

# *QIT Customer Complaints Management System*

*for customer complaints, defects, incidents and issues management*

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## *Program Introduction*

*2007*

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# Technologies of Our System

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- Advanced Business Process
  - Next Generation Web-based global complaints/issues/nonconformance/incidents management system
  - Real-time complaints/issues/nonconformance/incidents monitoring, corrective/preventive actions tracking and reporting
- The Latest Information Technologies
  - Microsoft .net technology - flexible and scalable solution
  - MS SQL Sever - secured and reliable data management
- Robust Hardware for Web Hosting
  - Cisco 515 firewall and router
  - Intrusion detection
  - Redundant Tier 1 backbone
  - UPS power back up
  - 24x7 network monitoring

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# Existing System at A Glance

- QIT Customer Complaints Management System
  - Capture customer/internal complaints from internet, phone, and service calls
  - An ideal program to manage defects, issues and nonconformance
  - Management review to define key defects and prioritize issues
  - Issue corrective actions to resolve key issues

# Next Generation Web-based System

QIT Complaints/Issues Management System - Windows Internet Explorer

http://24.240.192.49/QITCAR\_T66/MainDashboard.aspx

QIT Complaints/Issues Management System

## QIT Complaints/Issues Management System

Current User: Admin (Administrator)

Dashboard | Complaints | CAPA | SCAR | Reports | Tools

### To Do List

- Year to Date Total Complaint Qty : **58**
- There are **164** complaints/issues that require your review
- There are **9** corrective actions ready for your review
- There are **11** supplier corrective actions ready for your review
- There are **32** CAPA and **46** SCAR overdue

### Reminders

CAR Type	Pending	Overdue	Due Next 5 day
SCAR	1	46	1
ISO Internal Audit	0	2	0
Internal	5	28	5
Customer Complaint	0	2	0

### Top 3 CAR Failure Modes

- Assay out of Control : **74**
- Inadequate Machine Setup : **4**
- Machine Malfunction : **4**

### Top 3 Complaint Failure Modes

- Assay out of Control : **157**
- Human Error/Insufficient Training : **1**
- Improper Procedure/Sequence : **1**

### CARs Due next 5 Days

CAR-07-0015	06/20/2007
CAR-07-0016	06/20/2007
SCAR-07-0010	06/20/2007
CAR-07-0018	06/20/2007
CAR-07-0020	06/20/2007
CAR-07-0023	06/23/2007

### Department Summary

Engineering Dept.	38
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Done Internet 100%

# Program Summary

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- It is all you need to establish a Next-Generation Web-based Data Recording and Managing System for
  - complaints (internal and external)
  - nonconformance/defects
  - environment issues and safety incidents
  - case management
- It is an ideal solution for
  - Converting complaints/defects/nonconformance/incidents from the internet, service calls, faxes and emails to continuous improvement actions
  - Tracking complaint/issue/case status and solutions
  - Utilizing 8D process and integrating 4W1H and 5-Why root cause analysis approaches
  - Establishing Corrective/Preventive Action process complying with ISO9000/QS9000 and ISO14000
  - Reducing operational costs, costs of poor quality, and non-value added administrative costs
  - Increasing customers and employees satisfaction and loyalty

# Program Summary

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- Flexible and scalable solution
- Can be tailored easily to fit customer's particular needs
- Capable of handling 1 to 1000+ users and suppliers from around the world
- No additional software purchase and installation is required
- Program is ideal for
  - Automotive industry
  - Maintenance/repair company
  - Manufacturers
  - OEM Supplier
  - Household Products
  - Import and export business

