

John Eriksen

From John Eriksen, Independent Quality Assurance Consultant:

Zylin Incident Manager (ZIM) helps companies implement continuous improvement processes by defining trends in registered deviations. By predefining realistic example deviations, it is easier for personnel to envision and register all kinds of actual deviations. It is, however, not only deviations that can be registered, but also positive registrations. For example, positive feedback from customers can be registered.

ZIM is a good tool to help maintain the approved supplier list, as all supplier deviations are registered against relevant suppliers.

By thoroughly predefining activities, ZIM helps a company to discover trends in deviations which again help the management to choose focus areas for improvement. It is important that there are not too many detailed predefined activities, if so it will be more difficult to define trends.

Another positive ZIM feature is the opportunity to define the cost of deviations. Some managers pay more attention to handling deviations when the associated cost is clearly defined and documented.

When implementing ZIM, it is my experience that initially the predefined types should not be too detailed, nor too numerous. It is better to increase the number of types and the level of detail later, than to decrease later on.

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ZIM ONE

ZIM ONE is perfect for single-user installations, and for organizations in the early stages of incident management system deployment. For multiple-user installations, ZIM PRO is required.

ZIM ONE is made for users who need to simply and efficiently register, manage, and document incidents. One important area in smaller companies and organizations is Health, Safety, Environment, and Quality (HSEQ), where a single person may be assigned responsibility for such incidents.

ZIM PRO

ZIM PRO is required when more than one person in the company needs to manage incidents, or when more advanced functionality, like cost tracking or automatic email messaging, is required.

ZIM PRO is the best choice when a company plans to do all the adaptation work internally. ZIM PRO is our basic multi-user incident management tool, and comes without adaptation or customization by Zylin. Zylin also offers adaptation and customization services, and extended support contracts.

ZIM PRO PLUS

ZIM PRO PLUS is a specialized version of multi-user ZIM PRO that has been adapted by Zylin to meet an individual customer's industry-specific and company-specific requirements.

Zylin offers two standard adaptation packages, and individualized custom adaptation services.

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