



## DATASHEET

# Non Conformances

Receive, document, categorize, follow-up and process your Customer Non Conformances.

## Do you ever have problems managing the incoming customer non conformances?

With Non Conformances, we are maximizing the use of the Microsoft platform. We optimize following up and resolving your customer complaints through seamless integration of different applications. From now on, It is possible to register your non conformance directly within Outlook. Convert an incoming email to a non conformance in just a few clicks. Even better, by creating the non conformance, your colleagues are automatically informed and assigned tasks. Simply registering a non conformance within Outlook automatically adds a task on your sales persons to-do list to contact your customer and minimize damage. With Foodware 365, that's reality.

## How do you ensure you keep track of all the related data while handling your non conformances?

Through the use of Microsoft Teams, a channel is created to gather the team, get access to the necessary files, enable chat functionality and assign follow-up and reporting tasks. Fully automated, a SharePoint folder is created in the background and added to the Teams channel, allowing the team to store all relevant documents in the same place. All related documents and pictures are accessible for everybody who is assigned to resolve this non conformance.



# Let the power of the Dynamics 365 platform support you

By fully utilizing the Microsoft Dynamics 365 platform we are able to design our solution to fit your processes and users. By receiving and processing the non conformance in Microsoft Outlook we integrate our solution at the location where it's needed. Do you need team collaboration to handle, fix and prevent future non conformances? Let's make use of Microsoft Teams to get the team, tasks and documents together. One place to work from and to collaborate.

## Enable your team to excel in handling the customer non conformances today!

With Teams as a central hub for following up the non conformances, and everything at one single place, no time is lost due to people searching for documents or inefficiently communicating with colleagues. With Non Conformances, your team is able to excel in non conformances handling anytime, anywhere and on any device.

### Features and benefits

- Outlook integration to ease non conformance registration
- Make use of Microsoft Teams and Planner to streamline your internal processes
- Address non conformances directly within Business Central
- Register non conformances on a customer or consumer level if desired
- Address issues anytime, anywhere, and on any device



Foodware 365 is part of the Aptean family of mission-critical, industry-specific software solutions. Aptean's purpose-built ERP and supply chain management solutions help address the unique challenges facing process and discrete manufacturers, distributors, and other focused organizations. Aptean's compliance solutions are built for companies serving specific markets such as finance, healthcare, biotech and pharmaceuticals. Over 2,500 organizations in more than 20 industries across 54 countries trust Aptean's solutions at their core to assist with running their operations.