

### Why do ISO the hard way?

**Whether you are implementing, upgrading, or maintaining your ISO system, equationASP® provides the easiest, most efficient, most cost effective solutions**

- equationASP® is **entirely web-based** with no software to install or upgrade
- Use equationASP® at any of your facilities for **ISO 9001 quality management, ISO 14001 environmental management**, and/or other quality standards such as **AS9100, ISO 17025, ISO 13485, and TS 16949**
- Use equationASP® with the guidance of your **internal experts** and/or use **Prism's network of world class consultants** to guide you through the implementation and registration process
- equationASP® provides an **ISO implementation project plan**, project management tools, and reference materials including best practices, templates, and sample documents
- equationASP® provides ready-made yet customizable solutions for key ISO processes and functions including **Document Control, Corrective Action, Internal Audits, Customer Surveys, Data Collection**, and others
- equationASP® includes **web-based training courses** for management, employees, and internal auditors

equationASP® can be used for:

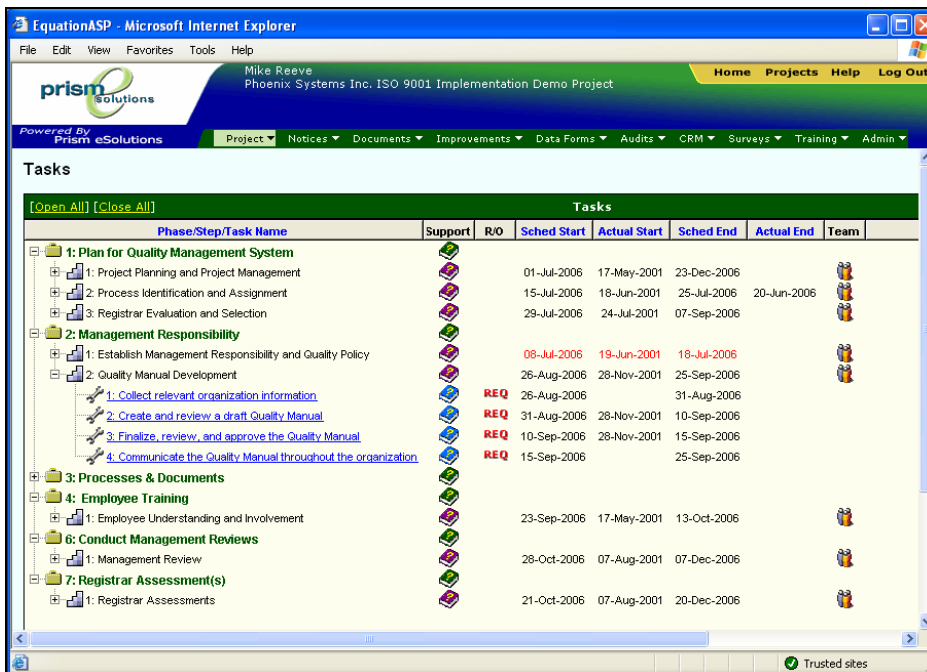
- **ISO 9001** and other quality standards such as AS9100, ISO 17025, ISO 13485, and TS 16949
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- **Data Collection**
- **Internal Audits**
- **Surveys**
- **Customer Relationship Management**
- **Training**
- **Communications**

All equationASP® modules:

