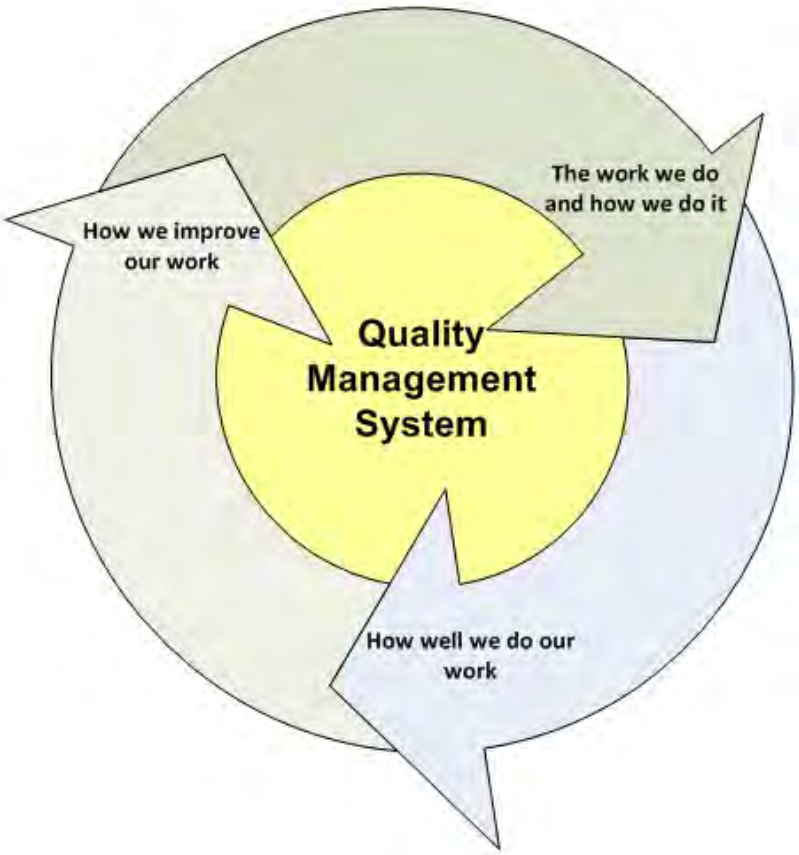
QUALITY COORDINATOR
MANAGE QUALITY, SAFETY AND RISK IN YOUR ORGANISATION

Quality Coordinator User Manual

Version 2.0



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CORE PRINCIPLES OF QUALITY MANAGEMENT

This International Standards Organisation have developed the following eight quality management principles on which the quality management system standards of the ISO 9000:2000 and ISO 9000:2008 series are based.

Principle 1: Customer focus

Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

Principle 2: Leadership

Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

Principle 3: Involvement of people

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.

Principle 4: Process approach

A desired result is achieved more efficiently when activities and related resources are managed as a process

Principle 5: System approach to management

Identifying, understanding and managing interrelated processes as a system contributes

Principle 6: Continual improvement

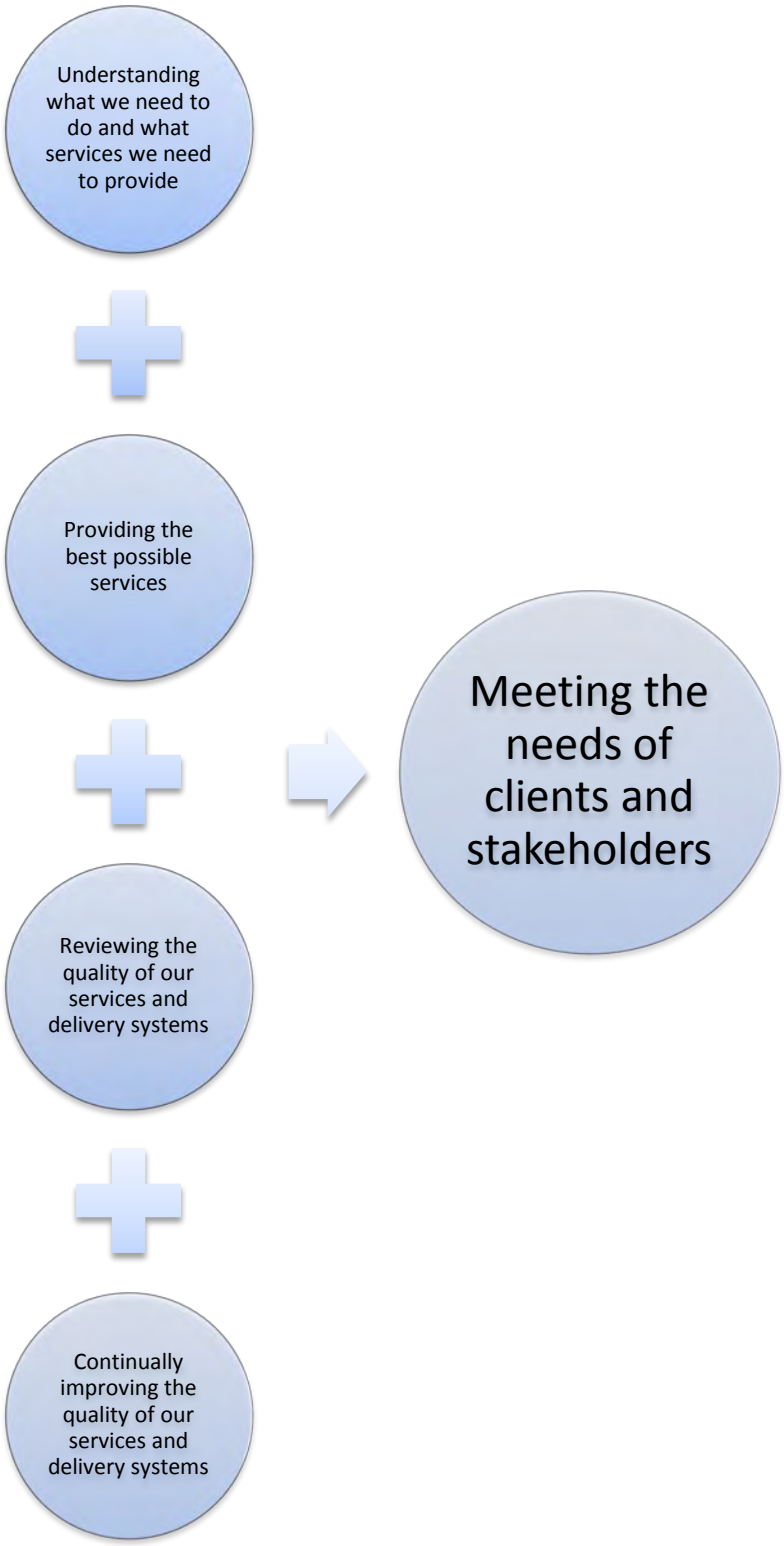
Continual improvement of the organization's overall performance should be a permanent objective of the organization.

Principle 7: Factual approach to decision making

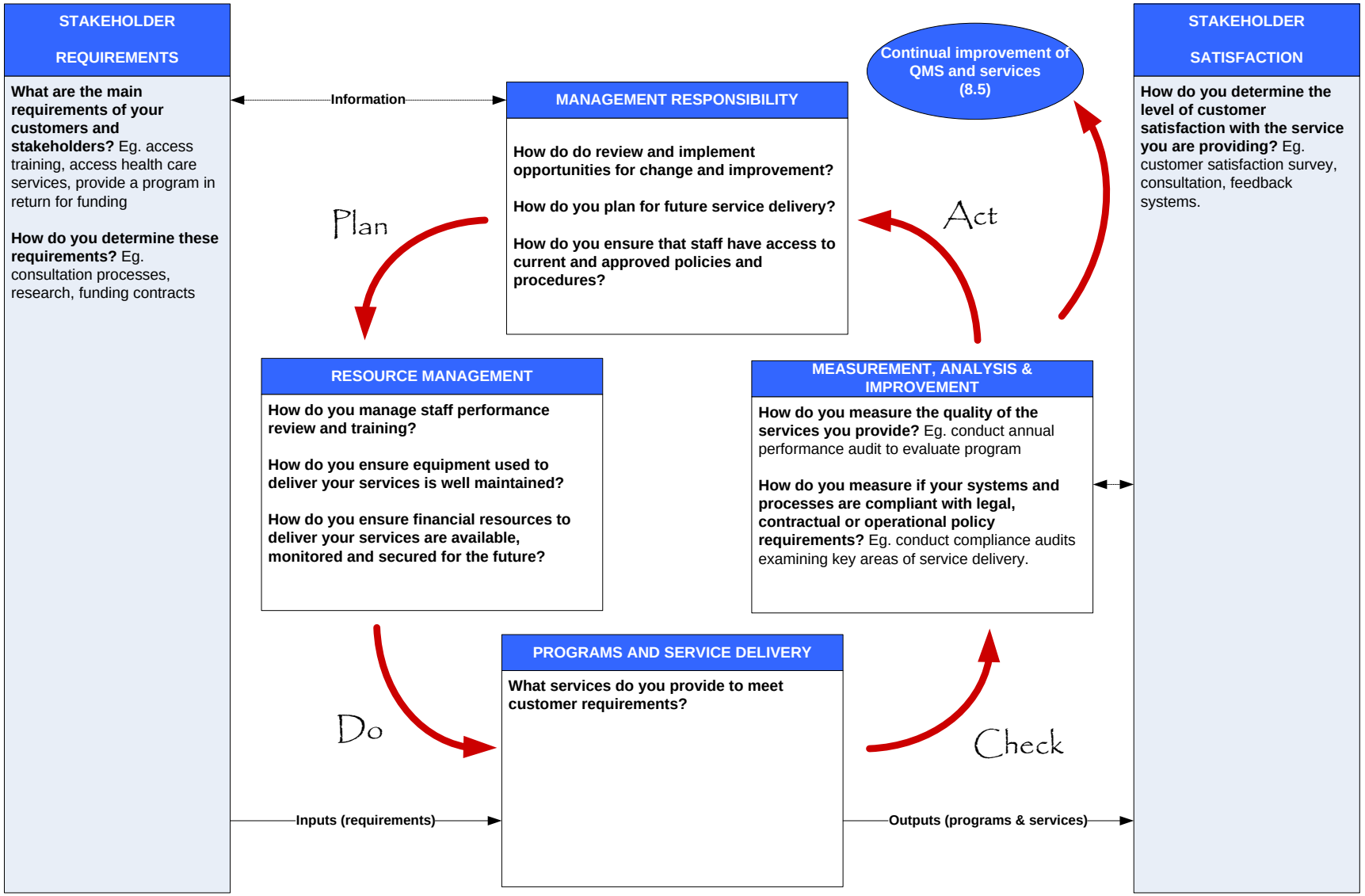
Effective decisions are based on the analysis of data and information

Principle 8: Mutually beneficial supplier relationships

An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value

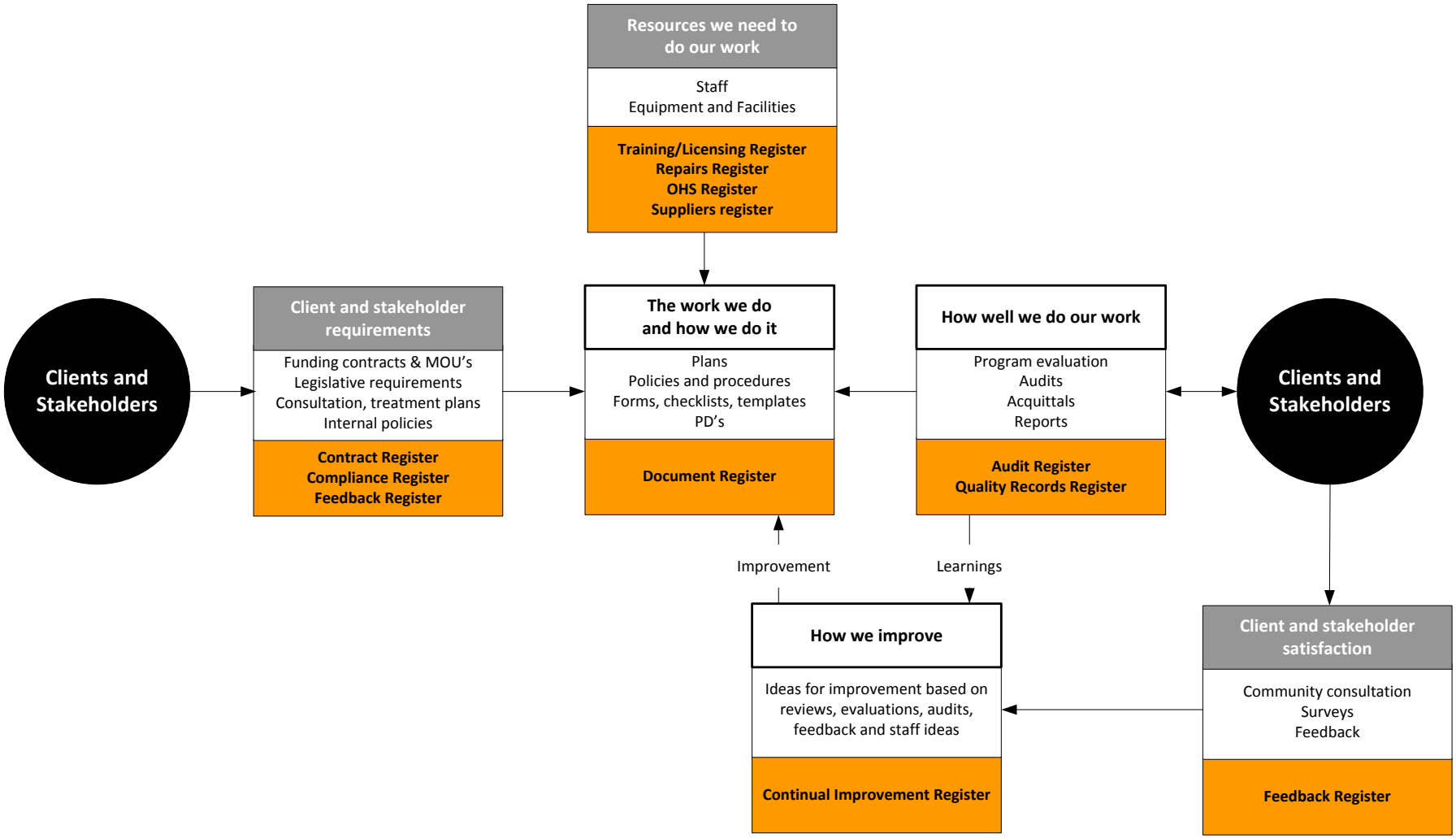

Understanding what we need to do and what services we need to provide
Providing the best possible services
Reviewing the quality of our services and delivery systems
Continually improving the quality of our services and delivery systems
Meeting the needs of clients and stakeholders

ISO 9001 PROCESS MAP – Instructions



*Note: To suit the organisational context the words 'service delivery, services and programs' have replaced 'product realisation and products' which appear in the Standard

ISO 9001 Quality Management System linkages with Quality Coordinator



INTRODUCTION TO 20|20 QUALITY COORDINATOR

Quality Coordinator is a fully integrated software package that supports your organisation to continually improve its services and processes through better management of quality, safety, compliance and risk.

By implementing Quality Coordinator's registers your organisation can better attain and maintain accreditation with a wide range of quality standards such as ISO 9001:2008 and Quality Improvement Council Health and Community Services Standards 6th Edition.

The principles behind Quality Coordinator

Quality Coordinator supports organisations to continually improve their services and processes through better management of quality, safety, compliance and risk. The principles behind the design and functionality of the Quality Coordinator software are:

- Quality is about culture and values - Leaders have a responsibility to promote and ensure a culture of excellence in practice.
- Shared responsibility - All staff, not just managers, have a shared responsibility for managing quality and contributing to good results for clients and the continual improvement of the organisation.

Quality Coordinator supports organisations to implement a systems approach to management through continual improvement and a factual basis to decision making.

Successful organisations work on the principle that quality is 'everyone's business' which is why Quality Coordinator includes a range of features to support teams and individuals to build a culture of excellence and shared responsibility.

Key features

Managing the workload

Quality Coordinator supports managers to manage and teams to share tasks and information. Features include:

- Built-in electronic workflows for 10 key business processes that move tasks from person to person and sends automatic email reminders to staff about key actions to be undertaken
- 'My task' inbox for each staff member displaying current tasks and a 'My team's tasks' screen showing the status of all tasks in progress for all members of your work team
- Activity reports showing categorised against teams, work areas or individuals the status of all current and upcoming tasks
- Performance reports on the effectiveness of the organisation in managing quality, safety and risk.

Document and quality records management

- **Access to critical corporate documents:** One-click access to current and approved procedures, policies, forms and other corporate documents through the Document Register
- **Automated and secure document control:** System tasks and email reminders are sent to staff when documents are due for review. Version control, audit trail and storage of archived documents is managed automatically.
- **Register of contracts:** Keep a list of contracts, agreements and MOU's. Quality Coordinator will remind managers of approaching expiry dates and track the actions taken to renegotiate contracts.
- **Register of quality records:** Upload key records such as audit reports and evaluations for secure storage and one-click access to the file.

Continual improvement

- **Identify and act on opportunities to improve organisational systems, programs and processes:** Suggestions for improvement on the Continual Improvement Register automatically generate

notifications for managers and work teams to delegate tasks for action. View reports on the status of tasks.

Audit and evaluation

- **Schedule, action and monitor audits and evaluations:** Schedule recurring and one-off audits and evaluations on the Audit Register and delegate tasks. Quality Coordinator reminds staff to carry out delegated tasks. Audit findings can be easily converted to continual improvement actions.
- **Manage risk and meet compliance requirements:** Develop a schedule of compliance requirements and the system automatically reminds staff and their managers when the action is due. Print reports from the Compliance Register on all compliance requirements completed in the past and due in the future.

Client feedback

- **Respond to feedback from clients, customers and stakeholders:** Comments received from clients and stakeholders can be recorded in the Customer Feedback Register and easily converted into tasks and suggestions for improvement.

Workplace health and safety

- **Hazard and incident reporting and response:** Report workplace health and safety issues in the OH&S register and the OH&S officer and relevant managers are immediately notified. Determine and delegate and track tasks to respond to the issue.

Staff training and licensing

- **Ensure staff maintain their required training and licensing:** Track and report on mandatory training requirements and licensing renewals. Staff and their managers are reminded of upcoming requirements.

Plant and equipment maintenance

- **Maintain plant and equipment:** Faulty equipment identified by staff is registered ensuring that tasks are delegated to respond to the issue. Print reports on the maintenance and repairs schedule. All staff can access up to date information of the status of repairs.

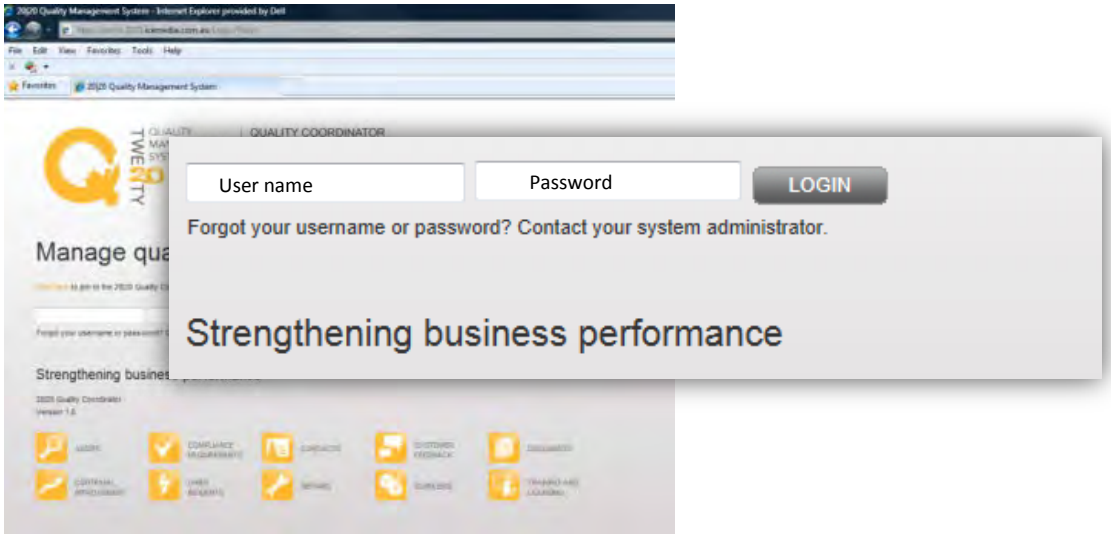
Supplier relationships

- **Central access to contact details of approved suppliers and key business contacts:** One-click access to current and approved suppliers and business contacts through the Suppliers Register and the Contacts Register.
- **Automated supplier review:** System tasks and email reminders are sent to staff when suppliers are due for review.

LOGIN AND NAVIGATION

To Login to Quality Coordinator:

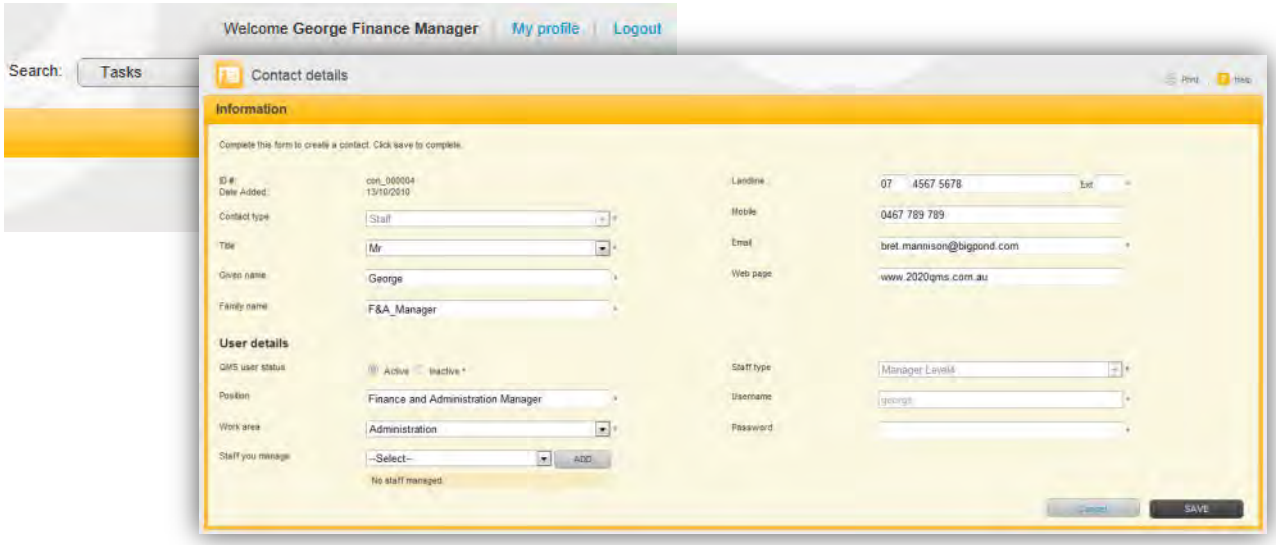
1. Open your web browser eg. Internet Explorer, Safari or Firefox
2. Go to the address (URL) provided to you by the System Administrator
3. Enter your username and password.



The password is case sensitive, the username is not.
Your web browser may ask if you want to 'remember name and password for future use'. This is your own choice. If you select yes you will be able to quickly login in the future without having to remember your password. However, this may also allow other people using your computer to be able to login.

My profile and passwords

Once logged-in you can update some of your details and your password by clicking on the My profile link on the top right hand side of the screen.



To create a new password, type a new password into the Password field and click save. Remember to keep a record of your password in a safe location.

Screen display, search, print and help

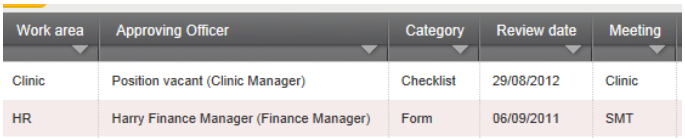
Quality Coordinator features the following navigational devices and links to help you move around the system, sort and filter information in the register screens, and search and print.

Searching

To search for items in Quality Coordinator:

1. Select the register you want to search within from the drop down list
2. Enter the search text/key words for your search
3. Click 'go'

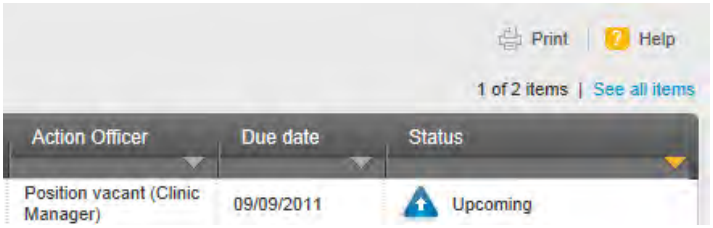
Sorting and filtering



Columns that have a light grey bar below the column title allow for the register items to be sorted. Clicking on the column title will sort the register items alphabetically.

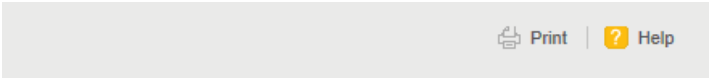
Columns that have a light grey triangle below the column title allow for register items to be filtered. Clicking on the grey triangle and selecting the check boxes next to the category names will display just the items in that category. The triangle will display as orange if information in the respective column is filtered. Uncheck the boxes or click 'See all items' to display all items.

All filters are reset to show all items once you navigate away to another screen.



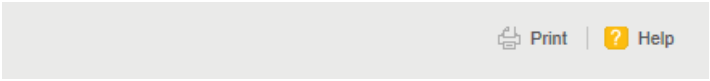
This filter status information shows how many register items are being displayed out of the total available. If certain items are filtered out of display, click 'See all items' to display all items.

Printing



Each register screen can be printed. When a register is printed the items displayed in the register will be printed in a report format. **Please note:** The optimum print setting is landscape mode. You may have to set the print properties to print in landscape as Quality Coordinator cannot override the default settings.

Help

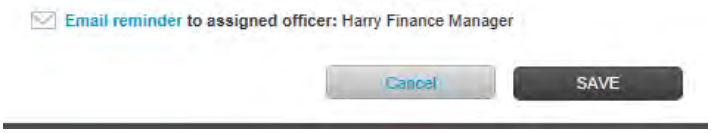


Click help on any screen to go to specific help instructions.

Field character limits

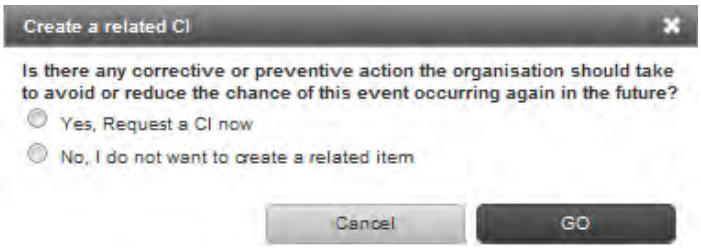
Some fields have limits to the number of words that will be allowed. As a rule of thumb, fileds that identify 2000 characters will allow approximately 350 words, fields that identify 150 characters will allow approximately 25 words, and fields that identify 100 characters will allow approximately 16 words

Email reminders



The 'action' and 'approval' forms feature an email reminder link. Clicking this link will launch an email in your email program (eg. Outlook) ready to send to the staff member related to the specific task. The email will include default text about the task which you can edit.

