



Qudos Management Pty. Ltd.
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A faster, better, smarter Quality System

ISO 9001 is an international standard that sets out a model for implementing an effective Quality Management System (QMS). It is the most widely accepted model for quality systems. Although there are other standards and models, these tend to be variations on a similar theme.

A quality system is intended to help an organisation to systematically meet the requirements of customers and other stakeholders. As such, it makes good business sense – but can require a bit of organising. Many a well-intentioned system has floundered due to its design making it difficult to input data or get meaningful information out, and time-consuming to administer. Lets' face it, we all have busy lives these days, and a quality system needs to be as efficient as possible. The good news is that there is a dedicated software solution available!

Qudos 3 is probably the world's most comprehensive software for the effective long-term operation of a quality system. It will help you meet the requirements of ISO 9001 faster, better and smarter.

Qudos 3 provides a modular, yet integrated approach - Helping you set up your system quickly and run it cost-effectively. Its advanced web and SQL database technology offers multi-site/off-site capability to:

- **Plan Objectives/targets** and how they will be achieved
- **Document** policies, procedures, forms, letters etc. with our huge library of samples and templates
- Make documents easily accessible over your intranet or internet – with powerful search facilities to **find the right document quickly and easily**
- Plan and record **document reviews and revisions**
- Schedule and record **internal audits**
- Schedule and record **equipment checks and calibration**
- Plan and record **minutes of management review and other meetings**, and distribute them
- Maintain records of **training and employee development**
- **Assess performance** of your quality-related activities - or those of your suppliers / contractors
- **Consider and evaluate risks** that might affect the quality of your products or services
- Record **nonconformances, issues, customer complaints and suggestions**
- Plan **preventive / corrective / improvement action** and then assign, record and track those actions
- **Remind people** about actions that are due / overdue with automated emails
- **Escalate** overdue actions

Qudos 3 includes an integrated **Quality Manager Toolkit** – packed with sample documents, training materials and other resources.

The following chart illustrates how Qudos 3 will help you to a faster, better, smarter ISO 9001 Quality system



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Objective	Documents	Audits	Actions	Meetings	People	Training	Risk	Benchmark	Quality Manager	Notes
ISO 9001 Requirements										
Clause 4 General Requirements										
Documentation									✓	Guidance on requirements, and methods of creating documents. Comprehensive collection of sample documents.
Control of documents									✓	Guidance on requirements, and sample procedure
	✓									Master Document List to provide easy and controlled access to important documents. Revision History recording for each individual document. Automated archiving facility to look after superseded versions of documents. Global lists of revisions, deletions and distribution.
		✓								Automated scheduling of document reviews
Control of records									✓	Guidance on requirements, and sample procedure
	✓	✓	✓	✓	✓	✓	✓	✓	✓	Records for all modules maintained in centralised, robust SQL server database
Clause 5 Management responsibility										
Quality Policy									✓	Explanation of requirements and sample policy statements
	✓									Policy statement maintained and made available via Master Document List.
Planning / Quality Objectives									✓	Explanation of concept / requirements, gap analysis, planning tools, and sample procedures
	✓									Recorded in Objective Details Form. Objectives may be established, described, assigned to a responsible person, quantified for priority against 4 user-definable drivers, assessed for progress, and include an attached external document.
		✓								Each Objective may generate up to 100 separately tracked Action plans. Actions List includes a category for "Raised by Objective" - enabling the list to be filtered and queried to provide custom reports.
Responsibility and authority									✓	Sample Organisation chart, Table of Authorities, and Job descriptions
	✓									Documents maintained and made available via Master Document List.
Management review									✓	Explanation of requirements and sample procedure

Qudos 3 modules

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					✓						Management reviews scheduled and recorded in Meeting Minutes. Default agenda provided. This may be customised as required. Agenda / minutes may be emailed to all attendees - with separately tracked actions for each agenda item. A training presentation on meeting management is included.
				✓							Each Discussion item may generate up to 100 separately tracked Action plans. Actions List includes a category for "Raised by Meeting" - enabling the list to be filtered and queried to provide custom reports.
Clause 6 Resource management											
Competence, awareness and training										✓	Explanation of requirements and sample procedures and other documents
							✓				Training records are created for each person in the organisation. These are maintained in the Training Schedule, and may be queried for planning / review purposes.
						✓					Individual Development Plans may be created for each employee. This provides a tool for planning their development path and assessing progress against targets. Password-controlled sign-off by the individual and 2 levels of management.
		✓									Induction checklist template and other documents promoting staff awareness of quality issues maintained in Master Document List
Infrastructure and work environment										✓	Various maintenance / equipment status workbooks
			✓								Housekeeping and other checks recorded in Audit record
Clause 7 Product realization											
Customer-related activities, design and purchasing, product and service provision										✓	Explanation of requirements and sample procedures and other documents
								✓			Risk Assessments of contract and design activities
									✓		Assess suppliers using Benchmark Assessment
Clause 8 Monitoring, measurement and improvement											
Customer satisfaction										✓	Record surveys in using Benchmark Assessment

Qudos 3 modules

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Internal Audits										✓	Explanation of requirements and sample procedures included in Quality Manager toolkit
			✓								Audit Schedule and records. Facilities to replicate checklists + Audits training presentation.
				✓							Each Audit item may generate up to 100 separately tracked Action plans. Actions List includes a filter for Actions raised by audit - enabling custom reports to be generated.
							✓				Auditor training records planned and maintained in Training Schedule and course records. Optional, certified on-site training facilities available.
Monitoring and measurement of processes and product									✓		Benchmark assessments for user-defined applications
Control of nonconforming product				✓							Record in Action forms
Corrective / preventive / improvement action				✓							Action Forms are used to record suggestions, actual and potential non-conformances, action planned, action Taken, and any follow-up. Up to 99 related actions may be generated for root cause analysis etc. Each may be separately assigned, and emailed. The Actions List may be queried in numerous combinations to generate custom reports.

With its modular design, high level of user-configuration, SQL and .net web technology, Qudos 3 offers the power of integration – enabling you to integrate:

- Your key activities for addressing ISO 9001
- Similar activities for other compliance issues (OHS | Environment | Food Safety etc.)
- Activities relating to one or many sites.

Qudos 3 is available now. Self-hosted or hosted/leased options are available, along with coaching, training and system development services by Qudos and its partners. To discuss how we can best help you to meet your needs contact:

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