

eQMS



Contents

Contents	1
Revision History	1
Introduction	2
eQMS Services	2
Document Control Module.....	2
Module Features:.....	3
Training Management Module.....	3
Module Features:.....	3
Non-conformance Module.....	4
Module Features:.....	4
CAPA Module.....	4
Module Features:.....	5
Customer Feedback Module.....	5
Module Features:.....	5
Project Management Module.....	6
Module Features:.....	6
Safety Management Module.....	6
Module Features:.....	7
Audit Management Module.....	7
Module Features:.....	7
Management Review Module.....	8
Module Features:.....	8
Agile Licence Model	8
What's Next?	8

Revision History

Version Number	Purpose/Change	Author	Date
01	1st version	Paulin Kantue	4 Jul 2025



Introduction

Molomolo Tech's eQMS solution, powered by QT9 and enhanced through a Model-Based Systems Engineering (MBSE) approach, offers a streamlined, traceable path to AS9100 / ISO-9001 compliance tailored for African businesses. By digitising core quality processes—such as document control, training, non-conformance, and audits—the system ensures that all quality records are centralised, secure, and audit-ready. The MBSE enhancement adds structure by modelling workflows, interfaces, and requirements in a way that aligns technical operations with quality objectives, making compliance not just a checkbox but an integrated part of business performance. This approach reduces costly misalignments, improves decision-making, and empowers even small teams to operate with the rigour of world-class organisations.

eQMS Services

Document Control Module

The Document Control module from QT9 QMS, offered through Molomolo Tech, provides a centralised, secure, and automated system for managing all business-critical documents—whether procedures, policies, work instructions, or forms. Even with just one license, businesses can streamline how documents are created, reviewed, approved, distributed, and tracked, ensuring version control, regulatory compliance, and team accountability.

The system eliminates manual processes, reduces errors, and allows real-time access to the latest documents from anywhere, significantly improving efficiency, audit readiness, and collaboration across teams, making it a powerful productivity boost for businesses of any size.



Module Features:



Revision Level Control

Assign approver/s and approve, reject or verify documents with version control.



Email Alerts

QT9 QMS automatically sends email alerts and reminders when documents need to be reviewed.



Real-Time Reporting

See the status of document requests and track the full history of documents.



Parent/Child Relationships

Easily see related documents and get alerts when changes are made.



Master & Display Copies

Control requirements for both a master file (native format) and a display file (locked PDF).



Electronic Approvals

Electronically review and approve documents with FDA 21 CFR Part 11 electronic signature compliance.



Auto-Archiving

Automatic archiving of old document revisions into obsolete documents.



Attach Related Files

Attach unlimited files to any document request.



Document Numbering

Customizable document numbering/coding allows you to reference documents.



Manage Any Document Type

MS Office, PDF, SolidWorks, AutoCAD, image files & more.



Trigger Training Events

Link documents to the training module & automatically generate training records.



Control Access

Control requirements for who can manage document creation, controlled processes and approvals.

Training Management Module

The Training Management module offered through Molomolo Tech and QT9 QMS provides a powerful, cloud-based system for organising, automating, and tracking employee training, bringing immediate value even to small teams with a single license. It allows businesses to create and assign training requirements, set expiration and due dates, track certifications, and automate reminders, all from one intuitive platform. With built-in reporting, test creation, and electronic record-keeping, it ensures full visibility and compliance across all training activities. For any business, this means reduced administrative burden, fewer missed training renewals, and a stronger, audit-ready workforce that consistently meets regulatory and operational standards.

Module Features:



Manage Job Titles

Assign training and documents to employees based on skill sets (job duties).



Email Alerts

Create recurring training sessions for employees with email alerts built-in.



Real-Time Reporting

Track the full history of individual employee training.



Online Tests

Create tests and have employees take them online through the employee training portal.



Electronic Signatures

Verify training has been completed with electronic signatures integration.



Identify Training Gaps

Quickly assess training gaps by printing out a training matrix on employees.



Document Control

Easily train employees on new document revisions with document control integration.



Attach Files

Attach files to both employees and to training records.



Link Controlled Docs

Assign recurrence of documents or skill sets (job duties) per job title and run delinquency reports.



Non-conformance Module

The Non-Conformance (NCR) module in QT9 QMS enables businesses to efficiently identify, document, investigate, and resolve nonconforming products or processes, ensuring that issues are tracked with accountability and resolved at the root cause. Even with just one license, a business can benefit from centralised visibility into quality issues, automatic alerts, built-in workflow approvals, and powerful reporting tools that streamline compliance and continuous improvement. By digitising and standardising the non-conformance process, businesses reduce waste, improve product and service quality, and maintain strong customer and regulatory confidence—all while saving time and minimising costly operational disruptions.

Module Features:



Manage Approvals

Assign approver/s and approve, reject or verify submitted nonconforming products.



