

# WORKFLOW AND DOCUMENT MANAGEMENT SOFTWARE

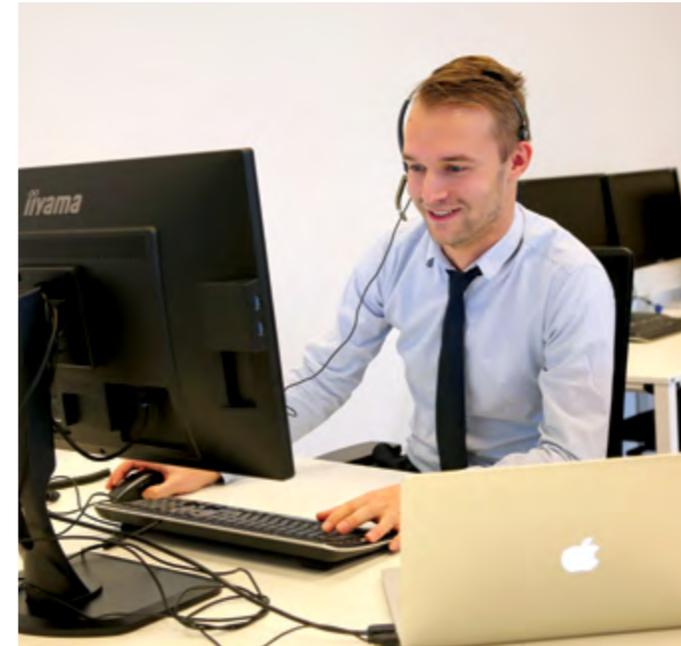


Quality is free. It's not a gift, but it's free.  
The 'un-quality' things are what cost money.

**Philip B. Crosby**



## HOW CAN BIZZMINE HELP YOU?



BizzMine offers a suite of programs tailored to the requirements of standards such as ISO, FDA, GMP and so on. Targeting the key aspects of process management, document control and training management.

We are a one-stop solution for ISO 9001, ISO 14001, ISO 13485, OHSAS 18001, ISO 17025, FDA and GMP compliance incorporating features that meet all requirements, enabling easier management and compliance.

### **Document Control & Management**

With Document control, your documents such as; work instructions, standard operating procedures (SOP) and templates – are all securely managed and controlled.

Forms can be completed from templates and sent along built-in workflow for acceptance/approval. Versioning of documents is managed automatically, end-users will only ever access the latest version of a document – which is also watermarked to prevent uncontrolled documents being left around.

In addition, Document control looks after all key aspects of document management such as:

- Versioning
- Archiving
- Flexible assessment & review processes
- Easy automatic distribution
- Permission management and access control
- Document protection
- Microsoft Office integration

Document control is a comprehensive solution for document management, having been developed with over 20 years' experience – delivering against ISO standards and much, much more! Like all BizMine modules – Document Control boasts a clean and easy to use interface, ensuring that technical computing knowledge is not a requirement and training is kept to an absolute minimum. Saving time and money.

Store all your documents in a controlled, secure environment with built-in processes guaranteeing the adherence to strict document control requirements and practices.

Document control will automate the everyday processes associated with document management, thus minimising human

error or tasks left behind! Built-in tools such as the assessment flow, digital archive, auditable history, distribution matrix and automatic table of contents, increase efficiency – in turn saving you time.

Forget having to manage task schedules for your documents with things such as scheduled revisions, edits and so on – it is all easily managed within the module.

Document control has been developed to remove the headaches associated with document management, in hand with a wealth of experience in quality to provide a user-friendly solution that helps you to optimize your business management.

## Evidence Understanding & Electronic Signatures

### Acknowledgement

Simply get your end-users to input their password as an electronic signature to acknowledge that they have read the document. You can then use this notification report to prove to auditors that the user themselves has acknowledged it.

