

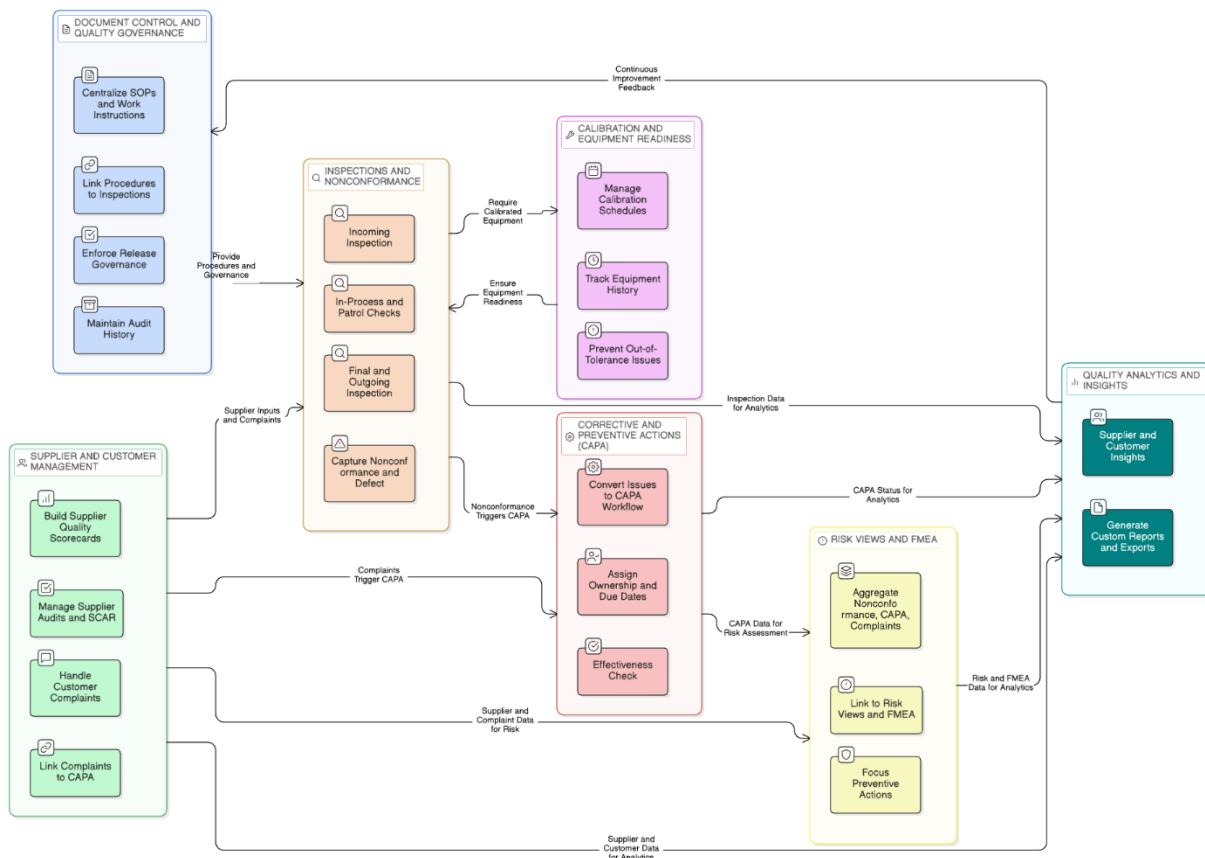
Rayterton Quality Management System (QMS)

