

Quality Audit Database System

- Overview -



Prepared by:	Nigel Roberts
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Date:	23/11/09
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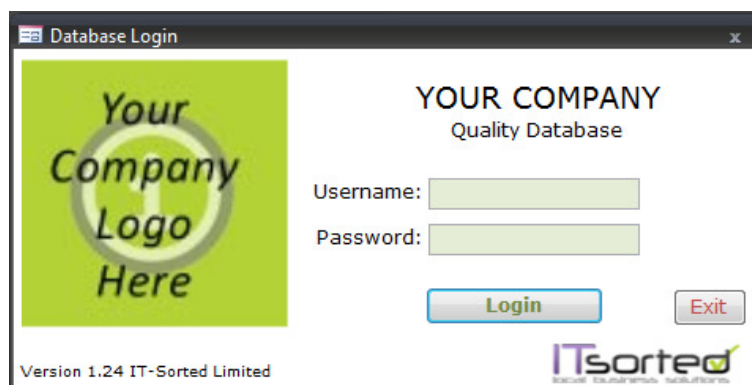


Overview

This system offers an easy-to-use, flexible database to store and monitor the results of internal quality audits (audit reports) and associated corrective actions. 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 non-conformances / customer complaints 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.

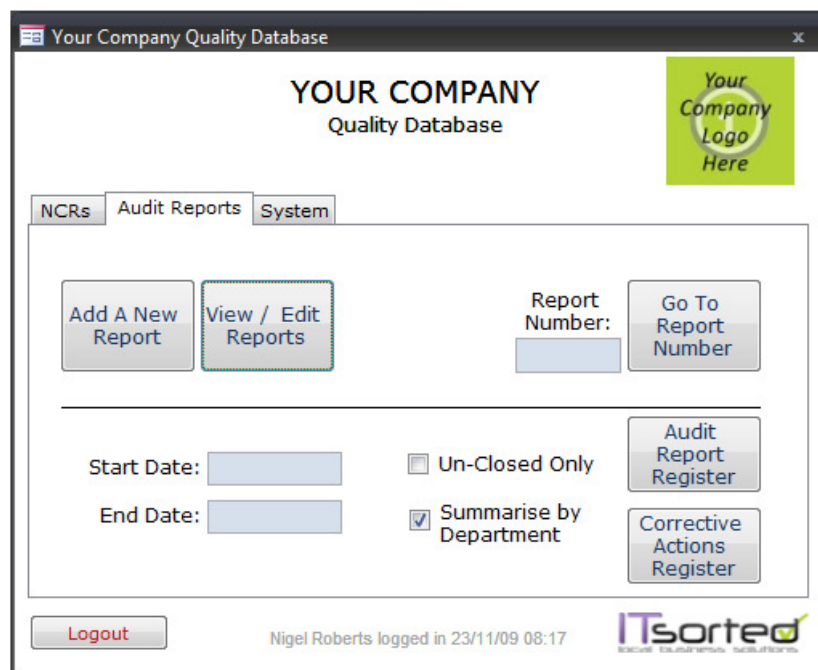
Login

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



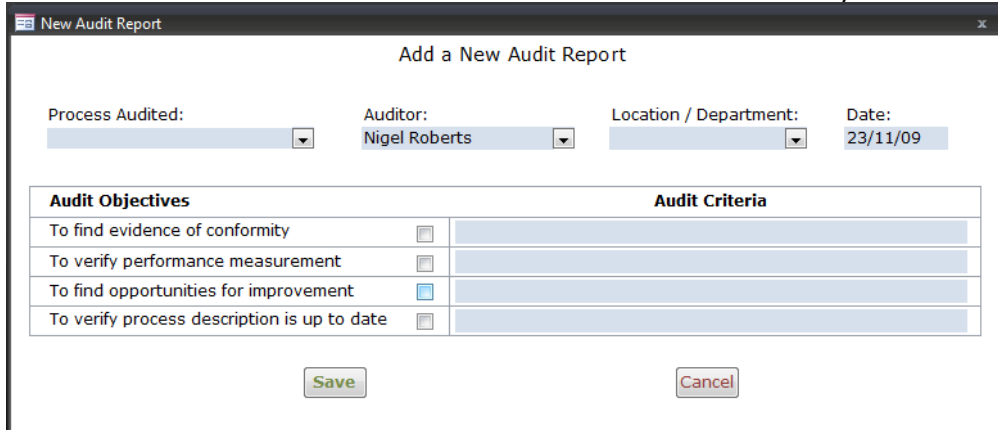
Main database menu

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



Entering a new Audit record

The user's name is filled in automatically and the date defaults to the current date, although this can be edited. Categorisation and other compulsory fields must be filled in before the audit record can be saved. All records are automatically numbered.



