

The inexpensive Quality System solution
tailored for
YOUR environment

Q-SYS is a Windows™ software solution designed to meet your organisation's quality needs

- Q LIMS
- Q Weight Control/ Quality Logging
- Q Packhouse Quality Control
- Q Customer Management
- Q Supplier Auditing & Control

Organisations of all sizes are running Q-SYS 24/7 and have been for over 25 years

Clyde Computing are food, dairy, drinks, brewing, fresh produce and environmental specialists

Clyde Computing Ltd

The Software Workshop
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Customer Management



Easy logging and response to customer complaints, queries and FOI requests

- Q Stores an unlimited number of customer calls with complete security
- Q Allows an unlimited number of actions to be recorded and monitored against each call
- Q Easy and fast to use
- Q "Blacklisting" of frequent complainants
- Q In the public sector, use Q-SYS to log Freedom of Information Act 2000 (FOI) requests
- Q Instant generation of letters, faxes, emails, reports and trend graphs
- Q Comprehensive statistical analysis by date, product, customer, supplier, type of complaint, site ...
- Q Costing by both call and action with totals provided
- Q Part of fully integrated system sharing databases with other Q-SYS modules



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KEEP CUSTOMERS HAPPY

An effective complaints system makes your customers feel they are valued and builds greater loyalty

EASY TO MAINTAIN

If you have one of our other Q-SYS modules, the database already knows what's needed to log customer complaints and issues:

- ✓ All your products (along with key information such as date codes, bar codes etc)
- ✓ All your customers
- ✓ All your staff, sites and departments

TRACKING

Complaints can be tracked from initial log through to final resolution. Complaints can be routed to other members of staff for action— engineering, quality, technical or sales support.

DETECT TRENDS

Q-SYS Customer Management allows easy statistical analysis. This helps identify underlying patterns and business issues that can then be tackled.

VERIFICATION

Senior managers can verify responses prior to cases being signed off.

BENEFITS

- ✓ More efficient service
- ✓ Happier customers
- ✓ Highlights issues that can then be solved and improve profitability

SPECIAL FEATURES

- ✓ The system is customised to use your own terminology and document layouts
- ✓ Use as a Helpdesk facility if you wish
- ✓ Responses can be directly emailed out to complainants

REPORTING

Professional quality reports and analyses by run, product, customer etc. are easily generated.

Document templates can be set up to help maintain consistent standards.

TRAINING

Users are trained to log calls quickly and simply.

Clyde Computing provide comprehensive training sessions to cover all other aspects of Q-SYS.

COMPREHENSIVE HISTORY & SECURITY

A complete audit trail tracks all entries and the users who made them.

Hierarchical passcode system means different levels of access can be allowed according to user group.

All data is stored for as long as is needed, so you build up a comprehensive history of issues.

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Q-SYS Core



Q-SYS is so easy to use because core features work consistently across the whole system

DATA SHARING

Key information such as products and materials, processes, customers, suppliers, tests/ quality checks and users are defined just once and used in all Q-SYS modules.

EASE OF USE

Consistent and simple menus, buttons and keyboard shortcuts make the system easy and quick to use, whether in the laboratory, factory or office.

FINDING YOUR DATA EASILY

The built-in query option allows users to locate the information they need. The *Quick Find* facility makes this even easier by giving instant access to frequently accessed information at the press of a key.

SECURITY

A hierarchical passcode system means different levels of access are allowed according to each member of staff's user group.

- ✓ Passcodes are required to access the system and to perform key operations.

LICENSING

Q-SYS is licensed according to the number of concurrent users, you can install on as many PCs as you like.

- ✓ Lower-cost "view-only" licences are available for those staff who just need to view information on screen, output to spreadsheets or print reports.

FLEXIBLE REPORTING

Integrated report designer allows printed reports to be designed in any format. You don't need to purchase or learn to use any other reporting tools.

SPREADSHEETS

The built-in export facility allows easy export of Q-SYS information to Microsoft Excel™ spreadsheets or for graphing.

PDF, EMAIL & FAX

PDF reporting, email and fax are built in, no need to purchase any other software or learn to use any other reporting tools.

Emails are routed directly to your mail server and don't need a mail client (Microsoft Outlook, IBM Notes, Groupwise etc.) to be installed.

Faxing takes place through your organisation's Windows fax server.

All this means that automated report creation and sending routines can be set up, and run unattended.

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Why Q-SYS?



"Finding results, data trending and generating reports is quick and easy to do"

"It's enabled us to increase throughput without increasing staff... there is a definite payback..."

"Clyde understand our problems; they have a lot of experience..."

"The time it saves me is remarkable..."

"Enquiries and problems are dealt with by Clyde Computing quickly and in a friendly manner"

STREAMLINE YOUR OPERATION

- ✓ Q-SYS is a secure, paperless system
- ✓ Streamlines working methods
- ✓ View information anywhere on site
- ✓ Control positive release
- ✓ Satisfy auditors

QUALITY IMPROVEMENT

- ✓ Q-SYS warns of quality problems as soon as they arise
- ✓ Allows prompt action to reduce down-time and product losses and re-packing
- ✓ Q-SYS packaging checks avoid expensive errors
- ✓ Pack, Tray and Pallet bar codes are automatically compared
- ✓ Pictures show clearly what packaging is correct
- ✓ Date codes dates automatically checked
- ✓ Q-SYS enables you to adapt QA testing regime to suit confidence levels

TIME-SAVING

- ✓ Recording of test results is quicker than paper-based systems
- ✓ Transcription onto reports is no longer necessary, eliminating possible errors
- ✓ Automatic comparison with specs is made, leading to fewer mistakes

RAPID MANAGEMENT INFORMATION

- ✓ Q-SYS provides exception reports and statistical analyses allowing managers to USE the information available
- ✓ Data can be easily reviewed for corrective and preventive actions to be put in place
- ✓ Reduces costs as there's no need to re-design, print and control Quality Department forms. In fact you don't need any forms!

CUSTOMERS

- ✓ You can instantly review data for particular customers during audits and visits
- ✓ Your customers and potential customers will be impressed
- ✓ Q-SYS helps to retain and expand your business
- ✓ You can move to electronic, paperless reporting

SUPPLIERS

- ✓ Monitor supplier performance
- ✓ Use in commercial negotiations with suppliers

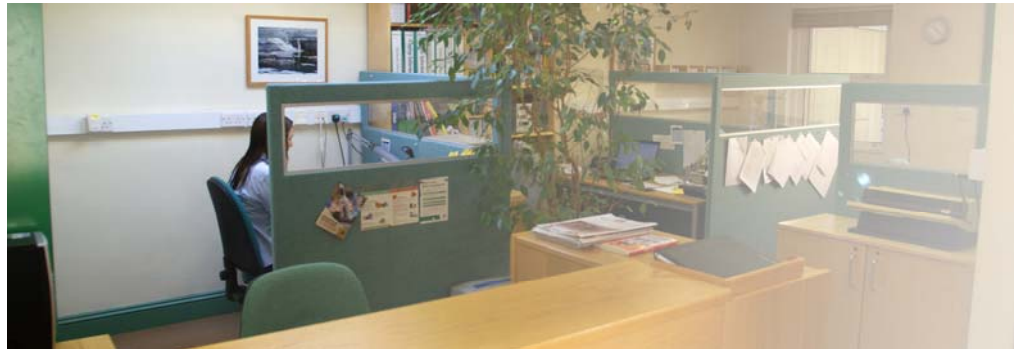
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We support systems all over the UK from our London offices, using a high-speed WebEx™ connection.



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