



IBS America develops integrated compliance management solutions to help companies improve corporate governance and achieve sustained adherence to regulations and standards. Since 1993, we have delivered our systems and services to thousands of companies worldwide. IBS America is one of the very few compliance software companies certified to ISO 9001.

WEB-BASED COMPLIANCE MANAGEMENT SOFTWARE

Corrective and Preventive Action Module



Discover the convenience of **CompliantPro**. Quickly and easily record process-related deficiencies. Analyze and correct problems as they arise.

The CAPA module works with other CompliantPro components to provide a consistent and easy to learn process for resolving problems and eliminating failure chains before they occur. This module includes: issues tracking, customer complaints, return material authorizations, corrective actions, preventive actions, supplier corrective actions, non-conforming material reports, waivers, engineering change requests and action items. This system is compliant to a wide range of standards such as OSHA, ISO 9001:2000, TS 16949:2002, FDA 21 CFR Part 11 among others.

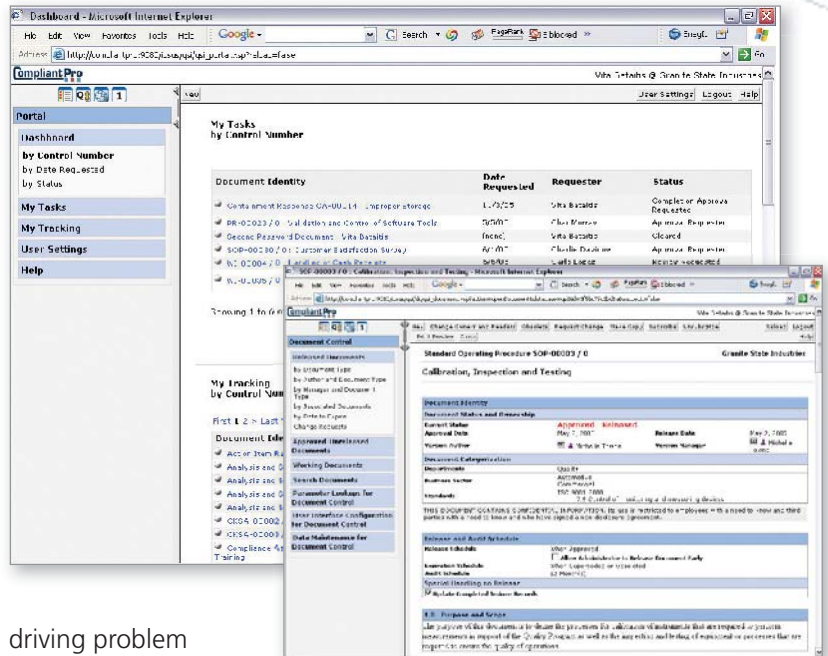
Benefits

- **Reporting:** Provides tabular reports and essential graphics reports to enable the trending and analysis of problems. Integrates with your company's other standard reporting tools such as Crystal Reports, Cognos, Biz App to handle the most sophisticated reporting requirements.
- **Master Data:** Gives your organization a centralized area to set up and maintain "catalogs" of data such as part numbers, process definitions, customer information, supplier information, problem descriptions, defect classifications, dispositions, etc... Configure the application to import master data from your company's ERP and PDM systems.
- **Workflow:** Set up workflows of virtually any type for both Requests and Responses, allowing for routing, assignment and responsibility models. With real-time tracking, determine a document's place in the workflow process at any time.
- **Security:** Set security levels for content restriction and read restriction.
- **Action Items:** The system allows for either dependent or independent action items to be associated with a workflow, or both. Where dependent action items prevent closure of a workflow until they themselves are closed, independent



action items can drive ongoing improvement actions long after a parent workflow has been closed. Status tracking is maintained for all action items throughout their lifecycle.

- Issues, Concerns or Suggestions Tracking:** Start your process with issues or suggestions that allow users to readily document and report problems. Automatically route these issues to the responsible party for review and approval. Promote these issues to a formal Corrective Action Request, driving problem analysis and improvement.



Features

- Corrective Action:** Generate corrective actions with links to multiple issues or concerns. Use multiple forms to model and link to desired problem-handling processes such as 8D and 7-Step.
- Status Tracking:** Track CARs status throughout their lifecycle, such as Draft, In Process, Acceptance, Reassignment to Closure. All include an approval process and effectiveness review.
- Categorization:** All CARs can be searched, retrieved and reported at any level that you choose within the enterprise: site, business sector or global operation. Categorize CARs by Department, Area, Business Units, Product Lines, Source, Problem Type, Aging and Root Cause.
- Alerts:** The system alerts users to pending due dates and escalates overdue items for follow-up actions. Target due dates can be associated with priority codes to establish goals for completing Containment Responses and Resolution Responses.
- Reporting:** All data is available for developing the reports necessary to track trends and customer information. Additional fields can be set up for cost capture, labor time spent on each segment of the analysis and other desired data such as purchase order numbers and customer information.

