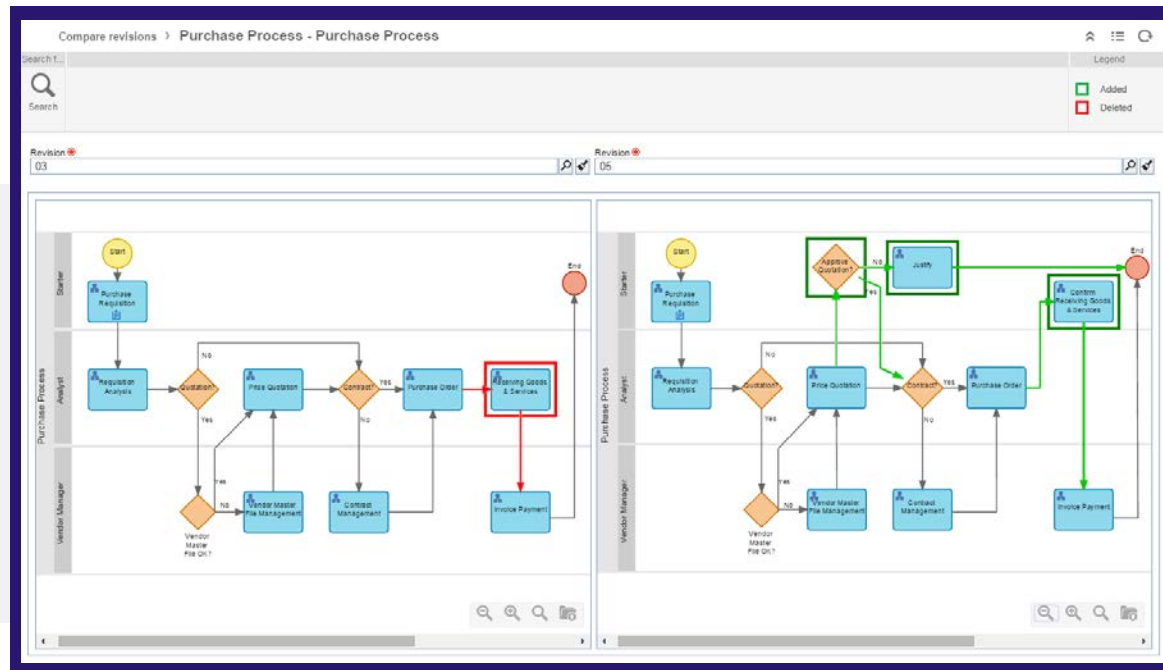
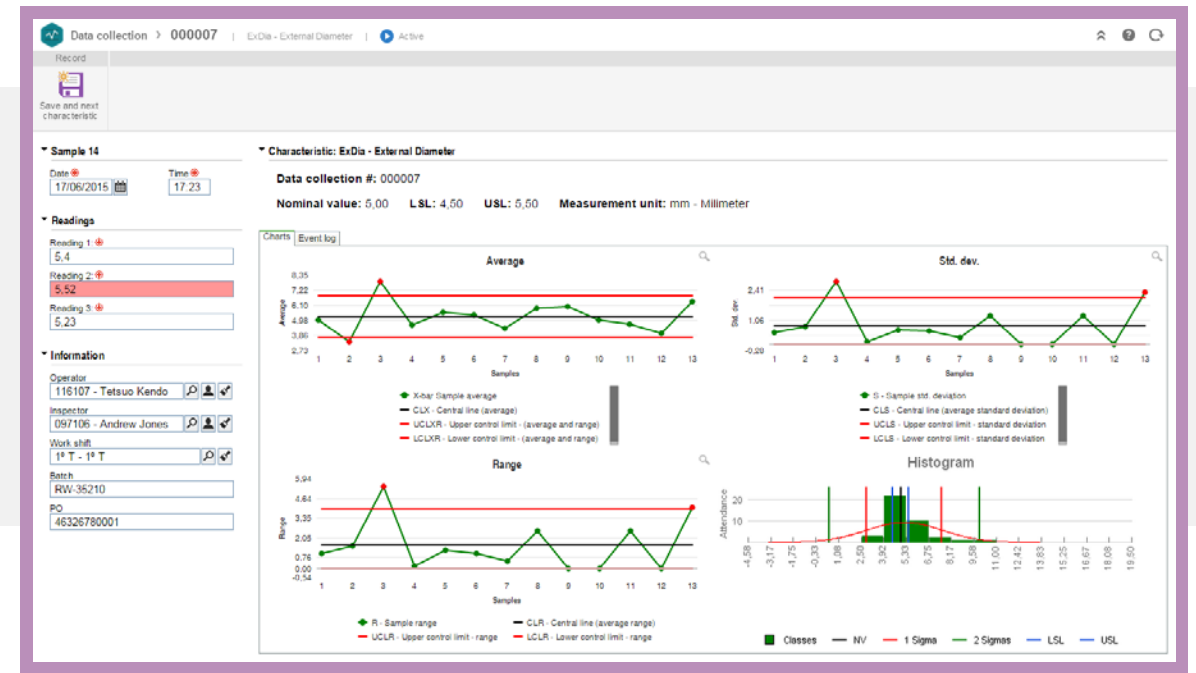
Width 134



