

# 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.

Date	<b>Document Version</b>	<b>Software Version</b>	Author
March 2015	1.0	4.0	Karen Jones

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# **Navigation**

## Menu Bar

File Internal Customers Suppliers Setup Help

File – Exit – closes the application

**Internal** – Audits – opens audit module

Calibrations Procedures – 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** – <u>Password</u> – 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**



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.



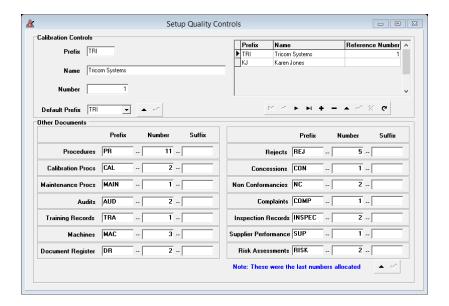
#### Password

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

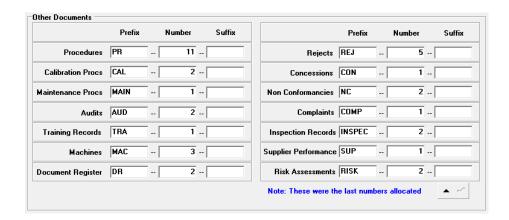
Name - name of the owner

**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.



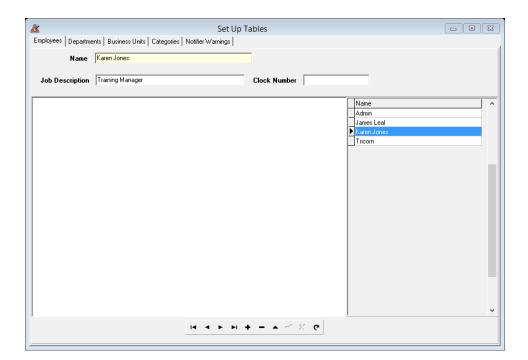
Please note: enter the last number used, in other words if this is a new installation enter 0 to select 1 when creating a new record. If using an existing numbered system enter the last number used within this window to continue without any breaks in numbers.

# Reference Tables

All background pre-set references are setup within this window

## **Employees**

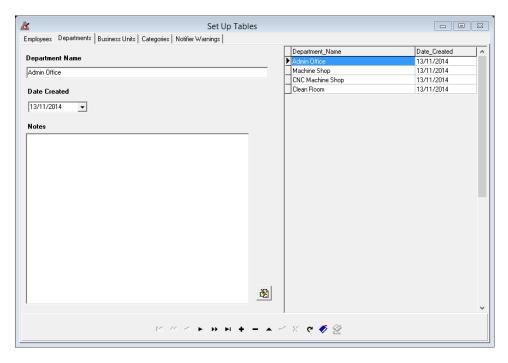
This will be automatically populated from the data within Tricorn systems, however, if using QMS independently employee names can be added using the + button at the bottom of the window. Enter the name, job description and clock number as required, save the entry by using the tick  $\checkmark$ 



#### **Departments**

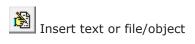
Departments are created to identify a department within the organisation when creating a Risk Assessment record, individual departments can then be identified as owners of the risk.

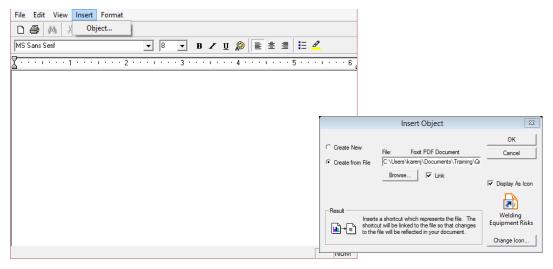
Select + to create a new record. Enter name, the date created and any notes, the insert file button can be used to attach relevant documentation. To save the record select  $\checkmark$ 



# 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.

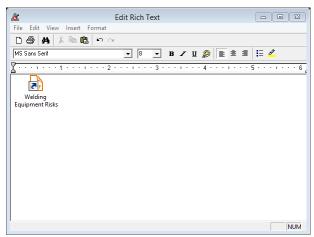




To insert a file select Insert – Object – locate the file to attach using the Create from File radio button, this will populate the file box in the centre. Use the Browse button to locate the file to be attached, select the Link box to include the file name under the icon and Display as Icon ticked to

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.



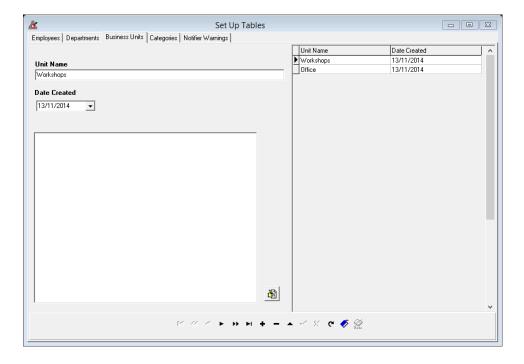
When adding additional text use the toolbar to change font, size, embolden, italicise, underline, recolour, left, right and centre justify, bullet point and highlight.

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 <u>insert file button</u> can be used to attach relevant documentation.

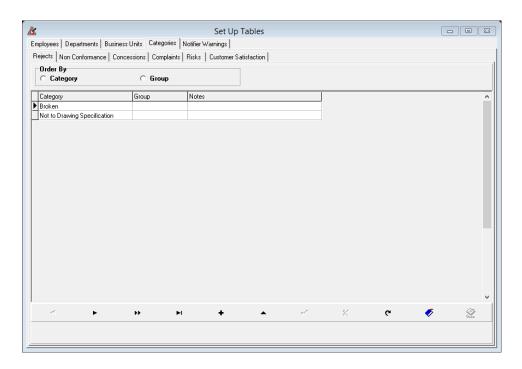


#### Categories

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.

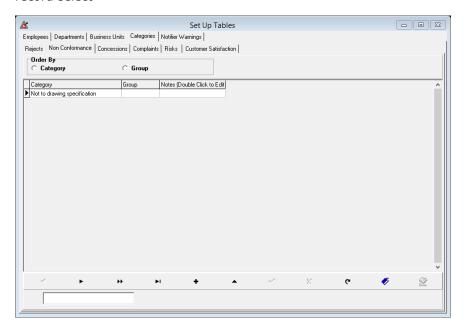
## **Rejects**

Reject categories can be set within this tab, use + to create a new record. To save the record select  $\checkmark$ 



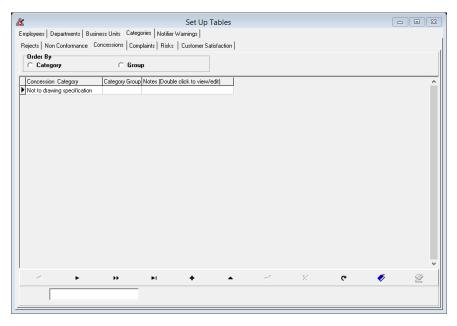
# Non Conformance

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



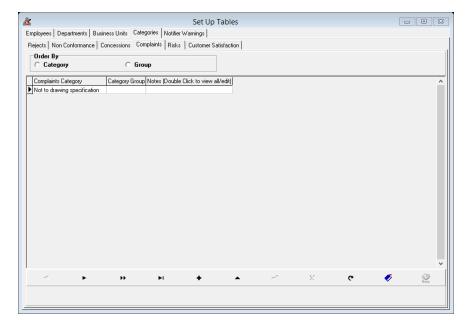
## Concessions

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



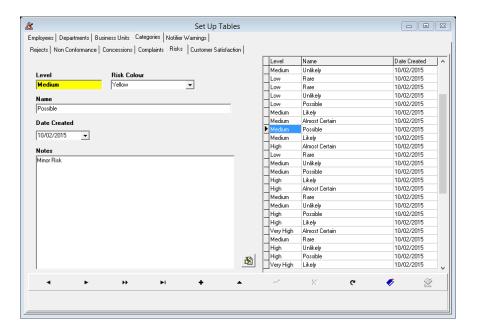
#### **Complaints**

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



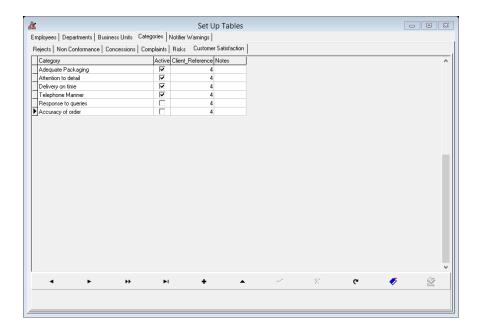
# **Risks**

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 <u>insert file button</u>. To save the record select  $\checkmark$ 



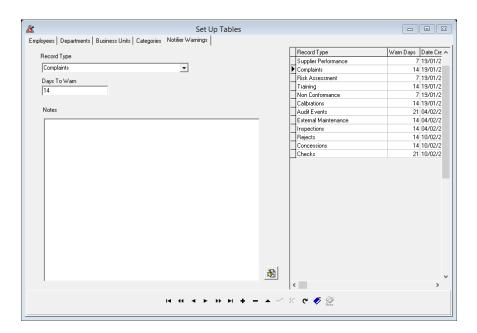
## **Customer Satisfaction**

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  $\checkmark$ 



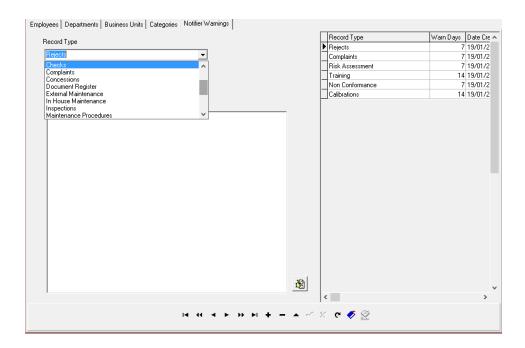
#### **Notifier Warnings**

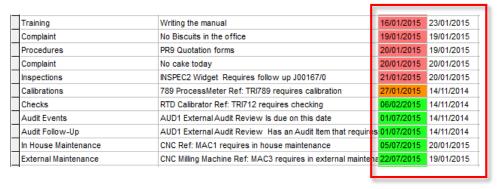
The notifier window displays tasks as green for date not expired or red for date expired. Setting a notifier warning by the given days will change the activity date to orange, enabling users to identify tasks with a date about to expire.



