

The *electronic quality and security management system - e-QM* is an effective solution for planning and norm-compliant implementation of *quality management systems*. The expenditure for audits and certification will noticeably decline.

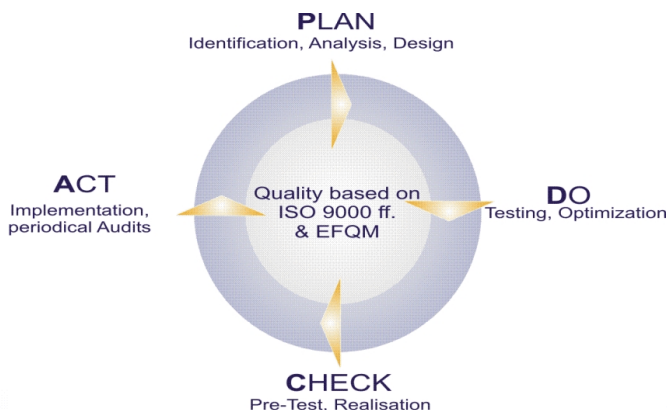
e-QM is oriented on international quality management standards DIN ISO 9000 and EFQM. Fundamental requirement of these standards is analysis and improvement of business processes as well as interface to customers and partners.

The software offers all necessary tools for conversion to these standards and is an optimal platform for certification.

e-QM lays the foundations for continuous development and integration of a quality management system into all fields of a company. As a effective information and communication platform e-QM is an excellent instrument for realisation of the ISO standards and it is the optimal basis for certification. Together with e-QM you will be able to reduce your administrative efforts together with the costs. Therefore an implementation of e-QM is pays of, independent of a single location or a company maintaining several locations. Consistent support by information technology leads to legal and audit reliability, is cost-efficient and caters for lived quality in the whole company.

## **e-QM Quality Management**

e-QM combines all procedures and requirements of quality management standards. It contains an electronic manual where all existing documents can be stored and integrates it with control of the quality management.



e-QM supports acceptance and analysis of organisational structures and business processes. Besides their definition, the system ensures control and evaluation of all quality management measures.

With support features of Analysis and Audit modules, the continuous quality improvement cycle (PDCA) can also be completed.

In addition to supporting ISO 9000 standards, e-QM software also facilitates conversion to international ISO 27001 requirements, which since 2005 are the primary components for management of information security. e-QM supports therefore the integrated realization of international standards in organizations.

## **Essential system elements**

e-QM is an individual and flexible system which easily adapts to existing structures and operation of given organisation.

Different system instruments can be used for creation, documentation and modelling of business processes. These results can be graphically represented and integrated in e-QM. At the same time, support tools are available for collection and analysis of IT infrastructure.

A major quality management requirement is supply of revision-safe documentation of reports, audits and minutes. According with ISO standards, e-QM provides archive and version control functionality, which in connection with extensive log options make the system management and norm-conformal.

e-QM offers substantial support during preparation for internal and external audits. Constant availability and context-referred placement of necessary documentation, provides for audit security and controls information of employees, also in large organisations and within different locations.

## Functionality overview

### Manual

- ❑ Collection, analysis and documentation of QM-Systems
- ❑ Collection of organisational structure and quality-critical processes
- ❑ Context-referred connection of QM documents with analysis and audit modules
- ❑ Documentation of all QM policies and concepts
- ❑ Presentation of organization and process analysis results
- ❑ ISO-conformal version control and archive
- ❑ Certification-conformal editing workflow
- ❑ User rights authorization and access administration

### Analysis

- ❑ Collection, measurement and evaluation
- ❑ Process analysis
- ❑ Fault analysis
- ❑ Analysis of complaints
- ❑ Historical comparison
- ❑ Process and development trends

### Tasks

- ❑ Task definition based on process and organizational analysis
- ❑ Integrates task management
- ❑ Individual document management for each mandat (location)
- ❑ Individual selectable categories and subcategories
- ❑ Allocation of appointments and responsibilities
- ❑ Control and monitoring of tasks
- ❑ Advanced search and sorting functionality

### Audit

- ❑ Internal and external audits
- ❑ Audit catalog with ISO 9000 controls
- ❑ Extension and production of additional audit catalogs
- ❑ Connection with chapters and documents in Manual
- ❑ Advanced export possibilities to Excel or PDF

### Awareness

- ❑ Documentation tool for attention of important contents
- ❑ Easy and centralised access to company-owned rules for colleagues
- ❑ Assignment of addressees
- ❑ Confirmation of acknowledgment by addressees

- ❑ Automatical documentation in the module certification
- ❑ Encouragement of quality awareness

### Documentation

- ❑ Standard oriented document management
- ❑ Needed certificates always ready to hand
- ❑ Individual categories and access protection
- ❑ Document structure customizable
- ❑ Connection to all popular file formats
- ❑ Creation of period-oriented certification documentation

### my e-QM

- ❑ Centralised place for individual services
- ❑ Reminder functionality
- ❑ Integration into the operating cycles
- ❑ References to changes in manual
- ❑ Tasks per user or per user group

### System basics

- ❑ Individual authorization administration
- ❑ Multi-level editorial workflow
- ❑ Automatic versioning and archiving
- ❑ Operation of all functions in Web Browser
- ❑ Comfortable search function (full index of office and PDF files)
- ❑ PDF export of individual documents or chapters
- ❑ Information portal (News, Events)
- ❑ Communication platform (Forum)
- ❑ Library for maintenance of additional rules and standards, links to the web
- ❑ Help function
- ❑ Central Administration

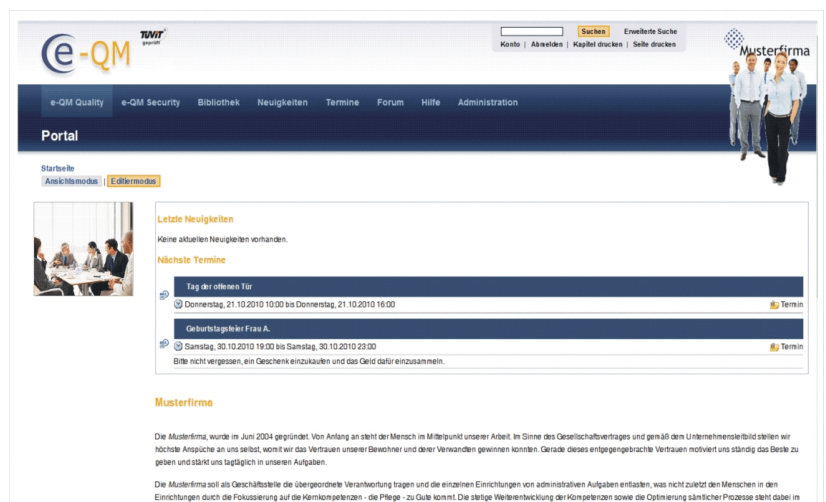


Fig.: Portal with aggregation of news and events