The Next Generation of Quality Management Software

Built by ARMATURE, Configured by YOU.
Experience the Next Generation of QMS: Built by ARMATURE, Configured by You.

Quality management is an essential ingredient in differentiating a product or service, delivering a superior experience, and maintaining loyalty. While it’s not for the faint of heart, it’s a challenge that we embrace here at ARMATURE.

It’s hard enough to keep track of all the moving parts of your business, but you also need to collect the right quality data, analyze it, and take action on it quickly to prevent high-stakes recalls and quality failures (ref. Takata, Samsung, Theranos). The senior executives and quality professionals we talk to across industries—including healthcare, manufacturing, transportation and logistics, and education—report the same challenges: rigid and outdated processes, a struggle to collect consistent and accurate quality data, and blind spots in their supplier networks.

ARMATURE can help you solve some of these challenges—and a host of others—with highly configurable quality management software that puts you in the driver’s seat and gives you the flexibility you need as you embark on your quality assurance and continuous improvement initiatives. We understand that each organization has its own way of managing quality, and we know that we can best serve you by building configurable quality and compliance tools that flex to fit your processes, even as they change over time.

How Do We Do It?

Through a combination of powerful technology, new ways of thinking, and regular input from the quality and compliance community, we’ve built an out-of-the-box quality management software solution that’s robust and easy to use. Sleek and effective. Compliance-minded and process-driven.

Our quality management software is designed to be scalable, so it works for companies both large and small, with or without established quality processes. And you can configure it yourself, so it always reflects your organization’s specific preferences, priorities, and nuances. Wherever you are on your quality journey, ARMATURE can help you thrive with next generation tools that are designed to keep you compliant and in full control of your quality destiny.

Let’s dig in.

Configurable Dashboards Show You What Matters, at a Glance

Given the volume of quality and compliance information that today’s organizations are required to manage, what’s the best way for quality leaders to surface critical insights and keep tabs on end-to-end performance? It starts with personalized dashboards.

ARMATURE’s quality management software comes preloaded with dashboards for core user personas: staff, auditors, executives, and suppliers. Each of these dashboards is configurable, which means you set them up in the system to display exactly what matters to each user—and none of what doesn’t.

<table>
<thead>
<tr>
<th>CORE PRODUCT FEATURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>· Process Management</td>
</tr>
<tr>
<td>· Audit Management</td>
</tr>
<tr>
<td>· CAPAs and NCRs</td>
</tr>
<tr>
<td>· Standards Management</td>
</tr>
<tr>
<td>· Data Visualization &amp; Reports</td>
</tr>
<tr>
<td>· Personalized Dashboards</td>
</tr>
<tr>
<td>· Supplier Quality Management</td>
</tr>
<tr>
<td>· Task Management</td>
</tr>
<tr>
<td>· Document Management</td>
</tr>
<tr>
<td>· Complaints Management/Handling</td>
</tr>
</tbody>
</table>
Figure 1. Executive Dashboard

Figure 2. Supplier Dashboard
Staff users can drill down for a detailed view of processes and audits, while suppliers see a limited view based upon the permissions you grant them in the system. ARMATURE’s configurable dashboards create efficiencies, facilitate communication, and surface quality insights that executives can use to ensure excellence at every step in the quality process.

“We know it’s important to our customers to secure their data and provide easy access to the content each user needs to do their job. We’ve designed the system with flexibility in mind to allow each of our customers to configure their different user experiences.”

- Cat Fletcher, Director of Engineering, ARMATURE

Configurable Data Collection Instruments Ensure You Get the Right Data. Built-In Charts, Graphs & Reports Surface Key Insights

Data may be in abundance across organizations, but for most decision makers, there is not enough of the right data. – Forbes Insights, in association with ASQ¹

As a quality leader, how do you access the quality insights you need to make informed decisions across the enterprise? Many of the executives we talk to report that they feel overwhelmed by the volume of data available to them—they struggle to surface the insights that matter and worry about information getting lost.

ARMATURE’s quality management software solves this challenge by empowering quality leaders to specify the information they want to collect from suppliers—based on industry standards and organizational KPIs—and then we feed this information into smart charts and graphs that allow them to see, at a glance, how their teams and suppliers are performing. Click-through actions empower quality leaders to triage issues on the spot.


Figure 3. Issue Resolution Trends
Behind the scenes, we create data views that allow quality assurance professionals to tie it together and correlate it easily. We capture questions in a consistent manner, which offers organizations a precise way to analyze year-over-year numbers and trends.

Built-in reporting tools make it easy for you to generate reports from within the system with the click of a mouse, whether that’s tracking your Corrective and Preventive Action (CAPA) process or monitoring non-conformances. Quality decisions affect the entire enterprise and involve the participation and expertise of stakeholders across departments; our reporting tools streamline the information-gathering process to enable more efficient decision making for your organization.

By giving executives actionable insights into their quality environments we enable them to optimize product integrity, manage risk, create safer environments, and enable opportunity across their organizations and supplier networks.

- David McTaggart, CEO, ARMATURE

Configurable Audit Tools Make Supplier Blind Spots a Thing of the Past

Audits are the beating heart of compliance—the information and insights collected by the auditor onsite give an organization a clear view into its overall quality health. But many organizations are struggling to update their audit processes, still relying on paper forms and outdated systems to capture and act on these critical findings.

ARMATURE makes auditing easy from start to finish. Quality leaders build audit checklists in our system, based on the standards that matter to them, and then schedule audits using our tools that filter auditors based on skillsets and availability. Auditors are then dispatched to the supplier site, where our flexible tools allow them to complete their audits online using our system, or if they lack web access, they can still complete their audits offline and sync the data to our system afterward. Important documentation is uploaded and attached to the audit so that nothing gets lost and the process is much more efficient and accurate all around.