#### 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.





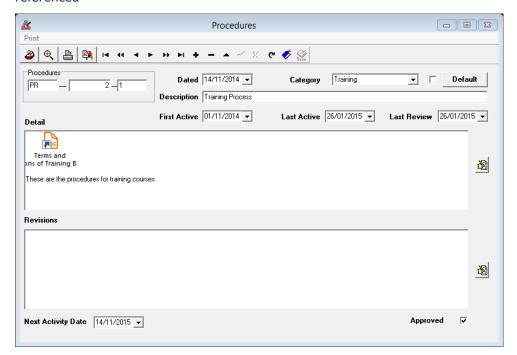
The insert file button can be used to attach relevant documentation

## **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



## 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.

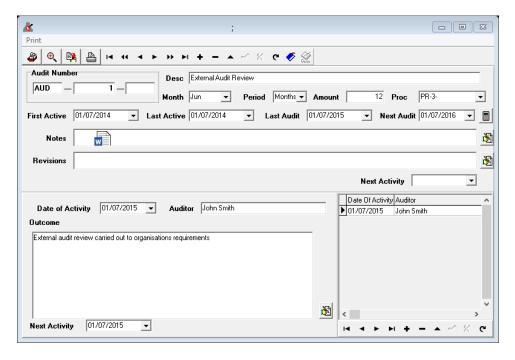
Insert any relevant revisions to this procedure including any documents to attach.

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.

## **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

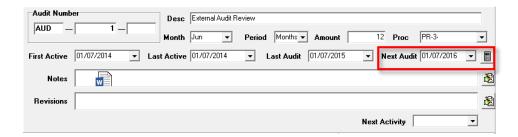
Use the calculate button to calculate the next audit date, this will take into consideration the month, period and amount details set.

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

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

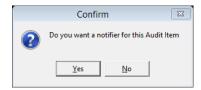
In the lower half of the window, the detail of each audit can be recorded, including any attached documents. Enter the date each audit was carried out and the name of the auditor. This will add each audit review record to the right hand table.

The Next Audit date will automatically update using the month, period and amount detail.

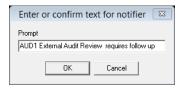


A notifier will be automatically created with the Next Audit date.

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.



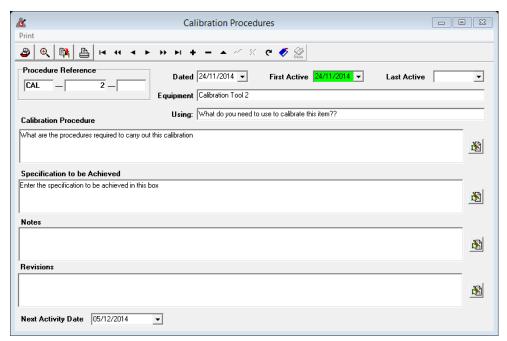
## Calibrations

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

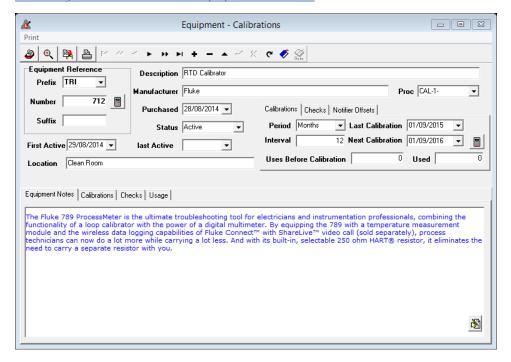
Enter any relevant information relating to the procedure in the Calibration Procedure field, the Specification to be Achieved field, Notes and Revisions fields.

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

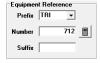
To attach any documents into a field use the insert file button. To save the record select ✓

## **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 <a href="Numbering">Numbering</a>.



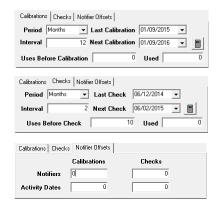
Enter the description of the calibration tool and the manufacturer.

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.



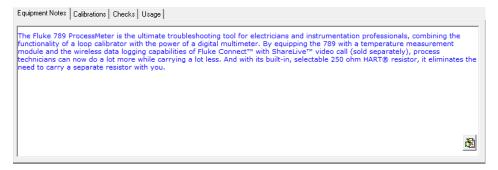
Calibrations – Period in months or days, Interval of months or days. Last calibration carried out, use the calculate button to calculate the next calibration date

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

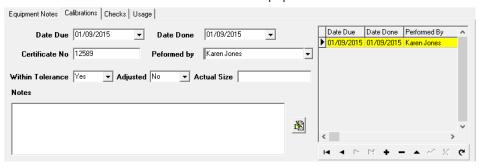
## **Equipment Notes**

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



#### **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.

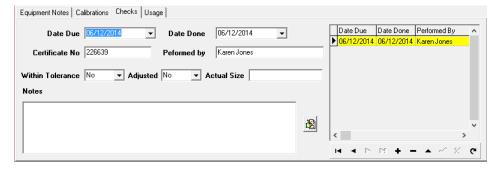
Select Yes/No if the calibration is within tolerance

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  $\checkmark$ 

#### 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.

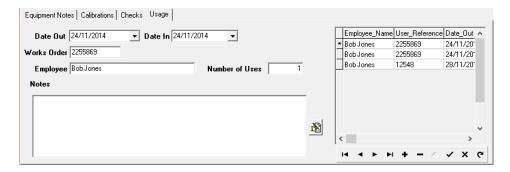
Select Yes/No if the check is within tolerance

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  $\checkmark$ 

#### **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.

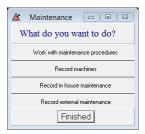
Additional information relating to the usage can be recorded in the Notes field. To attach any documents into a field use the insert file button. To save the record select  $\checkmark$ 

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.



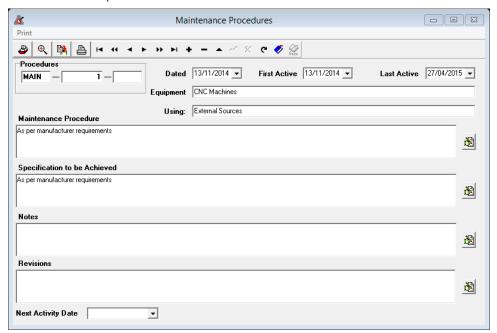
## Machine Maintenance

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

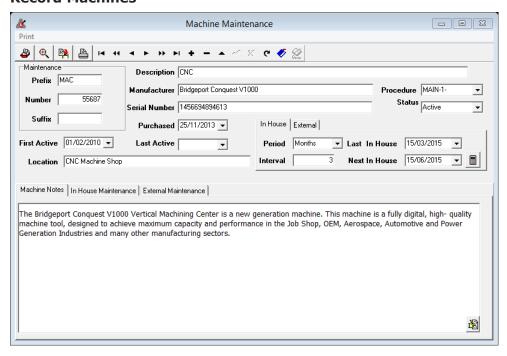
Enter the description of the equipment procedure

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

#### **Record Machines**



#### 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 <a href="Numbering">Numbering</a>.



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.



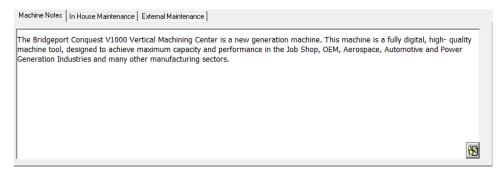
In House – Period in months or days, Interval of months or days. Last in House maintenance carried out, use the calculate button to calculate the next maintenance date



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.

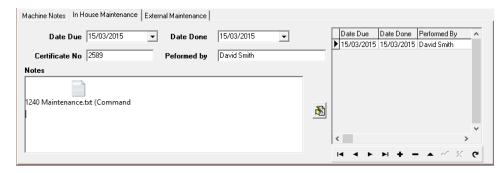
#### **Machine Notes**

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



#### **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

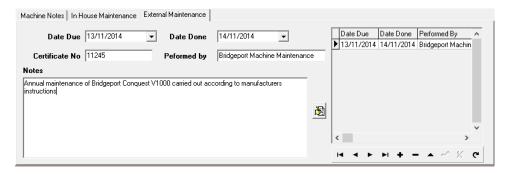
On completion of the maintenance enter the date and the person who performed the maintenance; please note this field is self-learning and will retain all names entered.

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 <u>insert file button</u>

#### **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

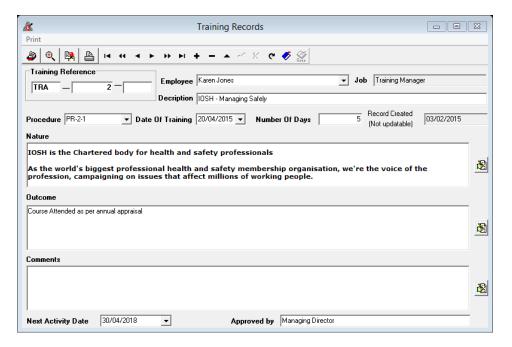
On completion of the maintenance enter the date and the person who performed the maintenance; please note this field is self-learning and will retain all names entered.

