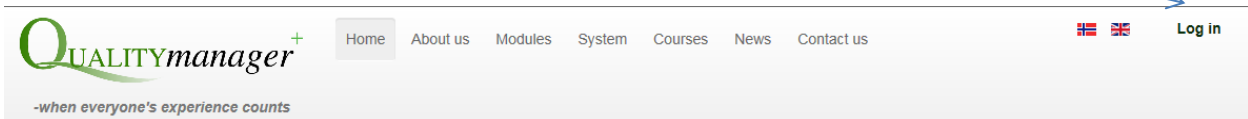


Course for managers: 1 day (ca. 4 hours)

Qm+ is an ASP-solution (Applications Service Provider) / SaaS (Software as a service).

Log in: www.qmplus.com



Note: With AD-integration and SSO this is not necessary.

This means that when users log in to their PC, they will also be inside the part of Qm+ that is relevant to their work and jurisdiction.

After login you see the «Home» page with a dashboard that shows information that concerns you:

From this starting page you can:

see the status of your own cases, register a new message, handle cases, see the latest changes in documents etc.

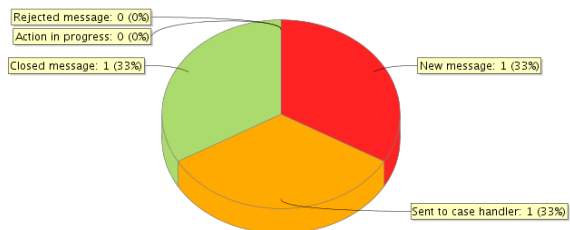
Exercise 1: «Register a message», see next page

Home

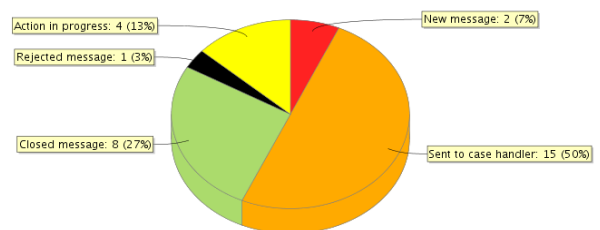
Register new message

Configure dashboard ▾

Status of messages registered the last 30 days



Status of messages registered so far this year



My tasks ordered by due date

	Nr.	Case type	Registered	Due	Description	Priority	Status
+	848	HES report	14/12/10	-			Under planning
+	877	Kommentarskjema	29/07/11	-	Kommentar 1.1		Under planning
+	879	Kommentarskjema	29/07/11	-	K6		Under planning
+	880	Kommentarskjema	29/07/11	-	K4		Under planning

Current activities

Period	Name	Completed forms	Comments	Email reminder	Answer form
11/11/15 - 11/12/15	Test	1/162	2		
16/09/15 - 18/12/15	Hva lærte du på kurset om Risikoanalyse?	0/141	0		
01/01/12 - 01/02/18	Fire safety 2014	3/162	0		

Exercise 2: Click on the case you wish to handle.

If you wish to see all your cases, click the INBOX tab, see page 4.

The latest messages registered by me

Nr.	Registered	Due	Description	Priority	Status
3219	14/10/15	11/11/15	Brannsikring: test		Closed cases
3207	02/09/15	09/09/15	Feil feilretting: test		Sent to case handler
2686	31/12/14	25/03/13	:		Rejected
3178	08/12/14	15/12/14	B = Signs of damage / loss, person-related: test dependencies		Sent to case handler
3177	26/11/14	03/12/14	Arbeidssenteret: test		Sent to case handler

Configure dashboard ▾

- ☐ Action process so far this year
- ☐ Action process the last 30 days
- ☐ Case search
- ☒ Current activities
- ☐ Defining categories used the last 12 months
- ☐ Latest changed documents
- ☐ Latest logins in the system
- ☐ Message forms used the last 12 months
- ☐ My activities
- ☐ My latest tasks
- ☒ My tasks ordered by due date
- ☐ Status of actions registered so far this year
- ☐ Status of actions registered the last 30 days
- ☐ Status of messages registered so far this year
- ☐ Status of messages registered the last 30 days

You can decide what will be shown on your homepage.

Exercise 1: Register a message

– Click on the blue button «Register new message».

Register new message	Register new log message	Register new risk message
Accident report - person	Absence	Risk analysis
Deviation	Log - Economy	
HES report	Log for performed controls	
Improvement model	Person register dangerous substances	
Information security		

Here are examples of message forms that the company can use for its internal controls.

