



Q | Pulse

organisation-wide advancement through compliance

encourage ownership

of the compliance management system

reduce bureaucracy

of compliance management

deliver improvement

in bottom line performance

Managing Compliance

- the choice is simple



Whether we like it or not, regardless of industry sector, Compliance is on the increase. Organisations now face challenges from multiple sources such as Quality, Environment, IT, and Safety, not to mention their Regulatory and Corporate Governance commitments. It can be an expensive and confusing area with multiple standards to adhere to and the duplication of effort often undertaken to meet the various standards and regulations.

Whilst the management of Compliance is not optional, the way in which it is approached by your organisation can be critical in determining the value that is gained from its efforts. It can be treated as an expensive “tick the box” function which is an absolute overhead and waste of resources or it can be used to identify and manage improvement, efficiency or effectiveness opportunities across the organisation.

Each organisation has a choice: Q-Pulse has been designed specifically for organisations that choose the latter option.

Q-Pulse

– organisation-wide advancement through Compliance



Q-Pulse is designed to encourage ownership of your management system, reduce the bureaucracy inherent within its processes and ultimately deliver improvement in bottom line performance. It does this by optimising performance, resources and productivity and promoting a culture of continuous improvement, thus making a direct contribution to the financial performance of your organisation.

Q-Pulse uniquely incorporates a business mapping solution that enables individuals and teams to quickly and effectively collect, group and understand information. Such capability is vital in order to take action to identify improvement opportunities and to introduce them. In short, Q-Pulse will deliver **organisation-wide advancement through Compliance**.

With one management system to manage all standards and regulations, your organisation will have a robust framework in place to manage the ever-changing Compliance environment. As a direct result of the efficiency savings you have gained from Q-Pulse, your resources will be freed up to capitalise on the improvement opportunities it presents.

The Strategic Intent of Q-Pulse



Encourage ownership and interaction across your management system

A change in focus is required across your organisation for truly effective management of Compliance. Your management system should no longer be perceived as a bureaucratic necessity. Instead there must be a collective drive to prevent problems and situations from occurring in the first place. Ownership is the key here and people across the organisation must interact with and feel they have a responsibility for their actions and activities in the management system.

How can this be achieved?

The Q-Pulse LaunchPad was designed to overcome this “ownership” challenge.

LaunchPad provides:

- a mechanism for each individual within the organisation to engage with the management system.
- only relevant information to each individual to encourage engagement with, and contribution to, the management system.
- each individual with the ability to refer, respond and react to information within the Compliance Management system.
- encouragement for each individual to contribute to improvement ideas across the organisation, irrespective of their position or seniority.

“I have to say that Q-Pulse is simply amazing. The simplicity of use will encourage more of our people to interact with our management system. I see how easy Gael have made it to integrate the compliance of multiple standards into one application.”

**Stewart Bellamy, Quality Assurance & Lean Manager,
Brandt Engineered Products Ltd.**

Reduce the bureaucracy of Compliance Management

Compliance is often associated with bureaucracy and viewed as a mandatory administrative overhead. People often fail to see the opportunities Compliance can offer organisations. Employees need to realise that Q-Pulse will deliver a reduction in bureaucracy and offer new opportunities to help improve the whole organisation.

How can this be achieved?

Q-Pulse offers:

- reduced duplication of effort through the provision of a central repository for all records associated with Compliance and improvements.
- reduced administrative burden due to the fact that all policies, procedures and instructions are available online in a single, central system.
- continual monitoring of your Compliance records which allows for automatic workflow alerts and the issuing of reminders for outstanding actions.
- time and resources saved which can then be invested in identifying pro-active prevention and improvement opportunities across the organisation.

“We would be at a complete loss without Q-Pulse. I couldn’t envisage attempting to control our huge amount of documentation and audit plan without an automated process such as we have now; alternatively, we’d certainly require a larger workforce.”

Colin Ambrose, IMS Manager, Serco Cranwell

Deliver improvement in bottom line performance

Compliance can be the vehicle that enables organisations to do things better, to drive organisation-wide improvement, to use resources to their strengths and align operations with strategy. Q-Pulse actively facilitates this management system transformation from a bureaucratic cost-centre to a source of organisation-wide advancement.

How can this be achieved?

Problem areas are not always obvious, especially when incidents are looked at in isolation. For this reason comprehensive analysis capability forms the basis of Q-Pulse’s improvement and advancement capabilities.

