

Action Management

Every Organization Needs an Effective Action Management Strategy

Companies must be able to show a reactive and visible approach to customer complaints; manage the supply chain to resolve problems; increase operational efficiencies and improve processes thus reducing time to market; protect themselves from significant and costly compliance requirements imposed by regulatory bodies; integrate the action management process as a normal and functional part of everyday business activities; effectively communicate improvement opportunities throughout the organization.

QSET Consensia Action Management solution addresses these issues by:

> Focusing on High Impact Areas

- You can invest your resources of time and money in the areas where you can make most impact because QSET Consensia gives you access to statistics and costs of problems across your entire organization.
- Trend analysis allows the initiation of preventative actions driving continuous improvement.

> Reducing Compliance Risk

A secure and fully documented audit trail automatically created and date stamped at every step in the process, enables close monitoring of sensitive areas and issues.

> Fast “buy-in”

- Demonstratable results, a non-technical interface and clarity within the communication of information means everyone will quickly use the system as you intended.
- With visible accountability, those slower to see the benefits will be actively incorporated into the process, forcing buy-in.

> Rapid Rollout

- Because QSET Consensia is a massively configurable product, you can deploy it rapidly on a worldwide scale, shortening the timeframe to a positive return on investment.

> Removing Bureaucracy

- You reduce the bureaucracy and workload on individuals and teams by automating the paperwork, freeing them to investigate action issues more effectively.
- You reduce human errors and incomplete data entry within actions using pre-configured forms and workflows, thereby removing the need to correct data at a later stage in the process.

> Driving Actions to Closure

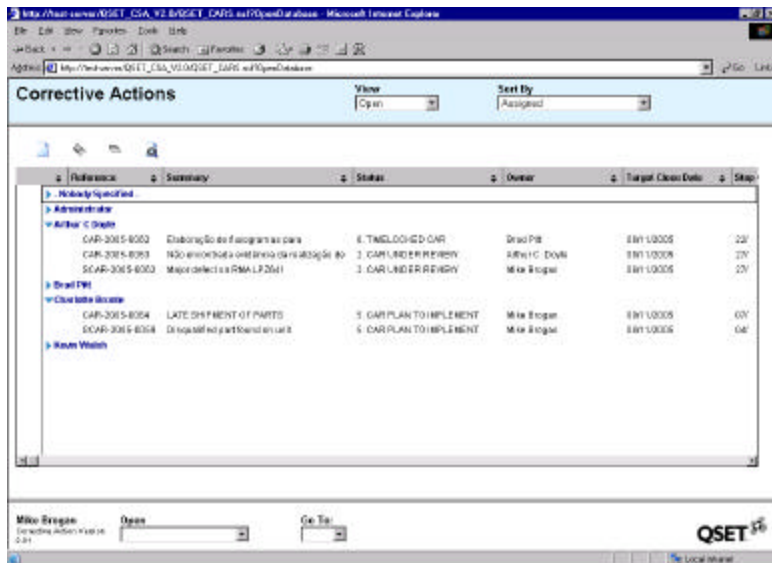
- Investigate, resolve and prevent issues in an efficient manner using best practice corrective action templates.
- The QSET Consensia workflow engine provides automated implementation of actions.
- Manage incomplete and prevent overdue actions with automatic assignment of actions to the right team or person, and the generation of email reminders.
- Prioritization of actions so an appropriate level of action is taken.

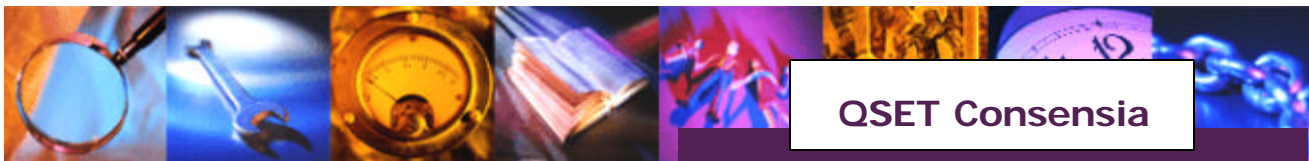
> Lower Costs

- You lower costs of mistakes through continuous improvement using QSET Consensia Actions Management by quickly identifying the cause of the problem to help prevent it occurring again.
- By using QSET Consensia Action Management module you will achieve the combined benefits of higher quality products or services
- You increase efficiencies within your business and processes
- You reduce levels of waste by preventing problems occurring.

