

QUALITY MANAGEMENT BEST PRACTICES

MOVING BEYOND EXCEL SPREADSHEETS



Rachel Magasweran
Sr. Solutions Architect
General Networks Corporation



About General Networks

Year Founded 1984

Started originally in 1984. In 2007, we added our SharePoint practice and have been building our expertise and team since.



Team Members 79+

Headquartered in Southern CA with team members in 6 U.S. states and Shanghai.



Over a

Million

Users Supported

Our solutions support over a million users at 100 organizations, including major entertainment and utility companies, ports, airports, state agencies and local government.

14+

Strategic Partners

Our partner network includes major platform vendors and 3rd party products we love!



Over 60% Revenue from Repeat Customers

Our people and processes help us build long-term relationships with our clients.



About Your Speaker



Rachel Magasweran
Sr. Solutions Architect
General Networks Corporation

- Worked in Quality for 7 years
- Used Excel for QMS in previous roles
- Internal Auditor for ISO 9001:2008
- Process Improvement roles to streamline processes & implement electronic systems
- Consultant with General Networks – helps clients implement electronic QMSs using BPA Solutions

Agenda

1. Best Practices & Webinar Goals
2. BPA Solutions Overview
3. Life-Cycle of a Non-Conformance (Excel VS Electronic QMS)
4. Demo:
 - Audit
 - Non-Conformance
 - Root Cause Analysis
 - Corrective Action/Root Cause Resolution
 - Reporting
5. Summary
6. Q & A



QMS Best Practices

Collaborative System	<ul style="list-style-type: none">• Reduce bottlenecks• Increase accountability
All-in-one	<ul style="list-style-type: none">• Gain insight from all components
Transparent	<ul style="list-style-type: none">• Everyone can be a part of Quality

