IBM `Information Management` software

Grupo INTeNT
Document Management for ISO 9000

Partner Solution

- **Target Industry**
  Compliance
  Cross Industry

- **Business Application**
  Compliance

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Capture
  IBM FileNet Content Manager
  IBM FileNet eForms
  IBM InfoSphere Content Collector
  IBM InfoSphere Enterprise Records

Business Challenge

The ISO 9000 standard, more formally known as ISO 9001:2000, is an international quality standard that defines minimum requirements for a company's Quality Management System (QMS). ISO 9000 is constantly evolving to meet new business and industry requirements. It is maintained and updated by the International Organization for Standardization and administered by third-party accreditation and certification bodies. Although ISO 9000 standards originated in manufacturing, they are now employed across a wide range of organizations. The ISO Survey 2004 stated the *"service sectors now account, by far, for the highest number of ISO 9001:2000 certificates — about 31% of the total."*

To receive ISO 9000 certification, a company must put the required QMS processes and controls in place, monitor performance of its processes and demonstrate continuous improvement and meticulous document and record keeping. ISO 9000 certification must be maintained through regular bi-annual or annual audits.

The documentation associated with ISO 9000 certification can be a costly, labor-intensive process that diverts personnel from an organization's primary focus of creating and delivering high quality goods and can be prone to human error. As such, many companies are now turning to technology-driven document management systems to reduce the time and cost associated with manual QMS documents and ISO 9000 record keeping.

By maintaining a secure, centralized repository for ISO 9000 documents and records, companies can regulate access to ISO 9000 records, thereby decreasing exposure and non-compliance risks; reduce the cost and complexity of the audit process; and, provide proof of tangible process improvements.

Solution

Grupo Intent's Document Management for ISO 9000 (DM_ISO 9000), provides key capabilities that are critical to obtaining and maintaining ISO 9000 certification by enabling the automation of document management, business process management and records management. A portal-based system, DM_ISO 9000 supports the entire document lifecycle — from document creation through approval, tracking and controlling document versioning and facilitating the document review status and publication. With electronic forms management, all types of business-related documents are digitally executed, including: scanned images, PDFs, Microsoft® Office

documents, emails, graphics, photos, videos and electronic forms — eliminating the need for paper-based document handling.

The DM_ISO 9000 document portal also offers support for business processes, visually displaying all organizational departments and functional areas, and enabling users to quickly query and view all electronic documents related to a specific business function. Users can then navigate through documentation by browsing a map or using the query functions. As processes change, or new products and associated processes are added, the system easily allows for designing, tracking and auditing of these new and enhanced processes.

DM_ISO 9000 offers automated records management capabilities. The solution will automatically classify records by process, eliminating the need for manual classification and auditing, which can lead to possible human error. Additional records management features include automatic records retention and/or records hold, identification of course of actions for expired records and records search functions. The solution also offers full support for control lists that define and authorize user-specific access to documentation.

Value Proposition

By implementing Grupo Intent's DM_ISO 9000 companies can reduce the cost and complexity associated with generating and managing compliance documentation and continuous improvement requirements mandated by ISO. Organizations using DM_ISO9000 have experienced up to a 50 percent reduction in internal audit time related to ISO compliance.

Employees and the quality assurance (QA) teams responsible for ISO compliance will find many benefits to using DM_ISO 9000, including increased productivity. With easy access to up-to-date information and activities seamlessly integrated into their daily tasks via e-mail notifications, the QA team will be able to spend less time on lower value clerical tasks and more time on improving processes. DM_ISO 9000 also empowers the QA team to take the lead in helping the organization meet ISO requirements. As they execute their daily activities, other employees with system access will be able to execute their roles within the organization using the most up-to-date information. The solution provides QA administrators with a holistic view of an organization's quality program status, giving them the ability to drill down on specific areas of interest or concern, as well as an added advantage that comes from better workload balancing.

Company Description

Grupo INTeNT is exclusively focused on consulting and delivery services for implementing IBM Enterprise Content Management (ECM) technologies. With more than 14 years of experience, Grupo Intent has a track record of successful solution implementations in a wide range of industries including: oil and gas, energy, utilities, telecommunications, banking and insurance across Latin America.

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