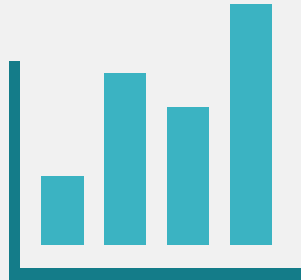
Complaint Handling



Statistical Process Control



Change Management



Reporting

Audit criterion requirements > 000023 - Annual QMS audit / 2013 | ISO 9001:2008 - Quality management systems - Requirements | Planning

Record Lot Browse View Tools

Save Add Associate Delete Previous Next Requirement basis Expand Collapse

Requirement	Weight
ISO 9001:2008 - Quality management systems - Requirements	1
4 - Quality management system	1
4.1 - General requirements	1
4.2 - Documentation requirements	1
4.2.1 - General	1
4.2.2 - Quality manual	1
4.2.3 - Control of documents	1
4.2.4 - Control of records	1
5 - Management responsibility	1
5.1 - Management commitment	1
5.2 - Customer focus	1
5.3 - Quality policy	1
5.4 - Planning	1
5.4.1 - Quality objectives	1
5.4.2 - Quality management system planning	1
5.5 - Responsibility, authority and communication	1
5.5.1 - Responsibility and authority	1
5.5.2 - Management representative	1
5.5.3 - Internal communication	1
5.6 - Management review	1
5.6.1 - General	1
5.6.2 - Review input	1
5.6.3 - Review output	1
6 - Resource management	1
6.1 - Provision of resources	1
6.2 - Human resources	1
6.2.1 - General	1
6.2.2 - Competence, training and awareness	1
6.3 - Infrastructure	1
6.4 - Work environment	1
7 - Product realization	1
7.1 - Planning of product realization	1

Requirement data

Requirement basis
4.1 - General requirements

ID #
4.1

Name
4.1

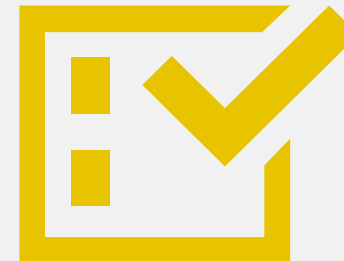
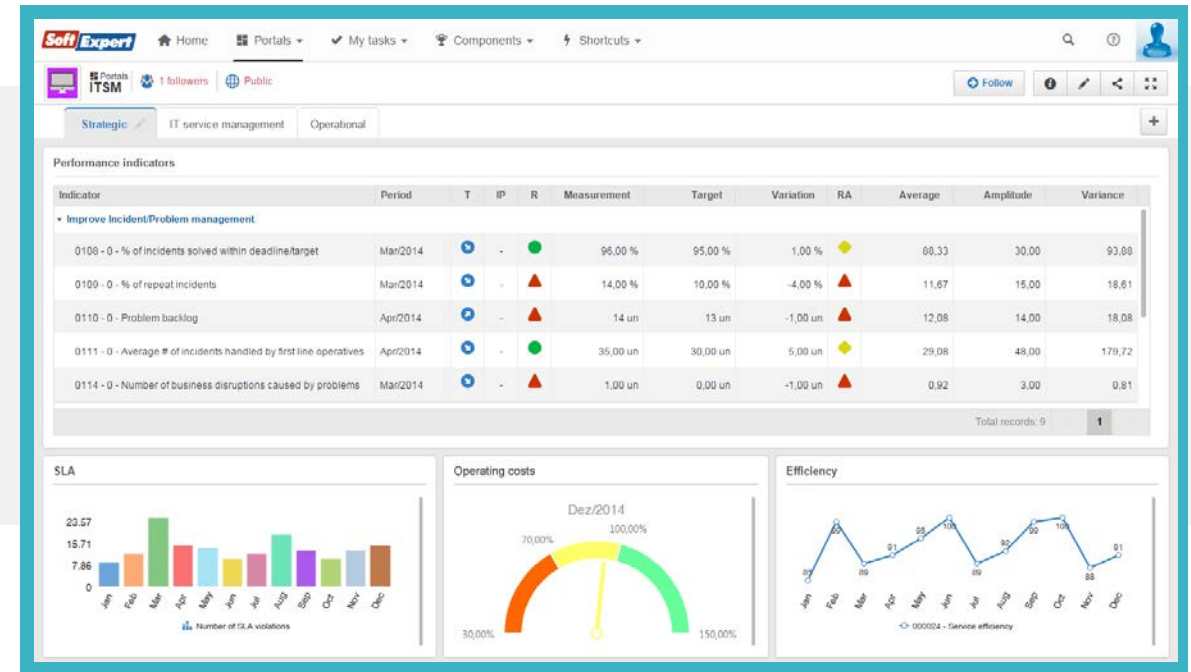
General requirements

