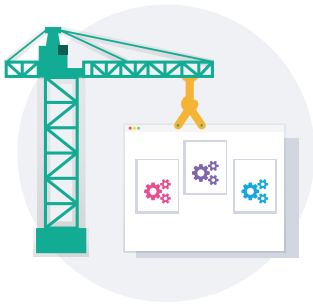# Q-Pulse®

Understand your organisation like never before

Ideagen Q-Pulse is the proven quality, compliance, safety and risk management solution for thousands of organisations across the world.

Ideagen Q-Pulse is an on-premise or hosted application with a simple, intuitive browser interface that helps you to:

Identify emerging
risks and opportunities

Comply with regulations
and standards

Streamline the management and
reporting of quality and safety

IDENTIFY EMERGING RISKS AND OPPORTUNITIES

By enabling you to connect all of the processes of your QMS, Q-Pulse helps you to lay the foundations for compliance and also provides a framework for achieving organisational improvement.

Q-Pulse's Analysis module is the engine that powers your improvement efforts. By analysing audit findings and business incidents, Q-Pulse enables you to enhance the effectiveness of your organisational knowledgebase, and with access to complete up-to-date information, you can identify improvement opportunities and provide analysis at the point of need.

Q-Pulse's dedicated Dashboards allow you to visualise your data clearly, giving you a complete overview across all of your processes. By linking data sources from different modules into a single dashboard, you can take action quickly and confidently.

> *Using Q-Pulse to manage our business improvement program is like having a dedicated group of analysts working for you 24/7: the data is always available and can be quickly drilled into for specific details. With Q-Pulse, my job is much easier and my stress level is much lower.*

Robert Rouzer
VP of Quality, VSE Corporation
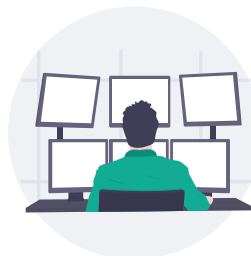
COMPLY WITH REGULATIONS AND STANDARDS

Regardless of your industry sector, your organisation is under increasing pressure to demonstrate compliance with the standards, regulations and legislation that your customers, industry and government require.

From ISO standards such as 9001, 14001 and 15189, to legislation such as the Food Safety Act and the Medical Device Regulations, the time and effort required to demonstrate your compliance status is also increasing.

Demonstrating compliance using Q-Pulse enables you to:

Show that you are controlling your processes to produce consistent goods and services

Verify the effectiveness of your processes through continual assessment of your system

Satisfy the external compliance requirements of your organisation

Your systems should enable more than just compliance: with compliance as your foundation, your systems should provide the framework around which you can build, maintain and improve your business.

By using the information from analysis – trends, causal factors, emerging risks – you can make positive changes to how your business is managed. By identifying opportunities for improvement in your QMS processes, you can increase effectiveness and efficiency.

STREAMLINE THE MANAGEMENT AND REPORTING OF QUALITY AND SAFETY

By identifying and automating the administrative tasks associated with your management system processes, you now have more time to analyse your management system information for improvement opportunities.

MODULES

DOCUMENT CONTROL
- Manage the complete document review process
- Provide the right information at the right time
- Reduces Document Control by as much as 99%

AUDIT MANAGEMENT
- Manage the complete audit lifecycle
- Manage internal, external and third party audits
- Demonstrate compliance on demand

RISK MANAGEMENT
- Maintain a central risk register
- Provide effective management oversight
- Enable organisational understanding of risk

REPORTING
- Capture occurrences, incidents and events
- Assess the risk associated with any report
- Create risk matrices for each risk assessment

TRAINING & COMPETENCE
- Maintain a central register of all training records
- Plan and schedule future learning events
- Identify employee competence gaps

ASSET MANAGEMENT
- Maintain a central asset register
- Maintain detailed historical records of all checks
- Plan and schedule all future check activities

SUPPLIER MANAGEMENT
- Maintain a register of current approved suppliers
- Identify unsuitable suppliers
- Create win/win situations across the supply chain

CUSTOMER MANAGEMENT
- Maintain a central register of complaints and compliments
- Report on customer complaint issues
- Create win/win situations together with customers

WORKLOAD MANAGEMENT
- Track and monitor actions
- Report on completed, outstanding and overdue actions
- Encourage engagement with the QMS

ANALYSIS
- Analyse all incidents from every area of the business
- Identify related issues and improvement opportunities
- Develop a culture of continuous improvement

LAW
- Identify relevant legislation and compliance requirements
- Assess compliance with requirements
- Demonstrate compliance on demand

DATA
- Capture and monitor relevant data securely
- Monitor compliance with internal standards and requirements
- Demonstrate compliance with licences and permits

FEATURES

INTUITIVE BROWSER INTERFACE
- Increase user adoption
- Faster task completion
- Better data and more opportunities for improvement

DASHBOARDS
- Link data sources from different modules into one dashboard
- Build dashboards with drag-and-drop functionality
- Drill down further in dashboards to see the details of records

MESSAGING
- Reduce time to completion with access to actions from email reminders
- Choose which actions users are told about with conditional messaging
- Ensure completion with automatic escalation of overdue actions

APIs
- Integrate systems and processes in all areas and at all levels of your business
- Capture data from other systems
- Provide key information to users of other systems

INTEGRATION WITH OTHER IDEAGEN PRODUCTS
- Academy
- PleaseReview
- Q-Pulse PM

SERVICES AND SUPPORT

Software services and support form a fundamental component of your Q-Pulse implementation. Ideagen offers a complete range of professional services to ensure that your Q-Pulse implementation goes as smoothly as possible, with minimum impact to your valuable resource and maximum return from your software investment.

Professional Services from Ideagen include:

- software installation and deployment
- system consultancy and configuration
- "Champion" training for the key implementation team

Customers have unlimited access to our Technical Support team, which provides comprehensive support on the use of our products. Our operations in the UK, USA, the Middle East and Eastern Europe offer customers around the world a local market presence to complement our services.

We offer free web-based training in the implementation of Q-Pulse to all of our customers and our training courses enable you to maximise your investment.

Online resources include a free web knowledgebase, a free web user forum and free user groups, all of which enable you to increase your Q-Pulse knowledge by networking with other users, Quality professionals and Ideagen staff.

ABOUT IDEAGEN

Ideagen plc is a developer of enterprise governance, risk and compliance (GRC) software for organisations operating in highly regulated industries, with operations in the UK, USA, the Middle East and Eastern Europe.

With more than 20 years' experience and success in the global regulatory environment, we have earned our customers' trust by building long-term relationships in which we work closely together to meet and exceed their quality, audit and safety management goals.

We have more than 2000 customers around the world using Q-Pulse in industries like aerospace and defence, aviation, food and drink, healthcare, life sciences and manufacturing. Our solutions have been designed and continually developed in close consultation with quality, audit and risk professionals from industries that include aviation, aerospace and defence, healthcare and life sciences, energy, manufacturing and services and engineering.

We are committed to continually improving the quality of our products, the environmental impact of our operations and the security of the information that we safeguard and this commitment is demonstrated by our certifications to ISO 9001, ISO 14001 and ISO 27001.

ideagen

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