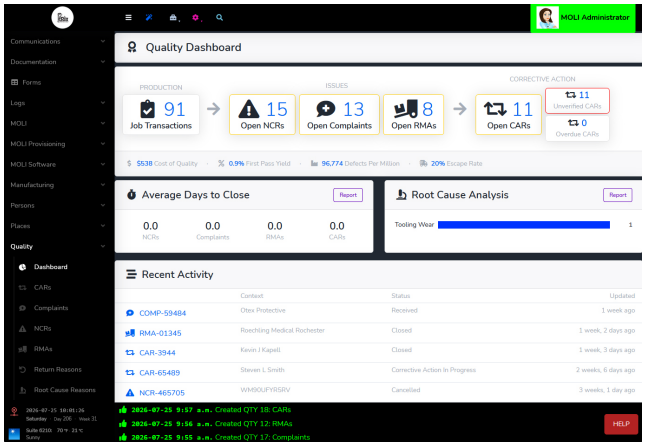
MOLI Quality Management

nonconformances, complaints, returns, and corrective action

Everything Traces Back. Nothing Slips Through.

Nonconformances, customer complaints, and returns are captured the moment they happen — tied to the Job, Item, Machines, People, and Workcenters involved.

Each one traces forward to the Corrective Action that closed it, while your Cost of Quality, First Pass Yield, DPPM, Escape Rate, and other KPIs update live.



FOUR RECORD TYPES, WIRED TOGETHER

- **Nonconformance Report (NCR)** — internal quality issues, escalated straight from a scrapped Job Transaction.
- **Customer Complaint** — logged independently of any return with its own investigation and reply workflow.
- **Return Material Authorization (RMA)** — optionally linked to the Complaint or Nonconformance that caused them.
- **Corrective Action (CAPA)** — the fix, linkable to any combination of the three record types above.

FULL CONTEXT, EVERY TIME

Every record carries the Job, Item, Machine, Workcenter, Kiosk, and Shift involved automatically, plus who reported it — no re-typing what MOLI already knows.

Key actions — filing the record, disposition, verification — go through the same reauthentication flow used everywhere else in MOLI, optionally capturing a photo at that exact moment. The record is tied to a real person standing at the machine.

CORRECTIVE ACTION, CLOSED LOOP

Corrective Actions follow a structured 8D-style workflow — Problem Description, Containment, Root Cause Analysis, Corrective Action, Implementation, Verification, Prevention, and Closure — with due dates and overdue tracking, and a required effectiveness verification step before a CAPA can close.

Root causes are categorized against a shared Root Cause Reason list, so recurring failure modes surface as a Pareto chart — and every CAPA links back to the Nonconformances, Complaints, and RMAs it actually addresses.

THE NUMBERS LEADERSHIP ACTUALLY WANTS

The MOLI Quality Dashboard reports Cost of Quality, First Pass Yield, Defects Per Million, and Escape Rate live, alongside Average Days to Close and a Root Cause Pareto — the same figures you'd otherwise wait for someone to build in a spreadsheet before your next management review.

One ribbon shows the whole flow at a glance: Production feeds Issues (Nonconformances, Complaints, RMAs), and Issues feed Corrective Action — so a new hire and a twenty-year Quality veteran read the same picture the same way.

BUILT FOR THE AUDIT, NOT JUST THE INCIDENT

Customer complaint handling follows 21 CFR 820.198 directly: device and lot/serial identification, complainant information, investigation dates and findings — or a documented reason none was needed — MDR reportability, and the reply sent back to the complainant, all as structured fields instead of a paper file waiting to go missing.

Every record — and every change to it — is captured automatically. When it's time for an audit, you're ready.

📺 MOLI Digital Signage Integration

The Quality Overview Digital Signage displays the same Dashboard ribbon, Cost of Quality, First Pass Yield, and Recent Activity feed — keeping the whole team informed.

📷 MOLI Integrated Photography

Reporting and closure photos can be captured directly on a MOLI Certified Kiosk Device or with the MOLI Desktop App.

✅ MOLI Audit Log Integration

Every Nonconformance, Complaint, RMA, and Corrective Action — and every change to it — is logged automatically.

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Still chasing paper NCRs and spreadsheet CAPAs? **There's a better way.**

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