Resolve product related incidents efficiently

QUALITY INCIDENT MANAGEMENT

CMX
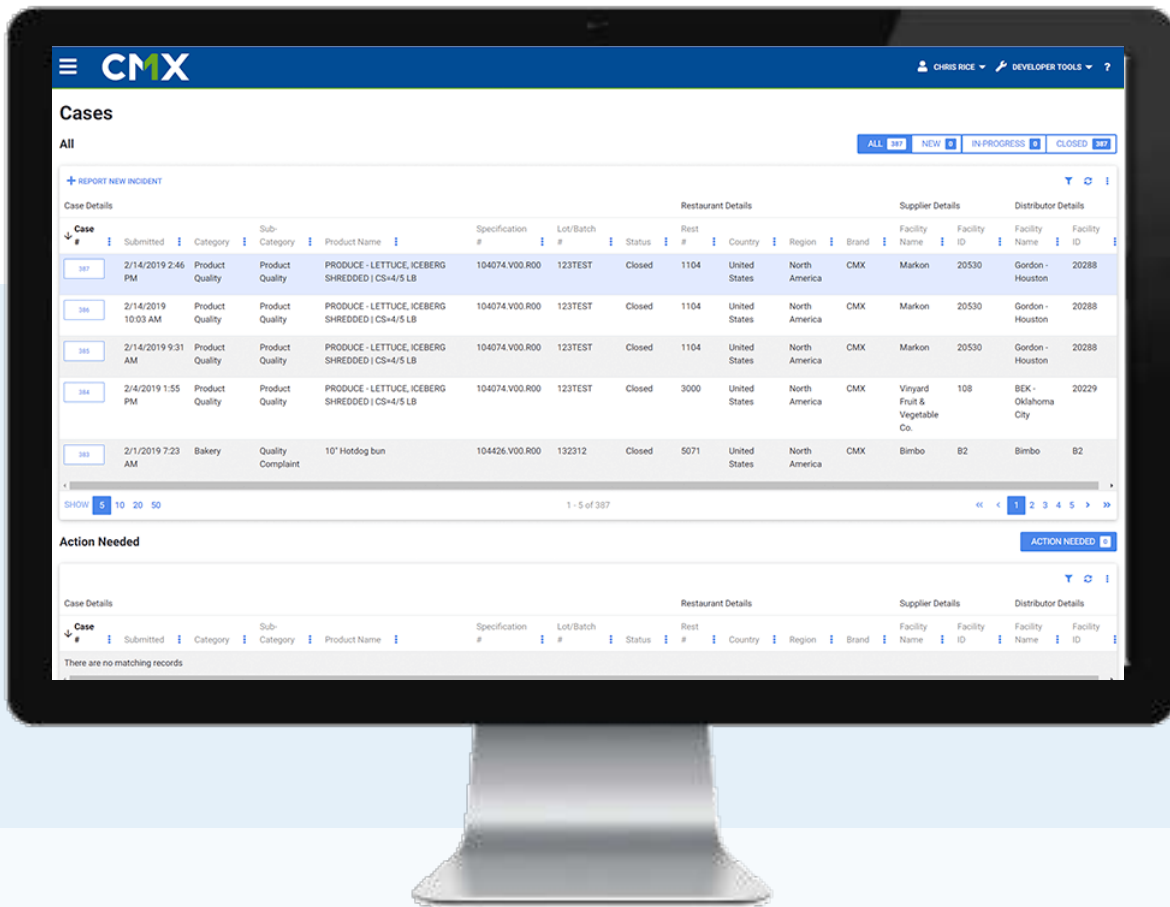
QUALITY INCIDENT MANAGEMENT

A systematic approach

CMX**1**'s Quality Incident Management module provides your retail locations an easy-to-use electronic form to report issues whenever delivered product is damaged, out-of-date or doesn't meet your quality requirements. Manage incidents involving guests and employees, or delivery related issues with your distributors, as well.

