



## **Faults Tracking System**

The Elegant IT Fault Tracking System allows companies to quickly deploy fault tracking software and keep on top of quality issues.

This system provided a flexible frame work that allows capturing and tracking of many different fault types (Internal/Customer/Supplier)

Once these faults have been logged in the system they are placed on a workflow that ensures they are reviewed and notifies relevant people when faults are completed or have had no activity for a period of time, this insures that no faults get lost in the system.

The entire fault framework is design to be as flexible as the companies process, you can capture as much or as little information as required.

### **Fault review process.**

#### **New Faults,**

New faults are marked as for review when they are first added this allows for all new faults to be grouped together and reviewed at a daily/weekly/monthly quality meeting, the faults system guides the users through the new faults and the quality team allocated each fault to someone to investigate and address the issue (using either the built in 8D (Eight Disciplines) process or a specific custom process).

#### **Status Review,**

The status review option allows the quality team to review all critical faults an see what progress has been made.

#### **Open Fault Review,**

The open fault review allow the quality team to review all faults that are currently open and review what progress has been made.

#### **Updating faults,**

When a fault has been assigned to a user they are sent an email informing them that a fault has been assign to them to resolve, at this point a series of SLA's (Service Level Agreement) timers are started, they are custom set limits that depending on the fault status will escalate faults to team leader/managers if no updates have be made to that fault with in the SLA period.

Once a user has investigated the problem and completed the 8D (or custom process) the fault can be signed off, at which point a email is send to all involved parties (including customers and suppliers if required) so update them on the actions that have been taken.

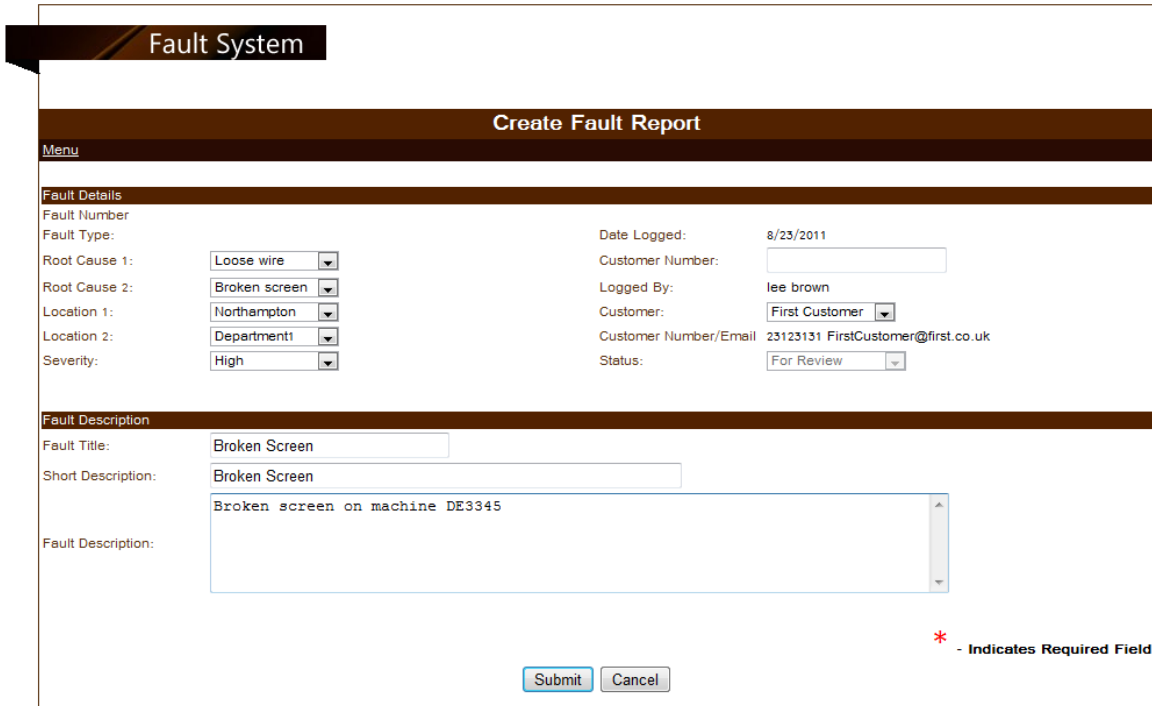
#### **Reporting.**

Due to the nature of this system a variety of reports can be generated and if required automatically emailed to users, this makes generation of KPI's effort less (and combined with our Virtual

