TRICORN SYSTEMS

INTEGRATED MANUFACTURING SOFTWARE

TRICORN:QMS

Quality Management System

Tricorn System's easy to use, powerful QMS Module deals with all aspects of running a total quality management system to ISO9001 and other equivalent quality standards.

TRICORN:QMS has been built upon many years of experience and takes account of the requirements of manufacturing companies running various quality standards on a daily basis. The system has an instant diary to notify users of pending activities relating to ISO, such as calibrations due, machine maintenance and audits. Combining this unique feature with the powerful search tool available throughout provides companies with the answer to all their quality requirements in just one package.

REJECTS, COMPLAINTS,NON-CONFORMANCES & CONCESSIONS

There are four areas covered by this part of the quality module, each is individually serialised from selected number ranges and can be associated with works orders or purchases. They can also be cross-referenced to each other and/or your documented procedures recorded in the procedures section.

For each document you can record the basic detail, the reason, the action you are going to take and what you are going to do to prevent recurrences. You can set up reminders (notifiers) so that the Quality Module prompts you when follow-up action needs to be taken.

Key Features

- ✓ ISO9001 requirements in one central database.
- ✓ Quality Procedure documentation with amendments.
- ✓ Audit reports.
- ✓ Reject notes, complaints, non-conformances and concessions all recorded.
- ✓ Equipment (tooling & gauges) calibration.
- ✓ Employee training records.
- ✓ Supplier performance.
- ✓ Machine maintenance.
- ✓ Document register.
- ✓ Customer questionnaires.
- ✓ Audit diary.
- ✓ Task notifier.
- ✓ Links to TRICORN:Production works orders.
- ✓ Inspection records (FAIRS and 100%).
- ✓ Quality-related reports library.
- ✓ End-User reporting tool for tailored reporting.
- ✓ Risk Assessments.

All of these documents can be associated with:
- Internal activities
- Customers
- Works orders
- Suppliers
- Purchase orders

Each of the documents can be set-up to meet your documentation standards and can include features such as company and quality logos.

EQUIPMENT CALIBRATION & MACHINE MAINTENANCE

The calibrations section allows you to:

- Document calibration and usage procedures
- Record equipment and its calibration/usage periods, which can be time or usage based.
- Document calibrations and checks including tolerances, adjustments made, certificate numbers and any notes you require
- Automatically set notifiers for next due events.

The machine maintenance section allows you to:

- Document maintenance procedures

- Record machines and their maintenance schedules
- Document in-house and external activities, recording service information and any notes you require
- Automatically set notifiers for next due events
- Produce reports covering due and overdue events using End User Reporting, further enhance your reporting with trend analysis such as identifying equipment which continually requires adjustment.

SUPPLIER PERFORMANCE

TRICORN:QMS can be used to track various aspects of quality targets of your suppliers and covers:

- Quantities ordered against quantities delivered
- Inspection results including percentage achievements
- On time delivery
- Rating suppliers
- Set-up of notifiers for future activities

Standard reports are available detailing supplier performance and with the End User Reporting company specific reports can be created.

INTEGRATED MANUFACTURING SOFTWARE

WORKS ORDER (PARTS) INSPECTIONS

For every job and sales order, detailed inspection reports can be recorded. They cover all the main detail of the job or sales order with a unique inspection identifier.

Quantities inspected can be recorded, with those which pass being marked with a percentage and a rating. Each inspection record has note fields for both the order itself and to record anything specific to the job.

Notifiers can be set to prompt you about any follow-on activities you require.

EMPLOYEE TRAINING

All companies need to keep records of their employee skill base. Tricorn's QMS makes it easy for you to record this data covering:

- Cross reference of training against training procedures
- Outcome of training and further personnel development needs
- Training issues such as subjects and dates
- Set-up of notifiers to inform you of training needs and attendance

PROCEDURES & AUDITS

ISO requires that you have documented procedures covering all aspects of your quality management system. Calibrations and machine maintenance have their own specific procedures, all other procedures can be recorded in this section.

The screen which is provided allows you to document your procedures using the system's built-in word processor. Alternatively, you can insert links to documentation held in other packages. Documents can be imported into the system.

Procedures can be active or inactive, which allows you to keep an audit trail of superseded procedures and each of the other areas of QMS has facilities that link to the procedures recorded here.

The purpose of internal auditing is to record and ensure that your quality management system is being operated correctly and effectively, by performing planned & documented checks. These define the way in which your company will perform internal auditing of the quality management system. They apply to all internal quality audits, which will generally be performed against the requirements of ISO 9001: 2008, the company's quality manual, procedures, process plans and work instructions.

Audit activities can be set up by month and cover any subject, for example you might set up audits to ensure:

- The quality system documentation adequately defines the needs of the business
- Documented procedures and work instructions are practical, understood and implemented
- Calibration procedures are being adhered to
- Inspections are being carried out effectively.

REPORTS & NOTIFIERS

All areas of the system have built-in reports and interfaces into the QMS's innovative notifier system. In addition there is an End User reporting module which can be used to provide company specific reports.

CUSTOMER SURVEYS

One of the requirements of a quality process is to periodically survey your customers. QMS enables you to:

- Produce survey questionnaires for distribution
- Select customers to receive surveys
- Track returns and produce reports showing satisfaction levels
- Design survey questionnaires

DOCUMENT REGISTER

A comprehensive document register allows you to:

- Record document types, number and revisions
- Record the "active" dates of documents
- Hold notes about the document - including a link to the document.
- Set up notifiers to remind you of future activities

A copy process allows you to copy current records and expire old ones.

RISK ASSESSMENTS

TRICORN:QMS contains a powerful risk assessment capability enabling you to identify potential risks, record details and notes, and assign responsibilities for follow-up and reporting.