

Titan QMS

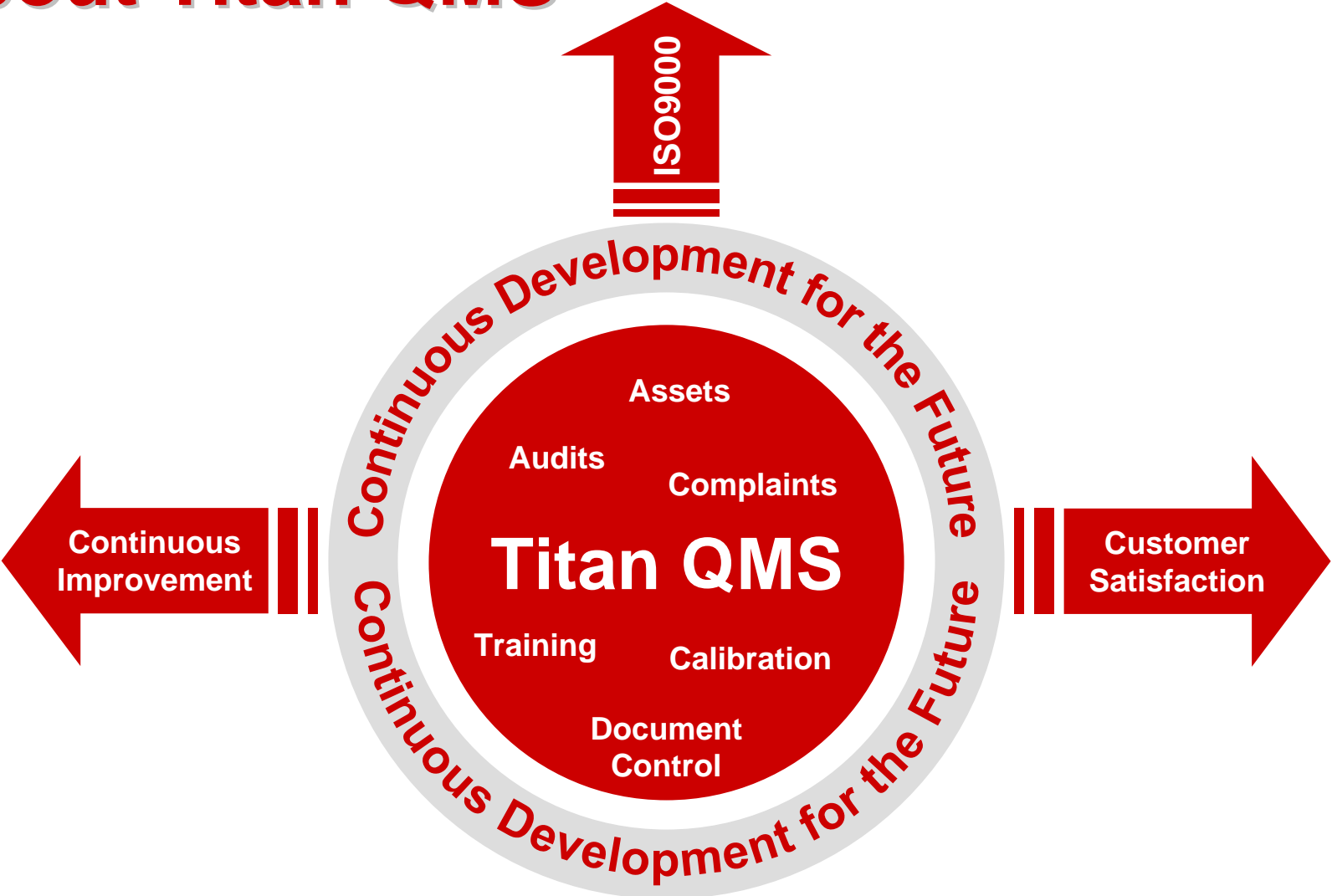
Complaint Demonstration



Smart systems for
busy businesses

Titan QMS
Quality Management Systems

About Titan QMS



Log on / Home Page

Branding

- Personalise the system with your company logo

Complaints

- Link to the list of Complaints

The screenshot shows the Titan QMS Home page. The sidebar on the left contains the following sections:

