

## **Aims for today:**

- 1. How do I ensure the data input into EQMS is accurate?**
- 2. How do I capture more risk data?**
- 3. How do I use the data for intelligent business decisions?**

3,588,886 views | Feb 16, 2012, 11:02am

## How Target Figured Out A Teen Girl Was Pregnant Before Her Father Did



**Kashmir Hill** Forbes Staff

Welcome to *The Not-So Private Parts* where technology & privacy collide

## Amazon hit with major data breach days before Black Friday

**Customers' names and email addresses posted on website, tech giant confirms**

GOOGLE / POLICY / BUSINESS

## Google is facing an imminent antitrust investigation from the US Justice Department

*The DOJ is said to have spent the past few weeks preparing for the probe*

By **Nick Statt** | @nickstatt | May 31, 2019, 8:50pm EDT



## Facebook data-sharing partnerships with Amazon, Microsoft and other tech giants at the center of latest privacy scandal

BY NAT LEVY on December 19, 2018 at 9:13 am

## Facebook launches searchable transparency library of all active ads

**Josh Constine** @joshconstine / 3 months ago

Comment

# Data integrity

The overall  
completeness,  
accuracy and  
consistency of  
data



Less than 50% of structured data is used in making decisions—and less than 1% of an organisation's unstructured data is analysed or used at all. More than 70% of employees have access to data they should not, and 80% of analysts' time is spent simply discovering and preparing data

<https://hbr.org/webinar/2017/04/whats-your-data-strategy>

# Why and how data strategies fail

## Issues

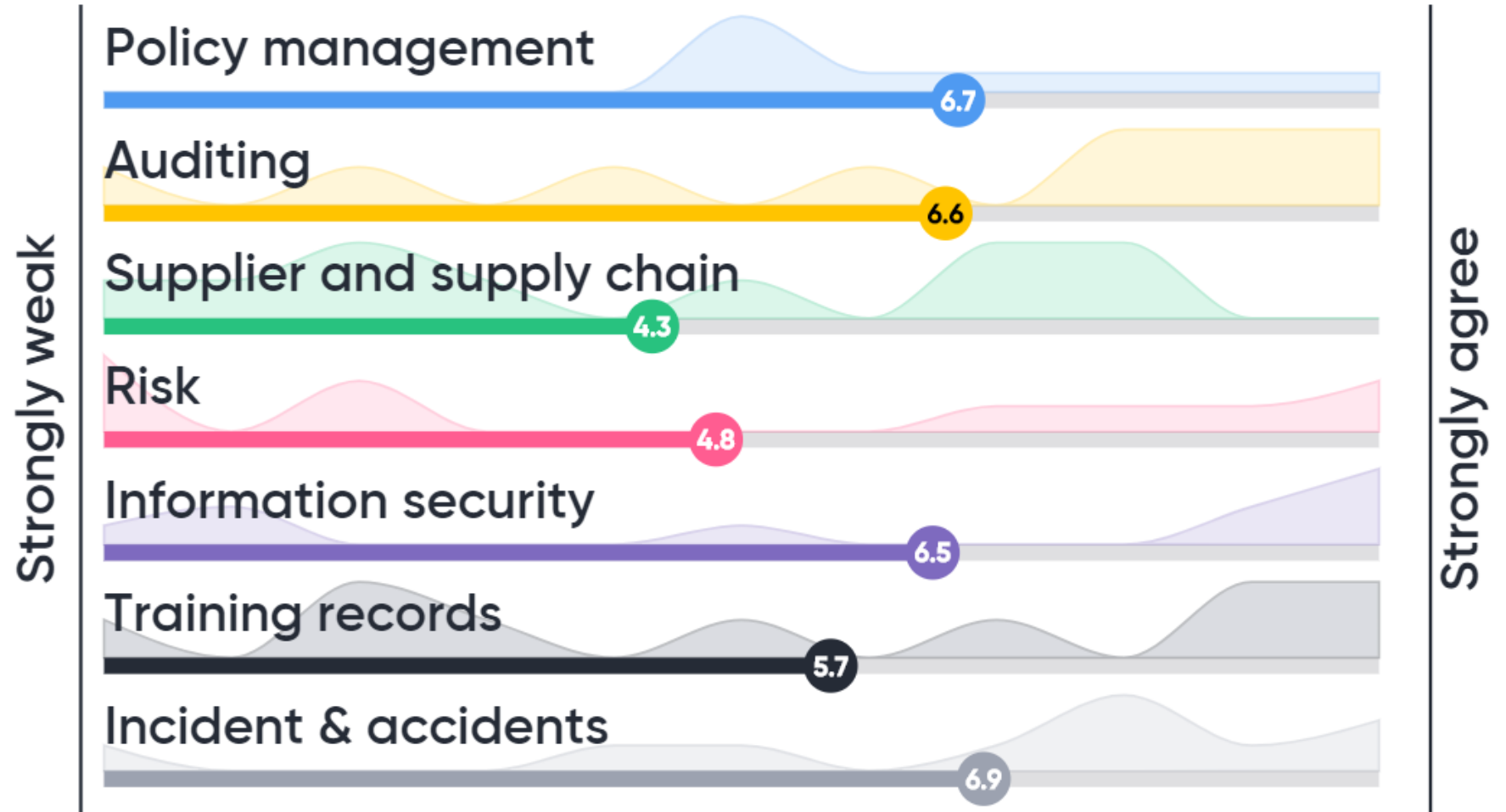
1. Quality of data
2. Means to monetise
3. Organisational capability
4. Technology
5. Defence



## Results

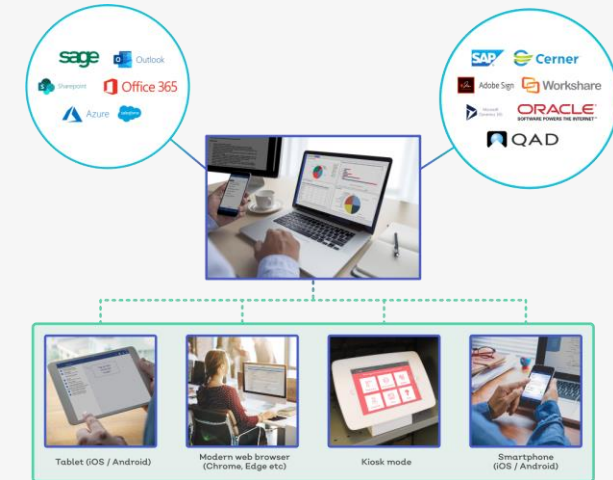
1. High costs and difficulty
2. Little business benefit
3. Little growth beyond silos
4. Can't scale
5. Costs time, money and trouble.

# Your data processes



# 8 examples of how quality teams need to be managing data integrity

1. Engineer integrated robust processes and systems which embed best practice
2. Certification to standards:
  1. BS 10012
  2. ISO 27001
3. Risk based thinking
4. Compliance training e.g. GDPR
5. Audit data quality
6. Maintain information asset register / process
7. Apply quality methodologies e.g. 5S, Kaizen, Lean
8. Engage the business



5s Checklist

	1 POOR	2	3	4 EXCELLENT
<b>STEP 1 - ORGANISATION</b> Seiri	A cluttered workspace with many unneeded items in random locations. Haphazard	Some unneeded items remain. Somewhat easier to find needed items.	Only needed items remain but quantities required are not defined.	Only the bare essentials remain. Only defined quantities of items evident.
<b>STEP 2 - ORDERLINESS</b> Seiton	No organisation. Essential items are lost in the clutter.	Some organisation of items. All locations not dedicated. Some visual cues.	All items neatly arranged. Dedicated locations and visual cues.	A visual work environment. "A place for everything and everything in its place".
<b>STEP 3 - CLEANLINESS</b> Seiso	Dirty area with no evidence of systematic cleaning.	Area is generally clean. Routine not in evidence. Inspection not part of routine.	Cleaning and inspection of equipment clearly in evidence.	A spotless, inviting environment. Attention to detail obvious.
<b>STEP 4 - STANDARDISATION</b> Seiketsu	No evidence of a documented routine.	Procedures exist but not evident in workplace. Inconsistently applied.	Procedures in place and beginning to be practiced.	Clearly defined, effective cleaning process in constant use.
<b>STEP 5 - DISCIPLINE</b> Shitsuke	No evidence of management, monitoring or support.	Visual measures of 5s performance posted.	Continuous improvement process in place. Evidence of follow-up management.	Primary focus is prevention. Standards constantly being upgraded.



# Our data map

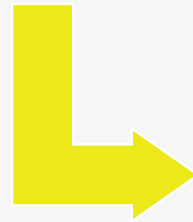
## 1. Collect risk and opportunity data

- ✓ Internal issues, NCRs, training
- ✓ Macro-environmental changes
- ✓ Inspections
- ✓ Policies & documentation



## 2. Audits

- ✓ Process reviews
- ✓ Culture health checks
- ✓ Department audits
- ✓ Risk and opportunity identification



## 3. Risk treatment

- ✓ Reports
- ✓ Business continuity
- ✓ Workflows / CAPA
- ✓ Business improvement





# Leadership as quality advocates

# Data quality should have



Strategic metrics:  
Business profitability

Operational metrics:  
COPQ, ROQ

Tactical metrics:  
NPS, OTIF, CAPAs,  
NCRs

<https://quality.eqms.co.uk/blog/the-ultimate-guide-to-calculating-understanding-and-reducing-your-costs-of-poor-quality-copq>

*Not all metrics are of equal importance!*

# Key performance indicators:

## Business process:

- ✓ Percentage of processes where completion falls within +/- 5% of the estimated completion
- ✓ Average process overdue time
- ✓ Percentage of overdue processes
- ✓ Average process age
- ✓ Percentage of processes where the actual number assigned resources is less than planned number of assigned resources
- ✓ Sum of costs of "killed" / stopped active processes
- ✓ Average time to complete task
- ✓ Sum of deviation of time (e.g. in days) against planned schedule of all active projects

## Service level agreement:

- ✓ Percentage of service requests resolved within an agreed-upon/acceptable period of time
- ✓ Cost of service delivery as defined in Service Level Agreement (SLA) based on a set period such as month or quarter
- ✓ Average time (e.g. in hours) between the occurrence of an incident and its resolution
- ✓ Downtime
- ✓ Availability
- ✓ Percentage of correspondence replied to on time
- ✓ Percentage of customer issues that were solved by the first phone call
- ✓ Number of complaints received within the measurement period

## Service level:

- ✓ Cycle time from request to delivery
- ✓ Average cycle time from request to delivery
- ✓ Call length
- ✓ Volume of tasks per staff
- ✓ Number of staff involved
- ✓ Number of reminders
- ✓ Number of alerts
- ✓ Customer ratings of service
- ✓ Number of customer complaints
- ✓ Number of process errors
- ✓ Number of human errors
- ✓ Time allocated for administration, management, training

## Efficiency level:

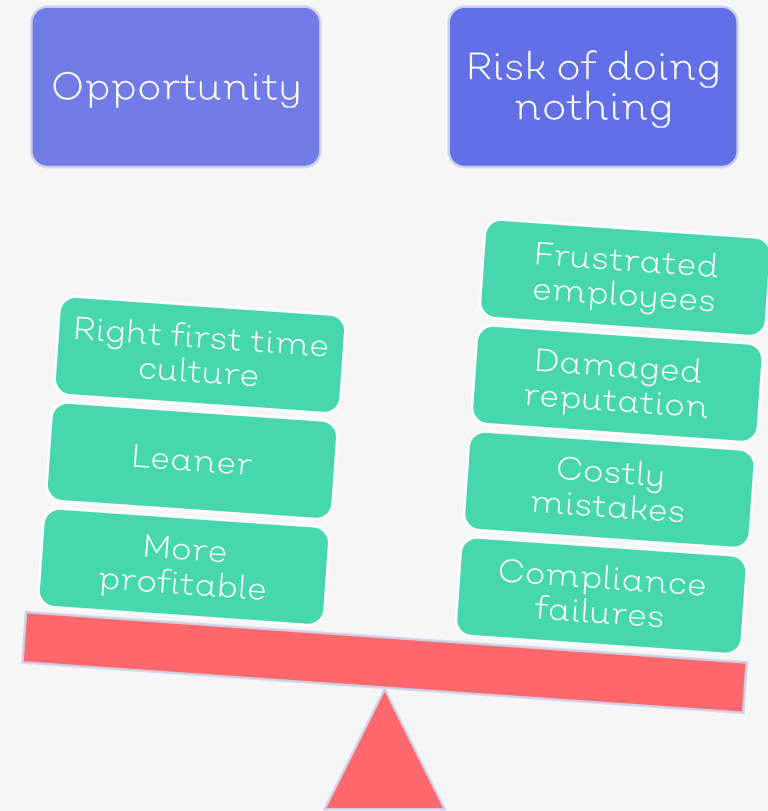
- ✓ Cycle time from request to delivery
- ✓ Average cycle time from request to delivery
- ✓ Call length
- ✓ Volume of tasks per staff
- ✓ Number of staff involved
- ✓ Number of reminders
- ✓ Number of alerts
- ✓ Customer ratings of service
- ✓ Number of customer complaints
- ✓ Number of process errors
- ✓ Number of human errors
- ✓ Time allocated for administration, management, training

## Compliance:

- ✓ Average time lag between identification of issues and resolution
- ✓ Frequency of compliance reviews
- ✓ Sum of deviation in money of planned budget of projects
- ✓ Budget

# Why is Return on Quality Investment important?

1. Quality is an investment
2. Must be financially accountable
3. Seen as a cost centre, not profit centre
4. Get the attention of leadership
5. Demonstrate tangible results to leadership
6. Get what you want:
  1. Software
  2. Tools
  3. Training
  4. Engagement





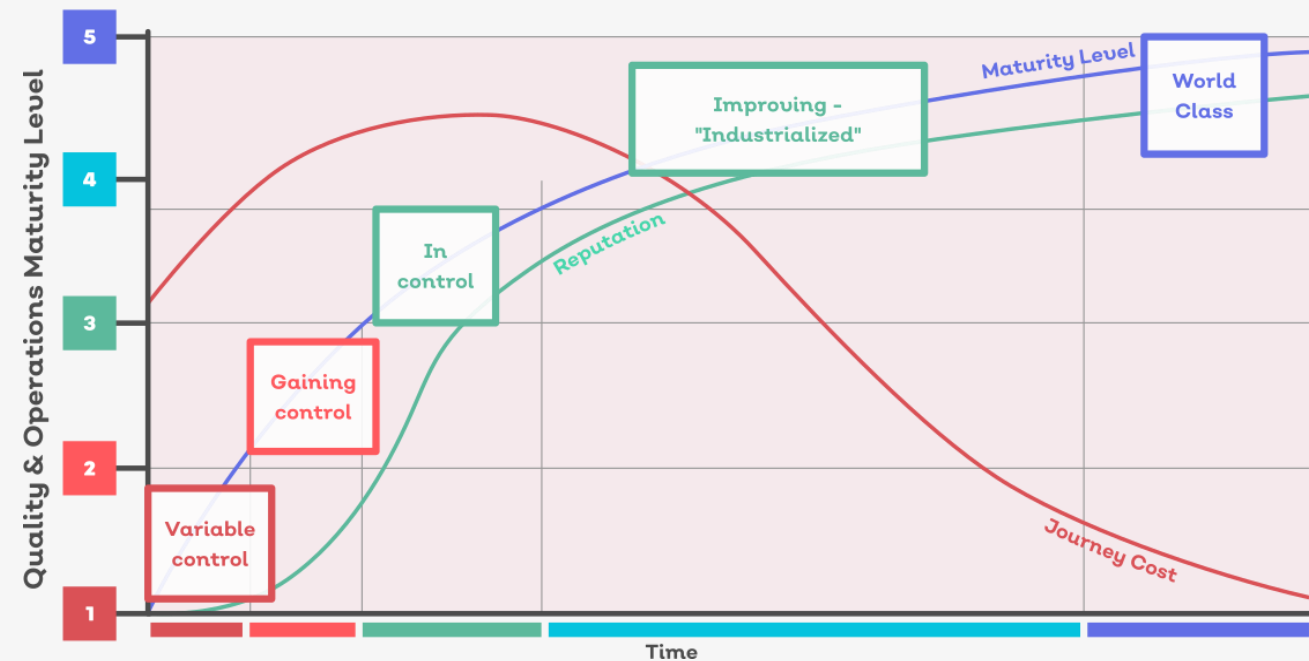
# How to calculate return on quality investment

