

QMS Database

Zeljko Martinovic, ISO 9001 Lead Auditor

Tel: **1-519-716-4882**, email: qitsc@qitscontrol.com

Klaudijo Jadric, AlphaPan

Tel: **1-703-389-4141**, email: info@alphapan.com

Database purpose

- Store important QMS information in a single database
- Records mandatory by ISO9001 Standard: Nonconformance records, Customer Complaints, Corrective actions, Audit's corrective actions, Supplier's evaluation Management review action items
 - Easy to access, enter information
 - Visible and easy to find records
 - Custom created reports for review
 - No need to keep separate log file to track form number as database does it automatically
 - All combo/dropdown boxes are customizable to fit your needs
 - They are either list box (no changes e.g. department, just select correct information) or editable list (e.g. Customers) where it is possible to add new Customer(s) if they do not exist and it will be remembered next time in the dropdown list

MAIN SCREEN



CLICK TO ENTER
FORMS

CLICK TO EXIT
DATABASE

NCN DATABASE

NONCONFORMANCES | CUSTOMER COMPLAINTS | CORRECTIVE ACTIONS | ACTION ITEMS | SUPPLIERS EVALUATION FORM | AUDIT C.A.Rs.

NONCONFORMANCE REPORTS

NCN# 20001

Date: _____

Job Number: _____

Customer: _____

Drawing #: _____

Item Descript.: _____

NCN Description

Description: _____

of items: _____

Error source

Department: _____

Source: _____

Supplier: _____

Supplier's PO: _____

Issued by: _____

Cust. approval

approval required: _____

Comments: _____

NCN status

Resolution: _____

Resolution Details: _____

Approved by: _____ date: _____

Rework Re-Inspected by: _____ date: _____

NCN Type

NCN Type: _____

Details: _____

C.A.R.

C.A.R. #: _____

NCN Closed **NCN Cost:** \$0.00

MAIN

records:

NEW


SEARCH

PRINT

record navigation

< Back Next >

<< First Last >>



NCR forms

CLICK TO CLOSE DATABASE AND GO BACK TO MAIN SCREEN

CLICK TO CREATE A NEW RECORD (NEW NCN NUMBER IS AUTOMATICALLY CREATED)


CLICK TO SEARCH SPECIFIC RECORD IN DATABASE (ANY RECORD IN ANY NCN ENTERED IN DATABASE)

PRINT CURRENT RECORD

NAVIGATION BUTTONS TO GO BACK/FORTH BETWEEN RECORDS

OPENS SPECIFIC CAR FROM THE C.A.R. # FIELD ON LEFT SIDE

NCN FORM PRINTOUT

		FORM		F_8.7_10.x
NONCONFORMITY NOTE				Issued: 30 January, 2020
NCR Number: 20009	Issued by: Ed Wages	Date: 22-Apr-20	Work Number: ISE00793	
Customer: Kimberly Clark, Marinette, WI	Drawing #: GDR5115696	Item Description: LSS		
ERROR SOURCE				
Department: 03. Supply Chain Department		Source: 3.1 PURCHASING		
Supplier: Keto Pumps Inc.		Supplier PO#: IPOS06959		
SUBJECT:				
Required dimension for one shoulder in dwg GDR5115696 is $\varnothing 165.1 (+0.038, +0.064)$. Measured dimension is $\varnothing 165.054 (-0.084$ mm below min). Required dimension for the other shoulder is $\varnothing 160 m6 (+0.015, +0.040)$. Measured dimension is $\varnothing 159.979 (-0.036$ mm below m in).				
# of items: 1				
Customer approval required: NO				
Comments: New shaft is needed.				
IMMEDIATE ACTION:				
Nonconformity status: REWORK/REPAIR by Supplier				
Details: New shaft is needed.				
Approved by: Petri Raatikainen	Date: 22-Apr-20	Re-Inspected by:	Date:	CLOSED <input type="checkbox"/>
ERROR TYPE:				
Supplier machined incorrectly				
Details: Required dimension for one shoulder is $\varnothing 165.1 (+0.038, +0.064)$. Measured dimension is $\varnothing 165.054 (-0.084$ mm below min). Required dimension for the other bearing shoulder is $\varnothing 160 m6 (+0.015, +0.040)$. Measured dimension is $\varnothing 159.979 (-0.036$ mm below m in).				
Corrective action requested <input checked="" type="checkbox"/> CAR no: 20007				
Q and IT Systems Control Page 1 of 1				


FORMS CAN BE PRINTED TO A PRINTER
OR SAVED AS PDF FILES
FOR SENDING IT ELECTRONICALLY VIA EMAIL CLIENT
TO ALL INTERESTED PARTIES

NCN REPORTING

NONCONFORMANCES CUSTOMER COMPLAINTS CORRECTIVE ACTIONS ACTION ITEMS SUPPLIERS EVALUATION FORM AUDIT C.A.Rs.

