

## How it works

### Report improvement

Select "Report an improvement" from Mango's dashboard - enter the relevant information such as name, description, customer, contacts, and attach any supporting documents.

### Issue tracking

Mango automatically assigns a unique number which can be tracked by the originator or interested parties throughout the improvement process.

### Assignment

An administrator assigns a team to control the improvement, including workflow, investigators, and root cause coding for analysis.

### Investigation

The team assigned to investigate the improvement carries out root cause analysis and determines the corrective action to take to prevent re-occurrence.

### Verification & review

Once completed the improvement is returned to the administrator for verification and review.

### Judgement

If the corrective action is sufficient the improvement is passed through the workflow for sign off. If more needs to be done the administrator returns the improvement to investigation, along with the reason for rejection.

### Progress reports

Reports are available throughout the process for authorized interested parties.



## Improvement Management

### Report, Record, Investigate, and Implement Improvements

All businesses need to control issues such as improvements, non-conformance, accidents and incidents. Likewise, all organisations struggle to maintain these systems.

Many businesses complain about using hard copy forms or spreadsheets, and often report delays in implementing action or improvements.

External auditors report failures in the corrective action process as being one of the most prevalent areas of non-conformance.

### Control your improvement process with Mango

The Mango Improvement Module controls your company's issues. This tailored module records, controls, and reports all of your company's complaints, improvements, non-conformances and accidents & incidents. It does this online, in stages that you define.

No hard copies are required as this module allows your employees to report and record issues directly into Mango in a paperless process. The system notifies employees both online and by email when they have an issue to action. Once assigned, the system constantly updates the issue's status through user configurable workflow and status codes.

Codes in use include investigation, corrective action, verification, and close off.

### With Mango you can:

- ◆ Attach photos and files at any time during the investigation.
- ◆ Tailor the module and interface to reflect your company's system.
- ◆ Identify trends and root causes
- ◆ Monitor status of investigations
- ◆ Save time and money getting information from other sites
- ◆ Assign multiple investigators to an issue and notify investigators via email
- ◆ Perform improvements in real time
- ◆ Utilize a comprehensive report writer that allows reporting on any area of the database

### The Improvement Module:

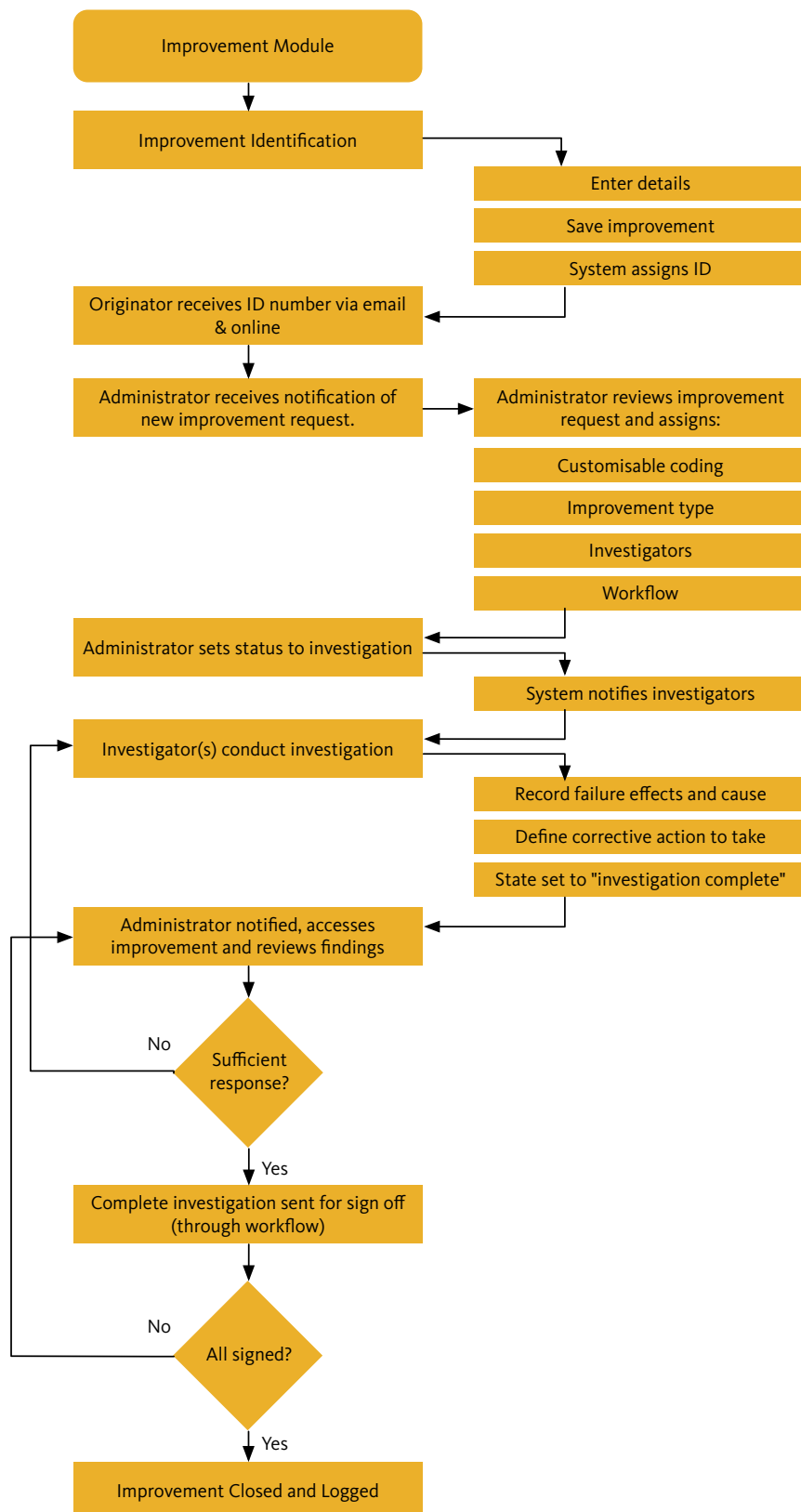
- ◆ Addresses section 9 of the ISM Code.
- ◆ Addresses clauses 8.3, 8.4 and 8.5 of the ISO 9001 standard.
- ◆ Addresses clauses 4.5.3 of the ISO 14001 standard.
- ◆ Captures and manages general improvements
- ◆ Captures and manages accidents and incidents

### Contact Details

For a demonstration, please go to [www.mango-live.com](http://www.mango-live.com), and contact your local agent.



### Improvement Process Flow Chart



### Usage Examples

#### Designated Person Ashore

The system administrator (typically the Designated Person Ashore) has the final say on whether the corrective action is sufficient, or needs further work.

#### ISM compliance

The ISM code states that the “safety management system should include procedures ensuring that non-conformities, accidents and hazardous situations are reported to the Company, investigated and analysed with the objective of improving safety and pollution prevention.” Mango’s improvement module is specifically tailored towards meeting this goal.

#### Vessel improvements

Use Mango’s improvement module to record improvements that need to be made to vessels, fleets, or even processes ashore.

#### Auditing

Use the improvement module to record non conformance to ISM and quality regulations and to ensure that audit findings are followed up, leading to corrective actions that add value to your company.

#### Quality reports

A comprehensive issue history using both logging and reporting is available providing management reviews with hard copies of reports when required. These reports are used to monitor the effectiveness of the quality system.