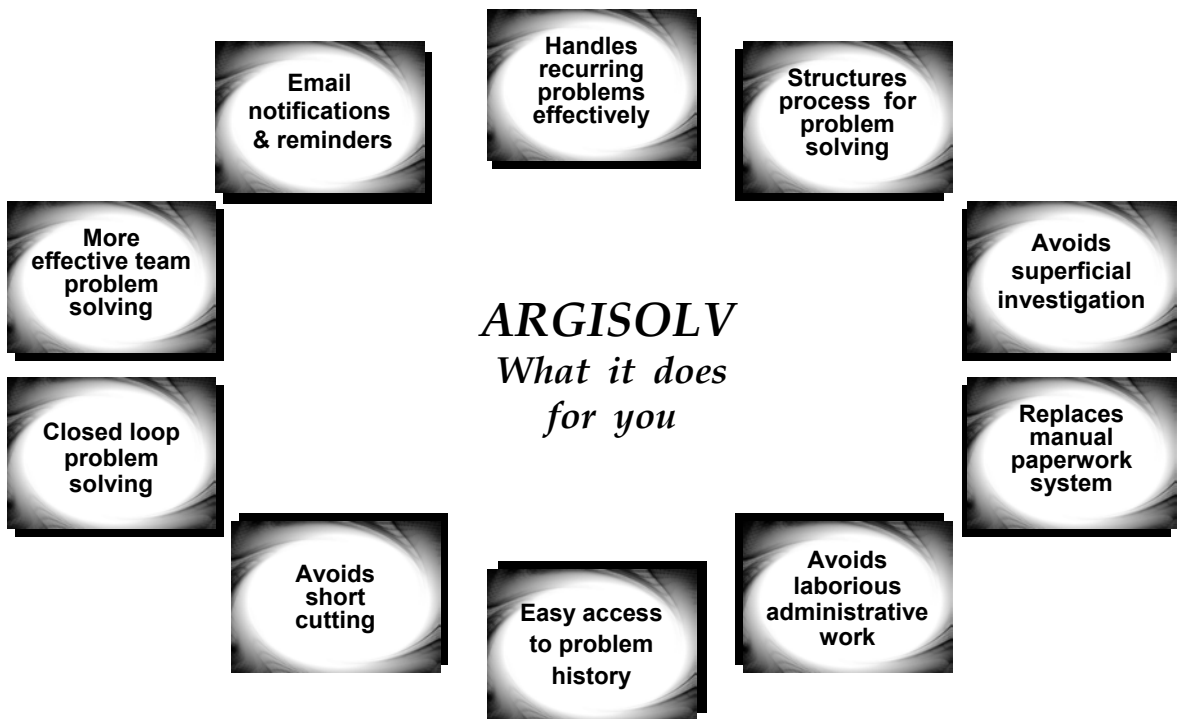


# ARGISOLV8D



## ***Problem Solving Knowledge Management System***

***ARGISOLV captures the thinking process that goes on during the problem solving process in a model and extends it using web technology***

Structures the process of problem solving

The structured problem solving process helps develop problem solving competency within an organization

Archives gained knowledge

Delivers archived knowledge at relevant points during the problem solving process

Retains knowledge gained during a problem solving exercise

Enables ready sharing and transfer of that knowledge

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# The key problem that ARGISOLV addresses

There are many and repeating weaknesses in the way people solve problems within the organization – people jump to conclusion about the causes or solutions without first clarifying the problem, people take corrective countermeasures on probable causes without verifying the truth of the causes, they take corrective action which are more containing than corrective. Preventive actions are seldom taken. All these things happen because of the lack of a systematic & complete problem solving process. This is clearly addressed and if you want enforced, by the problem solving process & structure provided by ARGISOLV.

Problem solving competency needs to be developed within the organization but there is no effective tool to assist in this. With the transparency created on the problem solving process through the web based approach by ARGISOLV and its ability to keep track of the quality of individual problem solving projects and its ability to report on it in various ways makes ARGISOLV an effective tool to help in developing this core competency.

