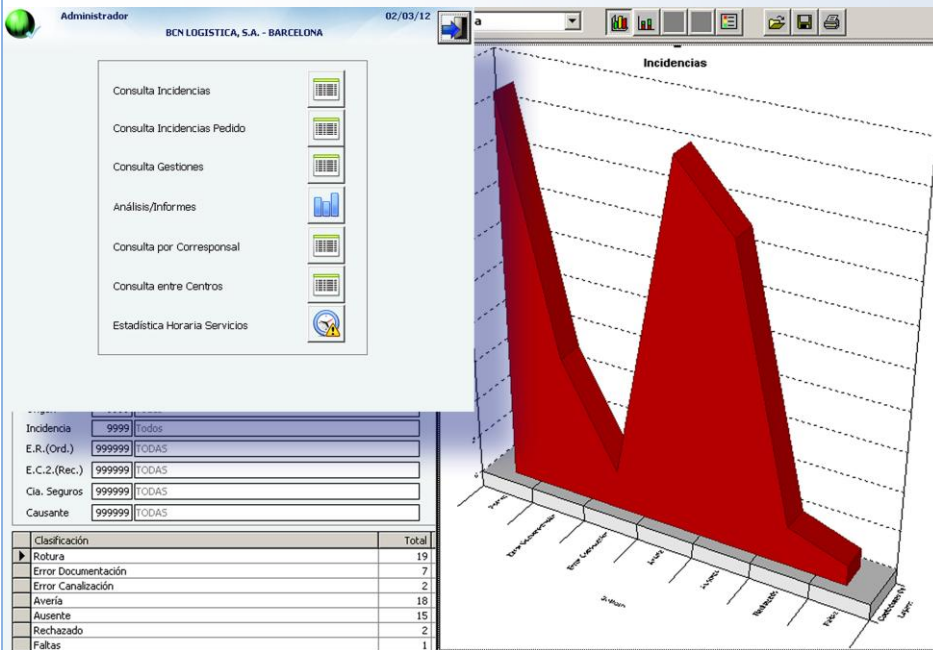


QUALITY MANAGEMENT



Incidence Analysis



Tool for quality control and analysis of incidents in the daily management of Logistics Operator.

FEATURES

- 1 Tool based on the policies and procedures of ISO 9001: 2000 quality systems.
- 2 The application allows control of incidents treating it as more management within operating.
- 3 A color code facilitates the assimilation of information showing the situation where the incidence is.
- 4 Ability to digitize and include many annexed documents as needed.
- 5 Integrated with the EDI module for sending incidents.

Quality Control module of MYMSOFTERP treat incidents as an element of business operations, enabling control and analysis of incidents at any stage of the operation of an OL or transport company. Both types of incidents (public, internal, management, claims) and "non-quality" control are based on the standards and procedures of ISO 9001: 2000 Quality Systems.

From a single incident MYMSOFTERP module allows users to create and assign all the steps necessary needed, without limitation proceedings pending resolution, attaching as many documents as needed, providing comprehensive monitoring of the same incident. Is possible to define templates for these recurring incidents and/or redundant processes workload freeing the user to focus on the implementation of the appropriate procedures to each situation. You can set families of incidents grouped by code, allowing sorting, searching and subsequent statistical consultation.

At operational level the incidence is generated and starts its monitoring; a visual color-coded according to the

situation, indicating the existence of the incident and warns of the total, partial or pending resolution, activating a message resolution to the recorder or review groups.

May be issued warnings both to the operator and the customer (being it collaborator, correspondent, supplier or the same client) through any means integrated with MYMSOFTERP (automated fax, mail, print).

Quality Control MYMSOFTERP module allows to detail place of origin and production process during which the incident took place, according to the own or other predefined business areas; to define a document detailing the process; to implement a cost in terms of time and costs incurred.

Allow taking advice on incidents from different application utilities such as calendar, traffic, vehicles, billing or billfold; to create the same incident for several expeditions, to replicate at lower levels for all delivery notes or shipments or to run massive situation changes. To define queries and statistical reports with integrated charts; to export to Excel content of management incidents from screen or to send incident by EDI contribute adding value to this solution.

TELEPHONE

Europe: +34 93 433 06 17
Latin America: +56 2 2592 0465

E-MAIL

commercial@msoftworldwide.com

WEB

www.msoftworldwide.com



M.SOFT Worldwide

Is since 1989 an Independent Software Vendor (ISV) for over 25 years of dedication to transport and logistics, developing and implementing software for comprehensive management operations (ERP/TMS/WMS) and software mobilization processes for the entire industry (MOBILITY), offering a scalable framework for our customers, with solutions adapted to the latest technologies and existing needs, reliable, proven and installed in our park.

More than 350 credentials, confirm our experience as an organization, in the management of small, medium and large accounts, proving it our wide ability on service and the confidence coverage of our solutions.

TELEPHONE

Europe: +34 93 433 06 17
Latin America: +56 2 2592 0465

E-MAIL

commercial@msoftworldwide.com

WEB

www.msoftworldwide.com

THE ORGANIZATION

Our team of consultants, experts in your business, will be able to give response to your business needs and advising you on improving your internal circuits and procedures, getting at all times to minimize implementation times on projects. The Excellence as service and development philosophy vocation, and Meeting the Expectations of our customers as a *raison d'être*, from a business vision focused to become your strategic partner, with which you can count on today and always to make every day more competitive and differentiate your organization in terms of technology.

THE SERVICES

From M.SOFT Worldwide, we collaborate with our customers to make every day their organizations more competitive, through various ancillary services to the development of our solutions, being able to classify them according to the relationship stage as:

Assessment of opportunities

- Requirement customer analysis and data collection for preparation of prototypes
- Identify improvement opportunities on the current situation, based on the shift levers both technological and process
- Selecting the best solutions combination of our catalogue, which achieve better meet the needs and expectations of our customers
- Project evaluation and return on inversion analysis according to each customers individual indicators
- Support to the definition of the technology platform

Implantation

- Detailed analysis of business processes
- Implantation consulting of our solutions
- Identification and development of customers particularities
- Support to start/stabilization projects

Maintenance and evolutionary support

- Help Desk Level 2 support
- Maintenance and evolutionary support of our solution
- Evolutionary development particularity required by customer
- Implantation of new modules and functionalities

THE SOLUTIONS

From M.SOFT Worldwide, we offer Information System Solutions specially conceived and designed to get the most out of your resources applied to its operations:



Complete management of your business as **Logistic Service Provider**, through our Integrated Management System (**ERP: Enterprise Resource Planning**)



Managing of your Transport and Warehouse operations, such as **Manufacturer or Distributor**, through our **TMS (Transportation Management System)** and **WMS (Warehouse Management System)**



Mobilization processes, **for the entire industry**, through our **MOBILITY** modules multi-platform (on Smartphone or Tablet devices) specialized by industry or bespoke developed for your business

All of them we can offer both on purchase and rent mode and can be installed on customers own platforms or outside data center processing (Cloud) through partners who M.SOFT Worldwide provides for this purpose.

Request a remotely or in person demonstration of our solutions, and let us show you, how we can add value to your business.