



Quality & Compliance Software  
Right the First Time



High Performance, User-friendly,  
Flexible Total Quality and  
Business Performance Management Software

*Integrated Quality Systems*



*Quality & Compliance Software - Right The First Time*

# Introduction

## THE PRODUCT

IQS provides a powerful and proven solution that offers a unique model for integrating quality systems to achieve superior enterprise-wide performance. It allows companies to become more competitive, profitable and to achieve and maintain compliance, e.g. ISO 9000, TS 16949, AS 9100, ISO 14001, etc., and registration faster and at a lower cost than other systems.

Instead of being built around the specific characteristics of any one of a number of general and/or industry-specific quality standards, the IQS solution is designed around the needs of complex business processes.

The Integrated Quality System Model used in building the system begins with functions for managing supplier, customer and employee information and activities. It continues with modules designed to administer documentation relevant to quality systems and manufacturing processes, as well as product data management and analysis.

On the operations level, IQS includes modules for preventive maintenance and device calibration, as well as complete inspection, data collection and SPC capabilities.

The system provides for the tracking of nonconformances (NCMs) and the means for issuing and handling corrective actions.

IQS integrates system-wide audit management capabilities, including an Advanced Planning module to help meet APQP and PPAP requirements, common to the automotive industry.

Complete quality cost tracking embedded throughout IQS provides the ability to define labor hours not managed in ERP/MRP/Legacy Systems.

This unique and comprehensive approach ensures that you meet and exceed the quality standards you set out to achieve, as well as improving your productivity, throughput and revenue.

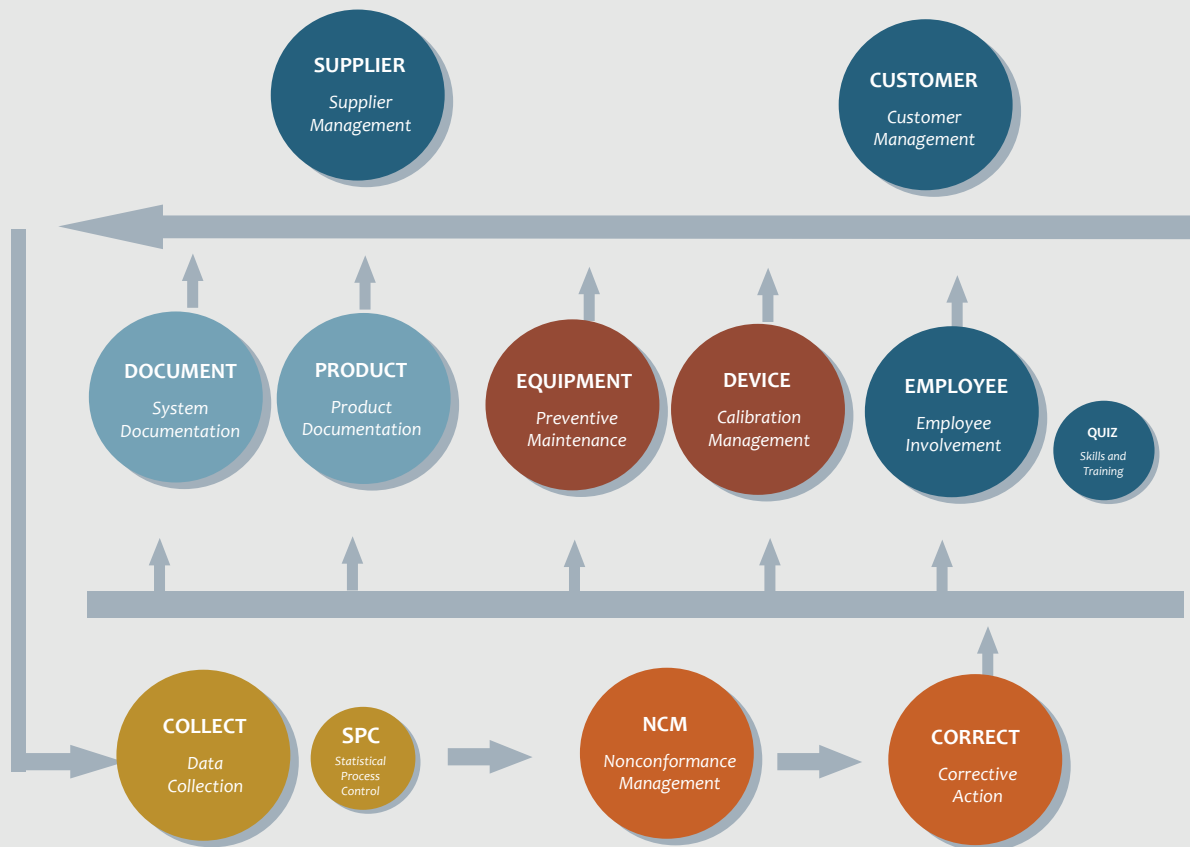
*IQS (Integrated Quality Systems) allows you to  
– cost effectively – manage quality assurance and  
business performance initiatives throughout  
your entire enterprise.*

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## Advanced Planning



## Internal Audits and Cost of Quality

## The IQS Mission

The IQS Mission is to help customers not only successfully manage, but improve their business and performance in today's competitive market. Working closely with customers from the plant floor to the boardroom, IQS has created a flexible, user-friendly software system. Time and time again, IQS has empowered clients to become more profitable, competitive and achieve registration faster and at a lower cost.

## Integration is the Key

IQS offers integration... integration that saves you time and money and improves efficiency throughout your entire enterprise. The IQS software system allows quick and easy access to all functions including vendor ratings, document control, receiving inspection and continuous improvement. One point of entry allows quick access to all aspects of this quality management suite of tools holding one vendor file, one customer file, one employee file, one equipment list, etc. for efficient, structured knowledge.

Automatically import/update product, customer, supplier and employee information. IQS integrates with ERP software to provide a world-class systems solution.

## IQS API Toolkit

IQS API Toolkit provides bi-directional integration capabilities into and out of IQS. With the API Toolkit, administrators can:

- Map data with a point and click interface.
- Apply business logic, conversions or data validation before the data is moved
- Track transaction activity with an exception log.

## Designed for the Long Run

The journey to excellence requires not just the support of a product but an entire company.

With IQS, you have access to an integrated grouping of products as well as the support and services of a company dedicated to the entire journey.

Since 1988, IQS has continuously sought out the best technology to assist its customers in their support of superior quality information systems.

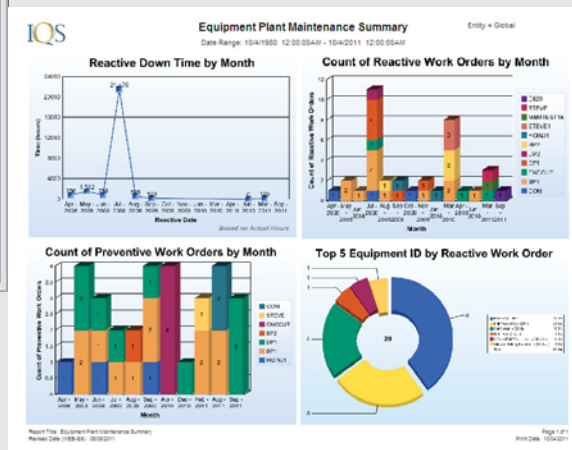
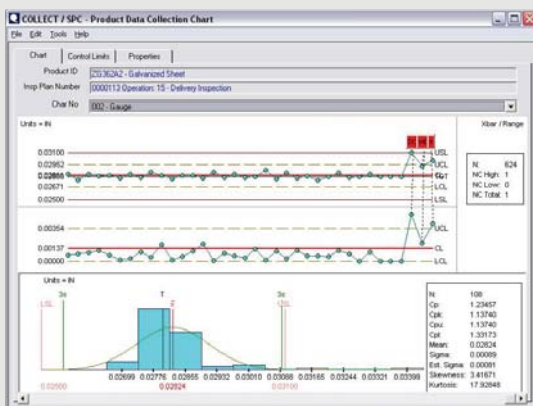
## Why IQS?

### Use it to:

- Meet or exceed ISO 9000, TS 16949, AS 9100, ISO 14001, FDA GMP, 21 CFR Part 11 and other quality requirements.
- Reduce clerical labor costs of maintaining your quality systems.
- Reduce paperwork up to 50%.
- Eliminate the redundancy of data created by homegrown databases, spreadsheets and other non-integrated systems.
- Reduce quality costs up to 30%.

## Ease of Use

- User-friendly, intuitive interface
- Over 2000 tables allow you to configure the software to your business.
- Spreadsheet data entry screens.
- Quick and easy access to all functions in IQS under one menu.



- Quick jumps allow users to access to their desired records and save data entry time.
- Electronic “sign-offs” for all required approvals with the user’s password as validation.
- User-configurable browse screens.
- Wizards for quick data entry.

## Powerful Reporting

- IQS provides hundreds of reports created in Crystal Reports™ from Business Objects.
- Reports can be customized, by you or IQS, or you can create all new reports to fit your company needs.

## My To-Do List

- My To-Do List is an on-line query tool that brings all of your assigned tasks to a single screen from each IQS module.
- Can be run by employee, plant, customer or supplier, and can auto-run upon system login.
- Out-of-the-box queries are provided for each IQS module and they can then be configured, creating your own workflow logic based on any field in the table, e.g., if NCM is coded as “high priority” email this employee, this customer and this supplier contact.
- Out of office functionality to temporarily re-route tasks to appropriate delegates.
- Integrates with email and has escalation capability; if this is not responded to in 3 days then email this employee.

## Email Notifications

IQS works with most common email packages including Lotus Notes, Microsoft Exchange, and more in order to maximize your investment.

## Security

- Table-driven security - each menu item allows read only / insert / update / delete access.
- Remove access to main menu options is used on log-in security.
- Electronic signatures on approval lists including: change requests, nonconformances and corrective actions, and more.
- Password policy configuration.
- Multi-plant security while still allowing for enterprise-wide reporting.

## Usability

Tools are provided for navigating through your quality information including commands for:

- Copying records.
- Searching through records with a Sticky Search capability to hold your search criteria in place for future use.
- Sorting records.

- Configurable look-up windows.
- Jumping from parent records (e.g., products) to automatically filtered transaction records (e.g., nonconformances).

## Link and Embed

- A “link” cross-references IQS records to electronic third party application files.
- An “embed” cross references by embedding a file it into the IQS database allowing IQS security to control it.

## Help

- Online help and electronic documentation.
- Getting Started, User Manual, Level II and Level III document work instruction templates.
- Tech Support by phone and email plus private support are all available for easier and effective installation and implementation.
- Implementation and training by the expert IQS team is available.

Rev'd	Status	Due Date	Module	Subject	ID	Description
13	Past Due	03-15-2011	CORRECT	Corrective Action Request	0000081	0000081
14	Past Due	03-15-2011	CORRECT	Corrective Action Request	0000082	0000082
15	Past Due	03-15-2011	CORRECT	Corrective Action Request - Approved By	0000082	0000082
16	Past Due	04-30-2011	CORRECT	Corrective Action Request	0000072	0000072
17	Past Due	05-25-2011	CORRECT	CAR - Response Due	0000081	Fox Hills Industries
18	Past Due	05-31-2011	CORRECT	CAR - Verification Due	0000048	Fox Hills Industries
19	Past Due	09-06-2011	NCM	Nonconformance	0010003	Number: 0010003 Product ID: 01-9000 - Bracket #
20	Past Due	09-06-2011	NCM	Nonconformance	0010006	Number: 0010006 Product ID: 01-9000 - Bracket #
21	Past Due	09-14-2011	NCM	Nonconformance	0000147	Number: 0000147 Product ID: 103064 - Aluminum
22	Past Due	09-21-2011	NCM	Nonconformance - Task	0000021	Task Number: 0000021 Task Type:
23	Past Due	09-21-2011	CORRECT	Corrective Action Request	0000008	0000008
24	Past Due	09-22-2011	CORRECT	Corrective Action Request	0000048	0000048
25	Past Due	09-24-2011	CORRECT	Corrective Action Request	0000079	0000079
26	Past Due	09-26-2011	CORRECT	Corrective Action Request - Approved By	0000066	0000066



*“The need for training of personnel should be identified and a method for providing that training should be established. Consideration should be given to providing training to all levels of personnel within the organization. Particular attention should be given to the selection and training of recruited personnel and personnel transferred to new assignments.”*  
ISO 9004

People are a source of variation in any system. People are also the only source of innovation in a system. In order to reduce variation and increase innovation, IQS Employee helps manage your organization’s employee involvement and, most importantly, encourages it!

