Customer Quality Management Solution

Manage Customer Complaints with Precision

AssurX Customer Quality Management software helps organizations improve customer satisfaction while providing actionable data for better quality management decisions

AssurX Customer Quality Management software solution automates the process for handling customer quality-related complaints and streamlines the processing of customer-reported product events, including complaints, return merchandise authorizations (RMAs), field service, and product improvement requests. The solution qualifies, prioritizes, routes and tracks customer issues to create a more efficient system that can drive the quality improvement process.

Increase Responsiveness: Reduce the lifecycle of complaint processing from multiple sources of complaints into a single platform. Search and retrieval of complaints, KPIs, trend reports, analytical data are available in one place. Best-practice quality management workflow processes that foster consistent, effective, and timely resolution of customer issues through tasks, reminders and escalations.

Increase Transparency: Robust dashboards capture and deliver real-time status, performance metrics, and trends. Users can see every step of the customer complaint process, including current and overdue tasks. Rights-based access allows stakeholders to view information they need to perform their jobs efficiently. All records are compliant with 21 CFR Part 11 for electronic signatures and time stamping for audits and inspections.

Mitigate and Prevent Customer Issues: Advanced analytics tools help present data in ways that enable trend detection and proactive investigations into components, lots, personnel performance, or other quantifiable criteria to improve products, processes and performance.

Foster Continual Quality Improvement with Integration: Drive improvement throughout the value chain with integration between other AssurX quality processes including Corrective Action Preventive Action, Change Control, Document Managment and Training Management.

Manage Risk Effectively to Protect Consumer and Brand Reputation: Greater control of issues by escalating the most serious customer issues. A risk-based approach to complaint handling demonstrates a commitment to making informed decisions that extend across the product lifecycle. In any quality process, using risk as the primary indicator for action will minimize the loss of time, money, financial penalties, and damage to brand image due to unanticipated product failures.

Additional benefits include:

Manage Complaints from any Source of Ingress	Central repository for all complaint records and supporting information.
Eliminate Disparate Systems	Configured to an organization's standard terminology, classifications and scoring. As a result, greater precision in the complaint receiving process harmonizes data for KPIs, tracking and trending data.
Increase Efficiency	Reduces the time to resolution and minimizes the risk of errors.
Adherence to Regulatory Standards	Supports the ISO framework for ensuring that products and services meet quality standards for consumers and complies with other industry standards including 21 CFR Part 820, EU MDR, and EU IVDR.