Quality Management System
QMS - Quality Management System

Overview

A quality management system (QMS) is a set of interrelated or interacting elements that organisations use to formulate quality policies and quality objectives and to establish the processes that are needed to ensure that policies are followed and objectives are achieved. These elements include structures, programs, practices, procedures, plans, rules, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, tools, techniques, technologies and resources.

ISO 9000 2015 Definitions in Plain English

The Tricorn QMS software enables organisations to document procedures and record events relevant to their ISO – International Organisation for Standardisation, requirements.

Each element of the ISO requirement is separated into individual modules enabling users to easily identify their necessary records.

These records can then be displayed in a notifier grid featuring a colour scheme indicating whether the activity is within the stipulated timescale.

<table>
<thead>
<tr>
<th>Date</th>
<th>Document Version</th>
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<th>Author</th>
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</tr>
</tbody>
</table>
# TABLE OF CONTENTS

## QMS - QUALITY MANAGEMENT SYSTEM

### OVERVIEW

- **Navigation**
  - Menu Bar
  - Toolbars

- **Setup**
  - Password
  - Numbering
    - Calibration Controls
    - Other Documents
  - Reference Tables
    - Employees
    - Departments
  - Insert Text or File/Object
    - Business Links
    - Categories
    - Rejects
    - Non Conformance
    - Concessions
    - Complaints
    - Risks
    - Customer Satisfaction
    - Notifier Warnings

- **Modules**
  - Procedures
  - Creating a new procedure
  - Audit Reviews
    - Creating a new audit review
  - Calibrations
    - Creating a new calibration procedure
    - Creating a new calibration equipment record
  - Machine Maintenance
    - Creating a new maintenance procedure
    - Creating a new machine maintenance record
  - Training Records
    - Creating a new training record
  - Inspections
    - Creating an inspection record
  - Rejects
    - Creating a reject record
  - Concessions
    - Creating a concession record
  - Non-Conformance
    - Creating a non-conformance record
Complaints
   Creating a complaint record
Supplier Performance
   Creating a supplier performance record
Document Register
   Creating a document register record
Risk Assessment
   Creating a risk assessment record

Notifier
   Notifier Buttons

Reports
   Procedures
   Audit Review
   Calibration Procedures
   Calibration Equipment
   Machine Procedures
   Machine
   Training Records
   Inspections
   Rejects
   Concessions
   Non Conformance
   Complaints
   Supplier Performance
   Document Register
   Risk Assessment
   Notifier
Navigation

Menu Bar

File   Internal   Customers   Suppliers   Setup   Help

File – Exit – closes the application

Internal – Audits – opens audit module
Calibrations – enter calibration procedure processes
   Equipment – enter calibration equipment record
   Record Calibrations – records periodic calibrations
   Record Checks – records periodic checks
   Usage – records usages
Maintenance – Procedures – enter maintenance procedure processes
   Machines – enter machine records
   In House – enter machine in house records
External – enter machine external records

Training – opens training module
Inspections – opens inspections module
Procedures – opens procedures module
Document Register – opens document register module
Risk Assessments – opens risk assessment module

Customers – Rejects – opens rejects module
Concessions – opens concessions module
Non Conformances – opens non-conformances module
Complaints – opens complaints module
Edit Customers – opens customer record
Customer Satisfaction –
   Send survey – opens picking list of customers
   Record survey results – opens the survey records
   Print survey results – opens survey print box

Suppliers – Rejects – opens rejects module
Concessions – opens concessions module
Non Conformances – opens non-conformances module
Complaints – opens complaints module
Edit Suppliers – opens supplier record

Setup – Password – enter security password
Numbering – opens calibration and reference number table
Reference Tables – opens reference tables

Help – Content – all manuals now available through website, see Tricorn Systems
About – displays version details
Toolbars

Standard Toolbar

- Filter button – opens filter options
- Search button – opens search options
- Print button – opens print
- Moves to first record in the selection
- Moves back 10 records
- Moves back 1 record
- Moves forward 1 record
- Moves forward 10 records
- Moves to last record in the selection
- Add a new record
- Delete record
- Edit record
- Save record
- Undo changes made since last save
- Refresh record
- Bookmark record
- Go to bookmarked record
Module Toolbar

Two additional buttons are included on the module toolbar as well as all the buttons on the standard toolbar.

Filter on a module

Copy current record
Setup

Setup is where a password can be set, the module numbering can be created and all the reference information related to individual records can be created.

Password

Enter password to open the numbering and reference table windows, it is important this password is recorded as Tricorn does not keep records. Once the password is set it is possible to auto remember by ticking the Remember Password box. Initially the password may be the administration password for Tricorn Production.

Numbering

This window sets the detail for calibration controls and all the document numbers.

Calibration Controls

The top half of the numbering window sets the calibration detail. Organisations may have their own calibration equipment therefore the table needs to contain this information. If calibration tools are owned by individuals or an outside organisation their detail will need to be contained within the table. This is to identify within the calibration module who owns the equipment used on calibrations or checks.
Prefix – character prefix can be set to identify the owner of the equipment used

Name – name of the owner

Number – this is the number this owner can start their numbering from

Default – use the drop down to identify the default prefix to use. When creating a new calibration record alternative prefixes can be selected

Other Documents

The bottom half of the number window sets the unique numbers used on all records. Individual prefix and suffix can be set to identify the record easily in the description field within the notifier.

Please note: enter the last number used, in other words if this is a new installation enter 0 to select 1 when creating a new record. If using an existing numbered system enter the last number used within this window to continue without any breaks in numbers.
Reference Tables

All background pre-set references are setup within this window

Employees

This will be automatically populated from the data within Tricorn systems, however, if using QMS independently employee names can be added using the + button at the bottom of the window. Enter the name, job description and clock number as required, save the entry by using the tick ✓
## Departments

Departments are created to identify a department within the organisation when creating a Risk Assessment record, individual departments can then be identified as owners of the risk.

Select + to create a new record. Enter name, the date created and any notes, the insert file button can be used to attach relevant documentation. To save the record select ✔

### Insert Text or File/Object

The insert text or file/object button is featured throughout QMS and enables users to attach supporting documentation within the chosen field. Attachments will be displayed in the field as an icon with the file name beneath, any amendments made to the original document will be updated.

To insert a file select Insert – Object – locate the file to attach using the Create from File radio button, this will populate the file box in the centre. Use the Browse button to locate the file to be attached, select the Link box to include the file name under the icon and Display as Icon ticked to
display the file format (Word, Excel, PDF etc). Save the document by selecting OK. The attachment will now appear in the Rich Text window.

The attached file will now be displayed in the text area of the rich text window. Additional text can be added as well as multiple attachments.

When adding additional text use the toolbar to change font, size, embolden, italicise, underline, recolour, left, right and centre justify, bullet point and highlight.

