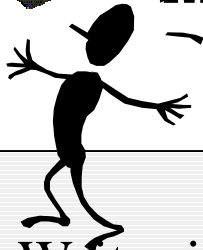
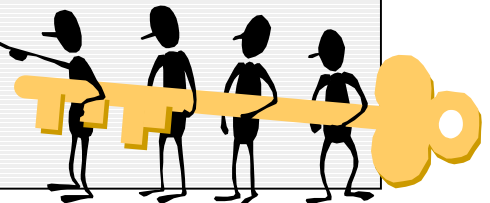
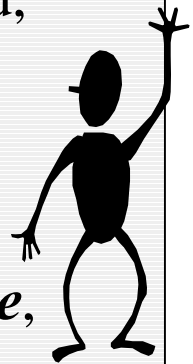
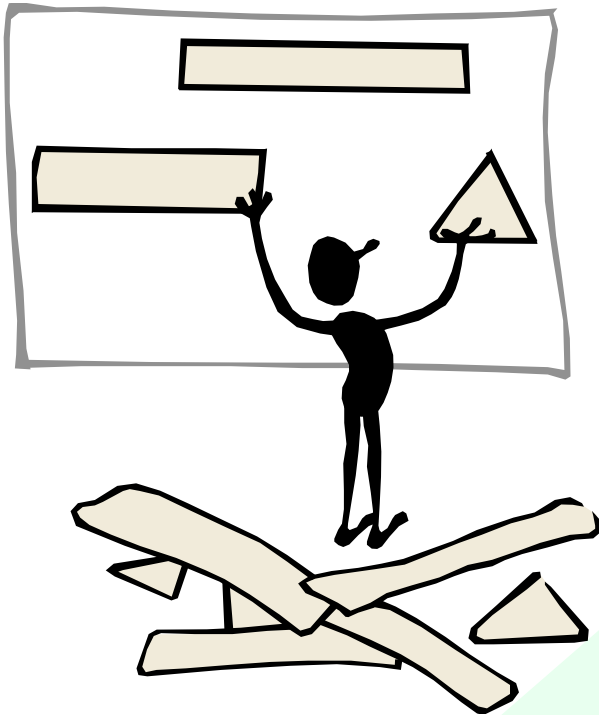


## ON-LINE DOCUMENT MANAGEMENT SYSTEM



IsoWriter is a program planned, designed and written *to automate the creation and management* of the company's documentation *in real time*, whether the documentation is linked or not to the quality system, whether the documents are generated internally or originate from an external site, *completely satisfying the requirements of the UNI EN ISO 9000 standards* without using a single sheet of paper. The documentation is *always available in real time from any workstation on the network.*





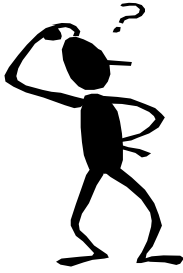
**The ISO900:2000 (Vision 2000) International Standards for the management of a “company’s Quality System”, if these standards add value to the company and expand its potential, requires the implementation of an exact methodology based on the company’s procedures and must be evidenced in its documentation. All the major processes which influence the quality of products or services as well as third party support, staff training or re-training and the organisation in general, requires that the documentation to be created, checked, distributed and updated according to a precise set of rules which are imposed by these standards.**

The formal structure of the ISO 9001:2000 documentation must answer these requirements with regards to identifying and finding documents, not to mention the reference of the aforesaid to the standard clauses; furthermore the ISO 9001:2000 standard requirements impose to the company the objective to assure that all data and documents gathered in the execution of business are checked. In general to reach this goal it is necessary:

- ◆ *That all copies of the documents distributed by the company internally and externally be constantly updated, deleting obsolete copies and adding all modified ones;*
- ◆ *That obsolete documents be backed up and saved;*
- ◆ *That documents be uniquely identified by either edition or revision numbers;*
- ◆ *That all modified text be highlighted so that they are easy to identify from new or deleted text;*
- ◆ *That the matrix report documents, which include the listing of all the available documents identified by their revision/edition numbers, be updated and distributed along with all modified documents, as described above;*
- ◆ *That a distribution list be compiled and kept updated for each modified document.*