Whiteboard technology available for view instantly across multiple locations (<http://www.elegant-it.co.uk/Virtualwhiteboard.htm> )

### Screenshots

Adding faults



**Fault System**

**Create Fault Report**

Menu

**Fault Details**

Fault Number: [ ]

Fault Type: [ ]

Root Cause 1: [ Loose wire ]

Root Cause 2: [ Broken screen ]

Location 1: [ Northampton ]

Location 2: [ Department1 ]

Severity: [ High ]

Date Logged: 8/23/2011

Customer Number: [ ]

Logged By: lee brown

Customer: [ First Customer ]

Customer Number/Email: 23123131 FirstCustomer@first.co.uk

Status: [ For Review ]

**Fault Description**

Fault Title: [ Broken Screen ]

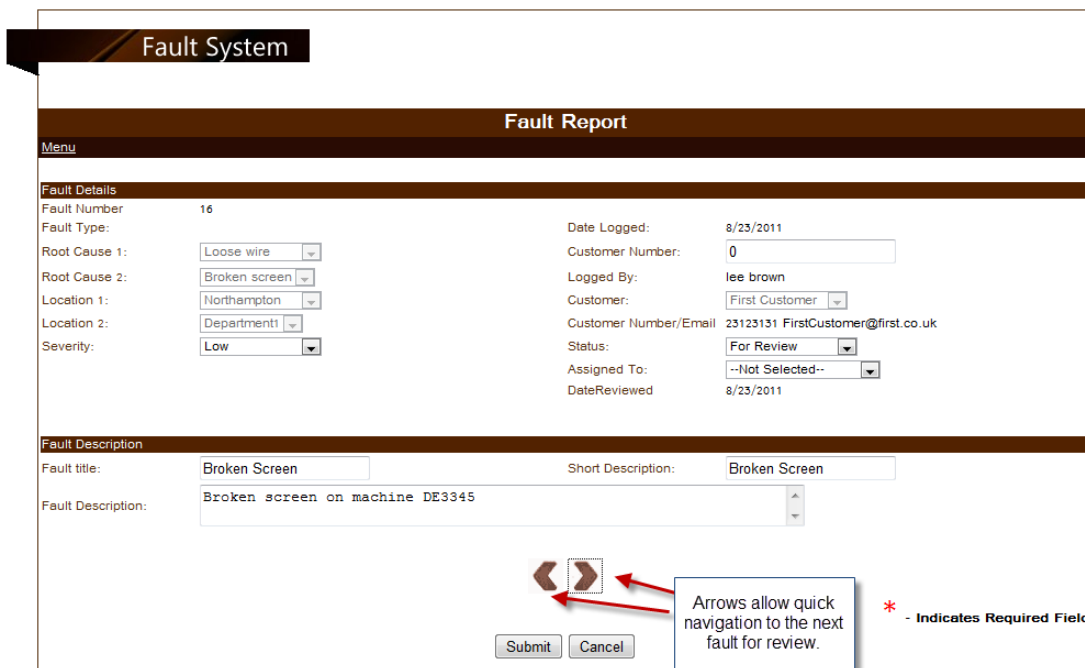
Short Description: [ Broken Screen ]

Fault Description: [ Broken screen on machine DE3345 ]

\* - Indicates Required Field

[ Submit ] [ Cancel ]

Quality Review Screen to facilitate the quality review process.



**Fault System**

**Fault Report**

Menu

**Fault Details**

Fault Number: 16

Fault Type: [ ]

Root Cause 1: [ Loose wire ]

Root Cause 2: [ Broken screen ]

Location 1: [ Northampton ]

Location 2: [ Department1 ]

Severity: [ Low ]

Date Logged: 8/23/2011

Customer Number: 0

Logged By: lee brown

Customer: [ First Customer ]

Customer Number/Email: 23123131 FirstCustomer@first.co.uk

Status: [ For Review ]

Assigned To: [--Not Selected--]

DateReviewed: 8/23/2011

**Fault Description**

Fault title: [ Broken Screen ]

Short Description: [ Broken Screen ]

Fault Description: [ Broken screen on machine DE3345 ]

\* - Indicates Required Field

[ Submit ] [ Cancel ]

Arrows allow quick navigation to the next fault for review.

