

Non-Conformance

Feature

Epic's **Non-Conformance** feature empowers organisations to identify, track, and resolve operational issues with speed, structure, and accountability. It replaces fragmented reporting with a centralised, auditable workflow—supporting continuous improvement and compliance across every site and department.

Whether logged from the field or reviewed by leadership, each non-conformance item is captured with precision and assigned for resolution—ensuring nothing slips through the cracks.

Reporting

Administrators and managers can view real-time progress by area, user, and item status. Detailed downloadable reports ensure traceability and compliance across departments.



Key Functions

- **Structured Issue Logging:** Staff report non-conformance items using a streamlined digital form, selecting the

relevant operational area and entering a clear description.

- **Automated Notifications:** Assigned personnel receive instant email alerts, prompting timely follow-up and resolution.
- **Area & Responsibility Assignment:** Admins define operational zones and assign responsible users, creating clarity and ownership from the outset.
- **Progress Tracking & Comments:** Responsible users update status, add resolution notes, and log comments—building a transparent trail of action.
- **Audit-Ready Archiving:** Completed items are stored with full timestamps, resolution details, and digital signatures—supporting internal reviews and external audits.
- **Real-Time Reporting:** Managers and administrators access live dashboards showing issue status by area, user, and resolution progress. Downloadable reports ensure traceability and compliance.
- **Continuous Improvement Culture:** Recurring issues are flagged, tracked, and analysed—helping teams identify root causes and drive long-term operational gains.