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

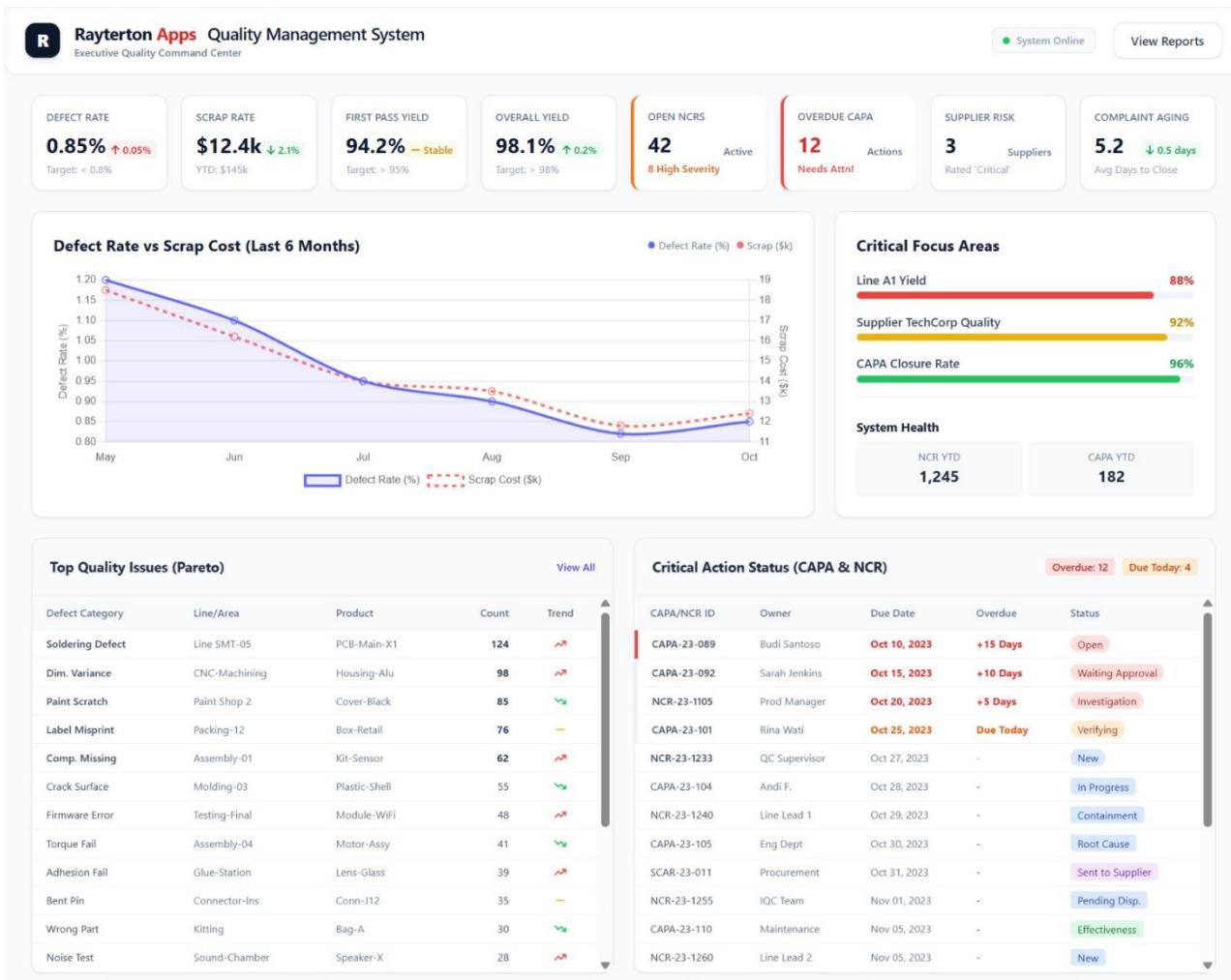
- Analytics for defect, scrap, yield, and execution status
- Document governance and change control for SOPs and work instructions
- Inspections from incoming to in process to final release
- Structured NCR and CAPA workflows with traceability and effectiveness checks
- Supplier performance and customer 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.

| TYPE | DOC ID | TITLE | REV | STATUS | PLANT / PROCESS | EFFECTIVE | OWNER |
|------|--------------|--------------------------------------|-----|-----------|---------------------------|------------|-------|
| DOC | WT-SUR-100 | SMT Line Startup Procedure | 4.4 | Draft | Surabaya-2 LOGISTICS | 2023-2-15 | QA |
| DOC | POL-CIK-101 | Incoming Material Inspection (IQC) | 3.5 | Released | Cikarang-A LOGISTICS | 2023-10-15 | Andi |
| DOC | WT-KAR-102 | Reflow Oven Temperature Profile | 3.5 | Released | Karawang-B HR & SAFETY | 2023-12-15 | Budi |
| DOC | SOP-CIK-103 | Non-Conforming Material Handling | 5.7 | Released | Cikarang-A PRODUCTION | 2023-1-15 | Sarah |
| DOC | POL-JAK-104 | Preventive Maintenance: Pick & Place | 5.8 | Released | Jakarta-1 LOGISTICS | 2023-7-15 | Rina |
| DOC | WT-JAK-105 | Finished Goods Audit Checklist | 2.5 | Draft | Jakarta-1 PRODUCTION | 2023-11-15 | Rina |
| DOC | FORM-SUR-106 | Chemical Handling Safety | 5.6 | Draft | Surabaya-2 WAREHOUSE | 2023-10-15 | Budi |
| DOC | FORM-CIK-107 | ESD Control Policy | 2.6 | In Review | Cikarang-A HR & SAFETY | 2023-9-15 | QA |
| DOC | SOP-JAK-108 | Calibration of Digital Calipers | 5.7 | Released | Jakarta-1 QUALITY CONTROL | 2023-9-15 | QA |

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

TOTAL ACTIVE CRs 25 **PENDING APPROVAL** 10 **URGENT / HIGH RISK** 5 **AVG CYCLE TIME** 4.2 Days

System Online + New Change Request View Reports

Search CR ID, Document, or Scope...

All Plants

| CR ID | IMPACT / SCOPE | REASON & DOCS | RISK | STATUS | APPROVER |
|-------------|----------------|-------------------------------------|--------|------------------|----------------|
| CR-2023-116 | Surabaya-2 | Defect Correction Line SM1-02 | Medium | In Review | QA Head |
| CR-2023-117 | Cikarang-A | Process Optimization Line SM1-03 | Low | Draft | Manager A |
| CR-2023-118 | Cikarang-A | Cost Reduction Line SM1-04 | High | Released | Plant Director |
| CR-2023-119 | All Plants | New Product Intro Line SM1-05 | High | In Review | Plant Director |
| CR-2023-120 | Surabaya-2 | Cost Reduction Line SM1-01 | Low | Rejected | Manager A |
| CR-2023-121 | All Plants | Cost Reduction Line SM1-02 | Low | Draft | QA Head |
| CR-2023-122 | Jakarta-1 | Defect Correction Line SM1-03 | High | Released | Manager A |
| CR-2023-123 | All Plants | Cost Reduction Line SM1-04 | Medium | In Review | Manager A |
| CR-2023-124 | All Plants | Process Optimization Line SM1-05 | Low | Pending Approval | Plant Director |

CR-2023-109 Created Oct 12 Cost Reduction

WORKFLOW PROGRESS: Drafted → Reviewed → Approved → Release

EFFECTIVE DATE: 2023-11-10 RISK LEVEL: Medium

VERSION CONTROL: Current (Active) v1.4 → New Release v2.0 (Eff. Oct 25)

AUDIT READY HISTORY: Status Change, Document Upload, Review Comment, CR Created

Approve Change Reject

Rayterton Apps Quality Management System
Training & Acknowledgment Matrix

TOTAL USERS 24 **PENDING TRAINING** 8 **OVERDUE** 3 **OVERALL COMPLETION** 85%

System Online + New Training View Reports

BS Budi Santoso
Operator • Jakarta-1
EMP-2023-001

FILTERS: All Plants All Roles Compliant Pending Overdue

Training Matrix
Showing 24 users across 3 plants

| USER / ROLE | PLANT | DOCS | COMPLETION | LAST ACK | STATUS |
|--------------------------------------|------------|------|------------|------------|-----------|
| EP Eka Putra Warehouse Staff | Surabaya-2 | 28 | 98% | 2023-10-4 | Compliant |
| TY Tri Yulianto Line Leader | Cikarang-A | 20 | 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 Marilina Operator | Surabaya-2 | 21 | 68% | 2023-10-11 | Overdue |
| DM Dedi Mulyadi Warehouse Staff | Surabaya-2 | 20 | 85% | 2023-10-9 | Pending |

15 COMPLETED 10 OVERDUE

REQUIRED ACTIONS: HIGH PRIORITY

- WI-SMT-004 Pick & Place Maintenance 2 days ago
- SOP-GEN-010 Shift Handover Proc 5 days ago
- STD-OC-005 Visual Inspection Std Due Tomorrow
- WI-PAC-002 Labeling Standard Due in 3 days

RECENT ACKNOWLEDGMENT

- SOP-SMT-001 Relieve Profile Acknowledged: Oct 20, 2023
- POL-HSE-002 Safety Policy Acknowledged: Oct 18, 2023

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.

