QDMS

Integrated Management System

"Quality is not a coincidence but a result of intelligent effort"

QDMS

Integrated Management System

It is a management system solution friendly to your business, developed to realize targeted quality. QDMS management systems eliminates dependency on individuals in your processes and opens the doors to becoming different and leader for you with its system approach.

- Creating corporate memory and corporate data pool
- Modular and parametric structure
- Multiple language support
- Mobile device support
- Working browser independent
- Access from anywhere with web technology
- Saving time

- Creating independent work flows
- Quick and easy commissioning
- Undertaking routine tasks
- Management independent from individuals
- Adaptation to changing conditions
- Easy to learn
- QDMS Native Mobile App

QDMS

PERSONAL PROTECTIVE EQUIPMENT

ON-SITE AND PERIODIC INSPECTION

CONTROLLED DOCUMENT MANAGEMENT

COMPLAINT MANAGEMENT

SURVEY MANAGEMENT

INSPECTION MANAGEMENT

ACTION MANAGEMENT

EVENT NOTIFICATION

CORRECTIVE/PREVENTIVE ACTIVITIES MANAGEMENT (CPA)

SUGGESTION MANAGEMENT

TRAINING MANAGEMENT

RISK MANAGEMENT

CALIBRATION MANAGEMENT

MSDS

Controlled Document Management

QDMS for quick, easy and reliable document management

- Secure document control and quick approval mechanism

- Documents that can be associated to each other

- Quick search with easily classified and indexed documents

- Controlled access to documents with authorization feature

- Automatic distribution of documents and easy monitoring of read documents

- Management of printed documents

- E-mail notifications for approval, control, revision and publication phases

- Creating master document list by the system automatically

- Use of templates and standardization of documents

- Dynamically association of documents with product, process and management systems

- Monitoring manually filled and archived quality records

- Document viewing without add-ons (HTML 5 Viewer)

Complaint Management

Continuous improvement with smart customer satisfaction management

- Management of all internal and external complaints

- Recording, monitoring and reporting complaints in accordance with corporate procedures

- Instantly monitoring actions regarding complaints. Notification of persons assigned with actions through the system

- Notification of related staff and management in delayed jobs and reporting

- Defining customer based report template and sending report to customer

- Defining required flow and approval steps during complaint process

- Prioritization according to risk analysis of the complaint

- Drawing reports and charts on compliant records through the system

- Initiating corrective preventive actions (CPA) process from customer complaints process

- Conducting root cause analyses

- Categorizing and analyzing complaints

- Evaluation of the efficiency before closing complaints

- Sending survey to the customer on the complaint

- Reporting compliant online times

- Web Service support to open compliant record from outside sources

Corrective / Preventive Activity Management (CPA)

Record and efficiently manage nonconformities

- Recording, monitoring and reporting corrective/preventive activities in accordance with corporate procedures

- Instantly monitoring actions regarding corrective/preventive activities and automatic notification

- Periodic notification to related staff and management in delayed jobs

- Defining required flow and approval steps during CPA process

- Defining notification, inspection and result report templates

- Customer specific Global 8 Discipline (G8D) support

- Integration with Inspection, Customer Complaint, FMEA, Event Notification and Risk Management Modules

- Corporation specific transaction sources, nonconformity categories and root causes definition

- Nonconformity Reports, Pareto Analysis and Charts

- Monitoring Corrective/Preventive activities with different criteria such as management system and process

- Activity evaluation regarding Corrective/Preventive activities before and after closing

- Web Service support to open Corrective/Preventive activity record from outside sources
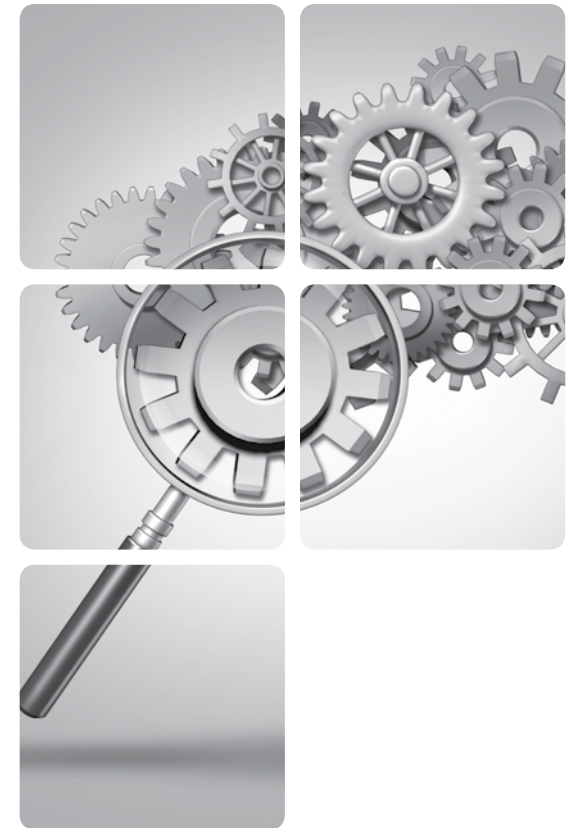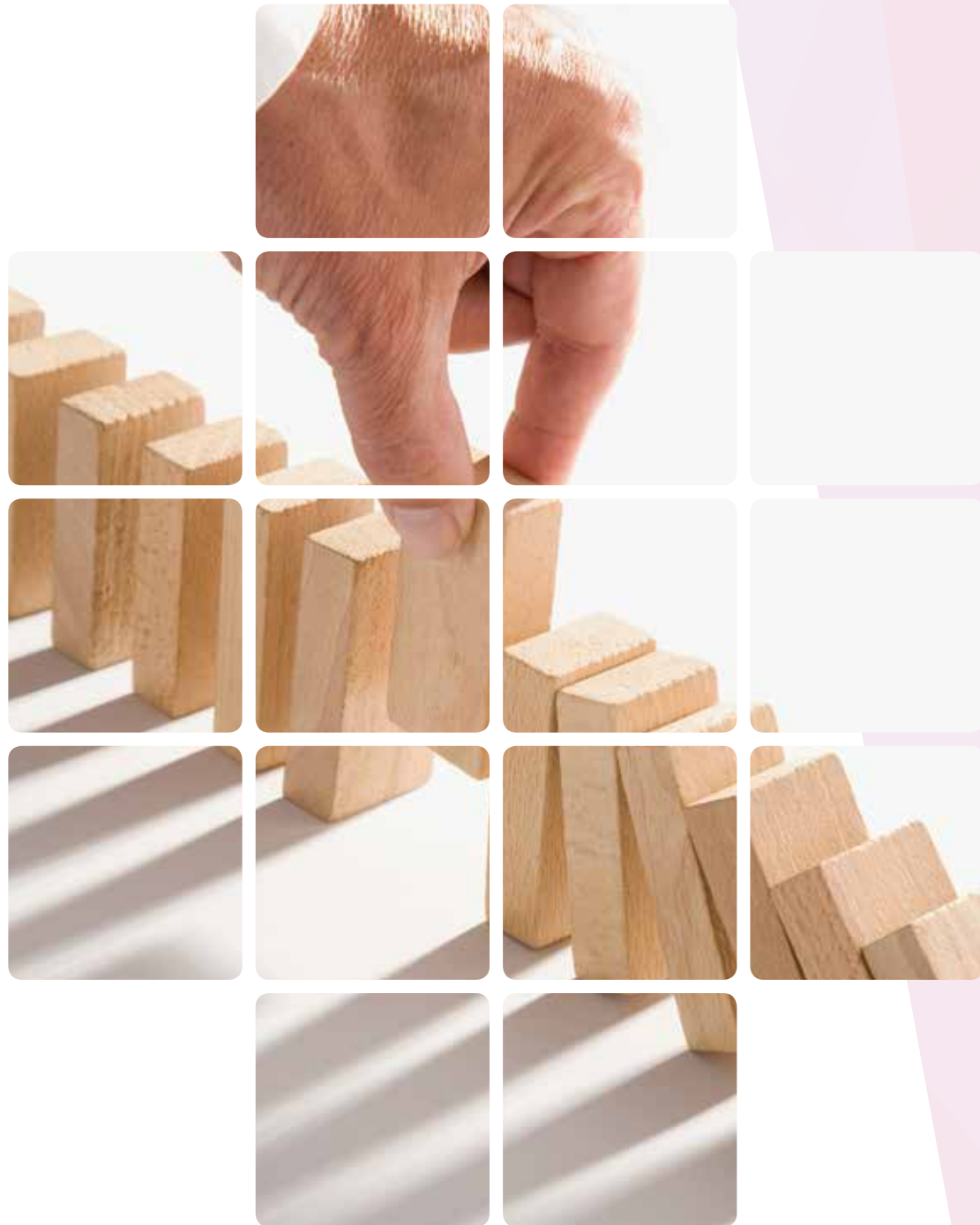
Inspection Management

Don't leave your findings on paper

- Initiating solution process by opening CPA/Action for your findings

- Monitoring action results for older inspections

- Planning workload distribution for auditors

- Site/store inspection with mobile devices

- Defining inspection plans and viewing in time schedule

- Creating dynamic questionnaires

- Notifying inspectors and directors of the units being inspected before and after the inspection

- Easily monitoring routine inspections and saving labor

- Creating automatic inspection reports

- Defining obligation to open CPA/Action depending on different types of findings

- Comparing with scored/unscored inspection function

- Planning checklist template inspection

- Remote inspection

Excellent

Good

Average

Action Management

Assign tasks and QDMS will monitor

- Planning all jobs to be monitored within the corporation

- Defining periodic action

- Assigning hidden action

- Defining action categories

- Showing actions in a time schedule

- Adopting as project and goal monitoring system

- Defining completion percent of a project

- Meeting decision follow-up

- Integration with Inspection, Risk, Suggestion, Document, FMEA, Action Notification and Training modules

- Opening/closing approval

- Drawing forth or postdating deadlines that coincide with holidays

- Duty delegation

- Web Service support to open Action record from external applications
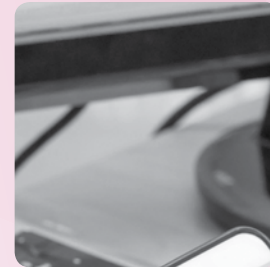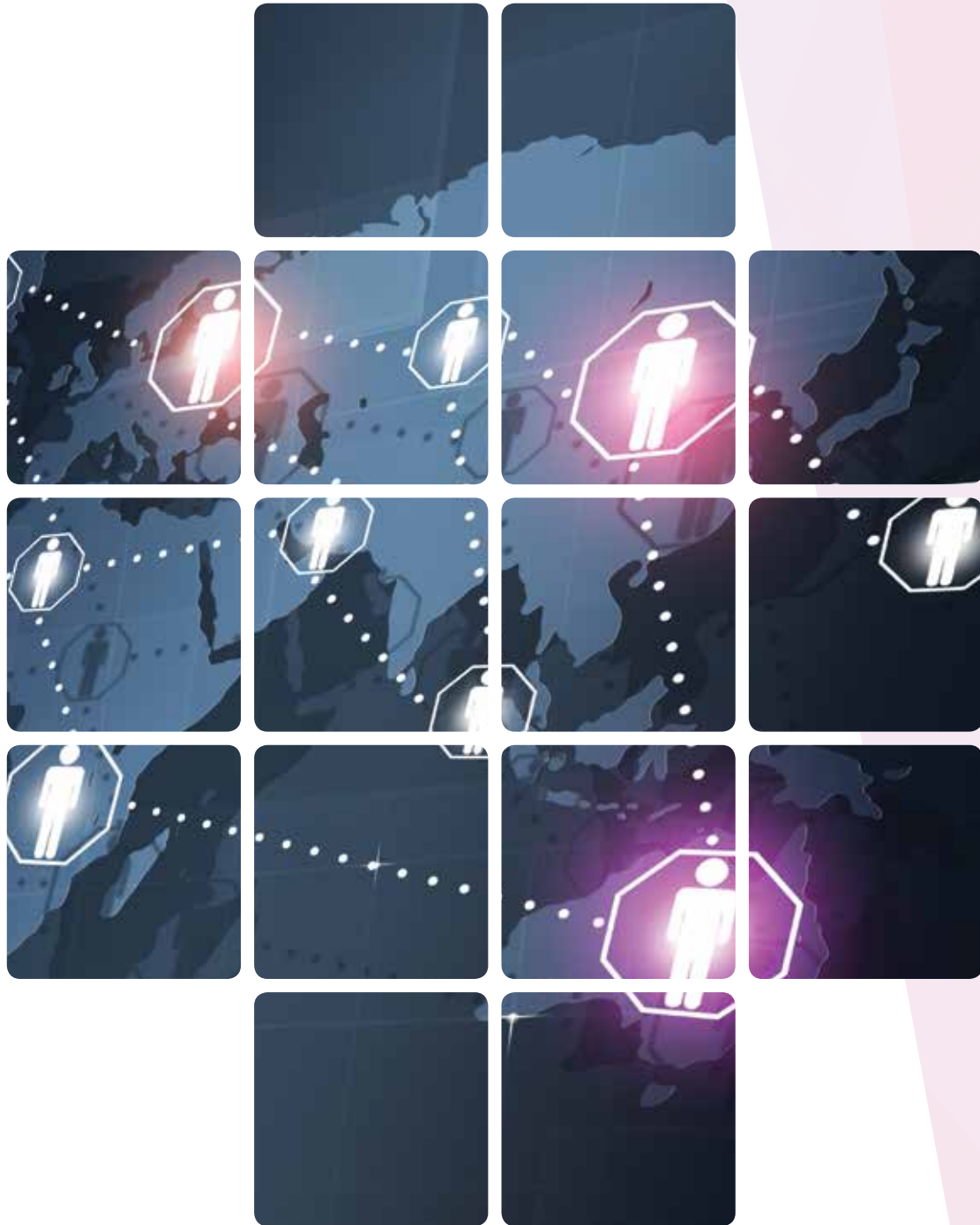
Risk Management

Support your experience with methodology

- Managing OHS, Environment, Information Security, Food Safety, FMEA, Corporate and Process risks

- Easy adaptation to used risk methodology

- Creating and easily monitoring risk analysis history

- Defining and monitoring measures upon risk assessment

- Quick transfer of current risk forms to the system

- Create authorization control over risk forms and prevent unauthorized access

- Asset Inventory monitoring in Information Security module

- Creating Statement of Applicability (SoA) in Information Security module

- Integration with CPA, Action and Document module

- Trend, risk distribution and HeatMap analysis charts

- Determining risk based or form based approval flow

RISK Management

- Determination
- Analysis
- Action
- Monitoring
- Inspection

Survey Management

Design quickly, evaluate fast!

- Preparing internal, external, customer and supplier surveys

- Designing survey with or without scores

- Hide or show participant identification

- Publishing survey to undefined users

- Instant chart view of results

- Authorization based result viewing

- Defining survey removal date

- Defining question type such as fixed alternative, sorting, multiple choice, interrelated questions

- Integration with Inspection, Training, CPA, Suggestion modules

Training Management

Demand, monitor, measure effectiveness

- Preparing and monitoring training plans

- Automatic creation of training participation forms

- Individual, department and training based reporting and instantly preparing staff training cards

- Planning required trainings per position and conducting GAP analysis according to realization

- Notifying participants via e-mail

- Demanding training according to required approval flow

- Evaluating efficiency of the training

- Integration with survey module

- Conducting improvement tests before and after training

- Web Service support for external applications

Calibration Management

Your measurement devices are under control

- Monitoring jobs for calibration and validation devices

- Monitoring device inventories

- Instant access to calibration report and history

- Uploading external calibration certificates and reports to the system

- Access to reports on planned and past calibrations

- Monitoring competency documents of external calibration companies

- Opening periodical job orders automatically

- Defining unlimited action types

- Notifying persons responsible for devices and actions via e-mail

- Monitoring action costs
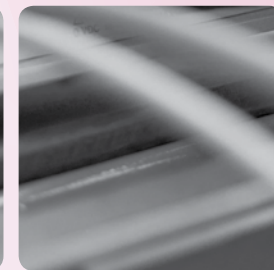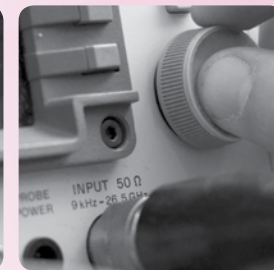
Suggestion Management

Hear suggestions for continuous improvement!

