QIT Consulting, Inc.

QIT Quality Management System

a platform to build a dynamic management system

Program Introduction

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- QIT Consulting and Our Clients
- Existing System at a Glance
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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

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'

U.S. Surgical	**MedBen®**	**Riley MEDICAL**
A Division of Tyco	MedBen	Riley
Medical Devices	Health Care	Medical Devices
Presidential Airways	Executive Jet	Virgin America
Aviation	Aviation	Aviation
FLIR SYSTEMS™	Canberra Fertility Centre	vmi
FLIR System	Canberra Fertility Center	Vantage Mobility
Defense	Hospital	

For more details please visit http://www.qitconsulting.com/Clients.htm

QIT Quality Management System

- What is QIT Quality Management System
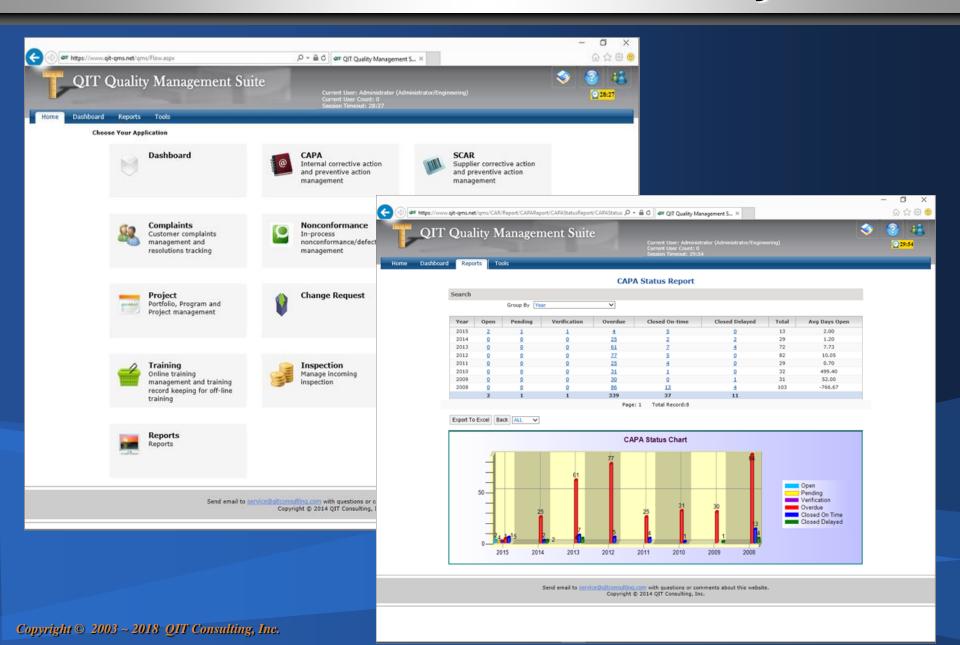
- Key Benefits

- System Flow

What is QIT Management Information System

- It is a platform that contains 14 standard modules
    - CAPA and SCAR – utilize CAR to track resolutions for issues
    - Complaints – customer complaints management
    - Nonconformance – internal defects and issues
    - Engineering Change ECN/PCN – engineering change or product change from suppliers
    - Audit – internal or external/supplier system audit
    - Document – internal online document control
    - Training – online training management
    - Project Management – for new product development projects/ APQP/PPAP and etc.
    - PO Management – PO Status, Online Rate, Supplier PPM, cost and etc.
    - Inspection – inspections and supplier quality management
    - Gage Management
    - Maintenance Management
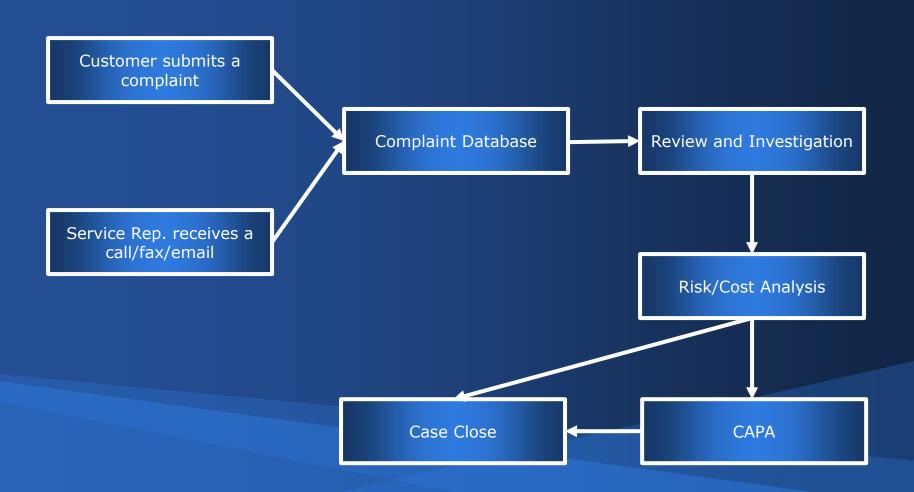- Each module can be used as a standalone program or configured with other modules to create a complete system