Email Alerts

QT9 QMS sends users email alerts and reminders based on your settings.



Real-Time Reporting

Track your nonconforming products by any field. Create charts and export reports to Excel.



Paperless Made Effortless

Easily export and email copies of nonconforming products.



Link Modules

Link to multiple modules including CAPA, Customer Feedback, Inspections, etc.



User-Defined Fields

Create unlimited custom fields for tracking your company-specific information.



Overdue Alerts

QT9 QMS sends email alerts when nonconforming products are overdue.



Attach Related Files

Attach unlimited files to any nonconforming product records.



Manage Priorities

Set priority levels for nonconforming products based on due dates within your organization.



Root Cause Analysis

Optional root cause analysis is included with the nonconforming product module.



Assign Credits

Assign credit information by putting dollars and cents to poor quality.



Supplier Web Portal

Assign nonconforming products to suppliers in the supplier web portal.

CAPA Module

CAPA—Corrective and Preventive Action—is a core module in QT9 QMS that enables any business, even those with just a single license, to proactively manage and resolve quality issues. Using intuitive electronic forms, rigorous root-cause analysis (e.g., 8D, Five Whys, Fishbone), automated alerts, approval workflows, and real-time dashboards, it captures non-conformances, documents corrective steps, verifies long-term effectiveness, and ties everything back to audits, risk assessments, deviations, suppliers, and customer feedback. CAPA empowers teams to close the loop on problems (corrective actions), prevent recurrence (preventive actions), and analyse trend data—delivering measurable gains in compliance, reduced errors, better regulatory readiness, and increased operational efficiency—even with a single user license.



Module Features:



Manage Approvals
Assign approver/s and approve, reject or verify corrective actions.



Email Alerts
QT9 QMS sends users email alerts and reminders based on your settings.



Real-Time Reporting
Track your corrective actions by any field. Create charts and export reports to Excel.



Paperless Made Effortless
Easily export and email copies of corrective/preventive actions.



Verification of Effectiveness
Schedule verification of effectiveness after final approval.



User-Defined Fields
Create unlimited custom fields for tracking your company-specific information.



Overdue Alerts
QT9 QMS sends email alerts when corrective/preventive actions are overdue.



Attach Related Files
Attach unlimited files to any corrective/preventive actions.



Manage Priorities
Set priority levels for CAPA's based on due dates within your organization.



Root Cause Analysis
Full root cause analysis is included with the corrective action (CAPA) module.



8D CAPA Process
The eight discipline problem solving method is included.



Supplier Web Portal
Assign corrective actions to suppliers in the supplier web portal.

Customer Feedback Module

QT9 QMS's module enables businesses—even those operating with a single license—to centrally capture and manage all incoming feedback and complaints in real time. It automates alerts, workflows, and corrective action links based on your MBSE-driven process models, helping you track trends, assign responsibility, and resolve issues quickly. By turning reactive customer complaints into structured, traceable data, the module empowers even small teams to proactively identify quality gaps, reduce risk, and measurably improve customer satisfaction—all without needing extensive resources or additional seats. This not only fortifies customer trust and compliance but also streamlines operations and builds continuous improvement into the core of your business.

Module Features:



Assign Tasks
Assign customer feedback items to a responsible party - assignments reflected in to-do list.



Email Alerts
QT9 QMS sends users email alerts and reminders based on your settings.



Approval Workflows
Create custom approval workflows based on your feedback types.



Link Corrective Actions
Create corrective actions or nonconforming products from customer feedback.



Attach Related Files
Attach unlimited files to any customer feedback record.



Unlimited Custom Fields
Create unlimited custom fields for tracking your company-specific information.



Investigations
Open an investigation for any customer feedback item.



Real-Time Reporting
Track your customer feedback by any field. Create charts and export reports to Excel.



Customer Snapshot
Track all feedback by customer in customer snapshot.



Project Management Module

Molomolo Tech's integration of QT9's Project Management module empowers businesses—regardless of size—to plan, track, and execute projects with precision and accountability. Even with just one license, organisations can streamline team coordination by assigning tasks, managing due dates, and tracking progress in real time, all within a centralised, cloud-based system. This module connects seamlessly with other QMS functions, enabling effortless linking of documents, CAPAs, training, and risk assessments to each project. The result is improved visibility, reduced delays, and a clear audit trail, giving businesses the structure and agility needed to meet goals efficiently and drive continuous improvement.

Module Features:



Assign Tasks

Unlimited tasks can be created per phase for better organization.



Email Alerts

QT9 QMS sends users email alerts and reminders based on your settings.



Real-Time Reporting

Track your projects by any field. Create charts and export reports to Excel.



Paperless Made Effortless

Organize your projects into phases - tracking hours and cost.



