

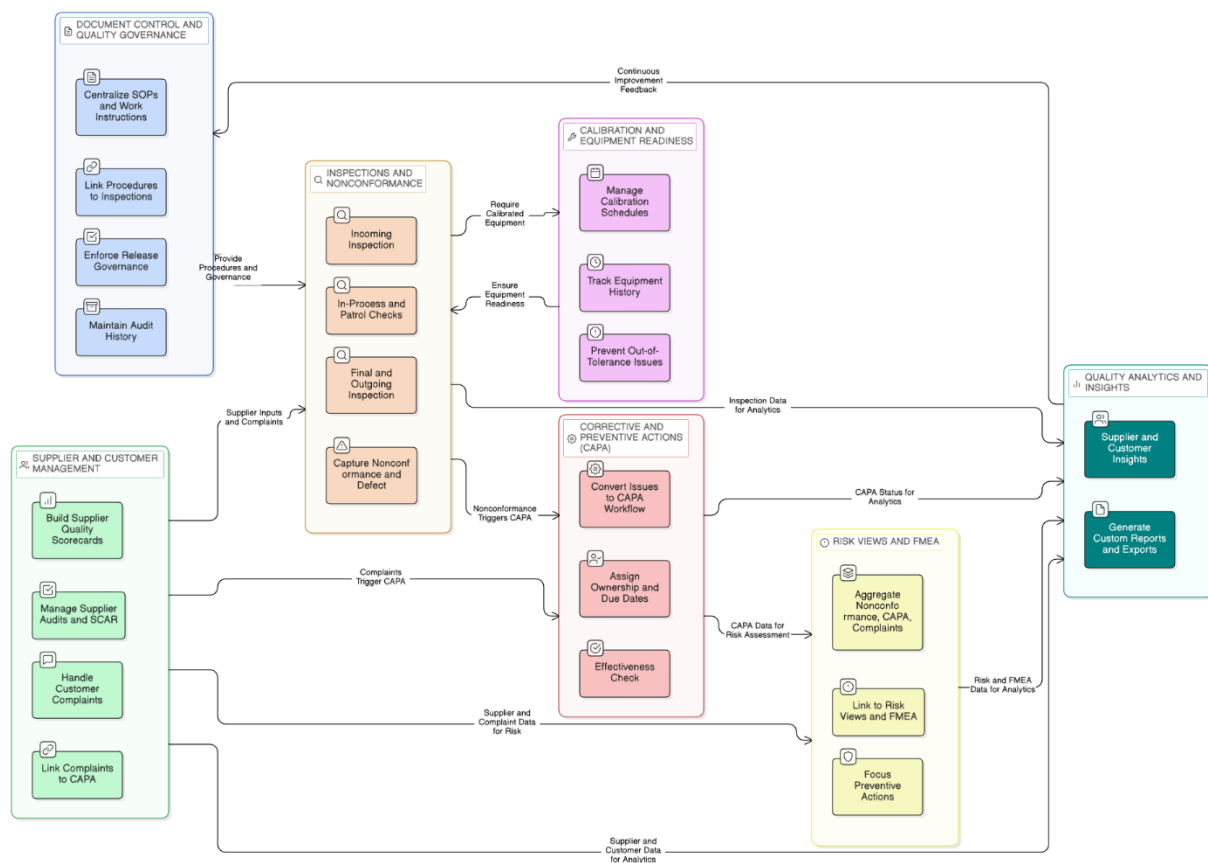
# Rayterton Quality Management System (QMS)

Quality Management System that connects governed standards, shopfloor inspections, nonconformance, CAPA, supplier controls, and quality analytics in one operating flow. Designed to keep every plant aligned on the same approved methods while keeping evidence ready for audits and management reviews.