To save entry, select File – Save & Exit. Double click on the attached file to view the content.

Business Links

Business links are created to identify a business area within the organisation when creating a Risk Assessment record, individual business areas can then be identified as owners of the risk.

Enter the unit name, the date created and any notes, the insert file button can be used to attach relevant documentation.
Categories

When creating a new record, categories can be selected from drop down boxes to standardise the content of the record. Each category can be grouped and using the Group radio button users can reduce the amount to search.

Rejects

Reject categories can be set within this tab, use + to create a new record. To save the record select ✓
Non Conformance

Non Conformance categories can be set within this tab, use + to create a new record. To save the record select ✓

Concessions

Concession categories can be set within this tab, use + to create a new record. To save the record select ✓
Complaints

Complaint categories can be set within this tab, use + to create a new record. To save the record select ✔️

Risks

Risk categories can be set within this tab, use + to create a new record. Enter the level of risk and assign a colour to indicate the severity. Enter the date created and if attaching relevant files to this risk use the insert file button. To save the record select ✔️
Customer Satisfaction

Customer satisfaction categories can be set within this tab, use + to create a new record. Double click in the Active box to insert a tick if this criteria is current. To save the record select ✅

Notifier Warnings

The notifier window displays tasks as green for date not expired or red for date expired. Setting a notifier warning by the given days will change the activity date to orange, enabling users to identify tasks with a date about to expire.
Select + to add a new record.

Click on the drop down against Record Type to display the pre populated types, select the relevant type then enter the number of warning days to be taken into consideration. Prior to the days to warn, the fields will be green. When the warning days have been met the field will change to orange, if the warning day has passed the field will be red.

The insert file button can be used to attach relevant documentation

To save the record select ✓
**Modules**

Modules are the individual sections where records can be kept in relation to the module topic.

**Procedures**

All procedures applicable through the QMS system can be created within this module and cross referenced

![Procedure screenshot]

**Creating a new procedure**

Select + to create a new record, the next available procedure number will be displayed including the current date.

Select the category from the drop down, enter a description then the first active date. Please note: only use Default if all modules are to use the one procedure.

Include any detail relating to this procedure and attach documents using the *insert file button*.

Insert any relevant revisions to this procedure including any documents to attach.

Select a Next Activity Date to create a notifier for future reference.

Tick the Approved box if this procedure has been approved as part of the organisations procedural policy.

To save the record select ✅
Audit Reviews

All Audit Reviews can be created through QMS

Creating a new audit review

Select + to create a new record, the next available audit review number will be displayed including the current date.

Enter a description to identify the audit.

To indicate when the audit is to be undertaken use the drop down boxes to select a month, period (days/months) and the amount of days/months.

Use the Proc. dropdown to cross reference to a procedural process.

Enter all relevant dates:  
- First Active – date this record was first active
- Last Active – date this record was last active
- Last Audit – date the last recorded audit was undertaken
- Next Audit – date of the next audit

Use the calculate button to calculate the next audit date, this will take into consideration the month, period and amount details set.

Enter any notes applicable to this audit, including any attached documents using the insert file button.

Enter any revision details applicable to this audit, including any attached documents using the insert file button.

In the lower half of the window, the detail of each audit can be recorded, including any attached documents. Enter the date each audit was carried out and the name of the auditor. This will add each audit review record to the right hand table.
The Next Audit date will automatically update using the month, period and amount detail.

A notifier will be automatically created with the Next Audit date.

The following confirmation popup will appear, select Yes to confirm the entry.

The following popup will then appear with pre-populated text, click into the field to change the text as per requirements. Select OK.
Calibrations

Calibration procedures and equipment can be created within this module and all calibration, checks and usage recorded.

Work with calibration procedures

Select the Work with calibration procedures to record all procedures related to the organisations requirements.

Creating a new calibration procedure

Select + to create a new record, the next available calibration procedure number will be displayed including the current date.

Enter the first active date

Enter the description of the calibration procedure

Enter any relevant information relating to the procedure in the Calibration Procedure field, the Specification to be Achieved field, Notes and Revisions fields.

To create an entry in the notifier insert a date in the Next Activity Date field.

To attach any documents into a field use the insert file button. To save the record select ✔
Record Equipment

Creating a new calibration equipment record

Select + to create a new record, the next available equipment reference number will be displayed, it is possible to manually change the number if an existing numbering system is in place. The prefix is the default as setup within Numbering.

Enter the description of the calibration tool and the manufacturer.

Select the related procedure from the drop down menu.

Enter the purchased date and status of the tool (Active, Quarantine or Scrapped)

Enter the First Active, Last Active dates and the Location of the equipment

Set up the structure of the calibrations and checks. Notifier Offsets are no longer valid.

Calibrations – Period in months or days, Interval of months or days. Last calibration carried out, use the calculate button to calculate the next calibration date

Checks - Period in months or days, Interval of months or days. Last check carried out, use the calculate button to calculate the next check date. Uses before check (see Usage page 24)

Notifier Offsets – no longer in use
Equipment Notes

Enter any relevant information relating to this item of equipment, supporting documentation can be attached using the insert file button.

Calibrations

Records of all calibrations for this item of equipment can be recorded.

Select + to add a new record

Enter the date due which automatically populates the notifier screen.

On completion of the calibration enter the date and the person who performed the calibration; please note this field is self-learning and will retain all names entered.

Enter the certificate number as applicable.

Select Yes/No if the calibration is within tolerance

Select Yes/No if the equipment had to be adjusted and the actual size adjusted to.

Additional information relating to the calibration can be recorded in the Notes field. To attach any documents into a field use the insert file button. To save the record select ✓

Checks

Records of all periodic checks for this item of equipment can be recorded.
Select + to add a new record

Enter the date due which automatically populates the notifier screen.

On completion of the check enter the date and the person who performed the check; please note this field is self-learning and will retain all names entered.

Enter the certificate number as applicable.

Select Yes/No if the check is within tolerance

Select Yes/No if the equipment had to be adjusted and the actual size measurement can be recorded.

Additional information relating to the check can be recorded in the Notes field. To attach any documents into a field use the insert file button. To save the record select ✔

**Usage**

Usage can be used to record individuals who are using this item of equipment.

Select + to add a new record

Enter the date in and out, cross reference a works order number, insert the employee name and how many times the equipment has been used.

Additional information relating to the usage can be recorded in the Notes field. To attach any documents into a field use the insert file button. To save the record select ✔

If using Uses before Check within the Checks structure and the uses have been exceeded, a new check will be created and added to the notifier screen.
Machine Maintenance

Machine Maintenance procedures and machine records can be created within this module and all maintenance requirements.