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 <u>insert file button</u>

# **Training Records**

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



#### 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 <u>setup tables</u>

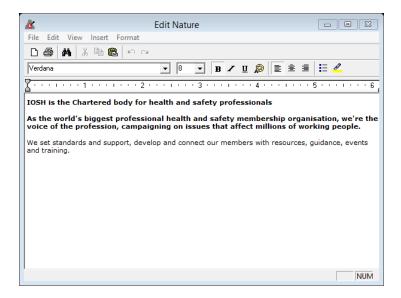
Enter the description of the training

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 <u>insert file button</u>



#### **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

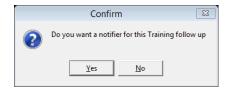
#### **Comments**

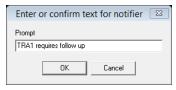
Pre/post course comments can be recorded within this field

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.

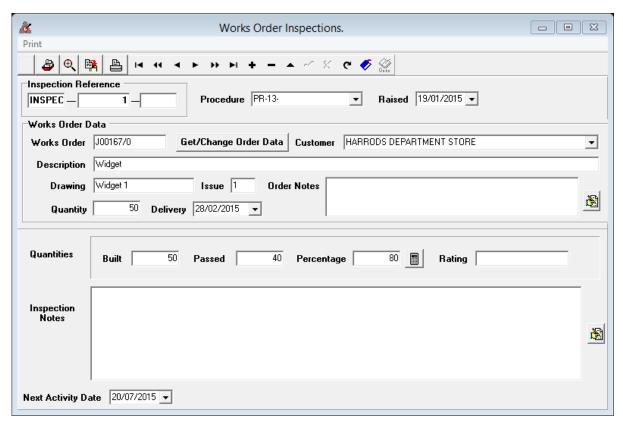




**Approved by** – enter the name of the person who approved the attendance of this course.

## **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.

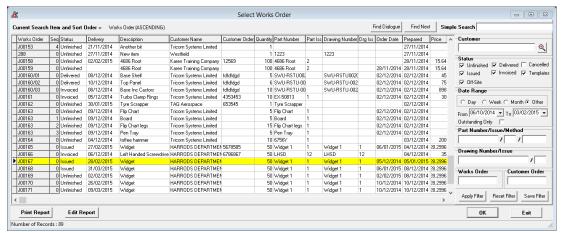
Select a procedure from the drop down menu

#### **Works Order Data**

# Get/Change 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.



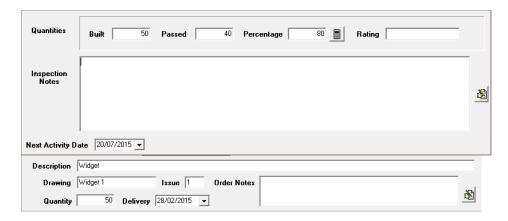
Information relating to this works order will be displayed for reference.

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



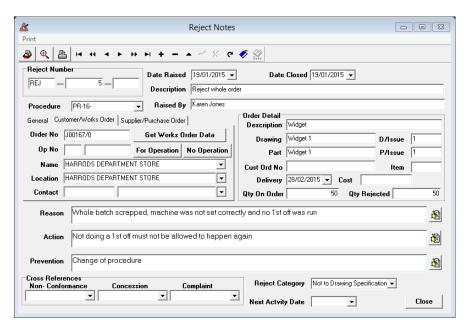
**Next Activity date** - can be set to notify users this training record requires attention. The number of the record appears in the beginning of the field, text within the notifier prompt can be edited to suit the user.





## Rejects

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.

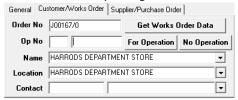


Enter the name of the person/organisation the rejection relates to and any supporting information

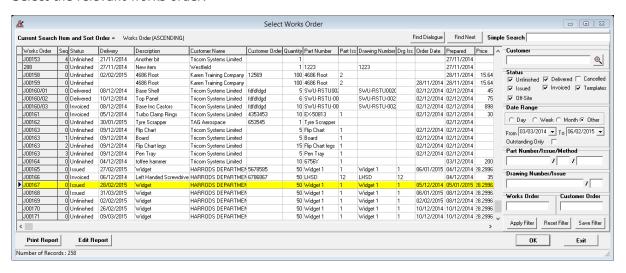
To attach any documents use the insert file button

## **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.

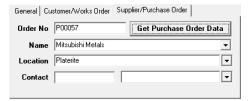


Select the For Operation button to open the operation picking list. Select the relevant operation. To remove select No Operation.

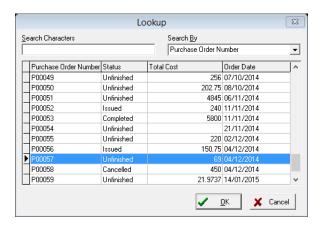


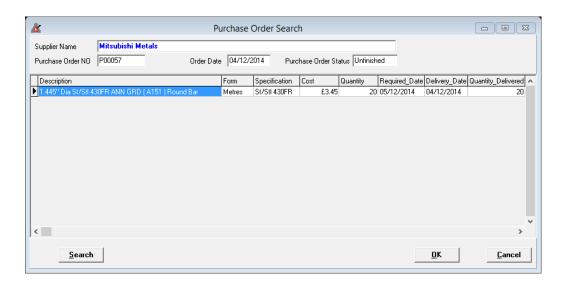
## **Supplier/Purchase Order**

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



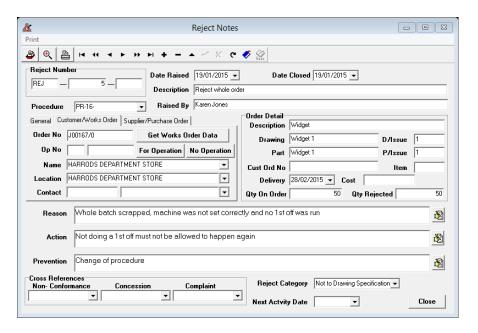
Select the relevant works order.





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

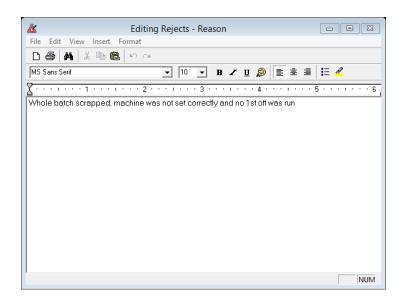




#### Reason

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.

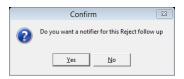
**Non-Conformance** – use the drop down menu to open the non-conformance picking list, select the record that is related to this rejection (if applicable)

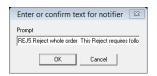
**Concession** - use the drop down menu to open the concession picking list, select the record that is related to this rejection (if applicable)

**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.



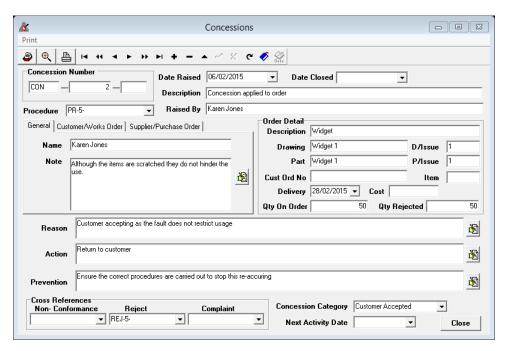


To save the record select ✓

# 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.

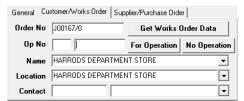


Enter the name of the person/organisation the concession relates to and any supporting information

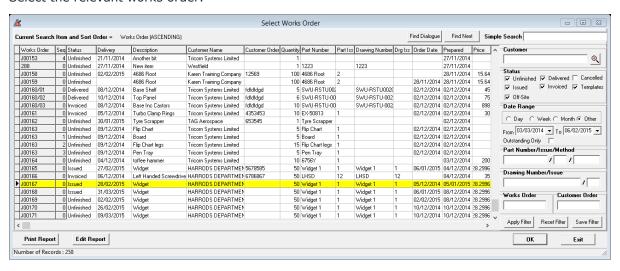
To attach any documents use the insert file button

# **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**



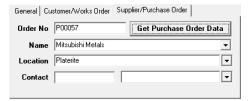
Concession against an individual operation within the works order.

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

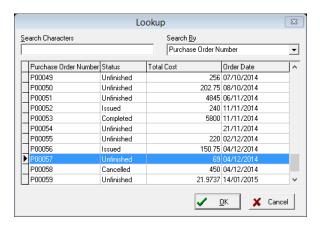


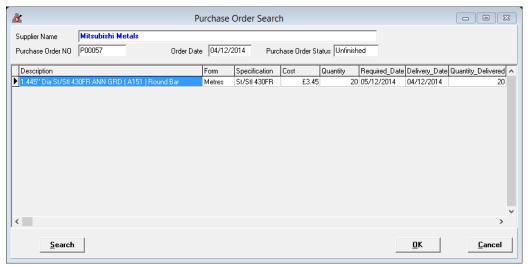
# **Supplier/Purchase Order**

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



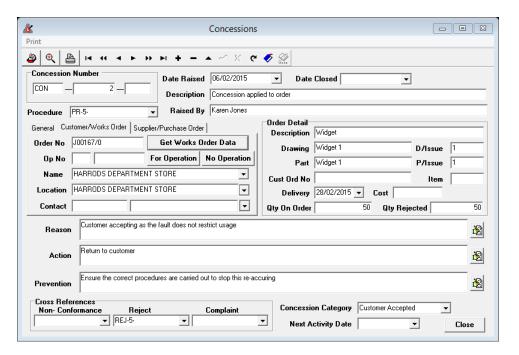
Select the relevant works order.