## What Rayterton QMS covers

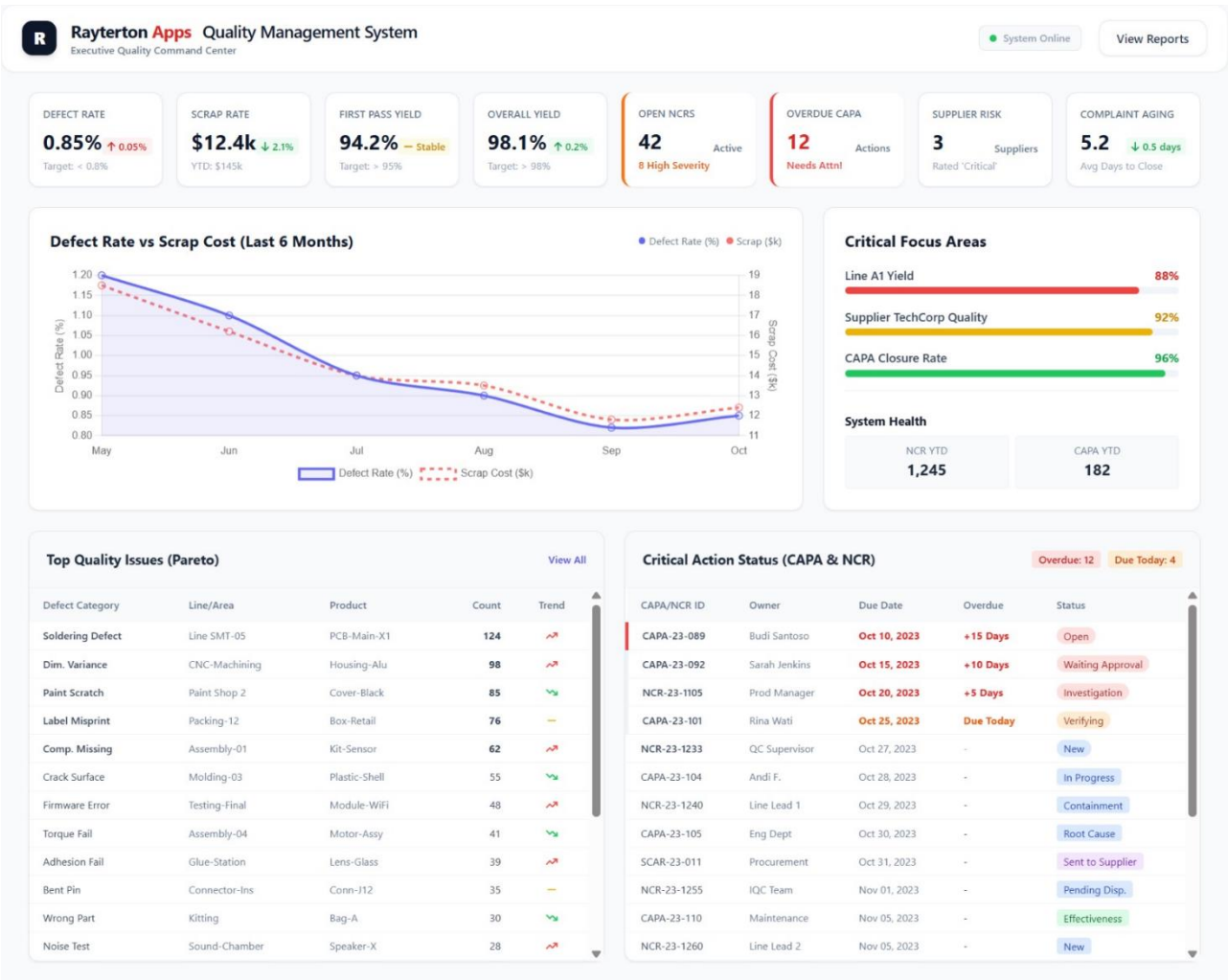
- Analytics for defect, scrap, yield, and execution status
- Document governance and change control for SOPs and work instructions
- Inspections from incoming to in process to final release
- Structured NCR and CAPA workflows with traceability and effectiveness checks
- Supplier performance and customer complaint closure with feedback into CAPA
- Risk visibility and FMEA linkage for preventive focus

## End-to-end Operating Story



Executive Quality Analytics and Insights

The Executive Quality Analytics and Insights provides a comprehensive overview of the organization's quality performance. Key metrics like **Defect Rate**, **Scrap Cost**, and **First Pass Yield** are tracked in real-time, allowing executives to monitor production quality at a glance. With an in-depth analysis of **Critical Focus Areas**, including **Line Yield**, **Supplier Quality**, and **CAPA Closure Rate**, the system identifies and prioritizes quality issues to drive corrective actions.



The dashboard highlights **Top Quality Issues** with a Pareto Chart categorizing defects by type and quantity, enabling teams to focus on critical issues. The **Critical Action Status** section tracks ongoing **CAPA** and **NCR** actions, providing visibility into overdue tasks, ownership, and due dates. This centralized view supports data-driven decisions, enhancing quality control and continuous improvement.

## Process Mapping and Document Control

The system incorporates **Process and Line Mapping**, providing a visual layout of production steps, with each procedure tied to specific production lines. The **Document Library** section allows for streamlined access to SOPs and operational guidelines, with real-time tracking of **document revisions, status, and ownership**, ensuring that every document is linked to the relevant process and production line for continuous compliance and quality control across all plants.

**Rayterton Apps Quality Management System**  
Process & Line Mapping Canvas

System Online View Reports

PRODUCTION LINES

- Line SMT-01 (High Speed)
- Line Assembly-04
- Line Wave Solder-02
- Line Packing-12
- Line Logistics-05

**Line SMT-01 Process Flow**  
Product Family: IoT Controller Boards (PCB-X Series)

TOTAL STEPS: 18 Steps | CHECKPOINTS: 8 QC Points | REVISION: v4.2

01 PCB Loading & Cleaning  
Operator: WI-SMT-001

02 Solder Paste Printing  
Operator: WI-SMT-PR1-02

03 Solder Paste Inspection (SPI)  
Inspector: WI-SMT-SPI-03

04 Pick & Place (Chip Shooter)  
Automation: WI-SMT-MNT-04

05 Pick & Place (IC Mounter)  
Automation: WI-SMT-MNT-05

**STEP 03 DETAILS: Solder Paste Inspection (SPI)**

STANDARD DOCUMENTS

- WI-SMT-SPI-03  
Rev 2.1 • Effective Oct 2023

QUALITY CRITERIA (CTQ)