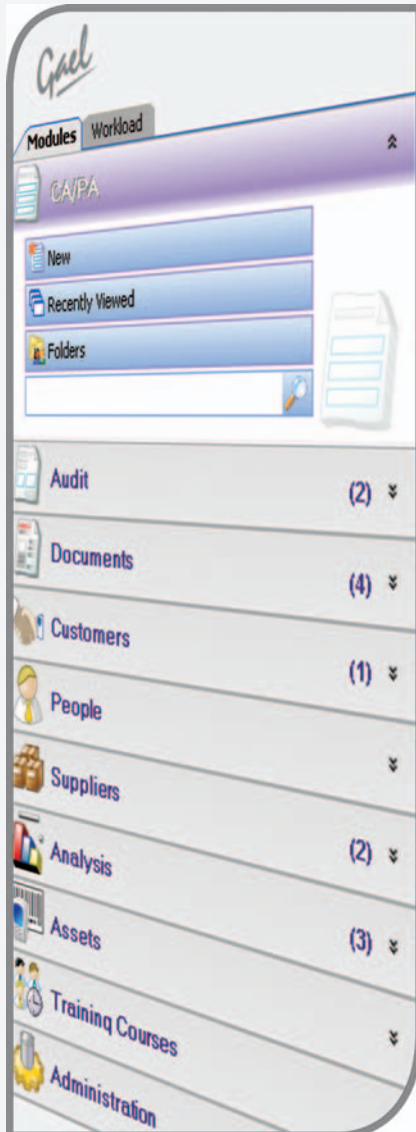
Q-Pulse provides:

- powerful graphical reports to assist in identifying related issues which in turn helps identify ways to improve how organisations conduct or operate their business.
- an integrated business mapping tool, MindGenius, to help collect, organise and understand information and which assists in the identification of “breakthrough” solutions to the toughest of problems.
- invaluable assistance when brainstorming, problem solving or analysing the impact of change with the mapping tool.

“Using Q-Pulse to manage our business improvement program is like having a dedicated group of analysts working for you 24/7: the data is always available and can be quickly drilled into for specific details. With Q-Pulse, my job is much easier and my stress level is much lower.”

Robert Rouzer, Director of Quality, VSE Corporation

The Q-Pulse Modules



LaunchPad

- Designed specifically to promote ownership and interaction in the management system.
- Provides a shortcut for each individual to personal and specific information about their Compliance actions and activities.
- Allows each individual to contribute to improvement ideas across the organisation, irrespective of their position or seniority.

CA/PA

- Quickly and easily capture occurrences, incidents and events from all aspects of the business.
- Informs appropriate people of issues specific and relevant to them and consequently helps avoid repeat occurrences of mistakes.
- Encourages a culture of learning and continuous improvement and, in doing so, reduces organisational risk.

Document Control

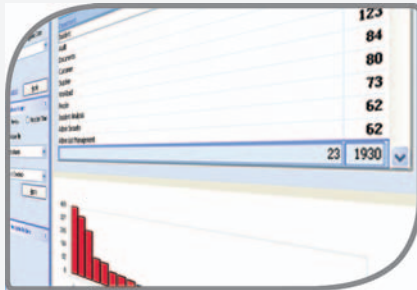
- Allows for the efficient and effective management of document change from the initial request, through drafting, approval, distribution and publishing.
- Radically reduces the bureaucratic burden of Document Control by as much as 99%.
- Extends your controlled documents throughout the organisation and its supply chain via a secure web interface.

Auditing

- Manages the complete audit lifecycle from scheduling, planning and conducting, to reporting and following up actions through to conclusion.
- Provides the capability of managing internal, external and 3rd party audits across one specific or any number of Compliance Management systems.
- Provides a central repository for all audit information and allows organisations to demonstrate Compliance "on demand" with minimum overheads and disruption.

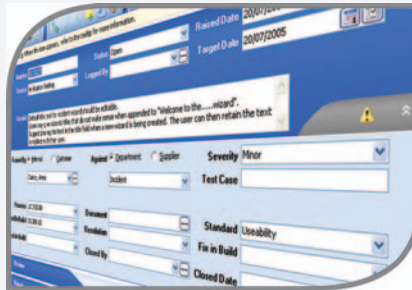
Analysis & Improvement

- Enables analysis of all incidents from every area of the business.
- Contains graphical grouping and trend reports to help identify related issues and improvement opportunities, unlocking benefits for your organisation.
- Helps develop an ethos of continuous improvement and organisation-wide advancement.



Workload

- Offers a central source to manage and continually monitor Compliance actions throughout the organisation.
- The ability to report all actions completed across the management system.
- Only relevant information available to each individual to encourage engagement with, and contribution to, the management system.