Automatic related items

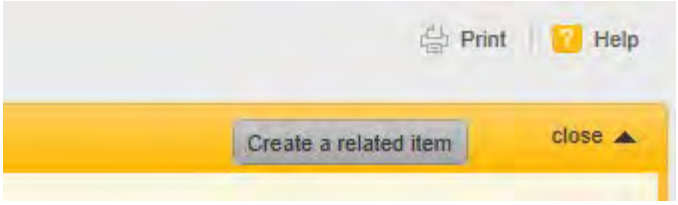


At certain points throughout the process of completing tasks Quality Coordinator will suggest that a related item be created in another register. The purpose of this is to encourage linkages between processes. For example, after completing an audit Quality Coordinator will suggest that continual improvement items be created so that audit findings can be recorded as proposed recommendations for improvement.

When the related item windows appear you can select yes (which will launch a new item in the related register) or *NO*. Then click *GO* to continue on.

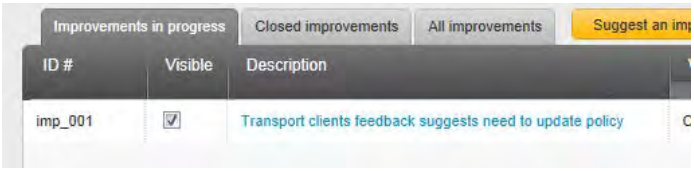
Self-generated items

Another way of creating a related item in another register is by clicking the *CREATE A RELATED ITEM* to create a related register item. This button is visible on the yellow bar of the *INFORMATION FORM* of any register item.



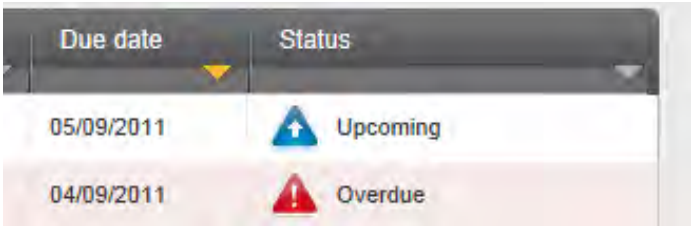
‘Deleting’ items from registers

While an item cannot be deleted from the system it can be made invisible. The system administrator can un-check the box (see below) next to the item. The item will then only be visible by the system administrator.



Status icon

The status icon appears in most registers and will automatically change depending on the status of the task in its workflow.

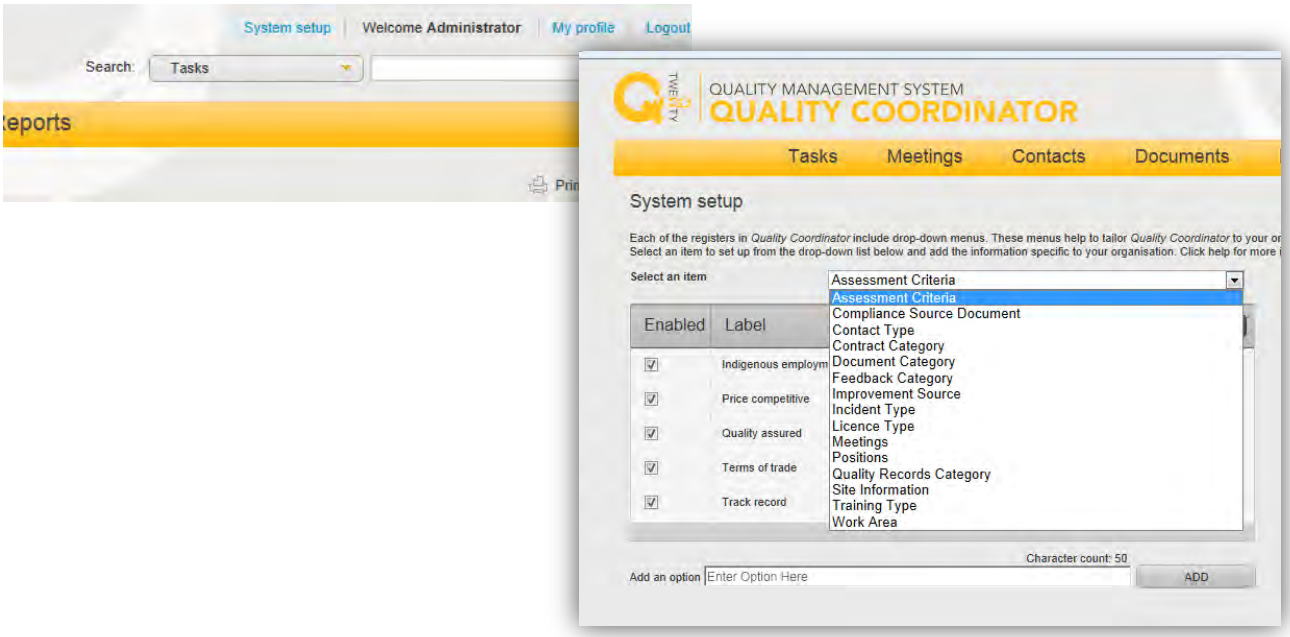


Status icon	Description
Upcoming	The task deadline is in the future
Overdue	The task deadline has passed
Closed	The task has been approved
Review	The action carried out has not been and further action has been requested

SYSTEM SET-UP

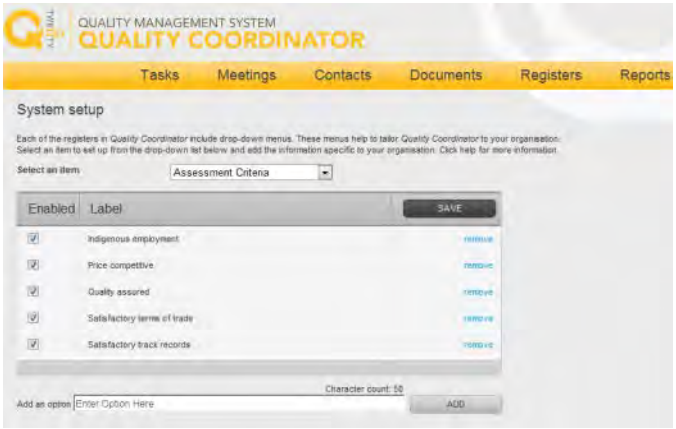
Use System Set-up to customise the drop-down lists and other features in Quality Coordinator to suit your organisation. Quality Coordinator comes with default or example content for most of the drop-down lists however you should review the content in each list and customise it to suit your organisation.

You will need to have items in each list to be able to use all of the features in Quality Coordinator.



To add or remove items in the drop-down menus:

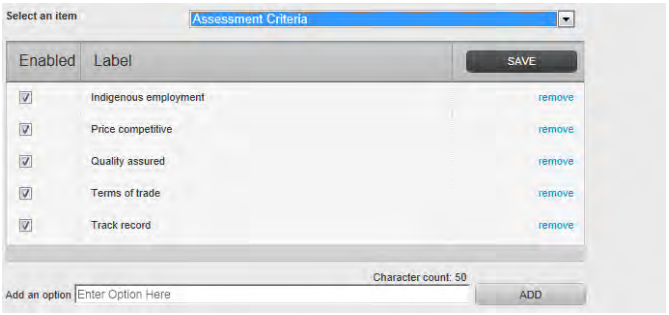
1. Select the list to edit using the *SELECT AN ITEM* drop down list.
2. Review the purpose of the drop down items by reading the related description below.
3. Review the existing recommended items for applicability and delete and add items as necessary to customise to your organisation. To remove an item click remove on the row the item appears. To add a new item type it into the *ADD AN OPTION* field and click the Add button.
4. Click *SAVE*



Note: if an item has already been used in the system (eg you created a work area called 'Finance' and allocated to a task to that work area) you will not be able to remove it from the system set-up list. You can stop it from being used in the future by un-checking the box to the left of the item.

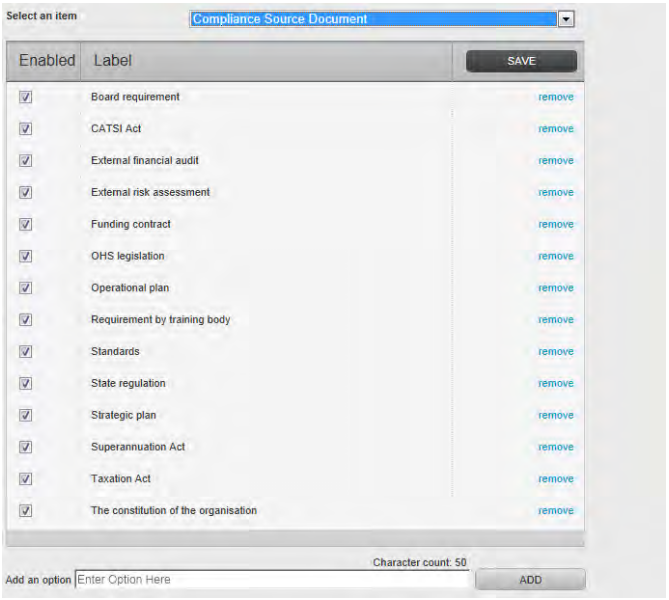
Drop down menus

Assessment criteria



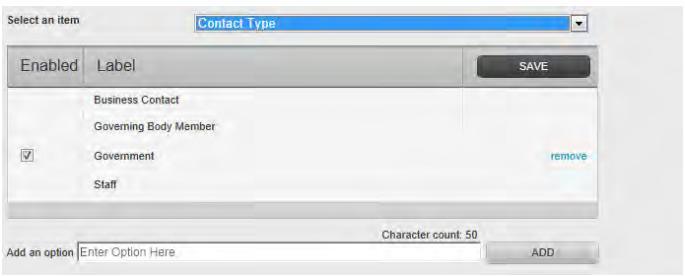
The items in this list appear as supplier assessment options (checkboxes) when adding a new supplier or reviewing a supplier in the *SUPPLIERS REGISTER*. Determine the criteria you will use when assessing a supplier and add/modify these criteria as necessary. See above default settings.

Compliance source



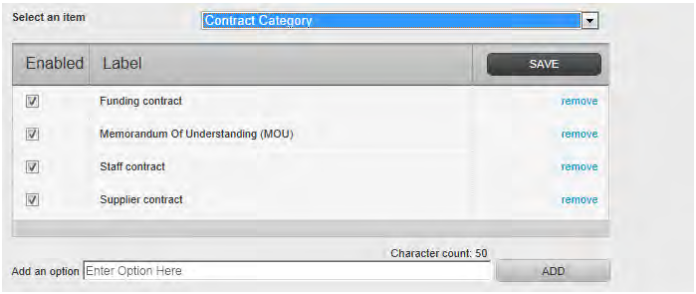
The items in this list appear in a drop-down menu when creating a new compliance requirement in the *COMPLIANCE REQUIREMENTS REGISTER*. Determine the sources of compliance requirements (eg contracts, legislation etc.) relevant to your organisation and add/modify this list as necessary. See above default settings.

Contact Type



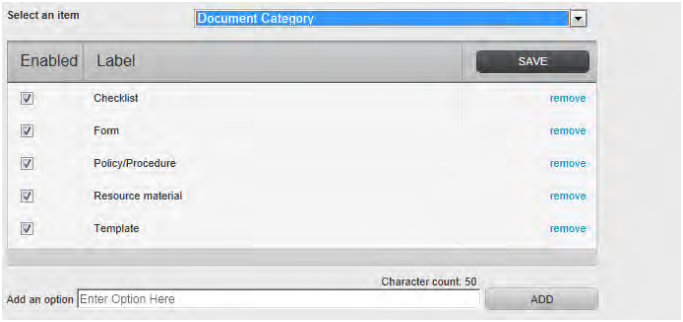
The items in this list appear in a drop-down menu when creating a new contact in the *CONTACT REGISTER*. Three default contact types cannot be changed – Staff, Governance Body Member, and Business Contact. Additional categories can be added eg Government Body to facilitate searching for contacts using the filter in the *CATEGORY* column on the Register.

Contract category



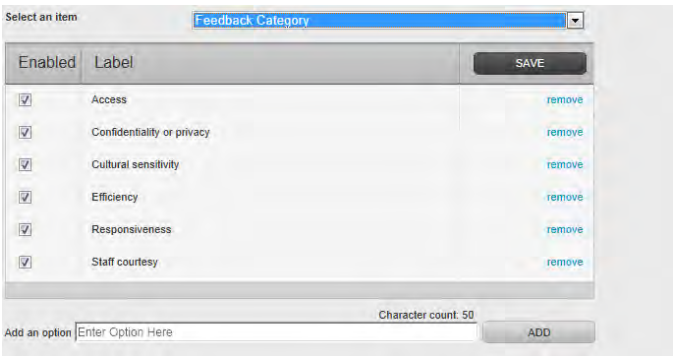
The items in this list appear as *CATEGORY* options when uploading a contract to the *CONTRACTS REGISTER*. The *CONTRACTS REGISTER* allows for sorting, filtering and report printing based on the items in this list. Determine the categories relevant to your organisation and add them to this list eg Funding contract, MOU, Supplier contract etc. See above default settings.

Document category



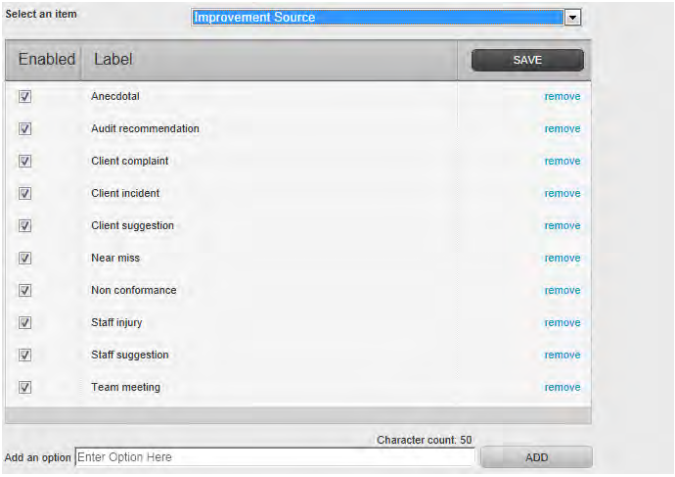
The items in this list appear as *CATEGORY* options when uploading a document to the *DOCUMENT REGISTER*. The *DOCUMENT REGISTER* allows for sorting, filtering and report printing based on the items in this list. Determine the categories relevant to your organisation and add them to this list eg Policy, Procedure, Template, Form etc. See above default settings.

Feedback category



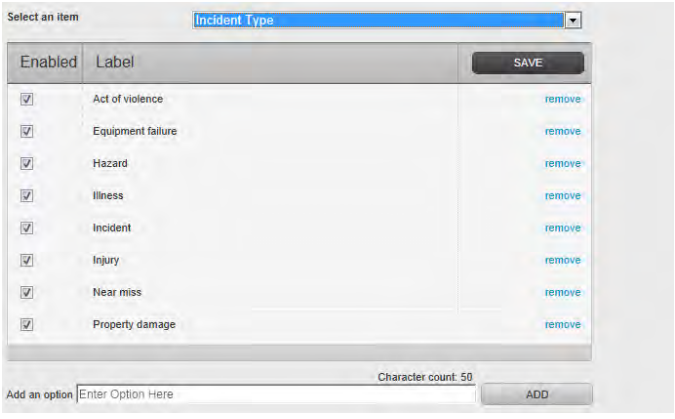
The items in this list appear when recording customer/client feedback in the *FEEDBACK REGISTER* and are used to describe the nature of the feedback received. The *FEEDBACK REGISTER* allows for sorting, filtering and report printing based on the items in this list. Determine the feedback types relevant to your organisation and add them to this list eg Compliment, Responsiveness, Program quality etc. See above default settings.

Improvement source



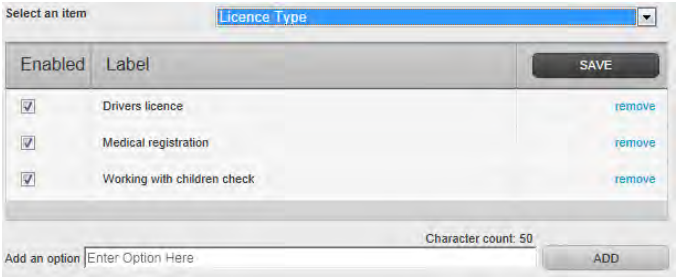
The items in this list appear as options when recording a new continual improvement suggestion in the *CONTINUAL IMPROVEMENT REGISTER* and are used to identify how the corrective or preventive action being suggested came about. The Reports module provides a report that summarises CI's by the items that appear in this list. Determine the sources of suggestions for improvement relevant to your organisation and add them to this list eg. Staff Suggestion, Client Suggestion, Incident, Audit Report. See above default settings.

Incident type



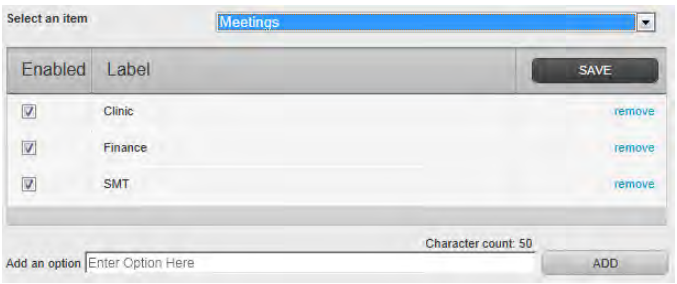
The items in this list appear as options when recording an OHS incident in the *OHS REGISTER* and are used to describe the nature of the incident being reported. The Reports module provides a report that summarises incidents by the items that appear in this list. Determine the incident types relevant to your organisation and add them to this list eg. Near miss, Equipment failure, Hazard, Injury etc. See above default settings.

Licence type



The items in this list appear as options when recording a licensing requirement in the *TRAINING AND LICENCES REGISTER* and are used to describe the type of licence that needs to be monitored. The Reports module provides a report that summarises licence requirements by the items that appear in this list. Determine the licence types relevant to your organisation and add them to this list eg. Drivers licence, Medical registration etc. See above default settings.

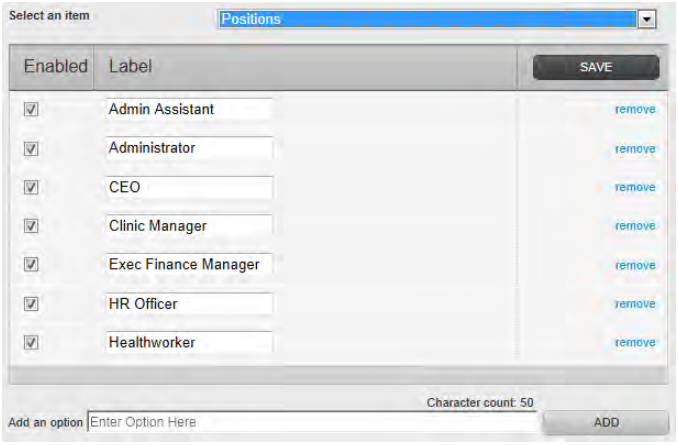
Meetings



Additions must be made to this menu for Quality Coordinator to operate

The items in this list appear in a drop-down menu when setting up a meeting in the *MEETINGS REGISTER* and in each of the registers when creating a new register item. Important decisions about quality, safety and risk are made at staff team meetings. To support efficient use of meeting time Quality Coordinator provides task status reports for each staff team meeting set up in the system. Add each regular and recurring meeting in the organisation to this list eg. Senior Management Team meeting, OHS Committee meeting, Finance meeting, Administration meeting. There are no default settings for this item.

Positions

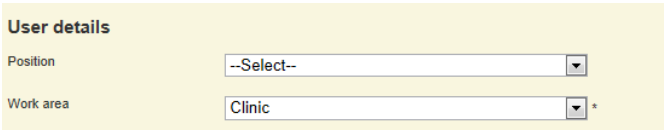


Additions must be made to this menu for Quality Coordinator to operate

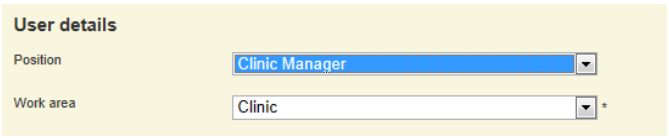
The items in this list appear in a drop-down menu when setting up staff contacts in the *CONTACTS REGISTER*. Before setting up staff contacts the position titles in the organisation should be set up in this menu. Position titles can be edited if the position title is changed over the course of time (but the core function of the position stays the same). If the position is substantively changes or is removed from the organisation the position should the 'unchecked'. This will remove it from drop down menus in the registers.

Reassigning a position to a new staff member

1. Login as system administrator
2. In the *CONTACTS REGISTER* open the profile of the staff member leaving the position
3. Assign them to 'no position' as below and click *SAVE*



4. In the *CONTACTS REGISTER* create the profile of the new person taking up the position
5. Assign the new person the name of the position

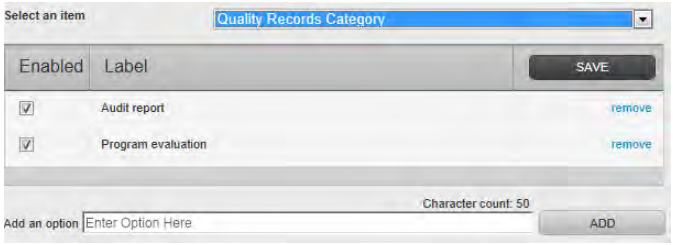


6. Click *SAVE*

Changing the position title of a staff member

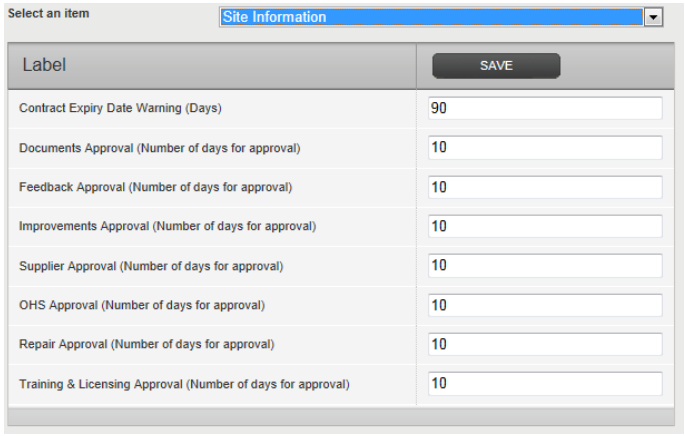
1. Select the *POSITIONS* drop down menu in *SYSTEM SETUP*.
2. Edit the title of the position
3. Click *SAVE*.

Quality Records



The items in this list appear as *CATEGORY* options when uploading a records to the Quality Records Register. See above default settings.

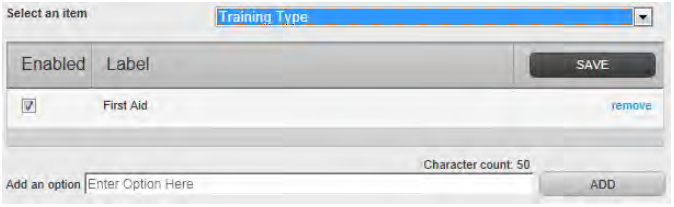
Site information



The settings allow you to customise Quality Coordinator to control the number of days that certain tasks will remain 'current' before they are deemed to be overdue.

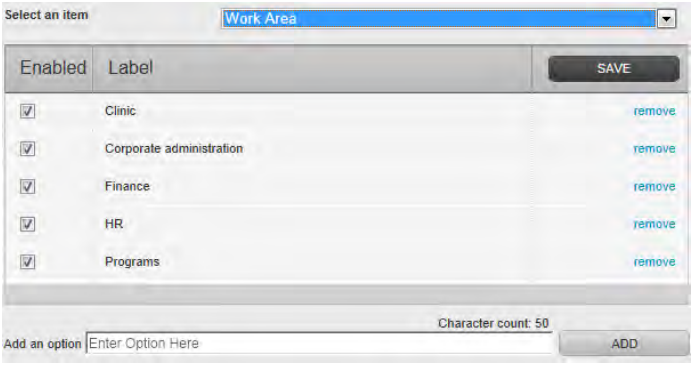
Item	Setting
Contract Expiry Date Warning:	Enter the number of days before the expiry date of a contract on the Contracts Register that officers are notified of the need to consider the renewal of the contract.
Document Register Approval Offset:	Enter the number of days that an 'approval for action' or 'final approval' task will remain 'current' for the approving officer before the task status changes to 'overdue'.
Feedback Approval Offset:	
Improvements Approval Offset:	
Supplier Approval Offset:	
OH&S Approval Offset:	
Repairs Approval Offset:	
Training and Licenses Approval Offset	

Training type



The items in this list appear when recording a training requirement in the *TRAINING AND LICENCES REGISTER* and are used to describe the type of staff training that needs to be monitored. The *Reports* module provides a report that summarises training requirements by the items that appear in this list. Determine the licence types relevant to your organisation and add them to this list eg. First aid training, OH&S training, Cultural awareness training. See above default settings.

Work area

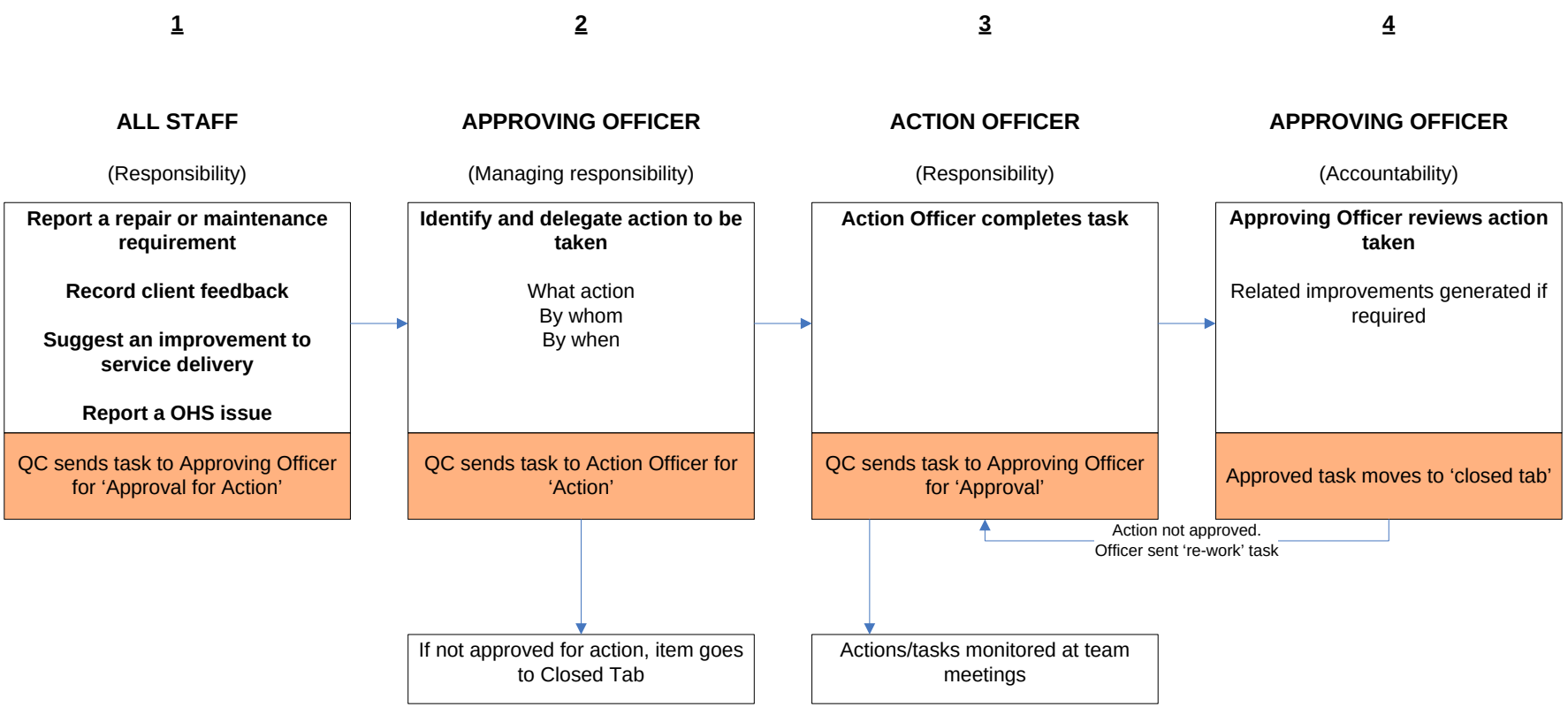


Additions must be made to this menu for Quality Coordinator to operate

The items in this list appear in each of the registers when adding an item to a register. It allows for actions to identified by the work area they relate to. All registers can sort and filter based on work area and the reports generated in the *Reports* module provide statistical breakdowns of performance based on work area. Enter the name of each work area in the organisation into this list eg. Finance, Clinic, Administration. There are no default settings for this menu.

