

Q-Pulse®

Change Control



Manage Change Control Effectively

When developing this 5th generation of Q-Pulse, our objectives for Change Control were to provide mechanisms which would assist organisations to:

- Identify areas which would benefit from review
- Truly understand the strengths and weaknesses of the current situation
- Explore a range of options
- Obtain general consensus on the most appropriate solution
- Explore in detail the proposed change and assess the impact it has on its dependencies
- Identify, assign and manage the actions required to bring about the agreed change
- Record and implement change
- Measure the effectiveness of change

If change is so troublesome though, why change anything?

Unfortunately life, and business, are not that simple.

Typically we bring about change because we:

- Are dissatisfied with the current situation
- Feel that by changing something we could end up with better results
- Have to react to a change that has been instigated elsewhere but which has direct implication for us

On occasions, it is obvious what needs to be changed and it is relatively straightforward to assess the desired change in terms of what needs to be done. We need to look at the where, when, why, whom and how of all aspects relating to the change. Without a doubt, this approach is very useful in defining, understanding and communicating change. However, further scrutiny is required to assess the impact and the potential effect of the proposed change on processes, people, materials, equipment and management KPIs. This must be done if unexpected outcomes are to be avoided during the implementation of change.

Encourage real business change with Q-Pulse's business mapping tool

For this reason, and to assist in the process of managing change in general, we have integrated a business mapping tool within Q-Pulse to help collect, organise and understand information relevant to change and the impact of change within

an organisation. The output of this “mapping” activity is easy-to-read map files which will assist in the identification of “breakthrough” solutions to the toughest of problems. It is a very powerful application in its own right, not just when used with Q-Pulse, and is ideal for supporting both the individual and team efforts in defining and managing actions through to conclusion.

It has to be said, however, that exactly what needs to be changed is not always obvious. Complexity arises from multiple factors interacting unexpectedly and consequently producing unacceptable outcomes. Those interdependencies need to be unravelled and explored to fully understand what works well and what doesn't. To assist in this process we have included appropriate templates within the business mapping tool to help you work through problems and solutions.

Furthermore, the business mapping tool is excellent for cause and effect analysis and brainstorming potential solutions. From such activities the real problems are uncovered and possible solutions are identified. The most appropriate solution is selected for further scrutiny before a decision to proceed is agreed within an organisation. This defines the exact nature of the change. Any impact elsewhere in the business must also be taken into account. Actions are assigned and managed through implementation, verification and conclusion within the compliance system.

Control document change with Q-Pulse

In addition, Q-Pulse provides a central repository for all records associated with the change and these are housed as controlled documents. Q-Pulse has been designed to prevent the use of incorrect documents and always presents the most current approved revision to users. Documents are securely managed to prevent the use of uncontrolled modifications, drafts or copies. Records pertaining to document change, history, approval and distribution are securely held for each revision of document and are readily available for review. Document registers are automatically updated with the implementation of approved changes.

Conclusion

We are delighted with the solution we have developed to assist with change control. Change control records form the backbone of all compliance systems but historically compliance offered little guidance in defining what ought to be changed. We know we have addressed this with this release of Q-Pulse, by providing tools to stimulate and capture human knowledge within the organisation. This is for the purpose of ensuring that the actual change implemented is the correct and most appropriate option and will deliver the best results and is all done with incredible simplicity.

Appropriate, effective and efficient change control is the foundation for “doing the right things, right”. We know Q-Pulse delivers on this message. Attitude plays a big part in achieving a return from your Compliance Management system. Software needs to be combined with the correct attitude and a willingness to learn and change in order to drive your organisation forward. Gael has developed a range of services and courses to support such changes in your organisation and to deliver optimum results using Q-Pulse. These cover a variety of options: from the basics of Q-Pulse, to more specific IT and improvement through compliance courses. Take a look at www.gaelquality.com for further information.