- A click on HES report opens this form which is ready to be filled out, see next image.

The checkboxes are our suggestions.

The municipality can easily change the categories to whatever they want in the form.

HES report: New message

HMS-ansvarsmatrise - test
Miljørettet helsevern skole, barnehage

HES report: All unwanted incidents relating to HES: Faults, deficiencies and non conformance are registered using this form.

Select relevant categories	Department: Demokommune	
HES Areas <input type="radio"/> Crisis situations <input type="radio"/> Electrical system <input type="radio"/> Fire safety <input type="radio"/> Garbage disposal <input type="radio"/> Maintenance/environment <input type="radio"/> Near miss <input type="radio"/> Noise and vibration <input type="radio"/> Order/cleaning <input type="radio"/> Security/privacy <input type="radio"/> Theft <input type="radio"/> Water and sewage	Registered on department: Demokommune	Reasons <input type="checkbox"/> Accident <input type="checkbox"/> Behaviour (employee) <input type="checkbox"/> Behaviour (user/relatives) <input type="checkbox"/> Childminder's absence <input type="checkbox"/> Did not follow instruction/procedure <input type="checkbox"/> No routine for document destruction <input type="checkbox"/> No routine for documenting changes <input type="checkbox"/> Not restricted for those who need not be there <input type="checkbox"/> Other reason <input type="checkbox"/> Others have access
Message type <input type="radio"/> Accident <input type="radio"/> Good idea <input type="radio"/> Other <input type="radio"/> Praise <input type="radio"/> Unwanted incident/accident	Date/Time 03/12/15 / 11:29	
	Registered by: Kate Jones	
	Registered on behalf of: Kate Jones	
	Send to specified case handler Irene Bauer Responsible for: Insurance damages	
	Send email <input checked="" type="checkbox"/>	
	Due 10/12/15 / 11:29	
	Describe the circumstances/deviation here: <div style="border: 1px solid black; height: 40px;"></div>	

For the categories in blue, there are relevant hyperlinks.

Municipalities should have internal controls for all service areas, not only for the HES work.

In Qm+ you can create all message forms for internal control for the various operational tasks, for any service area and any IC regulations.

This is particularly important for the senior managers who cannot know and use all different kinds of software:

- With a single click, the top managers can see *graphs for all the service areas / departments in one screen.*

Exercise 2: Process a message

As a manager, you can find all your cases under INBOX. Click on the tab «Cases I am responsible for»

Nr.	Description	Registered	Due	Priority	Status	Registered on department	Aktiviteter (planinnhold)
397,342,513	Document audit warning						
3236	HES report	02/12/15	-		New messages	Demokommune	
1198	Risk analysis	23/11/15	30/11/15		Under execution	Demokommune	
1190	HES report	04/11/15	11/11/15		Under execution	Demokommune	
1171	Deviation Test full name	23/10/15	30/10/15		Under execution	Demokommune	
3223	HES report	19/10/15	-		New messages	Demokommune	

One click on the case... gives you the Message process page, see below:

Current case handler:

Choose action

And / Or

Send a note about the case ☐

Case history

Date - Time	Done by	Operation	Sent to	Information
19/10/15 : 15:25	Hanne Olsen	New message		

Show as pdf Close

Current case handler:

