



PROCESS SOFTWARE DRSM DC FOR ORGANIZATIONS



THE WORKFLOW-CONTROLLED TOOL FOR MANAGING ANY TYPE OF AUDITS AND REMEDIAL ACTION

What is DRSM DC and what can it do for the audit management of your organization?

- DRSM DC is the management support in PDCA.
- The integrated action management feature supports:
 - Creating and modifying actions
 - Processing actions with cost assessment, prioritization, and monitoring
 - Automatic reporting of missed deadlines to superiors with traffic light feature
 - Escalation/de-escalation
 - Combining actions - project work
 - Recurring actions
 - Reminder by email
 - Evaluation of actions (positive completion, abortion, rejection)
 - Completed actions are automatically archived - Lessons Learned
 - Extended employee cockpit (my roles, my pro-

cesses, my documents, my actions, actions in my processes, actions to be evaluated)

- Action reporting (status of all actions, who works on which actions, ...)
- All standards are supported including standards in relation to the process and organizational structure and in relation to business rules.
- The following audit methods are supported: classic audit, layered audit, and layered process audit
- The following audit topics and others are supported: Compliance audit, quality audit, ICs audit, SOA/SOX audit, GDPR audit, risk audit, skills audit, security audit, environmental audit, energy audit, IT audit, (ITIL, 27001, 20000-1 and others), hygiene audit, food safety audit, 5S/5A audit, FDA audit, toy safety audit ...
- The following audit types are supported: System audit, process audit, product audit, supplier audit, customer audit ...

WHAT IS THE PAIN SCENARIO?

1. Management has:

- Vague warranty / proof of legal compliance
- No feedback, no information, and no status commitment
- Meeting customer requirements not consistently ensured (certification, customer audits)
- Compliance with / guarantee of group standards - how?

2. Quality management and other officers have:

- Coordination problems
- Planning problems
- Delegating problems
- Acceptance problems
- Problems keeping track
- Action management problems
- Reporting problems

3. Auditors have:

- Capacity problems (analysis, checklist maintenance, and coordination with other auditors and locations)
- Need to prepare
- Lack of feedback

4. Employees have:

- An information deficit

5. Supervisors / process owners have:

- An information deficit
- No transparent need for action



DRSM DC
for Organizations
clearly displays all
information required,
regardless of your location.

THE BENEFITS OF DRSM DC

1. Benefits for management

- Warranty / proof of legal compliance
- Feedback, information, and status commitment in real time
- Status for meeting customer requirements (certification, customer audits)
- Status for compliance with / guarantee of group standards

2. Benefits for quality management and other officers

- Manual or automatic audit planning, taking into account the completeness of all auditing requirements
- Auditors' skills and workloads are automatically taken into account
- Auditors and affected areas are automatically notified contents (checklists and open issues) are provided
- Deviations are automatically assigned to the respective process owners
- Process requirements in the form of business rules are defined and agreed in advance (process owner's responsibility)
- Business rules agreed or imposed by the respective process owner are benchmark in audit
- Status of audit performance and results is available in real time and known all levels of management
- Current status of all actions is known to all levels of management
- Action management is automatically assigned to the respective process owners
- Each executive can generate reports in real time

3. Benefits for auditors

- Audit order is automatically assigned
- Audit content is predetermined and workflow-controlled
- Audit results are automatically combined in an audit report and communicated to the respective process owners
- Lacking feedback with respect to required action can be identified in real time using the traffic light feature
- Business rules agreed or imposed by the respective process owner are benchmark in audit

4. Benefits for employees

- Employees involved in the respective process are automatically informed about planning and results through their personal cockpit

5. Benefits for supervisors / process owners

- Audit results are automatically combined in an audit report and communicated to the respective process owners
- Need for action is displayed automatically through the traffic light feature
- Action management is workflow-controlled
 - Process owner can delegate, escalate, de-escalate, and combine actions
 - Process owner can evaluate and complete actions
 - Completed actions are archived automatically (Lessons Learned)



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How does it all run?

- 1. Free cost estimate for setting up DRSM DC.** You show us your existing QM system via web meeting. We evaluate the cost and effort involved for setting up your **DRSM DC** and provide you with a free offer.
- 2. Basic setup of your DASHBOARDCENTRAL.**
We create a process overview (process objects) and link your documents. You send us your organizational chart with all roles and employees, responsibilities for processes, and people assigned to processes. We link the roles and employees to the process objects.
- 3. Training DRSM DC, including:**
Management of ideas and improvements, including action management, audit planning, creating and maintaining audit checklists, guided auditing using mobile devices (tablet or similar devices), automatic audit report, incorporation of audit report in action management, audit reporting, (executive overview, scheduled audits, deviations in audits, current actions derived from audits)
- 4. What happens with your audit checklists and current audit and improvement actions?**
We import your Excel documents directly into **DRSM DC** for further processing.
- 5. Can you couple your management and document management systems with DRSM DC?**
Yes, we will establish direct incorporation of your documents and systems.

Request your personal offer today!

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