The process:

1. Benchmark performance - Information gathering: Direct / indirect costs / opportunity cost
2. Estimate savings - Identify possible opportunities
3. Estimate costs – upfront and ongoing
4. Financial projections – ROI Calculator
5. Decide, review and monitor

## The Journey to World Class

Scaling the Maturity Curve



## Key performance indicators (KPIs)

Most KPIs fall into one of the following four categories:

- Revenue improvement
- Cost reduction
- Process cycle-time improvement
- Increased customer satisfaction





# QMS Measures

Keeping the eyes and ears of senior management:

- Documents: Notification response rate
- Audits: Findings closure performance
- Training: Overdue training requirements
- Risk: Overdue risk assessments
- Issues: Overdue issues

Keep KPIs evidence-based

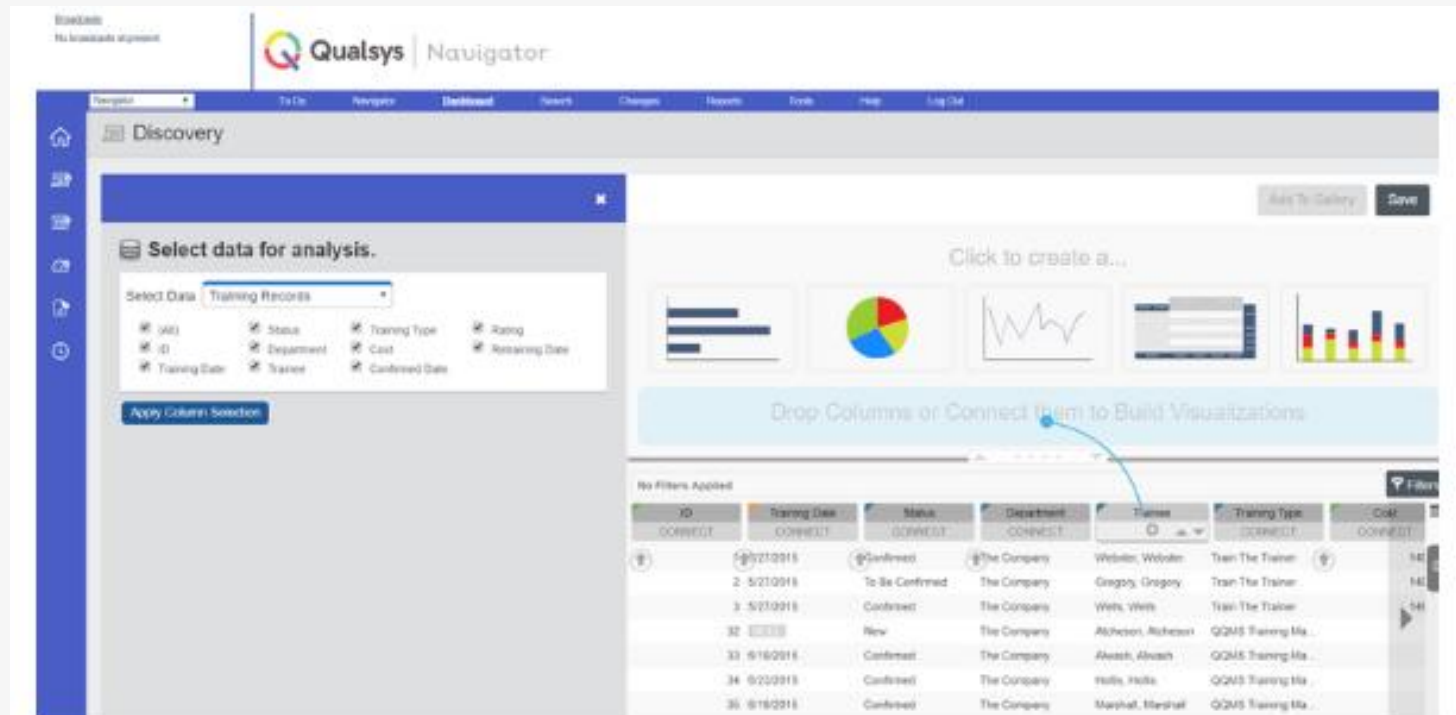


# Shared business intelligence

- Share quality KPI information with senior leaders
- Annex SL highlights the role of leadership in driving the quality agenda – align approach with common metrics
- Present business intelligence with ‘C-level’ language – no quality jargon!
- Keep it simple

As a profession, we are appalling at marketing ourselves. We need to get better at that.

- Vince Desmond, Acting CEO at the CQI



The screenshot displays the Qualsys Navigator interface. At the top, there's a navigation bar with options like 'To Do', 'Navigator', 'Dashboard', 'Search', 'Changes', 'Reports', 'Tools', 'Help', and 'Log Out'. Below this, the 'Discovery' section is active, showing a 'Select data for analysis' panel. This panel has a dropdown menu for 'Select Data' currently set to 'Training Records'. Below the dropdown are several filter checkboxes: 'All', 'ID', 'Training Date', 'Status', 'Department', 'Trainer', 'Training Type', 'Cost', 'Confirmed Date', 'Rating', and 'Resourcing Date'. An 'Apply Column Selection' button is at the bottom of this panel. To the right, there's a 'Click to create a...' section with icons for various chart types: bar chart, pie chart, line chart, and stacked bar chart. Below this is a blue banner that says 'Drop Columns or Connect them to Build Visualizations'. At the bottom, a data table is visible with columns: ID, Training Date, Name, Department, Trainer, Training Type, and Cost. The table contains several rows of data, with the first row highlighted. A blue arrow points from the banner text to the table headers.

ID	Training Date	Name	Department	Trainer	Training Type	Cost
1	5/21/2015	Confirmed	The Company	Webster, Webster	Train The Trainer	142
2	5/21/2015	To Be Confirmed	The Company	Gregory, Gregory	Train The Trainer	142
3	5/21/2015	Confirmed	The Company	Webb, Webb	Train The Trainer	141
32		New	The Company	Abbeeson, Abbeeson	QQMS Training Ma...	
33	5/18/2015	Confirmed	The Company	Akesh, Akesh	QQMS Training Ma...	
34	5/20/2015	Confirmed	The Company	Holla, Holla	QQMS Training Ma...	
35	5/18/2015	Confirmed	The Company	Marshall, Marshall	QQMS Training Ma...	

**Businesses with highly-developed  
quality cultures spend £238  
million less annually fixing  
mistakes**

<https://hbr.org/2014/04/creating-a-culture-of-quality>

Qualsys  
609 followers  
3d

Don't know your CTX from your CRISP? Access our acronym dictionary and slice through the quality jargon.  
<https://hubs.ly/H0DvqG0>



The Ultimate Dictionary of Quality Acronyms You Should Know  
quality.eqms.co.uk

Qualsys  
609 followers  
3w


5 FDA & MHRA changes to know about in 2019  
<https://hubs.ly/H0jh50-0>



5 FDA & MHRA changes to know about in 2019  
quality.eqms.co.uk

Qualsys  
609 followers  
1mo

Lead Responsible Person (and Marvel fan!) Laura Cox discusses Good Distribution Practice and how her new EQMS modules are the 'quality Infinity Stones' for her company, CST Pharma. ...see more



"We look at our 6 EQMS modules like the quality Infinity Stones."  
Laura Cox, Lead Responsible Person, CST Pharma

Qualsys  
609 followers  
3w


Congratulations to the Unilever Oral Care team for a perfect ISO 13485 audit! Here's how they did it.  
<https://hubs.ly/H0jh6FQ0>



Unilever complete perfect ISO 13485 audit with EQMS  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

How to motivate six different personality types with quality  
<https://hubs.ly/H0kqjC0>



How to motivate six different personality types with quality  
quality.eqms.co.uk

Qualsys  
609 followers  
1w

Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
<https://hubs.ly/H0jx0290>



Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
quality.eqms.co.uk

Follow Qualsys:

[Linkedin.com/company/qualsys-ltd](https://www.linkedin.com/company/qualsys-ltd)



# Services team workshop

Qualsys  
609 followers  
3d

Don't know your CTX from your CRISP? Access our acronym dictionary and slice through the quality jargon.  
<https://hubs.ly/H0DvqG0>



The Ultimate Dictionary of Quality Acronyms You Should Know  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

5 FDA & MHRA changes to know about in 2019  
<https://hubs.ly/H0jh50-0>



5 FDA & MHRA changes to know about in 2019  
quality.eqms.co.uk

Qualsys  
609 followers  
1mo


Lead Responsible Person (and Marvel fan!) Laura Cox discusses Good Distribution Practice and how her new EQMS modules are the 'quality Infinity Stones' for her company, CST Pharma. ...see more



"We look at our 6 EQMS modules like the quality Infinity Stones."  
Laura Cox, Lead Responsible Person, CST Pharma

Qualsys  
609 followers  
3w


Congratulations to the Unilever Oral Care team for a perfect ISO 13485 audit! Here's how they did it.  
<https://hubs.ly/H0jh6FQ0>



Unilever complete perfect ISO 13485 audit with EQMS  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

How to motivate six different personality types with quality  
<https://hubs.ly/H0kjjC0>



How to motivate six different personality types with quality  
quality.eqms.co.uk

Qualsys  
609 followers  
1w

Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
<https://hubs.ly/H0jx0290>



Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
quality.eqms.co.uk

**Follow Qualsys:**

**[Linkedin.com/company/qualsys-ltd](https://www.linkedin.com/company/qualsys-ltd)**



**Service team: Use cases**



**ISO 27001 – Its all about the CIA**



# Why?

## Remember the benefits:

- ✓ Keeps confidential information secure
- ✓ Provides customers with confidence in how you manage risk
- ✓ Allows for secure exchange of information
- ✓ Ensure you are meeting legal obligations
- ✓ Manages and minimises exposure to risk
- ✓ Brings a culture of security
- ✓ Protects the company, assets, shareholders and directors.
- ✓ Provides a competitive advantage
- ✓ Enhanced customer satisfaction
- ✓ Consistency in delivery of service
- ✓ Enhances cyber security

# What?

Information security management is about preserving the **confidentiality, integrity** and **availability** of information and any associated information processing facilities.

It ensures **business continuity** by minimizing business damage by preventing and reducing the impact of security incidents.

- **Confidentiality** – Information is not made available or disclosed to unauthorised individuals, entities or processes.
- **Integrity** – safeguarding the accuracy and completeness of information.
- **Availability** – ensuring the accessibility and usability of information upon demand by an authorised entity.





**What are your biggest challenges??**

## Common challenges

- Cultural change
- Lack of buy-in from Senior Management
- Understanding the concepts
- Overcomplicating the process
- 'its not relevant to us'
- Staff competence
- Risk Assessment and Treatment





**Do you have these data management processes?**

## New policies

- Over the next couple of weeks the following policies will be published. Please remember that these relate to the security of information,
  - Acceptable Use Policy
  - Access Control Policy
  - Backup Policy
  - Change Management Policy
  - Data Protection Policy
  - Encryption Policy
  - Equipment Security Policy
  - Exchange of Information Policy
  - Hiring and Termination Policy
  - Information Classification, labelling and handling Policy
  - Management of Removal Media Policy
  - Network Management and Security Policy
  - Patch Management and Software Update Policy
  - Physical Security Policy



How mature is your data management strategy?

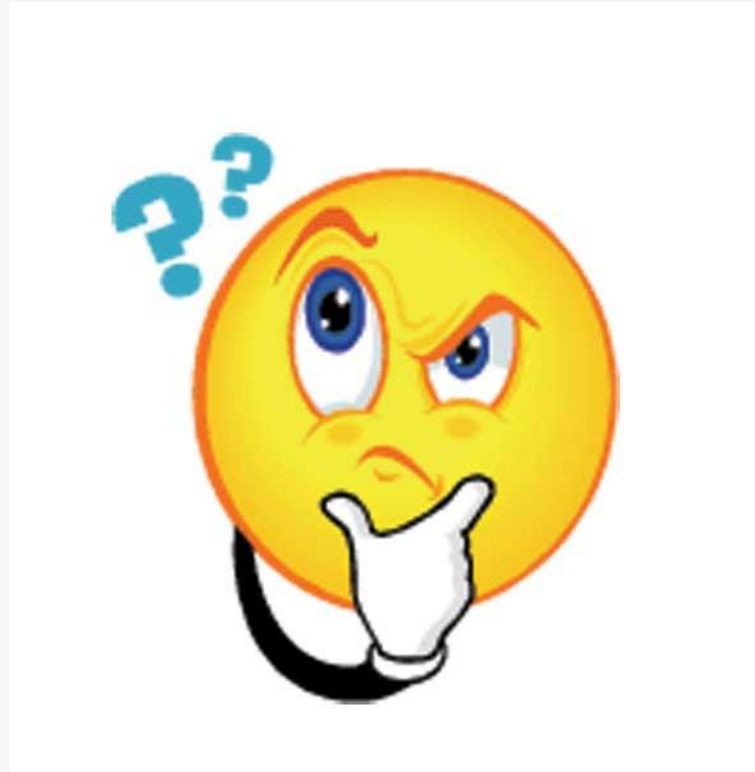
## Top tips

- Increased awareness around information security:
  - Clear desk and Lock screen
  - Encrypted laptops
  - No tailgating
  - Train, communicate and re-train
- Enhanced management of changes:
  - Infrastructure changes
  - Access changes New starters, leavers and role changes
  - Operational changes
- Management of Security Incidents:
  - Potential and nr miss – Security Incident Issue; tie in with GDPR
- Strict Supplier Management:
  - New or changing suppliers
- Use building blocks





Any questions?