- Volume: 70% - 130%
- Area Coverage: > 80%
- Height Variance: < 15%
- Offset: < 20% pad width

EQUIPMENT

- Koh Young KY8030  
Calibrated (Due: Dec 2023)

Edit Step Configuration

**Rayterton Apps Quality Management System**  
Document Control Library

System Online View Reports

Showing 24 of 85 documents

Export Excel Columns

TYPE	DOC ID	TITLE	REV	STATUS	PLANT / PROCESS	EFFECTIVE	OWNER
WI	WI-SUR-100	SMT Line Startup Procedure	4.4	Draft	Surabaya-2 LOGISTICS	2023-2-15	QA
POL	POL-CEK-181	Incoming Material Inspection (IQC)	3.5	Released	Cikarang-A LOGISTICS	2023-10-15	Andi
WI	WI-KAR-182	Reflow Oven Temperature Profile	3.5	Released	Karawang-B HR & SAFETY	2023-12-15	Budi
SOP	SOP-CEK-183	Non-Conforming Material Handling	5.7	Released	Cikarang-A PRODUCTION	2023-1-15	Sarah
POL	POL-JAK-184	Preventive Maintenance: Pick & Place	5.8	Released	Jakarta-1 LOGISTICS	2023-7-15	Rina
WI	WI-JAK-185	Finished Goods Audit Checklist	2.5	Draft	Jakarta-1 PRODUCTION	2023-11-15	Rina
FORN	FORN-SUR-186	Chemical Handling Safety	5.6	Draft	Surabaya-2 WAREHOUSE	2023-10-15	Budi
FORN	FORN-CEK-187	ESD Control Policy	2.6	In Review	Cikarang-A HR & SAFETY	2023-9-15	QA
SOP	SOP-JAK-188	Calibration of Digital Calipers	5.7	Released	Jakarta-1 QUALITY CONTROL	2023-9-15	QA

**WI-SUR-100: SMT Line Startup Procedure**

Governance Status: Draft

VERSION: 4.4 | EFFECTIVE: 2023-2-15 | REVIEW DUE: Oct 12, 2024

SCOPE & MAPPING

SURABAYA-2 | LOGISTICS

OWNER: QA MANAGER

DOCUMENT ABSTRACT

This document defines the requirements and steps for SMT Line Startup Procedure at Surabaya-2. It ensures compliance with ISO 9001:2015 standards.

QUICK ACTIONS

- Download PDF  
Watermarked "Controlled Copy"
- Revision History  
View previous versions
- Training Acknowledgment  
42/45 Users Completed

Open in Editor

## Change and Training Management

The **Change Management & Release Board** centralizes tracking of **Change Requests (CRs)**, providing real-time updates on status, risk, and approvers, ensuring smooth transitions from draft to approval and release. It also offers workflow visibility, **high-priority CR notifications**, and version control, ensuring decision-making and **audit readiness**. The **Training and Acknowledgment Matrix** tracks employee **training completion** and acknowledgment statuses across plants, highlighting pending and overdue tasks with reminder emails for overdue actions. Both systems enable seamless management of quality processes and employee compliance, enhancing operational efficiency.

Rayterton Apps Quality Management System

Change Management & Release Board

System Online

+ New Change Request

View Reports

TOTAL ACTIVE CRS25

PENDING APPROVAL10

URGENT / HIGH RISK5

AVG CYCLE TIME4.2 Days

Q Search CR ID, Document, or Scope...

All Plants

CR ID	IMPACT / SCOPE	REASON & DOCS	RISK	STATUS	APPROVER
CR-2023-116	Surabaya-2 Line SMT-02	Defect Correction FORM-QC-010 (Checklist)	Medium	In Review	QA Head
CR-2023-117	Cikarang-A Line SMT-03	Process Optimization POL-HSE-002 (Safety)	Low	Draft	Manager A
CR-2023-118	Cikarang-A Line SMT-04	Cost Reduction POL-HSE-002 (Safety)	High	Released	Plant Director
CR-2023-119	All Plants Line SMT-05	New Product Intro SOP-SMT-001 (Safety)	High	In Review	Plant Director
CR-2023-120	Surabaya-2 Line SMT-01	Cost Reduction STD-MAT-003 (Raw Mat)	Low	Rejected	Manager A
CR-2023-121	All Plants Line SMT-02	Cost Reduction POL-HSE-002 (Safety)	Low	Draft	QA Head
CR-2023-122	Jakarta-1 Line SMT-03	Defect Correction POL-HSE-002 (Safety)	High	Released	Manager A
CR-2023-123	All Plants Line SMT-04	Cost Reduction POL-HSE-002 (Safety)	Medium	In Review	Manager A
CR-2023-124	All Plants Line SMT-05	Process Optimization POL-HSE-002 (Safety)	Low	Pending Approval	Plant Director

CR-2023-100 Created Oct 12

Cost Reduction

WORKFLOW PROGRESS

EFFECTIVE DATE2023-11-10

RISK LEVELMedium

VERSION CONTROL

AUDIT READY HISTORY

Approve Change

Reject

Rayterton Apps Quality Management System

Training & Acknowledgment Matrix

System Online

+ New Training

View Reports

TOTAL USERS24

PENDING TRAINING8

OVERDUE3

OVERALL COMPLETION85%

FILTERS

All Plants

All Roles

☒ Compliant ☒ Pending ☒ Overdue

Training Matrix

Showing 24 users across 3 plants

Q Search user...

