

# Surveillance Management System (SMS)

A Quality Management System for Vendor Surveillance



# General Information

## Overview

SMS is a software program designed to support project engineering, purchasing and quality management organizations in performing vendor surveillance for engineered materials and equipment. It is used by a company's quality team to organize, manage and perform vendor surveillance assignments that provide assurance of vendor compliance with procurement documents (specifications and procedures).

SMS optimizes administration efficiency, virtually eliminating the need for clerical staff. It automates many functions, such as preparation of surveillance assignments, coordination with inspectors and vendors, and preparation of project status reports. The result is improved productivity (ability to increase work load) of supervisors and coordinators managing inspection assignments.

## Highlights

- Customize Project preferences
- Multiple projects in single application
- Purchase Order control
- Detailed Inspection Assignment tracking
- Assignment and Project NCR logs are maintained.
- Inspection Assignment Action Items are maintained
- Selection of 3<sup>rd</sup> party companies and inspectors is simplified.
- Report logs are automatically maintained.
- Budget controls can be defined.
- Automated Project Status Reports
- Maximizes 'paperless' management and administration.
- Detailed Personal Matrix with Inspectors Qualifications

## Who Should Use SMS?

Companies who utilize in-house personnel and/or contracted third-party organizations to perform vendor surveillance will find the program to be an excellent administrative and reporting system. SMS is a complete management system for vendor surveillance that is used by manufacturers and purchasers of engineered materials and equipment. It is an effective means to verify that vendors fully comply with the requirements of procurement documents.

SMS is software designed for use by quality managers, quality coordinators and inspectors involved with vendor surveillance. It optimizes administration efficiency, automates many functions such as preparation of inspection assignments, reports and project status reports. SMS provides a company with the opportunity to implement a near 'paperless' vendor surveillance system.

It is equally effective for large engineering projects or randomly issued purchase orders. The program initiates inspection assignments from purchase orders, monitors progress during surveillance and provides detailed reporting on a per order or project basis. SMS is a flexible program, one that is easily customized for a company's specific project requirements and preferences.

## Projects

All vendor surveillance activities are related to a 'Project'. The project may refer to a manufacturing shop order, construction project or simply procurement for stores. Projects are set up in SMS to provide a reference for the procurement of engineered materials and equipment and their appropriate charge numbers. Multiple projects can be set up in SMS. From a project users have access to all relevant information initiated for the project( ex. purchase orders, inspection assignments, budgets, action items, and non-conformances.)

## Budget Control

SMS has built-in budget control features that can control costs for the vendor surveillance program. A budget can be established for each project that will monitor charges of all vendor surveillance work orders collectively. In addition, each individual surveillance order can be given a budget that the program will monitor and provide notification when the limit is being approached. Budget and billing reports can be generated at whatever frequency is desired.

## Inspection Assignments

Most vendor surveillance management functions within SMS are managed from a single screen. This screen is designed so that when a project is selected, previously entered information will automatically be retrieved and entered to eliminate duplicate data entry, and the inspection assignment will be automatically created. The program accommodates the use of sub-vendors for an assignment. The inspection assignment screen provides a quantitative basis for vendor surveillance coordinators to evaluate progress of the inspection assignment and determine when requirements have been satisfactorily completed. SMS will automatically create a vendor surveillance documentation package (inspection assignment) for the selected inspector. The vendor surveillance coordinator can add specific notes for the selected inspector before printing the inspection assignment.

SMS assists in the selection of qualified personnel to perform an inspection assignment. Data linked within the applications contains rosters of 3rd party inspection companies, and inspection personnel, with their detailed qualifications. SMS enables the vendor surveillance coordinators to quickly filter for qualified personnel near a vendor's location, and then make the personnel assignment.

A numerous other functions can also be performed from the inspection assignment screen some examples are: the selection of an appropriate inspector[s], recording of inspection reports, maintenance of expended labor and expenses, recording of non-conformance reports, recording of action items, and inspection planning.

## Suppliers

SMS maintains a supplier register that facilitates easy communication to key personnel. A record is maintained for each purchase order the supplier is associated with as either a prime supplier or sub-supplier. Quality coordinators can make a performance evaluation following each inspection assignment to develop a performance profile. A complete performance history can be generated in report form. SMS will also provide a record of personnel who have previously worked at the supplier's facilities.

## Clients

SMS maintains a complete client register. With key contact personnel to allow for quick and easy communication with your client. A record is maintained for each purchase order the client is associated with, and the status of those orders.

## Personnel

SMS maintains a complete personnel register. Maintaining a detailed record of inspector qualifications that can be accessed by vendor surveillance coordinators when making personnel selections. Areas of expertise are identified on the personnel record and resumes are retrievable. A record is maintained for each inspection assignment the personnel is associated with, and the status of those orders. Personnel evaluations may also be performed.

## Agencies

SMS maintains a complete agency register, with associated personnel. This allows vendor surveillance coordinators to view all personnel that work with a selected agency. A record is maintained for each inspection assignment the agency is associated with, and the status of those orders. Agency evaluations may also be performed.

## Security and Access

SMS is designed with a security system that controls access to the Program. Four (4) basic access levels are available: Administrator, Power User, Data Entry, and Guest. Guest access is on a read-only basis and can be granted to project team members and/or client representatives who have a need for access to reports and status. Access to the Program is on a password basis as granted by the Administrator.

## Reports and Charts

Numerous reports and charts are built into SMS. They are automatically up-dated when data is entered. Users have the ability to control details of reports being viewed. Each report is setup so the User can select which portion of the report is to be viewed. For example, a complex report may have numerous portions selected for individual viewing.