## Why IQS Employee?

### Use it to:

- Focus on technical matters while letting the computer track, inventory, schedule and perform the time-consuming tasks involved in managing human resource issues.
- Improve overall communication and effectively manage employee feedback, training records, project teams, employee skills, job descriptions and surveys.
- Track elements of personal information on each employee, including birthdays, seniority date, job history, education, performance, skills, etc.
- Develop job descriptions so employees can attain the skills needed to perform in a position. These job descriptions will also assist managers when forming teams and recruiting personnel.

- Support project teams by computerizing the steps in making a successful team; from setting agendas, documenting meeting minutes and recording task items. Track team effectiveness and money saved.
- Inventory all available course work, including proper documentation of on-the-job training.
- Define all the skills required to work in your organization. Assign them to Training Courses and post them to employees that successfully complete training requirements.
- Integrate with ERP systems to save time and money as well as to reduce inefficiency issues associated with redundant data.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.

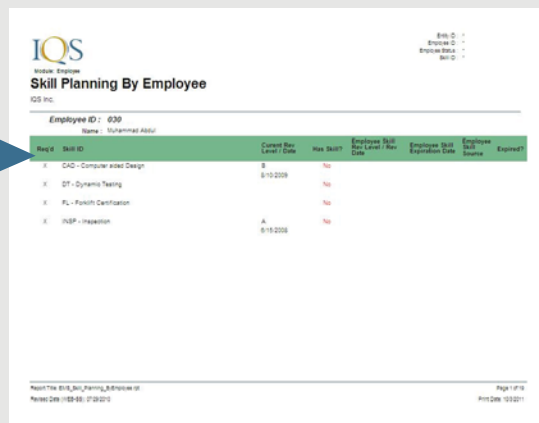
## Employees

- Record an unlimited number of employees and manage HR information.
- Manage the documents, skills and job descriptions the employee has earned via training or is planning in the future.
- Automatically generate employee “re-train” lists when documents, skills and/or job descriptions are revised.

## Communications

- Manage employee suggestions, tasks, etc., and assign follow up responsibility and due date.

***IQS Employee automatically generates “Training” lists when documents are revised!***



Req ID	Skill ID	Current Due Level / Date	Max Skill?	Employee Skill Req. Level / Req. Date	Employee Skill Req. Name	Employee Skill Req. Status
1	CAD - Computer Aided Design	8	No			
2	DT - Dynamic Testing	8/10/2009	No			
3	PL - Plastic Identification		No			
4	INSP - Inspection	8/19/2009	No			

Report Title: Skill Planning By Employee  
Report Date: 11/19/09 17:00:00  
Page 1 of 1  
Print Date: 11/19/09

- Define fields and categorize communication records for easy reporting and tracking.

## Training Courses

- Track training records of all employees.
- Schedule training courses, register employees and document attendance.
- Documents and automatically posts the skills received after successful completion of a course.
- Manage training course revision levels when courses are updated, skills are added or removed, etc.

## Skills

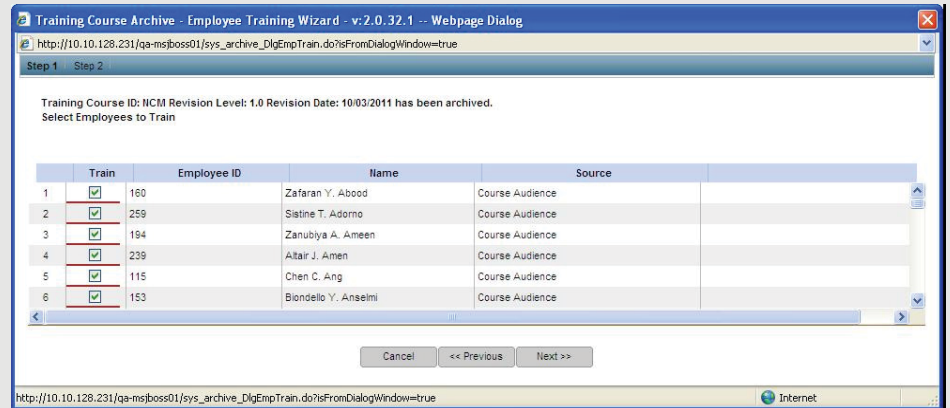
- Inventory employee skills with change history tracking and revision control.
- Define expiration dates of skills to prompt the need for further training and education.
- Assign skills to Training Courses and post them to employees that successfully complete training requirements.

## Job Descriptions

- Inventory all the jobs needed by your organization to produce product and provide service.
- Define documentation required for each position.
- Create required skill sets.
- Manage revision levels and change history as job requirements change over time.

## Project Management

- Manage an unlimited number of company projects including continuous improvement, strategic planning, corrective action and more.
- Schedule and manage efforts and activities relating to cross-



functional teams.

- Record meeting minutes, track attendance, assign action items with due dates to employees, customers and suppliers.

## Change Requests

- Full change request system provided to manage proposed changes to Training Courses, Job Descriptions and Skills.
- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date.
- Automatically bring down approval lists.
- Integrates with email to provide serial and parallel workflow approval routing.
- Electronic signature on approval(s).
- Archiving system stores previous revisions.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Employee Skill Sets
- Upcoming Training Courses
- Job Description and Skill gap

analysis

- Training Course with required documents and skills
- Employee job history

## Integration

- IQS Customer - Include your customers in continuous improvement, quality planning, and other projects as responsible team members.
- IQS Supplier - Include your suppliers in continuous improvement and quality planning projects as responsible team members.
- IQS Document - Assign procedures, work instructions, policies, etc., to training courses.
- The entire IQS Quality and Compliance Performance Management System – All IQS modules utilize the common employee database including phone numbers, e-mail addresses and more.
- ERP/MRP/Legacy Systems - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*“The marketing function should establish an information-monitoring and feedback system on a continuous basis.*

*All information pertinent to the customers’ use of and satisfaction with the quality of a product or service should be analyzed, collated, interpreted, verified and reported in accordance with documented procedures.”*

*ISO 9004*

The key to any business is the customer. A system designed to improve an organization’s ability to manage the customer, as well as the potential customer, is a logical starting point. IQS Customer provides the means for listening and responding to your customer and striving to exceed their requirements. Applications include sales, telemarketing, help desks, customer service, marketing, contract review and more.

### Why IQS Customer?

Use it to:


- Improve communication throughout the company by providing employees access to one common system to retrieve customer information.
- No longer ask around for your customers’ address or the quality manager’s phone number. It is all at your fingertips.
- Manage your customer

relationships and be proactive instead of reactive.

- Analyze customer satisfaction and customer problems to improve business planning activities.
- Manage your pipeline and automate your sales force.
- Provide the sales and marketing departments with customer feedback and the ability to monitor trends.
- Give customer service, sales and the operation departments more time to review and learn from your customer’s feedback by letting the software manage the paperwork.
- Improve response time and customer satisfaction with quick information retrieval and analysis.
- After the sale, provide a first level tracking system to document customer complaints.
- Link and embed quotes, complaints, maps to a customer, requests for proposal, audits, etc.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*IQS Customer provides a tracking system for complaints, suggestions, contract review, sales calls, quote tracking, quality planning, etc.*

		Module: Customer		Customer Communication List		IQS Inc.		Entry ID: - Customer ID: - Customer Name: - Communication Type: - Communication No: 0000000 - 9999999 Closed: - Date: 10/31/90 - 10/3/2011	
Number	Date	Customer	Contact	Type	Due Date	Subject	Product ID	Reference	Closed
0000001	12/03/2007	Exercise Distribution CA	Eduardo U. Sauerbrey	COM		CC	300479		X
0000002	05/20/2008	Health Machines Co.	Alex W. Henry	COM	04/22/2008	CC	300171		X
0000003	04/12/2010	Wellness Distributors Inc.	Simon A. Canaan		04/28/2010	CC	300174	P05235541	
0000004	12/03/2007	Exercise Distribution CA	Eduardo U. Sauerbrey	COM	01/02/2008	CC	300479		X
0000005	12/03/2007	Exercise Distribution CA	Eduardo U. Sauerbrey	COM	01/09/2008	CC	300479		
0000006	05/20/2008	Health Machines Co.	Alex W. Henry	COM	05/22/2008	CC	300171		X
0000007	05/20/2008	Health Machines Co.	Alex W. Henry	COM	11/22/2008	CC	300171		X
0000008	05/20/2008	Health Machines Co.	Alex W. Henry	COM		CC	300171		X
0000009	01/29/2009	Exercise Distribution CA		COM			300171		X
0000010	02/20/2009	Health Machines Co.		COM	02/20/2009		300171		X
0000011	08/08/2009	Spin it, Tread it, Lift it	Sergio T. Hyde						X
0000012	08/10/2009	Health Machines Co.							X
0000013	08/14/2009	Health Machines Co.		SCS	08/20/2009				
0000014	09/23/2009	Biotasue, Inc.		SCS					
0000015	09/23/2009	München Übung Verteiler LTD							
0000016	09/23/2009	Spin it, Tread it, Lift it							
0000017	09/23/2009	Exercise Distribution CA			03/31/2010				
0000018	11/18/2009	Spin it, Tread it, Lift it							
0000019	11/18/2009	Spin it, Tread it, Lift it			04/01/2010				
0000020	11/18/2009	Biotasue, Inc.							
0000021	11/18/2009	Spin it, Tread it, Lift it			04/02/2010				
0000022	12/15/2009	Spin it, Tread it, Lift it							
"ASDF" STEVE									
Report Title: CIMS_Communication_List.rpt									
Revised Date (WEB-SS): 08/08/2011									
Page 1 of 2									
Print Date: 10/03/2011									



System Administrator / IQS    Change Password | Tools | About | Help | Logout

Communication Maintenance

Employee Customer Supplier Document Product Equipment Device Collect / SPC NCM Correct Qcost Audit Adv Plan Admin

Communication Reference More

Number: 0000005    Public ☐

Posted to Nonconformance Number: 0001642 Customer received order for Health Cycle Upright Plus. Bikes were shipped without seatposts and handle bars installed to fit special shipping containers. Invoices were sent at full price and did not reflect the customer discount

Communication

Date: 12/03/2007

Entered By: 243    Dinos E. Mascorro

Communication Type: COM    Complaint

Subject: CC    Customer Complaint

Product ID: B00479    Seat Post

Customer ID: EDC    Exercise Distribution CA

Contact ID: 001    Eduardo U. Sauerbrey

Assigned To: 243    Dinos E. Mascorro

Due Date: 01/06/2008

Closed ☐    Closed Date

## Customers

- Provide instant access to an unlimited number of customers and contacts.
- Categorize your customers with your own codes for customer type, industry, market, territory, sales rep assignment and more.
- Cross-reference products, manufacturing equipment and measuring devices used for each customer.

## Contacts

- Manage all customer contacts in a single file and eliminate the multiple lists managed by your sales, quality, engineering and shipping departments.
- Define contact specific information: phone numbers, email addresses, assistants, supervisors, job titles, etc.

## Communications

- Record customer communication transactions including your master list of complaints, suggestions, letters, phone calls, etc.
- Define fields and categorize communications (e.g., problem), communication subject (e.g., incomplete shipment) and more to allow for sorting and analysis.
- Should a complaint need escalation, a communication record can be posted to a nonconformance and the system automatically cross-references the two records for traceability.

