

# Non-Conformance Database System

- Overview -



Prepared by:	Nigel Roberts
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Date:	18/11/09
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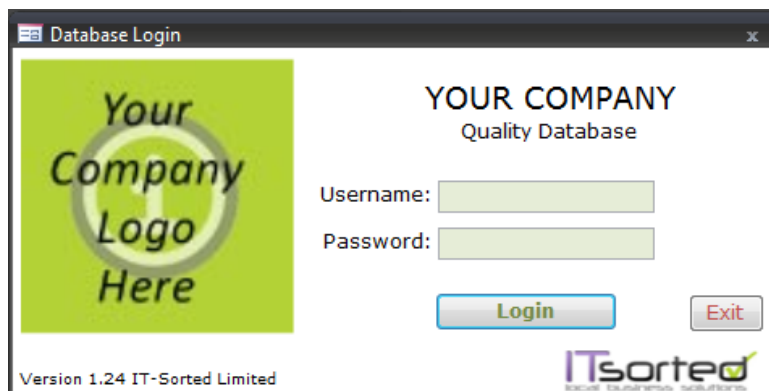
## Overview

This system offers an easy-to-use, flexible database to store and monitor non-conformance records. It has password-secured access, user permissions and a detailed system log of actions performed. The system also has the ability to add further available modules such as quality audits / corrective actions etc. at a later date.

Further to the standard software shown in this document, IT-Sorted can tailor the actual information recorded, categorisation, the form layouts and the reports to suit your own company.

## Login

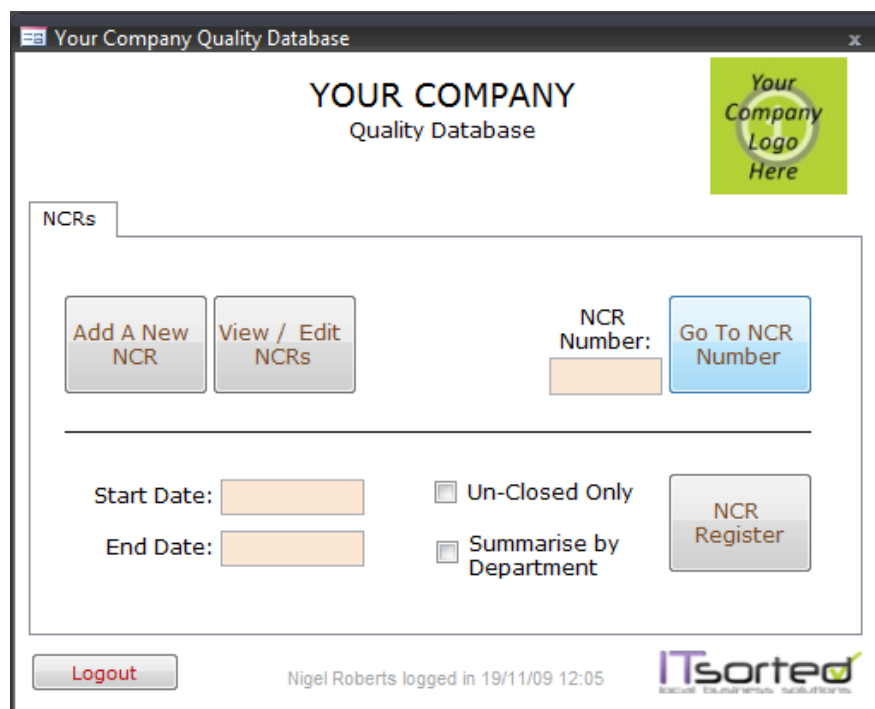
Access can only be gained to the database using a valid username and password.



The screenshot shows a window titled "Database Login". On the left is a green box with the text "Your Company Logo Here" and a circular logo icon. To the right, the text "YOUR COMPANY Quality Database" is displayed. Below this are two input fields: "Username:" and "Password:". There are two buttons: "Login" (blue) and "Exit" (grey). At the bottom left, it says "Version 1.24 IT-Sorted Limited". At the bottom right is the "ITsorted local business solutions" logo.

## Main database menu

From here, all options are available to add, edit or report on NCRs. Additional modules will have corresponding tabs across the top of the menu.



