



Q-Pulse® Cloud

e-catalogue

Documents

A single, secure source of truth for your business information – accessible from anywhere



Through the Document Control module, we introduced an electronic document distribution procedure, and its acknowledgement feature was great for giving us visibility on who had received and read each document – meeting the auditor's criteria.

Salmah Mahmood,
Anthony Nolan's Head of Quality

Faster, simpler paperless compliance

Document control and the overall management of documentation is a crucially important cog in an organisation's GRC activities.

The Documents module of Q-Pulse Cloud gives you a central electronic repository for the storage and control of your business information.

Share documents quickly and easily across your organisation. Build bespoke workflows to control how documents are approved and circulated. And find the information you need in seconds with a clean, fresh and simple user interface.

The module addresses the complete document management lifecycle, including all actions and notifications associated with:

- ✓ Change Requests
- ✓ Drafting
- ✓ Approvals
- ✓ Distribution
- ✓ Publishing
- ✓ Document Registers
- ✓ Change History

The Documents module is also accessible on mobile, allowing you to view, read and acknowledge active documents from anywhere.



Customisable folder structures provide quick access to live or draft documents within the system



Integration with other Q-Pulse Cloud modules including Audits, Issues and Training



Electronic signature ability, compliant with FDA 21 CFR Part 11 and EU GMP Annex 11 requirements



Clear view of actions and notifications associated with overall document lifecycle



Store and manage any kind of documentation with customisable workflows

To request a demo

visit [ideagen.com](https://www.ideagen.com), call +44 (0)1629 699100
or email info@ideagen.com

Audits

A complete digital auditing programme at your fingertips



Maintaining a high level of safety is the most important objective within the organisation. By using the Audit module to improve our internal audit and compliance processes we are able to maintain these standards. By utilising the mobile capability we can improve the accuracy of our audits.

Jose Esteve Fernandez De Cordova,
INAER's Safety & Quality Director

Build an end-to-end paperless audit framework

Q-Pulse Cloud's Audits module gives you a consistent and customisable digital framework for planning, scheduling and executing audits and inspections.

Create and store audit templates with dedicated question banks and checklists for any type of QHSE audit or inspection, from process and supplier audits to health and safety and product quality inspections. Assign section-by-section audit responsibilities to specific system users. Complete audits from anywhere with a responsive mobile design, attaching supplementary document and photo evidence. And when you're finished, build a complete audit report at the touch of a button.

Examine audit scores and findings quickly and easily to pinpoint weaknesses and non-conformances. View upcoming audits from a central calendar dashboard. And integrate with Q-Pulse Cloud's Issues module for seamless handling of non-conformances, defects and findings as they're uncovered.



Save hours of admin time with instant audit report generation



Build, schedule and execute audits and inspections from a single collaborative area



Audit any nook and cranny of your business with mobile functionality



Build bespoke checklists and question banks to capture the information you need to see

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Risks

Manage, categorise and control your risk environment



Most notably though, was that we could increase our risk and root cause analysis, capturing them with the help of Q-Pulse.

Basically, our investment in Q-Pulse had paid for itself within 12 months.

Hanif Nabi,
QA Director, Vector Aerospace

Centralised risk management

Risk-based thinking and airtight control of your operational risks are now unavoidable demands for the modern business. Q-Pulse Cloud's risk management module arms you with a powerful centralised dashboard for assessing and controlling your business risks.

Add risks on the fly into a living digital risk register. Visualise, assess and score them with bowtie, matrix and banding functionality. Record treatments and controls to align your risk scores with your risk appetite. And drill into fully audit-trailed assessment histories to understand how your risks have changed over time.

Q-Pulse Cloud's risk module allows you to connect risk management to the rest of your business. Assign stakeholders, attach key documents, and raise and resolve risk-related issues through integration with Q-Pulse Cloud's issue management module. From a threat to your CE marking compliance to faulty equipment and reputational damage, Q-Pulse Cloud allows you to take control of the risks your business faces.



Build a categorised register of any type of risk your business faces, from health and safety to financial and legislative



Score risks according to your appetite and risk management framework, then add controls for targeted treatment



Apply banding, matrices and bowtie functionality to see and understand risks



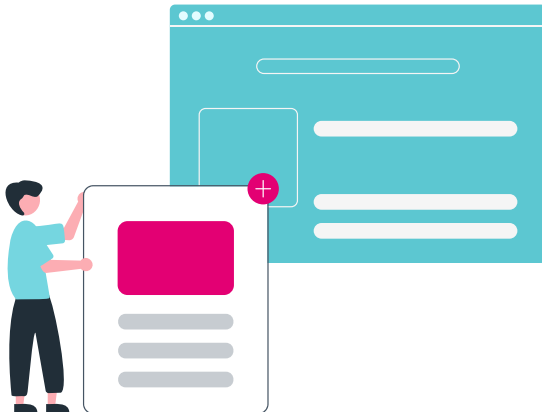
View colour-coded target, inherent and residual scores for at-a-glance visibility of your risk environment

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Issues

Report and resolve any business issue



We have increased our control of non-conforming material through the CA/PA module, complete with workflows that control improvement opportunities. This has resulted in significant savings per month.

Campbell Blake,
Head of Customer Support & Quality, Terex

Flexible workflows for handling any kind of business process

The Issues module of Q-Pulse Cloud is designed to give you complete digitised control of your business processes, arming you with a consistent and compliant framework for reporting and responding to issues.

