



## Enterprise Business Process Improvement and Quality Management System



Harrington Quality Management System (HQMS) is our flagship world-class software for enterprise business process improvement and quality management. It addresses the needs of manufacturing, aerospace, medical device, pharmaceutical, healthcare, government and other service industries.

### Process Improvement - Quality Management Business Intelligence

HQMS allows your team to quickly leverage best practices to improve operational performance that will cut errors and improve product quality, streamline business processes to save time, money and resources, become a more consistent competitor in the marketplace, win more high value customers with better customer service, ensure compliance to ISO 9001 and other international standards, and more!



**Taking on the challenges of business today!**



# Integrated Business Process and Quality Management Systems

## Corporate Benefits of HQMS

Actions to identify, analyze, and improve business processes within the organization

Improve product quality

Reduce Manufacturing costs

Understanding the root cause of process difficulties

Increase top line revenue and bottom line profits for the organization

## Benefits of Supplier Collaboration

Improve supplier product quality

Track and manage Supplier Issues

Transmit CARS quickly and easily

Capture all supplier responses

**Corrective/Preventive Action** - Utilize the 8D or 7D processes to: designate team members, define and contain problems, determine/verify root causes, implement both interim and permanent Corrective Actions, and validate the effectiveness of your Corrective Actions.

**Non Conformance** - Allows you to manage all non-conformances in one centralized database, track customer complaints, internal audit findings, warranty returns, progress and disposition of non-conformances, and supplier issues so nothing falls through the cracks.

**Root Cause Analysis** - A systematic set of steps to analyze the root cause and solution to any type of problem. Utilizes the Six Sigma Life Cycle to guide users through the problem solving process successfully. Define – Measure – Analyze – Improve - Control.

**Audit Management** - Promotes ISO compliance, schedules audits and documents results, provides auditors with a tool for designing audit checklists, reports and templates that support your audit activity before, during, and after the audit and a systematic approach for managing audit findings to ensure compliance.

**Supplier Management** - Allows you to manage supplier issues and suggestions, rapidly expedite resolution strategies and take fast action to resolve issues that have the highest impact on schedule and cost performance.

**Audit Management** - Assists in managing safety audits, meetings and OSHA reporting. Record, track and report safety related incidents, lost time and near misses to ensure proper documentation and trends are easily identified and mitigated,

**Document Control** - Manages your documents online any time from anywhere in the world 24/7, provides management of all controlled and uncontrolled documents, produces reports and graphs through powerful query features and links and references documents to any file.

**Risk Assessment and Abatement** - Identify risks, assess the probability of reoccurrences, measure financial implications of each risk, determine mitigation alternatives and choices, and assign specific individuals to ensure mitigation

**Training Records Management:** Ensures employee job quality and compliance by managing personnel skill sets and certifications while streamlining course management activities. Users can track and maintain qualifications for all employees. HQMS will simplify training processes and alert management and employees when required trainings are coming due.

**Calibration Management** - Automates the checks and balances processes for equipment calibration and management. It provides the reports to track calibration activities throughout the life expectancy of a tool or machine.

**Compliance** - Track critical dates and activities tied to maintaining compliance to regulatory standards, permits and other legal requirements through one centralized database. Automated task emails prompt appropriate employees with action items and track completion.

**Task Management** - Track and manage team member responses to tasks throughout the organization and **Management Action** to inform management of critical issues and actions.