Webinar Goals

01 | TRANSFORM



02 | DRIVE VALUE



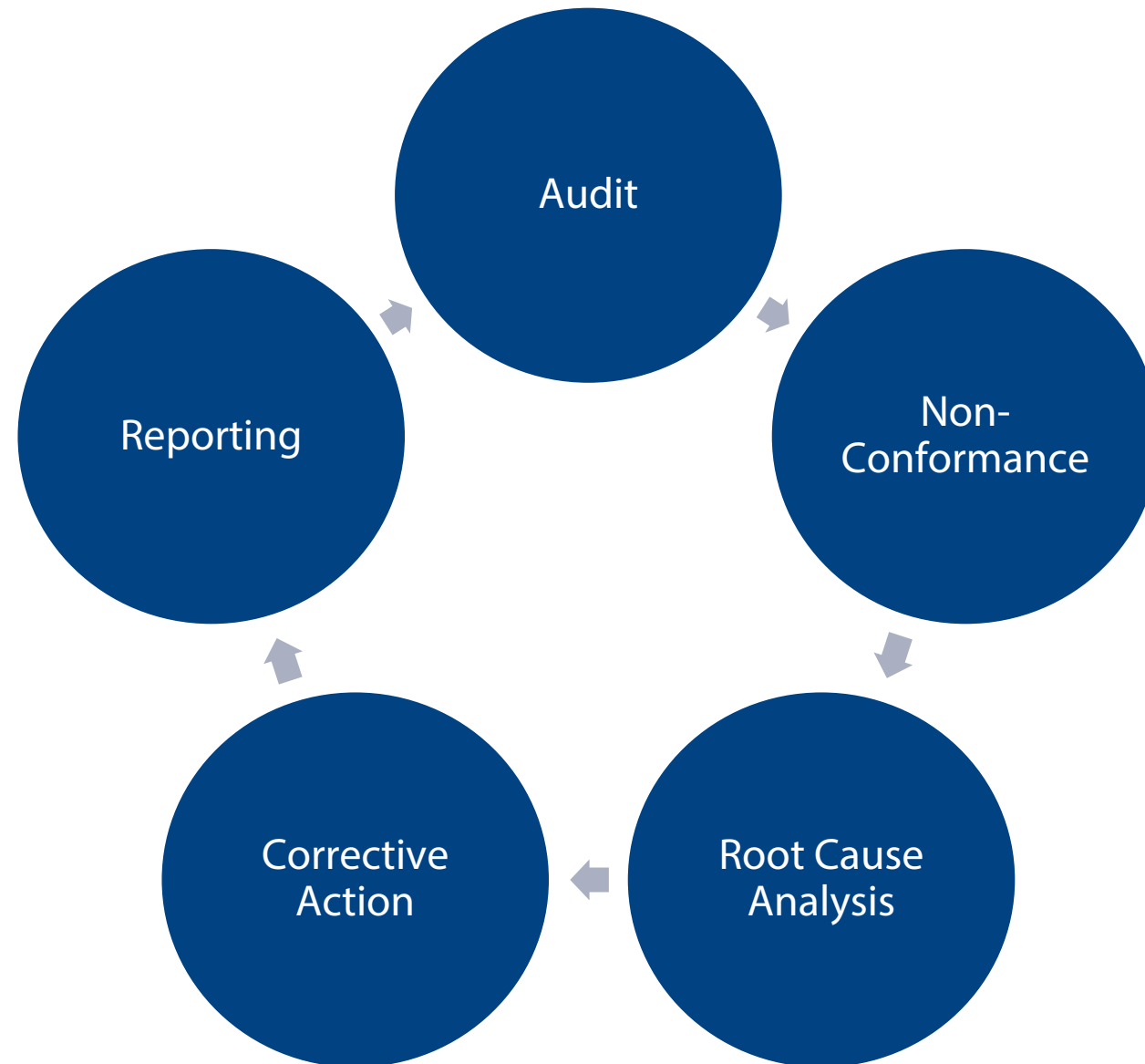
03 | LIFE CYCLE



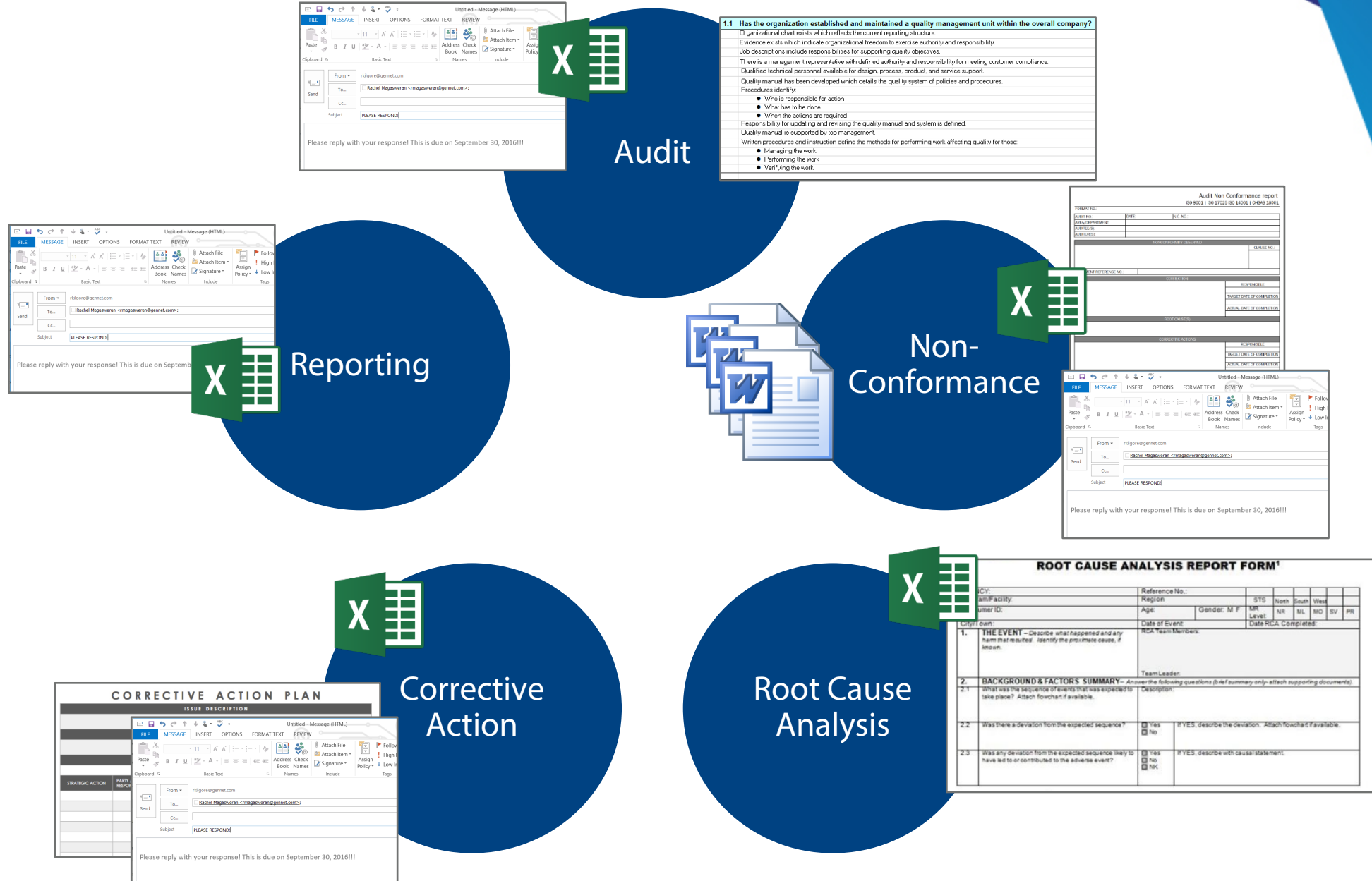
- Flexible, Easy-to-Configure Quality Management System (QMS) Built on SharePoint 2013 and Office 365.
- Meet ISO 9001:2015, 14001, 18001, OHSAS & other standards



