

Quality Management Software

» Understanding today and planning for tomorrow

Scope:

Our suite of Quality and Continual Improvement modules are designed to help your company automate its journey toward excellence.

Compliance:

Bridging a multitude of quality standards, such as ISO 9001, ISO 13485, ISO/TS 16949, AS9100 and FDA 21 CFR Part 11 & Part 820 Compliance. uniPoint Quality Management software ensures you can maintain and measure the cost and frequency of quality events. It also encompasses the principles of Lean Manufacturing.

Simplicity:

Our 4,200 users across North America and the European Union confirm that uniPoint software is very easy-to-use. This translates into a fast learning curve and reduced on-going training costs. Our interface promotes engaged users. See the results from this user-friendly solution almost immediately.

Integration:

The uniPoint Suite has the unique ability to integrate data from multiple ODBC compliant databases into our application. Imagine the opportunity to eliminate redundant data entry — and leverage the data from your existing systems. We also offer a stand-alone product.

Create, Link, Communicate, Track, and Manage the Life Cycle of Quality Activities and Documents

uniPoint Modules:

- » Non-Conformance
- » Corrective/Preventative Action
- » Tooling & Equipment Mgmt
- » Document Control
- » Customer Service
- » Key Indicators
- » Trend Analysis
- » Requests
- » Inspection
- » Auditing
- » Health & Safety
- » Education & Training
- » Surveys
- » Knowledge Base
- » Web Requests
- » Web Document Viewer



uniPoint Advantages:

- » Go Paperless!
- » User To-Do Lists
- » 80 Analysis Reports
- » ISO Compliance Tool
- » Unlimited Attachments
- » View Historical Audit Trail
- » Broadcast E-mail Capability
- » Integrate or run Stand-alone
- » Customize Data Labels
- » 3-6 Month ROI
- » Export Reports to MS Office, E-mail or PDF

“Using the uniPoint Continual Improvement Suite, we discovered that we were spending \$6,000 per month, or \$72,000 per year in Quality costs that we had no way to track before. A small improvement in these areas helped us pay for the software many times over, and in a few months.” — Mike Malone, Quality Manager, J.R. Stephenson



Technology

The uniPoint Suite was developed using Visual Studio .NET. The reports are written in Crystal, allowing our users to easily modify and create new Quality reports. Plus we offer the option of either an Access or MSSQL database.

Visibility & Tracking

You can send electronic NC/CPA documents and To-Do notification using e-mail. Recipients can then add their input and forward the quality record to its next stage. Each user can be setup with different access rights per module: No Access, Read Only, Edit or Full Rights.

Statistical Analysis

While saving time compiling reports and maintaining spreadsheets, you can streamline the preparation for your Quality audits with over 80 Continual Improvement Management Reports.

Continual Improvement

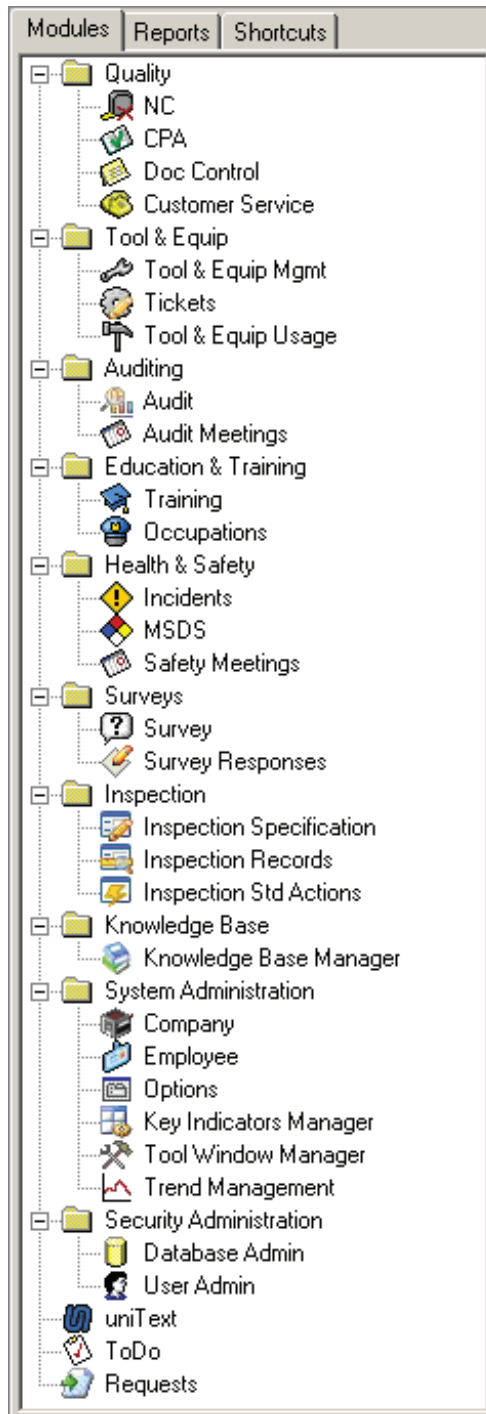
With the uniPoint Suite you can evolve to a "paperless quality system" where all documents can be shared, viewed or e-mailed. Everyone with security access can view relevant documents from their own workstation to stay informed of the status of each quality record.

Return on Investment

Research shows that the costs of poor quality can range from 15%-40% of business costs (e.g., rework, returns or complaints, late deliveries, reduced service levels, lost revenue). Company CFO's boast about getting quick payback on their uniPoint Suite investment – many within 3-6 months of implementing.

Improve consistency, efficiency, customer satisfaction, and gain a competitive advantage with the uniPoint Suite. Meet strict aerospace and automotive quality standards.

uniPoint Modules



Continual Improvement Quiz

Do you want to understand the total administrative cost of quality in your organization?

Are you always scrambling before an audit to get your data organized?

Does your Quality system allow for the assignment and tracking of user tasks, with To-Do Lists?

Do you want to evolve your company from a reactive to a proactive preventative maintenance model?

Do you continually fail to meet your external Auditor's requirements due to poor Document Control?

Does your company have a dynamic repository for Education & Training records?

Could you benefit from a solution that creates flexible surveys and analyzes customer, vendor, and employee responses?

Is your hazardous material documentation disorganized and out of date?

Do you use an ERP/MRP System have a weak Quality module that falls short of effectively managing your Quality process?