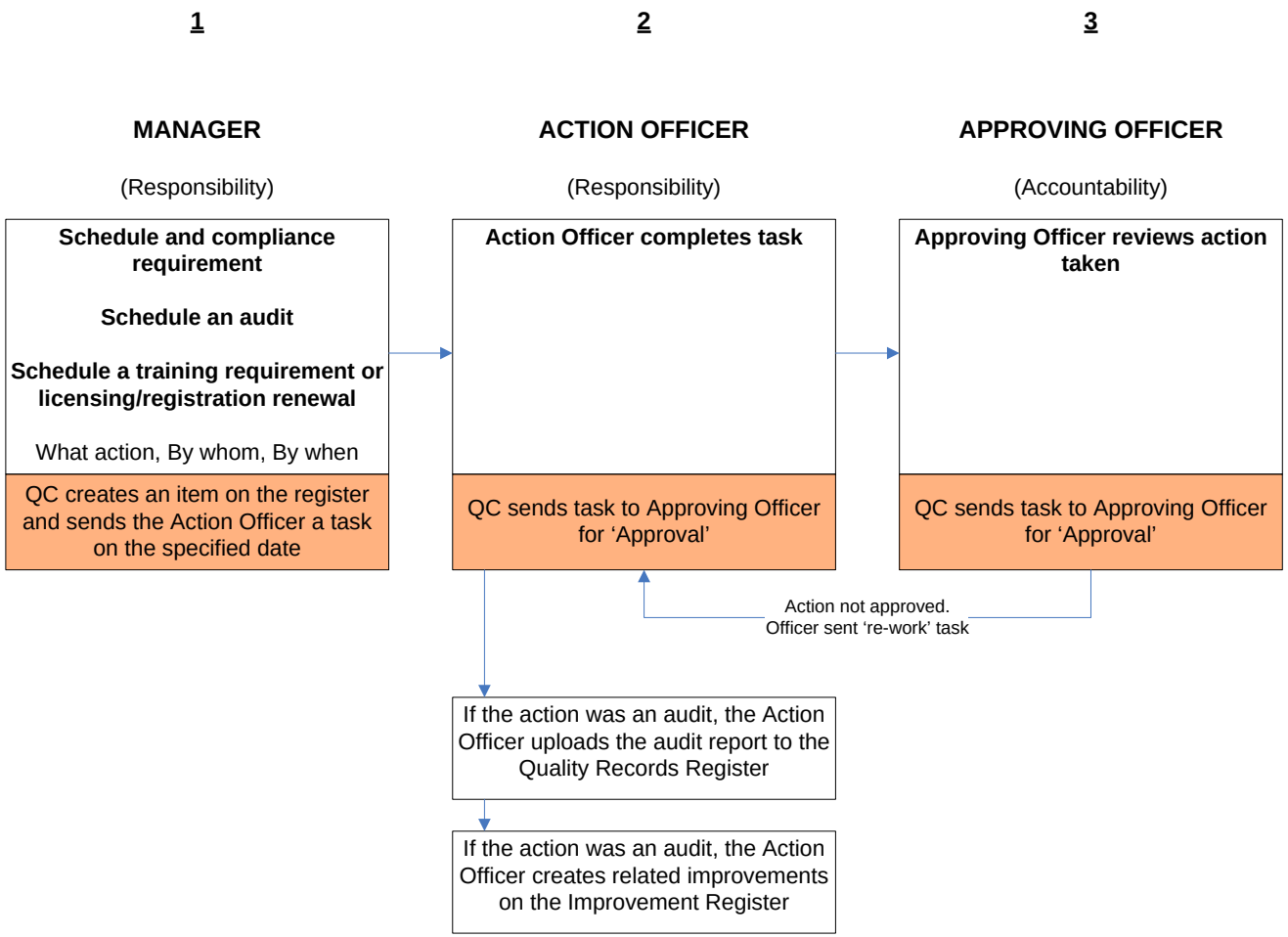
Quality Coordinator Workflow One

Applicable to the following registers: Improvements, Feedback, Repairs, OHS



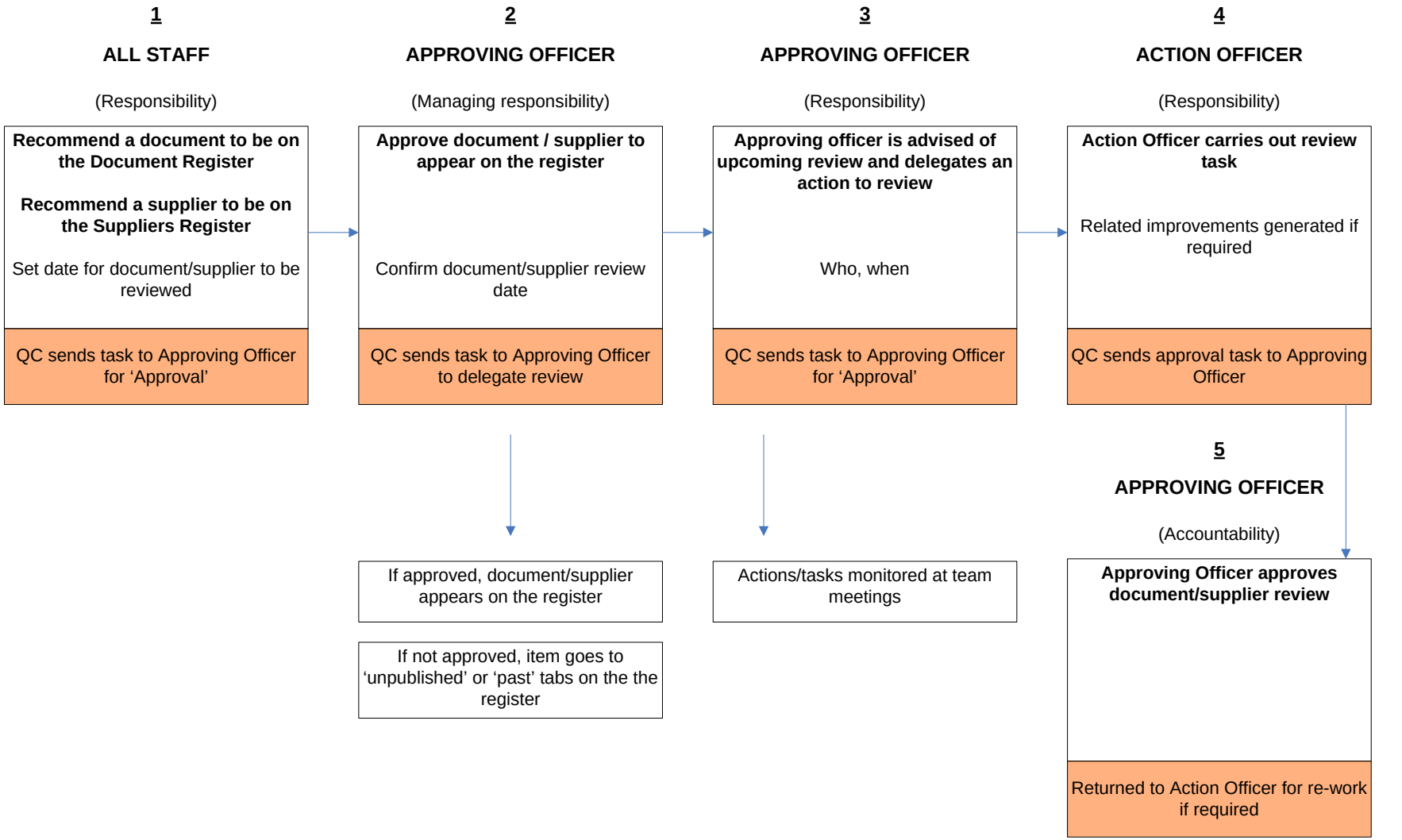
Quality Coordinator Workflow Two

Applicable to the following registers: Audit, Compliance, Training & Licensing



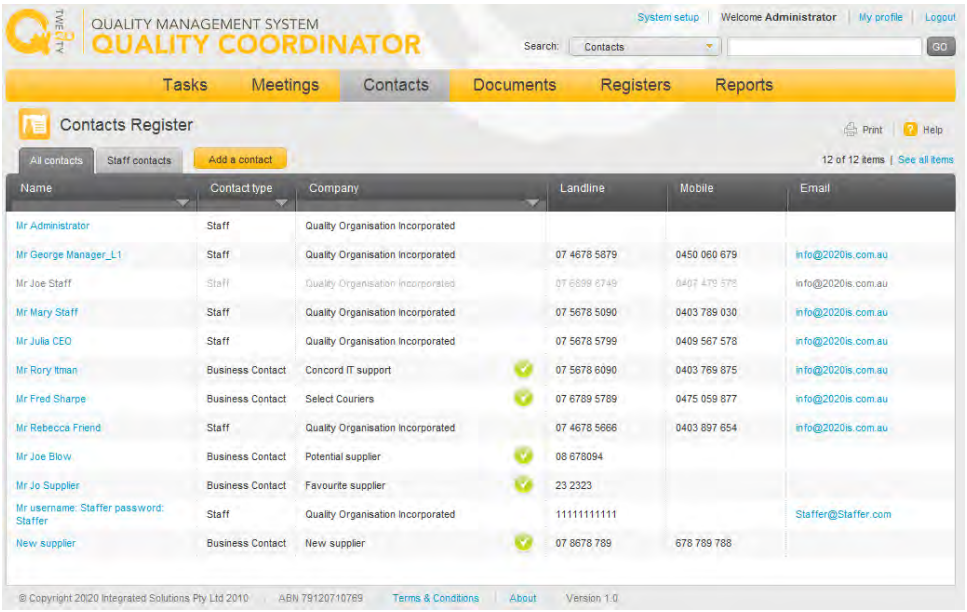
Quality Coordinator Workflow Three

Applicable to the following registers: Documents, Suppliers



CONTACTS

The Contacts Register displays all staff, Directors/Board members and business contacts that have been set up in Quality Coordinator and allows for contacts to be created and edited.



Use the Contacts Register to:

- View the contact details for all staff
- View the contact details for business contacts
- View the contact details for Directors/Board members
- View the contact details for customised categories of contacts
- Send an email to staff, business contacts or Directors/Board members

Set up a contact

1. Go to the *CONTACTS REGISTER* and select *ADD A CONTACT* (Only users with manager or creator permissions can add a contact).
2. Use the *CONTACT TYPE* drop down menu to select the contact type. Contact types are: Staff, Board/Committee Member, and Business contact. Additional contact types can be set up by the System Administrator
3. In the *GIVEN NAME* field enter the person's first name.
4. In the *FAMILY NAME* field enter the person's second name.
5. Use the *QMS USER STATUS* radio buttons to indicate if the contact is active or inactive. An inactive staff contact will not appear in the register drop down menus.
6. In the *POSITION* field enter the job title for the person.
7. Use the *WORK AREA* drop down menu to select the work area relevant to the person. Work areas are set up by the Administrator.
8. Use the *STAFF YOU MANAGE* drop down list to select staff that the person manages. Click *ADD* to add people to the list. Only managers can be assigned staff to manage.
9. In the *LANDLINE* field enter the person's phone number including area code. If the person has an extension line number enter that number in the Ext field.
10. In the *MOBILE* field enter the person's mobile phone number.
11. In the *FAX* field enter the person's fax number.
12. In the *EMAIL* field enter the person's email address. This is used when the Quality Coordinator send reminder emails.

13. In the Web page field enter the Internet site address (starting with www) of the person's workplace.
14. Use the Staff type drop down list to specify the person's system permissions.

Role	Permission
Staff member	This user can: Add items to registers (except for Contacts register) View items in registers Edit and action items assigned to them Edit their own profile
Creator	Same as Staff member plus Add contacts Schedule audits Schedule compliance requirements Schedule training and licensing events Set-up and edit meetings
Approving Officer Manager Manager level 1 Manager level 2 Manager level 3 CEO	Same as above plus Edit items in registers Approve items Un-publish a document in Documents Register Be assigned as a line manager of other people Higher manager level can be assigned as managers of lower level managers
System administrator	Same as above Edit system set-up

15. In the Username field enter the person's username eg givenname_familyname for logging on to Quality Coordinator.
16. In the Password field enter the person's password for logging on to Quality Coordinator.

Contact Register tabs

All contacts tab

This tab displays all contacts that have been created in *Quality Coordinator*.

Staff contacts tab

This tab displays all staff contacts that have been created in *Quality Coordinator.*

Contact Register columns

Contact type column

This column displays the contact type that has been assigned to the contact. See instructions for setting up a contact for information about this field. Data in this column can be sorted and filtered.

Name column

This column displays the full name of contact. Data in this column can be sorted and filtered.

Company column

This column displays the company name, if any, relating to the contact. Staff added to Quality Coordinator are automatically assigned the organisation's name. If the contact is an approved supplier a

'tick' will appear against the company name in this column. The Data in this column can be sorted and filtered.

Landline column
This column displays the phone number provided for the contact.

Mobile column
This column displays the mobile phone number provided for the contact.

Email column
This column displays the email address provided for the contact. Clicking on the email address will launch your email program and create a blank email to the contact.

Position column
This column displays the job position title of the contact. The Data in this column can be sorted.

Work area column
This column displays the work area of the contact. The Data in this column can be sorted and filtered.

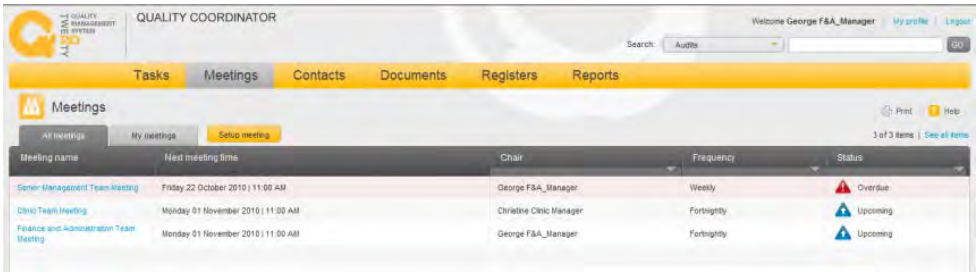
Manager column
This column displays the person identified as the contact's manager. The Data in this column can be sorted and filtered.

MEETINGS REGISTER

Quality Coordinator supports managers and individuals to build a culture of shared responsibility recognising that quality is everyone's business.

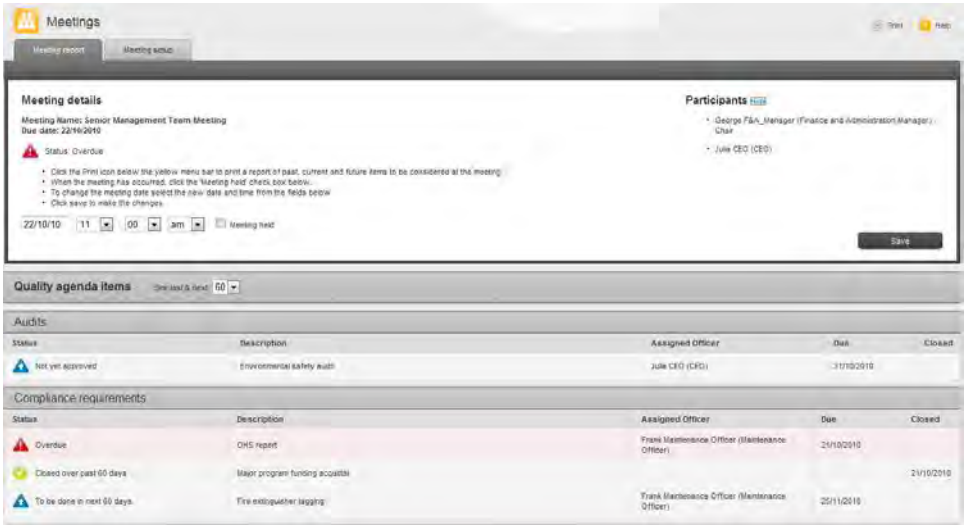
Quality Coordinator helps managers to manage quality, safety and risk by providing task status reports for each staff team meeting set up in the system and by reminding staff to attend team meetings.

The Meetings Register displays the meeting times for all meetings that have been set up in Quality Coordinator and allows for meetings to be created and edited.



Use the Meetings Register to:

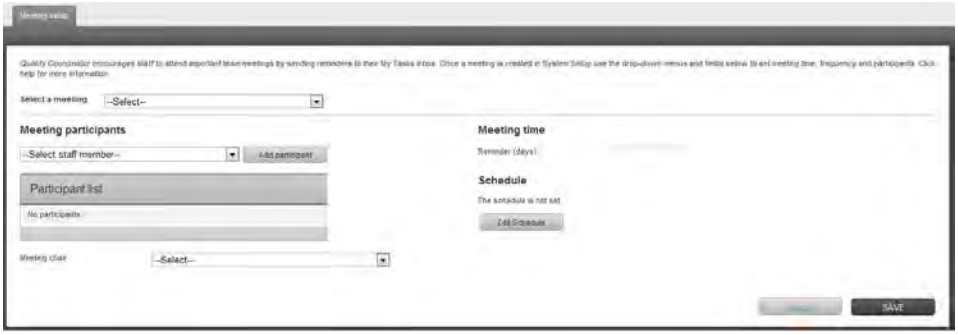
- Review the time and date of all meetings that you are participating in
- Review the staff team meetings scheduled across the organisation
- Update a meeting status to show it has occurred or change the time for a scheduled meeting
- Review and print a 'quality agenda' report for each meeting showing the tasks assigned to that meeting group
- Set up a new meeting and invite participants



The Meeting details section allows you to edit the time and date of the next scheduled occurrence of the meeting and check off in the system if the meeting has occurred. See instructions to Reschedule a meeting.

The Meeting participants section displays staff members who have been identified as participants in the meeting. These staff will receive meeting reminders.

The Agenda items report shows all current, closed and tasks from all registers for that have been referred to the meeting for review and monitoring.



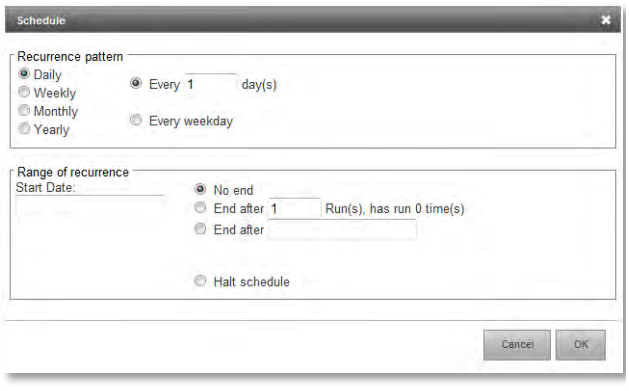
Set up a meeting

1. Go to the meetings register and click *SETUP MEETING*.
2. Use the select a meeting drop down menu to select a meeting. (note: if the meeting you want to set up is not in the drop down menu the system administrator will need add the meeting name to the system.
3. Use the meeting participants drop down menu to select participants for the meeting. Only users set up in the system will be visible. See instructions under contacts for information about setting up users in the system.
4. Click *ADD PARTICIPANT* to add the selected person to the meeting.
5. Use the *MEETING CHAIR* drop down menu to select the person who usually chairs the meeting. Only users set up in the system will be visible. See instructions under contacts for information about setting up users in the system.
6. In the *REMINDER (DAYS)* field set how many days prior the participants should receive a task reminder to attend the meeting.
7. Click *SAVE*

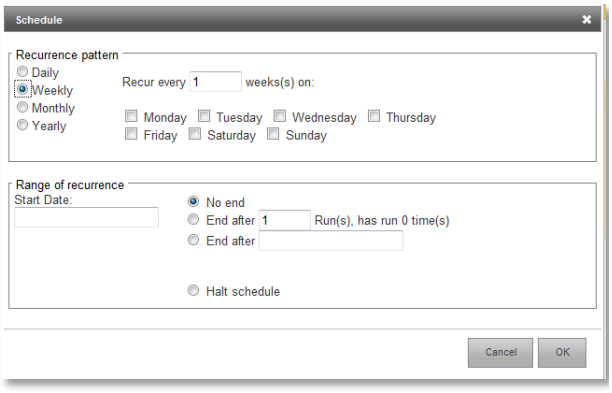
Edit Schedule

Clicking this button allows you to schedule the frequency and recurrence pattern for the meeting. There are four main options: daily, weekly, monthly, and annually. Within each of these options a variety of parameters can be set.

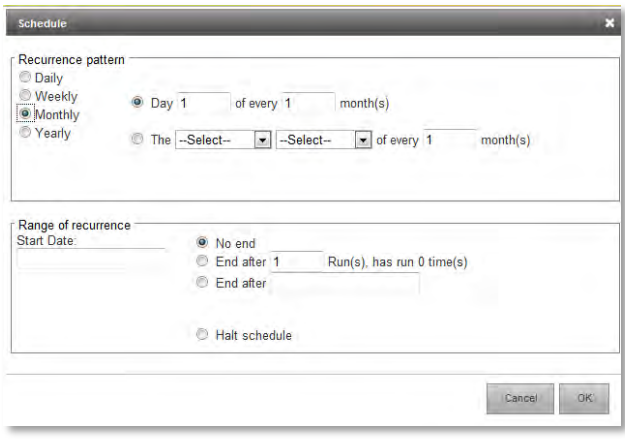
Daily



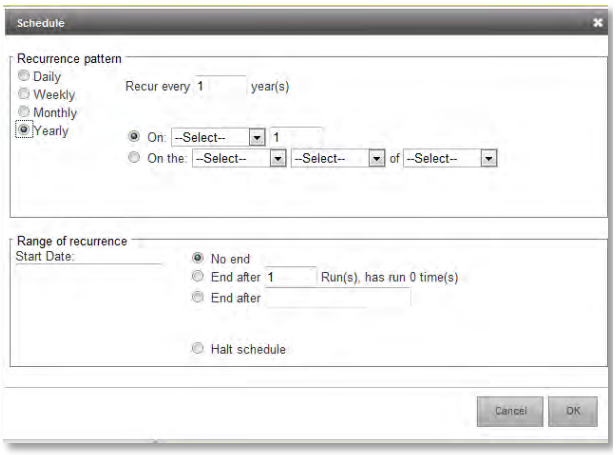
Weekly



Monthly



Annual



1. Halt schedule: use the radio button to cease the recurrence of the meeting. Selecting Halt schedule for a recurring meeting will place future occurrences 'on hold'. It will not affect the current meeting in progress.
2. After selecting the frequency and recurrence settings click OK.
3. Click Save. A task to attend the meeting will appear in the My tasks tab of the participants prior to the meeting as per the settings identified in the REMINDER (DAYS) field.

Meeting register tabs

ALL MEETINGS tab: This tab displays all scheduled meetings across the organisation. Click on the meeting name to see the Meeting report and Meeting set up screens. If a meeting is overdue and the meeting has occurred, the chair of the meeting should go to the Meeting report screen and check off that the meeting has occurred. If the meeting is overdue and has not yet occurred, the chair of the meeting or someone with manager system permissions should go to the Meeting report screen and change the time of the meeting to a future date.

MY MEETINGS tab: This tab displays all scheduled meetings that include you as a participant.

MEETING REPORT tab: This tab displays meeting details, meeting participants and the meeting report.

Meeting register columns

MEETING NAME column: This column displays the names of the meetings that have been scheduled.

NEXT MEETING TIME column: This column displays the time of the next occurrence of the scheduled meeting.

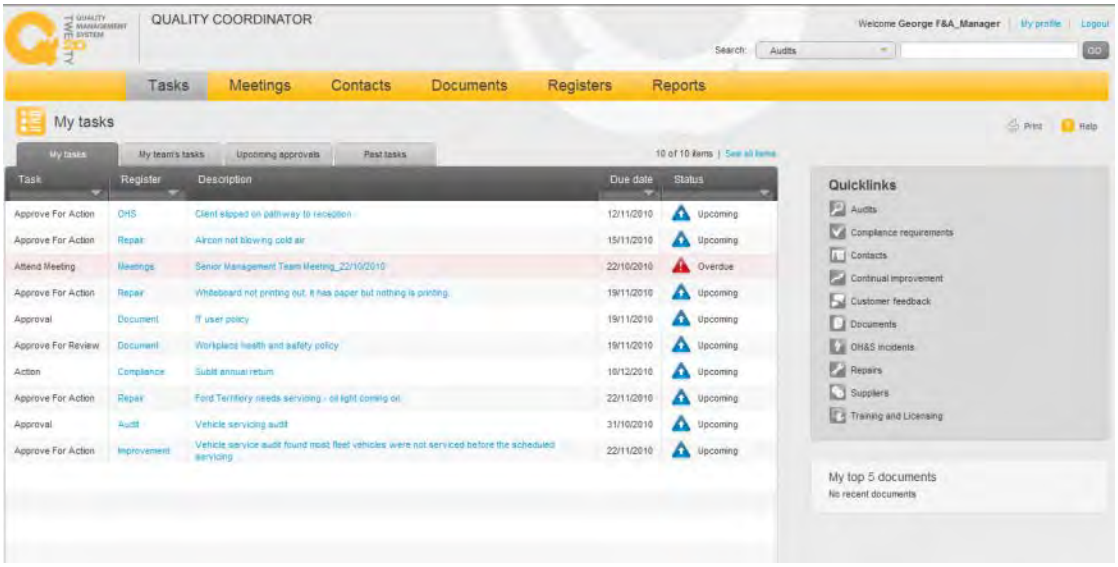
CHAIR column: This column displays the name of the person designated as the chair of the meeting. Data in this column can be sorted and filtered.

FREQUENCY column: This column displays the frequency of scheduled meeting. Data in this column can be sorted and filtered.

STATUS column: This column displays the status of the meeting. An Upcoming status means the meeting time is in the future. An Overdue status means that the meeting time is in the past and the meeting has not been checked off as having occurred. Data in this column can be sorted and filtered.

TASKS

The Tasks Register is an 'inbox' of tasks that require your action. Tasks or actions for staff are not created in the Tasks Register. All tasks are initiated by creating an item in one of the registers.



