

WebReq Incidents

WebReq Incidents are used to record non financial information against a Purpose (Site or Job); a Supplier or supplied item (Purchase Order Line).

This highly versatile module allows you to use Incidents for any or all of the following:

- Event management fault register
- Track warranties against purchased items
- Plant defect Management
- Site Diary Notes
- OH&S and Workers Compensation issues
- Requests for Information (RFI)
- Project Hand Over
- Defect Notices
- Delay Notices
- Risk Management
- Plant Scheduling to Client Jobs
- Site Issues
- Supplier Selection

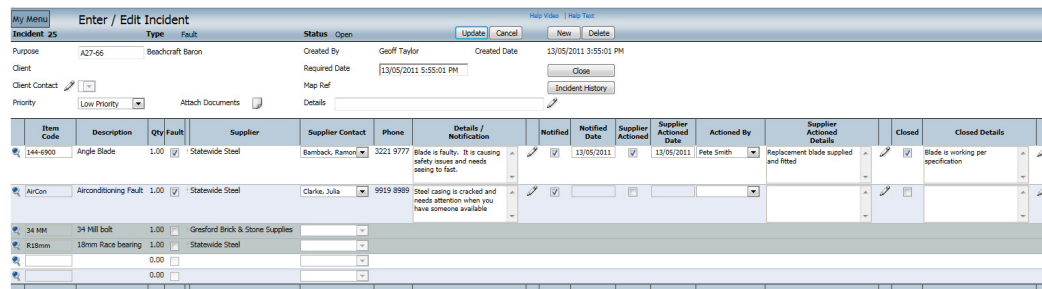
One of the benefits of using Incidents is that a single Incident can include multiple Incident lines. Each line defines the appropriate corrective action to be taken by internal staff or the relevant supplier. Suppliers can be given access to review, act on and update their own incident lines.

Irrespective of the number of Incident Types in use, each Incident is stored in a single list in a single database. A wide range of selection criteria is available to allow users to sort, filter, enquire and report on all incidents across the entire organisation (subject to security settings).

If required, WebReq can also be configured to automatically email reports to suppliers at regular intervals and/or to issue SMS or Pager communication.

Enter / Edit Incident

The fields for completion on the Incident Header and Incident Line are determined by the Incident Type. WebReq allows you to configure an infinite number of Incident Types.



Item Code	Description	Qty	Fault	Supplier	Supplier Contact	Phone	Details / Notification	Notified	Notified Date	Supplier Actioned	Supplier Actioned Date	Actioned By	Supplier Actioned Details	Closed	Closed Details
144-6900	Angle Blade	1.00	<input type="checkbox"/>	Statewide Steel	Bamback, Ramon	3221 9777	Blade is faulty. It is causing safety issues and needs peening to fast.	<input checked="" type="checkbox"/>	13/05/2011	<input checked="" type="checkbox"/>	13/05/2011	Pete Smith	Replacement blade supplied and fitted	<input checked="" type="checkbox"/>	Blade is working per specification
AirCon	Airconditioning Fault	1.00	<input type="checkbox"/>	Statewide Steel	Clarke, Julia	9919 8989	Steel casing is cracked and needs attention when you have someone available	<input checked="" type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>	
34 MM	34 Mill bolt	1.00	<input type="checkbox"/>	Gresford Brick & Stone Supplies				<input type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>	
R18mm	18mm Race bearing	1.00	<input type="checkbox"/>	Statewide Steel				<input type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>	
		0.00	<input type="checkbox"/>					<input type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>	
		0.00	<input type="checkbox"/>					<input type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>	

Each Incident and/or Incident line can be tracked, updated and marked as Closed as soon as corrective action has taken place.

A full audit trail is maintained of all aspects of an Incident and this trail is available to the user on screen and via standard reports.

List Incidents

A wide range of selection criteria is available to allow users to sort, filter, enquire and report on incidents across the entire organisation (subject to security settings).

Any incident that has not been resolved within the designated time limit will be highlighted.

Job	Incident ID	Priority	Client	Supplier	Item	Status	Created	Entered By	Incident Type
10	2	Low Priority	Pacific Aviation	Spencer Engineering	15mm Bearing	Open	13/05/2011 5:58:01 PM	Geoff Taylor	Warr
Rp01	4	Low Priority	Newman Mine	Multiple Suppliers	Multiple Items	Open	13/05/2011 5:58:01 PM	Pete Smith	Inspect
A27-66	25	Low Priority	Own Plant	Multiple Suppliers	Multiple Items	Open	13/05/2011 3:58:01 PM	Geoff Taylor	Fault
XV9123	6	Medium Priority	Pacific Aviation	Multiple Suppliers	Multiple Items	Open	13/05/2011 12:00:00 AM	Taylor, Barbara	Warr
Rp01	24	Low Priority	Newman Mine	Statewide Steel	Angle Blade	Open	26/02/2010 8:25:46 PM	Pete Smith	Fault

Incident Reports

Incident Reports are also run from the List Incidents screen, by selecting the relevant report from a dropdown list (see sample report below).

All reports are based on Microsoft Reporting Services, which includes drilldown and the ability to export, eg to Excel.

Emac	Incident ID	Client	Supplier	Item	Status	Created Date
10	20	Own Plant	Spencer Engineering	15mm Bearing	Open	25/02/2010 9:00 PM
10	21	Own Plant	AAMHatch	Airconditioning Fault	Open	25/02/2010 9:00 PM
400	22	Own Plant	Spencer Engineering	20 mm Bearing	Open	25/02/2010 9:07 PM
10	24	Own Plant	Multiple Suppliers	Multiple Items	Open	26/02/2010 8:08 AM

Line Id	Item Code	Item Description	Supplier	Details	Actioned By
15	20mm	20 mm Bearing	Spencer Engineering		
16	AirCon	Airconditioning Fault	AAMHatch		
17	15mm	15mm Bearing	Spencer Engineering		
20	2568B3	20 mm Ball Joint	Construction Supplies (NSW) Pty Ltd		
18	109-0164	Angle Blade	Construction Supplies (NSW) Pty Ltd		
19	144-6900	Angle Blade	Construction Supplies (NSW) Pty Ltd		

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