

## 5 Reasons why a Start-up Business needs an Electronic QMS

The path to quality and compliance is undoubtedly difficult, but a robust electronic Quality Management System (QMS) can prove to be a lifesaver - and ultimately enhance your business' profitability. One of the challenges every start-up business faces is to establish a consistent and effective QMS that ensures 100% customer satisfaction, regulatory compliance, and the smooth running of the business. Many new businesses in regulated industries face the dilemma of whether to initially deploy an electronic QMS or to utilize a paper-based Quality Management system only. Unfortunately, there is no easy answer to this. However, many industry experts suggest that an automated QMS can guarantee cost and time savings by reducing errors, decrease administrative time required, drastically reduce printing costs, improve follow-up and speed of action, and increase visibility of issues to expedite the issue resolution.

In this article, we discuss the top reasons why a start-up business needs an electronic QMS and how your business will benefit by deploying one:

**1. A Start-up business is at a greater risk** - As a start-up business, there is a much greater risk to develop a reputation and create a loyal customer base. Ensuring 100% quality throughout the product life-cycle is critical for saving additional damage costs. With automation of production cycle and documentation, the start-up company can effectively utilize the resources through increased visibility, optimal resource allocation, and a reduction in the duplication of important processes. This will make Quality Management much more efficient and faster than the traditional paper-based systems that are quite cumbersome, difficult to manage, and costly in the long-term.

**2. Urgency to gain quick market share** - The biggest challenge for any start-up business is to gain maximum market share to break even as soon as possible. In the initial set-up stage, every business has to find innovative ways to improve business performance and win new customers. One proven methods to achieve this is by offering first-class product quality and customer service. In this fast-paced environment, paper-based systems can falter as they typically require a high degree of maintenance and manual updating. This, ultimately, will demand your staff's attention and result in time away from the main task of generating new business. In contrast, the electronic QMS that automates customer care, supply chain, and document and audit management makes all information readily available, retrievable, and LIVE. The electronic systems are designed to ensure your sales and customer service personnel are up-to-date with customers' history, requirements, and business processes that will result in high profits, new business and higher market share.

**3. Reduce Time to Market** - Before you market any product in a regulated industry, you must gain approval from the relevant regulatory authorities. This can be a daunting task if all audit preparation and documentation has to be done manually and may even increase the risk of negative outcomes and non-compliance. The use of an electronic QMS will benefit you immediately when trying to impress the regulatory bodies such as FDA, ISO, BSI, FAA with a clean audit trail, document revision control, and clear communication throughout the organization. Then, once this regulatory approval is gained, you can start reaping the benefits of this investment immediately and improve your bottom-line.

**4. Make quality the culture of the Organization** - A start-up business is in the best position to lay a foundation for continuous improvement in the organization. Since the success of a new venture is hugely dependent on the quality of service and products offered to a customer, creating a culture of quality and continuous improvement in the organization will get your team closer to the goal of building a loyal customer base. By automating QMS, you can use process maps during brainstorming sessions for documenting the critical business processes that will surely result in greater team buy-in; collaboration and motivation -- all of which might

be difficult to achieve with a paper-based Quality System as such systems require a high degree of coordination and manual setup.

**5. Reduce Quality Systems Breakdown** - Paper-based Quality systems are tedious, time-consuming, person-dependent, lack scalability, and often fail to produce a complete audit trail. In the light of growing requirements and changing regulations, if you try to modify the system to achieve any of these features, the system often fails and breaks down as the paper-based quality systems don't inter-link with the other departments. For example, a customer complaint might result in the change of a process in the production cycle. For this you need a system that is interconnected and can expedite the change process based on customer feedback. An electronic QMS offers you all the features mentioned above and many more, making your Quality system failure-proof and stable.

In such a competitive environment, the start-up businesses need to reduce their learning curve and become self sufficient in order to succeed. With the constantly changing regulations, you need a dependable solution to Quality Management that offers guaranteed security, control, process visibility, and stability. Nothing is able to achieve all of this better than an electronic QMS. With the availability of various cost-effective automated Quality Systems, many organizations are choosing the path of automation that is quick and reliable.

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