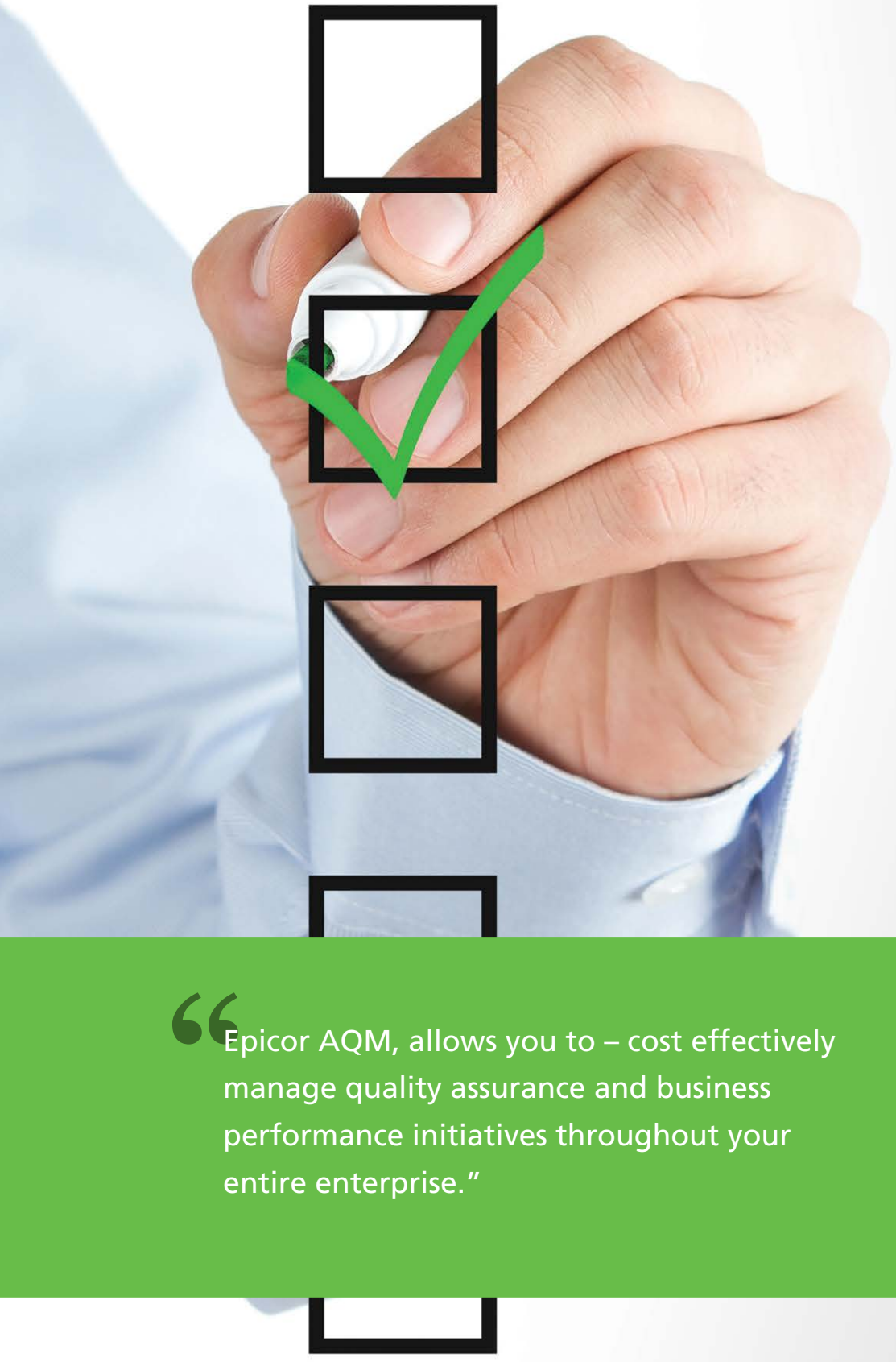
Epicor
Advanced Quality Management

EPICOR®

Business Inspired™



> “Epicor AQM, allows you to – cost effectively manage quality assurance and business performance initiatives throughout your entire enterprise.”

Introduction
Epicor AQM

The Product

Epicor Advanced Quality Management (AQM) provides a powerful and proven solution that offers a unique model for integrating quality systems to achieve superior enterprise-wide performance. It helps companies to become more competitive and profitable, and to achieve and maintain compliance, e.g, ISO 9000, TS-16949, AS 9100, ISO 14001, ISO 13485, and registration faster and at a lower cost than other systems.

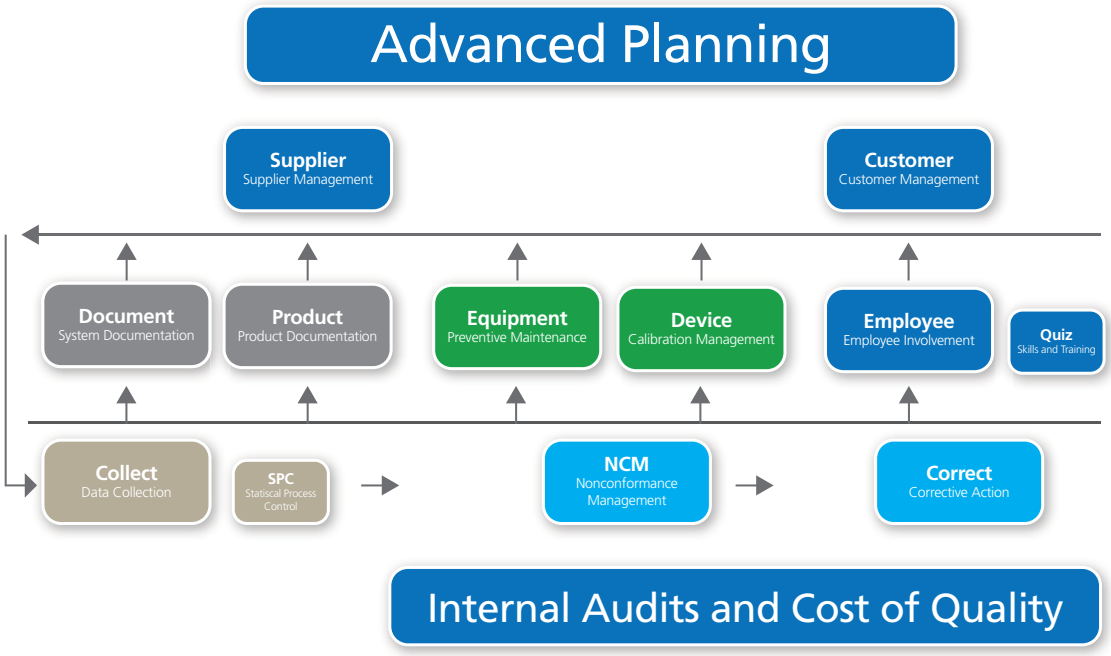
Instead of being built around the specific characteristics of any one of a number of general and/or industry-specific quality standards, the Epicor AQM solution is designed around the needs of complex business processes. Epicor AQM extends your Epicor ERP solution and begins with functions for managing supplier, customer and employee information and activities. It continues with modules designed to administer documentation relevant to quality systems and manufacturing processes, as well as product data management and analysis. Additionally, Epicor AQM provides for identifying and tracking employee training and skills management, as well as documentation management.

On the operations level Epicor AQM includes modules for preventive maintenance and device calibration, as well as complete inspection, data collection and SPC capabilities. The system provides for the tracking of Non-conformances (NCM's) and the means for issuing and handling corrective actions.

Epicor AQM integrates system-wide audit management capabilities, including an Advanced Planning module to help meet APQP and PPAP requirements, common to the automotive industry.

Complete quality cost tracking embedded throughout Epicor AQM provides the ability to define labor hours not managed in Epicor ERP. This unique and comprehensive approach ensures that you meet and exceed the quality standards you set out to achieve, as well as improving your productivity, throughput and revenue.

Epicor Advanced Quality Management



System Features

Integrated Quality System

User-friendly Interface

- GUI: user-friendly and intuitive interface common on most desktop software
- Over 2000 tables allow you to tailor the software to your business
- Spreadsheet data entry screens
- Quick and easy access to all functions in Epicor AQM under one menu
- Electronic "sign-offs" for all required approvals with the user's password as validation
- User-configurable browse screens
- Wizards for quick data entry

Powerful Reporting

- Epicor AQM provides hundreds of reports created in Crystal Reports from Business Objects
- Reports can be customized, by you or Epicor AQM, or you can create all new reports to fit your company needs

My To Do List

- My To Do List is an on-line query tool that brings all of your assigned tasks to a single screen from each Epicor AQM module
- Can be run by employee, plant, customer or supplier, and can auto-run upon system login
- Out-of-the-box queries are provided for each Epicor AQM Module and they can then be customized, creating your own workflow logic based on any field in the table, e.g., if NCM is coded as "high priority" e-mail this employee, this customer and this supplier contact
- Out of office functionality to temporarily re-route tasks
- Integrates with e-mail and has escalation capability; if this is not responded to in 3 days then e-mail this employee

E-mail

Epicor AQM works with most common e-mail packages including Lotus Notes, Microsoft Exchange, and more in order to maximize your investment.

Security

- Table-driven security - each menu item allows read only / insert / update / delete security
- Remove access to main menu options
- Epicor AQM Authorization for electronic signatures on approval lists including change requests, nonconformances, and corrective actions

Usability

Tools are provided for navigating through your quality information including commands for: Over 2000 tables allow you to tailor the software to your business.

- Copying records
- Searching through records with a Sticky Search capability to hold your search criteria in place for future use
- Sorting records
- Configurable look-up windows
- Jumping from parent records (e.g., Products) to automatically filtered transaction records (e.g., Nonconformances

Link and Embed

- A "Link" cross references Epicor AQM records to electronic third party application files.Reports can be customized, by you or Epicor AQM, or you can create all new reports to fit your company needs
- An "embed" does the same thing but instead of residing on a server the file is embedded into the Epicor AQM database allowing Epicor AQM security to control it

Jumps

Epicor AQM Jumps were created to allow users quick access to their desired records and save data entry time. A user can jump from an Epicor AQM maintenance window (e.g., customer) and jump to a transaction table (e.g., nonconformances) and the system automatically filters the transaction table based on the ID of the maintenance window. At this point the user can view all the existing nonconformances for the customer, or insert a new one. If the user inserts a record the system would automatically load the customer and customer contact ID. Some of the jumps provided are:

- From Employee Maintenance to Training Course Attendance, Projects, Nonconformances and Corrective Actions
- From Customer Maintenance to Communications, Product Change Requests, Nonconformances and Corrective Actions

- From Supplier Maintenance to Communications, Product Change Requests, Nonconformances, Corrective Actions and Audit Results
- From Product Maintenance to Product Change Requests, Nonconformances, and Corrective Actions

Help

- On-line help and electronic documentation
- Getting Started, User Manual, Level II and Level III document work instruction templates
- Tech Support by phone, e-mail, and private implementation support are all available for easier and effective installation and implementation of Epicor AQM
- Services can be customized to meet your needs

Employee

Managing Training, Skills and Jobs

People are a source of variation in any system. People are also the only source of innovation in a system. In order to reduce variation and increase innovation, Epicor AQM EMPLOYEE helps manage your organization's employee involvement and, most importantly, encourages it

- Focus on technical matters while letting the computer track, inventory, schedule and perform the time-consuming tasks involved in managing human resource issues
- Improve overall communication and effectively manage employee feedback, training records, project teams, employee skills, job descriptions and surveys

- Track elements of personal information on each employee, including birthdays, seniority date, job history, education, performance, skills, etc.
- Develop job descriptions so employees can attain the skills needed to perform in a position. These job descriptions will also assist managers when forming teams and recruiting personnel
- Support project teams by computerizing the steps in making a successful team; from setting agendas, documenting meeting minutes and recording task items. Track team effectiveness and money saved
- Inventory all available course work, including proper documentation of on-the-job training
- Define all the skills required to work in your organization. Assign them to Training Courses and post them to employees that successfully complete training requirements
- Integrate with ERP systems to save time and money as well as to reduce inefficiency issues associated with redundant data
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 4001, etc.