Work with maintenance procedures

Select the Work with maintenance procedures to record all procedures related to the organisations maintenance requirements.

Creating a new maintenance procedure

Select + to create a new record, the next available maintenance procedure number will be displayed including the current date.

Enter the first active date

Enter the description of the equipment procedure

Enter any relevant information relating to the procedure in the Maintenance Procedure field, the Specification to be Achieved field, Notes and Revisions fields.

To create an entry in the notifier insert a date in the Next Activity Date field.

To attach any documents into a field use the insert file button

To save the record select ✓
Creating a new machine maintenance record

Select + to create a new record, the next available maintenance reference number will be displayed, it is possible to manually change the number if an existing numbering system is in place. Notice the prefix is the default as setup within Numbering.

Enter the description of the machine and the manufacturer.

Select the related procedure from the Procedure drop down menu.

Enter any serial number

Enter the purchased date and status of the machine (Active, Quarantined, Scrapped or Sold)

Enter the First Active, Last Active dates and the Location of the machine

Set up the structure of the machine maintenance.

In House – Period in months or days, Interval of months or days. Last in House maintenance carried out, use the calculate button to calculate the next maintenance date

External - Period in months or days, Interval of months or days. Last External maintenance carried out, use the calculate button to calculate the next maintenance date.

To save the record select ✔
Machine Notes

Enter any relevant information relating to this machine, supporting documentation can be attached using the insert file button.

In House Maintenance

Information relating to an in house maintenance can be recorded also supporting documentation attached.

Select + to add a new record

Enter the date due which automatically populates the notifier screen

On completion of the maintenance enter the date and the person who performed the maintenance; please note this field is self-learning and will retain all names entered.

Enter the certificate number as applicable.

Additional information relating to the maintenance can be recorded in the Notes field. To attach any documents use the insert file button

To save the record select ✅
External Maintenance

Information relating to an external maintenance can be recorded also supporting documentation attached.

Select + to add a new record

Enter the date due which automatically populates the notifier screen

On completion of the maintenance enter the date and the person who performed the maintenance; please note this field is self-learning and will retain all names entered.

Enter the certificate number as applicable.

Additional information relating to the maintenance can be recorded in the Notes field. To attach any documents use the insert file button

To save the record select ✓
**Training Records**

Training records can be recorded with a notifer entry to remind users of any expiry dates.

![Training Records](image)

**Creating a new training record**

Select + to create a new record, the next available training record number will be displayed.

Select an employee from the drop down menu, their job title will be automatically populated from the information retained in Tricorn Production or within the setup tables.

Enter the description of the training.

Select a procedure from the drop down menu.

Enter the date of the training with the duration in days. The original date of the record will be displayed, it is not possible to edit this date and the field is greyed out.
Nature

Double click within the field to open the rich text window where text can be formatted, enter any information relating to this course. To attach any documents use the **insert file button**

![Image of Nature](image)

Outcome

Perceived outcome of the course can be recorded within this field, also any post course interview information.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the **insert file button**

Comments

Pre/post course comments can be recorded within this field

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the **insert file button**

**Next Activity date** - can be set to notify users this training record requires attention. The number of the record appears in the beginning of the field, text within the notifier prompt can be edited to suit the user.

![Image of Next Activity date](image)

**Approved by** – enter the name of the person who approved the attendance of this course.

To save the record select ✅
Inspections

Periodic inspections can be carried out against a works order.

Creating an inspection record

Select + to create a new inspection record, the next available inspection number will be displayed. The date raised will be automatically populated.

Select a procedure from the drop down menu

Works Order Data

Use the Get/Change Order Data button to open the picking list of works orders.

Filters can be applied to reduce the quantity of records retrieved.
Information relating to this works order will be displayed for reference.

Use the lower half of the window to record the inspection detail.

**Quantities** – Built, Passed Percentage. Use the calculator button to calculate the percentage of passed components. Insert a rating for this inspection, this field is free type therefore the content is organisation dependant.

**Inspection Notes** – double click within the field to open the rich text window where text can be formatted.

To attach any documents use the *insert file button*.

**Next Activity date** - can be set to notify users this training record requires attention. The number of the record appears in the beginning of the field, text within the notifier prompt can be edited to suit the user.

To save the record select ✓
Rejects can be recorded against customers, suppliers and general.

Creating a reject record

Select + to create a new reject record, the next available reject number will be displayed. The date raised will be automatically populated.

Enter description of the reject and who it was raised by.

Select a procedure from the drop down menu.

General Reject

Use this tab to record detail of a general rejection.

Enter the name of the person/organisation the rejection relates to and any supporting information.

To attach any documents use the insert file button.
Customer/Works Order

Use this tab to retrieve works order information, select the Customer/Works Order button to open the works order picking list.

Select the relevant works order.

All information relating to this works order will be displayed in the centre of the reject window.

Rejects against an Operation

Rejection against an individual operation within the works order.

Select the For Operation button to open the operation picking list. Select the relevant operation. To remove select No Operation.
Supplier/Purchase Order

Use this tab to retrieve purchase order information, select the Supplier/Purchase Order button to open the purchase order picking list.

Select the relevant works order.

All information relating to this purchase order will be displayed in the centre of the reject window.
Reason

The reason for logging this rejection can be recorded within this field.
Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Action

Actions taken for this rejection can be recorded within this field.
Double click within the field to open the rich text window where text can be formatted.
To attach any documents use the insert file button
Prevention

Preventions taken for this rejection can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Cross References

When creating a rejection it is possible to cross reference to other related modules.

Non-Conformance – use the drop down menu to open the non-conformance picking list, select the record that is related to this rejection (if applicable)

Concession - use the drop down menu to open the concession picking list, select the record that is related to this rejection (if applicable)

Complaint - use the drop down menu to open the complaint picking list, select the record that is related to this rejection (if applicable)

Reject Category - use the drop down menu to select a reject category

Next Activity Date – enter the next activity date if this reject needs to be followed up. A notifier will be created for future reference. The following popups will appear confirmed the creation of the notifier. Text can be overwritten to suit the organisation requirement.

To save the record select ✅
Concessions

A concession is a special approval that is granted to release a nonconforming product or service for use or delivery. Concessions are usually restricted to a specific use and limited by time and quantity and tend to specify that nonconforming characteristics may not violate specified limits.

ISO 9000 2015 Definitions in Plain English

Creating a concession record

Select + to create a new concession record, the next available concession number will be displayed. The date raised will be automatically populated, use the Date Closed to indicate this record has been finalised.

Enter description of the concession and who it was raised by.

Select a procedure from the drop down menu.

General Concession

Use this tab to record detail of a general concession.

Enter the name of the person/organisation the concession relates to and any supporting information.

To attach any documents use the insert file button
Customer/Works Order

Use this tab to retrieve works order information, select the Customer/Works Order button to open the works order picking list.

