

ISO 14000

Automated Solution

To deal with all these challenges an integrated and automated management system can certainly be of great help.

SoftExpert Excellence Suite provides organizational efficiency, process control, and flexibility to help simplify the tasks involved in managing data and information. It will also help your organization make better decisions in managing the content and process that drive your business.

SoftExpert Excellence Suite is an integrated, configurable, and easy-to-use software solution especially designed to facilitate adherence to ISO quality standards. SoftExpert Excellence Suite can help meet key ISO 14000 requirements and at the same time increase efficiency and keep compliance costs down.

Each SoftExpert module addresses key compliance issues as shown below:

Module	ISO 14000 Compliance and Requirements
Hazardous Waste Management	<ul style="list-style-type: none">• Provide consistency and accuracy through standardized waste profiles.• Ensure streamlined waste management information organization-wide.• Effortlessly track your waste inventories, including accumulation, storage, containers, and lab packs.
Document and Content Management [ECM/EDM]	<ul style="list-style-type: none">• Manage the creation, review, approval, and distribution of documents.• Control of entire life cycle creation, review, approval, publishing, e-mail notification, change request, and archiving.• Prevent unintended use of incorrect documents and ensure only the latest document versions are used.• Automated document protection and retention rules.• Enterprise-wide involvement in the change process.

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<p><u>Nonconformance Management</u> <u>Corrective and Preventive Actions</u> <u>Customer Complaint Management</u></p>	<ul style="list-style-type: none"> • Manage corrective action from environment audit. • Monitor emission violations. • Manage material and process nonconformance, internal corrective actions, preventive actions and root cause analysis, audits, and other regulatory process. • Provide customizable reporting capabilities to help managers monitor entire quality management life cycle. • Consistent corporate-wide approach for reporting all environmental, health & safety nonconformance. • Keep records of defects, the investigation of their cause, and the corrective actions. • Problem causes are identified and registered.
<p><u>Audit Management</u></p>	<ul style="list-style-type: none"> • Prepare and maintain audit checklists for procedures, process, departments etc. • Create audit profiles for any area or process, detailing the frequency and responsibilities for audit. • Create and progress audit reports. • Create and manage non-conformances and corrective actions associate with audits.
<p><u>Competencies and Training Management</u></p>	<ul style="list-style-type: none"> • Identify training needs. • Determine the necessary competency for personnel. • Maintain appropriate records of education, training, skills, and experience, include the acknowledgement of training associated with management system updates.
<p><u>Gage Calibration Management</u></p>	<ul style="list-style-type: none"> • Control and check calibration equipment periodically. • Monitor calibrates instruments (procedures and status indicators). • Log all items of equipment held, together with basic asset information. • Ensure no unregistered or overdue equipment is used. • Plan and record periodic calibrations. • Manage all maintenance, calibration, repair, and other activities associated with capital equipment. • Document calibration steps for each piece of equipment.
<p><u>Asset Maintenance Management [CMMS]</u></p>	<ul style="list-style-type: none"> • Keep records of all maintenance work. • Ensure unique identification of each piece of equipment. • Keep records of equipment calibration and maintenance. • Provide maintenance schedule to ensure no equipment is overlooked. • Maintain corporate-wide maintenance, measurement, and monitoring data in a centralized system. • Establish a consistent approach for managing workflow processes. • Allow organizations to manage corporate-wide data about equipment maintenance.

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<p>Risk Management</p>	<ul style="list-style-type: none"> • Create risk and control assessment. • Report risk information consistently across your business. • Identify uncertainty (risk and opportunity). • Provide instant dashboard visibility of corporate-wide risk performance data. • Provide risk environment classification. • Manage the actions associated with Risk Assessments. • Provide instant and automatic reporting of key metrics.
<p>Performance Management [BSC]</p>	<ul style="list-style-type: none"> • Provide instant dashboard visibility of enterprise-wide environmental compliance. • Report easy, intuitive, and flexible key performance indicator. • Reduce the time and cost involved in data collation and performance reporting. • Traffic light indicators display real-time progress.
<p>Statistical Process Control</p>	<ul style="list-style-type: none"> • Verify acceptability of process capability and product characteristics. • Ensure that required characteristics of processes and products are monitored and measured. • Document procedures to implement and control the statistical techniques identified. • Ensure action plans are taken when out-of-control signals are detected.
<p>Project and Service Management</p>	<ul style="list-style-type: none"> • Ensure projects are initially planned then approved. • Estimate initial project time, costs, and deliverables. • Identify, document, review, and approve all project changes and modifications. • Ensure critical path assessment. • Keep record of all project meetings. • Ensure project tasks are performed and verified.
<p>Business Process Management [BPM]</p>	<ul style="list-style-type: none"> • Ensure production (and installation) processes are defined, planned, and documented. • Production shall be carried out under controlled conditions: documented instructions, in-process controls, approval of processes and equipment, and criteria for workmanship. • Ensure processes are monitored and controlled. • Guarantee an effective way of monitoring processes. • Ensure that guidelines are consistently being followed.