



*IBS America develops integrated compliance management solutions to help companies improve corporate governance and achieve sustained adherence to regulations and standards. Since 1993, we have delivered our systems and services to thousands of companies worldwide. IBS America is one of the very few compliance software companies certified to ISO 9001.*

CLIENT/SERVER-BASED COMPLIANCE MANAGEMENT SOFTWARE

## QSi System for Quality Management



The QSi System for Quality Management will help your organization reap the promised benefits of ISO certification such as improved customer satisfaction and lower costs. Our integrated product works seamlessly to address all the elements of ISO 9001:2000 and, if used in its entirety, provides a paper-free quality system.

### **Document Control**

Provides all the templates and examples needed to create, approve, control and distribute a well-structured Quality Manual and complete, Procedures, Work Instructions, Quality Plans, Specifications, Form Control and Process Description Documents. Documents can be sent to up to 18 approvers for review and final approval with a numbering system of up to 99,999. Process Control forms and General Process Change Management allow you to easily make the transition to process oriented business structures. Document Control interacts with employee training to prompt training needs for new versions and allows employers to acknowledge training with the push of a button. Also included are powerful process management tools.

### **Corrective Action and Audits**

CAR Coordinators can now turn requests into actions. Company-wide Corrective and Preventative Action forms allow for fast re-routing and tracking. Organizations can develop custom formats to satisfy all their needs and customer requirements. Unique security and escalation features maintain system integrity. Corrective Actions may be created from a number of modules, including Customer Management, Nonconforming Materials and Internal Assessment. CARs that have failed their review period may be reactivated if needed.

Internal Assessments and Supplier Assessments are scheduled, created and executed on-line. CARs can be created from assessment findings when nonconformances are found. Audit resources can be scheduled using Notes calendaring. A complete gap analysis to the requirements of ISO 9001:2000 is included.

### **Quality Records**

From Customer complaints to Calibration Modules and Preventative Maintenance records, the QSi System contains modules designed to ensure accuracy, availability and safety of records that prove your quality system is working properly. All modules have comprehensive forms that include push-button connections to well-thought-out workflow. A Design Process Management module is also included, covering the product life cycle from product concept to product retirement.



## QSi System for Quality Management

### Reviews

Meeting agendas, minutes and action items are created and tracked for management reviews, design reviews, material reviews and contract reviews. Management Review is integrated with a Quality Objectives and Targets Module to monitor and achieve continual improvement. Use the functionality of Notes calendaring to check availability and schedule attendees.

### Automatic System Reminders

Users and managers are automatically notified when important system activities, such as document approvals, become stalled or when action items become due.

### Web Functionality

Includes optional browser access to all modules. Generate CARs, NCMRs, SCARs, RMAs, Maintenance Requests, Document Change Requests and General Change Requests from web browsers. Modules with web functionality are: Released Documents, Approved-Unreleased Documents, Calibration, Customer Management, Employee Training and Supplier Management. Web enabled document types include: Maintenance Requests, Calibration Records, Preventative Maintenance Records, Customer Complaints, Returned Material Authorizations and Supplier Corrective Action Reports.

### External Communications

Through the Customer Management module complaints can be directly input by customers using the Internet. Suppliers can respond directly to Corrective Action Requests issued against them over the Internet without the direct involvement of your employees.

