

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

— Gary Lane, President of Synergistic Systems, Inc.

Synergistic Systems, Inc. facilitates clients' quality management goals using WebEx WebOffice



INDUSTRY Consulting

SUMMARY

Synergistic Systems, Inc., a consulting firm offering ISO 9001 / QS 9000 / TS 16949 Quality Management Systems facilitation services, is using WebEx WebOffice to help 12 of its clients achieve their quality management systems goals.

ABOUT SYNERGISTIC SYSTEMS, INC.

Line of Business

Quality Management Consulting

Headquarters

Baton Rouge, LA

Customer Business Profile

Synergistic Systems, Inc. is a Baton Rouge, LA-based consulting firm offering Quality Management Systems facilitation services. It works with manufacturing and service companies primarily — chemical plants, distributors, fabricators, etc. — to help them develop, implement and maintain documented quality management systems on site.

The firm provides: Gap assessments, training, documentation development, internal auditing, management review assistance, third party registrar selection, certification audit support and ongoing support to clients to facilitate client quality management systems.

The Situation

Synergistic Systems was looking for a turnkey solution that would be flexible enough to serve a variety of its clients' database needs.

The Solution

Synergistic Systems decided to use the WebEx WebOffice Database Manager to set up Non-conformance and Corrective / Preventive Action databases for 12 of its clients.

In these databases, Synergistic Systems tracks: What the client issue is; what action the client is planning to take to correct the problem; what action the client did take; etc., and eventually Synergistic Systems verifies the effectiveness of the action; and closes out the record.

The firm also uses WebEx WebOffice to set up Customer Satisfaction Databases for clients, where they track data to ensure measurement of customer satisfaction.

Synergistic Systems is also creating Supplier Qualification Databases, and other similar databases for clients, using WebEx WebOffice as well.

The Benefits

"We have been inputting quite a lot of data and creating a lot of records in these WebEx WebOffice databases and the systems never bog down. Our clients are also taking advantage of the WebEx WebOffice Online Calendar, Task Manager, and Document Manager, which are all serving them well," says Gary Lane, President of Synergistic Systems, Inc. "We're very happy with WebEx WebOffice."

HIGHLIGHTS

- WebEx WebOffice Database Manager can be easily used to set up Non-conformance and Corrective / Preventive Action databases for companies seeking certification in Quality Management Systems.
- WebEx WebOffice can be easily used to set up Customer Satisfaction Databases for tracking data to ensure measurement of customer satisfaction, and for creating Supplier Qualification Databases, and other similar databases.

