QIT Quality Management System

a platform to build a dynamic management system

Program Introduction
Contents

- QIT Consulting and Our Clients
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We are a Software Design Company with 20+ years experience in:

- Quality Software Designs
- Supplier Management and Outsourcing Software
- On-site Business Improvement Consulting and Program Training

WHQ is in Norwalk Connecticut USA (30 miles north of New York City)

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- Sales: (203) 663-0528
QIT’s Client-base

- Automotive
- Manufacturing
- Aviation Industry
- Medical Device
- Service
- Engineering
- OEM/ODM
- IT Service
- Transportation

- Chemical
- Hospital and Clinic
- Military and Defense
- Electronic
- Injection Molding
- Cosmetic Products
- Non-profit
- and many more
Some of Our Clients

- GE
- Belkin Cop.
  Computer Accessories
- Citrix
  IT
- Orion Registrar
  ISO Registrar
- Means Industries
  Auto Parts Supplier
- CMC/CLA
  Auto Parts Supplier
- Probiotec
  Bio Tech
- Alphawest
  IT Service
- MillerCoors
Some of our Clients cont’

- U.S. Surgical
  A Division of Tyco Medical Devices
- MedBen
  Health Care
- Riley
  Medical Devices
- Presidential Airways
  Aviation
- Executive Jet
  Aviation
- Virgin America
  Aviation
- FLIR System
  Defense
- Canberra Fertility Center
  Hospital
- Vantage Mobility

For more details please visit [http://www.qitconsulting.com/Clients.htm](http://www.qitconsulting.com/Clients.htm)
QIT Quality Management System

- What is QIT Quality Management System
- Key Benefits
- System Flow
What is QIT Management Information System

- It is a platform that contains 14 standard modules
  - CAPA and SCAR – utilize CAR to track resolutions for issues
  - Complaints – customer complaints management
  - Nonconformance – internal defects and issues
  - Engineering Change ECN/PCN – engineering change or product change from suppliers
  - Audit – internal or external/supplier system audit
  - Document – internal online document control
  - Training – online training management
  - Project Management – for new product development projects/ APQP/PPAP and etc.
  - PO Management – PO Status, Online Rate, Supplier PPM, cost and etc.
  - Inspection – inspections and supplier quality management
  - Gage Management
  - Maintenance Management

- Each module can be used as a standalone program or configured with other modules to create a complete system
Key Benefits

- Comply and go beyond
  - Complying with ISO9000/QS9000, ISO14000 and FDA 21 CFR Part 11
  - 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

- Save time and administrative cost on your everyday tasks
  - Improving productivity by 80%, reducing operating cost by 24% in the first year and 72% thereafter
  - Highly configurable and can be customized to meet the needs of any organization in any industry

- Our software incorporates best practices from other businesses
Next Generation Web-based System
Complaint Mgmt. Process Map

Customer submits a complaint

Service Rep. receives a call/fax/email

Complaint Database

Review and Investigation

Risk/Cost Analysis

Case Close

CAPA
CAR System Introduction - Process

**Initiating and Preliminary Analysis Phase**

- **Start**
- Initiator discovers a nonconformance
- Initiator conducts preliminary analysis
- Initiator issues a CAR
- Initiator distributes CAR to related dept.

**Root Cause Analysis and Implementation Phase**

- CAR Receiver conducts detailed root cause analysis
- CAR Receiver prepares Corrective Action Plan
- CAR Receiver submits CA Plan to Initiator
- Accept?
- Problem resolved?
- Yes
- End – Close CAR
- No

**Review and Verification Phase**

- CAR Receiver monitors the progress
- Initiator and CAR Receiver evaluate action effectiveness
- Yes
- No
System Flow

- Service Rep. enters complaints from service calls
- Internal employee enters issues
- Management reviews cases and identify key issues
- QA issues CAPA or SCAR
- QA, Purchasing and Engineering monitor supplier performance
- Customer enters complaints directly from internet
- Supplier enters corrective action
- Related Dept. /Supplier enters corrective action

Flowchart:
- External Complaints
- Internal Issues/non-conformance
- CAPA & SCAR
- ECN
- Document Control
- Training
- Project & Audit
- PO Management /Inspection
- Performance Reports
- QMS System
Technology of Our System

- **Advanced Business Process**
  - Next Generation, web-based global QMS, CRM and SCM
  - Real-time data tracking and reporting

- **The Latest in Information Technology**
  - Microsoft .net C# - flexible and scalable solutions
  - MS SQL Server 2008/2012 - secure and reliable data management

- **Windows, iOS, and Android compatible**
  - IE8+, Firefox, Google Chrome and Safari
  - Tablets support - iPad, Nexus, Chrome Book and more

