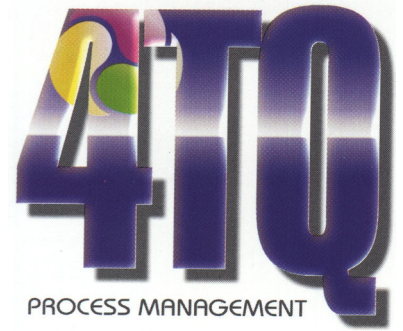


4TQ Action Records

Corrective Action Manager



The **4TQ Action Records** module is an optional application that integrates with **4TQ Explorer**. Its role is to provide a **“register and workflow manager”** of the actions required to maintain and improve the “System of Work”.

The 4TQAR module extends the traditional approach to managing CARs, PINs and OBS to achieve a full Process Management loop closure.

Features

Integrated with 4TQ Explorer, to provide an event/action workflow engine to manage

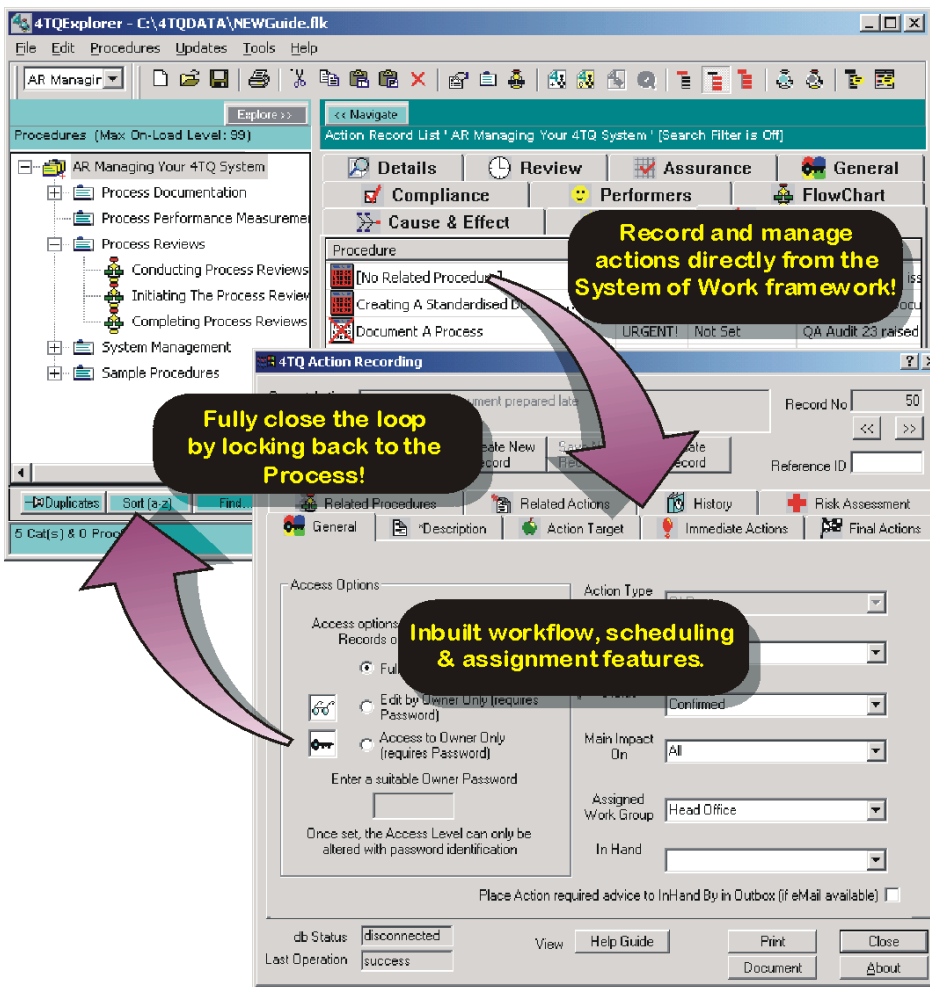
- CARs.
- PINs.
- Customer Complaints.
- Accidents.
- Incidents.
- Change Events.
- Staff Suggestions.

plus the flexibility to add your own event types to fit all of your organization’s needs.

Built-in Risk Assessment calculator to help with accurate prioritization.

The 4TQ Action Records activity cycle covers:

- The causal event record. (What, Who and When),
- Action categorization,
- The immediate action taken,
- A Risk Assessment,
- Assignment of responsibilities,
- Assignment against the effected Process,
- Assignment against Business Unit, Locations, Plant and Equipment,
- Infinite “Follow-on Action” trail,
- Final Clearance write-off,
- Post Implementation Review Scheduling
- Email enabled advice generation.
- Password Security Protection Feature,
- Chaining separate “Follow-on” Action Records,
- Optional email activity advice.



Firstly, by allowing the inclusion of other “System of Work” impact events like Customer Complaints (and any other type you have identified) all of the potential sources of action provoking events are consolidated into one system.

Each AR has a “Post Implementation Review” scheduling function to provide the check that the “corrective” actions taken have actually had the desired outcomes.

Finally, and most importantly, each AR can be associated back to the actual process that was involved or impacted in resolution of the event. In a true “Process Management” system this is the essential loop closure activity. It provides the Process Owner with the often-missing additional feedback of the performance of their process outcomes.

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