- Assign an unlimited number of tasks to employees, customers or suppliers to assure issue is managed by the appropriate personnel.
- Allow engineering and manufacturing visibility to customer issues.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Active customers in Ohio who have complained about your delivery in the past three months.
- Provide sales department with all open issues for a customer before they talk or go to see them.
- Run a report on all quotes that were converted to sales, and all quotes that were not, including reason codes for success and failure.
- What do we get the most complaints about?
- How many times did this customer contact us in the last six months?
- How many quotes did we have last month? Last quarter? Last six months?
- Send an analysis report to all sales and upper management that 90 percent of customer compliments are regarding your professional and timely service from the sales department.
- Measure the voice of the customer through analysis.
- Create a communication confirmation letter instantly after setting up an important meeting with a customer, then email it before getting the next interruption.
- How many open issues are in the system sorted by customer?
- How many open issues are in the system sorted by product?
- How many open issues are in the system sorted by employee responsible?

## Integration

- **IQS Employee** - Assign employees to follow-up with customer complaints, requests for quote, meetings and more. Employee information is shared throughout the system to provide consistency in data entry and retrieval of information.
- **IQS Product** - Link your customers to the products that they buy from you, including internal and customer product revision levels and customer naming conventions.
- **IQS Equipment** - Track manufacturing equipment to be used to make a customer's product line.
- **IQS Device** - Track measuring equipment to be used to inspect a customer's product line.
- **IQS NCM** - Escalate a customer communication record to a nonconformance record with a single click of the mouse.
- **ERP/MRP/Legacy Systems** - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*“The supplier shall establish and maintain procedures for verification, storage and maintenance of purchased-supplied product provided for incorporation in the suppliers. Any such product that is lost, damaged or is otherwise unsuitable for use shall be recorded and reported to the purchaser.”*  
ISO 9001

Suppliers can be an asset or a liability. In any relationship, communication is an essential element. A process for evaluating new suppliers, communicating requirements and issuing trial orders is required. IQS Supplier applications include documenting, analyzing and managing supplier audits, continuous improvement correspondence and vendor ratings and promoting vendor responsibility and quality planning activities.

## Why IQS Supplier?

Use it to:

- Effectively manage relationships with suppliers.
- Improve communication throughout the company by providing employees access to one common system to retrieve supplier information.

- No longer ask around for your suppliers' address or phone number.
- Create and track supplier audits.
- Ensure the quality of supplier materials, components and service.
- Analyze supplier satisfaction and supplier problems to improve business planning activities.
- Give management, purchasing and the operations departments more time to review and learn from your suppliers' feedback by letting the software manage the documentation.
- Provide the purchasing department with feedback and the ability to monitor trends.
- Compare supplier quality with competitors and/or industry benchmarks.
- Improve response time and supplier quality with quick information retrieval and analysis.
- Link and embed quotes, complaints, maps to a supplier, request for proposals, audits, etc.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*IQS Supplier Audit Results can be recorded against unlimited headings and questions with your own rating scales.*

## Suppliers

- Provide instant access to an unlimited number of suppliers and contacts.
- Categorize your suppliers with your own codes for supplier type, territory, ratings and approval levels.
- Manage supplier accreditations including expiration dates.
- Supplier ratings are automatically posted from audit results.

## Contacts

- Manage all supplier contacts in a single file and eliminate the multiple lists managed by your purchasing, quality and engineering departments.
- Define contact specific information: phone numbers, email addresses, assistants, supervisors, job titles, etc.

## Communications

- Record supplier communication transactions including your master list of complaints, suggestions, letters, phone calls, etc.
- Define fields and categorize communications (e.g., problem), communication subject (e.g., wrong revision level) and more to allow for sorting and analysis.
- Should a complaint need escalation, a communication record can be posted to a nonconformance and the system automatically cross-references the two records for traceability.
- Assign an unlimited number of tasks to employees, customers or suppliers to assure issue is managed by the appropriate personnel.
- Allow engineering and manufacturing visibility to supplier issues.

- Give purchasing, sales and the operation departments more time to review and learn from your supplier feedback by letting the software manage the paperwork.

## Audits

- Develop supplier audits and track the results.
- Per audit, create unlimited headings, with each heading having unlimited questions.
- Schedule supplier audits. Define you own questions and rating scales.
- Manage approved auditor lists. Saving an audit result record automatically calculates last and next audit dates.
- Should an audit result need escalation, a nonconformance record can be created and the system automatically cross-references the two records for traceability.
- Analyze results by subgroups or to specific questions.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Approved suppliers which provide injection molding products and are located in Ohio.
- List all suppliers that are ISO certified.
- Email a request for quote to all vendors who provide you with a key component to your assembly operation.
- What are this months supplier audits and who is doing them?
- Chart supplier ratings for the last year.
- What suppliers did we rate the

best and worst for quality?

- How much time does it take to complete our supplier audits?
- How many suppliers did we contact last quarter about poor quality? Late and Incomplete shipments?
- Run the supplier communications and audit results reports as content for your supplier report cards meeting.

## Integration

- **IQS Employee** - Assign employees to follow-up with supplier complaints, requests for quote, meetings and more. Employee information is shared throughout the system to provide consistency in data entry and retrieval of information.
- **IQS Product** - Link your suppliers to the products they provide to you, including internal and supplier product revision levels and supplier naming conventions.
- **IQS NCM** - Escalate a supplier communication record or Supplier Audit Result record, to a nonconformance record with a single click.
- **ERP/MRP/Legacy Systems** - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*“The supplier shall establish and maintain procedures to control all documents and data related to the requirements of the standard. A control procedure shall be established to identify the current revision of documents.”*  
ISO/TS 16949

Having problems getting people to read procedures? Did you receive low marks on your last quality audit because you had trouble locating a document?

IQS Document is a powerful tool to assist with the management of your organization's documents, the scheduling of document audits and the change history on those documents. The software also provides the ability to generate a company dictionary with definitions of terms referenced in your work instructions, procedures, etc.

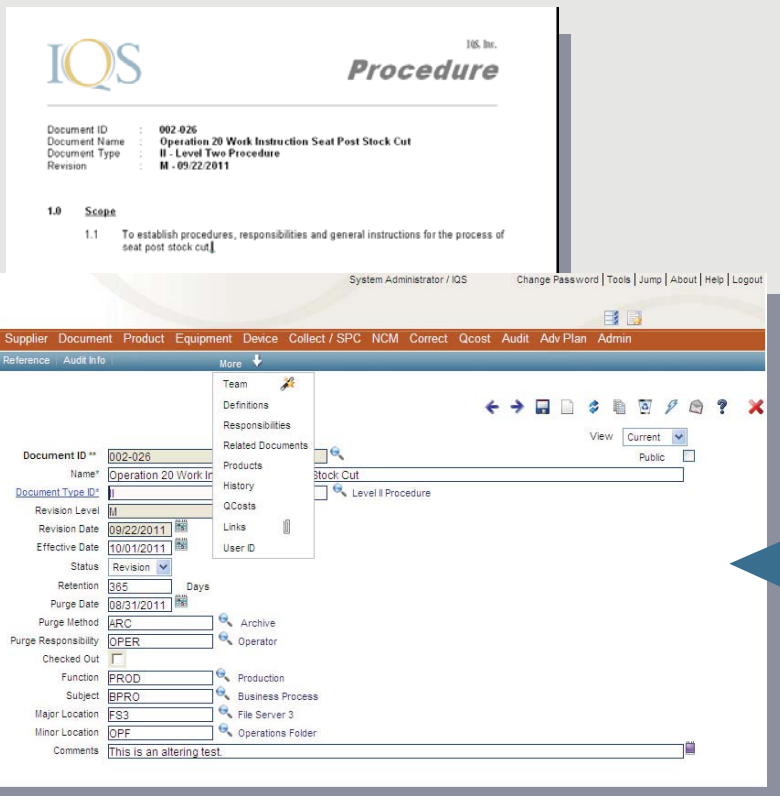
## Why IQS Document?

Use it to:

- Manage all corporate documentation, including procedures, work instructions, policies and their complete revision history.
- Link your electronic master

documents directly to IQS Document for immediate access (may be in the native Windows-based application like Word, Access, etc.). You may also embed your documents into the database.

- Archive revisions including all related tables and documentation.
- Assign documents to a company department and track the employees, customer, and suppliers who developed, approved and are distributed new documents revisions.
- Tie documents to Training Courses in IQS Employee.
- Confirm successful training with IQS Quiz.
- Document revisions trigger a “Training Wizard” to notify and re-train appropriate personnel.
- Ensure that all documents in use are the latest revisions and that all obsolete documents are removed from circulation.
- Reduce waste by eliminating redundant documentation.
- Improve communication by maintaining one list of terms within IQS Document's company dictionary.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



The screenshot displays the IQS Document software interface. At the top, there's a header with the IQS logo and 'Procedure' title. Below this, a document summary is shown: Document ID: 002-026, Document Name: Operation 20 Work Instruction Seat Post Stock Cut, Document Type: II - Level Two Procedure, Revision: M - 09/22/2011. The main form area is titled '1.0 Scope' and contains a description: '1.1 To establish procedures, responsibilities and general instructions for the process of seat post stock cut'. The interface includes a navigation menu on the left with options like Employee, Customer, Supplier, Document, Product, Equipment, Device, Collect / SPC, NCM, Correct, QCost, Audit, Adv Plan, Admin. A right-hand pane shows a list of related documents, including 'Stock Cut' and 'Level II Procedure'. A large blue arrow points from the text 'Use IQS Document to track your master list of documents from procedures to flowcharts to reference manuals.' to the 'Stock Cut' document entry in the list.

*Use IQS Document to track your master list of documents from procedures to flowcharts to reference manuals.*



## Documents

- Store an unlimited master list of documents including policies, procedures, work instructions, forms, guidelines, reference materials, specifications and their complete revision history.
- Archive revisions including all related tables.
- Link to documents created as word files, excel spreadsheets, powerpoint presentations, etc.
- Track your documents by status, type, location, subject and more.
- Maintain document teams with developed by, approved by and distributed to lists.

## Training

- System automatically generates lists of employees who need to be notified and re-trained when a document revision is made.
- Documents can be assigned to Training Courses in IQS Employee and posted to an employee file upon successful completion.
- To ensure successful training of document revisions a test can be taken in the IQS Quiz module.

## Change Requests

- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date.
- Automatically bring down approval lists.
- Integrates with email to provide serial and parallel workflow approval routing.
- Electronic signature on approval(s).
- Archiving system stores previous revisions.

## Approvals

- Unlimited employee, customer and supplier approvals on documents and document change requests.
- Integrates with email to provide serial and parallel workflow approval routing.
- Password protected Electronic signatures on all approvals.

## Audits

- Ensure the document revision levels used on the shop floor are current and up to date with all necessary information.
- Schedule all audits to be performed on documentation.
- Automatically calculate last and next audit dates.
- Record auditor, audit date and comments.
- When appropriate escalate audit findings to nonconformances and corrective actions.

## Definitions

- Improve communication by creating a company “dictionary” of terms, acronyms and phrases used throughout your documentation.
- Terms unique to your company and industry are defined to train employees on the “language” they will be hearing and using in the workplace.

## Check In / Out

- When a master copy of a document is printed material, manage the process when it is removed from its storage place.
- Track who took the document master, the date they took it, when its due back, etc.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Master list of current Documents.
- Notification of a pending change request against a procedure to all people on the approval list through email.
- All documentation associated to part # 123.
- Everyone who needs to be re-trained when work Instruction # QA300 is updated.
- A list of all sales, marketing, and purchasing documentation.
- All documentation that is approved by a specific employee.

## Integration

- *IQS Employee* - Document approvals, distribution lists, training courses, audits.
- *IQS Customer* - Document approvals.
- *IQS Supplier* - Document approvals.
- *IQS Product* - Documents used to make product.
- *IQS Equipment* - PM procedures.
- *IQS Device* - Gage (gauge) study and calibration procedures.
- *IQS Collect/ SPC* - All operating and inspection procedures.
- *ERP/MRP/Legacy Systems* - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.