Export

Remind All

USER / ROLE	PLANT	DOCS	COMPLETION	LAST ACK	STATUS
EP Eka Putra Warehouse Staff	Surabaya-2	28	94%	2023-10-4	Compliant
TY Tri Yulianto Line Leader	Cikarang-A	28	95%	2023-10-8	Compliant
NK Nina Kurnia QA Inspector	Surabaya-2	25	99%	2023-10-18	Compliant
HG Hendra Gunawan QA Inspector	Jakarta-1	26	69%	2023-10-3	Overdue
YS Yanti Sulastri Warehouse Staff	Cikarang-A	25	63%	2023-10-3	Overdue
FN Fajar Nugroho Maintenance Tech	Surabaya-2	26	96%	2023-10-13	Compliant
LM Lina Marlina Operator	Surabaya-2	21	68%	2023-10-11	Overdue
DM Dedi Mulyadi Warehouse Staff	Surabaya-2	28	85%	2023-10-9	Pending

15 COMPLETED

10 OVERDUE

REQUIRED ACTIONS

RECENT ACKNOWLEDGMENT

Send Reminder Email

## Incoming Inspection Console

The **Incoming Inspection Console** streamlines the tracking and management of incoming material inspections by monitoring lot arrival, risk levels, and inspection status. It enables efficient lot tracking with risk indicators, allowing real-time defect recording for non-conformities. The system supports immediate disposition decisions, such as **Accept**, **Rework**, or **Reject**, based on test results, while prioritizing high-risk lots for timely intervention.

R

Rayterton
Apps
Quality Management System

Incoming Inspection Console (IQC)

TODAY'S ARRIVAL

18 Lots

HIGH RISK SUPPLIER

5 Lots

PENDING DISPOSITION

8 Lots

AVG INSPECTION TIME

45 Min

Status: All

LOT / PO	MATERIAL INFO	SUPPLIER	ARRIVAL	RISK	STATUS
LOT-2023-8000 PO-45000	Servo Motor 5V Rev 1.2	Precision Plastics Inc.	2023-10-15	Low	Completed
LOT-2023-8001 PO-45001	Isopropyl Alcohol 99% Rev 1.2	Elite Packaging	2023-10-10	Medium	Completed
LOT-2023-8002 PO-45002	Isopropyl Alcohol 99% Rev 1.2	Precision Plastics Inc.	2023-10-2	Medium	Rejected
LOT-2023-8003 PO-45003	Retail Box Type-A Rev 1.2	Advanced Sensors Co.	2023-10-19	Medium	In Progress
LOT-2023-8004 PO-45004	Screw M3x10mm Rev 1.2	Advanced Sensors Co.	2023-10-10	High	Pending
LOT-2023-8005 PO-45005	WiFi Module Chipset Rev 1.2	Global Steelworks	2023-10-17	Low	Rejected
LOT-2023-8006 PO-45006	Stainless Steel Sheet 2mm Rev 1.2	Robotics Parts Supply	2023-10-10	Low	Rejected
LOT-2023-8007 PO-45007	WiFi Module Chipset Rev 1.2	FastConnectors Corp.	2023-10-6	Low	Completed
LOT-2023-8008 PO-45008	Connector 12-pin Header Rev 1.2	Robotics Parts Supply	2023-10-13	High	Pending
LOT-2023-8009	Servo Motor 5V Rev 1.2	Precision Plastics Inc.	2023-10-20	Medium	Pending

LOT-2023-8000

PO-45001

Servo Motor 5V

Supplier: Precision Plastics Inc.

SOP-IQC-005 v2.1

Drawing A-102

AQL 0.65 Level II

In Progress

1. Visual Inspection

Check for scratches, oxidation, bent pins. (Ref: Section 4.1)

No visual defects found

PASS

2. PCB Thickness

Spec: 1.6mm ± 0.1mm

Val 1

Val 2

Val 3

mm

Pending

3. Impedance Test

Spec: 50Ω ± 10% (Test Points TP1-TP2)

42.5

48.1

49.2

1 Out

FAIL

DEFECT RECORDING

Electrical - Out of Spec

Impedance value on TP1 low. Suspect layer stackup issue.

Add Photo Evidence

Qty Defective: 5

DISPOSITION DECISION

Accept

Rework

Reject

The **Incoming Inspection Console** streamlines the process of tracking and managing incoming material inspections. Each lot is monitored for **arrival, risk levels, and inspection status**. The console displays real-time data, including details about **supplier, material, and PO** information. The console also supports **disposition decisions** like **Accept, Rework, or Reject**, based on the test outcomes, allowing for proactive handling of issues. With prioritized attention on high-risk lots, the system ensures that potential problems are addressed promptly, minimizing quality risks and maintaining production flow.