Weight
1

Description
ISO 9001
The organization shall establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of this International Standard.
The organization shall
a) determine the processes needed for the quality management system and their application throughout the organization (see 1.2);
b) determine the sequence and interaction of these processes.

Tip
1. Was a QMS established, documented, implemented, maintained and continually improved in accordance with this standard? Y/ N
2. Has the organization identified processes needed for the QMS and their application throughout the organization (see 1.2)? Y/ N
2.1 What are they?

Confirm Confirm & next



Audit Management



Supplier Quality Management

Inspection data > PA-057 - Alternator support | External finished product | Finished

Record: Save Undo last step Send to next step

Record data: General data Documentation Non conformity

NAVIGATION: Identification Qualification Inspection Release

IDENTIFICATION

Identification flow: Identification → Qualification → Inspection → Release

Rcv #: PA-057
Inspection flow: ARF - Auto-parts receiving flow
Item: 9082021 - Alternator support | Revision 0
Supplier: HW - Honeywell Turbo Technologies | Satisfactory
Current step: Finished

General data

Inspection form: 000837 Form object: External finished product

Lot #: Invoice: Date: Production order #: 5643923 Date: 25/02/2010

Deadline: Estimated date: 25/02/2010 Time: 00:00 Actual date: 25/02/2010 Time: 00:00 On time

Quantity: Estimated: 300.00 Actual: 250.00 Under estimated 50.00 Unity

Cost: Estimated: 7 500.00 Actual: 6 250.00 Under estimated US\$1 250.00

Comments:

Soft Expert Home Portals My tasks Components Shortcuts

Execution Calibration execution (CL008)

Search filters: Quick search, Saved searches, Type, Advanced filters, Save, SEARCH

D	S	PT	ID #	Name	Activity
✓	✗	✗	001.01.01-001	S&T DYNAMICS TNMU-5	CP - Calibration Plan
✓	✗	✗	001.01.01-001A	S&T Dynamics TNMU-7	CP - Calibration Plan
✓	✗	✗	001.01.02-001	HITACHI SEIKI HG400 III	Caliper 0 - 150 - 0,05 U Type A - Caliper 0 - 150 - 0,05 U Ty
✓	✗	✗	001.01.02-005	MITSUBISHI MH-80D	GB - Gage Blocks
✓	✗	✗	001.01.03-018	8-DIRECTION MILL	IntCal01 - Internal Calibration

Total records: 28

D	S	AT	CR	ID #	Asset	Plan ID #	Plan Name	Activity ID #	Activity Name	Activity class ID #	Nar
✓	✗	✗	✗	14000005	001.01.02-005 - MITSUBISHI MH-80D	001.01.02-005	MITSUBISHI MH-80D	AT 0002	Activity Calibration 0002		
✓	✗	✗	✗	14000010	001.01.02-005 - MITSUBISHI MH-80D	001.01.02-005	MITSUBISHI MH-80D	GB	Gage Blocks		
✓	✗	✗	✗	16000016	001.01.02-005 - MITSUBISHI MH-80D	001.01.02-005	MITSUBISHI MH-80D	GB	Gage Blocks		

