BENCHMARK ESG™

The Next Generation of Gensuite®

Report Concerns, Register Complaints, and Resolve Reports with
Quality Concern Reporting

With a simple interface and seamless integration for site-specific needs, empower your employees, contractors, and visitors to track customer complaints, report potential nonconformities, and escalate key issues to resolution.

Benchmark ESG™ Quality Concern Reporting provides a platform to report concerns through easy-to-use, open-access forms, including mobile capabilities.

Begin identifying and resolving your quality issues today. Experience quick turnaround, automatic notification capability, and anonymous reporting – all part of Benchmark ESG™ 's Quality Concern Reporting application module.
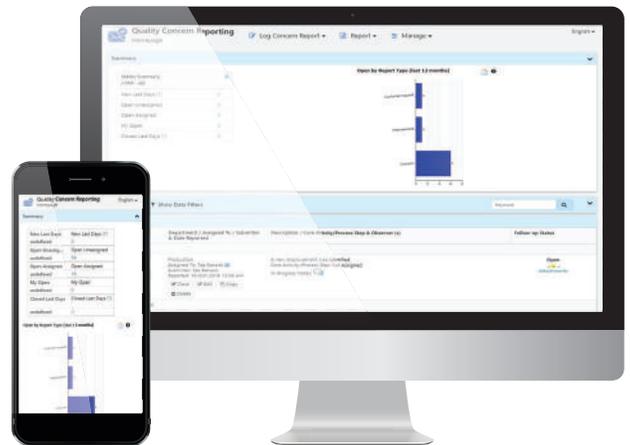
DISCOVER WHAT QUALITY CONCERN REPORTING CAN DO FOR YOU

Experience the benefits of a centralized issue mitigation software platform

- ▶ Assign key issues for additional investigation and ensure all concerns have been addressed

- ▶ Identify systematic trends, cost of quality, first pass yield and leading indicators using charting & reporting features

- ▶ Utilize mobile compatibility to record concerns (use with iPads, Windows Tablets, and Android Tablets) and offline capabilities on mobile devices for reporting in remote areas

Quickly report quality issues and concerns observed in the field with Benchmark ESG™ Quality Concern Reporting, with 50,000+ concerns reported in the last 12 months.

QUALITY CONCERN REPORTING IN ACTION

☑ **Centralize**

Discontinue paper-based and/or manually intensive concern follow-ups, and implement a streamlined, digitized resolution process

☑ **Automate**

Assign automatic notification settings to key responsible individuals and submitters to signal the status of concerns

☑ **Leverage**

Customize and optimize from a myriad of charting and reporting capabilities to ensure satisfactory communication of issue resolution and identify indicators for continuous improvement

What are people saying about Quality Concern Reporting?

" ... I used the concern reporting function most in my work – it helped a lot to track all the incidents and supports our investigation process.

Eva X., Compliance Leader

Visit benchmarkdigitalesg.com for more information

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