Employees

- Record an unlimited number of employees and manage HR information, plant, job, supervisor, etc.
- Manage the documents, skills and job descriptions the employee has earned via training or is planning in the future
- Automatically generate employee "re-train" lists when documents, skills and/or job descriptions are revised

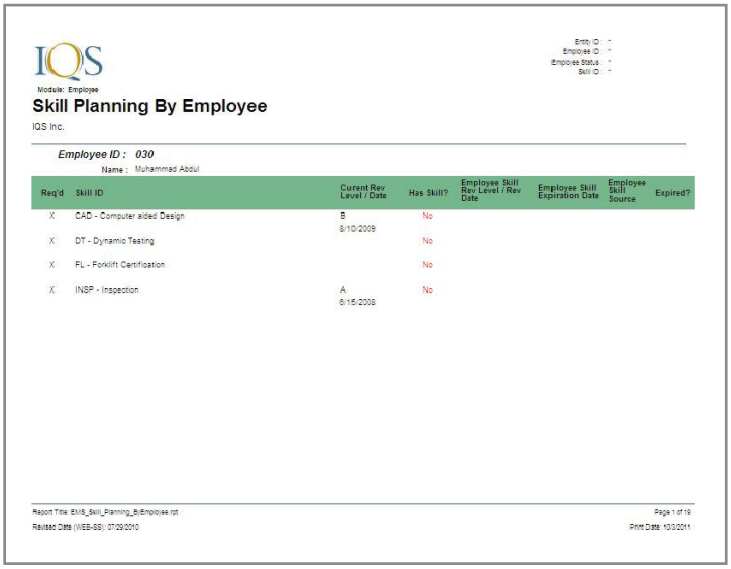
Communications

- Manage employee suggestions, tasks, etc., and assign follow up responsibility and due date
- Define fields and categorize communication records for easy reporting and tracking

Training Courses

- Track training records of all employees
- Schedule training courses, register employees and document attendance
- Documents and skills received after successful completion of a course are automatically posted to the attendee's table
- Manage training course revision levels when courses are updated, skills are added or removed, etc.

"The need for training of personnel should be identified and a method for providing that training should be established. Consideration should be given to providing training to all levels of personnel within the organization. Particular attention should be given to the selection and training of recruited personnel and personnel transferred to new assignments."


IQS

Module: Employee

Skill Planning By Employee

IQS Inc.

Entity ID : *
Employee ID : *
Employee Status : *
Skill ID : *

Employee ID : 030

Name : Muhammad Abdul

Req'd	Skill ID	Current Rev Level / Date	Has Skill?	Employee Skill Rev Level / Rev Date	Employee Skill Expiration Date	Employee Skill Source	Expired?
X	CAD - Computer aided Design	B 8/10/2009	No				
X	DT - Dynamic Testing		No				
X	FL - Forklift Certification		No				
X	INSP - Inspection	A 6/15/2008	No				

Report Title: EMS_Skill_Planning_ByEmployee.rpt — Page 1 of 19

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EMPLOYEE automatically generates "Training" lists when documents are revised

Skills

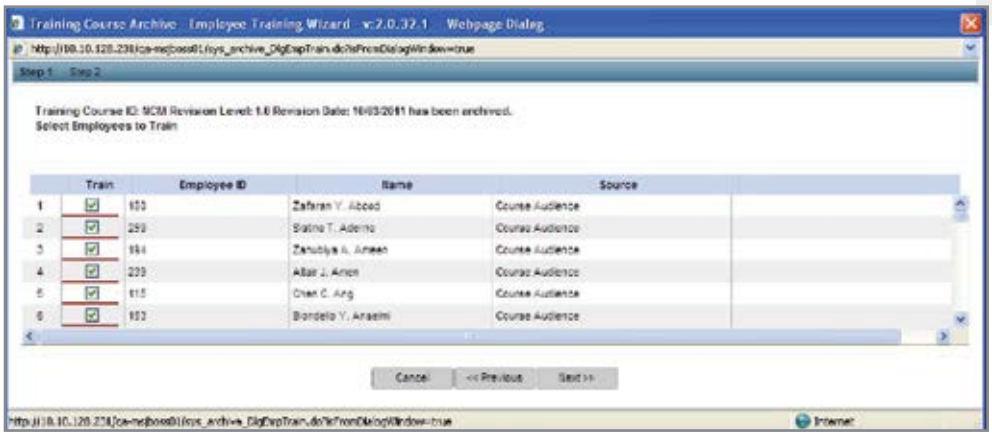
- Inventory employee skills with change history tracking and revision control
- Define expiration dates of skills to prompt the need for further training and education
- Assign them to Training Courses and post them to employees that successfully complete training requirements

Jobs

- Inventory all the jobs needed by your organization to produce product and provide service
- Define documentation required for each position
- Create required skill sets
- Manage revision levels and change history should job requirements change over time

Projects

- Manage an unlimited number of company projects including continuous improvement, strategic planning, corrective action and more



- Schedule and manage efforts and activities relating to crossfunctional teams
- Record meeting minutes, track attendance, assign action items with due dates to employees, customers, and suppliers

Change Requests

- Full change request system provided to manage proposed changes to Training Courses, Job Descriptions and Skills
- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date
- Automatically bring down approval lists
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Electronic signature on approval(s)
- Archiving system stores previous revisions

Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries Create and run reports such as:

- Employee Skill Sets
- Upcoming Training Courses
- Job Description and Skill gap analysis
- Training Course with required documents and skills
- Employee job history

"The marketing function should establish an information monitoring and feedback system on a continuous basis. All information pertinent to the quality of a product or service should be analyzed, collated, interpreted and communicated in accordance with defined procedures."

—ISO 9004

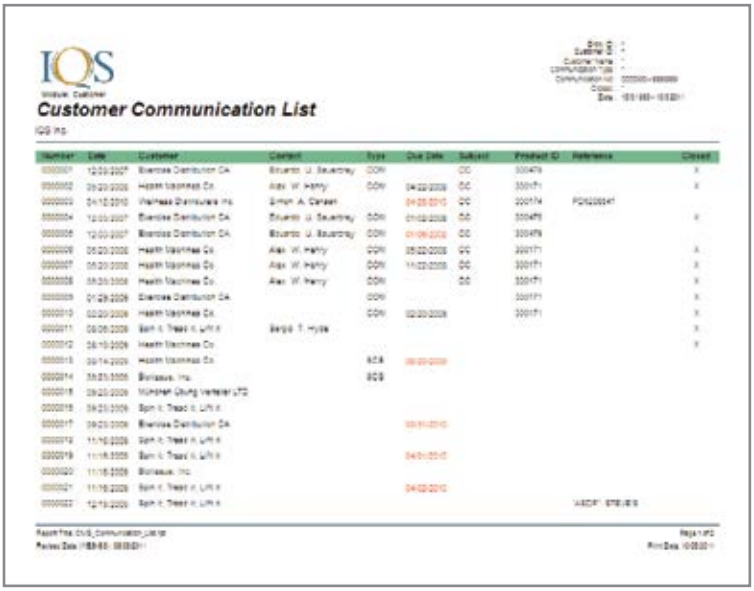
Customer
Managing Customer Communications

The key to any business is the customer. A system designed to improve an organization's ability to manage the customer, as well as the potential customer, is a logical starting point. Epicor AQM CUSTOMER provides the means for listening and responding to your customer and striving to exceed their requirements. Applications include sales, telemarketing, help desks, customer service, marketing, contract review and more.

- Improve communication through out the company by providing employees access to one common system to retrieve customer information
- No longer ask around for your customers' address or the quality manager's phone number. It is all at your fingertips
- Manage your customer relationships and be proactive instead of reactive
- Analyze customer satisfaction and customer problems to improve business planning activities
- Manage your pipeline and automate your sales force
- Provide the sales and marketing departments with customer feedback and the ability to monitor trends
- Give customer service, sales and the operations departments more time to review and learn from your customers' feedback by letting the software manage the paperwork
- Improve response time and customer satisfaction with quick information retrieval and analysis
- After the sale, provide a first level tracking system to document customer complaints
- Link and embed quotes, complaints, maps to a customer, requests for proposal, audits, etc.
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

Customers

- Provide instant access to an unlimited number of customers and contacts
- Categorize your customers with your own codes for customer type, industry, market, territory, sales rep assignment and more
- Cross-reference products, manufacturing equipment and measuring devices used for each customer

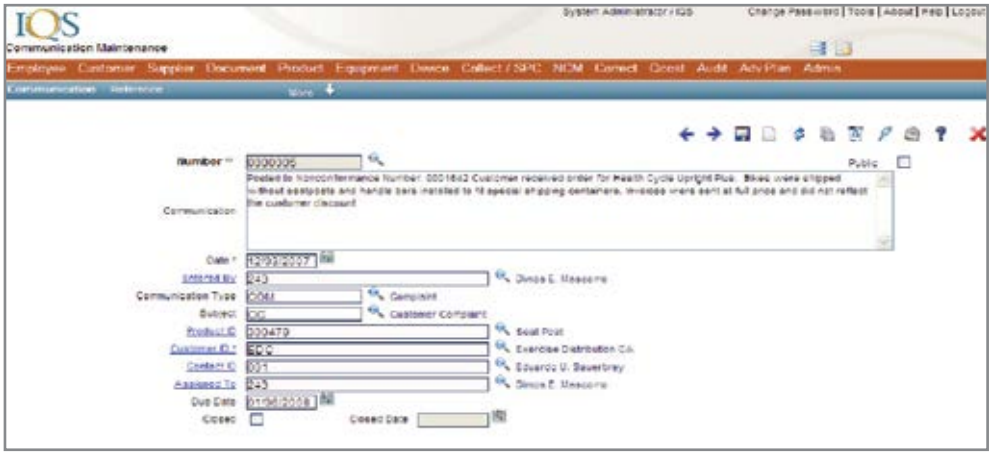


Contacts

- Manage all customer contacts in a single file and eliminate the multiple lists managed by your sales, quality, engineering and shipping departments
- Define contact specific information, phone numbers, e-mail addresses, assistants, supervisors, job titles, etc.

Communications

- Record customer communication transactions including your master list of complaints, suggestions, letters, phone calls, etc.
- Define fields and categorize communications (e.g., problem), communication subject (e.g., incomplete shipment) and more to allow for sorting and analysis
- Should a complaint need escalation, a Communication record can be posted to a Nonconformance and the system automatically cross-references the two records for traceability



Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Active customers in Ohio who have complained about your delivery in the past three months
- Provide sales department with all open issues for a customer before they talk or go to see them
- Run a report on all quotes that were converted to sales, and all quotes that were not, including reason codes for success and failure
- What do we get the most complaints about?
- How many times did this customer contact us in the last six months?
- How many quotes did we have last month? Last quarter? Last six months?
- Send an analysis report to all sales and upper management that 90 percent of customer compliments are regarding your professional and timely service from the sales department
- Measure the voice of the customer through analysis
- Create a communication confirmation letter instantly after setting up an important meeting with a customer, then e-mail it before getting the next interruption
- How many open issues are in the system sorted by customer?
- How many open issues are in the system sorted by product?
- How many open issues are in the system sorted by employee responsible?