- mark1** (Logo)
- Mark 1 Demo
- guest
- Home
- Audits** (Show All, New Audit, Reports)
- Complaints** (Show All, New Complaint, Reports)
- Assets** (Show All, New Asset, Reports)
- Training** (Show All Employees, Job Descriptions, New Job Description, Training Matrix, Reports)
- Documents** (Show All Documents, Reports)
- Sign Out
- P2 v 1.01

The main content area displays:

- You have 5 open actions**
 - Action: 60 Due by: 12/09/2008. [Show Details](#)
supply customer with replacement cake
 - Action: 95 Due by: 11/12/2008. [Show Details](#)
Carry out rework for customer
 - Action: 100 Due by: 12/12/2008. [Show Details](#)
Assess inspection process
 - Action: 86 Due by: 31/12/2008. [Show Details](#)
Assess sales procedure
 - Action: 98 Due by: 31/12/2008. [Show Details](#)
Analyse why we get miss-coating
- You have 2 open complaints**
 - Complaint: 6 Due by: 05/02/2008. [Show Details](#)
Customer stated that we duplicated an order
 - Complaint: 36 Due by: 10/11/2008. [Show Details](#)
Not delivered on time

List of Actions

- Can be created within Audits, Complaints & Reviews
- Specific to the individual user within your company

