
“ISOsysteMPlus”

Integrated software to develop, implement and maintain the Quality (and/or Environment, Operational Health and Safety, Food Safety) Management System based on ISO 9001:2000 (ISO 14001:2004, 10002:2004, 19011:2002, OHSAS 18001:1999, and HACCP (ISO 22000:2005) requirements

<http://www.isosystemplus.com/>

WHY SHOULD YOU BUY THE SOFTWARE?

ISOsystemPlus – our competitive advantages

- The best **quality:price** ratio
 - Price of 1 license of the software deviates within 290 – 590 USD
 - 1 (one) license - **unlimited** No. of PC – user's working stations
- **"Integrated" approach** to development of a management system
 - 1 (one) software will help you to realize requirements of ISO 9001:2000, ISO 10002:2004, ISO 19011:2002, ISO 14001:2004, ISO 22000:2005 (HACCP), OHSAS 18001:1999
- Quantitative analysis of **effectiveness** of a management system
 - Representation of results of the analysis in the most vivid and appropriate way for management analysis purposes
 - Optimization of financing the management system by determination the priorities to be focused at
- Setting up a system of **handling customer complaints** (ISO 10002:2004)
- Control of **all documents** of the organization (not only those formally included in QMS)
- **Free lifelong technical support** from the software supplier
- **Free lifelong update** with new versions of the software
- WEB-interface (for "Documents" module)

The best “quality:price” ratio









- 6 configurations are proposed

Configuration	Price (USD)
ISO-Econom	395
ISO-MAX	790
HACCP-Econom	395
HACCP-MAX	868
ISO-WEB	987
HACCP-WEB	987

- Program price (1 license) includes :
 - One PC – Coordinator’s working station
 - **Unlimited** No. of PCs – user’s Coordinator’s working stations
 - Free long-life upgrade with the new software versions
 - Free long-life technical support (phone/e-mail)
 - 30% discount on purchasing extended configurations of the software

“ISOsystemPlus” - which tasks are fixed?

Realization of basic ISO requirements to all management systems

Effective control and management of documents/records		Module “Documents”
Implementation of “process approach”		Module “Processes”
Ensuring continuous control and improvement of a management system (audits/corrective&preventive actions)		Module “Audits”
Ensuring proper level of competency of personnel		Module “Trainings”
Effective control of all organization’s equipment		Module “Equipment”
System of effective handling with customer complaints		Module “Complaints”
Quantitative analysis of effectiveness of a management system		Module “Non-conformities”
Food Safety System development based on HACCP methodology (control of hazards)		Module “HACCP” (only for “HACCP” versions)

Full compliance with all basic requirements of ISO standards to document management

Effective control and management of documents/records



Module "Documents"

Implementation of "process approach"



Module "Processes"

Ensuring continuous control and improvement of a management system (audits/corrective&preventive actions)



Module "Audits"

Ensuring proper level of competency of personnel



Module "Trainings"

System of effective handling with customer complaints



Module "Complaints"

Quantitative analysis of effectiveness of a management system



Module "Non-conformities"

Module "Documents"

Comprehensive control over status and location of each document of an organization

Continuous monitoring of documents' status, reminding users about necessity to carry out planned actions with documents

Management of filled records

Management of printed copies of documents

Management of external documents

Proving facts of acknowledging users with documents

Differentiated access to files of documents depending on their levels of authorization

Management of turnover of ALL documents of the organization

System of creation new documents in consistent organization-wide formats

Quick search of the required record of documents

Grouping/sorting/filtering of document records by required parameters

"One-click" presenting the results of the job (generating reports)

Storing reports in hard and electronic copies

Using files of documents of any Windows®-registered format

"ISOsystemPlus" - module "Processes"

Effective control and management of
documents/records



Module "Documents"

Implementation of "process approach"



Module "Processes"

Ensuring continuous control and improvement
of a management system
(audits/corrective&preventive actions)



Module "Audits"

Ensuring proper level of competency of
personnel



Module "Trainings"

System of effective handling with customer
complaints



Module "Complaints"

Quantitative analysis of effectiveness of a
management system



Module "Non-
conformities"

Description of business-processes in accordance with IDEF-0 requirements (inputs, outputs, resources, requirements)

Built-in flow-charts editor

Monitoring of process running, analysis of achieving targets/goals

Determination of required resources, analysis of resources allocation

Determination of links between processes by "output-input" type

"Localization" of processes parts by structural units

Graphical representation of "matrix of processes"

Grouping/sorting/filtering process records by required parameters

Generating of reports representing results of work

Saving reports in hard/electronic forms

Realization of "multi-level" in process description

Classification of customer requirements

"ISOsystemPlus" - module "Audits"

Effective control and management of documents/records



Module "Documents"

Implementation of "process approach"



Module "Processes"

Ensuring continuous control and improvement of a management system (audits/corrective&preventive actions)



Module "Audits"

Ensuring proper level of competency of personnel



Module "Trainings"

System of effective handling with customer complaints



Module "Complaints"

Quantitative analysis of effectiveness of a management system



Module "Non-conformities"

Planning and control of internal/external audits

Planning of corrective and preventive actions

Verification of efficiency of corrective actions

Monitoring of timely performing audits planned

Monitoring of timely verification of efficiency of corrective actions

Informing of responsible users about necessity to carry out actions planned

Differentiated access of users to information about audits and corrective actions

Keeping "register of audits" of an organization

Control of qualification and competency of auditors

Quick search of a record of necessary audit

Grouping/sorting/filtering of audit records

One-click composing audit reports and CAPs in an organization-wide consistent format

"ISOsystemPlus" - module "Trainings"

Effective control and management of documents/records



Module "Documents"

Implementation of "process approach"



