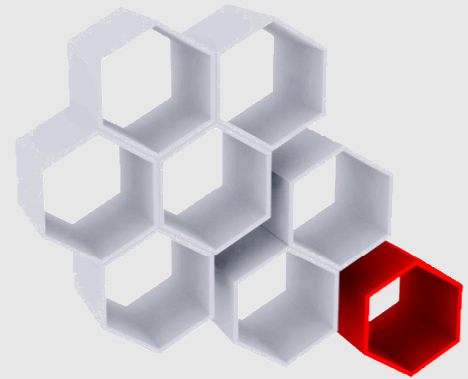


**"The living quality management system"**



**isoware**



Quality management is an essential element of the activities for any company! The core of quality management lays in effective document management, which enables employees to use available (quality-) documents collectively.

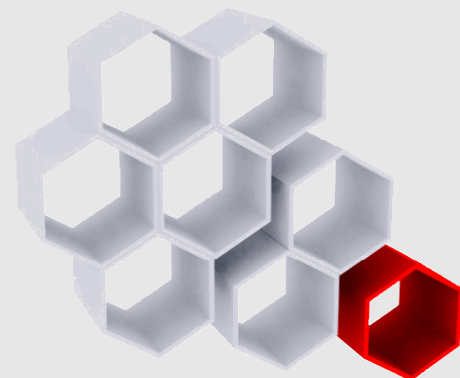
**Isoware offers the opportunity to manage your documents, quickly efficiently and foremost in a reliable manner!**



## Quality management starts with adequate document management

Isoware is part of an integrated concept for a digital quality management system, document management, data registration and improvement management. Through targeted document management the explicit knowledge of an organisation can be well kept and disclosed: varying from quality related documents such as process descriptions, to specific product information. Documents, such as procedures and instructions will be reviewed, authorized and published, according to standard quality requirements as determined by principles of ISO 9000, INK en EFQM.

Integration between various modules for documentation, process data (achievement indicators) and improvement cycles, enhances the concept.



### Characteristics of good quality management

- Up-to-date and proofed documents within one integrated system
- Easy and full access to documents, from all workstations
- Targeted search engines for required results
- Structured process steps in document management, according to a structured division of tasks
- Efficient management and maintenance of documents
- Meets all regular standards in quality management (ISO 9000, INK, EFQM)
- Full integration with other corporate information systems, such as corporate Intranet systems

### Business case

Digital support of the full processes of document creation and document management will have fast results. The organization can get rid of documents of which the status is unclear. Furthermore, it is determined who should do what in the processes of creating documents, reviewing documents and authorizing documents. Information can be easily found, even in large numbers of documents, by using effective search engines. Employees can therefore further focus on content, without losing too much valuable time. Doing the same work twice will become an issue of the past. In short: an excellent return on investment.

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## Quality is defined by cooperation

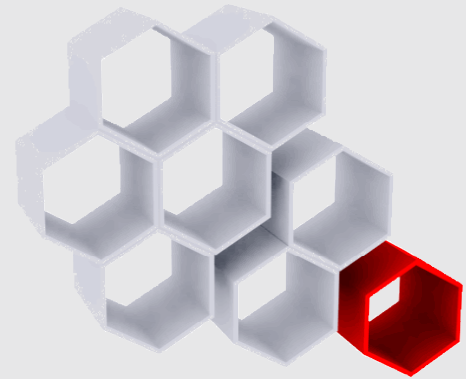
Quality management is more than creating and maintaining documents. It is, above all, a mental process, in which customer and quality oriented ideas are the main issues. In order to deliver quality, effective cooperation is a requirement. Isoware fully supports this by providing you with full access to available documents and data. Quality principles are the core, for which improvement actions can be registered in a fast and simple manner.