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

LOT-2023-8000 PO-45001
Servo Motor 5V
Supplier: Precision Plastics Inc.
Status: In Progress

LOT-2023-8001 PO-45001
Isopropyl Alcohol 99%
Rev 1.2
Status: Completed

LOT-2023-8002 PO-45002
Isopropyl Alcohol 99%
Rev 1.2
Status: Rejected

LOT-2023-8003 PO-45003
Retail Box Type-A
Rev 1.2
Status: In Progress

LOT-2023-8004 PO-45004
Screw M3x10mm
Rev 1.2
Status: Pending

LOT-2023-8005 PO-45005
WiFi Module Chipset
Rev 1.2
Status: Rejected

LOT-2023-8006 PO-45006
Stainless Steel Sheet 2mm
Rev 1.2
Status: Rejected

LOT-2023-8007 PO-45007
WiFi Module Chipset
Rev 1.2
Status: Completed

LOT-2023-8008 PO-45008
Connector 12-pin Header
Rev 1.2
Status: Pending

LOT-2023-8009 PO-45009
Servo Motor 5V
Rev 1.2
Status: Pending

1. Visual Inspection ✓ PASS
Check for scratches, oxidation, bent pins. (Ref: Section 4.1)
No visual defects found

2. PCB Thickness Pending
Spec: 1.6mm ± 0.1mm
Val 1 Val 2 Val 3 mm

3. Impedance Test ✗ FAIL
Spec: 50Ω ± 10% (Test Points TP1-TP2)
42.5 48.1 49.2 1 Out

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

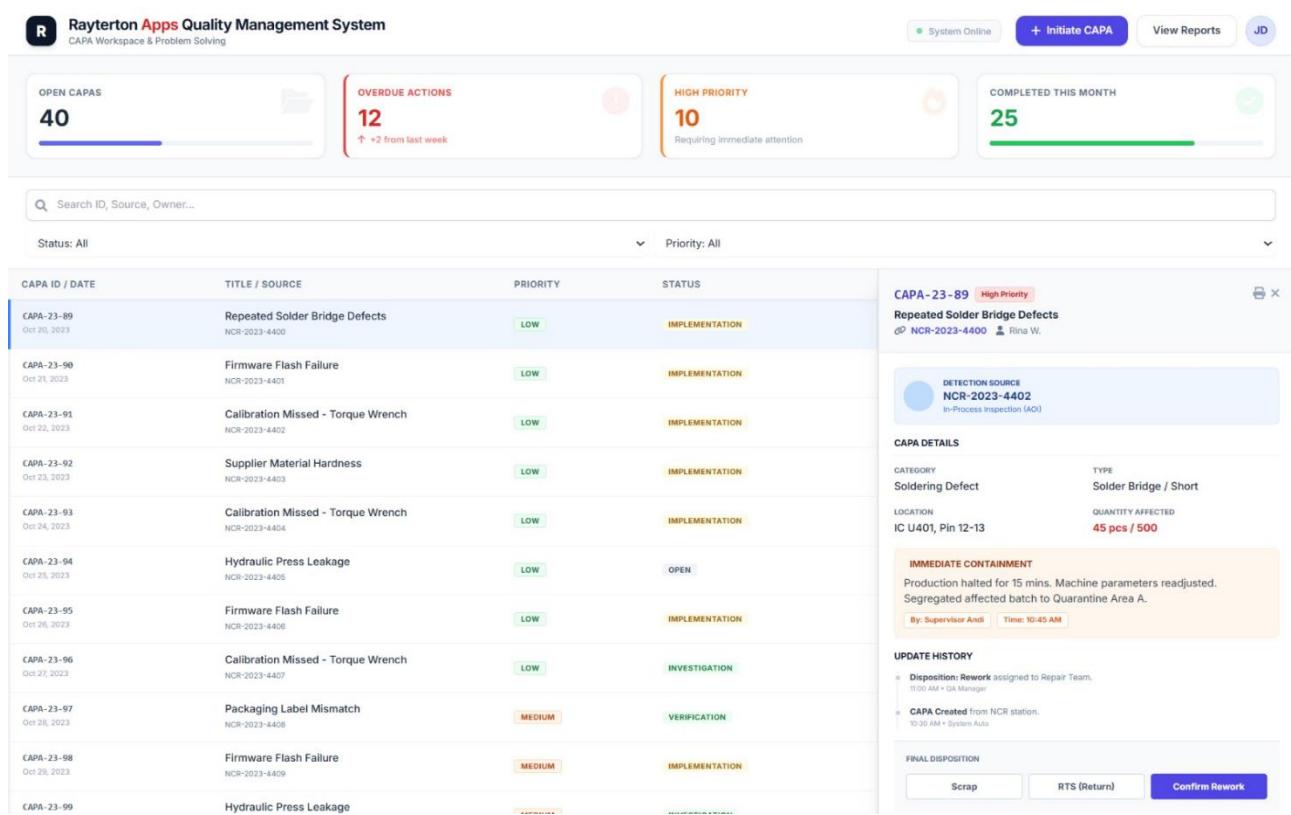
The **Incoming Inspection Console** streamlines the process of tracking and managing incoming material inspections. Each lot is monitored for **arrival**, **risk levels**, and **inspection status**. The console displays real-time data, including details about **supplier**, **material**, and **PO** information. 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,