Key Benefits

- Comply and go beyond
  - Complying with ISO9000/QS9000, ISO14000 and FDA 21 CFR Part 11
  - 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
- 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
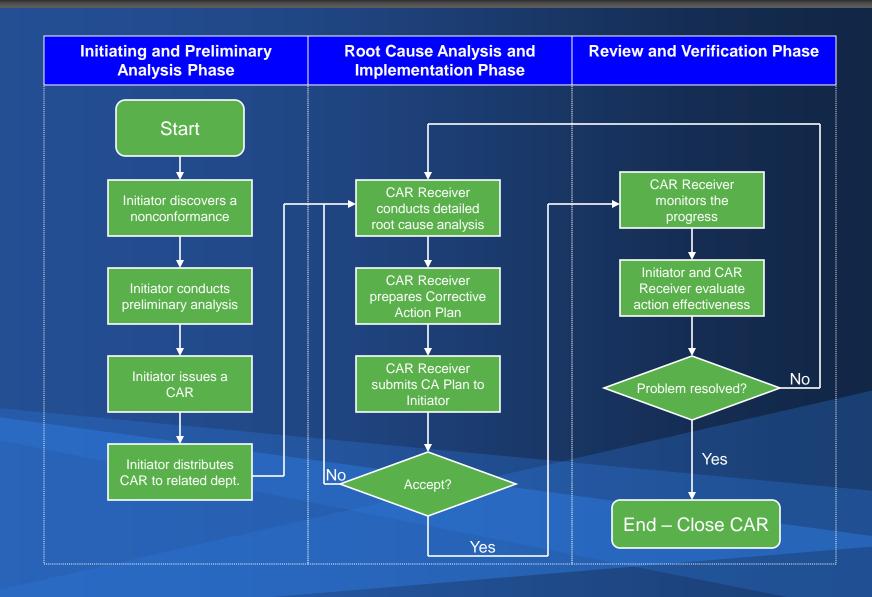- Our software incorporates best practices from other businesses
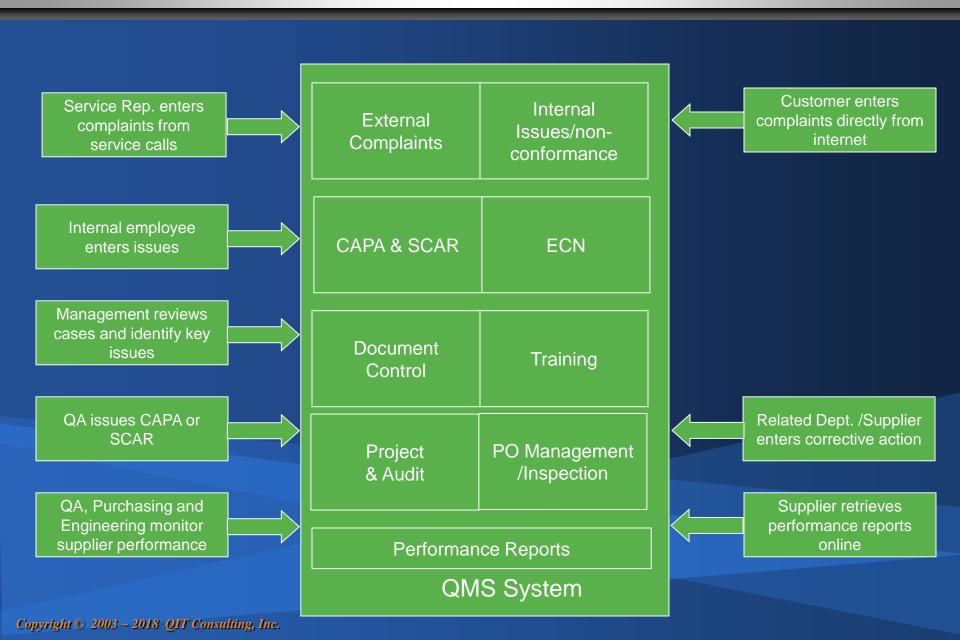
Next Generation Web-based System

