

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; and
- 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.

The DCS system automatically displays a list of all documents that have been modified within the past 20 days. Most sought after documents are those that have recently been modified or created.

The screenshot shows two parts of the DCS interface. On the left, a table titled "These documents have been modified in the last 20 days: (Records Found:5)" lists three documents:

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE
314-V4	Hiring Doc - Form I-9 - External Document - Labor Resources	Unknown External Author	10/22/2004 11:50:00
973-V2	Integration Technologies Group Password Policy - Network Administration	Sung Yoon	7/18/2008 5:52:28 P
379-V3	Job-Business Development Manager - JD, Business Development	Tina Hong	12/13/2004 12:59:00

On the right, a "SEARCH FOR DOCUMENT" form includes fields for Document #, Title, Abstract, File Names, Owner (a dropdown menu), and Classification Level (a dropdown menu).

The DCS ‘Search’ tab offers several search filters to narrow a qualified list of matching documents (using whole names or inserting wildcard attributes in one or multiple fields).

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

The diagram illustrates the document specifications for document #786-V4. It shows several fields:

- Document#**: Document #786-V4
- DCS Submission Date**: 3/23/2007 5:12:28 PM
- Past Obsolete versions**:
 - 786-V1 3/23/2007 5:12:28 PM
 - 786-V2 5/31/2007 2:38:06 PM
 - 786-V3 12/18/2007 5:10:55 PM
- Owner**: Robert Vespe
- Abstract**: CENTRE's Document Control System (DCS) is an intuitive, fast, and secure document management system. DCS eradicates the intensive and time consuming tasks associated in retrieving needed documents. It eliminates the cost for lost documents, provides reclaimed office space for document storage, and offers an expedient disaster recovery methodology. Includes CENTRE Release 4.6.5 modifications.
- Document type**: [Work Instructions/Descriptions](#)

Additionally, the DCS system manages a “Job Positions” feature which matches related documents to a ‘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 ISO 9001:2008 Elements:

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-Complete 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-Complete 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 ISO 9001:2008 Elements:

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.

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 ISO 9001:2008 Elements:

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 he or she logs in to CENTRE.

Meeting Management Opening Screen

Meeting Name	Number of Sessions	Open Action Items	Closed Action Items
ADMC-2 Program Meetings	3	3	23
CENTRE Release Training	1	0	0
CMMI Compliance Matrix Review	22	3	30
CMMI Process Meetings	3	0	0
DCMA Daily Meeting	5	0	0

Meetings Held

SELECT MEETING MINUTES FOR [ADMC-2 Program Meetings]			
Meeting Date	Issued By	Status	Approved By
7/13/2006 11:00:00 AM	Gardner, Murray G.	Approved	Gardner, Murray G.
6/14/2006 10:30:00 AM	Rexin, Judy (K)	Approved	Gardner, Murray G.
5/19/2006 10:00:00 AM	Gardner, Murray G.	Approved	Gardner, Murray G.

Action Items

SELECT ACTION ITEM FOR [ADMC-2 Program Meetings]						
ID	Start Date	Issue	Suggestions	Action Items	Owner	Outcome
180	4/24/2006 1:14:19 PM	Establish formal subcontract with GovConnection, Prism Points, LGB, Bathune-Cookman, Four Points	Dave will and Bill will work with Dave Cohen to complete this task.	2) This task has been broken into a separate Action Item for each subcontractor agreement. Progress will be tracked on the Action page of the Project Workbook located at \\Utg_central\common\Team Halladay\Contract\8103-999 ADMC-2\Project Workbook...GG 11:06:14/06 - Glenn to call Prism Points and get them to send their version of subcontract agreement to us. Bill says when we have that.	Wilson, David M.	2) This task has been broken into a separate Action Item for each subcontractor agreement. Progress will be tracked on the Action page of the Project Workbook located at \\Utg_central\common\Team Halladay\Contract\8103-999 ADMC-2\Project Workbook. This Action Item will be closed when all subcontracts are in place...GG 06/14/06: Candidate College is Johnson C. Smith Univ. Dave is talking to.
189	6/14/2006 3:42:45 PM	Establish process for live transfer of service sales calls from GovC to ITG.		1) 06/14/06 - Dave to set up meeting with GovC to define situations requiring live transfer to a sales person at ITG, and	Wilson, David M.	08/31/06: This issue was not addressed at the lunchlearn on Aug. 29. The process has not been determined at this time. Bill, Dave and Mike are discussing and will let me know how they want it set up...GG 07/13/06: Dave adding to

‘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.