Asset Management

- Provides a complete central inventory register of your assets.
- Maintains a detailed historical record of all checks including maintenance and risk assessments.
- Enables the planning, scheduling and notification of all future check activities including calibrations and PAT tests.

Asset ID	Asset Name	Status	Check Date	Assigned To
1001	Asset 1	Active	2007/01/01	Cuney, Anne
1002	Asset 2	Active	2007/01/01	Cuney, Anne
1003	Asset 3	Active	2007/01/01	Cuney, Anne
1004	Asset 4	Active	2007/01/01	Cuney, Anne
1005	Asset 5	Active	2007/01/01	Cuney, Anne
1006	Asset 6	Active	2007/01/01	Cuney, Anne
1007	Asset 7	Active	2007/01/01	Cuney, Anne
1008	Asset 8	Active	2007/01/01	Cuney, Anne
1009	Asset 9	Active	2007/01/01	Cuney, Anne
1010	Asset 10	Active	2007/01/01	Cuney, Anne
1011	Asset 11	Active	2007/01/01	Cuney, Anne
1012	Asset 12	Active	2007/01/01	Cuney, Anne
1013	Asset 13	Active	2007/01/01	Cuney, Anne
1014	Asset 14	Active	2007/01/01	Cuney, Anne
1015	Asset 15	Active	2007/01/01	Cuney, Anne
1016	Asset 16	Active	2007/01/01	Cuney, Anne
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1046	Asset 46	Active	2007/01/01	Cuney, Anne
1047	Asset 47	Active	2007/01/01	Cuney, Anne
1048	Asset 48	Active	2007/01/01	Cuney, Anne
1049	Asset 49	Active	2007/01/01	Cuney, Anne
1050	Asset 50	Active	2007/01/01	Cuney, Anne

Supplier Management

- Maintains a register of current approved suppliers and a historical record of suppliers performance.
- Highlights suppliers deemed unsuitable based on previous performance.
- Allows you to develop win/win situations across the supply chain and enhance customer satisfaction.

Training & Competence

- Provides a complete central register of all employees and their training and competence records.
- Enables the planning and scheduling of future learning events including automatic emailing to attendees.
- Allows employee competence gaps to be identified and addressed in a systematic manner.

Customer Management

- Maintains a register of complaints, compliments and correspondence.
- Reports on customer complaint issues collectively or in isolation.
- Allows organisations and customers to work together to develop win/win situations.

Technical Overview



The development strategy of Q-Pulse is centred on the use of an N-tier design architecture utilising Microsoft's .NET Framework and Microsoft's SQL Server database. This approach ensures a powerful software application that offers:

- **a robust and reliable database.**
- **increased transaction processing capabilities.**
- **improved system performance.**
- **increased storage capabilities.**
- **improved security at both database and user interface levels.**

Furthermore, by integrating with Active Directory, the administrative time and effort required to manage Q-Pulse users and groups is significantly reduced, freeing up IT resources to be deployed on other priorities.

N-Tier Architecture

Using an N-tier approach offers the greatest flexibility in distribution, as the tiers can reside anywhere from a single desktop to servers and clients around the world. This enables Q-Pulse to scale easily from the desktop or local area network to the enterprise or web application level.

SQL Server database

Q-Pulse using the Microsoft SQL Express Edition is ideal for use in a local area network environment, where there is traditionally a lower transaction level and limited user base. Importantly, Express Edition is embedded within Q-Pulse, meaning that it does not require any proprietary licence purchase.

Q-Pulse using full SQL Server is appropriate for enterprise environments where there is a large number of users, significant transaction level and increased demands on database scalability across a wide area network.

Q-Pulse Business Mapping Tool



When developing this 5th generation of Q-Pulse, one of our primary aims was to assist organisations with the development of an ethos of continuous improvement across the organisation.

This involves making difficult decisions to create the environment and appetite for successful change. Time and effort is required to improve and sometimes tolerating short-term inconvenience is required to enable improvement to materialise. With business change you must take a step back and invest time, effort and resources in the short term to be able to progress and reap long term benefits.

Many people and organisations resist the step back and consequently fail to take actions that lead to progress. Our objective with Q-Pulse was to make the initial step back less painful and help reduce the time required to step forward. We also wanted to ensure the forward step is infinitely more powerful.

For this reason, we have integrated a business mapping tool into Q-Pulse which will reduce the time and effort required to assess, investigate and understand what needs to be improved. It will help you identify potential solutions, define which is the most appropriate and convince others that your ideas and plans will make for successful implementation and significant payback.