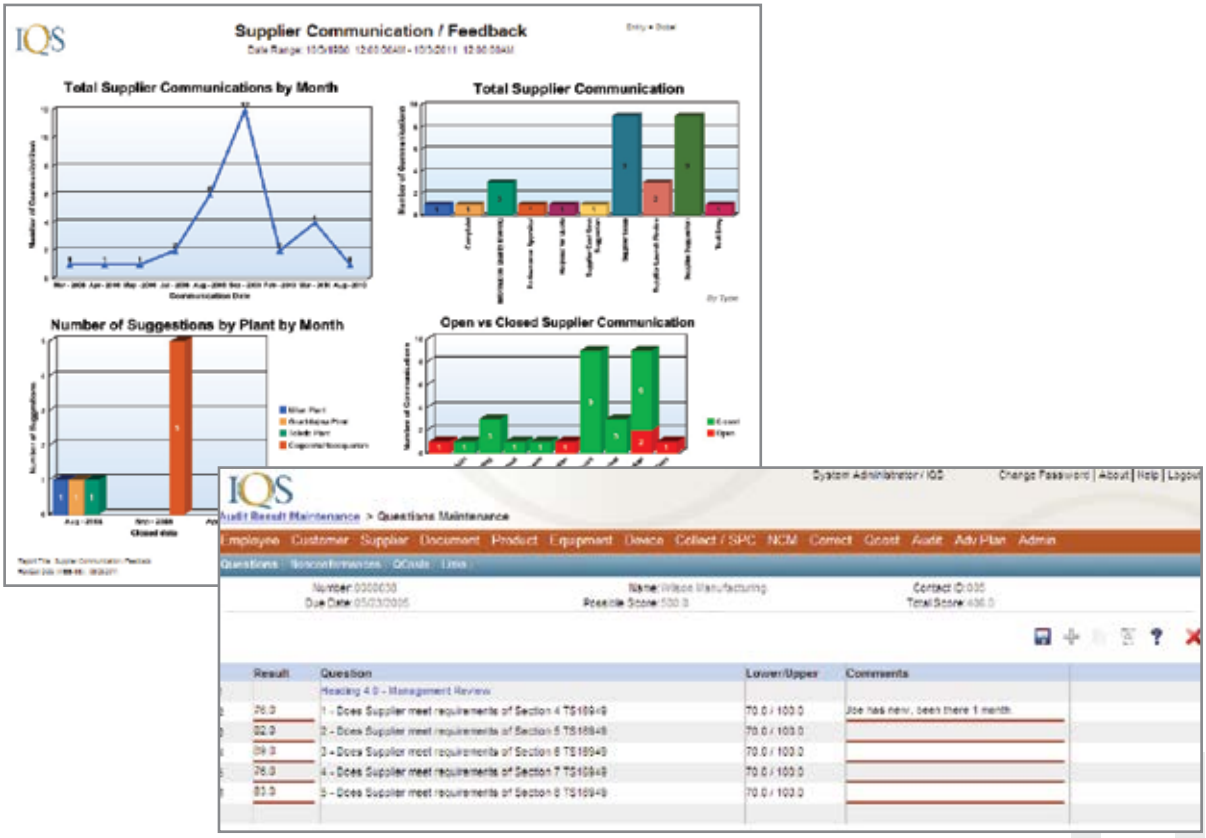
Supplier

Managing Supplier Communications and Audits

Suppliers can be an asset or a liability. In any relationship, communication is an essential element. A process for evaluating new suppliers, communicating requirements and issuing trial orders is required. Epicor AQM SUPPLIER applications include documenting, analyzing and managing supplier audits, continuous improvement correspondence and vendor ratings and promoting vendor responsibility and quality planning activities.

- Effectively manage relationships with suppliers
- Improve communication throughout the company by providing employees access to one common system to retrieve supplier information
- No longer ask around for your suppliers' address or phone number
- Create and track supplier audits
- Ensure the quality of supplier materials, components and service
- Analyze supplier satisfaction and supplier problems to improve business planning activities
- Give management, purchasing and the operations departments more time to review and learn from your suppliers' feedback by letting the software manage the documentation
- Provide the purchasing department with feedback and the ability to monitor trends
- Compare supplier quality with competitors and/or industry benchmarks
- Improve response time and supplier quality with quick information retrieval and analysis
- Link and embed quotes, complaints, maps to a supplier, request for proposals, audits, etc.
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

> “The supplier shall establish and maintain procedures for erification, storage and maintenance of purchased-supplied product provided for incorporation in the suppliers. Any such product that is lost, damaged or is otherwise unsuitable for use shall be recorded and reported to the purchaser.”
>
> — ISO 9001



Suppliers

- Provide instant access to an unlimited number of suppliers and contacts
- Categorize your suppliers with your own codes for supplier type, territory, ratings and approval levels
- Manage supplier accreditations including expiration dates
- Supplier ratings are automatically posted from audit results

Contacts

- Manage all supplier contacts in a single file and eliminate the multiple lists managed by your purchasing, quality, and engineering departments
- Define contact specific information, phone numbers, e-mail addresses, assistants, supervisors, job titles, etc.

Communications

- Record supplier communication transactions including your master list of complaints, suggestions, letters, phone calls, etc.
- Define fields and categorize communications (e.g., problem), communication subject (e.g., wrong revision level) and more to allow for sorting and analysis
- Should a complaint need escalation, a Communication record can be posted to a Nonconformance and the system automatically cross-references the two records for traceability
- Assign an unlimited number of tasks to employees, customers or suppliers to assure issue is managed by the appropriate personnel
- Allow engineering and manufacturing visibility to supplier issues
- Give purchasing, sales and the operations departments more time to review and learn from your supplier feedback by letting the software manage the paperwork

Audits

- Develop supplier audits and track the results
- Per audit, create unlimited headings, with each heading having unlimited questions
- Schedule supplier audits. Define you own questions and rating scales
- Manage approved auditor lists. Saving an audit result record automatically calculates last and next audit dates
- Should an audit result need Escalation, a Nonconformance record can be created and the system automatically crossreferences the two records for traceability
- Analyze results by subgroups or to specific questions

Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Approved suppliers which provide injection molding products and are located in Ohio
- List all suppliers that are ISO certified
- E-mail a request for quote to all vendors who provide you with a key component to your assembly operation

- What are this months supplier audits and who is doing them?
- Chart supplier ratings for the last year
- What suppliers did we rate the best and worst for quality?
- How much time does it take to complete our supplier audits?
- How many suppliers did we contact last quarter about poor quality? Late and Incomplete shipments?
- Run the supplier communications and audit results reports as content for your supplier report cards meeting

Document

Managing Work Instructions & Procedures

Having problems getting people to read procedures? Did you receive low marks on your last quality audit because you had trouble locating a document?

Epicor AQM DOCUMENT is a powerful tool to assist with the management of your organization's documents, the scheduling of document audits and the change history on those documents. The software also provides the ability to generate a company dictionary with definitions of terms referenced in your work instructions, procedures, etc.

- Manage all corporate documentation, including procedures, work instructions, policies and their complete revision history
- Link your electronic master documents directly to Epicor AQM DOCUMENT for immediate access (may be in the native Microsoft Windows-based application like Word, Access, etc.). You may also embed your documents into the database
- Archive revisions including all related tables and documentation
- Assign documents to a company department and track the employees/customer/ suppliers who developed, approved and are distributed new documents revisions
- Tie documents to Training Courses in Epicor AQM EMPLOYEE
- Confirm successful training with Epicor AQM QUIZ
- Document revisions trigger a "Training Wizard" to notify and re-train appropriate personnel.
- Ensure that all documents in use are the latest revisions and that all obsolete documents are removed from circulation
- Reduce waste by eliminating redundant documentation
- Improve communication by maintaining one list of terms within Epicor AQM DOCUMENT's company dictionary
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

> "The supplier shall establish and maintain procedures to control all documents and data related to the requirements of the standard. A control procedure shall be established to identify the current revision of documents."
>
> — ISO/TS-16949

Documents

- Store an unlimited master list of documents including policies, procedures, work instructions, forms, guidelines, reference materials, specifications and their complete revision history
- Archive revisions including all related tables
- Link to documents created as word files, excel spreadsheets, powerpoint presentations, etc.
- Track your documents by status, type, location, subject and more
- Maintain document teams with developed by, approved by and distributed to lists

Training

- System automatically generates lists of employees who need to be notified and re-trained when a document revision is made
- Documents can be assigned to Training Courses in Epicor AQM EMPLOYEE and posted to an employee file upon successful completion
- To ensure successful training of document revisions a test can be taken in the Epicor AQM QUIZ module

Change Requests

- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date
- Automatically bring down approval lists
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Electronic signature on approval(s)
- Archiving system stores previous revisions

Approvals

- Unlimited employee, customer, and supplier approvals on documents and document change requests
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Password protected Electronic signatures on all approvals

Audits

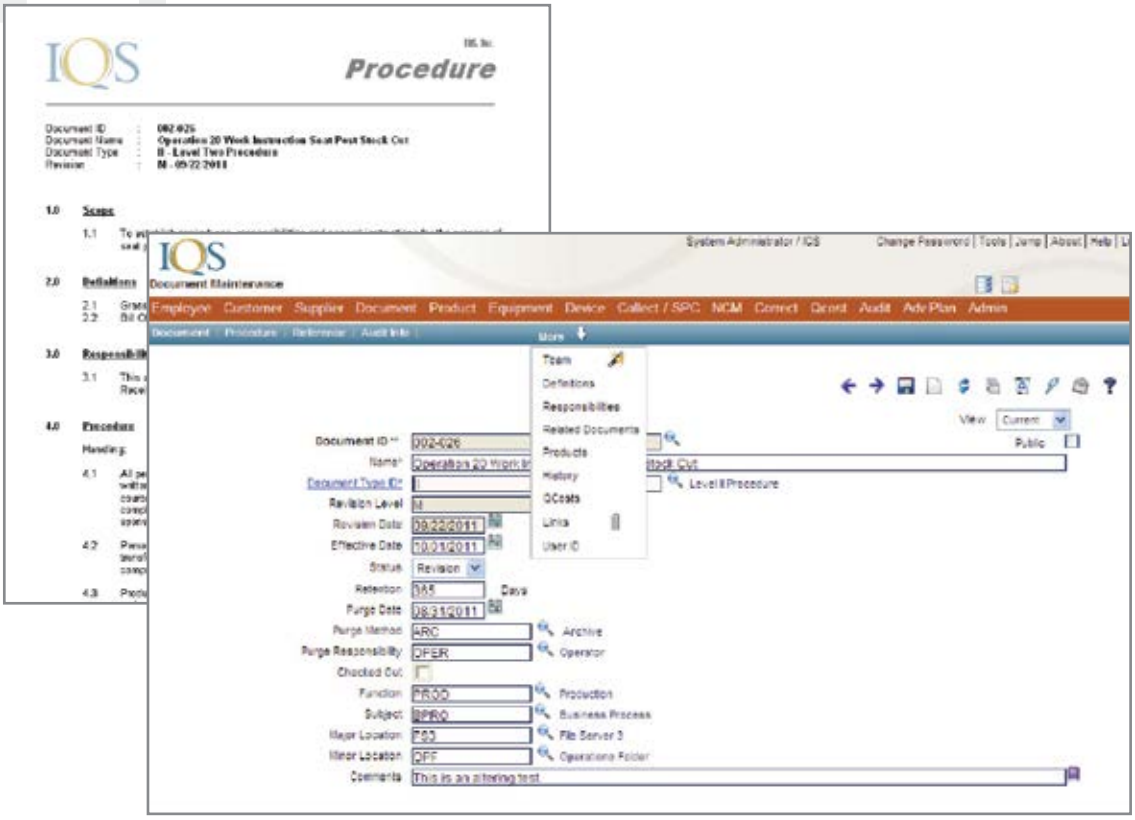
- Ensure the document revision levels used on the shop floor are current and up to date with all necessary information
- Schedule all audits to be performed on documentation
- Automatically calculate last and next audit dates
- Record auditor, audit date, and comments
- When appropriate escalate audit findings to nonconformances and corrective actions

Definitions

- Improve communication by creating a company "dictionary" of terms, acronyms and phrases used throughout your documentation
- Terms unique to your company and industry are defined to train employees on the "language" they will be hearing and using in the workplace

Check In/Out

- When a master copy of a document is printed material, manage the process when it is removed from its' storage place
- Track who took the document master, the date they took it, when its due back, etc.



Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Master list of current Documents
- Notification of a pending change request against a procedure to all people on the approval list through e-mail
- All documentation associated to part # 123
- Everyone who needs to be re-trained when work Instruction # QA300 is updated
- A list of all sales, marketing, and purchasing documentation
- All documentation that is approved by a specific employee

Product
Managing Blueprints & Specifications

Epicor AQM PRODUCT is critical for companies wanting to produce high-quality products. Knowing which blueprints are available, documenting the correct revisions and having a complete inventory of all product requirements will help support your quality efforts. Product change histories and change requests are managed. Complete FMEA and control plans are developed and maintained from a single file.

- Effectively manage product specific documentation and requirements and changes to product requirements through ECO's (Engineering Change Orders)
- Maintain revision levels and communicate the revisions to ensure work is done to the correct revision
- Alert you as to the revision status of each product in your organization. Allow employees to focus on technical matters while the software tracks, inventories, schedules and performs all the time-consuming tasks involved with managing product documentation
- Synchronize your Process Flows, Process FMEAs and Control Plans
- Define Process Flows with unlimited Operations and the characteristics controlled in each
- Share the Process Flow operation/characteristic combinations with the Process FMEA, then define Failure Modes and their Risk Priority Numbers (RPNs)
- Share the Process Flow operation/ characteristic combinations with the Control Plan, then define the equipment / tooling used to manufacture and measure the product; the sample size and frequency, reaction plans and more
- Engineering, manufacturing and quality departments will work with and maintain one system. This one system contains all key product characteristics and their related data
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

> "The design process should provide periodic evaluation of the design at significant stages. Such evaluation can take the form of analytical methods, such as FMEA (Failure Mode and Effects Analysis). The amount and degree of testing should be related to the risks identified in the design plan"
>
> — ISO/TS-16949

Product

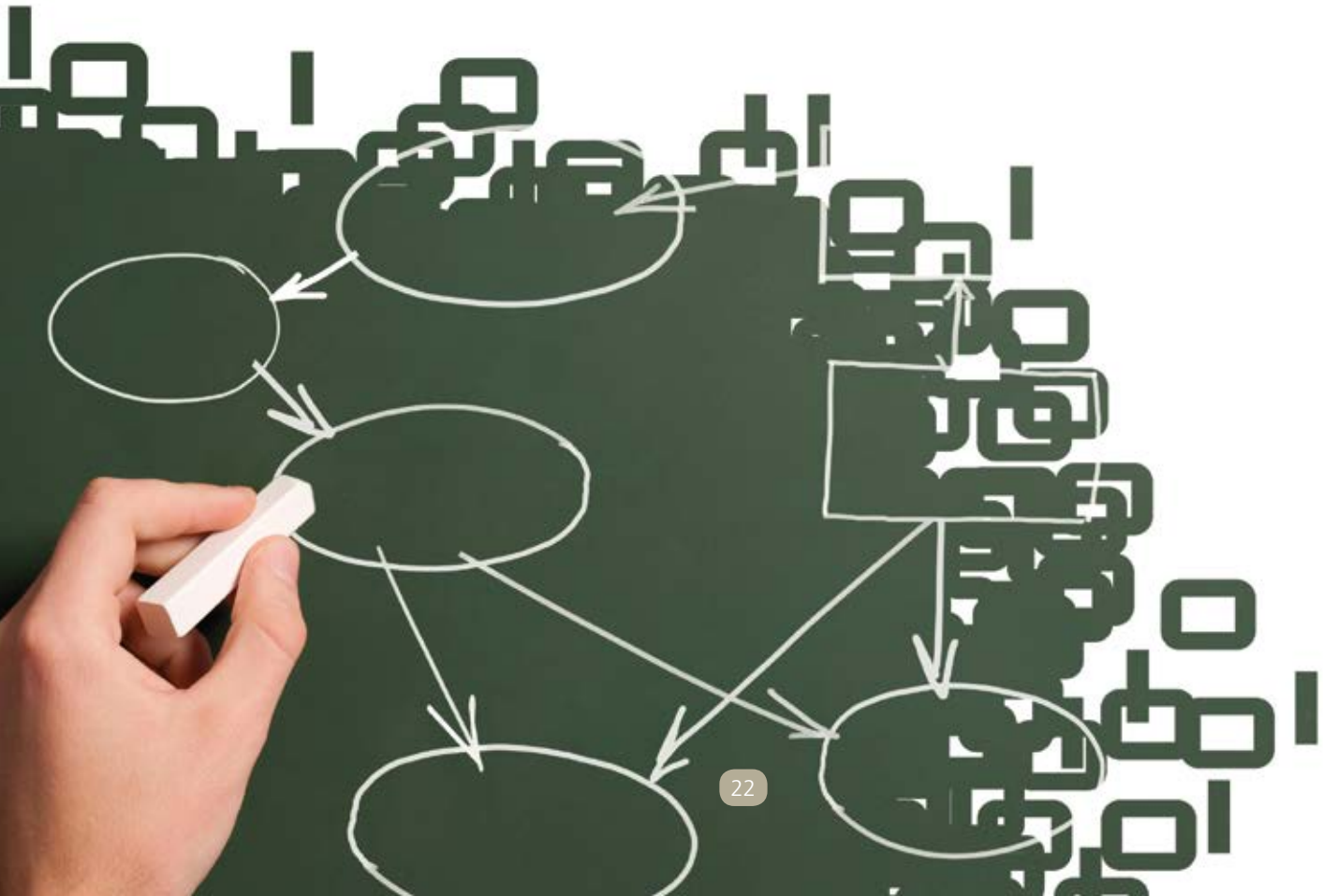
- Create a complete database of all part numbers and their complete revision history
- Link to blueprint files, CAD drawings, etc.
- Archive revisions including all related tables and documentation

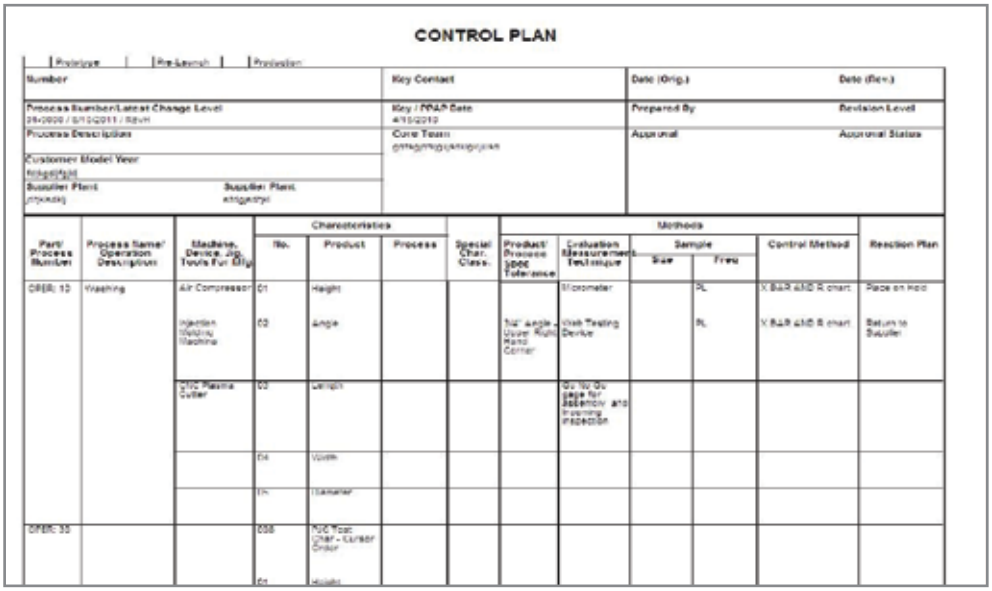
Characteristics

- Create an unlimited number of product and process specifications that must be controlled in order to meet design intent
- Automatically download them from drawings in your CAD system
- Characteristics can be defined as variable with upper and lower control limits, or attribute with yes / no, go / no go, etc.

Process Flows

- Process flows define operations and the characteristics they control
- These operation characteristic combinations form the foundation of the Process FMEA and Control Plan
- The three documents are synchronized so that edits to any one of them automatically updates the other two





CONTROL PLAN

Number	Key Contact	Date (Orig.)	Date (Rev.)
Process Number/Latest Change Level	Key / PPAP Date	Prepared By	Revision Level
Process Description	Core Team	Approval	Approval Status
Customer Model Year			
Supplier Plant	Supplier Plant		

Part/ Process Number	Process Name/ Operation Description	Machine, Device, Jig, Tools For Mfg	Characteristics No.	Characteristics Product	Characteristics Process	Special Char. Class.	Methods Product/ Process Spec Tolerance	Methods Evaluation Measurement Technique	Methods Sample Size	Methods Sample Freq	Control Method	Reaction Plan
OPER: 10	Washing	Air Compressor	01	Height				Micrometer		PC	X BAR AND R chart	Place on Hold
		Injection Welding Machine	02	Angle			Tol: Angle Lower Right Hand Corner	Web Testing Device		PC	X BAR AND R chart	Return to Supplier
		CNC Plasma cutter	03	Length				Go No Go gage for dimension and Inspector inspection				
			04	Width								
			05	Diameter								
OPER: 30			038	TIG Torque Driver - Lower Driver								
			04	Weight								

FMEAs

- Assign failure modes to Design Item/Functions and Process/ Function Requirements and rank them by Risk Priority Number (RPN)
- Define Effects of Failures, the Potential Causes and the Recommended Actions if and when they occur
- User defined text for your organizations descriptions of Severity, Occurrence and Detection values

Control Plans

- Define how each operation characteristic is going to be controlled
- Manage the equipment required to produce your Product
- Measuring devices used to measure it
- Sample sizes, frequency of inspection and reaction plans
- Change Requests
- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date
- Automatically bring down approval lists. Integrates with e-mail to provide serial and parallel workflow approval routing
- Electronic signature on approval(s)
- Archiving system stores previous revisions