Corrective and Preventive Action (CAPA)

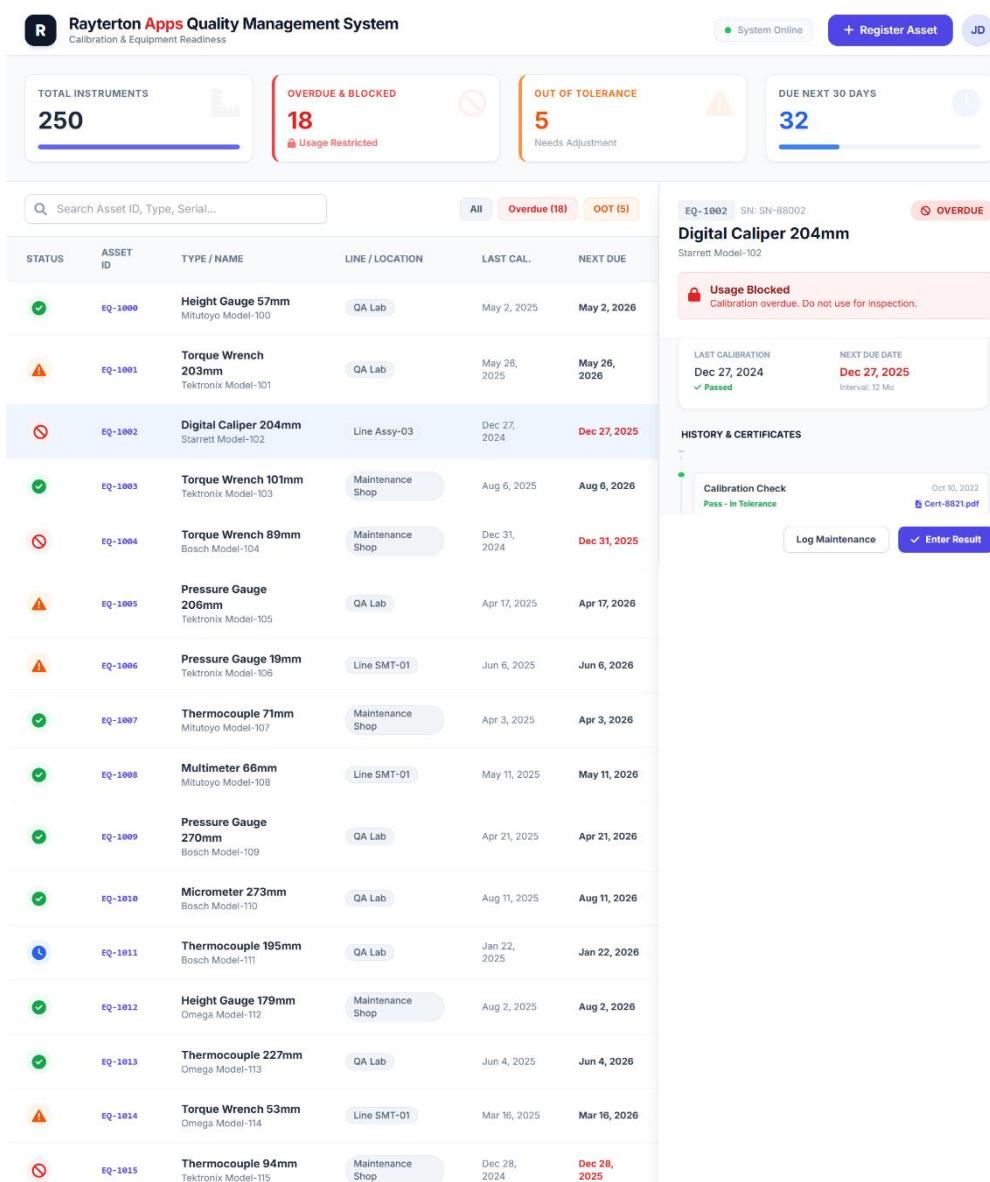
This Rayterton QMS provides an organized view of **Corrective and Preventive Actions (CAPA)**, allowing users to track and manage ongoing actions from identification to resolution. The system displays open and overdue CAPAs, with clear visibility into **priority** levels and **status** updates, such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



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.