Add a New Audit Report

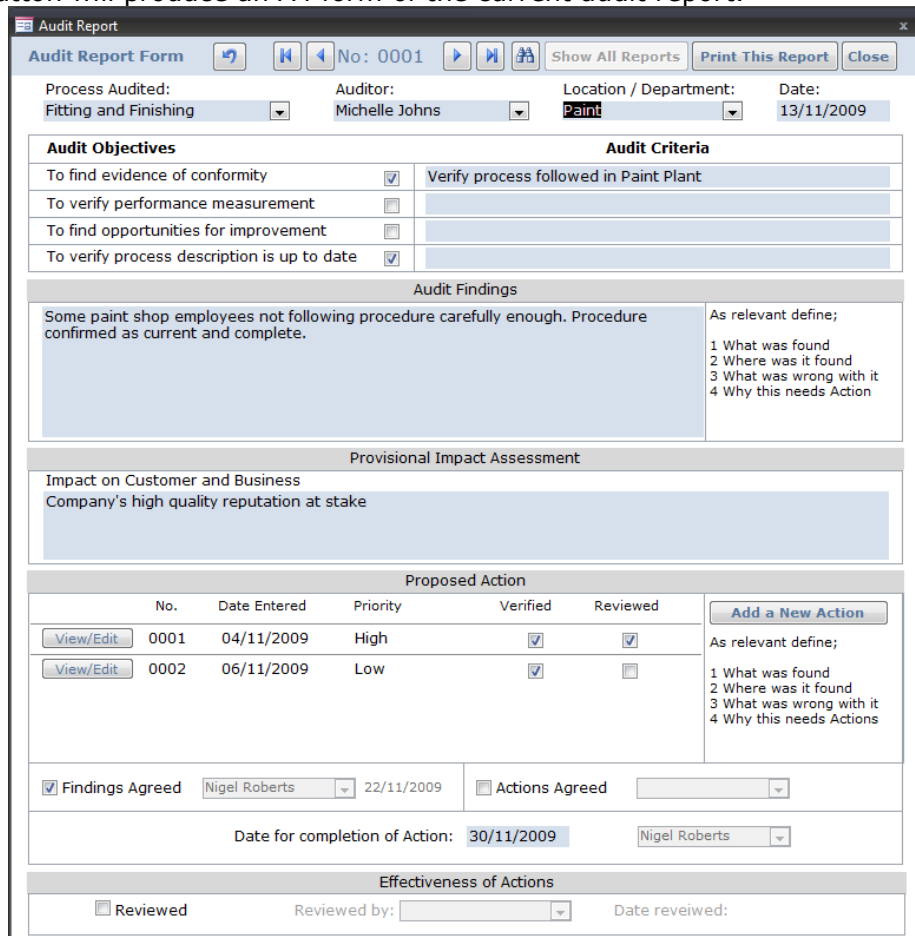
Process Audited: Auditor: Nigel Roberts Location / Department: Date: 23/11/09

Audit Objectives	Audit Criteria
To find evidence of conformity <input type="checkbox"/>	
To verify performance measurement <input type="checkbox"/>	
To find opportunities for improvement <input checked="" type="checkbox"/>	
To verify process description is up to date <input type="checkbox"/>	

Save Cancel

The On-Screen Audit Report form.

This shows all information for the audit. You can page forward and backward through all audits entered or use the search button to look for particular information. The print button will produce an A4 form of the current audit report.



Audit Report Form No: 0001 Show All Reports Print This Report Close

Process Audited: Fitting and Finishing Auditor: Michelle Johns Location / Department: Paint Date: 13/11/2009

Audit Objectives	Audit Criteria
To find evidence of conformity <input checked="" type="checkbox"/>	Verify process followed in Paint Plant
To verify performance measurement <input type="checkbox"/>	
To find opportunities for improvement <input checked="" type="checkbox"/>	
To verify process description is up to date <input checked="" type="checkbox"/>	

Audit Findings

Some paint shop employees not following procedure carefully enough. Procedure confirmed as current and complete.