## In-Process and Patrol Checks & Nonconformance (NCR) Tracking

Rayterton QMS improves **In-Process and Patrol Checks** by tracking inspection parameters in real-time, allowing quick decisions like **Accept**, **Rework**, or **Reject** based on test results. If defects are found, operators can raise **Nonconformance (NCR)** reports directly, ensuring rapid resolution. The system also shows an **Exception List** for critical findings and helps with making **disposition decisions**. The **NCR Catalog** tracks defects by type, severity, and status,

**Rayterton Apps Quality Management System**  
In Process & Patrol Checks Board

System Online | + New Check | View Reports

**PATROL ROUTES**  
Line: All Lines | Shift 1  
Round 3 / 6 | 42 Checks Done

**Line SMT-01: Reflow Process**  
Step 07: Reflow Oven | View Process Map

Inspector Sarah | ID: QA-02

**EXCEPTION LIST**  
12 Open findings requiring action

**MACHINE PARAMETERS**

- Zone 1 Temperature**  
Spec: 240°C ± 5°C  
241.5 °C | WITHIN SPEC | PASS
- Conveyor Speed**  
Spec: 80 cm/min ± 2  
76.5 cm/min | OUT OF SPEC | FAIL

**DEFECT / FINDING NOTE**  
Speed verified twice. Motor vibration detected.

**VISUAL CHECKS**

- Solder Paste Alignment**  
Check for offset > 20% on sample boards | PASS

Progress: 2/5 Items checked | Save Draft | Complete Check →

**EXCEPTION LIST**

- FND-203 • SMT-01  
Conveyor Speed Low  
OPEN | Follow up
- FND-202 • Assy-02  
Torque Tool #4 Expired  
OPEN | Follow up
- FND-201 • Pack-01  
Missing Label Roll  
OPEN | Follow up
- FND-100 • SMT-03  
Temp Zone 4 High  
OPEN | Follow up
- FND-100 • Assy-01  
Operator No ESD Strap  
OPEN | Follow up

**Rayterton Apps Quality Management System**  
Nonconformance (NCR) & Defect Catalog

System Online | + Log NCR | View Reports

**NEW TODAY** 5 | **CRITICAL** 8 | **DISPOSITION PENDING** 15 | **OPEN NCRS** 24

Search NCR ID, Product, or Defect... | Status: All

NCR ID / DATE	PRODUCT / SOURCE	DEFECT TYPE	SEVERITY	STATUS
NCR-2023-4415 2023-10-25	Wiring Harness A IN-PROCESS (AOI)	Missing Component	Critical	Open
NCR-2023-4416 2023-10-26	Sensor Assembly FINAL QA	Scratch Surface	Minor	Closed
NCR-2023-4417 2023-10-27	LED Display Module FINAL QA	Missing Component	Major	In Review
NCR-2023-4418 2023-10-28	Sensor Assembly IN-PROCESS (VISUAL)	Wrong Polarity	Critical	Dispositioned
NCR-2023-4419 2023-10-29	Sensor Assembly IN-PROCESS (AOI)	Firmware Error	Critical	In Review
NCR-2023-4420 2023-10-10	PCB Main Controller IN-PROCESS (VISUAL)	Dimension Out	Minor	In Review
NCR-2023-4421 2023-10-11	Sensor Assembly IOC	Connector Bent	Major	Closed
NCR-2023-4422 2023-10-12	PCB Main Controller IN-PROCESS (AOI)	Scratch Surface	Major	In Review
NCR-2023-4423 2023-10-13	Wiring Harness A FINAL QA	Solder Bridge	Minor	In Review
NCR-2023-4424 2023-10-14	Power Supply Unit IOC	Solder Bridge	Critical	In Review

**NCR-2023-4400 MAJOR**  
Wiring Harness A  
Plant Jakarta-1 | Line SMT-01 | Shift 1

**DETECTION SOURCE**  
In-Process Inspection (AOI)  
Ref: Step 05 AOI Gate • Batch PB-19921 | View Inspection Data

**DEFECT DETAILS**

CATEGORY: Soldering Defect | DEFECT TYPE: Solder Bridge / Short  
LOCATION: IC U401, Pin 12-13 | QUANTITY AFFECTED: 45 pcs / 500

**IMMEDIATE CONTAINMENT**  
Production halted for 15 mins. Machine parameters readjusted. Segregated affected batch to Quarantine Area A.  
By: Supervisor Andi | Time: 10:45 AM

**UPDATE HISTORY**  
Disposition: Rework assigned to Repair Team.  
11:00 AM • QA Manager

**FINAL DISPOSITION**  
Scrap | RTS (Return) | Confirm Rework  
Link to CAPA Investigation

## Corrective and Preventive Action (CAPA)

This Rayterton QMS provides an organized view of **Corrective and Preventive Actions (CAPA)**, allowing users to track and manage ongoing actions from identification to resolution. The system displays open and overdue CAPAs, with clear visibility into **priority** levels and **status** updates, such as **Implementation**, **Verification**, or **Investigation**.