The Life-Cycle of a Non-Conformance



The Life-Cycle of a Non-Conformance



The Life-Cycle of a Non-Conformance



- ✓ Continuous Improvement
- ✓ Transparency
- ✓ Improved Quality



DEMO

Robo Manufacturing



Quality Manager



Manufacturing Manager



A123 Machine



Reduce Defects &
Non-Conformities



Audit

BPA Overview

SharePoint

BROWSE PAGE

devsp admin

SHARE FOLLOW

BPA Quality Demo

WHAT'S NEW

0	Recently modified documents	6	New non-conformances	0	New incidents
9/6/2016 - 10/6/2016		9/6/2016 - 10/6/2016		9/6/2016 - 10/6/2016	
1	High risks	0	Audits to pay attention	0	Controls to pay attention
7/6/2016 - 10/6/2016		7/6/2016 - 10/6/2016		7/6/2016 - 10/6/2016	

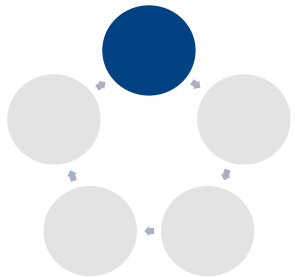
MY PENDING TASKS

Task Name	Due Date
Follow-up :	
<input type="checkbox"/> Train the manufacturing dept. on safety	10/13/2016
<input type="checkbox"/> Audit manufacturing	11/1/2016

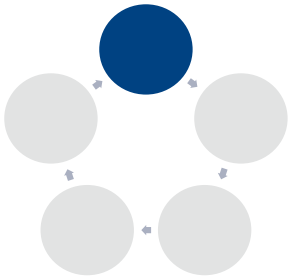
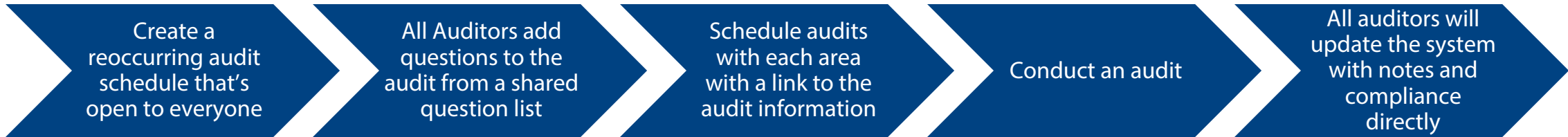
FAVORITE ACCOUNTS