Audits

- Ensure the document revision levels used on the shop floor are current and up to date with all necessary information
- Schedule all audits to be performed on documentation
- Automatically calculate last and next audit dates
- Record auditor, audit date, and comments
- When appropriate escalate audit findings to nonconformances and corrective actions

Reports

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Master listing of products with characteristics
- Create a Process FMEA and Control Plan in industry standard formats
- A To-Do-List of FMEA action items with due date information
- Review all change requests to a blueprint and e-mail responses
- An indented parts list. List of all equipment used to manufacture and measure part # 200
- Change history for part # 300 All change requests waiting for approval from a specific employee

Equipment

Managing Preventive Maintenance

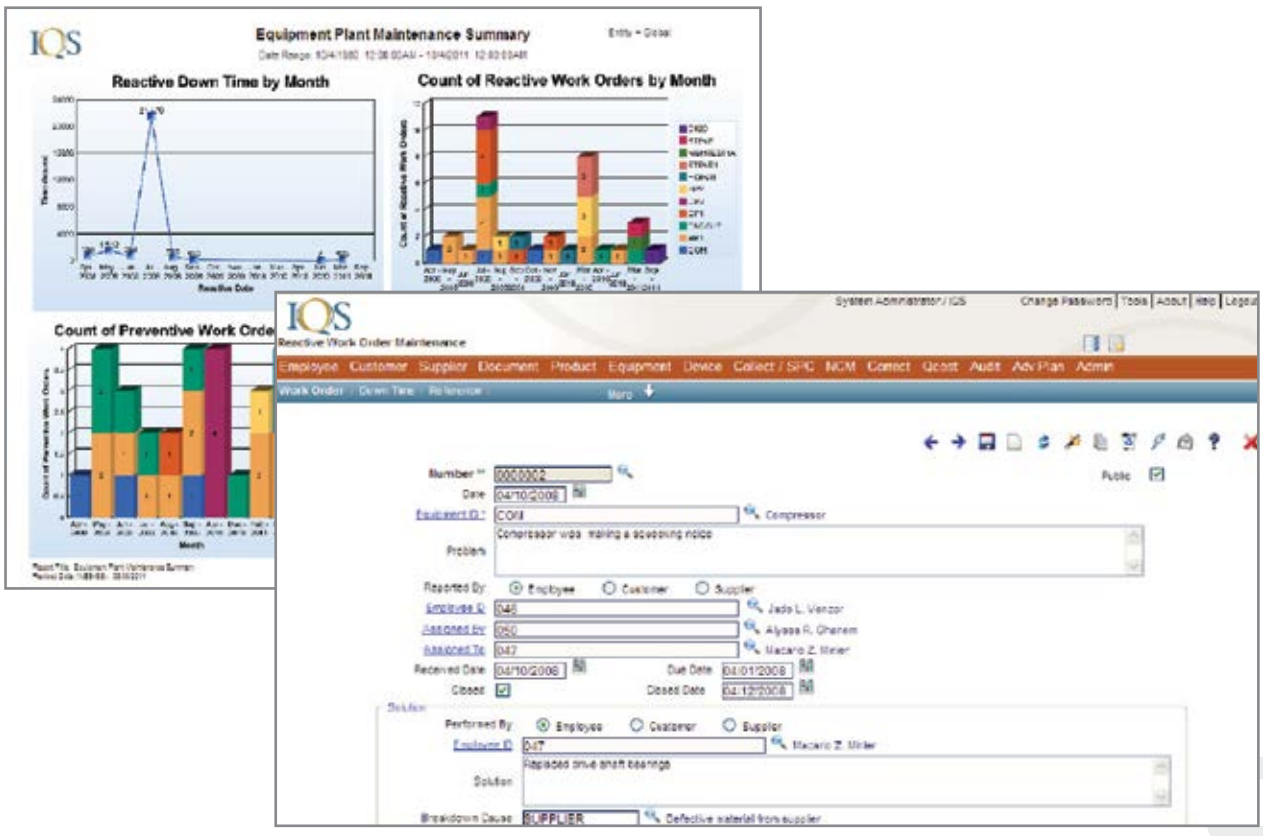
Epicor AQM EQUIPMENT is a powerful, comprehensive productivity tool that strengthens the management, documentation and scheduling of all preventive and reactive maintenance activities. It will support a well-planned, preventive maintenance system in any manufacturing or commercial service environment.

- Perform the clerical tasks involved with maintenance activities by documenting, tracking and scheduling preventive maintenance activities including maintenance time, labor and parts cost
- Track work orders, solutions, costs and more, minimize unplanned downtime and enhance productivity
- Quickly produce accurate figures on maintenance activities from last month, last quarter, last year, etc.
- Lower carrying costs, avoid stock shortages and reduce downtime by managing spare parts more effectively
- Provide management with quick, accurate, well organized preventive maintenance data and equipment maintenance histories
- Analyze time spent on maintenance per machine and manpower needs based on maintenance history

- Track and maintain time estimates for scheduling purposes
- Provide data from preventive and reactive maintenance to allow for predictive maintenance
- Track equipment usage for traceability, accountability and maintenance scheduling
- Maintain a complete list of all spare parts to manage inventory and calculate re-order points
- Identify key details like manufacturer name, price, specs, etc.
- Cross reference measuring devices to the equipment that manufactures product
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

Equipment

- Store your complete equipment inventory with an unlimited number of preventive maintenance activities per piece of equipment
- Categorize the equipment by equipment type (e.g., press), status (e.g, active) as well as location (e.g. shop floor A)
- Define personnel as user of the equipment and notify them for shut-down due to upcoming maintenance
- Record information on the vendor the equipment was bought from including supplier, purchase date, manufacturer, warranty information, model and serial number



> "A program of preventive maintenance should be established to ensure continuing process capability. Special attention should be given to equipment characteristics that contribute to key product quality characteristics."
>
> — ISO 9004

PM Activities

- Define an unlimited number of maintenance activities for each piece of equipment
- Track employee or supplier responsible, define how often it is performed based on days or usage, the procedures used and time estimates for completion
- Last and Next Dates are tracked including color coded PM Status field

Preventive Work Orders

- Schedule and track all preventive maintenance
- Record the employee or supplier who performed the maintenance
- Include due date, actual date, machine down time and how long it took to complete the maintenance
- System will automatically calculate last and next preventive maintenance dates based on your defined intervals when preventive work orders are saved

Reactive Work Orders

- Create immediate work orders for unscheduled maintenance when machines breakdown
- Detail the problem, who reported it, the instructions, who is responsible for fixing it, and a due date for when it is supposed to be completed
- A solution section is provided to record the employee or supplier who fixed the problem, the solution, and a breakdown cause (e.g., operator error) to categorize the reason the problem occurred

Spare Parts

- Inventory all parts needed to successfully complete preventive work orders
- Track pricing and primary and backup vendors for each
- Manage inventory levels and calculate re-order points

Usage

- Define your own usage intervals (e.g., hours) and the software will calculate preventive maintenance based on your specified criteria
- Integrate with equipment maintenance to download machine run hours to usage records

Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- A master equipment list Monthly, Quarterly, and Yearly PM Activities
- Preventive Work Order Due Date with spare parts
- Reactive Work Order Form with blank space for recoding notes
- Maintenance due next month by location
- Predictive maintenance due next month
- All equipment maintenance completed by vendors
- History of Work Orders done on machine # 12 to aid management
- Spare Part Re-order with primary vendor information
- Reactive Work Order history sorted by breakdown cause

Device
Managing Calibrations & Analysis Studies

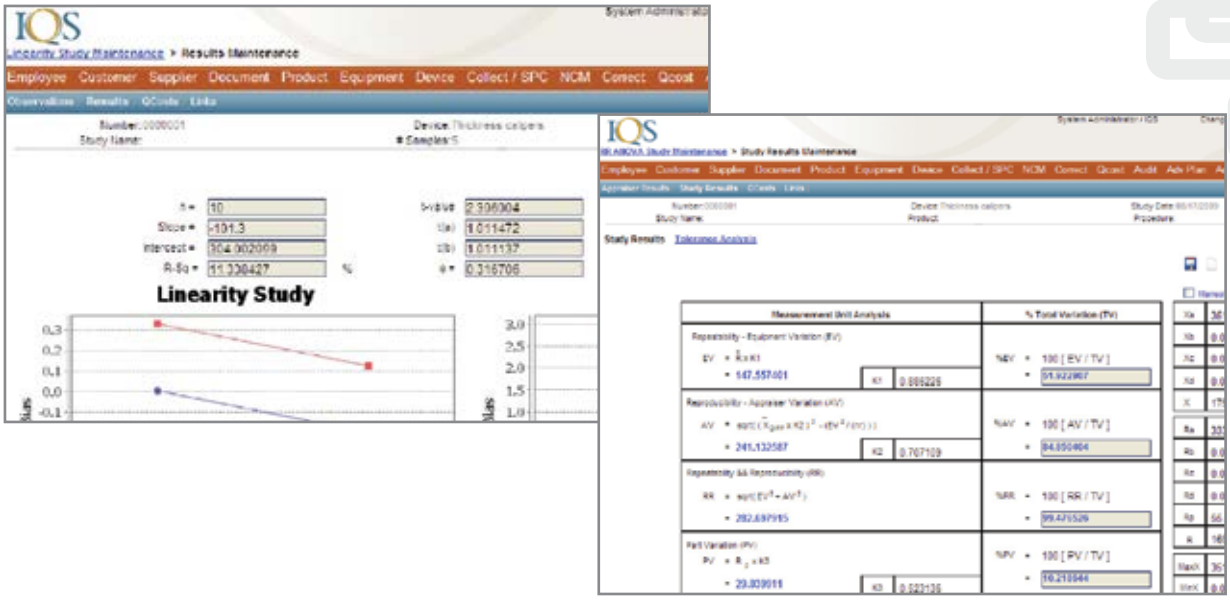
Epicor AQM DEVICE is a powerful calibration and gage analysis study system. With Epicor AQM DEVICE, you can easily find the location of any measuring device used in the company; trace any device to a part number, machine, job number, etc.; and track calibration costs including time spent and repair cost. Utilize Epicor AQM DEVICE's predefined reports, or use the Report Writer to customize or build your own. With Epicor AQM DEVICE, you have total flexibility to generate reports that meet your specific needs - incorporate graphics, including your logo, design certificates, etc.

