

CENTRE™ (Common Enterprise Resource)

Quality Management Software designed for ISO 9001:2008

ISO 9001:2008 is firmly established as the globally implemented standard for providing assurance about the ability to satisfy quality requirements and to enhance customer satisfaction in supplier-customer relationships.

ISO 9001:2008 identifies the requirements for a **quality management system**. It is comprised by:

- A set of procedures that cover all key processes in the business
- Monitoring processes to ensure they are effective
- Keeping adequate records
- Checking output for defects, with appropriate and corrective action where necessary
- Regularly reviewing individual processes and the quality system itself for effectiveness
- Facilitating continual improvement

CENTRE was developed to facilitate today's Best Practices Certifications. By using CENTRE, businesses can increase efficiencies across key business processes and satisfy many of the requirements stipulated by international standards boards.

As a result, an organization using CENTRE will be recognized as delivering successful service to its clients and constituents with dependably high-quality and consistent methods and practices.

CENTRE ISO 9001:2008 Elements:

CENTRE – Document Control System (DCS)

Companies need to comply with many laws and regulations, making it increasingly important to manage documents and archive them in a proper fashion. Compliance factors have made it essential for an enterprise to have control over all of its documents, making it mandatory to install good document management systems to ensure security, ease of use and ready availability of necessary documents.

For compliance strategies to be effective, the users should have access to secure, reliable and uninterrupted flow of content. Compliance strategies help decrease regulatory as well as litigation risks that the enterprise faces. They help to reduce mismanagement of data, ensuring that the companies secure their information and utilize it wisely.

CENTRE’s Document Control System (DCS) is an intuitive, fast, and, secure document management system. DCS manages and controls the storage, retrieval, and periodic review of documents. As well, DCS eradicates the intensive and time consuming tasks associated in retrieving the most recent documents, eliminates the cost for lost documents, provides reclaimed office space for document storage, and offers an expedient disaster recovery methodology.

Using the DCS ‘Search’ tabs (as shown below) provides the user with several search options to narrow a qualified list of matching documents. The DCS search parameters accept whole names or wildcard attributes in one or multiple fields, and affords a complete search of all DCS document content similar to Google’s desktop search capabilities.

When a document selection is made, the document specifications are displayed as shown below.

Document#	Document Type	DCS Submission Date	Classification Level	Obsolete	Owner
Document #1287-V3	Policy Documents	8/13/2012 1:41:39 PM	1 - Public	No	Robert Vespe
Publication Info		Review Date 10/1/2013 12:04:18 PM	Contents Revised 10/1/2013 12:04:18 PM	DB Info Revised 10/1/2013 12:04:18 PM	
Authors Robert Vespe		Department Executive Management	Restricted to		
Abstract The Company has established this Business Continuity policy and implemented procedures to formulate the continuity of its services and products with compliance to legal, regulatory and contractual requirements. The Company has established this Business Continuity policy and implemented procedures to formulate the continuity of its services and products with compliance to legal, regulatory and contractual requirements. Revision of responsibilities. Updated Text to align with the EMRP		View Document ITG Business Continuity Policy v3.doc			
Past Obsolete versions 1287-V1 8/13/2012 1:41:39 PM		Retrieve archive of files as			

The DCS system also manages a “Job Positions” feature which matches documents to a related ‘Job Position’ and identifies the ‘Labor Resources’ (users) who match those positions. In this way, a comprehensive list of appropriate documents may be constructed for a job position or user. This feature is especially useful for new hires or employees moving into new or different positions.

CENTRE – Records Control System (RCS)

Good records management provides a route to ensuring that companies adhere to their legal, professional and ethical responsibilities. It improves efficiency by cutting down on retrieval time and maintaining control over what is held, how, and why. Enterprise costs are reduced because an effective records control system ensures that resources are not wasted on retaining unnecessary records or needlessly duplicating information and records.