As relevant define;
 1 What was found
 2 Where was it found
 3 What was wrong with it
 4 Why this needs Action

Provisional Impact Assessment

Impact on Customer and Business
 Company's high quality reputation at stake

Proposed Action

No.	Date Entered	Priority	Verified	Reviewed	
<input type="button" value="View/Edit"/> 0001	04/11/2009	High	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Add a New Action As relevant define; 1 What was found 2 Where was it found 3 What was wrong with it 4 Why this needs Actions
<input type="button" value="View/Edit"/> 0002	06/11/2009	Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Findings Agreed Nigel Roberts 22/11/2009 Actions Agreed


Date for completion of Action: 30/11/2009 Nigel Roberts

Effectiveness of Actions

Reviewed Reviewed by: Date reviewed:

The Printed Audit Report form.

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

	Your Company Audit Report	No: 0001 <i>Printed 23/11/09 09:57</i>			
Process Audited: Fitting and Finishing	Auditor: Michelle Johns	Department: Paint	Audit Date: 03/11/2009		
Audit Objectives		Audit Criteria			
To find evidence of conformity	<input checked="" type="checkbox"/>	Verify process followed in Paint Plant			
To verify performance measurement	<input type="checkbox"/>				
To find opportunities for improvement	<input type="checkbox"/>				
To verify process description is up to date	<input checked="" type="checkbox"/>				
Audit Findings					
Some paint shop employees not following procedure carefully enough. Procedure confirmed as current and complete.					
Provisional Impact Assessment					
Impact on Customer and Business: Company's high quality reputation at stake					
Proposed Action					
No.	Date Entered	Priority	Verified	Reviewed	As relevant define:
0001	04/11/2009	High	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 What was found 2 Where was it found 3 What was wrong with it 4 Why this needs Actions
0002	06/11/2009	Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Findings Agreed		Nigel Roberts 18/11/2009		<input type="checkbox"/> Actions Agreed	
Action Target Date: 30/11/2009				Nigel Roberts	
Effectiveness of Actions					
<input type="checkbox"/> Reviewed		Reviewed By:		Date Reviewed:	

Corrective Actions.

Each audit report can have one or more corrective actions created for it. These can only be added by authorised users and are listed and accessed on the audit form (see page 3).

The actions can be reported on from the main menu screen and again, the information can be tailored to suit your own company.

Add a New Corrective Action

Audit Report: 1 Entered by: Nigel Roberts Date Created: 23/11/09

Impact and Priority				
On Quality	On Cost	On Delivery	Other Impact	Priority:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Urgent <input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low

Save Cancel

The On-Screen Corrective Action form.

This shows all information for the action including which audit it relates to, the priority and who it's been assigned to. These are also numbered automatically and can be reviewed / closed by authorised users only.

Corrective Action Report No: 0001 Print This Report Close

Audit Report: 0001 Process audited: Fitting and Finishing Audit Date: 03/11/2009 Department: Paint

Impact and Priority				
On Quality	On Cost	On Delivery	Other Impact	Priority:
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Urgent <input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

Root Cause			
Cause	% Contribution	Verified	As relevant define;
Procedure not being followed closely enough. Blemishes and minor imperfections finding their way to customer.	80	<input checked="" type="checkbox"/>	Results of 5 Whys Test to problem


Resolution	
Solution for Eliminating Root Cause Re-train paint operatives in all relevant procedures.	Responsibility Matthew Stevenson

Effectiveness of Actions

Reviewed Reviewed by: Nigel Roberts Date reviewed: 23/11/2009

The Printed Corrective Action form.

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

	<p>Your Company Corrective Action Report</p>	<p>No: 0001</p>
<p>Printed 23/11/09 10:00</p>		
<p>Process Audited: Fitting and Finishing</p>		<p>Audit Number: 0001</p>
<p>Auditor: Michelle Johns</p>	<p>Department: Paint</p>	<p>Audit Date: 03/11/2009</p>
<p>Problem Description</p>		
<p>Some paint shop employees not following procedure carefully enough. Procedure confirmed as current and complete.</p>		
<p>Impact and Priority</p>		
<p>On Quality</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<p>On Cost</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<p>On Delivery</p> <p style="text-align: center;"><input type="checkbox"/></p>
<p>Other Impact</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Priority:</p> <p><input type="checkbox"/> Urgent</p> <p><input checked="" type="checkbox"/> High</p> <p><input type="checkbox"/> Medium</p> <p><input type="checkbox"/> Low</p>	
<p>Root Cause</p>		
<p>Cause Procedure not being followed closely enough. Blemishes and minor imperfections finding their way to customer.</p>	<p>% Contribution</p> <p style="text-align: center;">80</p>	<p>Verified</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>
		<p>As relevant define: Results of 5 Whys Test to problem</p>
<p>Resolution</p>		
<p>Solution for Eliminating Root Cause Re-train paint operatives in all relevant procedures.</p>		<p>Responsibility Matthew Stevenson</p>
<p>Effectiveness of Actions</p>		
<p><input checked="" type="checkbox"/> Reviewed</p>	<p>Reviewed By: Nigel Roberts</p>	<p>Date Reviewed: 23/11/2009</p>

