

ISO 9000

To deal with all these challenges, an integrated and automated management system can certainly be of great help. SoftExpert Excellence Suite is a web-based management system, designed to help you to meet ISO requirements easily and effortlessly.

SoftExpert Excellence Suite provides organizational efficiency, process control, and flexibility to help simplify the tasks involved in managing data and information. It will also help your organization make better decisions in managing the content and process that drive your business.

Each SoftExpert module addresses key compliance issues as shown below:

Compliance Mapping

Product	ISO 9000 Compliance and Requirements
Document & Records Management [EDM/RM]	<ul style="list-style-type: none">• Manage the creation, review, approval, and distribution of documents.• Document the Quality Management System.• Prevent unintended use of incorrect documents.• Automate document protection and retention rules.• Enterprise-wide involvement in the process of document changes.• Ensure only the latest document versions are used.
Nonconformance Management Corrective and Preventive Actions Customer Complaint Management	<ul style="list-style-type: none">• Problem causes are identified and registered.• Specific problems and their causes are corrected.• Effectiveness of corrective actions assessed.• Nonconforming products are controlled to prevent inadvertent use or installation.• Review and disposition of nonconforming product is formalized.• Ensure that appropriate corrective action is decided upon and implemented.• Ensure that responsibility for corrective action is clearly defined.• Keep records of all complaints and follow-up actions.• Correct any deficiencies before they can cause defects in products or processes.• Keep records of defects, the investigation of their cause, and the corrective actions.
Audit Management	<ul style="list-style-type: none">• Audits are planned and performed.• Results of audits are communicated to management.• All findings are corrected and registered.• Manage any required corrective action.• Ensure corrective actions are carried out on time.

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<p><u>Business Process Management [BPM]</u></p>	<ul style="list-style-type: none"> • Ensure production (and installation) processes are defined, planned, and documented. • Production shall be carried out under controlled conditions: documented instructions, in-process controls, approval of processes and equipment, and criteria for workmanship. • Ensure processes are monitored and controlled.
<p><u>Competencies and Training Management</u></p>	<ul style="list-style-type: none"> • Identify training needs. • Keep records of all trainings. • Ensure staff performance are regularly appraised and recorded. • Ensure lack of skills of qualifications is found, staff need to attend internal or external training courses. • Keep information up to date enabling staff to adequately operate equipment they are responsible for. • Ensure qualified individuals are assigned to proper tasks.
<p><u>Gage Calibration Management</u></p>	<ul style="list-style-type: none"> • Identify measurements to be made. • Identify affected instruments. • Calibrate instruments (procedures and status indicators). • Check calibration periodically. • Ensure no unregistered or overdue equipment is used. • Assess measurement validity if found out of calibration. • Ensure measurement uncertainty and equipment capability are known. • Identify equipment which does not need to be calibrated. • Trace equipment measurements to national or international standards. • Document calibration steps for each piece of equipment.
<p><u>Statistical Process Control</u></p>	<ul style="list-style-type: none"> • Verify acceptability of process capability and product characteristics. • Ensure that required characteristics of processes and products are monitored and measured. • Document procedures to implement and control the statistical techniques identified. • Ensure action plans are taken when out-of-control signals are detected.
<p><u>Material and Product Inspection</u></p>	<ul style="list-style-type: none"> • Ensure incoming materials are inspected or verified before use. • Keep records of inspections. • Ensure final inspection is performed prior to release of finished product. • Keep record of the results of supplier evaluations and follow-up actions.
<p><u>Asset Maintenance Management</u></p>	<ul style="list-style-type: none"> • Keep records of all maintenance work. • Ensure unique identification of each piece of equipment. • Keep records of equipment calibration and maintenance. • Document equipment instructions – usually supplied by the manufacturer. • Ensure that equipment operates within specifications. • Provide maintenance schedule to ensure no equipment is overlooked.

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Project and Service Management

- Ensure projects are initially planned then approved.
- Estimate initial project time, costs, and deliverables.
- Identify, document, review, and approve all project changes and modifications.
- Ensure critical path assessment.
- Provide WBS & Milestone plan.
- Keep record of all project meetings.
- Ensure project tasks are performed and verified.