## What issues are ongoing? What is the status of registration X? I didn't know who this task needed to go to?

### Workflow Management

As with your documents BizMine offers easy management of your process records, automation and overview. The BizMine workflow module allows you to view all registrations associated with your Quality & EHS management. This includes such as your customer complaints or safety incidents and indicates whether a record is pending, completed, exceeded deadline as well as which step is outstanding.

BizMine has a powerful workflow that enables your compliance and business processes to be flexible, controlled and efficient.

Quality is not an act; it is a habit.

Aristoteles

### Customer complaints

Manage your customer complaints in BizMine with a comprehensive investigation of all complaints. Follow the workflow process from initial registration through to final response. Manage customer resolution and ensure satisfaction.

### Corrective & Preventative actions (CAPA)

Implement your responses (actions) through a thorough staging process of:

Plan – detail what is to be undertaken and any considerations.

Do – execute the resolution and document actions, outcomes

Check – ensure that the solution resolved the issue entirely.

By following the process, thoughts and actions are documented to demonstrate a comprehensive understanding of an issue, with an assured resolution.

### Deviations

Manage response to deviations by assessing any issues and collectively resolving the issue. From the deviation process you can ensure you respond with confidence and assurance.

### Non-conformance

Non-conformance can be managed within BizMine, ensuring that you follow the process through identification and to correction and/or disposition.

**Non-Conforming materials/products**

In addition to managing generalized non-conformances, BizzMine offers a solution for non-conforming materials and/or products. Ensure that your products are fully tested, investigated and corrected/disposed of – should a deviation occur.

**Audits**

Manage your internal audits and in turn demonstrate a thorough examination of internal practices to auditors. Ensuring your audit procedures are followed enables confidence when facing any audits. BizzMine has solutions for both internal and external audit records.

**Incidents**

Manage incidents using workflow to ensure all required details are captured. You can then ensure that response is measured and accurate, with all information in a central place not in various email threads.

**Maintenance**

Schedule, record and co-ordinate your maintenance of essential equipment using BizzMine. Allocate roles and responsibilities against set criteria/expertise while following set workflows and procedures.

**Calibration**

For internal or external calibrations to record either the calibration house and attaching the certificates or recording the measurement reading and determining a pass or fail on the equipment. Reminders prompt to conduct the calibrations.

**Management of Change (MoC)**

Allows you to make changes to internal processes either a project, product or another entity and document the impacts of change and monitor the approval and implementation process.

**Risk Management**

Risk management in BizzMine is extensive, enabling you to scrutinize and assess each and every aspect of your organizational risks. Incorporating analysis, evaluation, containment or prevention and monitoring of the risk is done with ease - thanks to BizzMine workflow consolidating the information into one easy to manage record.

**Vendor management**

Manage your suppliers (vendors) and associated records in BizzMine. Given the potential for impact against your own quality and customer regulations, it is absolutely essential that vendor management is addressed.

**Supplier Audit**

Perform and document supplier audits, ensure that required actions are followed up and managed appropriately. Automate reminders against actions and improvement opportunities for your suppliers. Perform analytical reports against audit failings and analyze the impact of your business.

**Supplier approval**

Manage your suppliers from initial approach (RFQ/RFP etc.) through to contract and service level agreements. Ensure that suppliers are assessed and meet your companies own requirements.

**Supplier review**

Perform scheduled reviews of all suppliers to your organization; with flexible scheduling supported by a powerful workflow to ensure the review is extensive and thorough.

**Supplier complaint**

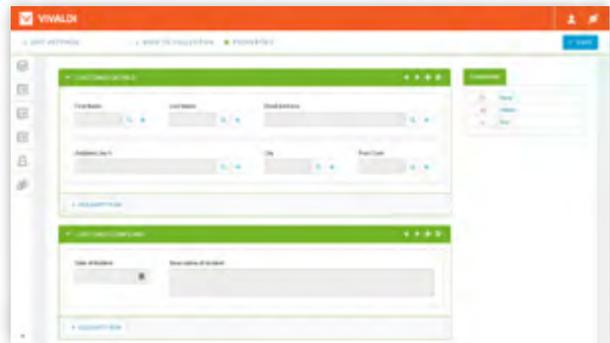
With a comprehensive investigation of all issues. Follow the workflow process from initial registration through to final response. Ensure that supplier complaints are dealt with comprehensively and confidently.