Use the Tasks Register to:

- Review current tasks that have been assigned to you for action
- Review current tasks being undertaken by other members of your team
- Review actions currently being undertaken by your team that you will be required to approve in the future when they are completed.
- Access each of the ten registers in Quality Coordinator with *QUICKLINKS*.
- View your most frequently accessed documents from the Document Register with *MY TOP 5 DOCUMENTS*

Task	If you get this type of task..	What you have to do..
Approve for action	You have been nominated as the approving officer for an item that has been created in a register.	You are required to determine if action should be taken, who will be responsible and what needs to be done. Click on the item description, complete the form fields and click save.
Action	You have been nominated as the action officer for an item that has been created in a register.	You are required to carry out the instructions provided on the form. Click on the item description, complete the form fields and click save.
Approval	You have been nominated as the approving officer for an item that has been created in a register.	You are required to review the actions carried out by the action officer and either approve them and close the item or request further action. Click on the item description, complete the form fields and click save.
Review	You have been nominated as the officer responsible for reviewing a document or supplier.	You are required to carry out the instructions provided on the form. Click on the item description, complete the form fields and click save.
Approve review	You have been nominated as the officer responsible for approving the review of a document or supplier.	You are required to carry out the instructions provided. Click on the item description, complete the form fields and click save.
Redo	You have been nominated as the action officer for an action that was submitted for approval but the approving officer has requested further action.	You are required to carry out the instructions provided on the form. Click on the item description, complete the form fields and click save.
Attend meeting	You have been reminded to attend a staff team meeting that you are involved in.	You do not need to do anything other than attend the meeting. This item will disappear when the meeting chair or a manager (see user permissions) confirms that meeting has occurred.

Contract expiry	You have been alerted to the fact that a contract or agreement that you are responsible for is approaching its expiry date.	You are required to carry out the instructions provided. Click on the item description, complete the form fields and click save.
Renew licence	You have been reminded to present your current licensing/registration information to your manager for checking.	You are required to carry out the instructions provided. Click on the item description, complete the form fields and click save.
Undertake training	You have been reminded to attend training that has been organised or you have been asked to arrange and undertake training.	You are required to carry out the instructions provided. Click on the item description, complete the form fields and click

Task Register tabs

MY TASKS tab: This tab displays all current tasks that have been assigned to you and are awaiting your action.

MY TEAM'S TASKS tab: This tab displays all current tasks that have been assigned to you and the people in your work area. See instructions for setting up contacts and assigning the work area.

UPCOMING APPROVALS tab: This tab displays all actions currently being undertaken, but not yet complete, that will be coming to you for approval in the future.

PAST TASKS tab: This tab displays all closed tasks that you have been involved in.

Task Register columns

TASK TYPE column: The *TASK* column displays the type of task that has been assigned to you. Data in this column can be sorted and filtered. Quality Coordinator includes the following types of tasks:

REGISTER column: This column displays the register that the task is related to. Data in this column can be sorted and filtered.

DESCRIPTION column: This column displays the description of the item created in the related register. The text in this column acts as a hyperlink to the *INFORMATION FORM* of the related register item.

DUE DATE column: This column displays the due date for the task that you have been assigned. In the case of a meeting reminder, this column displays the meeting time and date. Data in this column can be sorted and filtered.

ACTION OFFICER column: This column displays the name of the officer assigned to carry out the task. Data in this column can be sorted and filtered.

APPROVAL DATE column: This column displays the date the tasks undertaken were approved. Data in this column can be sorted and filtered.

DATE COMPLETED column: This column displays the date the action officer completed the required tasks. Data in this column can be sorted and filtered.

STATUS column: This column displays the status of the task. Data in this column can be sorted and filtered.

QUICKLINKS: The *QUICKLINKS* are hyperlinks to each of the ten registers in Quality Coordinator.

MY TOP 5 DOCUMENTS: This list displays hyperlinks to your five most frequently accessed documents on the Document Register. It is a dynamic list that will change according to the documents you access.

TASKS - APPROVE FOR ACTION

This step relates only to the following registers:

- Continual Improvement Register
- Customer/client Feedback Register
- OH&S Incidents Register
- Repairs Register

Users who have been assigned as approving officer when an item is created will receive an *approve for action* task in their *MY TASKS* screen. Only users who have manager permissions can be assigned as an approving officer.

The *APPROVE FOR ACTION* stage requires approving officers to consider what action should be taken in response to an item and who should be assigned the responsibility to carry out the action.

The *APPROVE FOR ACTION* form for each of the registers above is identical with the exception of the Continual Improvement and Repairs registers which asks some additional question about the action to be taken.

Complete the following steps to initiate action

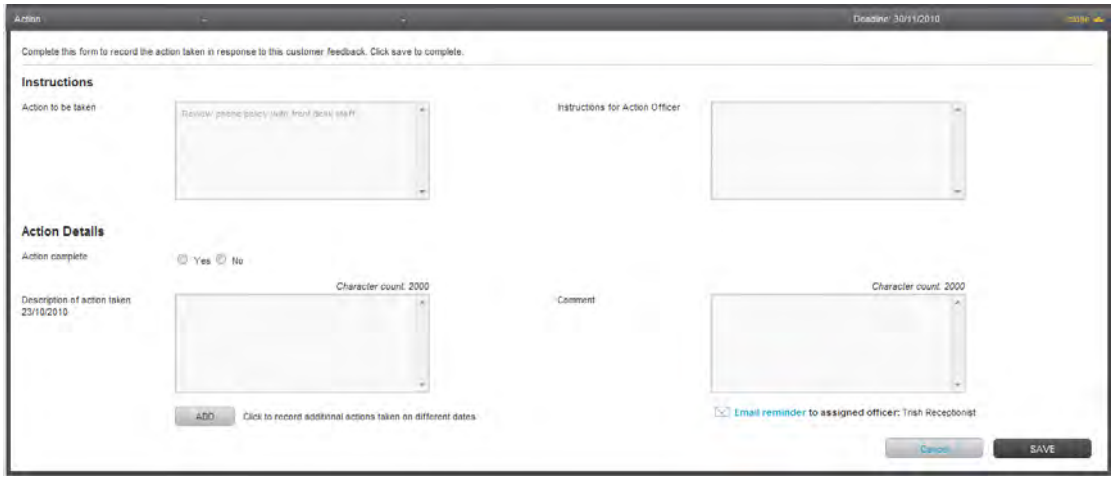
1. In your My tasks register click the link in the Description column to access the Approve for action form

2. Use the Take action on this repair item radio button to (yes) identify action to be carried out in response to the issue or (no) take no action and close the item.
3. In the Action to be taken field enter a description of what needs to be done to respond to the repair or maintenance required. Completing this field is mandatory.
4. In the Instructions for Action Officer field enter any specific instructions for the action officer relating to how to carry out the action requested.

TASKS - ACTION

Each of the registers include an action stage which is where officers carry out the delegated tasks, report back and sign off that the tasks are complete.

Users who have been assigned as action officer will receive an action task in their *MY TASKS* screen.



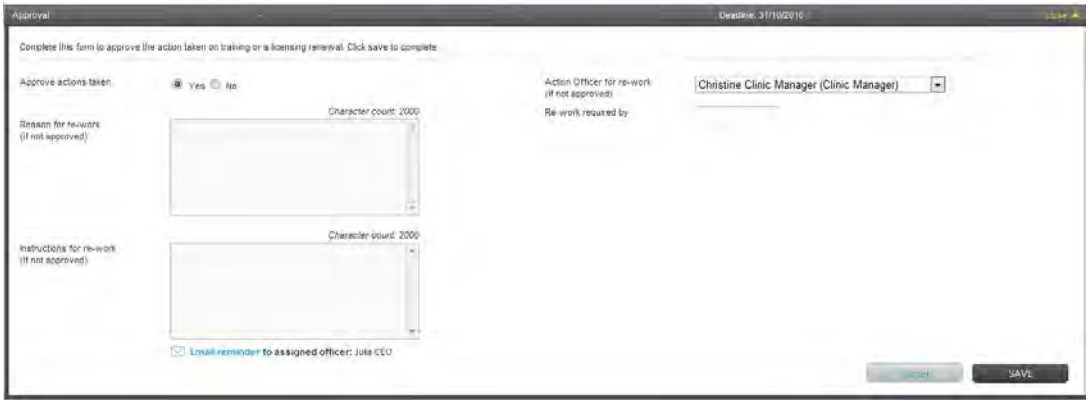
Complete the following steps to record action

1. In your *MY TASKS* register click the link in the *DESCRIPTION* column to access the Action form
2. Review the instructions from the approving officer regarding the action to be taken. Close the *ACTION FORM* by clicking *CANCEL*.
3. Carry out the tasks required.
4. Record the action taken in the *DESCRIPTION OF ACTION TAKEN* field.
5. If the actions are complete click the *YES* radio button next to Action complete. A task to 'approve' will now appear in the My tasks tab of the approving officer.
6. If further action is required by you at a later date to complete the task, leave *ACTION COMPLETE* set to *NO* and click *SAVE*.
7. If you have indicated *NO* against *ACTION COMPLETE* and clicked *SAVE* you can return to complete this form at a later date by clicking the related link in your *MY TASKS* tab or by clicking the link under *DESCRIPTION* in the *FEEDBACK REGISTER*, scrolling down and opening the *ACTION FORM*. To record new actions click the *ADD* button and enter the new action taken. Click *SAVE*.
8. When your actions are complete click the *YES* radio button next to *ACTION COMPLETE* and click *SAVE*. A task to 'approve' will now appear in the *MY TASKS* tab of the approving officer.

TASKS - APPROVAL

Each of the registers include an approval stage which is where approving officers consider the action that has been taken. Actions can be approved and the item closed or further work can be delegated back to the action officer or to any other user.

Users who have been assigned as approving officer will receive an approval task in their My tasks screen when the action has been marked as complete.



Complete the following steps to approve the action

1. In your *MY TASKS* register click the link in the *DESCRIPTION* column to access the *APPROVE FORM*
2. To approve the actions and close the item use the *APPROVE ACTIONS TAKEN* radio button to indicate *YES*
3. Click *SAVE*. The item is now closed.
4. To initiate further action on this item use the *APPROVE ACTIONS TAKEN* radio button to indicate *NO* and follow steps 5-8 below.
5. In the *REASON FOR RE-WORK FIELD* state the further action required to address this item. Completing this field is mandatory if the actions have not been approved.
6. In the *INSTRUCTIONS FOR RE-WORK* field enter any specific instructions for the action officer relating to how to carry out the action requested.
7. Use the *ACTION OFFICER FOR RE-WORK* drop down menu to choose the staff member who is most appropriate to carry out the action requested. This does not have to be the same officer that carried out the initial actions. Completing this field is mandatory if the actions have not been approved.
8. In the *RE-WORK REQUIRED BY* field enter the date by which time the re-work action should be completed. Completing this field is mandatory if the actions have not been approved.
9. Click *SAVE*. A task to 'action' will now appear in the *MY TASKS* tab of the re-work action officer.

SERVICE DELIVERY – DETERMINING CLIENT REQUIREMENTS

An organisation should have a good understanding of its client's needs in order to provide the best possible services. It is also important that the organisation clearly communicates its services to clients.

The definition of client needs also to extend to any related party where a contract is in place to deliver a service eg funding bodies and other organisations. If a contract is in place, this means that the organisation has a 'client' to which it is contractually obligated to carry out specific actions.

The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product. The organization shall determine

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities,
b) requirements not stated by the customer but necessary for specified or intended use, where known,
c) statutory and regulatory requirements related to the product, and
d) any additional requirements determined by the organization.

7.2.2 Review of requirements related to the product

The organization shall review the requirements related to the product. This review shall be conducted prior to the organization's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that

a) product requirements are defined,
b) contract or order requirements differing from those previously expressed are resolved, and
c) the organization has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review shall be maintained (see 4.2.4).

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance. Where product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

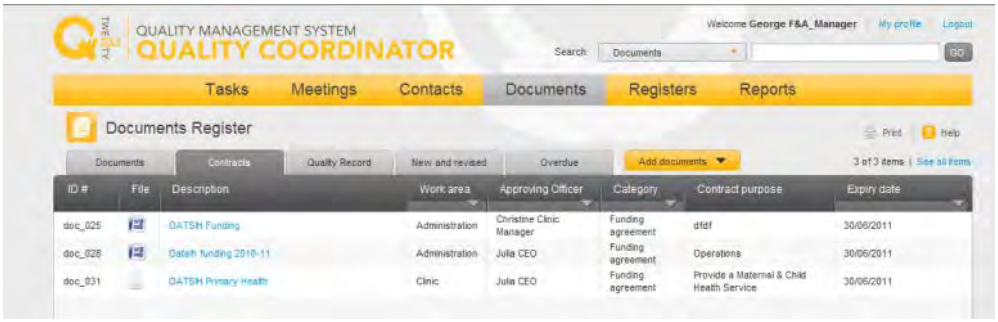
5.2 Customer focus

Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).

CONTRACTS

The Contracts Register displays and provides access to funding agreements, contracts, MOU's, supplier contracts, staff contracts that have been approved for use in the organisation.

Keeping track of contract renewal dates and related compliance requirements is an important part of effective contract management.

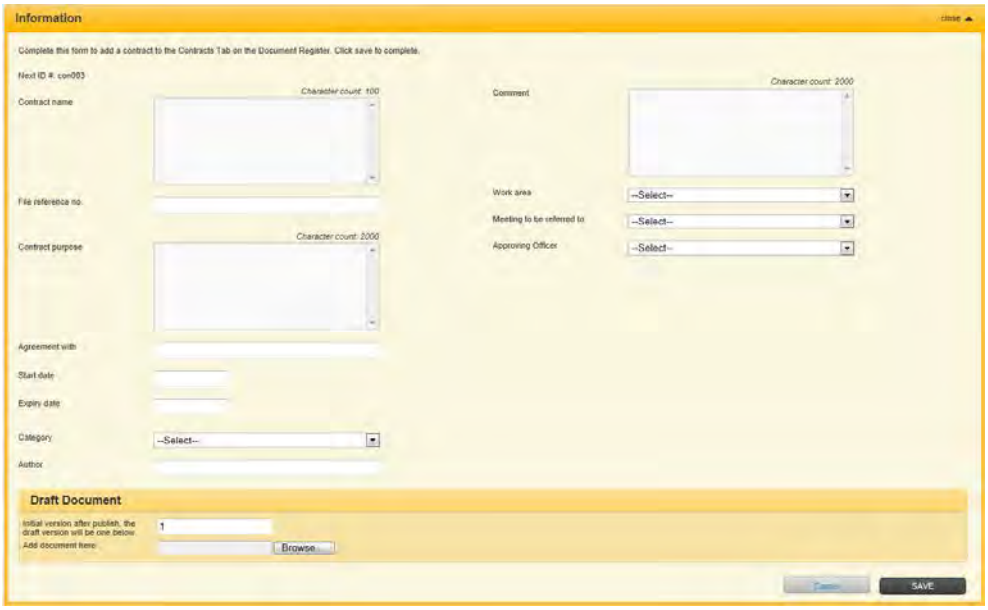


Use the Contract Register to:

- Upload, approve and view contracts and agreements eg. funding contracts, supplier contracts and MOU's
- Create related compliance requirements

Add a contract

1. Go to the Document Register, select *ADD DOCUMENTS* and scroll to select *ADD A CONTRACT*.



2. In the *CONTRACT TITLE* field enter a brief title for the contract. This is the title that staff will see on the register so the tile should be short and descriptive eg. 2009-10 Funding contract with … or Fleet vehicle agreement. Up to 100 characters (approximately 16 words) are allowed. Completing this field is mandatory.
3. In the *FILE REFERENCE NO.* field enter the physical file reference for where the hard copy of the contract is stored on your records management filing system (if relevant).
4. In the *CONTRACT PURPOSE* field briefly describe the purpose of the contract.
5. In the *AGREEMENT WITH* field enter the name of the other party or parties to the agreement.
6. In the *START DATE* field enter the commencement date for the agreement.

7. In the *EXPIRY DATE* field enter the date the agreement finishes. (A reminder to review and renew the contract will be sent to the relevant officer based on this date and the setting in the Contracts offset field in System setup)
8. Use the *CATEGORY* drop down menu to select the most relevant category for the contract. Completing this field is mandatory.
9. In the *AUTHOR* field enter the organisation name of the creator of the contract.
10. In the *COMMENT* field enter any comment relevant to this contract that would be useful for the system to record eg. 'reviewed annually and can be subject to CPI increases'.
11. Use the *WORK AREA* drop down menu to select the work area that the contract most relates to. Completing this field is mandatory.
12. Use the *MEETING TO BE REFERRED TO* drop down menu to select the staff team meeting that is best able to oversee the future review and renewal of the contract. Completing this field is mandatory.
13. Use the *APPROVING OFFICER* drop down menu to select the staff member who is best placed and has the authority to approve the contract for display on the *CONTRACTS REGISTER*. Only people with manager system permissions are able to approve documents. Completing this field is mandatory.
14. Click *BROWSE* button and select the contract to upload. This loads a copy of digital file into the system. The file is now located in the system database and can only be accessed through Quality Coordinator. The copy on your computer remains in its location is not affected. Note: if the contract is confidential or an electronic file is not available, create a word document containing a statement to that effect eg 'The terms of this contract are confidential. A copy is held in the company safe'.
15. Click *SAVE*. A task to 'approve for action' will now appear in the *MY TASKS* tab of the approving officer.

Approve (Contract)

1. In your My Tasks register click the link in the Description column to access the Approve form.

2. View the contract being proposed by clicking on the Draft Document link in the Draft Document section of the information form.
3. To approve the document for display on the Document Register use the Publish Document radio button to indicate (yes) to approve and publish the document. Clicking Save at this point will publish the document to the Document Register.
4. To reject the document for display on the Document Register use the Do not Publish Document radio button to indicate (no) to not publish the document and close the task. You must provide a reason for not publishing the document before clicking Save. Clicking Save at this point will close the task.
5. To request further work on the document before reconsidering it for display on the Document Register use the Needs Further Work radio button to send a task to a staff member to carry out further work on the document. You must provide a reason for not publishing the document before

clicking Save. Clicking Save at this point will send a task to the review officer to action your instructions for further work.

6. In the Reason For Re-Work OR REJECTION field state a reason for requesting further work or not publishing the document. Completing this field is mandatory if further work has been requested or if the document has been rejected for publishing.
7. In the Instructions For Re-Work field enter any specific instructions for the action officer relating to how to carry out the action requested.
8. Use the Review Officer drop down menu to choose the staff member who is most appropriate to carry out the action requested. This does not have to be the same officer that carried out the initial actions. Completing this field is mandatory if further work has been requested.
9. In the Re-Work Required by field enter the date by which time the re-work action should be completed. Completing this field is mandatory if further work has been requested.
10. Click Save. A task to 'action' will now appear in the My Tasks tab of the review officer.

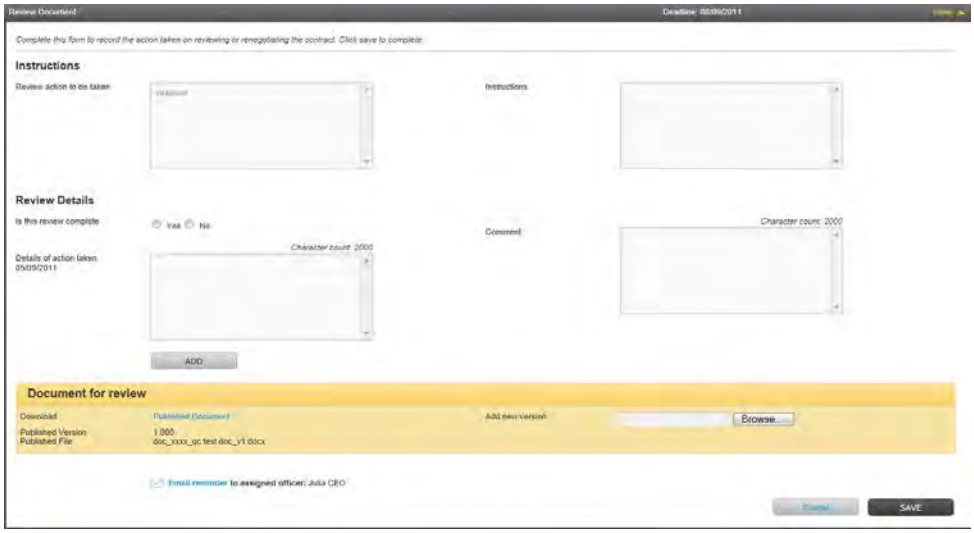
Approve for review (Contract)

1. In your My Tasks register click the link in the Description column to access the Approve For Review form.

2. Use the *REVIEW THIS CONTRACT* radio button to (yes) identify action to be carried out in response to this feedback or (no) take no action and close the item.
3. In the REVIEW ACTION TO BE TAKEN field enter a description of what needs to be done to review the document. Completing this field is mandatory.
4. In the INSTRCUTIONS FOR *REVIEW OFFICER* field enter any specific instructions for the review officer relating to how to carry out the action requested.
5. Use *THE REVIEW OFFICER* drop down menu to choose the staff member who is most appropriate to carry out the document review. Completing this field is mandatory.
6. In the DUE DATE FOR COMPLETION OF REVIEW field enter the date by which time the review should be completed. Reviews not checked off by the action officer as complete by this time will show as 'overdue' in the status column. Completing this field is mandatory.
7. In the *COMMENTS* field enter any further information you feel is relevant to this item.
8. Click *SAVE*. A task to 'review' will now appear in the My Tasks tab of the review officer

Review (Contract)

1. In your My Tasks register click the link in the Description column to access the *REVIEW DOCUMENT* form



2. Review the instructions from the approving officer regarding the action to be taken and carry out the tasks required.
3. Record the action taken to review the document in the *DESCRIPTION OF ACTION TAKEN* field:
    - If the contract will not be renewed note this in the field
    - If the contract will be renewed note this in the field
4. 'If the actions are complete click the *YES* radio button next to Action Complete. A task to 'approve' will now appear in the My Tasks tab of the approving officer.
5. If you will come back to the task later you can make notes of action taken and leave the *ACTION COMPLETE* button set to No and click Save. The task will stay with you until you click *YES* and *SAVE*. To record new actions click the *ADD* button and enter the new action taken. Click *SAVE*.
6. Click *SAVE*. A task to 'approve' will now appear in the *MY TASKS* tab of the approving officer.

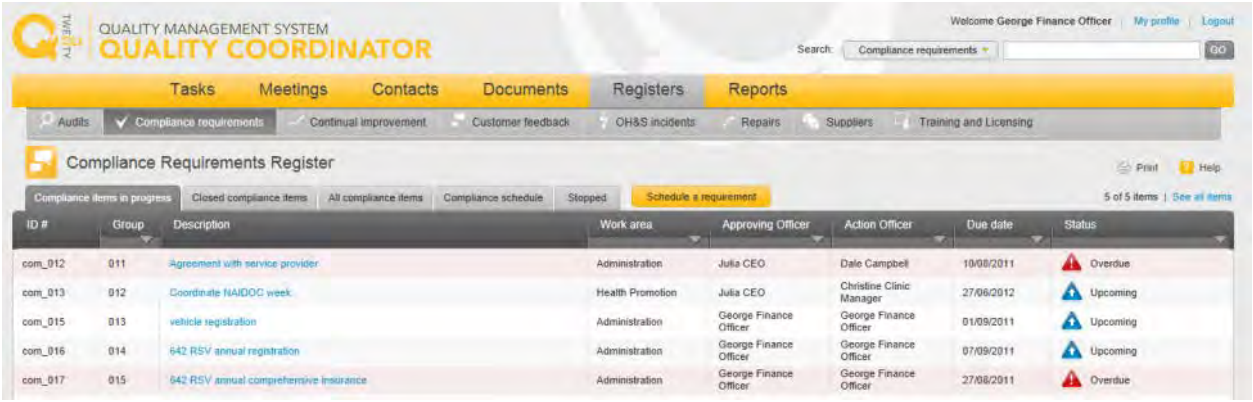
Review approval (Contract)

1. In your My Tasks register click the link in the Description column to access the Approve Form
2. If you are satisfied with the actions taken/recommendations of the action officer, click *YES* and *SAVE*.
3. To prevent future reviews of the contract you need to un-publish the contract (click un-publish in the yellow information form). The contract will still be visible in the *UNPUBLISHED* tab.
4. To request further work be done use the *NEEDS FURTHER WORK* radio button to send a task to a staff member to carry out further work. You must provide a reason for choosing this option before clicking Save. Clicking *SAVE* at this point will send a task to the review officer to action your instructions for further work.
5. Use the *REVIEW OFFICER* drop down menu to choose the staff member who is most appropriate to carry out the action requested. This does not have to be the same officer that carried out the initial actions. Completing this field is mandatory if further work has been requested.
6. In the *RE-WORK REQUIRED BY* field enter the date by which time the re-work action should be completed. Completing this field is mandatory if further work has been requested.
7. Click *SAVE*. A task to 'action' will now appear in the My Tasks tab of the review officer.

COMPLIANCE REQUIREMENTS REGISTER

Ensuring that compliance requirements are monitored and completed within the required timeframe helps to minimise risk to the organisation. As compliance requirements are generally related to legal and contractual requirements, not completing them can result is penalty or loss of reputation.

The Compliance Requirements Register displays compliance related tasks that have been scheduled or completed, and the action taken, as part of the organisation's compliance obligations.

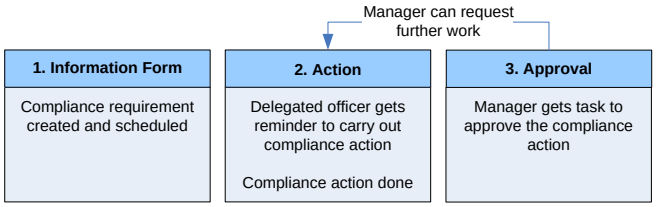


Use the Compliance Register to:

- Schedule compliance requirements
- Delegate tasks to a staff member to carry out compliance requirements
- View all current and past compliance requirements and any associated action taken
- Print reports on the compliance schedule

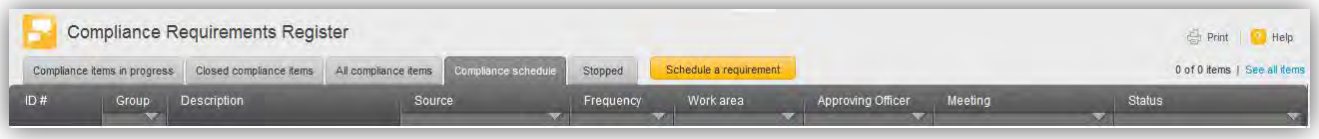
Workflow

Once a compliance requirement is created a task appears in the *My tasks* screen of the officer who has been assigned to carry out the action required. With each step the task moves to the *My tasks* screen of the relevant officer.



Compliance workflow

COMPLIANCE REGISTER TABS AND COLUMNS



Tabs

COMPLIANCE ITEMS IN PROGRESS tab: This tab displays the compliance actions scheduled to occur and those being considered for approval.

CLOSED COMPLIANCE ITEMS tab: This tab displays compliance actions that have been completed and approved. It will also display compliance actions that were missed and superseded by the next occurrence.

ALL COMPLIANCE ITEMS tab: This tab displays all occurrences of compliance actions items current, closed and missed.

COMPLIANCE SCHEDULE tab: This tab displays all compliance actions allowing to sort and filter by source and frequency. This allows for reports to be created and printed showing the organisation's annual compliance requirements. Only one occurrence from each compliance item 'group' multiple is displayed.

STOPPED TAB: This tab displays all recurring compliance items that have been 'halted'.

Columns

ACTION OFFICER column*:* This column displays the name of the staff member who has responsibility to carry out the compliance action. Data in this column can be sorted and filtered.

APPROVING OFFICER column*:* This column displays the name of the staff member who has responsibility to approve the compliance action. Data in this column can be sorted and filtered.

DATE CLOSED column*:* This column displays the date the action was closed Data in this column can be sorted and filtered.

DESCRIPTION column*:* This column displays the first 40 characters of the title of the compliance requirement. Roll your cursor over the link to see the entire title. Click the link to be taken to the Information form relating to the item.

