



There is nothing more annoying than receiving a complaint. For example, if you have a complaint with a supplier yourself, you are probably disappointed with a product or a mistake has been made that has to be rectified. The same applies to a complaint from one of your customers. So it is important to find the cause of the error as soon as possible to see if it might be applicable to other products as well. Furthermore it is important to give proper service to the party who submitted the complaint. If your handling of the complaint meets or even surpasses your customer's expectations, then you probably will not lose the customer. However, a consistent and correct handling of non-conformances is a complex activity. A non-conformance might involve various departments within your organisation, they have to be informed at the right time so they can take appropriate action. For example, the account managers involved, your financial administration in the event returns or credit notes have to be issued as well as your quality supervisor. How can you guarantee this process effectively?

## SI Foodware

The Food and Beverage industry is characterised by specific requirements which can often not be covered with a standard company wide solution. It is therefore that Novamindz and its resellers have merged their many years of knowledge and experience into SI Foodware®. In combination with Microsoft Dynamics® NAV, a fully integrated standard companywide ERP-solution is created with a specific focus on food and beverage companies. SI Foodware is under continuous development and meets the latest requirements from the industry. This creates a specific solution, where costs remain manageable as the amount of customization is decreased to a minimum. SI Foodware has been recognized by Microsoft with the highest quality label 'Certified for Microsoft Dynamics'. SI Foodware consists of a number of integrated solutions, of which SI Foodware - Non-Conformances is one. With this solution, all non-conformances are easily processed and finished in a correct way within an integrated solution.

## Register Non-Conformances

SI Foodware recognises three types of non-conformance: from customers, to suppliers and internal non-conformances. The complete settlement of non-conformances is coordinated

Type	Responsible	Responsible Name	NC Action	Date Planned	Date Finished
Internally	CT100000	Charles	Examine the sample to determine the complaint	20-01-09	
Externally	CT100051	Isabel	Contact the customer (credit memo)		27-01-09

## Your Situation

Sometimes, your organisation has to deal with complaints. Complaints can be received from customers, but you may also have complaints towards suppliers or internal non-conformances. Not dealing with non-conformances properly may have serious consequences for your company. A complaint may even mean that you have to recall certain products from the market. By using established procedures you can limit the damage.

## The Solution

Microsoft Dynamics NAV® combined with SI Foodware® - Non Conformances.

## Your Advantage

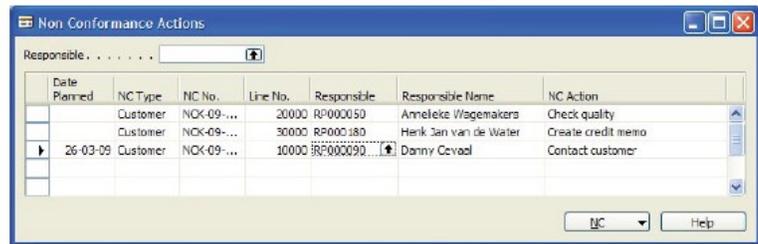
All non-conformances are followed up in a consistent and structured way. In case of customer non-conformance, this is very important for customer retention and customer satisfaction. If a complaint is related to a supplier, then the financial consequences are a concern for your organisation. Transparency is created for all employees involved as the nonconformance module is integrated with CRM, Financial Management and Quality. This makes the process more efficient and decreases the chance of mistakes being made.



from a single screen. You can define non-conformances for an item or lot number, for an item attribute or even a consignment number.

### Follow up Non-Conformances

Within SI Foodware you do more than just register complaints, you can also define a follow-up procedure, The person dealing with the non-conformance can for example also plan return receipts. The actual creation of the return order can be easily done at the press of a button as all necessary data is already present in the non-conformance registration. If all planned actions have been completed, the status of the complaint will change to 'closed' and the non-conformance will be removed from the overview. Should a non-conformance not be dealt with correctly, it is always possible to re-open the closed non-conformance and take additional actions.

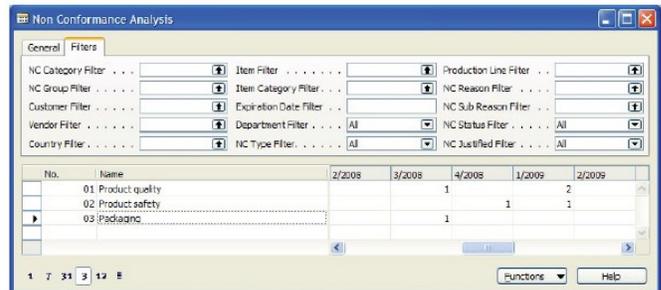


### Notifications

You can easily inform other colleagues who should be involved in the follow-up actions by e-mail. In the event of a complaint from a customer your account managers will be informed, because notification of each non-conformance being processed is automatically placed in the CRM system. In this way you can always see per contact which complaints have been submitted and their current status.

### Non-Conformance Analysis

Non-conformances are not removed from the system but these remain available for analysis. There is extensive analysis functionality. For example, the user can set dimensions for every non-conformance. For example for all customer complaints. Then, a number of filters can be set such as supplier or production line, and a time span can be set too.



### Navigation and Traceability

Through the navigation option within the non-conformance solution, you can display a range of related data such as a specific lot number. For example, this feature enables you to retrieve sales invoices and any corresponding complaints for a specific lot number. You will therefore have all related information available within a short space of time. In addition to the navigation option, there are options for tracking non-conformances. Using this option, you can trace exactly what has been done with a product from the moment it was brought into your company to the moment it was distributed to your customers. In this way, you can always check where other products with the same lot were delivered, and so prevent more complaints being lodged.



## Reports

The reporting option enables you to print various documents and overviews. Examples here are the number of non-conformances per customer, item or item category. Also, you can retrieve the non-conformance form for each complaint which shows all the data of the nonconformance.

SI Foodware © - International

**Non Conformance per Customer** 23 February 2009  
Page 1  
USER01

**Customer:** C00030 **Retail Filiaal Amsterdam**

NC	Date received	Item	Description	Quantity	Units	Non Conformance description	Status
CNC-0000002	26-07-08	FP00003	Chocolates Dark - box 700gr	1	BOX	Damaged packaging	In Progre

Action Type	Responsible	Action Non Conformance	Planned	Finished
Internally	Peter	Determine the reason of the damaged packaging	27-07-08	
Externally	Isabel	Create sales return order and credit memo	28-07-08	

**Number of Non Conformance:** 1

For further information about SI Foodware and Non-Conformances, please visit [www.libertygrove.com](http://www.libertygrove.com). You can also contact us using the contact details shown below.

**Liberty Grove Software**

☎ (630) 858-7388

✉ [foodware@libertygrove.com](mailto:foodware@libertygrove.com)