Module: Quality Management

Module: Quality Management

Quality management is the act of overseeing all activities and tasks needed to maintain a desired level of excellence in tasks.

A Quality Management System is used to comply with ISO quality standards. The tool eliminates the need for paper records and replaces them with digital records. The application helps service and manufacturing companies to manage day-to-day work and instills full transparency across the system. It helps an organization in making Quality Goals and design Quality Procedures to achieve it.

1. Topics

1. Goal and Procedure

1. Quality Goal
2. Quality Procedure
3. Tree of Procedure

2. Review and Action

1. Quality Review
2. Quality Action
3. Quality Meeting
4. Customer Feedback

1.1 Topic: Goal and Procedure

1. Quality Goal
2. Quality Procedure
3. Tree of Procedure

1. Quality Goal

It is collection of individual metrics that helps to quantify quality of application. It is a basic quality management process to establish a set of quality objectives.

You can create a Quality Goal for your business having multiple Quality Objectives. Different Quality Objectives for a Goal can have definite numeric target or target measured in terms of completion status (yes or no). It is monitored based on Frequency which is set for that Goal.

Creating a Quality Goal

Steps for creating a Quality Goal

- Goal: Name of the Quality Goal that you intend to create.
- Procedure: Quality Procedure that is to be followed to achieve the Goal.
- created by: Person responsible for the creation of the Goal.
- Scope: This represents whether the Goal applied to the Company or only to a particular department.
- Department: If the scope of the Goal is only to a particular department, the name of the department is to be specified.
- Monitoring Frequency: If a Review of a Goal is to be scheduled automatically then select the time interval after which the Review will be created.
- Revision: Mentioning the current Revision of the Quality Goal.
- Measurable Goal: If a Goal can be measured in terms of numeric values, e.g.: 100 Leads, 24 Hours, etc., then select 'Yes' indicating the Goal is be measured in numeric values. If a

Goal can only be measured in terms of completion status i.e. Yes or No, then select 'No' indicating the Goal is to be measured in terms of completion status. Target and Units are disabled if the Goal cannot be measured in terms of numeric values.

- Objective: Consists of the various Objectives that a Quality Goal consists of and which have to be completed to meet the Goal.
- Target: Consists of the numeric target value of an Objective that is to be met.
- Unit: Measurement Unit, e.g.: Lead/s, Hour/s, etc., to measure Objective.

2. Quality Procedure (Standard Operating Procedure)

A standard operating procedure (SOP) is a set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.

A Procedure can be of two types i.e. a Procedure consisting of simply steps that you must follow to achieve the Goal and Procedure having a nested Procedure along with steps that must be followed.

Creating a Quality Procedure

Steps for creating a Procedure

- Procedure: Name of the Procedure that you intend to create.
- Department: The Department to which the Procedure is associated with. For Example, A Procedure regarding a product's sales is associated with the Sales Department.
- Parent Procedure: If a Procedure is child to a Parent Procedure, then this field will contain the name of the Parent Procedure.
- Is Group: If a Procedure has child Procedures, selecting Is Group, groups all the Procedures into the Parent Procedure in the TreeView.
- Procedure consisting of Steps:

- o If a Procedure only has a set of steps to be followed, select Step from Dropdown.

- o Document the step.
- o Select the Individual responsible for carrying out the task.

Procedure consisting of Nested Procedure:

If a Procedure "multiple procedures", select Procedure from Dropdown.

- o Select the Child Procedure. (When this field is set, the Parent Procedure field of the Child Procedures will contain the name of the Parent Procedure)
- o Select the Individual responsible for carrying out the task.

3. Tree of Quality Procedures

Tree of Procedures is used to show the Parent-Child relationship which may or may not exist between the different Procedures. If a Procedure has a Child Procedure, then they are grouped under the Parent Procedure else they are represented individually. From where you can directly edit or delete the procedure if he doesn't have any child.
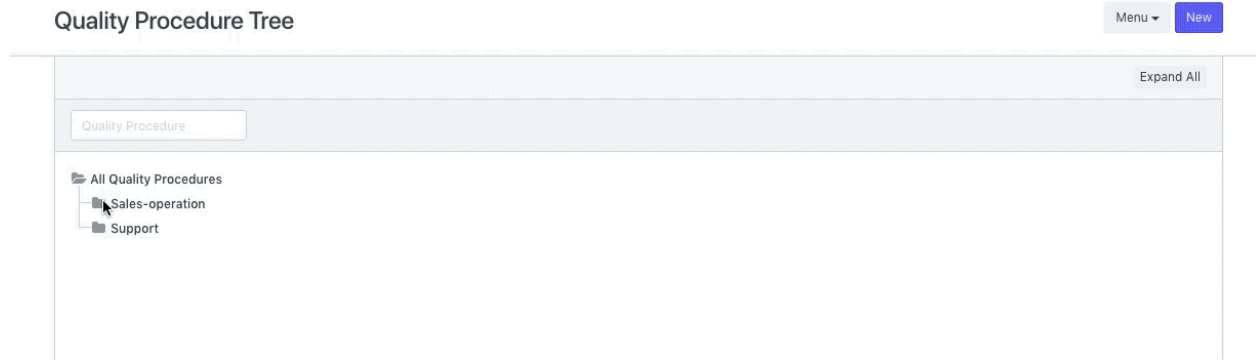
1.1 Topic: Review and Action

1. Quality Review
2. Quality Action
3. Quality Meeting
4. Customer Feedback

1. Quality Review

A Quality Review is an inspection with a specific structure, defined roles and procedure designed to ensure a product's completeness and adherence to standards.