- Are **web-based**, providing easy access world-wide
- **Communicate** with your staff via email
- Are **integrated** or can be **mix and match** solutions
- Save you **time and money** compared with off-line systems
- Are **highly secure** with password, firewall, encryption, and back up protection
- Are **customizable** by your administrators
- Include on-line **Help, Customer Support**, and periodic **upgrades**
- Available **hosted by Prism** or **installed** on your servers
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Phase/Step/Task Name	Support	R/O	Sched Start	Actual Start	Sched End	Actual End	Team
<b>1: Plan for Quality Management System</b>							
1: Project Planning and Project Management			01-Jul-2006	17-May-2001	23-Dec-2006		
2: Process Identification and Assignment			15-Jul-2006	18-Jun-2001	25-Jul-2006	20-Jun-2006	
3: Registrar Evaluation and Selection			29-Jul-2006	24-Jul-2001	07-Sep-2006		
<b>2: Management Responsibility</b>							
1: Establish Management Responsibility and Quality Policy			08-Jul-2006	19-Jun-2001	18-Jul-2006		
2: Quality Manual Development			26-Aug-2006	28-Nov-2001	25-Sep-2006		
1: Collect relevant organization information		REQ	26-Aug-2006		31-Aug-2006		
2: Create and review a draft Quality Manual		REQ	31-Aug-2006	28-Nov-2001	10-Sep-2006		
3: Finalize, review, and approve the Quality Manual		REQ	10-Sep-2006	28-Nov-2001	15-Sep-2006		
4: Communicate the Quality Manual throughout the organization		REQ	15-Sep-2006		25-Sep-2006		
<b>3: Processes &amp; Documents</b>							
<b>4: Employee Training</b>							
1: Employee Understanding and Involvement			23-Sep-2006	17-May-2001	13-Oct-2006		
<b>6: Conduct Management Reviews</b>							
1: Management Review			28-Oct-2006	07-Aug-2001	07-Dec-2006		
<b>7: Registrar Assessment(s)</b>							
1: Registrar Assessments			21-Oct-2006	07-Aug-2001	20-Dec-2006		

## Are you still pushing paper to manage documents?

The Document Control module helps you manage, share, change, control, and secure all your documents on-line

- **Create your documents in any software** you use
- **Upload documents** and send them for electronic approval
- **Receive notices** via email when you need to approve documents and vote electronically
- **Notify your staff** via email regarding any new or changed documents that affect them
- **Search, locate, use, bookmark, and link** documents easily with names, descriptions, or key words
- **Check out** documents to change them, **check in** documents once they're approved
- **Keep a complete history** of your documents with archives that include all revisions and records
- Use **document security** to allow your staff to view documents or restrict who can see them
- Keep your documents **secure** with encryption and back up protection
- Be compliant with **21 CFR Part 11**, the FDA's requirements for electronic signatures

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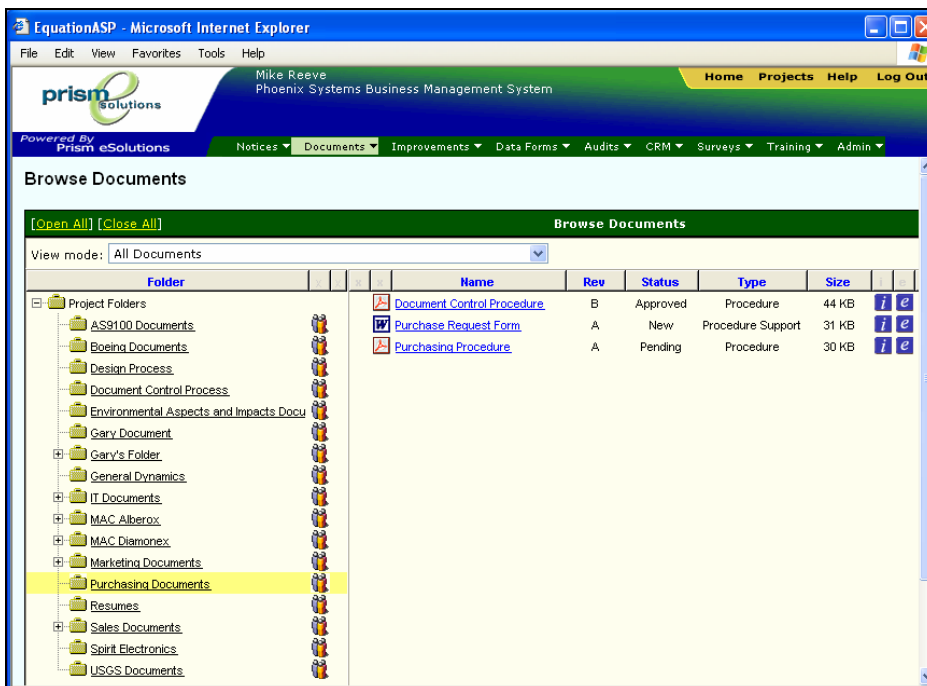
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**Why re-invent the wheel or wonder how you're doing?**