CENTRE’s ‘Records Control System’ (RCS) is a tool designed to manage the compilation of paper and electronic records. To satisfy legal obligations and ISO requirements, this system is vital.

Upon the selection of the RCS system, the user is presented with a “Search Records Location” Screen. The user may enter into any single field or combination of fields, the search criteria in whole names or wild card identifications.

Once a search is performed, the user is provided with a list of matching records.

RECORD#	TITLE	AUTHOR	RCS SUBMISSION DATE	DB INFO REVISED	
50-V1	Agency Data Sheets	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View
14-V1	Consortium Agreement	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View
13-V1	Consultant Agreement	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View
83-V1	Corporate Marketing Material	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View
11-V1	Corporate Non-Disclosure Non-Compete Document (NDA)	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View
86-V1	Corporate Past Performance	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View
94-V1	Corporate Presentations	Glenn Gardner	9/1/2008 10:45:50 AM	9/1/2008 10:46:47 AM	View

Click on any heading field to sort the list alphabetically and click on the ‘View’ hyperlink to retrieve the location information.

Corporate Non-Disclosure Non-Compete Document (NDA)			
Record#	Record type	RCS Submission Date	Staff Responsible
Record #11-V1	Paper	9/1/2008 10:45:50 AM	Glenn Gardner
Location Info		Contents Revised	DB Info Revised
		10/5/2007 9:30:06 AM	9/1/2008 10:46:47 AM
Requester	Department		
Glenn Gardner	Government Programs		
Comments	View Record		
Older documents are paper. Newer documents are either paper or electronic. If electronic, the document will be stored in CENTRE at its common/Government Programs/Proposals in the appropriate opportunity folder.			
Past Obsolete versions	ADDITIONAL DATA		
	Access Type: Confidential Record Format: Paper Main Location: 2745 Hartland Rd., 3rd floor, Rm. 307 Sub Location: Cabinet #1 Retention Period: Term + 5 years Disposal Method: Shred Obsolete: No Classification Level: 1		

CENTRE – Human Resources

The Human Resources (HR) function provides significant support and advice to organizations. The attraction, retention and development of people are a source of competitive advantage to businesses. The human resource activity of gathering detailed information about a particular position's duties, tasks and responsibilities can help organizations achieve strategic goals more efficiently and effectively by avoiding duplication and overlapping of work in jobs.

CENTRE's 'HR' system maintains information that is relevant to an individual and to the organization. Company assets, documents, and records owned by the individual are identified, tracked, and assigned to the individual. As HR data is gathered, management hierarchal associations for assignment and reporting relationships are created, and security attributes are identified and applied.

HR data is entered and reported upon using controlling tables. These tables allow the system to be customized and managed to ensure significant, standardized, and consistent data.

HR Profile Record

NEW LABOR RESOURCE

*The mandatory editing fields are indicated with an asterisk **

*Last Name: Status: Active
Voice Mail:
*Home Phone:
Cell Phone:
Company Cell Phone:
Office Phone (1):
Office Phone (2):
Pager Number:
Pager Pin:
Home Email:
*Home Address 1:
Home Address 2:
*Home City:
*Home State:
Home Zip:
County:
DOH:
Title:
EEO Category:
Exempt/Non-Exempt:
Work Site:
Employee Type:
Schedule:
Supervisor:
Department:
Salary:
Last Increase:
Comments:

*First Name: MI:
SSN:
DOB:
Highest Education:
Experience:
Medical:
Dental:
Race:
Sex:
Veteran:
Disabled Veteran:
Handicapped:
Termination Date:
Termination Status:
Rehire:
Citizenship:
Emergency Contact:
Emergency Phone:
Ship Name:
Ship Address 1:
Ship Address 2:
Ship City:
Ship State:
Ship Zip:
Essential:

Customizable Tables

Certifications: Identifies certifications.

Agencies: Agency records (government, industry, etc.).

Sectors: Identifies work sector profiles (e.g., accounting, military, construction)

Languages: Languages.