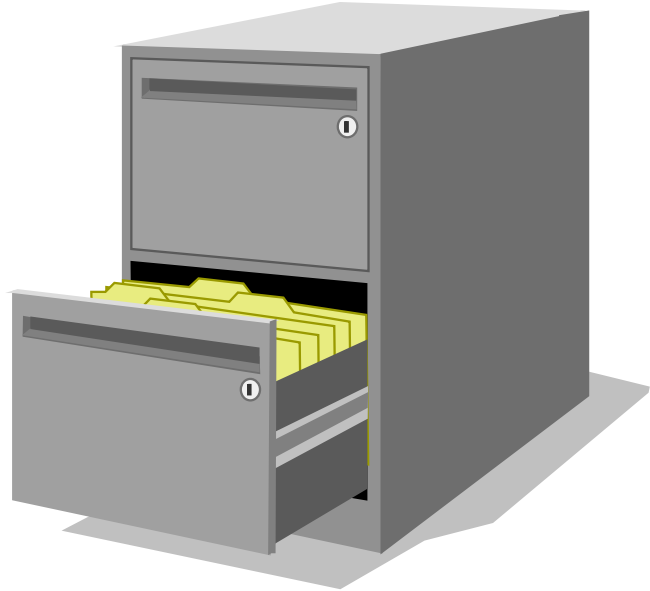
The organizing of the documentation must also assure a certain level of security in order that no unauthorized person can accidentally modify documents and therefore assigning the responsibility of approving any modifications to specific functions.



# THE PROBLEM

54% OF CERTIFIED COMPANIES DECLARE THAT THEY HAVE DIFFICULTIES IN ORGANISING THEIR DOCUMENTATION. THE COSTS:

- TO FILL A FOUR-DRAWER FILING CABINET WITH DOCUMENTS, COSTS THE COMPANY \$25000;
- THE CABINET MAINTENANCE EXPENSES RANGES BETWEEN \$1500 AND \$4500 PER YEAR AND REQUIRES 400 MAN HOURS PER YEAR;
- 5% OF THE DOCUMENTS ARE FILED INCORRECTLY OR LOST;
- THE COST OF RECOVERY CAN BE FROM \$7 TO \$225 FOR EACH DOCUMENT;

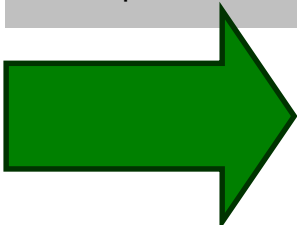


Source: Association for Image and Documentation Management

*Other hidden costs can be found in the time required to manage the information contained within the documents.*

Type of operation	Manager	Dep. Head	Clerk
Research	5 - 10%	10 - 15%	10 - 20%
Copying	-	-	2 - 10%
Distribution	-	1 - 2%	2 - 10%
Backup	-	1 - 2%	2 - 20%

Coopers & Lybrand, 1997.



*OCSE in one of its surveys found that because of the mismanagement of documents and information, the productivity of an office only increased by a mere 3% against the 70% increase gained by the innovations of the '80s in productivity management.*

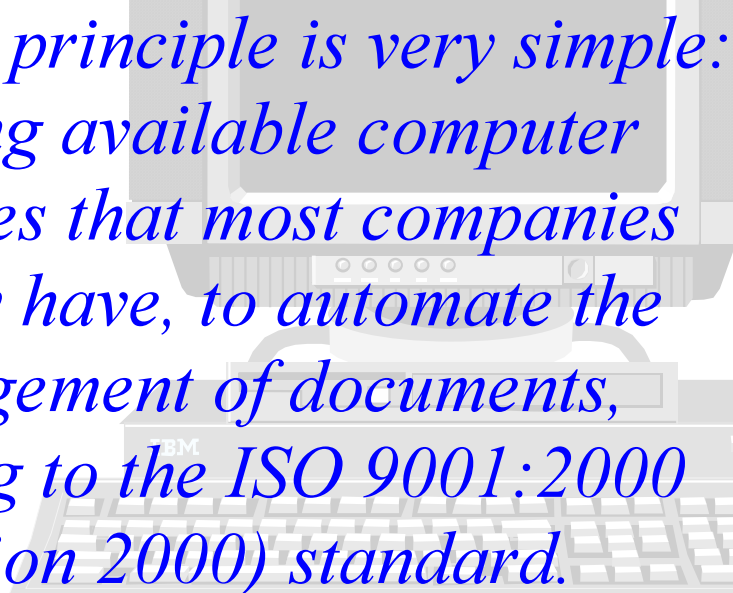


## ***THE SOLUTION***

*ISOWRITER solves all these problems easily and at a minimal cost, thus leaving the user the exclusive task of inserting the document body.*

