QIT Consulting, Inc.

Complaints/Issues System

for complaints, defects, nonconformance, incidents and issues management

Program Introduction

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QIT Consulting and Our Clients

QIT Consulting, Inc.

- 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)*

  Email: sales@qitconsulting.com

  Website: Http://www.QITConsulting.com

  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 Nuclear

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'

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

Technology of Our System

- Advanced Business Process
  - Next Generation, Web-based global corrective action management system
  - Real-time corrective/preventive tracking and reporting
  - Managing <u>ALL</u> types of corrective/preventive actions and monitor action progress online
- The Latest in Information Technology
  - Microsoft .net C # - flexible and scalable solutions
  - MS SQL Server 2000/2005 - secure and reliable data management
- Server Requirements
  - Window Server 2003 with IIS 6.0 with Framework 1.1/2.0
  - SQL Server 2000/2005
- QIT Web Hosting from a SSAE 16 SOC I Certified Data Center
  - 24x7 network monitoring
  - Fiber optic network
  - Redundant RAID1
  - IP backbone: AT&T, Sprint, Verizon, Cogent
  - Power conditioning, UPS and generator farm
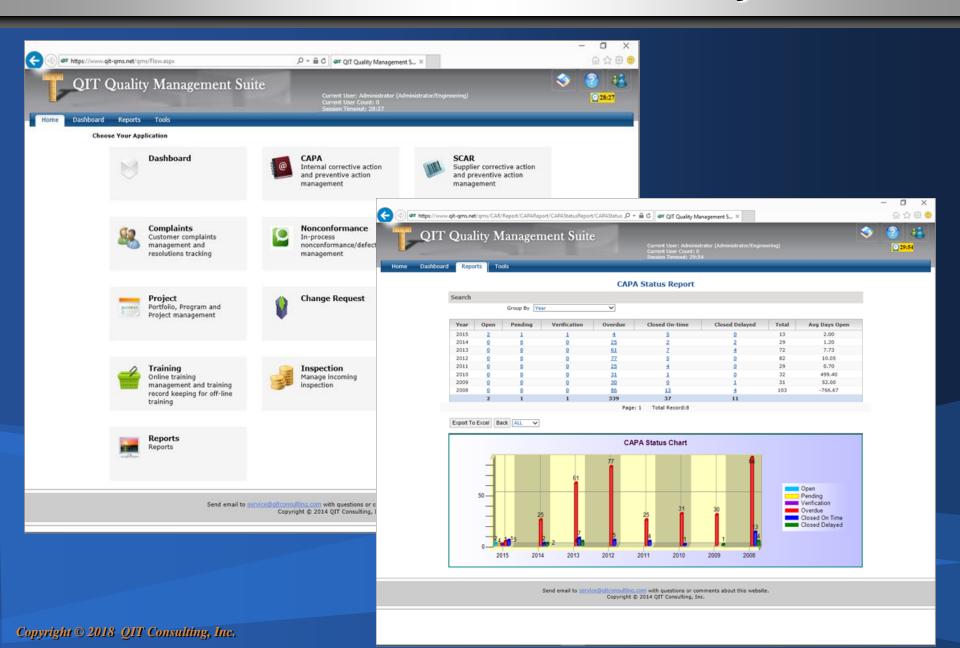 - Offsite, Vaulted, SAN backup or disaster recovery
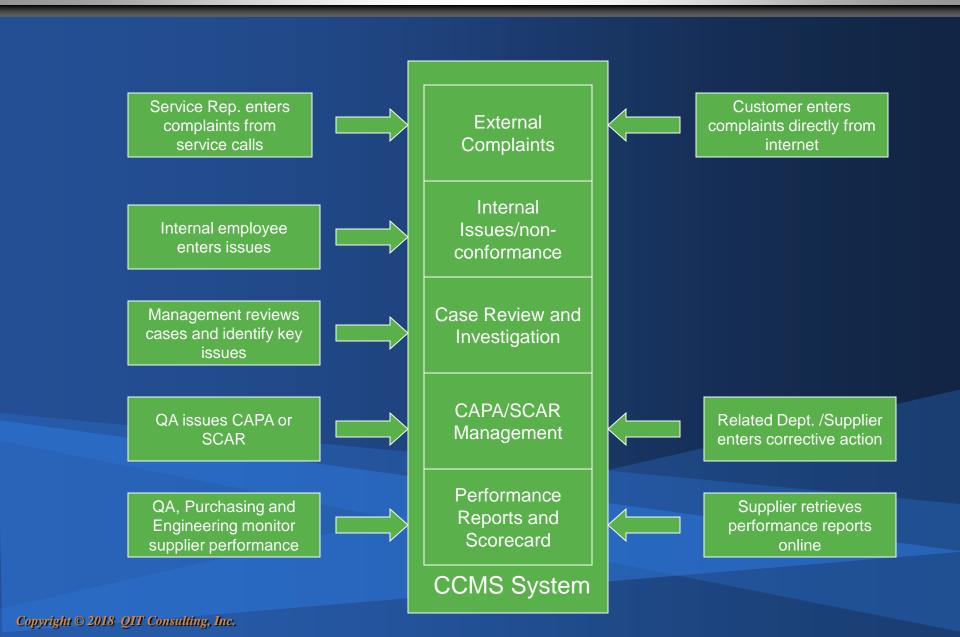
Existing System At a Glance