- **QIT Web Hosting from a SSAE 16 SOC I Certified Data Center**
  - 24x7 network monitoring
  - Fiber optic network w/ IP backbone: AT&T, Sprint, Verizon, Cogent
  - Power conditioning, UPS and generator farm
  - Offsite, Vaulted, SAN backup or disaster recovery
A Future System for Your Business
**Customization Possibility**

- QIT's programs are built on a flexible platform, and it is a framework for our customers to incorporate with new features such as:
  - Deviation Request, Investigation, Reject Control and etc.
  - 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
Flexible Pricing and Implementation

- QIT offers flexible pricing structure to suite to customers’ needs
  - SaaS Per- Concurrent- User Pricing
    - Add all users to the system
    - Customer pays a monthly fee to use the program
    - Opt-out at any time by stopping the payment
    - Lower the upfront investment and minimize the project risk
  - Traditional Buying
    - Customer buys the program upfront and owns the program
    - Customer can host the program at its own server
    - Higher upfront investment

- Starting from small project then evolving to a complete QMS and SCM solution to reduce project risk
  - Normally our customers start from CAPA and SCAR module
  - Once they have more experiences they add PO Management, Project and other modules
Why QIT

- Comply and go beyond
  - Complying with ISO9000/QS9000, ISO14000 and FDA 21 CFR Part 11
  - Built-in root cause analysis tools

- Our software utilizes advanced process improvement and quality assurance tools to help you improve productivity and reduce cost

- Our software incorporates best practices from other businesses

- It simply works! Our software packages have been used by companies e.g. GE, Citrix, Probiotec, Miller Coors, Sonos and Tyco, from Manufacturing, IT, Service, Food and Drug, Electronic, Aviation and other business sectors.

- Cost-effective, Quick Turnaround, Customizable and Scalable
Next Step

- 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
Acronym

- QMS – Quality Management System
- CRM - Customer Relationship Management
- SCM - Supply Chain Management
- CAPA- Corrective action preventive action
- SCAR – Supplier corrective action request
- CAR- Corrective action request
- APQP – Advanced product quality planning
- PPAP- Production part approval process
- ECN – Engineering change control
- PCN – Product change control
- 4W1H – Who, when, where, why and how
- 4M1E/Fishbone Analysis – Man, machine, method, material and environment
- OEM - Original Equipment Manufacturer
- PPM – Defective Part per million (defective rate)
Customizable Program

- Fully customizable program
- Each customer has its own URL, database and front-end
- Contemporary and simplified outlook
- Validation code to enhance system security
- Self-service password reset function
Supplier Login Screen

- Separated supplier login screen and access URL for easy program accessing
Easy-to-Navigate Layout

- Self-guided user-interface with explanation for each function block to save the training time and implementation efforts
- Easy-to-navigate layout
Intuitive Dashboard and To-do-List

- Intuitive Executive Summary
- Personalized To-do-list for coming due CAPAs and CAPAs waiting for root cause analysis
- System overviews in **cost and risk**
• Easy-to-use self-guided user-interface with instructions on each CAPA Step e.g. Initiate → Root Cause Analysis → Review for Effectiveness for effortless implementation and smooth navigation
CAPA Form

- Customizable CAPA form
- Built-in risk analysis, cost analysis tools
- All types of attachment formats e.g. Word, JPEG, CAD Dwg and etc.
Professional Root Cause Analysis Process

- Built-in quality tools e.g. 8D, 4W1H, 5-why and Fishbone analysis to form a professional root cause analysis process
- User is able to select different combinations of quality tools for different issues and priorities. For instance: 4W1H for **low cost/risk issues**, 8D+Fishbone for **high cost and high risk issues**
Step-by-Step Root Cause Analysis Wizard to guide user through a professional root cause analysis process e.g. 8D, 4W1H, 5-why and Fishbone Analysis

Editable instructions to allow user sharing root cause analysis experiences
Review for Effectiveness function to close the quality loop

- Special functions like **Lessons Learned** to share the best practices to the whole organization and **CAPA Watch List** function to keep closed CAPA on radar screen for long-term effectiveness review
Versatile Reports

- Drill-down reports to show system performance e.g. **CAPA status, cost, risk and major issues** in annual, monthly and detailed levels
- Built-in analysis to help user identify **hidden system problems**. For instance, to monitor quality system performance user can utilize the **Department Report** to link departments and major issues and then review the trending of the issues
Versatile Reports
Easy-to-Maintain-and-Configure System Setting

- All the drop-down fields in CAPA/SCAR forms can be managed (add/modify/remove)
- Alert emails can be customized and configured to send to different levels of users
• User is able to switch to part 11 requirements for tightened system security