Document & Business Process Management Systems

Inspection & Certification Management System

The necessity of the Inspection & Certification Management System

The Inspection & Certification Management System is an integrated information system addressed to organizations active in the field of Industrial Inspection and Management Systems Certification.

Inspection & Certification Bodies are required to cope with the complexity and the wide range of new activities that appear everyday, in the areas of inspection, auditors qualification, verification of certification scopes, as well as certification process itself.

Therefore, they need a tool that will help them manage the data of their clients (activities, products, certification field, etc.), their inspectors (areas of expertise, availability, history, etc), but also the actual certification process (choosing a suitable auditors team, recording non conformances, automatic generation of forms and certificates, etc.).

Moreover, a large number of standards, norms, European directives, National legislation framework should be supported by the system (Quality Management Systems, Environmental, Safety, Industrial Inspection, Evaluation, Testing, Verification, etc).

An extremely important success factor for a Certification Management System would be its integration with a Document Management System, in order to automate the processes and the production of the documents (e.g. Issue of Certificates, Reports, Offers).

▶ Functional Features

The provided software includes a number of integrated subsystems such as:

- **Customer Data Management,** concerning the registration of companies data, which the organisation deals with.

- **Offers Management,** which supports offer preparation for prospective and current customers.

- **Certification Management,** which handles the details of a customer's certification.

- **Inspection Management,** for recording inspection/auditing data (such as audit team, findings, etc.). This subsystem supports the completion of special forms (depending on the certification standard) and the production of certificates and reports.

- **Auditors Data Management,** which manages Auditors Data, such as contact information, expertise in standards, etc.

At the same time, the provided software system is a complete Document Management System, providing functionalities such as: importing digital files, searching by combining criteria, digitization, etc., as well as a CRM system supporting business relations with customers.

◗ Certification Process Support

• Multiple certification standards are supported, in industrial certification as well as in those of management systems and personnel certification.

• Functionality to record all the related information, such as start and end of the audit date, the audit team, man-days of each member in this audit, etc.

• Recording and monitoring of non-conformities identified during the audit process.

• Monitoring the pending issues of active audits and automatic notifications to initiate the forthcoming surveillance audit.

• **Automatic generation of the official certificates issued by the organisation to its customers (export options in PDF, MS Word, etc.).**

◗ Auditors

• Keeps the personal data of auditors working with the organisation, as well as their studies, technical skills, work experience and internal training.

• Organizes and monitors their recent audit employments and current availability.

◗ Customers

• Records the information associated with the customer-companies of the organisation. Includes general information such as name, address, legal form, etc., and information about the internal structure and the personnel of the company.

◗ Offers

• Keeps offers data (customer, submission date, offered product and / or service, acceptance status, invoicing mode, follow-up, etc.).

• Provides functionality for the definition of products and services and allows their selection for preparing the subject of the offers.

• Offers documents can be generated dynamically using templates.

• Supports integration and interoperability with the Certification Management subsystem, and the Customers subsystem.

◗ Advantages

• **System implemented in Web environment using open technologies**

   Enables access control, remote usage, integration with existing and legacy systems.

• **Remote access**

   Supports remote access and work, using a role-based personalized user interface, necessary to auditors carrying out audits at the customer's premises.

• **Independency from third systems and interoperability (compatibility and open architecture)**

   Operating system and database independent. Supports Windows, Linux, etc. and databases such as MySQL, Oracle, SQL Server, etc.

Information - Orders: