

Quality Management Systems are often seen as a necessary pain by employees and as a cost driver by management. The certificate of compliance typically represents the only justification for all the hassle. The QPR Quality Management Solution allows your organization to turn your quality management initiative from a hassle into a competitive advantage by truly supporting employees to excel in their daily activities, engaging them in continual improvement, managing process performance and aligning your quality-related activities and projects with your strategy.

Quality System Documentation

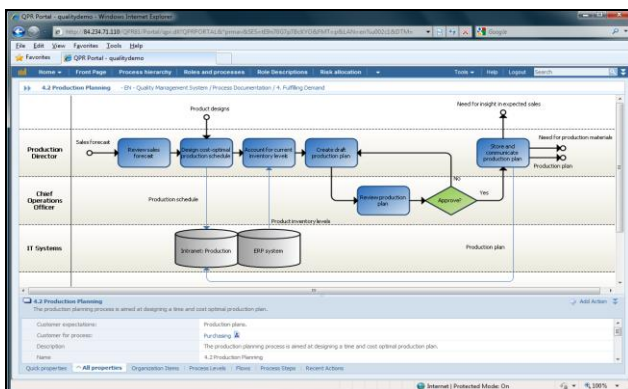
The QPR Quality Management Solution provides everyone with a single point of access to all Quality Management System (QMS) documentation: Your policies, objectives, manuals, procedures, instructions, guidelines and process maps, from corporate to team-level are easily accessible via the QPR Quality Portal.



An easy to customize, user-friendly QMS access page

Process Documentation

Insight in the system of processes of your organization is a key requirement for any QMS. QPR Quality Management allows your organization to capture your processes, roles, responsibilities, activities and resource allocation in a process model, and communicate this process information to users in hierarchical process map format: This turns the complete process model into easy to understand and navigate sub-process parts, while retaining the connections and linkages to the other parts of the model.



Easy to navigate process maps effectively communicate tasks and responsibilities to employees

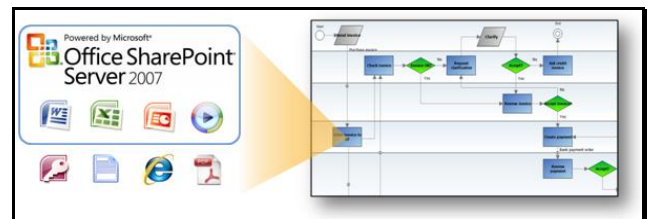
Users can therefore easily find the process map that relates to their role, understand what is expected of them and gain insight in how their activities fit into the big picture.

Unlike any other process modeling environment QPR is uniquely focused towards the business user, therefore allowing non-technical personnel such as Quality Managers, Process Owners and Business Analysts to create and maintain the process information significantly faster than with drawing tools while still using an environment that is just as easy to use as the office productivity tools they work with daily.

Integrating Process-Related Content

All process-related content such as policy information, templates, guidelines and instructions, eLearning, plans, online forms and web content can be communicated and delivered to users as an integrated part of the process model and its' process maps, either by embedding or linking. Users therefore obtain convenient access to this content from the process map that guides their work, rather than having to locate it from scattered locations on the organizations network.

QPR easily integrates with document management systems and provides out-of-the box integration with Microsoft Office SharePoint in order to support document access rights, version management and review.



Easily deliver all process related information with process maps

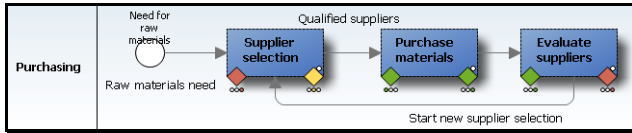
Performance Management

Process improvement is only short-lived if process performance is not continually measured and monitored in relation to set targets. QPR allows you to manage process performance by linking performance measures with process map objects. Performance measures can take many forms (e.g. KPI, Risk, KQI, Control, Project etc.) allowing you to monitor and set targets for process improvement (cost, time, effectiveness) as well as for the controlled environment in which improvement is to be achieved (e.g. risk, environmental pollution, worker safety etc.).



Measure and manage process performance

Defined performance measures can obtain their performance data automatically through integration with business systems (SQL, OLAP) or through manual portal-based user input.



Process performance indicators drive and direct improvement actions

Performance is visualized by coloring process map objects according to the range value of performance, thus making improvement needs from a process owner perspective easy to identify. Dashboards and a rich collection of performance detail chart templates complement the performance visualization capabilities.



Overview at a glance with a QMS dashboard

Performance analysis views provide a table-like view of performance measures where users can filter the performance data that matters to them, select what columns (performance measure attributes) are shown and have the ability to bookmark and share views, as well as export the data to Microsoft Excel for further analysis.

