

# HARRINGTON QUALITY MANAGEMENT SOFTWARE

HQMS



**ComPort**  
Communications Portal

The impact of communications on team performance cannot be overstated and is in fact probably the single most critical element of any success-strategy. Without team-wide communications your ability to fully understand and assess issues is limited.

**ComPort** is as a two-way interface that allows individuals outside your organization to input data directly into HQMS and follow multiple issues like **without logging** in or compromising the security of your system.

**ComPort** is a communications portal that allows customers, clients, suppliers and business partners to **interact directly** to track issues and the actions taken to resolve those issues.



## ComPort Improves Productivity within your organization

- ✓ Data Entry Participation is Highly Accessible
- ✓ No Learning Curve for External Users
- ✓ Opens Communications Centralize
- ✓ Allows Stakeholders to Participate
- ✓ Simple Customized
- ✓ Knowledge Base



## ComPort Can Be Used to Address Multiple Issues

- ✓ Quality Based Corrective Actions
- ✓ Customer/Supplier Comments Tracking
- ✓ Process Issue and Problem Initiator
- ✓ Supplier Issue Tracking

**Initiate Records  
Externally or in HQMS**

**Update Records  
Externally**

**Review Records  
Externally**

**The issue record** is created in HQMS where you may assign users to it, modify it, or add any relevant information. When changes are made it to the record is available to the outside originator for them to review. This allows everyone to have the most up to date information on the issue. There are no user registrations to contend because the **ComPort** provides access for your entire team without requiring to be a licensed HQMS program user.

\* Processes may be modified to meet unique customer needs.



## Example ComPort Modules modified to meet unique customer needs

- ✓ 7D Initiate
- ✓ Management Action Initiate
- ✓ Preventive Action Initiate
- ✓ Customer Action Initiate
- ✓ Supplier Issue Initiate
- ✓ 8D Initiate
- ✓ Audit Initiate
- ✓ MNC Initiate
- ✓ Project Initiate
- ✓ OFI Initiate
- ✓ Corrective Action Initiate
- ✓ Supplier Action Initiate
- ✓ Root Cause Analysis Initiate
- ✓ Customer Issue Initiate

**Customer Action Initiate Page** powered by HQMS

**Initiate Customer Action**

Customer Contact	Tammy Guterman	Subject	Dimension C too small
Customer Phone	555-1234	Customer Email	Tammy.Guterman@hgint.co
Category	Size Incorrect	Priority	Normal

Information

Dimension C on the drawing for part 137 is too small. Measured: 49 mm. Should be: 50 mm.

**ComPort Initiate** This example uses the customer Action Module, but **ComPort** supports other modules. You can link to this page from your company's website or intranet page.

**Submission Page** this page displays when the submitter completes the CAPTCHA. They can upload files and save the link to review updates to their record.

**Customer Action Initiate Page** powered by HQMS

**Submission Successful**

Issue submission was successful. You can now attach files to this record by using the "File Upload" section below.

To review this issue in the future use the following hyperlink...  
[http://comport.demo.hqms.hqint.com/Demo24/HQMS\\_Comport\\_CustomerAction\\_Review.aspx?i=2rC4FDu5o%2676GH4bW0eNYVd5A4E5eW19bZ217Uhm5u6mGzocR3h7Y0Nlyu](http://comport.demo.hqms.hqint.com/Demo24/HQMS_Comport_CustomerAction_Review.aspx?i=2rC4FDu5o%2676GH4bW0eNYVd5A4E5eW19bZ217Uhm5u6mGzocR3h7Y0Nlyu)

**File Upload**

Click "Select File" to upload your file.

**Last uploaded file info:**  
Uploaded size: 111699

**Uploaded file list:**  
lower\_plate\_Rev-A.PDF 111699 bytes, 'application/pdf'

**Update Supplier Issue** powered by HQMS

**General**

Issue Number	000053	Subject	Incorrect color on display panels
Originator	Buchanan, Carl	Responsible	Minnaar, Greg
Date Originated	01/26/2023	Date Due	02/02/2023
Priority	HIGH	Date Closed	
Supplier	Blue Chip Semiconductors	Supplier Contact	Jerry Smith
Supplier Phone	407-123-7890	Supplier Email	info@bcs.com
Source	On Time Delivery	Location Originated	Orlando

Issue Description

Incorrect color on display panels

Send to Blue Chip Semiconductors for evaluation

Issue Summary

Outside users can update the record with their information here and the drop-down fields below.

Root Cause

Supplier Issue

Action Taken

Update Procedure

Notes

Outside users can update the record with their information here and add and view attachments below.

**Uploaded File**

File Name	Date Uploaded	Encoded Type	Upload New File
PanelPic.png	Jan 26, 2023	Image/png	

**Send E-Mail**

To:

Options

Send To: ☐ Send To: ☐ Send To: ☐

Include: ☐ Include: ☐ Include: ☐

Attachments:

Undo Flut(s) Add External Link Associated Record Add Existing Attachments

Remove Attachment(s)

Description	Type	System
PanelPic.png	Upload	System

**Resolve issue of incorrect color on display panels**

Minnaar, Greg <hgms@hgint.com>

To: SupplierEmail@hgint.com

Hi Jerry,

Please look into this issue we discovered from a recent shipment. Use the link below to provide us with your solution. Refer to the attached picture for an example.

Thanks,

Greg Minnaar

**File Attachments**

1) PanelPic.png

**External Links**

To review / update this record through Comport the HQMS internal access portal please click the following hyperlink:  
[http://comport.demo.hqms.hqint.com/Demo24/HQMS\\_Comport\\_SupplierIssue\\_Update.aspx?i=5G8PRU499u81267573hu4fK3v9f526U4079dnt0577arpxaFg8Z037aQ](http://comport.demo.hqms.hqint.com/Demo24/HQMS_Comport_SupplierIssue_Update.aspx?i=5G8PRU499u81267573hu4fK3v9f526U4079dnt0577arpxaFg8Z037aQ)

**External Update** An internal HQMS user sends an email from within HQMS to an external contact. HQMS inserts a link in the email that leads to the "update" page.



REQUEST A DEMO

(3191-FEB-23)



sales@hgint.com



www.hgint.com



1-800-ISO-9000