



Quality Management System



Assure Quality & Compliance More Confidently!



BatchMaster Quality Management System



QMS

Quality Management System

Today businesses have no choice but to put the Quality at the forefront. The stringent getting regulations are forcing manufacturers to make quality a company-wide approach and not just restrict it to the quality department. Moreover, rising awareness has made consumers more inclined towards quality products. This is pushing companies to maintain a strong level of visibility and control over their quality management system which is not easy with paper-based or manual systems.

BatchMaster Quality Management Software (QMS) solution offers built-in quality methodologies and advanced user workflow to help companies manage and track Quality Management Systems. With six integrated modules for quality and compliance management, BatchMaster QMS lifts the businesses into a collaborative and paperless environment for continual improvement, while reducing the total administrative cost of maintaining quality at every stage.

Available as a standalone QMS solution, BatchMaster QMS can be also integrated with BatchMaster ERP solutions including BatchMaster ERP for SAP Business One. Even the modules of BatchMaster QMS are completely integrated allowing swift movement of data from one module to another, launching corrective actions directly from Complaints/adverse events and tracing plus tracking data from source to event and back. This way, an audit trail of the complete event is created and stored for future reference.



DMS

Document Management System

BatchMaster Document Management System (DMS) is a feature rich desktop and cloud document management system that stores, creates, tracks, retrieves, and manages all types of documents. It encompasses the entire document lifecycle within an organization from the creation and publication of content, to archival and finally the retention or disposal of content in a much secure way. Automating manual document control with sign-off and change control, it improves efficiency while meeting compliance requirements. Categorizing documents, maintaining versions and change logs, the system catalyzes audits and makes meeting compliance much easier.

Key Features

- *Acts as a central library to stores all the documents together*
- *Maintains the audit trail of who has viewed a document, when it was accessed, and how it may have been modified*
- *Let's you number or index documents via meta-data with different "search" terms*
- *Organize and segregate your documents into different categories like: policies, applications, etc.*
- *Know the current stage of document lifecycle: Draft, Pending for Approval, Approved, Active, Obsolete and Inactive.*
- *Secures the document through a selective restriction of access to documents via passwords, e-signatures, other authentication levels, etc.*
- *Generate an alert for the specified electronic distribution list that the document has been released*
- *Keeps a track of all versions of a document, and lets you see what has changed, who did it and when the change was made*
- *Multiple people can work and edit the same document in a synchronized way without altering each other's work and maintaining different versions of it*



NC

Non-Conformance

The Non-Conformance module of BatchMaster QMS helps to log an issue, upload any evidence, classify the type, associate severity, and assign it to the intended authority for managing it. Also, it records decisions regarding "Immediate Corrective Actions".

By managing the life cycle of nonconformance events, along with cost tracking and assignment of user responsibility at every stage, it automates manual record keeping and provides detailed statistical analysis. Moreover, the Non-conformance Report helps meet FDA requirements by listing all the discrepancies that need to be documented in regards to a product, process or procedure.

Key Features

- *Store the possible causes of non-conformance*
- *Create the nonconformity records*
- *Ability to specify the type of the document in reference to which the non-conformance is being recorded, like SO Delivery, PO Receipt, Production, QC, Inspection, or Other types of records*
- *User, date and time stamping on all records*
- *Records of all the activities undertaken to resolve the nonconformity*



CAPA

Corrective & Preventative Action

Corrective and Preventative Action of BatchMaster QMS acts as a central point to manage continuous improvement of products, and operations. It deals with the tracks the impact of Corrective and Preventative Actions, and measure reduction over time.

Key Features

- *CAPA processes can be grouped on the basis of their characteristics*
- *Create records after examining the reason for quality failure*
- *Record the details about its actions*
- *Specify the urgency level of the CAPA*
- *Mention the user who is assigned the CAPA task*
- *Specify details like the department for which you are defining the CAPA, date on which CAPA process is scheduled to be completed, etc.*
- *Select the appropriate reason for CAPA*
- *Specify the corrective measures taken to prevent the recurrence of non-conformance*
- *Perform verification and mention the effectiveness of CAPA or any other vital information related to CAPA verification process*



CM

Complaint Management

BatchMaster QMS Complaint module streamlines the entire complaint resolution process. Right from maintaining to investigating the complaint, then communicating the resolution back to the customer and finally closing the issue – all can be performed in one easy to use environment. This helps ensure industry and regulatory compliance, improve product quality and reduction in fines and costs associated with customer complaints and resulting recalls.

Key Features

- *Categorize complaints in logical groups. For example, documentation issue, product issue, and service issue*
- *Associate degree of severity of a customer issue*
- *Record the source of complaints*
- *Dashboard to have a snapshot view of customer relationship and visually-analyze customer complaints*
- *Direct export of data to Excel sheet*



CMS

Change Management System

BatchMaster Change Management software allows companies to establish a proper workflow for documenting changes. It helps automate and manage every step of the change control process- from initiating change requests, through impact evaluation, actual implementation, verification, approval to closure. Additionally, the system offers a way to set-up department-wise approvals, besides providing real-time notifications and validations for approvals, change executions, implementations, closure, and training. This helps businesses meet FDA and Quality System requirements thereby enabling achieve change management objectives seamlessly.

Key Features

- *Complete change management cycle support from creation, impact, evaluation, implementation, verification, approval, closure (i.e. action taken), and training*
- *Maintain, track, and approve changes*
- *Ability to define description, purpose, department affected, and implementation plan*
- *A number of default change types available*
- *User-defined unique series for each change type*
- *Ability to define priority, nature, CAPA, and source*



TMS

Training Management System

To ensure employees are adequately trained in your organization, BatchMaster QMS's Training module effectively manages the training process, and tracks training records. Keeping your employee and training records up to date and compliant with your quality system, it helps you perform analysis of current or future training needs and cost.

BatchMaster Training Management System is a tool designed to automate and streamline your paper-based training systems. It offers a host of benefits, as it increases your business' efficiency by automating the management of all training tasks- right from scheduling to completion. It also reduces the workload of training staff by automating routine tasks, increasing oversight by helping the businesses track and address training gaps and deficiencies, making them more audit-ready, and makes competency evaluation more efficient.

In a nutshell, with BatchMaster Training Management System, businesses can organize/schedule/ training, manage certifications, develop training curriculums, define evaluation methods, and store results, records and history- all in one platform.

Key Features

- Develop and define courses depending on different job profiles/skills with expiration dates
- Creates training batches for requirements generated from job profiles, self-raised request, or change management
- Approval workflows can be associated with training requests
- Plan, schedule batches, and associate trainers/guest trainers
- Specify user-defined evaluation method of training
- Different test/evaluation method can be assigned with weightage
- Generates certifications
- MIS dashboard - View training-related information about the employees, and check the status of employees on training
- Training scheduling dashboard - Maintain and check which employee needs what training, with ease, and schedule training based on courses or employees. Also, it allows performing operations like status change for multiple training batches in a single go
- Job-profile Matrix that provides an up-to-date view of the training status of employees who have been grouped by Job Code. The system will show the status of each course assigned to each employee and the completion percentage for that Job Code.



About BatchMaster Software

BatchMaster Software is one of the market leaders in offering enterprise software solutions for the process manufacturing industries.

Through a vast industry experience with over 2500 implementations worldwide, BatchMaster clearly understands the unique industry challenges and offers ERP solutions that support industry-specific functionalities and handle critical processes of the micro-verticals.

BatchMaster empowers the organizations streamline their operations, reduce wastage, bring down costs, increase profits, improve compliance and manage safety to keep their customers happy and satisfied.

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