- Document, schedule and track calibrations for measuring devices and test equipment to improve accuracy and data collection reliability
- Use the ADI (Automated Data Input) capability for quick data entry of calibration and GR&R (Gage Repeatability and Reproducibility) Study results
- Document, schedule and perform GR&R studies
- Perform statistical analysis of calibration results
- Let the software perform the clerical tasks involved with maintenance activities by documenting, tracking and scheduling calibration activities
- Use the "Stop-the-Clock" feature to improve savings in time and costs
- Colored coded calibration status field: Green = OK, Yellow = Almost Due, Red = Past Due
- Track and maintain time estimates for calibrations and intervals based on historical data
- Provide management with quick and accurate calibration certificates and histories
- Analyze time spent on performing calibrations
- Track the date and time of the calibration, actual readings, who performed the calibration, time to calibrate, temperature, humidity and more
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

Devices

- Store an unlimited number of devices, each having unlimited measuring characteristics
- Use device type codes to categorize devices with common calibration information for quick and consistent data entry
- Manage calibration by calendar days or stop the clock on a gage and manage by the actual days it is used
- Track device storage locations with multiple levels
- Color coded calibration status field to indicate device is OK for use on the floor, coming due or past due for calibration
- Define a device user, and a device calibrator, send e-mails to each when calibration is coming due

> “All equipment used for the production development and test of product must be maintained and calibrated.”
>
> — ISO 9001



Characteristics

- Define an unlimited number of measurement characteristics to be taken when calibrated
- Each characteristic can be attribute, (e.g., yes or no, go /or no go) or variable (e.g., 4 +-.007) with upper/lower/nominal limits
- System automatically loads characteristics to calibration table when device is entered

Calibrations

- Document and track calibrations for measuring devices and test equipment including date and time of calibration, who performed the calibration, time to calibrate, temperature and more
- Device last and next calibration dates are automatically calculated based on interval when a calibration record is saved
- Track the standard used to calibrate, procedure used, actual and after adjustment readings, costs of labor and repairs
- With digital devices use the ADI (Automated Data Input) capability for quick data entry of calibration results
- When a device fails calibration post a Nonconformance record with a single mouse-click

AIAG MSA Studies

- Schedule, perform and store the following Automotive Industry Action Group (AIAG) Measurement System Analysis (MSA) Studies: RR ANOVA, RR Range , RR Attribute, Stability, Bias and Linearity
- Device last and next study dates are automatically calculated based on interval when a study record is saved
- With digital devices use the ADI (Automated Data Input) capability for quick data entry of study results

Check In/Out

- Track the process of taking device from storage bins to use on the shop floor
- Check them out individually or in "kits" based on inspection plans as defined in the Epicor AQM COLLECT/SPC module
- Record usage levels when calibration not being tracked by calendar days

Reporting

- Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:
- Master device list
- Calibration due date report for the next month
- Analysis study due date for this quarter
- All devices that are sent out for calibration

- All devices currently checked out to the shop floor
- All devices used to inspect part # 200
- All devices used for a specific customer
- Calibration history by device, by employee, by vendor
- All devices on a monthly calibration interval

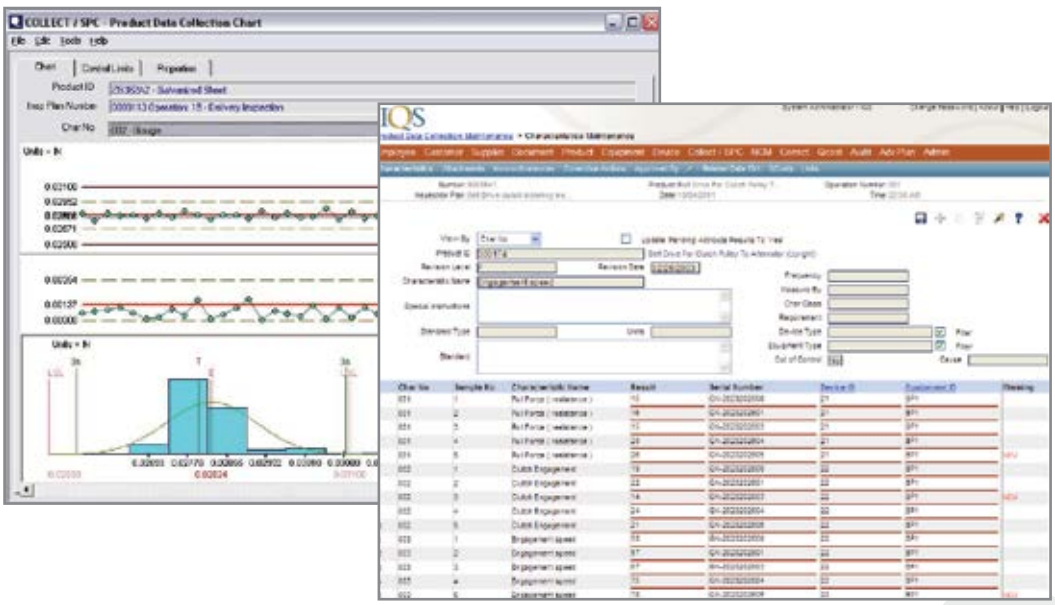
Collect/SPC

Managing, Receiving, First Article, In Process, & Final Inspection

You can only control what you measure.Although a substantial amount of time and money is invested into data collection, very little return on investment is realized because the data is not recorded or analyzed.

Epicor AQM COLLECT/SPC works together with the Epicor AQM PRODUCT module to effectively manage your data collection process. Imagine asking the software, "If I am making this product, at this operation, what data do I need to collect?"

- Reduce and manage appraisal costs
- Avoid inefficiencies and mistakes and calculation errors inherent with manual systems
- Use the ADI (Automated Data Input) capability for quick data entry of inspection results
- Control all inspection plans within one system; receiving, in-process, and final, and everyone working with the same product dimensions table
- Validate that you are collecting data on the correct inspection plan and the correct revision of a print
- Generate Initial Sample Inspection Reports (ISIR), First Article Reports and PPAP



- Trace to part sampling by date, product, job number, purchase order number, lot number, supplier, customer serial number, etc.
- Operators can launch their inspection procedures and store electronic images of your product
- Validate measuring devices to ensure they are not past due for calibration
- Operators get NCM Warning for out of spec results and can post a nonconformance record with a single mouse-click
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000,TS-16949, AS 9100, ISO 14001, etc.

Inspection Plans

- Store an unlimited number of inspection plans based on operations, e.g., 10, 20, 30, Receiving, In-Process, Final, etc.
- Plans can have an unlimited number of characteristics as defined in Epicor AQM PRODUCT with default sample sizes
- Track revision levels and complete change history when characteristics are added or removed from plans
- Old plan revisions are archived and can be used for inspection at a later date for replacement parts
- Characteristic control info, e.g., measuring devices, manufacturing equipment, type of chart, etc., automatically loads to data collection results

Change Requests

- Track the employee, customer or supplier making the request, all details of the suggested change including request date and response due date
- Automatically bring down approval lists
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Electronic signature on approval(s)
- Archiving system stores previous revisions

Data Collection

- Inspection results traceable to date, time, product, product revision, inspection plan, inspection plan revision, who made the product, who inspected the product, procedure used, job number, purchase order number and lot number
- Track lot sizes, quantity accepted and rejected values. System dynamically builds data entry screens based on Inspection Plans
- Prompts user if measuring device used needs to be calibrated or is a different type than defined in the plan
- Warns user if results screen has not been completed
- NCM Warning field tells user when an out-of-spec result is entered, a Nonconformance record can be posted with a single mouse-click

> The inspection and test status of product shall be identified by using markings, authorized stamps, tags, labels, outing cards, inspection records, test software, physical location, or other suitable means, which indicate the conformance or nonconformance of product with regard to inspection and tests performed.
>
> — ISO 9001

- Out of Control field tells user when an out-of-control result is entered, assigns Cause Codes, and a Corrective Action record can be posted with a single mouse-click
- Prompts users to adjust accept / reject values when NCM result is entered

Skip Lot

- Define sampling plans with pass / fail levels and promotion / demotion paths
- System loads appropriate plan for operator and then automatically promotes or demotes based on results
- Sample sizes are increased or decreased based on supplier performance
- Integrate with ERP/MRP/Legacy System so when a lot is received it automatically appears in Epicor AQM COLLECT/SPC incoming lots window

SPC Charts

Run the following charts to monitor and keep your processes in control:

- SPC Charts
- X Bar
- Range
- Standard Deviation
- Histogram
- Individual Moving Range

Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- Parts Per Million (PPM)
- First Article, Certificates, ISIR, PPAP Dimensional Results Capability Studies
- Supplier Score Cards with Promote/Demote History
- Out-of-control inspection by product, machine, operator, etc.

NCM
Managing Nonconforming Products & Dispositions

When something goes wrong, how do we fix it?

Epicor AQM NCM, through managing, recording and analyzing your company's nonconformances, will help direct your continuous improvement efforts to those areas with a high potential for return.

- Combine all your separate nonconformance processes into one flexible system
- Analyze problems quickly and accurately
- Allow employees access to past history prior to running a job to identify potential problem areas
- Monitor your manufacturing processes and the bottom line
- Track failures and actions over time
- Provide engineering with a history of problems for each product and the maintenance departments with a history of problematic machines
- Reduce inventory of material waiting for nonconformance disposition
- Track failures to responsible parties, operations or materials
- Manage customer-returned material (RMA, RGA, warranty)
- Record and monitor pricing problems, procedural errors, customer returns, supplier rejects and more
- Track all costs associated with nonconformances, dispositions and verifications
- Verify that material meets requirements before release
- Improve response time and customer satisfaction with quick NCM information retrieval and trend analysis
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

> "Appropriate steps should be taken to prevent the recurrence of nonconformity. Consideration should be given to establishing a file listing non conformities to help identify those problems having a common source, contrasted with those that are unique occurrences."
>
> — ISO 9004

Nonconformances

- Store an unlimited number of nonconformances for any area of your organization, (e.g., bad product, out-of-control process, audit finding, failed calibration) in a single system
- Record product and revision level, your own codes for type of nonconformance (e.g., oversized, undersized, chipped, cracked), the employee or customer who reported the nonconformance, the employee responsible for it and when it is due for completion
- Track the disposition process for defective materials including who is responsible, type of disposition, when it is due, and who needs to approve it
- Verify dispositions are properly completed
- Manage nonconformances disposition and verification processes at both the product and product characteristic levels
- If the issue is a trend, it can automatically be posted to a corrective action record for root cause analysis

Traceability

- Track the employee or supplier who produced the nonconforming product, if it was found during inspection or if it made it to a customer, if an RMA or DMR being issued
- Record the job number, purchase order number, lot number, lot size, quantity accepted and quantity rejected values, or if posted from an inspection done in Epicor AQM COLLECT/SP, these fields are automatically loaded
- Subject and Cause fields allow for further definition and analysis of the nonconformance
- 15 user defined codes, 15 alphanumeric text reference fields, and 10 numeric reference ields to customize your nonconformance tracking process

Dispositions

- Manage the disposition process by assigning an employee or supplier to do the work with a due date
- Create your own disposition type codes for analysis, (e.g., scrap, rework, use-as-is, etc.).

Verifications

- Ensure that disposition efforts are effective by assigning responsibility for verification
- Create your own verification type codes for analysis, (e.g., re-inspect, visual, check with customer, etc.)