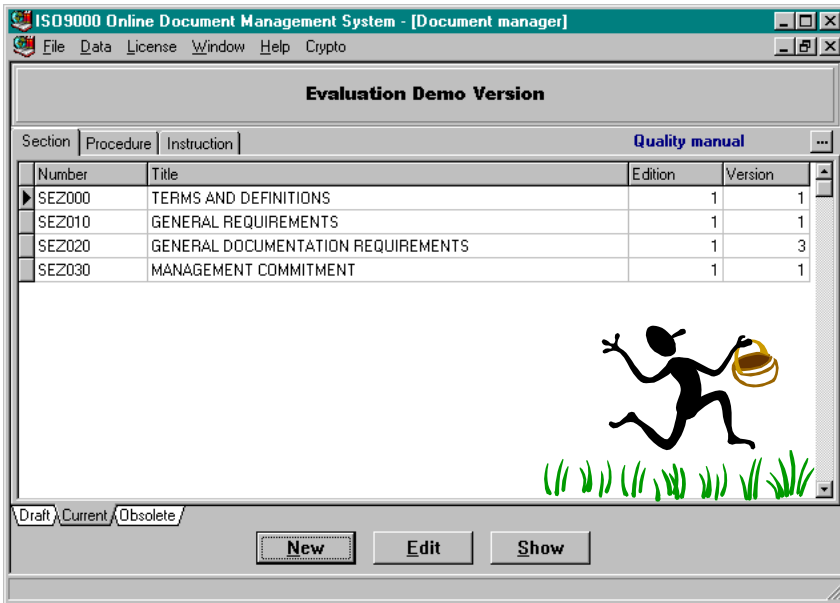
ISOWRITER is easy to use and anticipates the user's needs, no particular training is needed and a low cost workstation will easily run the program.

*The basic principle is very simple: utilising available computer resources that most companies already have, to automate the management of documents, adhering to the ISO 9001:2000 (Vision 2000) standard.*



# THE OPTIONS

## Inserting a new document

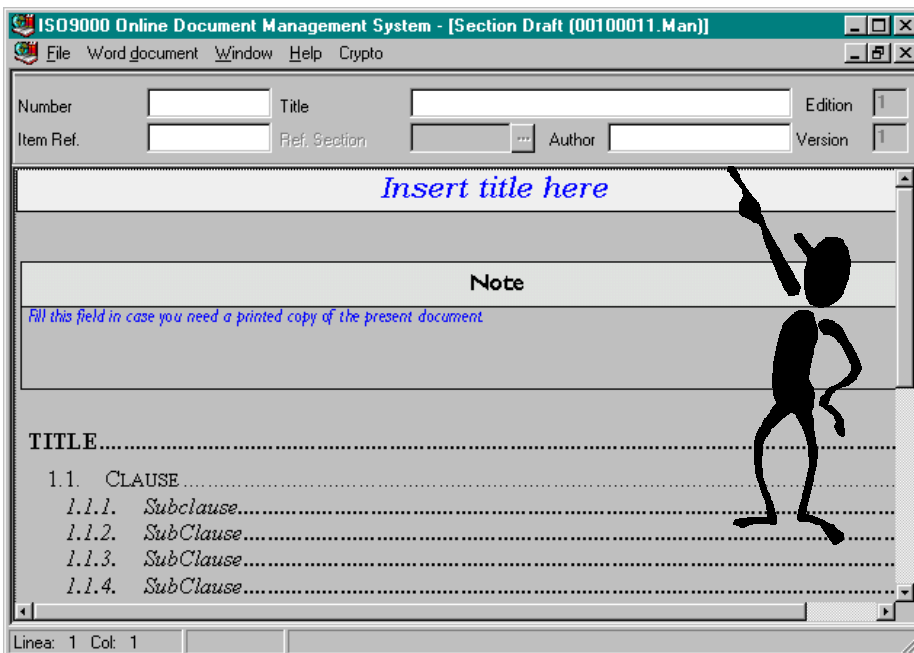


The main window displays three types of documents for the Quality System:

- Sections;
- Procedures;
- Instructions.

These are in turn divided into three folders: “Draft”, “Current” and “Obsolete”.