## Finding is knowing

The structure of Isoware will provide for a management system by all people concerned, for all people concerned. In the large number of documents and data, targeted searches and the ability to quickly find information is an essential factor for the company in order to succeed. This is all possible, regardless of location or actual presence of your employees within the company. Apart from the use of a search engine, the reader can be led to the desired detail information, through a document link, e.g. between two separate text documents, or between process charts and the relevant detailed information relevant to a process step.

## Transparent and structured

Isoware helps you structure use of the quality management system. This is achieved, not merely through uniform registration and distribution of documents and data. It is furthermore a system for undertaking action by using workflow management principles. These are applied to proposals for change, review and authorization of documents. The status of various actions is displayed in an overview, accessible for all those involved. Furthermore user statistics will be charted by Isoware, which can function as a measurement of achievement for the management of the company.

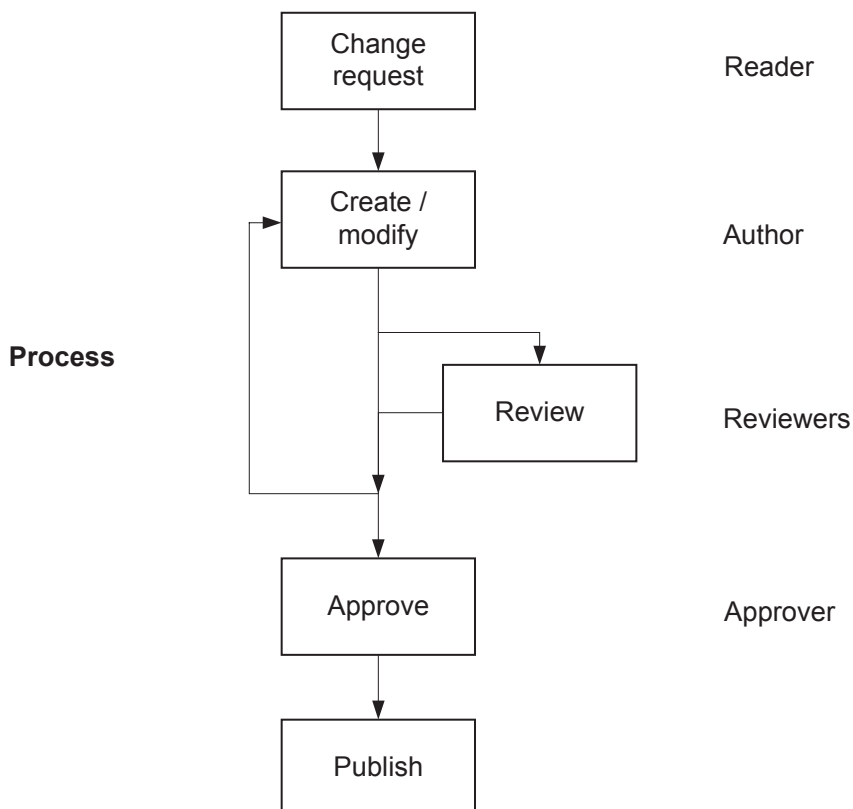
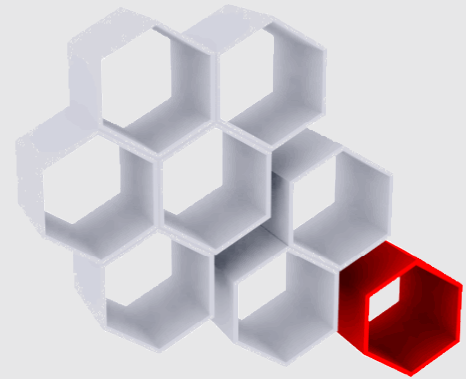


## The power of Isoware

Isoware will be the core of your quality management system. All current and approved documents will be easily accessible throughout the organization, through the use of sorting and search options. The use of templates enables the company to present itself in a uniform manner. In the maintenance procedure (improvement management, document review and approval) the workflow principles will enhance efficiency. For review and authorization, different process options are available, depending on the demands of your organization. Expired documents and missing references will be stored in a separate section of the application.

