

Q-Pulse® training solutions

Course: Introduction to Q-Pulse

The essentials of Q-Pulse and how to use them

Purpose of the service:

- Enable new Q-Pulse users to gain a sound understanding of the system
- Ensure that new Q-Pulse users are fully aware of the common features shared throughout the system
- Enable new users to commence their usage of Q-Pulse based on a sound platform of knowledge

Benefits for your organization:

- The team implementing Q-Pulse will have a full, rounded understanding of the system's capabilities and how it will benefit the organization

Benefits for you as an individual:

- You will be clear on the areas of Q-Pulse to be used by your team and will be able to quickly utilize them

You will learn how to:

- Access, review and revise controlled documents
- Schedule, update and perform management system audits
- Access and update your personal compliance activities
- Raise non-compliances and perform corrective actions/preventive actions
- Raise customers complaints and perform corrective actions
- Establish a clear and systematic structure for the ongoing management of personal development activities
- Build the foundations of a managed asset management system

Who this service is for:

- Quality Managers
- Quality Auditors/Engineers
- Department Managers
- Business Improvement Managers.

Entry requirements:

- Current Q-Pulse user with support contract
- Sound understanding of the compliance activities within the organization

To discuss your training requirement call us now: **1-800-722-6154**
or email us at: **sales@qualityamerica.com**.



Service information

Duration: 1 day

Location: Onsite

Cost:

Customer premises - \$2500 plus expenses

Credit value:

Customer premises - 10

Follow-Up services:

Q-Pulse Administration Techniques - Take Q-Pulse to a new level by learning its administrative features

Principles of effective CAPA Management - Minimising incident exposure and maximising action results

Streamlined Document Management - Managing documents without the paper mountain

"Well delivered and presented, the tutor showed a wide and varied insight into many aspects of business and commerce"

David Wooding
Drucegrove Ltd

Q-Pulse® training solutions

Course: Q-Pulse Administration Techniques

Create and maintain a Q-Pulse database that adds value to your organization

Purpose of the service:

- Take Q-Pulse to a new level by learning its advanced administrative features
- Ensure that staff responsible for administering Q-Pulse are fully aware and able to use the key Q-Pulse administration facilities

Benefits for your organization:

- Your Q-Pulse system will be administrated in a streamlined efficient manner and will be optimized for most effective performance

Benefits for you as an individual:

- You will be a certified Q-Pulse administrator capable of managing Q-Pulse across multiple departments and multiple compliance projects

You will learn how to:

- Set up new Q-Pulse users and user groups
- Interface Q-Pulse with your mail server
- Integrate Q-Pulse with your AD user groups
- Customize system messaging
- Populate Q-Pulse menu structures
- Create and publish search folders
- Create customized Q-Pulse reports
- Brand Q-Pulse with your company logos
- Customize Q-Pulse LaunchPads based on for different user roles
- Create customized escalation flows
- Create and manage Q-Pulse deputies

Who this service is for:

- Designated Q-Pulse administrators
- Support staff supporting Q-Pulse projects

Entry requirements:

- Current Q-Pulse user with support contract
- Basic understanding of the Window server environment including MS Exchange and Active Directory

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Follow-Up services:

Streamline Document Management -
Managing documents without the paper mountain

"Since installing Q-Pulse, the Trust's policies, procedures, protocols, guidelines and standards... are easily monitored and document quality assurance has been enhanced ten-fold... with the ultimate expected achievement of reducing incidents of risk and improving communication throughout the Trust."

Debbie Lowe,
Policy & Protocol Coordinator,
North East Wales NHS Trust

Q-Pulse® training solutions

Course: Strategic Compliance Review

Creating an action plan for excellence in compliance

Purpose of the service:

- To offer a review service for a company who have recently implemented Q-Pulse and to identify areas where an impact can be made to identify improvement
- To enable the organization to identify opportunities for improvement with the current compliance activities
- Ensure that a clear vision is in place for achieving excellence in compliance management
- Ensure that all actions contributing towards achieving excellence are fully defined and resourced accordingly

Benefits for your organization:

- Your staff will have a clear vision of excellence in compliance and their role in its achievement

Benefits for you as an individual:

- You will have a clear vision of excellence in compliance and their role in its achievement

You will learn how to:

- Identify issues with your current compliance activities
- Identify barriers currently in place that are preventing excellence in compliance
- Define a model for achieving excellence in compliance.