**The plan, schedule, resources, materials, and reports that help you complete projects effectively and on-time**

- Prism's network of experts have defined "step by step" plans that guide you to implement ISO 9001, ISO 14001, Business Continuity Planning, Lean Manufacturing, Management Systems, and/or other ISO/Quality Standards
- Automatically generate a fast, medium, or slow **Project Schedule**, then tailor it to meet your needs
- **Customize the Project Plan** to add, edit, or delete steps that need to be adjusted for your organization
- **Assign Teams of your staff** to be responsible for each step that needs to be addressed
- **Staff from any of your facilities** can participate on-line, keeping everyone on the same page at the same time
- **Content / Reference materials** are provided at the exact time you need them and include "how to" guidance and **best practice templates and samples** that you can use
- **Project Status Reports** show everyone in Gantt chart and other formats exactly how the project is progressing
- Use Prism's network of **consultants** to provide on-site or remote consulting to guide you through the implementation process and address issues unique to your organization

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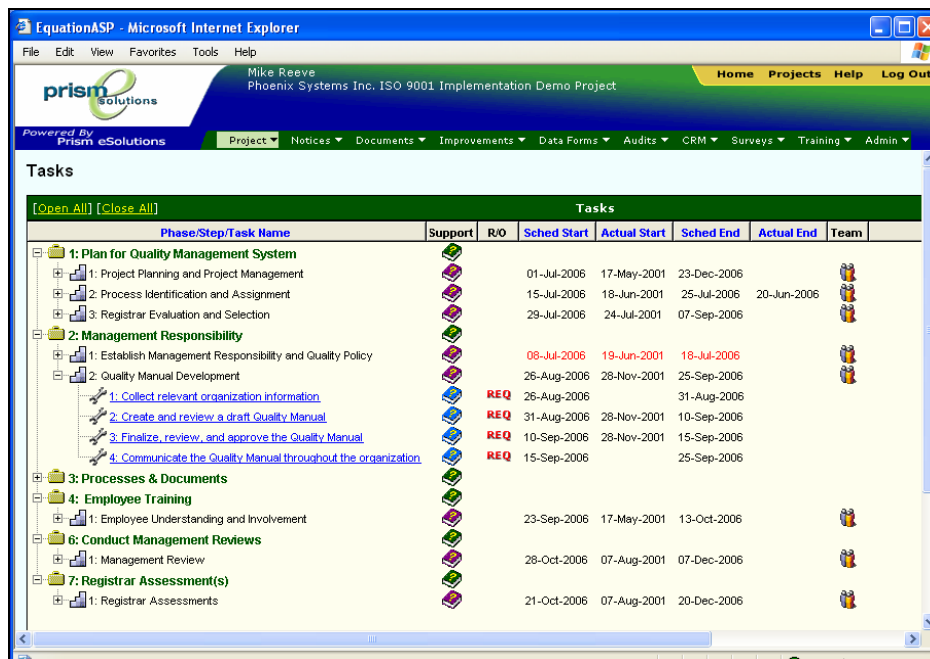
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### Do your problems resolve themselves?

**The Corrective Action / Improvement module provides an action item tracking system to help your people solve problems and other issues that require action**

- Use the **Improvement System** for a variety of action item tracking purposes in ISO 9001, ISO 14001, Business Continuity Planning, Lean Manufacturing, Management Systems, and/or other ISO/Quality Standards
- Process **Corrective Actions, Preventive Actions, Customer Complaints, Nonconforming Product, Continual Improvements, Supplier Corrective Actions, Remediation**, or other types all on-line
- Your users can **enter, administer, determine root cause, take action, review, close-out, communicate, and follow-up** on each improvement item entirely on-line
- **Customize** each of your Improvement types with fields of information important to you
- **Generate reports** to monitor the status of improvement actions and analyze results
- **Upload and/or download** data to or from a spreadsheet
- **Send Improvement reports** to management for review
- **Upload documents** related to the Improvement items to provide a complete history or detailed report

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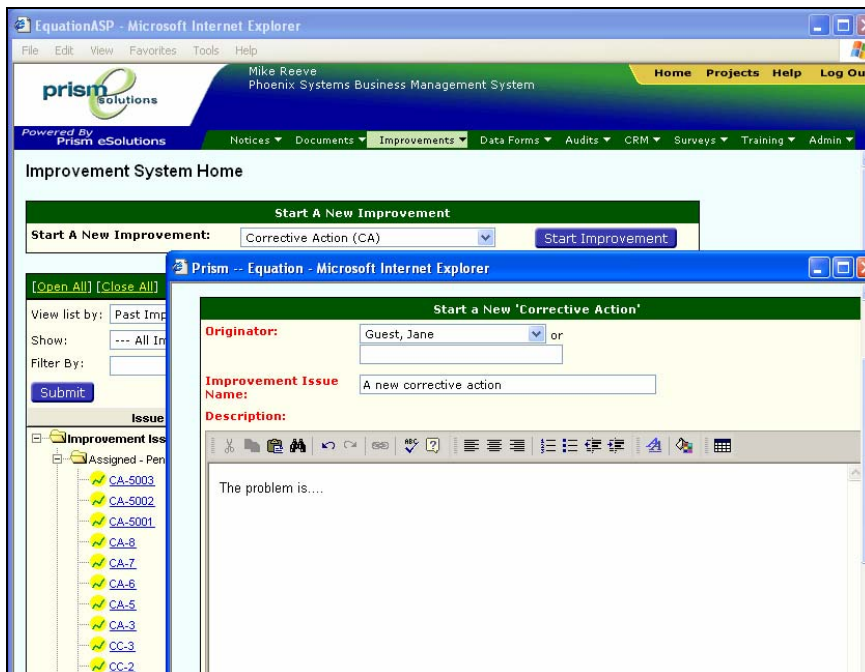
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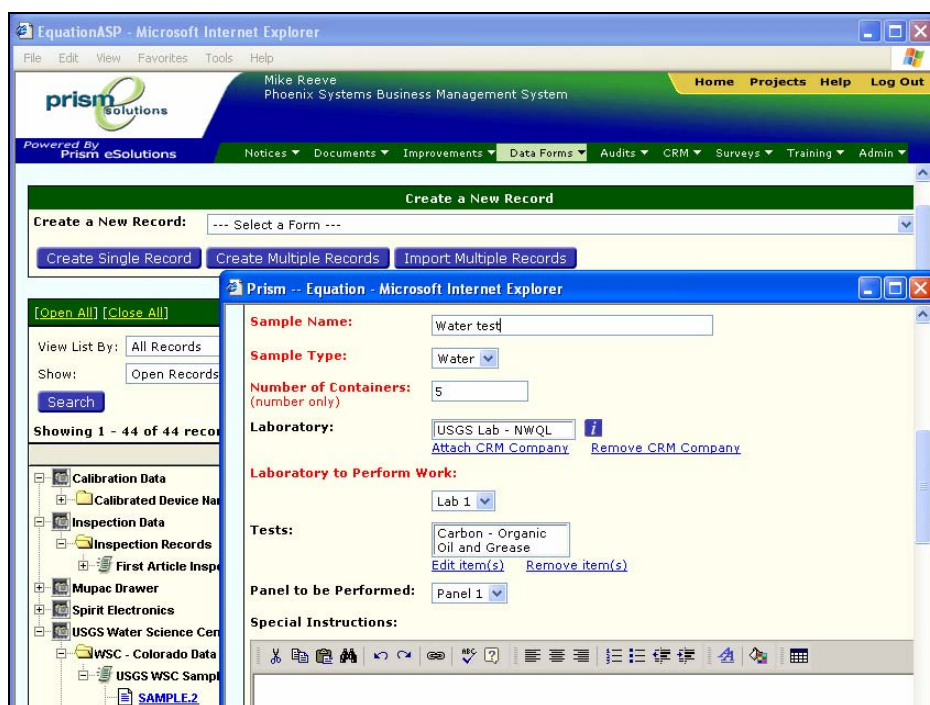
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## Is your data dragging you down?

Since your data is only as good as your ability to convert it into analysis and decisions, the Data Collection module helps you act upon what's important

- Use the **Data Collection** system to collect any data related to your management system
- Enormously flexible, the Data Collection system lets you build **electronic Forms** for any purpose
- Create your **eForms with a variety of types of data** – text, numbers, dates, drop down menus, formulas, etc.
- Use **sample eForms** to help get you started for topics relevant to your business needs
- **Schedule** your eForms to be completed on specific frequencies (daily, weekly, monthly, etc.) and notify your users via email when they need to enter the data
- **Generate custom reports** to analyze your data on-line and/or download your data and reports to a spreadsheet
- Create a **"Dashboard" of graphs** of key indicators providing a snapshot view of current performance
- Create a **"Heatmap" to compare** actual performance with target performance (green), acceptable performance (yellow), and unacceptable performance (red)



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# equationASP® Internal Audits

## Do your internal audits add value?

The Internal Audit module helps your auditors plan, do, check, and act upon the audits of your system

- **Manage and integrate** a variety of auditing purposes such as Quality, Environmental, Business Continuity Planning, Lean Manufacturing, and/or any compliance need applicable to your organization
- **Schedule** all your audits and assign them to your staff
- **Automatically notify** your Internal Auditors when they have an audit to conduct
- Allow your Auditors to **review the documents** applicable to the audit scope and prepare a **checklist** of standard and customizable questions
- **Send notices** via email to each person involved in the Internal Audit
- Enter **Audit Results** and Corrective Actions if needed
- Run **Audit Reports** to monitor the status of Internal Audits and analyze results
- **Send Audit Reports** to management for review
- **Integrate your Internal Audit System** with your Document Control system and Corrective Action system

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EquationASP - Microsoft Internet Explorer

prism solutions  
Mike Reeve  
Phoenix Systems Quality Management System

Home Projects Help Log Out

Powered By Prism eSolutions

Project Notices Documents Improvements Data Forms Audits CRM Surveys Training Admin

Internal Audit Home

Schedule New Internal Audit

[Open All] [Close All]

View list by: Current Internal Audits I Need to Work On

Internal Audits

- Scheduled Audits I need to Plan and Prepare
  - Training Audit
  - Corrective Action Audit
  - Customer Satisfaction Audit
  - Corrective and Preventive Action Audit
  - Customer Satisfaction Audit
- Planned Audits I need to Conduct
- Internal Audit Administration

Internal Audit History

Close Window

Print Internal Audit Info

Scheduling Information For Internal Audit: 11

Delete Internal Audit

Audit ID: 11

Audit Name: Corrective Action Audit

Audit Contact: Demo, Joe

Lead Auditor: Reeve, Mike

Other Auditor(s):

Audit History: Other Audits with overlapping scope

Audit Start After Date: 01-Feb-2004

Audit Due Date: 29-Feb-2004

Audit Instructions: Please be sure to check that everyone can in equationASP.

Audit Scope: [Print](#) Phase 3, Step 10: Corrective and Preve (Maintenance Phase)  
Req 8.1 - ISO 9001 Measurement, analysis General  
1. Does this include determination of a

**Need a better way to ask questions and get answers?**

**Use web-based surveys with your customers, suppliers, or others to get more feedback with less work**

- Use the web Survey System for a **variety of survey purposes** within ISO 9001, ISO 14001, Business Continuity Planning, Lean Manufacturing, Management Systems, and/or other ISO and Quality Standards
- **Build your own survey questions** and/or choose from a list of sample questions relevant to your business need
- **Create as many Surveys** as you like, for different customers, suppliers, products, facilities, etc.
- Integrate the Survey tool with your customer database in the **Customer Relationship Management (CRM)** module
- **Schedule your surveys** to be sent out automatically once, weekly, monthly, quarterly, or annually
- **Your surveys are sent by email** to the recipients, they click a button and fill in their answers
- **Survey Reports** automatically analyze results and compare performance from one timeframe against another
- **Download your Survey data** to a spreadsheet
- **Send Survey Reports** to management for review

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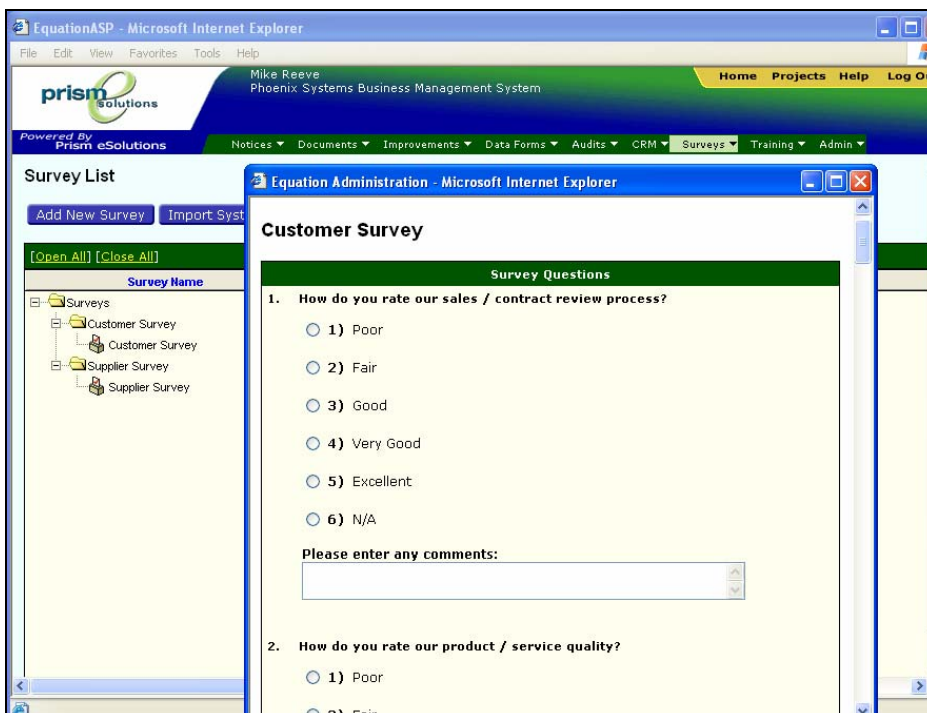
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## Having trouble keeping track of your Customers?

The CRM module provides an on-line database to store customer contact information, action items, and history

- Use the CRM System for a variety of purposes within ISO 9001, ISO 14001, Business Continuity Planning, Lean Manufacturing, Management Systems, and/or other ISO and Quality Standards
- **Upload, download, and/or integrate** data from your existing CRM solution to share information
- Use the **CRM system** to record Customer information, your contacts, and all communications and action items
- Enormously flexible, the CRM system lets you **create your own custom fields** of information important to you
- **Create your own types of activities** you want to track and analyze: phone calls, sales calls, proposals, orders etc.
- Use the CRM system to **assign action items** to your staff
- With **Search and Report capabilities**, you can easily find, report, and analyze the information you need
- The CRM system integrates with the **Surveys** and **Customer Complaint** modules
- The CRM system can be used to keep track of **customers, suppliers**, or any type of organization important to you

