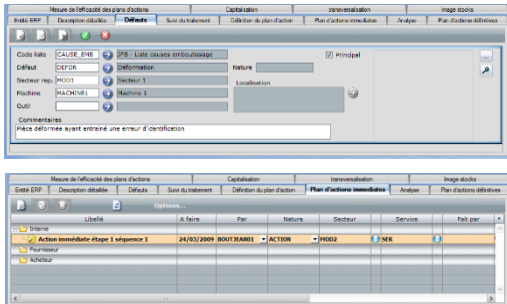


# « Manage non-conformities »

The management of non-conformities takes up a lot of resources. Monitoring actions, may they be instant actions, remedial actions, internal or external actions (IRR in plants), monitoring precautionary measures, the animations of firewalls (work to do, time spent), of the photo library of flaws, the management of the flaws' location, causal analyses... All these functions form a complete and sophisticated module. Managing non-conformities is not an easy task.

## Goals



- To manage the process as fully as possible.
- To link the ERP entities concerned by the non-conformity.
- To manage actions.
- To manage costs.
- To process precautionary measures
- To know the different participants
- To manage flaws and their location

## Use

Being able to centralize every data about the management of non-conformities is critical from an internal point of view but also in the relationship with the customer.

The process offers a unified approach which takes into account the specificities of every customer.

The models of non-conformity enable to quickly create the list of actions to follow. Actions on the firewall are monitored.

## Analysis

Managing non-conformities is an essential process of the relationship with customers, but also internally and with suppliers. The process is complete and complex. It requires being associated with some other information, such as delivery notes, label numbers or invoices. The lifting of precautionary measures is probably a major point when discussing cost. The integration of all the data requires a meaningful effort.

## Six good reasons to adopt it

- ➔ Management of the firewall
- ➔ Definition of models to treat non-conformities per customer (model action plans)
- ➔ Stock pictures
- ➔ Photo Library of flaws
- ➔ Action management
- ➔ Monitoring of precautionary measures



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