Are you interested in changing your Quality Department from a cost center, to a measurable cost-savings center?

If you have answered YES to one or more questions above, please continue your exploration of the uniPoint Quality Toolkit by e-mailing sales@unipointsoftware.com or visiting our website at <http://www.unipointsoftware.com>



Non-Conformance Module

» Track, control and reduce the cost of quality

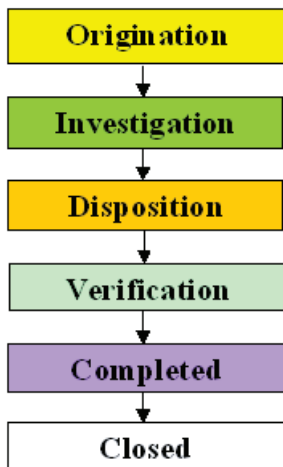
Scope:

A paperless management tool that automates manual record keeping and provides detailed statistical analysis.

Advantages:

The uniPoint NC module offers the ability to manage the life-cycle of non-conformance events, with cost tracking and assignment of user responsibility at every stage. With detailed and summary reporting, this tool will reduce your NC processing costs by 300-400%.

Process Flow:

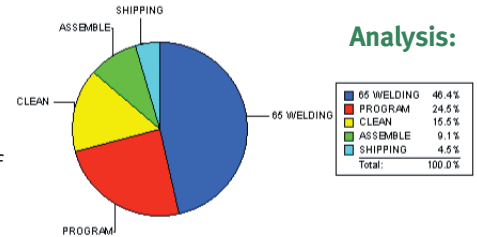


NC Module:

- » Communicates NC information instantly
- » Save time, paper and energy

Key Features:

- » Track total costs of NC on-screen
- » Prioritize NC's
- » Advanced NC process security
- » Complete NC visibility at the click of the mouse



NC No.: 20036

Origination | Investigation | Disposition | Accounting | Attachments

Status: Completed | Priority: 5

NC Date: 8/15/2002 | MR:

NC Originated By: SYSADM

NC Type: Vendor | Vendor: CHIC | PO: 25481 | Packlist:

Part No./Material: P-202-1000WA | Rev: | Reference:

Description: MAIN BODY STEEL TUBING | Lot:

Drawing: 11219701 | Total Qty: 50 | Rejected Qty: 50

Nonconformance: Std. Text:

REFERENCE 6-C ON DRAWING
DIMENSION 4.25" FOUND TO BE 4.36"

NC Origination Hrs: 5.00 | Location: QUARANTINE | Origin Date: 8/15/2002 | Origination Complete

General Capabilities:

- » Specific E-mail Notification
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » NC Report/NC Accounting Reports
- » NC Analysis by Type, Origin, Disposition
- » RMA/MR Forms
- » NC/CPA Association/Listing Reports



Corrective/Preventative Action Module

» Turning short-term problems into long-term solutions

Scope:

An instrument of organizational change, the uniPoint CPA module ensures that your long-term goals have been planned and well implemented.

Advantages:

Integrated with our Non-conformance, Health & Safety and Auditing modules, the CPA module provides a central point to manage continuous improvement items. Track the impact of your CPA's, and measure reduction over time.

Process Flow:

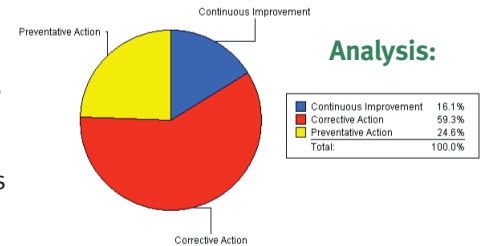


CPA Module:

- » Stop making the same costly mistakes
- » Associate multiple NC's to a CPA

Key Features:

- » Organize your data for external audits
- » Maintain visibility of long-term CPA's
- » Track cost at every CPA stage
- » Schedule and follow through all CPA's

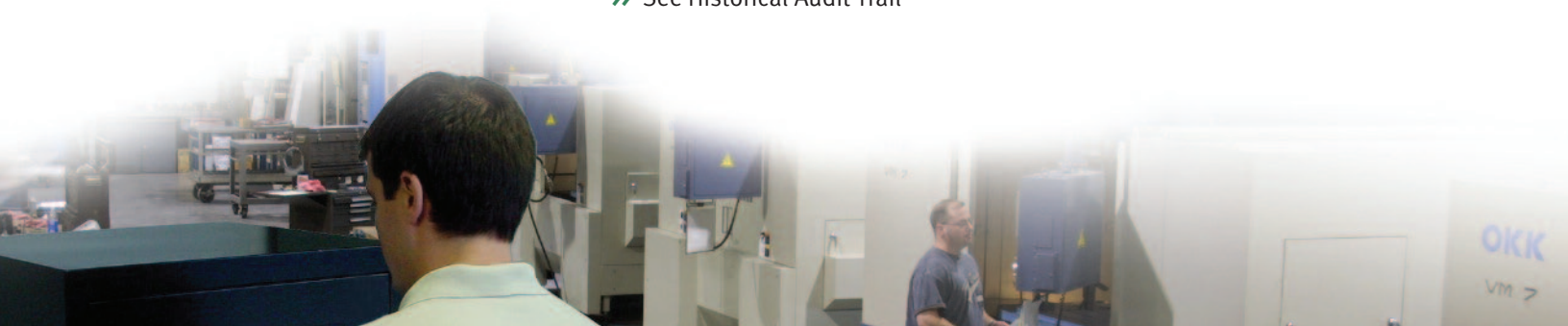


General Capabilities:

- » Broadcast/Specific E-mail
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » CPA Report/NC Accounting Reports
- » CPA Analysis by Type, Origin, Disposition
- » CPA Listing Report
- » CPA/NC Association



Tool & Equipment Management Module

» Track, schedule and cost all maintenance activities

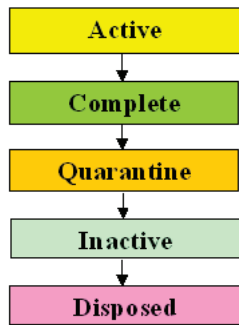
Scope:

A comprehensive production tool and capital equipment management system that allows for the automation of maintenance and repair work orders. Plan general maintenance, calibration, equipment overhauls, and record results.