Home Screen

Welcome to CENTRE Version 4.6.8

My Change Requests As the Issuer Active Records of Interest: 16 with Status Issued: 3 with Status Approved: 7 with Status Post Implementation Review: 6	Action Items From Meeting managers: 1	New Service Records Not Yet Assigned Active Records of Interest: 7 Created by Remote Users: 2 Created by Local Users: 5
My Software Requirements As the Issuer Active Records of Interest: 1 with Status Pending Review: 1	My Active Workflows Pending Actions: 0 Initiated: 3 Cancelled: 0 Completed: 0 Expired: 0	Change Requests of Interest Active Records of Interest: 85 with Status Issued: 29 with Status Approved: 35 with Status Post Implementation Review: 21
My Service Records As the Issuer Active Records of Interest: 5 with Status Open: 5 Not Dispatched: 5		

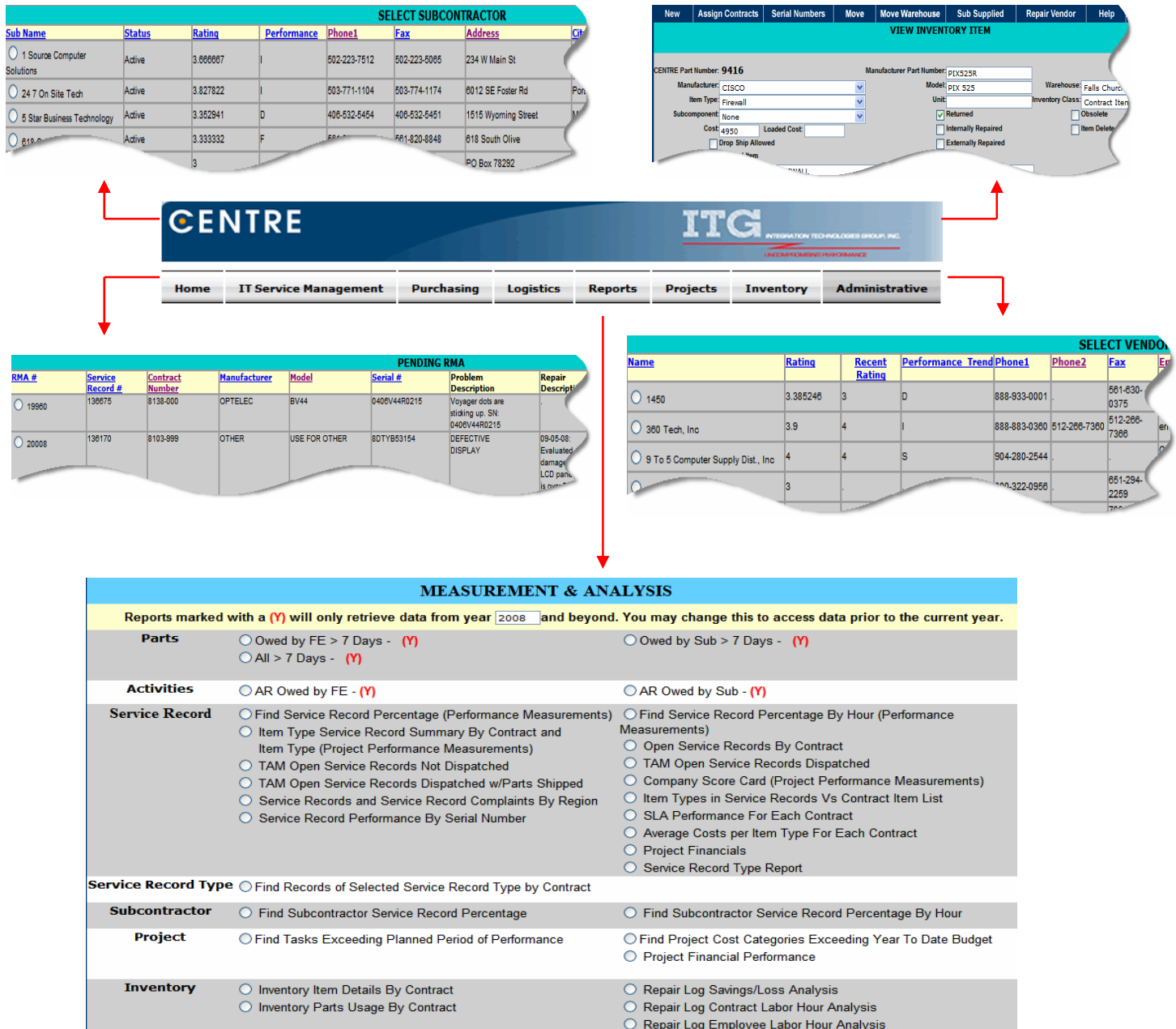
Action Items From Meeting	managers	1
----------------------------------	----------	---

