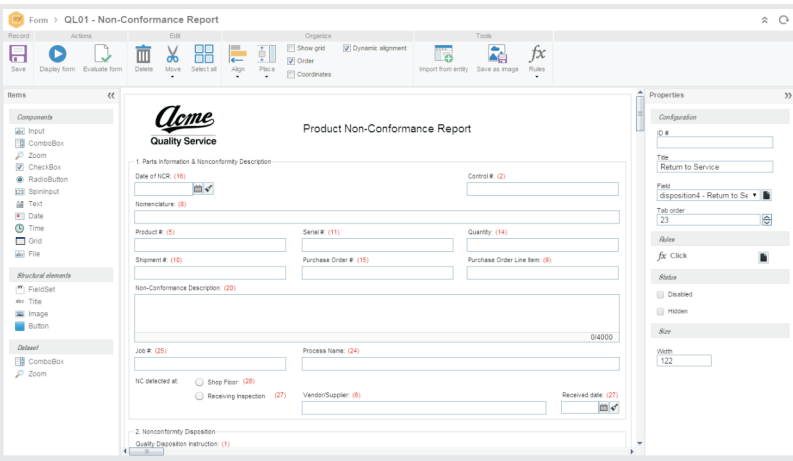# SE Action Pack

Innovation and Excellence in Non-Conformance Management

Achieving excellence in managing non-conformances means following the correct steps, executing each activity with utmost efficacy and deploying a continual enhancement process. To overcome these challenges, it is also fundamental to have the support of the right technology.

Continually enhance your corporate performance by optimizing processing of non-conformances.

01 Standard Reporting

Helps capture and standardize comprehensive data on non-conformances

02 Review and Approval

Routes non-conformances to the relevant owners for review and approval

03 Investigation

Assigns investigative tasks to the responsible personnel and support root cause analysis

04 Corrective Actions

Creates and tracks detailed implementation of CAPA plans

05 Reporting and Metrics

Provides real-time visibility into non-conformance and CAPA data, statistics, and trends

06 Continuous Improvement

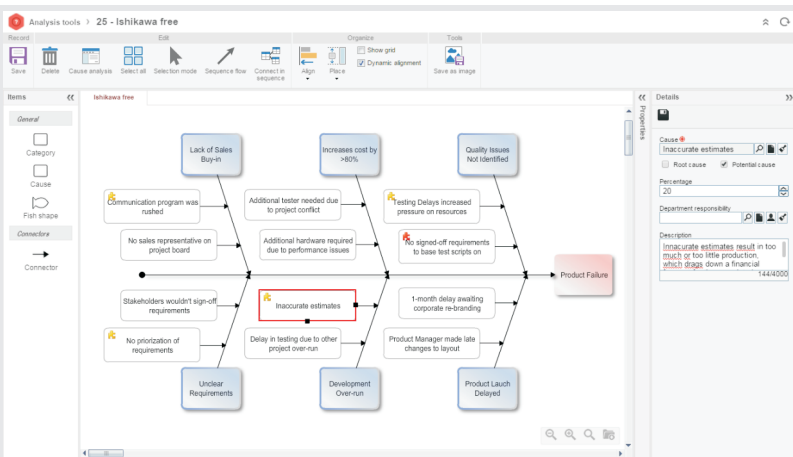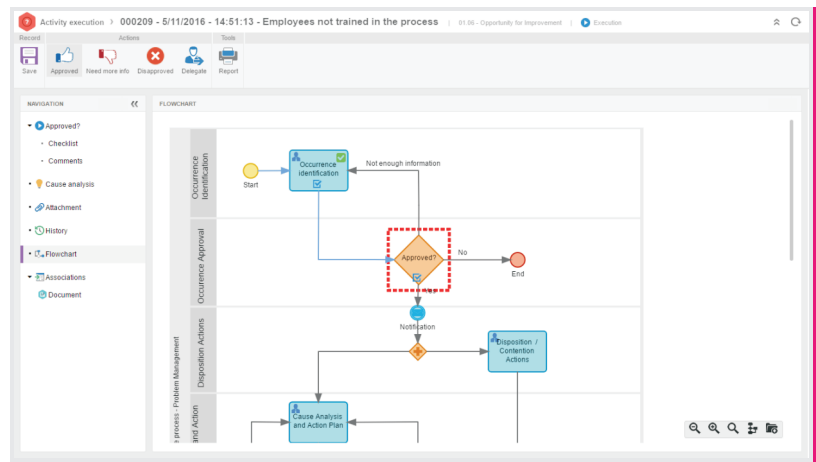Enforces a standardized change control process across the enterprise

01 Standard Reporting

It is essential for the occurrence of a non-conformance to be tracked in a standardized way. SoftExpert solution helps capture and standardize comprehensive data on non-conformances, recording all relevant information.