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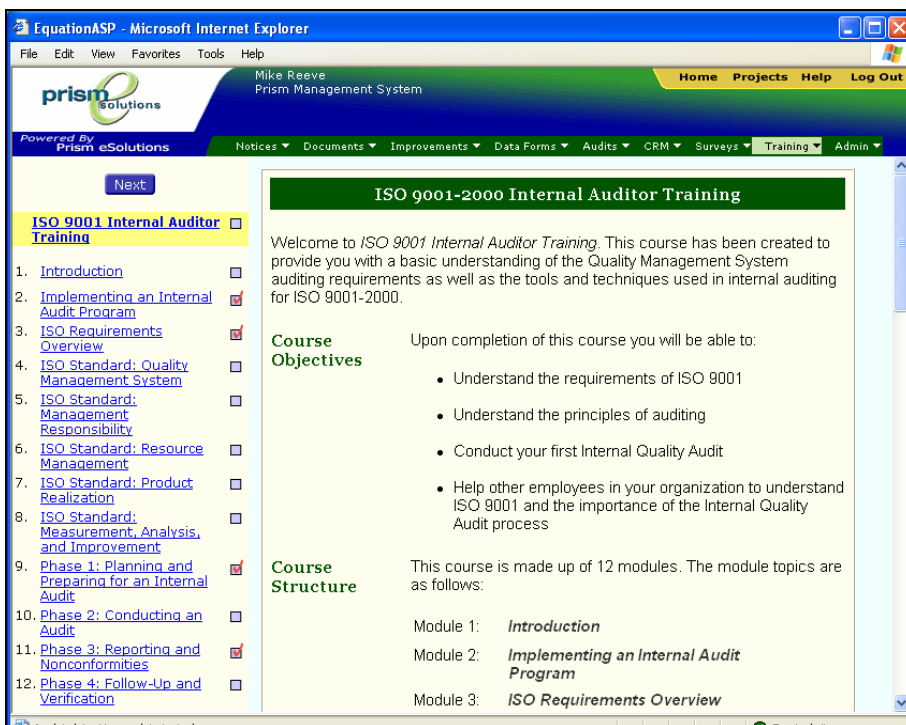
The screenshot shows the EquationASP CRM interface in a Microsoft Internet Explorer browser. The main window displays a list of organizations under the heading "CRM Information". A search filter is set to "ALL ORGANIZATIONS" and 125 items were found. The list includes organizations like Archer, Inc., Acton Research Corporation, and Ames Rubber Corporation. A secondary window titled "Prism -- Equation - Microsoft Internet Explorer" is open, showing the "Organization Info" for Ames Rubber Corporation. The details include:

- Company Type:** (blank)
- Company Name:** Ames Rubber Corporation
- Company Short Description:** also Amesil Corporation
- Entered By:** Mike Reeve (Prism, King of Prussia PA)
- Entered Date (mm/dd/yyyy):** 02/18/2005
- Address 1:** 19 Ames Boulevard
- Address 2:** (blank)
- City:** Hamburg
- State:** NJ
- Zip Code:** 07419-1514
- Phone Number:** (973) 827-9101
- Fax Number:** (blank)
- WWW Address:** <http://www.amesrubber.com>

## Don't have time to sit in class all day?

### The Training module offers tremendous flexibility to take classes on-line, at your computer, from anywhere

- Use the Training area for a variety of content areas such as ISO 9001, ISO 14001, Business Continuity Planning, Lean Manufacturing, Management Systems, and/or other ISO and Quality Standards
- Web-based courses can be taken by **each of your staff as many times as they like**
- Includes courses for **Management, Employees and Internal Auditors**
- Web-based courses offer **flexibility** to take them from work, home, the road, etc.
- **Courses are easy to take**, click the Next button to navigate screen by screen through the material
- Courses are **organized into modules**, so learners can take them all at once or on their own schedule
- **Send your staff Notices** when they need to take a particular course
- The Training system **automatically records** who has taken and completed each course



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## Do your people wonder what to do, when, and how?

The Communication module helps turn “I didn’t know” into “Already done” by delivering the right amount of communication and reminders to your staff

- **Notices** provide an action item list for each of your staff
- Each time one of your people receives an action item, they will **receive an email** letting them know
- Notices can have **Due Dates** assigned so your staff know when items need to be completed
- For those of your staff who need extra help, **reminders can be sent automatically** when items are passed due
- Notices can include **documents** that need to be approved, **corrective actions** that need to be completed, **internal audits** that need to be conducted, **training** notices for new and changed documents, and other communications
- All **Notices are retrievable** so many of your records can be stored electronically, decreasing your paper records
- This is a **long term solution** that helps your people keep track of and actually complete work
- Notices help **connect your staff** from multiple facilities with your customers, suppliers, or others

