HARRINGTON QUALITY MANAGEMENT SOFTWARE





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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.

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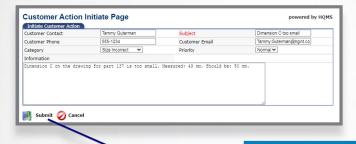






Example ComPort Modules modified to meet unique customer needs

- ✓ 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



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.







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.



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