Digital Quality Management – DQM

" A Manager's Challenges are to deal with integrating management functions, understanding what makes customers dissatisfied, and then translating theories into practice.

- Relating Plans to holistic diagnosis and integrating with documents describing the work organization
- Control the implementation of huge number of operational tasks, plans, and standards
- Understand gaps, and customer dissatisfactions and transform them into Quality Improvement Plans
- Control documentation: creation, coding, versioning, dissemination, etc.
- Transform organizational numbers to indicators and decision aiding means

Product Functions

The Digital Quality Management (DQM) solution applies the social and behavioral science theories and concepts to organizational development and change, covering small to large organizations.
The aims were to first digitize all management related activities in a single interface, second to integrate management functions, and third to put them into actions, holistically, through the 5Ds methodology.
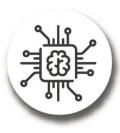The DQM covers management processes such as:

- Quality Improvement Loop
- Planning Cycle
- Organization Chart & Committees
- Document Management
- Audits
- Data Analysis & KPIs

These processes integrate the following tools:

- Diagnosis tools (SWOT matrix, competency assessment matrix, performance indicators and reports, audit, hidden cost calculation, organization health record, etc.)
- Designing tools:
  o Structural design tools (Organizational chart, committees, Document management matrix, policies and procedures, Job descriptions)
  o Planning design tools (strategic goals, operational plans, economic impact)
- Doing tools (Gantt chart, to do lists, dashboards, etc.).

This solution gathers GATES Group, a provider of healthcare management solution, and MGS, a leading company in digital transformation.

www.mgs-tech.com

Product Features

Role-Based access
Administrator can assign permissions and accessibility to users and provide the convenient level of security.

" Smart and simple UI
Users can initiate business processes cycles, create custom fields, policies/procedures types, design their own workflow, lookup dates, and use predefined template.

Automated business processes design
Provide predefined business processes that are designed based on the best management practices.

Automatic alerts for expiry dates and tasks notification
Users can configure automated alert of important documents expiry dates and recurring reminder message to the concerned parties, provide automatic tasks notification by email and other channels.

Tracking activities and escalation mechanism
Provide the ability to track team activities and process status, and the escalation mechanism.

Easy documentation
Manage Documents including Generation, Approval, Dissemination & Upgrade of Polices & Procedures, Forms, Job Descriptions, and Contracts & Standards.
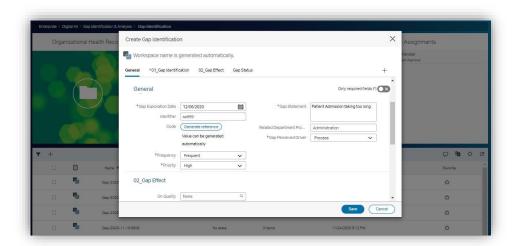Facilitate documentation through a set of ready-made phrases (version2).

Customizable policy authoring
Offer policy drafting portal and allow users to edit a policy document inline during its lifecycle, track all amendments and easy navigate them within the system.

Automated code generation, update
Each policy/procedure that is created will instantly get a code, can be searched, viewed, and checked for revision and current status and get its workspace. Adjustable procedures flowcharts are automatically generated (Add on Module).

Versioning control
Keep track of all policy versions and the history of policy changes without disposing old versions, with an automatic adjustment of version number and date.

Powerful AI
Suggestion of linking P&Ps by AI, recognizing the similar phrase within a procedure

Automated TO-DO lists
Collect all management decisions, operational plans frequent tasks into automated to do list.

Achievement rates reports
Get performance reports through achievement rates, with a push of button.

Automate audit function
Auto generation of Audit tools & reports with selective sharing of audit findings.

System synchronization
Full synchronization of strategy, processes and gaps for an efficient management process and data extraction from various systems.

Faster access, relation, and filing

User can auto populate metadata into document template and connect it with all other related templates, track the lifecycle of a document, archive and retrieve /access documents and link them.

Powerful enterprise viewer and team collaboration features
Viewer can add electronic signature of your document easily, view its status and the documents relations, include his comments, add tags, mention, etc...
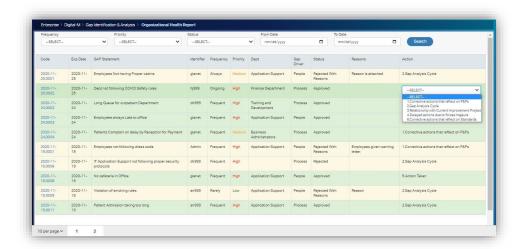
Valuable Powerful search engine and automation engine
Users can use custom search for saved or archived documents from the documents repository, and can process automation engine to design and run approval cycles between the systems users.

Customizable approval workflow system
Workflow is customized so that concerned people /departments can review document/plan, approve and process them.

Customized dashboards, flexible reporting, and analytical tools
Based on a stored data for immediate performance analysis, and help decision makers respond to specific indicators changes for a better insight on organizational performance and improved operational efficiency. Icons: P&Ps, JDs, Active plans, valid objectives, assigned tasks, calendar, KPIs, projects, widgets.

Easy Customization and Integration with other systems
Exchange information between different solutions, Integrate with Microsoft Office Application, Integrate as well with MGS systems for OpenText such as CMW IRC, CMS, LCM....

Centralized Digital Quality Management and cloud control
DQM cloud control all documents, and stored securely in a single repository, such as OpenText™ Content Server, and collect all attributes to the documents in a simple manner.

Cloud flexibility
Allow users to work on a variety of browsers and devices, manage your business without the need to be in your office. P&Ps can be deployed on Premise, Cloud or Hybrid environment.

Value Proposition

- Support an ethical culture and drive real accountability of staff.
- Maintain a system of records for reporting and audit.
- Remote Control of Your Organization Performance & Strategy Implementation for right decisions.
- Accelerate cycle times and reduce operational costs and risks by automating the processes.
- Tapping human potentials to improve sustainable economic performance
- Less training required, higher productivity through staff, growth and maximum value of business.
- Improve administrative processes, the monitoring of achievement and time management and empower teams & the quality of collaboration.
- Risk management, gaining full visibility into the entire policy lifecycle.
- Greater customer satisfaction resulting in higher average sale process and increased repeat business.
- Greater control over the flow of information throughout the business leading to less double handling and resulting in a reduction of errors.
- Map policies to accreditation standards, Support compliance and assurance to regulatory requirements and consistency with secure working practices.
- Deploy advanced technologies which allows less manual involvement, paperless environment, and digital transformation.