The 'Audit Report Register' Report.

This can be limited to specified dates and /or un-closed Audits 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.

Audit Report Register (by Category)					
<i>Printed 23/11/09 08:53</i>					
Number	Process Audited	Auditor	Audit Date	Closed?	
Department: Welding					
0002	Welding and Fabrication	Nigel Roberts	17/11/2009		
Total reports : 1		Total Closed: 0		(0%)	
Department: Paint					
0001	Fitting and Finishing	Michelle Johns	03/11/2009		
Total reports : 1		Total Closed: 0		(0%)	
Total reports : 2		Total Closed: 0		(0%)	

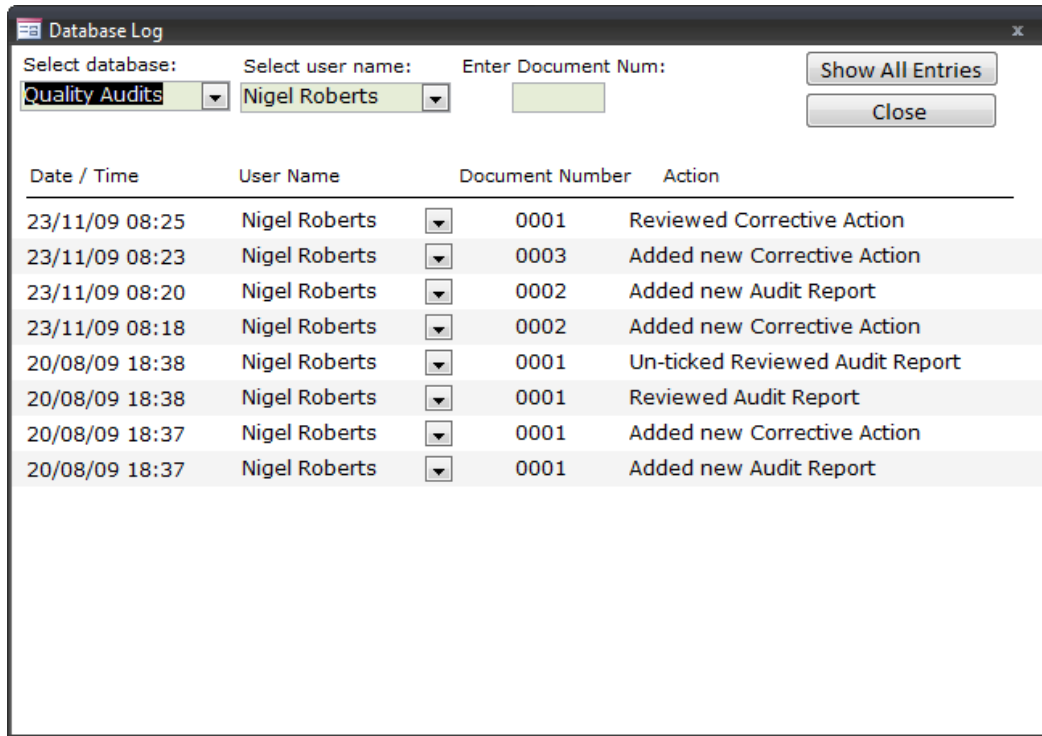
The 'Corrective Actions Register' Report.

This can be limited to specified dates and /or un-closed actions 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.