- Managing personnel, customer or supplier suggestions

- Integration with Action module to realize suggestions

- Defining corporation specific scoring methodology

- Changing campaign period scoring system

- Performing Benefit/Cost Analysis

- Monitoring staff, department scores and goals

- Anonymous suggestion option

- Web Service support for external applications

Event Notification

Standardized management in events and accidents

- Recording events such as OHS, Information Security and Environment

- Opening CPA/Action to initiate solution process

- Associating events with related risk records

- Determining notification approval parametrically

- Determining parametric field according to event type

- Reporting and charting parametrically determined fields
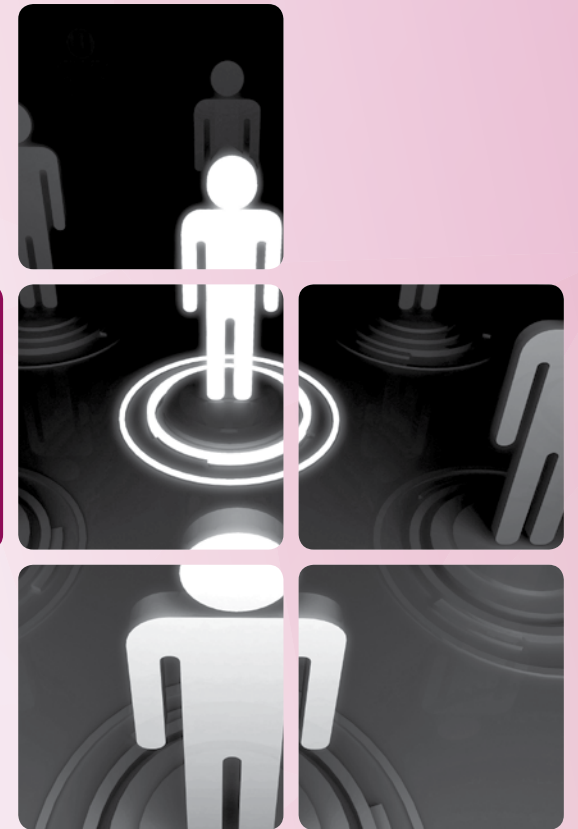
Legislation Compliance Management

A corporation abiding legislation and laws

- Monitoring Laws, Legislation, Statutory Decrees and such regulations

- Defining all legal documents and permits of the corporation

- Defining responsible individuals for stages of permits and documents, creating and monitoring jobs automatically according to expiry dates

- Creating relevant activities according to amended laws and legislation

- Location based tracking

- Job monitoring and directing with task assignment function

- Preparing present state report for establishment, factory or location
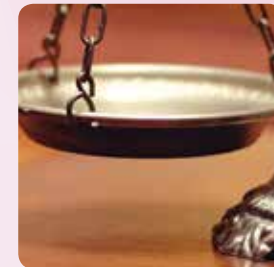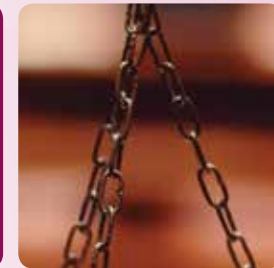
Material Safety Data Sheet (MSDS)

Manage your chemicals with safety

- Managing the process of converting MGBFs of manufacturers to corporate MGBF format

