

Controlling Change Processes

Today's competitive environment demands that organisations continuously review and improve policies, procedures and processes. Corporate documentation has to reflect these changes if the organisation wants to operate effectively. Organisations must encourage all staff to suggest improvements but meticulous change control is vital if compliance with business standards such as ISO 9001:2000 is critical to your business.

myEQMS.com Change Manager assists you in the orderly and disciplined handling of requests for change, through impact analysis to resolution. Changes to documents can be subjected to standard review, approval and issue paths. Security ensures authorised personnel change documents in an approved manner. The approval process is tailored to your requirement and actions required to progress changes are workflowed with messaging or e-mail. Change Manager maintains a history of changes and tracks and reports on the effectiveness of the change process itself.

Benefits

- Requests for change are easily logged
- Requests for change are easily retrieved
- Requests for change cannot be ignored
- Desirable changes are implemented quickly and efficiently
- Reasons for change are always identifiable
- Change records chart progress over time
- Responsibilities for actions are clearly defined
- Automation of the change process improves response times and staff involvement

Change Manager Features

The Change Manager module is a core module within the myEQMS.com family. It integrates closely with the Document Manager module to automate the management of controlled content change. Change Manager allows users to review, make and approve changes appropriate to their permissions. They can look at or search on change records.

The system maintains a full audit trail of all activity relating to the change process.

Requests for Change

The requests for change database logs information about individual requests for changes to content and processes. The owner is recorded, relevant controlled documents identified and the request can be accepted, rejected, closed or aborted by the Change Manager.

Changes

The changes database holds information about changes accepted by the Change Manager. It drives and records the process steps required to complete a change. The system automatically generates an ID for each change record and records and displays ownership, dates, responsibilities, change status and comments. Importantly, it prompts actions such as draft, review and approval.

The system offers maximum flexibility as you determine additional information that is stored against each change. Change managers are presented only with the necessary fields for completion, ensuring the system is simple to use.

The Change Manager can search the changes database using multiple criteria, providing a simple overview of the change records they are entitled to view

Approval

Approval functionality enables the Change Manager to view information about changes that have been approved. All significant dates in the approval process are logged as well as those people involved in the process.

Approval Paths

The Change Manager can define as many approval paths as required by the organisation. Managers then use these paths to trigger the documentation review and approval process. Approval paths can be routed around as many individuals as required. Drafts can be circulated sequentially or to all recipients simultaneously and a period of time for response can be set. Controlled documents can have any of the defined approval paths attached to it. A search capability allows you to quickly find the appropriate path to link to a document.

Change Paths

The Change Manager can define as many change paths as required by the organisation. Managers then use these paths to trigger standardised business processes. Change paths can be routed around as many individuals as required to initiate and drive through any type of change.

Escalation Paths

The Change Manager can define as escalation paths to escalate action where essential activity has not been carried out as promptly as required. Escalation paths keep managers informed of the progress of critical actions and allow them to intervene before non-compliances occur.

Security

The security functionality allows you to determine which changes are visible to various groups or individuals within your organisation.

You can also devolve change management responsibility to groups or individuals by giving them access to Change Manager. They will only be able to administer records that you give them access to. They, in turn, may devolve responsibility for elements of their document set to groups/individuals beneath them.

Reports

You have access to a wide range of standard reports. As well as tailorable listings of change records and request for change records, reports include status information, schedule information regarding both requests for change and changes. Reports are available for approval path data and statistical analysis of performance in relation to change and request for change progress.

Tools and Help

Users have access to context sensitive help screens and a range of system tools. The precise tool-set varies depending on the permissions of the user but include the ability to view their user details and broadcast messages to groups of colleagues.

To Do List

Change Manager automatically generates messaging and/or e-mail prompting actions required to progress changes. Actions are triggered by dates and deadlines held in the database and compliance with requests is analysed and reported on.

The myEQMS.com Web Service

Your myEQMS.com Web Service is completely secure. Powered by EQMS software, myEQMS.com allows you to run your entire Quality System on the Web. No software and no hardware to purchase. Pay by monthly subscription and manage your ISO9001, ISO4001, OHSAS18001, ISO17799/27001 systems online via your internet browser. Always-on access from any location worldwide, secure access control and integrated back-up combine to provide total assurance of business continuity and eliminate reliance on overworked IT departments.



Aizlewoods Mill, Nursery Street, Sheffield, S3 8GG, England

Tel: +44 (0)114 282 3338 Fax: +44 (0)114 282 3150

Email: info@myeqms.com www.myeqms.com