

## SOLUTION OVERVIEW

### Cincom Compliance Advanced Technology

Built on industry-leading Microsoft .NET and XML Technology

Portal page provides users with a single entry page with personalized reports, tasks and documents

Fully web-based with no client-side code to ensure fast deployment, global access, easy server-level validation and a low cost of ownership

Highly scalable solution capable of meeting your enterprise's expanding needs

Multi-organizational, role-based security ensures that only authorized users have access to your corporate data

Provides multi-language capabilities, universal date/time and other culture-sensitive options for global operations

Leverages Web Services to integrate with cornerstone applications such as PDM, ERP, MES and HR to ensure bidirectional data integrity

Highly configurable to meet a wide variety of business needs

Extensible to allow customization to the user interface, build-in new functionality, extend the database and integrate with other business systems

# Cincom Non-Conformance/Corrective Action (NC/CA) Management

Powered by SmartSolve®

Global deviation and nonconformance management



## Cincom NC/CA Management Benefits

Cincom NC/CA is a closed-loop, non-conformance/corrective action management system that allows users in any department to initiate a non-conformance and corrective action to address and resolve an issue. By facilitating an effective process, Cincom NC/CA helps to resolve issues quickly and prevent recurrence – ensuring your organization's future well-being and compliance with industry and regulatory requirements.

## Cincom Compliance Technology Modules

- Cincom Audit Management
- Cincom Document Lifecycle Management
- Cincom Training Management
- Cincom NC/CA Management

## Shorten Time-to-Resolution

Cincom NC/CA helps you identify the occurrence of non-conformances, customer complaints, incidents, discrepancies, out-of-specifications or any other quality issue. With e-mail notification and best-practice workflows, the system enables you to collaborate with responsible parties on tasks and investigations to quickly resolve issues. Milestone dates, with escalation triggers, ensure that non-conformance and corrective actions are closed out on time. You can also communicate rapidly and clearly with suppliers about dispositions affecting them. A wide range of search options help you swiftly locate non-conformance/corrective-action records and related information.

## Ensure Non-Conformance and Corrective Action (NC/CA) Effectiveness

The Cincom NC/CA investigation process lets you map non-conformance actions to their root causes to eliminate problems at their source and prevent recurrence. Review verifications can be set up to ensure that a non-conformance or corrective action truly has been effective. Failure mode monitoring capabilities enable you to establish thresholds that will identify when an adverse trend is developing so you can determine if a corrective action has failed to eliminate a recurring problem, enabling you to monitor and control emerging risks.

## Integration With Core Systems

By integrating with other core business systems, Cincom NC/CA eliminates islands of information to ensure that changes are implemented quickly and consistently across your business. For manufacturing organizations, integration with leading MES & ERP systems helps to provide a complete "as-built" and "as-maintained" product tracking solution. Integration with Cincom Document Lifecycle Management ensures that changes affecting SOPs are automatically implemented. Integration with Cincom Training Management allows you to automatically update employee training processes and schedule new training when needed.

## Regulatory Requirements and Validation

With role-based document securities, powerful password authentication, a complete audit trail and easy, automated validation processes, Cincom NC/CA Management meets internal and industry standards and regulatory requirements including FAA, DoD, ISO 9000, Sarbanes-Oxley sections 404 and 302, EU directives, and others.



## Continuous Improvement

With pre-packaged, configurable reporting capabilities, Cincom NC/CA provides you with real-time visibility so you can identify regulatory threats and areas of improvement, and make timely, informed decisions. Cincom Compliance Management helps you ensure that things are done right the first time – driving continuous improvement throughout your business.

## The Cincom Integrated Compliance Platform

Cincom NC/CA Management is a fully integrated part of the Cincom Enterprise Compliance and Quality Management Integrated platform. Cincom Compliance and Cincom Quality Management provide an enterprise-wide solution for managing non-conformance and corrective actions, complaint handling, internal and external assessments, document control, SOP enforcement, employee certification and training, equipment/calibration and supplier quality management. This powerful solution enables you to manage quality and compliance across your entire business, helping you meet regulatory requirements, increase efficiency and reduce costs.