Choose action

And / Or

Send a note about the case ☐

Choose case handler
Close the case
Plan an action
Upload file
Reject

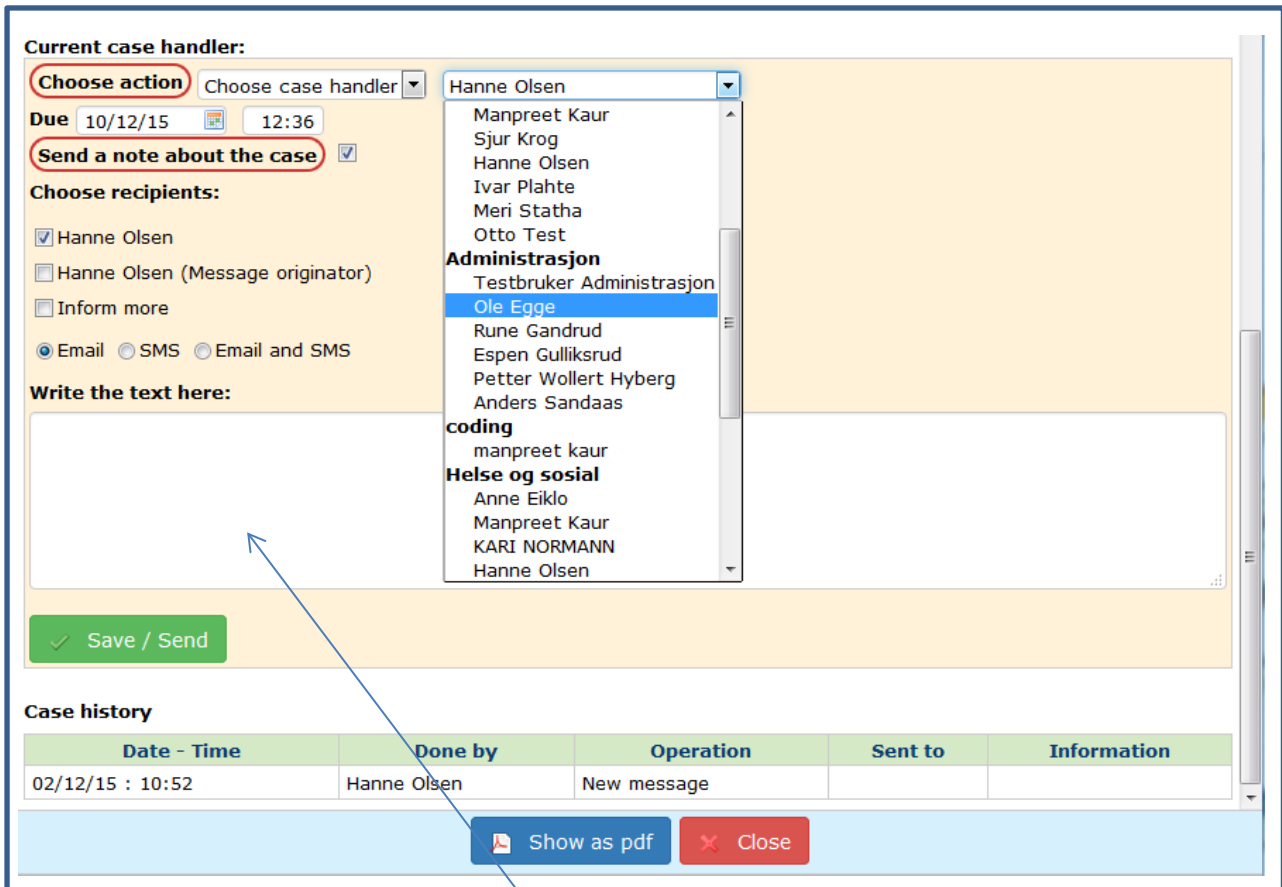
«Close the case» is used in 90% of the cases!

Most adverse events are minor issues that have been addressed before they get registered in Qm+.

«Choose case handler» if you want *someone else to decide on an action and follow it up*. See the next image on page 6.

You want to select another case handler:

Then you can select from the case handlers that are set in Qm+.



Current case handler:

Choose action Choose case handler Hanne Olsen

Due 10/12/15 12:36

Send a note about the case ☒

Choose recipients:

☒ Hanne Olsen

☐ Hanne Olsen (Message originator)

☐ Inform more

☒ Email ☐ SMS ☐ Email and SMS

Write the text here:

Administrasjon

Testbruker Administrasjon

Ole Egge

Rune Gandrud

Espen Gulliksrud

Petter Wollert Hyberg

Anders Sandaas

coding

manpreet kaur

Helse og sosial

Anne Eiklo

Manpreet Kaur

KARI NORMANN

Hanne Olsen

Save / Send

Case history

Date - Time	Done by	Operation	Sent to	Information
02/12/15 : 10:52	Hanne Olsen	New message		