Total records: 3



Calibration Management



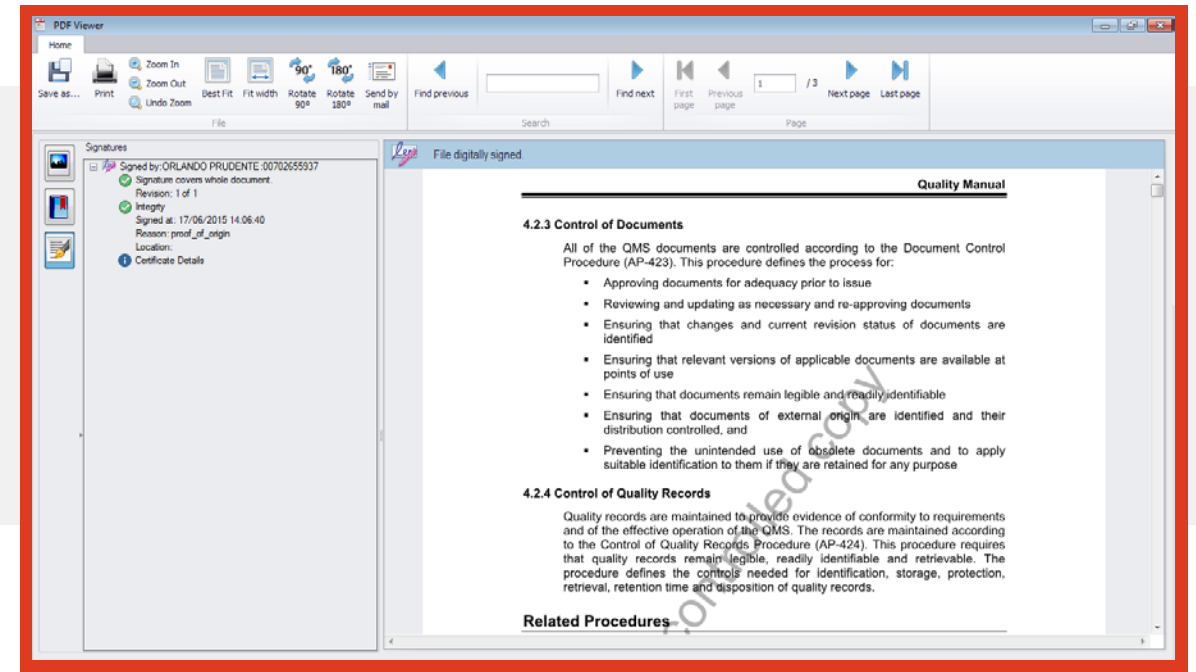
Compliance Management

FMEA structure > DFMEA 11058_p_02/1501 - Outer metal stamping | Revision

Record Vision View Tools

Save Save & exit FMEA structure Priorities ranking Data Reports Import Export

Item	Failure mode	Failure effect	Failure potential causes	Recommended action
Item 0011058 - Outer metal	Failure mode: Corroded interior	Failure effect: Unsatisfactory appearance Severity: 2 - Annoyance Classification: Security S	Failure cause: Upper edge of pr RPN: 32 Occurrence: 4 - Moderate Detection: 4 - Moderately high	Recommended action: Add laboratory accelerated corrosion testing Responsibility: James tooby - James J. Tooby Deadline: 29/04/2010 Type: Corrective
New failure cause				
	Failure mode: Impaired function of interior	Failure effect: Impaired function of interior Severity: 8 - Loss or degradation of primary fu Classification: Regulatory R	Failure cause: Insufficient wax RPN: 100 Occurrence: 4 - Moderate Detection: 5 - Inspection	Recommended action: Add laboratory accelerated corrosion testing Responsibility: Gary Hall - Gary Hall Deadline: 20/04/2010 Type: Corrective
New failure action				
				Recommended action: Conduct Design of Experiments (DOE) on wax t Responsibility: James tooby - James J. Tooby Deadline: 29/04/2010 Type: Corrective



Failure Mode and Effects Analysis (FMEA)



Environment, Health and Safety (EH&S)

Risk list

		Probability			
		Low	Medium	High	Very High
Severity	Low	1			
	Medium	15		3	
	High	4			
	Very High		2	1	

Legend

Order	Sig	Risk	Actual	Actual sc.	Eva
1		#00056 - Soil contamination	High	12.00	Rev
2		#00057 - Depletion of renewable natural resources	Moderate	8.00	Rev
3		#00060 - Air pollution	Moderate	6.00	Rev

Total records: 7

Risk and control plan

Plan	Actual	Actual sc.	Type
07010 - Ethanol production			Manufacture
Ativ01 - Sugarcane cutting			Activity
#00055 - Water contamination	Moderate	3.00	Water
#00021 - Conscious consumption			Procedure
#00056 - Soil contamination	High	12.00	Soil
#00022 - Emergency response and preparation			Procedure
#00057 - Depletion of renewable natural resources	Moderate	8.00	Natural reso
Ativ07 - Juice heating			Activity
Ativ08 - Fermentation			Activity
Ativ09 - Distillation			Activity
#00056 - Water contamination	Low	2.00	Water
Ativ06 - Evaporation			Activity

About SoftExpert

SoftExpert is a market leader in software and services for enterprise-wide business process improvement and compliance management, providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry-mandated compliance and corporate governance programs.

Founded in 1995 and currently with more than 2,000 customers and 300,000 users worldwide, SoftExpert solutions are used by leading corporations in all kinds of industries, including manufacturing, automotive, life sciences, food and beverage,

mining and metals, oil and gas, high-tech and IT, energy and utilities, government and public sector, financial services, transportation and logistics, healthcare, and many others.

SoftExpert, along with its extensive network of international partners, provides hosting, implementation, post-sales support and validation services for all solutions to ensure that customers get the maximum value from their investments.



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