*“The design process should provide periodic evaluation of the design at significant stages. Such evaluation can take the form of analytical methods, such as FMEA (Failure Mode and Effects Analysis). The amount and degree of testing should be related to the risks identified in the design plan.”*  
ISO 9004

IQS Product is critical for companies wanting to produce high-quality products. Knowing which blueprints are available, documenting the correct revisions and having a complete inventory of all product requirements will help support your quality efforts. Product change histories and change requests are managed. Complete FMEA and control plans are developed and maintained from a single file.

### Why IQS Product?

Use it to:

- Effectively manage product specific documentation and requirements and changes to product requirements through ECO's (Engineering Change Orders).
- Maintain revision levels and communicate the revisions to ensure work is done to the correct revision.

- Alert you on the current revision status of each product in your organization.
- Allow employees to focus on technical matters while the software: tracks, inventories, schedules and performs all the time-consuming tasks involved with managing product documentation.
- Synchronize your Process Flows, Process FMEAs and Control Plans.
- Define Process Flows with unlimited Operations and the characteristics controlled in each.
- Share the Process Flow operation/characteristic combinations with the Process FMEA, then define Failure Modes and their Risk Priority Numbers (RPNs).
- Share the Process Flow operation/characteristic combinations with the Control Plan, then define the equipment / tooling used to manufacture and measure the product, the sample size and frequency, reaction plans and more.
- Enable engineering, manufacturing and quality departments to work with and maintain one system. This one system contains all key product characteristics and their related data.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.

CONTROL PLAN												
Prototype			Pre-Launch			Production						
Number			Key Contact			Date (Orig.)			Date (Rev.)			
Process Number/Latest Change Level			Key / PPAF Date			Prepared By			Revision Level			
01-0000 / 8/10/2011 / Rev H			4/15/2010									
Process Description			Core Team			Approval			Approval Status			
Customer Model Year												
Supplier Plant			Supplier Plant									
Part/ Process Number	Process Name/ Operation Description	Machine, Device, Jig, Tools For Mfg.	Characteristics			Special Char. Class.	Product/ Process Spec Tolerance	Evaluation Measurements Technique	Sample		Control Method	Reaction Plan
			No.	Product	Process				Size	Freq.		
OPER: 10	Washing	Air Compressor	01	Height				Micrometer		PL	X BAR AND R chart	Place on Hold
			02	Angle			3/4" Angle Upper Right Hand Corner	Web Testing Device		PL	X BAR AND R chart	Return to Supplier
		CNC Plasma Cutter	03	Length				Go/No Go gage for assembly and incoming inspection				
			04	Width								
			05	Thickness								
OPER: 30			008	FJC Test Char - Cursor Order								
			01	Height								

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*IQS Product is used for a repository of product information with inspection characteristics.*

## Product

- Create a complete database of all part numbers and their complete revision history.
- Link to blueprint files, CAD drawings, etc.
- Archive revisions including all related tables and documentation.

## Characteristics

- Create an unlimited number of product and process specifications that must be controlled in order to meet design intent.
- Automatically download them from drawings in your CAD system.
- Characteristics can be defined as variable with upper and lower control limits, or attribute with yes / no, go / no go, etc.

## Process Flows

- Process flows define operations and the characteristics they control.
- These operation characteristic combinations form the foundation of the Process FMEA and Control Plan.
- The three documents are synchronized so that edits to any one of them automatically updates the other two.

## FMEAs

- Assign failure modes to Design Item/Functions and Process/Function requirements and rank them by Risk Priority Number (RPN).
- Define effects of failures, the potential causes and the recommended actions if and when they occur.
- User defined text for your organizations descriptions of severity, occurrence and detection values.

## Control Plans

- Define how each operation characteristic is going to be controlled.
- Manage the equipment required to produce your product.
- Measuring devices used to measure your product.
- Sample sizes, frequency of inspection and reaction plans.

## Change Requests

- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date.
- Automatically bring down approval lists. Integrates with email to provide serial and parallel workflow approval routing.
- Electronic signature on approval(s).
- Archiving system stores previous revisions.

## Audits

- Ensure the document revision levels used on the shop floor are current and up to date with all necessary information.
- Schedule all audits to be performed on documentation.
- Automatically calculate last and next audit dates.
- Record auditor, audit date and comments.
- When appropriate, escalate audit findings to nonconformances and corrective actions.

## Reports

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Master listing of products with characteristics.

- Create a Process FMEA and Control Plan in industry standard formats.
- A to-do list of FMEA action items with due date information.
- Review all change requests to a blueprint and email responses.
- An indented parts list. List of all equipment used to manufacture and measure part # 200.
- Change history for part # 300. All change requests waiting for approval from a specific employee.

## Integration

- IQS Employee - Create lists of employees assigned to approving change requests and responsible for follow-up to FMEA action items.
- IQS Customer - Create lists of customers to whom products are sold. Assign and record change request approvals.
- IQS Supplier - Create lists of suppliers from whom a product is purchased, assign and record change request approvals.
- IQS Device - Track measuring equipment to be used on a part throughout all operations.
- IQS NCM - Record a nonconformance from a failed product audit.
- ERP/MRP/Legacy Systems - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*"A program of preventive maintenance should be established to ensure continuing process capability. Special attention should be given to equipment characteristics that contribute to key product quality characteristics."*

ISO 9004

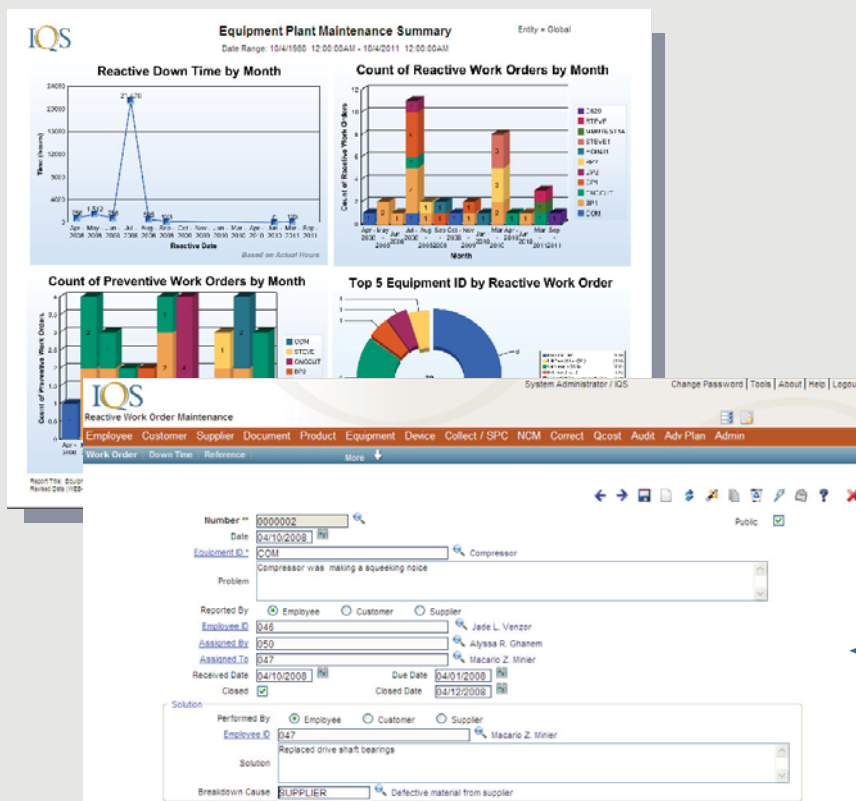
IQS Equipment is a powerful, comprehensive productivity tool that strengthens the management, documentation and scheduling of all preventive and reactive maintenance activities. It will support a well-planned, preventive maintenance system in any manufacturing or commercial service environment.

### Why IQS Equipment?

Use it to:

- Perform the clerical tasks involved with maintenance activities by documenting, tracking and scheduling preventive maintenance activities including maintenance time, labor and parts cost.
- Track work orders, solutions, costs and more.
- Minimize unplanned downtime and enhance productivity.

- Quickly produce accurate figures on maintenance activities from last month, last quarter, last year, etc.
- Lower carrying costs, avoid stock shortages and reduce downtime by managing spare parts more effectively.
- Provide management with quick, accurate, well-organized preventive maintenance data and equipment maintenance histories.
- Analyze time spent on maintenance per machine and labor needs based on maintenance history.
- Track and maintain time estimates for scheduling purposes.
- Provide data from preventive and reactive maintenance to allow for predictive maintenance.
- Track equipment usage for traceability, accountability and maintenance scheduling.
- Maintain a complete list of all spare parts to manage inventory and calculate re-order points. Identify key details like manufacturer name, price, specs, etc.
- Cross-reference measuring devices to the equipment that manufactures product.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*IQS Equipment allows for easy scheduling of work orders and tracks the results.*

## Equipment

- Store your complete equipment inventory with an unlimited number of preventive maintenance activities per piece of equipment.
- Categorize the equipment by equipment type (e.g., press), status (e.g, active) and location (e.g. shop floor A).
- Define personnel as user of the equipment and notify them for shut down due to upcoming maintenance.
- Record information about the vendor the equipment was bought from including: supplier, purchase date, manufacturer, warranty information, model and serial number.

## PM Activities

- Define an unlimited number of maintenance activities for each piece of equipment.
- Track responsible employee or supplier, define how often it is performed based on days or usage, the procedures used and time estimates for completion.
- Last and next dates are tracked including color coded PM Status field.

## Preventive Work Orders

- Schedule and track all preventive maintenance.
- Record the employee or supplier who performed the maintenance.
- Include due date, actual date, machine down time and how long it took to complete the maintenance.
- System will automatically calculate last and next preventive maintenance dates based on your defined intervals when preventive work orders are saved.

## Reactive Work Orders

- Create immediate work orders for unscheduled maintenance when machines breakdown.
- Detail the problem, who reported it, the instructions, who is responsible for fixing it, and a due date for when it is supposed to be completed.
- A solution section is provided to record the employee or supplier who fixed the problem, the solution, and a breakdown cause (e.g., operator error) to categorize the reason the problem occurred.

## Spare Parts

- Inventory all parts needed to successfully complete preventive work orders.
- Track pricing and primary backup vendors for each.
- Manage inventory levels and calculate re-order points.

## Usage

- Define your own usage intervals (e.g., hours) and the software will calculate preventive maintenance based on your specified criteria.
- Integrate with equipment maintenance to download machine run hours to usage records.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- A master equipment list monthly, quarterly and yearly PM Activities.
- Preventive Work Order due date with spare parts.
- Reactive Work Order form with blank space for recording notes.
- Maintenance due next month by location.

- Predictive maintenance due next month.
- All equipment maintenance completed by vendors.
- History of Work Orders done on machine # 12 to aid management.
- Spare Part re-order with primary vendor information
- Reactive Work Order history sorted by breakdown cause.

## Integration

- **IQS Employee** - Assign employees as equipment users and as responsible for both preventive and reactive work orders.
- **IQS Customer**- Include your customers in continuous improvement, quality planning, and other projects as responsible team members.
- **IQS Supplier** - Include your suppliers in continuous improvement and quality planning projects as responsible team members.
- **IQS Document** - Assign procedures, work instructions, policies, etc., to training courses.
- **IQS Product** - Products manufactured by the equipment.
- **IQS Collect/SPC** - Inspection results against products manufactured by the equipment.
- **ERP/MRP/Legacy Systems** - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.