Updating a fault, Full 8D process (or custom process)

Fault System

Fault Report

Menu

Fault Details

<p>Fault Number: 16</p> <p>Fault Type:</p> <p>Root Cause 1: <input type="text" value="Loose wire"/></p> <p>Root Cause 2: <input type="text" value="Broken screen"/></p> <p>Location 1: <input type="text" value="Northampton"/></p> <p>Location 2: <input type="text" value="Department"/></p> <p>Severity: <input type="text" value="Low"/></p> <p>Date Reviewed: 8/23/2011</p>	<p>Date Logged: 8/23/2011</p> <p>Customer Number: <input type="text" value="0"/></p> <p>Logged By: lee brown</p> <p>Customer: <input type="text" value="First Customer"/></p> <p>Customer Number/Email: 23123131 FirstCustomer@first.co.uk</p> <p>Status: <input type="text" value="For Review"/></p> <p>Assigned To: <input type="text" value="lee brown"/></p> <p>Date Completed:</p>
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Fault Description

Fault title:

Short Description:

Fault Description: 

Broken screen on machine DE3345

Containment

Containment Description:

Action

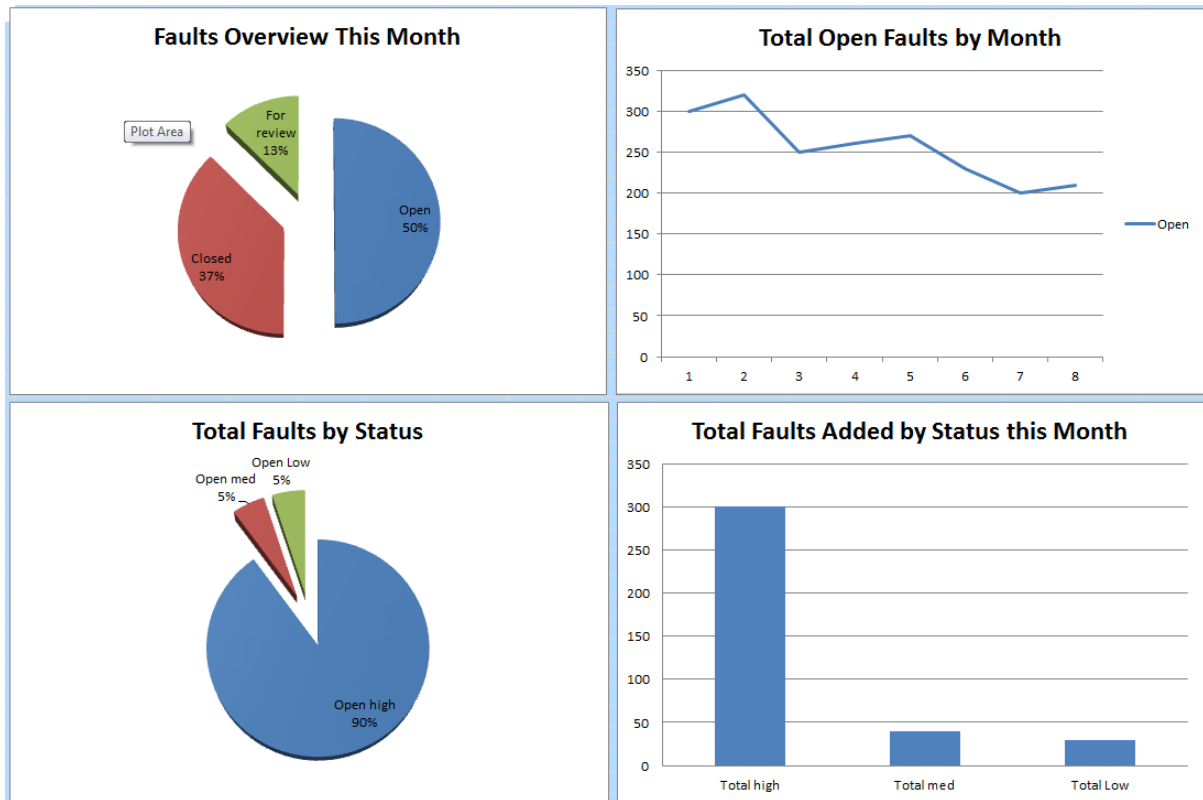
Action Description:

Root Cause

Root Cause Description:

## Reports

Various different reports can be added depending on the businesses requirements, below is a basic example of a monthly statistics report.



## Other Features.

### Customer and Supplier Portals

Suppliers and customers can have access to the system via a secure sign on that allows them to raise and track the status of their faults.

### Existing System Integration

Tie in to existing system to log faults against existing part numbers to allow for greater analysis of faults.

### Grouping of faults,

Faults can be grouped together when multiple instances of the same faults have been logged on the system.