Select the relevant works order.

All information relating to this works order will be displayed in the centre of the reject window.

Concession against an Operation

Concession against an individual operation within the works order.

Select the For Operation button to open the operation picking list. Select the relevant operation. To remove select No Operation.
Supplier/Purchase Order

Use this tab to retrieve purchase order information, select the Supplier/Purchase Order button to open the purchase order picking list.

Select the relevant works order.

All information relating to this purchase order will be displayed in the centre of the concession window.
Reason

The reason for logging this concession can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the [insert file button]

Action

Actions taken for this concession can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the [insert file button]

Prevention

Preventions taken for this concession can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the [insert file button]
Cross References

When creating a concession it is possible to cross reference to other related modules.

Non-Conformance – use the drop down menu to open the non-conformance picking list, select the record that is related to this concession (if applicable)

Reject - use the drop down menu to open the reject picking list, select the record that is related to this concession (if applicable)

Complaint - use the drop down menu to open the complaint picking list, select the record that is related to this concession (if applicable)

Concession Category - use the drop down menu to select a concession category

Next Activity Date – enter the next activity date if this concession needs to be followed up. A notifier will be created for future reference. The following popups will appear confirmed the creation of the notifier. Text can be overwritten to suit the organisation requirement.

To save the record select ✓
Non-Conformance

A non-conformance means that something went wrong – a problem has occurred and needs to be addressed. Non-conformances are addressed with corrective actions.

Creating a non-conformance record

Select + to create a new non-conformance record, the next available non-conformance number will be displayed. The date raised will be automatically populated, use the date closed to indicate this record has been finalised.

Enter description of the concession and who it was raised by.

Select a procedure from the drop down menu.

General non-conformance

Use this tab to record detail of a general non-conformance.

Enter the name of the person/organisation the non-conformance relates to and any supporting information

To attach any documents use the insert file button
Customer/Works Order

Use this tab to retrieve works order information, select the Customer/Works Order button to open the works order picking list.

Select the relevant works order.

All information relating to this works order will be displayed in the centre of the non-conformance window.

Non-conformance against an Operation

Non-conformance against an individual operation within the works order. Select the For Operation button to open the operation picking list. Select the relevant operation. To remove select No Operation.
Supplier/Purchase Order

Use this tab to retrieve purchase order information, select the Supplier/Purchase Order button to open the purchase order picking list.

Select the relevant works order.

All information relating to this purchase order will be displayed in the centre of the non-conformance window.
**Reason**

The reason for logging this non-conformance can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the **insert file button**

**Action**

Actions taken for this non-conformance can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the **insert file button**

**Prevention**

Preventions taken for this rejection can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the **insert file button**
Cross References

When creating a non-conformance it is possible to cross reference to other related modules.

Reject - use the drop down menu to open the reject picking list, select the record that is related to this non-conformance (if applicable)

Concession – use the drop down menu to open the concession picking list, select the record that is related to this non-conformance (if applicable)

Complaint - use the drop down menu to open the complaint picking list, select the record that is related to this non-conformance (if applicable)

Non-conformance Category - use the drop down menu to select a non-conformance category

Next Activity Date – enter the next activity date if this non-conformance needs to be followed up. A notifier will be created for future reference. The following popups will appear confirmed the creation of the notifier. Text can be overwritten to suit the organisation requirement.

To save the record select ✓
Complaints

In the context of ISO9001, a complaint refers to an expression of dissatisfaction with a product or service and is filed by a customer and received by an organisation. Whenever a customer lodges a complaint, a response is either explicitly or implicitly required.

Creating a complaint record

Select + to create a new complaint record, the next available complaint number will be displayed. The date raised will be automatically populated, use the date closed to indicate this record has been finalised.

Enter description of the complaint and who it was raised by.

Select a procedure from the drop down menu.

General complaint

Use this tab to record detail of a general complaint.

Enter the name of the person/organisation the complaint relates to and any supporting information.

To attach any documents use the insert file button
Customer/Works Order

Use this tab to retrieve works order information, select the Customer/Works Order button to open the works order picking list.

Select the relevant works order.

All information relating to this works order will be displayed in the centre of the complaint window.

Complaint against an Operation

Complaint against an individual operation within the works order.

Select the For Operation button to open the operation picking list. Select the relevant operation. To remove select No Operation.
Supplier/Purchase Order

Use this tab to retrieve purchase order information, select the Supplier/Purchase Order button to open the purchase order picking list.

Select the relevant works order.

All information relating to this purchase order will be displayed in the centre of the complaint window.
Reason

The reason for logging this complaint can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Action

Actions taken for this complaint can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Prevention

Preventions taken for this complaint can be recorded within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Cross References

Non-Conformance – use the drop down menu to open the non-conformance picking list, select the record that is related to this complaint (if applicable)

Concession – use the drop down menu to open the concession picking list, select the record that is related to this complaint (if applicable)

Reject - use the drop down menu to open the reject picking list, select the record that is related to this complaint (if applicable)

Complaint Category - use the drop down menu to select a complaint category

Next Activity Date – enter the next activity date if this complaint needs to be followed up. A notifier will be created for future reference. The following popups will appear confirmed the creation of the notifier. Text can be overwritten to suit the organisation requirement.

To save the record select ✓
Supplier Performance

According to ISO, the term performance refers to a measurable result. It refers to the measurable results that activities, processes, products, services, systems and organisations are able to achieve. Whenever they perform well it means that acceptable results are being achieved and whenever they perform poorly, unacceptable results are achieved.

ISO 9000 2015 Definitions in Plain English

Creating a supplier performance record

Select + to create a new supplier performance record, the next available number will be displayed. The date raised will be automatically populated.

Select a procedure from the drop down menu.

Use the Get/Change Purchase Order Data button to open the purchase order picking list.

All the purchase order detail will populate the record.

Quantities

The quantities from the order will populate the Ordered and Received fields. If the record is related to the items not passing inspection the value can be added in the Passed Inspection field and using the calculate button a percentage passed will appear.
Deliveries

Requested and delivered date will be populated automatically from the detail on the purchase order. However, if these dates need to be adjusted use the date picker.

Rating

As an internal process the organisation can manually input a rating of performance.

Notes

Supporting notes can be added to the notes field.

Double click with the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Next Activity Date – enter the next activity date if this record needs to be followed up. A notifier will be created for future reference. The following popups will appear confirmed the creation of the notifier. Text can be overwritten to suit the organisation requirement.

To save the record select ✓
Document Register

All relevant ISO documents can be recorded within Document Register.

Creating a document register record

Select + to create a new document register record, the next available number will be displayed. The date raised will be automatically populated.

Select a pre-defined category from the drop down menu.

Enter description for the record.

