# Electric Transmission Company Improves Tracking of CAPAs and Quality KPIs with Intelex

> "There were two key factors why AltaLink chose Intelex, the service and support which has been and continues to be outstanding and their excellent products which are continually improved.

**ALTALINK**

**Michael De Grood**
Senior QMS Professional
Altalink

## Challenge

- Wanted to effectively track nonconformances and to ensure all nonconformances/corrective actions were adequately managed.
- Needed to track and measure key performance indicators to evaluate the success of various organizational efforts.
- Wanted to implement a system that would allow for complete control over creation and distribution of documents.
- Required a system to adequately document and report organizational functions to comply with Governmental legislation (Bill 198).
- Required a flexible solution that would adapt to support future growth and development of the organization.

## Solution

- Special focus on Document Control, Training Management, Audits Management, Nonconformance Reporting, Corrective & Preventive Actions and Communications Tracking
- Implemented Intelex's Business Performance Management system.
- Implemented Document Control (loading approximately 2,000 documents to date)
- Effective on-site "train-the-trainers" training by Intelex staff enables rapid deployment and usage of the solution.
- Extensive ongoing support including knowledgeable and responsive client services staff, free online refresher training courses, and online resource library provides all users with the necessary skills to support and maintain organizational goals.

## Results

- Achieved the desired level of efficiency regarding nonconformances and corrective actions tracking, managing and reporting.
- Intelex's dashboards and configurable reports ensure that key performance indicators are effectively tracked and communicated through unique user views.
- All necessary documentation is centrally maintained and retrievable by staff, ensuring each user has the most current documents available.
- Effective monitoring and documenting of organizational actions facilitates compliance with governmental legislation (Bill 198).

## Learn about how Intelex solutions can help your organization

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