

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.

Data for: CIS, ID: 107662

CIS data

CIS: data ID: 107,662

DateComplete	01/05/2013	DateRaised	01/05/2013
Name	Training following Fullwell Mill complaint		
SourceID	View Management	CategoryID	View Factory Issue
TraceCode	Ref FRM09a		
StaffNotifyingID	View Constance Tusime		
StaffResponsibleID	View James Babumba		
CustomersID	View Fullwell Mill		
ProductsID	View Banana Export Carton (Dry Organic)		
Severity	1		
StatusID	View 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	Complete	<input type="checkbox"/>
AuthorID	Adam Brett		

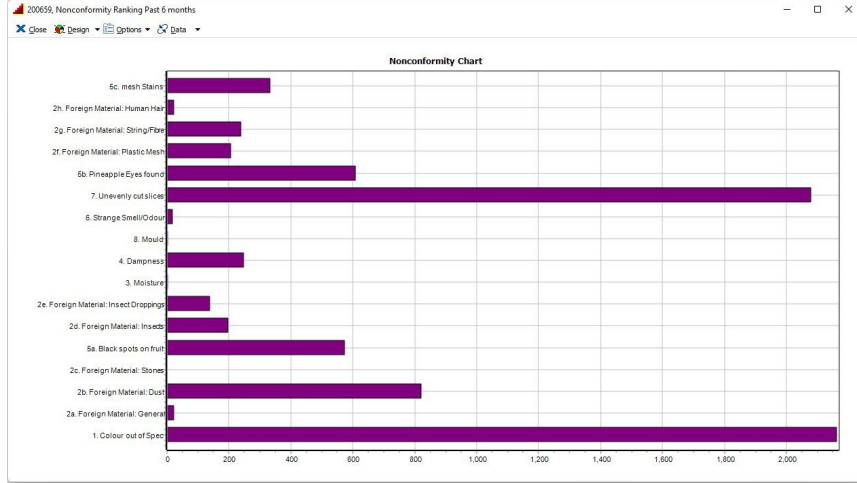
CIS Edit Form

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