Complaint Mgmt. Process Map

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

System Flow

Service Rep. enters complaints from service calls

Internal employee enters issues

Management reviews cases and identify key issues

QA issues CAPA or SCAR

QA, Purchasing and Engineering monitor supplier performance

Customer enters complaints directly from internet

Related Dept. /Supplier enters corrective action

Supplier retrieves performance reports online

QMS System

External Complaints	Internal Issues/non-conformance
CAPA & SCAR	ECN
Document Control	Training
Project & Audit	PO Management /Inspection
Performance Reports	

Technology of Our System

- **Advanced Business Process**
  - Next Generation, web-based global QMS, CRM and SCM
  - Real-time data tracking and reporting
- **The Latest in Information Technology**
  - Microsoft .net C # - flexible and scalable solutions
  - MS SQL Server 2008/2012 - secure and reliable data management
- **Windows, iOS, and Android compatible**
  - IE8+, Firefox, Google Chrome and Safari
  - Tablets support - iPad, Nexus, Chrome Book and more
- **QIT Web Hosting from a SSAE 16 SOC I Certified Data Center**
  - 24x7 network monitoring
  - Fiber optic network w/ IP backbone: AT&T, Sprint, Verizon, Cogent
  - Power conditioning, UPS and generator farm
  - Offsite, Vaulted, SAN backup or disaster recovery

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
  - Deviation Request, Investigation, Reject Control and etc.
  - 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

Flexible Pricing and Implementation

- QIT offers flexible pricing structure to suite to customers' needs
  - <u>SaaS Per-Concurrent-User Pricing</u>
    - Add all users to the system
    - Customer pays a monthly fee to use the program
    - Opt-out at any time by stopping the payment
    - Lower the upfront investment and minimize the project risk
  - <u>Traditional Buying</u>
    - Customer buys the program upfront and owns the program
    - Customer can host the program at its own server
    - Higher upfront investment
- Starting from small project then evolving to a complete QMS and SCM solution to reduce project risk
  - Normally our customers start from CAPA and SCAR module
  - Once they have more experiences they add PO Management, Project and other modules

Why QIT

- Comply and go beyond
    - Complying with ISO9000/QS9000, ISO14000 and FDA 21 CFR Part 11
    - Built-in root cause analysis tools
- Our software utilizes advanced process improvement and quality assurance tools to help you improve productivity and reduce cost
- Our software incorporates best practices from other businesses
- It simply works! Our software packages have been used by companies e.g. GE, Citrix, Probiotec, Miller Coors, Sonos and Tyco, from Manufacturing, IT, Service, Food and Drug, Electronic, Aviation and other business sectors.
- Cost-effective, Quick Turnaround, Customizable and Scalable

