Quality Management Solution

These OESuite® Modules Work Together To Form The Quality Management Solution

- Audit Management + Mobile
- Corrective & Preventive Action Item Mgmt + Mobile
- Document Management + Mobile
- Production Loss Analysis
- Management of Change + Mobile
- Learning Management System + Mobile
- Process Risk
- Task & Compliance Management + Mobile
- Inspection Mgmt + Mobile
- Work Management + Mobile
- Safety Data Sheet + Mobile
- Incident Management + Mobile

As consumer profiles change due to hybrid workforces largely working from home, socially responsible investors, and global supply chain crunches, quality management and Quality Management Systems (QMS) are becoming a higher priority for heavy process industries. Companies are looking for end-to-end QMS software solutions with interoperable modules, overarching workflows with orchestrated processes, and robust Application Programming Interfaces (APIs) to other key systems (e.g., ERP, LIMS, PLM, MES, etc.). Quality management varies by industry, product lines, regulatory environments, and geographies.

Quality Management Solution

The Operational Sustainability® (OS) **OESuite® Quality Management Solution** provides a pathway to avoid quality issues early in the product design and manufacturing process to help ensure minimal product non-conformances. From non-conformance reporting to customer complaints and remote auditing, the **Quality Management Solution** helps companies adhere to suggested practices (e.g., ISO 9001, ISO 31000) and related practices (e.g., ISO 14001, ISO 18001), while addressing regulatory requirements. OS enables clients to deal with

Integrated Management Systems

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Quality Management Solution

change through several core modules and features. Users can:

- Schedule audits and evaluate supplier quality, qualifications, credentials, and documentation with the **Audit Management + Mobile Module**
- Investigate incidents, such as off-spec product, and manage complaints and claims with the **Incident Management + Mobile Module**
- Establish non-conformance systems based on ISO 9001:2000 and ISO 14001:2004
- Create, track, manage, and close out action items on any mobile-enabled device with the **Corrective & Preventive Action Item Management + Mobile Module**
- Centralize documentation in a single, secure location and link important records to specific document versions with the **Document Management + Mobile Module**
- Manage chemical approvals, personnel, facility, and technology change across their organization with the **Management of Change + Mobile Module**
- Manage tasks and compliance activities on a one-time, recurring, or rolling recurring basis by the responsible person or team with the **Task & Compliance Management + Mobile Module**
- Assess risk, manage recommendations, and conduct robust risk assessments (i.e., HAZOP, FMECA) with the **Process Risk Module**
- Compare planned production to actual production and uncover root causes of loss with the **Production Loss Analysis Module**
- Author and manage incoming and outgoing safety data sheets with the **Safety Data Sheet + Mobile Module**
- Upload, create, and complete computer-based training via SCORM, AICC, and Tin Can (xAPI) and automatically launch training tasks with the **Learning Management System + Mobile Module**
- Manage planned and unplanned maintenance activities with the **Work Management + Mobile Module** and leverage our integration connectors to leading systems including IBM® Maximo, and SAP® PM
- Automate equipment calibration and allocate inspection and NDE resources as process or equipment conditions change with the **Inspection Management + Mobile Module**

Between 70-90% of failures are attributable to human or organizational failure. To reduce failures, organizations must focus on improving training and procedural adherence to improve production.

