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Synergistic Systems, Inc. uses an intranet to collect and share Quality Management System data for compliance and certification



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Synergistic Systems, Inc. Baton Rouge, LA

"We are using Intranets.com to help 12 of our clients achieve their quality management systems goals," says Gary Lane, President of Synergistic Systems, Inc., a Baton Rouge, LA-based consulting firm offering ISO 9001 / QS 9000 / TS 16949 Quality Management Systems facilitation services.

"We've been using Intranets.com about 6 months now with these clients and we're very happy with it. We work with manufacturing and service companies primarily -- chemical plants, distributors, fabricators, etc. - to help them develop, implement and maintain documented quality management systems on site."

"We provide: Gap assessments, training, documentation development, internal auditing, management review assistance, third party registrar selection, certification audit support and ongoing support to our clients to facilitate their own quality management systems."

"We use the Intranets.com Database Manager to set up Non-conformance and Corrective / Preventive Action databases for these clients. In these databases, we track: What the issue is; what action they are planning to take to correct it; what action did they take; etc., and eventually we verify the effectiveness of the action; and close out the record."

"We also use Intranets.com to set up Customer Satisfaction Databases for our clients, where we track a lot of data to ensure measurement of customer satisfaction."

"And, we are creating Supplier Qualification Databases, and other similar databases for our clients using Intranets.com as well."

"We have been inputting quite a lot of data and creating a lot of records in these Intranets.com databases and the systems never bog down."

"Our clients are also taking advantage of the Intranets.com Online Calendar, Task Manager, and Documents Manager, which are all serving them well."

"As a consulting firm, we emphasize the creation of simple, practical, easy to use, turn-key systems that add value to our clients' organizations and minimize the burdens of our clients' employees, while maximizing benefits. Intranets.com is a very fine example of such a system."

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- Gary Lane
President
Synergistic Systems, Inc

