



Non Conformities / Corrective and Preventive Actions (CAPA)

Advantages

- Eliminates administrative tasks involved in managing Nonconformities and Actions, freeing up time that can be better spent enhancing performance.
- Improves completion of pending tasks (corrective actions, efficiency checks, etc.).
- Ensures full treatment of Nonconformities through the different stages defined.
- Boosts cooperation among the persons in charge of handling Nonconformities and Actions, through collaborative functionalities.
- Allows you to identify Nonconformity occurrence patterns with statistical analysis instruments.

General Functionalities

- Recording of Nonconformities by anyone with privileges for it.
- Nonconformity form data structure established by the user.
- Automatic appointment of the group of persons who will manage each Nonconformity / Action.
- Nonconformities and Actions are treated in a sequence of configurable stages according to the client's needs (for example: Immediate Actions, Cause Analysis, Corrective or Preventive Actions, Efficiency Checks).
- Persons in charge, deadlines and actions are established in each stage. Each stage can have multiple actions, multiple persons in charge and multiple deadlines.
- ISOKEY provides checklists to control performance of the Corrective or Preventive Actions (CAPA) established to handle an actual or potential Nonconformity.
- Classification and statistics of Nonconformities according to different criteria, including:
 - Nonconformities by standard section
 - Nonconformities by causes
 - Nonconformities by consequences
 - Nonconformities by affected process
 - Nonconformities by area in charge
 - Nonconformities by supplier
 - Costs of the "Non-Quality"
 - Other

For more information
www.inghenia.com
ventas@inghenia.com



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