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

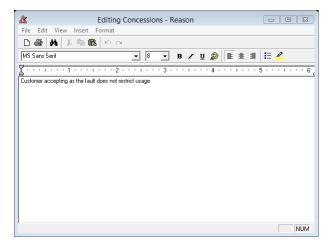




#### Reason

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.

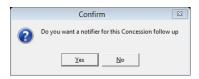
**Non-Conformance** – use the drop down menu to open the non-conformance picking list, select the record that is related to this concession (if applicable)

**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.



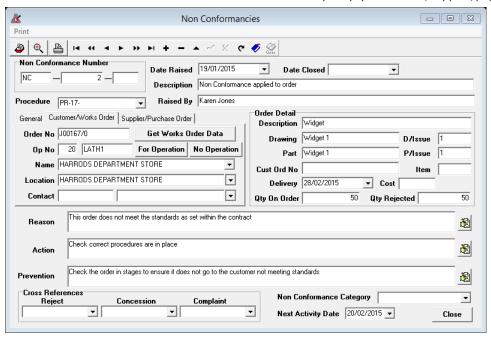


To save the record select ✓

# 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.

www.qualitysystems.com/support/pages/non-conformance



## 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

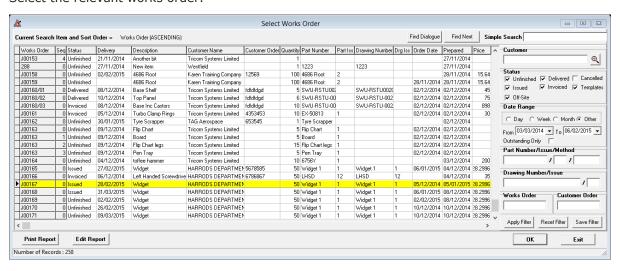
To attach any documents use the insert file button

# **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

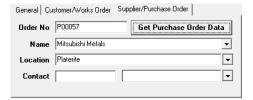


Non-conformance against an individual operation within the works order. Select the For Operation button to open the operation picking list. Select the relevant operation. To remove select No Operation.

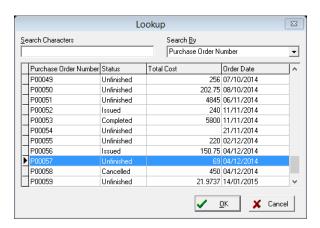


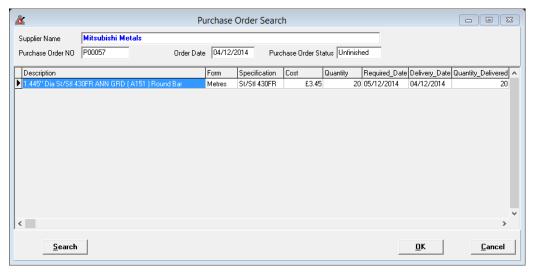
# **Supplier/Purchase Order**

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.





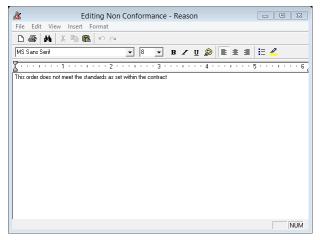
All information relating to this purchase order will be displayed in the centre of the non-conformance window.



#### 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.



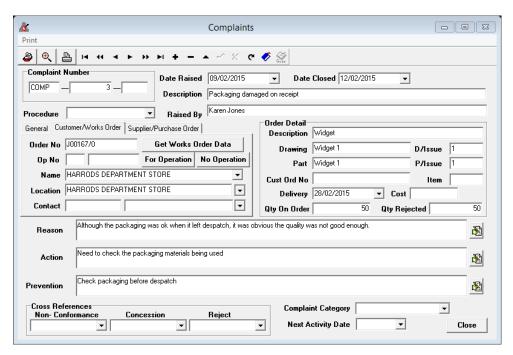


To save the record select ✓

# 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.

ISO 9000 2015 Definitions in Plain English



### 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

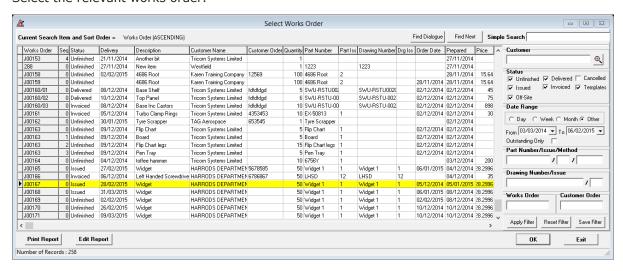
To attach any documents use the insert file button

# **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**



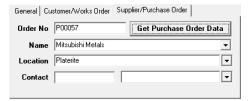
Complaint against an individual operation within the works order.

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

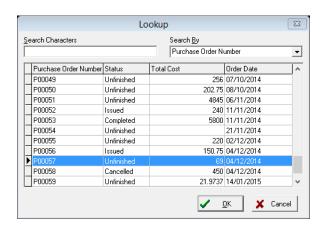


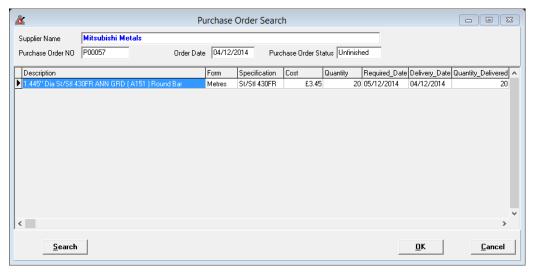
# **Supplier/Purchase Order**

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.





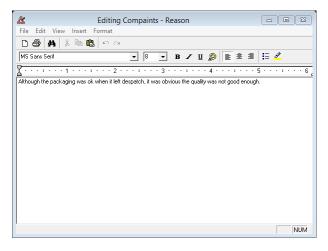
All information relating to this purchase order will be displayed in the centre of the complaint window.



#### 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)

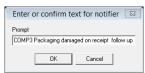
**Concession** – use the drop down menu to open the concession picking list, select the record that is related to this complaint (if applicable)

**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.

Q. Supplier Performance Print **3** • ▶ 🖺 🕦 н н Supplier Performance Reference Raised 30/01/2015 🔻 Procedure PR-18-1\_ Purchase Order Data Purchase Order P00053 Get/Change Purchase Order Data | Supplier | Brindley Metals • Goods Ordered Sheet of Plastic Drawing No Issue B **Order Notes** Deliveries Rating Requested Date Ordered Received Passed Inspection Percentage **Date Delivered** 12/01/2015 ▼ 26/01/2015 Poor 25 25 100 Notes
This order was delivered late and resulted in a penalty from the customer 3 -Next Activity Date

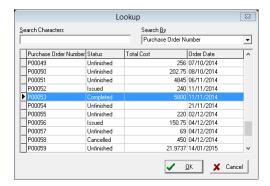
ISO 9000 2015 Definitions in Plain English

#### 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.

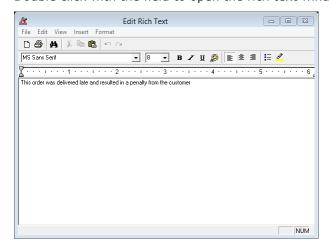
# **Rating**

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

#### **Notes**

Supporting notes can be added to the notes field.

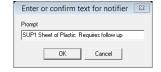
Double click with the field to open the rich text window where text can be formatted.



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.

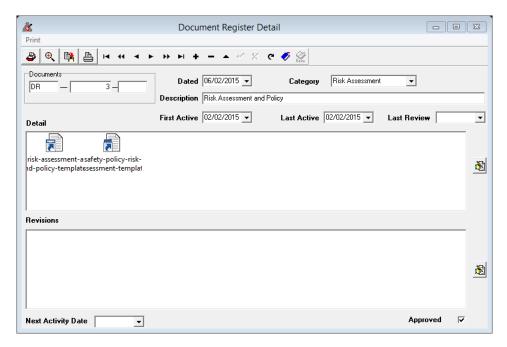




To save the record select ✓

# **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.

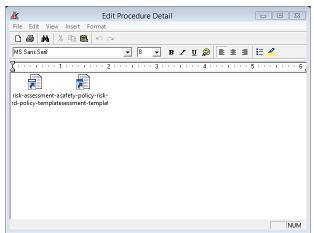
Enter description for the record.

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

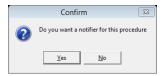
## **Revisions**

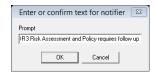
Actions taken for this record can be added within this field.

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.

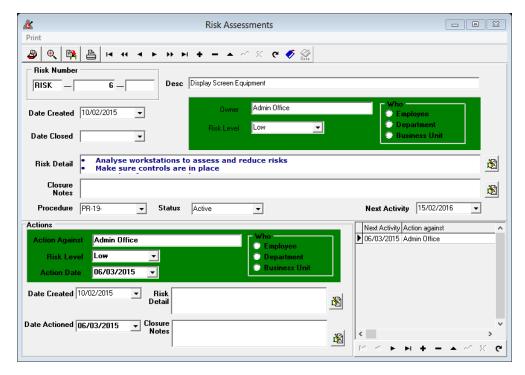
While this definition argues that risk can be positive as well as negative, a note acknowledges that 'the term risk is sometimes used when there is only the possibility of negative consequences'.

# **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

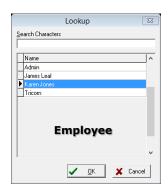


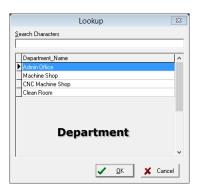
#### Creating a risk assessment record

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.