*Click on “New” when ready to input data*



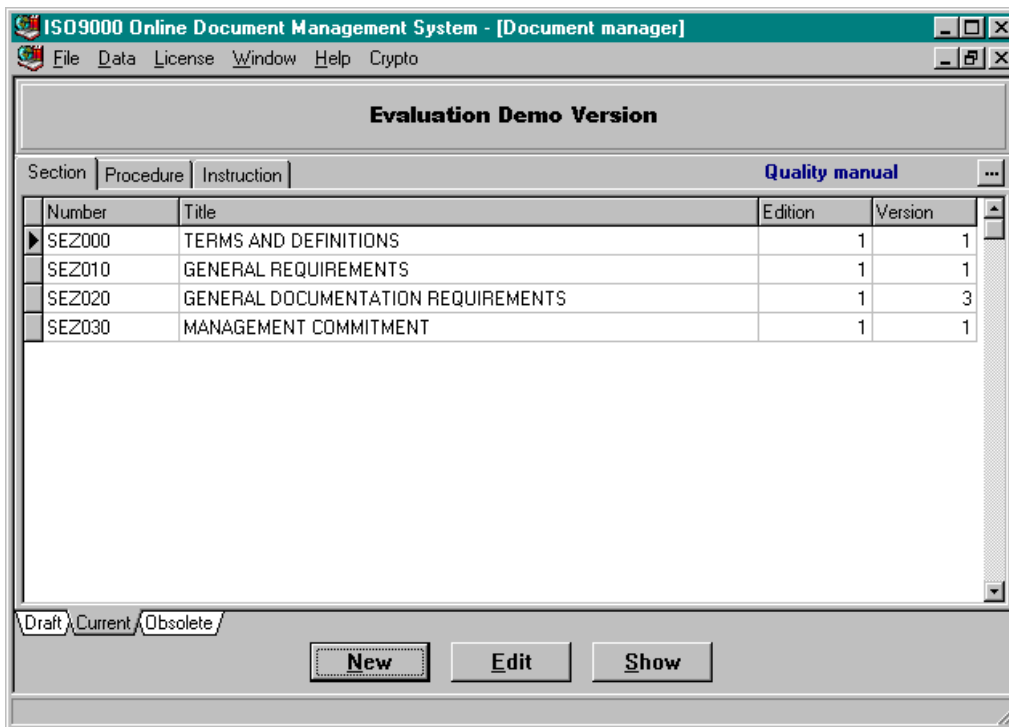
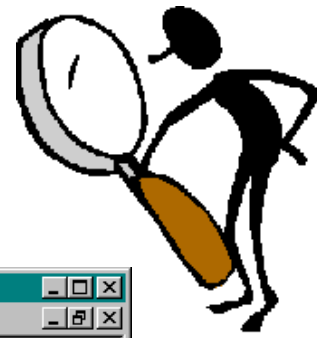
The “New” input screen displays a **template**, in this case a section, that may be modified or deleted as required.

After inserting a header, required to identify the document, the “Word Document” menu will call Microsoft Word to input its body.

At time of saving, the user will decide whether to save the document temporarily (Draft) or save it as an integral part of the Quality System (Current).

**It is also possible, using the same procedure, to insert an existing Word file.**

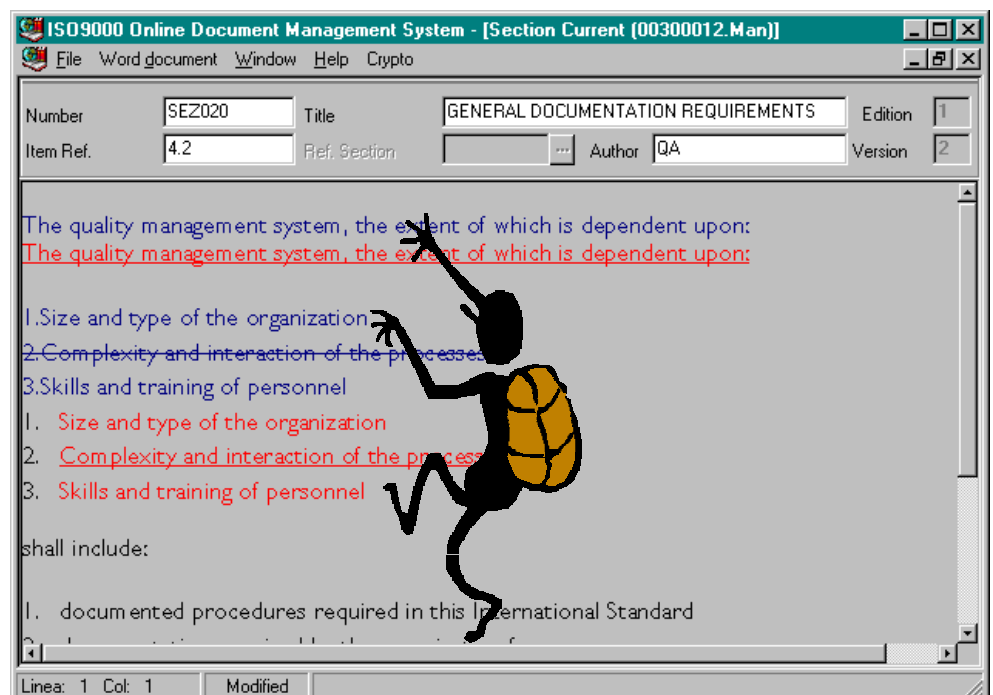
## Modifying a document



Using a similar procedure to the above, it is just as simple to modify documents: just click on the “Edit” button after selecting a document to be edited on the main window.