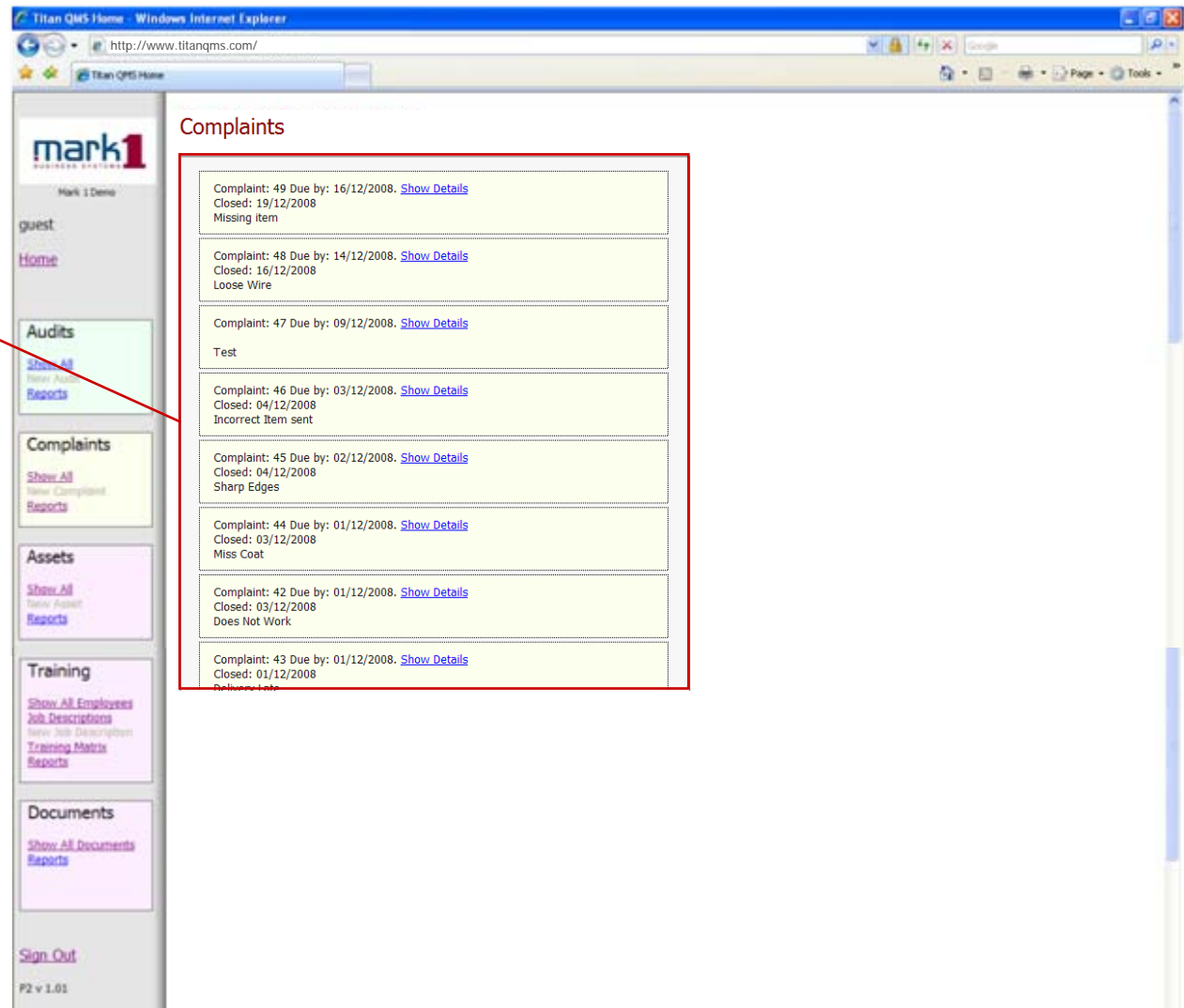
List of Complaints

- Specific to the individual user within your company

Complaints

Main Menu

- Complaints can be Internally or Externally generated



The screenshot shows the Titan QMS Home page in a Windows Internet Explorer browser. The page title is "Titan QMS Home" and the URL is "http://www.titanqms.com/". The page features a sidebar menu on the left with the "mark1 BUSINESS SYSTEMS" logo and the user "Mark J Denis". The sidebar includes sections for "Audits", "Complaints", "Assets", "Training", and "Documents", each with "Show All" and "Reports" links. The "Complaints" section is highlighted with a red box. The main content area is titled "Complaints" and displays a list of seven complaint entries, each with a "Show Details" link. The entries are:

- Complaint: 49 Due by: 16/12/2008. [Show Details](#)
Closed: 19/12/2008
Missing Item
- Complaint: 48 Due by: 14/12/2008. [Show Details](#)
Closed: 16/12/2008
Loose Wire
- Complaint: 47 Due by: 09/12/2008. [Show Details](#)
Test
- Complaint: 46 Due by: 03/12/2008. [Show Details](#)
Closed: 04/12/2008
Incorrect Item sent
- Complaint: 45 Due by: 02/12/2008. [Show Details](#)
Closed: 04/12/2008
Sharp Edges
- Complaint: 44 Due by: 01/12/2008. [Show Details](#)
Closed: 03/12/2008
Miss Coat
- Complaint: 42 Due by: 01/12/2008. [Show Details](#)
Closed: 03/12/2008
Does Not Work
- Complaint: 43 Due by: 01/12/2008. [Show Details](#)
Closed: 01/12/2008
Relieve Note

Individual Complaint

Header

- Top line Information
- Layout & Fields bespoke to your company
- Printed version available if required

Titan QMS Home - Windows Internet Explorer
http://www.titanqms.com/

mark1
BUSINESS SYSTEMS

Mark 1 Demo
guest
Home

Audits
[Show All](#)
[New Audit](#)
[Reports](#)

Complaints
[Show All](#)
[New Complaint](#)
[Reports](#)

Assets
[Show All](#)
[New Asset](#)
[Reports](#)

Training
[Show All Employees](#)
[Job Descriptions](#)
[New Job Description](#)
[Training Matrix](#)
[Reports](#)

Documents
[Show All Documents](#)
[Reports](#)

Sign Out
P2 v 1.01

Main Complaint Details

Main Investigation Closing Financial

Complaint No: 46

Reference: Sales Order Number 12345

Customer: Gama

Product: 003

Priority: ---

Initial Fault: Incorrect item sent

Replacement Reference No: 12346

Source: Customer

Type: Service

Opened: 03/12/2008

Acknowledged: 03/12/2008

Internal Originator: claire

Look at By: markn

Products that are Returned to Site

Product on Site:

Disposition: ---

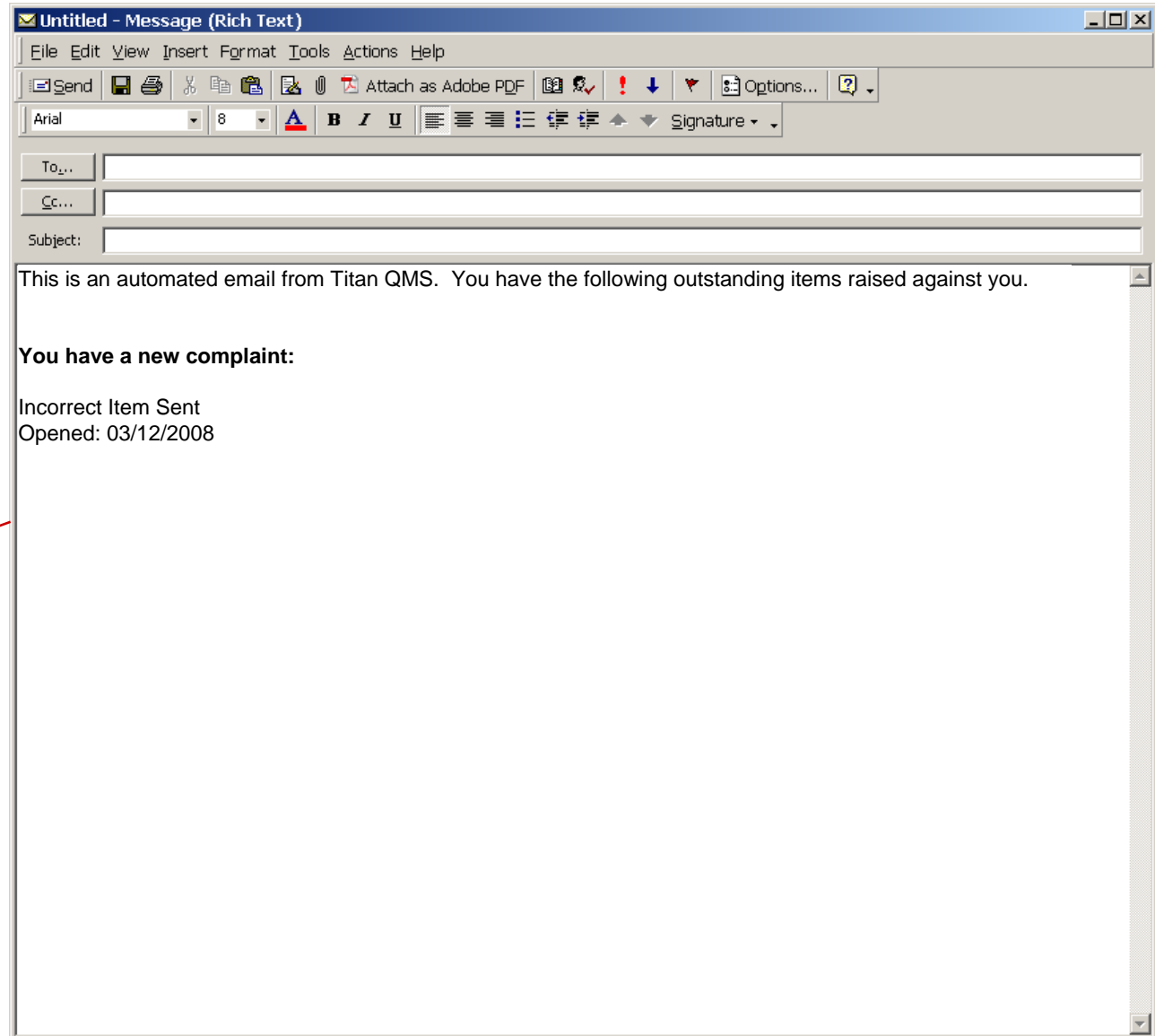
Authority: ---

Complaint Form Working Complaint Form

Automatic Notification

Automated Email

- Sent to the individual assigned to assess the Complaint
- Also appears on the individual's home page



Individual Complaint

Investigation

- Details of what actually happened (unlimited text field)
- Full Traceability (time and date stamped)
- Cut and paste emails

Root Cause Analysis

- Unlimited text field

Corrective Action Taken

- Unlimited text field

Titan QMS Home - Windows Internet Explorer
http://www.titanqms.com/

mark1
Mark 1 Demo

guest
Home

Audits
Show All
New Audit
Reports

Complaints
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New Job Description
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Documents
Show All Documents
Reports

