



# QUALITY MANAGER™

## Overview

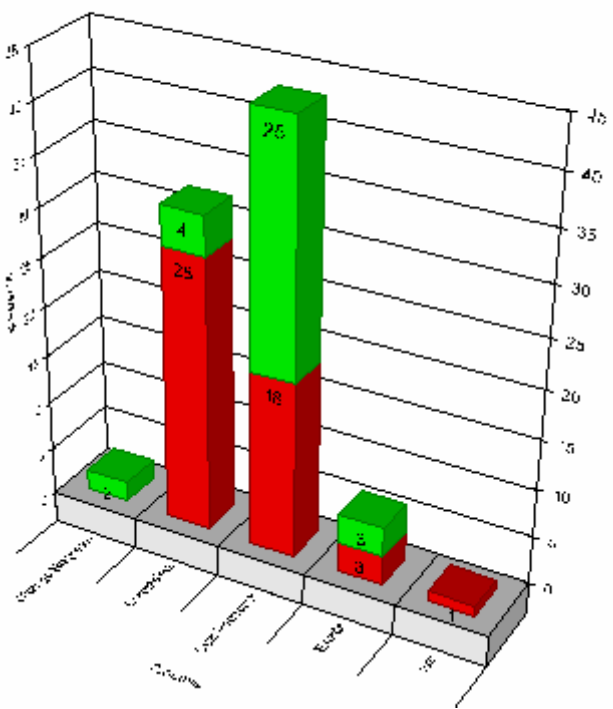
# QUALITY MANAGER OVERVIEW

### Powerful Quality Data Management – At Price You Can Afford

Quality Manager™ from Title21 Software, Inc. is a World-Class Quality Data Management System. It's the only solution available today that brings together best-in-class performance with the lowest cost-of-ownership of any similar product.

Quality Manager is the most effective and affordable software solution you can purchase today for managing all your firm's Quality Data. Now Quality, Regulatory, Support, Engineering, Production and Senior Management have a common tool that can facilitate better decisions that drive superior products and services to their customers. All with a fraction of the resources previously required.

### Open Events in Process



team needs to do their job "right out of the box" including Document Control, Training, Auditing, CAPA and more.

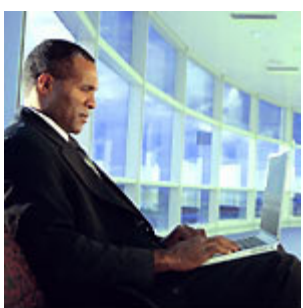
- ⇒ **Configure Quality Manager with Drag-and-Drop Ease** – Only Quality Manager lets you recreate your business processes and forms with drag-and-drop ease. In a matter of minutes, you can recreate an entire process with forms, flowcharts and rules that meet virtually all your business needs.
- ⇒ **Minimal IT Support Required** — Quality Manager operates in a client/server environment and was designed to minimize IT support needs. Its files are automatically updated upon the start of each session. And now, Quality Manager is also available for access through a web browser interface.
- ⇒ **A Total-Cost-Of-Ownership for Even the Most Budget Challenged Firms** — Need the power but don't have the budget? Not a problem anymore. Title21 Software's Quality Manager delivers performance and functionality of systems costing many times its price. No longer do limited budgets mean settling for second best.

### The Quality Manager Advantage

Quality Manager provides unique advantages over competitive products.

⇒ **From One Client to One Hundred** – With Quality Manager's backend SQL Server database and high performance clients, it can scale to the workload of hundreds of concurrent users. At the same time, Quality Manager is just as viable for the firm who has the needs of only a handful of users ... or even just one.

⇒ **The One System Solution** – With Quality Manager you get a complete all-in-one system. It provides all the tools your



For more information or a web-demo, contact Title21 Software, Inc.

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**TITLE 21™**  
software  
**Success Demands Control™**



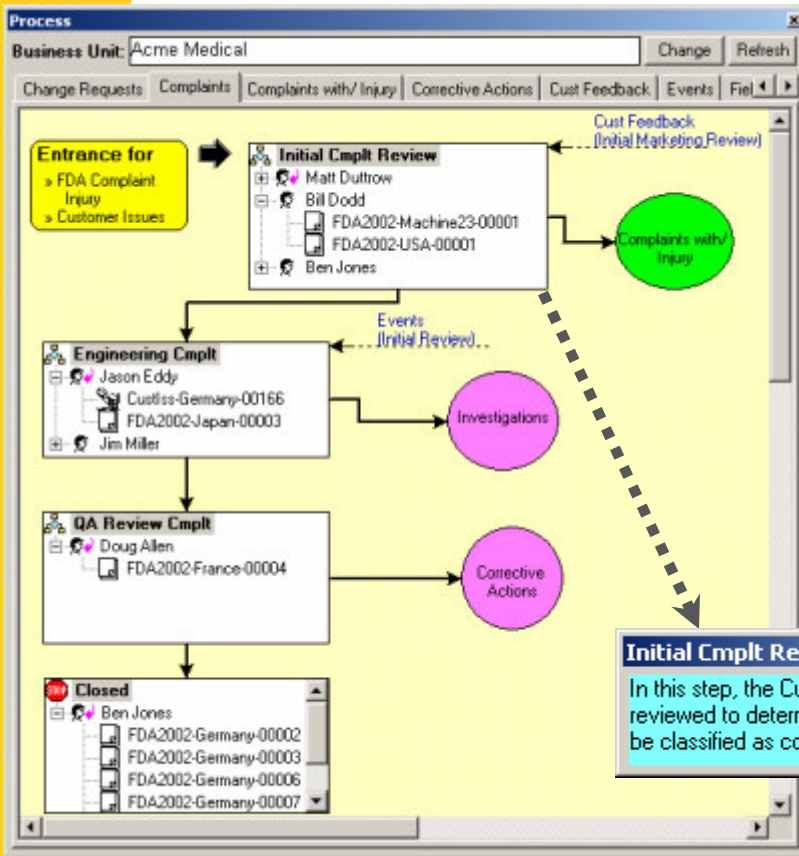
# QUALITY MANAGER™

## Features

### Manage the Work ... Don't let the Work Manage You

Quality Manager features a best-in-class Workflow Management system that makes processing events such as complaints, customer issues and non-conforming material remarkably intuitive, productive and simple. In just a matter of minutes, you can re-create virtually any of your business processes, such as a complaint handling procedure. Complaints are then "worked" through the process by individuals assigned to each step. When a person has completed their assigned task, they simply "drag-and-drop" the event to the next step where the receiving person gets an automated e-mail alerting them of the newly assigned event.

WORK FLOW MANAGEMENT



Workflow Manager window

### Key Benefits

- Highly intuitive and visual interface allows users and non-users to quickly understand the process flow.
- Re-create your processes in minutes.
- No limit to the number of processes you can create.
- Add properties to process steps to control event processing if specified criteria are not satisfied.
- Create and group your processes by business unit.

User-defined process step help window

### Key Features

- ⇒ Connect processes together to breakdown complex processes into easy-to-understand tasks.
- ⇒ Easy navigation from process to process by double-clicking on a process connector.
- ⇒ Each process step can have an individual user-defined process step help text (blue dialog above), so the purpose of the step is understood by everyone. The same can be performed for each person in a process step, so each person's duties are clear.
- ⇒ Process steps can be easily configured to prevent unauthorized persons from modifying or accessing an event while in a particular step.

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