Name	Phone	Street 1	City	Zip Code	State	Country
★ Acme Corp.	888-555-1000					

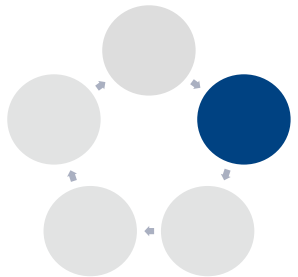
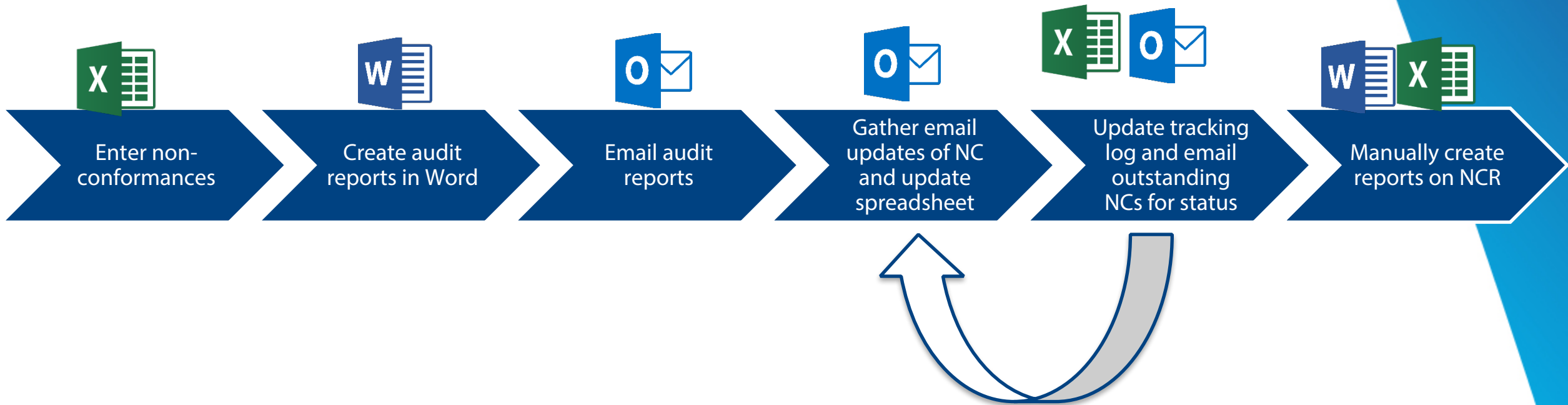
Excel Version: Internal Audit