Sign Out
P2 v 1.01

Investigation

Main Investigation Closing Financial

Complaint No: 46
Reference: Sales Order Number 12345

Investigation (What has happened):
[markn: 03/12/2008 16:29] It seems like we

Root Cause Analysis:

Corrective Action Taken:

Closing a Complaint

Closing

- Ability to identify your root cause
 - Area, Problem & Identified Fault
- All fields bespoke to your requirements

Corrective Actions

- Unlimited number of Actions can be raised against any Complaint
- Same format as in the Audits section

mark1
BUSINESS SYSTEMS

Mark 1 Demo

guest
[Home](#)

Audits
[Show All](#)
[New Audit](#)
[Reports](#)

Complaints
[Show All](#)
[New Complaint](#)
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[Show All Documents](#)
[Reports](#)

[Sign Out](#)

P2 v 1.01

Closing Complaint

Main Investigation **Closing** Financial

Complaint No: 46

Reference: Sales Order Number 12345

Root Cause Area: Area 1

Root Cause Problem: Problem 3

Identified Fault: Fault 4

Date Closed: 04/12/2008

Further Comments:

Action: 101 Due by: 04/12/2008. [Show Details](#)
Completed: 03/12/2008
Replace Product

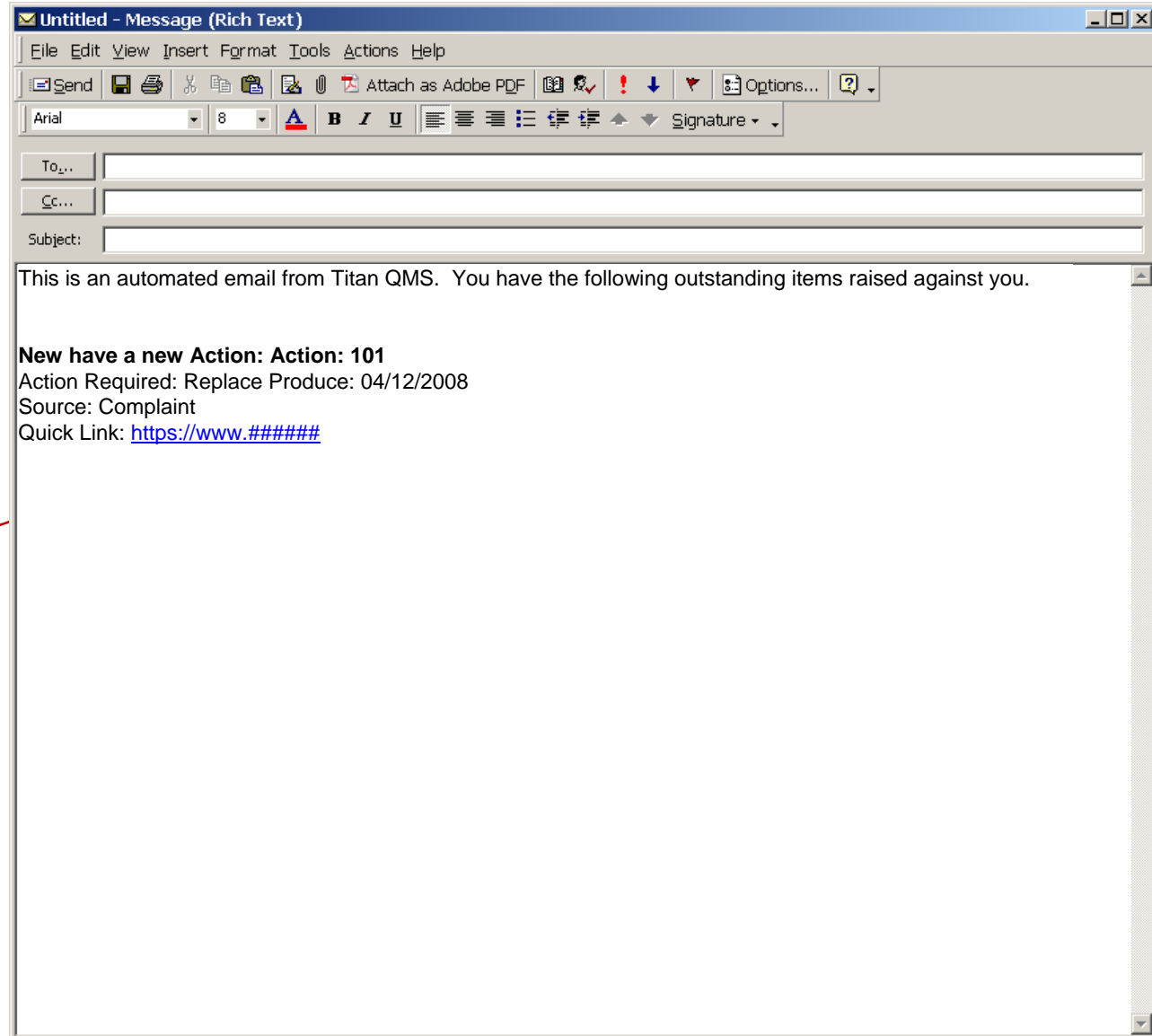
Action: 103 Due by: 25/12/2008. [Show Details](#)
Raise action