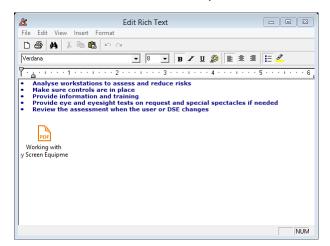


From the drop down, select the risk level these are setup within the <u>reference tables</u>. Once the risk has been identified the colour will change accordingly.

#### **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

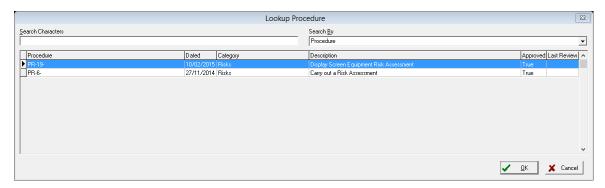
#### **Closure Notes**

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.

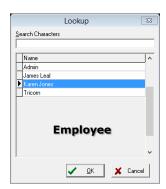
#### **Actions**

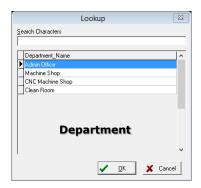
Actions records each activity against this risk assessment.

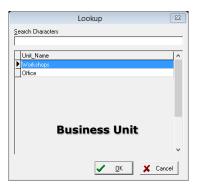
Select + to create a new activity.



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 <u>reference tables</u>. 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  $\underline{\text{insert file button}}$ 

To save the record select ✓

# **Notifier**

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

Record Type	Description	Activity Date	Date Created	Date Closed	Notes	Action Against
Complaint	No chocolate in the office	13/11/2014	13/11/2014	13/11/2014		The boys
Risk Assessment	Carpet is lifting	13/11/2014	13/11/2014			Office Manager
Rejects	REJ2 Not as per description This Reject requires follow up	28/11/2014	14/11/2014			QMS
Calibration Procedures	CAL2 requires follow up	05/12/2014	24/11/2014			QMS
Training	Writing the manual	16/01/2015	23/01/2015			
Complaint	No Biscuits in the office	19/01/2015	19/01/2015			
Procedures	PR9 Quotation forms	20/01/2015	19/01/2015			QMS
Complaint	No cake today	20/01/2015	20/01/2015			Jon Parker
Inspections	INSPEC2 Widget Requires follow up J00167/0	21/01/2015	20/01/2015			QMS
Checks	RTD Calibrator Ref: TRI712 requires checking	30/01/2015	14/11/2014			QMS
Inspections	INSPEC4 toffee hammer Requires follow up	11/02/2015	04/02/2015			QMS
Rejects	REJ5 Reject whole order This Reject requires follow up	20/02/2015	06/02/2015			QMS
Concessions	CON2 Concession applied to order follow up	20/02/2015	06/02/2015			QMS
Non Conformance	NC2 Non Conformance applied to order follow up	27/02/2015	09/02/2015			QMS
Checks	789 ProcessMeter Ref: TRI789 requires checking	02/03/2015	30/01/2015			QMS
Supplier Performance	SUP1 Sheet of Plastic Requires follow up	27/03/2015	09/02/2015			QMS
Complaints	COMP3 Packaging damaged on receipt follow up	27/03/2015	09/02/2015			QMS
In House Maintenance	CNC Ref: MAC55687 requires in house maintenance	15/06/2015	03/02/2015			QMS
Audit Follow-Up	AUD1 External Audit Review Has an Audit Item that requires	01/07/2015	14/11/2014			QMS
In House Maintenance	CNC Ref: MAC55687 requires in house maintenance	05/07/2015	20/01/2015			QMS
Training	TRA1 requires follow up	13/07/2015	03/02/2015	04/02/2015		QMS
Inspections	INSPEC1 Widget Requires follow up	21/07/2015	03/02/2015	11/02/2015		QMS
External Maintenance	CNC Milling Machine Ref: MAC3 requires in external maintena	22/07/2015	19/01/2015			QMS
Document Register	DR3 Risk Assessment and Policy requires follow up	28/08/2015	09/02/2015			QMS
Calibration Procedures	CAL1 the procedures need to be looked at	02/11/2015	14/11/2014			QMS
External Maintenance	CNC Ref: MAC55687 requires in external maintenance	14/11/2015	13/11/2014			QMS
Procedures	PR2 Training Process requires follow up	14/11/2015	14/11/2014			QMS
Procedures	PR3 External Audit requires follow up	14/11/2015	14/11/2014			QMS
Procedures	PR4 Complaints procedure requires follow up	14/11/2015	14/11/2014			QMS
Procedures	PR5 Concessions procedure requires follow up	14/11/2015	14/11/2014			QMS
External Maintenance	CNC Ref: MAC55687 requires in external maintenance	24/11/2015	20/01/2015			QMS
Procedures	PR6 Carry out a Risk Assessment requires follow up	27/11/2015	27/11/2014			QMS
Risk Assessment	RISK2 Working in an office environment requires follow up	27/11/2015	27/11/2014			Karen Jones
Audit Events	AUD2 Internal Review for Pay Rise Is due on this date	19/01/2016	19/01/2015			QMS
Calibrations	789 ProcessMeter Ref: TRI789 requires calibration	27/01/2016	14/11/2014			QMS
Procedures	PR14 Goods Inwards requires follow up	01/02/2016	04/02/2015			QMS
Risk Assessment	RISK6 Display Screen Equipment requires follow up	15/02/2016	10/02/2015			Admin Office
Audit Procedures	AUD1 External Audit Review requires follow up	01/07/2016	29/01/2015			QMS
Calibrations	RTD Calibrator Ref: TRI712 requires calibration	01/09/2016	14/11/2014			QMS
In House Maintenance	CNC Milling Machine Ref: MAC3 requires in house maintenan	29/09/2016	19/01/2015			QMS
Audit Events	AUD1 External Audit Review Is due on this date	27/06/2017	14/11/2014			QMS
Training	TRA2 IOSH Managing Safely expires		03/02/2015			QMS

# **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 within <u>Notifier Warnings</u>, **Red** = activity has exceeded its expiry date.

# **Date Created**

Date the notifier was created

### **Date Closed**

Date the notifier was closed

#### **Notes**

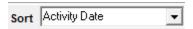
Notes applied to the notifier

# **Action Against**

Who is responsible for this notifier

#### **Notifier Toolbar**

See <u>Toolbars</u> 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.



# **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.

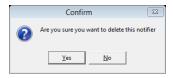
# Add/Edit Notifiers

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**

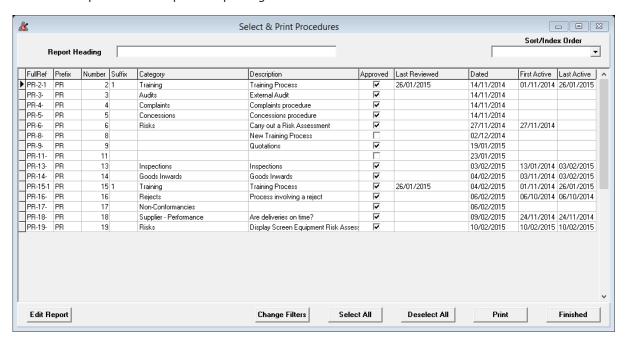
Reports are available within QMS to extract information in a printable format.



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

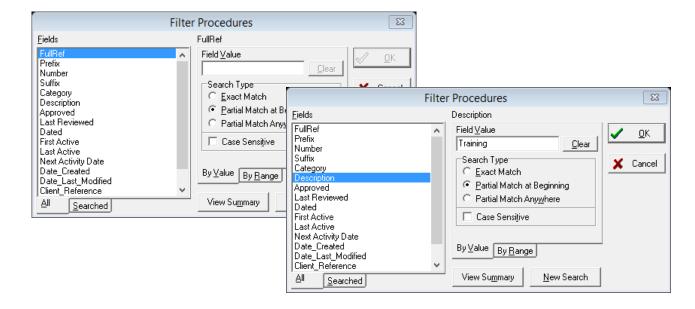
## **Procedures**

Click on the print icon to open the picking list.

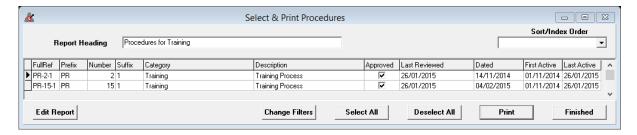


# **Change Filters**

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

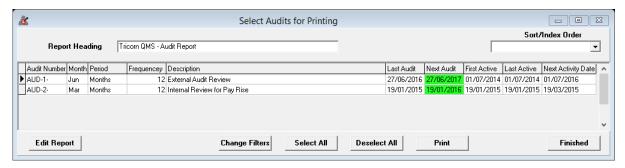


Select the procedures to print. Each procedure will print on a separate sheet.



