Problem Management Solution Datasheet

Being able to manage problems is fundamental to improving the way we all work and be able to learn from our mistakes. Problems manifest themselves in many ways and are normally categorised in systems such as:

- ✓ Customer Complaints
- ✓ Non-Conformances
- ✓ Process Issues
- ✓ Employee Issues
- ✓ Incidents
- ✓ Concessions, Deviations and Waivers
- ✓ SCARS
- ✓ RMA's
- ✓ Inspection findings
- ✓ Improvement Suggestions
- ✓ etc.

Complaint Management for example, is a management technique for assessing, analyzing, and responding to customer complaints. Complaint Management, as opposed to complaint handling, is at the core of managing customers – and that is why an organisation is in business in the first place.

The value of effective complaints management goes beyond regulatory compliance. The ideal is to treat such interactions as sales opportunities, as opportunities to gather customer feedback, to show customers how much your company understands their needs, and the services you offer that can help them address those needs.

Our Customer Complaints Management module allows organisation to manage complaints in an efficient and effective manner. The relevant complaint details are easily recorded and electronically disseminated to concerned individuals to resolve the complaint and related actions.

Performance metrics are automatically generated and displayed. These metrics include breakdown of all complaints and associated action items.

The process, work instructions and templates for managing Customer Complaints are provided within the module.

Value Add to Customers

The module offers a powerful tool for managing and controlling all Complaints within your organisation.

- ✓ Manage, control and track all your Customer Complaints.
- ✓ Prioritise complaints using auto-generated RAG status (Red, Amber and Green).
- ✓ Easy and immediate access to all open, pending and overdue Complaints.
- ✓ Monitor progress of Complaints by individuals assigned to each complaint
- ✓ Immediate access to full set of reports saving significant time and cost.

Features of the Problem Management Module

The module is feature rich and includes the follow functions.

- ✓ Easy and simple access to all the features.
- ✓ Notification – instant electronic notification of all Complaints and associated Action Items for concerned individuals.
- ✓ Advanced Search – to find a Complaint immediately.
- ✓ Comprehensive set of reports.
- ✓ Live RAG (Red, Amber, and Green) status of each review, tasks and relevant actions.
- ✓ Printing – reports can be printed, exported to excel, PDF or Image.
- ✓ Permission level – access to this module can be individually controlled.

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- ✓ Archive – all deleted, cancelled or closed review are automatically archived.

- ✓ Communication channel for discussion or sharing of information.

- ✓ Process – in-built flow chart to explain the methodology used within this module.

- ✓ User guides – work instructions built-in to the Process to help users use the system.

Customer Complaint management is available as a standalone module or as part of a fully integrated QMSrs offers you the solution to manage your problems from start to finish with the ability to Quality Management System.

- ✓ Document these problems
- ✓ Perform root cause analysis
- ✓ Define corrective & preventive actions
- ✓ Track these complaints & actions to closure
- ✓ Manage the system and inform stakeholders on all aspects of the lifecycle
- ✓ Instant email notification of any actions or movements
- ✓ Produce Instant Standard off the Shelf graphical reports
- ✓ Produce Instant reports that are exportable to MS tools

QMSrs Solutions value-add from its problem management systems include:

- ✓ Eliminating errors
- ✓ Improving business stability
- ✓ Applying pro-active change management
- ✓ Reducing outages and increase service quality
- ✓ Increased IT and business productivity
- ✓ Driving business efficiency and agility
- ✓ Maximising profitability

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