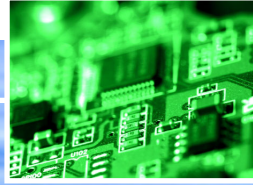
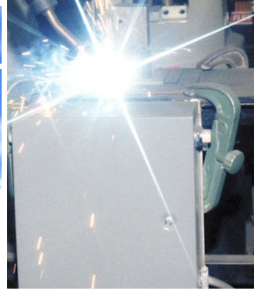
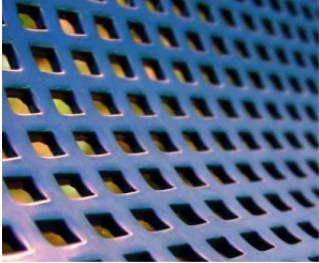


Web Based HQMS Quality Management



Increase Efficiency, Reduce Costs, Drive Success

Harrington Group Quality Management Software (HQMS) is a suite of integrated web-based quality management applications that address the increasing complexity of efficiently and effectively managing the quality process.

Each HQMS application module is optimized to blend the information you need and report it to you at the touch of a button. The integration between each module within HQMS allows for the smooth flow of data to obtain the vital information you need to effectively manage your quality processes.

HQMS reduces costs by providing flexibility, functionality and improvements in operational efficiency.

HQMS features include:

- **Web-based architecture** - No client installation required. World-wide access to vital quality information.
- **Scalable** - The web-based architecture allows for HQMS to grow as the company's needs grow.
- **Customizable user interface** - All user interface elements can be customized by editing the related HTML template files.
- **Intra-record references** - Hyperlinks can easily be created across multiple data records to allow rapid assessment of issues which may occur between different areas of related information.
- **Data-driven design** - The HQMS Access Control, Workflow and Business Rules are driven by XML configuration files and user editable VBA Script files.
- **Centralized information** - Comprehensive user administration rights allow for the visibility of specified records to be restricted to certain users or locations. Built in workgroup rights also allow managers the opportunity to review any record across multiple facilities.
- **File attachments** - Add associated document and file attachments to any HQMS system record.
- **Active notification** - Send automatic personalized notification via email to drive action, ensure responsibility and promote visibility.
- **Custom add-ins** - System integrators can quickly create fully featured custom modules.

Executive Dashboard

The HQMS Executive Summary Dashboard provides users the ability to create custom charts, graphs and reports on-the-fly based on real-time data. With a quick glance, top level executives can gain broad visibility of issues, actions, opportunity for improvement suggestions, root cause analysis processes and material non-conformance.

Reports and Graphs

Every organization monitors operations and strives to minimize problems and errors. HQMS real-time reporting provides the right information to the right people, so they can take the appropriate actions. Available reports include: Corrective Action, Supplier Information, Customer Management, Part Management, Task Management, Document Management, Trend Analysis, Aging Management and more.

HQMS also allows you to generate detailed and informative graphs at the touch of a button. Available graphs include: Pareto, Trend, Aging and Pie Charts.

HQMS benefits include:

- **Speed to market** - Speeds up tasks by making real-time data instantly available to the right team members as it is needed.
- **Improved design productivity** - Provides engineers with the correct tools to access all related data efficiently, dramatically shortening the design process.
- **Data integrity safeguarded** - The centralized vault concept provides access to information only to those who need it. Unauthorized users will never access vital data without permission.
- **Better control of projects** - Product structure, change management, configuration control and traceability help managers to ensure projects remain on schedule.
- **Real-time information** - Provides the most current quality information to the right people.
- **Better management of changes** - Ensures that every version and revision must be electronically signed and dated, removing any ambiguity about current designs and providing a complete audit trail of changes.

Quality Management modules include:

- **Audit** - Manage internal company audits from start to finish, including checklist design, audit planning and scheduling, audit result data entry and corrective action management.
- **Mobile Auditor** - Perform paperless audits using a Pocket PC Handheld device.
- **Corrective & Preventive** - Maintain the documentation of activities required to contain, isolate and correct a noted problem or deficiency. Achieve compliance with any standard including the latest ISO 9001:2000 guidelines.
- **Document Control** - Store and catalog all priority documentation using a fully configurable and secure document archive.
- **Management Action** - Uniformly conduct and document management reviews and management actions.
- **Material Non-Conformance** - Track all non-conforming equipment, parts and products.
- **Opportunity for Improvement (OFI)** - Analyze any opportunity for improvement by using a systematic series of steps.
- **Project Coordinator** - Keep every project member on the same page while also keeping management informed at every step.
- **Root Cause Analysis / Six Sigma** - Analyze the root cause and solution to any type of problem.

Associated modules include:

- **Contact Records** - Store and update contact information for all customers.
- **Customer & Supplier Action / Issue** - Manage Corrective and Preventative Action (CAPA) records relating to customer and supplier problems.
- **Customer & Supplier Records** - Store and update contact information for all customers and suppliers.
- **Group and User Management** - Set and manage user access rights.
- **Location Records** - List, manage and track locations of facilities, customers and suppliers.
- **Meeting Management** - Control meeting minutes and each team member's associated activities.
- **Notification Management** - Track all notifications received by location.
- **Part Records** - Create part records and track part-supplier relationships.

About Harrington Group

Established in 1991 and headquartered in Orlando, Florida, Harrington Group, Inc. is a pioneer and leading supplier of quality and business management software solutions to companies world-wide, including a majority of the Fortune 1000.

Harrington Group's vision is to develop applications that help organizations of any size realize their quality goals and achieve ISO Certification.

Harrington Group has a history focusing on quality and has developed a comprehensive set of management and technical processes based on ISO 9001:2000. The consistency achieved through the application of these processes provides the foundation for predictable performance and a reputation for delivering high quality products, on-time and within budget.

For more information:

To learn more about HQMS, visit www.harrington-group.com, send an email inquiry to info@harrington-group.com, or call 1-800-ISO-9000.

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