

# ISO9001 iCMS

## Quality System

Quality. An essential ingredient in building successful businesses. Customers need the assurance that your products and services meet ISO quality standards.

Organisations that have developed an **ISO 9001** Quality Assurance System (QAS) have found that it is now a vital part of their business strategy.

### ISO 9001 QAS: why do organizations implement?

- To improve product and service quality
- Give customers confidence that their needs will be met.
- Standardise business by giving a consistent approach to its operations.
- Improve work processes, efficiencies, morale and reduce waste.
- Deliver Sigma 6 quality.

The driving forces behind the huge adoption of ISO 9001 QAS by organizations over the past five years are:

Government purchasing policy	Competitors are offering it
Large businesses purchasing policy	Customers are asking for it
Standardised procedures	Marketing

But the challenges facing any organization wishing to implement ISO 9001 are numerous. One vital element is a Quality Management System (QMS) in which all documentation is available, controlled, audited and accessible to employees.

### ISO 9001 Systemic Requirements

A key element of an effective QAS is a document management process that works. And establishing a QAS requires a Quality Management System (QMS). There are three phases to establishing a QMS - development, implementation & continuous improvement. And underpinning the QMS is the essential supporting documentation to describe, manage and monitor the quality processes and their performance.

Documentation is the basis from which a QMS succeeds or fails. This is because documentation defines and describes every aspect of what an organization does; its processes and procedures, how those processes interact and the scope of the quality system.

The challenge for any organization implementing a successful QMS is how to ensure that all documentation is:

- **Approved** before distribution.
- **Correct versions** of documents are available anywhere at anytime.
- **Reviewed and re-approved** when updated.
- **Current revision status** is specified.
- **Monitored** when from external sources.
- **Usable**.
- **Auditable**.



## The Solution – ISO 9001 Integrated Content Management System (iCMS)

ISO 9001 can be achieved and maintained using a manual paper based solution. However, this is immensely difficult, inefficient and rarely effective.

Many organizations are now adopting iCMS as the solution to achieve and maintain ISO 9001 accreditation, and are seeing the benefits for their organizations.

Using iCMS allows an organization to collaborate, create, review, approve, search, view and monitor all documentation in the QMS whilst providing automatic revision control, authorization and audit.



## Benefits

The benefits and return on investment of iCMS are:

- **Rapid conformance** with ISO 9001 accreditation standards.
- **Automatic maintenance** to ensure quality adherence.
- **Document Management** for instance access and distribution.
- **Version control** to ensure only the latest version of documents are available.
- **Approval control** for all rework and revised documentation.
- **Storage & Search** of all documentation on meta data and document content.
- **Reduced rework and waste** through current version availability.
- **Document availability** to relevant personnel anywhere, anytime.
- **Audit trail** for maintenance ISO 9001 accreditation.
- **Easy adoption** by users
- **Access to clients** who demand ISO 9001 from their suppliers as part of their own QMS.

## Solution Components

ISO9001 iCMS comprises of market leading technologies as the platform of the solution:

**Documentum** provides enterprise content management (ECM) solutions that enable people to collaboratively create, manage, deliver and archive the content that drives business operations, from documents and discussions to email, Web pages, records and rich media — using one common content platform and repository.

**Chapter26** is a Specialist Solutions Provider which design, implement & integrate collaborative business environments through the secure management of content.

Chapter26 is BEA Value Added Reseller, EMC Documentum Select Service Team, Microsoft, VMWare, Kofax & Sealed Media Partner.



Information Worker Solutions