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

Acronym

- QMS – Quality Management System
- CRM - Customer Relationship Management
- SCM - Supply Chain Management
- CAPA- Corrective action preventive action
- SCAR – Supplier corrective action request
- CAR- Corrective action request
- APQP – Advanced product quality planning
- PPAP- Production part approval process
- ECN – Engineering change control
- PCN – Product change control
- 4W1H – Who, when, where, why and how
- 4M1E/Fishbone Analysis – Man, machine, method, material and environment
- OEM - Original Equipment Manufacturer
- PPM – Defective Part per million (defective rate)

Customizable Program

- Fully customizable program
- Each customer has its own URL, database and front-end
- Contemporary and simplified outlook
- Validation code to enhance system security
- Self-service password reset function

Supplier Login Screen

- Separated supplier login screen and access URL for easy program accessing

Easy-to-Navigate Layout

- Self-guided user-interface with explanation for each function block to save the training time and implementation efforts
- Easy-to-navigate layout

Intuitive Dashboard and To-do-List

- Intuitive Executive Summary
- Personalized To-do-list for coming due CAPAs and CAPAs waiting for root cause analysis
- System overviews in **cost and risk**

CAPA Module

- Easy-to-use self-guided user-interface with instructions on each CAPA Step e.g. Initiate → Root Cause Analysis→ Review for Effectiveness for effortless implementation and smooth navigation

CAPA Form

- Customizable CAPA form
- Built-in **risk analysis, cost analysis tools**
- All types of attachment formats e.g. Word, JPEG, CAD Dwg and etc.

Professional Root Cause Analysis Process

- Built-in quality tools e.g. 8D, 4W1H, 5-why and Fishbone analysis to form a professional root cause analysis process
- User is able to select different combinations of quality tools for different issues and priorities. For instance: 4W1H for **low cost/risk issues** or 8D+Fishbone for **high cost and high risk issues**

Step-by-Step Root Cause Analysis Wizard

- Step-by-Step Root Cause Analysis Wizard to guide user through a professional root cause analysis process e.g. 8D, 4W1H, 5-why and Fishbone Analysis
- Editable instructions to allow user sharing root cause analysis experiences

Review for Effectiveness to close the loop

- Review for Effectiveness function to close the quality loop
- Special functions like **Lessons Learned** to share the best practices to the whole organization and **CAPA Watch List** function to keep closed CAPA on radar screen for long-term effectiveness review
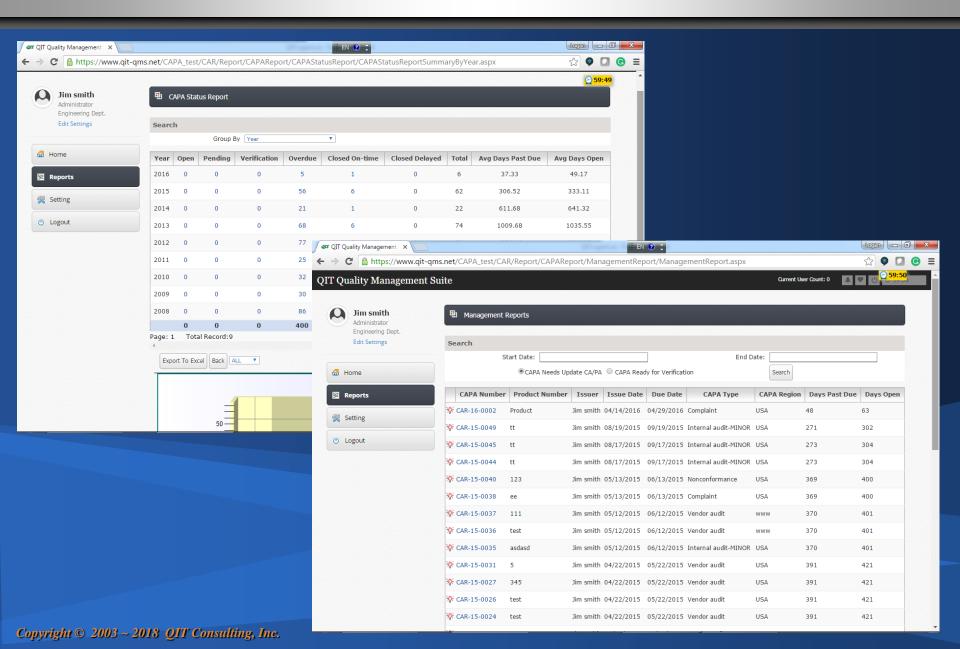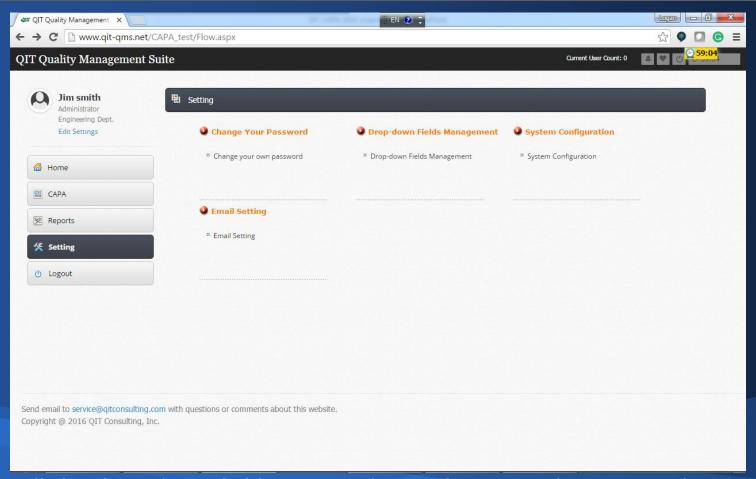
Versatile Reports