02 Review and Approval

The data from non-conformances is commonly reviewed by a board to set de priority of the problem and approve its sequence. SoftExpert solution routes non-conformances to the relevant owners for review and approval.
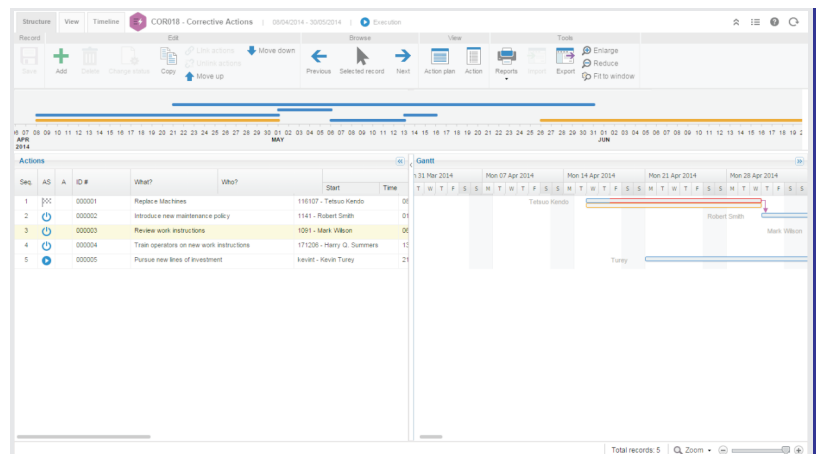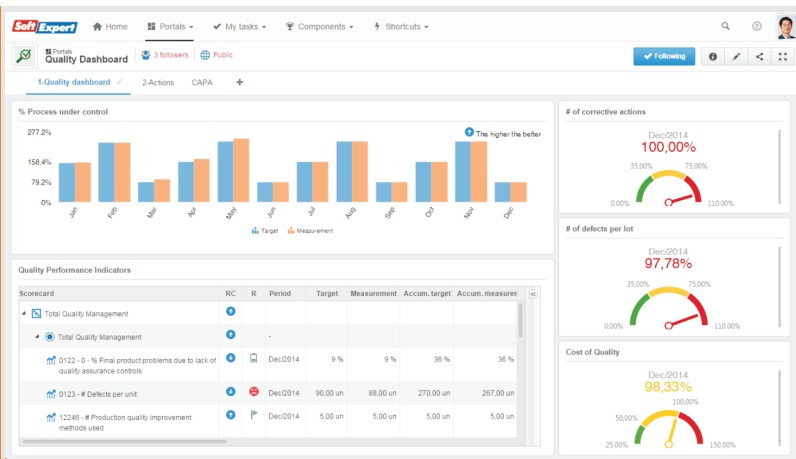

03 Investigation

A systematic investigation of the root causes of identified problems or risks is essential to prevent their recurrence. SoftExpert solution assigns investigative tasks to the responsible personnel and supports a complete root cause analysis, including Ishikawa, 5 whys, among others.

04 Corrective Actions

Corrective actions is nothing but the actions based on the problem identification and investigation, aiming to resolve and/or avoid non-conformances. SoftExpert solution optimizes the creation and tracking of detailed CAPA (Corrective and Preventive Action) plans.
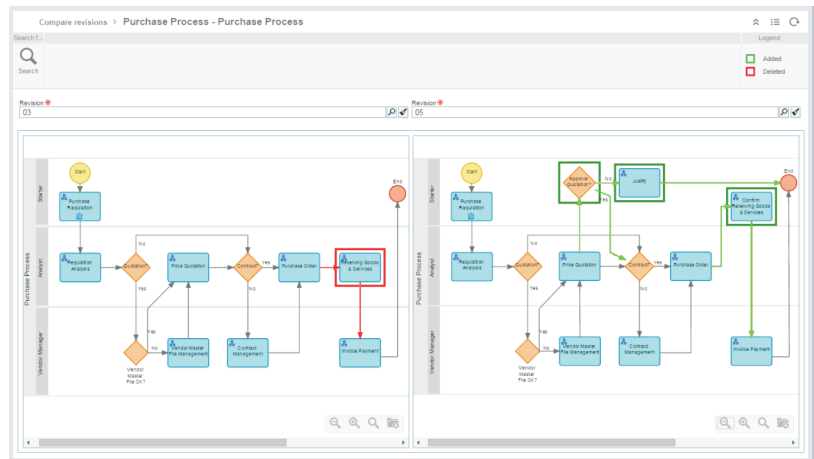
05 Reporting and Metrics

The non-conformance management system should support both business processes as well as in-depth analysis and reporting using analytics capabilities. SoftExpert solution provides real-time visibility into non-conformance and CAPA data, statistics and trends.

06 Continuous Improvement

The last step should provide a way for management to make something happen, and change the environment to ensure that the problem no longer occurs. SoftExpert solution enforces a standardized change control process across the enterprise.

SoftExpert Action Pack
Effectively manage deviations, CAPAs and non-conformance.

SoftExpert Action Pack streamlines and standardizes the lifecycle of non-conformance identification, evaluation, and investigation, leading up to CAPA management. The solution provides a common framework for registering, managing, and tracking non-conformances across the enterprise. It streamlines cross-functional teamwork and communication on non-conformance and CAPA activities based on industry standard methodologies, while also provides real-time visibility into related metrics and trends.

SoftExpert®
Software for Performance Excellence

Take your business to the next level