

## 5 Quality Management Software Myths - Busted!

As technology continues to evolve, and individuals become more technologically sophisticated, companies must look for cutting edge tools to manage both customers and internal processes. Managing quality and processes manually can be a daunting task and may lead to a host of problems, including delays in project timelines, poor customer satisfaction, lack of team motivation, and poor resource allocation. To address these and other issues, the use of an electronic quality management system (QMS) is highly recommended to save time and costs associated with process documentation, non-conformance management, and risk reduction. This article sheds light on the top 5 myths relating to quality management software, especially useful if you use a paper-based system and are unsure of how can electronic QMS help you.

### **Myth 1: Electronic Quality Systems are only for big companies**

This prevalent myth asserts that an electronic QMS is designed and meant only for big organizations with multiple sites. However, the fact is that in such a competitive environment it's mandatory for every organization to track and control documents, manage non-conformances, and adhere to regulatory requirements - whatever the company's size, number of sites, or number of employees. Companies must demonstrate the highest standards and quality to the auditors if they are to be certified to a standard, meet their industry regulations or customer demands. Achieving these goals can be easy with an electronic QMS that ensures continuous improvement, critical information security, issue visibility, quick problem resolution, and fast regulatory approvals to market new products.

### **Myth 2: Deploying an Electronic Quality System can cost companies huge sums of money**

The demand for quality management software has increased the competition amongst vendors. Any company that wants an electronic QMS can now do so at an affordable price. Many vendors now offer less-expensive, cost effective quality management software through services such as on demand / SaaS where the software is hosted on the vendors' servers. Additionally, this reduces the cost of ownership by over 60% and makes the implementation possible in days rather than weeks - all for a small monthly fee.

### **Myth 3: Only Technical Personnel can use Quality Management Software**

It is a common misconception that anything relating to software falls under the remit of technical teams. It gives rise to this myth that only IT departments/ technical personnel of companies can handle and use electronic quality systems. The fact is that there are quality management programs which are designed for everyday users who are familiar with internet usage - programs designed to be user-friendly and intuitive. In essence, anyone who can surf the internet can easily use a well-designed electronic QMS system. Further, quality management software is far easier to use than a paper-based system as the QMS software will typically include help manuals and technical support. Moreover, deploying software through an on demand service doesn't even require an IT department as the vendor has a support team that installs and implements the software.

### **Myth 4: Poor / No return on investment on Quality Management Software**

When considering the use of a QMS, senior management will usually question the QMS's potential return on investment. Various studies show that using software for quality management can save administrative time, reduce printing costs, improve production cycles, speed up change control processes, and improve speed of response - all of which adds up to a considerable return on investment. One of the biggest costs relates to risk, a good QMS will substantially reduce the risk of incorrect documentation like specifications or inspections

being used and can thus provide a difficult to quantify yet significant saving. Depending on the scope of implementation, a QMS can offer return on investment in as little as 12 months.

#### **Myth 5: Risk of losing data with an Electronic Quality Management System**

One of the more persistent myths associated with QMS systems involves the perception that the electronic storage of data is somehow riskier than retaining paper versions of the data. In fact, electronic documents are far safer than any other methods of documentation. Ask yourself a question: Do you back up the files in your cabinet every day? Probably not, but with an electronic QMS, you can create a backup of all your data every night, therefore ensuring that your data is always safe and secure. Do you have a copy of your paper system off site? With an electronic QMS this is normal - or at least it should be.

When you are looking for ways to save administrative costs, increase employee productivity, improve business performance, and speed up the customer response process, an electronic QMS is a must-have. Deploying a QMS through on-demand/ SaaS solution is a hassle-free and cost-effective route for small and medium sized enterprises.

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