Enter First, Last Active dates

Detail

Detail taken for this record can be added within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button
Revisions

Actions taken for this record can be added within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Next Activity Date – enter the next activity date if this record needs to be followed up. A notifier will be created for future reference. The following popups will appear confirmed the creation of the notifier. Text can be overwritten to suit the organisation requirement

Approved

To approve this record the Approved button needs to be ticked.

To save the record select ✓
Risk Assessment

According to ISO 9000, risk is the ‘effect of uncertainty on an expected result’ and an effect is a positive or negative deviation from what is expected.

Whenever we try to achieve something, there’s always the chance that things will not go according to plan. Sometimes we get positive results and sometimes we get negative results and occasionally we get both. Because of this, we need to reduce uncertainty as much as possible.

Uncertainty (or lack of certainty) is a state or condition that involves a deficiency of information and leads to inadequate or incomplete knowledge or understanding. In the context of risk management, uncertainty exists whenever the knowledge or understanding of an event, consequence, or likelihood is inadequate or incomplete.

While this definition argues that risk can be positive as well as negative, a note acknowledges that ‘the term risk is sometimes used when there is only the possibility of negative consequences’.

Risk Based Thinking

Risk based thinking refers to a coordinated set of activities and methods that organisations use to manage and control the many risks that affect its ability to achieve objectives. Risk based thinking replaces what the old standard used to call preventative action.

While risk based thinking is now an essential part of the new standard, it does not actually expect you to implement a formal risk management process nor does it expect you to document your organisation’s risk based approach.

ISO 9000 2015 Definitions in Plain English

Creating a risk assessment record

Select + to create a new risk assessment record, the next available number will be displayed. The date created will be automatically populated.

Enter description of the assessment being carried out.
To assign the task, use the radio button to identify if this is the responsibility of the Employee, Department or Business Unit.

Once selected the Owner field will populate.

From the drop down, select the risk level these are setup within the reference tables. Once the risk has been identified the colour will change accordingly.

**Risk Detail**

Risk detail for this record can be added within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the **insert file button**

**Closure Notes**

Enter any notes relevant to closing this risk.

To attach any documents use the **insert file button**.
Procedure

Use the drop down to open the procedure picking list for this category.

Status

Use the drop down to select the current status of this risk – Active or Archived

Next Activity

Enter the date this risk needs attention, this will create an entry in the notifier screen.

Actions

Actions records each activity against this risk assessment.

Select + to create a new activity.

To assign the task, use the radio button to identify if this is the responsibility of the Employee, Department or Business Unit.

From the drop down, select the risk level these are setup within the reference tables. Once the risk has been identified the colour will change accordingly.

Enter the Action Date – the date this activity is to be actioned

The date created will be automatically populated.

Enter the date actioned – this will be the actual date the risk was actioned
Risk Detail

Risk detail for this record can be added within this field.

Double click within the field to open the rich text window where text can be formatted.

To attach any documents use the insert file button

Closure Notes

Enter any notes relevant to closing this risk.

To attach any documents use the insert file button

To save the record select ✔
**Notifier**

The notifier contains all information related to individual activities created within each module.

<table>
<thead>
<tr>
<th>Record Type</th>
<th>Description</th>
<th>Activity Date</th>
<th>Date Created</th>
<th>Date Closed</th>
<th>Notes</th>
<th>Action Against</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complain</td>
<td>Not chocolate in the office</td>
<td>13/11/2014</td>
<td>13/11/2014</td>
<td>The boys</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Assessment</td>
<td>Carpet in EHS</td>
<td>13/11/2014</td>
<td>13/11/2014</td>
<td>Office Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rejct</td>
<td>REJ Not as per description. This Reject requires follow up</td>
<td>13/11/2014</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calibrations</td>
<td>CAL2 requires follow up</td>
<td>13/11/2014</td>
<td>24/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Writing the manual</td>
<td>20/11/2015</td>
<td>20/11/2015</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complain</td>
<td>No Biscuit in the office</td>
<td>19/01/2015</td>
<td>19/01/2015</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>PR9 Question forms</td>
<td>20/01/2015</td>
<td>19/01/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complain</td>
<td>No clue today</td>
<td>20/01/2015</td>
<td>20/01/2015</td>
<td>Jai Rajput</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspection</td>
<td>INSP32 Winding test: requires follow up.00167</td>
<td>21/01/2015</td>
<td>21/01/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Checks</td>
<td>RTO Calibrator Ref. TRF12 requires checking</td>
<td>21/01/2015</td>
<td>21/01/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspection</td>
<td>INSP4 waffle tanner: Requires follow up</td>
<td>21/01/2015</td>
<td>04/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rejct</td>
<td>REJ2 Reject whole order. This Reject requires follow up</td>
<td>20/02/2015</td>
<td>06/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concessions</td>
<td>CON2 Concession applied to order follow up</td>
<td>20/02/2015</td>
<td>06/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
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<tr>
<td>Non-Conformance</td>
<td>NCR Non Conformance applied to order follow up</td>
<td>20/02/2015</td>
<td>06/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Checks</td>
<td>TS9 Process/Other Ref. TRF6 requires checking</td>
<td>20/02/2015</td>
<td>30/01/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplier Performance</td>
<td>SUP1 Sheet of Plastic: Requires follow up</td>
<td>20/02/2015</td>
<td>06/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complain</td>
<td>COMP1 Packaging damaged or receipt follow up</td>
<td>20/02/2015</td>
<td>06/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>House Maintenance</td>
<td>HMS Ref. MAC35698 requires in house maintenance</td>
<td>11/02/2015</td>
<td>03/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Follow-Up</td>
<td>AUD1 External Audit Review: Has an Audit Item that requires follow up</td>
<td>11/02/2015</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>House Maintenance</td>
<td>HMS Ref. MAC35697 requires in house maintenance</td>
<td>11/02/2015</td>
<td>20/11/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>TRA1 requires follow up</td>
<td>01/03/2015</td>
<td>03/02/2015</td>
<td>04/03/2015</td>
<td>QIS</td>
<td></td>
</tr>
<tr>
<td>Inspection</td>
<td>INSP11 Winding test: Requires follow up</td>
<td>01/03/2015</td>
<td>03/02/2015</td>
<td>11/02/2015</td>
<td>QIS</td>
<td></td>
</tr>
<tr>
<td>External Maintenance</td>
<td>HMS Ref. MAC35698 requires in external maintenance</td>
<td>01/03/2015</td>
<td>03/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document Register</td>
<td>DR3 Risk Assessment and Policy require follow up</td>
<td>01/03/2015</td>
<td>09/03/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calibration Procedures</td>
<td>CAL4: The procedures need to be looked at</td>
<td>01/11/2015</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>External Maintenance</td>
<td>HMS Ref. MAC35697 requires in external maintenance</td>
<td>01/11/2015</td>
<td>13/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>PR3 External Audit requires follow up</td>
<td>11/11/2015</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>PR4: Composites procedure requires follow up</td>
<td>11/11/2015</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>PR5: Concession procedure requires follow up</td>
<td>11/11/2015</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>External Maintenance</td>
<td>HMS Ref. MAC35697 requires in external maintenance</td>
<td>01/11/2015</td>
<td>20/11/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Events</td>
<td>AUD1 Internal Audit for Pay Rate is due on this date</td>
<td>12/11/2015</td>
<td>19/11/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>PR4 trolley/handle requires follow up</td>
<td>11/02/2016</td>
<td>04/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk-Assessment</td>
<td>RSK6 Display Screen Equipment requires follow up</td>
<td>11/02/2016</td>
<td>04/02/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Events</td>
<td>AUD1 External Audit: Audit Item that requires follow up</td>
<td>11/02/2016</td>
<td>20/11/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calibration</td>
<td>RTO Calibrator Ref. TRF12 requires calibration</td>
<td>11/02/2016</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>House Maintenance</td>
<td>HMS Ref. MAC35698 requires in house maintenance</td>
<td>11/02/2016</td>
<td>13/11/2015</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Events</td>
<td>AUD1 External Audit Review: Has an Audit Item that requires follow up</td>
<td>11/02/2016</td>
<td>14/11/2014</td>
<td>QIS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Record Type**