NONCONFORMANCE REPORTS

NCN REPORTS



START & END DATE

start date: 01-Jan-20
end date: 01-Dec-20

FIRST ENTER THE MONITORING PERIOD ["START" AND "END" DATES] FOR THE REPORTS BELOW

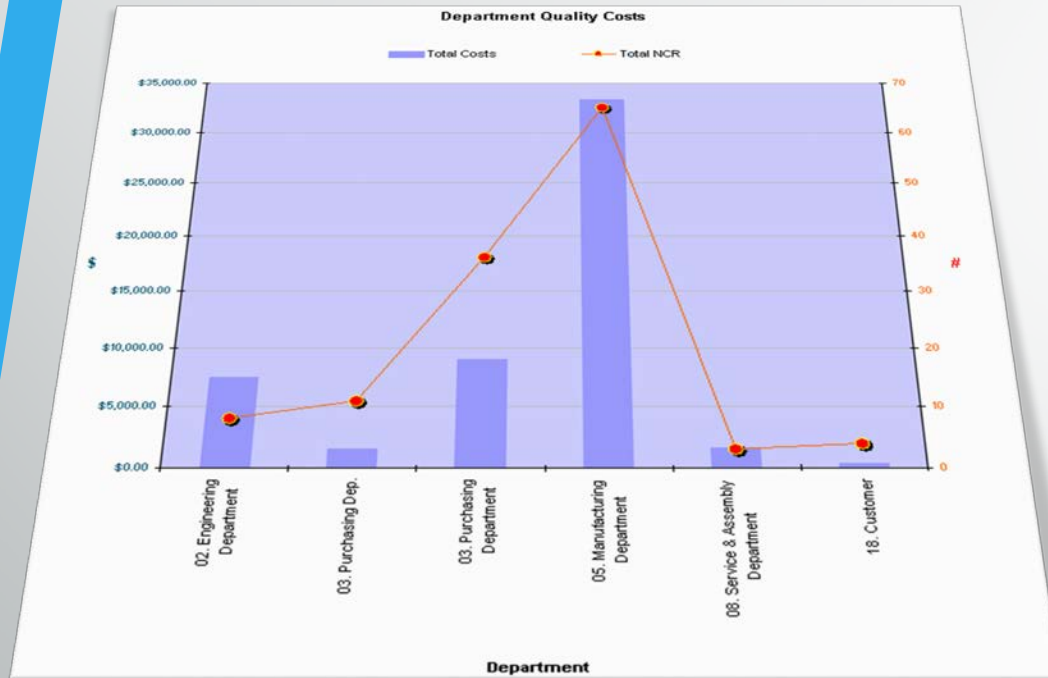
- NCN by Error Cause
- NCN by Department
- NCN by Error Source

SELECT MONITORING PERIOD THAT YOU WANT REPORTS TO BE CREATED FOR

SPECIALY DESIGNED REPORTS TO SHOW APPLICABLE DATA BETWEEN ABOVE SPECIFIED DATES

CUSTOMER'S SPECIFIC REPORTS DEVELOPER TO SUIT THEIR NEEDS
EACH MODULE HAS ITS OWN REPORTS

REPORTS



- EXAMPLE OF THE NONCONFORMITY REPORT
- EVERY REPORT IS CUSTOM DESIGNED TO SUIT SPECIFIC CUSTOMER NEEDS AND WILL BE DEVELOPED SEPARATELY UPON REQUEST

CUSTOMER COMPLAINT DATABASE

NONCONFORMANCES **CUSTOMER COMPLAINTS** CORRECTIVE ACTIONS ACTION ITEMS SUPPLIERS EVALUATION FORM AUDIT C.A.Rs.

CUSTOMER COMPLAINTS REPORTS

Complaint # **21001** complaint date: _____ issued by: _____

Customer

Name: _____ Customer's ref.: _____
Address: _____
City: _____ Prov/State: _____ Country: _____
Contact: _____ Tel: _____ e-mail: _____

Details

product | service description: _____ original Job No.: _____

Delivery Failure Type: _____
 Product Failure Product: _____
Description: _____
Part: _____
Other: _____
 Other Failure Description: _____

Complaint details: _____

Immediate action:

signature: _____ date: _____

warranty:
warranty job number: _____

Error Category: _____
Error Source: _____
Error Type: _____

Corrective action: _____ C.A.R. #: _____

date: _____ signature: _____

Form sent to the Customer
date sent: _____ sender: _____
 accepted
date accepted: _____ accepted by: _____


CLOSED

MAIN

records:
NEW
SEARCH

PRINT

record navigation
< Back Next >
<< First Last >>



customer complaints forms

CONTROL/NAVIGATION
BUTTONS THE SAME AS FOR
NCN DATABASE

ACTION ITEMS DATABASE

NONCONFORMANCES CUSTOMER COMPLAINTS CORRECTIVE ACTIONS **ACTION ITEMS** SUPPLIERS EVALUATION FORM AUDIT C.A.Rs.