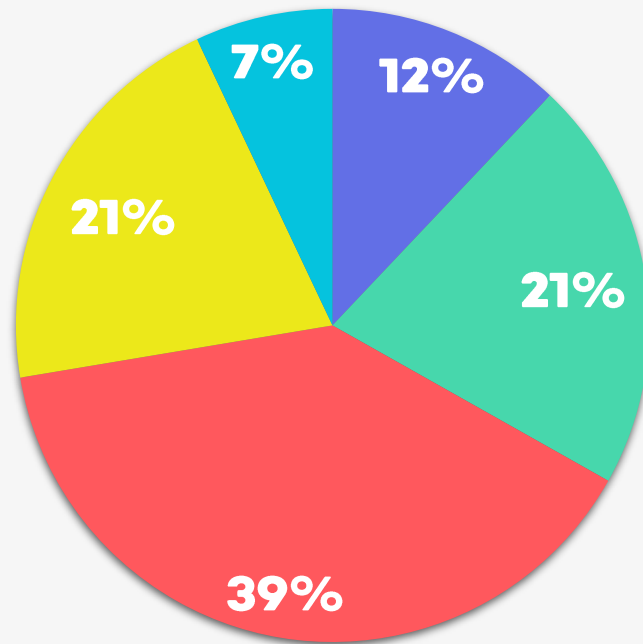
# Risk Based Thinking

# What is risk-based thinking?

- Risk-based thinking is something we all do automatically and often sub-consciously.
- The main update to ISO 31000:2018 provides more strategic guidance than ISO 31000:2009 and places more emphasis on both the involvement of senior management and the integration of risk management into the organization.
- Risk is often thought of only in the negative sense. Risk-based thinking can also help to identify opportunities. This can be considered to be the positive side of risk.

# Agenda has been based on data we received from your peers

## How effective is your business at employing 'risk-based thinking'?



■ Not at all ■ Very poor ■ Poor ■ Average ■ Above average

Results of Qualsys Global Quality Survey January 2018

- 62% say their business does not proactively manage risk
- 72% say their business is not effectively employing risk-based thinking

Download the report free:

<http://quality.eqms.co.uk/global-grc-report-2018>

# The risk-based approach to ISO standards

Risk-based thinking:

- Improves governance
- Establishes a proactive culture of improvement
- Assists with statutory and regulatory compliance
- Assures consistency of quality of products and services
- Improves customer confidence and satisfaction

Risk Based Thinking



Reactive

Proactive



**“You need to give every employee a channel where they can communicate risk.”**

**- Richard Green, Kingsford Consultancy Services Ltd**

*Watch here: <https://qualsys.wistia.com/medias/tqspoowtgf>*

# How EQMS can support and promote Risk Based thinking:

## Issue Manager

Raise risk events to give a clearer and more accurate picture of your risks.

## Training Manager

Ensure the entire organisation is aware of the organisation's approach to risk management.



## Audit Manager

Review processes and procedures to highlight and inform the organisation on Risk.

## Supplier Manager

Used to indicate Risks and Opportunities within your supply chains.

Understanding how value is created and destroyed and the role that risk plays in this process is the key to a successful business operation.

One way to reach this understanding is through the development and implementation of a practical framework to manage both value and risk.



[www.menti.com](https://www.menti.com)

65 56 34

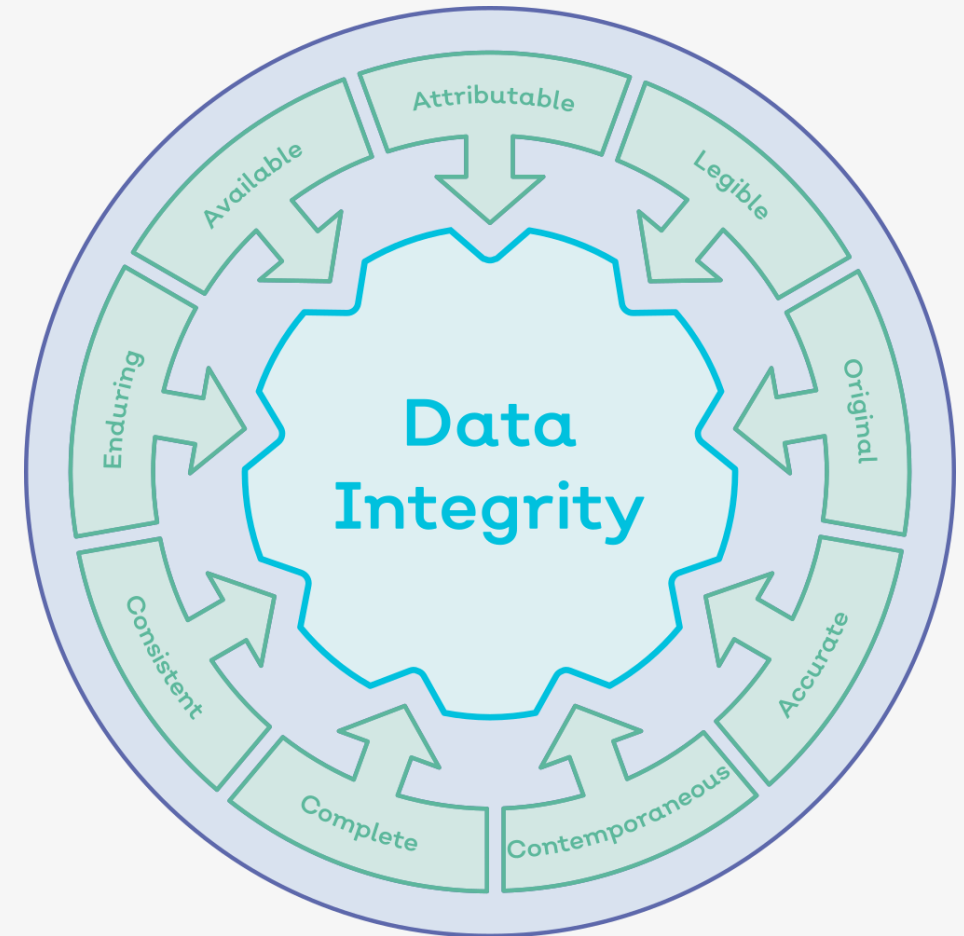
# Data integrity with Document Manager

Applying the 9 principles

Qualsys summer user group 2019

# What is data integrity?

- Scope: from initial data generation and recording through processing, use, retention, archiving, retrieval and destruction
- Applies to paper and electronic data and records, within the scope of a quality management system




## Benefits of good data governance

- Better decision-making
- Transparency into processes (Standard Operating Procedures/Policies)
- Reduce operating costs
- Improved strategic planning
- Reduced risk of data loss and corruption
- Confidence in your document control

Your Quality Management System (QMS) provides more than a regulatory requirement checkbox and data integrity is key to best practice.

# A: Attributable

The user that performed the task must be identifiable within the system



ID

Title

First Name

Surname


Logon Name

Password

Version

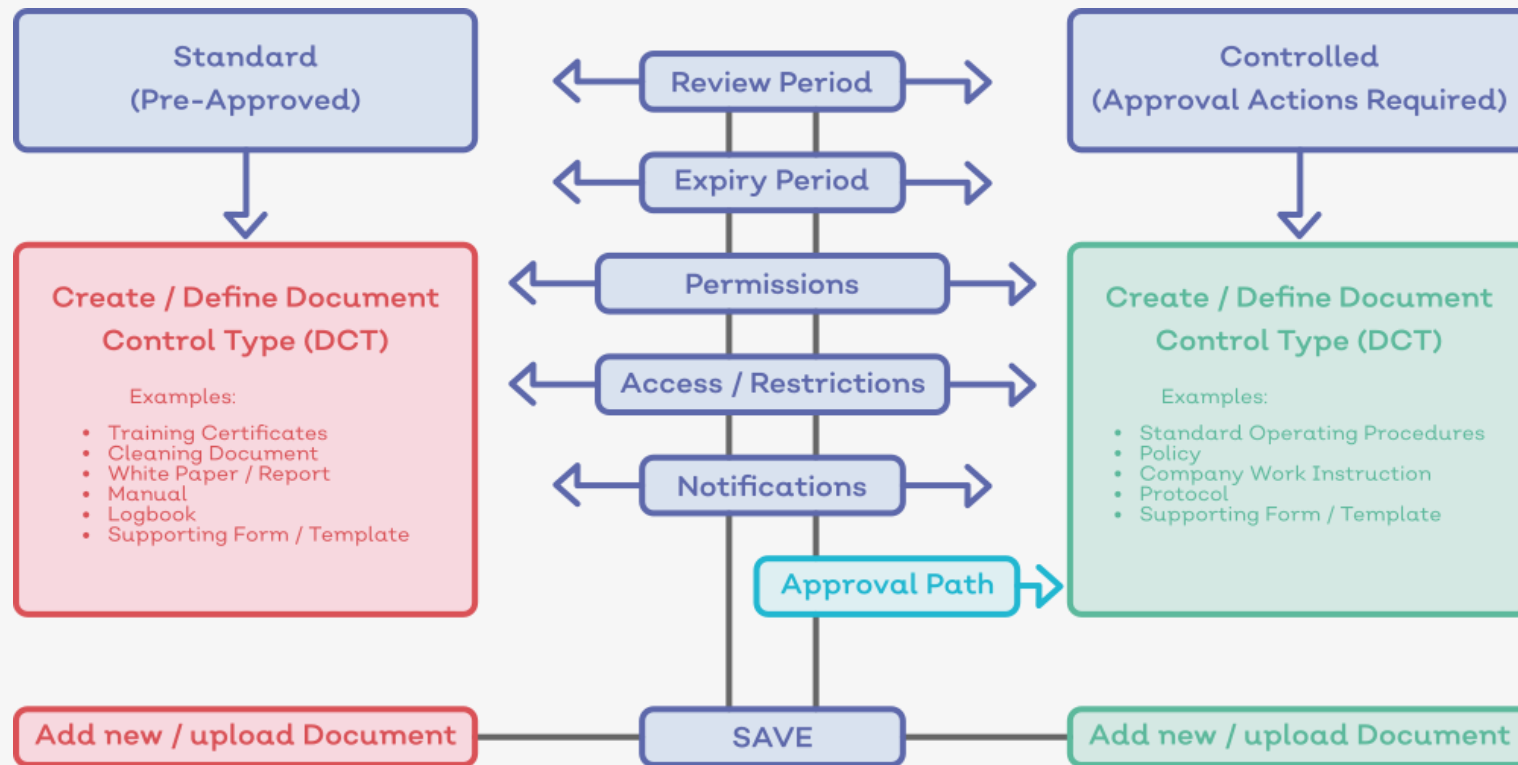
Issue Date

Owner  User  Group



# L: Legible

Data is readable, understandable, and allows a clear picture of the sequencing of steps/events in the electronic record



# C: Contemporaneous, complete

## Contemporaneous

System makes a record of an activity at the time it takes place

## Complete

All recorded data features an audit trail to show nothing has been deleted or lost

# C: Contemporaneous, complete

Date Modified

Last Retrieved



**Rob Needham** updated **Document** record with ID 10078 - Policy Template, setting the **Last Retrieved Date** field to **21 May 2018 21:10** and changing the **Read Count** field from **0** to **1**

21 May 2018 21:10:22

**Liam Pollard** updated **Document** record with ID 10078 - Policy Template, setting the **ID** field to **10078** and changing the **Status** field from **10 - Link to Structure** to **5 - Live**

5 February 2018 16:44:43

**Liam Pollard** linked **Document Organisational Area** record **13 - Services**

5 February 2018 16:44:43

**Liam Pollard** linked **Document Topic** record **8 - Planning**

5 February 2018 16:44:43

**Liam Pollard** created a new **Document** record with ID 10078 - Policy Template and set the following 15 fields:

- **Approval Path** field to **0**
- **Batch** field to **333 - Alliance Medical Supporting Docs**
- **Change Manager** field to **Guest Account**
- **Checked Out** field to **0**
- **Document Control Type** field to **106 - Product Implementation - Customer**
- **Issuer** field to **Guest Account**
- **Original Filename** field to **Policy Template.doc**
- **Owner** field to **Liam Pollard**
- **Owner Group** field to **0**
- **Read Count** field to **0**
- **RFC** field to **0**
- **Status** field to **10 - Link to Structure**
- **Title** field to **Policy Template**
- **Version** field to **1.0**
- **Version Date** field to **05 Feb 2018 16:45**

5 February 2018 16:44:43



# O: Original

The original captured data (record) must be retained

Metadata

Default	Sequence	Active	Mandatory
Uncontrolled Copy: <input type="text"/>	0	<input checked="" type="checkbox"/>	<input type="checkbox"/> <span style="color: red;">✗</span>
Regulatory Impact: <input type="radio"/> Yes <input checked="" type="radio"/> No	1	<input checked="" type="checkbox"/>	<input type="checkbox"/> <span style="color: red;">✗</span>
Training Impact: <input type="text"/>	2	<input checked="" type="checkbox"/>	<input type="checkbox"/> <span style="color: red;">✗</span>

Owner:

Uncontrolled Copy:

Regulatory Impact:  Yes  No

Training Impact:

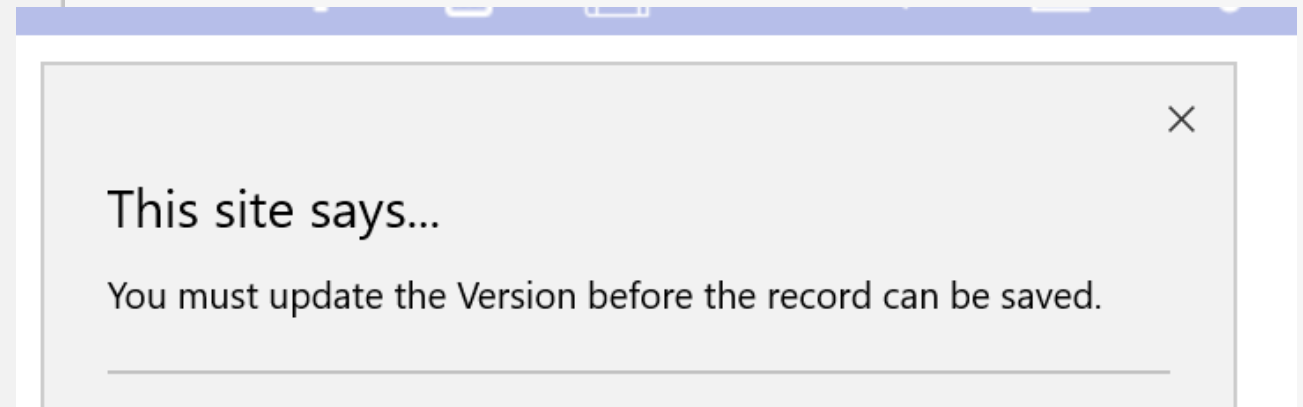
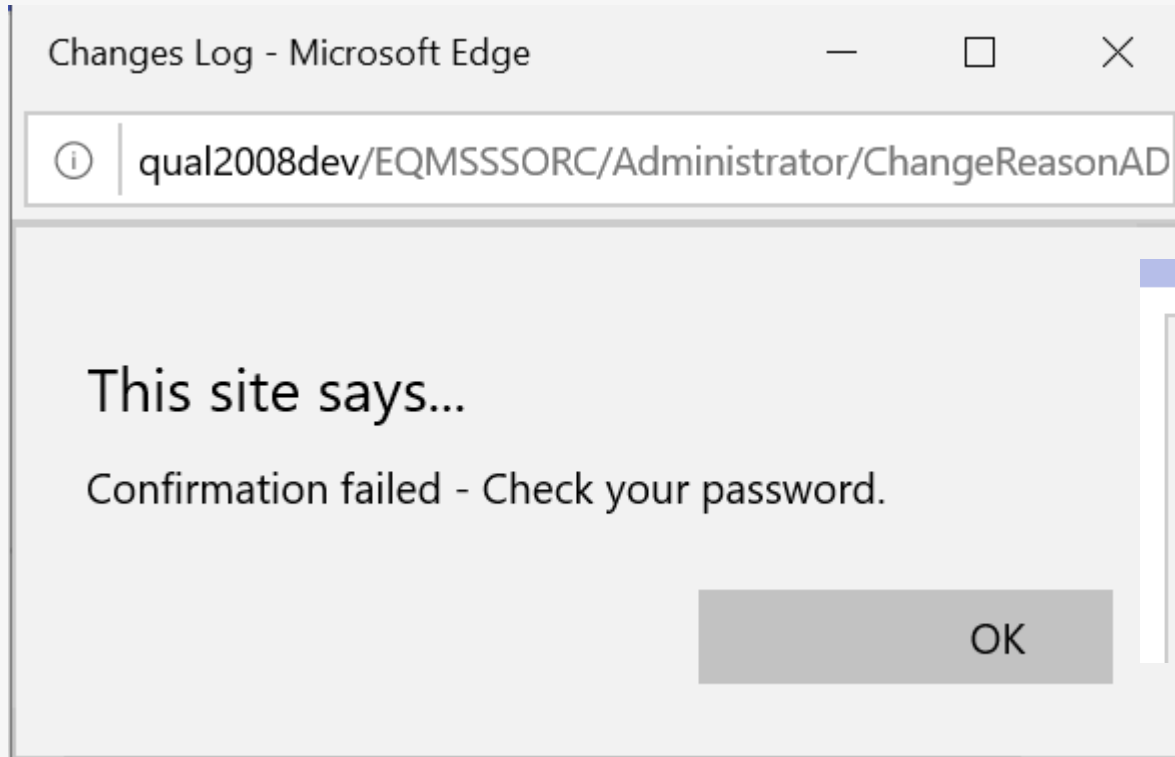
---

Owner:  User  Group

Location of distributed copies;  
**%Uncontrolled Copy:M1928%**  
 Date:  
**%:Date: M025%**

# A: Accurate


When recording data electronically, the system must have built-in accuracy checks and verification controls



# C: Consistent

Consistency with records requires change/version management and traceability matrices

**Details For Live Document 2623**



Changes Log - Microsoft Edge

qual2008dev/EQMSSSORC/Administrator/ChangeReasonAD

Enter an ID and reason for the Change

Reason

Password

OK Cancel

**Changes Log** Version:




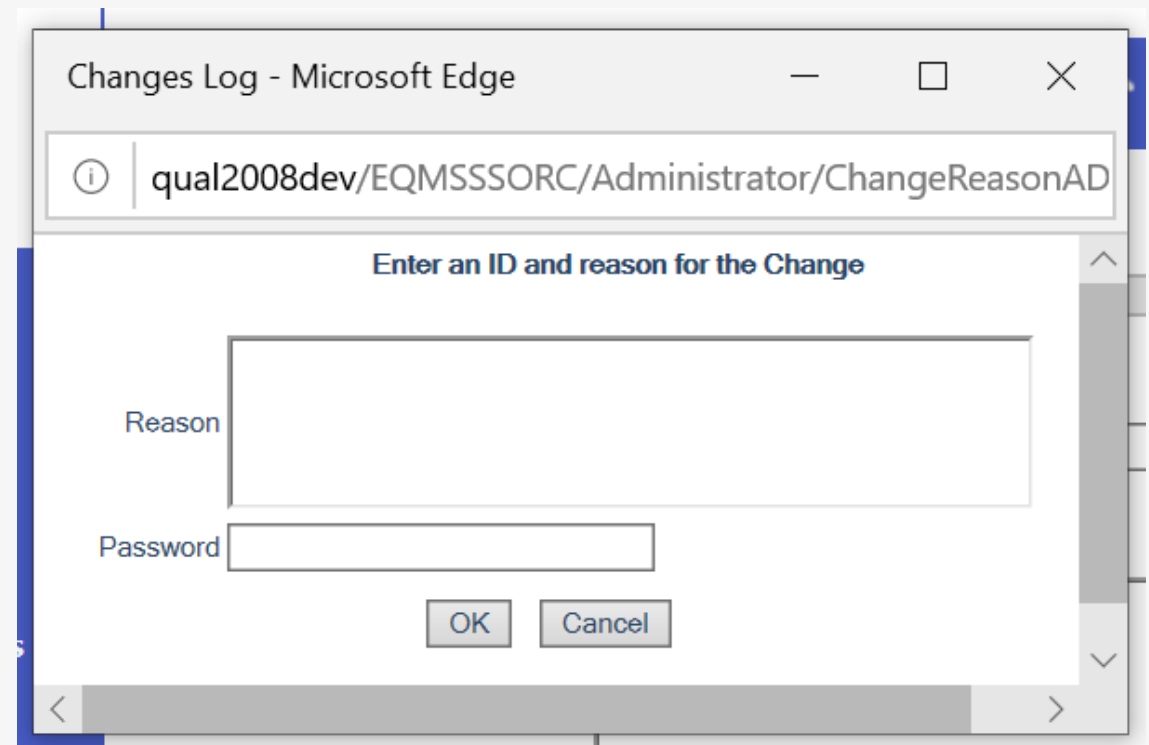
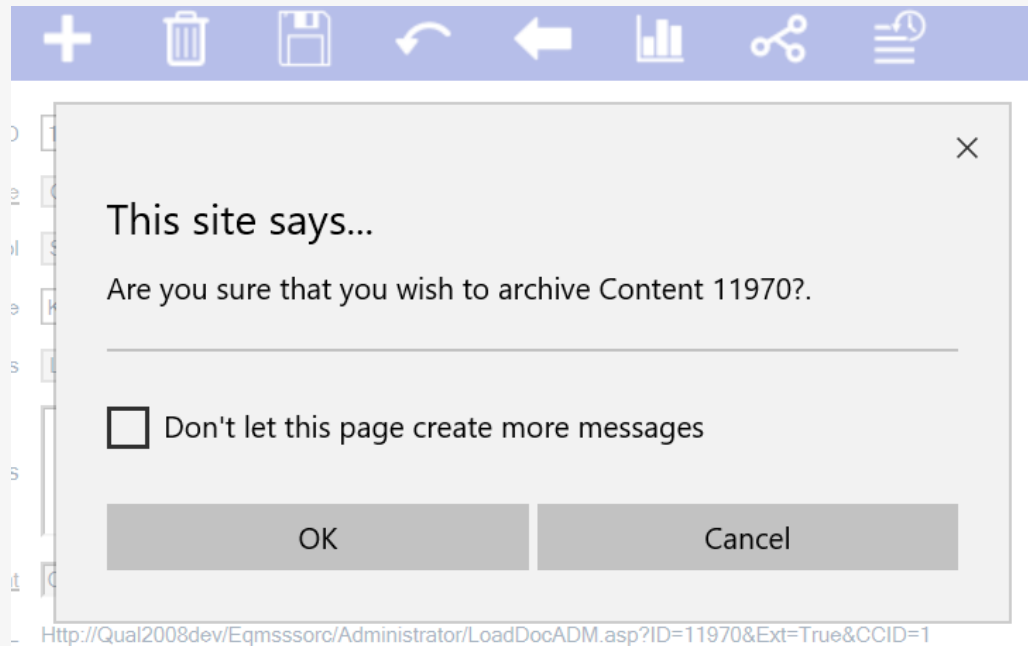
Log ID	Comments	Changed By	Date Changed	Version	
1872	Training certificate text updated	Kaye Eames	08 Jul 2019	2.0	
1874	Rebranded document	Kaye Eames	08 Jul 2019	3.0	
1876	Updated module type and certificate text	Kaye Eames	08 Jul 2019	4.0	

Diagram description: A central toolbar with four icons (save, undo, history, search) is connected by blue arrows to a 'Changes Log' table and a 'Change Reason' dialog box. The arrow from the history icon points to the 'Date Changed' column in the table. The arrow from the search icon points to the 'Reason' input field in the dialog box.

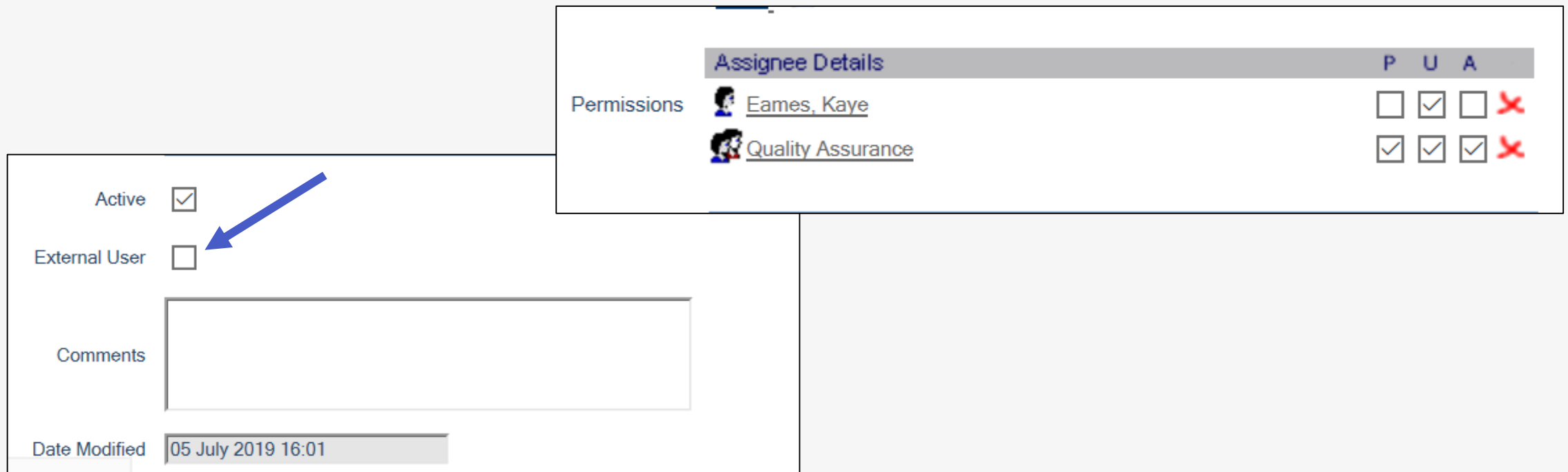
# E: Enduring



Ensuring records and information exist and are readable during the entire period in which they might be needed, including long after recording... in some cases, decades!



# A: Available

Records must be accessible in a readable format to all applicable personnel responsible for their review or other operational processes. These must also be available for review/inspection to external users if relevant.



Assignee Details		P	U	A	
Permissions	 <u>Eames, Kaye</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	 <u>Quality Assurance</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Active

External User

Comments

Date Modified 05 July 2019 16:01

# Thanks for listening

Aizlewood's Mill,  
Nursery Street,  
Sheffield  
S3 8GG

 +44 114 282 3338

 [info@qualsys.co.uk](mailto:info@qualsys.co.uk)

# Supplier and Supply Chain Auditing

Qualsys User Group, Sheffield – Tuesday 9<sup>th</sup> July 2019



**What is your confidence level?**



# More data than ever

- ✓ 269 billion emails are sent each day - [74 trillion](#) emails per year
- ✓ 90 emails per day, per person
- ✓ Average 4,000 emails per day, per business
- ✓ 49.6 days period between breach discovery and reporting dates
- ✓ Security breaches increased by 67% in 2018
- ✓ Cybercrime costs organizations \$13 million per year



It is estimated that data integrity cost British businesses £1.2 Billion in 2019

<https://www.templafy.com/blog/how-many-emails-are-sent-every-day-top-email-statistics-your-business-needs-to-know/>

<https://www.thesslstore.com/blog/80-eye-opening-cyber-security-statistics-for-2019/>

<https://www.themanufacturer.com/mdc2011/pdf/ChainReaction-The-Fragmented-Supply-Chain.pdf>



Like what we do?

Please write us a review:

[reviews.capterra.com/new/150193](https://reviews.capterra.com/new/150193)



**What are the challenges?**

# The trends

## Volume

First of all, there is a vast amount of data available. With sheer volume in mind, it is not surprising that something is off. Is your current strategy equipped to handle the growing amount of data?

## Sources

Where is your data coming from? If you're acquiring a new system, you may struggle transferring data back and forth. Moreover, those who manually transfer data risk human error. If your data differs between systems, how will you know which one is right?

## Collaboration

How do you ensure that you are on the same page as your suppliers and customers? If your systems aren't updating in real-time, this will cause issues. Especially when transitioning with new supply chain parties, your data integrity is at risk.



How do we put some of the  
responsibility back on the  
suppliers?

# Shine a light on the problem

## Volume

- Clear ownership – are all suppliers equal
- Trained processes – email is not enough
- Consistent data/templates – forms & checklists

## Sources

- Single source of truth – bring all data together
- Integrate – remove risk of duplication

## Collaboration

- Visibility – schedule and communicate
- Real time decisions – action when needed

# How do we do it?

## Volume

### Document Manager – Processes

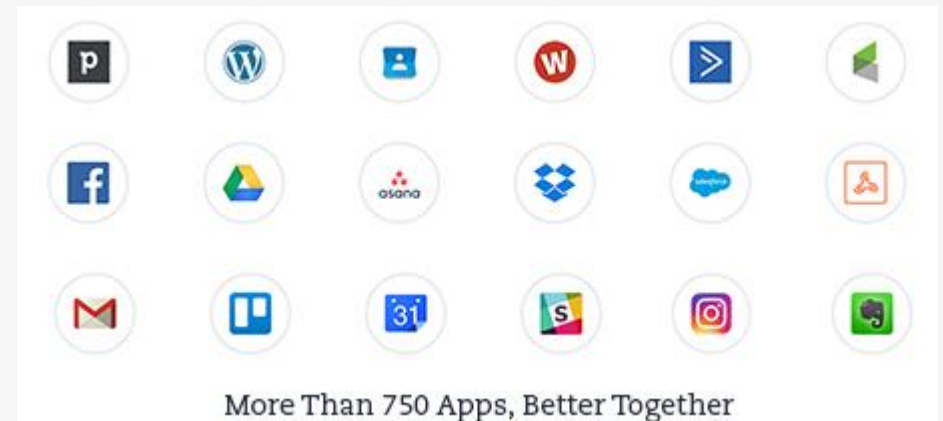
- ✓ External Provider Management [QP44](#)
- ✓ Change Management [QP43](#)
- ✓ Change Management from an IS perspective [IS Change](#)
- ✓ Provider / Contractor Assessment form [QF132](#)
- ✓ Provider Risk Assessment [QF117](#)

### Issue Manager – Forms

- ✓ Qualsys Change Form
- ✓ New Supplier Requests
- ✓ Requisition Form

### Issue Manager – Audits

- ✓ External Provider Management



# How do we do it?

## Sources

- The right data in the right place
- The right process owners
- No duplication





# How do we do it?

## Collaboration

- Real time notifications/reminders/alerts
- Tailored communication/calendar invites
- External To Do List



## To Do List

Created On	Details	Due By ▾
▶ 03 Jun 2019	P2-P7 Test Audit (REF:COTEST-516) - Action Create and Submit Action Plan: Audit COTEST, Finding Minor Nonconformance	14 Jun 2019
▶ 03 Jun 2019	P2-P7 Test Audit (REF:COTEST-516) - Action External User Action: Audit COTEST, Finding Minor Nonconformance	10 Jun 2019



How much do you trust your data?