The screenshot displays the Rayterton QMS CAPA Workspace & Problem Solving interface. At the top, there are four summary cards: OPEN CAPAS (40), OVERDUE ACTIONS (12, +2 from last week), HIGH PRIORITY (10, Requiring immediate attention), and COMPLETED THIS MONTH (25). Below these is a search bar and filters for Status (All) and Priority (All). The main table lists CAPAs with columns for ID / DATE, TITLE / SOURCE, PRIORITY, and STATUS. The detailed view on the right for CAPA-23-89 (Repeated Solder Bridge Defects) shows detection source NCR-2023-4402, category Soldering Defect, type Solder Bridge / Short, location IC U401, Pin 12-13, and quantity affected 45 pcs / 500. It includes an immediate containment section with a description of the action taken and an update history section with a list of actions.

CAPA ID / DATE	TITLE / SOURCE	PRIORITY	STATUS
CAPA-23-89 Oct 25, 2023	Repeated Solder Bridge Defects NCR-2023-4400	LOW	IMPLEMENTATION
CAPA-23-90 Oct 21, 2023	Firmware Flash Failure NCR-2023-4401	LOW	IMPLEMENTATION
CAPA-23-91 Oct 22, 2023	Calibration Missed - Torque Wrench NCR-2023-4402	LOW	IMPLEMENTATION
CAPA-23-92 Oct 23, 2023	Supplier Material Hardness NCR-2023-4403	LOW	IMPLEMENTATION
CAPA-23-93 Oct 24, 2023	Calibration Missed - Torque Wrench NCR-2023-4404	LOW	IMPLEMENTATION
CAPA-23-94 Oct 25, 2023	Hydraulic Press Leakage NCR-2023-4405	LOW	OPEN
CAPA-23-95 Oct 26, 2023	Firmware Flash Failure NCR-2023-4406	LOW	IMPLEMENTATION
CAPA-23-96 Oct 27, 2023	Calibration Missed - Torque Wrench NCR-2023-4407	LOW	INVESTIGATION
CAPA-23-97 Oct 28, 2023	Packaging Label Mismatch NCR-2023-4408	MEDIUM	VERIFICATION
CAPA-23-98 Oct 29, 2023	Firmware Flash Failure NCR-2023-4409	MEDIUM	IMPLEMENTATION
CAPA-23-99	Hydraulic Press Leakage		

**CAPA-23-89** High Priority  
Repeated Solder Bridge Defects  
NCR-2023-4400 Rina W.

**DETECTION SOURCE**  
NCR-2023-4402  
In-Process Inspection (AQI)

**CAPA DETAILS**

CATEGORY: Soldering Defect  
TYPE: Solder Bridge / Short  
LOCATION: IC U401, Pin 12-13  
QUANTITY AFFECTED: 45 pcs / 500

**IMMEDIATE CONTAINMENT**  
Production halted for 15 mins. Machine parameters readjusted. Segregated affected batch to Quarantine Area A.  
By: Supervisor And Time: 10:45 AM

**UPDATE HISTORY**

- Disposition: Rework assigned to Repair Team.  
10:00 AM • QA Manager
- CAPA Created from NCR station.  
10:30 AM • System Auto

**FINAL DISPOSITION**  
Scrap RTS (Return) Confirm Rework

Rayterton QMS provides real-time tracking of CAPA progress, displaying statuses such as **Open**, **In Progress**, **Implemented**, and **Verification**. The system ensures immediate containment actions to prevent issues from escalating and offers clear visibility of NCR connections, allowing CAPAs to be traced back to specific **Nonconformance (NCR)** findings. Additionally, the system maintains an **update history** that logs all changes, including actions taken and their outcomes, ensuring the process remains audit-ready. Final disposition decisions, such as **Rework**, **Scrap**, or **RTS**, can be made directly within the system, streamlining resolution and ensuring accountability.

## Calibration and Equipment Readiness

Rayterton QMS simplifies **calibration and equipment readiness** by providing an overview of all instruments, their **calibration status**, and upcoming due dates, tracking over 250 instruments across production lines. The system shows whether they are **valid**, **overdue**, or **out of tolerance**, with real-time **status tracking** for each asset. It offers **detailed calibration history** and **certificates** to ensure compliance and traceability, along with **scheduled calibration** reminders and clearly marked overdue or blocked instruments. The system also allows logging of **maintenance** and **calibration results**, ensuring all equipment meets required standards to prevent downtime and maintain optimal working condition.

