Incident & Customer Complaint Management

EzyPro Incident

WHY IS IT IMPORTANT

Hidden in every incident or complaint are improvement opportunities.

EASE OF USE

Report Incidents with ease, analyse, act, track improvement actions. Real-time dash board, drill down reports, Pareto Charts. Truly decentralized approach to achieve timely closure.

COMPLAINTS

Knowing where the complaint is in its lifecycle is highly beneficial. Reports with a timeline. Pareto charts and drill down reports about specific aspects of a complaint are important inputs to your team and management. Additionally, having a central repository for information is a huge benefit.
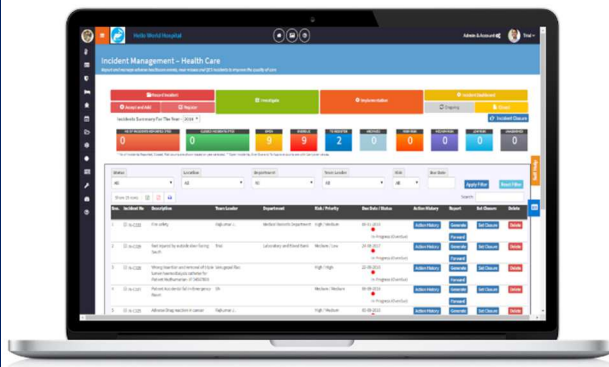
- Seamlessly Report and Investigate
- Record root-causes
- Notify appropriately
- Ezymail templates
- Mobile offline access
- Integrated action tracker
- Generate reports on the fly
- Pareto Charts
- Time line

Incident management is the basic building block of an improvement culture; blame culture should have no place in quality management system efforts.

Encouraging to report incidents, even near misses and yet remain anonymous if possible are the basic factors for success.

Good rigour in root cause analysis and a team approach to corrective actions support the continuous quality improvement demanded by all management system standards.

When employees understand their inputs on prevention of potential losses and injuries were put into action they get motivated and involved. Thus incident management becomes self-sustaining and proactive.

In the era of ubiquitous digital enablement adopting a digital incident management solutions is a means :

- to easily and quickly report an event
- to centralize this data
- to study trends, causes and share learnings