Intelligently Manage Your ISO Certification

Industry today is demanding more of manufacturers with respect to the quality of product and services provided, while also exerting pressure on pricing.

As this trend gains further momentum, manufacturers are constantly finding ways to work smarter, by removing redundancies and inefficiencies in their organizations. ISO 9001, developed by the International Organization for Standardization, is clearly the "yard stick" by which quality of products and services is measured. So much so, that many companies are demanding that their suppliers become ISO 9001:2000 certified in order to maintain contracts. This is an important aspect of business today, and one that is becoming even more important in today's lean, global economy.

Most organizations today have an ERP (Enterprise Resource Planning) system of some form. Even though ERP systems have been focused on the "enterprise", historically they have never encompassed the entire organization, focusing mostly on materials planning, financials and distribution. ERP vendors have been steadily enhancing their product offerings to increase their scope within the organization to deliver on their promise of Enterprise Resource Planning.

In the world of ISO certification, the entire organization becomes a fundamental stakeholder in continuous improvement and quality systems. Businesses going through this process need to ensure that the entire organization becomes a part of the ISO certification, without creating separate isolated and fragmented electronic and manual ISO manuals, policies and procedures.

Continuous improvement through continuous interaction

The net desired result of any ISO 9001:2000 certification is ensuring continuous improvement with respect to the quality of products manufactured and delivered. Obviously, improvement occurs on many different fronts, but the ultimate judge of quality is the consumer of the product. Organizations are constantly challenged to do more with less today, and getting their hands around all corporate information in an integrated manner is one of the greatest hurdles faced. Exact Software's e-Synergy can be a tool to help bridge the gaps that organizations facing ISO certification encounter. Exact e-Synergy is a browser based application that ties all the loose ends together, eliminating the need of sub-systems disconnected from the core ERP application. Of utmost importance is

Business benefits of Exact e-Synergy for ISO 9001:2000 certified companies

- Integrated, browser-based application suite for management of the entire ISO process, including documents, forms, people, customers, suppliers and items.
- Workflow provides the ability to record and analyze non-conformance and corrective actions.
- Ensure that all resources are an integral part of any ISO 9001:2000 certification and audit process.
- Manage all training and certifications within an organization, making the audit process simpler and less expensive.
- Allow real time customer interaction within your QMS, with the use of the customer portal.
- Store and manage all forms of ISO 9001:2000 documents, such as policies, procedures, forms, marketing literature, etc...

e-Synergy's ability to ensure that continuous improvement is visible within the CRM application set, providing a 360-degree view of a customer, from the prospect stage through to on-going activities and engagements with the customer, available anytime, anywhere.

Exact e-Synergy enables an organization to ensure that any non-conformance in product is identified, tagged to the customer, the product in question, and even tracked down to the person responsible for the production of the specific product set. Exact e-Synergy even allows customers to initiate the non-conformance themselves through a customer portal, simply extending the reach of your quality management system (QMS) into the hands of the final beneficiary of your ISO certification.
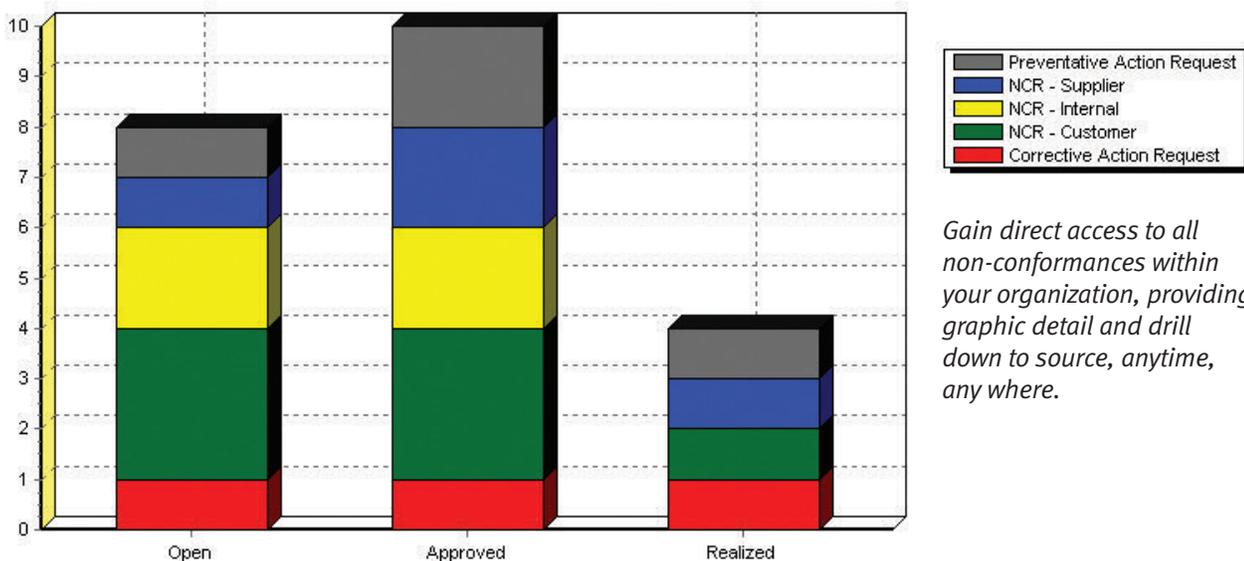
Document what you do, do what you document

Document management is embedded throughout Exact e-Synergy, and is used for a variety of applications within any organization. One of the primary uses for Exact e-Synergy within organizations that are ISO certified is the storage and management of the defined quality manual, along with policies, procedures and forms. The powerful nature of the document management capabilities within e-Synergy, such as versioning and publishing, provides organizations with the ability to ensure that all relevant ISO documents are stored within ONE database, integrated with customers, suppliers, items and even resources. Nothing is in isolation. An RMA from a customer, with an associated non-conformance document, can be tagged to the customer and the product, and then reported on anytime anywhere.

Effectively minimize non-conformance

Much of ISO 9001:2000 focuses on "root cause" as it pertains to non-conformance. For the most part, all products are manufactured by people (resources), and as such, all people need to have the right tools to perform the job at hand, so that non-conformance is minimized. ISO mandates that on the job training occurs in a continuous fashion, helping to identify where issues may persist, based on the abilities and skills of those people involved with the manufacturing process.

Exact e-Synergy is a resource-centric application that allows organizations to store and maintain employee records in detail, including characteristics such as skills, competencies, certifications, etc... Furthermore, using the workflow capabilities within Exact e-Synergy, organizations have the ability to define training requests, programs, and initiate training requirements by employee at anytime, from anywhere. The ultimate result is a simple and effective "dashboard" of who has attended what training and when, making the certification process extremely simple. This aspect of ISO 9001:2000 should not be overlooked, as it is the most "fluid" aspect of business that is audited heavily when going through the certification process. By ensuring that resources are properly equipped, the organization will see a reduction in non-conformance as it strives to continuously improve.

For more information on Exact e-Synergy, please visit www.exactamerica.com/esynergy or call 1.800.468.0834.

Legend:
- Preventative Action Request
- NCR - Supplier
- NCR - Internal
- NCR - Customer
- Corrective Action Request

Gain direct access to all non-conformances within your organization, providing graphic detail and drill down to source, anytime, any where.