

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

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# LIMS



## Q-SYS LIMS is designed to ensure maximum efficiency in the laboratory

- Q Simple and quick to use - frees staff for other tasks
- Q Detects mis-coded products, packaging and incorrect bar codes
- Q Prompts staff to carry out the correct tests according to specification
- Q Highlights out-of-spec results in colour and gives appropriate warnings that you define
- Q Displays test methods on screen so paper documents are no longer needed
- Q Generates reports, spreadsheets and graphs quickly and easily
- Q Controls positive release
- Q State of the art security and audit system exceeds typical regulatory requirements



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# LIMS



## Q-SYS dramatically reduces time spent on data entry and administration as well as minimising the need for paper

### SAMPLE LOGIN

Login is quick and easy. A simple coding scheme is used to identify samples according to product-material, process, category, location, supplier and customer.

The sample login screen is customised to your own operation.

Extensive notes may be entered for each sample and test.

### SO MUCH MORE

Q-SYS detects mis-coded products, packaging and barcodes. It prompts staff to carry out the correct tests, then highlights out-of-spec results in colour, giving warnings and instructions that you define. It then controls positive release.

### TEST METHODS

Test methods are displayed on-screen so paper documents are not needed

### MICROBIOLOGY

Special features for microbiological laboratories are built in.

### TOTAL FLEXIBILITY

Automated routines, instrument interfaces, statistical analyses, complex validation logic, automatic emailing to suppliers or customers, electronic signatures —literally anything can be implemented using the built in method language.

### SPECIFICATIONS

Information in the *Specification* database is used to prompt staff which tests to carry out.

- ✓ A wide range of test types are available and all test methods can be viewed on screen
- ✓ The system calculates when testing can be completed and when the next test is due, with overdue tests being highlighted
- ✓ Out-of-spec results are highlighted and Q-SYS informs staff what action to take

### SPECIAL FEATURES

- ✓ Remote viewing screens may be accessed anywhere
- ✓ Automatic messages inform managers of issues
- ✓ Stocks of Media and Reagents can be managed as Q-SYS allocates the correct batch to each test performed

### BAR CODE IDENTIFICATION

Sample labels can be automatically printed and barcodes used to identify both samples and products.

- ✓ Error detection system identifies miscoded products or incorrect bar codes.

### SECURITY

A complete audit trail stores all changes made to sample and test information. You can see who made changes, what they were, when and where they were made.

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# Pack Quality Control



## Monitor and control quality from grower to retailer

- Q Simple and quick so frees inspectors for other tasks
- Q Avoid potentially expensive errors as Q-SYS compares pack, box end and pallet bar codes; checks date codes and box end colours; displays product or label layout with pictures
- Q Staff are guided through checks, results are highlighted in colour and compared to specification automatically
- Q Instant warning of problems with your own messages in any language
- Q Managers can USE information, with reports, graphs and statistical analyses
- Q Managers can be in contact with events from anywhere on site.
- Q Complete traceability from grower to final pack at the press of a key



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# Pack Quality Control



## Q-SYS replaces paper records with a fast, easy to use computer based system

### BENEFITS

Benefits in quality, traceability, labour savings and customer satisfaction will be achieved.

### SPECIFICATIONS

A complete, electronic product specification sub-system "drives" Q-SYS:

- ✓ Staff are prompted to carry out the correct checks
- ✓ The order that checks are listed on-screen can be configured
- ✓ Staff are warned if a specification has recently changed
- ✓ Results are highlighted in colour and instruction messages displayed

### TRACEABILITY

At the press of a key, Q-SYS provides instant traceability from the grower's field/ plot right through to final pack.

### CUSTOMER AUDITS

During customer visits, you can show just those inspections that relate to that customer's products. Pinpoint grower, packhouse and shelf life issues at a glance.

### HARDWARE

Q-SYS runs on standard Windows hardware with options for touch screen PCs and wireless tablet devices.