ACTION ITEMS REPORTS

ACTION# 20001 date: _____ issued by: _____

related documents: _____

observation: _____

Responsible: _____ completion date: _____

follow up date: _____

Solution: _____

completed by: _____ completed date: _____

Action status: _____

reviewed by: _____ action review date: _____

comment: _____

Action follow up

implemented/effective

not implemented/not effective

followed up by: _____

follow up date: _____

MAIN

records:

NEW


SEARCH

PRINT

record navigation

< Back Next >

<< First Last >>



Action Items forms

CONTROL/NAVIGATION
BUTTONS THE SAME AS FOR
NCN DATABASE

KEEP TRACK OF ANY ACTIONS REQUIRED THAT
ARE NOT RESULT OF QMS CORRECTION
(SYSTEM IMPROVEMENTS, CHANGES, DEVELOPMENTS)

SUPPLIER EVALUATION DATABASE

NONCONFORMANCES CUSTOMER COMPLAINTS CORRECTIVE ACTIONS ACTION ITEMS **SUPPLIERS EVALUATION FORM** AUDIT C.A.Rs.

SUPPLIER EVALUATION REPORTS

SUPPLIER:

start date: end date: evaluation year:

number of POs: number of Items:
 number of NCRs for quality: in %: number of Items on NCR: in %:
 number of POs late: in %: number of Items late: in %:

category	X	Y	Z
Quality performance	> 80 %	70 % - 80 %	< 70 %
category	I	II	III
Delivery performance	> 80 %	70 % - 80 %	< 70 %
Corrective action required:			
C.A.R.	Completion time	Evaluation period	Categories
NO	N/A	12 months (regular periodical audit time)	XI
YES	3 months	6 months	XII, YI, YII
YES	2 months	5 months	XIII, VIII, ZI, ZII
YES	1 months	4 months	ZIII

category:

C.A.R.

C.A.R. Number:

evaluation date:

MAIN

records:



suppliers forms

CONTROL/NAVIGATION
BUTTONS THE SAME AS FOR
NCN DATABASE

KEEP TRACK OF SUPPLIERS PERFORMANCE EVALUATION
BASED ON PREDEFINED CRITERIA

QMS AUDITS DATABASE

NONCONFORMANCES CUSTOMER COMPLAINTS CORRECTIVE ACTIONS ACTION ITEMS SUPPLIERS EVALUATION FORM **AUDIT C.A.Rs.**

AUDIT C.A.R. REPORTS

IA CAR# **20001** date: _____ Auditor: _____

CAR Type: _____
 category: _____
 Standard clause: _____
 related documents: _____
 observation: _____

responsibility: _____ department: _____
 completion date: _____
 verification date: _____

Root Cause:

WHY 1:	A1:
WHY 2:	A2:
WHY 3:	A3:
WHY 4:	A4:
WHY 5:	A5:

Corrective Action:

completed by: _____ completed date: _____

CAR Status: _____ *

if additional info is required
new review date: _____

Reviewed by: _____
 corrective action review date: _____
 comment: _____

* in case that either response from responsible manager is not acceptable or no response received at all by the due date, the CAR will be escalated to the site's Managing Director who will be then determine a new responsible manager (possible reaffirm the same) or special team will be formed to correct open CAR. A new completion date will be given for acceptance of corrective actions on open CAR

CAR verification (1) (2)

implemented _____ effective _____

(1) if CAR is not implemented then:
 new implement. date: _____


(2) if CAR is not effective then new CAR is issued

verified by: _____
 verification date: _____

MAIN

records:
NEW
SEARCH
PRINT

record navigation
 < Back Next >
 << First Last >>



CONTROL/NAVIGATION
 BUTTONS THE SAME AS FOR
 NCN DATABASE

DATABASE INCORPORATES
 5WHYS ROOT CAUSE
 TECHNIQUE TO DETERMINE
 REQUIRED CORRECTIVE
 ACTIONS

QUESTIONS/REQUESTS !



Zeljko Marlinovic

tel: +1-519-716-4882

email: QITSC@qitscontrol.com

web: www.qitscontrol.com



Klaudijo Jadric

Tel: 1-703-389-4141

Email: info@alphapan.com

Web: www.alphapan.com

Thank you

