

Implementing today's software solutions for Quality and Compliance management in a modern organisation – how to make informed decisions to ensure constant improvement and reduce risks

Quality and Compliance is an everyday topic in today's companies forming the strong backbone of the economy. The implementation and execution of standardised procedures, roles, tasks and workflows is an integral part of an ever-developing global economy and organisational development. Almost every organisation, local, international or global has dedicated personnel who oversee and manage maintaining and improving the quality and compliance systems in an organisation. What has not been keeping track with the modern-day developments in the organisational and operational structures, however, are the technical solutions that enable the Quality, Compliance, Risk and Operational managers to gather data, manage and monitor processes and analyse the collected information for Reporting, Auditing and Improvement purposes.

In the past many organisations resorted to own IT Infrastructure which meant security and data-safety risks as well as relatively high CAPEX and OPEX costs for such infrastructure. With implemented data security standards and encryption, modern solutions now enable organisations to either store, manage and use the systems and data on-premise on their own infrastructure or reduce costs and ensure higher safety and security levels with the use of private-cloud infrastructure offered by many reliable and dependent providers available on the markets.

The main goal of implementing a Quality, Risk and Compliance Management software solutions is to ensure the following goals:

- Gather the data in an effective, secure and trackable way
- Ensure the compliance with implemented policies and standards
- Provide information in the auditing process
- Analyse the gathered information to make informed business decisions to raise excellence, quality and reduce risks within organisation
- Improve internal processes with the use of automation, automatic data collection, automatic escalation procedures and reduce the compliance and quality management burden on the company employees thus ensuring an effective organisational implementation of LEAN philosophy.
- Reduce rules and standards based back-office administration burden thus increasing effective task management of employees as well as key personnel such as management, CFOs, COO, CCO, QMR
- Filling the holes where the typical Software solutions available in a company are not available on the market as every organisation has its own rules of operation, own internal quality and compliance system.
- Open the Quality management systems to the outside towards suppliers and client or intra-group between company groups for corporate governance compliance.

The future of an effective and lean company are tailor made solutions with little CAPEX investment, benefiting from the SaaS lease models as well as cloud infrastructure thus enabling quick deployment and with advanced BPM solutions also a tailor-made software solution that fits perfectly within the company, can be linked to other Software, such as bookkeeping and ERP solutions such as SAP, Navision, CRM systems, BI tools and other Software branches.

An organisation can only improve if it is able to gather real data, identify improvement potentials and follow the PDCA circle towards constant improvement and adaptation.

Modern BPM solutions offer the following advantages to organisations:

- Low-cost secure deployment in cloud with low OPEX cost and no CAPEX investment.
- Quick adaptation of the software, creation of workflows and implementing new workflow versions in short times to adapt to the company structure and organisation.
- Gather data where processes were still not digital to enable informed management decisions and identification of potential bottlenecks.
- Reduce back-office burden to employees and management via tailor-fit software enabling collaboration.
- Ensure compliance and quality processes are followed in all steps and within the whole organisation.
- Benefit from “best-practice” consulting from technical experts to improve internal processes with use of modern technology.
- The ability to integrate with other corporate-grade software solution.
- With SaaS the systems are cost-friendly and can be scaled in the future.
- No need to major software investments with long implementation times, but large benefits from quick deployments, and build-as-you-go approach.
- Possibility to open parts of the system to outside suppliers, client and third-party organisations and involve them in the cross-organisational processes in an effective and secure manner.
- Internal Control system with mandatory risk-aversion steps and validation points.

Below an example of a Quality Management solution is shown. The software is deployed in a secure private cloud enabling encrypted access only to authorised personnel (there are options to link such solutions to Active Directory and implement single-sign-on options in secure internal networks). The example shows in a few screenshots how the software is configured to manage an Internal Audit Process within the company. First a Workflow (View 1 and View 2) is created with states and actions (Transitions), compliant with BPMN 2.0 Standard. On that workflow also, user roles and access rights are distributed as well as automated steps such as escalation, automatic collection of data, decision rules for the process, use of information from previous Audit, access to previous Report, etc.