Deviations

- The nonconformance has been discovered and discussed with the customer, everything is OK to ship but they want the product back to specification after the next run, in one week, in 20 lots, etc.
- Notes field for instructions, (e.g., attach yellow deviation approved tag on next 5 lots)

Approvals

- Unlimited employee, customer, and supplier approvals on nonconformances, dispositions, verifications and deviations
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Password protected electronic signatures

Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

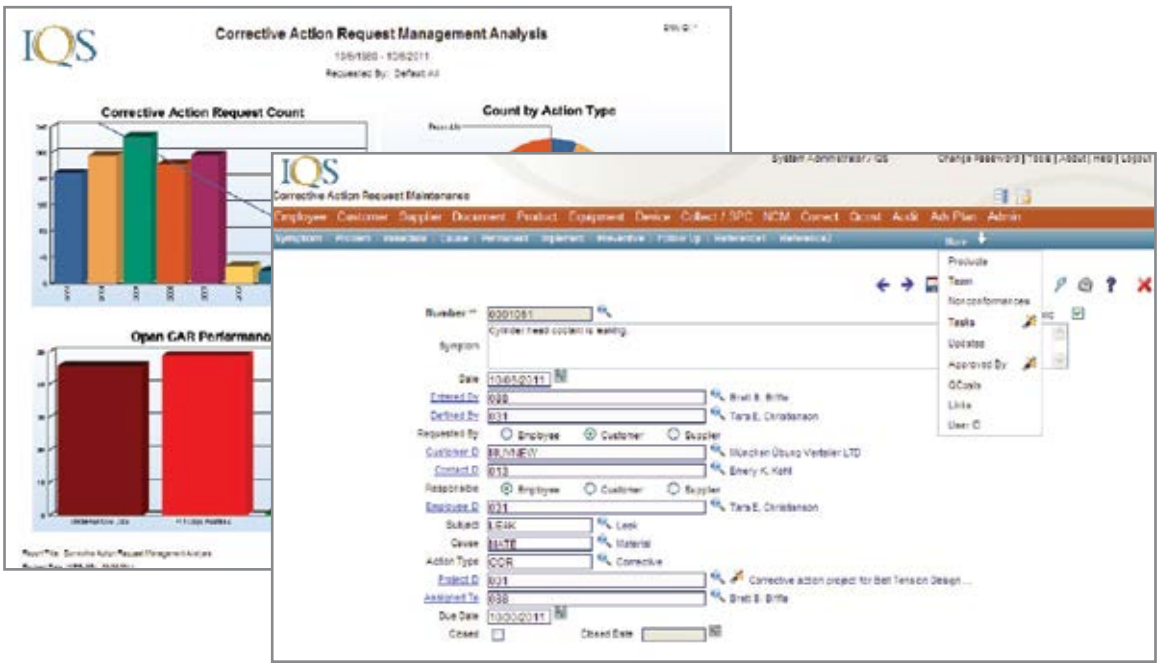
- Every NCM logged against a particular supplier over the last year
- All customers that have logged an NCM against product #123. NCM Analysis by type, cause, subject, location found, location generated

Correct

Managing Corrective Actions

Corrective actions should be directed to the important areas identified by nonconformance trend analysis. Often, quality circles or other forms of group problem-solving efforts do not perform as well as expected because the employees have little or no information to guide their efforts. Epicor AQM CORRECT provides the information.

- Document corrective action measures to avoid solving the same problem over and over again
- Create a central knowledge base of all efforts in solving problems. Reduce "fire-fighting" and lower both internal and external failure quality costs



- Focus on technical matters while the software tracks, inventories, schedules and performs all the time-consuming tasks involved in the corrective action process
- Close the loop - record the trend, assign the task to an employee, customer or supplier, and document the response while tracking follow-up effectiveness
- Determine and track the root cause of problems and take the necessary steps to eliminate them
- Corrective actions may be against a product, a process, documentation, equipment, measuring devices, training of employees, expectations and deliverables from and to customers, suppliers and more
- Provide management with the data to identify trends in product and process deficiencies
- Record any changes in the relationships between product and process characteristics and communicate them to the proper departments
- Provide the means for managing the entire corrective action process from discovery to new system implementation
- Fast, accurate, and flexible analysis of problems
- Define what is happening to warrant the corrective action, who requested it, who is responsible for completing the work, and when it is due for completion
- Easily find and follow-up on current, overdue and future problems, action items, preventive actions, etc.
- Monitor suppliers, the manufacturing process and the bottom line
- Combine all your separate corrective action processes into one flexible, user-friendly system
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

> "The supplier shall establish, document and maintain procedures for investigating the cause of nonconforming product and the corrective action needed to prevent recurrence."
>
> — ISO 9001

Corrective Action Requests

- Manage an unlimited number of internal, customer, and supplier corrective action requests (CAR) in a single system
- Assign employees, customers or suppliers for follow-up on corrective action requests to ensure effectiveness
- Categorize the corrective action requests with your own codes for subject (.e.g., leaking valves) and cause (e.g., operator error), plus 15 user defined codes and 15 alphanumeric text reference fields to customize your tracking process
- Record all products affected by a corrective action
- Ineffective corrective action requests are re-issued until they are successful, they are all cross referenced, so if a similar problem occurs in the future the ineffective efforts are not repeated
- For detailed, long term effort, link to a Project ID in Epicor AQM EMPLOYEE and manage meetings and tasks

Products

- Record an unlimited number of products affected by the corrective action request
- For each product an unlimited number of characteristics can be defined (e.g., length, height, width, color)

Team

- Team members can be employees, customers or suppliers
- Assign a contact for both customer and supplier team members, phone numbers, etc

Tasks

- Unlimited tasks can be assigned to a corrective action request
- Assign task responsibility to employee, customer or supplier with due date

Nonconformances

- Each corrective action request can be assigned an unlimited number of Nonconformances
- When the same problem occurs with multiple customers, users can launch and review nonconformances and, most importantly manage all of them with a single corrective action effort

Approvals

- Unlimited employee, customer, and supplier approvals on corrective action requests, immediate actions and permanent actions
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Password protected electronic signatures

Reporting

- Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:
- Every corrective action requested by a specific customer over the past year
- Every corrective action requested to a specific supplier over the past year
- Run a due date report of all corrective actions you are responsible for sorted by product
- Quickly e-mail the status of corrective actions to all customers involved with CAR #123
- Print the same corrective action in various industry standard formats: 8D, 7D, 5 Why, etc.

Advanced Planning

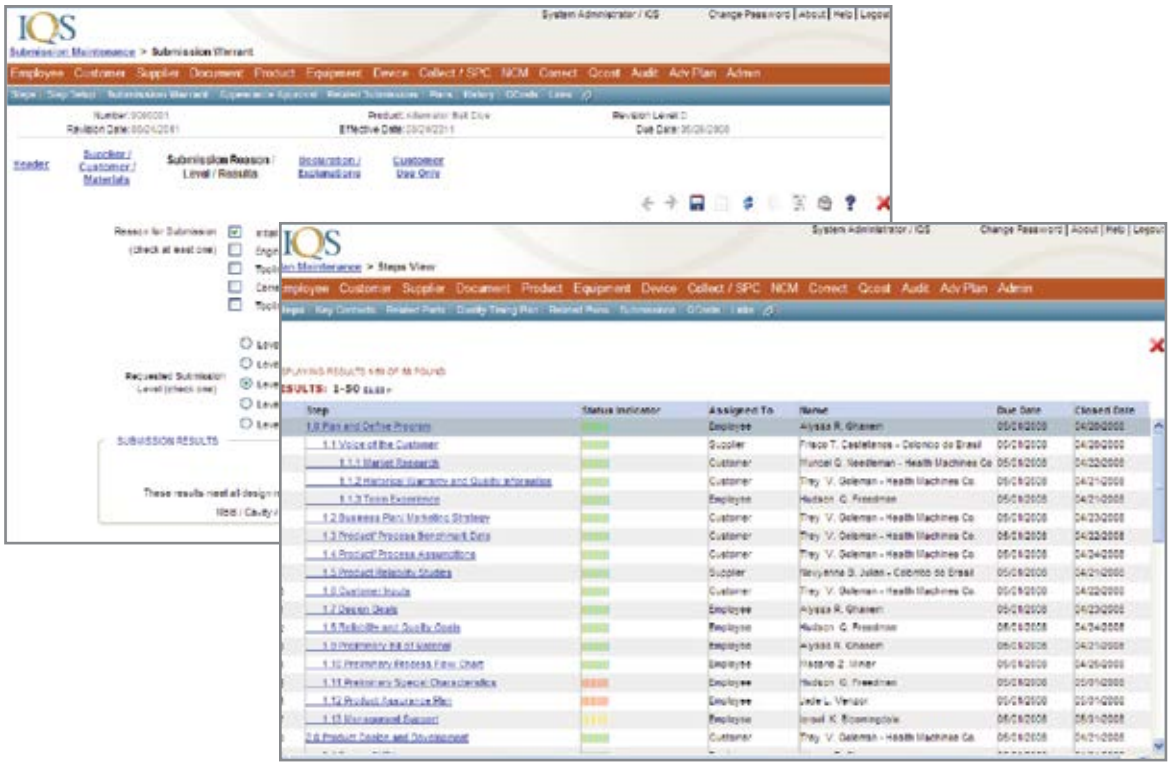
Managing New Product Launches & Customer Part Submittals

Epicor AQM ADVANCED PLANNING defines, automates and documents the critical aspects of your product launch process to assure engineering design information is translated effectively throughout the pre-production process. The system enables you to synchronize all key processes and activities through the creation of templates, project plans and checklists that manage all details of the new product launching process.

The system also controls the quality of parts through a series of highly controlled customer product submissions, checklists and approval routings, as required by industry-specific quality methodologies (e.g., including PPAP - Production Part Approval Process, ISIR - Initial Sample

Inspection Report and First Article Inspection Certificates). All part specifications and modifications are documented and communicated to promote error-free production runs.

- Eliminate the binders and nonintegrated computer systems you use for managing new product launches and product submissions
- Effectively manage resources to satisfy the customer
- Promote early identification of required changes
- Avoid late changes
- Provide a quality product on time at the lowest cost
- Standardize management reporting across all programs in your company and include graphical representations for easy interpretations
- Provide consistency in the development and project management of new products
- Improve response time and customer satisfaction with quick information retrieval and analysis
- Eliminate manual sorting and filing that leads to incomplete record-keeping
- Support project step and submission requirement completion with Epicor AQM records
- Get employees, customers and suppliers working together off the same plan



> "Product Quality Planning is a structure method of defining and establishing the steps necessary to assure that a product satisfies the customers. The purpose of production part approval is to determine if all customer engineering design record and specification requirements are properly understood by the supplier and that the process has potential to produce product meeting these requirements during an actual production run."

Plans

- Create unique Projects Plans to manage the details of each product launch, with an unlimited number of user-defined steps
- Define as many steps as needed to effectively manage the project
- Assign step responsibility to employees, suppliers or customers with planned and actual dates to analyze performance
- Checklists can be created to ensure tasks are not missed in detailed project steps
- Project Step Attachments provide the proof a step has been completed; they can be any third-party application file (e.g., Word, Excel, or Epicor AQM System records/Process Flows, Design and Process FMEAs, Control Plans, Engineering Change Requests, Equipment and Measuring Device Lists, etc.

Submissions

- Create customer prototype submission requirements with an unlimited number of user-defined steps
- Submissions are revision controlled and are archived when not approved
- Define as many steps as needed to get customer approval on first submittal
- Assign step responsibility to employees, suppliers or customers with due dates
- Submission Step Attachments provide the proof-of-step completion; they can be any third party application file (e.g., Word, Excel, or Epicor AQM System records/ Blueprints, Critical Characteristic Lists, Inspection Results, SPC Charts, Nonconformance History, etc.

Checklists

- Create an unlimited number of checklists to ensure detailed plan and submission steps are properly completed before being closed
- Each checklist can have unlimited questions that can be assigned to an employee with a due date

Templates

- Create Templates to save data entry time when creating Project Plan and Submission records
- Checklists and attachment definitions will pre-load to plan and submission records when template is chosen and can then be customized
- Manage an unlimited number of templates based on industry, customer, and/or internal requirements

Attachments

- Attachment records provide proof of plan and submission completion
- Proof can be in the form of any third-party application file (e.g., Word, Excel, or Epicor AQM System records)
- AIAG Submission Warrant and Appearance Approval Report provided, Design Records, Equipment/Tooling, Checking Aids, etc.