DUE DATE column*:* This column displays the date by which the compliance action is due for completion. This date will be earlier than the compliance due date in the compliance schedule unless the Days to approve compliance requirement field is set to 0. Data in this column can be sorted and filtered.

FREQUENCY column*:* This column displays the frequency of the compliance item in the compliance schedule. Data in this column can be sorted and filtered.

GROUP column*:* This column displays the related group number of the compliance requirement. Quality Coordinator automatically assigns a group number to compliance requirements. This allows for recurrences of the same compliance requirement to be viewed together on the register by sorting or filtering.

ID# column*:* This column displays the unique identification number automatically allocated to the compliance action by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

MEETING column*:* This column displays the staff team meeting given the responsibility to monitor the item. Data in this column can be sorted and filtered.

RELATED IMPROVEMENT column: This column displays links to related register items that have been generated.

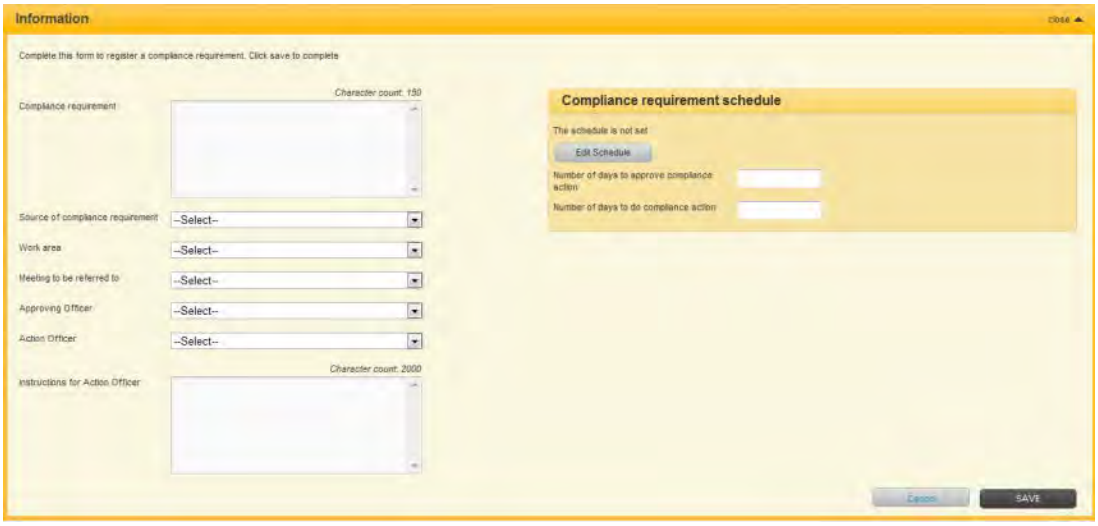
SOURCE column*:* This column displays the source of the compliance requirement identified when the item was created. Data in this column can be sorted and filtered.

STATUS column: This column displays the status of the compliance action. An Upcoming status means that the due date for next task in the workflow (eg action, approval) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

WORK AREA column: This column displays the work area that the compliance requirement relates to. Data in this column can be sorted and filtered.

Create a compliance requirement

1. Go to the *COMPLIANCE REGISTER* and select *SCHEDULE* a compliance requirement. Note: Only users with manager permissions can schedule a compliance requirement.



2. *COMPLIANCE REQUIREMENT*: enter the title of the compliance requirement. Up to 150 characters (approximately 25 words) are allowed.*
3. *SOURCE OF COMPLIANCE REQUIREMENT*: use the drop down menu to choose the relevant entry. The Quality Coordinator Administrator can edit what appears in this menu.* See compliance source note below.
4. *WORK AREA*: use the drop down menu to select the work area that the audit most relates to.*
5. *MEETING TO BE REFERRED TO*: use the drop down menu to select the staff team meeting that is best placed to monitor the compliance requirement.*
6. *APPROVING OFFICER*: use the drop down menu to select the staff member who is best placed and has the authority to approve the compliance requirement action once complete. Only people with manager system permissions are able to approve items.*
7. *ACTION OFFICER*: use the drop down menu to choose the staff member who is most appropriate to carry out the compliance requirement.*
8. *INSTRUCTIONS FOR ACTION OFFICER*: enter any specific instructions for the action officer relating to how to carry out the compliance requirement.*
9. *NUMBER OF DAYS TO DO COMPLIANCE ACTION:* enter the number of days the action officer will need to complete the compliance requirement.
10. *NUMBER OF DAYS TO APPROVE COMPLIANCE ACTION*: enter the number of days the approving officer will need to approve the compliance requirement. The number of days stated here will be subtracted from the due date.*

11. *SCHEDULE A COMPLIANCE REQUIREMENT*

Clicking on the Edit Schedule button allows you to schedule the frequency and recurrence pattern for the task. There are four main options: daily, weekly, monthly, and annually. Within each of these options a variety of parameters can be set.

Once off events

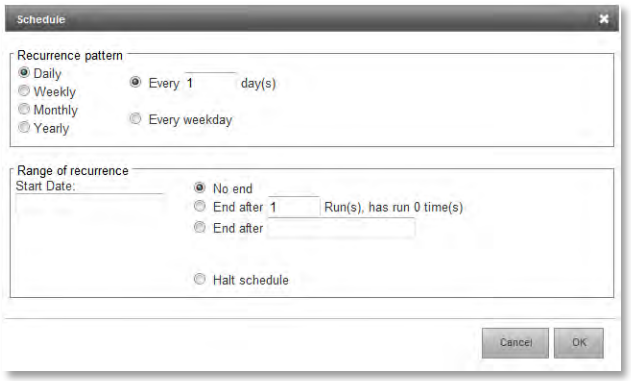
Use the 'daily' screen to schedule a once-off event:

1.Select 'Every 1 day'

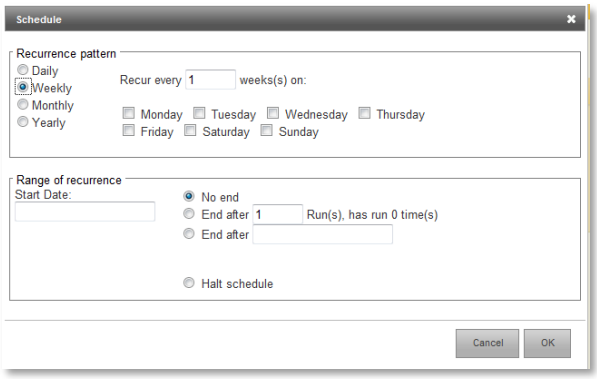
2.Select the date the event is due for completion (Date of first occurrence)

3.Select end after 1 run

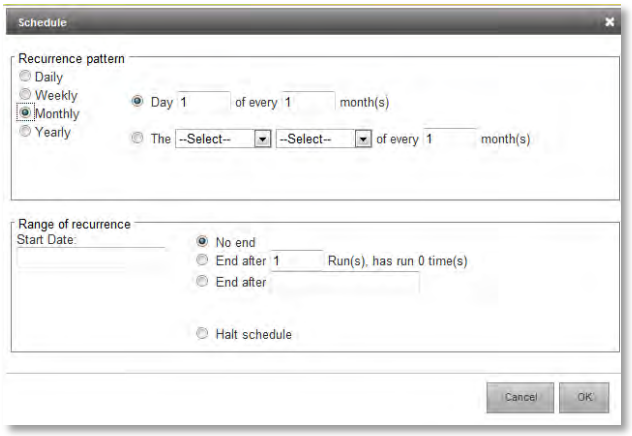
Daily compliance item schedule



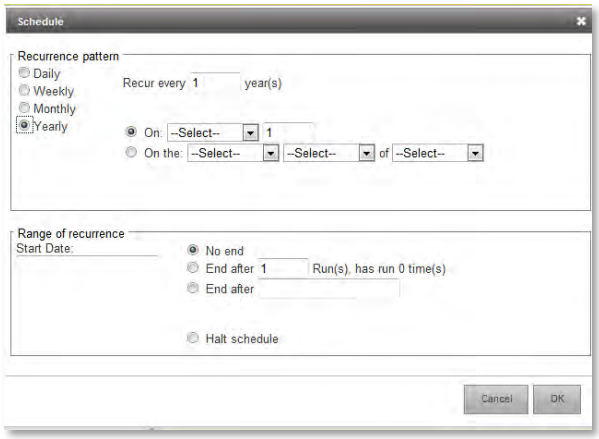
Weekly compliance item schedule



Monthly compliance item schedule



Annual compliance item schedule



12. After selecting the frequency and recurrence settings click OK.
13. Click *SAVE*. A task to 'action' the compliance task will appear in the *MY TASKS* tab of the action officer.

Compliance source note: The compliance source refers to where it is specified that the organisation must carry out the compliance requirement eg. funding contract, legislation or constitution of the organisation.

Note about recurring compliance requirements: if a compliance requirement is not completed by the time of the next recurrence date, Quality Coordinator automatically closes the compliance requirement

and labels it as ‘missed’. Compliance actions not completed by the due date are reported through the Management Review report in the Reports module.

HALT SCHEDULE: use the radio buttons to cease the audit. Selecting Halt schedule for a recurring compliance item will place future occurrences of the item ‘on hold’. It will not affect the current item in progress.

* Completing this field is mandatory

DOCUMENTATION REQUIREMENTS

ISO 9001 requires that the organisation develops a Q*uality Manual* that describes the overall quality management system.

ISO 9001 also requires that documents and records which are critical to the operation of the organisation are created (see *ISO 9001:2008 Minimum Requirements Checklist)* and that these documents are 'controlled' to ensure staff have access to the most current and approved versions.

The overall requirements for the quality management system are stated in the following section of the ISO 9001 Standard:

4.2.2 Quality Manual

The organization shall establish and maintain a quality manual that includes

a) the scope of the quality management system, including details of and justification for any exclusions (see 1.2),
b) the documented procedures established for the quality management system, or reference to them, and
c) a description of the interaction between the processes of the quality management system.

4.2.3 Control of documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4. A documented procedure shall be established to define the controls needed to:

a) approve documents for adequacy prior to issue
b) needed to review and update as necessary and re-approve documents
c) ensure that changes and the current revision status of documents are identified
d) define the controls needed to ensure that relevant versions of applicable documents are available at points of use
e) ensure that documents remain legible and readily identifiable
f) ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled
g) prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose

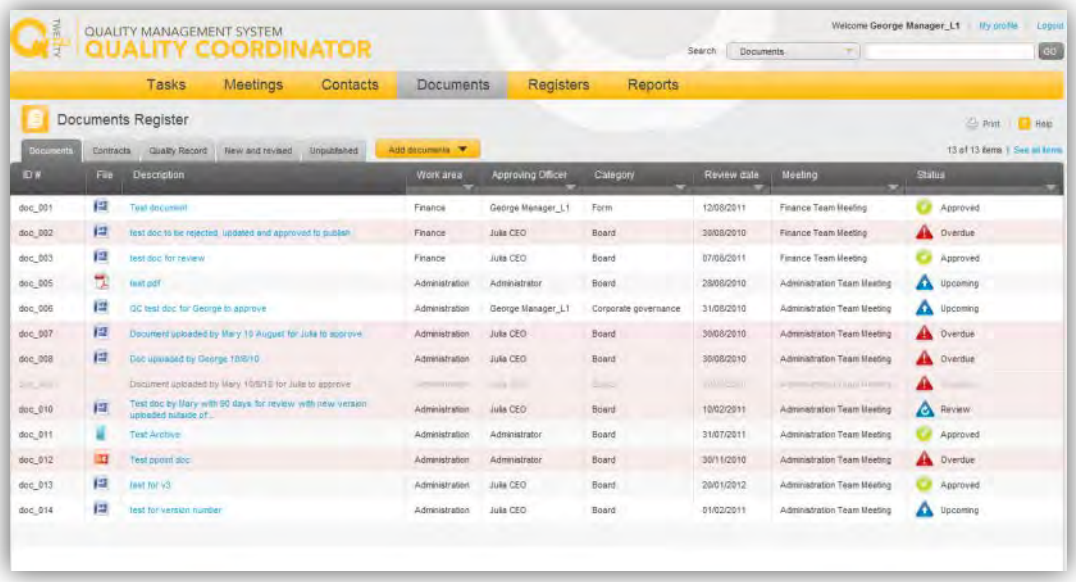
4.2.4 Control of records

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

DOCUMENTS REGISTER

Policies and procedures are central to smooth and consistent running of your organisation and such documents must be 'controlled' to ensure staff have access to the most current and approved versions.

The *DOCUMENT REGISTER* displays and provides access to key documents, such as policies, procedures, templates and forms that have been approved for use in the organisation. The *DOCUMENT REGISTER* also accommodates the storage of contracts and of key records relating to the quality system such as audit reports, program evaluations and management review meeting minutes.

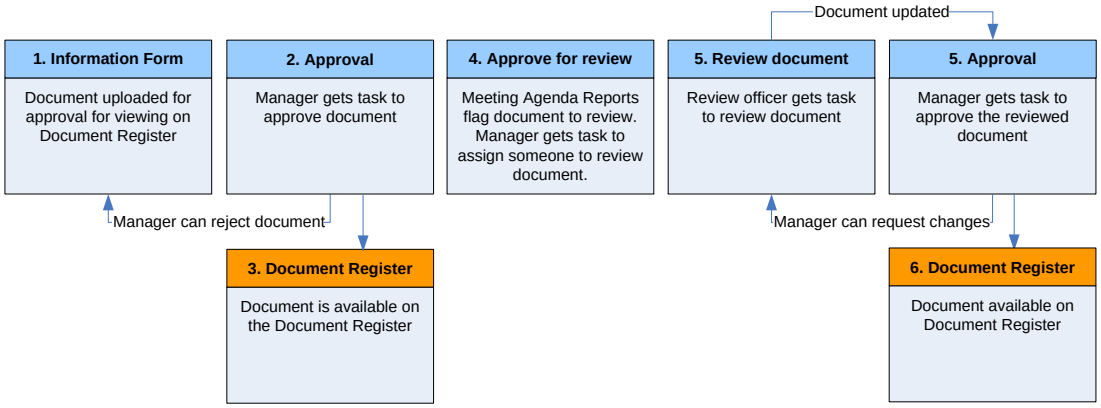


Use the *DOCUMENT REGISTER* to:

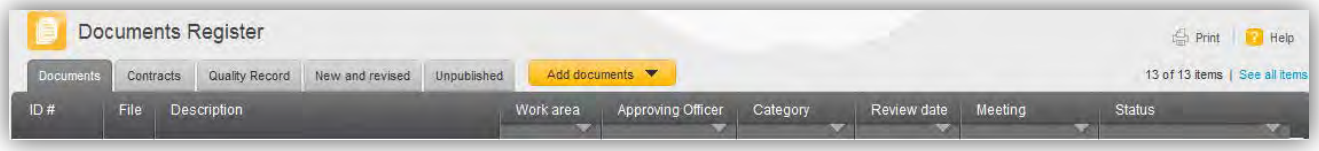
- Upload, approve and view quality system documents eg. policies, procedures, forms and templates
- Upload, approve and view contracts and agreements eg. funding contracts, supplier contracts and MOU's
- Upload, approve and view quality system records eg. audit reports, evaluations, business plans and minutes of management review meetings
- Set and manage the timely review of quality system documents
- Print reports on the documents stored on the system

Workflow

Once a document is uploaded for approval a task appears in the *My tasks* screen of the officer who has been assigned to approve the document. With each step the task moves to the *My tasks* screen of the relevant officer.



Documents register tabs and columns



Tabs

ALL DOCUMENTS tab: This tab displays all published (approved) documents in the Document Register.

CONTRACTS tab: This tab displays contracts uploaded to the register.

QUALITY RECORDS tab: This tab displays quality records uploaded to the register.

NEW AND REVISED tab: This tab displays recently added or reviewed document in the Document Register.

UNPUBLISHED tab: This tab displays documents, records and contracts in the Document Register which have been unpublished.

Columns

ACTION OFFICER column: This column displays the name of the staff member who has responsibility to review the document. Data in this column can be sorted and filtered.

APPROVING OFFICER column: This column displays the name of the staff member who approved the document when it was uploaded to the register and who has responsibility to approve its future review. Data in this column can be sorted and filtered.

AUTHOR column: This column displays the author of the document. Data in this column can be sorted and filtered.

CATEGORY column: This column displays the category given to the document. Data in this column can be sorted and filtered.

DESCRIPTION column: This column displays a document icon as a link to open the document and the first 40 characters of the title of the document. Click the icon to open or save a copy of the document. Roll your cursor over the document title link to see the entire description. Click the document title link to be taken to the Information form relating to the item.

ID# column: This column displays the unique identification number automatically allocated to the document item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

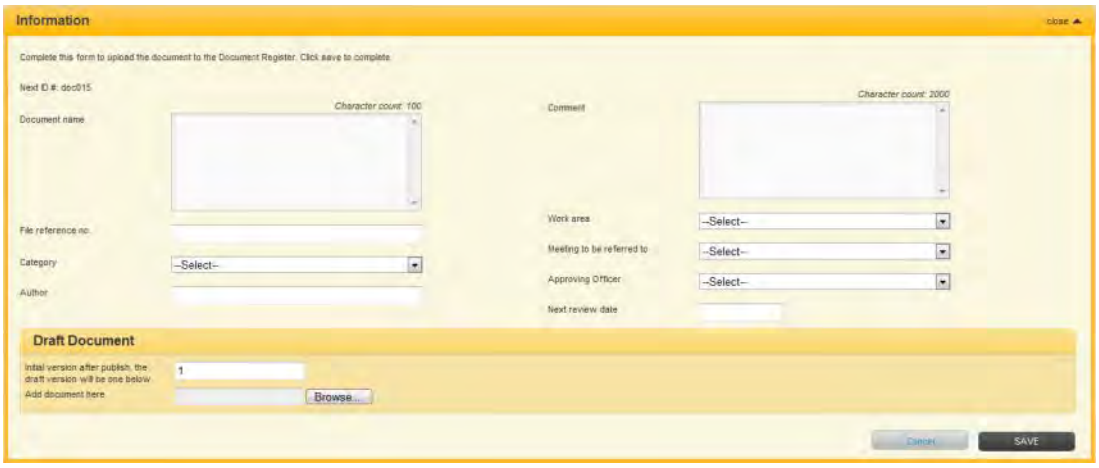
MEETING column: This column displays the staff team meeting given the responsibility to monitor the item and consider future reviews. Data in this column can be sorted and filtered.

REVIEW DATE column: This column displays the date that the document is next due for review. Data in this column can be sorted and filtered.

STATUS column: This column displays the status of the document item. An Upcoming status means that the due date for next task in the workflow (eg approve for action, review, approve etc) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

Add a document

1. Click on *DOCUMENTS* on the yellow navigational bar. Hover over the *ADD DOCUMENTS* button and scroll to select *ADD A DOCUMENT.*



2. *DOCUMENT TITLE:* enter a brief title for the document. This is the title that staff will see on the register so the title should be short and descriptive eg. Staff timesheet or Vehicle use policy. Up to 100 characters (approximately 16 words) are allowed.*
3. *FILE REFERENCE NO.* enter the physical file reference for where the hard copy of the document is stored on your records management filing system (if relevant).
4. *CATEGORY:* use the drop down menu to select the most relevant category for the document. The drop down options are set by your System Administrator.*
5. *AUTHOR:* enter the organisational name of the creator.
6. *COMMENT:* enter any comment relevant to this document that would be useful for the system to record eg. 'this policy has been approved at our team meeting'.
7. *WORK AREA:* drop down menu to select the work area that the document most relates to.*
8. *MEETING TO BE REFERRED TO:* drop down menu to select the staff team meeting that is best able to oversee the future review of the document and determine what changes should be made.*
9. *APPROVING OFFICER:* use the drop down menu to select the staff member who is best placed and has the authority to approve the document for display on the *DOCUMENT REGISTER.* Only people with manager system permissions are able to approve documents.*
10. *NEXT REVIEW DATE:* enter the date the document should be reviewed based on the recommended frequency eg 6 monthly, annual, bi annual. As a rule of thumb documents that are highly critical to the organisation, used often and tend to change should be reviewed every six months or more. Documents that don't tend to change often could be reviewed at 12 or 24 month frequencies.*
11. *INITIAL VERSION NUMBER:* enter the current version number of the document. Quality Coordinator will automatically allocate the preceding draft document number until the document is approved eg. if the initial version number is 3, the document will be recorded as draft document 2.01. when the document is approved by the Approving Officer it will become version 3.*
12. Click *BROWSE* button and select the document to upload. This loads a copy of digital file into the system. The file is now located in the system database and can only be accessed through *QUALITY COORDINATOR.* The copy on your computer is not affected and should be moved to an archive folder and made not accessible by staff.
13. Click *SAVE*. A task to 'approve for action' will now appear in the *MY TASKS* tab of the approving officer.

* Completing this field is mandatory.

Approve (Document)

1. In your *MY TASKS* register click the link in the *DESCRIPTION* column to access the *APPROVAL* form
2. View the document being proposed by clicking on the *DRAFT DOCUMENT* link in the Draft Document section of the *INFORMATION FORM*.
3. To approve the document for display on the *DOCUMENT REGISTER* use the *PUBLISH DOCUMENT* radio button to indicate (yes) to approve and publish the document. Clicking *SAVE* at this point will publish the document to the *DOCUMENT REGISTER*.
4. To reject the document use the *DO NOT PUBLISH DOCUMENT* radio button to indicate (no) to not publish the document and close the task. You must provide a reason for not publishing the document before clicking Save. Clicking Save at this point will close the task and the document will move to *UNPUBLISHED* tab.
5. To request further work on the document before reconsidering it for display on the Document Register use the *NEEDS FURTHER WORK* radio button to send a task to a staff member to carry out further work on the document. You must provide a reason for not publishing the document before clicking Save. Clicking *SAVE* at this point will send a task to the review officer to action your instructions for further work.
6. In the *REASON FOR RE-WORK OR REJECTION* field state a reason for requesting further work or not publishing the document. Completing this field is mandatory if further work has been requested or if the document has been rejected for publishing.
7. In the *INSTRUCTIONS FOR RE-WORK FIELD* enter any specific instructions for the action officer relating to how to carry out the action requested.
8. Use the *REVIEW OFFICER* drop down menu to choose the staff member who is most appropriate to carry out the action requested. This does not have to be the same officer that carried out the initial actions. Completing this field is mandatory if further work has been requested.
9. In the *RE-WORK REQUIRED BY* field enter the date by which time the re-work action should be completed. Completing this field is mandatory if further work has been requested.
10. Click Save. A task to 'action' will now appear in the *MY TASKS* tab of the review officer.

Approve for review (Document)

1. In your *MY TASKS* register click the link in the Description column to access the *APPROVE FOR REVIEW* form.
2. Use the *TAKE ACTION ON THIS DOCUMENT REVIEW* radio button to (yes) identify action to be carried out or (no) take no action and close the item. If no, the task to delegate the review will remain active. Reviews must be completed and cannot be deleted or missed.
3. In the *REVIEW ACTION TO BE TAKEN* field enter a description of what needs to be done to review the document. Completing this field is mandatory.
4. In the *INSTRUCTIONS FOR REVIEW OFFICER* field enter any specific instructions for the review officer relating to how to carry out the action requested.
5. Use the *REVIEW OFFICER* drop down menu to choose the staff member who is most appropriate to carry out the document review. Completing this field is mandatory.

Review (Document)

1. Open the document from the *DOCUMENT REGISTER* and save it to your desktop.
2. Review the instructions from the approving officer regarding the action to be taken and carry out the tasks required.
3. Review the document.

4. When your review actions are complete, briefly outline the actions taken to review the document in the *DESCRIPTION OF ACTION TAKEN* field in the Action Form.
5. Use the *BROWSE* button to locate the revised document
6. Click the *YES* radio button next to Action Complete and click *SAVE*. A task to 'approve' will now appear in the *MY TASKS* tab of the approving officer.
7. Delete the copy of the document from your desktop as the 'controlled' version of the document is now stored in Quality Coordinator.

Review approval (Document)

1. View the document being proposed by clicking the link to the draft document.
2. If you plan to approve the document, set a new date for review in the DUE DATE FOR REVISION field.
3. To approve the document for display on the *DOCUMENT REGISTER* use the *APPROVE DOCUMENT* radio button to indicate (yes) to approve and publish the document. Clicking *SAVE* at this point will publish the document to the *DOCUMENT REGISTER*.
4. To reject the document use the *DO NOT PUBLISH DOCUMENT* radio button to indicate (no) to not publish the document and close the task. You must provide a reason for not publishing the document before clicking Save. Clicking Save at this point will close the task and the document will move to *UNPUBLISHED* tab.
5. To request further work on the document before reconsidering it for display on the Document Register use the *NEEDS FURTHER WORK* radio button to send a task to a staff member to carry out further work on the document. You must provide a reason for not publishing the document before clicking Save. Clicking *SAVE* at this point will send a task to the review officer to action your instructions for further work.
6. In the *REASON FOR RE-WORK OR REJECTION* field state a reason for requesting further work or not publishing the document. Completing this field is mandatory if further work has been requested or if the document has been rejected for publishing.
7. In the *INSTRUCTIONS FOR RE-WORK FIELD* enter any specific instructions for the action officer relating to how to carry out the action requested.
8. Use the *REVIEW OFFICER* drop down menu to choose the staff member who is most appropriate to carry out the action requested. This does not have to be the same officer that carried out the initial actions. Completing this field is mandatory if further work has been requested.
9. In the *RE-WORK REQUIRED BY* field enter the date by which time the re-work action should be completed. Completing this field is mandatory if further work has been requested.
10. Click Save. A task to 'action' will now appear in the *MY TASKS* tab of the review officer.

SERVICE DELIVERY – PURCHASING AND SUPPLIERS

The quality of the goods an organisation purchases can have an impact on the quality for services provided to clients. This can be particularly critical if the goods purchased are used to provide health related services.

ISO 9001 requires that the organisation controls the purchase of goods by evaluating suppliers against predetermined criteria, clearly stating purchasing requirements, inspecting receipted goods and reviewing supplier performance.

The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

7.4 Purchasing

7.4.1 Purchasing process

The organization shall ensure that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

The organization shall evaluate and select suppliers based on their ability to supply product in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation shall be established. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained (see 4.2.4).

7.4.2 Purchasing information

Purchasing information shall describe the product to be purchased, including where appropriate

a) requirements for approval of product, procedures, processes and equipment,

b) requirements for qualification of personnel, and

c) quality management system requirements.

The organization shall ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

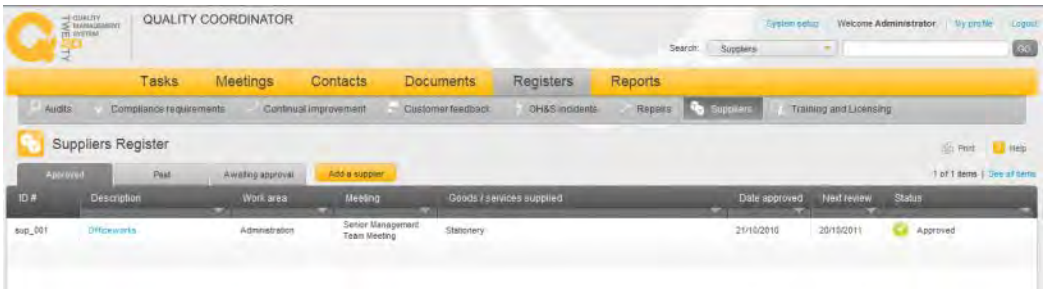
7.4.3 Verification of purchased product

The organization shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements. Where the organization or its customer intends to perform verification at the supplier's premises, the organization shall state the intended verification arrangements and method of product release in the purchasing information.