**Rayterton Apps Quality Management System**  
Calibration & Equipment Readiness

System Online
+ Register Asset
JD

TOTAL INSTRUMENTS  
**250**

**OVERDUE & BLOCKED**  
**18**  
Usage Restricted

**OUT OF TOLERANCE**  
**5**  
Needs Adjustment

DUE NEXT 30 DAYS  
**32**

All
Overdue (18)
OOT (5)

STATUS	ASSET ID	TYPE / NAME	LINE / LOCATION	LAST CAL.	NEXT DUE
✓	EQ-1000	Height Gauge 57mm Mitutoyo Model-100	QA Lab	May 2, 2025	May 2, 2026
⚠	EQ-1001	Torque Wrench 203mm Tektronix Model-101	QA Lab	May 26, 2025	May 26, 2026
✗	EQ-1002	Digital Caliper 204mm Starrett Model-102	Line Assy-03	Dec 27, 2024	Dec 27, 2025
✓	EQ-1003	Torque Wrench 101mm Tektronix Model-103	Maintenance Shop	Aug 6, 2025	Aug 6, 2026
✗	EQ-1004	Torque Wrench 89mm Bosch Model-104	Maintenance Shop	Dec 31, 2024	Dec 31, 2025
⚠	EQ-1005	Pressure Gauge 206mm Tektronix Model-105	QA Lab	Apr 17, 2025	Apr 17, 2026
⚠	EQ-1006	Pressure Gauge 19mm Tektronix Model-106	Line SMT-01	Jun 6, 2025	Jun 6, 2026
✓	EQ-1007	Thermocouple 71mm Mitutoyo Model-107	Maintenance Shop	Apr 3, 2025	Apr 3, 2026
✓	EQ-1008	Multimeter 66mm Mitutoyo Model-108	Line SMT-01	May 11, 2025	May 11, 2026
✓	EQ-1009	Pressure Gauge 270mm Bosch Model-109	QA Lab	Apr 21, 2025	Apr 21, 2026
✓	EQ-1010	Micrometer 273mm Bosch Model-110	QA Lab	Aug 11, 2025	Aug 11, 2026
ⓘ	EQ-1011	Thermocouple 195mm Bosch Model-111	QA Lab	Jan 22, 2025	Jan 22, 2026
✓	EQ-1012	Height Gauge 179mm Omega Model-112	Maintenance Shop	Aug 2, 2025	Aug 2, 2026
✓	EQ-1013	Thermocouple 227mm Omega Model-113	QA Lab	Jun 4, 2025	Jun 4, 2026
⚠	EQ-1014	Torque Wrench 53mm Omega Model-114	Line SMT-01	Mar 16, 2025	Mar 16, 2026
✗	EQ-1015	Thermocouple 94mm Tektronix Model-115	Maintenance Shop	Dec 28, 2024	Dec 28, 2025

EQ-1002 SN: SN-88002  
**Digital Caliper 204mm**  
Starrett Model-102

OVERDUE

Usage Blocked  
Calibration overdue. Do not use for inspection.

LAST CALIBRATION  
Dec 27, 2024  
✓ Passed

NEXT DUE DATE  
Dec 27, 2025  
Interval: 12 Mo

HISTORY & CERTIFICATES

Calibration Check  
Pass - In Tolerance

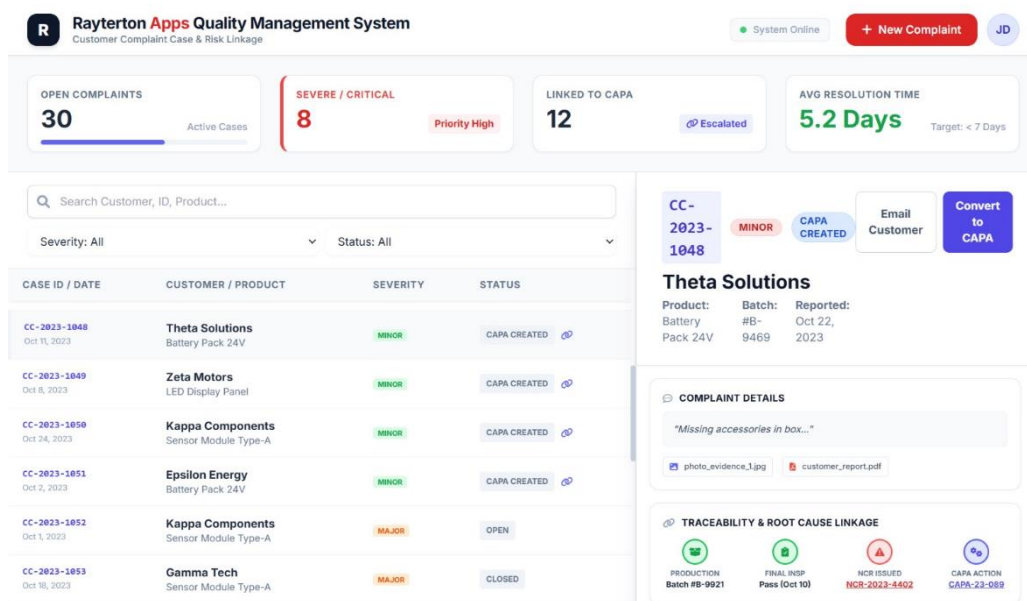
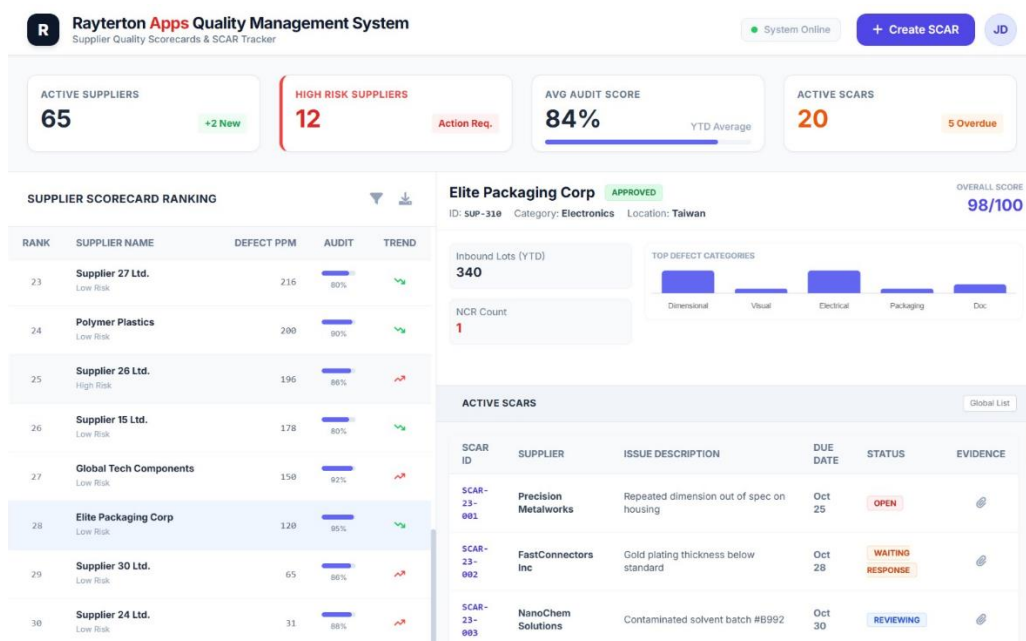
Oct 10, 2022  
Cert-8821.pdf