Item	Scorecard ID	Period ID	Value ID	Ph. Period ID	Ph. Value ID	Add action
New qualified supplier / technical evaluation ratio	3.1.Phrased	H1 / 2009	38.18 %	H2 / 2009	33.84 %	(Add)
Percentage of failed products due to lacking expert knowledge	3.1.Phrased	H1 / 2009	48.00 %	H2 / 2009	45.00 %	(Add)
Percentage of paper distributors from all candidates	3.1.QSA	H1 / 2009	22.36 %	H2 / 2009	22.20 %	(Add)
Percentage of defective forecasts	3.1.Phrased	H1 / 2009	44.57 %	H2 / 2009	42.20 %	(Add)
New needed to obtain the sales forecast	3.1.Phrased	H1 / 2009	24.75 Days	H2 / 2009	35.25Days	(Add)
Changes as percentage of throughput	3.1.Phrased	H1 / 2009	6.25 %	H2 / 2009	6.89 %	(Add)
Percentage of regularly assessed products	3.1.Phrased	H1 / 2009	54.00 %	H2 / 2009	55.00 %	(Add)
Changes as percentage of throughput	3.1.QSA	H1 / 2009	3.24 %	H2 / 2009	3.26 %	(Add)
Percentage of orders arrived at correct location and accepted	3.1.QSA	H1 / 2009	86.41 %	H2 / 2009	87.07 %	(Add)
Number of usable ideas obtained from survey	3.1.QSA	H1 / 2009	No. 15	H2 / 2009	No. 12	(Add)
Percentage forecasted revenue actually achieved	3.1.Phrased	H1 / 2009	98.98 %	H2 / 2009	92.00 %	(Add)
Change the number employee records	3.1.QSA	Q2 / 2009	14,302Days	Q2 / 2009	14,302Days	(Add)
Number of incorrect receipt bookings in the period	3.1.QSA	H1 / 2009	75.00	H2 / 2009	46.00	(Add)
On time in full	3.1.QSA	H1 / 2009	84.39 %	H2 / 2009	83.97 %	(Add)
Percentage of people receiving the message	3.1.QSA	Q2 / 2009	9.28 %	Q2 / 2009	9.76 %	(Add)
Percentage of material errors	3.1.Phrased	H1 / 2009	6.57 %	H2 / 2009	6.26 %	(Add)
Percentage of material non-conformances	3.1.QSA	H1 / 2009	10.48 %	H2 / 2009	8.07 %	(Add)

Quality performance analysis views with filtering of performance data

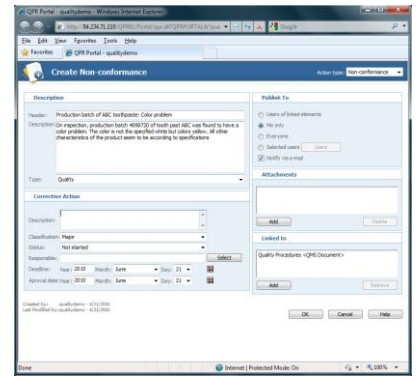
Incident Reporting, Records and CAPA's

Performance measurement alone is not enough to drive process and procedure improvement. QPR allows process participants to submit incident reports as Portal Actions via the QPR Portal. Portal Actions are online forms that can be attached to process maps or performance measures. They contain customizable sets of form fields and allow users to define distribution as well as attach external content. This way, non-conformances, near-accidents, risks, complaints, damaged shipments etc. can be reported, linked to a process map and/or performance measure, and logged as part of the system for analysis and decision making purposes. The system also allows users to attach records to portal actions in the form of files, documents and pictures.

Type	Header	Person	Date
✉	RE: Need for a procedure to mitigate Distributor contract violations		23/09/2009
📎	Need for a procedure to mitigate Distributor contract violations		23/09/2009

Portal actions add context to process maps and performance measures

Initiating Corrective and Preventive Actions (CAPA) is supported and similarly via Portal Actions, which can be initiated as a response to incident reports, non-conformances or as a starting point for improvement. CAPA's in QPR assign responsibility, set deadlines, support approval and can be tracked.



Online forms facilitate effective non-conformance and incident reporting

Publishing and Reporting

All QMS content is automatically published in QPR portal where the dynamic content follows defined access rights. Designers have a rich set of publishing configurations to choose from in defining the level of published detail as well as object behavior when clicked on by users of the portal. Briefing booklets provide dynamic reporting templates that mimic PowerPoint presentations that can be shared and scheduled inside the portal. For reporting outside the system the QPR Add-In for Microsoft Office allows users to define report templates in Microsoft Word that extract the latest process, performance and collaborative content through a web-services based connection from the QPR system each time these are published.

Multiple Initiatives Support

Quality Management is an integrated part of managing the organization, which needs to be aligned with corporate strategy and the management of other initiatives like occupational health and safety, environmental protection, information security and any of the industry-specific standards and regulations that apply to your organization. QPR allows you to integrate the management of multiple initiatives and standards compliance in one system, following a unified, systematic approach for all of them. This way, your organization will reduce hassle, eliminate duplication of effort, save cost, gain insight and improve decision making on all organizational levels.

Your Next Step

Find out how the QPR Quality Management Solution can help your organization in shortening the path process excellence, like it has for many organizations just like yours. Contact sales@qpr.com to discuss how we can help you or to schedule a product demonstration to your team.

QPR Software Plc

QPR Software Plc offers the best services and software for developing processes and enterprise architecture. QPR has more than 1,500 private and public sector customers across the globe in more than 50 countries. QPR's shares are listed on the NASDAQOMX Helsinki Ltd.