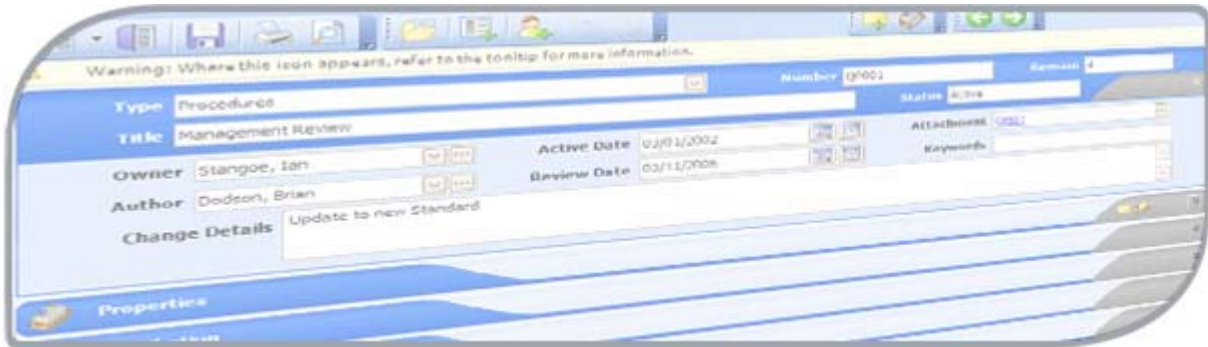


Q-Pulse®

Document Control



Manage Document Control Effectively

When developing this 5th generation of Q-Pulse, our objectives for Document Control were to supply a system which would:

- Make the correct document information available at the point of need
- Encourage ownership of the Compliance Management system across the organisation
- Effectively manage document change from the initial request, through drafting, approval, distribution and publishing
- Enable people to consistently “do the right things, right”
- Reduce the bureaucratic burden of managing Document Control within a Compliance Management environment

Q-Pulse provides a central storage area for all controlled documents and associated records. When working with numerous documents, it is easy to become confused and forget which is the latest version. We all know the sinking feeling of realising you have wasted hours of time by working with the wrong version of a document. 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 a document and are readily available for review. Document registers are automatically updated with approved changes, helping to eliminate the risk of human error. This in turn makes the system less stressful to operate for each user.

Encourage ownership of the management system with Q-Pulse's LaunchPad

However, it is often still difficult to get staff to engage with the management system and enter vital data. In order to overcome this “ownership” challenge, we designed the Q-Pulse LaunchPad. LaunchPad encourages user participation by allowing individuals to customise their access to the system, such that he or she has a shortcut to only that information within the system which is relevant, and/or of interest to them and their specific job role.

The Q-Pulse LaunchPad user interface is clear, intuitive and easy to use. It can easily be deployed across the whole organisation and interacts with each and every Q-Pulse module to provide individual, customised portals to the Compliance Management system.

Quite simply, LaunchPad offers a personalised pathway into the system for each user, and a fast-track to the functions, processes, data, actions and records which are relevant, of interest and regularly used by that user. Launchpad encourages users to log events and occurrences that would benefit from further scrutiny and action, as well as improvement suggestions.

In the context of Document Control, LaunchPad allows users to access their own actions and acknowledge the distribution of documents and approve drafts. This saves valuable time and simplifies the Document Control process. Users can also set up personal virtual folders holding only documents relevant to their needs. This avoids clutter and information overload and these documents can be accessed by a single click, making their availability instantaneous.

Furthermore, it provides a system that encourages users to log events that would benefit from further scrutiny and action and to suggest changes and improvements to processes, equipment, material, design, etc. LaunchPad also highlights changes and actions that are outstanding within the management system. This provides a mechanism to allow individual voices to be heard and listened to, and contributes significantly to achieving collective ownership of the Compliance Management system. Watertight security restricts or provides access to information, as the system administrator believes necessary.

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

Q-Pulse also helps significantly in the process of managing change. We have integrated a business mapping tool into Q-Pulse to help collect, organise and understand the impact of change on documentation, processes, people, equipment, materials, schedules & KPIs. The output is in the form of easy to read maps which have been created to identify, assess and minimise the impact of any unforeseen circumstances on the implementation of new systems or processes. This tool is a powerful application in its own right, and is invaluable when brainstorming, problem solving or analysing the impact of change. Combined with Q-Pulse, it allows you to work through and manage the complete change process as well as all change records.

Easily monitor Document Control

In terms of Compliance Management, Q-Pulse allows you to schedule and record reviews of individual documents and processes, to configure the approval workflow for a particular document to suit the hierarchy within your organisation and to distribute update notifications electronically or manually to individuals, job functions or physical locations. Electronic methods of access and distribution are generally faster, cut down on resources required to distribute them and are more cost effective. However, Q-Pulse also allows for manual management of physical document distribution, as we know this can be necessary in certain circumstances.

Q-Pulse continually monitors the status and associated actions resulting from each controlled document. Those are communicated through standard e-mail systems and are always made available for action from the Q-Pulse LaunchPad. Actions not being addressed in time are escalated and highlighted to ensure they are not overlooked and the Compliance Management system is properly maintained and managed.

Conclusion

We know you are going to be happy with the flexibility and capability of the Document Control module. It dramatically reduces the bureaucratic burden of Document Control. It also provides an infrastructure to ensure the correct information is available to individuals when required. The module allows for efficient and effective change control and effortlessly demonstrates compliance to your management system. Significantly, it goes a long way in addressing the age-old problem of achieving collective ownership of the management system within an organisation. Moreover, it clearly sends out a message to employees that "we listen to your concerns and do something about them."

Effective and efficient document change control is a great starting place in the quest to do "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.