**CORE PRODUCT FEATURES**

- Process Management
- Audit Management
- CAPAs and NCRs
- Standards Management
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- Data Visualization & Reports
- Supplier Quality Management
- Task Management
- Document Management
- Complaints Management/Handling
Auditors can record observations, flag non-conformances, and log issues in our software, automatically pushing notifications to the appropriate stakeholders to keep the compliance process moving forward. Our easy-to-use software captures all back-and-forth communication and documentation with the suppliers in your network so that you can have a handy record of all audit activity.

**Key Features and Benefits of ARMATURE’s Audit Management Tool:**

**FEATURES:**
- Build your own audit checklists based upon standards
- Streamline CAPAs & NCRs
- Fill out audit checklists online or offline
- Upload evidence & manage documentation
- Monitor supplier performance

**BENEFITS:**
- Optimize audit time & process
- Reduce risk of product recalls
- Align your organization with industry standards
- Enhance & maintain quality
- Deliver service excellence & drive customer satisfaction

Our closed-loop quality management system has a big leg up on patchwork and paper-based systems because it provides a single platform for all users to input and access the audit data they need. The built-in offline functionality allows quality managers and executives to access all pertinent onsite audit data and compliance evidence as soon as the auditor is back online—and to contextualize it within the broader quality management system to identify trends and spot weaknesses. You’ll never need to worry about additional binders, notes, and other documents. It’s all right there, in the system.

**The Difference Between Configurations & Customizations**

A surprising number of organizations in healthcare, manufacturing, and transportation and logistics are still working with home-grown or outdated QMS solutions. These old custom solutions may be problematic for a number of reasons: (1) they are often inflexible, freezing your quality processes in time without allowing them to breathe and evolve; (2) they utilize older technology that gets harder to support over time; (3) they are costly to maintain, especially when you consider that the money you spend to keep them chugging along could be better spent taking advantage of new technologies on the market; and (4) they make it difficult to keep up with regulatory changes.

We’ve turned these costly and static customizations into out-of-the-box configurations. Our built-in configurations allow you to put your unique spin on every aspect of your quality process, from setting up processes to conducting audits, without having to hard-code in customizations that may not stand the test of time. ARMATURE’s configurable software allows you to update processes and data collection instruments as your quality processes evolve over time—because your continuous improvement and performance excellence initiatives demand a software that’s flexible, not rigid.

**Always One Step Ahead**

Our configurable, out-of-the-box software allows you to stay on a frequent upgrade path. ARMATURE’s product team is continually evolving our product features, leveraging new technologies and customer insights to ensure our QMS software stays one step ahead. Our customers get to take advantage of these upgrades, keeping their QMS software fresh and current—the very opposite of obsolete. Upgrades for customized product features are dealt with separately.

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We work closely with our customers to determine the optimal mix of configurations and customizations to meet their requirements. Most of our customers find that our out-of-the-box product satisfies between 80 and 90 percent of their needs, and our team builds the rest as customizations. By taking advantage of our built-in configurations, organizations are able to implement our solution in a quick and cost-effective manner—while retaining complete control over the system.

Terms like “Agile” and “Scrum” can convey how we build software, but the key ingredient in our process is WHY. Listening to our customers and understanding why they need a given feature allows us to build it more effectively and ultimately deliver more value.

- Travis Brown, Chief Scrum Master, ARMATURE

QMS Software Shaped by Our Customers and the Quality Community

To succeed, quality initiatives need to be woven into every part of the organization, irrespective of industry. – Forbes Insights, in association with ASQ

Quality is a team sport. It requires the coordinated participation of stakeholders across the organization—from the product floors to the front offices. It is this spirit of open communication and collaboration that inspires our approach to product development.

ARMATURE’s customer portfolio includes leading organizations in the healthcare, laboratory, manufacturing, and education sectors. This diversity of industries gives us a unique perspective on quality management, and allows us to incorporate best practices from across the spectrum into our product. The choices we make—what features to build, what processes to make configurable—are informed by this diverse customer community. We take feature requests directly from our customers and fold them into our product roadmap, so our software is always a living, breathing reflection of your needs.

Our team works together to create exceptional quality management software solutions for our customers, and we put our own spin on Agile methodology and Scrum processes to deliver industry-leading features and upgrades on a consistent basis.

Each customer is unique with a common goal of measuring quality. Each customer’s request provides us with great insight on how to improve the product while addressing specific client requirements.

- Meron Makonnen, Product Owner, ARMATURE

A Secure Solution

While our software is flexible enough to meet a whole range of deployment criteria, our Managed Services offering is hosted in a secure private cloud environment. This allows us to collect, manage, and maintain your quality data within a protected environment that’s dedicated to your organization. Due to the sensitive nature of quality data, we layer on additional security protections such as intrusion protection and UTM firewalls to keep your quality data secure.

About ARMATURE

We believe in the power of innovation and technology to transform the way work gets done. For 16+ years, ARMATURE has been building superior quality management software for organizations in the healthcare, manufacturing, transportation and logistics, and education industries. We have roots in standards and compliance, having built QMS software for many leading Standards Development Organizations (SDOs) that are also Conformity Assessment Bodies (CABs). This intimate understanding of both sides of the assessment coin has enabled us to create a quality management software solution that is purpose-built to handle all of the nuances and intricacies of compliance.

ARMATURE understands that no two organizations manage quality in exactly the same way, which is why we designed our software to be flexible and easy for users to configure. You don’t need to be an IT guru to configure our software—we make it easy for our users to make changes to every module. That’s why we say “Built by ARMATURE, Configured by You.”

Want to Learn More?

Please contact Emma Chavez to schedule a demo or to find out more.
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www.armaturecorp.com

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