



DIGITAL SOLUTIONS

SYNERGI™ LIFE

Quality Management module

Compliance with internal and external requirements is increasingly demanding. Organizations need to meet many different expectations, related to managing and controlling quality in terms of operations, products, services, clients, stakeholders and public relations.

Your organization's ability to measure and manage performance and utilize this information to improve is a critical success factor. Synergi Life's Quality Management module will help companies identify areas for improvement and manage change to secure learning and growth.

Quality management software

Standards and compliance requirements vary across industrial sectors, markets, regions and legislatures. Even methodological and philosophical approaches to quality management vary from organization to organization. Our clients often bring their own preferred approach into Synergi Life. Synergi Life is uniquely flexible and is able to handle moderate to extreme configuration and integration requirements with ease.

“Synergi Life is forcing users at various sites to handle accidents and non-conformities in a systematic way. Synergi Life also compels users to engage in more detailed analysis and follow-up. This is a definite strength of the program.”

Pieter Jan Bots, Safety Manager, Kemira

The most commonly used areas of Synergi Life's Quality Management module are:

- Follow-up of operational nonconformities, deviations, exemptions, customer complaints and customer claims
- Interfacing with customer's internet and intranet pages
- General change and improvement management
- Identification of dysfunctional guides and procedures and subsequent change processes
- Securing compliance with adopted standards and legislation
- Identification, documentation and tracking of losses and trends related to lack of quality
- Registration follow-up of supply deviations
- Evaluation of quality performance in processes
- Evaluation of supply chain efficiency, supplier reliability and vendor viability
- Evaluation and benchmarking of suppliers and partners
- Securing stable operations and business process integrity (BPI)
- Managing change programs and implementation of new standards, statutory requirements and legislation

Organizations with a well-implemented and integrated quality philosophy allow employees to report and follow up on quality issues. With limited or no training users will be able to register

reports in their own preferred language by means of a simple and intuitive Basic User interface designed for the front end.

Synergi Life issues notifications and distributes the information to those responsible for follow-up and investigation (fully configurable). A flexible extensive user interface designed for the back office supports the full evaluation, classification, risk evaluation, loss causation modelling and action management processes.

When issues are well documented and approved in accordance with the company workflow, Synergi Life provides the possibility of sharing multi-dimensional key lessons learned throughout and across the company. The combination of exposure values and targets with registered issues, events and subsequent classification values thus becomes an extremely flexible and versatile tool for monitoring normalized values and KPIs.

The Synergi Life - Quality Management module is often used in combination with the Synergi Life - Audit Management module and the Synergi Life - Risk Management module to secure a holistic approach to compliance and reliability.

Quality assurance and QMS software

The versatile and powerful built-in Synergi Life search and reporting tool allows you to perform searches across your entire database (as and if authorized), and to save and distribute favourite searches to other users or user groups. You can easily generate complete inspection reports and related improvement plans as well as periodical inspection performance reports directly from the system. Naturally, all free text fields and code tables in the database are fully searchable. Results are displayed in a number of flexible lists, views and html reports or exported to Excel with links to the home screen dashboard for further processing if necessary.