Our Purpose

To help you, the hidden heroes of product safety and quality build and maintain trust with your customers

Our Solution

One Platform to drive Supply Chain and Operational Excellence for Quality, Risk, and Compliance
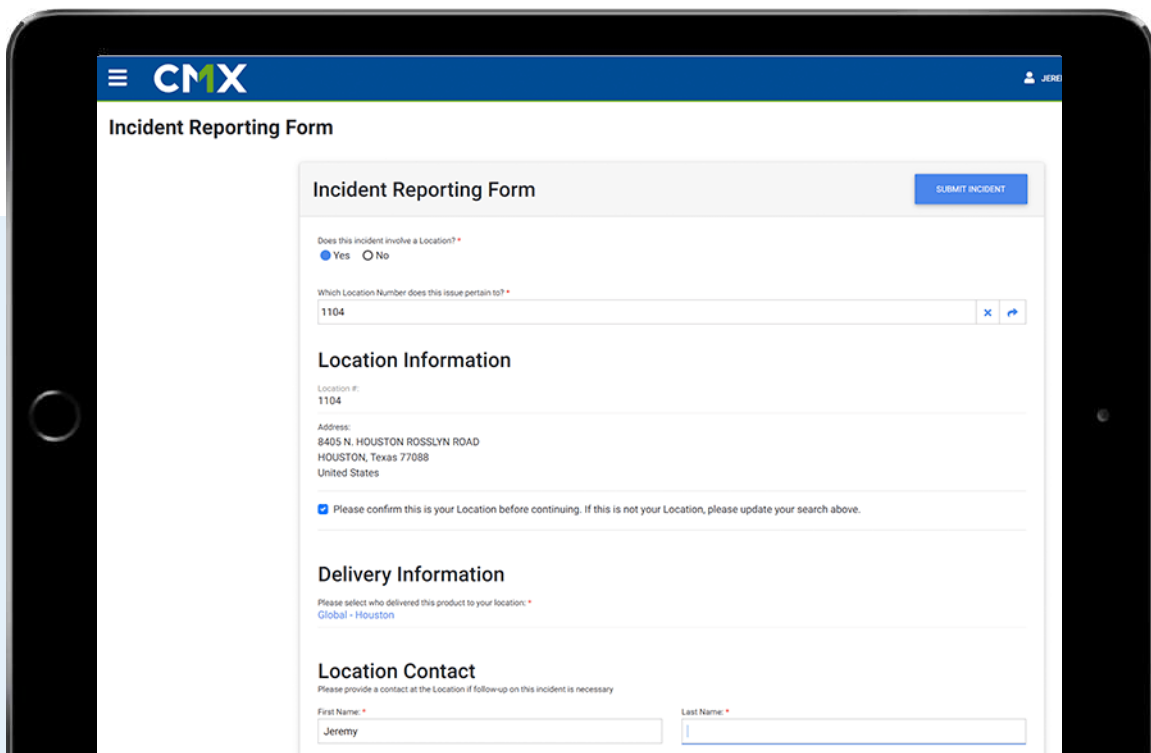
Effective case management tools to <mark>mitigate</mark> risk

Delays in getting credit or replacement product for your locations costs money and can impact customer satisfaction.

Identifying systemic issues and taking swift action is critical in mitigating risk. CMX**1**'s Incident Management module is designed to ensure the appropriate parties are involved, and that the right steps are followed for resolution.

Each submitted case is associated with the reporting location, the type of issue, the product and the associated supplier, which at a chain-wide level, provides key reporting metrics on which partners and products are excelling and which are falling short of expectations.

"Managing product incidents and recalls effectively is critical to our business and can also be one of the most challenging responsibilities we have as a QA Team. After implementing CMX1's Incidents & Recalls we've experienced measurable improvements in our speed to respond and resolve product-related issues."