**Meeting Management**

Record details and link actions associated with meetings to ensure resolution of issues/improvement opportunities. Furthermore, using the process flow and automated notifications you can easily distribute the meeting details in advance and results/meeting minutes post-meeting.

**Training records**

Manage all training data and in the central database of BizzMine. Link competencies to training data, functions, roles and your staff. Manage requests for additional training for employees using BizzMine – this enables automated allocation for assessment and built-in notifications will keep all relevant persons informed during the request process.



### Form designer

Great-looking responsive forms.

Using BizMine's form designer you can get your data captured in your preferred way. You and your co-workers are used to specific forms and methods for data entry, so why change?

Some systems may force you to fit your information into their own rigid format. At BizMine – we know every organization handles data in different ways. Therefore, we'd rather be flexible to you, than force your information into BizMine.

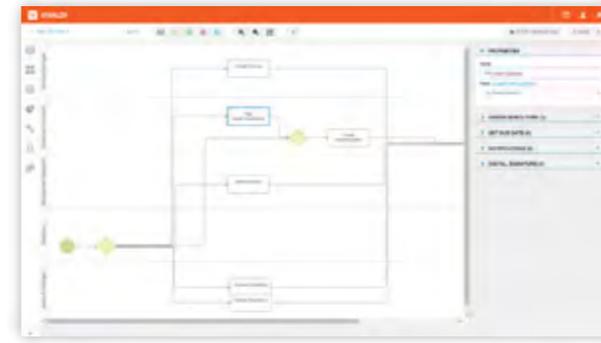


### Dashboards

Don't just "show" your data, present it

Data capture is integral to business but the interpretation of the data is often neglected. At BizMine we offer you bespoke, easily customizable (by you) dashboards to display your data in an array of ways.

Highlight trends with graphs or customize the information displayed with bespoke lists. BizMine lets you present your data in an easily interpretable way. Get the most out of your data with BizMine, your QMS solution.



### Flow designer

Flexible Workflow.

Transfer internal workflow to automated electronic processes with our flexible workflow designer. Simply drag and drop steps into the workflow designer and configure them to behave as you would like.

Within a short space of time workflow rules will automate your processes, ensure everybody follows the rules and no one is kept out of the loop.



### Portability

Wherever you go, BizMine goes.

BizMine is blessed with an intuitive, responsive design. Had to leave the office but want to finalize that last task? On the commute home and want to see the statistics for your department or team? With BizMine you can.

BizMine is fully compatible with laptops (computers), phones and tablets with an adaptive design to react to your screen size for optimal usage, no matter where you are. BizMine lets you take work out of the office walls.



## THE BENEFITS OF DIGITAL QUALITY MANAGEMENT

### Built-in Compliance

The beauty of our solution is that a dedicated system for Quality & EHS management, is exactly that. They are built by people who understand the requirements and control that is necessary within quality management. Our comprehensive software platform will close all loop holes to protect your Quality & EHS assets and ensure regulatory compliance.

### Better Version Control

With a management tool - you can easily manage your versioning, from requests to change, management of alterations and the approval process. This tracking and comprehensive processing of versions provides numerous benefits that enable you to improve on your current version control methods.

### Cleaner, more efficient archiving

Archiving should no longer be an exercise of putting something into a box, putting the lid onto it and leaving it - then having to dig through it to evidence requirements to your auditors. With a dedicated software solution, archiving becomes systematic and best of all - you don't have to do anything.

### Analysis of Quality Data

There is an advantage for you to make the most of your data analytically when using a digital system, this is because the data can be analysed using built-in tools, integrated (using SQL for example) or alternatively, exported to third party applications. From this you can identify important trends about your organizations quality performance and much more.