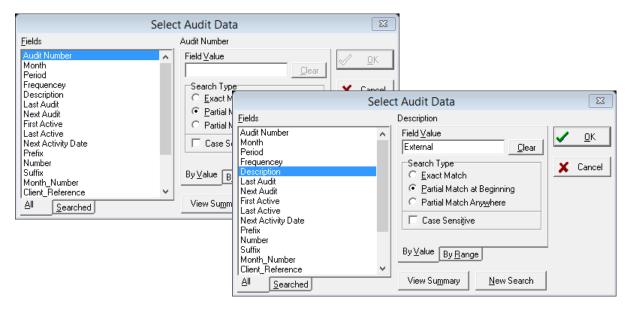
# **Audit Review**

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

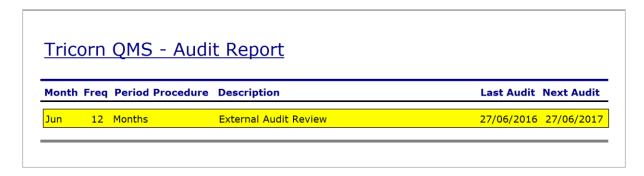


# **Change Filters**

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

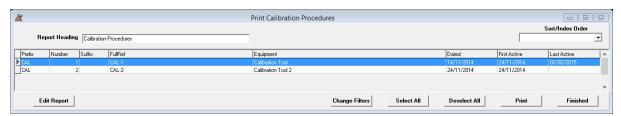
Month	Freq	Period Procedure	Description	Last Audit	Next Audit
Jun	12	Months	External Audit Review	27/06/2016	27/06/2017
Date		Auditor	Outcome		
01/07/2	015	John Smith	External audit review carried out to organisations requirement	s	
27/06/2	016	John Smith	External audit carried out according to organisation requireme	nts	

# Calibration Procedures

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

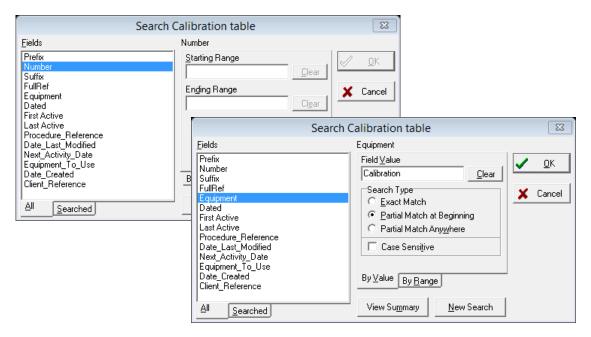


Click on the print icon to open the calibration procedure picking list.

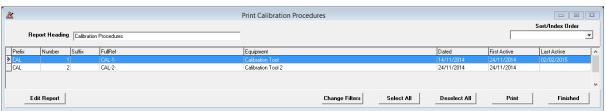


# **Change Filters**

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.

Procedure Number Dated 24/11/2014

**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

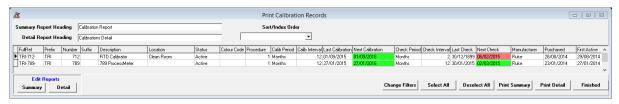
**Notes** 

# 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.

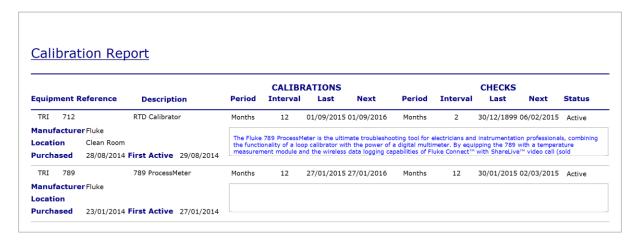


# **Change Filters**

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.



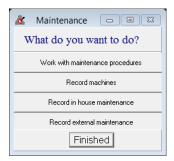
## **Print Detail**

A detailed report of the equipment can be printed.

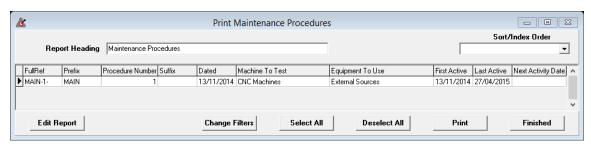
#### **Calibrations Detail** CHECKS Period Interval Last **CALIBRATIONS** Period Interval Last Equipment Reference Description Next Next Status TRI 712 RTD Calibrator 12 01/09/2015 01/09/2016 Months 2 30/12/1899 06/02/2015 Active Months Manufacturer Fluke The Fluke 789 ProcessMeter is the ultimate troubleshooting tool for electricians and instrumentation professionals, combining the functionality of a loop calibrator with the power of a digital multimater. By equipping the 789 with a temperature measurement module and the wireless data logging capabilities of Fluke Connect\* with ShareLive\* video call (sold separately), process tendinains can now do a lot more while carrying a lot less, And with its built-in, selectable 250 ohm HART® resistor, it eliminates the need to carry a separate resistor with you. Usage Date Out Date In Employee Works Order Notes 24/11/2014 24/11/2014 Bob Jones 2255869 28/11/2014 01/12/2014 Bob Jones 12548

# Machine Procedures

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

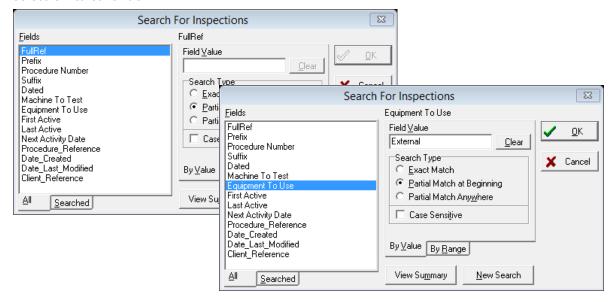


Click on the print icon to open the machine procedures picking list.

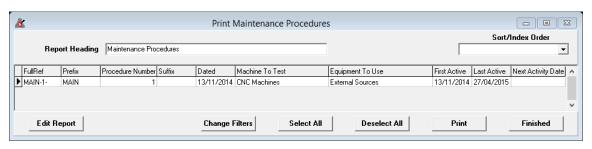


#### **Change Filters**

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

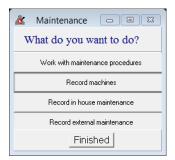
Spec to be achieved

As per manufacturer requirements

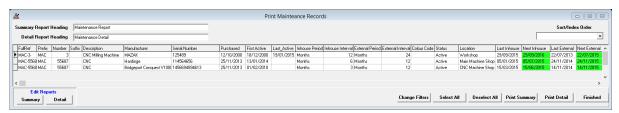
**Notes** 

# Machine

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

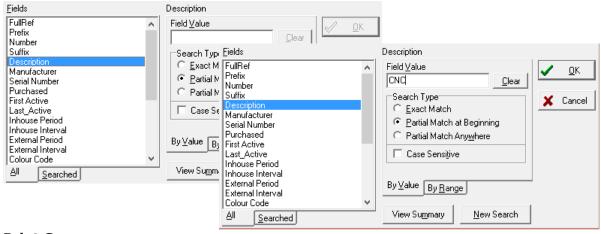


Click on the print icon to open the machine maintenance picking list.



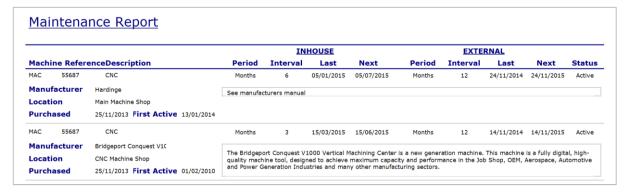
## **Change Filters**

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



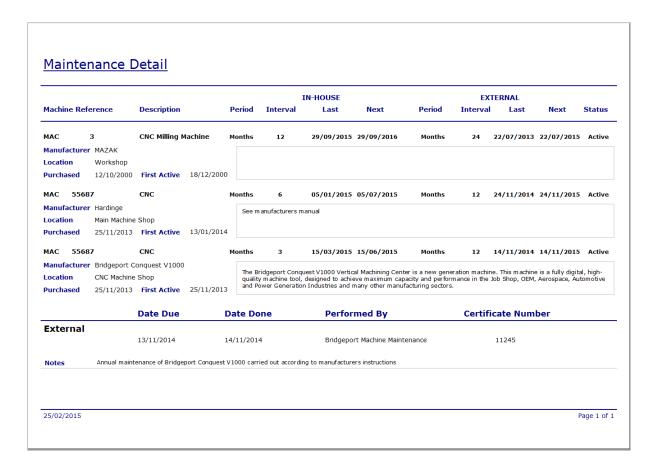
# **Print Summary**

A summary of machines can be printed.



### **Print Detail**

A detailed report of the machines can be printed.



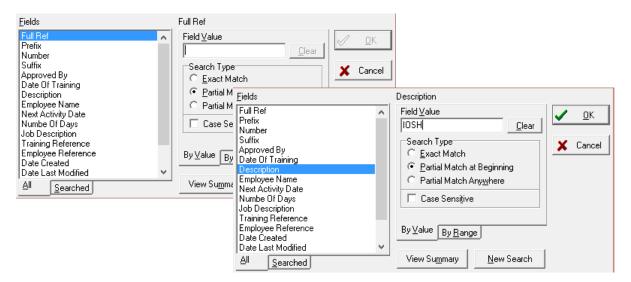
### Training Records

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

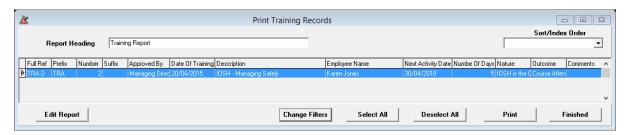


### **Change Filters**

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 IOSH - Managing Safely

Date Of Training 20/04/2015

Number of Days 5

Approved By Managing Director

**Procedure** 

**Date Created** 03/02/2015

IOSH 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.

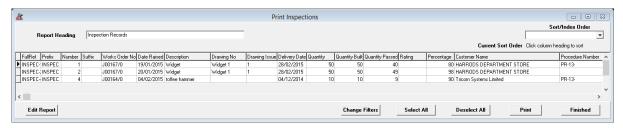
We set standards and support, develop and connect our members with resources, guidance, events and training.