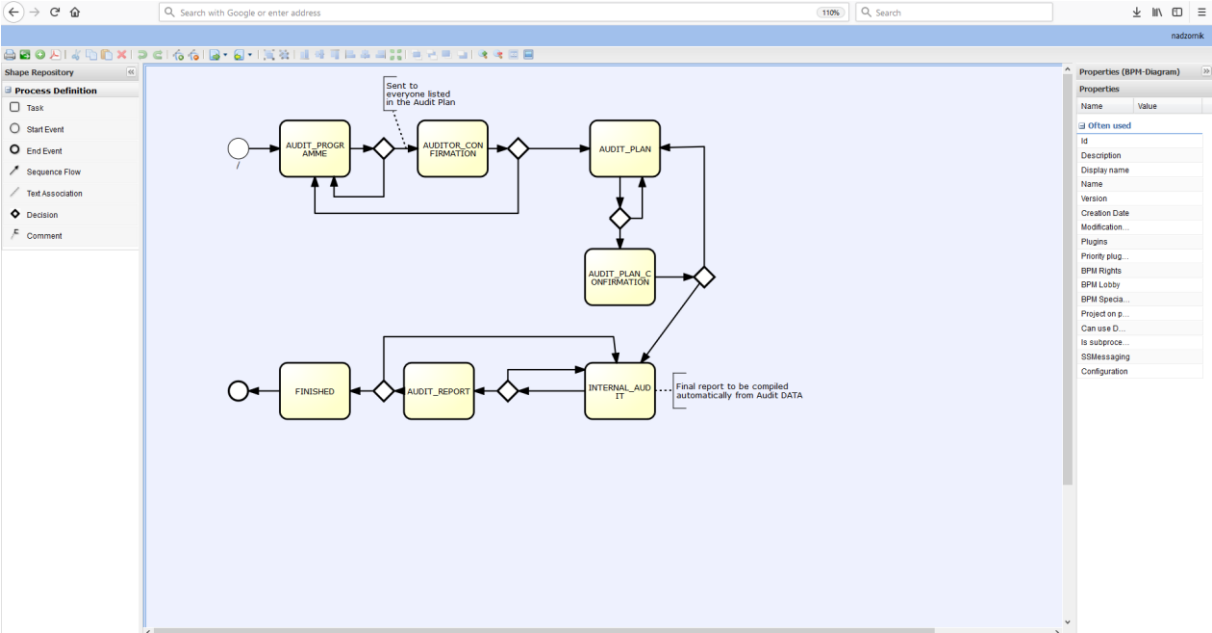
Second phase is the definition of all collected and relevant Data and Documents for the process, which is linked with the Document Management Database with a secure revision trail and Document Versioning. Based on the data several key logical rules are implemented as well as definitions which data is obligatory and optional (required for reporting and business analysis later).

After that is defined, the Workflow is deployed in the Software within minutes (visible in View 4) and users gain access to the new Workflow within minutes of its launch. They can access the system via the Web interface and a secure connection or via a Windows based client. Both cases mean that the systems connect in a secure manner to either cloud or the internal company server where the system is running. Versioning of the workflow is possible, which means that everyone in the organisation will always follow the valid version of the Process without the possibility that that would be missed or even misused thus ensuring compliance.

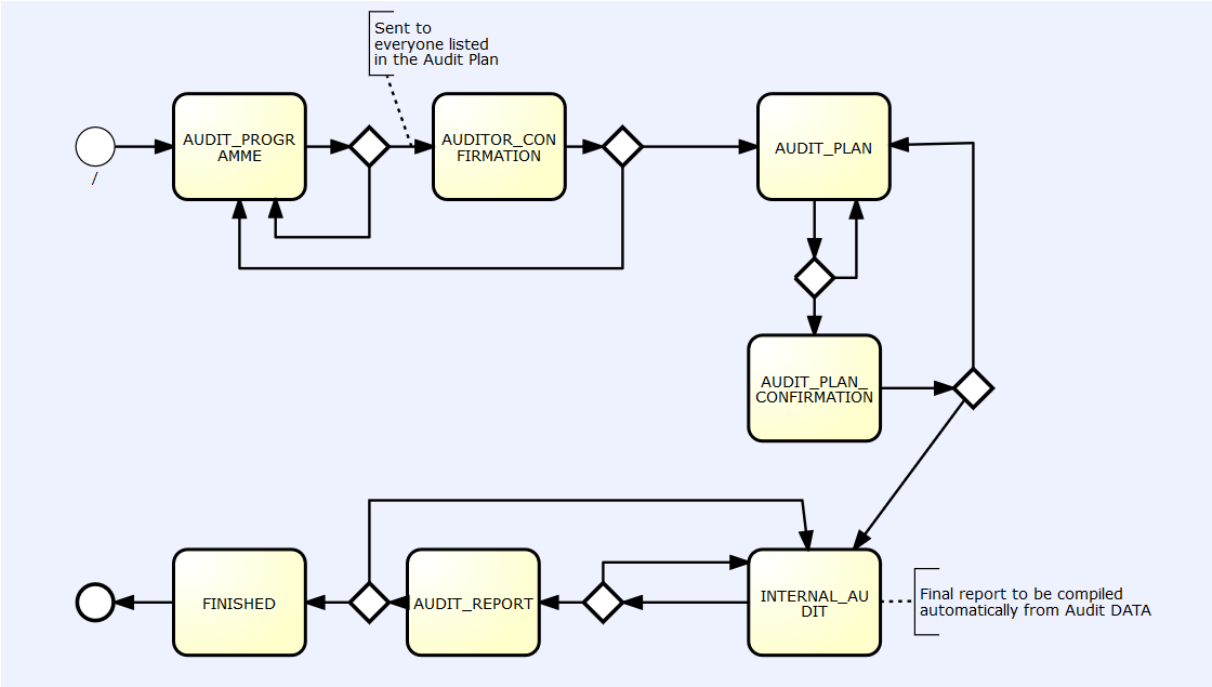
With secure revision trails all actions and times can be tracked and data gathered for further analysis. Automation steps and points allow for dismissal of redundant actions (i.e. escalation, validation, distribution, etc.) focused on reducing time spent on back-office and internal tasks.

Any Standard requirement can be translated in an external or cross-organisational workflow, meaning that the software can be configured for every relevant standard or internal rule in the organisation, becoming a tailored tool for the management of the relevant company Processes.

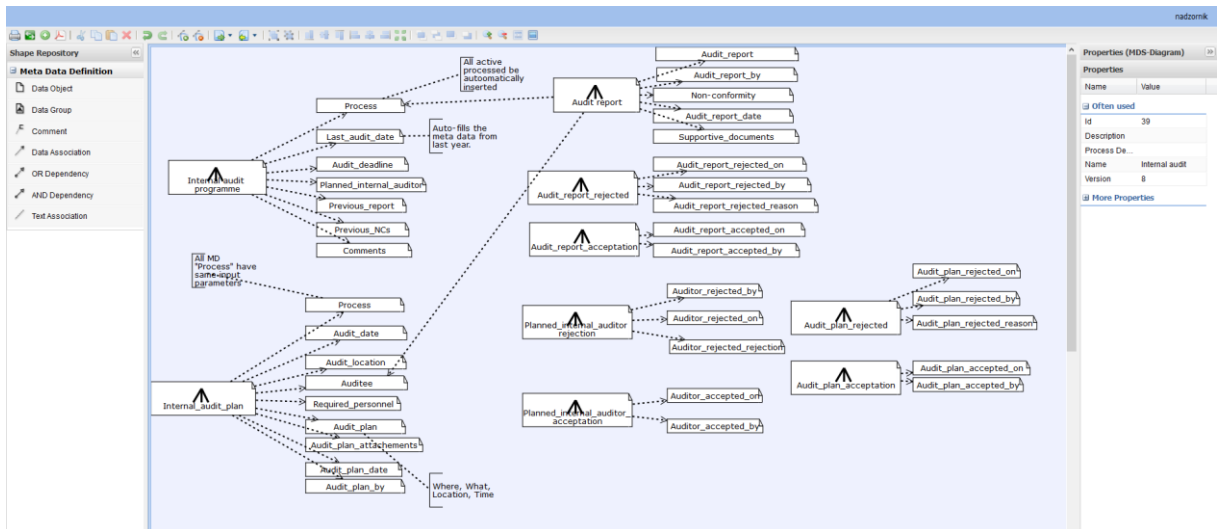
The best example is how a Workflow can be digitalised in hours with keeping costs below 100€/Month and below 1000€ for the implementation of the Workflow and setting up the cloud platform. Compared with cost of labour and especially costs of wasted time due to redundant internal processes, the feasibility of such investments has become much better in the last years with the emergence of new infrastructure opportunities and advanced technological platforms.



View 1 - BPM Configuration



View 2 - Workflow Definition, with States, Transitions, Roles, Right and Automation



View 3 - Definition of Data, Documents, Relations relevant for the Workflow and potential further Software and Business Analytics Integrations

View 4 - Access to the System via the Web Browser Interface for a user