CENTRE ISO 9001:2008 Elements:

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.



CENTRE ISO 9001:2008 Elements:

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.

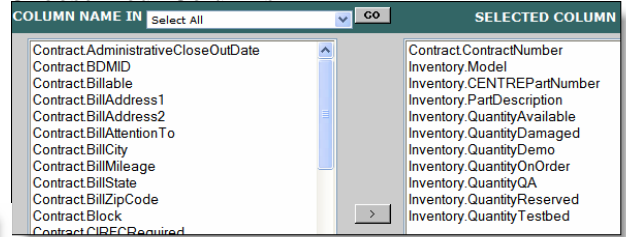


CENTRE’s Ad-hoc Report Writer lets the user choose tables, select data columns, filter the data to only include/exclude desired values, sort the output, save the report for future use, and share the report with other users. Additionally, when viewing the report, the Report Writer provides an option to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

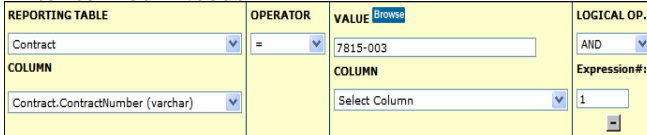
Select Tables



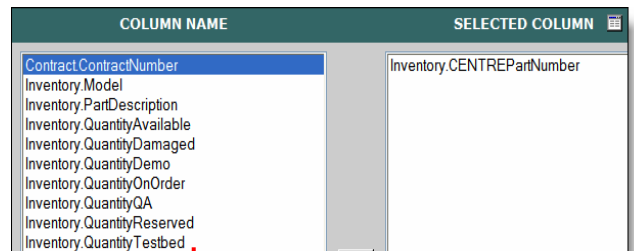
Choose Your Columns



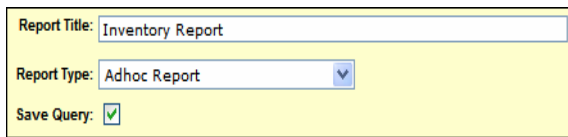
Filter to Your Needs



Sort Output as Desired



Title the Report and Save for Future Use



Can output data to Excel if desired

Run the Report

ContractNumber	Model	CENTREPartNumber	PartDescription	QuantityAvailable	QuantityDamaged	QuantityDemo	QuantityOnOrder	QuantityQA	Qu
7815-003	LC2050 SUPER G3	4504	Arm for paper cassette flag se	0	0	0	0	0	0
7815-003	UF 770	5717	complete unit	0	0	0	0	0	0
7815-003	580	5865	Printed Circuit Main Sensor PBA	0	0	0	0	0	0
7815-003	L621	5898	FUSER LAMP 110V	15	0	0	20	0	0
7815-003	L621	6117	Paper Ejection Tray (qty 2)	22	0	0	0	0	0