Corrective Actions Register (by Department)							
<i>Printed 23/11/09 09:43</i>							
Number	Created	Audit Rep No.	Process Audited	Priority	Responsibility	Closed?	
Department: Welding							
0003	23/11/09	0002	Welding and Fabrication	Low	Nigel Roberts		
Total Reports : 1			Total Closed: 0		(0%)		
Department: Paint							
0002	06/11/09	0001	Fitting and Finishing	Low	Cath O'Brian		
0001	04/11/09	0001	Fitting and Finishing	High	Matthew Stevenson	CLOSED	
Total Reports : 2			Total Closed: 1		(50%)		
Total Reports : 3			Total Closed: 1		(33%)		

The System Log.

This holds a record of who has done what and when. It can be filtered by username (Nigel Roberts in this case) and / or document number to find the relevant history. This is only accessible on the System tab and access controlled as shown below.



The screenshot shows a window titled "Database Log" with the following fields and buttons:

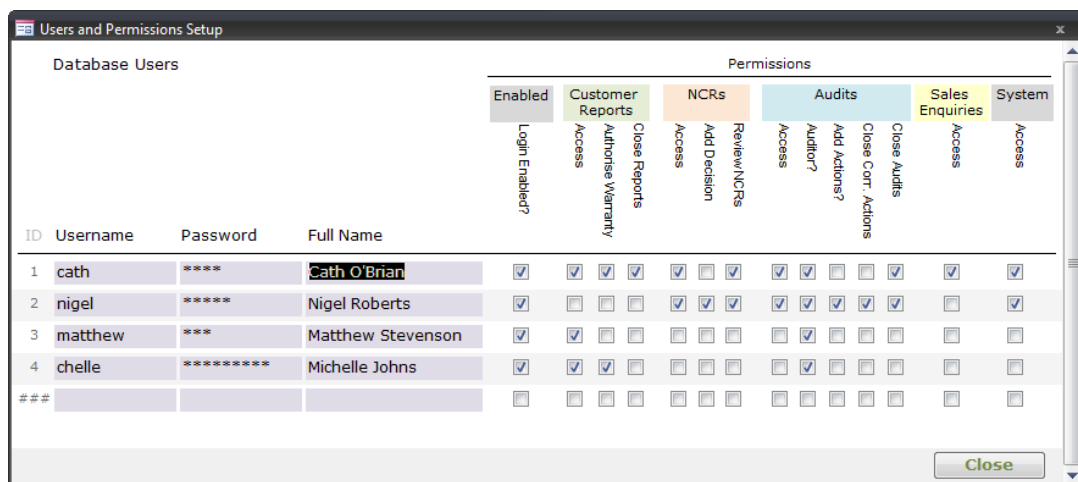
- Select database: Quality Audits
- Select user name: Nigel Roberts
- Enter Document Num: (empty)
- Show All Entries button
- Close button

Date / Time	User Name	Document Number	Action
23/11/09 08:25	Nigel Roberts	0001	Reviewed Corrective Action
23/11/09 08:23	Nigel Roberts	0003	Added new Corrective Action
23/11/09 08:20	Nigel Roberts	0002	Added new Audit Report
23/11/09 08:18	Nigel Roberts	0002	Added new Corrective Action
20/08/09 18:38	Nigel Roberts	0001	Un-ticked Reviewed Audit Report
20/08/09 18:38	Nigel Roberts	0001	Reviewed Audit Report
20/08/09 18:37	Nigel Roberts	0001	Added new Corrective Action
20/08/09 18:37	Nigel Roberts	0001	Added new Audit Report

User Security.

Users are added to the system, together with the relevant permissions. For example, a user can add/edit Audit Reports but not 'close' them whilst a manager can be given the ability to close them as well. Users can also be specified as 'auditors' and access to other modules can be controlled also.

Of course, only a specified user should be given access to the 'system' module to modify this information.



The screenshot shows a window titled "Users and Permissions Setup" with a table of users and their permissions. The permissions are categorized into: Enabled, Customer Reports, NCRs, Audits, Sales Enquiries, and System.

ID	Username	Password	Full Name	Permissions										
				Enabled	Customer Reports	NCRs	Audits	Sales Enquiries	System					
1	cath	****	Cath O'Brian	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	nigel	*****	Nigel Roberts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	matthew	***	Matthew Stevenson	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	chelle	*****	Michelle Johns	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<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.
- *Non-Conformance Records (NCRs)*
Recording and reporting on non-conformances including categorisation and reporting functions.
- *Sales Enquiries*
Includes emailing of quotes, standard letter text and document attachments.

Please contact us for more information.

Email enquiries@it-sorted.net or telephone 02921 252252