## Key features of ARGISOLV

<b>Problem description</b>	<ul style="list-style-type: none"> <li>• Emphasises fact based problem description</li> <li>• Aids provided to assist in problem description</li> </ul>
<ul style="list-style-type: none"> <li>• Dynamic fish bone diagram</li> <li>• Fact based cause verification process</li> </ul>	<b>Immediate cause analysis</b>
<b>Root cause analysis</b>	<ul style="list-style-type: none"> <li>• Dynamic drill down process for root cause investigation</li> <li>• Hierarchical presentation of investigation results</li> </ul>
<ul style="list-style-type: none"> <li>• Intelligent delivery of past instances of similar defects, cause &amp; countermeasures</li> <li>• History of Particular customers to put current problem in context</li> </ul>	<b>History of problems on call</b>
<b>Notification &amp; reminder e-mails</b>	<ul style="list-style-type: none"> <li>• Auto notification to team members of action assignment</li> <li>• Auto reminders for completion of actions</li> </ul>
<ul style="list-style-type: none"> <li>• Problems can be accessed simply with an Internet Explorer / Netscape browser</li> <li>• Status of problem solving immediately available</li> </ul>	<b>Transparency of status</b>
<b>Final CAR reports</b>	<ul style="list-style-type: none"> <li>• Customised to each company's format</li> <li>• Editable reports</li> </ul>
<ul style="list-style-type: none"> <li>• Attachments can be accessed at key points in the problem solving process</li> <li>• Images can be added on the final reports</li> </ul>	<b>Images, graphics &amp; text attachments</b>
<b>Closed loop problem solving</b>	<ul style="list-style-type: none"> <li>• Closes the loops on actions assigned</li> <li>• Action implementation can be tracked to completion</li> <li>• Effectiveness of action can be tracked to satisfaction</li> </ul>
<ul style="list-style-type: none"> <li>• Guided problem solving</li> <li>• Auto delivery of specific relevant and significant info</li> <li>• Standard drop down lists to aid thinking &amp; prompts at each steps</li> </ul>	<b>Knowledge aid</b>
<b>Problem solving quality control</b>	<ul style="list-style-type: none"> <li>• Approval Capability</li> <li>• Action Verification</li> <li>• Prompts at each step for key points</li> </ul>
<ul style="list-style-type: none"> <li>• Status reports, charts and graphs</li> <li>• Report drill down capacity</li> <li>• Final CAR quality score</li> </ul>	<b>Management information</b>
<b>Versatility</b>	<ul style="list-style-type: none"> <li>• Customer / Supplier / Department CARS</li> <li>• Multiple OS platforms</li> <li>• Varying degrees of structure- escalation, approval, verification</li> </ul>
<ul style="list-style-type: none"> <li>• Anywhere anytime participation &amp; status views</li> <li>• Email notifications and reminders</li> <li>• Work flow for approvals and quality control</li> </ul>	<b>Connectivity</b>
<b>Archiving</b>	<ul style="list-style-type: none"> <li>• Solved problems archived</li> <li>• Problem related data and documents archived</li> </ul>



# Introducing the New Problem Solving System Argisolv 8D

Here's a simple step-by-step guide to help you understand it.

1

**Register Your Problem Here**

2

**Describe Your Problem**

3

**Take Immediate Containment Action**

4

**Perform Immediate & Root Cause Analysis**

5

**Generate Short & Long Term Countermeasures**

6

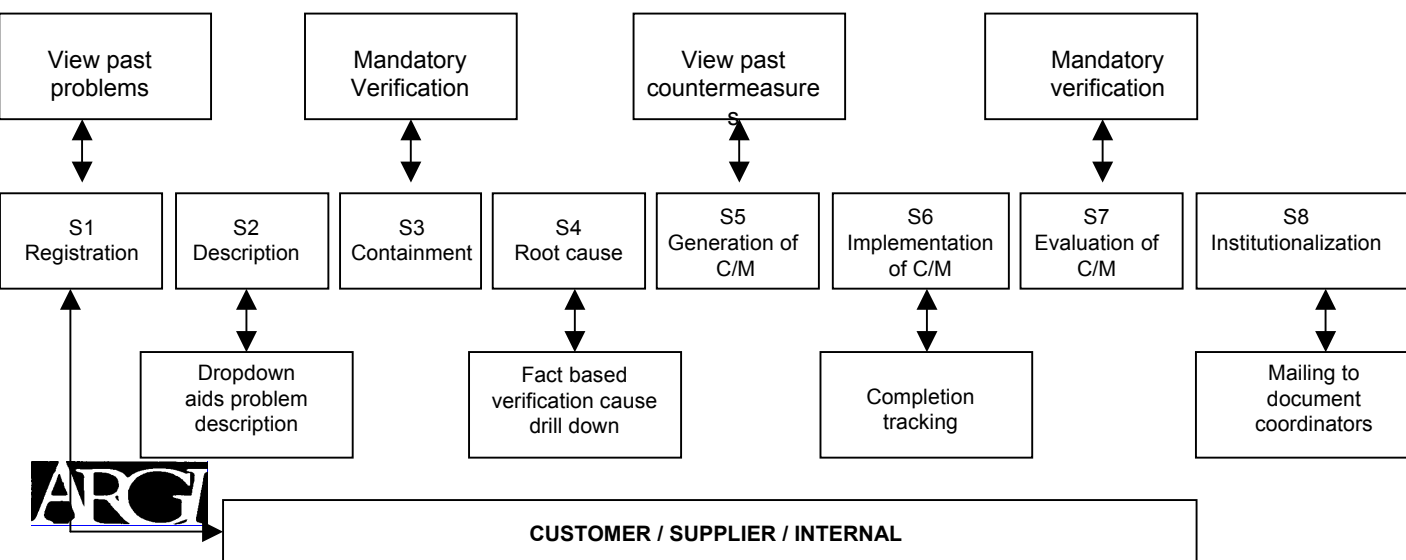
**Implement Your Countermeasures**

7

**Verify Effectiveness of Your Countermeasures**

8

**Institutionalize the Changes**



## Other customisable products

- Root Cause Investigation System
- Corrective Action Tracking System
- Integrated CAR & Document Action System
- Integrated FMEA & Control Plans System
- Audit Corrective Action Management System
- Documentation System
- QA Support Information System –  
Failure Analysis lab, Calibration lab, Reliability Testing

## Other services available

- Work flow automation
- Mobile application development
- Consulting services for development of quality information system

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