



NC & CAPA

The NC & CAPA module within the eWorkplace Apps' Quality Management Suite for Acumatica helps users identify quality issues, address their root causes, and take corrective and preventive actions to reduce recurrence. It provides a structured way to capture and investigate non-conformances, manage corrective and preventive actions, and verify their effectiveness. With complete traceability, reporting, and dashboards, users can gain better visibility into quality issues, strengthen corrective actions, and reduce the risk of recurrence.

Key Features

- Automatically generate NC records from failed Quality Control tests or create them manually for issues identified outside standard QC processes, such as process deviations, equipment failures, supplier issues, and other quality-related events.
- Investigate and document the underlying causes of non-conformances to ensure corrective actions address the source of the problem rather than only its symptoms.
- Define and track corrective actions to resolve existing quality issues and preventive actions to reduce the risk of recurrence or address potential quality risks.
- Assign and monitor corrective and preventive actions, responsibilities, completion status, and target timelines to improve accountability and timely resolution.
- Verify that implemented actions have addressed the identified issue and evaluate their effectiveness before closing the CAPA.
- Maintain detailed records of NCs, CAPAs, investigations, actions, status changes, and related activities to provide end-to-end traceability and an audit-ready history.
- Monitor NC and CAPA status, recurring issues, root causes, trends, open actions, and closure performance through reports, inquiries, and dashboards.

Why NC & CAPA?

- Minimize recurring defects and process deviations to improve product consistency and quality.
- Address problems early to minimize their impact on production, inventory, customers, and downstream operations.
- Maintain consistent quality control practices and supporting records to help meet regulatory, customer, and internal requirements.
- Identify and address recurring problems to minimize defective materials, rework, scrap, production disruptions, and associated costs.
- Use historical quality information to identify process weaknesses and opportunities to improve products, processes, and supplier performance.