Advantages:

Using the uniPoint Tool & Equipment module will help transform your company from a reactive to a proactive preventative maintenance model. This module allows for the separate tracking of planned maintenance versus unplanned repair events, and offers detailed scheduling and costing analysis.

Process Flow:



Key Features:

- » Setup Equipment Library
- » Automate Planned Maintenance
- » Estimate vs. Actual Costing
- » Understand Downtime Costs

Analysis:

Accounting							
Hrs	Estimate	Actual	Costs	Maintenance	Repair	Total	# Tasks
Total Downtime Hrs:	10.00	3.00	Labor Cost:	\$150.00	\$0.00	\$150.00	
			Downtime Cost:	\$225.00	\$0.00	\$225.00	
Total Maint Lab. Hrs:	2.00	3.00	Maint. Cost:	\$50.00	\$0.00	\$50.00	# Maint Tasks: 1
Total Repair Lab. Hrs:	0.00	0.00	Service Cost:	\$0.00	\$1,000.00	\$1,000.00	# Repair Tasks: 1
Total Labor Hrs:	2.00	3.00	Total Cost:	\$425.00	\$1,000.00	\$1,425.00	Total # of Tasks: 2

Tooling & Equipment Module:

- » Equipment tracking by class & category
- » Setup one-time or recurring maintenance

General Capabilities:

- » Specific E-mail Notification
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » Equipment Report
- » Equipment Analysis
- » Equipment Maintenance Schedule
- » Maintenance/Repair Tickets



Document Control Module

» Sharing and controlling your vital information

Scope:

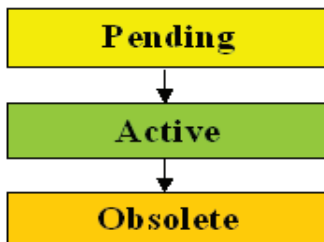
The uniPoint Document Control Module is the focal point of our Continuous Improvement Suite, because it manages all types of documents, regardless of the software used to create them. It provides a central and secure repository that makes search and retrieval easy during inspections and audits.

Advantages:

Improve efficiency and compliance requirements by automating your manual document control with sign-off and change control. Ensure that your company is building its products using the most current specs. Other advantages are:

- » FDA 21 CFR Part 11 & 820 Compliance
- » Encrypted Sign-off Passwords
- » Strict Revision Control

Process Flow:



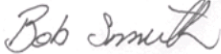
Doc Control Module:

- » Automates document Sign-offs
- » Offers organization, control and security

Key Features:

- » Increased Management Visibility
- » Advanced Search Tools
- » Setup Sign-off/Distributions
- » Email Revision changes to employees

Digital Signatures:

Title	Type	Sign-Off	Request Date	Sign-Off Date	Signature
General Manager	Approval	<input checked="" type="checkbox"/>	5/4/2002 12:00:00 AM	5/4/2002 12:00:00 AM	

Advanced Features:

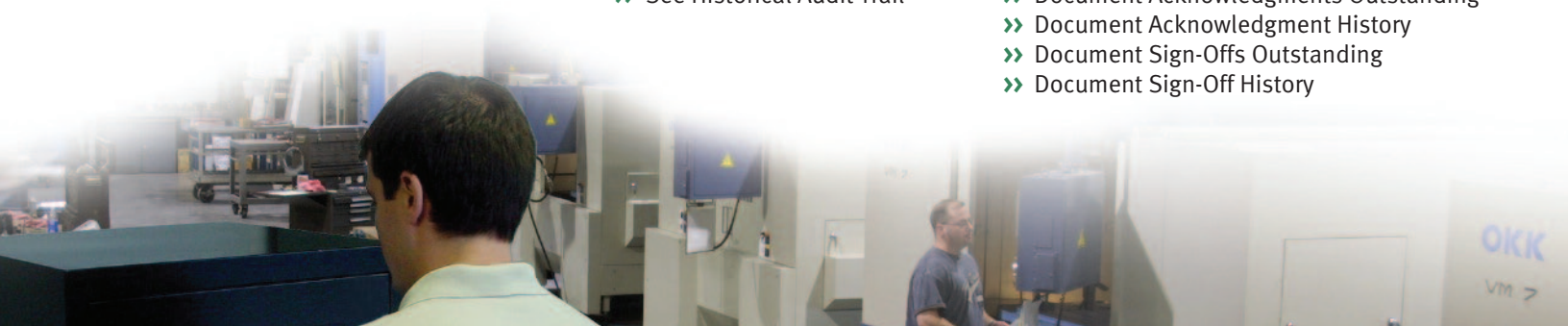
- » Consolidate documents automatically into a specified location
- » Have complete control over versioning and changes with check-in and check-out
- » Control access to files with user level security

General Capabilities:

- » Specific E-mail Notification
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » Document Report, with digital signature
- » Document Reviews
- » Document Distribution List
- » Document History Report
- » Document Acknowledgments Outstanding
- » Document Acknowledgment History
- » Document Sign-Offs Outstanding
- » Document Sign-Off History



Customer Service Module

» Promoting effective and timely resolutions

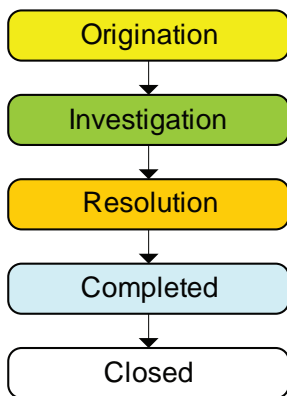
Scope:

Managing customer service issues is an important part of your Quality system. uniPoint's Customer Service module provides a closed-loop mechanism to implement effective, timely resolutions to customer issues. This helps you ensure industry and regulatory compliance, improve product quality and reduce costs associated with customer complaints.

Advantages:

With configurable workflow models, our Customer Service module streamlines the entire complaint resolution process. You can originate and investigate the complaint, then communicate the resolution back to the customer in one easy to use environment.