# Capabilities and Benefits

## Global Deviation, Non-Conformance/Corrective Action Management

---

<b>Inherit policies</b>	Enforce standards by enabling sites to inherit corporate policies and workflows
<b>Web-based Forms</b>	Enable users in any department to capture failure/discrepancy data and initiate a corrective action
<b>Investigations and Implementations</b>	Identify the root cause of an issue to eliminate problems at their source and prevent recurrence
<b>Review Verifications</b>	Initiate and schedule reviews to ensure that issues have been addressed successfully

## Shorten Time-to-Resolution

---

<b>Workflow Management</b>	Route problems to the appropriate person or department to ensure rapid investigation
<b>Electronic Material Review Board (MRB)</b>	Electronically convene MRBs to assess the impact of a problem and record MRB discussions
<b>Milestones</b>	Schedule and manage milestone dates to ensure that investigations are closed out on time
<b>Escalation</b>	Eliminate bottlenecks by automatically elevating incomplete tasks and reviews
<b>Things-to-Do List</b>	Keep your entire organization up-to-date on tasks and work items needing attention
<b>Automated Alerting</b>	Notify affected parties via e-mail to ensure prompt attention to tasks and non-conformance/corrective action issues
<b>Search and Full Text Search on Attachments</b>	A variety of search capabilities help you to rapidly locate NC/CA records and related information

## Ensure NC/CA Effectiveness

---

<b>Root Cause Analysis</b>	Identify the true cause of a problem and determine the impact of NC/CAs to prevent future occurrences
<b>Follow-up Audits</b>	Integrate with Cincom Audit Management to schedule follow-up to ensure that an NC/CA was successful
<b>Failure Mode Monitoring</b>	Identify adverse trends so an NC/CA can be initiated before serious deviations occur

## Continuous Improvement

---

<b>Real-time Reporting</b>	Configurable reports provide instant visibility into issues to enable informed decision-making
<b>Personal Queries</b>	Users can create personalized queries to immediately analyze emerging problems

## Change Management

---

<b>Change Notification</b>	Rapidly find the information you need with flexible search capabilities
<b>Integration With Core Systems</b>	Automatically enforce changes across all affected systems to ensure consistency
<b>Cincom Document Management Integration</b>	Ensure that changes affecting SOPs are automatically implemented
<b>Cincom Training Management Integration</b>	Automatically schedule training to educate your workforce about changes and new processes

## Cincom Manufacturing Business Solutions

Cincom helps manufacturers accelerate operational excellence by developing and delivering enterprise software applications that simplify business processes and dramatically reduce costs. Cincom applications streamline quote-to-order processes; integrate product and process development; provide comprehensive enterprise management and deliver enterprise compliance, quality management and fact-based performance management. Cincom is a leader in the manufacturing software industry with over three decades of experience, providing deep domain expertise for rapid and continuous return on investment. Cincom has helped leading companies like American Power Conversion, GKN Aerospace, Trane, Siemens, Air Products, Rolls Royce, Oshkosh Truck, Alliant Energy and many others. For more information about Cincom's products and services, contact Cincom at 1-800-2CINCOM.

The materials contained herein are summary in nature, subject to change and intended for general information only. Cincom Compliance and Cincom Quality platforms are powered by Pilgrim SmartSolve and Pilgrim Q&MIS. Pilgrim Software, SmartSolve and Q&MIS are registered trademarks of Pilgrim Software, Inc. Cincom, the Quadrant Logo, and Simplification Through Innovation are trademarks or registered trademarks of Cincom Systems, Inc. All other trademarks belong to their respective companies.

© 2006 Cincom Systems, Inc.

FORM CM060606-5 8/06

Printed in U.S.A.

All Rights Reserved

**World Headquarters • Cincinnati, OH USA • US 1-800-2CINCOM**

**Fax 1-513-612-2000 • International 1-513-612-2769**

**E-mail [info@cincom.com](mailto:info@cincom.com) • <http://www.cincom.com>**

