

CABISTQM

A quality system for effective management and assessment of business processes, customer concerns and improvement activities.



Overview

As organisations respond to the need to become more customer focused and quality orientated they will expect more from their quality system. It must play the lead role in ensuring the processes critical to business success are well designed, clearly specified, understood, effectively executed and continually improved. CABIS TQM contains a set of integrated modular software tools, namely Assessment, Assurance and Improvement.

Assessment

Assessment is an effective tool for the design and completion of business assessments and for tracking the impact of business improvement activities. Organisations can assess their business against appropriate criteria and identify required improvements in performance, products, process and people effectiveness and monitor the impact of previous improvement actions. CABIS can provide best practice templates to assist organisations with the design of assessments and the establishment of assessment criteria.

Assurance

Assurance is an easy to use solution for improving the effectiveness of your quality system and reducing the costs associated with its operation and maintenance. The system provides a unique approach to quality system design that enables organisations to quickly develop their documented quality system into a user friendly and process-oriented format.

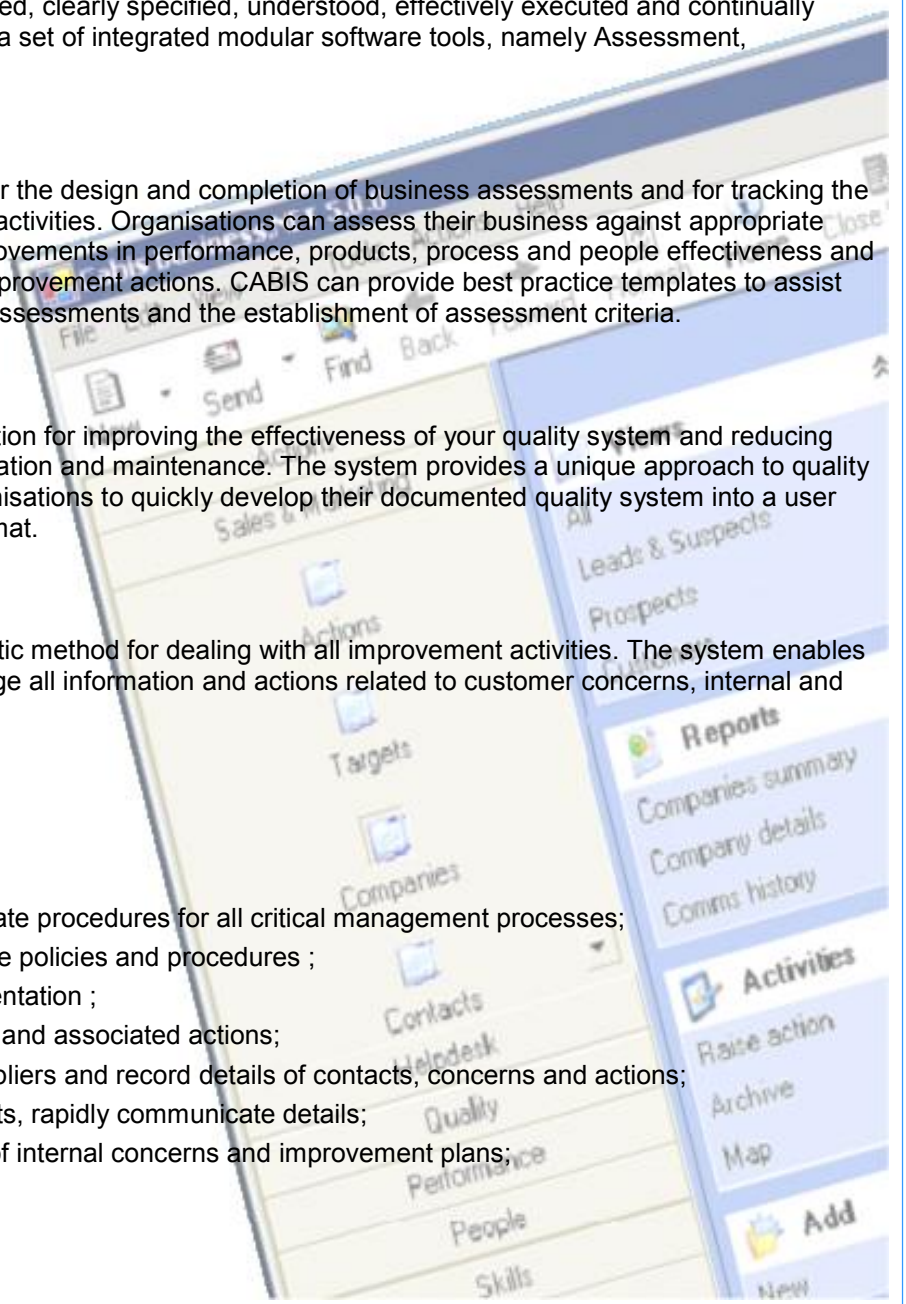
Improvement

Improvement provides a systematic method for dealing with all improvement activities. The system enables organisations to effectively manage all information and actions related to customer concerns, internal and supplier improvement activities.

Features

Users can:

- define policies and create procedures for all critical management processes;
- effectively communicate policies and procedures ;
- control system documentation ;
- manage system audits and associated actions;
- list customers and suppliers and record details of contacts, concerns and actions;
- produce concern reports, rapidly communicate details;
- list and record details of internal concerns and improvement plans;



Benefits

- The system enables organisations to easily expand their quality systems to cover all critical business processes and facilitate conformance with national, international and company specific standard such as ISO 9001.
- The system accommodates the inclusion of policies and procedures associated with other associated standards such Investors in People, and Health, Safety and Environmental Management Systems
- Automatic completion of concern and improvement reports enables faster and more accurate communication of a problem status
- Step by step analysis of concerns using the standard 8D methodology enables effective management of containment actions and countermeasures
- Assessments and surveys can be efficiently conducted, results accurately recorded and fully analysed, and reports showing results and trends rapidly produced
- All the CABIS products are supported by the CABIS Business framework and database. Companies can obtain and install additional CABIS products to support other key areas of their business in order to develop a comprehensive software system
- Record and track status of associated action plans
- Create user definable customer or employee satisfaction surveys, and record, analyse and report results
- Create user definable business or supplier assessments, and record, analyse and report results

Intranet Packs

In some cases users may only need a subset of the functionality provided by a CABIS Business product and it would be an overhead in terms of IT management and usability to install the full product. In other situations the users may be mobile or on temporary sites where it is not feasible to maintain a client installation.

CABIS Intranet Packs provide a number of benefits in these circumstances. Designed to run in a web browser or in Microsoft Outlook, Intranet Packs are a quick and easy way to give users access to the most commonly used features of the products.