The type of record as per module.

**Description**

Description of the notifier, this can be automated from the creation of the notifier or input manually.

**Activity Date**

Date the notifier is active. **Green** = within time, **Orange** = early notification of expiry date, days setup withinNotifier Warnings, **Red** = activity has exceeded its expiry date.

**Date Created**

Date the notifier was created

**Date Closed**

Date the notifier was closed

**Notes**

Notes applied to the notifier
**Action Against**

Who is responsible for this notifier

**Notifier Toolbar**

See [Toolbars](#) for complete description of toolbar. In addition to the toolbar buttons it is possible to sort the notifier by either Activity Date or Record Type.

<table>
<thead>
<tr>
<th>Sort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Date</td>
</tr>
</tbody>
</table>

**Notifier Buttons**

**Go to Originating Record**

This button will open the original activity, highlight the activity to open in the notifier screen then click on the Go to Originating Record.

**Add/Edit Notifiers**

Select this button to create a notifier without the need to use the relevant module or open and edit an existing notifier, this is very useful when wanting to change the automated description.

**Delete Notifier**

Select the Delete Notifier button to delete an existing notifier. Please note this only deletes the notifier not the original record.

**Close Notifier**

Select the Close Notifier to close an existing notifier, the activity will remain on the notifier screen until deleted.
Reports

Reports are available within QMS to extract information in a printable format.

To open a report use the print icon within each module.

Procedures

Click on the print icon to open the picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
Enter a report heading if required

Select the procedures to print. Each procedure will print on a separate sheet.
Audit Review

Click on the print icon to open the audit review picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Select the audits to print.
Use the yellow area to open related information.

**Tricorn QMS - Audit Report**

<table>
<thead>
<tr>
<th>Month</th>
<th>Freq</th>
<th>Period Procedure</th>
<th>Description</th>
<th>Last Audit</th>
<th>Next Audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun</td>
<td>12</td>
<td>Months</td>
<td>External Audit Review</td>
<td>27/06/2016</td>
<td>27/06/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Auditor</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/07/2015</td>
<td>John Smith</td>
<td>External audit review carried out to organisations requirements</td>
</tr>
<tr>
<td>27/06/2016</td>
<td>John Smith</td>
<td>External audit carried out according to organisation requirements</td>
</tr>
</tbody>
</table>
Calibration Procedures

Calibration procedures report can be accessed via the calibration mini menu.

Click on the print icon to open the calibration procedure picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Select the calibration procedures to print.
Each procedure will print on a separate sheet.

<table>
<thead>
<tr>
<th>Procedure Number</th>
<th>Dated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24/11/2014</td>
</tr>
</tbody>
</table>

**Equipment to Test**: Calibration Tool 2  
**Equipment to Use**: What do you need to use to calibrate this item??  

**Calibration Procedure**  
What are the procedures required to carry out this calibration  

**Spec to be achieved**  
Enter the specification to be achieved in this box  

**Notes**
Calibration Equipment

Calibration equipment report can be accessed via the calibration mini menu.

Click on the print icon to open the calibration equipment picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue

Print Summary

A summary of the equipment can be printed.
A detailed report of the equipment can be printed.

## Calibrations Detail

<table>
<thead>
<tr>
<th>Equipment Reference</th>
<th>Description</th>
<th>Period</th>
<th>CALIBRATIONS Interval</th>
<th>Last</th>
<th>Next</th>
<th>Period</th>
<th>Interval</th>
<th>CHECKS Last</th>
<th>Next</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRU 712</td>
<td>RTD Calibrator</td>
<td>Months</td>
<td>12</td>
<td>01/08/2015</td>
<td>01/08/2016</td>
<td>Months</td>
<td>2</td>
<td>30/12/1999</td>
<td>06/02/2015</td>
<td>Active</td>
</tr>
</tbody>
</table>

**Manufacturer:** Fluke  
**Location:** Clean Room  
**Purchased:** 28/08/2014 **First Active** 29/08/2014  

The Fluke 712 ProcessMeter is the ultimate troubleshooting tool for engineers and instrumentation professionals, combining the functionality of a loop calibrator with the power of a digital multimeter. By equipping the 712 with a temperature measurement module and the wireless data logging capabilities of Fluke Connect™ with Sherlock™ video-call (sold separately), process technicians can now do a lot more while carrying a lot less. And with its built-in, selectable 250 ohm (22)0 resistor, it eliminates the need to carry a separate resistor with you.

### Usage

<table>
<thead>
<tr>
<th>Date Out</th>
<th>Date In</th>
<th>Employee</th>
<th>Works Order</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/11/2014</td>
<td>24/11/2014</td>
<td>Bob Jones</td>
<td>2255869</td>
<td></td>
</tr>
<tr>
<td>28/11/2014</td>
<td>01/12/2014</td>
<td>Bob Jones</td>
<td>12848</td>
<td></td>
</tr>
</tbody>
</table>
Machine Procedures

Machine maintenance procedures report can be accessed via the machine maintenance mini menu.

Click on the print icon to open the machine procedures picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Select the maintenance procedures to print.
Maintenance Procedures

Procedure Number 1  Dated 13/11/2014

Equipment to Test  CNC Machines
Equipment to Use  External Sources

Maintenance Procedure

As per manufacturer requirements

Spec to be achieved

As per manufacturer requirements

Notes
Machine

Machine record report can be accessed via the machine maintenance mini menu.