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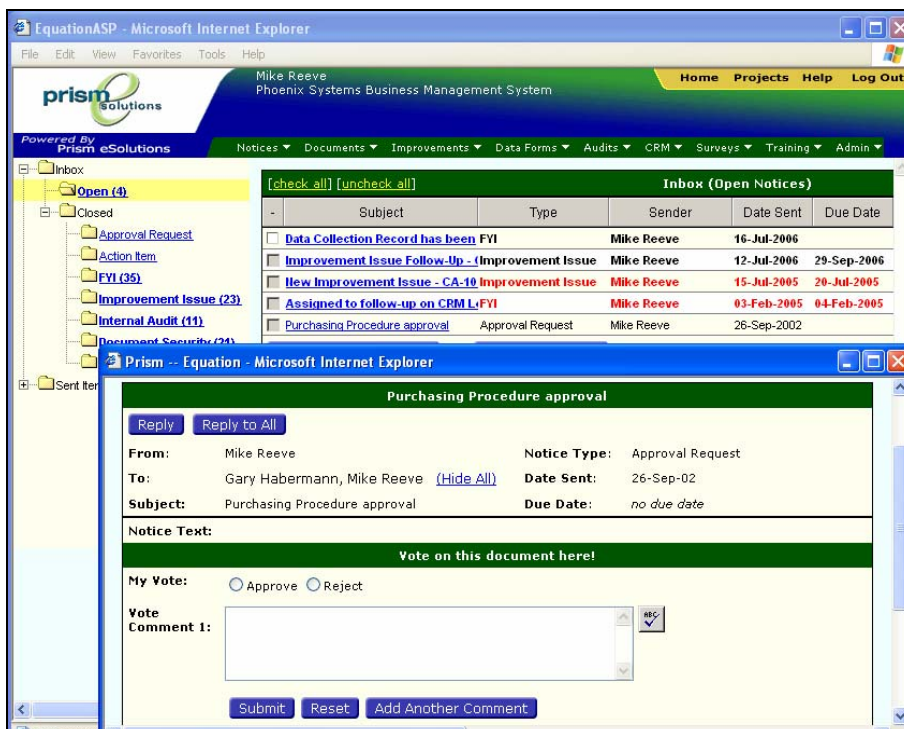
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- Are **web-based**, providing easy access world-wide
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- Are **integrated** or can be **mix and match** solutions
- Save you **time and money** compared with off-line systems
- Are **highly secure** with password, firewall, encryption, and back up protection
- Are **customizable** by your administrators
- Include on-line **Help, Customer Support**, and periodic **upgrades**
- Available **hosted by Prism** or **installed** on your servers
- Available in **English** and/or **Chinese/Mandarin** via Prism China [www.prismchina.com](http://www.prismchina.com)



The screenshot displays the EquationASP web application in a Microsoft Internet Explorer browser. The top navigation bar includes 'Home', 'Projects', 'Help', and 'Log Out'. The main content area shows an 'Inbox (Open Notices)' table with columns for Subject, Type, Sender, Date Sent, and Due Date. Below the table, a detailed view of a notice titled 'Purchasing Procedure approval' is shown, including fields for 'From', 'To', 'Subject', 'Notice Type', 'Date Sent', and 'Due Date'. A 'Vote on this document here!' section contains radio buttons for 'Approve' and 'Reject', a text area for 'Vote Comment 1', and 'Submit', 'Reset', and 'Add Another Comment' buttons.

[check all] [unchecked all]		Inbox (Open Notices)				
	Subject	Type	Sender	Date Sent	Due Date	
<input type="checkbox"/>	Data Collection Record has been	FVI	Mike Reeve	16-Jul-2006		
<input type="checkbox"/>	Improvement Issue Follow-Up - (Improvement Issue		Mike Reeve	12-Jul-2006	29-Sep-2006	
<input type="checkbox"/>	New Improvement Issue - CA-10 Improvement Issue		Mike Reeve	15-Jul-2005	20-Jul-2005	
<input type="checkbox"/>	Assigned to follow-up on CRML:FVI		Mike Reeve	03-Feb-2005	04-Feb-2005	
<input type="checkbox"/>	Purchasing Procedure approval	Approval Request	Mike Reeve	26-Sep-2002		