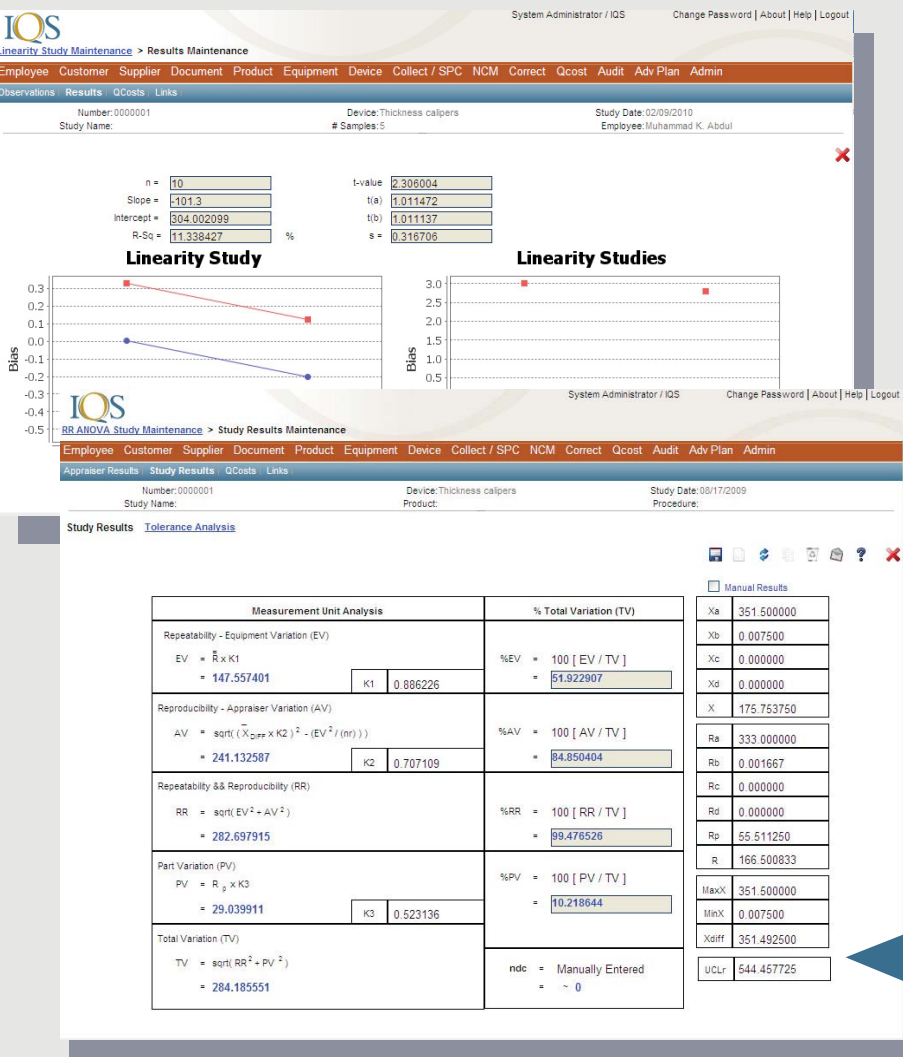
*“All equipment used for the production development and test of product must be maintained and calibrated.”*  
ISO 9001

IQS Device is a powerful calibration and gage (gauge) analysis study system. With IQS Device, you can easily find the location of any measuring device used in the company; trace any device to a part number, machine, job number, etc.; and track calibration costs including time spent and repair cost. Utilize IQS Device's predefined reports or use the Report Writer to customize and build your own. With IQS Device, you have total flexibility to generate reports that meet your specific needs - incorporate graphics, including your logo, design certificates, etc.

### Why IQS Device?

Use it to:

- Document, schedule and track calibrations for measuring devices and test equipment to improve accuracy and data collection reliability.
- Use the ADI (Automated Data Input) capability for quick data entry of calibration and GR&R (Gage Repeatability and Reproducibility) study results.
- Document, schedule and perform GR&R studies.
- Perform statistical analysis of calibration results.
- Let the software perform the clerical tasks involved with maintenance activities by documenting, tracking and scheduling calibration activities.
- Use the “Stop the Clock” feature to improve savings in time and costs.
- Colored coded calibration status field: Green = OK, Yellow = Almost Due, Red = Past Due.
- Track and maintain time estimates for calibrations and intervals based on historical data.
- Provide management with quick and accurate calibration certificates and histories.
- Analyze time spent on performing calibrations.
- Track the date and time of the calibration, actual readings, who performed the calibration, time to calibrate, temperature, humidity and more.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*IQS Device accepts results from digital measuring equipment and calculates study results in seconds.*



## Devices

- Store an unlimited number of devices, each having unlimited measuring characteristics.
- Use device type codes to categorize devices with common calibration information for quick and consistent data entry.
- Manage calibration by calendar days or stop the clock on a gage (gauge) and manage by the actual days it is used.
- Track device storage locations with multiple levels.
- Color coded calibration status field to indicate device is OK for use on the floor, coming due or past due for calibration.
- Define a device user, and a device calibrator. Send emails to both when calibration is coming due.

## Characteristics

- Define an unlimited number of measurement characteristics to be taken when calibrated.
- Each characteristic can be attribute, (e.g., yes or no, go /or no go) or variable (e.g., 4  $\pm$ .007) with upper/lower/nominal limits.
- System automatically loads characteristics to calibration table when device is entered.

## Calibrations

- Document and track calibrations for measuring devices and test equipment including: date and time of calibration, who performed the calibration, time to calibrate, temperature and more.
- Device last and next calibration dates are automatically calculated based on interval when a calibration record is saved.
- Track the standard used to calibrate, procedure used, actual

and after adjustment readings, costs of labor and repairs.

- With digital devices use the ADI (Automated Data Input) capability for quick data entry of calibration results.
- When a device fails calibration post a nonconformance record with a single click of the mouse.

## AIAG MSA Studies

- Schedule, perform and store the following Automotive Industry Action Group (AIAG) Measurement System Analysis (MSA) Studies: RR ANOVA, RR Range, RR Attribute, Stability, Bias and Linearity.
- Device last and next study dates are automatically calculated based on interval when a study record is saved.
- With digital devices use the ADI (Automated Data Input) capability for quick data entry of study results.

## Check In / Out

- Track the process of taking device from storage bins to use on the shop floor.
- Check them out individually or in “kits” based on inspection plans as defined in the IQS Collect/SPC module.
- Record usage levels when calibration is not being tracked by calendar days.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Master device list.
- Calibration due date report for the next month.

- Analysis study due date for this quarter.
- All devices that are sent out for calibration.
- All devices currently checked out to the shop floor.
- All devices used to inspect part # 200.
- All devices used for a specific customer.
- Calibration history by device, by employee, by vendor.
- All devices on a monthly calibration interval.

## Integration

- IQS Employee - Perform calibration and provide device study results.
- IQS Customer - Cross-reference measuring devices to the products they are used to inspect.
- IQS Supplier - Record the vendors that measuring devices are purchased from.
- IQS Product - Cross-reference measuring devices to the products they are used to inspect.
- IQS Equipment - Cross-reference measuring devices to manufacturing equipment.
- IQS Collect/SPC - Traceability of measuring devices to inspection results.
- IQS NCM - Failed calibrations can be escalated to nonconformance records.
- ERP/MRP/Legacy Systems - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*“The inspection and test status of a product shall be identified by using markings, authorized stamps, tags, labels, routing cards, inspection records, test software, physical location, or other suitable means, which indicate the conformance or nonconformance of the product with regard to inspection and tests performed.”*  
ISO 9004

You can only control what you measure.

Although a substantial amount of time and money is invested into data collection, very little return on investment is realized because the data is not recorded or analyzed. IQS Collect/SPC works together with the IQS Product module to effectively manage your data collection process. Imagine asking the software, “If I am making this product, at this operation, what data do I need to collect?”

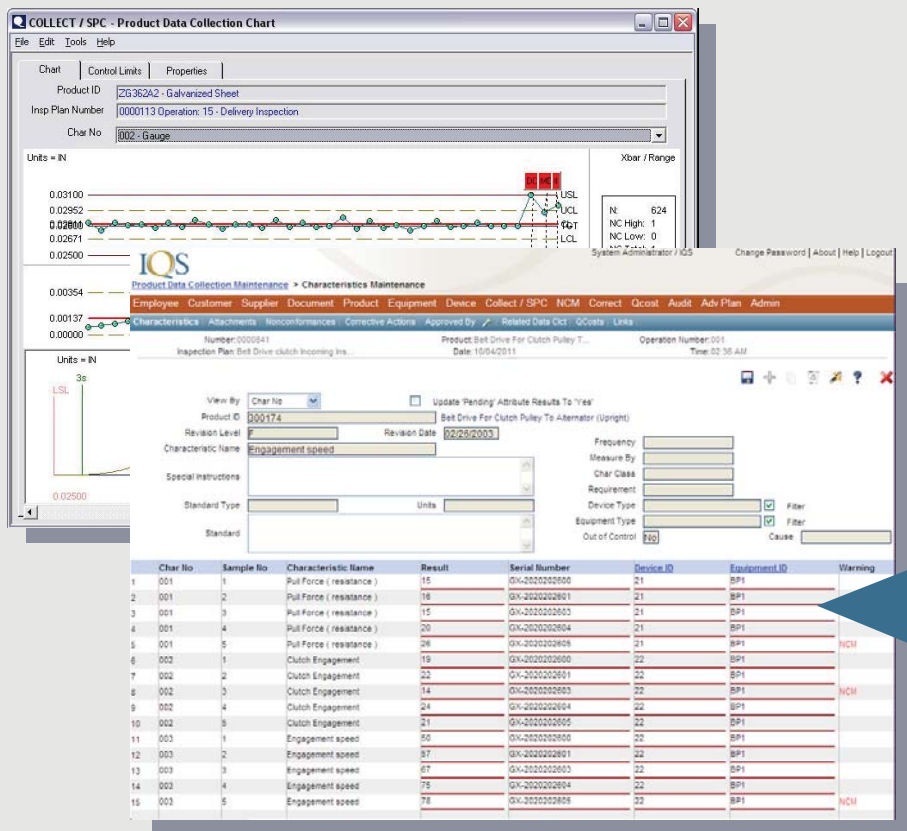
## Why IQS Collect/SPC?

Use it to:

- Reduce and manage appraisal costs.
- Avoid inefficiencies, mistakes and calculation errors inherent with manual systems.
- Use the ADI (Automated Data Input) capability for quick data

entry of inspection results.

- Control all inspection plans within one system; receiving, in-process, and final, and everyone working with the same product dimensions table.
- Validate that you are collecting data on the correct inspection plan and the correct revision of a print.
- Generate Initial Sample Inspection Reports (ISIR), First Article Reports and PPAP
- Trace part sampling by: date, product, job number, purchase order number, lot number, supplier, customer serial number, etc.
- Operators can launch their inspection procedures and store electronic images of your product.
- Validate measuring devices to ensure they are not past due for calibration.
- Operators get NCM Warning for out-of-spec results and can post a nonconformance record with a single click of the mouse.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*Run charts immediately upon data collection, including X Bar Range, Standard Deviation, Histogram and Individual Moving Range with IQS Collect/SPC.*

## Inspection Plans

- Store an unlimited number of inspection plans based on operations, e.g., 10, 20, 30, Receiving, In-Process, Final, etc.
- Plans can have an unlimited number of characteristics as defined in IQS Product with default sample sizes.
- Track revision levels and complete change history when characteristics are added or removed from plans.
- Old plan revisions are archived and can be used for inspection at a later date for replacement parts.
- Characteristic control info, e.g., measuring devices, manufacturing equipment, type of chart, etc., automatically loads to data collection results.

## Change Requests

- Track the employee, customer or supplier making the request and receive notifications of all details of the suggested change including request date and response due date.
- Automatically bring down approval lists.
- Integrates with email to provide serial and parallel workflow approval routing.
- Electronic signature on approval(s).
- Archiving system stores previous revisions.

## Data Collection

- Inspection results traceable to date, time, product, product revision, inspection plan, inspection plan revision, who made the product, who inspected the product, procedure used, job number, purchase order number

and lot number.

- Track lot sizes, quantity accepted and rejected values. System dynamically builds data entry screens based on Inspection Plans.
- Prompts user if measuring device used needs to be calibrated or is a different type than defined in the plan.
- Warns user if results screen has not been completed.
- Out-of-Control field tells user when an out-of-control result is entered, assigns Cause Codes, and a Corrective Action record can be posted with a single click of the mouse.
- Prompts users to adjust accept / reject values when NCM result is entered.

