QCFlo Quality Management System (QMS)

Overview

QCFlo is a comprehensive quality management system that streamlines and automates quality processes. With seamless cross-module interlinking, it enables organizations to connect quality activities, improve operational efficiency, and maintain visibility across critical processes.

Drive continuous improvement with QCFlo's quality management and AI-enhanced capabilities. With configurable workflows, real-time tracking, analytics, and AI-powered insights, QCFlo helps businesses improve productivity, maintain compliance, and manage operations more effectively. Its user-friendly design brings processes, information, and teams together in a centralized platform.

Industries QCFlo Supports

QCFlo supports quality management across a broad range of manufacturing and regulated industries:

Automotive | Chemicals | Cosmetics | Food & Beverage | Nutraceuticals | Pharmaceuticals | Medical Devices

Compliance Standards & Regulations

QCFlo can be configured to support quality and compliance processes aligned with:

- ISO 9001
- ISO 13485
- FDA QMSR / 21 CFR Part 820
- ISO 22716
- GMP
- HACCP / FSSC 22000
- IATF 16949
- 21 CFR Part 11
- REACH / CLP

Why QCFlo?

- Automate, streamline, and digitize quality processes
- Standardize processes to achieve consistency in product, process, and service
- Ensure adherence to industry, regulatory, and compliance requirements
- Meet customer requirements and enhance satisfaction

Key Benefits

Application Benefits

- Highly customizable and configurable QMS to meet industry-specific needs
- Manage user permissions with ease, even as operations grow
- Secure cloud infrastructure for quality and compliance
- Supports integration with business applications for connected quality operations
- Role-based user permissions, security, and control

QCFlo Features:

Complaint Management	Track and manage internal and external complaints. Log complaint details, link products, and attach files using integrated MS forms.
Incident Management	Create and track incidents in a centralized database with automated approval workflows. It allows cross-functional teams and impacted departments to document details and perform detailed investigations.
Nonconformance Management (NC)	Track nonconformances, perform root cause analysis, and document disposition, investigation, severity level, and impacted departments details.
Corrective Action and Prevention Action (CAPA)	Manage corrective and preventive action processes by documenting details related to regulatory compliance, risk assessments, investigation, and actions to be taken by departments and personnel.
Change Control Management	Initiate and document change requests. Implement changes, by assigning required actions for the product, process, or service to departments and personnel.
Deviation Management	Identify, document, and assess deviations. Notify the impacted departments and document assessment findings and actions to control deviations.
Advanced Document Control	Manage documents on a centralized system with robust document management and control features. Manage the review process, multi-level approval workflow, and document library extensions. Create and manage document libraries. Notify users to take action on documents. Track version history and metadata details.
Standard Operating Procedures (SOP) Management	Document SOPs and link to the modules. Assign the SOPs to departments. Review, approve, and verify the details.
Training Management	Conduct and assign training to departments or personnel. Track training progress and manage course catalogs, quizzes, documents, videos, and certificates.
Audit Management	Create, schedule, and conduct internal and external audits. Document audit findings and manage approval workflows.
Risk Assessment	Identify risks associated with products, processes, and services. Manage audit trails, document findings, develop mitigation plans, assign them to departments, perform analysis, and evaluate risks for better control.

Business Benefits

- Ensure quality control and compliance
- Increased operational efficiency
- Seamless collaboration
- Reduced quality-related costs
- Streamlined operations
- Higher customer satisfaction
- Consistent, high-quality products
- Enhanced productivity and profitability

Key Capabilities:

- Manage complaints, incidents, NC, CAPA, change control, deviation, document management, SOPs, training, audit management, and risk assessment—all in one place.
- Manage documents on a centralized platform with an advanced Document Management System (DMS) to streamline document handling and compliance
- Monitor the real-time data to maintain quality and compliance
- Interlink modules for seamless data flow
- Facilitates automated approval workflows
- Enable cross-functional team collaboration
- Access detailed logs in each module for enhanced traceability

Active Directory and E-Signature	Authenticate users using Active Directory and enable secure electronic signatures for document approvals, with options to draw or upload signatures and maintain audit trails.
Interlink Modules	Facilitates interlinking of all the modules within QCFlo.
Field Level Tracker	Easily track field-level changes.
Notifications	Receive email notifications for key actions such as reviews, approvals, and assessments.
Cross-Functional Teams	Enable cross-functional team collaboration, fostering communication across departments
Analytics Dashboard	Module-wise dashboards to analyze data and metrics, supporting better decision-making

AI-Enhanced Quality Management

AI Quality Event Automation

- Email & Teams monitoring
- Issue identification and classification
- Metadata extraction and event creation

AI Quality Data & Document Intelligence

- Natural-language QMS queries
- Quality record search and analysis
- Controlled document searc and summarization
- AI-generated insights and graphs
- Role-based information access

AI-Assisted Compliance Knowledge

- Structured content relationships
- Procedures, guidance, and quality cases
- Standards and regulations knowledge base
- Natural-language compliance search

Integration Capabilities

Connect QCFlo with business systems through API-based integrations to link operational data with quality processes.

ERP | CRM | MES & MRP | LIMS | Other Enterprise Applications

Integration Examples: Acumatica ERP, SAP Business One, Microsoft Dynamics 365 CRM, and OptiPro ERP.

About QCFlo

We specialize in quality management solutions with over 20+ years of experience, helping organizations streamline quality processes, ensure compliance, and drive continuous improvement. Our team includes Microsoft 365 experts, developers, solution architects, and consultants who design and deliver scalable, secure, and configurable solutions. We are a trusted Microsoft Gold Partner, serving clients worldwide.