

# caWeb5

## Issue Action Management System



**Easy steps to identify any issue, designate the team members, and execute tasks/actions to resolve the issue!**

Deliver faster problem resolution and prevent recurrence – Improve collaboration between team members – Eliminate unnecessary meetings – Hold your employees accountable – Prevent Major Disasters before they occur.

All tasks in one area for easy access – Add attachment and files for any task – Take action 24/7/365 anywhere in the world – Detailed management reports on each step in the process.



**Manage tasks for resolving any Business Issue!  
Corporate Action Systems by HGI**

## FEATURES:

Web Based Multi User Applications  
Outlook Integration  
Electronic Signatures  
Automatic Email Notifications  
Anytime – Anywhere Access  
Robust Security  
Instant Reporting  
Trend & History Analysis  
Fast Specific Searching  
Collaboration at all levels  
ISO 9001:2015 Compliant  
Internal or Hosted Access

## Built In Reports

Corrective Action Problem List  
Problem Aging  
Problem Pareto  
Problem Trend  
Problem Summary  
CA Request  
Problem Detail  
Planning Chart

## Task Reports

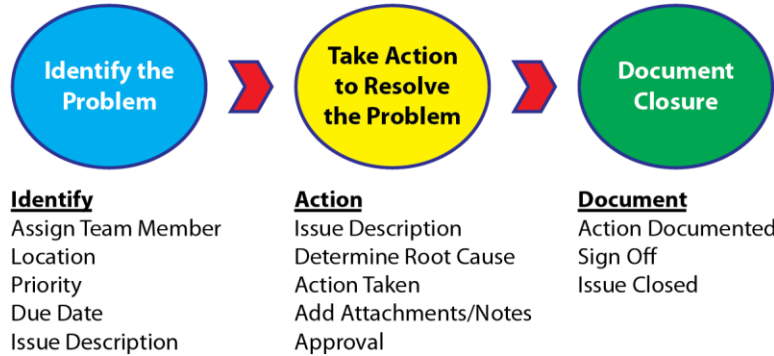
Action List  
Action Aging  
Action Pareto  
Action Trend  
Action Detail  
Planning Chart

## User Reports

User Detail  
User List

# caWeb5 Issue Action Management

**Easy automated steps to identify problem issues – Take Immediate Action to resolve the issue – Track and document issue resolution**



**FIX ISSUES SYSTEMATICALLY** - Maintain documentation of activities required to contain, isolate, and correct a noted issue or deficiency. Comply with standards, including the latest ISO 9001:2015 guidelines

**MAKE IMPROVEMENT IDEAS FEASIBLE** - Initiate and analyze any chance to change for the better. Use a systematic series of steps to capture suggestions and ideas about opportunities for improvement.

**ANALYZE THE REASONS FOR ISSUES/PROBLEMS** - Analyze the root cause and solution to any type of issue or problem. Use built-in reports and graphs to find the few problems causing the most pain.

**ADD ATTACHMENTS TO RECORDS** - Include authorization forms and any other information relevant to records in the system.

**OUTLOOK INTEGRATION** - Raises the visibility of actions assigned to users by making them tasks or appointments inside Outlook. No more missed emails or forgotten records; every record stays open as a task in Outlook until it has been closed. Originators are reminded with tasks so they can follow-up with responsible parties before records become overdue.

**DETAILED REPORTS ON EACH ISSUE** - Issue List Report – Aging List Report – Pareto Report – Trend Report – Summary Report – Detail Report - Charts

**DECREASE COSTS – INCREASE TEAM PRODUCTIVITY AND EFFICIENCY** by streamlining your processes for identifying critical activities, tracking problem resolution, enhancing communications, and making employees accountable.

**PARTICIPATE ANYTIME – ANYWHERE** - Take action 24/7/365 anywhere in the world