Process Flow:



Customer Service Module:

- » Transform your Quality analysis
- » Reduce your quality cycle-times
- » Close items in a timely manner
- » Consolidate correspondence centrally
- » Integrate with existing Quality info

Key Features:

- » Date and time stamped
- » Escalate priorities
- » Categorize by Positive, Negative or Neutral
- » Improve Customer Service communication
- » Choose (2) or (3) step process

The screenshot displays the 'Customer Service' window with the following details:

- Customer Service ID:** 50006
- Origination:** Investigation, Resolution, Accounting, Attachments
- Status:** Origination, **Priority:** 1
- Issue Date:** 2/14/2008, **Issue Time:** 02:00 PM
- Customer:** FORMOT
- Originated By:** ALBERTB, **Dept:** Shipping, **Division:** Cross Dock
- Type:** Complaint, **Context:** Negative, **Category:** Shipping Delay
- Description:** Product shipping delay
- Contact Name:** DON VINNCI, **Contact Phone:** 555-555-5555, **Contact E-mail:** dvinnci@formot.com
- Customer Service Notes:** Customer called regarding a product shipment delay. Customer phoned service several times. It took 5 days to resolve the problem. Customer would like us improve our shipping status response time.
- Origination Hrs:** 1.00, **Origin Date:** [blank], **Origination Complete:** [checkbox]

General Capabilities:

- » Broadcast/Specific E-Mail
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

General Capabilities:

- » CS Detail Report
- » CS Accounting Report
- » CS Analysis by Type, Category, Resolution
- » CS/CPA Association/Listing Reports



Trend Analysis Module

» Measures of performance

Scope:

The uniPoint Trend Analysis module gives you an immediate understanding of the effectiveness of your Quality system. All key Quality and Continuous improvement activities can be instantly analyzed over any time period.

Advantages:

With Trend Analysis, your quality data has the potential to positively impact every department in your company, integrating your quality data into day-to-day decision making. This will take your company beyond tracking and measuring, to using the data for planning, maximizing profits and streamlining operations.

Cost of Quality:

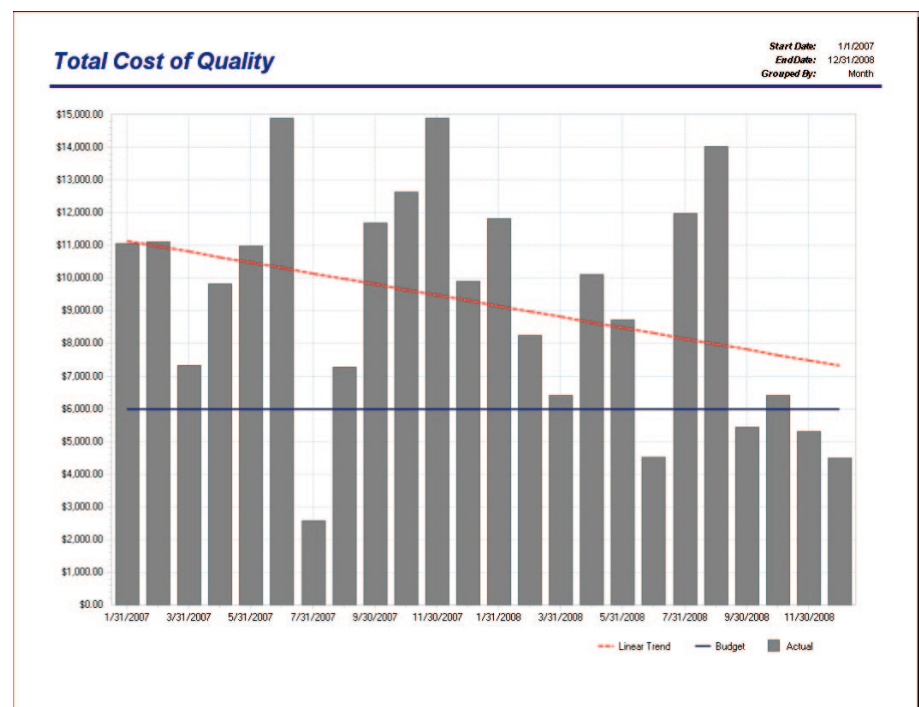
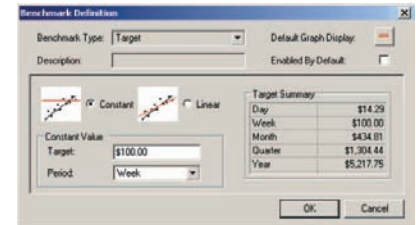
- » Non-Conformances
- » Corrective/Preventative Actions
- » Maintenance/Repairs
- » Audits/Audit Meetings
- » Safety Incidents /Safety Meetings
- » Training
- » Scrap
- » Rework

MOPS Module:

- » Enhances Your Quality Analysis Process
- » Reduces Quality Management Life Cycle

Key Features:

- » Trend by day, week, month, quarter, year
- » See Budget vs. Actuals
- » Spot Positive or Negative Trends instantly
- » Measure Frequency and Cost of Quality
- » Save and Re-run Trend Analytics
- » Eliminate Spreadsheets



General Capabilities:

- » PDF & E-Mail Reports
- » Export Reports to Word & Excel
- » Integrate Security by Report

Reporting:

- » Display Data Trends and Targets
- » Set Graph Format, Style, and Color
- » Get Detailed Breakdown of Graph Data



Requests Module

» Manage change with configurable processes

Scope:

uniPoint's Request module is a versatile and user-configurable solution to create, submit and monitor requests throughout all uniPoint modules. Request To-Do's are created and assigned to user or groups, from inside uniPoint or from uniPoint's optional Web-Based Request interface. Requests can be actioned to create new or edit existing quality records with the click of the mouse.

Advantages:

This module ensures you can react quickly to internal/external requests for service and that no request is lost or ignored. Track the status of requests in real-time, and improve communication from inside and outside your organization. Create an unlimited number of request types, each with their own process flow and approval. Each defined process can have an unlimited number of steps with user and due-date assignment.

