



Product Data Sheet

Quality Manager - Toolkit

The Cost-effective solution to develop or update an ISO 9001:2000 quality system!

Application

May be used by any individual to learn about quality management.

May be used by any size or type of organisation to develop a new quality management system or update / improve an existing one to the process-based approach of the International Quality Standard ISO 9001:2000.

Details

Have you considered developing a quality management system for your business - but are concerned about the time, money or expertise needed?

Quality Manager is a tried and tested solution that may be just the answer you are looking for.

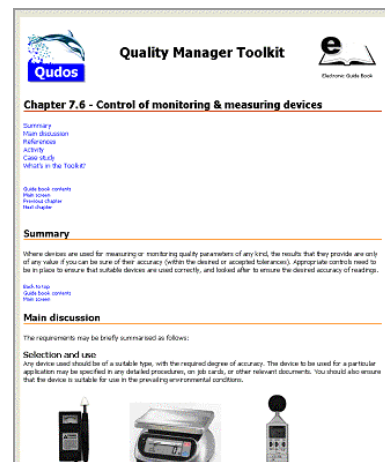
Through many years of experience in quality management, Qudos has identified 5 key stages in developing a quality system - Understanding, Planning, Documenting, Implementing and Verifying. The award-winning **Quality Manager** provides guidance and tools to help at every stage - just add your unique knowledge of your own business!

The comprehensive, electronic **Guide Book** explains basic concepts, development options, and quality management techniques. It also provides a commentary on the clauses of ISO 9001:2000 - in plain English!

Gap Analysis and **Project planning** tools enable you to confidently plan and monitor the development of your own system.

A huge range of **Sample Documents** are provided - designed by professional quality management consultants, and ready for instant use or easy customizing.

These include:



ISO 9001 Management System Project Plan				
Project Manager	Contact Details	Scope	Start date	Completion date
		Time period - Months		
		Person	1	2
			3	4
1 Understand Requirements				
A	Consider organisational objectives			
B	Consider customer needs and requirements			
C	Learn about ISO 9001:2000			
D	Interpret its application to your organisation			
E	Consider other relevant compliance issues			
F	Be aware of existing controls			
G	Perform gap analysis			
2 Project planning				
A	Define overall process map			
B	Put team together / establish roles			
C	Plan time scales / reporting			
D	Distribute to team members			
E	Plan processes & controls			



- **Policy documents / quality manual**
- **Procedures & Process Plans** in a variety of formats e.g. text and/or flow chart
- **Forms** to prompt and record action
- Standard **Letters** on a range of quality-related subjects

There are sample documents for all the compulsory requirements of ISO 9001 and much more. These not only look good, but make navigating and data entry easy. The **Help file** shares some of our secrets - providing useful tips on getting more from your word processor.

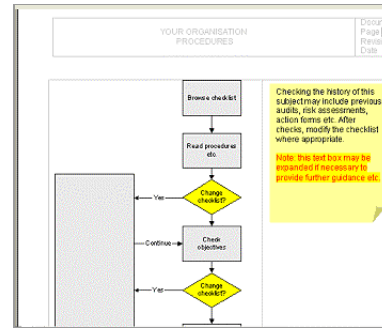
Case studies illustrate how organisations in a range of industry sectors and business types have addressed each requirement of the standard.

Training presentations explain the theory and practice of many aspects of quality management and achieving continuous improvement. These presentations will help you to implement, check and further improve your system with enthusiasm and confidence.

A full copy of the **Qudos Risk Assessor** database is included on the CD. This powerful application will help you to identify hazards, assess their likelihood and consequence, plan control measures and prioritise the use of resources. **Qudos Risk Assessor** will help you to smoothly introduce a risk-based, decision-making process into the management of your organisation – for issues affecting quality, occupational health & safety, environment, security, HACCP food safety, finance and much more.

As a further enhancement, various Word, PowerPoint & Excel **Tools** help you to efficiently implement your system and communicate effectively with colleagues about it. The CD also includes a trial version of **SmartDraw** graphics software, and **Qudos System 2**.

Quality Manager offers a unique combination of guidance and sample documents – coupled with the use of a smooth, clean browser-interface, and the familiarity of the world's favourite word-processor. There has never been a better time or method to develop your new quality system!



Your company name, details Your company logo

Risk Assessment

Category	Assessment subject	Assessor	Date	CONSEQUENCE				
				Probable	Minor	Medium	Major	Cat
PROBABILITY	Almost Certain	A	H	H	E	E	E	
	Very Likely	B	M	H	H	E	E	
	Quite Likely	C	L	M	H	E	E	
	Occasional	D	L	L	M	H	E	
	Rare	E	L	L	M	H	E	

Tech Tip

No.	Hazard	Prob.	Con.	Initial Risk	Control Measures



Customer Care

Survey Results from 1 to 31 May 2004

Question	a	b	c	Customer				
				Thompson	Jones	Brown	Smith	
1 Speed of response to enquiry	4	7.75	31	7	7	9	8	
2 Availability of service	4	7.25	29	5	6	7	10	
3 Order administration / billing	4	7.75	31	5	8	9	9	
4 Courtesy of admin staff	4	6.75	27	5	6	9	8	
5 Courtesy of field staff	4	7.5	30	7	7	9	7	
6 Service meeting spec. / requirements	4	7.75	31	8	7	9	7	
7 Our pricing	4	7.5	30	10	1	9	10	
8 Documentation	4	8	32	9	7	9	7	
9 Technical knowledge displayed	4	7.25	29	8	7	8	6	
10 Technical support - response time	4	5	20	4	6	6	4	
11 Technical support - solving problems	4	7.75	31	8	6	9	9	
12 Innovation	4	8.25	33	9	8	7	9	
Total score				354	86	74	100	94
Column average				7.38	7.17	6.17	8.33	7.83

a = number of responses to that question
b = average score for that question
c = total score for that question

Version

2005 - Released July 2005

System requirements

Computer with 25MB available hard drive space, and running Windows 95 or above + MS Word 97 or above and Internet Explorer 5 or above or equivalent.

Some tools require MS Excel 97 or above or MS PowerPoint 97 or above. However, these tools are not absolutely essential, and MS Word equivalents/alternatives are generally provided.

Risk Assessor Database and trial applications have higher system requirements. Please contact us for details if required.

Media & Packaging

Data CD in DVD case

Price & Availability

Australia - \$AUD 599 including GST + \$16.50 delivery

Export - \$AUD 545 + \$AUD105 for courier delivery

Prices are correct as of 15 February 2006.

Prices and content are subject to change without notice. Check the Qudos web site or with your approved reseller for updated information.

Available now – directly from Qudos and national distributors & approved resellers.

Qudos Sales: +61 7 3886 3344

Mail: sales@qudos-software.com

Web site: www.qudos-software.com