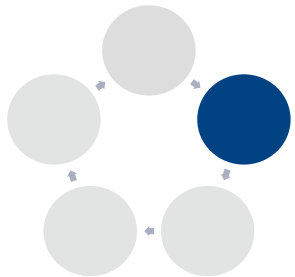
Electronic QMS: Internal Audit



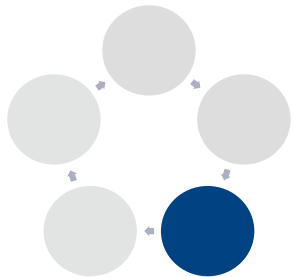
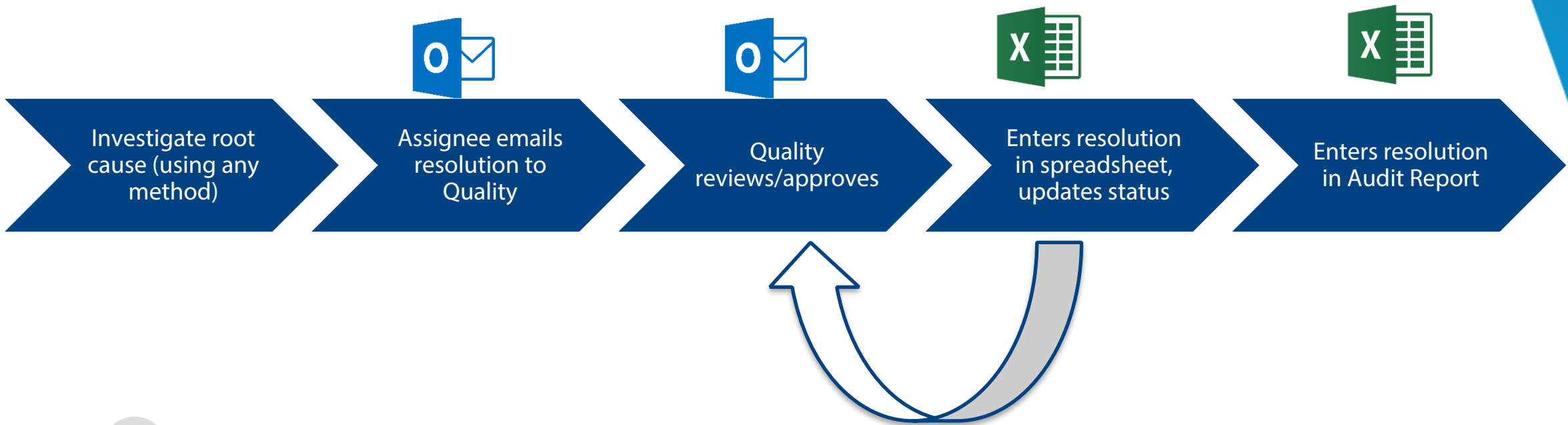
Excel Version: Non-Conformance



Electronic QMS: Non-Conformance



Excel Version: Root Cause Analysis

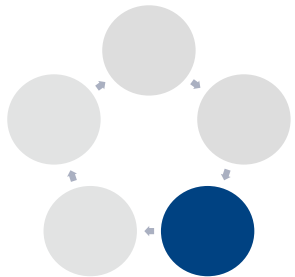


Electronic QMS: Root Cause Analysis

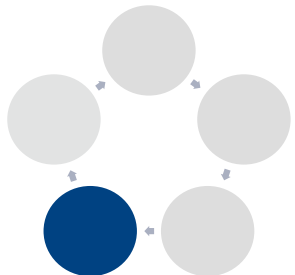
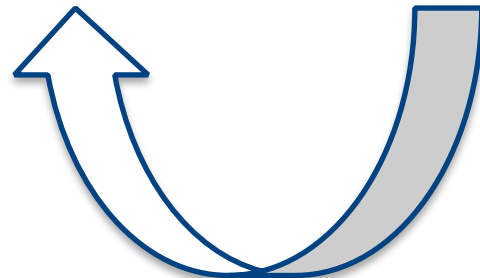
Investigate root
cause (using
standard method)

Assignee adds
resolution to
system

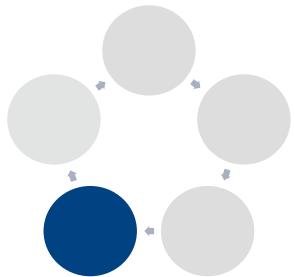
Quality
reviews/approves
using automated
workflow