Education: Levels of education.

EEO Categories: EEO categories.

Companies: Identifies affiliations or previous employers.

Departments: Company department names.

Race: Race descriptions.

Clearances Types of security clearances (Secret, Top Secret, DOD, DOE, etc.).

Countries: Identifies countries.

Labor Codes: Company labor codes.

Skills: Types of skill sets.

Employee Type: Employee types (full time, part time, consultant, etc.).

Job Position: Job positions of the firm.

Work Categories: Work categories of the firm.

Work Sectors: Work sectors of the firm.

CENTRE – Meeting Management

Meeting Management is a critical element of a quality management system. Meeting minutes, action items, and bookkeeping are straightforwardly performed using CENTRE’s ‘Meeting Management’ system.

Meeting names, sessions held, and action items are readily identified on the Meeting Management’s opening screen. Clicking on the hyperlinked field values opens those items for review.

To ensure open actions items do not fall through the cracks, they are automatically posted to the owner’s home screen and are displayed each time the user logs in to CENTRE.

Meeting Management Opening Screen

SELECT MEETING			
Meeting Name	Number of Sessions	Open Action Items	Closed Action Items
2009-2010-2011 Business Plan	4	0	2
ADMC-2 Program Meetings	4	0	26
Best Practices and Quality Mgr Meetings	2	6	9
Best Practices Consulting Group Meetings	15	0	6
CENTRE Release Training	1	0	0

Meetings Held

SELECT MEETING MINUTES FOR [Best Practices Consulting Group Meetings]			
Meeting Date	Issued By	Status	Approved By
9/28/2012 8:00:32 AM	Reis, Heather	Approved	Darby, Markus
9/28/2012 8:00:00 AM	Reis, Heather	Approved	Reis, Heather
9/21/2012 8:00:00 AM	Reis, Heather	Approved	Reis, Heather
8/24/2012 7:57:48 AM	Rexin, Judy (K)	Approved	Reis, Heather
8/17/2012 8:00:00 AM	Reis, Heather	Approved	Reis, Heather

Action Items

SELECT ACTION ITEM FOR [Best Practices and Qu]						
Action Item ID	Start Date	Due Date	Status	Owner	Issue	Sug
978	8/19/2013	9/23/2013	Open	Reis, Heather	Prepare for CMMI appraisal activities.	
979	8/19/2013	9/23/2013	Open	Reis, Heather	Prepare for CMMI appraisal activities.	
980	8/16/2013	8/30/2013	Open	Agritellis, Elias	Revise audit schedule to reflect new activities discussed in MRB.	
981	8/14/2013	8/16/2013	Open	Agritellis, Elias	Discuss ideas on improvements with BST.	
					Work with John after external audit	

‘Pending Action Items’ from meetings and other areas of concern are displayed on the User’s Home Screen. Clicking on the value opens the item for review and action.

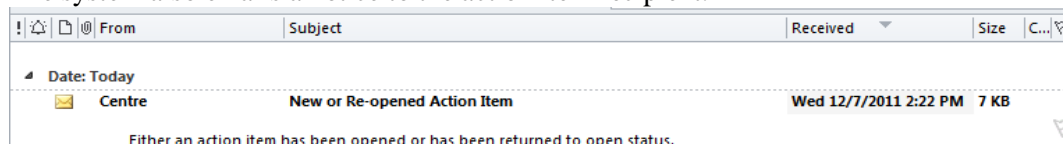
Vespe, Robert R.
Welcome to CENTRE Version 4.8.5

My Change Requests As the Issuer	Records	Action Items From Meeting	Records	New Service Records Not Yet Assigned	Records
Active Records of Interest	1	1	Active Records of Interest	9
				Created by Remote Users	9

My Workflows	Records
Pending Actions	0
Initiated	0
Cancelled	1

Change Requests of Interest	Records
Active Records of Interest	169
with Status Issued	24

The system also emails a notice to the action item recipient.