Approvals

- Unlimited employee, customer, and supplier approvals on plan and submission steps
- Integrates with e-mail to provide serial and parallel workflow approval routing
- Password protected Electronic signatures

Reports

- Project plan step due date sorted by responsible party
- All project plan steps assigned to suppliers
- All open steps
- All past due steps
- Run and e-mail completed Part Submission Warrant form to customers
- Send process and product validation SPC Charts to customers

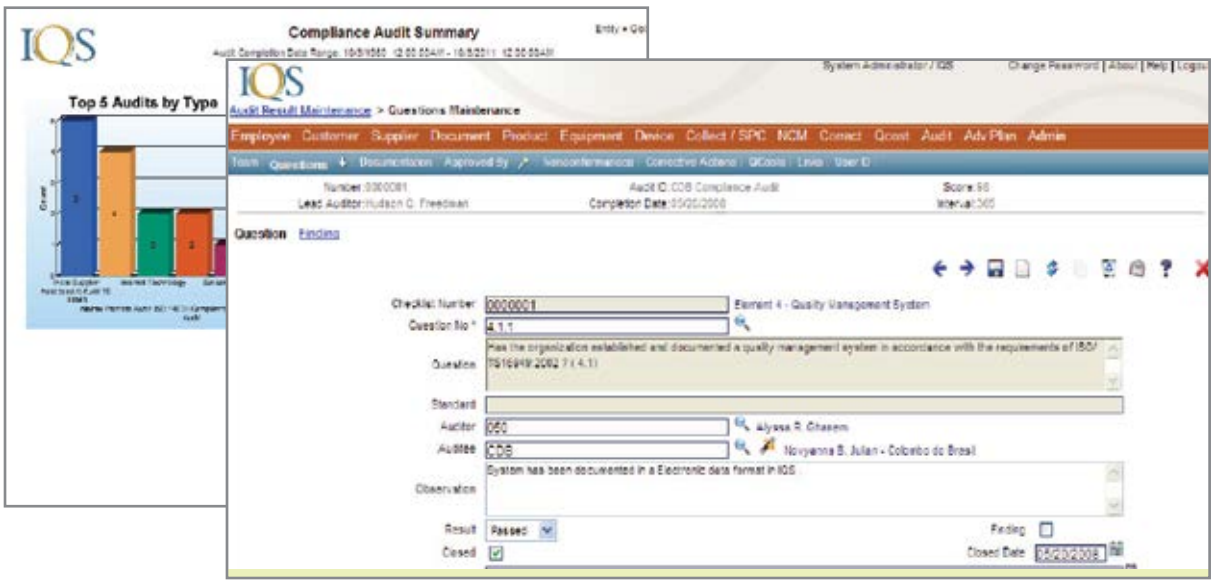
Audit

Managing Internal System Audits

Epicor AQM AUDIT provides a single compliance framework for Quality, Environmental Health & Safety, and Sarbanes Oxley. The key to continuous improvement is an audit function that routinely compares what you are actually doing to what you should be doing. Epicor AQM AUDIT is designed to do this and much more.

Internal quality audits can be scheduled on the basis of the status and importance of the activity to be audited and are to be carried out by personnel independent of those having direct responsibility for the activity being audited.

The results of the audits are to be recorded and brought to the attention of the personnel having responsibility in the area audited.



> "The supplier shall establish and maintain documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the quality system."
>
> — ISO 9001

The management personnel responsible for the area shall take timely corrective action on the deficiencies found during the audit.

- Answer questions like: What has to be audited next month? Are there any unresolved audit findings? What are the audit results? What areas are improving? Is there training required?
- Focus on technical matters while the software tracks, inventories, schedules and performs all the time-consuming tasks involved in the audit process
- Assure readiness for all regulatory and industry compliance audits by scheduling periodic internal audits
- Create templates Easily copy existing audit checklists and modify for the next audit without retyping questions
- Perform internal system audits as well as supplier and third-party audits
- Ensure that findings do not fall through the cracks – assign responsibility, a due date and trending information for efficient and timely reporting
- Record any Nonconformances and Corrective Actions necessary from audit findings and observations
- Ensure compliance with quality standards, e.g., ISO 9000, TS-16949, AS 9100, ISO 14001, etc.

Audits

- Manage all internal audits in a single file complete with revision levels and change history
- Create your own audits or base them on industry standards (e.g., ISO 9000, etc.)
- Last and next audit dates automatically calculated by the system when an Audit Result record is saved
- Categorize your audits with your own codes for audit type (e.g., ISO, Environmental, Safety, etc.)

Checklists/Questions

- Each audit can have an unlimited number of checklists to ensure tasks are not missed during the audit process
- Each checklist can have an unlimited number of questions
- Document specific references and observations per question
- Define the standard and section against which questions are posed

Templates

- Create Templates to save data entry time when creating Audit records
- Automatically load audit checklists and questions based on different departments, processes, product lines, etc.

Scheduling

- Manage an unlimited number of audit schedules with due dates and responsible parties
- Make sure daily schedules are clear by alerting personnel of upcoming audit dates with warning e-mails, two weeks before, one month before, etc.
- Audit Last and Next Dates are automatically calculated by the system when a passed audit result record is saved

Results

- Document findings and record, track and analyze results
- Use the system to assign followup activities
- When warranted, escalate findings to a Nonconformance
- When warranted, escalate findings to a Corrective Action
- Get valid issue lists and resolutions for long-term analysis and continuous improvement
- Record any documentation, procedures, work instructions, blueprints, etc., referenced during the audit

Nonconformances

- Escalate audit result findings to Epicor AQM NCM Nonconformance records
- System automatically cross references the audit result to the nonconformance so personnel responsible can launch the audit and review what happened
- Corrective Action Requests
- Escalate audit result findings to Epicor AQM CORRECT Corrective Action Request records
- System automatically cross references the audit result to the corrective action request so personnel responsible can launch the audit and review what happened

Reporting

Crystal Reports from Business Objects allows for customized reports, charts and queries. Create and run reports such as:

- All internal audits due next month, next quarter, or this year
- Audit Result forms with questions and blank space for auditor to make notes
- Summary of all pending, passed and failed audit results
- All audits due in the next six months sorted by auditor
- All audit findings pertaining to section 4.4 Design Control
- Audit findings due date with responsible personnel
- List of Nonconformances found during audits which you can quickly e-mail to the responsible party for follow up
- List of Corrective Actions issued during audits which you can quickly e-mail to the responsible party for follow up
- Summary of all pending, passed and failed audit results
- All audits due in the next six months sorted by auditor
- All audit findings pertaining to section 4.4 Design Control
- Audit findings due date with responsible personnel
- List of Nonconformances found during audits which you can quickly e-mail to the responsible party for follow up
- List of Corrective Actions issued during audits which you can quickly e-mail to the responsible party for follow up

Quiz
Managing Training Effectiveness

Epicor AQM Quiz provides objective evidence that people have met the training requirements of their position.

When a new work instruction, standard operating procedure, policy, etc., has been created, or when one is revised, or a new employee is hired, a quiz can be taken to test their understanding of the documentation required to do their job.

> "The need for training of personnel should be identified and a method for providing that training should be established. Consideration should be given to providing training to all levels of personnel within the organization. Particular attention should be given to the selection and training of recruited personnel and personnel transferred to new assignments."
>
> — ISO 9004

- Acknowledge changes to processes, operations and safety
- Confirm updated policies are read and understood
- Test learned skills and knowledge
- Develop certification and training programs
- Provide notification of changes requiring training to the affected employees
- Create a quiz for new document revisions, policy awareness, and employee training certifications
- Provide multiple quiz formats including a simple read-document quiz or a full quiz with unlimited questions with a passing score
- Questions can be true / false and multiple choice formats
- Manage unlimited supporting documents assigned to a quiz
- Create randomized order for questions as well as alternate questions so users cannot memorize answers
- Create quizzes based on job and department
- Automatically update employees' documents and skills tables when quiz is passed
- Notification via e-mail to employee with "hot link" to logon to take online quiz
- Provide a list of outstanding tests, due dates and feedback
- Automated re-scheduling of a quiz when it is failed
- Faster recording and easier posting of results
- Immediate feedback of test results

API Toolkit

Managing Epicor AQM and ERP/MRP/Legacy System Data

The Epicor AQM API Toolkit is used to synchronize the Employee, Customer, Customer Contact, Supplier, Supplier Contact and Product tables in Epicor AQM with the tables in your other mission-critical applications.

The Epicor AQM API Toolkit provides bi-directional integration capabilities into and out of Epicor AQM. With the API Toolkit administrators can:

- Map data with a point and click interface
- Apply business logic, conversions, or data validation before the data is moved
- Track transaction activity with an exception log

The Epicor AQM API Toolkit provides for both data mapping and for custom business or validation logic.

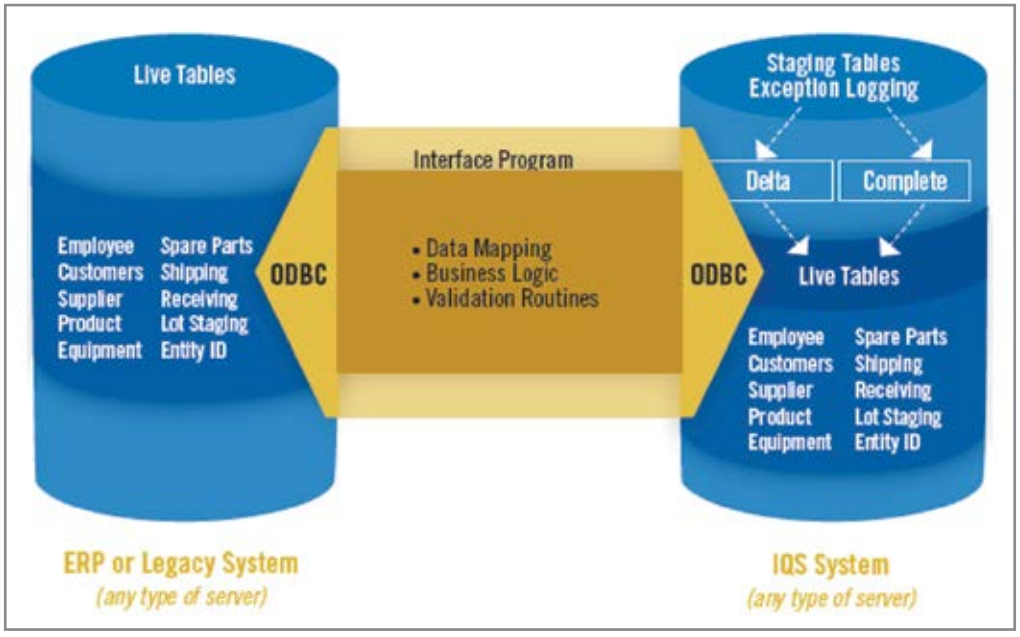
Integration can be run one time as an initial data load, or scheduled to run in an ongoing/update-only fashion.Staging tables are used to validate data. Invalid data is written to an exception log, not the production database as an additional safeguard.

Use the Epicor AQM API Toolkit on other tables as well including: capital equipment and spare part tables for preventive maintenance, bill of material tables used for indented part lists, shipping and receiving tables used for receiving inspection, etc.

Epicor AQM has standard "out of the box" integrations with many of Epicor's robust ERP solutions. For the latest availability of integration points and workflows, contact your Epicor sales representative.

API Toolkit

Managing Epicor AQM and ERP/MRP/Legacy System Data



QUIZ ensures employees to have an understanding of the documentation required to perform their job.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.

EPICOR

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