## Skip-Lot

- Define sampling plans with pass / fail levels and promotion / demotion paths.
- System loads appropriate plan for operator and then automatically promotes or demotes based on results.
- Sample sizes are increased or decreased based on supplier performance.
- Integrate with ERP/MRP/Legacy System so when a lot is received it automatically appears in IQS COLLECT/SPC incoming lots window.

## SPC Charts

- Run the following charts to monitor and keep your processes in control:
  - SPC Charts.
  - X Bar.
  - Range.
  - Standard Deviation.
  - Histogram.
  - Individual Moving Range.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Parts Per Million (PPM).
- First Article, Certificates, ISIR, PPAP Dimensional Results Capability Studies.
- Supplier Score Cards with Promote/Demote History.
- Out-of-control inspection by product, machine, operator, etc.

## Integration

- *IQS Employee* - Inspection plan revision approvals and inspector results.
- *IQS Customer* - Inspection results, job numbers and engineering approvals.
- *IQS Supplier* - Skip-Lot receiving inspection.
- *IQS Product* - Inspection plans and results are based on products and characteristics.
- *IQS Equipment* - Inspection results traceability to machine that made product.
- *IQS Device* - Inspection results traceability to device used to inspect product.
- *IQS NCM* - Failed inspection results can be escalated to nonconformance records.
- *IQS Correct* - Out-of-control inspection results can be escalated to corrective action records.
- *ERP/MRP/Legacy Systems* - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*“Appropriate steps should be taken to prevent the recurrence of nonconformity.*

*Consideration should be given to establishing a file listing nonconformities to help identify those problems having a common source, contrasted with those that are unique occurrences.”*  
ISO 9004

When something goes wrong, how do we fix it?

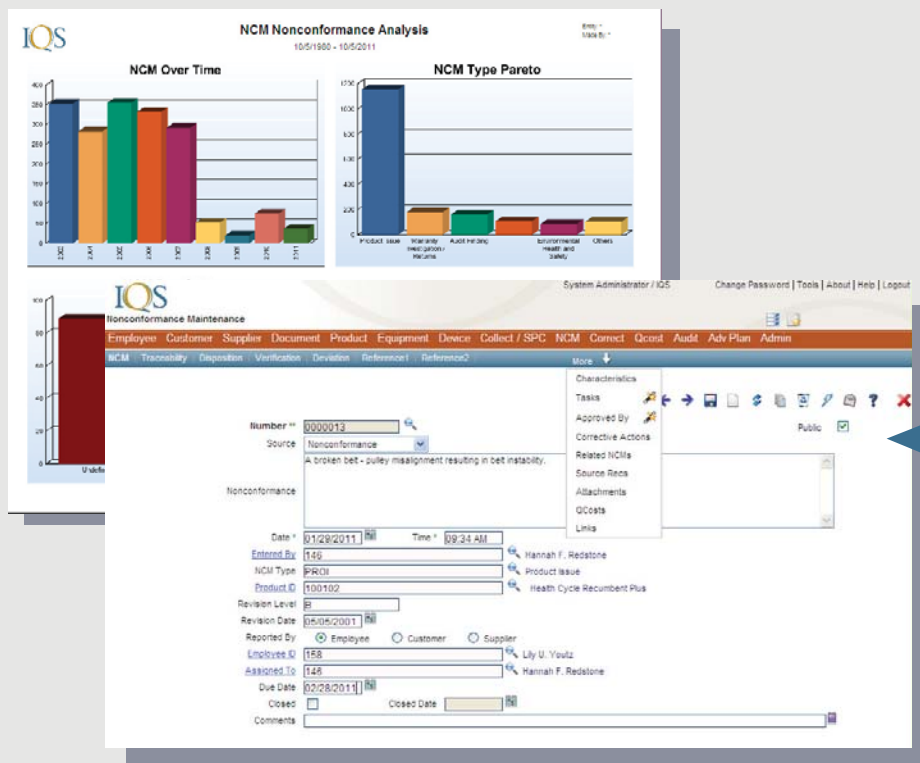
IQS NCM, through managing, recording and analyzing your company's nonconformances, will help direct your continuous improvement efforts to those areas with a high potential for return.

### Why IQS NCM?

Use it to:

- Combine all your separate nonconformance processes into one flexible system.
- Analyze problems quickly and accurately.
- Allow employees access to past history prior to running a job to identify potential problem areas.
- Monitor your manufacturing processes and the bottom line.
- Track failures and actions over time.

- Provide engineering with a history of problems for each product and the maintenance departments with a history of problematic machines.
- Reduce inventory of material waiting for nonconformance disposition.
- Track failures to responsible parties, operations or materials.
- Manage customer-returned material (RMA, RGA, warranty).
- Record and monitor pricing problems, procedural errors, customer returns, supplier rejects and more.
- Track all costs associated with nonconformances, dispositions and verifications.
- Verify that material meets requirements before release.
- Improve response time and customer satisfaction with quick NCM information retrieval and trend analysis.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*In IQS NCM you can store and track nonconformances and connect them to documents, products, processes, equipment, devices, corrective actions and more.*



## Nonconformances

- Store an unlimited number of nonconformances for any area of your organization, (e.g., bad product, out-of-control process, audit finding, failed calibration) in a single system.
- Record product and revision levels, your own codes for type of nonconformance (e.g., oversized, undersized, chipped, cracked), the employee or customer who reported the nonconformance, the employee responsible for it and when it is due for completion.
- Track the disposition process for defective materials including who is responsible, type of disposition, when it is due and who needs to approve it.
- Verify dispositions are properly completed.
- Manage nonconformances disposition and verification processes at both the product and product characteristic levels.
- If the issue is a trend, it can automatically be posted to a corrective action record for root cause analysis.

## Traceability

- Track the employee or supplier who produced the nonconforming product, if it was found during inspection or if it made it to a customer and if an RMA or DMR will be issued.
- Record the job number, purchase order number, lot number, lot size, quantity accepted and quantity rejected values, or if posted from an inspection done in IQS Collect/SPC, these fields are automatically loaded.
- Subject and Cause fields allow for further definition and analysis of the nonconformance.

- 15 user defined codes, 15 alphanumeric text reference fields, and 10 numeric reference fields to customize your nonconformance tracking process.

## Dispositions

- Manage the disposition process by assigning an employee or supplier to do the work with a due date.
- Create your own disposition type codes for analysis, (e.g., scrap, rework, use-as-is, etc.).

## Verifications

- Ensure that disposition efforts are effective by assigning responsibility for verification.
- Create your own verification codes for analysis, (e.g., re-inspect, visual, check with customer, etc.).

## Deviations

- The nonconformance has been discovered and discussed with the customer, everything is OK to ship, but they want the product back to specification after the next run, in one week, in 20 lots, etc.
- Notes field for instructions, (e.g., attach yellow deviation approved tag on next 5 lots).

## Approvals

- Unlimited employee, customer and supplier approvals on nonconformances, dispositions, verifications and deviations.
- Integrates with email to provide serial and parallel workflow approval routing.
- Password protected electronic signatures.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run

reports such as:

- Every NCM logged against a particular supplier over the last year.
- All customers that have logged an NCM against product #123. NCM Analysis by type, cause, subject, location found, location generated.

## Integration

- *IQS Employee*- Assigned to manage nonconformance, disposition, verification and deviation as well as approvals on each.
- *IQS Customer*- When bad product is shipped and approvals.
- *IQS Supplier* - When bad product is purchased and approvals.
- *IQS Product* - Can be manually logged or posted from bad material found during inspection.
- *IQS Equipment* - Machines that made bad product.
- *IQS Device*- Devices used to reject bad product.
- *IQS Collect/SPC* - Inspection plan that posted the bad product.
- *IQS Correct* - Post nonconformances to corrective action requests.
- *ERP/MRP/Legacy Systems* - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.



*“The supplier shall establish, document and maintain procedures for investigating the cause of nonconforming product and the corrective action needed to prevent recurrence.”*

Part 820 of the  
Quality System Regulation

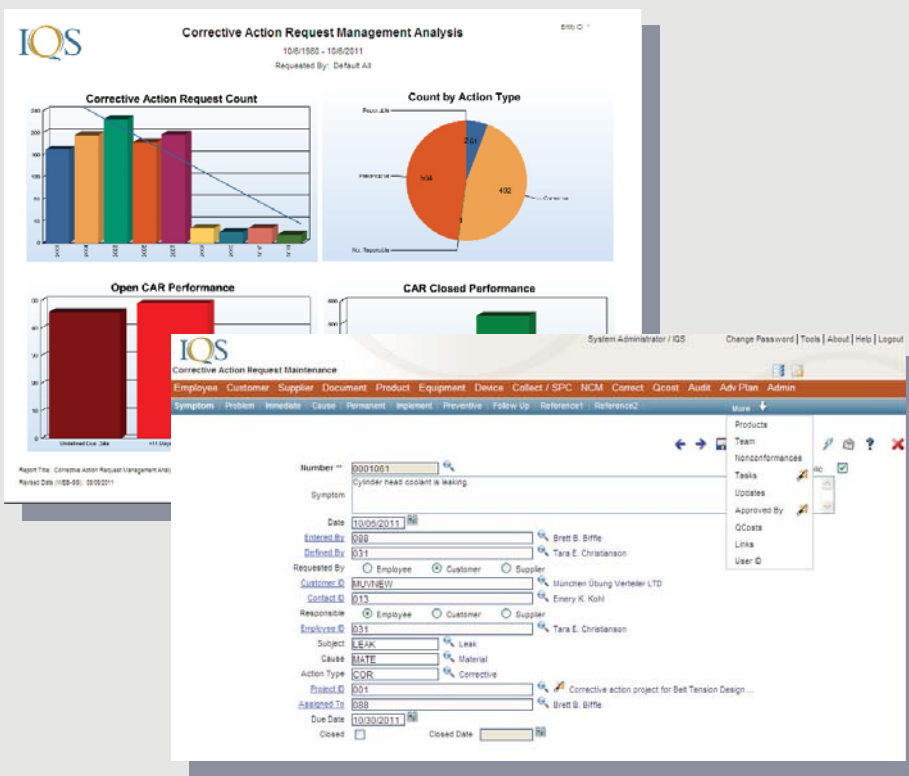
Corrective actions should be directed to the important areas identified by nonconformance trend analysis. Often, quality circles, or other forms of group problem-solving efforts, do not perform as well as expected because the employees have little or no information to guide their efforts. IQS Correct provides the information.

### Why IQS Correct?

Use it to:

- Document corrective action measures to avoid solving the same problem over and over again.
- Create a central knowledge base of all efforts in solving problems. Reduce “fire-fighting” and lower both internal and external failure quality costs.

- Focus on technical matters while the software tracks, inventories, schedules and performs all the time-consuming tasks involved in the corrective action process.
- Close the loop - record the trend, assign the task to an employee, customer or supplier, and document the response while tracking follow-up effectiveness.
- Determine and track the root cause of problems and take the necessary steps to eliminate them.
- Corrective actions may be against a product, a process, documentation, equipment, measuring devices, training of employees, expectations and deliverables from and to customers, suppliers and more.
- Provide management with the data to identify trends in product and process deficiencies.
- Record any changes in the relationships between product and process characteristics and communicate them to the proper departments.
- Provide the means for managing the entire corrective action process from discovery to new system implementation.
- Fast, accurate and flexible analysis of problems.



*In IQS Correct you can store and track an unlimited number of corrective action requests while maintaining traceability to the source nonconformances and products.*

- Define what is happening to warrant the corrective action, who requested it, who is responsible for completing the work, and when it is due for completion.
- Easily find and follow-up on current, overdue and future problems, action items, preventive actions, etc.
- Monitor suppliers, the manufacturing process and the bottom line.
- Combine all your separate corrective action processes into one flexible, user-friendly system.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.