CENTRE – Customer Satisfaction Surveys

CENTRE’s ‘Customer Satisfaction Surveys’ are an accurate way to gather, measure, and analyze critical factors involving products and services. Depending upon the contract requirement, service records or projects may link to a customer survey.

CENTRE’s ‘Customer Satisfaction Surveys’ provides feedback in real-time, thus provisioning the data in which to make knowledgeable decisions. In an organization, customer retention and recovery often depends on the quality of customer service.

Measurement and Analysis reporting is provided by means of several ready-made reports.

MEASUREMENT & ANALYSIS	
Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.	
QA <ul style="list-style-type: none"> <input type="radio"/> Contract QA Summary Results <input type="radio"/> Contract QA Summary Results By TAM <input type="radio"/> Contract QA Summary Results By SME <input type="radio"/> Contract QA Summary Results By Local FE <input type="radio"/> Contract QA Summary Results For a specified Score and Specified User Category 	<ul style="list-style-type: none"> <input type="radio"/> QA Summary Results For Each Contract <input type="radio"/> Contract QA Summary Results By City <input type="radio"/> Contract QA Summary Results By BDM <input type="radio"/> Contract QA Summary Results By Subcontractor <input type="radio"/> Contract QA Less than Mean and Parameter

Each report has the capability to select contracts date ranges and other factors.

SERVICE RECORD QA RESULTS REPORT CRITERIA

*The mandatory editing fields are indicated with an asterisk **

***Contract #:**

***Date Range - Start:**

***Date Range - End:**



When a survey is created from the service record, all pertinent information is automatically populated into the survey screen.

NEW CUSTOMER SURVEY

Service Record #: 211203	Days Open: 62
Contract #: 8068-000	TAM: Dudley, Christopher
Contract Name: HUD HITS II	SME:
POC: Denise	BDM: Ceely, George B.
POC Phone: 504-	Field Engineer:
Manufacturer: DELL	Subcontractor: C4 Tech & Design
Model: E6430	QA Representative: Vespe, Robert R.
Serial Number: ITG211203	QA Start Date: 11 20 2013
Service Record Description: POC: Denise POC Primary Phone: MOD 117 PR LM0364, CPD E6430 Laptop;	QA End Date:

1. Based on your recent experience with the Field Service Representative, please rate your satisfaction in the following areas from 1-5, with 5 being the best:



CENTRE – Supply Chain Management

Supply chain management (SCM) is the way your organization finds the components it needs to make a product or service and deliver it to your customers. Managing all the resources that go toward meeting customer demand for your product or service is of paramount importance.

CENTRE’s Inventory, Logistics, Returns (RMA), Subcontractor, and Vendor management systems track suppliers and inventory, monitor performance metrics, retain historical records, and identify the best choice when a resource is needed. CENTRE allows you to run your business with confidence while providing the tools to help you increase efficiency, reduce costs, and deliver high quality and value to your customers.

SELECT SUBCONTRACTOR						
Sub Name	Status	Rating	Performance	Phone 1	Fax	Address
<input type="radio"/> Advanced Systems Solutions, Inc.	Active	3.333333	D	757-857-8207	757-853-3194	440 Viking Driv
<input type="radio"/> Ameri-Tech Concepts	Active	3.794117	I	703-321-4944	703-321-4947	5548 Port Royce
<input type="radio"/> Associated Computer Professionals, Inc. (ACPI)	Active	0		804-726-1805	804-726-1797	2025 East Main Suite 15
<input type="radio"/> Commonwealth Computer	Active	3.657143	I	540-981-2667	540-981-2677	2320 Orange A

SELECT VENDOR							
Name	Rating	Recent Rating	Performance Trend	Phone 1	Phone 2	Fax	Email
<input type="radio"/> 1000bulbs.com	3			800-624-4488			
<input type="radio"/> 1450	3.257246	3	D	888-933-0001		561-630-0375	orders@1450.com
<input type="radio"/> ...	4			800-463-			

