



## NON-CONFORMANCE REPORTS

### **Automate and Scale**

DevonWay Non-Conformance Reports (NCR) allows you to capture and manage all non-conformance issues related to equipment, components, and technical specifications in a central location. Administer your own workflow settings without involving IT so that issues get routed appropriately – for example, you can route items to materials review boards or similar workgroups and include QA or supply chain management in the disposition of NCRs. Unify Non-Conformance Reports with other DevonWay applications or use our open REST API to connect seamlessly to your existing processes. And with a usage-based pricing model, you can easily scale as your business and processes grow.

## Summary of Benefits

- **Maintain accurate, up-to-date information** by combining all NCR-related process flows and data into a single solution
- **Achieve process excellence** with a flexible system that ties seamlessly to related processes such as inspections, corrective actions, audits, etc.
- **Improve quality and oversight** with real-time analytics dashboards, built-in search and reporting, and trigger-based alerts

## Get Actionable Results

With DevonWay, process owners can easily create sophisticated reports and apply custom deficiency codes for trend analysis. Managers can set up alerts to trigger automatically when certain thresholds have been crossed (e.g. Defective Parts Per Million, or DPPM, reaches 25,000) – so the right people are engaged at the right time. In addition, they can assign follow-up actions from a non-conformance and monitor those actions through to completion, ensuring that the added level of awareness leads to real results.

## Key Features

### Configurable Integration with Quality Functions

Fully configurable workflow and native integrations with other DevonWay modules means that the NCR process can be managed as part of the overall Quality program, as a completely separate process, or as a hybrid of the two, where the two programs connect based on specific conditions or workflow steps.

### User-definable Notifications

Users can set up their own trigger-based notifications to be notified automatically when individual NCRs or groups of NCRs cross predefined alerting thresholds, such as an unusually large number of NCRs related to equipment provided by a specific supplier.

### Ad-hoc, Real-time Analytics

Without involving IT, program owners can create their own ad hoc reports and trends to analyze NCR attribute data for process gaps and opportunities for upstream productivity. Moreover, statistical process control algorithms built into the trending functionality ensure that deviations are identified and alerted on as soon as they happen.

## Mobile Reporting

The native iOS, Android, and Windows apps can be used to initiate NCRs in the field, even when the mobile device is not connected to a network. Users can add images of the deviation or discrepancy to the NCR to enhance understanding of the deviation, use text-to-speech to add details about the discrepancy in their own words, capture the non-conformant equipment using barcode scanning technology, and more.

## Record Archiving

Completed NCRs are managed to meet business retention and regulatory requirements. Upon NCR closeout, the system can automatically create archive-quality NCR records and electronically transmit them to the designated repository for long-term storage.

## Full View of Supplier Data

When optionally integrated with the DevonWay Supplier Management and Audit & Assessment solutions, customers gain a complete view of supplier information and past performance.

The screenshot displays the DevonWay Nonconformance Report (NCR) system interface. The top navigation bar includes the 'DEVONWAY' logo, a 'Nonconformance Report' dropdown, and a search bar. The main content area is divided into several sections: 'NCR Information' (Initiator Category: Construction, Specific Company Entity: 454, ASME Code Item: Yes, S/C Related: No), 'Procurement Information' (Procurement Related: No, Job Identifier Type: PO, PO/CO Number: 55122, Receipt/Receiver Number: 5547), 'Assignments' (Initiator: JHansen, Jarin, Validator: Validator, Jarin, DA/TA: Jarin), and 'Affected Line Items' (Line Item: 1 POLI-6644077 MS-NCR-2020-0067-1, Item Description: SCREW, SHEET METAL, ZINC PLATED STEEL TYPE AB SELF-TAPPING SC SS QL 2, Quantity Received: 3, Quantity Affected: 2, Deficiency Codes: MRK, Extended Item Description: EXHAUSTER, FABRICATE POR518 & POR519 EXHA...see more, Condition 1: Test). A 'Workflow Steps' section at the bottom shows a sequence of steps: Initiate, Validate, Interim Disposition, Final Disposition, Verify, and Close, with the 'Validate' step currently active.

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