Non-Conformance

Feature

Fix problems once, for good.

Every issue logged, traced and resolved.

The Problem

Operational issues are reported on paper, buried in emails or scattered across spreadsheets. Nobody is sure who owns the fix, follow-up depends on someone remembering, and there’s no reliable record when the auditor asks. Recurring problems keep coming back because no one gets to the root cause.



What Changes

Every issue has an owner and a status

Root causes found, so problems don’t return

An audit-ready record of every item, start to finish

How it works

What you get	How Epic does it
Log it in seconds	Simple digital form: pick the operational area and describe the issue, from desk or mobile
Clear ownership	Admins define areas and assign responsible users from the outset
Instant alerts	The responsible person gets an email the moment an item is logged
Track to done	Comments, resolution notes and status from ‘Active’ to ‘Completed’
Get to the root cause	AI-assisted root-cause analysis using the 5 Whys
Evidence attached	Upload photos and supporting documents to each item
Audit-ready archive	Completed items stored with timestamps, resolution details and digital signatures
Live reporting	Status by area, user and progress; recurring issues flagged; downloadable reports

"From scattered incidents to structured improvement."