SUPPLIERS REGISTER

The quality of your suppliers can have a direct impact on the quality of the services you are able to provide. Suppliers must, therefore, be 'controlled' to ensure staff have access to the most current and approved suppliers.

The *SUPPLIERS REGISTER* displays providers of goods and services who have been assessed and accepted as approved suppliers. The Suppliers Register provides access to approved supplier contact details and assessment notes.

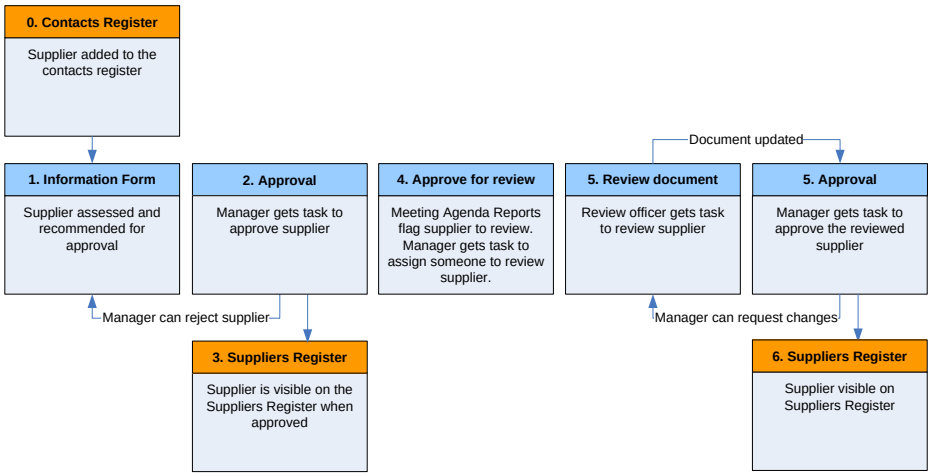


Use the Suppliers Register to:

- View approved suppliers
- Recommend and approve suppliers
- Set and manage the timely review of suppliers
- Print reports on the approved stored on the system

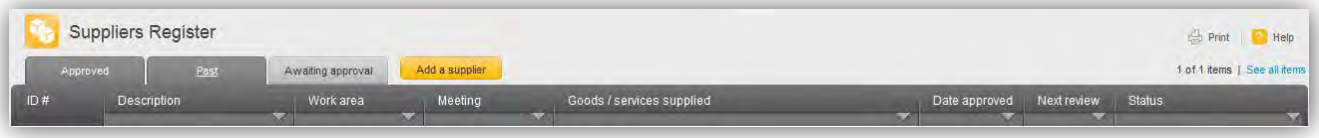
Workflow

Once a supplier is recommended for approval a task appears in the *MY TASKS* screen of the officer who has been assigned to approve the supplier. With each step the task moves to the *MY TASKS* screen of the relevant officer.



Supplier approval and review workflow

Suppliers register tabs and columns



Tabs

APPROVED tab: This tab displays all approved suppliers.

PAST tab: This tab displays suppliers who were approved in the past but are no longer approved.

AWAITING APPROVAL tab: This tab displays suppliers that have been recommended for approval.

Columns

APPROVING OFFICER column: This column displays the name of the staff member who approved the document when it was uploaded to the register and who has responsibility to approve its future review. Data in this column can be sorted and filtered.

DATE APPROVED column: This column displays the date the supplier was most recently approved

Date removed as supplier column: This column displays the date that the supplier's approval status was revoked

DESCRIPTION column: This column displays a document icon as a link to open the document and the first 40 characters of the title of the document. Click the icon to open or save a copy of the document. Roll your cursor over the document tile link to see the entire description. Click the document title link to be taken to the Information form relating to the item.

ID# column: This column displays the unique identification number automatically allocated to the document item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

GOODS/SERVICES SUPPLIED column: This column displays a description of the goods or services provided by the supplier.

MEETING column: This column displays the staff team meeting given the responsibility to monitor the item and consider future reviews. Data in this column can be sorted and filtered.

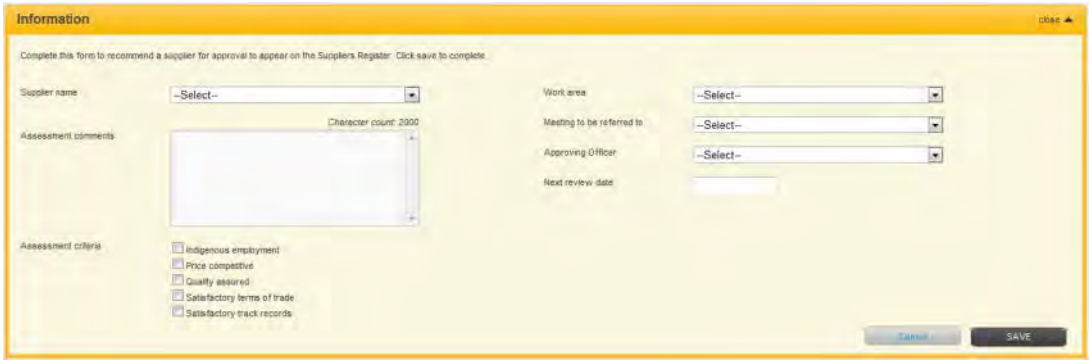
NEXT REVIEW column: This column displays the date that the supplier is next due for review. Data in this column can be sorted and filtered.

STATUS column: This column displays the status of the supplier. An Upcoming status means that the due date for next task in the workflow (eg approve for action, review, approve etc) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

WORK AREA column: This column displays the work area that the supplier relates to. Data in this column can be sorted and filtered.

Add a supplier

1. Go to the Suppliers Register and select Add a supplier.



2. *SUPPLIER NAME:* use the drop down menu to select from the list of available suppliers. This list is displays suppliers added to the *CONTACTS REGISTER* where the *CONTACT TYPE* was 'business contact'.*
3. *ASSESSMENT COMMENTS:* enter your appraisal of the supplier against the assessment criteria listed below the field. These criteria are determined by the organisation through system set-up. *
4. *ASSESSMENT CRITERIA:* use the check boxes to check off the criteria you have evaluated the supplier against. Typically the supplier would be assessed against all criteria. *
5. *WORK AREA:* use the drop down menu to select the work area that the supplier most relates to. *
6. *MEETING TO BE REFERRED TO:* use the drop down menu to select the staff team meeting that is best able to oversee the future review the supplier and determine any action that should be taken if the performance of the supplier varies. *
7. *APPROVING OFFICER:* use the drop down menu to select the staff member who is best placed and has the authority to approve the supplier for display on the Suppliers Register. Only people with manager system permissions are able to approve documents. *
8. *NEXT REVIEW DATE:* enter the date the supplier should be reviewed based on the recommended frequency eg 6 monthly, annual, bi annual. Click the Supplier review date wizard and follow the instructions to determine the correct review frequency.
9. *CLICK SAVE.* A task to 'approve for action' will now appear in the My tasks tab of the approving officer.

* Completing this field is mandatory.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – INTERNAL AUDIT

ISO 9001 requires that organisations have systems in place to audit performance and continually improve its processes. Processes for continual improvement need to include improvement suggestions arising from adverse event (corrective action) and improvement suggestions arising from ideas for improving a process before something goes wrong (preventive action).

ISO requires that the organisation establish internal audits that are designed to compare how the organisation is actually carrying out its work to what its procedures state. Where a difference is detected, the organisation should either change practice or change the procedure.

Organisations may take a risk management approach to determining their audit program by identifying those processes that carry high levels of risk to the organisation. The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

8.2.2 Internal audit

The organization shall conduct internal audits at planned intervals to determine whether the quality management system

a) conforms to the planned arrangements (see 7.1), to the requirements of this International Standard and to the quality management system requirements established by the organization, and
b) is effectively implemented and maintained.

An audit programme shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work. The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records (see 4.2.4) shall be defined in a documented procedure. The management responsible for the area being audited shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).

8.2.3 Monitoring and measurement of processes

The organization shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate, to ensure conformity of the product.

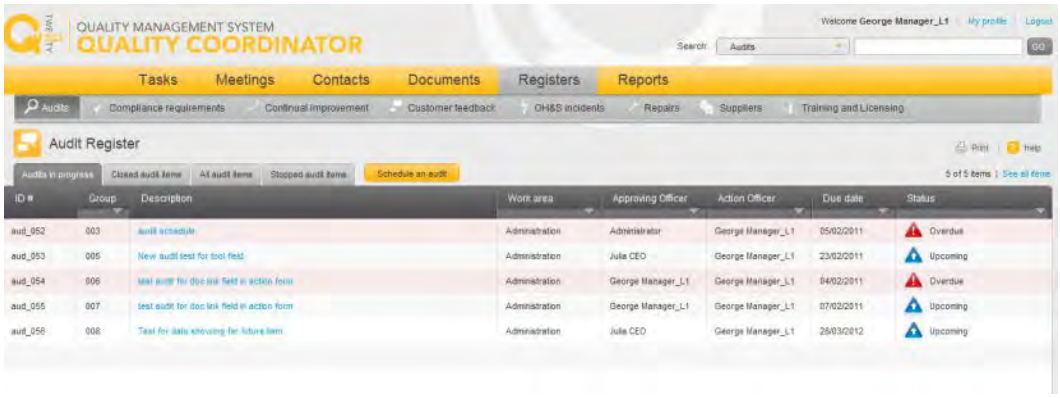
8.2.4 Monitoring and measurement of product

The organization shall monitor and measure the characteristics of the product to verify that product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1). Evidence of conformity with the acceptance criteria shall be maintained. Records shall indicate the person(s) authorizing release of product (see 4.2.4). Product release and service delivery shall not proceed until the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

AUDIT REGISTER

Audit is at the heart of quality management as it is the mechanism by which the organisation can assess how well it is achieving its goals for quality and service delivery. The *AUDIT REGISTER* can also be used to schedule program evaluations.

The *AUDIT REGISTER* displays audits that have been scheduled or completed, and the action taken, as part of the organisation's audit program.

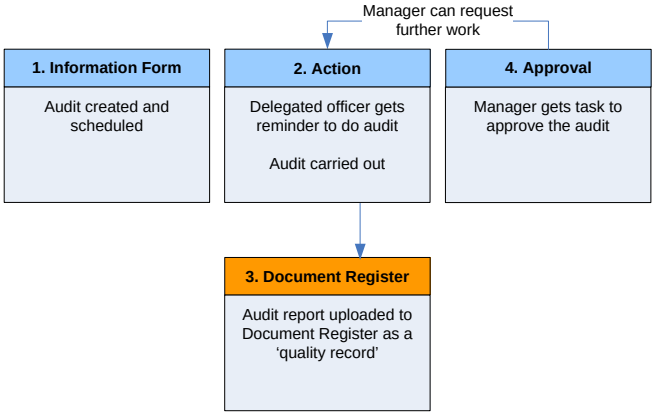


Use the Audit Register to:

- Schedule internal and external audits
- Delegate tasks to a staff member to carry out or oversee audits
- View all current and past audits recorded and any associated action taken
- Print reports on the audit schedule

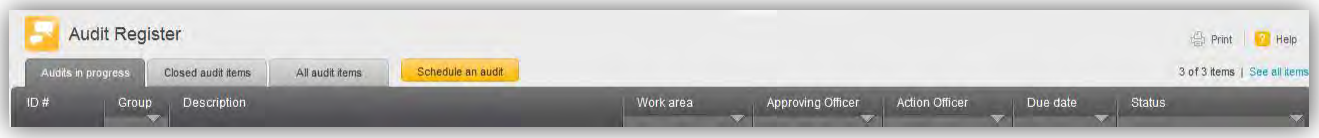
Workflow

Once an audit is created a task appears in the *My tasks* screen of the officer who has been assigned to conduct the audit. With each step the task moves to the *My tasks* screen of the relevant officer.



Audit workflow

Audit register tabs and columns



Tabs

AUDITS IN PROGRESS tab: This tab displays the audits scheduled to occur and those being considered for approval.

CLOSED AUDIT ITEMS tab: This tab displays audits that have been completed and approved. It will also display audits that were missed and superseded by the next occurrence.

ALL AUDITS tab*:* This tab displays all audit items current, closed and missed.

STOPPED AUDIT ITEMS tab: This tab displays all audits that have been 'halted'.

Columns

ACTION OFFICER column: This column displays the name of the staff member who has responsibility to carry out the audit. Data in this column can be sorted and filtered.

APPROVING OFFICER column: This column displays the name of the staff member who has responsibility to approve the audit. Data in this column can be sorted and filtered.

DATE CLOSED column: This column displays the date the audit was closed (approved or missed). Data in this column can be sorted and filtered.

DESCRIPTION column: This column displays the first 40 characters of the title of the audit. Roll your cursor over the link to see the entire title. Click the link to be taken to the Information form relating to the item.

DUE DATE column: This column displays the date by which the audit is due for completion. This date will be earlier than the audit due date in the audit schedule unless the Days to approve audit field is set to 0. Data in this column can be sorted and filtered.

GROUP column: This column displays the related group number of the audit. Quality Coordinator automatically assigns a group number to audits. This allows for recurrences of the same audit to be viewed together on the register by sorting or filtering.

ID# column: This column displays the unique identification number automatically allocated to the audit by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

MEETING column: This column displays the staff team meeting given the responsibility to monitor the item. Data in this column can be sorted and filtered.

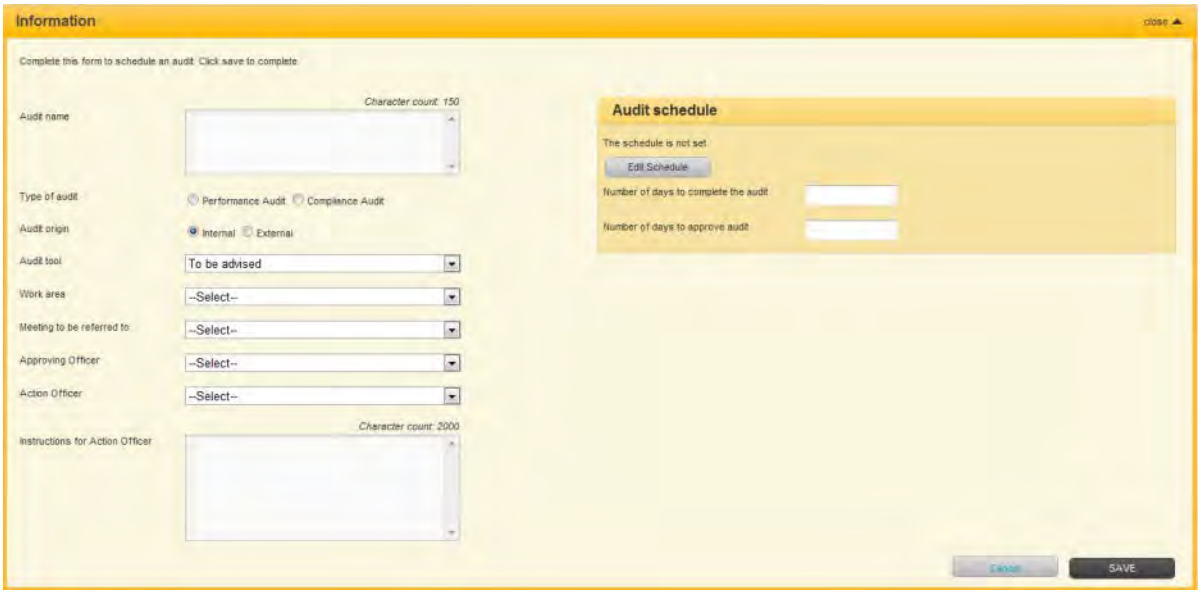
RELATED IMPROVEMENT column: This column displays links to register related items that have been generated.

STATUS column: This column displays the status of the audit task. An Upcoming status means that the due date for next task in the workflow (eg action, approval) is in the future.

WORK AREA column: This column displays the work area that the audit relates to. Data in this column can be sorted and filtered.

Schedule an audit

1. Go to the *AUDIT REGISTER* and select *SCHEDULE AN AUDIT*. Only users with manager permissions can schedule an audit.



2. *AUDIT NAME*: enter the title of the audit. Up to 150 characters (approximately 25 words) are allowed.*
3. *TYPE OF AUDIT:* use the radio buttons to identify the type of audit to be conducted. See audit type note below.
4. *AUDIT ORIGIN:* use the radio buttons to identify if the audit is being conducted by staff or by an external 3rd party.
5. *AUDIT TOOL:* enter the name of the audit tool to be used. If the audit tool is on the document register, include the document number eg doc_0210_audit tool.*
6. *AUDIT REPORT TEMPLATE:* use the drop down menu to select an audit report template to be used. This list will show documents from the Document Register and, once saved, will provide a hyperlink to the document. If the Audit Tool is not yet on the Document Register leave the selection 'To be advised'. Additional notes about the audit tool to be used can be made in the Instructions box.*
7. *WORK AREA*: use the drop down menu to select the work area that the audit most relates to.*
8. Meeting to be referred to: use the drop down menu to select the staff team meeting that is best able to review the audit once complete and determine what action should be taken. Completing this field is mandatory.
9. *APPROVING OFFICER:* use the drop down menu to select the staff member who is best placed and has the authority to approve the audit once complete. Only people with manager system permissions are able to approve items.*
10. *ACTION OFFICER:* use the drop down menu to choose the staff member who is most appropriate to carry out the audit.*
11. *INSTRUCTIONS FOR ACTION OFFICER:* enter any instructions for the action officer relating to how to carry out the audit.*
12. *NUMBER OF DAYS TO COMPLETE THE AUDIT:* enter the number of days the action officer will need to conduct the audit.
13. *NUMBER OF DAYS TO APPROVE THE AUDIT*: enter the number of days the approving officer will need to approve the audit report. The number of days stated here will be subtracted from the due date.*

14. *SCHEDULE AN AUDIT*

Clicking on the Edit Schedule button allows you to schedule the frequency and recurrence pattern for the task. There are four main options: daily, weekly, monthly, and annually. Within each of these options a variety of parameters can be set.

Once off events

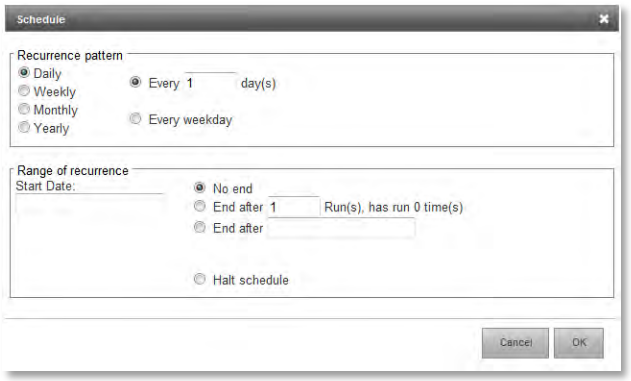
Use the 'daily' screen to schedule a once-off event:

1.Select 'Every 1 day'

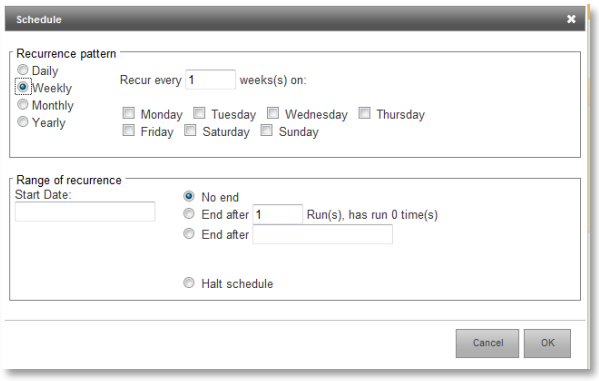
2.Select the date the event is due for completion (Date of first occurence)

3.Select end after 1 run

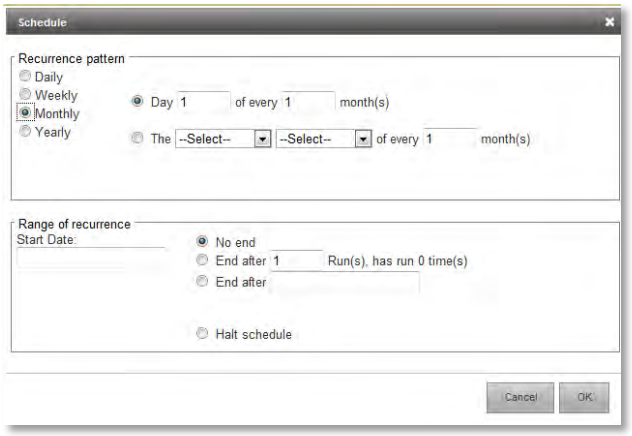
Daily audit schedule



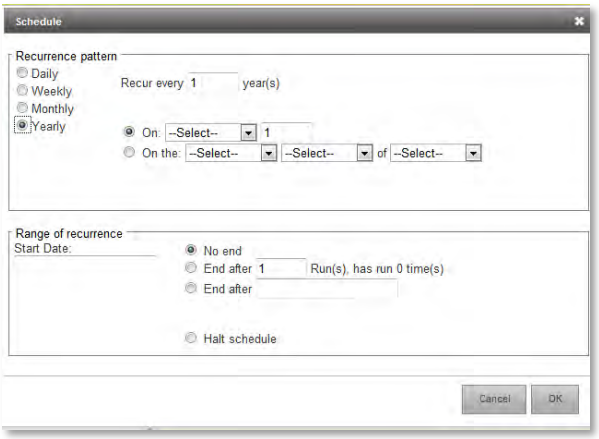
Weekly audit schedule



Monthly audit schedule



Annual audit schedule



15. After selecting the frequency and recurrence settings click OK.
16. Click *SAVE*. A task to 'action' the audit will appear in the *MY TASKS* tab of the action officer prior to the audit as per the date settings identified in the audit schedule.

Audit type note: Performance audit and Compliance audit. Examples of performance audits include: program or service delivery evaluations and the effectiveness of CI actions. Examples of compliance audits include: OH&S audit or how well the organisation is following a stated procedure on the document register.

Note about recurring audits: if an audit is not completed by the time of the next recurrence date, Quality Coordinator automatically closes the audit and labels it as ‘missed’. Audits not completed by the due date are reported through the Management Review report in the Reports module.

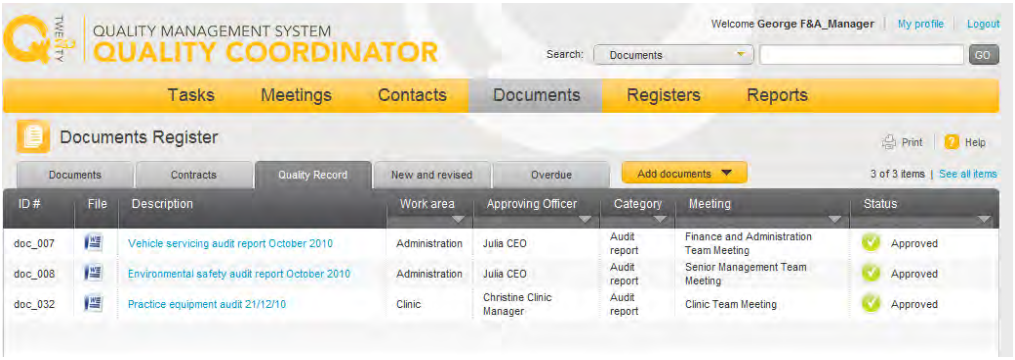
HALT SCHEDULE: use the radio buttons to cease the audit. Selecting Halt schedule for a recurring audit will place future occurrences of the audit ‘on hold’. It will not affect the current audit in progress.

*Completing this field is mandatory

QUALITY RECORDS

The *QUALITY RECORD REGISTER* displays and provides access to permanent records of activity relating to quality management systems. These include audit reports and program evaluations.

The *QUALITY RECORDS REGISTER* can be useful to provide easy access to records required as evidence for the purposes of accreditation.



Use the Record Register to:

- Upload, approve and view records relating to quality management eg. audit reports and program evaluations

Add a quality record

1. Go to the *DOCUMENT REGISTER* and click on *ADD DOCUMENTS* and scroll to select *ADD A QUALITY RECORD.*
2. In the *RECORD TITLE* field enter a brief title for the contract. This is the title that staff will see on the register so the tile should be short and descriptive. Up to 100 characters (approximately 16 words) are allowed. Completing this field is mandatory.
3. In the *FILE REFERENCE NO*. field enter the physical file reference for where the hard copy of the record is stored on your records management filing system (if relevant).
4. In the *RECORD DESCRIPTION* field briefly describe the purpose of the contract.
5. Use the *CATEGORY* drop down menu to select the most relevant category for the record. Completing this field is mandatory.
6. In the *AUTHOR* field enter the organisation name of the creator of the record.
7. In the *COMMENT* field enter any comment relevant to this record that would be useful for the system to record.
8. Use the *WORK AREA* drop down menu to select the work area that the record most relates to. Completing this field is mandatory.
9. Click *BROWSE* button and select the document to upload. This loads a copy of digital file into the system. The file is now located in the system database and can only be accessed through Quality Coordinator. The copy on your computer remains in its location is not affected.
10. Click *SAVE*.

SERVICE DELIVERY – CLIENT SATISFACTION

An organisation striving for excellence and best practice will be capable of providing high levels of customer service. This can include literature and other information about the services available as well as being effective in how enquiries are handled and clients are responded to.

ISO 9001 expects that the organisation can demonstrate that it provide clear information about its services and that it evaluates the level of client satisfaction with its services.

The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

7.2.3 Customer communication

The organization shall determine and implement effective arrangements for communicating with customers in relation to

a) product information,
b) enquiries, contracts or order handling, including amendments, and
c) customer feedback, including customer complaints.

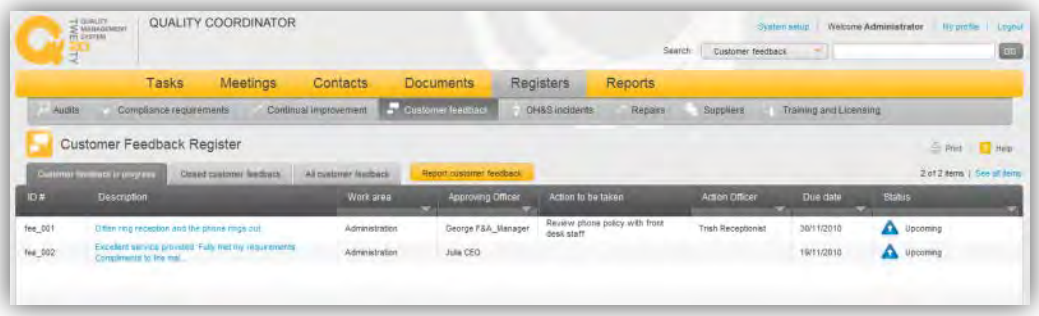
7.5.4 Customer property

The organization shall exercise care with customer property while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained (see 4.2.4).

CUSTOMER/CLIENT FEEDBACK REGISTER

An organisation striving for excellence and best practice will be capable of providing high levels of customer service. This can include being effective and responsive in how feedback is handled and clients are responded to.

The *CUSTOMER FEEDBACK REGISTER* displays customer feedback that has been received and the action taken, if any, to respond to the feedback.

