Rev.1

PRRQuest: Corrective and Preventive Action (CAPA Software Systems)

Problem Reporting and Resolution - simple and effectiveCAPA Management Systems. Reduce the administrative cycle time from Report Initiation to Effective Closure

* **PRRQuest Knowledge base** to assist in **Root Cause Analysis** and **prevent implementation** of **ineffective Corrective actions**
* **Advanced Cause option** for root cause analysis of **Why Made** and **Why Shipped**
* **Problem Types** such as **Internal, Customer, Supplier, Non-product, Potential**, etc. toalso involve **Customers** and **Suppliers** in **Problem Reporting** and **Resolution**
* Problem **Direct Costs** to monitor the **Costs of Poor Quality** from Problem Initiation to Closure
* Export of **Problem costs** to excel, Problem report and Resolution **Printing**
* **Running time clock** per each Problem to monitor the time between Report Initiation and Effective Closure
* **Resolution Types** such as **Containment** and **Counter measures, Internal Corrective Action, Supplier Portal - Supplier CARs** and cost of quality data capturevia **Debit and Credit Notes**, etc.
* Effective “**tasking**” of the organization when working on problem resolution - [**Generic Tasks**](http://demo.workflowstoday.com/prrquest/Lists/GenericTasks/)**,** [**Counter Measures**](http://demo.workflowstoday.com/prrquest/Lists/CounterMeasures/)**,** [**Cause Verification Activities (CVA)**](http://demo.workflowstoday.com/prrquest/Lists/CVA/)**,** [**Cause Elimination Activities (CEA)**](http://demo.workflowstoday.com/prrquest/Lists/CEA/)
* **Resolution Approval** and **Advanced Workflows**
* Customizable **Disposition Report** feature to track **costs of scrap, repair, re-work**, etc.
* **Discussion Boards** for blog or forum style communication between responsible personnel and subject matter experts
* **Attach media** (pictures, videos, etc.) to better communicate problem descriptions
* **Get data feature** to extract data in a pre-defined excel form for easier distribution
* ***Advanced Search,* various *filters, views and user Dashboard*** facilitate the end user navigation
* ***Email notifications*** and ***Reminder mails*** sent to all applicable shareholders