

OpenText Content Management with quality control

Optimize quality control with an adaptable, pre-configured quality solution



Benefits

- Improve product, service, and process quality
- Enhance efficiency with a centralized repository
- Maintain compliance with a full audit trail
- Ensure continuous improvement in quality control

Organizations in industries such as life sciences, energy, utilities, and manufacturing must identify areas for quality improvement, as well as manage and prevent quality incidents, through clearly defined processes. Unfortunately, many lack digital solutions to execute quality processes efficiently. This results in business disruptions, health and safety issues, and compromised product and service quality.

OpenText™ Content Management with quality control is a comprehensive, pre-configured solution for dealing with product, process, and service quality problems. Organizations can collect and analyze information to identify and investigate deviations, non-conformities, and other quality problems. With these insights, they can take the appropriate action to remediate incidents, prevent their recurrence, and improve quality.

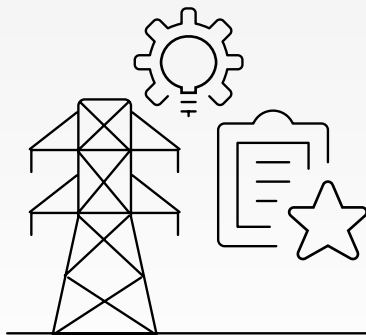
Case study:

Streamlining compliance questionnaires

A North American electric utility lacked an automated system to distribute and report on company-wide compliance questionnaires, resulting in incomplete and inaccurate compliance records. After leveraging the OpenText™ Content Management with quality control, compliance questionnaires are accurate, up to date, and completed on time, reducing risk, and increasing compliance across all departments.

The company can now:

- Demonstrate and maintain compliance for industry regulators.
- Easily create, amend, approve, distribute, and track questionnaires through a single system.
- Reduce time to create questionnaires and eliminate human errors by reusing content.



Improve product, service, or process quality

Effectively identify, investigate, and remediate incidents and non-conformities with an adaptable, low code quality control solution. This pre-configured solution enables an organization to collect data from different sources and classify incidents as deviations, non-conformities, opportunities for improvement, etc. Users can then take appropriate, effective action to prevent recurrence and improve quality across the organization.

Optimize processes and collaboration

Leveraging standardized workflows, organizations can systematically capture incident data. A single, centralized repository for all quality information, built on the industry leading OpenText™ Content Management (OpenText™ Extended ECM) platform, provides users easy access to all quality-related data, tasks, and reports—improving efficiency and outputs.

Streamline compliance

A complete audit trail keeps a record of what quality incidents occurred, the corrective actions taken, the employees involved, and the actions put in place. This not only makes it easier to prevent recurrence, but also to maintain and demonstrate compliance with policies and regulations.

Ensure continuous quality control

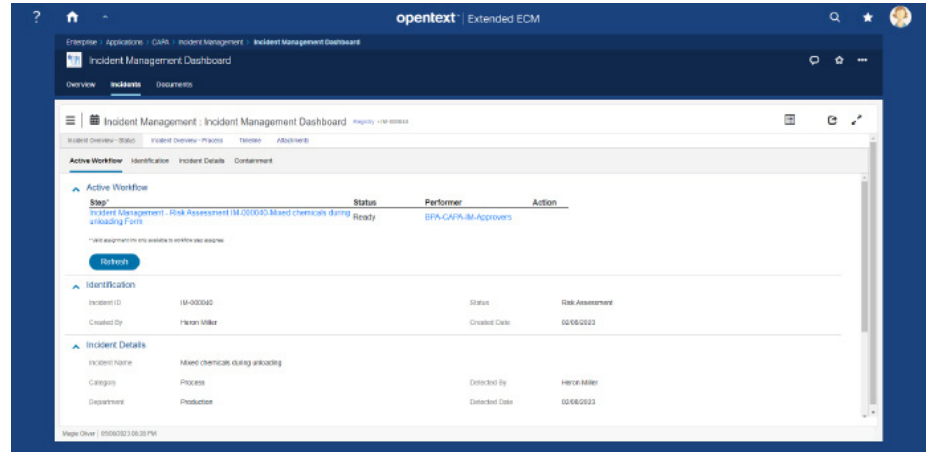
By equipping employees to validate initial quality resolutions through individual and repeat effectiveness checks, organizations can ensure consistent, company-wide quality standards.

Resources

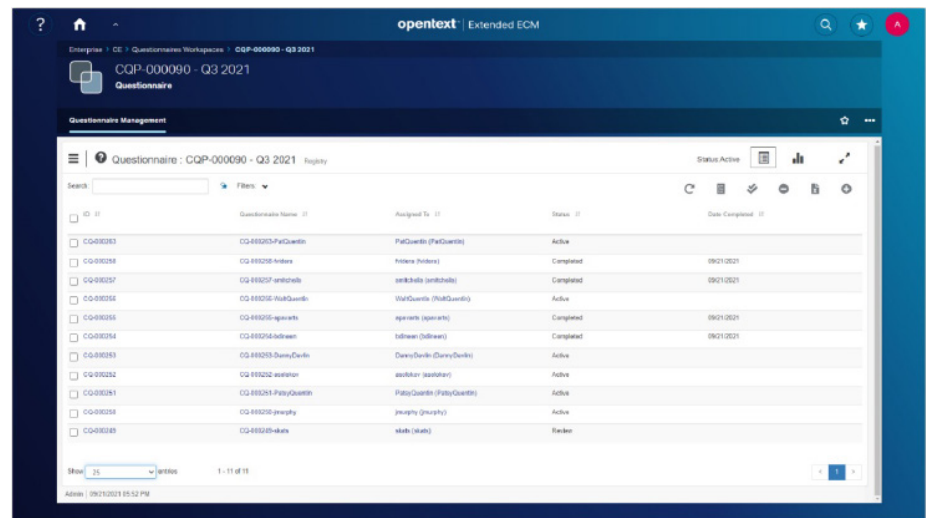
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[Blog: Solve information management challenges with process automation >](#)

OpenText™ Content Management with quality control enables organizations to efficiently collect, investigate, and manage all quality problems and prevent recurrence within a centralized, enterprise-wide platform. Defined processes and systematic quality data capture using pre-configured and adaptable system workflows reduce errors and duplication of effort. Designated workspaces in Content Management give employees across departments access to all quality data, facilitating the identification of root causes, resolution management, and effectiveness checks. This low code solution can be quickly and easily adapted to meet an organization's specific quality process requirements.



Quality Control incident management dashboard



Pre-configured Quality Control Compliance Questionnaire application