### Easy Permissions Management

Permission and access to your documents, procedures and so on is an absolute essential for all quality compliance. Instead of having a large number of passwords to remember for different files, have user access and easy control settings using a digital tool.

### Easy Distribution & Acknowledgement

A key aspect of document management is to ensure that your employees or colleagues are aware of the latest procedural documents and so on.

A manual quality system is largely inefficient and time consuming. With a digital QMS, this is taken care of. With

automated distribution lists it has never been easier to ensure that the correct people are seeing the required documents. Additionally, with an built-in tracking - you can see who has read the document and enforce the entering of a password as an electronic signature/receipt of the document.

### Improved Efficiency

With standardized processes comes efficiency and organization, improving timeliness and output. With BizMine you can avoid the pitfalls, shortcuts and traps of manual quality management that can cause missed deadlines, incorrect or incomplete work and so on.

### Flexibility and Control

The security and control given to you from a digital solution should not be rigid and inflexible to your quality practices, after all - most quality & EHS management will be handled slightly differently. A good solution will facilitate your existing quality procedures with the added benefits mentioned in this brochure. It should add to your management system, not make it more difficult.

### Centralized, Shared Resource

With a central resource point you have a secured resource that is available throughout your organization to your colleagues

and employees. By sharing your data within your business, you reduce time taken for users, management and costs associated with this.

### Safer Back-ups of Data

As with most data within your organization, why would you not back-up your data? I can imagine you would not like to re-write or print your quality manual should something happen... Correct? With software, you are able to back-up your quality & EHS data nightly when the system is out of use..





## IMPLEMENTATION & PROJECT MANAGEMENT

Did you know?  
The history of Quality Assurance started in World War 2 when ammunition had to be tested for performance.

The implementation of BizMine reduces the headaches and distractions that a typical software implementation can bring. Your BizMine Business Consultant will oversee all aspects from pre-sale specifications through to implementation and training. This ensures a smooth transition from manual to digital management system or the early beginnings of your digital management system. With our experienced team working across multiple industries with many implementations behind them, they can bring knowledge and guidance as required.

### **Does this have to be installed on our servers? What will that cost us?**

We have different options available depending on your budget, requirements or simply preference. With BizMine we will look to provide your preferred option and most suitable. Best of all, we perform all installation of the software – this is included in your initial purchase price.

### **Hosted**

We can install BizMine onto your own IT infrastructure, this process is simple – your BizMine Business Consultant or a member of our technical team will perform the installation in advance of your very first training session.

BizMine as an application is resource-friendly, easy to manage and maintain.

### **Cloud**

BizMine offers a cloud based solution, hosted on the Microsoft Azure platform. By using the Azure platform, we are able to offer a scalable, secure and high performing solution for those wanting a cloud based service.

With the cloud model we will take on all of the maintenance, hosting and general costs – which are all included in a reasonable monthly fee.

The cloud solution is global, with servers across different continents – we deliver a local, high speed service wherever you are.



**Microsoft Azure**

As mentioned above, our cloud solution uses the Azure platform by Microsoft.

BizzMine, hosted on the cloud using the Microsoft Azure platform enables you to have all the performance and coverage without the costs, included for your monthly subscription. The Azure platform is fast, global, flexible and above all is completely secure! If your company grows, using the Azure platform we are fully scalable to meet your increased demands!

The Azure platform facilitates the performance and flexibility that BizzMine needs in a number of ways:

- As a global company, we need to reach a multitude of regions without compromising on service, cost or performance. With datacenters all over the world and Microsoft’s commitment to investment in their datacenters, BizzMine confidently selected the Azure platform as a foundation for the cloud service development.
- The second key consideration is the scalability, with growth and development a benefit of good QMS, our customers can benefit easy expansion as and when required. Options for shared and private clouds, with stress-free upgrades,

maintenance and expansion enable us to provide an optimum service to our customers.



Quality means doing it right when no-one is looking.”  
Henry Ford