Show as pdf **Close**

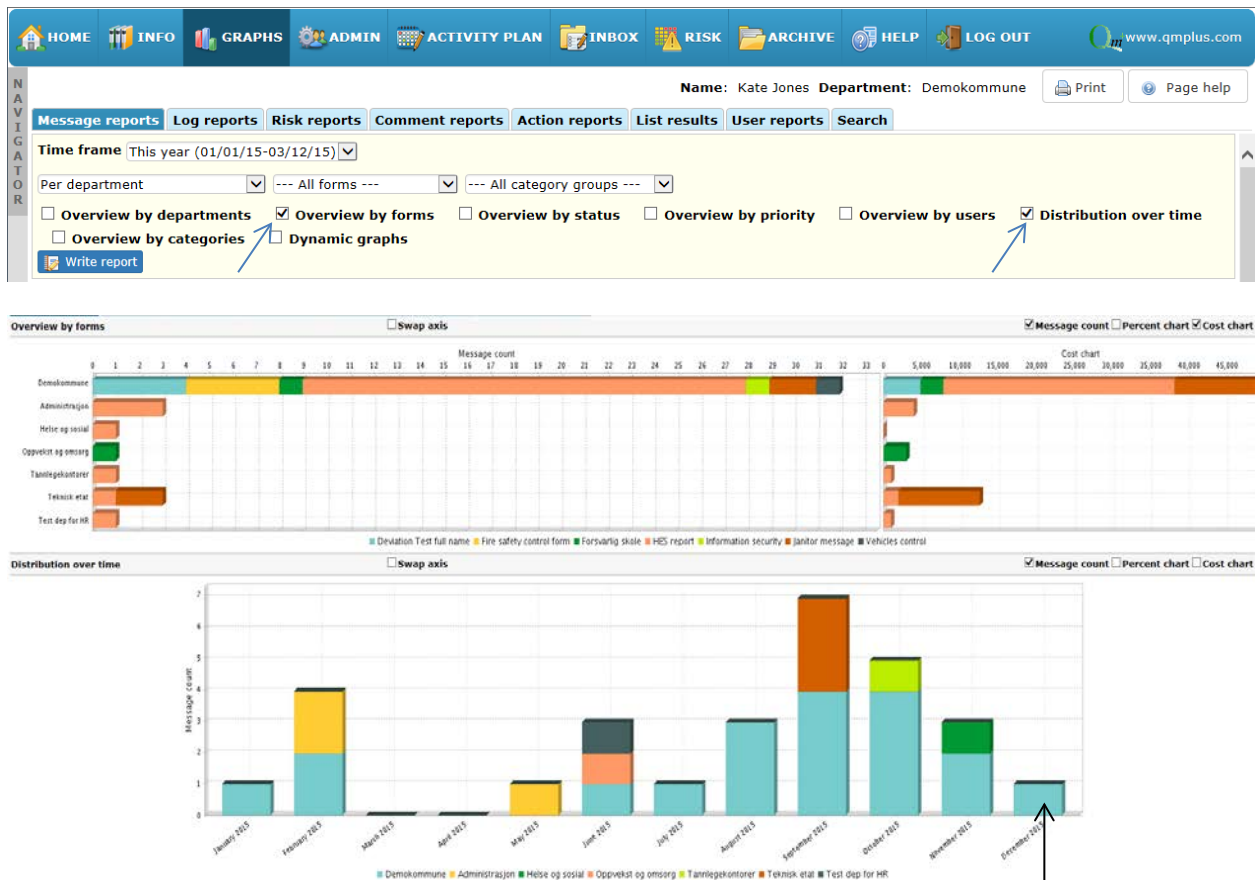
.... And here you can also send an e-mail! Or an SMS.

An e-mail dialog that starts inside Qm+, can also be answered directly from Outlook in the usual way. The reply will automatically then appear in the «Case history» inside Qm+!

This is how Qm+ ensures full traceability of who has communicated by e-mail about the case.

Exercise 3: See the reports under GRAPHS

and adjust them as you like using the drop-down menus and check boxes



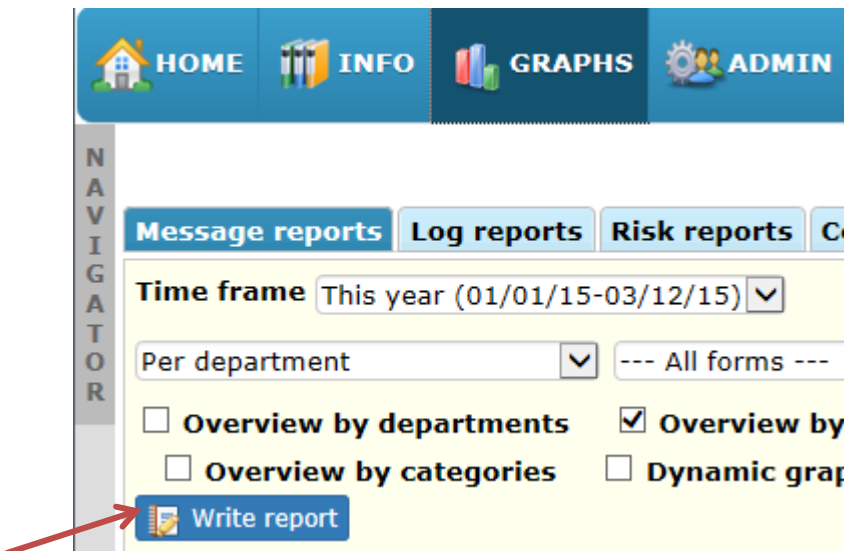
A click on a colour gives a table overview, see below