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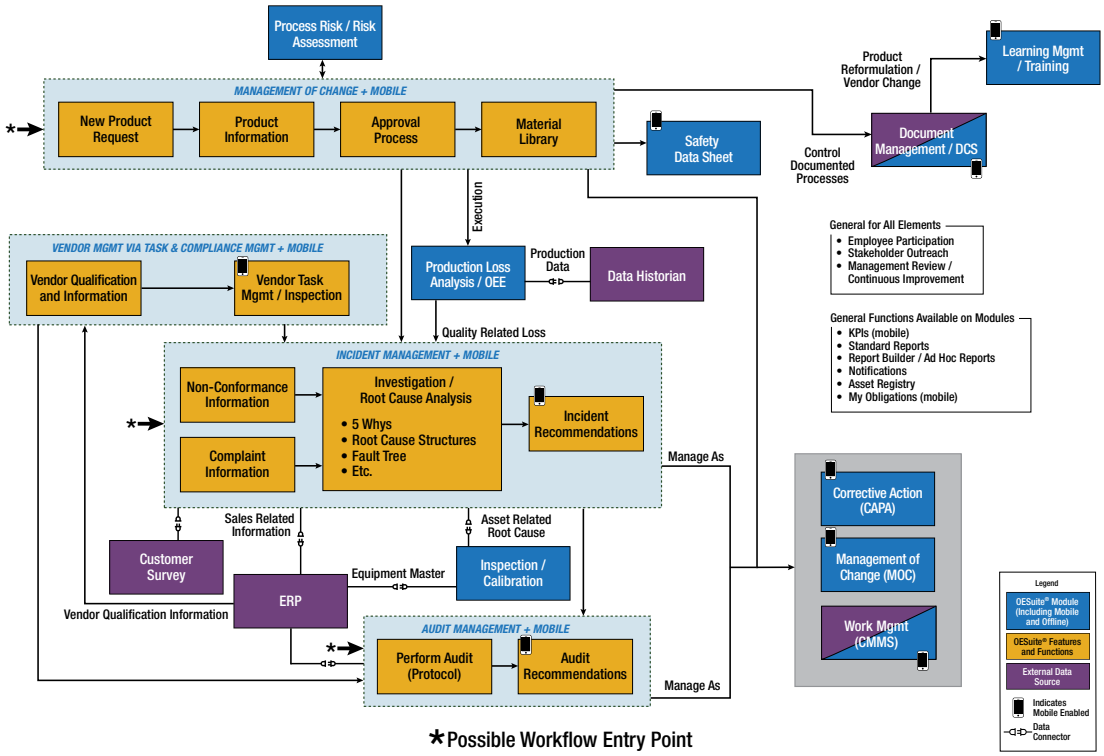
Quality Management Solution

MOBILE AND QUALITY

Most Common Application Deployments for Mobile

- Audits Management
- Accidents and Safety Reporting
- Document Control
- Assets, Calibration and Maintenance
- Non-conformance Reporting

The **OESuite® Quality Management Solution** manages all these key aspects, enabling a highly functional QMS that maximizes operational agility. As companies continue embracing digitization from an Industry 4.0 perspective, mobility will take on an elevated role in providing real-time information to plant personnel in the field. OESuite® delivers a best-in-class, mobile-friendly **Quality Management Solution** while building a resilient, empowered workforce – regardless of where the work is occurring.



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Quality Management Solution

With OESuite®, users can execute complex manufacturing procedures and work instructions, conduct calibration, facilitate inspections and audits, trigger work notifications, manage change, track tasks, and enter incidents, and non-conformances from any device, anywhere, across teams and shifts. Users can also communicate work instructions, SOPs, and training materials, standardize documentation practices to increase work efficiencies, and present information directly to operators, improving cycle time and enabling faster decision making.

55% of manufacturers believe that better training will decrease quality cost.

Source: The Future of Quality Management in Industry 4.0.

Within the **OESuite® Quality Management Solution**, teams can collaborate in real-time to execute complex procedures, stay current on training, log deviations and non-conformances, and approve or share quality content, regardless of their actual physical location. Users can also:

- Collaborate in real-time to execute complex procedures
- Log near-misses, incidents, and customer complaints
- Assess risks (i.e., FMEAs) and create a risk registery
- Ensure corrective actions and product deviations are addressed
- Conduct supplier audits
- Address change management through robust MOC
- Enforce standards, control revisions, and empower field personnel with procedures and work instructions
- Create an embedded chemical approval process that allows site-level oversight of chemicals bought, used, stored and shipped along with the engineering, administrative, and safety controls required to manage the process
- Aggregate reporting information and publish it effortlessly to dashboards
- Track chemical approvals, report key regulatory information, and author and manage safety data sheets
- Track and score supplier performance
- Track critical KPIs and gain valuable insights into product quality