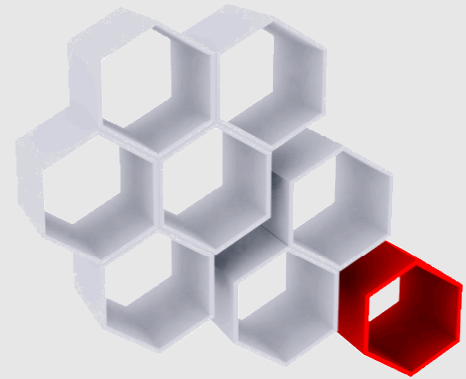
Isoware can be extended by creating links, helping users to navigate on various levels. Starter pages can provide an overview from which links can be created to various overviews, or to databases containing further information. Documents can contain links to other documents (reference links), a document can further contain a link to other databases.

Isoware's modular approach offers an excellent tool to create a hierarchy within your documentation, for example in the form of quality manuals that relate to one another.



## Key features Isoware

- Modular structure, easy to expand upon
- Various sorting options, e.g. by chapter, by function, by standard, by 'free' selection
- Various search options
- Efficient completion of change requests, providing users with insight in the progress of requests they are involved in
- Assigning access and roles to individual persons and groups of people
- Various process options for review and approval cycles
- Extensive facilities for template-use
- Lexicon for all expressions used
- Efficient management options for expired documents, document references and more
- Full integration with MS Office
- Hit-registration for all users
- Starter pages for a graphical interface leading to manuals and / or databases



Maken Aanvraag Wijziging

**FORMA ICECREAM** Business Unit *Icecream products*

Hoofdstuk	2 . Procedures bedrijfsprocessen	Code	2-4
Paragraaf	4 . Ontvangst/uitlevering producten	Versie	2

**Document Eigenschappen.**


**Doel**  
Uitlevering van alle producten naar de klanten.

**Toepassingsgebied**  
Alle ijsproducten, die moeten worden uitgeleverd:

- standaard ijsproducten op bestelling
- eigen merkproducten uit eigen voorraad

**Werkwijze**

1. De logistiek medewerker maakt een orderbon aan uit het OVS (Ordervolgsysteem). Vervolgens wordt het transport ingepland.



**Demo Handboek**

Handboek Concepten Wijzigingen Reviews Autorisaties Beheer

Bijwerken folder Favorieten Zoeken Maken concept Wijziging aanvragen Overig

Handboek	Code	Versie	Autorisatie	Auteur
<b>1. Organisatie</b>				
1. Inleiding	ORG-1	5	12-11-2006	Ad Voets
2. Opzet organisatie	ORG-2	2	15-11-2006	Ad Voets
3. Taken, verantwoordelijkheden en bevoegdheden	ORG-3	2	05-04-2007	Ad Voets
4. Missie en beleid	ORG-4	2	05-04-2007	Ad Voets
5. Organogram	ORG-5	4	11-04-2007	Ad Voets
<b>2. Procedures bedrijfsprocessen</b>				
1. Account management	2-1	5	21-02-2007	Joost van Burg
2. Orderverwerking	2-2	1	13-03-2007	Patrick van Broek
3. Inkoop	2-3	2	05-04-2007	Ad Voets
4. Ontvangst/uitlevering producten	2-4	3	05-04-2007	Ad Voets
5. Facturering	2-5	2	05-04-2007	Ad Voets
<b>3. Ondersteunende procedures</b>				
1. Directiebeoordeling	C-1	4	05-04-2007	Ad Voets
2. Documentmanagement	C-2	3	05-04-2007	Ad Voets
3. Verbetermanagement	C-3	4	05-04-2007	Ad Voets
4. Interne audits	C-4	4	05-04-2007	Ad Voets
<b>4. Instructies</b>				
1. Kansen en Klachten	D01	3	05-04-2007	Ad Voets
2. Incidenten en ongevallen	D02	5	05-04-2007	Ad Voets
3. Opstellen product data sheets	D03	3	05-04-2007	Ad Voets
<b>5. Productvoorbeelden</b>				
1. Forma Framboise special	E1	3	05-04-2007	Ad Voets
<b>6. QMS-SYSTEEM</b>				
1. Startpagina 1	Start01	5	01-03-2007	Ad Voets
<b>7. ICT PROCEDURES</b>				
01. Backup procedure	ICT 001	2	11-04-2007	Ad Voets
<b>99. DIYS Portal</b>				
Startpagina	DIYS-01	4	11-04-2007	Patrick van Broek