Who this service is for:

- Those responsible for the strategic direction of compliance activities within your organization.

Entry requirements:

- Existing user of Q-Pulse
- Fully familiar with all compliance activities within the organization
- Current Q-Pulse support contract

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Follow-Up services:

Principles of effective CAPA management - *Minimising incident exposure and maximising action results*

Maintaining Training & Competence Management Systems - *Establishing a clear and systematic structure for the ongoing management of personal development activities*

"Q-Pulse provides a whole set of tools enabling you not only to discover gaps and weaknesses in the Quality / Safety System but also to eliminate them completely and permanently. Q-Pulse is also an enabler for both consistency and integrity within Safety and Quality Management Systems."

Holger Stuert,
Quality and Flight Safety Manager,
TUI Airline Management

Q-Pulse® training solutions

Course: Principles of effective CAPA Management

Minimising incident exposure and maximising action results

Purpose of the service:

- To reduce bottlenecks and inefficiencies in your CAPA management processes
- To ensure that the root cause of incidents are fully defined before corrective actions are implemented
- To ensure that incidents of different type are managed through the most appropriate process flow
- To ensure complete visibility on all CAPA actions and that actions are performed in a timely, controlled and structured manner

Benefits for your organization:

- Risk exposure will be reduced as corrective actions will be performed to a higher level and in a more timely manner

Benefits for you as an individual:

- You will learn new and exciting techniques for investigating root cause and for ensuring that your corrective actions are truly effective

You will learn how to:

- Create customized CAPA recording wizards
- Define mandatory fields when recording incidents
- Perform root cause analysis through cause and effect methodology
- Create customized CAPA workflows based on incident type
- Create automatic completion, reminding or escalation notifications

Who this service is for:

- Quality Compliance Managers
- Business Improvement Managers
- Department Managers
- Quality & Compliance Auditors/Engineers

Entry requirements:

- Current Q-Pulse user with support contract
- Sound understanding of the purpose behind CAPA management

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Follow-Up services:

Maintaining Training & Competence Management Systems – *Establishing a clear and systematic structure for the ongoing management of personal development activities*

Effective Asset Management – *Building the foundations of a managed asset management system*

'Q-Pulse has helped enormously in preparing for monthly meetings where data is presented to inform staff of progress and current status with regard to quality; audits, incidents etc. The task of data collation used to take a full half day; it now only takes a few minutes.'

Stephen Beckett,
Quality Manager,
East Lancashire Pathology Directorate

Q-Pulse® training solutions

Course: Creating value through Auditing

Transforming audits from a compliance exercise into an organizational improvement tool.

Purpose of the service:

- To create value through auditing by ensuring that audits are focussed on the identification of improvement opportunities
- To free up the auditor's time to concentrate on improvement by streamlining the time-consuming administrative aspects of auditing

Benefits for your organization:

- Auditing will become the vehicle to identify potential improvements in systems, processes, equipment, materials and people

Benefits for you as an individual:

- You will be able to demonstrate system compliance with minimum of overhead and disruption
- Your auditing efforts will switch from demonstrating compliance to actively seeking improvement opportunities

You will learn how to:

- Ensure that the root causes of audit findings are fully defined before corrective actions are implemented schedule, update and perform management system audits
- Ensure that findings of different type are managed through the most appropriate process flow
- Ensure that audit actions requiring completion are visible, accessible and are performed in a timely, structured manner

Who this service is for:

- Quality Managers
- Audit Managers
- Auditors
- Department Managers
- Quality Engineers

Entry requirements:

- Previously attended "Introduction to Q-Pulse course"
- Current Q-Pulse user with support contract
- Sound understanding of your organizations audit management processes

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Follow-Up services:

Principles of effective CAPA

Management – Minimising incident exposure and maximising action results

Maintaining Training & Competence Management Systems – *Establishing a clear and systematic structure for the ongoing management of personal development activities*

"The training style again proved to make for an effective course. Adaptable, diplomatic and great knowledge of the subject."

**Graeme Cran,
William Grant & Sons Ltd**

Q-Pulse® training solutions

Course: Streamlined Document Management

Managing documents without the paper mountain

Purpose of the service:

- To significantly reduce the administrative time and effort required to manage company documentation

Benefits for your organization:

- Your Document Management system will be streamlined, efficient and effective with bottlenecks eliminated and bureaucracies obliterated

Benefits for you as an individual:

- Your daily document workload will reduce significantly and you will no longer spend time chasing document tasks for completion

You will learn how to:

- Significantly reduce the time and effort required to plan for a document change
- Facilitate the creation of documented procedures that accurately reflect current working methods
- Ensure that draft revisions requiring approval are managed through the most appropriate workflow create an action plan for achieving excellence in compliance
- Significantly reduce the time and effort required to perform reviews and revisions
- Use Web interface for document control to improve availability of documentation

Who this service is for:

- Quality Managers
- Document Controllers
- Quality System Administrators

Entry requirements:

- Previously attended "Introduction to Q-Pulse" course
- Existing user of Q-Pulse
- Sound understanding of the concepts of Document Control

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Follow-Up services:

Creating Value through Auditing – Transforming audits from a compliance exercise into an organizational improvement tool

Principles of effective CAPA Management – Minimising incident exposure and maximising action results

"With the Document module, we've reduced paperwork by approximately 99%. At Serco Cranwell, our 22 different sections would need, on average, 350 documents, but now we need only one hard copy manual with around 500 individual documents in it, as a back-up in case of computer failure."

Andrew Gardner,
Integrated Management System
Manager,
Serco

Q-Pulse® training solutions

Course: Maintaining Training and Competence Management systems

Establishing a clear and systematic structure for the ongoing management of personal development activities

Purpose of the course:

- Mechanism to automatically identify employees, suppliers or sub-contractors impacted by changes to working practices or processes and to re-institute relevant training as appropriate
- Mechanism to schedule, populate, conduct and record training events in a controlled and effective manner

Benefits for your organization:

- Capability to manage the competency of individuals, teams and the overall organization

Benefits for you as an individual:

- Mechanism to manage, review and identify additional training needs for an individual, team or organization on a regular, systematic and timely basis

You will learn how to:

- Create personnel records and reference groups
- Create and schedule master training events
- Consider the structure of the competency requirements and levels for all employees
- Facilitate the creation of job roles and training needs
- Plan, schedule and complete a master event

Who this course is for:

- Quality/Compliance Managers
- Department Managers
- Human Resource Personnel

Entry requirements

- Current Q-Pulse user with valid support agreement
- Sound understanding of the competency requirements within your organization

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Follow-Up services:

Effective Asset Management

– *Building the foundations of a managed asset management system*

Strategic Compliance Review

– *Creating an action plan for excellence in compliance*

“Rarely do we feel like we’ve achieved as much as we did from your session yesterday.”

Mike Gray,
East Lancashire Microbiology Manager,
East Lancashire Hospitals NHS Trust.

Q-Pulse® training solutions

Course: Effective Asset Management

Building the foundations of a managed asset management system

Purpose of the service:

- The purpose of the asset module is to ensure the status of assets are fit for purpose

Benefits for your organization:

- You will have clear visibility of the status of all assets and the action required to maintain effectively in a structured and methodical manner

Benefits for you as an individual:

- You will be taught powerful techniques to effectively manage assets within your organization

You will learn how to:

- Ensure asset and activity owners are entered in the system and have access to suitable modules, e.g. asset, CA/PA and workload.
- Ensure the privileges associated with people allow them to carry out their role within the asset process
- Switch on/off relevant messages
- Populate relevant lists, e.g. activity types, item types, reason why unavailable, item location, activity outcome, etc.
- Set-up Wizards and Templates

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- Department Managers

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