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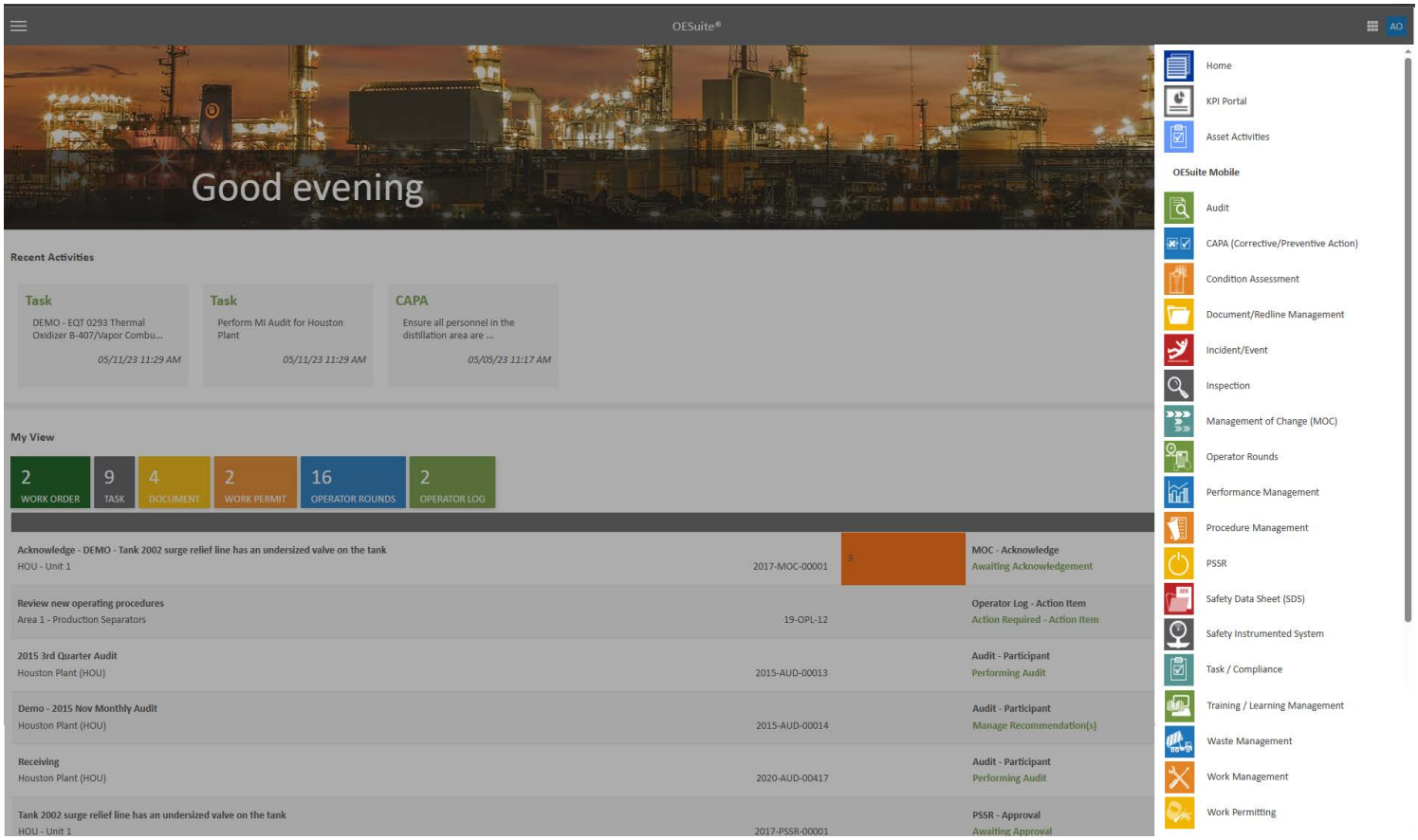

Figure 2 – OESuite® Mobile Applications, My View

The **OESuite® Quality Management Solution** helps companies minimize product non-conformances and maximize production, while ensuring you have a competent workforce leading to better quality control. By leveraging our comprehensive solution with other OESuite® frameworks like EHS Compliance and Workforce, users can achieve a complete 360-degree view of their quality program.

