



GRC software that is  
integrated, visible, actionable

# ISO METRIX

## Quality

The global economy is becoming increasingly competitive. Customers demand ever-higher standards of service from existing and new product or service offerings. A clearly structured, systematic approach to improving the customer experience is crucial to any organization if they are to remain competitive.

### Our solution

#### Plan, do, check, act & review simplified

IsoMetrix is the perfect tool for companies who have, or aspire to having, ISO 9001 certification. The application gives control and visibility over the full continual improvement life cycle.

Central to the ISO 9001 International Standard for Quality Management System requirements, is the Deming PDCA cycle:

**PLAN:** How you are going to achieve the desired outcome?

**DO:** Do what you have planned to do - implement the processes.

**CHECK:** Check what has been done - has it worked?

**ACT:** Act on these findings to identify improvements.

**REVIEW:** Demonstrate and track improvement.

IsoMetrix consolidates all these elements into a centralized, electronic system that can be tailored to your exact requirements, from the data input screens to the management dashboards.

## Benefits

- An integrated web-based risk management solution that can help you manage all your Quality processes as well as assist you in achieving ISO 9001 certification with relative ease
- The purpose of quality is to provide a product or service that meets the requirements of the user. The agility of the IsoMetrix system, allows

the quality solution to be designed and tailored around your specific requirements

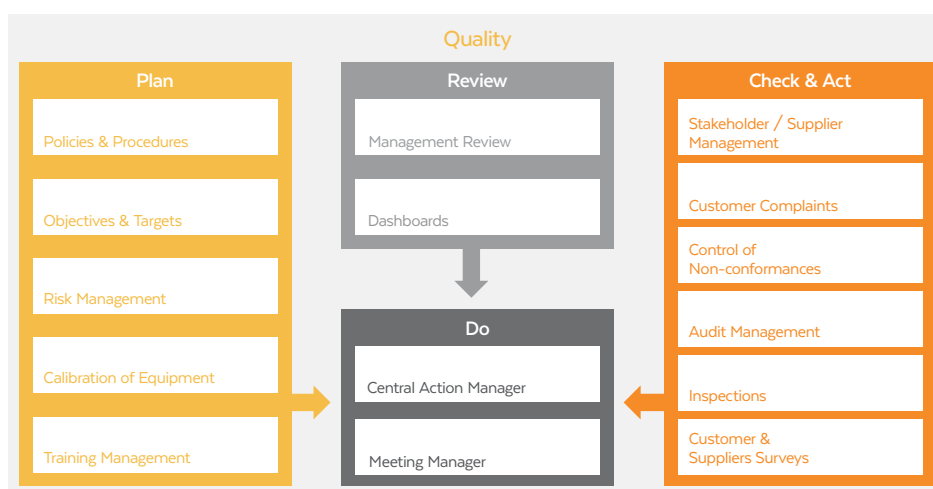
- Existing Quality processes often change and new processes may need to be added with the acquisition of additional products. The flexibility of the IsoMetrix framework allows these changes to be made with ease
- The ability to manage quality risks is incorporated in the solution
- ISO standards such as ISO 14001 (Environment) or OHSAS 18001 (Safety) can be integrated into your Quality management solution. As international standards and legislation change, processes can be easily adjusted within IsoMetrix to suit the new requirements
- Enables the Quality department to prioritize and focus on strategic quality related issues
- Allows the Quality department to focus on training other areas of the business on delivery of improved quality service
- The powerful analytics empower the Quality department to identify trends and manage by exception
- Easily accessible quality data is available in real-time for presentation to executive management of the business

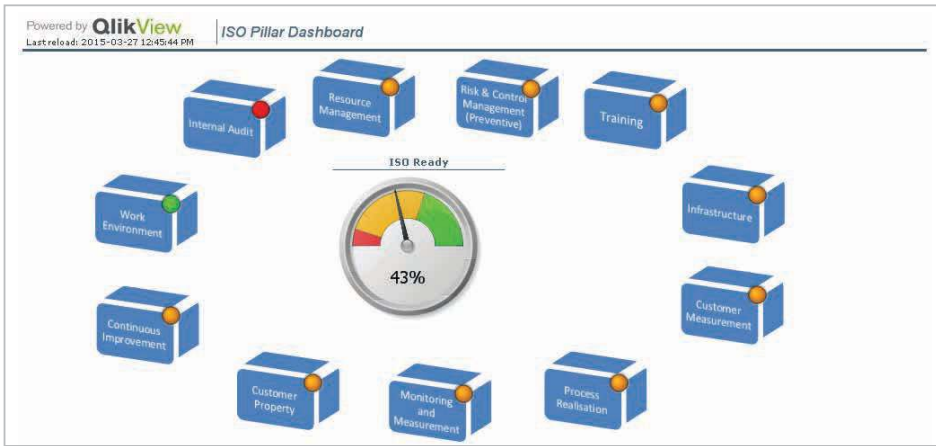
“We don’t need to go through more than five reports. We just utilize our dashboard and filter through until we find the root of the problem.”

*Farrell Scheepers (Standard Bank)*

## Modules

- Policies and Procedures
- Objectives and Targets
- Risk Management
- Calibration of Equipment
- Training Management
- Stakeholder/Supplier Management
- Customer Complaints
- Control of Non-conformances
- Audit Management
- Inspections
- Management Review
- Meetings
- Customer Surveys
- Supplier Surveys
- Corrective and Preventive Actions (CAPA)





ISO Overview



Status of actions



Process quality analysis

## Why IsoMetrix?

**Unmatched agility.** Get the exact solution you need. IsoMetrix is the most flexible GRC software solution in the market and can easily be tailored to fit your specific processes and methodologies. Designing input forms is a simple drag-and-drop process that non-technical people can carry out.

**Visibility.** Understand where you need to focus your efforts. The IsoMetrix dashboards, powered by QlikView, provide sophisticated dashboards that allow you to manage by exception, analyzing trends and outliers, and ensuring that assigned tasks are closed out and targets reached. Real time information allows for informed decision making. All data captured into the system is immediately available in the dashboards, from which you can drill down to record level when needing to understand specific results or trends.

**Efficiency.** Save time. Automating the management of your Quality allows your management team to spend less time on clerical manipulation of spreadsheets and more time actively implementing quality itself.

**Assurance.** Trust your data. Because data is only captured once, there is less room for error. All reports aggregate records from source and allow drill down to specific record details, allowing for full assurance and effective audits of the reported data.

A centralized, electronic system that can be tailored to your exact requirements.

# ISO METRIX

Good Business



[www.isometrix.com](http://www.isometrix.com)

Our other solutions include: Business Continuity Management · Compliance · Contractor Management · Document Management · Environmental Sustainability · Enterprise Risk Management · Food Safety · Health, Safety & Environment · Land Access & Resettlement · Occupational Health · Occupational Hygiene · Performance Management · Primary Healthcare & Wellness · Process Compliance & Assurance · Social License to Operate · Social Sustainability and many more...

