TrackWise Digital®

# An AI-Powered Approach To Managing Complaints

Complaint Management



Honeywell Technologies

# Centralize complaint handling to maximize control, minimize risk and improve quality

## TrackWise Digital® is a cloud and SaaS-based Quality Management System (QMS), that enables organizations to manage complaint intake efficiently, conduct investigations, perform risk assessments, review reportability, complete corrective actions and trend complaint categories.

TrackWise Digital connects multiple quality solutions with the complaint management process, enabling management of the entire complaint lifecycle from intake to resolution, providing insights for continuous improvement. Unlock data that will boost productivity, reduce investigation time and increase patient safety by using TrackWise Digital Complaint Management, powered by AI technology.



**Improve product quality and customer satisfaction**
TrackWise Digital integrates complaint handling processes into the overall QMS, bringing together the data and insights across all facilities to provide a better, safer and more effective product.

**Risk-based decision making**
TrackWise Digital Complaint Management enables risk-based, data-driven decision-making with direct links from the complaint records to individual residual risk. The system provides critical product information, including qualitative and quantitative data regarding failure modes, hazardous situations, patient harm and occurrence frequency, documenting the link between complaint data and associated risk. A robust complaint management solution helps to prevent costly recalls and unsatisfied customers and, ultimately, improve patient safety.

**Effortless compliance**
TrackWise Digital Complaint Management provides all the necessary tools to attain 21 CFR Part 11 compliance.

**Achieve proactive quality with TrackWise Digital**

TrackWise Digital is the world's first AI-enabled quality management system. The solution's integrated modules work together to support quality and compliance and enable more efficient and effective decision-making to help organizations achieve proactive quality.



## Features

**Global Decision Tree**
Automate the TrackWise Digital Complaint Management offers a global decision tree that automatically identifies the market of reportability, determines the timeline associated with the adverse events and provides timeline visibility.

**Audit Trail**
TrackWise Digital Complaint Management provides a configurable audit trail feature that can be enabled or disabled for each field.

**Quality Process Accelerators**
Leverage TrackWise Digital's best-practice templates for rapid implementation and automated validation—minimizing the burden on IT departments, lowering costs and risks while accelerating time to value.

**AI-Enabled Auto-Categorization**
Apply powerful AI using QualityWise.ai's auto-categorization capabilities to accurately and systematically classify events and identify severity of the risk levels early in the process to help quality teams quickly triage and ensure timely action.

**Integrated, Cloud-Based Platform**
TrackWise Digital provides a permission-based, closed-loop software system powered by the easy-to-use Salesforce platform, enabling you to take advantage of the built-in security, stability, scalability, interoperability, reporting, mobility and myriad of features available on the platform.



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