> Eliminate Duplication

- Learn from mistakes and successes. Using QSET Consensia Enterprise wide, you can take advantage of problems and solutions already implemented in your organization, and implement changes accordingly.





Action Management

Features:

➤ Configurable Action Forms

- Track internal corrective actions due to problems that have occurred with products or processes
- Track external action requests due to customer complaints and supplier corrective actions (SCARs)
- Track improvement action requests suggested by employees.
- Record the problem description and the initial actions carried out, identify the root cause, develop an action plan, implement the corrective and preventative actions and verify that actions were effective.
- Capture cost data on the actual problem and the cost and resources data in carrying out the actions.
- Create action templates using your own titles, language and preferred format.
- Unique 'locale' features allows users to see navigators and actions in their language.

➤ Dynamic Workflow

- Automatic notification to appropriate personnel when new actions are created.
- Standard workflows automatically route the action to the appropriate responsible person at the different stages in the action process.
- Users are automatically notified by email that they have been assigned to the action.
- Workflows can be created to match specific circumstances.
- Actions are automatically moved to next step in the workflow based on configurable predefined rules, e.g. only 2 out of 3 approvers need to accept.

➤ Branched Workflow

- Branched workflows can be triggered based on action priority.
- Actions relating to specific accounts, identified issues or even individual part numbers can be highlighted and using unique branching workflow can be routed to appropriate teams.
- Using the 80:20 rule, managers can prioritize their time to benefit your most valuable customers.

➤ Reminders

- You can configure predefined reminders to highlight deadlines and ensure that actions are completed in agreed timeframe.
- Users are automatically notified by email when task is due for completion.

➤ Escalation

- Overdue actions can be highlighted and reminders sent to the assigned person.
- Escalation of actions can be configured if task is not completed by assigned person in specified time.
- Escalation options include automatic notification to manager and/or automatically assigning manager to the task.

➤ Progress Reports & Searching

- You can view actions by overdue, by assigned employee, by category, by target date, and more using standard easy to use views.
- Full text search to allow users to search for information on current and previous actions.
- Views can be configured to provide information in the format required.

➤ Audit Trail

- A secure and fully documented history automatically created and date stamped at every step in the process providing complete traceability.
- Cross references to other actions, process documents and standards.

➤ Reference Schemes

- Unique numbering can be assigned automatically.
- Unique reference number prefixes are configurable by action type, site, department and more.

➤ Fully Integrated

- Integrated with other QSET Consensia modules such as Audits, Document Management and Reporting module.

➤ Security & Visibility

- QSET Consensia allows you to manage access to individual or groups of actions based upon company organizational structures and authorization.

➤ Internet Ready

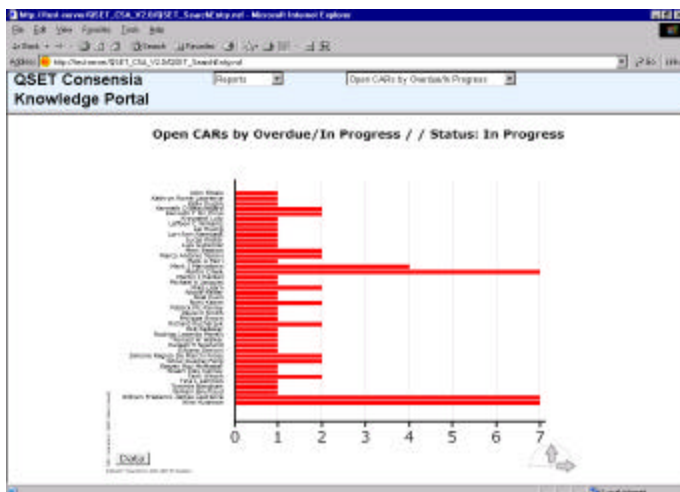
- QSET Consensia Action Management software is web enabled to allow you to read, write, edit and manage your actions through a web browser
- This raises the access of the system without increasing costs or IT departments workload.

➤ Highly Configurable Emails

- All emails are 100% configurable so that you can define the language and format of the email

➤ Cost Analysis

- You can enter costs during root cause analysis and action resolution or whatever stage you think fit.
- This allows quick and easy analysis of the cost in both monetary and resource terms to resolve action issues.



For Further Information on QSET Consensia Action Management go to www.qset.com

