



# Quality management system survey responses

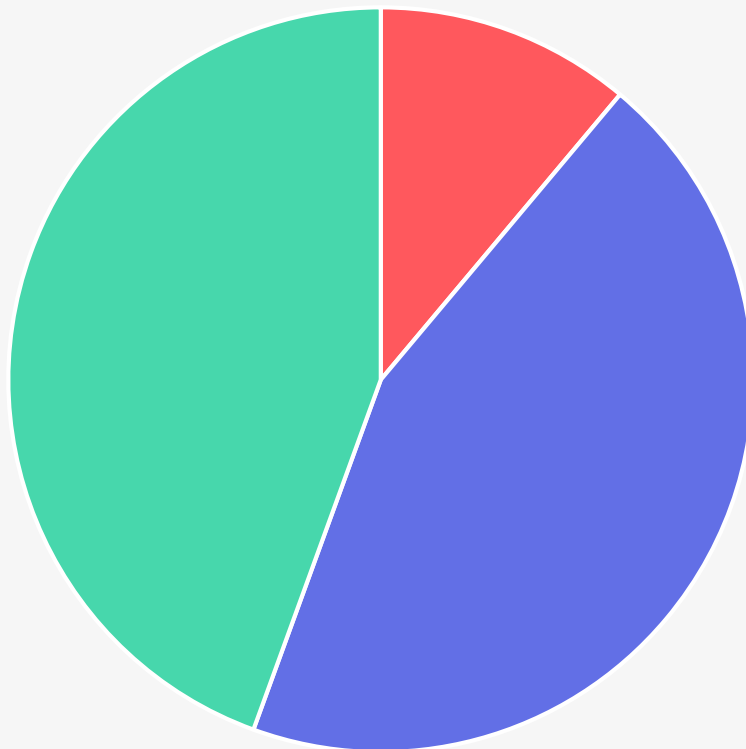
Survey results



# Case for an integrated document management system

# Overall efficiency of your quality management system

Out of 10, how would you rate the overall efficiency and effectiveness of your quality management system?

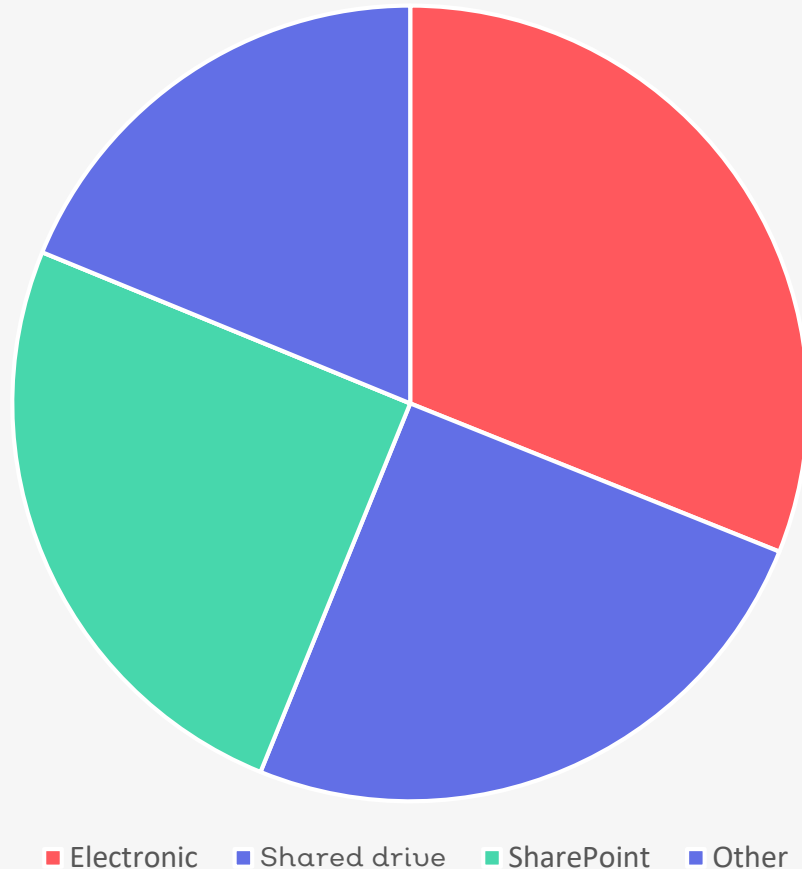


■ 3 or below ■ Between 4 and 7 ■ 8 and above

- “Not global enough for a global business.”
- “Not web-based, difficult to interrogate.”
- “System is difficult to maintain.”
- “Unreliable.”
- “A lot of staff do not have access.”
- “Too many disparate systems.”

# 31% have an electronic quality management system

What type of quality management system does your site have?



- Only 6% think it is easy to find the most up-to-date documents.
- 75% need to access controlled documentation daily or weekly.
- 6.25% says no-one manages documentation.

# What do you most like about your quality management system?

“It is not overly demanding.”

“Good document and record control.”

“Lots of people can’t change it.”

“Tiered processes, work instructions and documents.”

“Important data for customer satisfaction.”

“File compatibility.”

“Useful for internal auditing.”

“Helps management take action.”

“Simple navigation.”

“Easy to change.”

“Only a few documents.”

“Most functions exist.”

“All documents in a single location.”

“I know the system inside-out.”



**Slow, clumsy quality  
management systems  
are frustrating  
employees**

# What do you like the least about your quality management system?

“Doesn’t use best practice.”

“Poor search functionality.”

“Not web-based.”

“Access issues.”

“Long document approval / revision process.”

“Manual management of document change.”

“Clumsy search capability.”

“Difficult to see publication status.”

“Doesn’t promote proper document control.”

“Doesn’t evolve with our culture.”

“Too generic.”

“Fragmented.”

“Difficult to get the information I need.”

“Unreliable.”

“SharePoint is slow.”

“Lotus Notes access is poor for our site.”

“Cumbersome.”

“Lack of interaction and automation to let us know when processes, procedures and regulatory change happens.”

# Describe your quality management system in one word

Antiquated

Inadequate

Compliant

Familiar

Inaccessible

Bad

Well managed

Functional

Rudimentary

Functional

Inexistent





**Many want to see a  
best-practice, global  
quality management  
system**

# What improvements would you like to see?

“Global standardisation and modernisation.”

“Fast, best practice.”

“Total revamp.”

“Align with the ISO 9001:2015 requirements.”

“Easier to manage related documents.”

“Web presence.”

“Automatic workflows.”

“Good search engine.”

“Easy to make requests and carry out changes.”

“Modern interface.”

“Improved configuration.”

“Hold all document types.”

“Ability to link with SAP.”

“Used by all departments.”

# Requests

“Would be useful to have a central QMS where each business could tailor for themselves depending on the needs of the business.”

“The new system needs to be more friendly to access and keep pace with software changes and operating system enhancements for the future.”

“Make it easy to learn and use, modern and focus on a critical few that will drive customer satisfaction improvements.”

“Needs more leadership attention.”

**Questions? Talk to  
Qualsys**

