

# FONSys Continuous Improvement System

FONSys includes an Entity specifically dedicated to recording Improvement Issues. These can be any kind of complaint, non-conformity or problem which staff notice. The CIS Entity records these events, and allows staff to review and solve the problems that are recorded.

The screenshot shows a web-based form titled "Data for: CIS, ID: 107662". The form is for editing a Continuous Improvement System (CIS) entry. It contains the following fields and values:

- DateComplete:** 01/05/2013
- DateRaised:** 01/05/2013
- Name:** Training following Fullwell Mill complaint
- SourceID:** Management
- CategoryID:** Factory Issue
- TraceCode:** Ref FRM09a
- StaffNotifyingID:** Constance Tusime
- StaffResponsibleID:** James Babumba
- CustomersID:** Fullwell Mill
- ProductsID:** Banana Export Carton (Dry Organic)
- Severity:** 1
- StatusID:** 03. Resolved
- InitialMemo:** Training was carried out on 26.04.2013 to all production and cleaning staff in all procedures.
- ResponseMemo:** Was successful
- DateCreated:** 01/05/2013 11:21:42
- AuthorID:** Adam Brett
- Complete:**

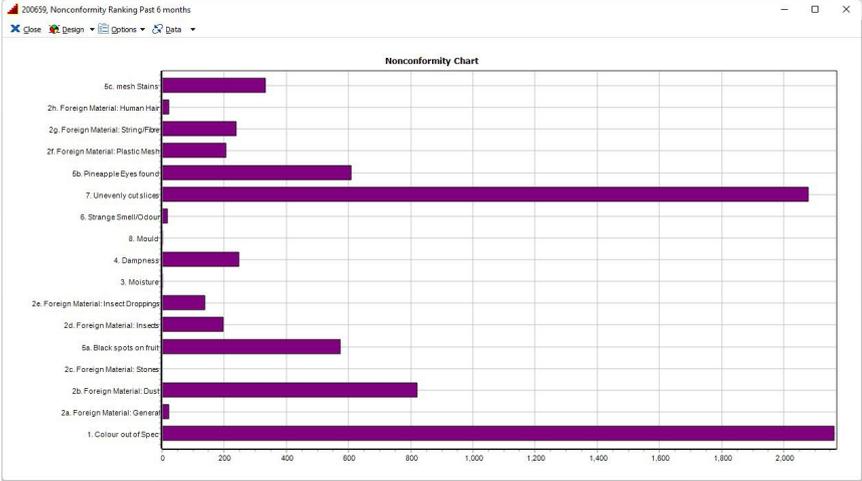
CIS Edit Form

The above image shows the CIS Edit Form. Note the presence of data-fields for "Staff Notifying", and "Staff Responsible". When a new CIS is entered, with a particular staff-member responsible, this CIS will appear on their "My CIS" for them to resolve. As soon as they complete the "ResponseMemo", set the Status of the CI to "Resolved" and tick "Complete", the CI will disappear from their to-do list.

Note that it is possible to link Images and FileNotes to any CI. This allows staff to provide details of work done in resolving a CI, and link these actions directly in FONSys for others to review.

## Management Action can be driven by the CIS

The image below shows a simple chart of the total count of different types of CI for the past 6 months. It can be seen that there are a very large number of CIs where "Colour is out of Spec" or fruit has been cut unevenly. These areas could be targetted by management for action so that these issues become less frequent.



FON CIS Analysis Chart