Outcome Course Attended as per annual appraisal

Comments

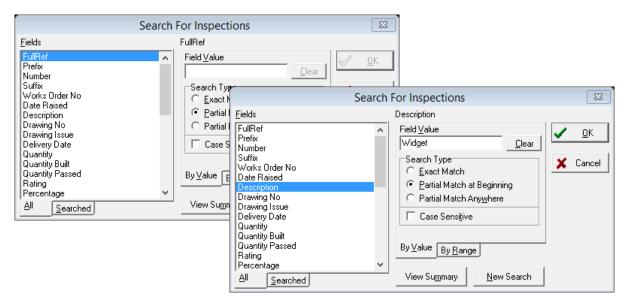
### **Inspections**

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



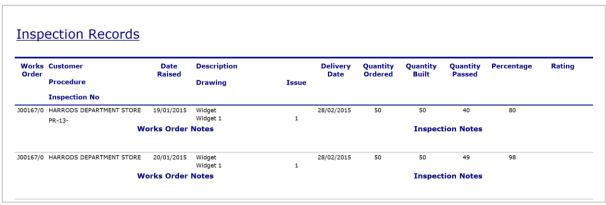
### **Change Filters**

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.



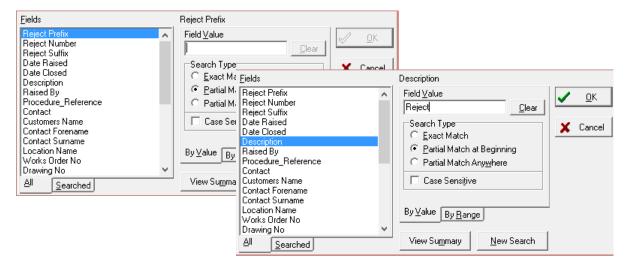


## Rejects

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



### **Change Filters**



# **Print Supplier**

A supplier report of the rejects can be printed.

	lier F	,-				
					Oak Park, H	leath l Croi Farn Su
			E		es@tricornsys elephone 012	
To: Brindley Metals 13 Rhallt Drive		[	Reject	Number	REJ 2	
Guilsfield Welshpool				ent Date	14/11/2014	ı
Powys			F.A.0	т	David hompson	
Reject Reason Not as per description	on.					
Purchase Order No P00057 Descri	iption 1.4			DFR ANN GRD		
Drawing Number Issue  Root Cause	Qua	antity on	Order	20 Qua	ntity Rejected	20
It is naff						
It needs to be un naffed Prevention Dont do it again						
Reject raised by Karen Jones						
Reject raised by Karen Jones Follow up by: QA Manager 25/02,	/2015		Sign	ned		

# **Print Customer**

A customer report of the rejects can be printed.

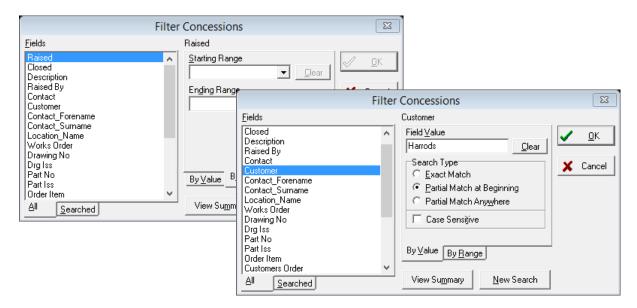
Kej	ect N	ote	
			Oak Park, Heath I Croi Farn Su GU10
			@tricornsystems.co.i elephone 01252 8218
To: HARRODS DEPARTMENT STORE		Reject Number	
Knightsbridge London		Document Date	19/01/2015
		F.A.0	
Reject whole order			
Your Order No Drawing: Works Order No 300167/0 Widget	Widget 1	Issue: 1	
<u>Cause</u> Whole batch sα apped, machine was not set cor <u>Action</u>	rectly and no 1	st off was run	
Not doing a 1st off must not be allowed to happe Prevention Change of procedure	n again		
Prevention	n again		
Prevention Change of procedure	n again		

### Concessions

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



### **Change Filters**





# **Print Supplier**

A supplier report of a concession can be printed.

Supplier	Concession



To: Mitsubishi Metals

Oak Park, Heath Lane Crondall, Farnham Surrey GU10 5PB

E-mail: sales@tricornsystems.co.uk Telephone 01252 821889

	relephone 01252 0
Concession No	2
Concession Date	06/02/2015
F.A.0	Arthur Kleenex

Mitsubishi House New Lane		Concession Date	06/02/2015
Petersfield Hampshire GU10 5PB		F. <b>A</b> .O	Arthur Kleenex
	]		
Concession applied to order			
Ourchase Order No P00057 Widg	get		
Customer accepting as the fault does not restrict usage			
Action			
Peturn to customer			
Prevention			
Ensure the correct procedures are carried out to stop this	s re-accurring		
Follow up by:			
		Signed	

### **Print Customer**

A customer report of a concession can be printed.

# **Customer Concession**



Oak Park Heath Lane Crondall Farnham Surrey GU10 5PB

E-mail: sales@tricornsystems.co.uk Telephone 01252 821889

To: Taurus Skip Hire 10 Wintersells Road Byfleet Surrey

KT14 7LF

Concession No	1
Document Date	14/11/2014
F.A.0	Bob Thompson

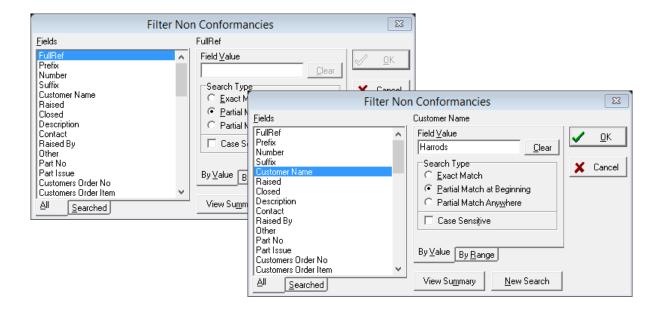
Your Order No Works Order No J00081/0	RUBBER	Drawing:	RUBBER1234	Issue: 2	
Cause Scratched					
Action Inspection					
Prevention Inspection					
Follow up by:		]			
Follow up by:					

### Non Conformance

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



# **Change Filters**



# **Print Supplier**

A supplier report of a non conformance can be printed.

	Oak C	Park, Heath Lan Crondall, Farnhar Surre GU10 5Pl
	E-mail: sales@tri Telepho	cornsystems.co ne 01252 82188
To: Mitsubishi Metals	Document No	
Mitsubishi House New Lane	Document Date	19/01/2015
Petersfield Hampshire GU10 5PB	F.A.O Arthur Kleenex	
	ia St/Stl 430FR ANN GRD ( A151 ) R	ound Bar
Purchase Order NoP00057 1.445" D		ound Bar
Purchase Order NoP00057 1.445" D  Cause This order does not meet the standards as set within the of Action	contract	ound Bar
Cause This order does not meet the standards as set within the of Action Check correct procedures are implace  Prevention	contract	ound Bar

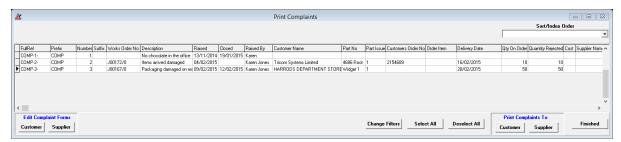
# **Print Customer**

A customer report of a non conformance can be printed.

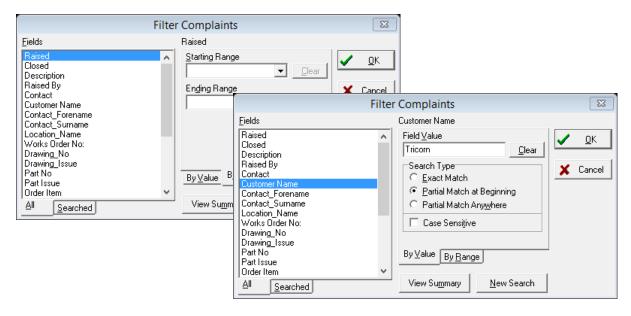
Inspe	ction Rej	ection Report	REV1: OWNER: HSEQ M APPROVER: Operations Man	_
REPORT NO. IRR NC-2-				
CUSTOMER HARRODS DEPARTMENT STORE	P.O.	NO.	VENDOR Mitsubishi Metals	
<b>DESCRIPTION</b> 1.445" Dia St/Stl 430FR ANN GRD ( <i>A</i>		T NO.	DRAWING NO.	REV.
MACHINE NO/FAULT CODE LATH1	I .	RATOR n Jones	INSPECTOR Karen Jones	
This order does not meet the standards as set within	the contract			
QC SIGNATURE	DATE	MANUFACTURING SIG	GNATURE	DATE
QC SIGNATURE  Theck correct procedures are implace	DATE	MANUFACTURING SIG	GNATURE	DATE
	DATE	MANUFACTURING SIG	GNATURE	DATE
	DATE	MANUFACTURING SIG	GNATURE	DATE
	DATE	MANUFACTURING SIG	GNATURE	DATE

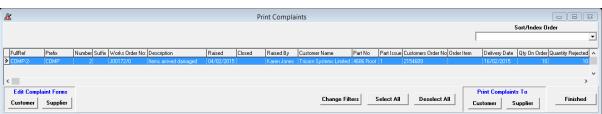
### Complaints

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



### **Change Filters**





# **Print Customer**

A customer report of a complaint can be printed.

TRIC	O	RI		k Park, Heath Lane Crondall, Farnham Surrey GU 10 5PB
Thu.				etricornsystems.co.uk phone 01252 821889
To: Tricorn Systems Limited			Document No	
Oak Park Heath Lane			Document Date	04/02/2015
Crondall Farnham GU10 5PB			F.A.0	Karen Jones
Items arrived damaged  Your Order No 2154689  Works Order No J00172/0	<b>Draw</b> 4686	_		Issue:
Root cause Courier damage				
Action Confrort the courier company				
Prevention Possibly use alternative company				
		_		
Follow up by:				

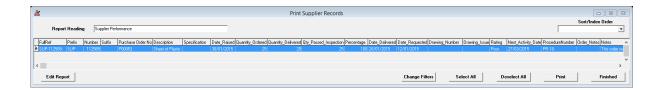
# **Print Supplier**

A supplier report of a complaint can be printed.

