



intelex

Nonconformances, Corrective/Preventive Actions

For a [Live Demo](#) or [Free Trial](#):

Call 416-599-6009

Email intelex@intelex.com



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The Intelex Nonconformances, Corrective/Preventive Actions module is a powerful tool for reporting identified issues within an organization, and tracking the review, monitoring, reporting and follow-up actions required to continually improve. It is a database driven workflow management system with 100% browser based functionality.

Intelex's system has multiple approaches available for the handling of nonconformances and corrective/preventive actions.

Approach 1: Some organizations choose to handle all nonconformance reports through a single form, integrating environmental, quality and safety into a single approach.

Approach 2: Other organizations may choose to treat nonconformances separately, dependent on the management system it applies to.

The Intelex Nonconformances, Corrective / Preventive Actions module has been developed as a flexible tool that will address both approaches.

Integrate With Your Existing Workflow

The NCR's and C/PAR's module is the most commonly customized module within the Intelex system. Typical areas for customization include:

- ▶ the fields included on the NCR form
- ▶ the fields included on the C/PAR form
- ▶ the process used to follow up on the submitted form
- ▶ the roles and responsibilities used during the follow up process
- ▶ integration with other databases
- ▶ creation of custom reports for analyzing and trending data

Nonconformances, Corrective/Preventive Actions Highlights

- ▶ 100% web based
- ▶ Multi-site database allows roll-up reporting
- ▶ Track nonconformances
- ▶ Custom reporting forms
- ▶ Auto scheduling by frequency
- ▶ View real-time status
- ▶ My Tasks Menu
- ▶ Manager's Dashboard
- ▶ Graphical performance display
- ▶ Compatible with any email system
- ▶ Trigger and track NCR's and C/PAR's
- ▶ Monitor follow-ups
- ▶ Attach records and reports
- ▶ Enterprise wide roll-up summaries
- ▶ Configurable security access
- ▶ Escalating notifications
- ▶ Oracle or SQL Server database support
- ▶ Scalable to unlimited users
- ▶ Integrates with existing ERP or other databases
- ▶ ASP or in-house installations
- ▶ Superior and personal support

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www.intelex.com/nonconformance_cpar



Standard and Customized Reporting Forms

When purchasing the Intellex system an organization may choose from a pre-made NCR & C/PAR's form, or may choose to have a form custom made for them. The following forms are currently available within the Intellex system:

- ▶ System NCR's & C/PAR's
- ▶ Quality NCR's & C/PAR's Version 1
- ▶ Quality NCR's & C/PAR's Version 2

Nonconformance Tracking Features

- ▶ **Manage compliance and management system audits** with automated tracking and notification of who is responsible for doing what, when, where, and how
- ▶ **Increase your efficiency** utilizing the online capture of nonconformances and follow-up actions
- ▶ **Easily delegate tasks** and requirements through automatic, escalating email notifications

1. Manage audit requirements

- a. Scheduling
- b. Tracking
- c. Task notifications
- d. Record keeping
- e. Roll up reporting
- f. Dashboard display

2. Attach and manage documentation

- a. Checklists
- b. Audit plans
- c. Records
- d. MS Office or other file types

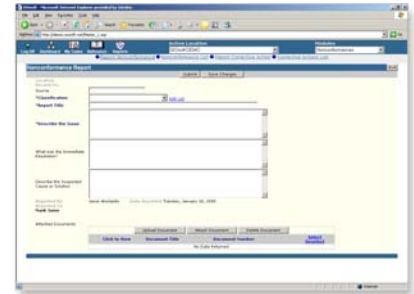
3. Report, track, and manage nonconformance, corrective and preventive actions

- a. Single click access to reporting forms
- b. Forms trigger follow up workflow
- c. Follow up completion of tracked audits



Summary Reports

- ▶ **Integrated custom report generation**
- ▶ **Export all incident data** to various file formats such as .xls, .doc, PDF, and HTML
- ▶ **Comprehensive data mining tools** that provide unprecedented trending and analysis of findings