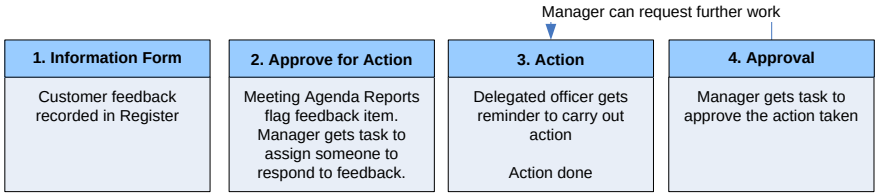


Use the Customer Feedback Register to:

- Record customer feedback received by the organisation
- Delegate tasks to a staff member to respond to the feedback
- View all current and past client feedback recorded and any associated action taken
- Print reports on customer feedback

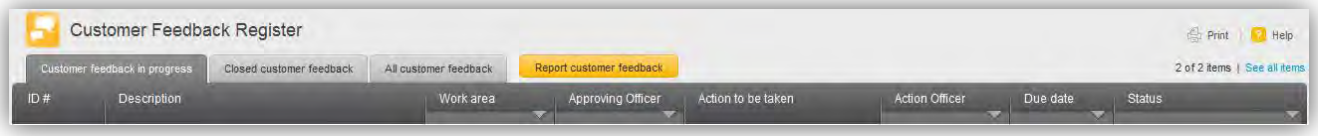
Workflow

Once feedback is reported a task appears in the *MY TASKS* screen of the officer who has been assigned to delegate action. With each step the task moves to the *MY TASKS* screen of the relevant officer.



Customer/client feedback workflow

Customer/client feedback register tabs and columns



Tabs

CUSTOMER FEEDBACK IN PROGRESS tab: This tab displays the feedback items in action and those being considered for approval.

CLOSED CUSTOMER FEEDBACK tab: This tab displays feedback items that have been completed and approved.

ALL CUSTOMER FEEDBACK tab: This tab displays all feedback items current and closed.

Columns

ACTION TO BE TAKEN column: This column displays the first 40 characters of the action to be taken to respond to the feedback item.

ACTION OFFICER column: This column displays the name of the staff member who has responsibility to carry out the required action. Data in this column can be sorted and filtered.

APPROVING OFFICER column: This column displays the name of the staff member who has responsibility to approve the feedback item. Data in this column can be sorted and filtered.

CATEGORY column*:* This column displays the category given to the feedback item. Data in this column can be sorted and filtered.

DESCRIPTION column*:* This column displays the first 40 characters of the description of the feedback item. Roll your cursor over the link to see the entire description. Click the link to the taken to the Information form relating to the item.

FEEDBACK TYPE column: This column displays the feedback type (‘compliment’ or ‘area for improvement’) given to the feedback item. Data in this column can be sorted and filtered.

ID# column: This column displays the unique identification number automatically allocated to the feedback item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

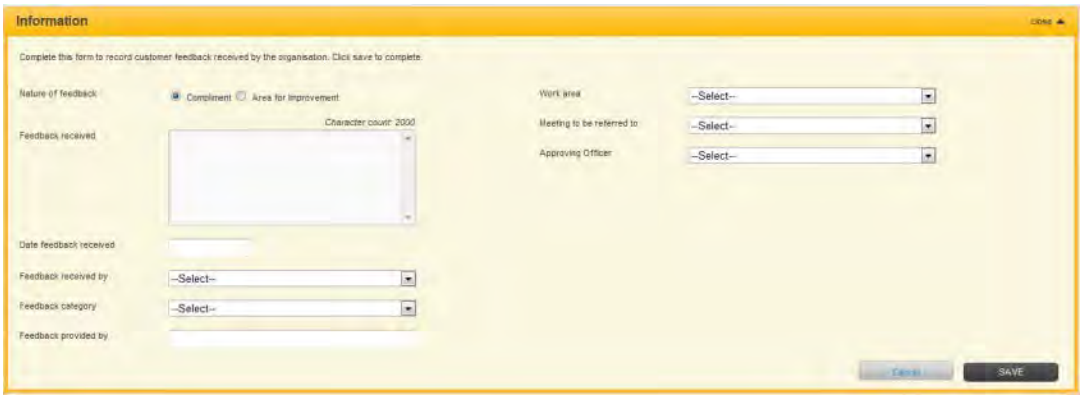
RELATED IMPROVEMENT column: This column displays links to register related items that have been generated.

STATUS column: This column displays the status of the feedback item. An Upcoming status means that the due date for next task in the workflow (eg approve for action, action, approval) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

WORK AREA column: This column displays the work area that the feedback item relates to. Data in this column can be sorted and filtered.

Record customer feedback

1. Go to the Customer Feedback Register and select Record customer feedback.



2. *NATURE OF FEEDBACK*: use the radio buttons to choose the broad type of feedback received. For example, is the feedback mostly of a positive nature (Compliment) or does the feedback highlight a failing of the organisation (Area for improvement).*
3. In the *FEEDBACK RECEIVED* field enter a description of the feedback received. Up to 2000 characters (approximately 350 words) are allowed.*
4. *DATE FEEDBACK RECEIVED:* enter the date the customer feedback was received by the organisation.*
5. *FEEDBACK RECEIVED BY*: use the drop down menu to select the staff member who received the feedback. *
6. *FEEDBACK CATEGORY:* use the drop down menu to select the most relevant category for the feedback. *
7. *FEEDBACK PROVIDED BY:* enter the name of the customer providing the feedback. Enter 'anonymous' if the customer specifically stated they did not want their name recorded.
8. *WORK AREA:* use the drop down menu to select the work area that the feedback most relates to. *
9. *MEETING TO BE REFERRED TO:* use the drop down menu to select the staff team meeting that is best able to review the feedback and determine what action should be taken. *
10. Approving Officer: use the drop down menu to select the staff member who is best placed and has the authority to determine and approve action to be taken. Only people with manager system permissions are able to approve items.
11. Click *SAVE*. A task to 'approve for action' will now appear in the My tasks tab of the approving officer.

* Completing this field is mandatory

RESOURCE MANAGEMENT – INFRASTRUCTURE AND WORKPLACE HEALTH AND SAFETY

The quality of an organisation's physical infrastructure, eg consult rooms, meeting spaces, reception areas and offices, generally has a direct impact on the quality and professionalism of the services that can be provided. ISO 9001 expects that management will be able to demonstrate formal processes for maintaining the organisation's physical infrastructure to ensure compliance with with established safety, regulatory and environmental standards and codes.

Management is responsible for ensuring that the workplace is safe and healthy for staff to carry out their work. Strict occupational and workplace health and safety laws do exist that apply to all organisations incorporated in Australia large and small. ISO 9001 requires that management can demonstrate how it fulfils its responsibility to provide a safe and healthy work environment for staff

The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

6.3 Infrastructure

The organization shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable

a) buildings, workspace and associated utilities,
b) process equipment (both hardware and software), and
c) supporting services (such as transport and communication).

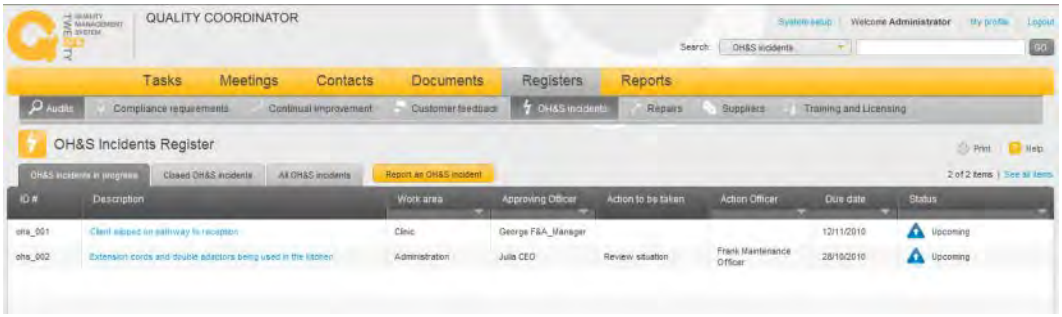
6.4 Work environment

a) The organization shall determine and manage the work environment needed to achieve conformity to product requirements.

OH&S INCIDENTS REGISTER

The health and safety of an organisation's workplace is critical to ensure a conducing and supportive physical environment for staff. Organisations should have effective processes for ensuring compliance with legal obligations in relation to workplace health safety.

The *OH&S INCIDENTS REGISTER* displays workplace health and safety issues and incidents that have been reported.

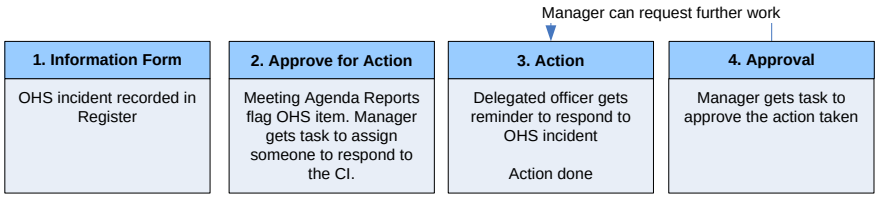


Use the OH&S Incidents Register to:

- Record workplace health and safety incidents that have occurred in the organisation
- Delegate tasks to a staff member to address a reported incident
- View all current and past OH&S incidents and any associated action taken
- Print reports on OH&S incidents

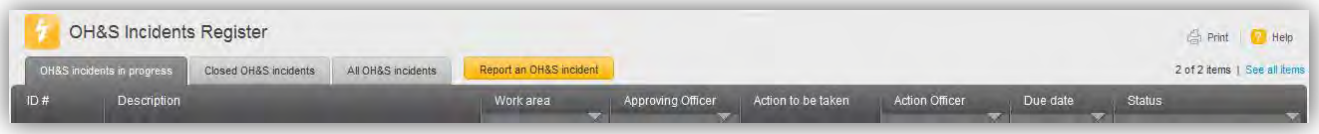
Workflow

Once a OH&S incident is reported a task appears in the *MY TASKS* screen of the officer who has been assigned to delegate action. With each step the task moves to the *MY TASKS* screen of the relevant officer.



OH&S Incident workflow

OHS incidents register tabs and columns



Tabs

OHS INCIDENTS IN PROGRESS tab: This tab displays the OHS incident items in actions and those being considered for approval.

CLOSED OHS INCIDENTS tab: This tab displays OHS incident items that have been completed and approved.

ALL OHS INCIDENTS tab: This tab displays all OHS incident items current and closed.

Columns

ACTION OFFICER column*:* This column displays the name of the staff member who has responsibility to carry out the required action. Data in this column can be sorted and filtered.

ACTION TO BE TAKEN column*:* This column displays the first 40 characters of the action to be taken to respond to the OHS incident item.

APPROVING OFFICER column*:* This column displays the name of the staff member who has responsibility to approve the OHS incident item. Data in this column can be sorted and filtered.

DATE CLOSED column*:* This column displays the date that the OHS incident item was closed by the approving officer. Data in this column can be sorted and filtered.

DESCRIPTION column*:* This column displays the first 40 characters of the description of the OHS incident item. Roll your cursor over the link to see the entire description. Click the link to the taken to the Information form relating to the item.

DUE DATE column*:* This column displays the due date for the action to be carried out that is current in the workflow. For example if the item is currently being actioned by an action officer, the due date is the date that actions are due for completion. If the item is currently ready for approval by an approving officer, the due date is the date that the approval is due. The length of time an approving officer has to review an item for approval is set in the Site information section of System setup which can only be accessed by the system administrator.

ID# column*:* This column displays the unique identification number automatically allocated to the OHS incident item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

MEETING column*:* This column displays the staff team meeting given the responsibility to monitor the OHS incident item. Data in this column can be sorted and filtered.

RELATED IMPROVEMENT column*:* This column displays links to register related items that have been generated.

STATUS COLUMN: This column displays the status of the OHS incident item.

WORK AREA column: This column displays the work area that the OHS incident item relates to. Data in this column can be sorted and filtered.

Record an OHS incident

1. Go to the OHS Incidents Register and select Record an OHS incident.

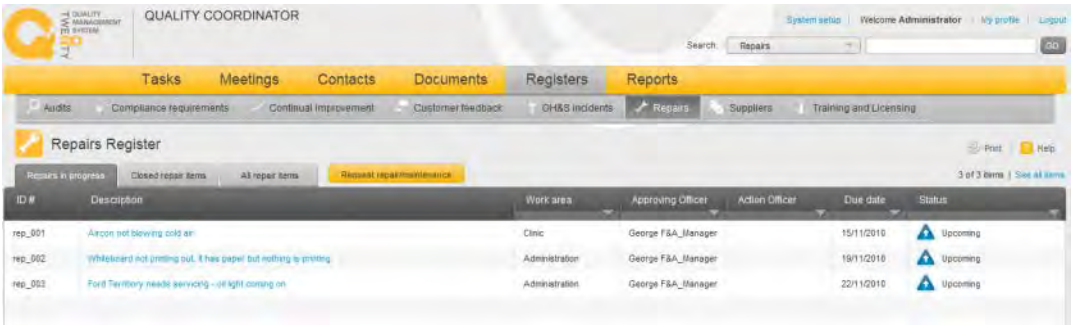
2. *OHS INCIDENT:* enter a description of the safety issue or incident observed. Up to 2000 characters (approximately 350 words) are allowed.*
3. *PERSON RECORDING INCIDENT:* use the drop down menu to select the name of the staff member reporting the incident or issue. *
4. *TYPE OF INCIDENT:* use the drop down menu to select the incident or issue type. *
5. Work area: use the drop down menu to select the work area that the incident or issue most relates to. *
6. *MEETING TO BE REFERRED TO:* use the drop down menu to select the staff team meeting that is best able to review the issue and determine what action should be taken. *
7. *APPROVING OFFICER:* use the drop down menu to select the staff member who is best placed and has the authority to determine and approve action to be taken. Only people with manager system permissions are able to approve items.
8. Click *SAVE*. A task to 'approve for action' will now appear in the *MY TASKS* tab of the approving officer.

* Completing this field is mandatory.

REPAIRS REGISTER

The quality of an organisation's physical infrastructure, eg consult rooms, meeting spaces, reception areas, equipment and offices, generally has a direct impact on the quality and professionalism of the services that can be provided. Organisations should have effective processes for maintaining the organisation's physical infrastructure to ensure high standards of service delivery and compliance with legal obligations in relation to workplace safety.

The *REPAIRS REGISTER* displays requests for repairs to plant and equipment that have been reported by staff.

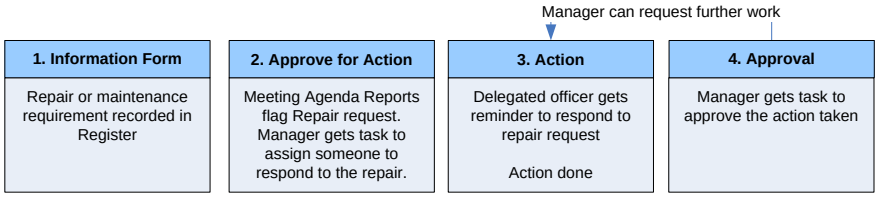


Use the Repairs Register to:

- Record staff requests for repair or maintenance of plant and equipment
- Delegate tasks to a staff member to manage repairs or maintenance
- View all current and past repair requests and any associated action taken
- Print reports on repairs and maintenance undertaken

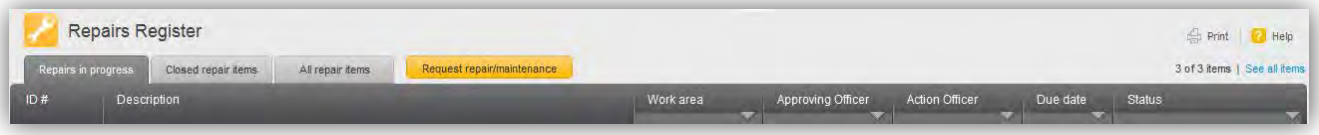
Workflow

Once a repair is requested a task appears in the *My tasks* screen of the officer who has been assigned to approve the supplier. With each step the task moves to the *MY TASKS* screen of the relevant officer.



Repairs workflow

Repairs register tabs and columns



Tabs

REPAIRS IN PROGRESS tab: This tab displays the repair items in actions and those being considered for approval.

CLOSED REPAIR ITEMS tab: This tab displays repair items that have been completed and approved.

All repair items tab: This tab displays all repair items current and closed.

Columns

ACTION OFFICER column: This column displays the name of the staff member who has responsibility to carry out the required action. Data in this column can be sorted and filtered.

ACTION TAKEN column: This column displays the first 40 characters of the description of the first action in relation to the item. Roll your cursor over the link to see the entire description. Click the link to the taken to the Information form relating to the item.

Approving officer column: This column displays the name of the staff member who has responsibility to approve the repair item. Data in this column can be sorted and filtered.

DATE COMPLETED: This column displays the date that the repair or maintenance action was completed.

DESCRIPTION COLUMN: This column displays the first 40 characters of the description of the repair item. Roll your cursor over the link to see the entire description. Click the link to the taken to the Information form relating to the item.

DUE DATE COLUMN: This column displays the due date for the action to be carried out that is current in the workflow. For example if the item is currently being actioned by an action officer, the due date is the date that actions are due for completion. If the item is currently ready for approval by an approving officer, the due date is the date that the approval is due. The length of time an approving officer has to review an item for approval is set in the Site information section of System setup which can only be accessed by the system administrator.

ID# COLUMN: This column displays the unique identification number automatically allocated to the repair item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

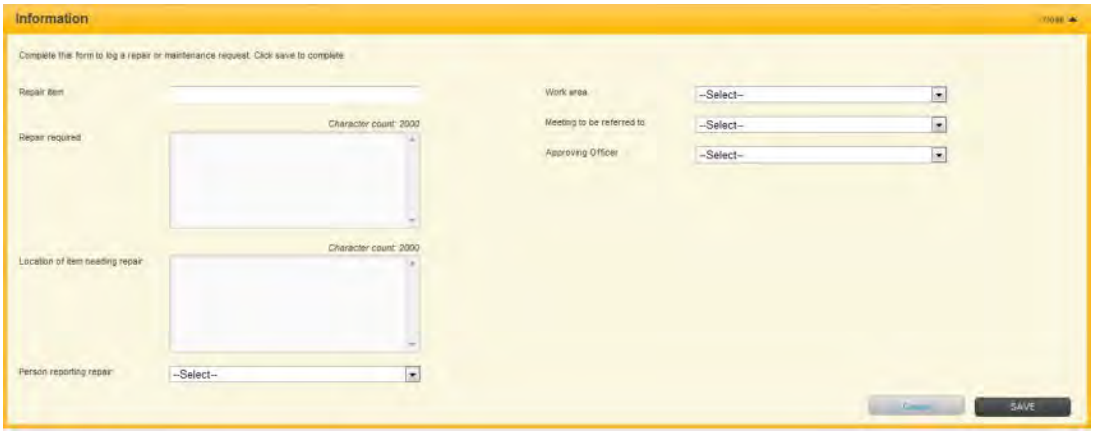
RELATED IMPROVEMENT COLUMN: This column displays links to register related items that have been generated.

STATUS COLUMN: This column displays the status of the repair item. An Upcoming status means that the due date for next task in the workflow (eg approve for action, action, approval) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

WORK AREA COLUMN: This column displays the work area that the repair item relates to. Data in this column can be sorted and filtered.

Record a repair item

1. Go to the Repairs Register and select Record a repair item.



2. *REPAIR ITEM:* state the name of the item that needs repair or maintenance.*
3. *REPAIR REQUIRED:* enter a description of the repair or maintenance required. Up to 2000 characters (approximately 350 words) are allowed.*
4. *LOCATION OF ITEM NEEDING REPAIR:* field state the location of the item that needs repair or maintenance.*
5. *PERSON REPORTING REPAIR:* use the drop down menu to select the name of the staff member reporting the issue. *
6. *WORK AREA:* use the drop down menu to select the work area that the repair or maintenance most relates to. *
7. *MEETING TO BE REFERRED TO:* use the drop down menu to select the staff team meeting that is best able to review the issue and determine what action should be taken. *
8. *APPROVING OFFICER:* use the drop down menu to select the staff member who is best placed and has the authority to determine and approve action to be taken. Only people with manager system permissions are able to approve items. *
9. *CLICK SAVE.* A task to 'approve for action' will now appear in the My tasks tab of the approving officer.

* Completing this field is mandatory.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – CONTINUAL IMPROVEMENT

Organisations that have systems in place for identifying and acting on opportunities for improvement are likely to be more effective and successful in responding to client requirements.

ISO 9001 identifies two broad drivers of improvement opportunities – corrective action and preventive action. Corrective actions respond to something that went wrong and seeks to minimise the risk of it reoccurring. Preventive actions seek to minimise the risk of a perceived failure occurring in the first place. The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

8.5.1 Continual improvement

The organization shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective action

The organization shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered. A documented procedure shall be established to define requirements for

a) reviewing nonconformities (including customer complaints),
b) determining the causes of nonconformities,
c) evaluating the need for action to ensure that nonconformities do not recur,
d) determining and implementing action needed,
e) records of the results of action taken (see 4.2.4), and
f) reviewing corrective action taken.

8.5.3 Preventive action

The organization shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems. A documented procedure shall be established to define requirements for

a) determining potential nonconformities and their causes,
b) evaluating the need for action to prevent occurrence of nonconformities,
c) determining and implementing action needed,
d) records of results of action taken (see 4.2.4), and
e) reviewing preventive action taken.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – ADDRESSING NON CONFORMITIES

ISO 9001 requires that the organisation has processes in place to manage where results of processes or service delivery did not match the anticipated outcomes (nonconformities). Some examples of this include:

- Failure to meet outcome requirements identified in planned goals for the client.
- Inadequate or inappropriate materials and services for healthcare.
- Equipment which is not functioning correctly or is out of service or calibration.
- Out-of-date food, medication or drugs, which have not been disposed of properly.
- Failure to meet legislative or regulatory requirements (such as occupational health and safety regulations).
- Failure to meet procedures, standards or organizational guidelines.
- Deficiencies in the quality management system or procedures.

The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

8.3 Control of nonconforming product

The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product shall be defined in a documented procedure. The organization shall deal with nonconforming product by one or more of the following ways:

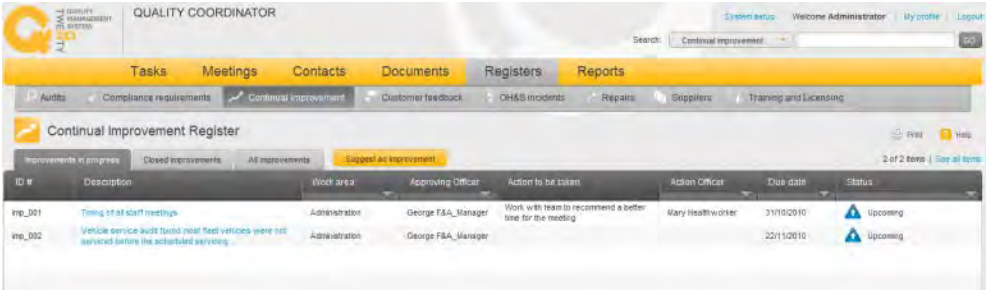
a) by taking action to eliminate the detected nonconformity;
b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
c) by taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, shall be maintained (see 4.2.4). When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements. When nonconforming product is detected after delivery or use has started, the organization shall take action appropriate to the effects, or potential effects, of the nonconformity.

CONTINUAL IMPROVEMENT REGISTER

At the heart of an organisation's quality system are processes for monitoring and evaluating its own performance and responding to ideas for improvement to service delivery and administration.

The *CONTINUAL IMPROVEMENT REGISTER* displays suggestions for improvements to service delivery or business processes that have been received and the action taken, if any, to respond to the suggestions. Processes for continual improvement include improvement suggestions arising from adverse events and improvement suggestions arising from ideas for improving a process before something goes wrong.

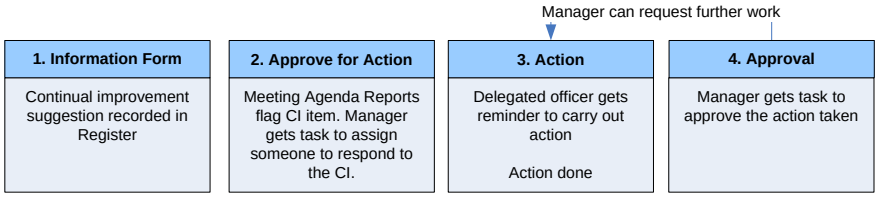


Use the Continual Improvement Register to:

- Record suggestions for improvement from staff or suggestions for outside the organisation
- Delegate tasks to a staff member to take on action suggestions for improvement
- View all current and past client improvement suggestions and any associated action taken
- Print reports on continual improvement suggestions

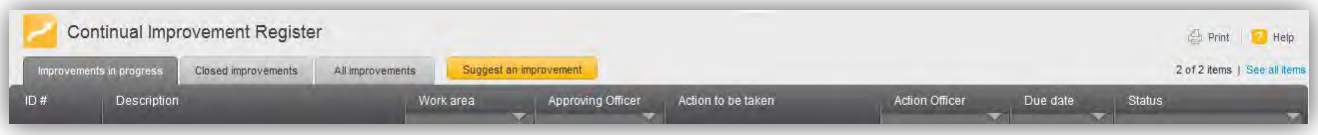
Workflow

Once an improvement issue has been raised a task appears in the *MY TASKS* screen of the officer who will delegate action to be taken. With each step the task moves to the *MY TASKS* screen of the relevant officer.



Continual improvement workflow

Continual improvement register tabs and columns



Tabs

IMPROVEMENTS IN PROGRESS tab*:* This tab displays the improvement items in action and those being considered for approval.

CLOSED IMPROVEMENTS tab*:* This tab displays improvement items that have been completed and approved.

ALL IMPROVEMENTS tab: This tab displays all improvement suggestions current and closed.

Columns

ACTION OFFICER column: This column displays the name of the staff member who has responsibility to carry out the required action. Data in this column can be sorted and filtered.

ACTION TO BE TAKEN column: This column displays the first 40 characters of the action to be taken to respond to the improvement item.

APPROVING OFFICER column: This column displays the name of the staff member who has responsibility to approve the improvement item. Data in this column can be sorted and filtered.

DATE CLOSED column: This column displays the date that the improvement item was closed by the approving officer. Data in this column can be sorted and filtered.

DESCRIPTION column: This column displays the first 40 characters of the description of the improvement item. Roll your cursor over the link to see the entire description. Click the link to be the taken to the Information form relating to the item.

DUE DATE column: This column displays the due date for the action to be carried out that is current in the workflow. For example if the item is currently being actioned by an action officer, the due date is the date that actions are due for completion. If the item is currently ready for approval by an approving officer, the due date is the date that the approval is due. The length of time an approving officer has to review an item for approval is set in the Site information section of System setup which can only be accessed by the system administrator.

ID# column: This column displays the unique identification number automatically allocated to the improvement item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

MEETING column: This column displays the staff team meeting given the responsibility to monitor the item. Data in this column can be sorted and filtered.

STATUS column: This column displays the status of the improvement item. An Upcoming status means that the due date for next task in the workflow (eg approve for action, action, approval) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

RAISED BY column: This column displays the staff member who was identified as raising the improvement item.