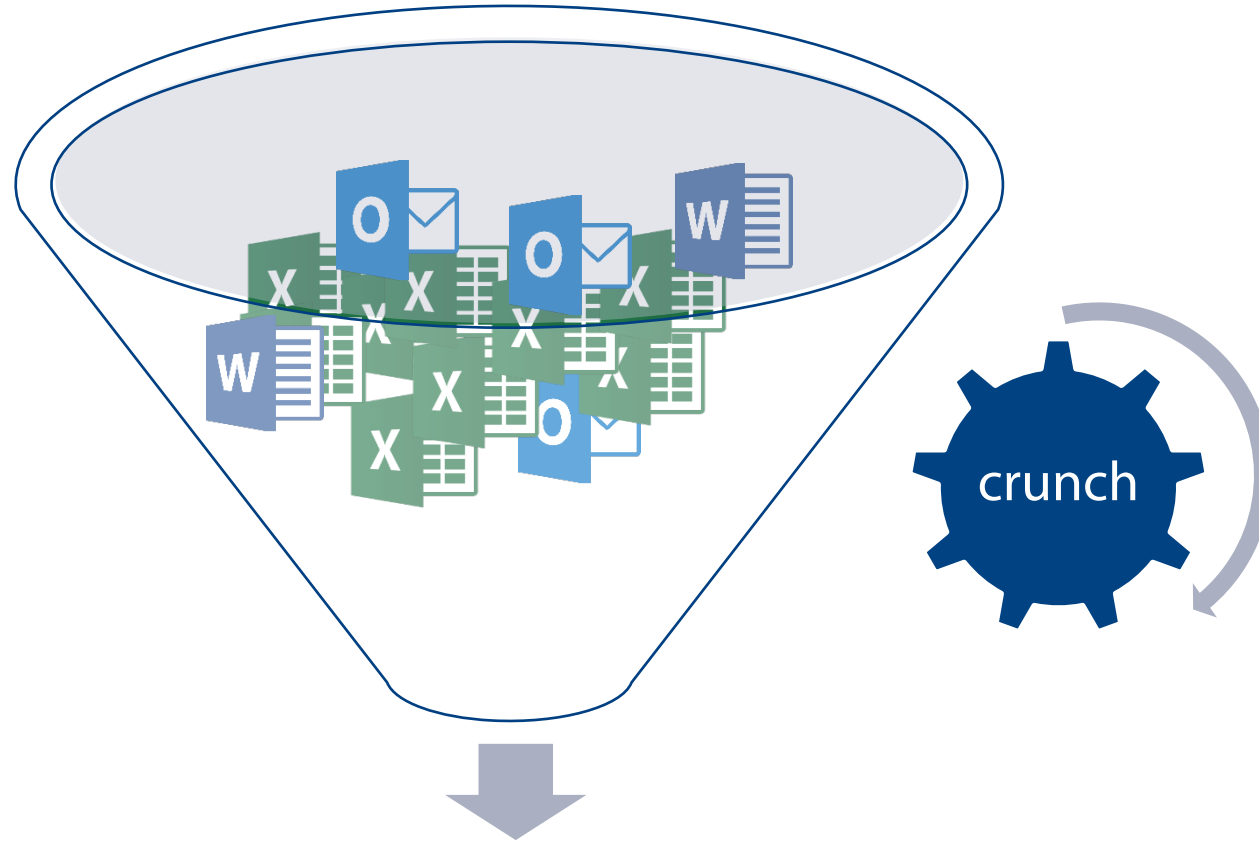
Excel Version: CAPA



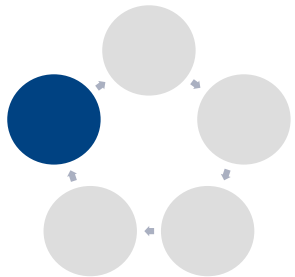
Electronic QMS: CAPA



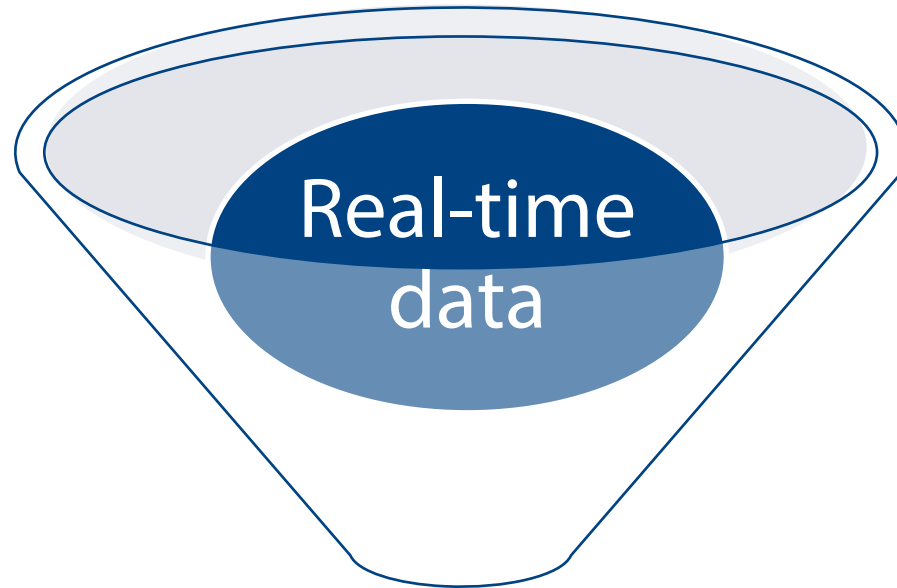
Excel Version: Reporting



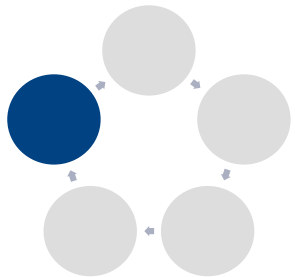
Monthly Management Report
Random Requests for Reports