# Key Benefits

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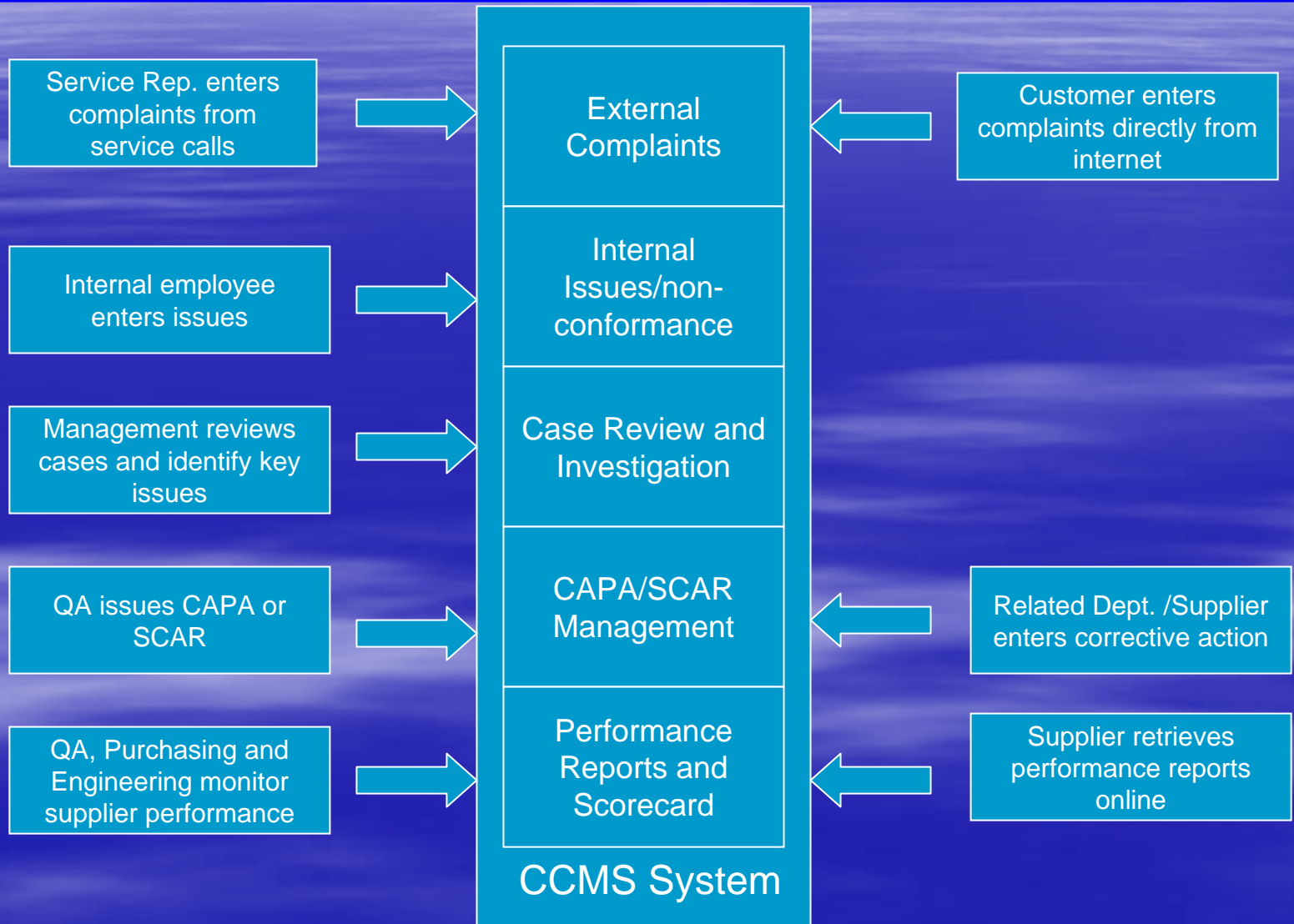
- Transform your customer complaint/incident management system to an improvement powerhouse
  - Capturing complaints/issues/nonconformance/incidents from internal process and/or customer complaints
  - Collaborating customer, departments, divisions and suppliers in from around the world
- Save time and administrative cost on your everyday tasks
  - Entering data once and seamlessly share it with suppliers or internal users from around the world
  - Highly configurable and can be customized to meet the needs of any organization in any industry
- Strive for effective resolutions for all issues to increase customer satisfaction
  - Helping QA manager quickly locates key issues and failure modes by utilizing built-in reports
  - A true closed-loop system that equips with built-in problem solving tools, corrective action management tools, root cause analysis tools and action effectiveness review features

# Functions Overview

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- Managing External Complaints
- Managing Internal issues, nonconformance, defects and incidents
- Case Review and Investigation
- Managing Internal CAPA and SCAR
- Other Program Management Functions

# System Flow



# Major Functions

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- Managing External Complaints
  - Customer entering complaints directly from internet
  - Service entering complaints from service calls, fax and/or emails
  - Customer profile management
  - Solution Management
  - Historical data look-up
  - Quick case look-up
- Managing Internal Complaints
  - Internal user submitting issues or nonconformance
- Case Review and Investigation
  - Searching data by case number, case type, date range and etc.
  - Identifying key issues by reviewing failure mode summary
  - Automatically transferring data to CAPA/SCAR
  - Case Before-and-after analysis