Action: 102 Due by: 31/12/2008. [Show Details](#)
Completed: 03/12/2008
Assess how this happened

Automatic Notification

Automated Email

- Sent to the individual assigned to assess the Corrective Action
- Also appears on the individual's home page



Financial Section

Financial

- Relevant fields to assess the cost of a Complaint to your company

Comments

- Comments related to the Corrective Actions
- General comments Section

Titan QMS Home - Windows Internet Explorer
http://www.titanqms.com/

mark1
BUSINESS SYSTEMS

Mark 1 Demo
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P2 v 1.01

Financial Analysis

Main Investigation Closing **Financial**

Complaint No: 46

Reference: Sales Order Number 12345

Actual Cost to Company: 250.00

Admin Charge: 25.00

Credit Value: 350.00

Credit Note Reference: 54321

Goods Returned Value: 200.00

Credit Authority: ---

Corrective Action Taken:

General Comments:

Complaint Reports

Root Cause Compact

- Allows you to:
 - Assess the biggest Costs
 - Assess the biggest Numbers
- Perfect for a Management Review

Mark 1 Demo Twelve Month Report between 02/01/2008 and 31/12/2008

Source of Complaint	Total	Total Cost	Type of Complaint	Number	Cost
Customer	33	9627.00	Audit	1	
			Product	19	8357.00
			Service	13	1270.00
Internal	8	1635.00	Product	2	35.00
			Service	5	100.00
			Unknown	1	1500.00

Complaint Reports

Complaints Closure

- Allows you to:
 - See where your complaints have been closed the quickest
 - Assess the biggest Numbers
- Perfect for a Management Review