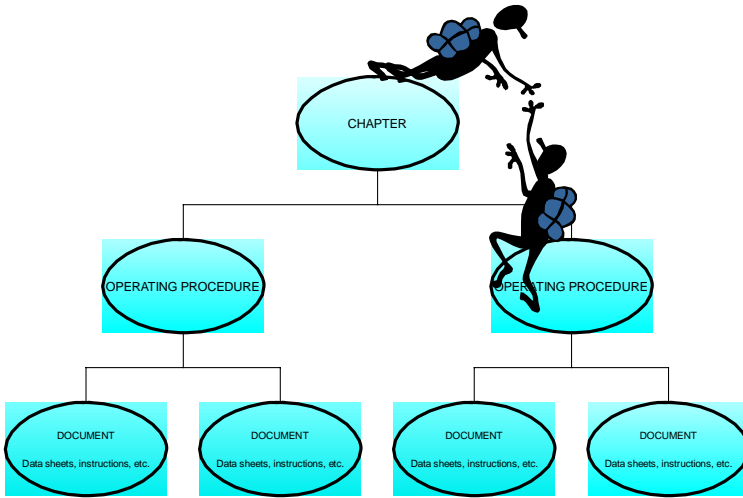
Click on “Edit” in the “Word Document” menu, to open a session in Word and change any saved documents.

IsoWriter will automatically use the revision markers to highlight the text being inserted or deleted.



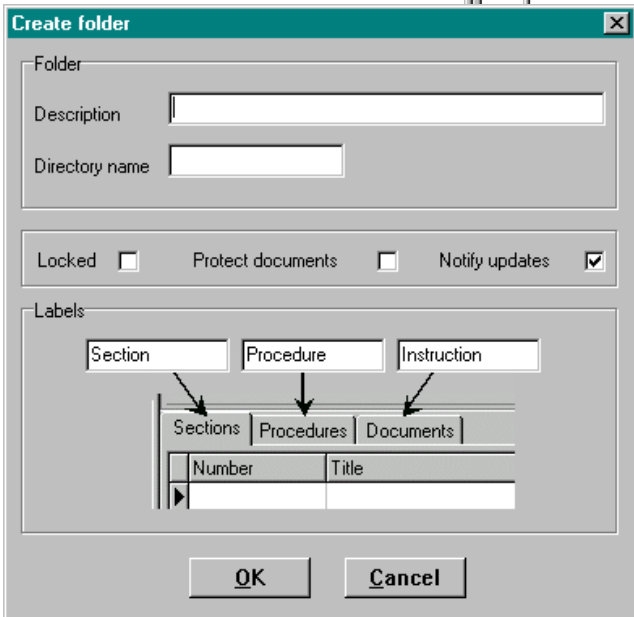
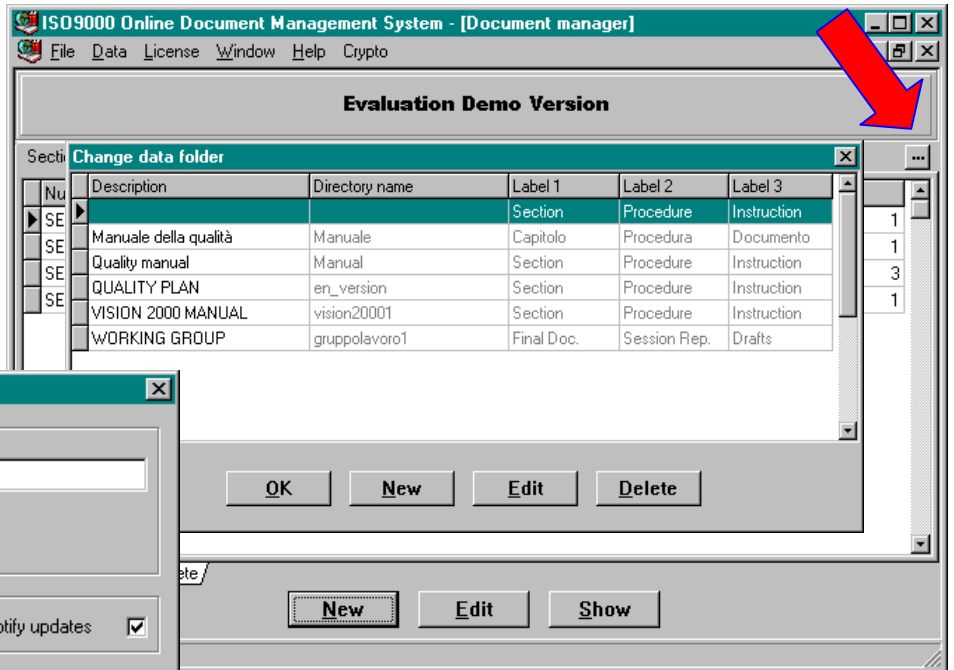
**At time of saving the user decides whether to save the document as a draft (Draft state) or make it an integral part of the Quality System (Current state).**

