ISSUES system Overview

The Issues system is integral to maintaining ISO standards, BSI Technical Files,

An issue is in essence an Outstanding Job / Action or Task.

Any employee can generate an Issue, All employees can and will receive Issues.

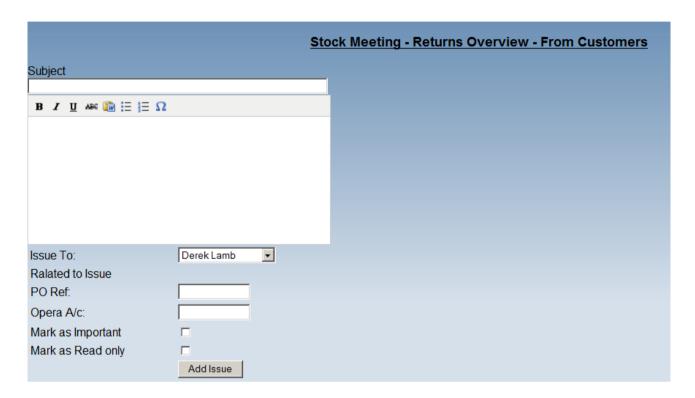holding the Issues together are Company Meetings,

Board Meeting

Management Meeting

Customer Complaints Meeting

Stock Meeting

Sales and Marketing Meeting

Production Meeting

Projects Meeting.

Each Meeting has a Fixed Agenda of Headers:

When Adding an Issue to the System, the USER must pick a suitable header from a suitable Meeting,

E.g.

Stock Meeting Returns Overview - From Customers (9)

Once an Issue has been created it can ONLY be cleared from the system by the person that created it,

In the case of system generated issues,

Auto Calender Issues can only be cleared by MD Weekly Review ,

Auto Meeting Issues can only be cleared by Formal Meeting ,

ISSUES from the USER perspective

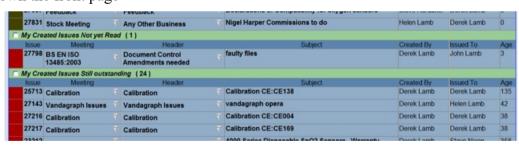Each user has there own unique login to Intrastats,

On the front page – the user will see a list of outstanding Issues

This lists the Meeting and Header the Issue is linked to, a Brief subject regarding the issue, whom owns / created the issues, and the age of the issue in Days.

Any updates not yet read are highlighted via the PEN symbol.

Further down the front page

The User can see Issues they have created, that have not yet been read / prioitised, or any issues still outstanding.

They can also see any Issues that are ready for completion.

Reading an Issue

First time a user reads a new Issues they are presented with:

They have the option to quickly tag the Issue as LOW / MEDIUM / HIGH Priority, (once click the issue will be added to the list of outstanding issues and ordered based on the priority selection.

Or they can comment on the issue / complete it, or send the issue to another user.

When commenting / updating an Issue you MUST add some notes. The minimum you should put in updating an issue is the word 'Done'.
Simply updating without any notes leads to Issues bouncing back and forwards between people.

For issues that are bounced around different users, updated / read at different time a log is generated at the bottom of the Issue

e.g.

Issues and Meetings

During regular Meetings as the agenda is followed All outstanding Issues between users, and or System Issues, are presented.

See the document

How to Hold Intrastat Meetings

For further details,

Automatic Issues

The system will generate from time to time Automatic Issues,

These can be day to day jobs such as Check Price Lists, to Yearly Audits,

E.G.

1	18/Mar/2011	General Maintenance Requirements General Maintenance Requirements	Outside Heating Guard	Helen Lamb	Cancel
12	22/Mar/2011	BSI Audits Calander BSI Audit CE Files	Audit 12	Derek Lamb	Cancel
1	24/Mar/2011	Sales And Marketing Leaflets	check the Price list racks	Jonathan Connor	Cancel
6	25/Mar/2011	BSI Audits Calander BSI Audit Customer Complaints	Review Paper Customer Complaints File	Derek Lamb	Cancel
1	28/Mar/2011	Stock Meeting Returns Overview	Return Goods to Suppliers	Derek Lamb	Cancel
12	28/Mar/2011	BSI Audits Calander BSI Audit Organisation and Process Verification	BSI Audit Organisation and Process Verification	Derek Lamb	Cancel
3	29/Mar/2011	General Issue General Issue	Weee Report Due Vandagraph Qtr	Derek Lamb	Cancel
3	31/Mar/2011	Stock Meeting Stock Meeting	Quartly Stock Meeting Due	Derek Lamb	Cancel
1	01/Apr/2011	Management Meeting Turnover Report	Debtor Figures	Helen Lamb	Cancel
1	01/Apr/2011	Sales And Marketing Post Market Surveilance	View Sales Warnings	Derek Lamb	Cancel
1	01/Apr/2011	Sales And Marketing Post Market Surveilance	View Sales Warnings	Steve Nixon	Cancel
1	01/Apr/2011	Sales And Marketing Post Market Surveilance	View Sales Warnings	Steve Hardaker	Cancel
1	01/Apr/2011	Sales And Marketing Post Market Surveilance	View Sales Warnings	Ryan Swaine	Cancel
1	01/Apr/2011	Stock Meeting UPS Shipping Fuel Surcharge	UPS Rates	Derek Lamb	Cancel
1	01/Apr/2011	Stock Meeting Returns Overview	Request RMA`s	Jonathan Connor	Cancel
1	01/Apr/2011	Stock Meeting Returns Overview	Check Vandagraph Returns	Jonathan Connor	Cancel
1	02/Apr/2011	Management Meeting Turnover Report	Debtors and Creditors Figures	Helen Lamb	Cancel
1	05/Apr/2011	Management Meeting Future Reviews - Risk Assessment HSE	Fire Alarm Test	Helen Lamb	Cancel

Automatic Issues can ONLY be cleared from the system during a Meeting.