# Major Functions - II

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- Internal CAPA/SCAR Management
  - Distributing CAPA/SCAR via web
  - Users around the glob can log in to the system and enter corrective action and root cause
  - 8d compatible CAPA/SCAR process
  - System enforced 4W1H and 5Why root cause analysis approaches
  - Corrective action effectiveness review
  - Sending group email to internal users and suppliers
  - Tracing back to customer complaint case
- Other Management Functions
  - Dynamic Executive Summary page
  - Easy to use user-interface with on-screen descriptions for each functions
  - Sharing complaints/nonconformance with functional departments and suppliers around the world
  - Extensive drill-down-able reports (system level, monthly level and case level)
  - Exporting reports to Excel
  - Sending email alert for coming due and/or overdue items
  - Tracking response time for internal users and suppliers
  - Managing attachments

# Major Reports

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- Drill-down-able Complaints/  
Nonconformance Reports (Overall  
Level, Monthly Level and Case  
Level)
  - Cost Reports
  - Failure Mode Reports
  - Before and After Analysis
  - Vendor Scorecards
- Internal CAPA Reports
  - CAPA Status Reports
  - Quality Cost Reports
  - Failure Mode Reports
  - Departments Reports
- SCAR (all reports are drill-down-  
able reports)
  - SCAR Status Reports
  - Supplier SCAR Status
  - Supplier Base Reports
  - Supplier Reports
  - Component Reports

**Note: All reports can be exported to Excel**

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# A Future System for You

# Customization Possibility

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- QIT's programs are built on a flexible platform, and it is a framework for our customers to incorporate with new features such as
  - Customer's terminologies and logo
  - Customized high quality reports
  - New fields to capture more information
  - New program functions and new modules that are based on customer's specific requirements
- All customizations could be done in a reasonable cost

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# QIT Consulting and Our Clients

# QIT Consulting, Inc.

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- A Quality Assurance Consulting and Software Design Company with 20+ years experience in
  - Quality Software Designs
  - Quality Assurance, Six Sigma and Lean Manufacturing Consulting
  - Supplier Management and Outsourcing
  - Training

Email: [service@qitconsulting.com](mailto:service@qitconsulting.com)

Website: [Http://www.QITConsulting.com](http://www.QITConsulting.com)

Sales: (207) 651-4835

# QIT's Client-base

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- **QIT's client-base covers**
  - Automotive
  - Manufacturing
  - Aviation Industry
  - Medical Device
  - Government Service
  - Engineering Service
  - OEM
  - IT Service
  - Transportation
  - Chemical
  - Hospital and Clinic
  - Military and Defense
  - Electronic
  - Injection Molding
  - Cosmetic Products
  - and many more ...

# Some of Our Clients

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**BELKIN**



**MULTIMAX**<sup>SM</sup>



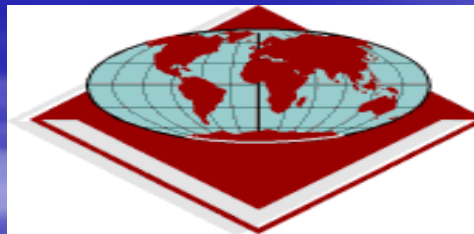
**LANCER**



**U.S. Surgical**



**WINNING TECHNOLOGY**  
**TEXTRON Systems**

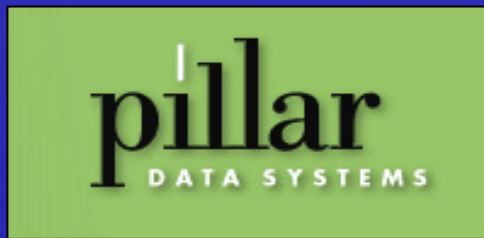


**HLERS**  
**AEROSPACE, INC.**

For more details please visit <http://www.gitconsulting.com/Clients.htm>

# Some of our Clients cont'

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For more details please visit <http://www.gitconsulting.com/Clients.htm>

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# Next Step

# Next Step

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- Try the full-function demo at QIT's [demo site](#)
- Work together with QIT to finalize your customization requirements, or
- If you wish to purchase an off-the-shelf program, please contact [QIT Sales Team](#) to process your order
  - your program will be set up in as little as 48 hours after your payment has been received
  - Place an Order online at:  
<http://www.qitconsulting.com/Order>