SEI HEAT TREAT

February 28, 2011

To Whom it may concern,

We are presently using QISS at SEI Heat Treat and our sister company, Magnum Metal Treating, in Conroe Texas. Both locations share the same documentation and have been ISO 9001 certified since 2007. We began with a manual quality system and as you can imagine struggled with document control, calibration updates, training requirements, you name it. We had created lots of spreadsheets and log forms.

The QISS quality software from QIA changed all that. It took about a month to configure but now all employees have access to the system. They can review work instructions, print quality forms, request training, review calibration records, and it allows me to concentrate on my job, improving the quality of our services.

The thing I like most about the software is my Task Box. It keeps track of everything I need to be aware of, from document control, NCR activity, all the way to employee training. And you can configure it to even trigger preventive maintenance on equipment.

The QIA staff is very knowledgeable and helped us set up the system in a way that met our specific needs.

Honestly, if was not easy convincing my boss that QISS would be any more than a tool to make my life easier. But I estimate that it has increased my efficiency by at least 30% and that is how we justified the cost. We are even adding some of our safety and environmental tasks to it. I highly recommend it.

Quality Manager SEI Heat Treat

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