

ARXivar is a software for document management that natively integrates a powerful workflow module.

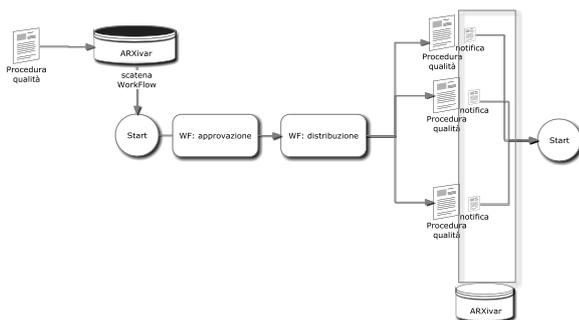
This software allows you not only to digitally manage the documents archive (documents can be easily found and shared, thus reducing paper use), but also to use them in a process: with the WORKFLOW module the process guides every user through specific TASKS (actions to perform) that come directly on the user's desktop. Other information available for each process is also document type, notes, actions.

QUALITY DOCUMENT APPROVAL

The workflow has the classic shape of an approval process with 2 or more tasks that represent the various executors who have to check and approve the procedure (document).

The specific aspect of this solution is the dynamic distribution of documents. The workflow will send tasks to the responsible persons involved in the approval process of the document.

When the workflow ends, another workflow for the distribution of the document is launched. The list of involved people is dynamic: it is chosen depending on a list and can be different for any approval procedure.



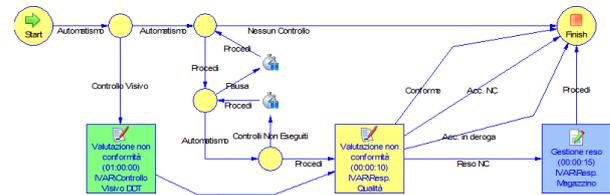
INCOMING GOODS CHECK

This workflow manages the delivery note for incoming goods, with activation of the non conformity in case the quality check failed.

The quality check management is done by specific software. ARXivar interfaces to that software and discovers:

- 1) The need to perform a quality check
- 2) The result of the quality check

- 3) The notification to the right person for quality management



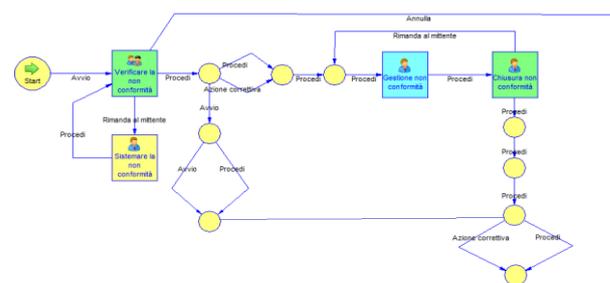
NON CONFORMITY MANAGEMENT

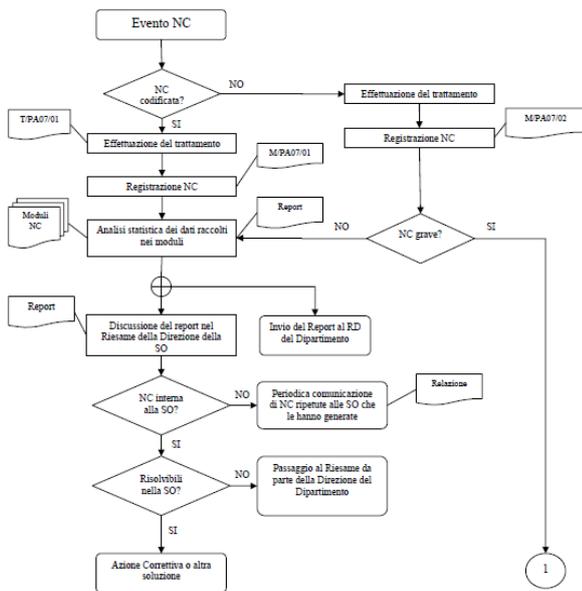
This procedure is necessary to find and manage internal and external non conformity. The aim is to guarantee that non complying products are not used improperly, that a non complying situation is managed, and that records are properly kept and used for improvement purposes.

The process determines and establishes responsibilities for each department. The reference standards are:

- UNI EN ISO 9000:2000
- UNI EN ISO 9001:2000
- Product/Service standards

If nonconformity can be solved, a process of "Corrective Action" starts.





CORRECTIVE/PREVENTIVE ACTION

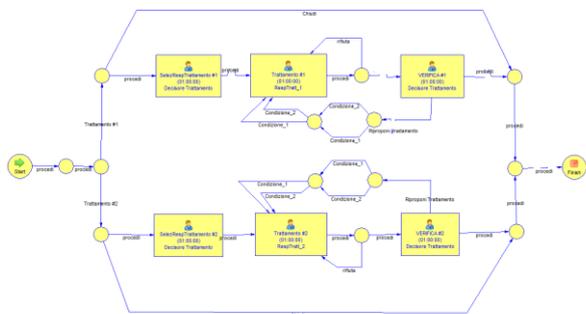
The need to start a Corrective Action is the result of detection of one or more Non Conformities, which can be found during:

- Non Conformity Management
- Internal quality audits
- Re-examination by the Administration

The corrective action is always connected to the presence of a negative report about quality (certifications, complaints of users, etc...).

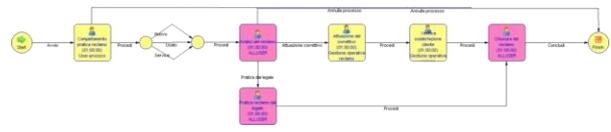
The quality manager has the responsibility, as soon as the documents are issued, to activate the necessary corrective actions to eliminate the causes of non conformity. This is done by filling out the template with:

- Cause of the Non Conformity
- Description of the Non Conformity



UNSOLD MANAGEMENT

As soon as a warehouseman registers the delivery note, a workflow starts. The workflow sends him a task in order to recover the unsold goods. It also sends a task to the accounting department for account management (credit note) and to the quality manager to potentially start a Corrective Action, which would trigger another connected workflow process.



COMPLAINTS MANAGEMENT

A complaint can come from a form, an email, a call. The complaints manager sends a template in ARXivar that is automatically filled out. The template follows a workflow process that finds customer, product and problem description.

Depending on the product type, the document is sent to the right person for a preliminary analysis, with the information about the corrective action, its time, the result. Complaint is approved and then closed.

TEMPLATES AND VERSIONING

The quality management includes a standard documentation and the history management of the many versions of the documents.

Saved by	Document date	File date	Capture date	System ID	Filename	Version
DEMO\Admin	04/03/2010	13/04/2010 12:56	13/04/2010 12:56	141	Draft letter.doc	5
DEMO\Admin	04/03/2010	06/03/2010 14:16	06/03/2010 14:16	141	Draft letter.doc	4
DEMO\Admin	04/03/2010	05/03/2010 11:48	05/03/2010 11:48	141	Draft letter.doc	3
DEMO\Admin	04/03/2010	04/03/2010 15:26	04/03/2010 15:26	141	Draft letter.doc	2
DEMO\Admin	04/03/2010	04/03/2010 12:36	04/03/2010 12:36	141	Draft letter.doc	1
DEMO\Admin	04/03/2010	04/03/2010 12:35	04/03/2010 12:35	141	Draft letter.doc	0