Click on the print icon to open the machine maintenance picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Print Summary

A summary of machines can be printed.
Print Detail
A detailed report of the machines can be printed.

<table>
<thead>
<tr>
<th>Machine Reference</th>
<th>Description</th>
<th>IN-HOUSE</th>
<th>EXTERNAL</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>MAZAK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Workshop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased</td>
<td>12/10/2000</td>
<td>First Active</td>
<td>18/12/2000</td>
<td></td>
</tr>
<tr>
<td>MAC 55687</td>
<td>CNC</td>
<td>Months 6  05/03/2015  05/07/2015</td>
<td>Months 12  24/11/2014  24/11/2015</td>
<td>Active</td>
</tr>
<tr>
<td>Manufacturer</td>
<td>Hardinge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Main Machine Shop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased</td>
<td>25/11/2013</td>
<td>First Active</td>
<td>12/01/2014</td>
<td></td>
</tr>
<tr>
<td>MAC 55687</td>
<td>CNC</td>
<td>Months 3  15/03/2015  15/06/2015</td>
<td>Months 12  14/11/2014  14/11/2015</td>
<td>Active</td>
</tr>
<tr>
<td>Manufacturer</td>
<td>Bridgeport Conquest V1000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>CNC Machine Shop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased</td>
<td>25/11/2013</td>
<td>First Active</td>
<td>25/11/2013</td>
<td></td>
</tr>
</tbody>
</table>

**External**
- Date Due: 13/11/2014
- Date Done: 14/11/2014
- Performed By: Bridgeport Machine Maintenance
- Certificate Number: 1245

Notes: Annual maintenance of Bridgeport Conquest V1000 carried out according to manufacturer’s instructions
Training Records

Click on the print icon to open the training record picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Select the training records to print.
# Training Report

**Karen Jones**  
**Training Manager**

**Training No**  
**Nature**  
**IO SH - Managing Safely**  
**Date Of Training**  
20/04/2015  
**Number of Days**  
5  
**Approved By**  
Managing Director  
**Procedure**  
**Date Created**  
03/02/2015

**IO SH is the Chartered body for health and safety professionals**

As the world’s biggest professional health and safety membership organisation, we’re the voice of the profession, campaigning on issues that affect millions of working people.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Course Attended as per annual appraisal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments</td>
<td></td>
</tr>
</tbody>
</table>
Inspections

Click on the print icon to open the inspection picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Select the inspection records to print.

Inspection Records
Rejects

Click on the print icon to open the reject picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
Print Supplier

A supplier report of the rejects can be printed.

---

**Supplier Reject Note**

---

To: Brindley Metals
13 Kehill Drive
Guilfield
Welshpool
Powys

---

Reject Number: REJ 2
Document Date: 14/11/2014
F.A.O: David Thompson

---

<table>
<thead>
<tr>
<th>Reject Reason</th>
<th>Not as per description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order No</td>
<td>PO0057</td>
</tr>
<tr>
<td>Description</td>
<td>1.445 DI5 9S/5S E 430FR ANN GRD ( A151 )</td>
</tr>
<tr>
<td>Drawing Number</td>
<td>Issue Quantity on Order</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

---

**Root Cause**
- It is a draft

**Action**
- It needs to be un nated

**Prevention**
- Don’t do it again

---

Reject raised by Karen Jones
Follow up by: QA Manager 25/02/2015

---

Signed: ____________________
Page 1 of 4
Print Customer

A customer report of the rejects can be printed.

Reject Note

To: HARRODS DEPARTMENT STORE
Knightsbridge
London

Reject Number

Document Date 19/01/2015
F.A.O

Reject whole order

Your Order No
Works Order No 300187/0

Drawing: Widget 1
Widget

Issue: 1

Cause: Whole batch scrapped, machine was not set correctly and no 1st off was run

Action:
Not doing a 1st off must not be allowed to happen again

Prevention:
Change of procedure

Follow up by:

Signed ______________________

Concessions

Click on the print icon to open the concession picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
Print Supplier

A supplier report of a concession can be printed.

Supplier Concession

To: Mitsubishi Metals
Mitsubishi House
New Lane
Petersfield
Hampshire
GU10 5PB

Concession No: 2
Concession Date: 06/02/2015
F.A.O: Arthur
Kleenex

Concession applied to order

Purchase Order No: PO0057  Widget

Cause
Customer accepting as the fault does not restrict usage

Action
Return to customer

Prevention
Ensure the correct procedures are carried out to stop this re-occurring

Follow up by:

Signed: ________________________
Print Customer

A customer report of a concession can be printed.

---

Customer Concession

To: Taurus Skip Hire
10 Wintersells Road
Byfleet
Surrey
KT14 7LF

Concession No 1
Document Date 14/11/2014
F.A.O Bob Thompson

Concession

Your Order No Drawing: RUBBER1234 Issue: 2
Works Order No J00081/0 RUBBER

Cause:
Sadden

Action:
Inspection

Prevention:
Inspection

Follow up by:

Signed: _______________________

---

82
Non Conformance

Click on the print icon to open the non conformance picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
Print Supplier

A supplier report of a non conformance can be printed.

---

Supplier Non Conformance

To: Mitsubishi Metals
   Mitsubishi House
   New Lane
   Petersfield
   Hampshire
   GU10 5PB

To: [Name and Contact Information]

Document No

Document Date 19/01/2015

F.A.O Arthur
Kleenex

Non Conformance applied to order

Purchase Order No P00057

1.445 Die SE/Sd 430FR ANN GRD ( A151 ) Round Bar

Cause

The order does not meet the standards as set within the contract

Action

Check correct procedures are in place

Prevention

Check the order at stages to ensure it does not go to the customer not meeting standards

Follow up by:

Signed ..........................
Print Customer

A customer report of a non conformance can be printed.

---

<table>
<thead>
<tr>
<th>Inspection Rejection Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPORT NO. IRR</td>
</tr>
<tr>
<td>NC-2-</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CUSTOMER</th>
<th>P.O. NO.</th>
<th>VENDOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>HARRODS DEPARTMENT STORE</td>
<td></td>
<td>Mitsubishi Metals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>PART NO.</th>
<th>DRAWING NO.</th>
<th>REV.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:445” O.D x 92/834 420FR ANN GRD (A151) Roh.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MACHINE NO/FAULT CODE</th>
<th>OPERATOR</th>
<th>INSPECTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>LATH1</td>
<td>Karen Jones</td>
<td>Karen Jones</td>
</tr>
</tbody>
</table>

This order has not met the required standards therefore is considered non conforming.

This order does not meet the standards as set within the contract.