### Corrective Action Requests

- Manage an unlimited number of internal, customer, and supplier corrective action requests (CAR) in a single system.
- Assign employees, customers or suppliers for follow-up on corrective action requests to ensure effectiveness.
- Categorize the corrective action requests with your own codes for subject (e.g., leaking valves) and cause (e.g., operator error). Plus, 15 user defined codes and 15 alphanumeric text reference fields to customize your tracking process.
- Record all products affected by a corrective action.
- Ineffective corrective action requests are re-issued until they are successful, they are all cross referenced, so if a similar problem occurs in the future the ineffective efforts are not repeated.

- For detailed, long term effort, link to a Project ID in IQS Employee and manage meetings and tasks.

### Products

- Record an unlimited number of products affected by the corrective action request.
- For each product an unlimited number of characteristics can be defined (e.g., length, height, width, color).

### Team

- Team members can be employees, customers or suppliers.
- Assign a contact for both customer and supplier team members, phone numbers, etc.

### Tasks

- Unlimited tasks can be assigned to a corrective action request.
- Assign task responsibility to employee, customer or supplier with due date.

### Nonconformances

- Each corrective action request can be assigned an unlimited number of nonconformances.
- When the same problem occurs with multiple customers, users can launch and review nonconformances and, most importantly manage all of them with a single corrective action effort.

### Approvals

- Unlimited employee, customer and supplier approvals on corrective action requests, immediate actions and permanent actions.
- Integrates with email to provide serial and parallel workflow approval routing.
- Password protected electronic signatures.

### Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Every corrective action requested by a specific customer over the past year.
- Every corrective action requested to a specific supplier over the past year.
- Run a due-date report of all corrective actions you are responsible for, sorted by product.
- Quickly email the status of corrective actions to all customers involved with CAR #123.
- Print the same corrective action in various industry standard formats: 8D, 7D, 5 Why, etc.

### Integration

- *IQS Employee*- Internal requested CARs and approvals.
- *IQS Customer* - Customer requested CARs and approvals.
- *IQS Supplier* - Your supplier CAR requests and approvals.
- *IQS Product* - Product(s) involved in CAR process and updates.
- *IQS NCM* - Cross referenced to CARs.
- *ERP/MRP/Legacy Systems* - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.

*“Product Quality Planning is a structure method of defining and establishing the steps necessary to assure that a product satisfies the customers. The purpose of production part approval is to determine if all customer engineering design record and specification requirements are properly understood by the supplier and that the process has potential to produce product meeting these requirements during an actual production run.”*

AIAG

IQS Advanced Planning defines, automates and documents the critical aspects of your product launch process to assure engineering design information is translated effectively throughout the pre-production process. The system enables you to synchronize all key processes and activities through the creation of templates, project plans and checklists that manage all details of the new product launching process.

The system also controls the quality of parts through a series of highly controlled customer product submissions, checklists and approval routings, as required by industry-specific quality methodologies (e.g., including PPAP - Production Part Approval Process, ISIR - Initial Sample Inspection Report and First Article Inspection Certificates). All part specifications and modifications are documented and communicated to promote error-free production runs.

## Why IQS Advanced Planning?

Use it to:

- Eliminate the binders and non-integrated computer systems you use for managing new product launches and product submissions.
- Effectively manage resources to satisfy the customer.
- Promote early identification of required changes.
- Avoid late changes.
- Provide a quality product on time at the lowest cost.
- Standardize management reporting across all programs in your company and include graphical representations for easy interpretations.
- Provide consistency in the development and project management of new products.
- Improve response time and customer satisfaction with quick information retrieval and analysis.
- Eliminate manual sorting and filing that leads to incomplete record keeping.
- Support project steps and submission requirement completion with IQS Records.
- Get employees, customers and suppliers working together off the same plan.

The screenshot displays the IQS Advanced Planning software interface. The top navigation bar includes 'Submission Maintenance' and 'Steps View'. The main content area shows a project plan for 'Product Alternator Belt Drive' with a revision level of 0 and an effective date of 08/24/2011. The plan is organized into a table with columns for Step, Status Indicator, Assigned To, Name, Due Date, and Closed Date. The steps listed include '1.0 Plan and Define Program', '1.1 Voice of the Customer', '1.1.1 Market Research', '1.1.2 Historical Warranty and Quality Information', '1.1.3 Team Experience', '1.2 Business Plan/Marketing Strategy', '1.3 Product/Process Benchmark Data', '1.4 Product/Process Assumptions', '1.5 Product Reliability Studies', '1.6 Customer Inputs', '1.7 Design Goals', '1.8 Reliability and Quality Goals', '1.9 Preliminary Bill of Material', '1.10 Preliminary Process Flow Chart', '1.11 Preliminary Special Characteristics', '1.12 Product Assurance Plan', '1.13 Management Support', and '2.0 Product Design and Development'. The status indicators show various levels of completion, with some steps marked as 'Not Started' (yellow) and others as 'In Progress' (green).

Step	Status Indicator	Assigned To	Name	Due Date	Closed Date
1	Not Started	Employee	Alyssa R. Ghanem	05/01/2008	04/20/2008
2	Not Started	Supplier	Frisco T. Castellanos - Colombo do Brasil	05/01/2008	04/20/2008
3	Not Started	Customer	Munciel Q. Needelman - Heath Machines Co	05/01/2008	04/22/2008
4	Not Started	Customer	Trey V. Goleman - Heath Machines Co	05/01/2008	04/21/2008
5	Not Started	Employee	Hudson Q. Freedman	05/01/2008	04/21/2008
6	Not Started	Customer	Trey V. Goleman - Heath Machines Co	05/01/2008	04/23/2008
7	Not Started	Customer	Trey V. Goleman - Heath Machines Co	05/01/2008	04/22/2008
8	Not Started	Customer	Trey V. Goleman - Heath Machines Co	05/01/2008	04/24/2008
9	Not Started	Supplier	Novyanna B. Julian - Colombo do Brasil	05/01/2008	04/21/2008
10	Not Started	Customer	Trey V. Goleman - Heath Machines Co	05/01/2008	04/22/2008
11	Not Started	Employee	Alyssa R. Ghanem	05/01/2008	04/23/2008
12	Not Started	Employee	Hudson Q. Freedman	05/01/2008	04/24/2008
13	Not Started	Employee	Alyssa R. Ghanem	05/01/2008	04/21/2008
14	Not Started	Employee	Macario Z. Miner	05/01/2008	04/25/2008
15	Not Started	Employee	Hudson Q. Freedman	05/01/2008	05/01/2008
16	Not Started	Employee	Jade L. Venzor	05/01/2008	05/01/2008
17	Not Started	Employee	Israel K. Bloomingdale	05/01/2008	05/01/2008
18	Not Started	Customer	Trey V. Goleman - Heath Machines Co	05/01/2008	04/21/2008

*IQS Advanced Planning allows for unlimited, user-defined, project steps with the ability to define proof-of-step completion by attaching the appropriate IQS System Records.*

### Plans

- Create unique projects plans to manage the details of each product launch, with an unlimited number of user-defined steps.
- Define as many steps as needed to effectively manage the project.
- Assign step responsibility to employees, suppliers or customers with planned and actual dates to analyze performance.
- Checklists can be created to ensure tasks are not missed in detailed project steps.
- Project step attachments provide the proof that a step has been completed; they can be any third-party application file (e.g., Word, Excel, or IQS System records/Process Flows, Design and Process FMEAs, Control Plans, Engineering Change Requests, Equipment and Measuring Device Lists, etc.

### Submissions

- Create customer prototype submission requirements with an unlimited number of user-defined steps.
- Submissions are revision controlled and are archived when not approved.
- Define as many steps as needed to get customer approval on first submittal.
- Assign step responsibility to employees, suppliers or customers with due dates.
- Submission Step Attachments provide the proof-of-step completion; they can be any third party application file (e.g., Word, Excel, or IQS System records/Blueprints, Critical Characteristic Lists, Inspection Results, SPC Charts, Nonconformance History, etc.

### Checklists

- Create an unlimited number of checklists to ensure detailed plan and submission steps are properly completed before being closed.
- Each checklist can have unlimited questions that can be assigned to an employee with a due date.

### Templates

- Create templates to save data entry time when creating project plan and submission records.
- Checklists and attachment definitions will pre-load to plan and submission records when template is chosen and can then be customized.
- Manage an unlimited number of templates based on industry, customer and/or internal requirements.

### Attachments

- Attachment records provide proof of plan and submission completion.
- Proof can be in the form of any third-party application file (e.g., Word, Excel, or IQS System records).
- AIAG Submission Warrant and Appearance Approval Report provided, Design Records, Equipment/Tooling, Checking Aids, etc.

### Approvals

- Unlimited employee, customer, and supplier approvals on plan and submission steps.
- Integrates with email to provide serial and parallel workflow approval routing.
- Password protected Electronic signatures.

### Reports

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Project plan steps due date sorted by responsible party.
- All project plan steps assigned to suppliers.
- All open steps.
- All past due steps.
- Run and email completed Part Submission Warrant form to customers.
- Send process and product validation SPC Charts to customers.

### Integration

- IQS Advanced Planning integrates with all IQS Modules for project plan and submission step responsibility and as attachment records for proof of step completion.
- IQS Employee
- IQS Customer
- IQS Supplier
- IQS Document
- IQS Product
- IQS Equipment
- IQS Device
- IQS Collect/SPC
- IQS NCM
- IQS Correct
- ERP/MRP/Legacy Systems - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.



*“The supplier shall establish and maintain documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the quality system.”*  
ISO 9001

IQS Audit provides a single compliance framework for Quality, Environmental Health & Safety and Sarbanes Oxley. The key to continuous improvement is an audit function that routinely compares what you are actually doing to what you should be doing. IQS Audit is designed to do this and much more.

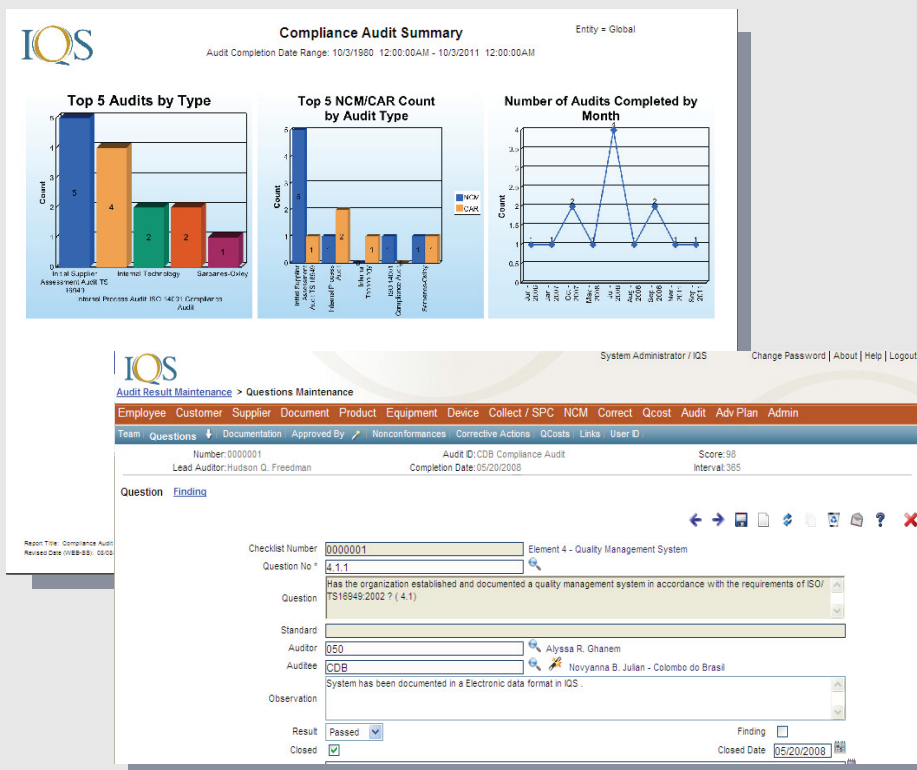
Internal quality audits can be scheduled on the basis of the status and importance of the activity to be audited and are to be carried out by personnel independent of those having direct responsibility for the activity being audited.