Home

IT Service Management

Change & Configuration Management

Supply Chain Management

Measurement & Analysis

Human Resources Management

Project & Financial Management

Contract, Risk & SLA Management

Release Management

You are here:

1- Supply Chain Management

Logistics | Purchasing | Inventory | Vendors | Subcontractors

PENDING RMA						
RMA #	Service Record #	Contract #	Manufacturer	Model	Serial #	Description
<input type="radio"/> 31511	189885	8138-000	HUMANWARE	MPQT 32	16045	Turn on BrailleNote, does not respond. Has to exercise dots once or twice each day to get them moving at all. BrailleNote mPower QT32 SN 16045 Also when typing, uses shift key and display doesn't show it as capitalized. Humanware says that is from the software upgrade 7.5 to 8.0
<input type="radio"/> 31536	190101	8159-000	FREEDOM SCIENTIFIC		8217127	A cell on the left side of the unit displays ghost p

SELECT INVENTORY ITEM						
CENTRE Part #	Warehouse	Manufacturer Part #	Manufacturer	Model	Part Description	Available
<input type="radio"/> 4452	Falls Church	65055	DELL	PE4200	Motherboard/System Board	0
<input type="radio"/> 4483	Falls Church	9W019	DELL	PE1400SC1500SC1600SC	48X CD-ROM BLACK IDE	0
<input type="radio"/> 4634	Falls Church	ZE933	DELL	GX150	Main Board for Dell GX150	2
<input type="radio"/> 4799	Falls Church	PC-PW.800MHZ	DELL	620	PC-PW.800MHZ512K DUAL PROC. 384MB, 18.2GB HD, 48X,	0
<input type="radio"/> 4899	Falls Church		DELL	1710	17 in FLAT PANEL MONITOR	0

MEASUREMENT & ANALYSIS

Reports marked with a (Y) will only retrieve data from year 2011 and beyond. You may change this to access data prior to th

Parts	<input type="radio"/> Parts Owed by Field Engineers > 7 Days - (Y) <input type="radio"/> All Parts Owed > 7 Days - (Y)	<input type="radio"/> Parts Owed by Subcontractors > 7 Days - (Y)
Activity Reports	<input type="radio"/> Activity Reports Owed by Subcontractors > 7 Days - (Y)	
Service Records	<input type="radio"/> Find Service Record Percentage (Performance Measurements) <input type="radio"/> Item Type Service Record Summary By Contract and Item Type	<input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements) <input type="radio"/> Open Service Records By Contract

CENTRE – Ad-Hoc Report Writer

CENTRE’s Ad-hoc reporting system is a capable and agile information extraction program designed to effortlessly interrogate CENTRE’s collection of data. The Ad-hoc reporting system guides the user through a series of comprehensible screens, making this one of the most powerful and flexible features within CENTRE.

The Ad-hoc Report Writer lets the user choose tables, select data columns, filter the data to only include/exclude desired values, sort the output, save the report for future use, and, share the report with other users. Additionally, when viewing the report, the Report Writer provides an option to save it as an Excel or Word file.

Select Tables

Filter to Your Needs

Choose Your Columns

Sort Output as Desired

Title the Report and Save for Future Use

CENTREPartNumber	ManufacturerName	Model	PartDescription	PartNumber	ItemType	SubcomponentDescription
4439	3 COM	3C509B	ETHERLINK III 10 Mbps NIC CARD	3C509B-TPO	Server	Add on Circuit Boards/ Cards
4440	3 COM	3C905B-TX-M	FAST ETHERLINK XL PCI 10/100 BASE-TX NIC CARD	3C905B-TX	Server	Add on Circuit Boards/Cards
4441	3 COM	3C905C-TX-M	ETHERLINK 10/100 PCI NIC CARD	3C905C-TX-M	Server	Add on Circuit Boards/Cards

Output data to Excel or Word if desired