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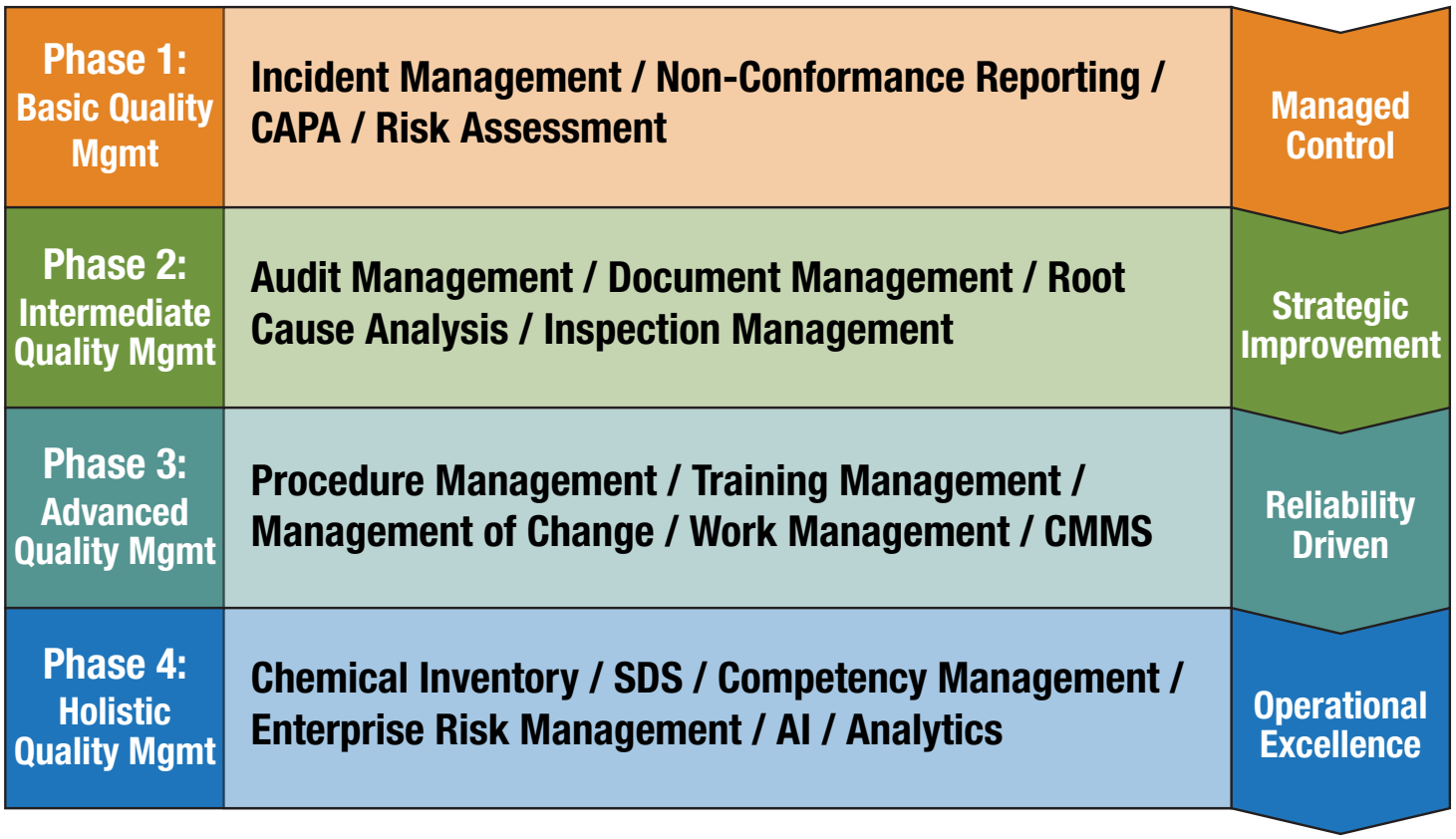

Figure 3 – Quality Management Maturity Roadmap

Manage, maintain, and improve quality across your organization with the **OESuite® Quality Management Solution.**

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Quality Management Solution

These are the core functions in all OESuite® Modules:

- Ad Hoc Reporting
- Archiving
- Asset Registry / Navigation
- Audit Trail
- Calculation Engine
- Coordination Compliance
- Configurable Notifications
- Damage Mechanisms
- Data Export / Import
- Document Links / Attachments
- Form Builder
- Integration / Connectors
- Multi-Lingual / International Formatting
- KPI Manager
- Material Library
- Mobility
- Module and Hierarchy Specific Security
- My Obligations / Calendar
- My Subscriptions
- Obligation Reassignment
- OE View
- Planning / Scheduling
- Portal
- RACI Chart
- Redlining
- Report Builder
- Risk Ranking
- Risk Registry
- Robust Search
- Single Sign On (SSO)
- Standard Reporting
- Tags
- Verification
- Visual Operations
- Workflow (Initiate, Approval, Execution, etc.)

For more information email us at info@DrivingOE.com or call (713) 355-2900.

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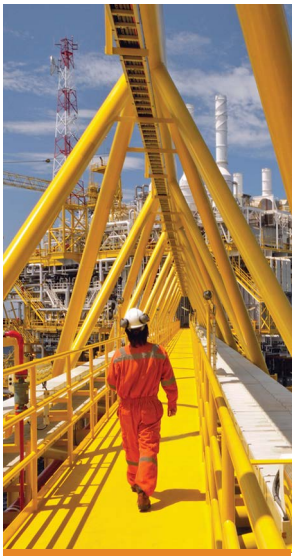
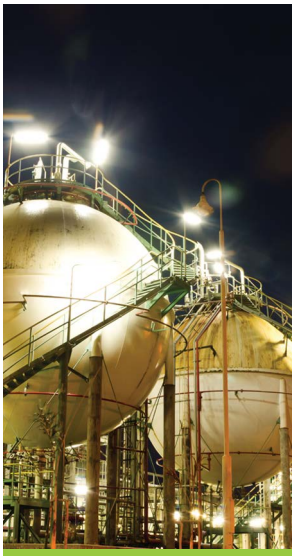
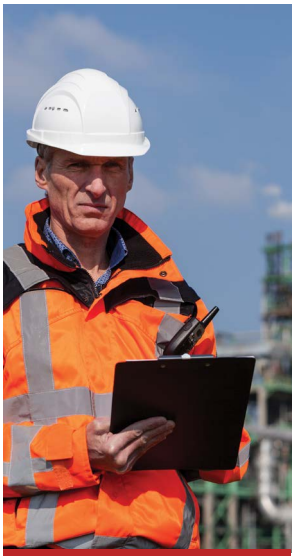
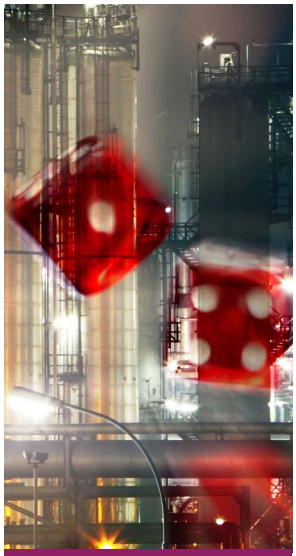

Workforce


Assets

Operations


Compliance


Risk

Operational Sustainability® makes operational excellence simple.

Succeeding in today's complex, highly-regulated industries depends on how well your company manages **operational risk** and enables **operational discipline**. Our world-class advisory services and our industry-leading cloud-based, highly configurable software work together to enable your company to achieve **operational excellence**. To implement OE 4.0 and sustain **operational integrity**, companies must balance production goals with reliability, safety, and human and environmental factors. We identify and help you solve any issues to move to a real-time, mobilized risk-aware culture. With an average of more than 30 years of industry experience each, our advisors can design a solution tailored to your company's culture and needs.

Learn how Operational Sustainability can advise your workforce through our consulting services and support your journey to operational excellence through our OESuite® software platform. See our full slate of free webinars, white papers, detailed module information, and scheduled workshops online at **www.DrivingOE.com**.

Schedule your free consultation and demo today.

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16225 Park Ten Place Drive | Suite 810 | Houston, TX 77084 | **info@DrivingOE.com**

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