All colours in the graphs are clickable.

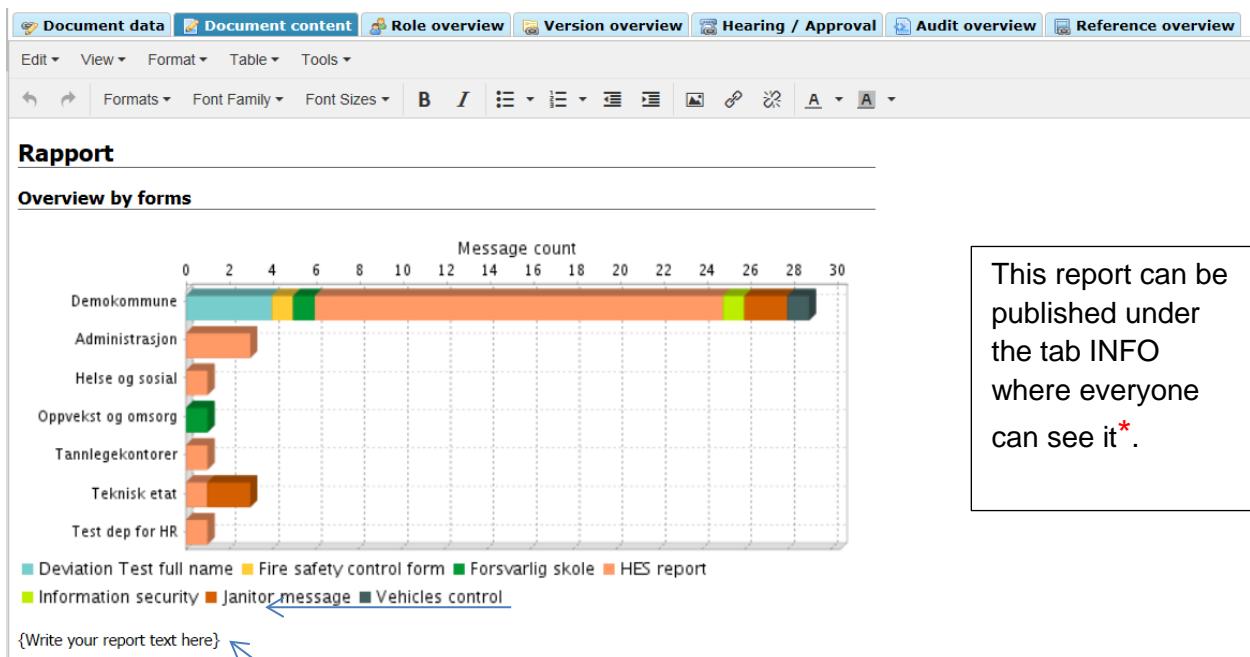
Non conformance / Proposals: Search page

Search criteria								
Time frame	01/11/15 - 30/11/15							
Search from department	Demokommune							
Departments	This and subordinate departments							
Form type	Message							
Form	All forms							
Search	New search Expand search Back to the graphs Show in graphs							
+	Nr.	Registered	Due	Description	Priority	Status	Registered on behalf of	Current case handler
+	3235	11/11/15	18/11/15	Bez nr. 33456: Test	High	Closed cases	Kristian Demo	Kristian Demo
+	3231	10/11/15	17/11/15	Garbage disposal: Mangler 2 containeer for kildesortering av papp og plast.	High	Sent to case handler	Ola Demo Gundersen	Irene Bauer
+	3229	02/11/15	09/11/15	Electrical system: hfysrytjtyj	High	Sent to case handler	Ola Demo Gundersen	Irene Bauer
								Operative department
								Demokommune
								Transport
								Transport

If you want a copy of the graphs in a printable document where you can add your own comments click on **Write report**, the blue button below the options at the top of the GRAPHS page.