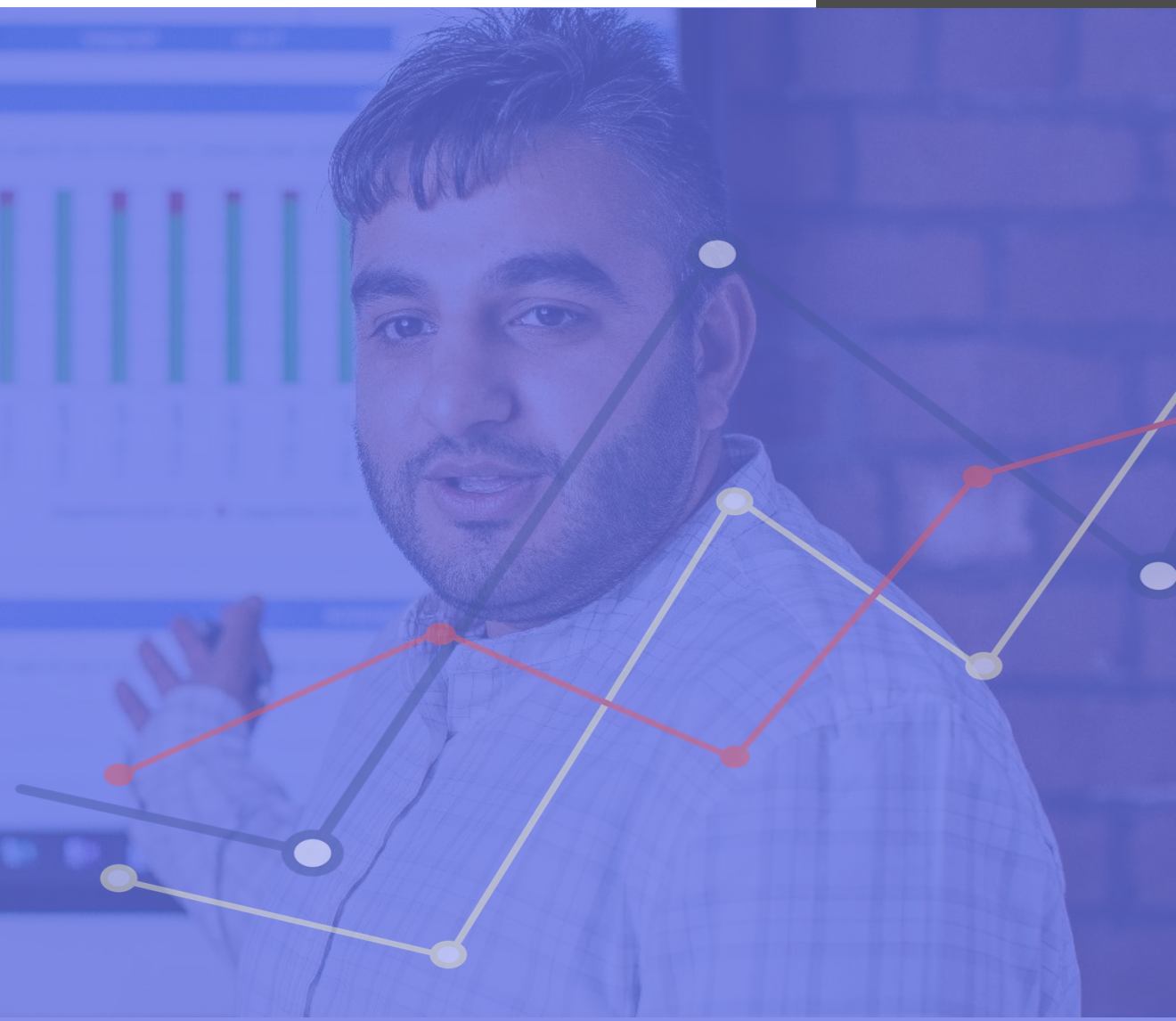
**What will you do next?**

# Thank you for your time

Aizlewood's Mill,  
Nursery Street,  
Sheffield  
S3 8GG

 +44 114 282 3338

 [info@qualsys.co.uk](mailto:info@qualsys.co.uk)



Qualsys  
609 followers  
3d

Don't know your CTX from your CRISP? Access our acronym dictionary and slice through the quality jargon.  
<https://hubs.ly/H0DvqG0>



The Ultimate Dictionary of Quality Acronyms You Should Know  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

5 FDA & MHRA changes to know about in 2019  
<https://hubs.ly/H0jh50-0>



5 FDA & MHRA changes to know about in 2019  
quality.eqms.co.uk

Qualsys  
609 followers  
1mo


Lead Responsible Person (and Marvel fan!) Laura Cox discusses Good Distribution Practice and how her new EQMS modules are the 'quality Infinity Stones' for her company, CST Pharma. ...see more



"We look at our 6 EQMS modules like the quality Infinity Stones."  
Laura Cox, Lead Responsible Person, CST Pharma

Qualsys  
609 followers  
3w


Congratulations to the Unilever Oral Care team for a perfect ISO 13485 audit! Here's how they did it.  
<https://hubs.ly/H0jh6FQ0>



Unilever complete perfect ISO 13485 audit with EQMS  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

How to motivate six different personality types with quality  
<https://hubs.ly/H0kjjC0>



How to motivate six different personality types with quality  
quality.eqms.co.uk

Qualsys  
609 followers  
1w

Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
<https://hubs.ly/H0jx0290>



Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
quality.eqms.co.uk

**Follow Qualsys:**

**[Linkedin.com/company/qualsys-ltd](https://www.linkedin.com/company/qualsys-ltd)**

A network diagram with nodes and lines on a red background. The diagram consists of several nodes (circles) connected by lines. One node is highlighted with a thicker border and is connected to a large, semi-transparent circular shape on the right side of the image. The text "Rob Needham: New products" is overlaid on the diagram.

# Rob Needham: New products

## Features developed over last 5 years

- ✓ Over 200 features added in the last 5 years
  - Of which over 75% come from customer suggestion / ideas.
- ✓ 3 new modules developed or redeveloped
- ✓ 60+ integrations completed included custom and standard API's
- ✓ 8 additional addon's for EQMS developed
- ✓ 5 additional standard API sets developed
- ✓ 10+ development focused user groups held over the period, influencing the future roadmap.
- ✓ GXP Advisory Group & V7 Usability Testing

# Features developed over last 5 years

- Advanced Risk Heatmap
- Associated Items between modules
- Customisable Dashboard
- Equipment Manager redesign
- Additional API's
- Custom emails
- + 40 features

- Kiosk
- Audit Manager workflow enhancements
- Issue Importer / bulk update
- BI self-service dashboard
- 18 additional languages
- Inspection Manager
- Custom Audit Scores
- + 60 features

2015

2016

2017

2018

2019

- Supplier Manager module
- AD SSO
- Mandate Audit Sequence
- Advanced Navigator search
- Full System Audit trailing
- + 30 features

- Related Documents
- Supplier Portal
- iEQMS update including Issue Manager
- ICS integration
- Training Manger quiz
- Additional API's and SAP integration
- + 60 features

- Conditional metadata
- Bulk Audit Importer
- iEQMS Auditor updates
- Training Manager API's
- BI external data set importer
- Additional BI datasets
- + 25 features



Qualsys  
609 followers  
3d

Don't know your CTX from your CRISP? Access our acronym dictionary and slice through the quality jargon.  
<https://hubs.ly/H0DvqG0>



The Ultimate Dictionary of Quality Acronyms You Should Know  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

5 FDA & MHRA changes to know about in 2019  
<https://hubs.ly/H0jh50-0>



5 FDA & MHRA changes to know about in 2019  
quality.eqms.co.uk

Qualsys  
609 followers  
1mo


Lead Responsible Person (and Marvel fan!) Laura Cox discusses Good Distribution Practice and how her new EQMS modules are the 'quality Infinity Stones' for her company, CST Pharma. ...see more



"We look at our 6 EQMS modules like the quality Infinity Stones."  
Laura Cox, Lead Responsible Person, CST Pharma

Qualsys  
609 followers  
3w


Congratulations to the Unilever Oral Care team for a perfect ISO 13485 audit! Here's how they did it.  
<https://hubs.ly/H0jh6FQ0>



Unilever complete perfect ISO 13485 audit with EQMS  
quality.eqms.co.uk

Qualsys  
609 followers  
3w

How to motivate six different personality types with quality  
<https://hubs.ly/H0kjjC0>



How to motivate six different personality types with quality  
quality.eqms.co.uk

Qualsys  
609 followers  
1w

Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
<https://hubs.ly/H0jx0290>



Celebrating excellence in quality: Qualsys is proud sponsor of International Quality Awards 2019  
quality.eqms.co.uk

**Follow Qualsys:**

**[Linkedin.com/company/qualsys-ltd](https://www.linkedin.com/company/qualsys-ltd)**

A network diagram is overlaid on a solid red background. It consists of several circular nodes connected by thin lines. One node is highlighted with a thicker, darker border. A thick, dark line extends from this highlighted node towards the right edge of the frame, ending in a large, semi-circular shape that resembles a stylized bracket or a partial circle.

# Tom Speddings: Services overview

# Road map to customer success

Tips, recommendations and  
resources from your  
Customer Success Manager



# Why is communication essential to success?

“The single biggest problem in communication is the illusion that it has taken place.”  
– George Bernard Shaw

28% reported poor communication as the primary cause of failing to deliver a software project within its original timeframe.

“The less people know, the more they yell.”

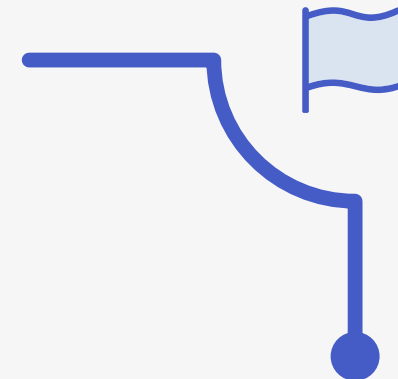
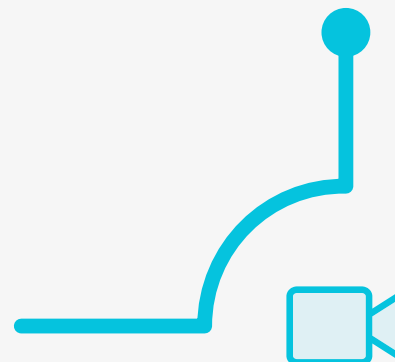
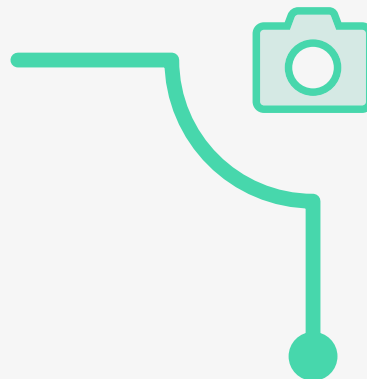
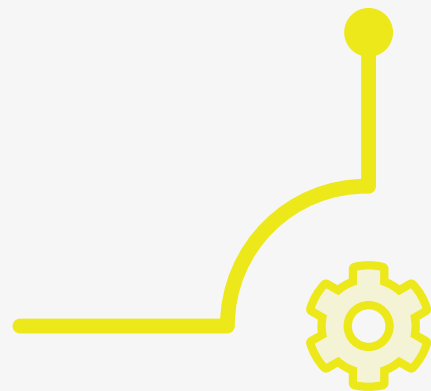
– Seth Godin

The cumulative cost per-worker-per-year due to productivity losses resulting from communications barriers is £19,666.

# User engagement roll-out

**Landing Page**  
Hyperlinked to email signature

**Video**  
Champions to be filmed, edited and then attached to landing page



**Initial Communication**  
Weekly emails sent out, posters circulated

**Photos**  
Circulate pictures of the project

**Launch Party**  
Cake sent. Landing page circulated and end users trained

# Initial communication: online

## Emails

Qualsys suggests periodic emails and info snippets from key project personnel to share news about your EQMS project internally. Qualsys can provide email templates and info snippets on request.

Suggested topics include:

- What EQMS is
- Why your business is using it and how it will benefit your colleagues
- When the system is arriving
- Key stats: Document Manager – “It will save us 2 days of document admin time every single month.”

“Businesses reduce their auditing time by 67% with Audit Manager. We go live next week.”

## Email signatures

Qualsys provides hyperlinked images for display in customer email signatures, spreading project awareness through internal emails. The images link to a landing page providing further information about EQMS.

# Initial communication: offline

## Written communication

With UK workforces not all having access to the internet at work we appreciate other methods are preferred, we suggest the following:

- Letters home
- Articles featured on internal printed publications
- Invites to the launch party
- Ticker updates

## Posters

Qualsys can provide editable poster templates for the customer to display at key physical locations.