Attach Related Files

Attach unlimited files to your projects with QT9's project management software module.



Track Responsible Parties

Keep track of your projects by responsible party with timelines.



Electronic Approvals

Electronically approve documents with FDA 21 CFR Part 11 compliant electronic signatures.

Safety Management Module

Safety Management in QT9 QMS empowers businesses to proactively identify, track, and mitigate safety risks through a centralised, digital platform, streamlining compliance and promoting a safer workplace. Even with just one license, organisations can log incidents, assign investigations, track root causes, and implement corrective actions—all in real time. This ensures every safety event is documented and addressed efficiently, reducing downtime, liability, and repeat hazards. The built-in automation and reporting tools also make it easy to stay audit-ready and compliant with occupational safety standards, while cultivating a culture of accountability and continuous improvement across the organisation.



Module Features:



Injury Types

Track injury types, days away from work, death, and report off of it.



Electronic Records

Easily track and retrieve all incident records in a friendly dashboard grid.



Assign Tasks

Assign specific tasks to responsible parties utilizing email alerts.



Parties Involved

Identify persons involved in the incident and define their involvement.



Email Alerts

Automatic admin alerts for major injuries to ensure OSHA compliance.



User-Defined Fields

Create unlimited custom fields for tracking your company-specific information.



Attach Related Files

Attach unlimited files to any safety incident.



Link Corrective Actions

Link safety incidents with corrective and preventive actions (CAPAs).



Link Equipment

Link any equipment involved in the incident and track any damage.

Audit Management Module

Audit Management in the QT9 QMS platform streamlines the entire auditing process—from planning and scheduling to execution, documentation, and follow-up—within a single, cloud-based system. Even with just one license, businesses gain powerful tools to automate internal and external audits, assign tasks, set reminders, and ensure corrective actions are tracked to closure. The module supports real-time collaboration, integrates seamlessly with CAPA and document control, and provides instant access to historical audit data for transparency and compliance. For any business, this means fewer errors, reduced manual tracking, faster audit cycles, and a stronger, more accountable quality culture—all while staying ready for regulatory or customer inspections at any time.

Module Features:



Better Processes

Create processes for your organization and assign multiple Quality Standards' elements to

those processes.



Electronic Records

Keep electronic records of both internal and 3rd party registrar audits.



Custom Checklists

Create custom quality standard checklists for custom audits such as supplier audits.



Manage Approvals

Assign approver/s and approve, reject or verify audit records.



Email Alerts

Send and receive email alerts and reminders on upcoming audits.



Audit Scheduling

Keep track of your audit schedule from anywhere with web access.



Attach Related Files

Attach unlimited files to any audit (great for attaching 3rd party registrar audit report).



Real-Time Reporting

Assist with data mining & trend analysis with charts & graphs.



Link Documents

Link processes to document control for ease of use in auditing.



Management Review Module

A **management review** is a structured, executive-level assessment conducted at planned intervals to evaluate the overall effectiveness, suitability, and alignment of a company's Quality Management System, covering inputs such as customer feedback, nonconformities, audit results, KPIs, supplier performance, and operational data. It also establishes documented outputs like improvement opportunities, policy changes, and resource needs. Even with just a single QT9 QMS license, this process brings substantial benefits: it enables small businesses to systematically track quality performance in real-time, ensure accountability through assigned actions and alerts, maintain audit readiness, and foster data-driven decision-making—all without paperwork or manual tracking, ultimately driving continuous improvement and scalable growth.

Module Features:



Auditor-Friendly

The Management Review module will collect the necessary data for a successful ISO audit.



Email Alerts

QT9 QMS sends users email alerts & reminders throughout the management review process.



Real-Time Reporting

See the status of management review records and track the full history of records.



User-Defined Fields

Create unlimited custom fields for tracking your company-specific information.



Assign Action Items

Assign action items to users from any part of the management review.



Overdue Alerts

QT9 QMS sends email alerts when corrective/preventive actions are overdue.



Interlink Modules

The management review module is interlinked to the other modules in QT9™ QMS.



Attach Related Files

Attach unlimited files to any management review.



Electronic Records

Reduce paper usage and improve ease of access to management review records.

Agile Licence Model

QT9 uses a **concurrent licensing system**, which means a company only needs to pay for the number of users actively logged in at the same time, not for every employee who might need access occasionally. This model is particularly beneficial for **small and growing businesses**, as it allows multiple team members to share a limited pool of licenses, reducing overall software costs without sacrificing access. For example, a business with ten users may only need one or two concurrent licenses if usage is spread throughout the day. This flexibility helps businesses scale gradually, ensures cost-efficiency, and makes it easier to introduce digital quality management without a large upfront investment.

What's Next?

Learn how we have implemented this eQMS solution for an industrial manufacturer, book a free demonstration session and start your two-week free trial. [Click here.](#)