The Q-Pulse Business Mapping Tool:

- facilitates the brainstorming, problem solving and assessment of the impact of any change proposed.
- helps with the assessment, investigation and understanding of improvement opportunities.
- assists with the identification of potential solutions and making the decision on the most appropriate actions.

About Gael Quality



Gael Quality was established in Scotland in 1995. Since its inception, the philosophy of Gael has always been to offer software solutions and supporting services that facilitate improvement.

As UK market leader in the design, development and delivery of Compliance Management solutions, we designed Q-Pulse to enable organisations to achieve value from demonstrating Compliance. Q-Pulse has helped companies across multiple industries transform the necessary Compliance activities from a costly overhead into a business benefit with competitive and commercial advantage.

Compliance and our Solutions

Gael Quality recognises that Compliance, although necessary, should not be regarded as an expensive, mandatory task. However, this is commonly the case with organisations treating it as an expensive “tick the box” function and performing the minimum requirements of Compliance. Our Q-Pulse solution allows organisations to not only demonstrate Compliance but reduce regulatory risk and manage and improve financial performance. The difference with our solution is we have taken Compliance to the next level by integrating our business mapping tool, MindGenius, which helps organisations identify and implement opportunities to improve and continually advance the organisation.

Proactive Customer Service

Exceeding customer expectations is at the heart of our improvement philosophy and in order to achieve this we have developed a proactive approach to Customer Service. This process commences at the point of sale where you are appointed a dedicated Account Manager whose sole job focus is to ensure that Q-Pulse delivers on your agreed project objectives. Throughout the following months, your Account Manager will proactively work with you to ensure that you have a robust management system capable of meeting your current and future Compliance needs.

Our Valued Customers

Over the years Gael has established an exceptional customer base. By offering pioneering Compliance solutions, outstanding technical support and Customer Service we have gained the trust and confidence of our customers and cultivated lasting relationships.

Q-Pulse users represent organisations of all sizes, across all industry sectors worldwide, and include household names such as **BAE Systems, Cadbury Schweppes, Emirates, Great Ormond Street Hospital, Northrop Grumman Corporation** and **Serco**. With over 100,000 users and installations in over 90 countries, Q-Pulse continues to prove its credentials as the chosen Compliance solution.

A selection of our valued customers include ...

3M	Dubai Natural Gas	JCB	Score Europe
ABB	Dunlop Aerospace	Jumeirah	Serco Defence & Aerospace
Aer Lingus	DuPont	Kenya Airways	Sheffield Teaching Hospitals
ALIA - Royal Jordanian Airlines	Eaton Aerospace	Kingspan Ltd	Shell
Amec Oil and Gas	Emirates	Konecranes	Siemens
APW	Epson	Kraft Foods	South Eastern Trains
Arjo Wiggins	Eurowings	Lloyds Bank	South Lanarkshire Leisure Ltd
AstraZeneca	Federal-Mogul	Mater Misericordiae Hospital	St Mary's NHS Trust
Babcock Design & Technology	Flextronics Canada	Missouri Enterprise	Strathclyde Police
BAE Systems	Food Standards Agency	MOD	Student Loans Company
Banta Global Turnkey	Fred Olsen Cruise Lines	Mondi Packaging	Tetley
Barbados Bottling Company Limited	Genzyme Europe	Muirhead Aerospace	The Commercial Bank of Qatar
BMI Hospitals	Glasgow City Council	Nampak	Timken Aerospace
BNFL	Glenmorangie	National Air Traffic Services	Triumph Group
Body Shop International	Globalware Solutions	Nevada Cancer Institute	Turner Aviation
Britvic	Gulf Air	Northern Ireland Blood	Turner Diesel
C & C	Highland Distillers	Transfusion Service	UK Civil Aviation Authority
Cadbury Schweppes	HJ Heinz	Northern Ireland Medical	Union National Bank
Carlsberg Tetley	HM Prison Service	Pirelli Tyres	Vehicle Certification Agency
Chiltern Railway Company	HM Revenue and Customs	QML Pathology	VSE Corporation
Chivas	NHS Greater Glasgow	RAF	Walsh Western International
Copenhagen Airport	Honeywell	Rizla	Welsh Blood Services
CTS Corporation	Hong Kong Red Cross BTS	Robertson Winery	Westminster City Council
Dairy Crest	HP	Samsung Electronics	William Grant
DNATA	Institute for Cancer Studies	SAS Technical	Wood Group
	ITT Defence	SCA Packaging	Xerox

Contact us today on info@gaelquality.com or call us on +44 (0)1355 593400 to discuss how Gael will help you deliver organisation-wide advancement through Compliance.

Gael

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