Ensure incoming and outgoing quality.

Keep your customers happy by providing them with the quality they expect. And, make sure your raw material providers and doing the same for you.

Test Finished Goods Quality

The QMS allows you to test finished goods to see if they stack up to your standards. Or, you can work with your individual customers to define pass/fail tests according to their expectations.

Quality tests can be set up for all items or can be set up just for select items for specific customers. You can also set standard sample sizes, depending on quantities per run or order. Whatever you decide the right combination is for your operations, the QMS can ensure that your customers receive what they pay for.

Test Raw Material Quality

The QMS provides you with a way to hold your raw material vendors responsible for quality as well. With inbound quality management, you can be more confident that what you have in inventory will be acceptable for production. As with finished goods, you can set up quality tests for all incoming items, or just for select items from specific suppliers.

Capture Production Quality Issues

When a machine operator catches a quality issue on the shop floor, he or she can have a corrective action report generated. Then, your schedulers can take instant action and easily see where a rework job can fit into the schedule and how that will affect other planned operations.

If Shop Floor Data Collection/DMI is being used, Radius already knows how much time has been accumulated against the job and how much material has been wasted. Full integration with job costing means the cost of the mistake has been captured and with Radius ERP’s extensive reporting capabilities, you can easily see how your business has been affected.
Create Corrective Actions for Returns

With the QMS, you will be able to decrease customer returns. In the case a customer does return something, you can use the system to set up corrective actions to make sure it doesn’t happen again. Categorize why the items were returned and immediately define the actions that need to be taken in order to generate a rework order, scrap the material, or generate a credit note. You can then track those corrective actions to ensure an adequate solution is reached.

Communicate Your Quality Commitment

Your customers don’t often praise you for delivering a quality product… they expect you to. Take the opportunity to show them your commitment to quality by producing Certificates of Acceptability or Quality Certificates.

When your products pass your quality tests, let the Radius ERP system generate these quality assurance documents when your other shipping documents print.

Key Benefits

• As you improve and ensure the quality of finished goods shipments, customer satisfaction increases.
• By communicating your quality standards, your customers gain more confidence in you.
• You can lower costs by decreasing the number of customer complaints, returned shipments, rework, etc.
• Quality-tested inventory allows for fewer delays, less rework and higher profits.
• By capturing issues with the QMS, you can optimize other parts of your business such as scheduling, job costing and reporting.

Quality Management System (QMS)

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