



BUSINESS SYSTEMS MANAGER

COMPREHENSIVE & INTEGRATED CUSTOMER RELATIONS, QUALITY, ENVIRONMENTAL, SAFETY & HEALTH, RISK MANAGEMENT

THE BSM MODULES

Modules can be purchased individually or in any combination

ISSUE, CORRECTIVE ACTION, AND CUSTOMER RELATIONS MANAGEMENT



Customer Relations Management • Corrective Actions • Improvement Suggestions • Supplier issues • Service requests • Product & Service Issues • Variations to Contract • Non Conforming Products • Complaints • Any type of Action Request management • Automatic overdue issue monitoring • Exports to Excel ...

COMPLAINTS MANAGEMENT



Management of the entire complaints process • Customised setup • Extensive reporting • Automatic review process • Product and Service problem tracking • Customised Letter Generation • Costs tracking • Graphical Trends Analysis • Performance graphs • Automatic overdue complaints monitoring • Exports to Excel ...

TRAINING MANAGEMENT



Manage all internal and external training • Staff, Customers, Contractors • Individual training plans • Training records and statistics • Training schedules • Automatic refresher training when certificates expire or processes change • Links with document control module • TTG - Task Training Groups for fast creation of training plans • Team population and competency management • Reports and training KPI's • Exports to Excel.

DOCUMENT CONTROL



Control & Distribution of any mix Electronic and Hard Copy Documents • Cross References • Review Tracking • Master & Personalised Indexes • Transmittal Notices • Document Mapping Against Standards, Products or Services • Document Approval Monitoring • Obsolete Document Control • Multiple Control Location • Links with Training management module.

ENVIRONMENTAL SAFETY AND HEALTH MANAGEMENT (ESH)



Identification & Recording of Hazards, Incidents & Injuries • Managing Corrective Action • Hazard Registers • Notices & Review Schedules • Extensive Reporting & Analysis • ESH Risk Management • Hazardous Substances register • Permit to work management • Automatic overdue issue and review schedule monitoring • LTI and treatment KPI generation • Exports to Excel
• Integrated Hazard management module – Hazards and possible incident causes that cannot be eliminated are managed for the life of the hazard or cause.

RISK MANAGEMENT (BASED ON HAZARD ANALYSIS AND CRITICAL CONTROL POINTS)



Proactive RISK management of any Hazards in any process – Commercial, Environmental, H&S, Manufacturing, Legal... • HACCP based • Risks and exposures in Dollar terms • Plan B generation • CCP review schedules • Automatic review schedule monitoring • Interfaces with Issue Management module • Extensive reporting • Exports to Excel.

INTERNAL AUDIT MANAGEMENT



Schedules and monitors internal audits • Audit Scheduling against any Standard or Procedure • Create any type and number of audits with user defined questions – ESH, QA, Product, Security, Stress... • Links with Corrective Action Management and ESH modules • Reporting and audit tracking • Trending of audit results....

The BSM Manager is split into two physical sections, the Front Office and the Back Office. The Front Office is designed with one purpose in mind – to capture Complaints, Problems, Hazards etc and is available across the network (and over the internet for the web-enabled version). The Back Office manages the complaints and issues entered in the Front Office as well as controlling the other functions such as Document & Record Control, Training management, Audits and more. Data entry into the BSM Module is simple and does not require a high level of technical knowledge. Management with the BSM Module helps you to define issues, identify risks and schedule and monitor action

SAMPLE PROCESS FLOW CHART

Sample process: CRM, Problem and Issue Management