Electronic QMS: Reporting



Automatic real-time reports
Auto-generated audit reports



Summary

Transforming your company's QMS from Excel to an electronic QMS like BPA Solutions can help you:

Create a scalable Quality system and allow the company to grow

Integrate data between different components to help you gain insight on common issues to improve quality

Speed-up the process of managing quality and reduce non-value add time of managing spreadsheets

Create a transparent Quality system that allows everyone to be a part of it

Eliminate bottlenecks

Have real-time reports on how your organization is doing

Automate tasks, reminders, reviews

BPA Solutions



FEATURES

- Quality processes & responsibilities
- Stakeholders, plant & location management
- Collaborator skills and training
- Internal & external audits
- 8D CAPA problem solving, root cause analysis...
- Risk-based-thinking, internal control system
- Change management
- KPIs & objectives
- Compliance documents & approval
- Equipment Maintenance and Calibration
- Workflows, CFR 21 part 11, e-signature

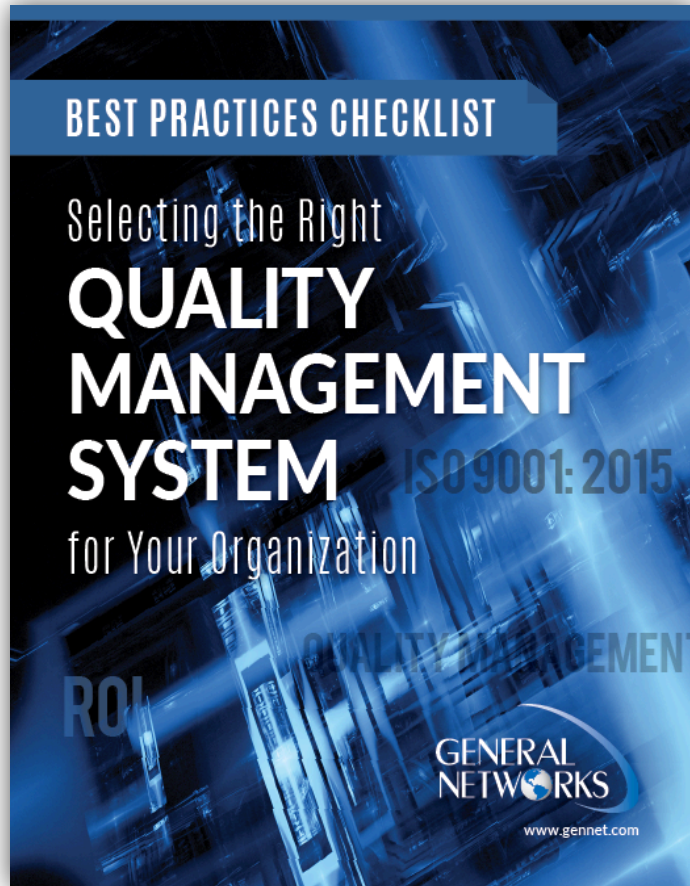
SPECIAL OFFER FOR WEBINAR ATTENDEES

- Free pilot based on your requirements (e.g. problem solving, CAPA, audit, change, risk, compliance document management) – Up to **3 hours** of free consultation!



Free eBook

Best Practices Checklist: Selecting the Right Quality Management System for your Organization



For information on how to transition to an electronic QMS including assessing your readiness, resource needs and functional requirements, download our free e-book.

<http://www.gennet.com/qms-ebook/>

Questions?

For more information or a personalized demo,
contact:

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Website: <http://www.gennet.com>

Phone: (818) 249-1962