# Change Working Folder



The choice to “Change working folder” uses the typical document management organization of Quality Systems, allowing for the duplication of folders an infinite number of times. A typical example is a HACCP Manual or a Quality Plan which can be managed with IsoWriter, together with the Quality Manual.

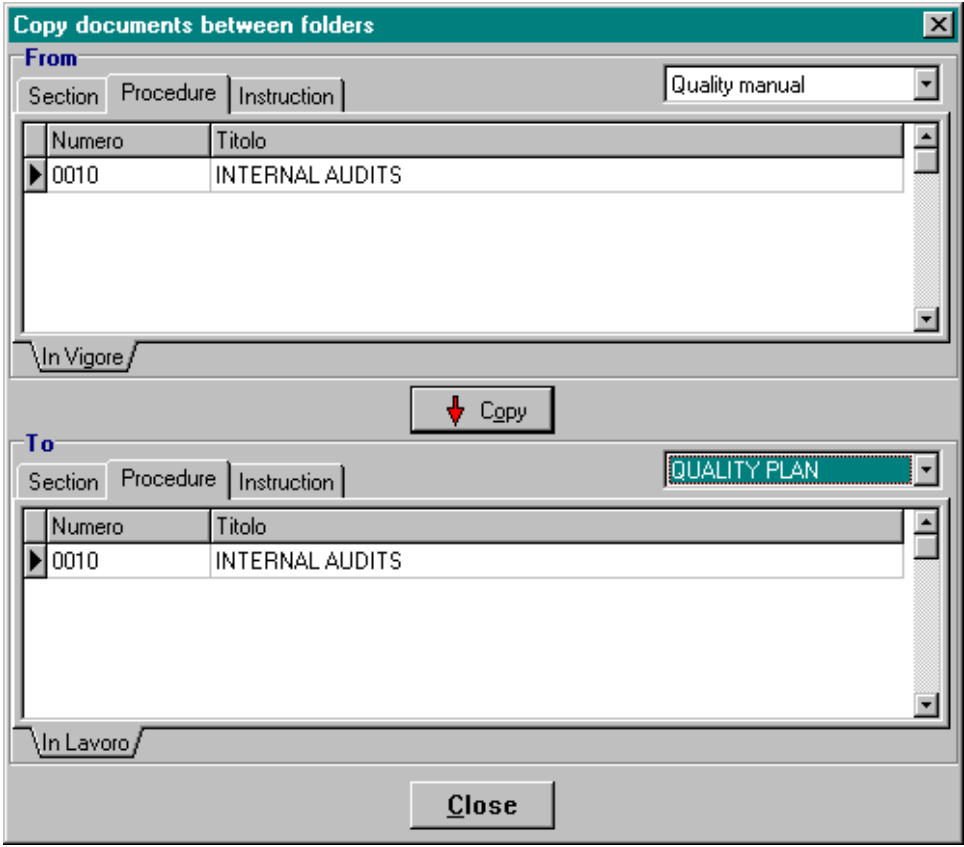
*Clicking on the “...” button, will show the dialog form that allows the user to choose an existing working folder (i.e. Haccp Manual, Quality Plan, workgroup documentation, etc.), modify it or create a new one.*



Apart from the file description or in which directory it is found, the user can rename the types of documents (see WORK GROUP in the previous figure ). It is also possible to protect documents from being modified by unauthorized personnel, to block the position of the folder on disk and whether or not to receive automatic notifications of any updates.