... The graph opens in the **document editor** under ADMIN / Documents



This report can be published under the tab INFO where everyone can see it*.

Here you can write your own comments

* You can attach a role on the report. Then only users with the same role can see it.

Exercise 4: Create a document

Go to ADMIN/Documents, click the «New document» button.

Active published documents

This and subordinate departments ☐ Show documents from all document folders ☐

Show documents from all document groups ☐ Document information ☐

Name	Department	Subdocument of	Document group	Document folder	Status	Edit
1234	Tegneskolen		Definisjoner	testone	✓	
123456789	Demokommune	Mappetest	Internal information	Mine linker	! ✓	
2. Annet	Demokommune	TILSYNSOVERSIKT	Guidance to laws and regul	Managing documents		

New document

Status

- Not indexed.
- Approved.
- On hearing.
- Ok.
- Indexing error.

4. This opens the Document editor

New document

Document data | Document content | Role overview | Version overview | Hearing / Approval | Audit overview | Reference overview

Document name and type

Name

Document type ☒ Write a document ☐ Link ☐ File ☐ Folder ☐ Process chart

To edit the document, click the Document content tab

Choose where the document will be shown

From department	Shown for subdepartments	Visibility	Delete
Demokommune	<input checked="" type="checkbox"/>	Shown everywhere	

Document folder

Document group

Subdocument of

1. Here you can select a name for the document

2. Here you can decide where it will be stored.

(3) Select the «Document type»: «Write a document».

If you then click on the tab **Document content** (4), you will open the document editor page:

Edit document data

Document data | Document content | Role overview | Version overview | Hearing / Approval | Audit overview | Reference overview

Edit View Format Table Tools

Formats Font Family Font Sizes B

Procedure: "Write a document"

Responsible: The boss

Performer: The company's manager

Procedure description:

1.

Status

Version 1.2

Published version

The document has not been published and will not be displayed under IT

You can work with the document for as long as you wish, until it is ready to be published.

You can find the document under:

Tabs: INFO / Managing documents

Document group: Internal rules, procedures and instructions, under

Folder: Chapter 1.

Everyone can see the document here, if it was set to be shown at the top department of the organisation.

The super user / manager can edit the document by clicking on the tabs ADMIN / Documents

Here are filters that make it easier to find specific documents that you wish to edit

Group	Document folder	Status	Edit
Procedures	Locale documents		
	ISO 9001:2008		
	test 5 EN		

Click on the "Edit document data" icon in the right column for the document you wish to edit, see next page.


Edit document data





Document data | Document content | Role overview | Version overview | Hearing / Approval | Audit overview | Reference overview

Document name and type

Name

Document type ☒ Write a document ☐ Link ☐ File ☐ Folder ☐ Process chart

 To edit the document, click the Document content tab

 Add department  Create new version  Save  Close





The tabs in this screen are only visible for those who have the access right to edit documents.

Full traceability in all documents:

Edit document data

Document data | Document content | Role overview | Version overview | Hearing / Approval | Audit overview | Reference overview

Name	Version	Address	Created by	Created	Latest edit by	Latest edit	Compare
Procedure for writing documents	▼ 1.4 ✓	/qmplus/ShowFile/674/1/4/0/0/Procedure+for+writing+documents.html	Kate Jones	03/12/15	Kate Jones	03/12/15	<input type="checkbox"/>
Procedure for creating a document	1.3	/qmplus/ShowFile/674/1/3/0/0/Procedure+for+creating+a+document.html			Kate Jones	03/12/15	<input type="checkbox"/>

 Create new version  Compare versions  Save  Close

NOTES:

Exercise 5: Create an activity under ACTIVITY PLAN (Annual operating plan)

Click on Planning and then on New activity.

NAME: Kate Jones DEPARTMENT: Demokommune

Follow up Planning Calendar List results

Show all activities This department

Current activities

Period	Name	Completed forms	Comments	Email reminder	Answer form	Result
11/11/15 - 11/12/15	Course evaluation	1/162	2			
16/09/15 - 18/12/15	What did you learn on the course on Risk assessment?	0/162	0			
01/01/12 - 01/02/18	Fire safety 2014	3/162	0			

Last 30 days

Expired activities

Period	Name	Completed forms	Comments	Result
02/11/15 - 02/12/15	Flott om du svarer i dag på denne!	0/159	0	
01/11/15 - 01/12/15	Fire safety 2014	2/162	0	
16/10/15 - 16/11/15	What did you learn on the course on Risk assessment?			