Request Examples:

- » Change to a Document
- » Maintenance on Equipment
- » CPA Request
- » New NC
- » Report Health & Safety Violation
- » Suggestion Box

Request Module:

- » Define unlimited request types
- » Optional Web-Based Request Interface

Key Features:

- » Create simple or complex requests
- » Define unlimited processes/approvals
- » Requests are linked to quality record
- » Track request to action completion
- » Web-Based Interface provided ability to create requests from outside uniPoint
- » User-definable Types, Categories & Classes
- » Route and track request quickly & efficiently

General Capabilities:

- » E-mail Notification
- » History Tracking
- » Unlimited Attachments

Reporting:

- » Request Report
- » Request Analysis Reports/Graphs
- » Request Metrics
- » Request Trend Analysis



Inspection Module

» Vital data collection and analysis

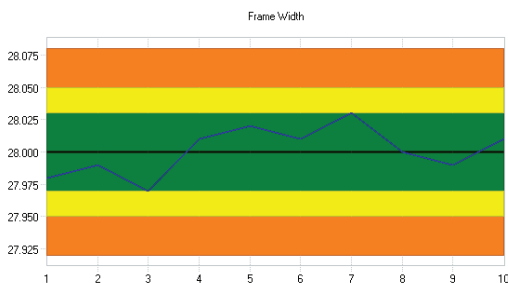
Scope:

Build a database of Inspection Specifications, detailing all product characteristics, inspection rates, and then record the results as the inspection is being performed. Manage First Article, In-process, Final and Receiving Inspection results, and other user-definable inspection activity. This module applies to manufacturing, chemical, energy, food processing & distribution, and medical companies.

Advantages:

The uniPoint inspection module increases the accuracy of inspection information, using built-in data-validation mechanisms. Reduce manual paperwork, and offer instant access to retrieve and analyze your critical inspection data. Eliminate data entry mistakes by integrating data from your ERP.

Process Control Charts



Inspection Module:

- » Automate the Inspection Process
- » Generate Inspection documentation

Key Features:

- » Setup Control Level Warnings
- » On-Screen Process Control Charts
- » Identify Tooling/Gauges Required
- » Calc Sample Size (incl. ANSI Z1.4)
- » Create Automated Action Events
- » Tolerance formulas and GD&T symbols
- » Data import / export
- » Define Process and Specification data
- » Lookup/Link Job, Employee information
- » Generate uniPoint Non-Conformance

R	Item #	Time	R	C	Attribute	S	Value	Dim & Tol	D
	1	12/12/2008 9:12:24 AM			Inspector		PAUL		
	2	12/12/2008 9:12:34 AM			Frame Width		28.0310 in	Φ 0.1 @ ST A B C	
	3	12/12/2008 9:12:44 AM			Frame Height		20.9950 in	Φ 0.5 @ ST A B C	
	4	12/12/2008 9:12:54 AM			Paint Grade		B		
	5	12/12/2008 9:13:04 AM							
	6	12/12/2008 9:13:14 AM							
	7	12/12/2008 9:13:24 AM							
	8	12/12/2008 9:13:34 AM							
	9	12/12/2008 9:13:44 AM							
	10	12/12/2008 9:13:54 AM							
	11	12/12/2008 9:14:04 AM							
	12	12/12/2008 9:14:14 AM							
	13	12/12/2008 9:14:24 AM							
	14	12/12/2008 9:14:34 AM							
	15	12/12/2008 9:14:44 AM							
	16	12/12/2008 9:14:54 AM							
	17	12/12/2008 9:15:04 AM							
	18	12/12/2008 9:15:14 AM							
	19	12/12/2008 9:15:24 AM							
	20	12/12/2008 9:15:34 AM							
	21	12/12/2008 9:15:44 AM							
	22	12/12/2008 9:15:54 AM							
	23	12/12/2008 9:16:04 AM							
	24	12/12/2008 9:16:14 AM							

General Capabilities:

- » E-mail Notification
- » Track Inspection Time/Costs
- » Unlimited Attachments
- » Update User To-Do Lists

Reporting:

- » Inspection Specification Report
- » Inspection Report
- » Process Control Charts
- » SPC and Analysis Reports
- » Inspection Analysis Reports



Auditing Module

» Sustainable Compliance

Scope:

The Auditing module is an integrated part of the uniPoint Continuous Improvement Suite. It automates and manages the audit process in an efficient and cost-effective manner. It links to our CPA Module, ensuring that issues or findings uncovered during an audit are addressed through a closed-loop corrective action process.

Advantages:

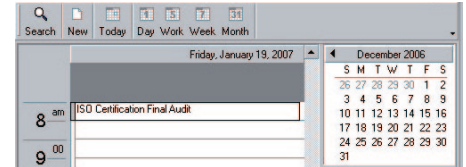
Helps you understand business process compliance, whether the audit is internal or external. Turn your findings into solutions.

Process Flow:



Key Features:

- » Reduce Audit Cycle Time
- » Audit Meeting Scheduling
- » Track and Record Costs
- » Maintain Visibility over Findings
- » Set Audit & Audit Review Schedules



Audit No.: 1052

Origination | Investigation | Findings | Auditors | Meetings | Accounting | Review | Attachments

Status: Origination Audit Date: 2/23/2007

Audit Type: External Intended Completion: 2/27/2007

Description: ISO Compliance Audit Originated By: SYSADM

Department: dep1 Class: Quality Reported By:

Comment: Std. Text: [RECORD]

The scope of our registration has been greatly expanded as follows:
 Dyna-Plast is a provider of contract manufacturing services that include:
 Thermoplastic Injection molded products
 Assembly, testing and decorating
 Design and manufacture of:
 Prototype and production injection molds
 Rapid prototype parts and tools
 Fixtures and ancillary equipment

Origination Hrs: 0.00 Location: Origin Date: Origination Complete

User: SYSADM Database: TEST

General Capabilities:

- » Broadcast/Specific E-mail
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » Audit Report
- » Audit Reviews
- » Audit Analysis - Type, Origin, Disposition
- » Audit/CPA Association Report



Health & Safety Module

» Ensuring a safe environment to do business

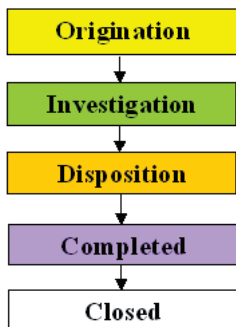
Scope:

With the uniPoint Health & Safety Module you can store, manage, and access all of your required employee health & safety records.

Advantages:

Preserve your records, ensure compliance for an indefinite period of time, and avoid the potential for costly fines, citations or legal liability. Staying on top of Health and Safety issues and ensuring solutions are in place will help reduce your Workers Compensation costs. Promote a healthy and safe environment to protect your company's most important asset: its employees.