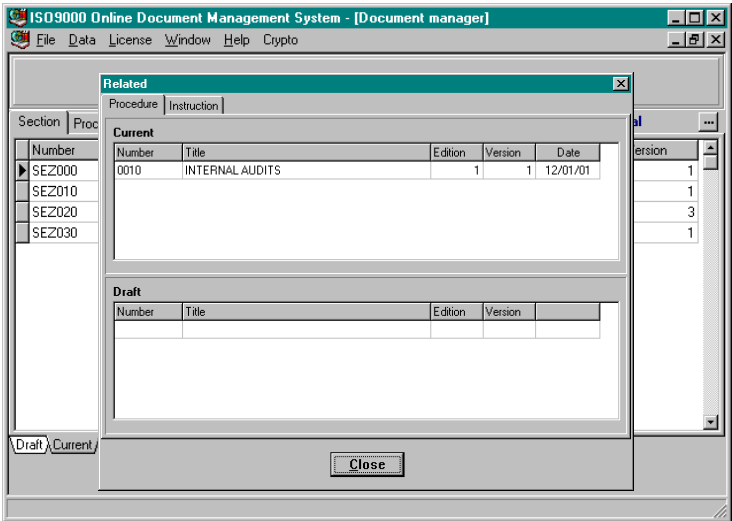
# Copy between folders



To make it easier and more flexible to “Change the working folder”, IsoWriter offers the option to “Copy between folders”, which allows the user to duplicate, for example, documents from the Quality Manual into the Quality Plan.

Select the document and click on the “Copy” button, the document will be copied into the destination Folder.

# Preview related documents



FROM THE MAIN WINDOW, RIGHT CLICKING ON THE SELECTED DOCUMENT (IN THIS CASE A SECTION) WILL IMMEDIATELY SHOW ALL THE RELATED PROCEDURES/INSTRUCTIONS, EITHER CURRENT OR DRAFTS. IN THE EXAMPLE (FIGURE A) THE SECTION HAS ONE RELATED OPERATING PROCEDURE.

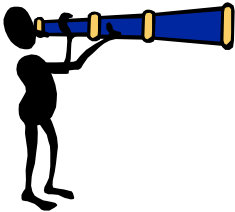
(Figure A)



# OTHER OPTIONS

**ISOWRITER HANDLES A LARGE NUMBER OF FUNCTIONS AUTOMATICALLY, GIVING THE USER TIME TO CONCENTRATE ON MORE IMPORTANT TASKS, WRITING NEW DOCUMENTS OR MODIFYING EXISTING ONES.**

The **edition and revision numbers** identify the version of the document. When a document is created the edition and revision numbers can be assigned manually by the user; otherwise IsoWriter will commence the assignment



ISO9000 Online Document Management System - [Section Current (00300013.Man)]

File Word document Window Help Crypto

Number: SEZ020 Title: GENERAL DOCUMENTATION REQUIREMENTS Edition: 1

Item Ref.: 4.2 Ref. Section: Author: QA Version: 3

starting at 1. Every five revisions a new edition will be assigned. At every approval of changes IsoWriter will automatically increase the revision number by 1 for that item.

ISO9000 Online Document Management System - [Document manager]

File Data License Window Help Crypto

Evaluation Demo Version

Section - SEZ020

Note...

To QA:

Deadline for comments: 10 days.

Good work.

