

PHRED Problem Solving

Simplify. Automate. Share.

PHRED is web-based software for 5 Why, 8D and A3 problem solving for internal, customer and supplier issues. It is designed with ease of use in mind so everyone can be involved in the problem solving process.

Key Features and Benefits

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| <i>Centralized Problem Solving Hub</i> | Manage all problems, from customer complaints to internal plant issues and supplier challenges, in one system so you can easily view and analyze data. Gain problem visibility across the globe. |
| <i>Standardized Process</i> | Implement a consistent problem-solving approach across the organization so knowledge is shared and utilized consistently. |
| <i>Problem Knowledge Database</i> | Build a searchable database of past problems and solutions, so you can see what happened before, who worked on it and what solution was effective. |
| <i>Find True Root Cause</i> | With a robust root cause process, the system helps users find the true root causes of problems and permanently eliminate issues so you can save time and money. |
| <i>Automated Reports & Charts</i> | Stop sifting through multiple systems and Excel sheets to create reports and charts. Use PHRED for both individual problem reports and for global data analysis. |
| <i>Action Management with Email Reminders</i> | Assign actions to people with due dates. Use PHRED's email reminders to ensure nothing is lost or forgotten. Escalate overdue actions to ensure people are staying on task. |
| <i>Customized System & Workflow</i> | The system will match the specific needs of your organization, including the problem solving workflow, languages, customer requirements and more. |
| <i>Supplier & Customer Portals</i> | Suppliers can login and investigate problems, so you can work with them directly. Customers can enter their problem information into PHRED to streamline the complaint process. |
| <i>Seamless Integration with Other Systems</i> | Integrate PHRED with existing ERP and CRM systems to ensure a seamless workflow and global reporting process. Understand what is happening without wasting time searching through multiple systems and Excel sheets. |

More Details

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| <i>License & Implementation Costs</i> | Enterprise and per user licenses are available for month-by-month or long-term agreements. Minimal implementation costs. |
| <i>Implementation Time</i> | In most cases, the system can be up and running in a matter of weeks. |
| <i>Cloud Hosted or On-Premise</i> | PHRED can be hosted on our SOC2 and ISO27001 complaint cloud (SaaS) or on your internal servers. |
| <i>Web-based</i> | Users access PHRED using a web-browser and secure login credentials. No software installation required. |
| <i>Highly Secure Environment</i> | <ul style="list-style-type: none">● Encrypted data in transit and at rest● Automated virus scans● Automated server patching |
| <i>Authentication</i> | SSO available. |

About Us

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| <i>The Problem Solving Experts since 1991.</i> | <p>For over 30 years, we have been doing only problem solving, focusing solely on making root cause analysis work in our clients' day to day operations.</p> <p>Our team of experts will guide you through the creation and implementation to ensure that it matches your needs and provides the data outputs your internal teams and customers demand.</p> <p>Joining the PHRED community gives you access to our tailored support and our unmatched experience in producing valuable root cause analysis from the executive level down to the plant floor.</p> |
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Contact us today to get more information, download our case studies or schedule a demo!

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