This is where you create the periodic activities that are done at the same time every year. Automatic e-mail notifications are sent.

NAME: Kate Jones DEPARTMENT: Demokommune

Follow up Planning Calendar List results

Activity groups Activities Fill out and results

New activity

Activity data

Activity group: Cleaning and the environment

Activity name: Work environment conditions survey

Attached list: Order and cleaning

From: 04/12/15 00:00

To: 04/01/16 23:59

Show advanced options Save Close

Note the "Attached list"! (Often forgotten by beginners!)

Here you can find ca. 30 questionnaires, checklists that can be used directly by the municipality, or customised by the municipality's super user, before they are sent out to be answered.

Attached list

From

To

Internal audit - Qm+ in HES (annual)

Kompetansekartlegging, TEST for groups

Kundekontaktskjema 2005

Kurs

Kursevaluering

List 1

List with only text questions

Miljøfyrtårn

Om bruk av arbeidsutstyr m.m.

Sjekkliste for Verneombud

Skjema for ukentlig tidsrapportering

Spørsmål om flyplasser for funksjonshemmede

Spørsmål til elever

Systemrevisjon HMS 2012

Test even more

Trivsel og arbeidsmiljø

Utslipp til vann, luft og jord

Vi sjekker trivsel på jobben!

Work environment survey

HES checklist

Badeanlegg, basseng, badstu områder

Qm+ comes with about 30 different lists, questionnaires, message forms (Best practice).

In addition, the super user can find documents in the Common library that can be imported to your own database with one click and customised according to your needs.

Organisation Users Categories Forms Documents Roles Rules Responsibilities

Checklists Risk analysis lists Message forms Survey forms

Active lists Deactivated lists Active alternative groups Deactivated alternative groups Common library

Survey forms

All	Norwegian (Bokmål)					
List name	Comment	Date	Done by	Company	Tools	
6.0212 Momentliste - LUFTBEHANDLING (Ny)		26/01/10	Admin Ryen	Unionconsult		
Kartlegging opplæringsbedrifter		17/09/10	Rolf Sivertsen	VFK		
Sjekkliste skoler og barnehager for vernerunde HMS og Opplæringsloven, med kommentarfelt	vernerunde utformet som spørreskjema	11/06/15	Rune Portaasen	Nedre Eiker		
Kompetansekartlegging 2009 (Kopi)	Kompetansekartlegging alle ansatte pr. 2009	11/06/15	Rune Portaasen			
Kompetansekartlegging 2015 (Kopi)	Dette er en test	24/08/15	Anne Kolseth Martinsen	Øvre Eiker		
Spørsmål om du har gjort Risikoanalysen	Kan brukes i AKTIVITETSPANEN	06/02/15	QmPlus Systembruker	Kvalsund		

NOTES:

What did you learn today about Qm+ ?

Grade in a scale from 1 – 6, where
1 Difficult and 6 = Very easy

Go into the demo database.

Start with www.qmplus.com/

Organisation:

User name:.....

Password:

Register 5 messages, click Save/Send. (You are in the starting page: HOME.)

You can select different message types. For example:

- Normal message (Yellow buttons) or Log message (checklist, green), which will then be stored in ARCHIVE.

Find the cases you are responsible for *in the Dashboard*
... and in INBOX.

Look at the «Department cases» - you will find cases for which others are responsible.

- If you «lose» a case: Search under «All cases I have been involved in».

Click on a case you are responsible for. Process the message this way:

Select «**Choose case handler**», i.e. to one of the managers around your table (assuming you're sitting with colleagues). Then the message will disappear from your INBOX and the person you sent it to, will find the action and approve it / perform it.

Select: «**Close the case**»,
and send an email to others, preferably to someone sitting in this classroom!

Select: «**Plan an action**».

Select: «**Reject**» and write an email to the message originator.

Go to GRAPHS, get reports.

- Overview by status
- Find the table overview.

Write a report with comments and publish it under INFO/Reports.