Recommended areas include:

- Bulletin boards
- Meeting rooms
- Breakout/smoking/washroom areas


# Visual aid examples



**Powered by EQMS**



**EQMS is coming!**  
Click to find out more



Powered by EQMS

**Top 10 Things To Know About Using EQMS at [insert your logo]**

- 1 Instantly see performance
- 2 Better traceability
- 3 See your responsibilities
- 4 Save time finding information
- 5 Faster feedback
- 6 Works anywhere
- 7 Achieve more
- 8 Full audit trail
- 9 Keep projects moving
- 10 Reduce wastage

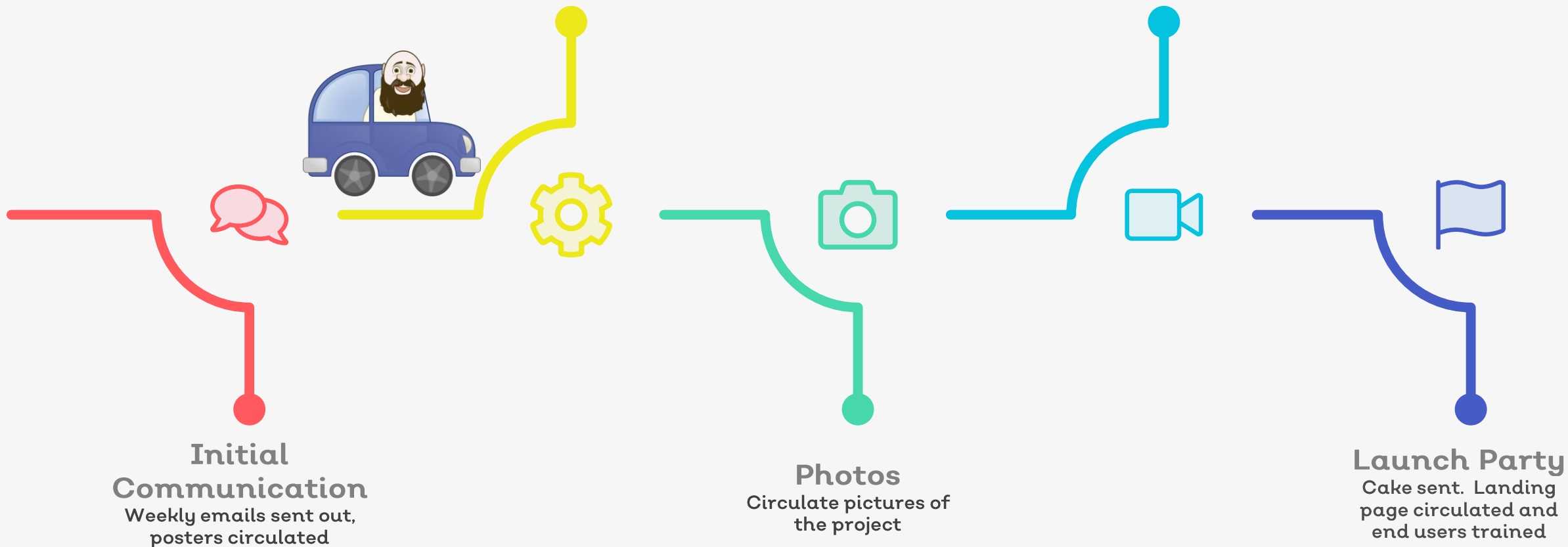
Log into EQMS today: [insert EQMS URL]



# User engagement roll-out

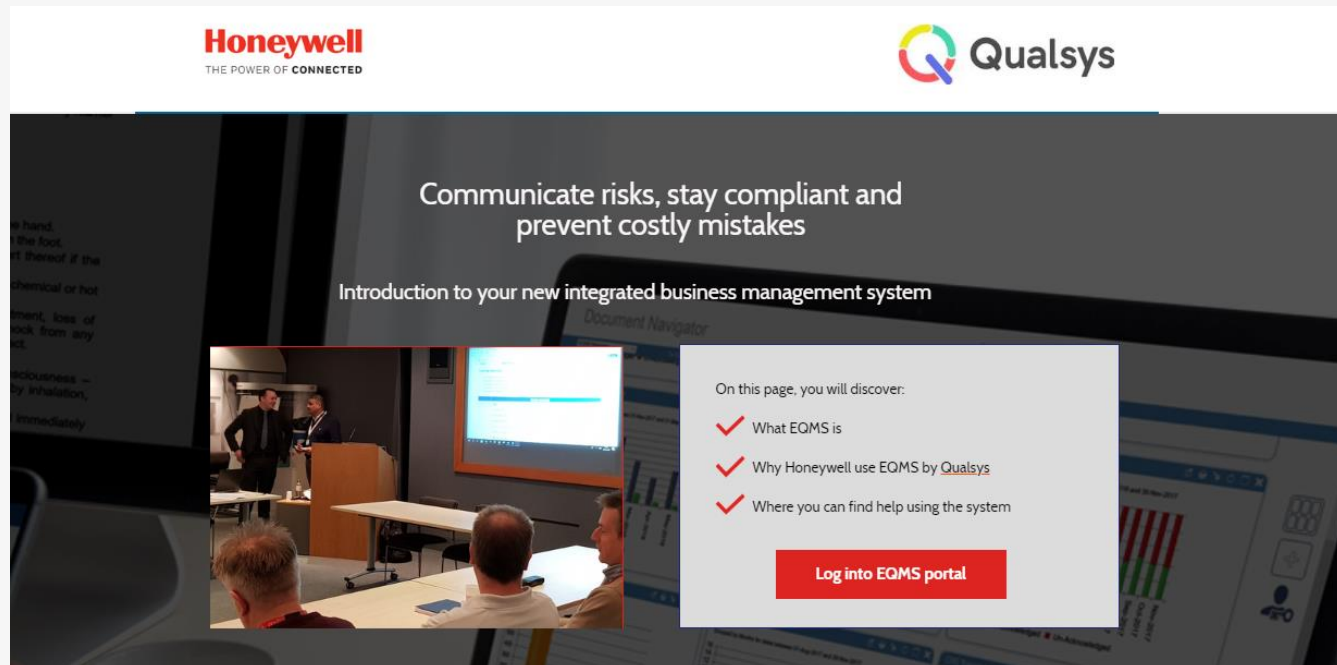
**Landing Page**  
Hyperlinked to email signature

**Video**  
Champions to be filmed, edited and then attached to landing page



# User engagement

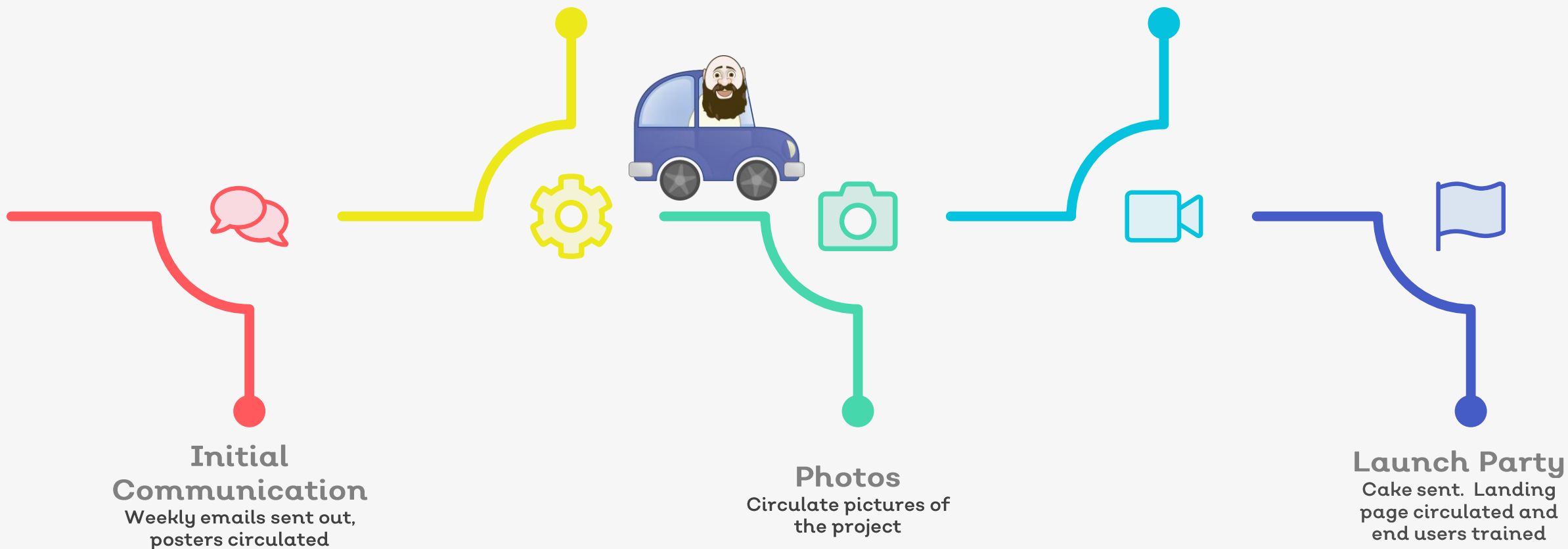
- Qualsys can provide a personalised web landing page for customers to circulate internally, containing:
  - Links to log into EQMS
  - Links to help resources and tutorial videos
  - Project information and the benefits of the new system
  - Personalised branding to match customer website and internal branding
- Customers also have the option to have a project sponsorship video produced with key personnel discussing the project.

A screenshot of a web landing page for Honeywell Qualsys. The page features the Honeywell logo (THE POWER OF CONNECTED) and the Qualsys logo at the top. The main heading reads 'Communicate risks, stay compliant and prevent costly mistakes'. Below this is the sub-heading 'Introduction to your new integrated business management system'. A video thumbnail shows a presentation in progress. A white box on the right contains the text 'On this page, you will discover:' followed by three bullet points with red checkmarks: 'What EQMS is', 'Why Honeywell use EQMS by Qualsys', and 'Where you can find help using the system'. At the bottom of this box is a red button labeled 'Log into EQMS portal'.

# User engagement roll-out

**Landing Page**  
Hyperlinked to email signature

**Video**  
Champions to be filmed, edited and then attached to landing page



# Photos go a long way...

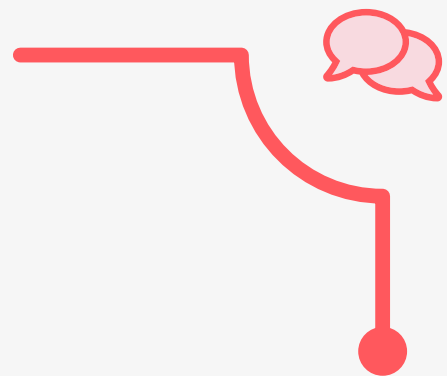
- Images of key personnel engaged and enthusiastic about the project are great for your internal communications.



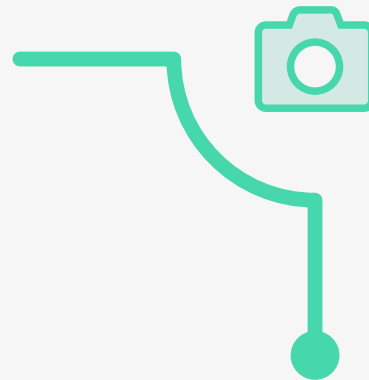
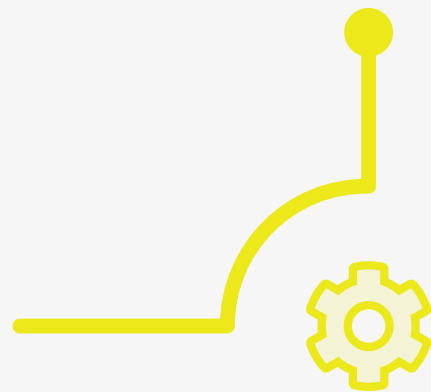
# User engagement roll-out

**Landing Page**  
Hyperlinked to email signature

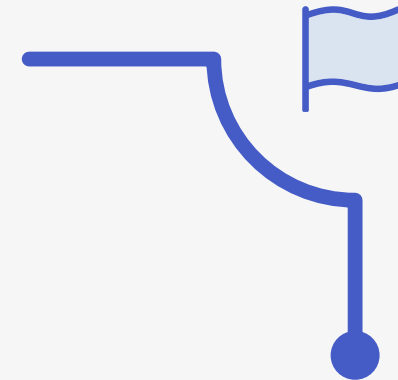
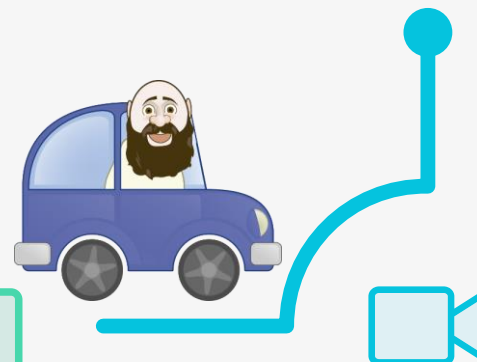
**Video**  
Champions to be filmed, edited and then attached to landing page



**Initial Communication**  
Weekly emails sent out, posters circulated



**Photos**  
Circulate pictures of the project



**Launch Party**  
Cake sent. Landing page circulated and end users trained

# Crown your champions

## Commander Champions:

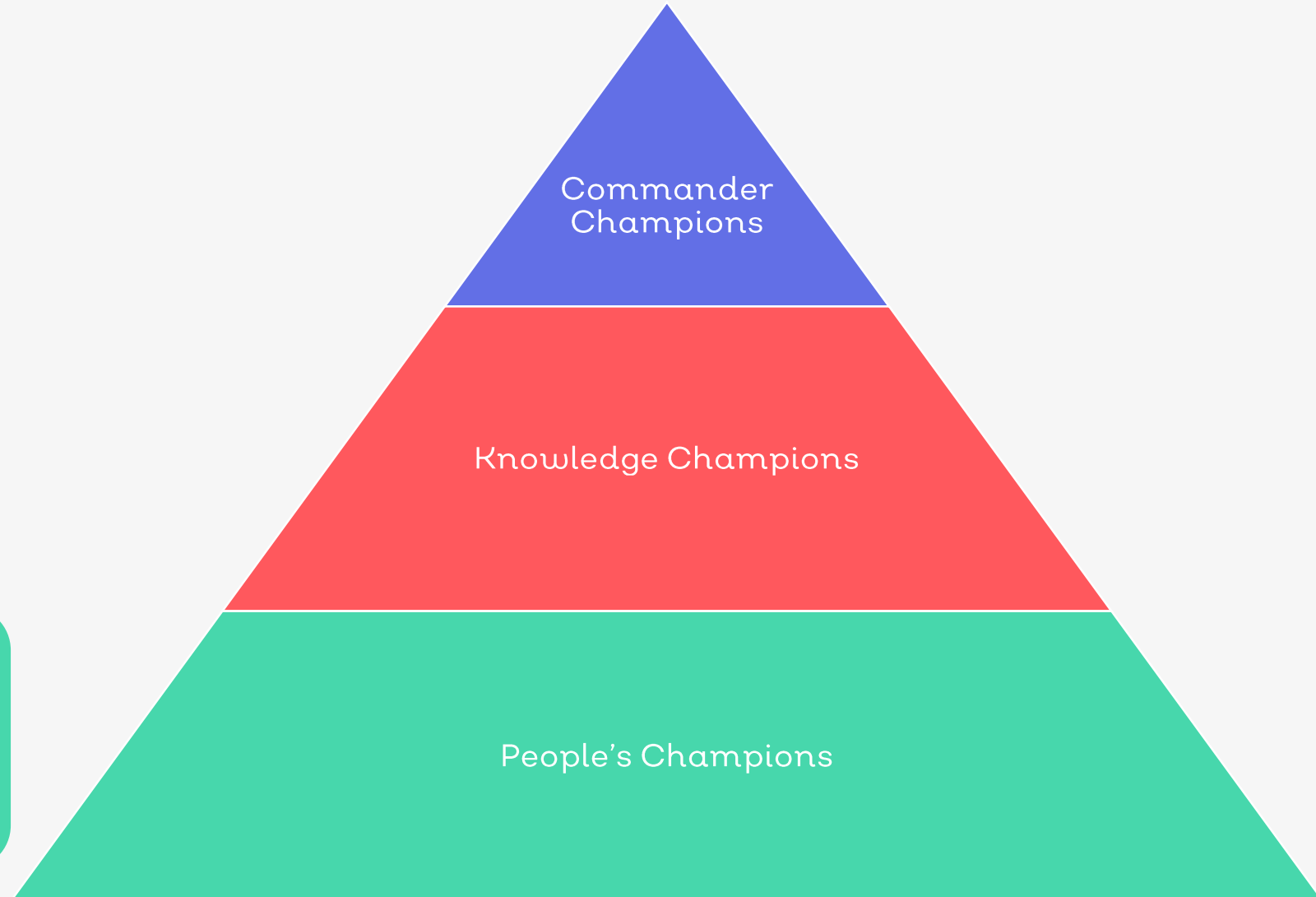
Recognisable senior figures in your business, such as board members and directors. Known by everyone, with influential company-guiding views.