QIT Complaints/Issues Management System

- Complaint Module to capture complaints

- Nonconformance Module to log internal issues

- Internal CAPA Module to resolve key issues

- Supplier SCAR Module to handle supplier issues

- Optional Functions
  - Multi-language capability (English, Chinese, Spanish and French)
  - Audit
  - Engineering Change Control
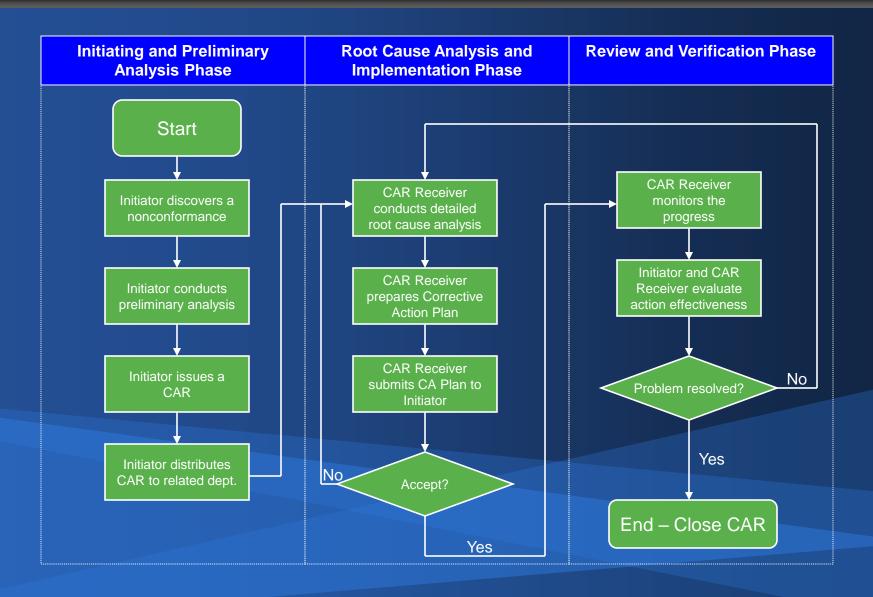 - Document Control
  - Training

Next Generation Web-based System

System Flow

Service Rep. enters complaints from service calls → External Complaints ← Customer enters complaints directly from internet

Internal employee enters issues → Internal Issues/non-conformance

Management reviews cases and identify key issues → Case Review and Investigation

QA issues CAPA or SCAR → CAPA/SCAR Management ← Related Dept. /Supplier enters corrective action

QA, Purchasing and Engineering monitor supplier performance → Performance Reports and Scorecard ← Supplier retrieves performance reports online

CCMS System

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? — No / Yes

Review and Verification Phase

- CAR Receiver monitors the progress
- Initiator and CAR Receiver evaluate action effectiveness
- Problem resolved? — No / Yes
- End – Close CAR

Key Benefits

- Transform your customer complaint/incident management system to an improvement powerhouse
  - Capturing complaints/issues/nonconformance/incidents from internal process and/or customer complaints
  - Collaborating customer, departments, divisions and suppliers in from around the world
- 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
- Strive for effective resolutions for all issues to increase customer satisfaction
  - Helping QA manager quickly locates key issues and failure modes by utilizing built-in reports
  - 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

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

  - 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

Next Step

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

  - Place an Order online at: http://www.qitconsulting.com/Order

QIT's Programs

- QIT Corrective Action Management
- QIT Supplier Quality Management
- QIT Customer Complaints Management
- QIT Audit Management
- QIT Document Control Management
- QIT Training Management
- QIT Quality Suite
- QIT Production Quality Management System with Six Sigma Measurements
- QIT Sigma Calculator