Module "Processes"

Ensuring continuous control and improvement of a management system
(audits/corrective&preventive actions)



Module "Audits"

Ensuring proper level of competency of personnel



Module "Trainings"

System of effective handling with customer complaints



Module "Complaints"

Quantitative analysis of effectiveness of a management system



Module "Non-conformities"

Determination of appropriate level of competency of employees

Composing of Training Plan "by position"

Generating of more then 20 different types of consistently shaped reports

Comprehensive control over training process of each employee

Continuous monitoring of conducting planned trainings

Continuous monitoring of evaluating effectiveness of training

Informing users about necessity to carry out planned actions

Differentiated access of users to information about trainings

Keeping "training registers" for all employees

Grouping/sorting/filtering records of trainings by different parameters

Presenting results of the work in graphical form

"ISOsystemPlus" - module "Complaints"

Effective control and management of documents/records



Module "Documents"

Implementation of "process approach"



Module "Processes"

Ensuring continuous control and improvement of a management system (audits/corrective&preventive actions)



Module "Audits"

Ensuring proper level of competency of personnel



Module "Trainings"

System of effective handling with customer complaints



Module "Complaints"

Quantitative analysis of effectiveness of a management system



Module "Non-conformities"

Execution of all ISO 10002:2004 requirements

Definition of policy, authorities and responsibilities within the process of handling customer complaints

Planning targets/goals and resources

Monitoring of reaching the planned targets/goals and actual allocation of resources required

Monitoring of status of complaints

Monitoring of execution of the corrective actions planned

Informing responsible users about necessity to carry out planned actions

Differentiated access of users to information about customer complaints

Keeping "Register of customers" of an organization

Determination/monitoring of level of customer satisfaction

Unambiguous identification of complaints registered

Separation of functions of registration/review/consultation in process of handling the customer complaints

Grouping/sorting/filtering complaints records by required parameters

"ISOsystemPlus" - module "Non-conformities"

Effective control and management of documents/records



Module "Documents"

Implementation of "process approach"



Module "Processes"

Ensuring continuous control and improvement of a management system (audits/corrective&preventive actions)



Module "Audits"

Ensuring proper level of competency of personnel



Module "Trainings"

System of effective handling with customer complaints



Module "Complaints"

Analysis of effectiveness of the management system



Module "Non-conformities"

Registration and control of non-conformities from all possible sources (audits, complaints, etc.)

Quantitative evaluation of "severity" of a non-conformity

Unambiguous identification of each non-conformity registered

Monitoring of timely correction of non-conformities

Informing of responsible users about necessity to carry out planned actions

Graphical representation of results of comparative SEMC s

Determination of priorities for financing management system (Pareto analysis)

ISOsystemPlus – our competitive advantages – 1

- **Comprehensive approach** to development of the Management System.
You will need only 1 (**one**) program to address numerous requirements of different ISO standards. Management of documents/records, description of business processes, monitoring of their parameters and resources, planning of and control over training process, auditing of management system and implementing corresponding corrective actions, handling of customer complaints, registration and follow-up on a system's nonconformities, quantitative analysis of effectiveness of a management system, development of integrated Quality/Food Safety management system
- **Web-interface** ("Documents" module) – possibility to work with the database from remote PCs
- A tool for **quantitative evaluation** of effectiveness of a management system.
Module "Non-conformities" provides you with the unique opportunity to perform quantitative evaluation/analysis of the effectiveness of functioning of the management system and represent results of the evaluation in the most appropriate and vivid way for management analysis and review purposes.
- System of handling **customer complaints**.
Module "Complaints" makes you capable in organizing control over process of handling customer complaints in full compliance with ISO 10002:2004 requirements.
- Absolutely winning **quality:price** ratio.
Just compare our prices with those of competitive programs - taking into account capabilities of the programs proposed you will be really pleased with our business proposition!
- **Unlimited number** of user's working stations.
Having purchased **one** "ISOsystemPlus" license you get the network software system consisting **unlimited** No. of PC - user's working stations. Your management system could expand rapidly - you will not need to pay extra to organize new user's working stations!
- **Free technical support** during all the time of ISOsystemPlus's work in your organization¹⁷

ISOsystemPlus – our competitive advantages – 2

- **Perpetual, free upgrade** with new versions during all the time of its work in your organization.
Having purchased "ISOsystemPlus" once you get the software that is permanently improved and developed in accordance with the latest requirements of external standards. As soon as a new version is issued you get an information message and could upgrade your software for free by downloading/replacing just one file on your PC!
- 100% **"ISO- and HACCP compatibility"** of "ISOsystemPlus".
Program's ideology and structure fully corresponds the requirements of the following ISO standards: 9001:2000, 14001:2004, 10002:2004, 19011:2002, OHSAS 18001:1999, HACCP (ISO 22000:2005).
- Absolute **safety** of data entered in the database.
Back-up copying of server database file made every hour in a dedicated location makes your information perfectly safe and prevents it from being lost/damaged in case of force-majeur circumstances (break in power supply or network connection, etc.).
- **Autonomy** of the program activities.
The software - even when it runs in the background, "invisible" mode - continuously monitors whether the planned actions have been performed and - if not - reminds users that planned actions are overdue and should be completed.
- Preventing your company's **know-how** from unauthorized access.
A system of authorized access to database information ensures that the following basic principle of any management system is realized: each and every user of the software must have an access to such amount of information that, from one side, is required to ensure effective execution of their professional tasks, and, from another side, ensures that the company's "know-how" is secured from "leaking" and unauthorized access.
- **Applicability** of "ISOsystemPlus" to needs of various customers.
Out of 4 possible configurations proposed you could definitely select an option that will meet particular requirements of your company.