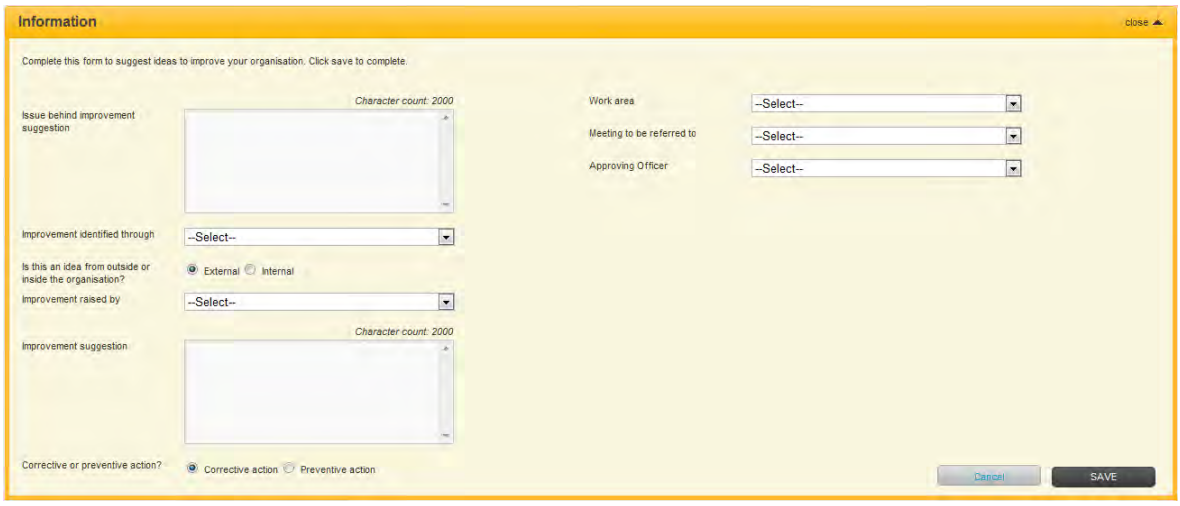
RECOMMENDATION column: This column displays the recommended improvement to respond to the issue that was identified.

RELATED IMPROVEMENT column: This column displays links to register related items that have been generated.

WORK AREA column: This column displays the work area that the improvement item relates to. Data in this column can be sorted and filtered.

SUGGEST AN IMPROVEMENT

1. Go to the Continual Feedback Register and select Suggest an improvement.



2. *ISSUE BEHIND IMPROVEMENT SUGGESTION:* enter a description of the problem or issue that gave rise to the suggestion for improvement. Up to 2000 characters (approximately 350 words) are allowed.*
3. *IMPROVEMENT IDENTIFIED THROUGH:* use the drop down menu to select the most relevant category for how the improvement suggestion came about.*
4. *IS THIS AN IDEA FROM OUTSIDE OR INSIDE THE ORGANISATION:* use the radio buttons to identify the origin of the suggestion.*
5. *IMPROVEMENT RAISED BY:* use the drop down menu to select the name of the staff member making the improvement suggestion.*
6. *IMPROVEMENT SUGGESTION:* enter your idea for the improvement. If you are not sure how the issue reported above should be addressed simply type ‘not sure’ and an action will be identified later.*
7. *CORRECTIVE OR PREVENTIVE ACTION:* use the radio buttons to identify if the suggestion is the result of an adverse event or something going wrong (corrective action) of if the suggestion is the result of an idea for improving the operations of the organisation and perhaps prevent things going wrong in the future (preventive action).*
8. *WORK AREA:* use the drop down menu to select the work area that the improvement suggestion most relates to.*
9. *MEETING TO BE REFERRED TO:* use the drop down menu to select the staff team meeting that is best able to review the improvement suggestion and determine what action should be taken.*
10. *APPROVING OFFICER:* use the drop down menu to select the staff member who is best placed and has the authority to determine and approve action to be taken. Only people with manager system permissions are able to approve items.*
11. Click *SAVE*. A task to ‘approve for action’ will now appear in the My tasks tab of the approving officer.

*Completing this field is mandatory

RESOURCE MANAGEMENT – HUMAN RESOURCES

Management is responsible for ensuring that adequate staff, equipment and materials are available to meet client requirements. This includes processes for attracting, recruiting and retaining suitable staff. ISO 9001 requires that management can demonstrate how it fulfils its responsibility to determine and provide resources for the organisation to:

- deliver its services and programs to an acceptable standard;
- implement and maintain the quality management system and continually improve its effectiveness;
- ensure client, customer and community requirements can be met to satisfactory levels;
- ensure the organisation continues to meet legal regulations; and
- support and enhance staff capability.

The overall requirements for resource management – human resources are stated in the following sections of the ISO 9001 Standard:

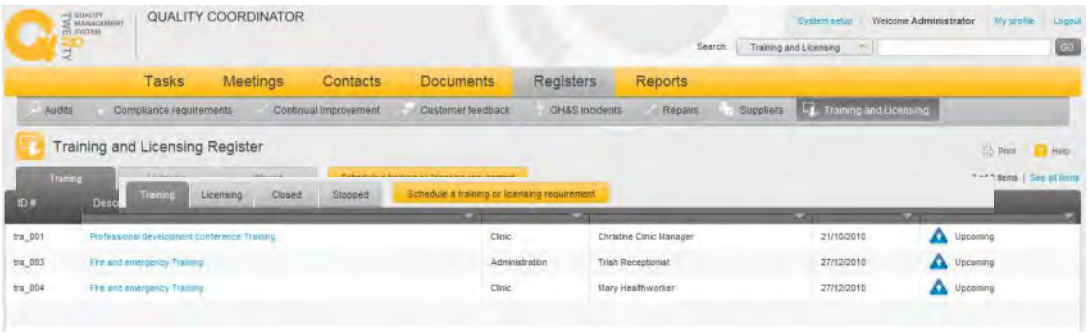
6.2 Human resources
6.2.1 General
Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, awareness and training
The organization shall
a) determine the necessary competence for personnel performing work affecting product quality,
b) provide training or take other actions to satisfy these needs,
c) evaluate the effectiveness of the actions taken,
d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
e) maintain appropriate records of education, training, skills and experience (see 4.2.4).

TRAINING AND LICENSING REGISTER

The *TRAINING AND LICENSING REGISTER* is designed for the tracking of mandatory requirements for staff members to perform their role. It allows for recurring requirements, such as annual training, to be scheduled and tracked.

The *TRAINING AND LICENSING REGISTER* displays planned training dates and dates for checking staff licensing/registration renewals that have been scheduled. The register issues reminders to staff to attend training and ensure licensing information is provided to the organisation.

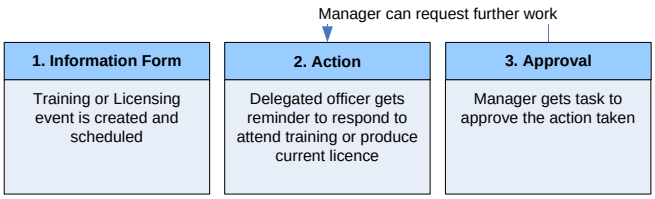


Use the Training and Licensing Register to:

- Schedule training events and send reminders to staff about attendance
- Schedule dates for staff licenses and other registrations to be checked and send reminders to staff about attendance
- View all current and past training and licensing events and associated notes
- Print reports on upcoming and past training and licensing events

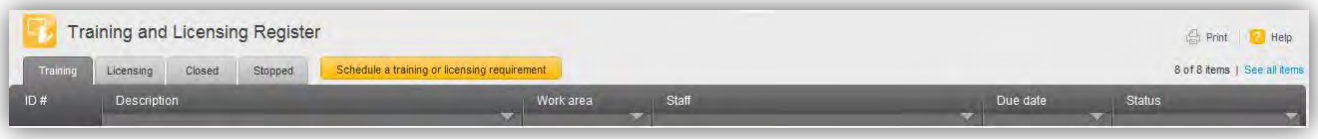
Workflow

Once a training or licensing requirement is created a reminder task appears in the *MY TASKS* screen of the relevant officer to attend the training or comply with the licensing requirement. With each step the task moves to the *MY TASKS* screen of the relevant officer.



Training and Licensing workflow

Training and licensing register tabs and columns



Tabs

TRAINING tab: This tab displays the training scheduled to occur in the future and the training events that have occurred and are awaiting approval.

LICENSING tab: This tab displays the licensing renewals scheduled to occur in the future and the licensing renewals that have occurred and are awaiting approval.

CLOSED tab: This tab displays all training and licensing items that have been completed and approved.

STOPPED tab: This tab displays all recurring training and licensing items that have been 'halted' in the schedule settings.

Columns

DATE COMPLETED column: This column displays the date the training or licensing action was requirement. Data in this column can be sorted and filtered.

DESCRIPTION column: This column displays the first 40 characters of the title of the training or licensing requirement. It automatically includes the name of the training. Roll your cursor over the link to see the entire title. Click the link to the taken to the Information form relating to the item.

DUE DATE column: This column displays the date by which the training or licensing requirement is due for completion. This date will be earlier than the training or licensing requirement due date in the training schedule unless the Days to approve audit field is set to 0. Data in this column can be sorted and filtered.

ID# column: This column displays the unique identification number automatically allocated to the training or licensing item by Quality Coordinator. Each item added to the register is given a number, incremented by one for each item, preceded by a prefix made up of the first three letters of the register.

STAFF column: This column displays the name of the staff member relating to the training or licensing requirement. Data in this column can be sorted and filtered.

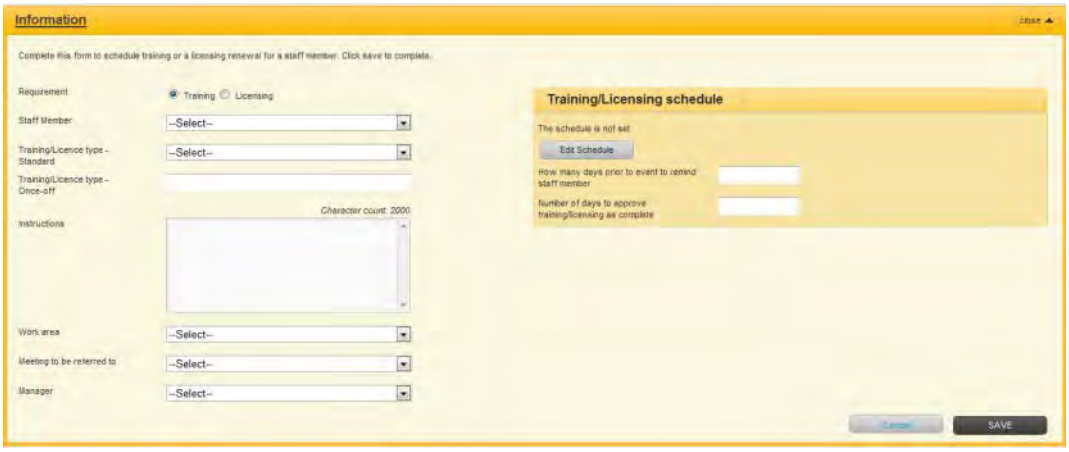
STATUS column: This column displays the status of the task. An Upcoming status means that the due date for next task in the workflow (eg action, approval) is in the future. An Overdue status means that the due date for next task in the workflow has past. Data in this column can be sorted and filtered.

TYPE: This column displays whether the item is a training requirement or a licensing requirement. Data in this column can be sorted and filtered.

WORK AREA column: This column displays the work area that the training or licensing requirement relates to. Data in this column can be sorted and filtered.

Schedule a training or licensing requirement

1. Go to the Training and Licensing Register and select Schedule a training or licensing requirement.
2. Use the *REQUIREMENT* radio button to choose the type of requirement eg training or licensing.



3. *STAFF MEMBER*: select the staff member to undergo the training or licensing check.*
4. *TRAINING/LICENSE TYPE* – standard: use the drop down menu to select the name of the training or licensing requirement. If the item you require is not is the drop down menu, enter the name of the requirement in the Training/license type – once off field. The items in this drop down menu are set by your system administrator. Contact the system administrator if you feel a standard event should be added to the drop down list. Completing this field is mandatory if the Training/license type – once off field is empty.*
5. If the training/licensing requirement is of a more one-off nature, enter the name of the requirement in the *TRAINING/LICENSE TYPE – ONCE OFF FIELD*. Completing this field is mandatory if the Training/license type – standard field is empty.
6. *INSTRUCTIONS*: enter any relevant comments such as training venue and dates of training.*
7. *WORK AREA:* use the drop down menu to select the work area where the action officer works. *
8. *MEETING TO BE REFERRED TO:* drop down menu to select the staff team meeting that is most appropriate to monitor the training/licensing requirement. *
9. *MANAGER*: use the drop down menu to select the staff member who is best placed and has the authority to approve the training/licensing requirement once complete. Only people with manager system permissions are able to approve items. *
10. *HOW MANY DAYS PRIOR TO EVENT TO REMIND THE STAFF MEMBER*: enter the number of days prior to when the training/licensing check should be completed to remind the staff member of the requirement.*
11. *HOW MANY DAYS TO SIGN OFF TRAINING AS COMPLETE:* enter the number of days the manager will need to approve that the training/licensing check is satisfactory. The number of days stated here will be subtracted from the due date. For example, if the due date is the 30th of September and 5 days have been set to sign off as complete, the action officer will have a deadline of 25 September to complete the training or submit the required licensing information.*

12. *SCHEDULE A TRAINING OR LICENSING REQUIREMENT*

Clicking on the Edit Schedule button allows you to schedule the frequency and recurrence pattern for the task. There are four main options: daily, weekly, monthly, and annually. Within each of these options a variety of parameters can be set.

Once off events

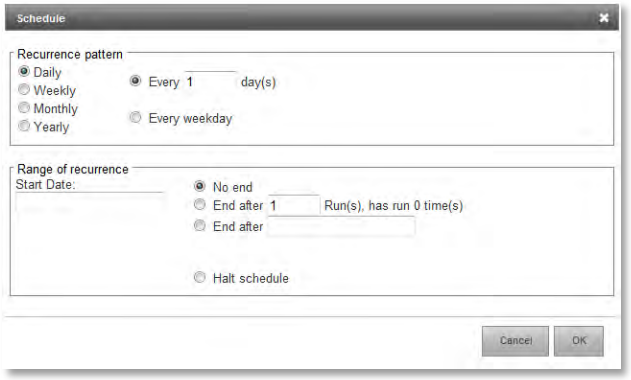
Use the 'daily' screen to schedule a once-off event:

1.Select 'Every 1 day'

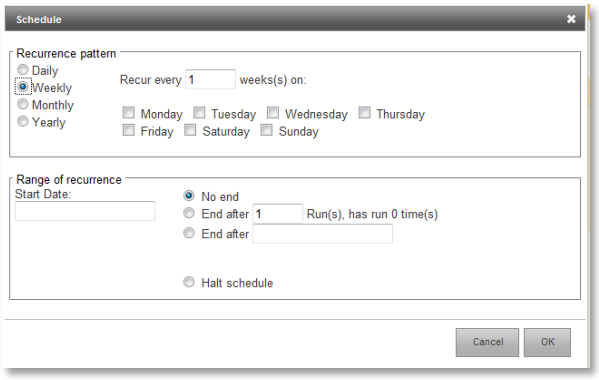
2.Select the date the event is due for completion (Date of first occurence)

3.Select end after 1 run

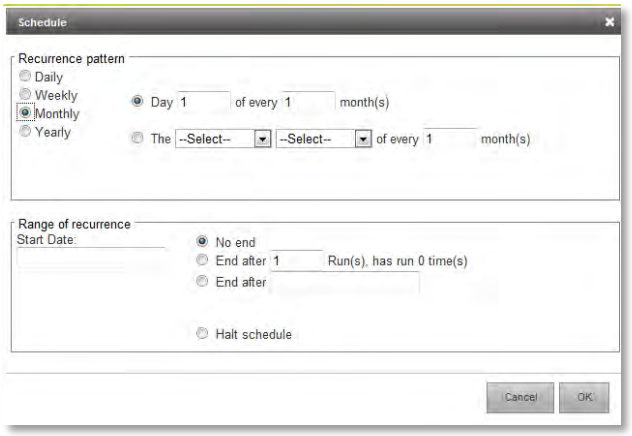
Daily item schedule



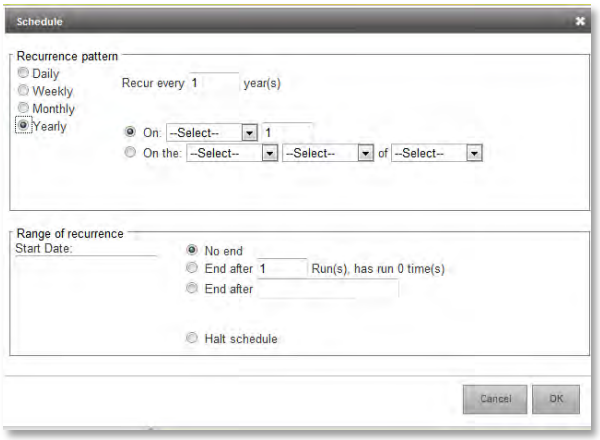
Weekly item schedule



Monthly item schedule



Annual item schedule



13. *HALT SCHEDULE:* use the radio buttons to cease the audit. Selecting Halt schedule for a recurring item will place future occurrences of the item 'on hold'. It will not affect the current item in progress.
14. After selecting the frequency and recurrence settings click OK.
15. Click *SAVE*. A reminder task will appear in the *MY TASKS* tab of the staff member prior to the event as per the date settings identified in the schedule.

* Completing this field is mandatory.

MEASUREMENT, ANALYSIS AND IMPROVEMENT - EVALUATION

At the heart of an organisation's quality system are processes for monitoring and evaluating its own performance and responding to ideas for improvement to service delivery and administration.

In some circumstances the effectiveness of the service provided to a client cannot be immediately determined. Examples of this include where a treatment plan for a client has been planned but its effects will not be known until a later date.

ISO 9001 requires that processes for managing this type of engagement with the client are defined and managed. Processes for managing such things could include a patient recall system and processes for reviewing client progress against a treatment plan.

The overall requirements for management review are stated in the following sections of the ISO 9001 Standard:

8.1 General

The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed

a) to demonstrate conformity of the product,
b) to ensure conformity of the quality management system, and
c) to continually improve the effectiveness of the quality management system.

This shall include determination of applicable methods, including statistical techniques, and the extent of their use.

8.2.1 Customer satisfaction

As one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.

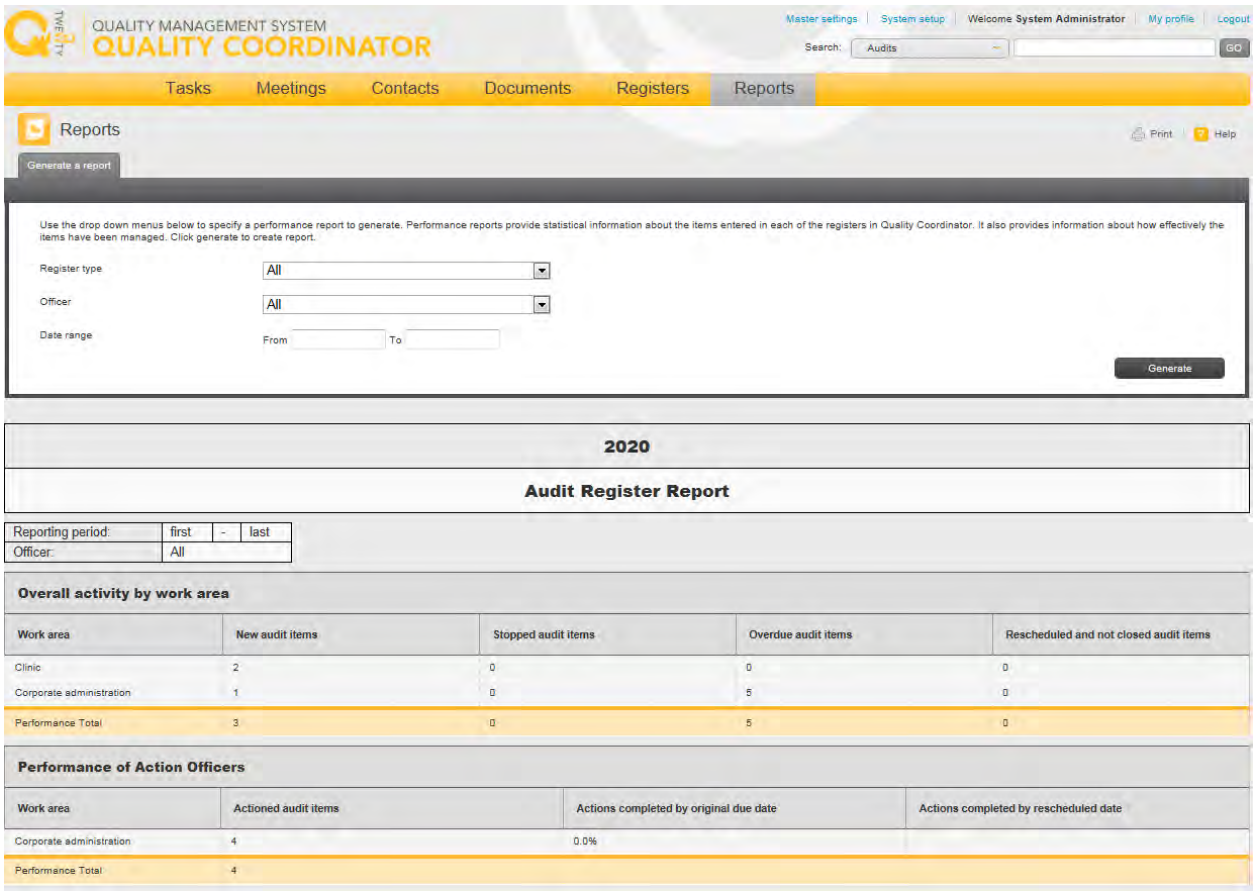
7.5.2 Validation of processes for production and service provision

The organization shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent

monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered. Validation shall demonstrate the ability of these processes to achieve planned results. The organization shall establish arrangements for of these processes including, as applicable

a) defined criteria for review and approval of the processes,
b) approval of equipment and qualification of personnel,
c) use of specific methods and procedures,
d) requirements for records (see 4.2.4), and
e) revalidation.

QUALITY COORDINATOR REPORTS



EMBEDDING QUALITY COORDINATOR INTO THE CULTURE AND PRACTICE OF AN ORGANISATION

Roles and Responsibilities

- CEO and managers – Take the quality agenda reports to each team meeting and review tasks for the team
- CEO, managers and staff – Respond to tasks in the system and record OHS, repairs, feedback and improvements

Key actions for implementation

1. **Managing quality saftely and risk**
   a. Monitor Quality Agenda Report at each team meeting and determine action where required

2. **Suppliers Register:**
   a. Review criteria for supplier review (see sys admin dropdown for Suppliers) and update as necessary to suit
   b. Identify business contacts who provide goods/services that have the potential to impact on service delivery and load these contacts to the Suppliers Register.

3. **Audit Register:**
   a. Each program area manager to ensure at least two annual audits/evaluations are on the Audit Register – one being a compliance audit examing that selected unit work processes are compliant with organisational policy
   The second audit should a performance audit examing the quality of the unit's service delivery in a particular area.

4. **Contracts Register:**
   a. Upload key agreements eg funding contracts (or just coversheets/ schedules), MOU's, supplier agreements.
   b. Create related compliance requirements from these contracts.

5. **Compliance Register:**
   a. Identify and schedule key compliance requirements relating to contracts and other relevant sources

6. **Document Register:**
   a. Upload policies, procedures, plans, templates, forms, checklists and common program resources

7. **Continual Improvement Register:**
   a. Ensure CI's are being entered driven by audit and evaluation and client feedback

8. **Feedback Register:**
   a. Ensure client feedback is being entered and responded to

9. **Repairs and OHS Register:**
   a. Ensure issues are being recorded and responded to

10. **Training and Licensing Register:**
    a. Schedule mandatory staff training and licensing requirements

APPENDIX: RELEASE NOTES_SEPTEMBER 2011

Major changes

Register	Change #	Known issue	Software update
Audit	1163516	Approving officer can't easily see the audit report	Hyperlink to Quality Records added on action and approval form
Contacts	1163091	Cannot create own categories for contacts	Contact type drop down added to system setup to allow user to set more categories. The three current types are not editable. New contact types use the same form as Business Contacts
Meetings	1161679	Meetings remaining in system as overdue. Managers not signing them off as completed.	System will auto skip meeting at 5pm 3 days after the meeting date Field label to 'click off' meetings changed label to 'held or cancelled'
Quality records	1161683	No related item on quality records	Related item button added to quality record information form.
Report	1141084	Performance report difficult to interpret	Major redevelopment of report
System	1161694	Register items cannot be 'deleted' from the system	The system administrator can now 'check' any register item which will hide it from display to other users
System	1169836	Need to be able to change person in the position and have them inherit all the previous persons tasks	Tasks are now allocated to Positions allowing new people to take up a position and continue with the tasks that were previously assigned.
System	1163096	The email text sent using the 'send an email reminder' function can't be amended.	The 'send an email reminder' button now launched an email in the user's email program which can be edited
Training & Licensing	1163092	Training and licensing items with long lead time eg 1 year don't appear on the register until the scheduled time for the task reminder to happen.	'All items' tab added that shows all items (closed, current and future).

Minor changes

Register	Change #	Known issue	Software update
Audit and compliance	1161650	Action officer email reminder link on audit and compliance forms not present.	Email reminder button added to audit and compliance register forms
Contacts	1161547	ABN and fax number needed in business contacts	Following fields added to business contact info form: ABN Fax Comments
Contacts	1161547	ABN and fax number needed in staff contacts	Fax number added to staff info form
Contacts	1147833	Extension numbers don't read clearly	Auto text 'ext' added to the register display between phone and ext number
Continual Improvement	1161551	When a related CI is created from a supplier it automatically inserts into the field titled "improvement raised by" the name of the supplier approving officer.	Inheriting to this field removed
Documents	1163515	Next Doc ID number doesn't always refresh to show correct next number	Bug fixed
Documents	1161552	Not approving causes greyed out	Documents and contracts not approved go to the

and contracts		approved doc on approved register	Unpublished tab
Feedback	1163099	Changes to the Feedback Received field in the Feedback register do not show in system event history.	Bug fixed
Meetings	1161546	Meetings won't remove from meeting register	Meetings do not display on the Meetings Register when: - schedule is halted and all meetings held - meeting 'unchecked' in sys setup
Meetings	1161543	Meetings not all showing in meetings register and not in alpha order	Bug fixed
OHS	1163517	OH&S more commonly written without the ampersand	Remove ampersand
Suppliers	1161550	Supplier dropdowns showing inactive suppliers and not sorting alphabetically	When adding a supplier in the supplier register the drop down menu: - is in alphabetical order - excludes those business names that have been made inactive in the contacts list Same applies to 'choose an external supplier' in the Repairs approve for action dropdown
System	1161549	Multiple compliance items and audits can be accidentally created is the number of reminder days is greater than the frequency of the event	Validation setting now disallows reminder days to exceed frequency
System	1161559	Default approval time for managers too long	Default approval offset setting changed from 30 days to 10 days.
System	1161736	Additional permission levels are required	New staff 'types' have been created with the following permissions: Creator - Create items in all registers but not approve Approving officer - same as manager permissions
System	1162124	Screen freezes when the edit schedule button is used in the Fire Fox web browser	Bug fixed
System	1162910	Saving a new item twice can create double entry	Bug fixed
System	1163095	Status seems to go overdue on the morning it's due.	Items now go overdue at 12am on the day after the due date
System	1161682	A change of name or position title in Contacts changes the historical record in system event history.	System event history now locked to record user
Tasks	1161660	Filtering on Action officer in My Team Tasks can create error when 'none' is selected.	Bug fixed
Training & Licensing	1161653	Filtering and searching in T/L register does not pick up one-off item titles	Bug fixed
Training & Licensing	1161735	Training approval radio button defaults to yes.	Radio button defaults to null
Training & Licensing	1163549	Difficult to understand how to use 'standard' and 'one-off' item fields	Improvements made to on-screen instructions
Training & Licensing	Closed	Error after entering both standard licensing item and once off item.	Bug fixed