

Document Management System

Controlling and managing quality related documents have a crucial role in the field of quality management. One part of these documents directly belong to quality objects or processes and is needed for documentation later such as a calibration certificate of a gauge and the other part consists of documents that are required for quality assurance in general such as the quality manual or process instructions. Both kinds of documents have own requirements for document management that are met by the iQ-DOKU module.

Workflow

Accompanying documents that belong to specific quality objects or processes (so called organizational elements) are stored directly with their organizational elements in the corresponding iQ-BASIS modules and can be found easily that way. A separate module for accessing them is not necessary. The software supports the automatic generation of those documents based on document templates, their distribution via mail and in PDF format as well as their physical storage in the file system or in a database. Furthermore a simple change management allows creating new document revisions for each of the documents.

However, since iQ-BASIS version 2.3 the *iQ-DOKU* module also supports management of documents that need to undergo an inspection and release process. This could be single documents such as process or working instructions or collections of documents (organized in folders) such as the documents representing a quality manual. Documents of that kind are taken over into the system by users specifically designated to be responsible for document management and then passed to a group of persons for editing. This step is done in a very controlled way using a check out/check in mechanism. If the editors consider the document to be finished they pass it on to the next group of persons, the inspectors. In case of a positive inspection a release phase follows that is again conducted by specific persons. Afterwards the document is available to its target group (readers) e.g. for download. Documents are distributed in PDF format and always stored in the iQ-BASIS database to ensure the exclusive access using the application.

Important Features at a Glance

Accompanying documents

- Automatic generation based on document templates with application data
- Storage on a file server (in an archive path) or in the database
- Assignment to any kind of organizational elements
- Distribution optional in PDF format and by mail directly out of the application

Managed documents

General

- Designated user group DMS administrators for defining users that are responsible for administrative tasks in iQ-DOKU
- Continuous information of any persons involved during all phases of the document life cycle by sending automatic emails
- Group management for defining responsibilities in the document process
- Management of any number of language versions of one document under a single record
- Keeping a version number consisting of the actual version and a revision (e.g. 1.14 for version 1 and revision 14).
- Documentation of any important step in the life cycle of a document by keeping a history

- Option of assigning keywords to a document during the entire document life cycle for effectively searching for the document after its release

User interface

- A user interface specifically designed to support the entire life cycle of a *managed* document
- Separation of the processes to specific tabs
- An own tab for administrative tasks only
- User oriented display of documents
- Simplification of user interface by defining appropriate permissions

Admission process

- Designated task of DMS administrators
- Possibility to submit requests for other users
- Definition of responsibilities for editing, inspecting, and releasing (using DMS groups)
- Specification if it is sufficient to have a single person agreement for inspection/release
- Option of a document to be released without any kind of inspection
- Creation of a new version or a new language of a document
- Automatic notification of the editors

Editing process

- Controlled editing by following the check out/check in approach (document is available for editing to exactly one person at a time)

- New revision (version number) after each check in
- Initiation of the inspection process by any editor
- Well-founded cancellation of the inspection process by any editor
- Automatic notification of the inspectors

Inspection process

- Inspection of the finished document by one or multiple inspectors
- Download of the document in PDF format to prevent any editing by inspectors
- Mandatory documentation of any inspection result (in case of a negative decision including a reason)
- Automatic forwarding into the release process as soon as inspection results are sufficient
- Automatic notification of the persons responsible for releasing the document

Release process

- Similar to inspection by one or multiple persons
- Download of the document in PDF format to prevent any editing by persons responsible for release
- Automatic provision of the document to the target group after it has been released either as mail attachment or for download
- Notification of the target group in case of a release or of the editors and inspectors in case of refusal

Documents that are released without inspection

- Permanent possibility of changing the document under the restrictions of the check out/check in approach to ensure versioning

- Editing by a specific group of persons
- Permanent possibility to access the document by members of the target group
- Optional migration into the inspection/release process by DMS administrators

Validity

- If defined for a document, monitored permanently using mechanisms to notify administrators if due dates approach

Singling out

- Designated task of DMS administrators
- No physical deletion but hiding those documents from the user interface
- Automatic process in case of validity violations

Folders

- Container element for managed documents and other folders
- Admission by DMS administrators (perhaps following a user request)
- Removal (singling out) by DMS administrators only
- Adding/removal of documents by a designated group of folder editors
- Total print out of the contained documents as a single PDF document
- Quick access to contained documents with an optional printout as PDF document

| Title | Version | Language | Folders | Released | Valid until | St. |
|--|---------|----------|---------|------------|-------------|-----|
| Test | 1.0 | de | 0 | | | ERF |
| iQ-Facts 2008 | 1.3 | de | 0 | | | UIN |
| User's Guide iQ-Audit (German) | 1.1 | de | 0 | | 31.12.2010 | YES |
| Product sheet iQ-PHW (German) | 2.1 | de | 1 | 11.01.2010 | 31.12.2011 | REL |
| Product description iQ-Audit (German) | 1.1 | de | 2 | 07.01.2010 | 31.12.2010 | REL |
| Product sheet QMS (German) | 1.1 | de | 1 | | | BUI |
| Cover sheet for training documents | 1.1 | de | 2 | | | BUI |
| Product sheet iQ-PHW (German) | 1.1 | de | 1 | 28.01.2010 | 31.12.2010 | CHP |
| User's Guide Prüfplan aus Zeichnung (German) | 1.3 | de | 1 | 01.03.2010 | 31.03.2011 | BLR |

Interfaces to Other Modules

- Integration of a storage facility for accompanying documents in all iQ-BASIS modules
- *iQ-GL* to for example define standard texts that are used in email notifications
- *iQ-PROJEKTE* to manage actions for validity monitoring
- *iT-MAIL* for sending automatic notification emails

