

Tracking Your Fasteners

by:

Dennis R. Cowhey, CEO
Computer Insights, Inc.
108 3rd Street
Bloomington, IL 60108 USA
+1 630 893 4007
dcowhey@ci-inc.com
www.ci-inc.com



Integrating Quality & ERP Systems—A Must Do

Operating a Quality Management System (QMS) is becoming an ever more important part of running a successful fastener company, both for manufacturers and distributors. It can be a costly investment, but without a QMS in place, many customers will not even consider buying from a particular fastener distributor.

Continuous Improvement & Timeliness

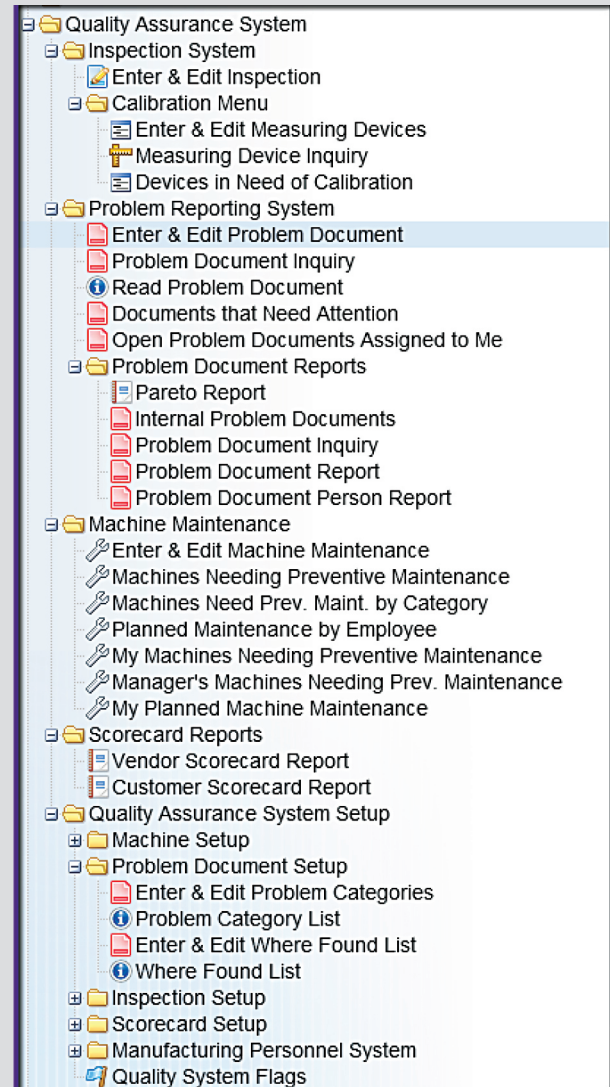
Once a QMS system is in place, it requires constant supervision to ensure that it is current and accurate and in sync with the in-house Enterprise Resource Planning (ERP) system. When the auditor shows up, it will be expected that every transaction that is entered into the QMS can be proven by activities that are in the ERP system. This issue sends some companies into a panic. They “prepare” for the audit by updating logs, checking on the status of problem reports and corrective action reports and they prepare additional reports for the auditor, for example:

1. Customer Report Cards
2. Vendor Report Cards
3. Pareto Reports

These are just a few examples of reports that are required. In addition to the hassle of preparing them, there is another problem because they are not available on a timely basis for analysis and continuous improvement. This defeats one of the key benefits of the QMS.

Integrated QMS System

Computer Insights, Inc. has developed a complete integrated QMS system, The BUSINESS EDGE 2.0 Quality Assurance System, right inside The BUSINESS EDGE 2.0. This system handles the vast majority of the transactional quality requirements as a bi-product of daily activities. This system is unique in the industry, and clients that use it report that their QMS Systems are a breeze to maintain. The system provides a simple step-by-step method of keeping everything up-to-date and accurate. There is really no such thing as “preparing” for the audit, because everything has been done as it should have been done all along.



Everything at Your Fingertips

The system includes alerts and follow-up lists that are provided to users to continuously provide feedback on what needs to be done.

Problem Reports and Corrective Action reports are done directly in The BUSINESS EDGE 2.0 and are tied to Purchase Orders, Sales Orders, Products, etc. Everything is at the QMS Manager’s fingertips. The same is true for the auditor when the time comes to show and tell.

An Answer to a Pressing Need

Carmen Vertullo of CarVer Consulting has this to say about the system: “As a technical and quality consultant to fastener suppliers, I see an integrated QMS—that is to say, having your quality management systems as an integral part of your ERP, the single biggest game changer for suppliers who view their QMS as strategically important to their business model. The BUSINESS EDGE 2.0 is the only system that I have found that meets these criteria.”

Integration Needed

"It really is a no-brainer to integrate the QMS into the ERP," said Vertullo. "All the data that is used to complete the various forms, logs and records is already there. You would not dream of having a purchasing or inventory management system living outside of your ERP—the same thinking should apply if you view your QMS as a vital component to serving your customers."

Continuous Improvement a Must

Vertullo continued, "Every QMS model demands that we put focus on continual improvement and customer satisfaction. It also demands that decision making is based on data and measurements. All this data and the ability to measure our performance in every category lives in our ERP—why not feed this data directly into an integrated QMS instead of having a bolt-on system that requires us to figure out how to get it from here to there?"

Game Changer

Vertullo is enthusiastic about this breakthrough. He stated, "This is definitely a game changer. When issues of quality or customer satisfaction come up, response

time is of the essence. Even an hour—or certainly a day—can make the difference between an unhappy customer and one who comes away impressed with how well we handled the issue. The BUSINESS EDGE 2.0 has the answer. A cumbersome and slow QMS will not do."

More Information

For more information, contact Carmen Vertullo, CFS, CarVer Consulting, by phone: **+1 619 440 5888**, by fax: **+1 619 440 5888** or by e-mail: **carver316@gmail.com**.

Or e-mail **Dennis Cowhey** at **dcowhey@ci-inc.com**, or visit the **Computer Insights** website listed below. www.ci-inc.com



Dennis, R. Cowhey, CEO – Started **Computer Insights** in 1981. He served for many years on the **Illinois CPA Society Computer Information Systems Committee**. He is a frequent author of articles for industry trade magazines. Before starting **Computer Insights**, he served as Central District Manager for a division of **Litton Industries** (now part of **Rockwell**), that offered inventory control systems to retailers. Prior to that, he was a Credit and Financial Analyst for National Credit Office division of **Dun & Bradstreet, Inc.** Cowhey received his education at **Chicago City College** and **DePaul University**.

Computer Insights provides The BUSINESS EDGE 2.0 software for efficient tracking of fasteners. www.ci-inc.com