John

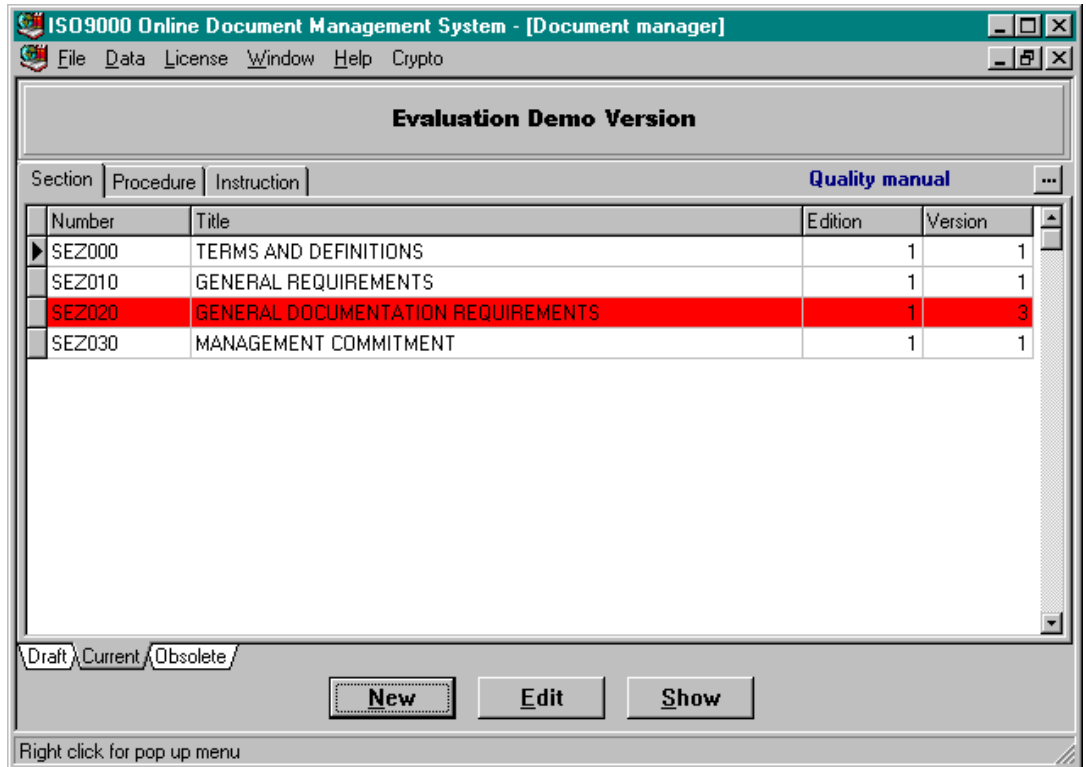
OK Cancel

A **note field** which accompanies each document can be inserted while in draft mode and is no more modifiable when the document is made current.

FURTHERMORE, FOUR MATRIX REPORTS ARE ALSO AUTOMATICALLY UPDATED WHICH LINK SECTIONS, PROCEDURES AND INSTRUCTIONS WITH THEIR VERSION NUMBERS CURRENTLY IN USE AND SECTIONS WITH THE STANDARD CLAUSES THEY REFER TO.

Evaluation Demo Version				
Ed. * Rev.: 1 * 1				
Instruction: 1		Title: SECTION / GUIDELINE ITEM REF. REPORT		
Author:		Approver:		Date: 01/01/00
Section	Title	Item	Related procedures	Related documents
SEZ000	TERMS AND DEFINITIONS	0.0		
SEZ010	GENERAL REQUIREMENTS	4.1		
SEZ020	GENERAL DOCUMENTATION REQUIREMENTS	4.2	0010	
SEZ030	MANAGEMENT COMMITMENT	5.1		

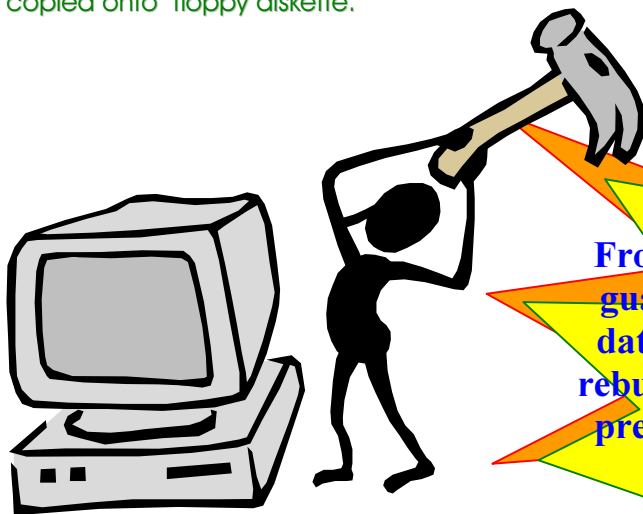
*The approval of new or modified documents, will highlight its title in red until the document is opened by the user, thus overcoming the necessity of managing any distribution list. The obsolete versions will be saved automatically in the obsolete folder, from where they can be restored if required.*



The import and export option crunches all the documents contained in a "working folder" along with their password into a small encrypted file, thus giving the user the opportunity of sending or receiving data in real time to and from remote workstations.

In this way remote production sites, mobile workstations, external company personnel, cargo carriers, anyone who has a PC, can have updated versions of the company's Quality System documentation.

The file may be sent via Internet, e-mailed or simply copied onto floppy diskette.



**From the File menu the "Rebuild" option guarantees, should the system fail or the database become corrupt, the immediate rebuilding of all current files and therefore preventing any application shutdown for technical recovery procedures.**