## Knowledge Champions:

Those closest to the EQMS implementation decision who understand the value the system will bring. Quality, risk and compliance managers.

## People's Champions:

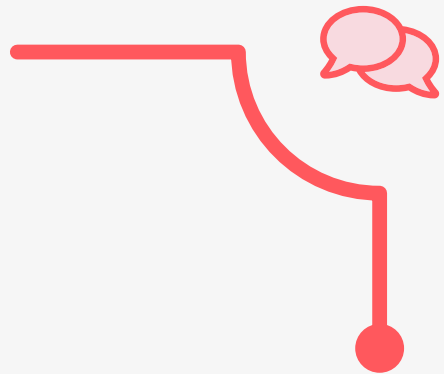
Boots-on-the-ground representatives of your end user community. Influential and respectable promoters at the coalface of the project. Engineers, factory workers, office staff.



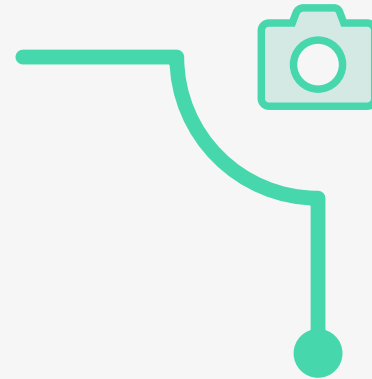
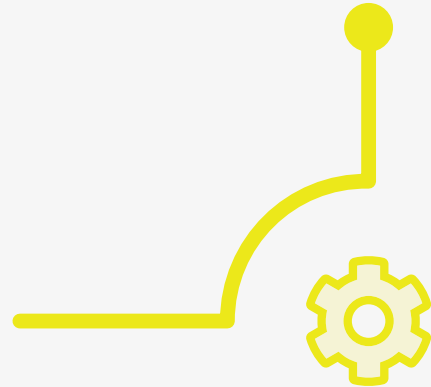
# User engagement roll-out

**Landing Page**  
Hyperlinked to email signature

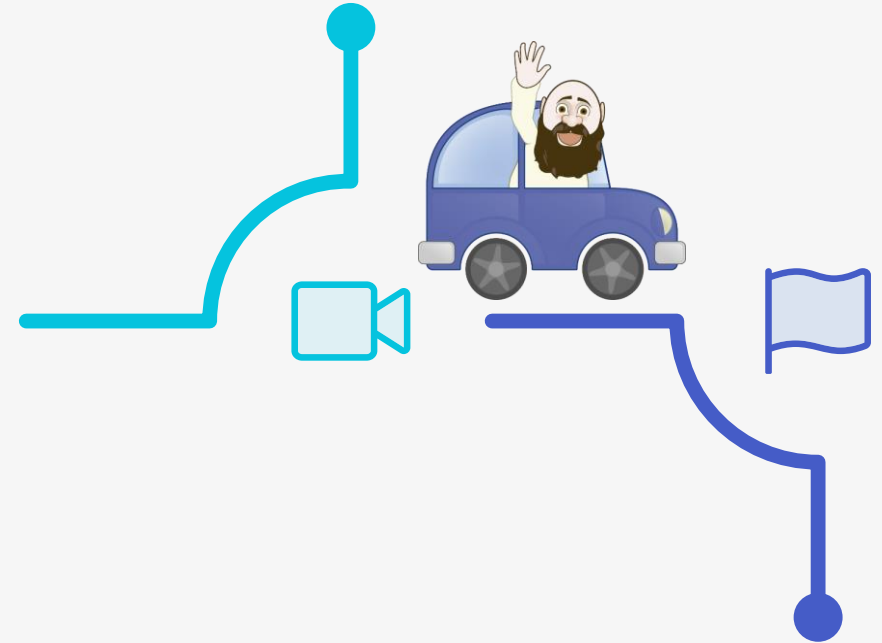
**Video**  
Champions to be filmed, edited and then attached to landing page



**Initial Communication**  
Weekly emails sent out, posters circulated



**Photos**  
Circulate pictures of the project



**Launch Party**  
Cake sent. Landing page circulated and end users trained

# Going live: your launch party

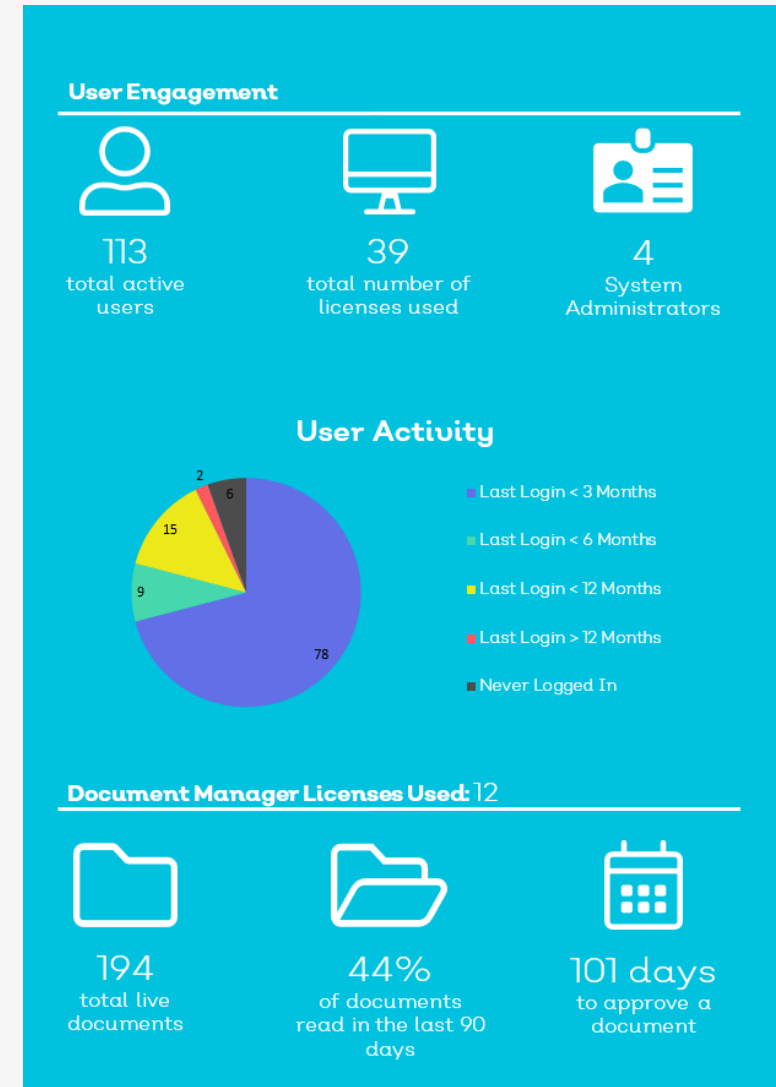
- Project sponsors receive a welcome cake from the Qualsys team
- Celebrate your 'go live' date with a launch party
- Add a countdown clock for your system switch-on: share it on your intranet, newsletter and company website
- Qualsys can prepare a press release for publication on your website and the Qualsys blog (25,000 subscribers) to publicise your project launch and commitment to quality





# Health check and beyond

- Customers receive a system health check report 90 days after going live and every 90 days thereafter, summarising your usage metrics and allowing you to pinpoint system strengths and areas of improvement for the future.
- Anniversaries are important and EQMS is no different. Customers will also receive an annual 'deep dive' health check summarising system use for the past year – perfect for proving the real business value and return on investment of your system.
- Get a honest view on user engagement across your EQMS system
- 3 key metrics against each live module
- Reward users who engage and interact with EQMS – and motivate the business for continued long-term engagement by sharing your health check report (and the congratulations cake we send you!)
- Refresher training is available for long-term engagement with the system.



# Qualsys Training

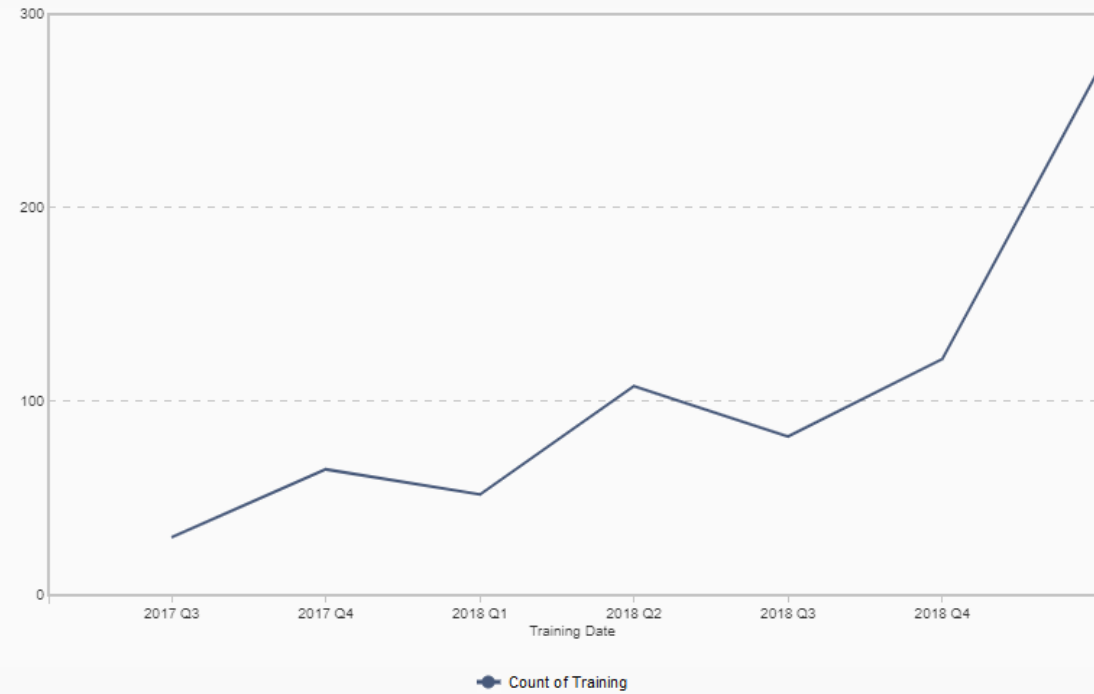


## SERVICES - Training per module %

[Training Date] Date Range 365 Days Ago - Today



## Services - Training by Q





# Qualsys Training Academy

Coming soon!!!

- Regional training sessions
- E-Learning
- Webinars
- Training Guidance/Materials

#kayeontour

# What training do we plan to do as part of our new Training Academy?

- Admin
- End User
- Refresher
- Up Skill (New features, Metadata, Document/Outlook Add ons)

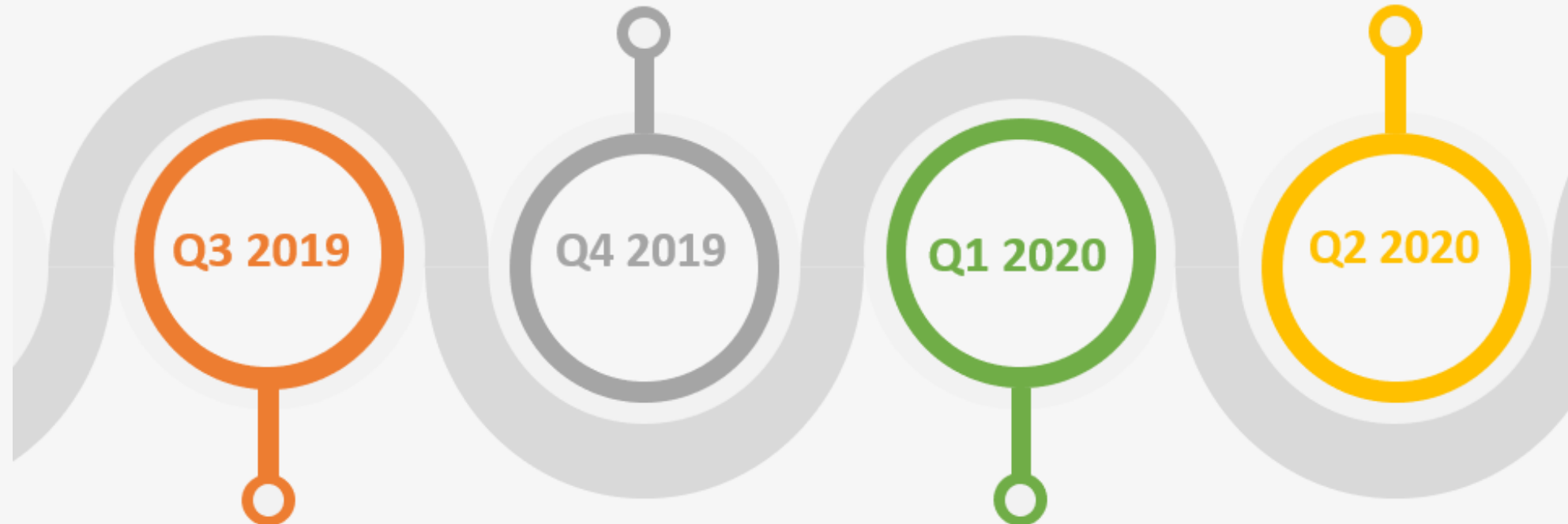
## **Workshops**

- Product based
- Skill based

# What's next in the world of training?

Release of training workbooks,  
Module based SOPs and other  
training guidance/material.

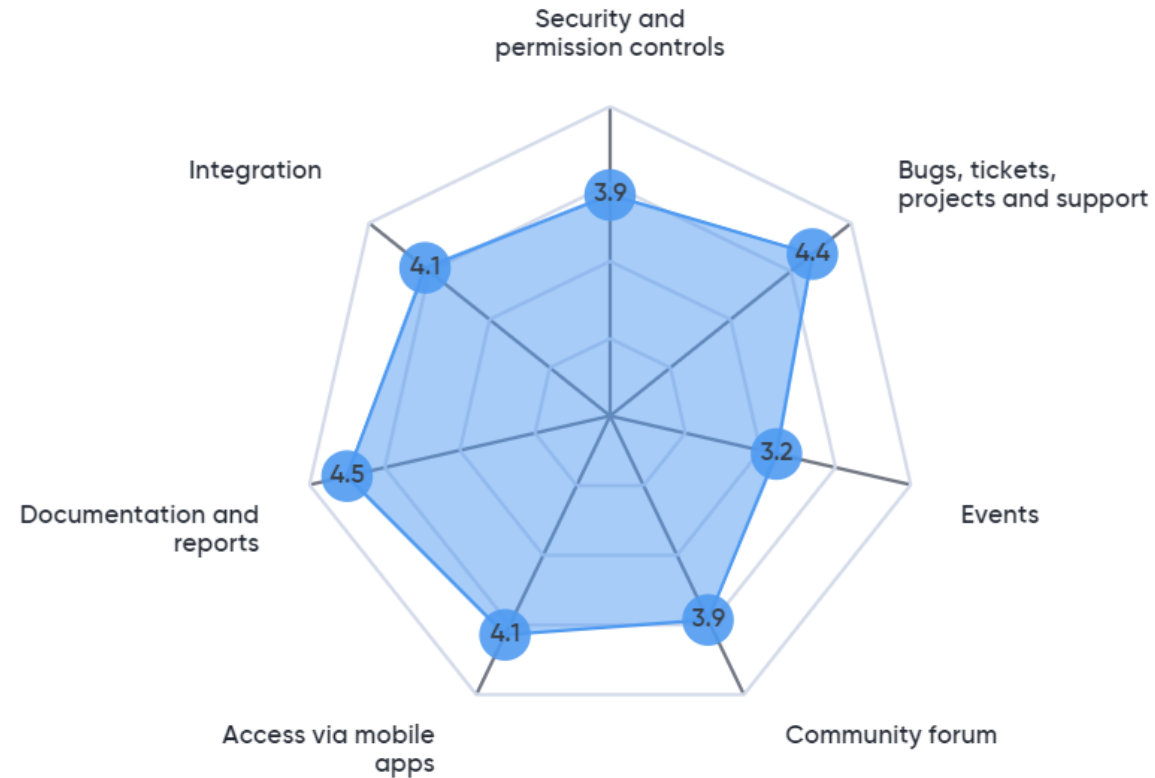
E-learning Platform



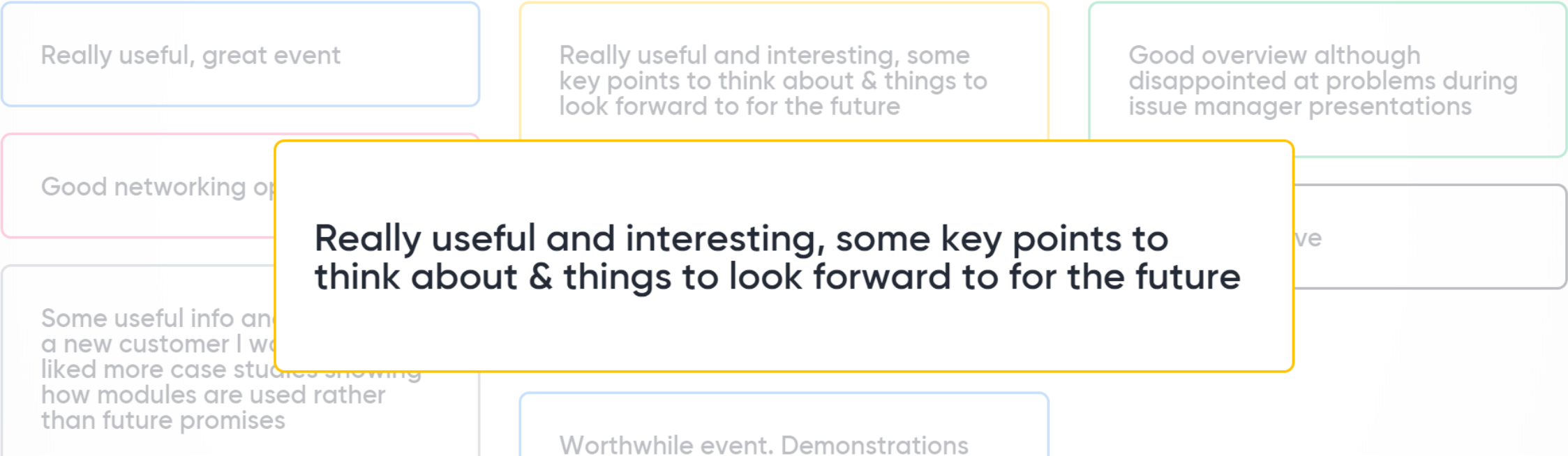
Training calendar released

Release of Qualsys Training  
Academy

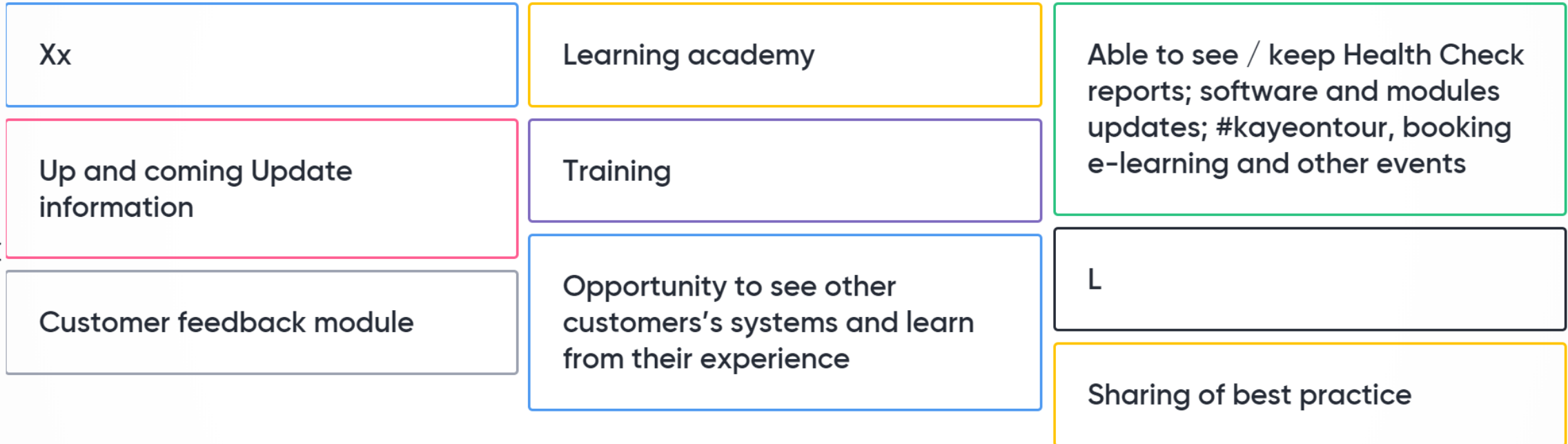
# Customer portal: What matters the most to you?



# Overall, how did you find today?

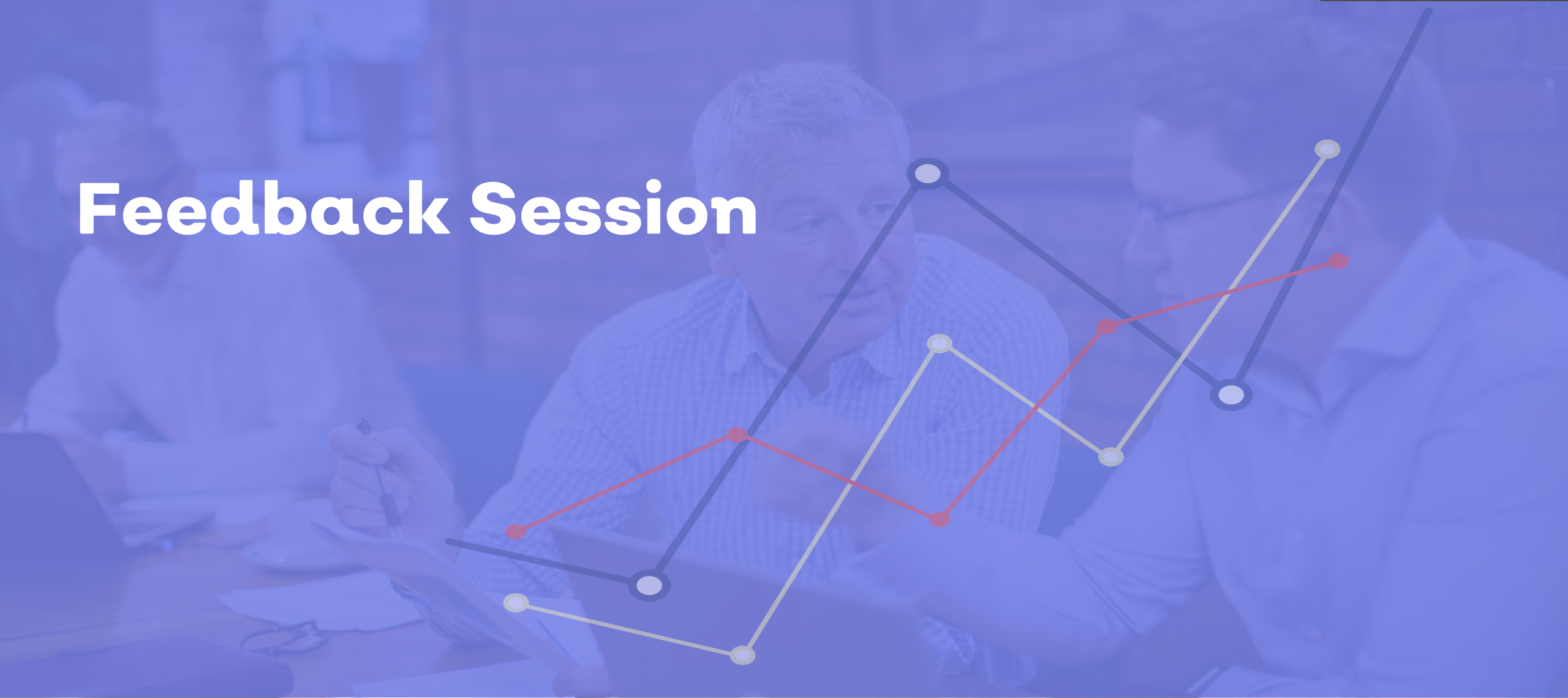


# What service offerings would you also like from Qualsys?





# Feedback Session



# Feedback

1. Product
  - Improvements
  - New features
  - Issues
2. Services
3. Help and Knowledgebase
4. Information, blogs, marketing
5. Events



*Cranfield School of Business Management – World Class Account Management*

# Key Requirements of WCAM

1. Analysis and Planning
  - Understanding of the customer
  - Knowledge of your key issues
2. Collaborative value creation
3. Pro-active communication
4. Responsive communication
5. Confidence and Leadership

# Our approach

1. Regular communication
2. Responsiveness
3. Health checks
4. Analytics
5. Integrity
6. A commitment to improve

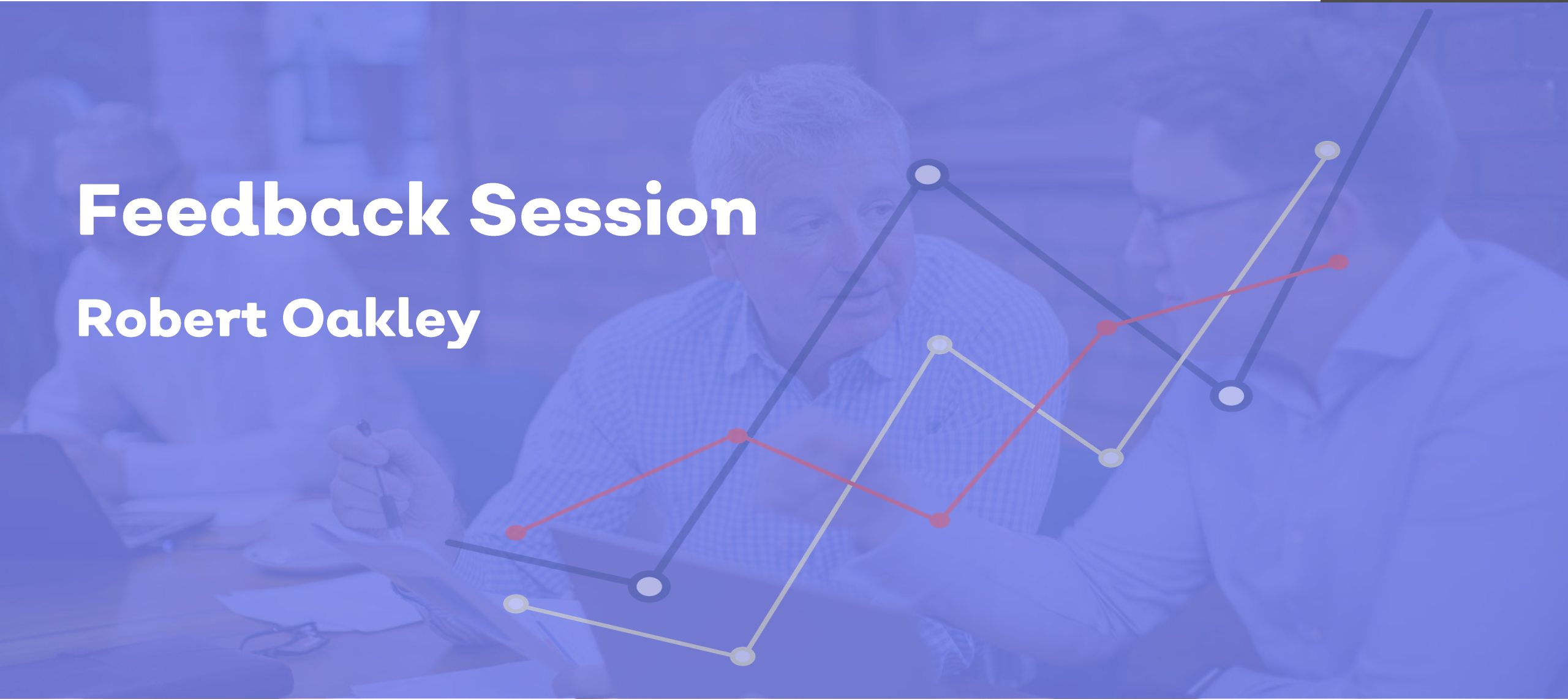


## Next steps

- All slides and video recordings from today will be emailed to you
- Next user group: November
- Feedback survey to complete will be emailed to you
- Event 12<sup>th</sup> September ISO 45001  
<https://quality.eqms.co.uk/iso45001healthandsafetyevent>

# Feedback Session

Robert Oakley



# Feedback

1. Product
  - Improvements
  - New features
  - Issues
2. Services
3. Help and Knowledgebase
4. Information, blogs, marketing
5. Events



*Cranfield School of Business Management – World Class Account Management*

# Key Requirements of WCAM

1. Analysis and Planning
  - Understanding of the customer
  - Knowledge of your key issues
2. Collaborative value creation
3. Pro-active communication
4. Responsive communication
5. Confidence and Leadership



# Our approach

1. Regular communication
2. Responsiveness
3. Health checks
4. Analytics
5. Integrity
6. A commitment to improve



## Next steps

- All slides and video recordings from today will be emailed to you
- Next user group: November
- Feedback survey to complete will be emailed to you
- Event 12<sup>th</sup> September ISO 45001  
<https://quality.eqms.co.uk/iso45001healthandsafetyevent>

# Get in touch

Aizlewood's Mill,  
Nursery Street,  
Sheffield  
S3 8GG

 +44 114 282 3338

 [info@qualsys.co.uk](mailto:info@qualsys.co.uk)

