

QUALIGRAM[®]

improver

**Monitor
your business
performance**

Issues and Context

- Constant improvement of Quality Management Systems is an ISO 9000 requirement.
- Key performance indicators help improve business performance.
- QUALIGRAM[®] Improver provides a dynamic dashboard with real-time monitoring of your quality system.

What is QUALIGRAM[®] Improver?

- A tool to control, measure and improve your Process Management System.
- A customizable and easy-to-use solution with single data entry and distributed access to key indicators, records, trends, etc.
- A Web-access interface accessible to all.
- An interactive and dynamic quality management system, part of the complete QUALIGRAM process management suite.

Benefits

- Meet ISO 9000:2000 requirements on performance control and process efficiency.
- Continuous process optimization based on reliable data.
- Support your management team with a clear view on business trends through a real-time process management system.



DESIGNED FOR

- **Quality managers**
- **Process owners**
- **Quality System improvement**
- **Indicator management**
- **Performance measurement**

Software available in English, French, Spanish

Data capture and action tracking

- Input **action requests** through intranet forms (corrective, preventive or improvement actions).
- **Non-conformities** are automatically assigned a tracking record.
- **Audits, suppliers and equipments** are managed the same way.



Analytical reports

- Process data is **centralized and consolidated** in one unique and secured repository.
- **Multiple reports and analytical tools** help to control, measure and communicate the process performance on a daily basis.
- These graphical reports **allow to quickly detect gaps** in process execution.



QUALIGRAM		INCIDENTS LIST					
INCIDENTS TYPE	NT	DATE	DESCRIPTION	CUSTOMER	PRODUCT	LOCATION	
Nonconformity	1	2008/01/01	Product A defect	Customer X	Product A	Factory	
Preventive	2	2008/01/02	Process B optimization	Customer Y	Product B	Factory	
Improvement	3	2008/01/03	Equipment C upgrade	Customer Z	Product C	Factory	

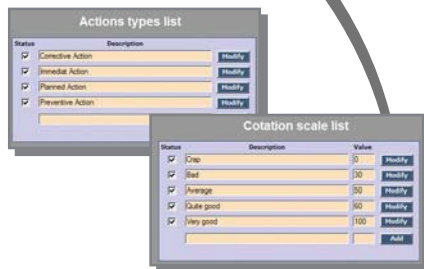
System performance dashboard:



Customization of the monitoring system

QUALIGRAM® Improver provides a standard framework to implement key performance indicators. However, customization is available to support specific company's needs:

- Customization based on enterprise graphical charter (logos, colors, etc.)
- Specific implementation (when specifications are accepted)
- Form customization (fields, tables, titles, etc...)
- Creation of customized analytical reports



Meet ISO 9000 requirements

QUALIGRAM® Improver addresses all ISO 9001:2000 requirements:

- Purchasing process
- Control of monitoring and measuring devices
- Internal audits
- Customer satisfaction, customer focus
- Continuous improvement, corrective actions, preventive actions

SECURITY RECORDS		EQUIPMENT RECORDS	
DATE	DESCRIPTION	DATE	DESCRIPTION
2008/01/01	Security audit	2008/01/01	Equipment calibration
2008/01/02	Security audit	2008/01/02	Equipment calibration