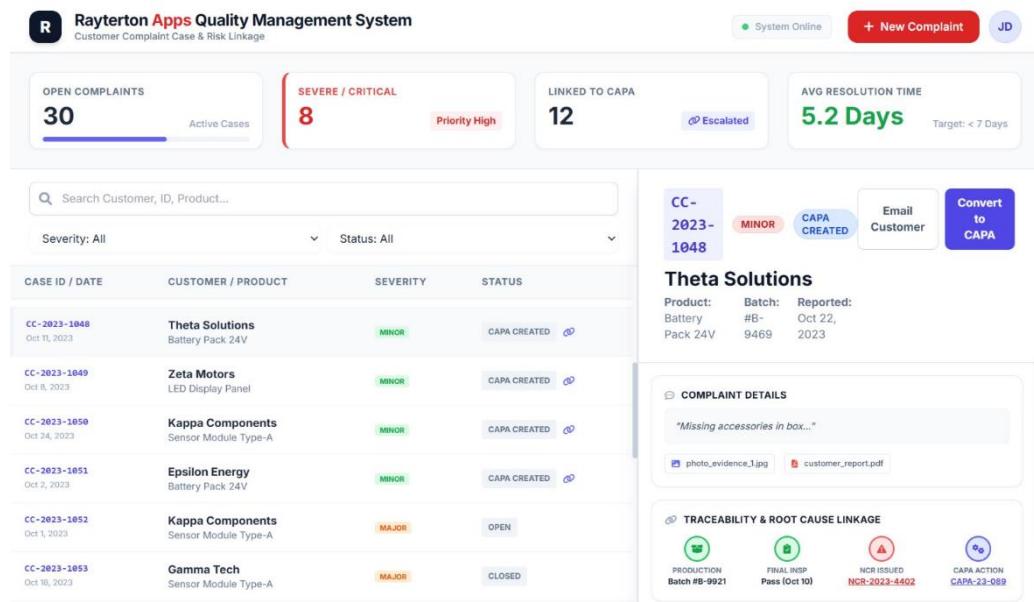
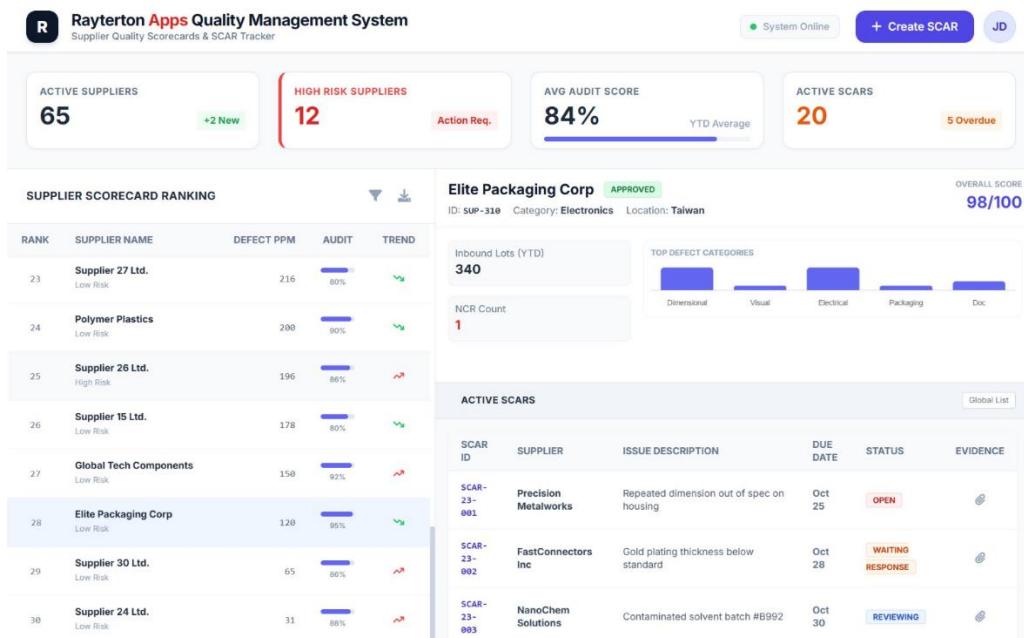
Calibration and Equipment Readiness

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.



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

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.

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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