The Quality Review can be scheduled manually or scheduled based on Goal's Monitoring Frequency. The Quality Review checks whether all Objectives of a Goal have been achieved or not.

Creating a Quality Review: Steps for creating a Review

- Quality Goal: Quality Goal which is to be Reviewed.
- Procedure: Quality Procedure of the Goal is automatically fetched when a Goal is selected.
- Scope: Scope of the Goal is automatically fetched when a Goal is selected.
- Values: All the Objectives and Target and Unit associated with the Goal are fetched.
- Achieved: Indicates the Achieved Value for a certain Target Value. (This Field is visible only if the Goal can be measured in terms of numeric values)
- Yes/No: Indicates whether the Objective has been completed or not. (This Field is visible only if the Goal cannot be measured in terms of numeric values)

2. Quality Action

Quality Action is a standard feature to allow implementation of corrective and preventive actions. This will meet compliance with industry regulations including GMP, ISO 9001 and 14001, TSCA, REACH, etc.

Quality Action process workflows provide a controlled environment and reduce the risk of repeat issues by ensuring that defined solutions and processes are met.

Quality Actions can be initialized for a Quality Goal or for a Customer Feedback which may not meet the expected target and depending on that a Corrective or Preventive Action can be started.

Creating a Quality Action

Steps for creating an Action:

- Corrective/Preventive: It is used to indicate whether the Review is being scheduled for Corrective or for Preventive Purpose.
- Type: It is used to select whether an Action is scheduled for a Quality Review or for a Customer Feedback.
- Review: If the Quality Action is being scheduled for a Quality Review, select the Review from the list.
- Feedback: If the Quality Action is being scheduled for a Customer Feedback, select the Feedback from the list.

- Goal: If the Quality Action is being scheduled for a Quality Review, Goal associated with Review is fetched automatically.
- Procedure: If the Quality Action is being scheduled for a Quality Review, Procedure associated with Review is fetched automatically.
- Status: Is automatically computed based on the Status of the Problem. If the status of all the problem are 'Close' then the status of the Action is 'Closed'.
- Problem: Consists of the Goal Objective that have not met the target.
- Resolution: Resolution proposed for the problem.
- Status: Indicates whether the problem is Open or Close.
- Responsible: Individual responsible for handling the particular problem.
- Completion Date: Date before which the Problem should be resolved.

3. Quality Meeting

It is an assembly of people for a particular purpose or agenda, especially for formal discussion about Quality aspects.

Quality Meetings are conducted to review the Quality Reviews that have been generated. The minutes of these meetings would include the discussion on the various Quality Reviews.

Creating a Quality Meeting: Steps for creating a Meeting

- Meeting Date: Date on which the Meeting is held.
- Status: The status of the Meeting is generated based in the status of every individual Minutes discussed. If the status of all the minutes is Close, then Status of the Meeting will be 'Close' else 'Open'.
- Minute:
  - Review: Select the Quality Review to be discussed.
  - Action: It is the action that is proposed for the Review which can be either Under Review or Planned if any action is planned.
  - Responsible: The individual who is responsible for carrying out the action for the Review.
  - Status: Status of minute can be Open or Close depending upon whether the action has been carried out or not.

4. Customer Feedback

It is the information that a customer expresses about the satisfaction or dissatisfaction about the products or services.

The Customer Feedback has to rate different parameters and provide Qualitative Feedbacks using the pre-determined Feedback Templates.

Customer Feedback Template

For creating the Customer Feedback first, you must to decide the parameters by creating the Customer Feedback Template. The templates generally contain the title of the template, scope and the different parameter to be entered. The different parameter which can be decided on the basis of different occasions and survey.

Creating a Customer Feedback Template: Steps for creating a Customer Feedback Template

- Template: The name of the template
- Procedure: Select procedure associated with the Feedback.
- Parameter: Listing down various processes/parameters to which you want the user to rate and give the feedback.
- Scoop: Whether the Feedback Template is a generic for the whole company or only for a particular department.
- Department: Department related to the Feedback Template. (If scope is department)

3. Customer Feedback

The customer can easily give their feedbacks by selecting their template to rate on different parameter and also provide the qualitative feedback on the parameters. If the Feedback is not as per expectations, Quality Action may be initialized on the basis of the seriousness of the Feedback.

Creating a Customer Feedback: Steps for creating a Customer Feedback:

- Customer: Name of the Customer who is giving the Feedback.
- Template: Selecting the template for the Feedback and the parameters are automatically populated for the Feedback.
- Feedback:
  - Parameter: Various Parameters that are pre-defined in the Feedback Template.
  - Rating: Rate a parameter.
  - Qualitative Feedback: Feedback regarding the parameter.