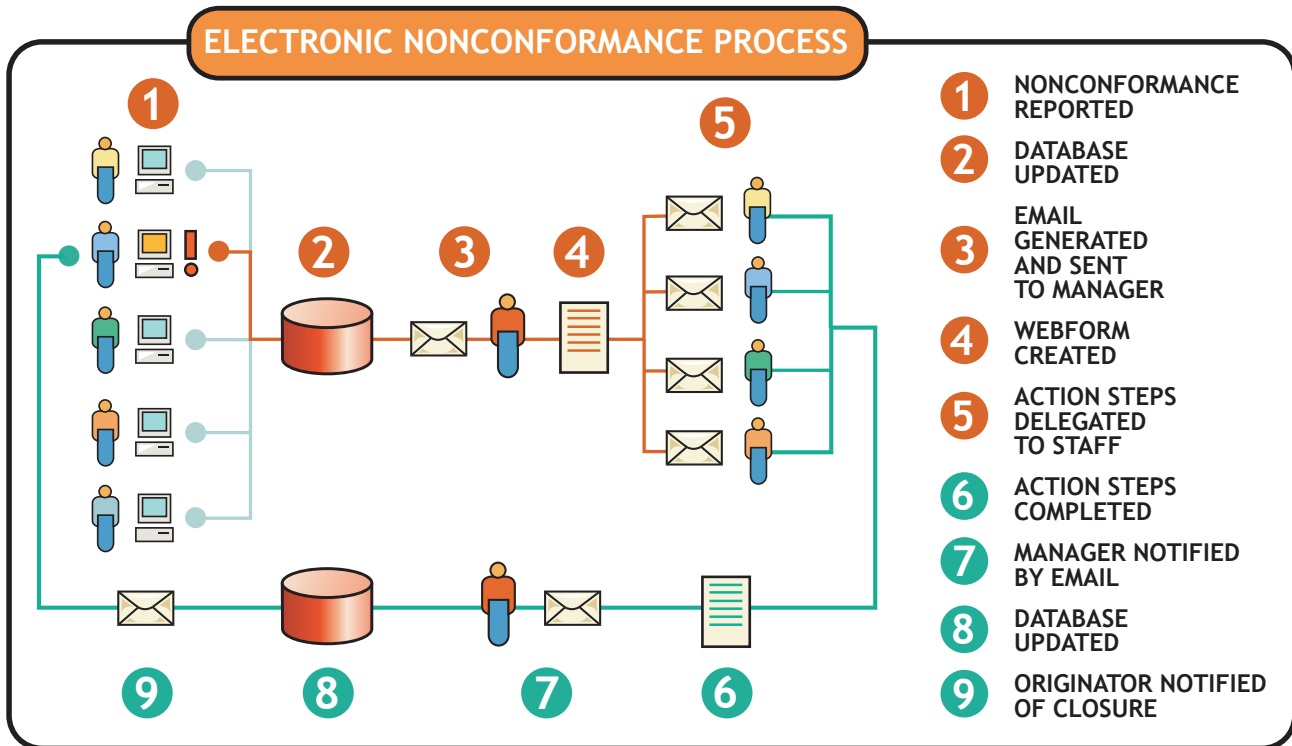
Easily view and access nonconformance details including type, description, suspected cause, and required corrective/preventive follow-up actions, all from a single screen.

Performance Management

- ▶ Satisfies audit, nonconformance, and corrective/preventive action requirements of the **ISO 9001:2000, ISO 14001 and OHSAS 18001** standards
- ▶ Great for a single department or location, yet **scalable** to address multiple locations, business units, regions, and global operations
- ▶ Graphical **Manager's Dashboard** summarizes audits, nonconformances, and corrective / preventive actions in real-time
- ▶ **Escalating email notifications** inform managers of missed or incomplete actions ensuring that nothing falls through the cracks

Legacy-System Integration

- ▶ **Integration** with MS Office and complete compatibility allow you to work with any document format.
- ▶ **External database integration** lets you utilize existing databases without having to re-input data.
- ▶ **Universal e-mail support** enables integration with any e-mail system ensuring complete compatibility





Security Features

- ▶ **Protect confidential records** by restricting access to authorized employees
- ▶ **Security views** provide control access for supervisors, managers and departmental / regional staff
- ▶ **Administrator access control** lets you set administrator access to editable versions of nonconformance records while controlling general access to read only versions

Dashboard for Performance Management

- ▶ **Graphical Dashboard** displays nonconformance status by facility, division and department, or organization-wide
- ▶ **Real-time status view** notifies managers when pending tasks or requirements become overdue

- ▶ Dashboard summarizes all pending and overdue tasks and provides **single click access** to details screens
- ▶ **Configurable** Manager's Dashboard displays specific user/user group information for easy analysis
- ▶ Activity **status** displayed with  or 
- ▶ **My Tasks, My Staff's Tasks, My Location Tasks** summary

Configurable System Features

- ▶ **Configurable views** let you control information based on work group, location or management responsibility
- ▶ **Configurable default values**
- ▶ **Control of data forms** throughout the workflow process with context sensitive **security**

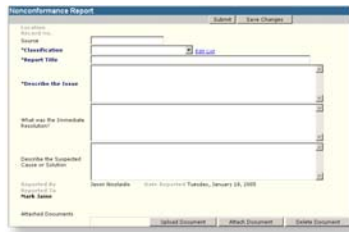


The following is an example of the work flow capabilities within the Intellex Nonconformances, Corrective/Preventive Actions Module. This workflow is highly configurable to be specific to your organization. Please contact Intellex for a free needs assessment.

Step 1.

Nonconformance or Corrective Action is Encountered

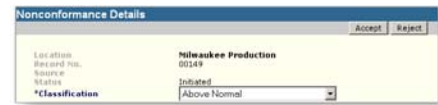
Details of an occurrence are entered into the nonconformance reporting form by the person who discovered it. Once submitted, an email notification is sent to the nonconformance manager.



Step 2.