Process Flow:



Health & Safety Module:

- » Manage life-cycle of safety incidents
- » Central repository for all MSDS data

Key Features:

- » Reduce risk of OSHA fines
- » Setup/Schedule Safety Meetings
- » Classify MSDS and link documents
- » Visibility, Automation, and Tracking
- » Help reduce Workers Compensation costs

NFPA Chemical Hazard Label

- ◆ Health Hazard: 3
- ◆ Fire Hazard: 1
- ◆ Reactivity: 0
- ◆ Special Hazard: W

Incident Report Interface

Incident No.: 332

Origination | Investigation | Disposition | Accounting | Witnesses | Meetings | Attachments

Status: Origination | Incident Date: 2/23/2007 | Time: 12:00 AM

Incident Type: Injury | Description: Cut Finger

Originated By: SYSADM | Claim No: 121-555

Department: dep1 | Reported By: Bob Allen

Comment: Finger cut while using cutting shears.

Std. Text: []

Origination Hrs: 0.00 | Location: [] | Origin Date: [] | Origination Complete: []

General Capabilities:

- » Specific E-mail Notification
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » Incident Report
- » Incident Analysis: Type, Origin, Disposition
- » Incident/CPA Association
- » MSDS Report
- » MSDS: Labels, Review, Ingredients



Education & Training Module

» Learning, growing and prospering

Scope:

The uniPoint Education & Training Module is designed to effectively manage your training process and keep your training records organized. Ensuring personnel are adequately trained is an essential element to deliver reliable and high quality products and services.

Advantages:

Easily keep your employee and training records up to date and compliant with your quality system. Easily perform analysis of current or future training needs and cost.

Training Gap Report by Occupation Occupation: 27642

ID	Name	Description	Completed	Date Completed	Cost
Employee 10394 - Kyle Petras					
13242	Welding 101	Introduction to Welding	<input type="checkbox"/>		\$1,210.00
54875	Welder Level 2	Advanced Welding, Arc, Energy Beam, Gas	<input type="checkbox"/>		\$1,710.00
					Cost to Complete: \$2,920.00
Employee 11203 - Christina Perrigo					
13242	Welding 101	Introduction to Welding	<input type="checkbox"/>		\$1,210.00
54875	Welder Level 2	Advanced Welding, Arc, Energy Beam, Gas	<input type="checkbox"/>		\$1,710.00
					Cost to Complete: \$2,920.00
Employee 12312 - Ashlin Boyer					
13242	Welding 101	Introduction to Welding	<input type="checkbox"/>		\$1,210.00
54875	Welder Level 2	Advanced Welding, Arc, Energy Beam, Gas	<input type="checkbox"/>		\$1,710.00
					Cost to Complete: \$2,920.00
Employee 13124 - Shyer Druzin					
13242	Welding 101	Introduction to Welding	<input type="checkbox"/>		\$1,210.00
54875	Welder Level 2	Advanced Welding, Arc, Energy Beam, Gas	<input type="checkbox"/>		\$1,710.00
					Cost to Complete: \$2,920.00
Employee 18236 - Hal Lambert					
13242	Welding 101	Introduction to Welding	<input type="checkbox"/>		\$1,210.00
54875	Welder Level 2	Advanced Welding, Arc, Energy Beam, Gas	<input type="checkbox"/>		\$1,710.00
					Cost to Complete: \$2,920.00
Employee 23423 - Jayden Gearhart					
13242	Welding 101	Introduction to Welding	<input type="checkbox"/>		\$1,210.00
54875	Welder Level 2	Advanced Welding, Arc, Energy Beam, Gas	<input type="checkbox"/>		\$1,710.00
					Cost to Complete: \$2,920.00
					Total Cost: \$17,574.00

Key Features:

- » Streamline Training Communication
- » Update Employee Master Files
- » Setup Occupations and Training
- » Identify Instructors, Equivalents and Prerequisites
- » Perform Training Gap Analysis for Individuals or Occupations
- » See the Training and Cost Impact of Personnel Changing Occupation

Training Frequency:

Recurrence Pattern

One Time Date: 2/21/2007
 Daily
 Weekly
 Monthly
 Yearly

Time: 12:00 AM

Education & Training

Search Prev Next New Auto New Rev Save Delete Training Report

ID: 1

General Instructors Equivalents Prerequisites Occupations Completed By Review Attachments

Name: Welding 101 Effective Date: 1/1/2007
 Description: Welding for apprentices Status: Active
 Department: dep1 Class: Occupational Revision: A
 Course Outline: [icon] Frequency: [icon] Cost/Trainee: \$1,000.00
 Certificate Memo: [icon] Default Delivery: Classroom

Notes: Std. Text: [icon] [icon] [icon]

This 3 hour course is required for all new welding apprentices.

General Capabilities:

- » Specific E-mail Notification
- » Standard Text Manager
- » Unlimited Attachments
- » See Historical Audit Trail

Reporting:

- » Training Report
- » Training Outlines, Certificates
- » Training Gap Analysis, Reviews
- » Occupation Report
- » Occupation Change Training Needs



Surveys Module

» Channel communication for improvement

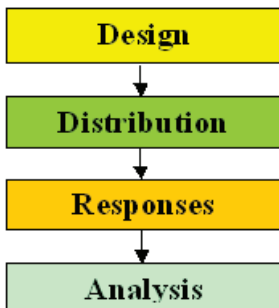
Scope:

The uniPoint Surveys module offers powerful survey creation, structured response collection management, advanced scoring and survey analysis tools.

Advantages:

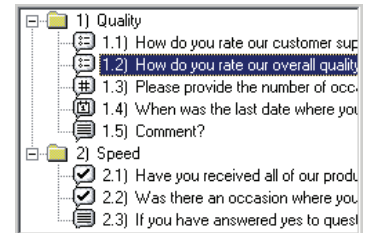
Packed with all the tools you need to conduct surveys and analyze the results, our Surveys module will save you time, money and effort. Surveys are created using an explorer-like, drag & drop interface, complete with the ability to copy parts or all of an existing survey into a new survey. Each question can be setup with configurable answers, and then weighted for statistical analysis. You can easily create surveys for customers, vendors, employees or miscellaneous respondents.