The results of the audits are to be recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area shall take timely corrective action on the deficiencies found during the audit.

## Why IQS Audit?

Use it to:

- Answer questions like: What has to be audited next month? Are there any unresolved audit findings? What are the audit results? What areas are improving? Is there training required?
- Focus on technical matters while the software tracks, inventories, schedules and performs all the time-consuming tasks involved in the audit process.
- Assure readiness for all regulatory and industry compliance audits by scheduling periodic internal audits.
- Create templates. Easily copy existing audit checklists and modify for the next audit without retyping questions.
- Perform internal system audits as well as supplier and third-party audits.
- Ensure that findings do not fall through the cracks - assign responsibility, a due date and trending information for efficient and timely reporting.
- Record any nonconformances and corrective actions necessary from audit findings and observations.
- Ensure compliance with quality standards, e.g., ISO 9000, TS 16949, AS 9100, ISO 14001, etc.



*IQS Audit stores and tracks an unlimited number of audits with due date reporting, auditor and auditee scheduling, and complete documentation of findings.*



## Audits

- Manage all internal audits in a single file complete with revision levels and change history.
- Create your own audits or base them on industry standards (e.g., ISO 9000, etc.).
- Last and next audit dates automatically calculated by the system when an audit result record is saved.
- Categorize your audits with your own codes for audit type (e.g., ISO, Environmental, Safety, etc.).

## Checklists / Questions

- Each audit can have an unlimited number of checklists to ensure tasks are not missed during the audit process.
- Each checklist can have an unlimited number of questions.
- Document specific references and observations per question.
- Define the standard and section against which questions are posed.

## Templates

- Create templates to save data entry time when creating audit records.
- Automatically load audit checklists and questions based on different departments, processes, product lines, etc.

## Scheduling

- Manage an unlimited number of audit schedules with due dates and responsible parties.
- Make sure daily schedules are clear by alerting personnel of upcoming audit dates with warning emails, two weeks before, one month before, etc.
- Audit last and next dates are automatically calculated by the

system when a passed audit result record is saved.

## Results

- Document findings and record, track and analyze results.
- Use the system to assign follow-up activities.
- When warranted, escalate findings to a nonconformance.
- When warranted, escalate findings to a corrective action.
- Get valid issue lists and resolutions for long-term analysis and continuous improvement.
- Record any documentation, procedures, work instructions, blueprints, etc., referenced during the audit.

## Nonconformances

- Escalate audit result findings to IQS NCM records.
- System automatically cross-references the audit result to the nonconformance so personnel responsible can launch the audit and review what happened.

## Corrective Action Requests

- Escalate audit result findings to IQS Correct corrective action request records.
- System automatically cross-references the audit result to the corrective action request so personnel responsible can launch the audit and review what happened.

## Reporting

Crystal Reports™ from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- All internal audits due next month, next quarter or this year.

- Audit result forms with questions and blank space for auditor to make notes.
- Summary of all pending, passed and failed audit results.
- All audits due in the next six months sorted by auditor.
- All audit findings pertaining to section 4.4 Design Control.
- Audit findings due date with responsible personnel.
- List of nonconformances found during audits which you can quickly email to the responsible party for follow-up.
- List of corrective actions issued during audits which you can quickly email to the responsible party for follow-up.

## Integration

- *IQS Employee* - Assign employees to be auditors and auditees as well as to assign responsibility to follow-up on findings, nonconformances and corrective actions.
- *IQS Document* - Reference procedures, work instructions during the audit.
- *IQS Product* - Reference blueprints and product revision levels during the audit.
- *IQS NCM* - Escalate an internal audit result record to a nonconformance record with a single click of the mouse.
- *IQS Correct* - Escalate an internal audit result record to a corrective action record with a single click of the mouse.
- *ERP/MRP/Legacy Systems* - Synchronize the employee, customer, supplier, product and equipment tables with your other software programs.



*“The need for training of personnel should be identified and a method for providing that training should be established. Consideration should be given to providing training to all levels of personnel within the organization. Particular attention should be given to the selection and training of recruited personnel and personnel transferred to new assignments.”*  
ISO 9004

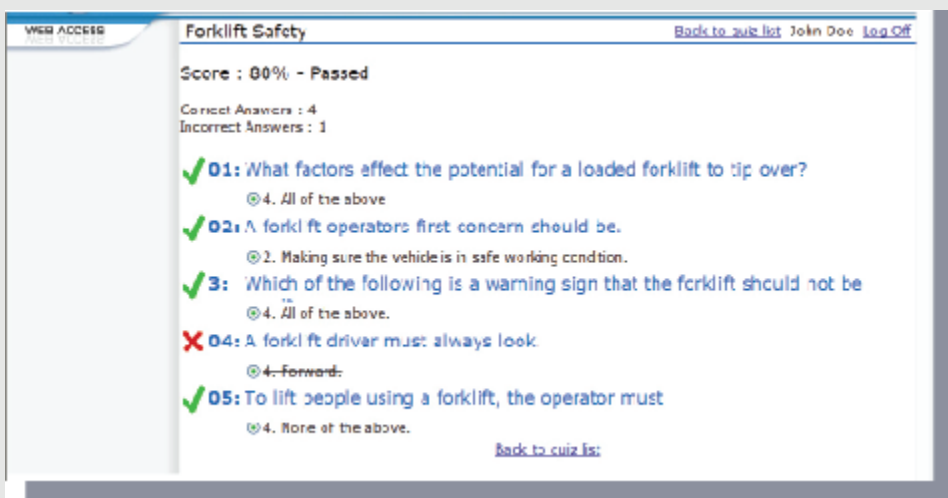
IQS Quiz provides objective evidence that people have met the training requirements of their position.

When a new work instruction, standard operating procedure, policy, etc., has been created, or when one is revised, or a new employee is hired, a quiz can be taken to test their understanding of the documentation required to do their job.

## Why IQS Quiz

Use it to:

- Acknowledge changes to processes, operations and safety.
- Confirm updated policies are read and understood.
- Test learned skills and knowledge.
- Develop certification and training programs.
- Provide notification of changes requiring training to the affected employees.
- Create a quiz for new document revisions, policy awareness and employee training certifications.
- Provide multiple quiz formats including a simple read-document quiz or a full quiz with unlimited questions with a passing score.
- Questions can be in true/false and multiple choice formats.
- Manage unlimited supporting documents assigned to a quiz.
- Create randomized order for questions as well as alternate questions to discourage memorization.
- Create quizzes based on job and department.
- Automatically update employees' documents and skills tables when a quiz is passed.
- Notification via e-mail to employee with “hot link” to log on to take an online quiz.
- Provide a list of outstanding tests, due dates and feedback.
- Automated re-scheduling of a quiz when it is failed.
- Faster recording and easier posting of results.
- Immediate feedback of test results.



*IQS Quiz ensures employees to have an understanding of the documentation required to perform their job.*

The IQS API Toolkit is used to synchronize the Employee, Customer, Customer Contact, Supplier, Supplier Contact and Product tables in IQS with the tables in your other mission-critical applications.

### System Features

The IQS API Toolkit provides bi-directional integration capabilities into and out of IQS. With the API Toolkit administrators can:

- Map data with a point and click interface.
- Apply business logic, conversions or data validation before the data is moved.
- Track transaction activity with an exception log.

### Integration

The IQS API Toolkit provides for both data mapping and custom business or validation logic.

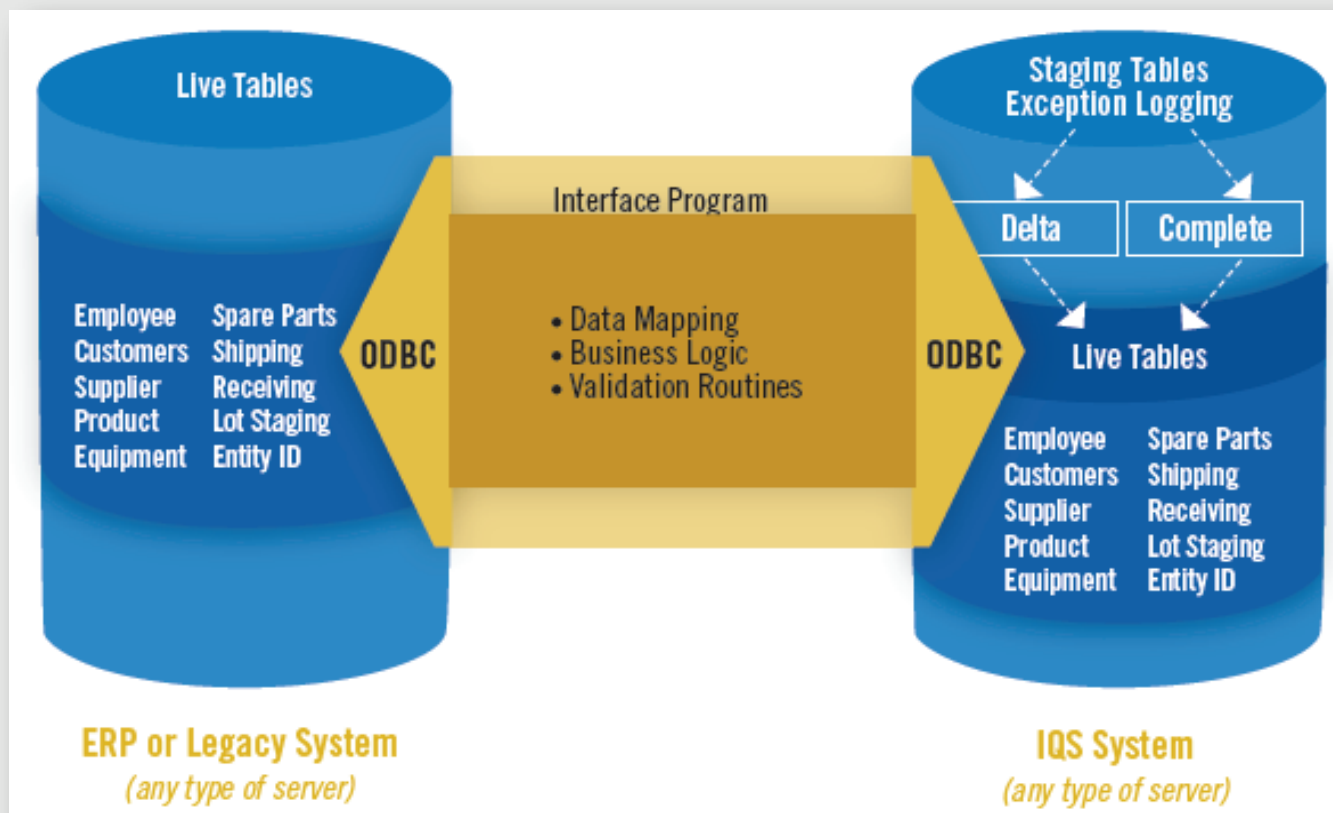
Integration can be run one time as an initial data load, or scheduled to run in an ongoing/update-only fashion.

Staging tables are used to validate data. Invalid data is written to an exception log, not the production database as an additional safeguard.

Use the IQS API Toolkit on other tables as well including: capital equipment and spare part tables for preventive maintenance, bill of material tables used for identified part lists, shipping and receiving tables used for receiving inspection, etc.

IQS has created default mappings for many of the systems used in the manufacturing marketplace including:

- Epicor - Avante
- Epicor - Dataflo
- Epicor - Epicor ERP
- Epicor - Manage 2000
- Epicor - Vantage / Vista
- Infor - Mapics
- Infor - Frontstep/Symix
- Infor - SyteLine
- Infor - Visual Manufacturing
- Oracle - JD Edwards
- Oracle - Oracle Manufacturing
- QAD - MFG/Pro
- MS Dynamics







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