Data can be obtained directly from instruments such as temperature probes, O<sup>2</sup> Analysers and weigh scales to minimise keyboard input and errors.

### SECURITY

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

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

### CONFIGURATION

Q-SYS is configured and installed by Clyde Computing to ensure a quick and efficient implementation plus a fast return on your investment.

### TRAINING

New members of staff learn to carry out inspections in a few minutes... no language barriers as you just press on-screen buttons, no keyboard skills are required either.

### TRAINING

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

### REPORTING

Find non-conforming product, goods inwards rejections, grower non-conformances, final pack failures, product-date code batches... whatever you need to know, in seconds.

Fast data filtering and no restrictions on design gives maximum flexibility.

You can output to paper, PDF files, email, fax and export your data to other systems.

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# Weight Control Quality Logging

The ideal solution for weight control and quality attribute checking

- Q Simple and quick to use
- Q Product recognition by barcode scan
- Q Prompts operators how many packs to weigh
- Q Unlimited quality attribute checks can be recorded
- Q Highlights out of specification results and gives warnings
- Q Minimises 'give-away' and downtime
- Q Ensures adherence to Weights and Measures etc.
- Q Deals with minimum and catch weight products too
- Q Provides full production batch traceability
- Q System can be managed from any location on site



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# Weight Control Quality Logging



## Q-SYS Quality Logging eliminates the need to keep paper records

### PRODUCTION CONTROL

Designed to allow increasingly complex quality attribute and HACCP checks to be recorded in real time.

### TRACEABILITY

Full production batch traceability ensures that any material/ ingredient batch can be traced to any intermediate or final product. All incoming raw materials and ingredients can be recorded with supplier, quantity and batch information.

- ✓ Ensures that only released batches of ingredients and materials are used.

### SPECIFICATIONS

A complete, electronic product specification sub-system "drives" Q-SYS:

- ✓ Staff are prompted to carry out the correct checks
- ✓ The correct number of packs are weighed
- ✓ Staff are warned if a specification has recently changed
- ✓ Results are highlighted and messages displayed
- ✓ T1 and T2 actions are enforced

### HARDWARE

Q-SYS runs on standard Windows hardware with options for touch screen PCs and wireless tablet devices.

- ✓ All system management can be undertaken from any location on site and automatic messaging informs remote staff of any problems.

### REPORTING

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

### TRAINING

Users are trained to carry out inspections in a few minutes.

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

### SECURITY

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

Details of unusual events or messages encountered by staff during production are automatically logged.

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.

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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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# Customer Management



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

### 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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# Supplier Auditing & Control



Prepare and log supplier audits

Keep track of all supplier issues

- Q Build supplier relationships and improve supplier performance
- Q Ensure that your suppliers meet the requirements of your customers!
- Q Monitor the audit lifecycle
- Q Easy and fast to use
- Q Instant generation of letters, emails, reports and trend graphs
- Q Comprehensive statistical analysis by date, material, supplier, type of issue ...
- Q Part of fully integrated system sharing databases with other Q-SYS modules



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# Supplier Auditing & Control



## Track supplier issues from initial log through to final resolution

### MEET STANDARDS

Audit to meet ISO 9001 OR ISO 14001 standards

### EASY TO MAINTAIN

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

- ✓ All your materials (along with key information such as shelf life, bar codes etc)
- ✓ All your suppliers
- ✓ All your staff

Customised audits can be prepared in a fraction of the time.

### TRACKING

Issues can be tracked from initial log through to final resolution. Actions can be routed to other members of staff for action— engineering, quality, technical.

### DETECT TRENDS

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

### BENEFITS

- ✓ Less time preparing for audits
- ✓ Easier review of outstanding issues
- ✓ Use non-conformance information in commercial negotiations with suppliers and growers

### SPECIAL FEATURES

- ✓ The system is customised to use your own terminology and document layouts
- ✓ Reminders can be directly emailed out to suppliers

### REPORTING

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

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

### TRAINING

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 and audits.

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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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