



# QUALITY MANAGEMENT

Management and certification of quality standards

The **Quality Management** solution (Quality Process Certification) is an add-on for Microsoft Dynamics 365 Business Central, which implements a set of functions for the management of quality and the organization's internal processes.

This solution provides mechanisms to evaluate the efficiency of processes and products, ensures the uniformity and conformity of procedures, and increases the efficiency in the identification and solution of non-conformities, providing continuous improvements in the products, services and processes of each company.

## Main Features

### Quality Audits

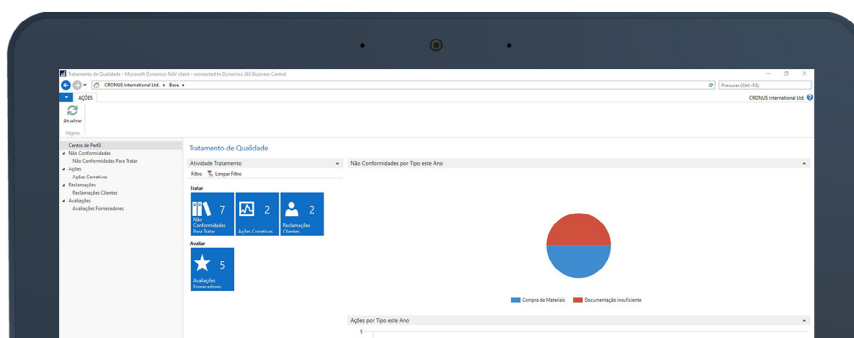
- Creation of a structure that defines the different standards used in the company:
  - **Standard**
  - **Requirements**
  - **Processes/Procedures**
- Creation of annual audit plans, subject to approval, of which revisions can be generated
- Definition of the team of auditors, elements to contact and audit areas
- Association of an activity plan to each audit
- When the audit ends, it is possible to register Non-Conformities and observations, which can lead to corrective or preventive actions - recorded and dealt with in the Corrective/Preventive Actions module

### Unconformities

- Grouped and coded by year and sequence
- They may result in a correction (eg. repair of a defective item and its subsequent use) and/or Corrective/Preventive Actions
- Automatically closed whenever their correction is completed and the associated corrective/preventive actions are closed
- Manually closed in case the non-compliance does not lead to correction or corrective/preventive actions

### Corrective/Preventive Actions

- Grouped and coded by year and sequence
- Origin identification: Non-conformities, audit notes, complaints, other
- Record of all data related to the identification of the action (causes, description, origin, date of issue) and analysis of the request



## Equipment Management

- Control tool for curative and preventive maintenance
- Information and cataloging component of the company
  - different types of equipment and respective technical characteristics
- Association of maintenance plans to each equipment
- Record of the interventions that occurred regarding the equipment maintenance plan
- Record of equipment incidents

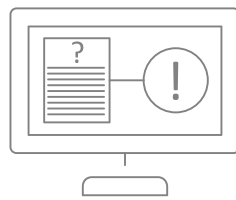
## Customer Complaints

- Management of the entire customer complaints registration process and subsequent treatment:
  - Collection of information about the complaint (description, article, batch etc....)
  - Treatment and guidance for the responsible person
  - Monitoring of the entire complaint process

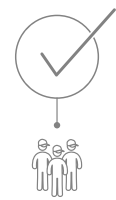
Quality standards are an important tool to help organizations grow and prosper



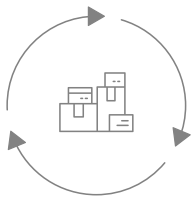
**Audit Management**



**Non-Conformity Control**



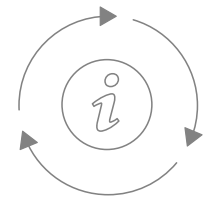
**Suppliers Evaluation**



**Equipment Management**



**Customer Complaints**



**Information Flow Control**



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