<table>
<thead>
<tr>
<th>QC SIGNATURE</th>
<th>DATE</th>
<th>MANUFACTURING SIGNATURE</th>
<th>DATE</th>
</tr>
</thead>
</table>

Check correct procedures are in place.

Approved By: ____________________________ Date: ________________
Complaints

Click on the print icon to open the complaint picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
Print Customer

A customer report of a complaint can be printed.

<table>
<thead>
<tr>
<th>To:</th>
<th>Document No</th>
<th>Document Date</th>
<th>F.A.O</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tricorn Systems Limited</td>
<td></td>
<td>04/02/2015</td>
<td>Karen</td>
</tr>
<tr>
<td>Oak Park</td>
<td></td>
<td></td>
<td>Jones</td>
</tr>
<tr>
<td>Heath Lane</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crondall</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Farnham</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GU10 5PB</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**To:** Tricorn Systems Limited  
Oak Park, Heath Lane, Crondall, Farnham, Surrey, GU10 5PB

**Item Details**

- **Your Order No:** 215489
- **Works Order No:** 300172/0

<table>
<thead>
<tr>
<th>Issue:</th>
</tr>
</thead>
<tbody>
<tr>
<td>4696 Root</td>
</tr>
</tbody>
</table>

**Root Cause**
- Core damage

**Action**
- Contact for advice on company

**Prevention**
- Possible use alternative company

**Follow up by:**

**Signed**

---

87
Print Supplier

A supplier report of a complaint can be printed.

Supplier Complaint

To: Aalco Newbury
High Street
Newbury
Berkshire

Document No

Document Date 02/03/2015

F.A.O Joe Bloggs

Wrong materials

Purchase Order No P00060
0.375" O/D X 0.065" WT SUS316L UNS S32750 (Super Duplex)

Cause
Wrong material sent

Action
Correct material has been sourced and will be delivered

Prevention
Check accuracy of the original order

Follow up by:

Signed __________________________
Supplier Performance

Click on the print icon to open the supplier performance picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.

Supplier Performance

<table>
<thead>
<tr>
<th>Purchase Order</th>
<th>Supplier Description</th>
<th>Drawing Number</th>
<th>Quantity Ordered</th>
<th>Quantity Delivered</th>
<th>Qty Passed Inspection</th>
<th>Percentage</th>
<th>Date Requested</th>
<th>Date Delivered</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>P00053</td>
<td>Brindley Metals</td>
<td>Sheet of Plastic</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>100</td>
<td>12/01/2015</td>
<td>26/01/2015</td>
<td>Poor</td>
</tr>
</tbody>
</table>

This order was delivered late and resulted in a penalty from the customer.
Document Register

Click on the print icon to open the document register picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
Risk Assessment

Click on the print icon to open the risk assessment picking list.

Change Filters

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
# Tricorn QMS Risk Report

<table>
<thead>
<tr>
<th>RISK</th>
<th>Description</th>
<th>Responsible Party</th>
<th>Date</th>
<th>Risk Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>RISK-1</td>
<td>Carpet is lifting</td>
<td>Admin Office</td>
<td>27/03/2015</td>
<td>Medium</td>
</tr>
<tr>
<td></td>
<td>The carpet is lifting in the office and poses a threat to those who walk on it.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RISK-2</td>
<td>Working in an office environment</td>
<td>Karen Jones</td>
<td>27/11/2015</td>
<td>Medium</td>
</tr>
<tr>
<td>RISK-3</td>
<td>Fuel in store</td>
<td>Workshops</td>
<td></td>
<td>Extremely Hi</td>
</tr>
<tr>
<td>RISK-4</td>
<td>Fork Lift</td>
<td>Workshops</td>
<td></td>
<td>Medium</td>
</tr>
<tr>
<td></td>
<td>Only qualified employees to operate the lift. It does not have certificate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RISK-6</td>
<td>Display Screen Equipment</td>
<td>Admin Office</td>
<td>15/02/2016</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td>• Analyse workstations to assess and reduce risks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Make sure controls are in place</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Provide information and training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Provide eye and eyeshot tests as required and specify spectacles if needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Review the assessment when the user or user changes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Action against</th>
<th>Action needed</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/03/2015</td>
<td>Admin Office</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Notifier

Click on the print icon to open the notifier picking list.

![Notifier screenshot](image)

**Change Filters**

To filter by individual fields, highlight the necessary field then enter the detail in Field Value. Use the Search Type radio buttons to select further search criteria. When all criteria has been entered select OK to continue.
<table>
<thead>
<tr>
<th>Record Type</th>
<th>Description</th>
<th>Activity Date</th>
<th>Date Created</th>
<th>Action Against</th>
</tr>
</thead>
<tbody>
<tr>
<td>External</td>
<td>CNC Ref: MAC55687 requires external maintenance</td>
<td>14/11/2015</td>
<td>13/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR3 External Audit requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR4 Complaints procedure requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR5 Concessions procedure requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>Audit Events</td>
<td>AUD1 External Audit Review is due on this date</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>Audit Follow-Up</td>
<td>AUD1 External Audit Review has an Audit Item requires follow up</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>Calibration</td>
<td>Procedures: CAL1 the procedures need to be looked at</td>
<td>02/11/2014</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Calibration: RTD Calibration Ref: TR712 requires calibration</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Calibration: RTD Calibration Ref: TR712 requires checking</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Calibration: CAL2 requires follow up</td>
<td>05/12/2014</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedures: PR6 Quotation forms</td>
<td>20/01/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>In House</td>
<td>Audit Events: AUD2 Internal Review for Flow Sheet is due on this date</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR3 External Audit requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR4 Complaints procedure requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR5 Concessions procedure requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>Inspections</td>
<td>INSPECTION Widget requires follow up: AUD1.P7.0</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>In House</td>
<td>In House Maintenance: CNC Ref: MAC55687 requires in house maintenance</td>
<td>23/08/2014</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Calibration: Procedures: CAL1 the procedures need to be looked at</td>
<td>02/11/2014</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Calibration: RTD Calibration Ref: TR712 requires calibration</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Calibration: RTD Calibration Ref: TR712 requires checking</td>
<td>27/06/2017</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>Calibration</td>
<td>Calibration Procedures: CAL2 requires follow up</td>
<td>05/12/2014</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedures: PR6 Quotation forms</td>
<td>20/01/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>In House</td>
<td>In House Maintenance: CNC Milling Machine Ref: MAC3 requires in house maintenance</td>
<td>23/08/2014</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Procedures: PR3 External Audit requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR4 Complaints procedure requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
<tr>
<td></td>
<td>Procedure: PR5 Concessions procedure requires follow up</td>
<td>14/11/2015</td>
<td>14/11/2014</td>
<td>QMS</td>
</tr>
</tbody>
</table>