



# DEVIATION MANAGEMENT



Centuri Deviation Management and case management enables reporting and management of different types of cases and flows.

Centuri Deviation Management complies with the strict requirements of SWEDAC, FDA, BRC as well as with standards such as ISO 9001, 14001 and 22000. This is reflected in our customers, a large majority of which uses accredited or certified management systems.

A range of configuration options enables flow to be tailored to the precise needs of each organisation.

For example:

- Deviations
- Maintenance requests
- Internal checks
- Improvement suggestions
- Customer feedback
- Accident and incident reporting
- Complaints
- Auditing deviations

## Benefits of Centuri Deviation Management

There are many benefits to having system support for deviation management – provided that it works well. It entails easier reporting, shorter turnaround times, automatic information to people concerned,

traceability, statistics for identifying problem areas as well as tracking of previous issues.

Working with systematic improvement is becoming increasingly important. Companies with functioning management systems view it as an integral part of long-term efforts aimed at increasing competitiveness and profitability. The need to implement systematic improvement measures is also often highlighted in external requirements in various standards and regulations.

## Easy to report

Reporting a deviation or submitting an improvement proposal does not happen by itself. On the contrary, it requires an active effort by an employee or external reporter. For that reason, it is essential that deviation management is user-friendly and easily accessible. It must also be possible to use an external website for easy registration. In order to ensure this, we have opted for a solution that provides an opportunity to customise forms that are subsequently made available online, either on the intranet or an external website. This is done in a regular web browser or on a tablet. Normally, Centuri Deviation Management is configured so that the person reporting only needs to fill in the form and click "Send." The rest is handled by the system.

## Automatic feedback

For several reasons, it is important to keep the right people informed throughout the processing of a case. The person who took the time to initiate the case should be able to follow it and receive information any time decisions are made. If feedback is not available, employees/reporters will eventually find reporting to be meaningless. In particular, this applies to proposal schemes.





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It is equally important that the key people concerned receive information about events of which they should be aware. For example, that a quality manager is automatically told that a deviation has been reported or that a production manager is informed about a production stop.

### Nothing is lost

Any case initiated through Centuri Deviation Management is never lost! It may, for example, involve a general customer request that is neither a compensation claim nor an offer request, but where it is important to provide an answer in order to maintain good relationships. Ensuring that things do not slip through the cracks is an important feature of well-functioning system support.

### Tracking

In order to learn from previous events, it is necessary to be able to quickly and easily find individual cases and activities. Centuri supports free text search and searching by property. This enables you to find all cases and activities associated with, e.g., "delivery delays", a certain spare part number or "Trichlorethylene."

### Identifying problem areas

In addition to managing individual cases, a good system should also ensure that problem areas can be identified in order to be eliminated later. For example, "which ten customers have the most complaints", "which product accounts for most deviations" and "which department has the most incidents". Centuri provides statistical data for such analyses across a range of different formats, from built-in standard reports to exporting to data warehouse solutions.

### Configurable standard product

Centuri is a configurable standard product. Configuring, instead of adapting each installation through programming, is an important principle of ours. This means that all our customers use the exact

same version of Centuri, which is then configured together with each company to match their needs. The benefits include low licence and consulting costs, standardised installation and training procedures as well as problem-free upgrades.

### Stable platform

The database is the most important component for ensuring performance and stability. We have chosen to develop Centuri for the market-leading platform, Microsoft SQL Server. Existing installations show this to be a wise choice

### Low total cost of ownership (TCO)

Centuri has a very low total cost of ownership. As it is a standard product, the consulting costs for installation, training and configuration can be kept low. The standard product approach ensures that upgrades to new versions are smooth, as no local adjustments are needed. In addition, everyone shares the development costs, which results in low licence costs. This, combined with stable databases, enables Centuri to offer a TCO that is unrivalled.





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## Area of application

The following are a number of areas of application for the case management part of Centuri Deviation Management. A high degree of configurability makes it possible to use Centuri Deviation Management for a range of applications in addition to those described below.

## Deviations

Management of internal deviations is perhaps the most obvious application, especially for companies with certified management systems. The benefits of managing deviations in a structured manner are obvious. This method ensures that anything that is reported is also managed, and measures that are decided upon are really implemented and followed up. This enables the identification of problem areas, elimination of deficiencies and long-term reductions in deficiency-incurred costs. Examples of areas include: the environment, production, delivery, safety and patient deviations.

## Audit deviations

Deviations identified in connection with different types of audits are documented and managed as cases in Centuri Deviation Management. Audits can be conducted in accordance with different methods and Centuri Deviation Management can be adjusted and configured to satisfy different needs. For example, if it involves inspections in geographically dispersed areas using checklists, a mobile solution can be effective.

## Complaints

Management of complaints or external deviations is very similar to managing internal deviations. However, they often have a higher priority as customer relations are at stake.

## Improvement proposals

Proposal schemes of various kinds are currently an important part of continuous improvement. Centuri supports all stages of this process. Well-working proposal schemes require employees to be committed and involved. Centuri facilitates this by allowing those who submit proposals to monitor their proposals throughout the process.

## Customer feedback

Today, a lot of customer interaction takes place online, and in order to follow up customer feedback received through the website, Centuri Deviation Management can handle it in the form of cases. This is important to many organisations that focus on customer interaction.

## Accident and incident reporting

Preventing incidents from becoming accidents, as well as preventing accidents from recurring, is of course important in all organisations. Centuri enable this by facilitating reporting and ensuring that any measures decided upon are implemented and followed up.