Report any kind of issue, from complaints and improvement suggestions to deviations and non-conformances. Then respond instantly with pre-built bespoke workflows which funnel actions to designated personnel.

The Issues module is built around a powerful industry-leading workflow engine which gives you the ability to craft digital pathways to match your internal processes. Build CAPA plans, resolution pathways, complaint responses, and more - then push actions along them for controlled close-out. Every action is audit-trailed and tracked for complete compliance. Prompts and reminders keep users aligned and on track. And colour-coded visuals give you at-a-glance visibility of action statuses and progress.



Build custom reporting fields to capture the information you need to see and turn your entire business into your eyes and ears



Industry-leading workflow engine funnels and tracks actions to completion



Manage any kind of internal process, from audit finding responses to implementing improvement suggestions



Complete traceability and visibility of processes, with e-signature and audit trailing for 21 CFR compliance



Build reports at the touch of a button

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Training

A living repository of your workforce's competence



The module allows us to build a training and competence package for each member of staff according to their roles and responsibilities. Appropriate training courses and training sessions are attached to their records, and the module is used to schedule courses and training sessions, keeping records of who has attended and who needs to attend.

Beverley Barker,
Pathology Quality Manager, The London Clinic

Track and manage how your company develops

Demonstrating employee competence and capability has always been a challenge to regulated organisations.

Q-Pulse Cloud's Training module is designed to let you record and manage the training and development pathways of your entire organisation.

Build and schedule training sessions and push prompts and reminders to designated users. Build bespoke training categories, from customer care to forklift operation, and link them to designated roles and your industry standards. And access a living library of your organisation's completed and scheduled training to prove competence to your auditors.

Users view upcoming training from a clean and simple calendar view. Administrators can quickly drill into training by user or course, and add new courses and sessions at the touch of a button.

The Training module eases the burden of training and competence management, allowing skill gaps to be quickly pinpointed and plugged and giving you complete visibility of the long-term professional development of your workforce.



Central register of training and competency history of all employees



Integration with email system alerts staff of upcoming events and actions



Holistic visibility of training gaps and skills shortages for driving continuous improvement

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Assets & Equipment

Complete control of your physical asset base



The asset module is fantastic and we use this tool to make sure all of our equipment is up to scratch, working properly and that we are on top of their maintenance and calibration.

Chris Blackwell,
Senior Quality Assurance Lead, University
Hospital Southampton

Compliant & Controlled Equipment Management

Q-Pulse Cloud's asset and equipment management module gives you the ability to record, categorise and maintain your organisation's physical asset base. Build a complete inventory from PCs to manufacturing machinery. Assign key information to equipment and flag it as available or out of action. And schedule maintenance and calibration activities, pushing actions to relevant personnel to keep your equipment healthy, functional and optimised.

The asset module is designed to provide a complete, audit-trailed and compliant history of your assets and equipment. Drill into pending and completed activities, along with due dates and assigned staff, as well as filtering by asset type, location and availability.

The module also integrates with the Q-Pulse Cloud Issues module, allowing you to raise and report asset-specific issues and drive them to completion within a single Q-Pulse Cloud system. So your assets and equipment remain safe, compliant and effective at all times.



Build a living library of all physical assets and equipment, with key information from locations to serial numbers



Push maintenance, calibration and upkeep actions and notifications to relevant staff



Maximise the health of your asset base and minimise risk with a proactive and controlled maintenance schedule



Plan ahead of services, calibrations and safety tests, with historical records of each asset providing complete visibility

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Interested parties

Centralised visibility of your customer, supplier and third-party relationships



By working with the one database for suppliers, our staff are now raising supplier concerns or comments in the same way no matter the site they're based at.

The Supplier module provides immediate visibility of Supplier performance which in turn allows for data to be analysed helping drive Supplier improvement. We regularly meet with our suppliers, and this information is invaluable for those meetings.

Andy Gourlay,
Business Systems Manager,
Alexander Dennis Ltd

Compliance and control

Q-Pulse Cloud's interested party management module is designed to equip your business with the functionality and visibility you need for a controlled, compliant and happy relationship with what ISO defines as your 'interested parties'.

Build a central database of all supplier information. View and record their details and operational histories, from historical delivery failures and warranty claims to returns and complaints. Review and approve or reject suppliers in line with your quality demands, and drive continuous supply chain improvement by pinpointing repeat failures and getting to the root cause.

Categorise and manage your customer and stakeholder relationships from a single source. Assign account managers and attach pertinent documents like contracts, T&Cs, SLAs and regulatory information. Raise reviews and report issues at the touch of a button through integration with Q-Pulse Cloud's Issues module.

Ideagen's interested party module allows your business to build a managed, transparent, accountable and compliant relationship with your third parties. Stamp out weak suppliers, meet contractual obligations, embed continuous improvement and demonstrate visibility and control to your auditors.



Build a living register of your ISO interested parties, from suppliers and customers to regulators and stakeholders



Access categorised interested party relationship information from a single source, from contact details and product information to attached contracts and SLAs



Assess, review, and approve or reject suppliers for a strong and compliant supply chain



Stamp out non-conformances and build happier relationships by driving reviews and reports quickly and easily

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Ideagen have multiple suites of products that can be used to enhance your business processes and support time and cost savings.

For more information on any of the products featured in this brochure, or beyond, please contact us on the below address or speak with your customer account manager directly

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Visit our website



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