Internal CAPA Reports

* CAPA Status Reports
* Failure Mode Reports
* Quality Cost Reports
* Department Reports
* Archive
* CAPA Reports
* Management Reports

Supplier SCAR Reports

* SCAR Status Reports
* Supplier SCAR Status
* Supply Chain Reports
* Supplier Reports
* Component Reports
* SCAR Reports

- Drill-down reports to show system performance e.g**. CAPA status, cost, risk and major issues** in annual, monthly and detailed levels
- Built-in analysis to help user identify **hidden system problems**. For instance, to monitor quality system performance user can utilize the **Department Report** to link departments and major issues and then review the trending of the issues
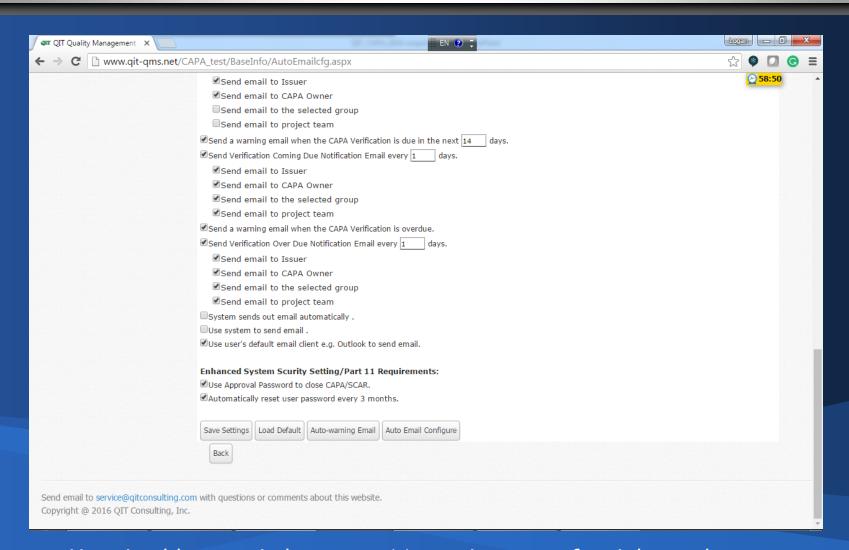
Versatile Reports

Easy-to-Maintain-and-Configure System Setting

- All the drop-down fields in CAPA/SCAR forms can be managed (add/modify/remove)
- Alert emails can be customized and configured to send to different levels of users

FDA Part 11 Compliance

- User is able to switch to part 11 requirements for tightened system security