Process Flow:



Key Features:

- » Create Surveys in Minutes
- » Deploy Surveys via E-mail, Fax, Mail or the Web
- » Unlimited Surveys & Responses
- » Survey Scoring System
- » Analyze Survey Results or Compare Surveys



Web Based Surveys:

- » Deploy Surveys Via The Internet
- » Format Survey Style to Match Company Standards
- » Invite and/or Allow Anonymous Respondents

Survey No.: 23872

General | Instructions | Questions | Distribution | Web | Attachments

Title: Customer Satisfaction Survey Start Date: 1/28/2008

Description: Due Date: 3/19/2008

Survey Ref: CS-2007 Type: Customer Complete Date:

Department: Marketing Class: Delivery Method: E-mail

Numbering: By Section (1,2,3) Number Sections Status: Active

Scoring: Passing Score: 80.00 % Rev: Created By: SYSADM

Comment: Std. Text:

General Capabilities:

- » Specific E-mail Notification
- » Standard Text Manager
- » Unlimited Attachments
- » See Historical Audit Trail

Reporting:

- » Survey Report, Survey Review
- » Survey & Question Analysis
- » Survey & Question Comparison
- » Response Report



Knowledge Base Module

»» Web-Based answers at your fingertips

Scope:

uniPoint's Knowledge Base module allows you to share information from your uniPoint quality system on your website or intranet. It improves staff productivity and efficiency, eliminating time wasted searching for information across disparate systems. Allows users to quickly create questions and answers or processes for instant access to everyone in your organization.

Advantages:

This module provides fast problem resolution with 24/7 web-based self-service access. It reduces operation costs and employee training time by helping them acquire job knowledge faster. It promotes an environment that continually improves by preventing knowledge from leaving the company with employees. Finally, Knowledge Base links documents from our Document Control module, and allows you to setup unlimited user-definable Knowledge Base entries.

Link Type Definitions:

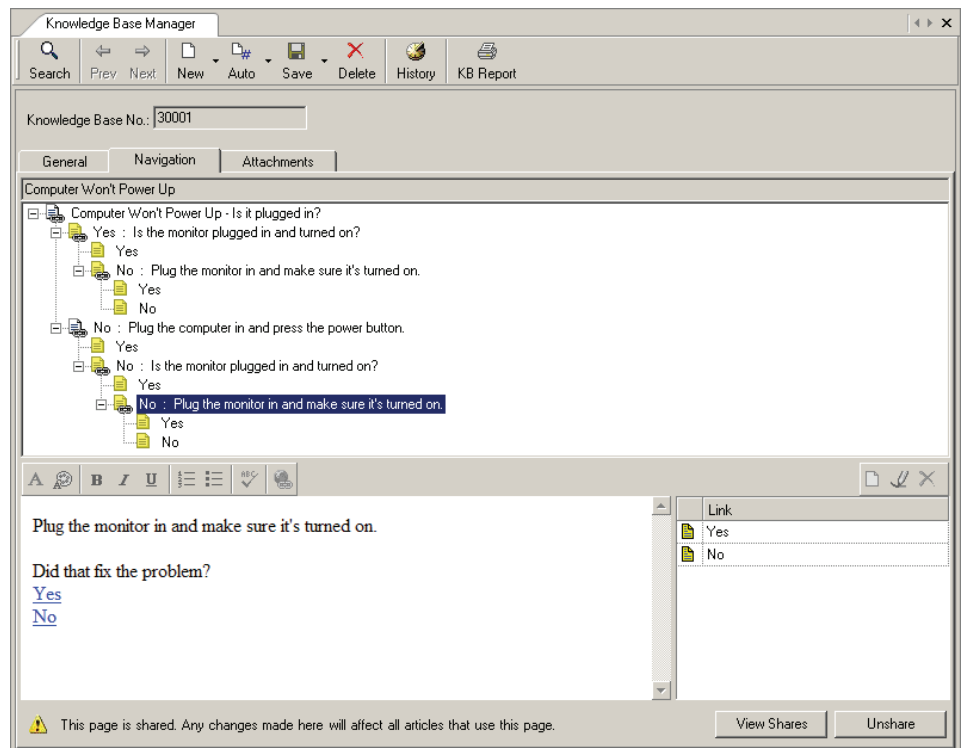
- »» New Knowledge Base Page
- »» Existing Knowledge Base Page
- »» Document Control Document
- »» E-mail User or Group
- »» E-mail External
- »» File
- »» Webpage

Knowledge Base Module:

- »» Configurable Knowledge Base library
- »» Unlimited process mapping

Key Features:

- »» Web-Based self-help system
- »» Associate data from ERP system
- »» Search by Key Words
- »» Create hyperlinks to Documents
- »» Built-in Spell Checker/Font Management
- »» User-definable Types, Categories & Classes
- »» Lookup/Link Part Number
- »» Unlimited Attachments



General Capabilities:

- »» E-mail Notification
- »» History Tracking

Reporting:

- »» Knowledge Base Report
- »» Knowledge Base Usage Report



Web Requests Module

» Manage change with configurable processes

Scope:

uniPoint's Request module is a versatile and user-configurable solution to create, submit and monitor requests throughout all uniPoint modules. Request To-Do's are created and assigned to user or groups, from inside uniPoint or from uniPoint's optional Web-Based Request interface. Requests can be actioned to create new or edit existing quality records with the click of the mouse.

Advantages:

This module ensures you can react quickly to internal/external requests for service and that no request is lost or ignored. Track the status of requests in real-time, and improve communication from inside and outside your organization. Create an unlimited number of request types, each with their own process flow and approval. Each defined process can have an unlimited number of steps with user and due-date assignment.

Request Examples:

- » Change to a Document
- » Maintenance on Equipment
- » CPA Request
- » New NC
- » Report Health & Safety Violation
- » Suggestion Box

Request Module:

- » Define unlimited request types
- » Optional Web-Based Request Interface

Key Features:

- » Create simple or complex requests
- » Define unlimited processes/approvals
- » Requests are linked to quality record
- » Track request to action completion
- » Web-Based Interface provided ability to create requests from outside uniPoint
- » User-definable Types, Categories & Classes
- » Route and track request quickly & efficiently

The image shows the login interface for uniPoint 2010. It features the uniPoint logo and the text 'Powered by Experience'. Below the logo are three input fields: 'User ID' with the value 'sysadm', 'Password' with masked characters '*****', and 'Database' with a dropdown menu showing 'TRAINING'. A 'Login' button is located at the bottom right of the form.