The screenshot shows a window titled "Your Company Quality Database". At the top center is "YOUR COMPANY Quality Database" and on the right is a green box with "Your Company Logo Here". Below this is a tab labeled "NCRs". The main area contains several buttons: "Add A New NCR", "View / Edit NCRs", "NCR Number:" with an input field, and "Go To NCR Number". Below a horizontal line are "Start Date:" and "End Date:" input fields, two checkboxes labeled "Un-Closed Only" and "Summarise by Department", and an "NCR Register" button. At the bottom left is a "Logout" button. At the bottom center, it says "Nigel Roberts logged in 19/11/09 12:05". At the bottom right is the "ITsorted local business solutions" logo.

### Entering a new NCR record


The user's name is filled in automatically and the date defaults to the current date, although this can be edited. Some fields here are compulsory so must be filled in before the NCR can be saved.

### The On-Screen NCR form.

This shows all information for the NCR. You can page forward and backward through all the NCRs or use the search button to look for particular information. The print button will produce an A4 form of the NCR on screen.


**The Printed NCR form.**

This can be designed to closely match your company's existing paperwork.

		<b>Your Company</b> Non-Conformity Report			<b>No: 0001</b>
		Printed 19/11/09 12:09			
<input checked="" type="checkbox"/> Part <input type="checkbox"/> Process <input type="checkbox"/> Manufacture <input type="checkbox"/> Repair					
Quantity: 15	CT or GH; Batch Number: 1234-GH1	Department: Welding	Entered By: Nigel Roberts	Received Date: 23/07/2009	
<b>Description</b>					
Seam weld by 1 missed on left hand side.				As Relevant define; What is non-confirming and why	
<b>Impact</b>					
On Customer		On Business: Rework required, complete contract being held until complete.		Priority: <input type="checkbox"/> Urgent <input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	
Decision:		Acceptance / Authority / Approval		Date:	
<b>Remedial Action</b>					
Rework part to drawing				Responsible Matthew Stevenson	
<b>Effectiveness of Actions</b>					
<input type="checkbox"/> Reviewed                      Reviewed By:                      Date:					

**The 'NCR Register' Report.**

This can be limited to specified dates and /or un-closed NCRs only as well as being summarised by department as shown in the example below. All report options are accessed on the main menu as shown on page 2 above.

NCR Register (by Category) From 01/07/09 to 30/11/09 Printed 19/11/09 12:11					
Number	Date Received	Batch Number	Priority	Closed?	
<b>Department: Welding</b>					
00001	23/07/2009	1234-GH1	High		
Total NCRs : 1		Total Closed: 0		(0%)	
<b>Department: Finishing</b>					
00002	18/11/2009	0001-200299	Urgent		
Total NCRs : 1		Total Closed: 0		(0%)	
Total NCRs : 2		Total Closed: 0		(0%)	

**The System Log.**

This holds a record of who has done what and when. It can be filtered by username and / or document number (NCR number in this case) to find the relevant history.

Date / Time	User Name	Document Number	Action
18/11/09 19:36	Nigel Roberts	0002	Added new NCR
18/10/09 00:00	Nigel Roberts	0001	Un-closed NCR
15/10/09 00:00	Nigel Roberts	0001	Closed NCR
23/07/09 18:53	Nigel Roberts	0001	Added new NCR

### User Security.

Users are added to the system, together with the relevant permissions. For example, a user can add/edit NCRs but not 'close' them. A manager on the other hand can be given the ability to close them as well. (If further modules are added such as quality audits below, users can be allowed / disallowed access to these modules as well.) Of course, only specified users should be given access to the 'system' module to modify this information.

Database Users				Permissions				
ID	Username	Password	Full Name	Enabled	NCRs			System
				Login Enabled?	Access	Add Decision	Review NCRs	Access
1	cath	****	Cath O'Brian	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	nigel	*****	Nigel Roberts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	matthew	***	Matthew Stevenson	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	chelle	*****	Michelle Johns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
###				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Additional Modules.

The system also consists of several optional modules listed below:

- *Customer Complaints*  
Recording and reporting customer complaints received including warranty and cost information.
- *Quality Audits*  
Includes corrective action forms and reports.
- *Sales Enquiries*  
Includes emailing of quotes, standard letter text and document attachments.

Please contact us for more information.

Email [enquiries@it-sorted.net](mailto:enquiries@it-sorted.net) or telephone 02921 252252