

Non-Conformance & CAPA

Structured investigation of Non-conformances



Team Business Non-conformance & CAPA is designed to help companies in ISO and FDA regulated environments automate paper-based Non-conformance processes and integrate them with corrective and preventive actions (CAPA) processes within the organisations quality system.

The system provides for a structured investigation of Non-conformance from which corrective and preventative actions can then be generated and tracked.

By implementing the Non-conformance & CAPA application an organisation can readily identify the causes of Non-conformance's and take action to prevent these incidents and their associated costs from reoccurring.

Non-conformance & CAPA can exist as a standalone application or can be implemented as part of the full Team Business suite.

The user interface can be delivered either via an Internet browser or a Lotus Notes client.

The application can be installed onto an existing Domino server within your Lotus Domino domain or accessed via our hosted data centre where we use IBM xSeries servers to ensure maximum performance.

Example Non-conformance & CAPA

Non-conformance	Root Cause	Corrective/Preventative Action	Person Responsible	Due Date
One employee at the Wastewater Treatment Facility did not know permit requirements or operating limits	New employee induction training did not address permit requirements and operating parameters	Add permit requirements and operating parameters on new employee induction training checklist, train new employee on this information, post this information in the control room	Wastewater Treatment Facility Manager	09/08/2011

Features & Functions

- Updates to the Non-conformance record are date and time stamped for audit purposes
- Any number of corrective actions may be raised against a nonconformity
- User definable corrective action types, e.g. immediate, preventative etc
- Overdue notification emails to both the assigned by and the assigned to for Actions

Benefits

- The Non-conformance record can only be closed when all actions are closed Tracks related corrective or preventative actions
- A full audit trail or history is automatically maintained for each nonconformity
- A full audit trail or history is automatically maintained for each corrective action
- Identify trends or nonconformity patterns emerging



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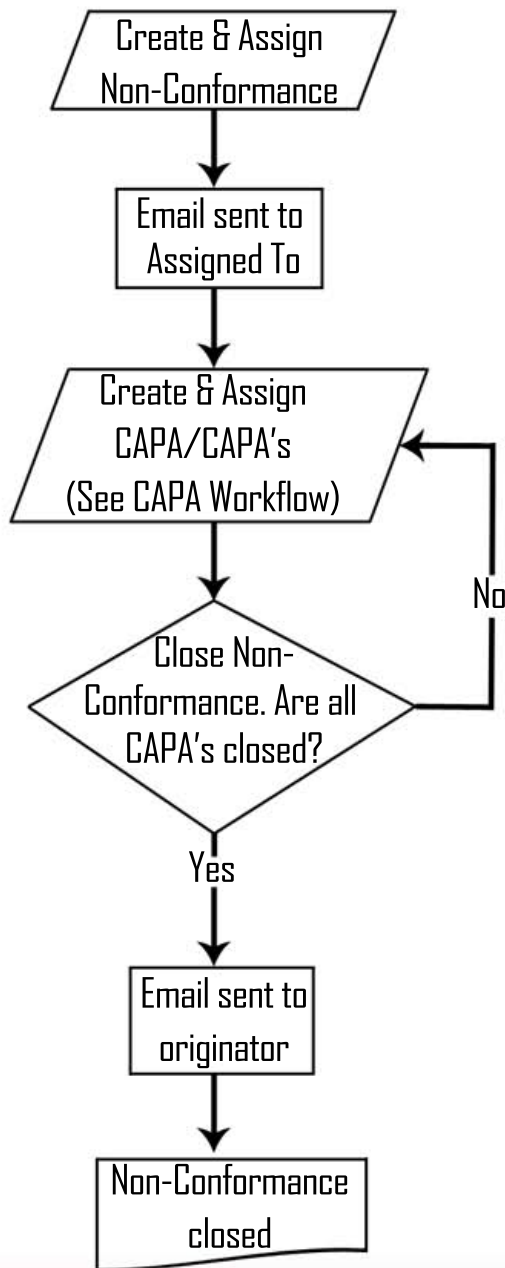
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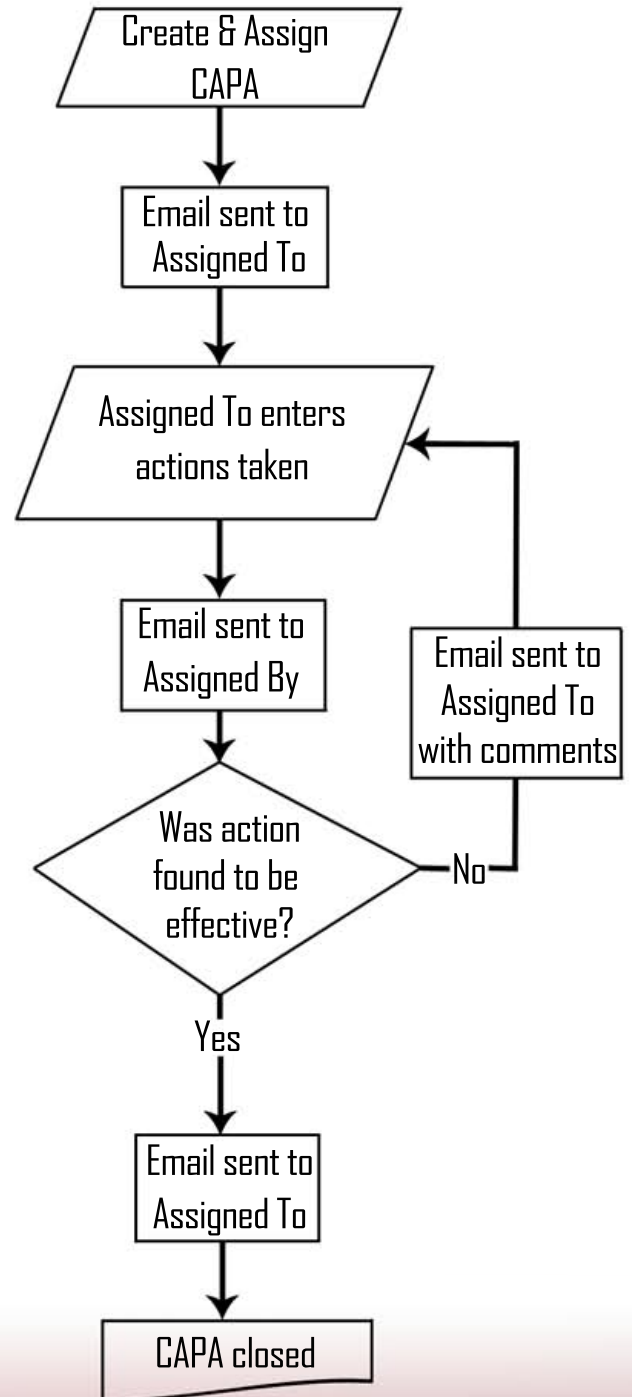
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Non-Conformance Workflow



CAPA Workflow



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