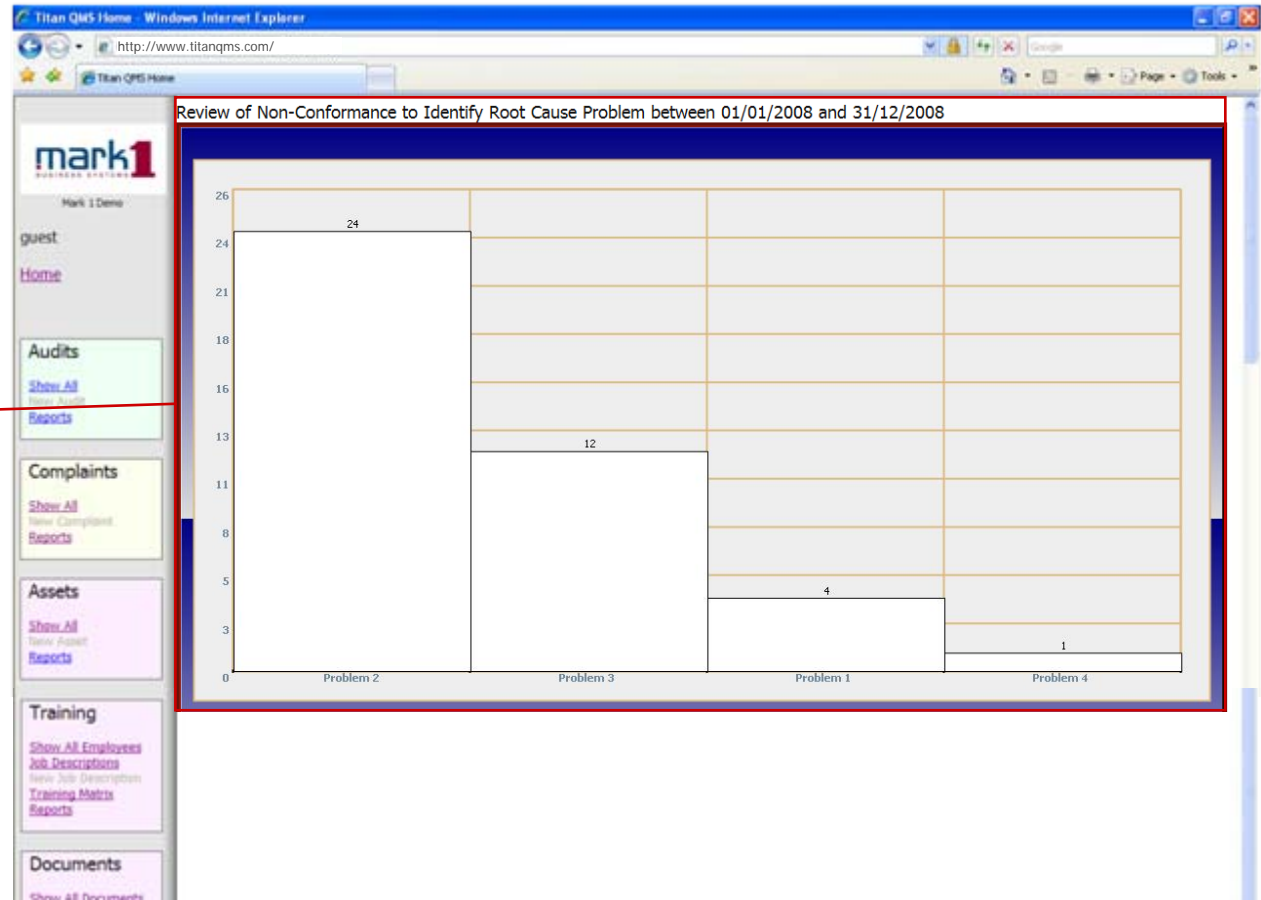
Close out all Complaints between 01/10/2008 and 31/12/2008

Type of Complaint	Average Days	Complaint	Customer	Product	Opened	Closed	Difference
Audit	3	25	Charlie	011	30/09/2008	03/10/2008	3
Product	7	26	Charlie	Two	30/09/2008	01/10/2008	1
		30	Delta	003	06/10/2008	07/10/2008	1
		31	Bravo	004	09/10/2008	03/12/2008	55
		32	Bravo	003	15/10/2008	16/10/2008	1
		33	Charlie	003	27/10/2008	27/10/2008	0
		34	Charlie	003	27/10/2008	29/10/2008	2
		40	Echo	Five	26/11/2008	27/11/2008	1
		41	Gama	Five	25/11/2008	27/11/2008	2
		44	Foxtrot	Five	01/12/2008	03/12/2008	2
		45	Foxtrot	Two	02/12/2008	04/12/2008	2
Service	2	28	Charlie	001	02/10/2008	02/10/2008	0
		35	Delta	Five	02/11/2008	06/11/2008	4
		39	Delta	007	21/11/2008	25/11/2008	4
		42	Charlie	Five	01/12/2008	03/12/2008	2
		43	Foxtrot	Five	01/12/2008	01/12/2008	0
		46	Gama	003	03/12/2008	04/12/2008	1
Unknown	1	29	Bravo	007	07/10/2008	08/10/2008	1

Complaint Reports

Root Cause Analysis

- Various graphs to help you analyse & improve your company



Many more reports supplied as part of Titan QMS

Titan QMS

Quality Management Systems

Contact Us

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www.titanqms.com

Titan QMS

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