The image shows the 'New Request' form in the uniPoint 2010 interface. The form is titled 'New Request' and has several fields: 'Requested By' (SYSADM), 'Manager' (CURTIS), 'Type' (New Ticket), 'Request Date' (11/30/2009), 'Due Date' (11/30/2009), 'Status', 'Source' (Equipment), 'Source Detail', 'Notify', 'Assigned To' (JILL), and 'Assigned Date' (11/30/2009). There is a 'Std. Text' field and a large text area containing the text 'Please create a repair ticket to fix my machine!'. On the right side, there is a dropdown menu for 'Type' with a list of options including 'New Ticket', 'New Customer Service', 'New Document', 'New Equipment', 'New Incident', 'New Inspection Record', 'New Inspection Spec', 'New Knowledge Base', 'New MSDS', 'New NC', 'New Occupation', 'New Survey', 'New Training', 'New Usage', and 'New/Associate CPA'. The 'New Ticket' option is currently selected.

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General Capabilities:

- » E-mail Notification
- » History Tracking
- » Unlimited Attachments

Reporting:

- » Request Report
- » Request Analysis Reports/Graphs
- » Request Metrics
- » Request Trend Analysis



Web Document Viewer Module

» Sharing and controlling your vital information

Scope:

uniPoint's Web Document Viewer extends the visibility of your document library to your entire organization, business partners, and remote employees. Login to the uniPoint Web Console from any internet-enabled computer, and you see a familiar screen – the uniPoint Document Module search screen! From there, you can select any document that you have security to, and instantly download and print the document.

Advantages:

This module provides instant access to all important quality documents, procedures, and work instructions to your all your employees – without having to purchase full uniPoint concurrent seats. The Web Document Viewer Module is READ-ONLY, and only provides access to the ACTIVE version of the document. So there is no way an employee can call up an obsolete version or effect any change to the document.

Key Features:

- » Access your uniPoint Document library from any internet-enabled computer
- » Search, View, Download, Print your documents, with user-level security.
- » Share your documents with employees, customers, or vendors
- » Only requires Internet Information Services, (IIS) installed on your server.

Doc Number	Doc Name	Type	Category	Doc Date	Revision	Status
CP01	Employee Handbook	Policy		05/11/2006	01	Active
CP02	Company Service V...	Policy		03/10/2002	00	Active
CP04	Company Standard ...	Policy		02/13/2001	00	Active
CP05	Company Limited W...	Policy		02/13/2001	00	Active
CP06	General Terms of Sa...	Policy		02/27/2002	00	Active
CP07	Limited Terms of Sale	Policy		02/27/2002	00	Active
CP08	Supplier Quality Req...	Policy		01/04/2005	02	Active
CP09	Employee Performa...	Policy		05/03/2002	00	Active
CP10	Employee Performa...	Policy		05/04/2002	00	Active
CP11	Subcontracted Servi...	Policy		06/20/2002	00	Active
CP12	Financial Assistance i...	Policy		01/22/2004	00	Active
CP13	Travel Policy	Policy		01/14/2004	00	Active
CP14	Remuneration for Fl...	Policy		01/14/2004	00	Active
CP15	Conflict of Interest ...	Policy		03/06/2004	00	Active
CP16	'G' Jobs	Policy		07/26/2004	00	Active
CP17	Accounts Payable P...	Policy		01/16/2005	00	Active
CP18	Safety Handbook	Policy		09/07/2006	00	Active
CP19	Company Credit Cards	Policy		03/26/2006	00	Active
FN03-02	Quotation Form c/w...	Form		07/24/2005	03	Active
FN03-04	Quotation c/w Bill o...	Form		07/24/2005	04	Active



Validation Module

» Comply with validation regulatory requirements

Scope:

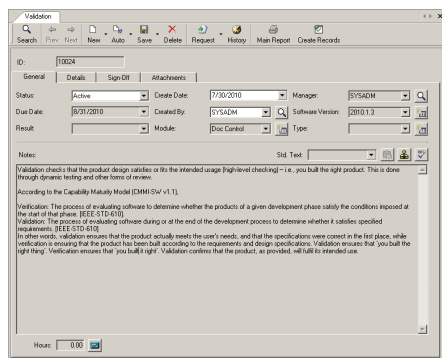
The uniPoint Validation module is a tool to help automate the recording of validation procedures and actual results, as it pertains to uniPoint Software, or other software or process validation projects.

Advantages:

The uniPoint Validation module is designed to replace manual word documents to manage the Validation process, and offers the same visibility, integration, workflow and collaboration advantages as the rest of uniPoint.

Key Features:

It allows for advanced record searching and offers validation templates pre-loaded with procedures on all uniPoint modules. These templates automate the creation of actual validation records, which can be modified at will by the end-user. Unlimited validation records can be created, with unlimited details on each record.



Understanding Validation:

We recognize that the software product we create must meet the needs and expectations of our customers. We take all reasonable steps to ensure our product operates as intended and with integrity.

Quality of software and the validation of software is not limited by one definition. In creating software, we will seek to balance all aspects of high quality. We create software products that:

- » Are easy to understand and use
- » Are reliable and operate as designed
- » Are supported and ensure customers get timely answers to questions
- » Help customer maximize their efficiency and do their work

We understand that the pursuit for quality is a continual endeavor. We work to continually improve both the processes used to create our software and the product itself.

To ensure our software meets our highest standards we:

- » Have the software internally tested by both our development and support departments. This process is called Alpha testing.
- » Review our internal (Alpha) test to design specifications. This test and review process may go through several iterations before the product is ready for the next step.
- » Have the product beta tested by customers that have volunteered to ensure the product is ready for release for all customers. This process may include functional or design changes based on customer feedback. It is common to have several beta test product releases before the product is available to everyone.
- » Ensure technical support when customers report problems. We verify the nature of the problem, record the details, and determine a method to address the problem. Our technical support staff attempt to resolve 80% of questions our issues during your call and 90% resolution within the first 24 hours. Historically we have out-performed those objectives.

General Capabilities:

- » Broadcast/Specific E-mail
- » Standard Text Manager
- » Unlimited Attachments
- » Update User To-Do Lists
- » See Historical Audit Trail

Reporting:

- » Validation Listing Report
- » Validation Report

Seq.	Description	Notes	Planned	Actual	Result	Feedback
1	Is the software stable?		Yes, No	Yes	Pass	
2	Software Rating		S +/- 1	6	Pass	
3	Accuracy		Pass, Fail	Fail	Fail	