David Abney
Vice President of Quality Assurance at Sonic

Features designed to save you time and stress

✓ Simple and Quick Reporting Forms

Locations can quickly and easily report incidents. No login required. Locations simply enter identifying product information, some information regarding the issue, an optional picture, and the desired resolution. CMX**1** does the rest.

✓ Faster Resolution, Credits and Replacements

The entire process is designed to automate the resolution of issues, only involve the QA and Accounting teams when necessary, and get credits or replacement products to your locations as fast as possible.

✓ Automated Case Management

Utilizing all of the supply chain relationship and product information in CMX**1**, cases get routed to the appropriate distributor and/or supplier depending on the issue type for resolution. Business rules can automatically escalate cases to QA based on keywords, disputes, or elapsed time triggers.

✓ Monitoring, Trend Reporting and SCARs

CMX**1** monitors all incidents reported and automatically notifies your team when trends are detected for a particular supplier or product. Too many issues within a designated time frame can initiate Supplier Corrective Action Requests (SCARs) requiring suppliers to provide Preventative Actions and Corrective Actions documentation.

CMX

The CMX1 Platform

Ensure Product Quality & Safety

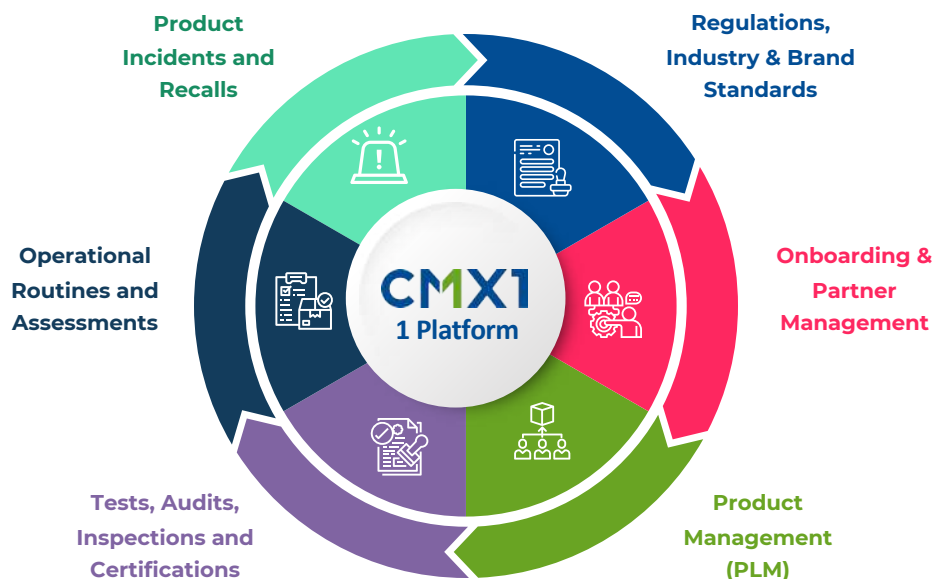Ensure the quality, compliance, and safety of your products and services

Manage your Supply Chain Partners

Gain control and transparency over your entire supply chain and partner network

Drive Location Performance & Compliance

Know your stores, restaurants, and facilities are safe, compliant and executing with consistency

Our solutions can be implemented stand-alone or as part of the complete CMX1 Platform

- Product Incidents and Recalls
- Regulations, Industry & Brand Standards
- Operational Routines and Assessments
- Onboarding & Partner Management
- Tests, Audits, Inspections and Certifications
- Product Management (PLM)

CMX1
1 Platform

CMX

QUALITY INCIDENT MANAGEMENT

Contact us to schedule a Demo

We're ready to discuss your challenges and demonstrate how CMX1 can help you achieve Operational and Quality Excellence across your organization, whether you're a regional chain or a global giant. Visit us online at CMX1.com to learn more and to arrange a call and demo today.

VISIT US ONLINE

CMX