



**Your ISSUE MANAGEMENT SYSTEM ...
... can have this functionality**

Issue Manager is based on a simple proven approach to issue reduction, supporting ISO 9000 ISO 26000 and other international standards.

The Incom system works right out of the box making it easy for you to get up and running quickly

You decide the option you want to use.

Standard Functionality	Advanced Functionality
<ul style="list-style-type: none"> • Web-browser application • User configurable search forms • Powerful advanced search forms • Unlimited issues • Unlimited controls • Unlimited mitigation actions • Customize the issue matrix • Manage at any level - division, department, function, location, asset or project • Translate complete system • Assessed issue rating • Residual issue rating • Target residual issue rating • Issue management in context • Issue criteria by business unit • Enterprise rating (normalization) • Retained dollar loss value • Issue Dashboard by division or global • Report Wizard (by criteria and format) • Chart Wizard (pie, column, heat maps) • Export Wizard (Excel and XML) • Action effectiveness by level • Action effectiveness by percentage • Re-assign issues on change of staff • Re-assign actions on change of staff • Link documents to issues • Link documents to actions • Link actions to Intranet pages • Intelligent enterprise filters • Supports many standards • Supports ISO 9000 Quality Management • Supports ISO 26000 Social Responsibility • SQL Server database • Internationalization (culture settings) 	<ul style="list-style-type: none"> • Rename data items • Application Content Management • Issue Category Templates • Key Issue Indicators • Process Manager • Notification Manager • PDA Interface • Role Based Security • Custom Forms • Workflow Management • Compliance Management • Internal Audit Management • Active Directory Interface • Issue stapling - operational issues may be stapled to strategic issues • Recurring mitigation actions • Compliance Alerts by date, responsible person, with automated notifications • Configure and edit Email Templates • Track issues associated with Opportunities • Optional extra levels of organisation structure for Function (or Sub-Department) and Initiative (or Project) • Issue Scenario Analysis • Action cost benefit analysis • Windows Authentication (single sign-on) • Control Effectiveness Matrix • Configurable issue routing, issue approval, action approval, and signoff • Numerous enhancements to make this the easiest issue management system for anyone to use • Standard Report Setup • And more

Incom provides user and technical training and support, software maintenance and upgrades.

Contact Incom on +612 9417 2480 or visit www.incom.com.au