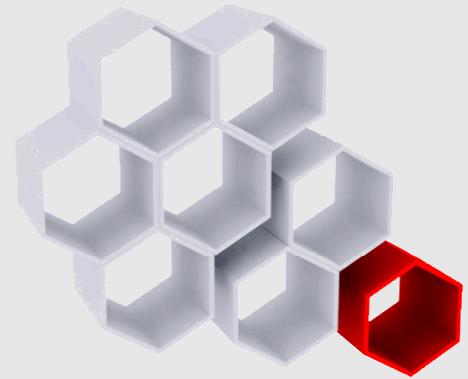
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## **Isoware: part of the 'ware'-concept**

The success of any organization is largely determined by the availability of current company information and experiences of employees. This supports organizations in their road to success and in the drive to compete. Isoware, as one of the Metaware applications fits within this concept. Apart from Isoware, Metaware offers various other solutions with products such as Biware (call management) or Infoware (information management). The various modules fit within an integrated quality and document management system, the so-called Quality Suite.

## **More than software: the organization is the key**

Our years of experience in realising solutions for quality management systems, supports our idea that the organization itself is the key to successful implementation of our products, both our standard applications and our custom-made applications. For maximum results in the interaction between software and organization, Metaware has developed a convenient pilot method. Over a short period of time, an organization can get acquainted with the available solution. Its use is then limited to a select group of users, who can implement the company's methods within the application. After the application has proven its worth, the application can then be implemented further in the organization.



## Lotus Notes / Domino

Isoware exploits the power of Lotus Notes / Domino, the world's standard for all your intranet solutions.

### System requirements

#### Server

Operating system (among others): Microsoft Windows 2000 / 2003, Linux

Software: Lotus Domino 6.5+

Mailsysteem: Lotus Notes 6.5+ / Outlook 2000+

Hardware: recommended 512 Mb+ internal memory, 3 Gb+ disk space (depending on o.s.)

#### Client

Operating system (among others): Microsoft Windows 2000, XP, Vista

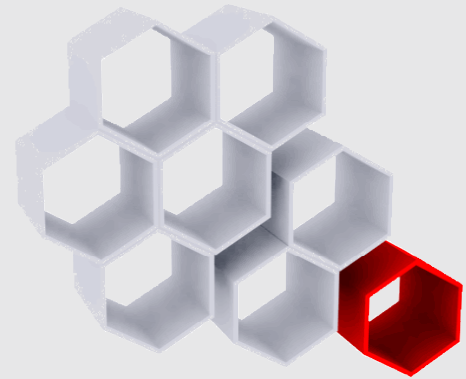
Software: Lotus Notes 6.5+, Microsoft Internet Explorer 6.0+, MS Office 2000+

Hardware: recommended 512 Mb+ internal memory, 512 Mb+ disk space (depending on o.s.), display resolution 1024 x 768

### How to proceed?

For further information you can go to the Internet site [www.metaware.nl](http://www.metaware.nl). Here you can download demonstration software or start with an on-line demo.

For further information or a live demonstration, please contact us at ph. +31 (0)50 537 00 80.



Metaware B.V.  
Rijksstraatweg 239  
9752 CB Haren (Gn)

T: +31(0) 50 537 00 80  
F: +31(0) 50 537 00 81  
E: [info@metaware.nl](mailto:info@metaware.nl)

[www.metaware.nl](http://www.metaware.nl)

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