Non Conformance Management for maximum production efficiency

COMPLAINTS AS AN ELEMENTARY COMPONENT OF QUALITY MANAGEMENT

A good Non Conformance Management system should not only include the reworking of errors, but also simultaneous error analysis. Many of the errors that occur are actually not isolated cases. A cause analysis of the core problem derived from the Non Conformance Management system leads to continuous improvement of production results – and thus to higher customer satisfaction and greater efficiency in your production processes. Error, follow-up and complaint costs are reduced to a minimum.

With the Non Conformance Management solution "QDA" from our product provider QDA SOLUTIONS, you have a complete overview of your open complaints and actions as well as the status of processing at all times.

Non Conformance Management software: simple and targeted

Through extensive configuration and customization options, such as switching input fields on and off, renaming screen texts and defining mandatory entries, existing customer processes can be optimally integrated into our software solution. Workflows including escalation management can be defined individually.

In our Non Conformance Management solution you can differentiate between internal, external or supplier complaints. It is also possible to create self-defined complaint categories, whereby individual workflows can be stored for each individual complaint category.

In order to eliminate possible sources of error at an early stage, our software solution offers additional automatic completion functions and logical comparisons with the ERP system, which check the values entered. This guides the user efficiently, intuitively and precisely through the various complaint process steps.

In addition to the actual processing of complaints, our Non Conformance Management solution can also carry out an exact determination and allocation of complaint costs, which makes it much easier to prepare economic analyses and management evaluations. The costs determined in this way can then be passed on to the ERP system if required.

8D reports and analysis made easy

The information collected in our Non Conformance Management solution can be easily, quickly and meaningfully converted into reports and analyses in various ways. The software's ability to create templates individually and to access them directly from the program is a key function for efficient work.
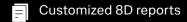
Individual agreements with your customers or suppliers regarding the design and content of 8D reports, for example, are no problem at all. Even existing templates that are already in use today without program support can serve as a basis.
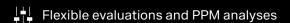
Modular solution structure for your quality management

Our software solution for quality management can be built up in a modular fashion: you only have one infrastructure, regardless of the number of modules used. The integrated software architecture offers interfaces to PLM, CMM, ERP and MES systems. Thanks to Unicode, our solution supports multiple languages and is therefore optimal for worldwide use. The software is also based on databases, compatible with MSSQL, Oracle and PostgreSQL, and „Citrix ready".

Our software provides integrated application security through user role definition and management. Active directory support provides seamless integration with the existing active directory as well as QDA role synchronization with AD groups, and users can be managed across the company. Support for PKI cards is guaranteed, plus the secure encryption of data by the SSL/TSL standard. Security standards, such as password encryption according to the AES-256 standard, are also observed.
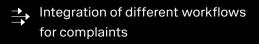
THE ADVANTAGES OF OUR NON CONFORMANCE MANAGEMENT SOLUTION AT A GLANCE

- Customized 8D reports
- Flexible evaluations and PPM analyses
- Follow-up
- Supports the continuous improvement process

- Integration of different workflows for complaints
- Complex multi-level Non Conformance Management

Get in touch! →

Germanedge is a leading provider of Manufacturing Operation Management (MOM) software that brings Industry 4.0 into the perfect flow. Together with its five product providers (GEFASOFT, New Solutions, Objective International, ORSOFT and QDA SOLUTIONS) the brand offers a complete solution portfolio for the manufacturing industry: international, cross-plant, maximum efficiency.