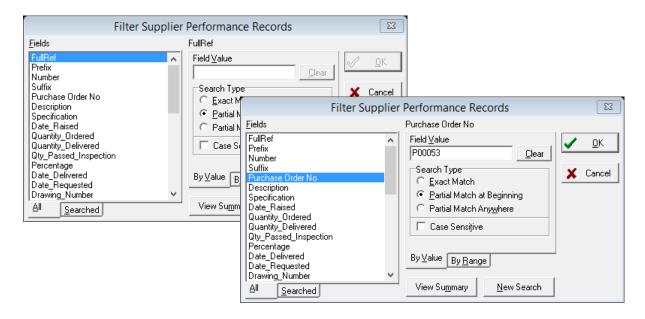
To: Aalco Newbury High Street		Document No	ne 01252 821889
Newbury Berkshire		F.A.O	02/03/2015 Joe Bloggs
Correct material has been sourced and will be deliver	<u></u>		
Prevention Check accuracy of the original order			

## Supplier Performance

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



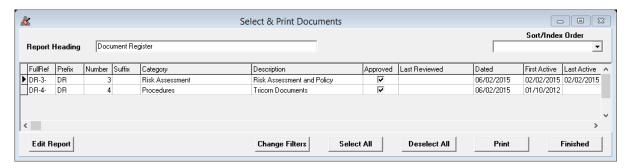
### **Change Filters**



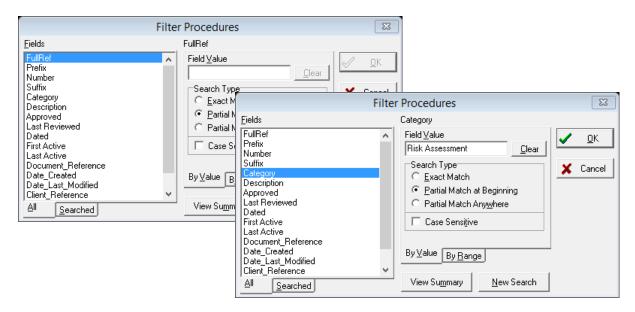


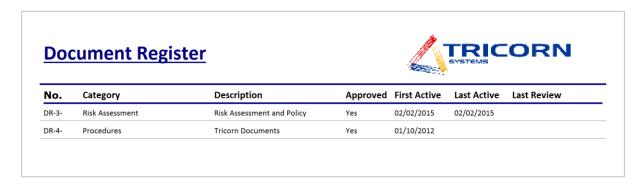
### **Document Register**

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



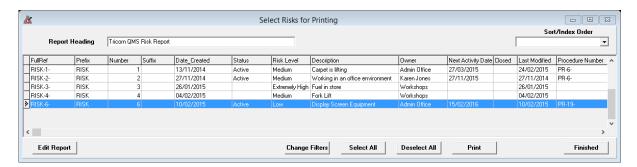
### **Change Filters**



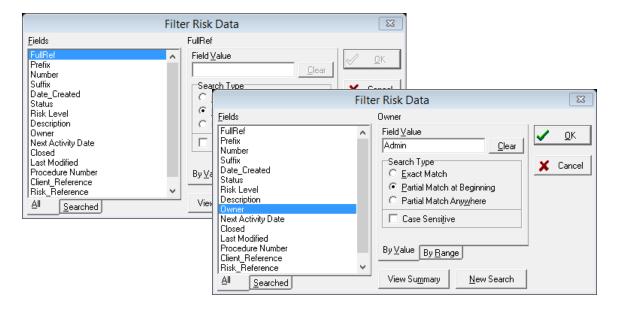


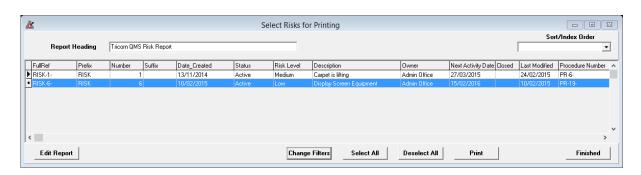
### Risk Assessment

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



### **Change Filters**





# **Tricorn QMS Risk Report**

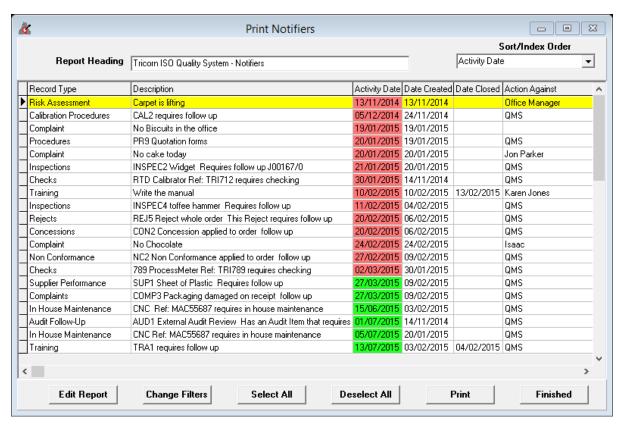
J	Karen Jones Workshops	27/11/2015	Risk Level	Medium
-		27/11/2015	Risk Level	Medium
RISK-3- Fuel in store	Workshaps			
RISK-3- Fuel in store	Workshops			
	worksnops		Risk Level	Extremely Hi
RISK-4- Fork Lift	Workshops		Risk Level	Medium
Only qualified employees to ride the fork lift, must have certifcate				

- Analyse workstations to assess and reduce risks
   Make sure controls are in place
   Provide information and training
   Provide eye and eyesight tests on request and special spectacles if needed
   Review the assessment when the user or DSE changes

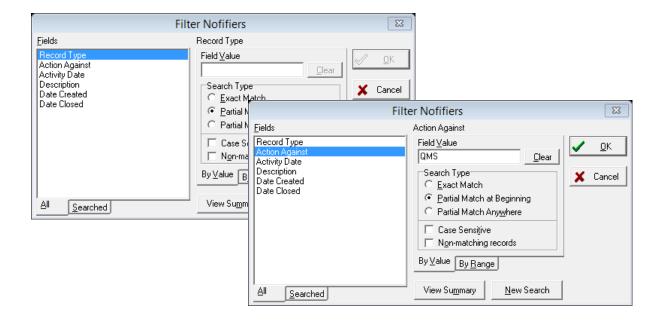
Action needed Action against Outcome Date 06/03/2015 Admin Office

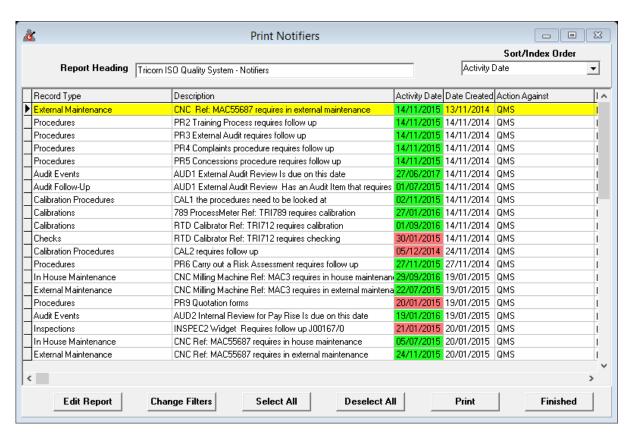
#### **Notifier**

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



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Record Type	Description	Next	Activity	Created	Closed	Notes
Risk Assessment	Carpet is lifting	Activity 13/11/2014	Against Office Manager	13/11/2014		
Non Assessment	carpet is inting	13/11/2014	Office Mariager	15/11/2014		
External Maintenance	CNC Ref: MAC55687 requires in external	14/11/2015	QMS	13/11/2014		
Procedures	PR2 Training Process requires follow up	14/11/2015	QMS	14/11/2014		
Procedures	PR3 External Audit requires follow up	14/11/2015	QMS	14/11/2014		
Procedures	PR4 Complaints procedure requires follow up	14/11/2015	QMS	14/11/2014		
Procedures	PR5 Concessions procedure requires follow up	14/11/2015	QMS	14/11/2014		
Audit Events	AUD1 External Audit Review Is due on this date	27/06/2017	QMS	14/11/2014		
Audit Follow-Up	AUD1 External Audit Review Has an Audit Item	01/07/2015	QMS	14/11/2014		
Calibration Procedures	CAL1 the procedures need to be looked at	02/11/2015	QMS	14/11/2014		
Calibrations	789 ProcessMeter Ref: TRI789 requires calibration	27/01/2016	QMS	14/11/2014		
Calibrations	RTD Calibrator Ref: TRI712 requires calibration	01/09/2016	QMS	14/11/2014		
Checks	RTD Calibrator Ref: TRI712 requires checking	30/01/2015	QMS	14/11/2014		
Calibration Procedures	CAL2 requires follow up	05/12/2014	QMS	24/11/2014		
Procedures	PR6 Carry out a Risk Assessment requires follow	27/11/2015	QMS	27/11/2014		
Risk Assessment	RISK2 Working in an office environment require:	27/11/2015	Karen Jones	27/11/2014		
In House Maintenance	CNC Milling Machine Ref: MAC3 requires in house	29/09/2016	QMS	19/01/2015		
External Maintenance	CNC Milling Machine Ref: MAC3 requires in	22/07/2015	QMS	19/01/2015		
Procedures	PR9 Quotation forms	20/01/2015	QMS	19/01/2015		