Log Maintenance
Enter Result



## Full Product Tracking and Synchronized Systems

Rayterton QMS facilitates the comprehensive management of supplier quality and customer complaints by integrating **detailed performance tracking** with resolution workflows. The system monitors supplier metrics, including defect rates, audit scores, and Non-Conformance Reports (NCRs), to identify high-risk vendors and manage Supplier Corrective Action Requests (SCARs). Concurrently, it ensures that customer complaints are categorized by severity and directly linked to Corrective and Preventive Actions (CAPA) for efficient traceability and resolution.



## Glossary

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### System & General Management

- QMS (Quality Management System): A system that connects governed standards, shopfloor inspections, nonconformance, CAPA, supplier controls, and quality analytics in one operating flow.
- BPI (Business Process Improvement): A core expertise of Rayterton focused on enhancing business operations.

### Quality Assurance & Control

- NCR (Nonconformance Report): A report raised when defects are found, used to track defects by type, severity, and status.
- CAPA (Corrective and Preventive Actions): A workflow to convert issues (like nonconformances or complaints) into structured actions to prevent recurrence.
- FMEA (Failure Mode and Effects Analysis): Used to link risk visibility for a preventive focus.
- SCAR (Supplier Corrective Action Request): A formal request for corrective action issued to high-risk vendors or for supplier quality issues.
- IQC (Incoming Quality Control): Refers to the inspection of incoming materials (Visible in system screenshots).

### Operational Terms

- PO (Purchase Order): Reference information used during the tracking of incoming material lots.
- RTS (Return to Supplier): A disposition decision for non-conforming items where the product is sent back to the vendor.
- ESD (Electrostatic Discharge): Refers to specific control policies managed within the document library (Visible in system screenshots).

### Document & Change Management

- SOP (Standard Operating Procedure): Documents governed within the system for change control and compliance.
- CR (Change Request): A request to modify documents or processes, tracked from draft to approval and release.

**Ready to Transform Your Quality Management at the Enterprise Level?**

Share your compliance objectives, audit requirements, and operational challenges with us today. We will configure the Rayterton QMS ecosystem to enforce standardization and automate the complete quality lifecycle from document control and inspections to CAPA resolution and supplier performance monitoring.

This platform supports quality leaders and executive teams who require full traceability and data integrity. Partner with us to consolidate your quality governance into a centralized digital system that ensures audit readiness and scalability across all manufacturing sites and global supply chains.

**Contact Us :** **+62 812 9615 0369** **marketing@rayterton.com****About Rayterton**

Established in 2003, Rayterton delivers comprehensive Best Fit Software Solutions, server and hardware products, and technology services to a wide range of industries and organizations. Our core expertise lies in Business Process Improvement (BPI), IT Infrastructure, and IT Management.

At Rayterton, we are committed to empowering our clients by enhancing their business operations through tailored IT and management solutions. We combine innovation, experience, and client collaboration to ensure long-term success and digital transformation.

**Our Competitive Strengths****100% Risk Free****Best fit to  
client  
requirements****Easy to  
customize****Software  
ownership****No Change  
Request (CR)  
fees during  
maintenance****For more information, visit [rayterton.com](https://rayterton.com)**