- Determining approval chain of MGBFs

- Ensuring creating of a standard MGBF format

- Infrastructure supporting old and new coding methodologies

- Monitoring chemicals in use, restricted and cancelled

- Unlimited parametric space support

- Web Service Support
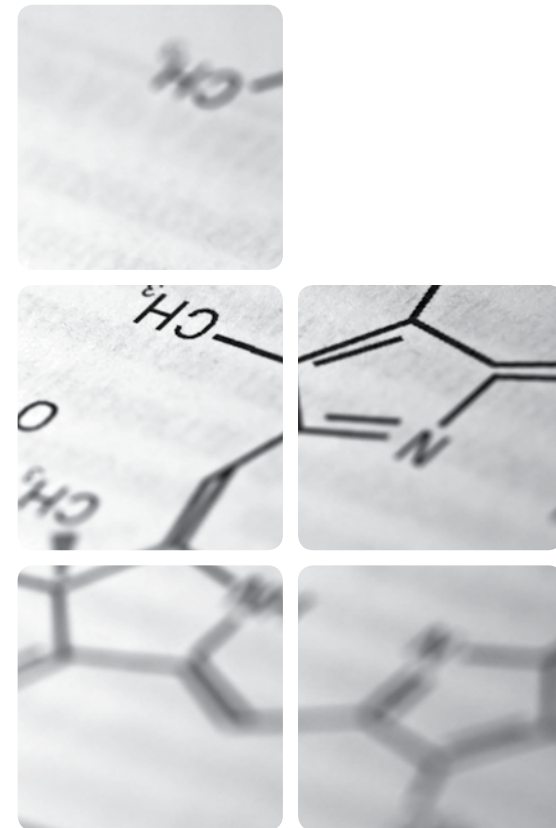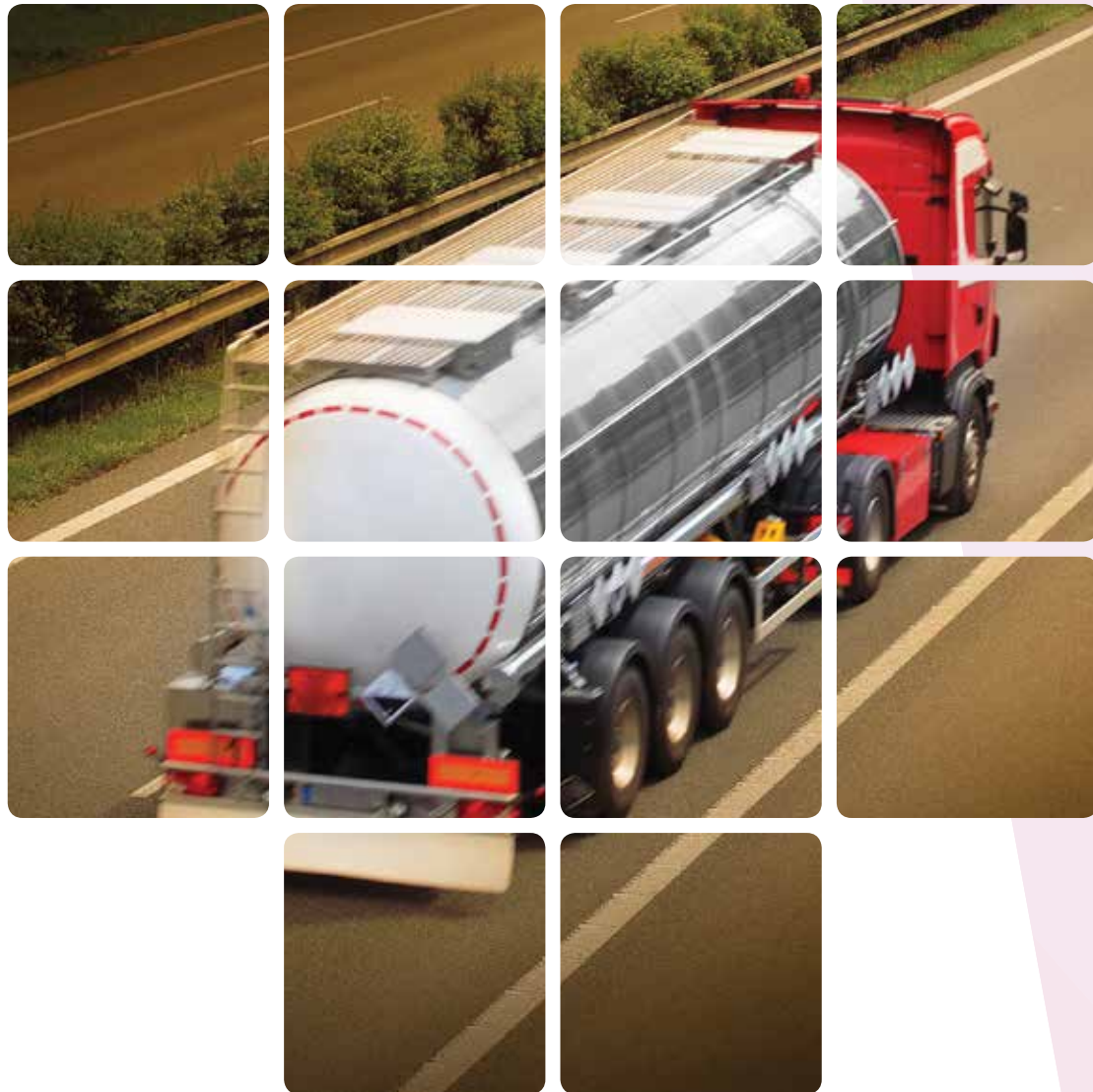
On-Site and Periodic Examination

Inspection in compliant with Health
and Safety Requirements Regulation

- Monitoring and reporting on-site, periodic and polyclinic examination

- Monitoring leaves and sick leaves

- Monitoring disability and occupational disease

- Authorizing physicians per location (Employee Privacy)

- ICD 10 diagnosis list support

- Integration with task assignment modules

- Advance notice to directors, physicians and employees in periodic examinations

- Medical examination monitoring and reference value check

- Disease distribution chart per location, department and occupation group

- NACE code support

Subcontractor Working Permit Monitoring

Increase Quality with Controlled Management

- Monitoring and controlling the works of subcontractor companies inside the corporation

- Following required documents of subcontractor companies

- Gate entry monitoring of subcontractor employees permitted to work

- Preparing and approving subcontractor work permit forms

- E-mailing employees list permitted to work to the subcontractor company

- Sharing OHS risk analyses with the subcontractor company

- Monitoring warnings and fines issued to the subcontractor companies

- Instant viewing locations where the subcontractor companies operate on the business layout

Monitoring Personal Protective Equipment and Entrust

PPE inventory under your hand

- Monitoring compliance of personal protective equipment to standards

- Creating PPE entrust and commitment minutes

- Monitoring PPE for each person

- Replacement warning for expired PPE

- Creating present risk tables for PPEs

- Monitoring accidents caused by PPE nonconformity or deficiency

- Activity, site and process based PPE monitoring

- PPE standard compliance report
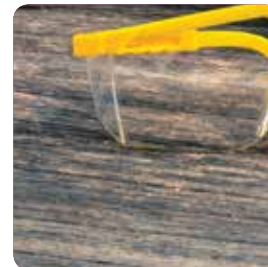
# Ambient Measurements

To value environment and people...

- Recording ambient and counter measurements

- Monitoring ambient deviations with Action or CPA

- Calculating greenhouse gas emission rates

- Measurement monitoring and comparison by locations, businesses and departments

- Periodic warning system

- Viewing measurements on layout

- Assigning goals to measurements
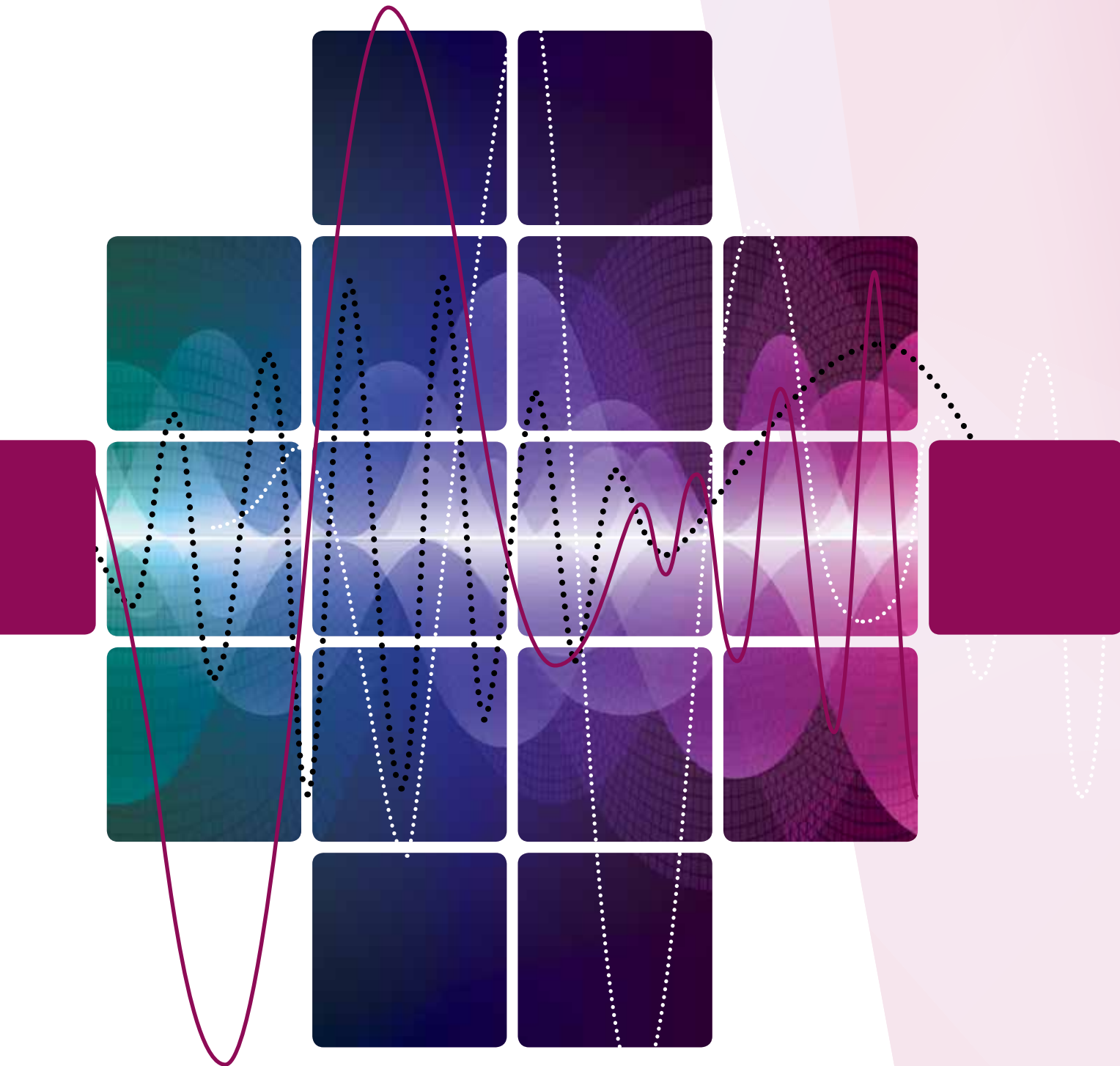
OHS Board Management

Manage your board meetings with QDMS!

- Determining OHS board

- Determining education records of board members

- Board meeting warning

- Monitoring actions regarding decisions made

- CPA and Action module integration

- Preparing annual evaluation report

- Outlook calendar integration

Supplier Evaluation

Determine capable suppliers for product and service quality

- Defining different evaluation criteria for supplier groups

- Objective evaluation with checklist methodology

- Access to evaluation history

- Evaluation categorization (categories such as A, B, C)

- Periodic evaluation notification

- Approved supplier list

- Supplier evaluation charts and reports

Value

Price
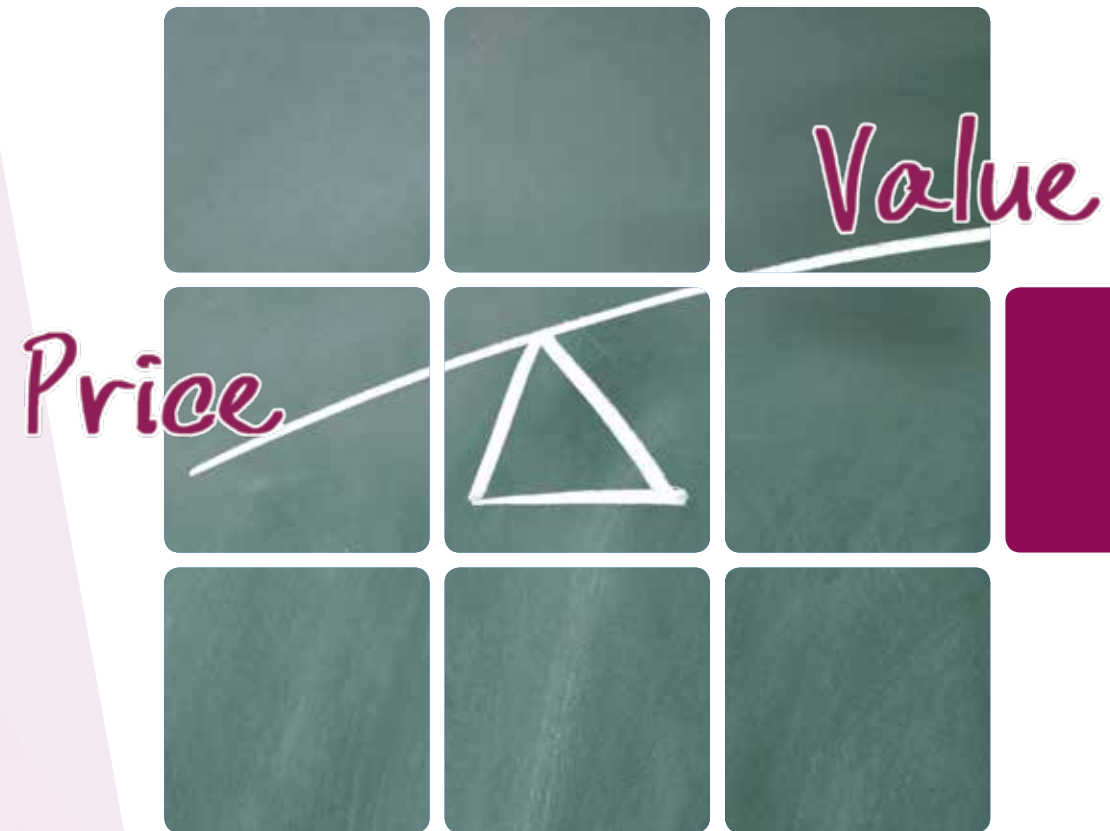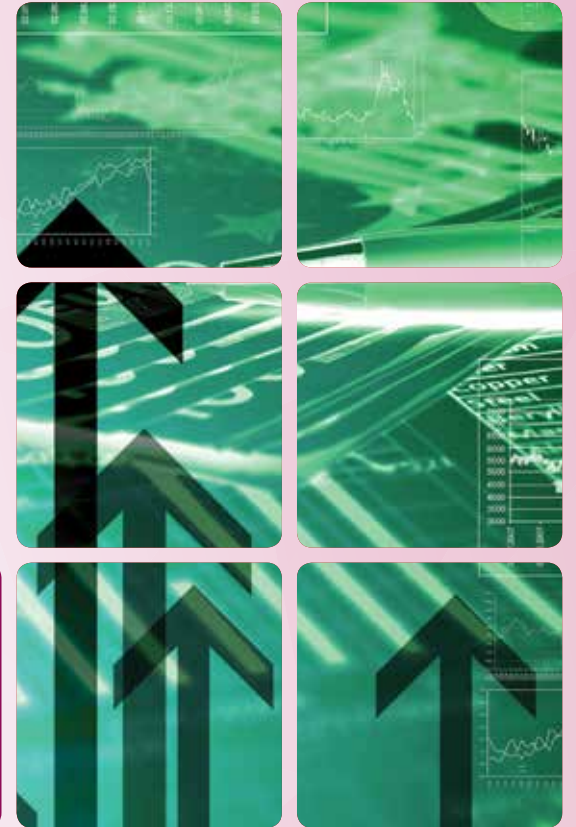
Leader of the industry with strong references

QDMS is the choice of leading corporations of Turkey for years

Some of our references listed alphabetically

QDMS

INDUSTRIES

- PETROCHEMICALS
- CHEMISTRY
- ENERGY
- AUTOMOTIVE
- AUTOMOTIVE SUPPLY INDUSTRY
- WHITE GOODS
- BANKING
- NATURAL GAS / ELECTRICITY
- FINANCE AND INSURANCE
- MACHINERY
- TEXTILE
- FOOD
- WOODWORKS AND FURNITURE
- TECHNICAL SERVICE
- GLASS, CERAMIC, EARTH
- EDUCATION
- WASTEWATER TREATMENT
- LOGISTICS AND TRANSPORTATION
- CEMENT
- AVIATION
- HOTELS, HOSPITALS, SHOPPING MALLS
- FACILITY MANAGEMENT
- TEXTILE AND RETAIL
- HEALTH
- IRON AND STEEL
- MINING
- CONSTRUCTION
- PACKAGING
- PRINT WORKS
- PRODUCTION
- SERVICE

Read the QR code for other references

*Logos used are registered trademarks of respective companies.

41

Expert Opinions

Samim NEMLİOĞLU
Quality Systems Expert

"We chose QDMS software for documentation management in Arçelik A.Ş. and commissioned it in 2012. We received close interest, support and guidance from Bimser employees during commissioning, use and development through new modules. We would like to express that they have performed a successful and institutionalized business partnership in this respect.

Necessity of a software such as QDMS is indisputable in a company like Arçelik with a multi-location corporate structure and over 10 management systems spread over its global organization. Especially through management of documents and CPA life cycles over the system, access and use of documents and records have become easier from all our campuses. With commissioning of new applications such as environmental impact inventory, action and greenhouse gas calculation in time, efficiency and effectiveness of our business processes are expected to improve."

Serkan Seyhan
Quality Management System Chief

Seeing Bimser solution team exhibit a command of their subject and rigorous approach created trust on the program at first. When we examined the system, we realized we can effectively manage many quality management issues in our facilities with practical solutions brought by the lean applications of the system

The most significant benefit of the project was to discipline the approval, distribution, review, cancellation and revision of about 14 thousand documents. We commissioned QDMS with all its modules in a very short period of 6 months. For us, using QDMS is as easy as withdrawing cash from the ATM. We did not have any difficulty in installing or using any module. The strongest asset of Bimser Solution is that they have a very good problem solving team.

Our 7 years of BİMSER experience has been a successful one. Especially in establishing quality management system in our foreign locations such as Iran, Algeria, Egypt, Bulgaria, Russia, etc, QDMS has been our lifeline.

We consider adopting and using other Bimser Solution products and recommend Bimser Solution to directors of other departments.

Ayşegül İLKENTAPAR
BusinessDevelopmentDepartmentDirector

From the transition phase until today, we asked any and all question we had to Bimser through support system. We got rapid and clear answers to all our questions from Support Team.

As of today

• Documentation,
• Corrective and Preventive Activities,
• Inspection,
• Action Management,
• Management Review,
• Device Management System,
• OHS Risk Assessment,
• Training Planning,
• Environmental Issues and Impacts modules are actively in use.

In VAKKO we actively use eBa Document and Work Flow Management software from Bimser. It is highly probable that we will review other software if we need.

Özlem Kocabıyıkoğlu
Human Resources Quality and Training Manager

QDMS was reported as "Good Practice Example" by our stock market. We reached Bimser Solution through our online research. We were saved from using Quality Management System manually and the new system created convenience in revision and cancellation of documents, uploading new documents to the system, having training requests from system, applying personnel surveys, inputting process performance indicator values and automated reporting.

In accreditation inspection QDMS System was reported as "Good Practice Example" for our Stock Market. Implementation process was smooth and application team was warm, cheerful, sincere and knowledgeable and efficient in solving our problems.

We may consider using other Bimser Solution products. We recommend Bimser Solution to other department directors.

Şule KÜÇÜKOĞLU
Quality Systems Manager

In Evyap, we've been using QDMS software since 2005. With QDMS quality, occupational safety and environment procedures, instructions and forms were standardized. We continuously use, especially

1. Document Management
2. CPA
3. UHBF
4. Customer Feedback, and
5. Inspection modules

We are very pleased with the software. Multiple language support, easy use, e-mail notification of routine jobs and archiving data is especially successful.

Document revision and approval action also facilitate our daily business life and speed up actions. Apart from these Customer Feedback Module is efficient and fast in transferring complaints and satisfactions to the system, distribution and conclusion. Software enables access to required data accurately and timely. Therefore we recommend using QDMS software in Quality Management systems.

Okan BANDIRMA
Quality Manager

In Doğtaş, QDMS Software we started using in May, 2012 contributed significantly to Doğtaş by speeding up document flow and work processes and increasing business efficiency and process performance especially, with Documentation Module speeding document flow and access, Corrective Action Module, increasing efficiency by faster resolution and recording of nonconformities, Action Module with job assignment between departments and facilitation of monitoring such jobs.

Furthermore, it has also recorded and efficiently monitored risk assessments on Occupational Health and Safety, which is highly critical nowadays and is under government inspection.

We thank BİMSER, who provided any and all technical support during development and presented the industry with QDMS and as Doğtaş we recommend QDMS to any company in search for work processes automation.

QDMS Solution Map

	TS EN ISO 9001 ISO/TS 16949 TS EN ISO/IEC 17025	TS EN ISO 14001 TS EN ISO 50001	OHSAS 18001	TS ISO/IEC 20000 TS ISO/IEC 27001	TS EN ISO 22000	TS EN 10002
Joint Infrastructure	●	●	●	●	●	●
Controlled Document Management	●	●	●	●	●	●
Internal Customer Complaints	●		●	●	○	
External Customer Complaints	●				●	●
Corrective Preventive Actions	●	●	●	●	●	●
Inspection	●	●	●	●	●	●
Survey	○	○	○	●	○	○
General Action and YGG	●	●	●	●	●	
Training	●	○	●	○	●	
Calibration	●	○			●	
Suggestion	●	○	○	○	○	
Corporate/Process Risk Management	●					
Information Security Risk Analysis				●		
Environmental Issues and Impacts (Environment Risk Analysis)		●				
Material Safety Data Sheet (MSDS)	○	●	○			
National Waste Management Form		○				
Legislation Compliance Management		○	○		○	
OHS Risk Analysis			●			
On-Site and Periodic Examination	○		●			
Subcontractor Work Permit Monitoring			●		○	
PPE and Entrust Monitoring			●			
Ambient Measurements		●	●			
OHS Board			●			
Supplier Evaluation	●	○	○	○	○	
Process Performance Management	●					
FMEA	●					
Call Center						○
Internal Audit Risk Management	○					
Event Notification		○	●	●		
QDMS Native Mobile	○	○	○	○	○	

○ Optional

44

Integrated Management System

Bimser International Corporation

"Enterprise Software Maker Since 1998"

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