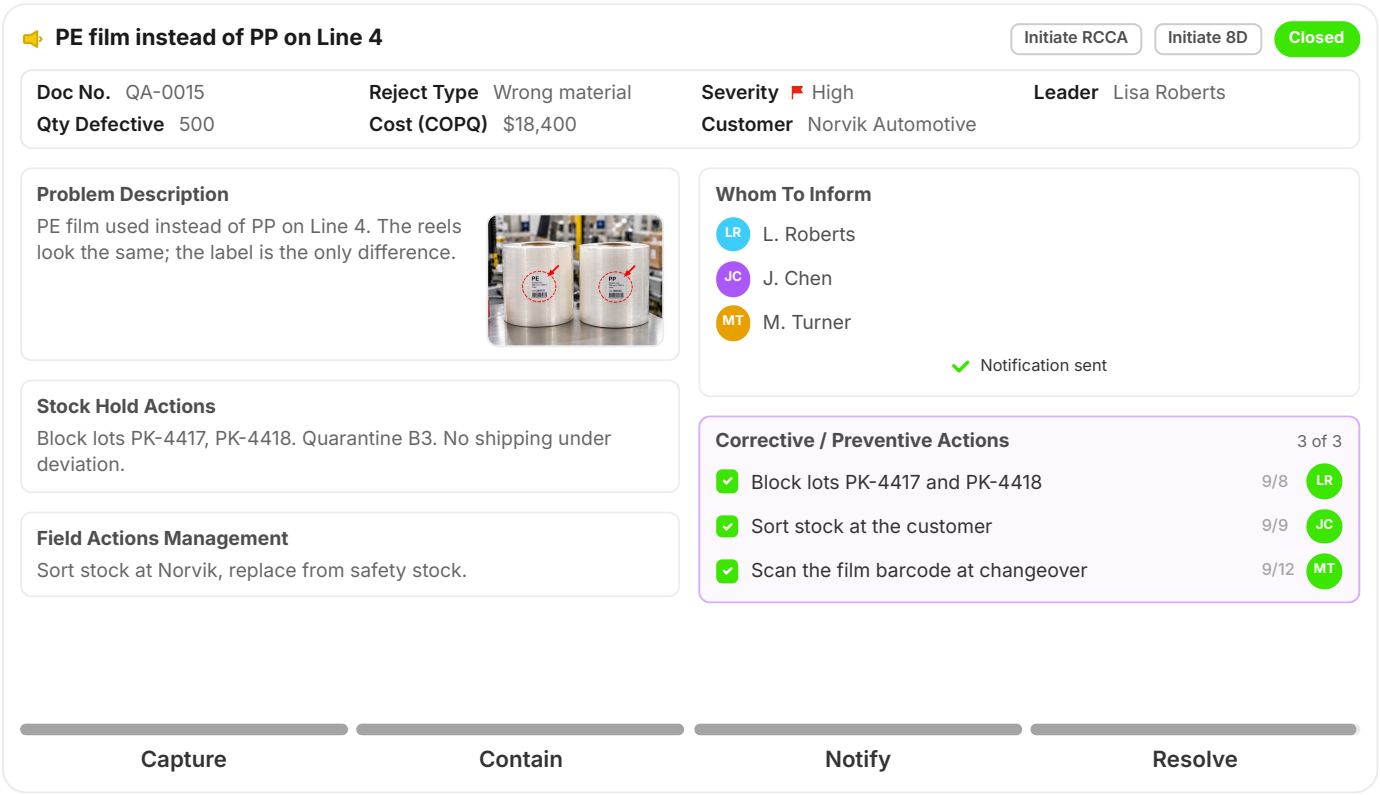
Catch quality issues before customers do.

Non-conformances, customer complaints, internal defects. Fast containment, structured resolution, trend analysis to prevent recurrence.



Late discovery cost you ten times more

A defect slipped through and reached the customer. The investigation revealed the issue started three shifts ago, but nobody flagged it. Every hour of delayed detection multiplied the cost.

Now containment starts in minutes

In TeamGuru the alert starts the moment someone spots the problem. Containment actions get a name and a date within minutes, not days. Every issue takes the same path from detection to a fix that holds, and the reports show where problems keep coming from.

- **Right people informed in one click**
- **Full issue lifecycle tracked**
- **Containment within minutes**
- **Trends drive prevention**

HOW IT WORKS

One wrong reel of film, from the first photo to a closed alert

1. **Anyone raises it in two minutes**
   The packer on Line 4 photographs the two reels and notes what they know: what is wrong, how many pieces, which customer. From a phone or the line terminal. Anyone can raise an alert, light users too where you set it up.

2. **Protect the customer first**
   Stock Hold says which lots are blocked and where they sit, whether you may ship under deviation and whether safety is at risk. The immediate actions come from your template: block the lots, stop shipments, sort the stock at the customer. Each one has a name and a date.

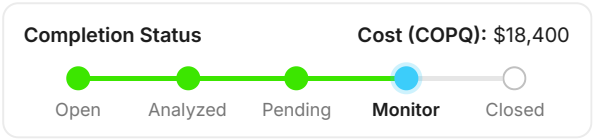
3. **The right people know in one click**
   Whom To Inform lists the groups and people who need to know. One button sends the alert to all of them. When something changes, Notify Alert Update sends the news to the same list, and nobody has to forward emails.

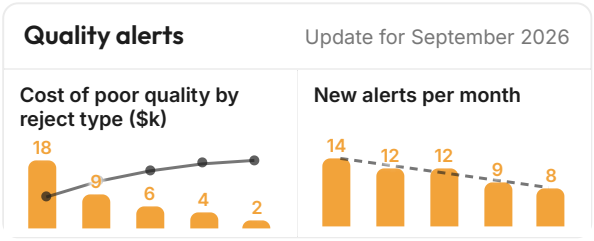
4. **The root cause gets its own document**
   Initiate RCCA starts the cause analysis, Initiate 8D the report for the customer. The new document is linked to the alert, and the alert shows how many of its actions are open or overdue. The whole case stays in one place.

5. **Closed only when the fix holds**
   The alert moves from Open to Analyzed, Pending and Monitor. In Monitor you check that the problem stays away, then you close it. Cost of poor quality and reject type feed a report widget: management sees which problems cost the most.



Two reels, PE and PP, told apart only by the label





What you get

Rapid containment
One button informs everyone on the alert's list, and an action template adds your standard containment steps. Defective product stops before it reaches the customer.

Nonconformance workflow, report to closure
Every nonconformance report (NCR) moves through the same statuses, from Open to Monitor and Closed: containment, root cause, corrective and preventive actions, then a watch period before closure. The alert links to the RCCA or 8D it started, so auditors follow the whole chain.

Trend analysis
A report widget shows alerts and cost of poor quality by reject type, product or customer. You see which problems keep coming back and where prevention pays off.

Customer complaint integration
Customer complaints enter the same quality management workflow as internal findings, ensuring external issues get the same rigorous treatment.

Try it with your next quality alert.
Ask for a demo and a free 14-day trial.

www.teamguru.com