Track Nonconformance and Send Notifications

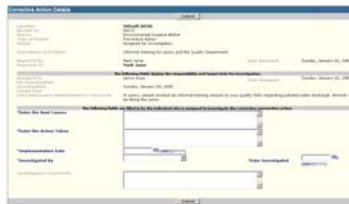
The nonconformance manager receives an email notification and may approve or reject the submitted form. If approved, the nonconformance manager may assign an investigation of the nonconformance.



Step 4.

Enter C/PAR's Details

Details are entered about the completed C/PAR's by the person responsible. Once the C/PAR is completed, the nonconformance manager receives an email notification of the completed action. The manager can sign off on the NCR and is notified for final review, approval and closure.



Step 3.

Record Investigation Details and Assign C/PAR's

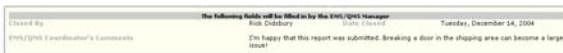
Email notification is sent to the person responsible for the investigation. Investigation details are appended to the form, and corrective / preventive actions are assigned.



Step 5.

Completion of Follow-Up Activities

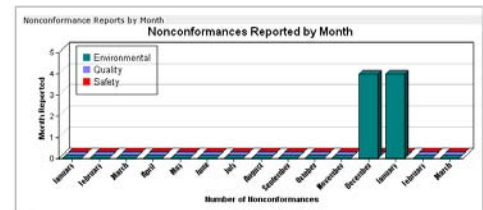
All NCR's and C/PAR's entered are tracked through to closure with auto workflow, approvals and sign off. The closure is entered and the record archived in the database.



Step 6.

Status Summary and Report Generation

Reports are available to keep supervisors and management personnel continually aware of non-conformances and corrective / preventive actions status and performance.





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Additional Systems and Modules

The Intellex Nonconformances, Corrective/Preventive Actions module is available stand-alone or fully integrated with any of Intellex's other modules and systems.

Intellex offers complete, cutting edge solutions for Enterprise Performance Management. The Intellex System features an entirely web based interface and functionality that addresses users at all levels of the organization.

Managing processes and business performance requires a comprehensive approach. Organizations must carefully consider and control activities to ensure all stakeholder expectations and regulatory requirements are met. The Intellex System has been designed to enable organizations to implement and maintain a comprehensive approach to continual improvement with the tools that drive process efficiency, due diligence, and performance monitoring.

The Intellex Management System has Modules structured per International Management System Standards such as the ISO 9001:2000 Quality, ISO 14001 Environmental and OHSAS 18001 Safety Management System Standards. Though not all organizations using the Intellex system need to pursue these Management System frameworks, all users can benefit from the proven approach set by these standards.

Intellex's web based Management System solutions are extremely flexible, enabling you to utilize any of the Modules available as stand-alone systems, or combine multiple Modules to form your own tailored Management System solution.

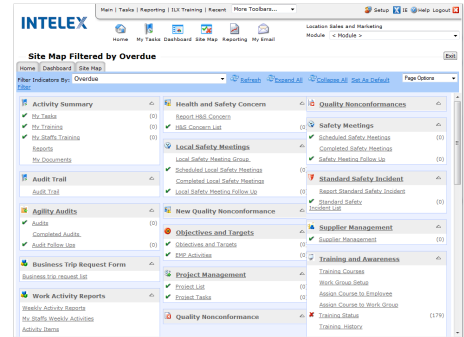
Pre-configured systems include the:

- Intellex Safety Management System incorporating OHSAS 18001.
- Intellex Environmental Management System incorporating ISO 14001.
- Intellex Quality Management System incorporating ISO 9001:2000.

Contact us today and see how Intellex can help you with your environmental, quality, safety, or general Business Performance Management needs.

Intellex Platform Features

- ▶ 100% web based interface
- ▶ User specific activity management
- ▶ Organization wide data roll-up and reporting
- ▶ User specific performance dashboards
- ▶ Security and user specific views
- ▶ Multilingual support
- ▶ In house installations
- ▶ Scalability
- ▶ Database integration
- ▶ Customization services



The Intellex Dashboard provides a 60,000 ft. overview of all data managed within the Intellex System and its various Modules. Completed tasks are indicated and outstanding issues are flagged.

Additional Modules Available*

- ▶ Document Control
- ▶ Training Management
- ▶ Quality Nonconformances & Product Defect Tracking
- ▶ Legal Requirements, Permits and Related Activities
- ▶ ISO 14001 Implementation
- ▶ ISO 9001:2000 Implementation
- ▶ Maintenance, Measurement and Monitoring
- ▶ Safety Incident Reporting
- ▶ Environmental Incident Reporting
- ▶ Audits Management
- ▶ Management Review Tracking
- ▶ More!

To view all available Modules visit www.intellex.com/modules

*Any of the Modules can be selected and combined to form a unique Management System solution.

Intellex Technologies Inc. • 366 Adelaide Street West, Suite 100 • Toronto, ON M5V 1R9
T: 416-599-6009 • F: 416-599-6867 • E: intellex@intellex.com • www.intellex.com

