

# A WEB-BASED FRACAS

AND MUCH, MUCH MORE...<sup>SM</sup>



# QTMS

QTMS.ReliaSoft.com

ReliaSoft's Quality Tracking and Management System (QTMS) is a Web-based, closed-loop, incident (failure) reporting, analysis and corrective action system (FRACA/FRACAS) designed for the acquisition, management and analysis of product quality and reliability data from multiple sources, and the management of problem resolution activities.

QTMS supports the entire incident management process, from the initial development stages to complete tracking of fielded serialized units. It includes complete support for FRACAS activities (with 8D problem resolution) and related capabilities (including customer support, complete system configuration management and other functionality).

*QTMS is a Web-based FRACAS system and much, much more...*

**Customer Support:** QTMS provides a complete array of resources to facilitate customer support activities for incidents reported through customer care channels.

**Incident Reporting / FRACAS:** QTMS provides full support for incident (failure) reporting by users at multiple locations with sufficient detail to support troubleshooting, analysis and reporting requirements.

**System Configuration Management and Part Tracking:** QTMS provides complete system configuration management and part tracking from the original Bill of Materials (BOM), through part repairs and replacements, to detailed failure analysis and remanufacturing of parts.

**Problem Resolution:** QTMS provides problem identification, analysis and management resources that allow product design personnel to manage failure analysis, corrective action and problem resolution activities. This includes full support for the 8D problem resolution process.

**Actions Management / Workflow:** QTMS provides the ability to manage resources and problem resolution by assigning actions to specific personnel and tracking the progress of resolution activities. This includes the ability to generate automated verifications via e-mail.

**Queries, Reports, Plots and Analyses:** QTMS provides extensive and flexible query, reporting and plotting capabilities with the ability to export query results/data to Microsoft Excel and to ReliaSoft's reliability analysis tools for complete and in-depth reliability analyses.

Part of ReliaSoft's  
Reliability Office suite,  
which also includes:

- Weibull++
- ALTA
- BlockSim (RBD+FTA)
- Xfmea
- RGA
- MPC 3 (MSG-3)



# ReliaSoft®

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