

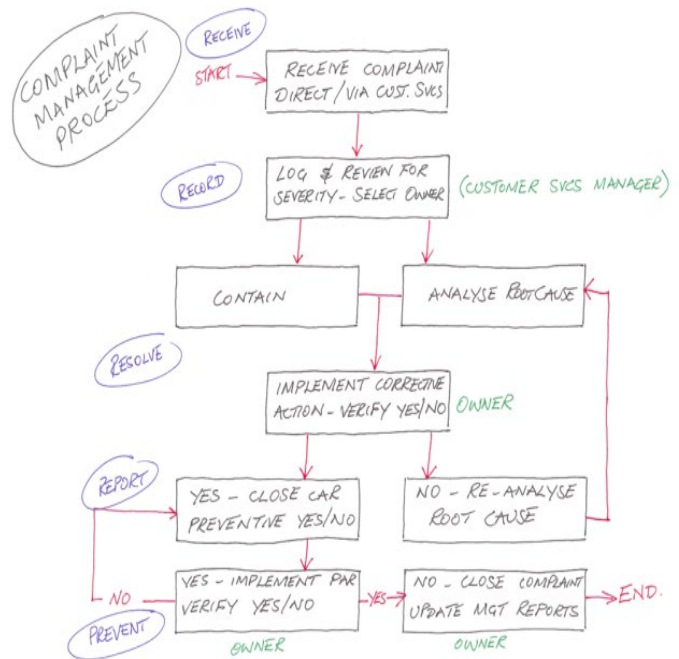
**Singlepoint Issue Manager** is a flexible and powerful way to manage a wide range of issues, such as audit non-conformances, customer complaints, supplier issues and more.



Issue Manager is the fully automated way to handle customer complaints, non-conformances, supplier issues – in fact virtually any problem can be reported, tracked and managed within this highly flexible module. Leave manual methods such as spreadsheets and issue logs behind and move to a fully automated, intelligent process that benefits from controlled workflow rules to capture and manage your processes, real-time alerts to users of new and open issues, fully electronic task management, built in supporting document management and instant data analysis and management reporting.

## The Business Problem

Issues such as non-conformances and complaints can stem from a variety of sources and resolving them promptly is critical to continuous improvement and customer relations. Time and time again, we see these important processes being managed through spreadsheets and other manual approaches. This approach results in a lack of visibility into the processes, further work to produce management reports and poor access to knowledge management.



## The Solution

Singlepoint Issue Manager from Synchronology is a fully web-based, fully automated, end-to-end solution to the problem. With Issue Manager, users have quick and easy access to all of the information that they need to get the job done. Management has access to all the key information to get true visibility into the process and into a rich sea of data that can be used to generate real-time reports which can even be run and e-mailed out automatically.

**IMM Issue** X8D000

Issue Description	Supporting Documents	All Tasks														
<b>Gatekeeper:</b> Julie Stevenson <b>FAA:</b> Julie Stevenson <b>D7 Sign Off User:</b> Julie Stevenson <b>Target Resolution Date:</b> 30/06/2014 <b>Issue Type:</b> Customer <b>Customer:</b> TIC UK <b>Part Number / Product Code:</b> 85763R - RH/IDP <b>Issue Title:</b> Greasy Bearings <b>Problem Description:</b> 20% of the delivery were found to be too greasy																
<table border="1"> <thead> <tr> <th>Team</th> <th>Contain</th> <th>Root Cause</th> <th>Analysis</th> <th>Corrective Actions</th> <th>Prevent</th> <th>Close</th> </tr> </thead> <tbody> <tr> <td colspan="7"> <b>D7 Sign Off User:</b> Julie Stevenson  <b>Closing Comments:</b>  <div></div> <b>Closing Status:</b> Closed - Approved           </td> </tr> </tbody> </table>			Team	Contain	Root Cause	Analysis	Corrective Actions	Prevent	Close	<b>D7 Sign Off User:</b> Julie Stevenson <b>Closing Comments:</b> <div></div> <b>Closing Status:</b> Closed - Approved						
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## Features

- Not just enterprise-wide but beyond the enterprise, i.e. suppliers and customers
- 100% web based means it is easy to deploy across your organisation. (Usually, our customers prefer to host their Singlepoint systems on their own servers, but other hosting options are available)
- Built on the powerful and flexible Singlepoint BPM (Business Process Platform) and pre-loaded with a robust 8D style process but flexible to ANY methodology
- Built in Task Management
- Built in Notifications by e-mail and Dashboard
- Built in Supporting Document Management
- Powerful Management Reporting options
- Data recall for instant access to previous similar issues.
- Fully integrated into the rest of Singlepoint for powerful and seamless business process management / document management across your organisation and even into the supply chain.

What Type of Issue are you raising?

Issue Type:

- ☒ Audit
- ☐ Environmental
- ☐ Health & Safety
- ☐ Supplier
- ☐ Customer
- ☐ Internal

Next Cancel

**Option to bring** ALL of your issues into one system and have a truly integrated management system across Quality, Customer Services, Health and Safety, Environmental, etc.

Issue Details

1253

Customer: -- please select --

Part Number / Product Code: -- please select --

Priority: -- please select --

Gatekeeper: Julie Stevenson

Date Raised: 12/06/2014

Target Resolution Date:

Issue Title:

Description:

Please upload any supporting documentation.

File	Description
There are no items	

Prev Finish Cancel

## Singlepoint runs on SQL

**server** so we can “push” and “pull” data to and from your other business systems and display them on our forms and in our drop down menus. You can upload photographs and any other kind of supporting document of your choice. Team members see the full picture without the need to hunt around for the supporting evidence.



## Benefits

Real time process management – see “one version of the truth” at all times.

Singlepoint Issue Manager can manage a wide range of issues, which means that it can easily become the common workspace for all users across multiple departments.

The process and best practice are built into the system – the user follows the screens and prompts to complete the process fully but quickly and efficiently.

Different sub-processes, such as different requirements for different customers, can easily be built into the system – this cuts down on errors and increases control.

Notifications and reminders are automatically generated by the system and sent to the Dashboard and / or by email.

All associated tasks and supporting documents are managed and located centrally, this saves time and reduces errors.

Real time data feeds on-demand instant management reporting – see trends quickly and manage issues proactively.



### Singlepoint on the move...

Need to access Singlepoint on a Smart Phone or Tablet? Ask us about Singlepoint Apps.

Contact us for a live product demonstration

Call us on 01628 968899 or email us at [enquiries@synchronology.co.uk](mailto:enquiries@synchronology.co.uk)

For further details visit [www.synchronology.com](http://www.synchronology.com)

Call 01628 968899 now to arrange your free product demonstration or email [enquiries@synchronology.co.uk](mailto:enquiries@synchronology.co.uk)