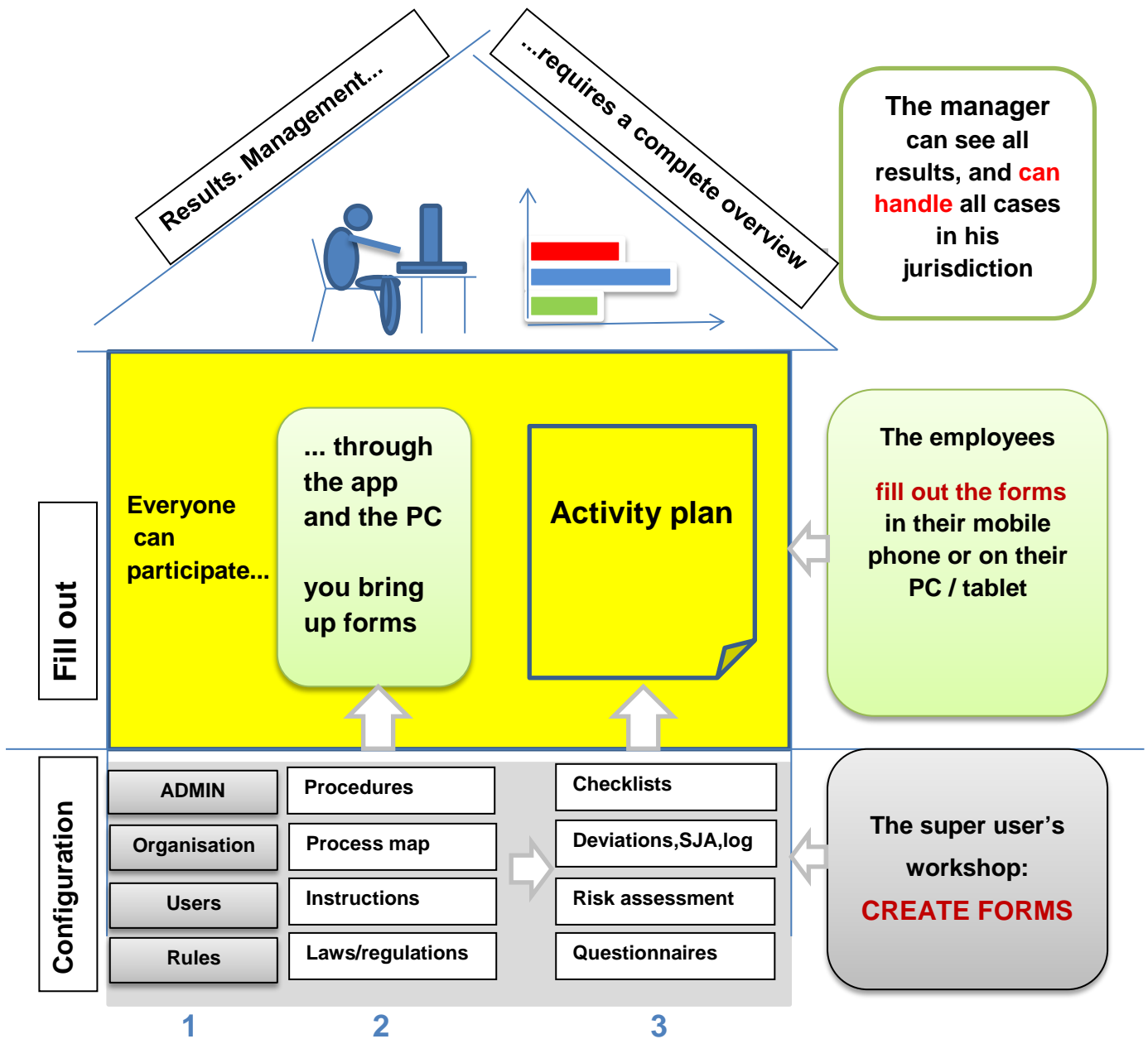
Create a document and store it under INFO.

Create an activity under ACTIVITY PLAN with a checklist or a survey form.

NOTES: (What should I ask about / learn better?)

How is Qm+ structured?

Qm+ can be depicted as a house. The basement is both a production site and storage space / archive.



1 – 2 – 3: The manager and the super user* build the system with forms and categories that reflect the demands in procedures and laws.

*The vendor's consultants provide continuous guidance to the super users

The activity plan is controlled by the managers, not from the super users.

Each organisation can set up its own plan. That comes in addition to the overall plan as submitted by the chief executive.

NOTES from the 1-day course: