



Confidence **in** Quality Delivered



QMSrs PROFILE

INTRODUCTION

QMS Resourcing Services (QMSrs. Ltd) is a registered company in England, The United Kingdom (Reg. No. 10509175) with branch offices and representatives across the globe.

We offer paperless Quality Excellence solutions, training and resourcing services.

Selecting a Quality Excellence management solution is only the beginning. To help you achieve your business objectives, QMSrs provides intensive out-of-the-box solutions and services to ensure the maximum benefits for you to understand the ultimate value as a return on your investment.

QMSrs offers organisations unparalleled business benefits which can be translated to cost savings.

Our teams of professionals are committed to offering you the best solutions for streamlining and automating your processes efficiently and cost-effectively

Contact Us: QMSrs Ltd.

Head Office London, United Kingdom

Website <http://www.qmsrs.com>

Email info@qmsrs.com

You can join us on:

Socialise with us:		https://www.facebook.com/QMSrsSolutions
Link with us:		http://www.linkedin.com/company/qmsrs
Follow us on Twitter:		https://twitter.com/QMSrs_Ltd

OUR VISION

To be the single Quality Excellence services and automated solutions hub for streamlined business process performance.

OUR MISSION

To be the leading Quality Excellence service provider in:

1. Cost effective and time efficient automated Quality Excellence solutions
2. Accredited Quality Excellence & leadership training.
3. Provision of Quality Excellence resourcing needs.

INDUSTRY EXPERTISE

Each industry has its own unique Issues, requirements and criteria. Our specialists in these industries understand the challenges in each industry sector and have solid expertise and relationships with leading partners within these industries.



You can harness our expertise and relationships through the

implementation of these practices. The solutions are designed to deliver the best practices for each of our specialised industries we operate in such as:

IT	Construction	Pharmaceutical	Health	Government
Education	Oil & Gas	Manufacturing	Food & Beverage	Rail Transport

OUR PEOPLE

We aim to provide our clients with the largest pool of qualified and experienced professionals available.

Employers can post new resources needs, search and view CVs of registered quality professionals, consultants and experts to meet their organisational needs.



OUR BUSINESS CONCEPT

Our modular automated products are designed to support all types of organisations, including multi-site and multi-national operations.

Additional modules can be added as your business grows or as your budget allows.

Our automated solutions are robust with built-in capabilities for workflow management,



document management and electronic delivery of alerts, notifications as well as real-time reporting and analysis.

Our web based automated solutions are designed to flexibly hosted either remotely within QMSrs or on your premises in order to maximise the benefits of using our applications.

OUR VALUE PROPOSITION

We offer unparalleled benefits which will directly and positively impact our clients' profit margins:

- ✓ Single company-wide online paperless Quality Excellence Management System.
- ✓ Over 70% reduction in operating cost of Quality.
- ✓ Dynamic environment to manage changing demands of growth or re-structuring.
- ✓ Instantly Access, Navigate, search, find, view, review, approve, and publish documents and Reports
- ✓ End-to-end implementations of Quality model to help grow the business
- ✓ Highly secure online interaction with customers, partners, suppliers & Employees.
- ✓ Integrates with all common applications: MS Word, Excel, Access, Visio, PDF, etc.
- ✓ Configure and build a paperless solution from pre-fabricated building blocks
- ✓ Version Control documents with Speedy training and employee involvement
- ✓ Demonstrate competency by quickly integrating new procedures into your process.
- ✓ Enhance customer confidence through demonstrable level of adherence.
- ✓ Pay for what you actually need deployed for minimal deployment cost



OUR SERVICES

QMSrs provides the following core products and services:

1. Resourcing & placement of all Quality Excellence resource capabilities
2. Fully Automated Quality Excellence software solution keeping company executives better informed and able to manage by facts
3. United Kingdom Accredited Training courses in Quality Excellence, Leadership, HSE, Risk & Project Management

RESOURCING

QMSrs offers the largest pool of Quality professionals available. This applies to both the resourcing of Quality staff as well as the outsourcing of their Quality Excellence management activities to QMSrs with the ability to select who they want to manage for them.



Managed Services Consulting Resourcing

QMSrs has highly experienced consultants and specialists to provide all the expertise and project management capabilities needed for successful implementation of the QMSrs solution.

Our implementation approach ensures working with our customers to deliver the best practices their business need minimising time and risk of implementation.



- ✓ Outsource all your Quality activities taking advantage of cost optimisation.
- ✓ We offer local as well as virtual staff to manage all your needs.
- ✓ Joint development of Quality Management System (QMS) with the client.
- ✓ QMS tailored to client needs meeting the criteria of required standard.
- ✓ Consultation & Guidance in business process improvement activities.
- ✓ Quality Consulting Staff placement.
- ✓ Quality Management System Auditing.
- ✓ Readiness reviews, process gap Analysis to identify areas for Improvement.
- ✓ Training in Quality Concepts, Models, Methodologies and Tools.

ACCREDITED TRAINING

Our range of over 25 UK accredited training programs can be delivered in the language of choice to support our mission of offering the complete Quality Excellence management training needs in the following categories:

- ✓ Quality Excellence
- ✓ Environment, Health & Safety
- ✓ Risk & Security
- ✓ Business Continuity
- ✓ Leadership & Management
- ✓ Project Management
- ✓ QMSrs provides training courses in three formats:



Online Learning

- ✓ 1. **Online Learning [OL]:** These are cost-effective, Self-Paced courses, minimising time away from work and travel. You can learn when you want and at your own pace, getting access to courses of your choice during times of your choice.

Face to Face Learning

- ✓ 1. **Virtual Learning [VL]:** These are Public, Instructor-Led courses and take place by dialling in remotely using applications such as Zoom or Microsoft Teams and participants from different companies will join in and share their experience with each other.
- ✓ 2. **Classroom Learning [CL]:** These are Public, Instructor-Led Face to Face courses and take place at specific venue (e.g., Hotel) and participants from different companies will gathered and share their experience with each other.
- ✓ 3. **Bespoke - OnDemand Learning [BL]:** These are non-scheduled onsite (In-House) Courses customised to clients' needs which will take place at client or QMSrs premises. They are not scheduled except when requested by a client or by of our approved trainers.

Our Approach to Training

The way in which we teach has changed over time and the way we deliver our training courses is crucial in achieving the learning objectives for the participant. You will complete work with set deadlines interacting with your instructor and peers through an online discussion board and forum. Some courses may also include live chats.



Your instructor will provide engaging tasks, answer questions, lead discussions and grade your work. It is the instructor's responsibility to create the environment within which participants can achieve and foster individual learning and problem solving.

We believe in learning by doing.

Therefore, when you train with us, you will walk away with the necessary tools required to run Quality Excellence management effectively. You will get a free user license to operate



QMSrs Solutions. Also, we can assist you deploy the tools in your organisation.

Different training programs are designed and tailored to address different needs of business users, system administrators, and internal trainers to prepare your staff to go live and ensure project success. Comprehensive documentation is also provided including user, administration and installation guides and tutorials, etc.

QUALITY EXCELLENCE MANAGEMENT TRAINING

Our Quality Excellence Management accredited training appeals to all learning styles for enhancing the delegate's learning experience helping them achieve a better level of understanding.

Our courses help you gain a comprehensive understanding of Quality Excellence management and learn the most effective and business



focused strategies for implementing Quality Excellence Management systems.

Whatever the size or nature of your organisation, quality occupational health and safety training is vital to success.

LEADERSHIP & MANAGEMENT TRAINING

Our Leadership & Management Training courses are focused on developing managerial and leadership excellence.

Our company provides cutting edge management and leadership thinking, training and development that is Driven by thought leaders and implemented against the needs of the market and our clients.



Whether you are looking for a recognised qualification such as ILM, or leadership and coaching training to enable you to meet the challenges of your latest managerial role, we can offer the management training course that will make a real and measurable difference to your performance.

AUTOMATED SOLUTIONS

QMSrs' automated risk based paperless solutions are designed to support all types of organisations including multi-site and multi-national operations.

The robust solutions offer capabilities for workflow management, document management, electronic delivery of alerts and notification and real-time reporting and analysis.



Many companies prefer outsourced hosted solutions as a means for lowering upfront costs in IT. This enables clients to adopt efficient Management Systems solution in the shortest possible time, achieving the desired improved bottom line results.

Using QMSrs' hosted solutions eliminates the administrative costs of implementation with in-house systems. Customers can transition to their own hosting or managed service at any time later on.



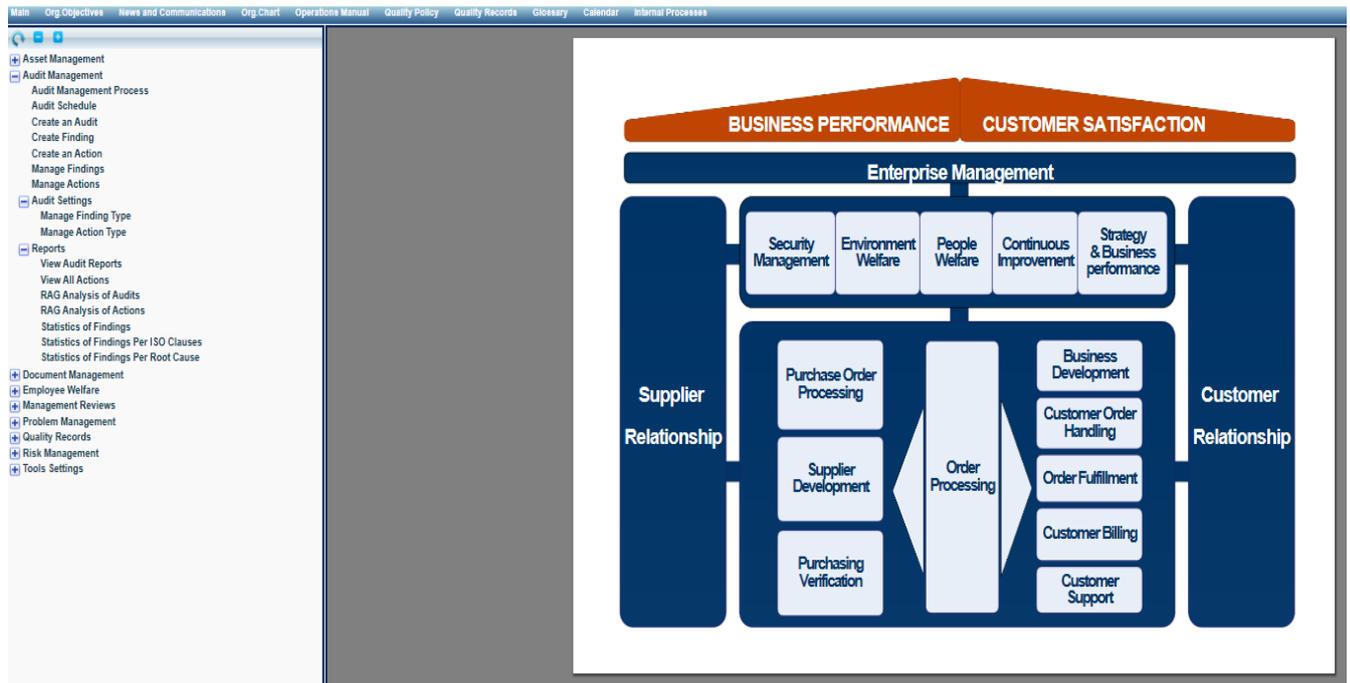
Instant Value to Customer Business:

- ✓ Fixed, predictable cost with minimal upfront spend.
- ✓ Fast deployment to realise success and ROI sooner.
- ✓ No hardware server purchases or maintenance costs.
- ✓ No overheads for system administration of application and database.
- ✓ Dedicated experts deploying and maintaining your QMSrs solution.
- ✓ Assured service levels with Service Level Agreement (SLA).
- ✓ Managed in a state-of-the-art data centre facility.

OUR PRODUCTS

The following Quality Excellence management automated solutions are instantly available:

- Asset Management
- Audit Management
- Employee Welfare L&D
- Management Reviews
- Document Management
- Document Change Request
- Problem Management
- Quality Records
- Risk Management



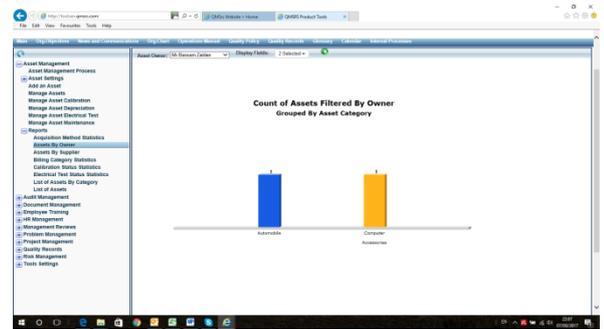
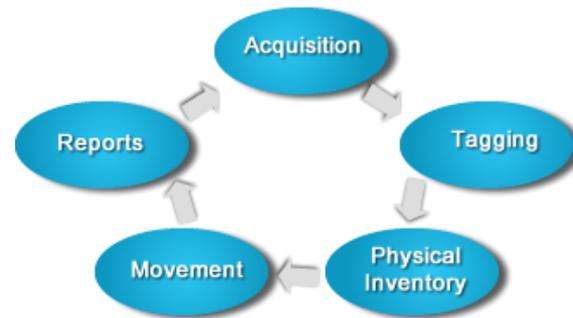
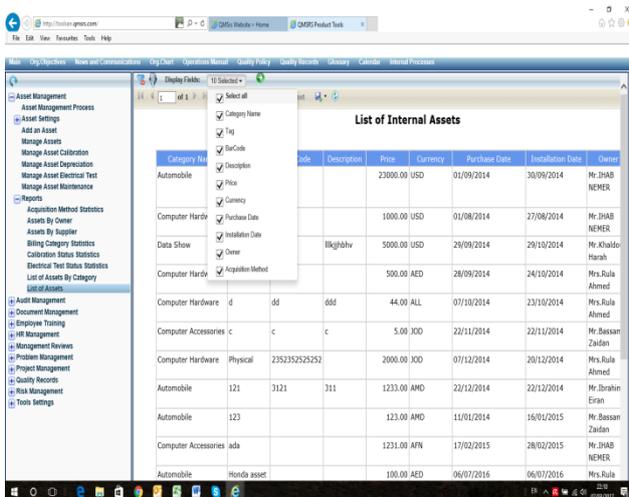
ASSET MANAGEMENT

QMSrs' asset management tools deliver an end-to-end asset management methodology and tools in a turnkey package with optional service offerings.

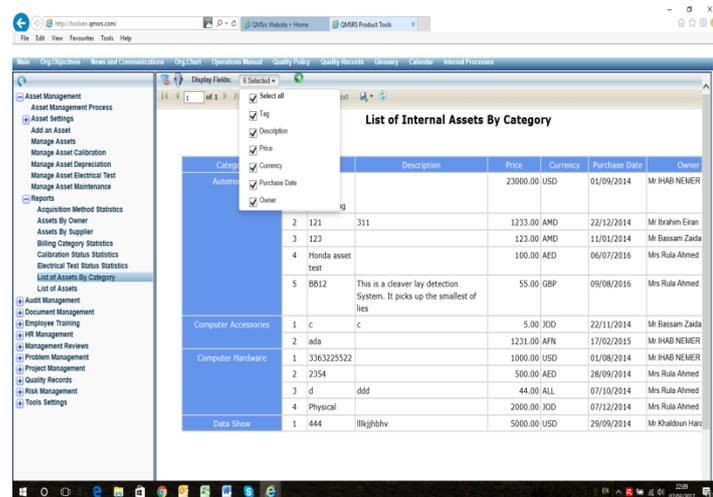
Our intuitive enterprise asset management software systems automate inventory and management of assets to lower operational costs and improve return on capital.

With our Asset Management, you can:

- ✓ Record & List your Assets.
- ✓ Check Assets in and out.
- ✓ Scan Assets in and out.
- ✓ Automatically calculate asset depreciation.
- ✓ Track assets globally.
- ✓ Electronic Reporting on all aspects of Assets.
- ✓ Manage Your Software and Hardware including License Management.
- ✓ Manage your Electrical Safety Testing and Equipment Calibration.

Category	Description	Price	Currency	Purchase Date	Installation Date	Owner		
Automobile		23000.00	USD	01/09/2014	30/09/2014	Mr. IHAB NEMER		
Computer Hardw		1000.00	USD	01/08/2014	27/08/2014	Mr. IHAB NEMER		
Data Show	llkghbiv	5000.00	USD	29/09/2014	29/10/2014	Mr. Alhaido Harab		
Computer Hardw		500.00	AED	28/09/2014	24/10/2014	Mrs. Rula Ahmed		
Computer Hardware	d d d	44.00	ALL	07/10/2014	23/10/2014	Mrs. Rula Ahmed		
Computer Accessories	c c c	5.00	JOD	22/11/2014	22/11/2014	Mr. Bassam Zaidan		
Computer Hardware	Physical	23523525252	2000.00	JOD	07/12/2014	20/12/2014	Mrs. Rula Ahmed	
Automobile	121	3121	311	1233.00	AMD	22/12/2014	22/12/2014	Mr. Ibrahim Eran
Automobile	123			123.00	AMD	11/01/2014	16/01/2015	Mr. Bassam Zaidan
Computer Accessories	ada			1231.00	AFN	17/02/2015	28/02/2015	Mr. IHAB NEMER
Automobile				100.00	AED	06/07/2016	06/07/2016	Mrs. Rula Ahmed



Category	Description	Price	Currency	Purchase Date	Owner
Automobile		23000.00	USD	01/09/2014	Mr. IHAB NEMER
Computer Accessories		5.00	JOD	22/11/2014	Mr. Bassam Zaidan
Computer Hardware		1231.00	AFN	17/02/2015	Mr. IHAB NEMER
Computer Hardware		1000.00	USD	01/08/2014	Mr. IHAB NEMER
Computer Hardware		500.00	AED	28/09/2014	Mrs. Rula Ahmed
Computer Hardware		44.00	ALL	07/10/2014	Mrs. Rula Ahmed
Computer Hardware		2000.00	JOD	07/12/2014	Mrs. Rula Ahmed
Data Show		5000.00	USD	29/09/2014	Mr. Alhaido Harab

AUDIT MANAGEMENT

Audits are an essential part of any confidence-building measures an organisation must undertake in order to assure customers and its management of their compliance. Unless implemented efficiently, it can lead to further complexity and overheads to maintain it.

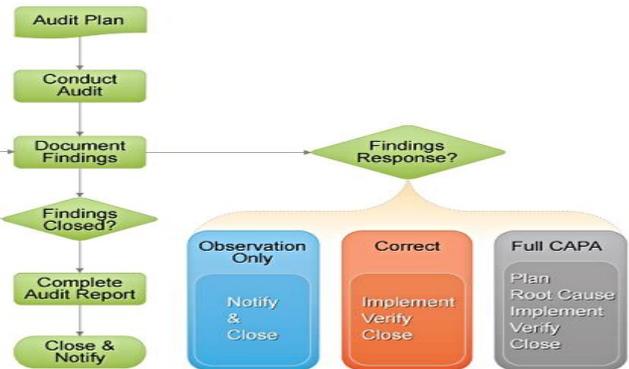
To cover the full scope of an operation, QMSrs audit Management System handles:

- ✓ Business Process Audits
- ✓ Supplier Audits
- ✓ Projects & Product Audits

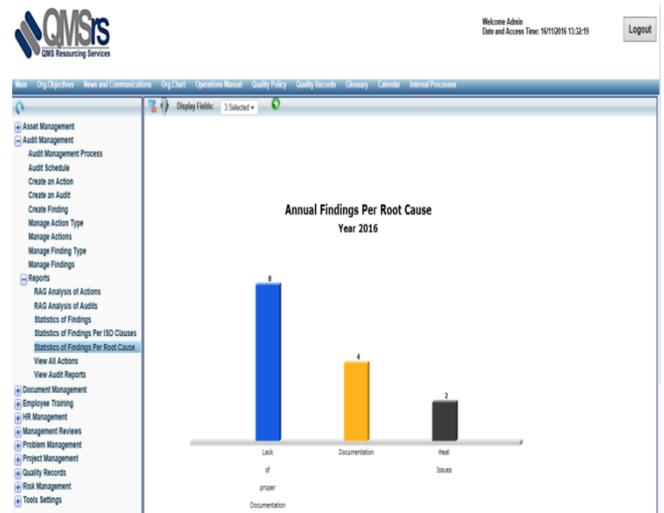


You are able to perform the complete cycle automatically freeing up more of your time to focus on improvements generated by the audit system.

- ✓ Plan your audits
- ✓ Define your findings
- ✓ Define your Actions
- ✓ Track & manage the audits to closure
- ✓ Generate traditional reports in one click
- ✓ Keep all stakeholders informed



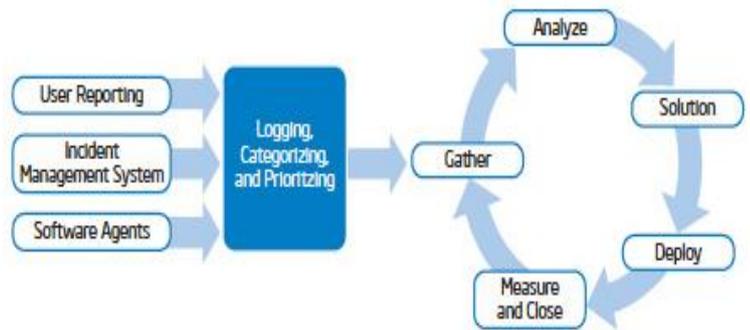
Aud	Audit Title	Planned On	Audit Progress	Status	Open Aud
1	Annual Financial Audit	31/05/2014	3%	In Progress	
2	audit	31/03/2014	22%	In Progress	
3	ility Audit for IT Company	31/07/2014	0%	Cancelled	
4	rganizational Auditing for Finance	16/08/2014	10%	In Progress	
5	...Audit August 2014	17/08/2014	0%	Pending	
6	Supplier Audit Test	19/08/2014	10%	In Progress	
7	Test Audit Project	26/08/2014	3%	Cancelled	
8	Test Audit	26/08/2014	0%	Pending	
9	Audit for equipment devices	01/09/2014	60%	In Progress	
10	product	02/09/2014	0%	Pending	
11	Supplier YYYYYY	19/09/2014	0%	Pending	
12	Internal Test Audit	30/09/2014	0%	Pending	
13	internal	22/10/2014	0%	Pending	
14	project	30/10/2014	0%	Pending	
15	m,m,m,	24/10/2014	0%	Pending	
16	Audit Tool Software	27/12/2014	0%	Cancelled	



PROBLEM MANAGEMENT

Being able to manage problems is fundamental to improving the way we all work and be able to learn from our mistakes. Problems manifest themselves in many ways and are normally categorised in systems such as:

- ✓ Customer Complaints
- ✓ Non-Conformances
- ✓ Incidents
- ✓ Waiver Requests
- ✓ Improvement Suggestions
- ✓ etc.

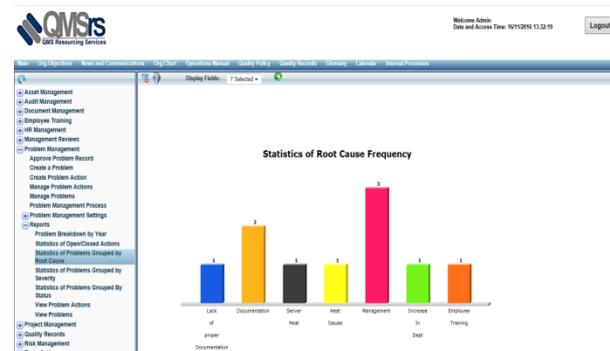


QMSrs offers you the solution to manage your problems from start to finish with the ability to

- ✓ Document these problems
- ✓ Perform root cause analysis
- ✓ Define corrective & preventive actions
- ✓ Track these complaints & actions to closure
- ✓ Manage the system and inform stakeholders on all aspects of the lifecycle

QMSrs Solutions value-add from its problem management systems include:

- ✓ Eliminating errors
- ✓ Improving business stability
- ✓ Applying pro-active change management
- ✓ Reducing outages and increase service quality
- ✓ Increased IT and business productivity
- ✓ Driving business efficiency and agility
- ✓ Maximising profitability



RISK MANAGEMENT

Risk management is about dealing with uncertainty and its consequences on an organisation so as to deal with them proactively before they strike. Our risk management solutions help organisations reduce costs resulting from any occurring risk.

QMSrs risk management covers organisational as well as project level risks with the ability to financially quantify their impact. It manages risks in varying industries against varying international standards.

We offer a solution to manage the entire risk management cycle.

- ✓ ORI (Opportunities, Risks and Issues)
- ✓ EMS
- ✓ OHSAS
- ✓ HACCP



Risk management stages can be classified into four major key stages:

- ✓ Likelihood of occurrence: Even though risks are about uncertainty, we can estimate the likelihood of it striking (probability).
- ✓ Consequence of occurrence: When a risk happens, it has consequences (impact) on the organisational goals.
- ✓ Mitigation cost: Any action taken to mitigate the consequences (Mitigation) of a risk will have associated with it.
- ✓ Mitigation effectiveness: Since mitigations have a cost factor, they need to be effective and their effectiveness needs to exceed the cost.

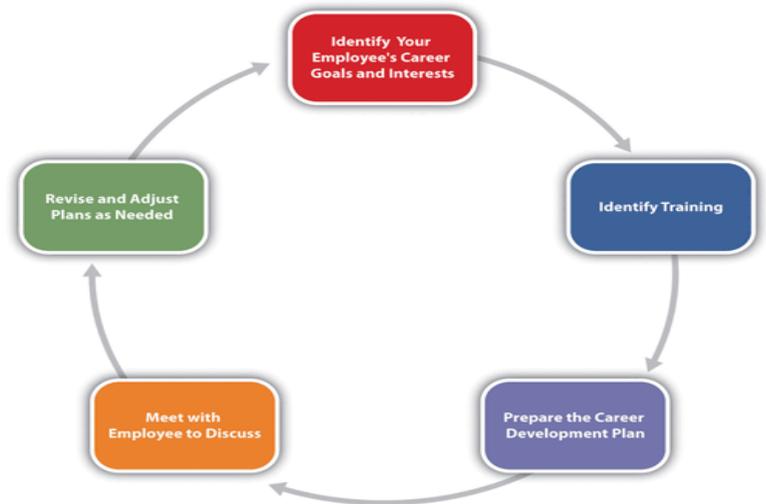
EMPLOYEE WELFARE – LEARNING & DEVELOPMENT

Every organisation firmly believes that its people are its most important asset. They carry out all the important and critical activities that deliver its organisational successes.

It is therefore extremely important to ensure that all your employees are competent in these tasks.

Integrated within the QMSrs tool set, we offer a comprehensive product for ensuring that staff receives the appropriate induction and training.

The QMSrs training tool is easy-to-use, designed to effectively manage the training process. It:



- ✓ Reduces costs by providing quick and easy access to employee training records.
- ✓ Improves company performance with trained individuals assigned to jobs
- ✓ Managing training records and tracking refresher training in an effective way.
- ✓ Enables users to set up work groups and track each individual's training
- ✓ Archive and tracks training history for each employee to ensure compliance
- ✓ Alert users when refresher courses or other events are due.
- ✓ Provide all training information and course schedules for instant registration.
- ✓ Manage and maintain everything related to employee training including: feedback, training records, skill levels, position specific required skills, attendance etc.

DOCUMENT MANAGEMENT

QMSrs offers a powerful tool for managing and controlling ALL documentation in your enterprise at Organisation and project level.

- ✓ Managing and controlling all your organisational documentation needs



- ✓ Satisfy any certification standards such as Quality Excellence Management Systems (ISO 9000), Health & Safety, and Environmental Management (ISO 14000)
- ✓ No risk of mistakes in using other than the latest version of a document.
- ✓ Simple migration from your existing system.
- ✓ The most time and cost-efficient administrative system you can find for updating, approving and distributing your documents.
- ✓ No stationary costs for managing Quality and QMS repository.
- ✓ Managing any document in any location at any time.
- ✓ Online glossary for all your organisational abbreviation.

DOCUMENT CHANGE CONTROL

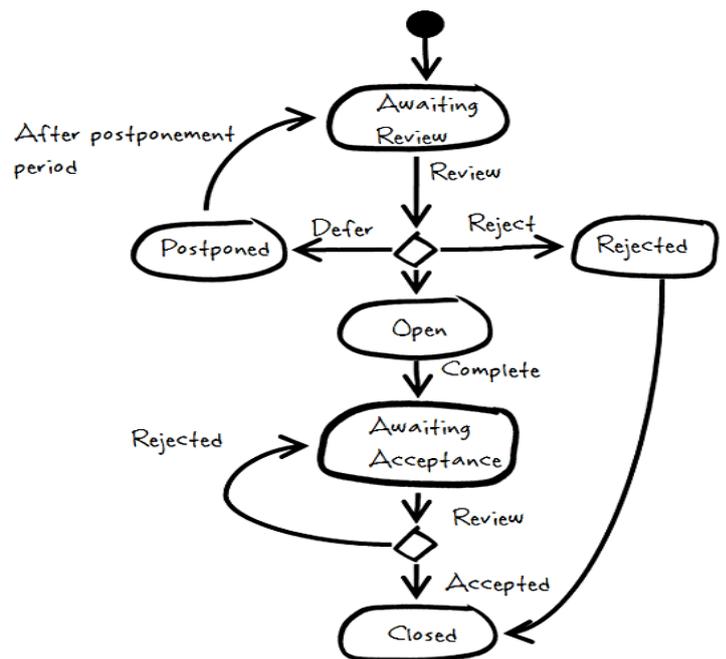
QMSrs Document Change Request Management product is a comprehensive solution for change management and control across departments and functions. The real-time visibility provided by the change control software module enables organisations to follow a structured methodology for each change request, and track it through its lifecycle from initiation through to verification and closure.

It also ensures that the change is disseminated to all concerned entities leading to the intended outcome.

When used in conjunction with quality processes for document management, training, etc., change control management software can be a powerful tool for continuous improvement in the organisation.

The value-add to the customer can be summarised as:

- ✓ Define and implement standard change management and change control process across the enterprise.
- ✓ Accelerated change process as tasks are automatically assigned and tracked from one stage to the next.
- ✓ Identify the impact and risk of changes on the business to avoid unintended outcomes.
- ✓ Improve coordination in change execution across departments while centrally tracking changes to avoid errors and redundancies.



MANAGEMENT REVIEWS

A management review is a very important technique of how the top management can assess its performance against the objectives set by them, the requirement set by the standard and how the organisation is adhering and the benefits achieved.

A management review is a regular meeting of the top management team and uses the information that the organisation's



systems have derived. It is useful forum to review and revise quality objectives. Management reviews are carried out by, or on behalf of, the management personnel having direct responsibility for the system.

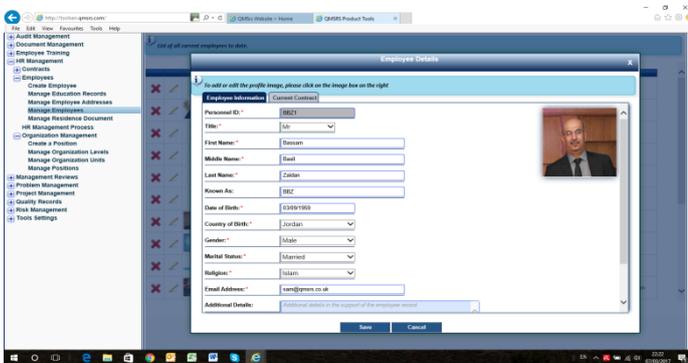
QMSrs management review solution offers a systematic evaluation of the application, operation, and efficiency of the Management system. The benefits include

- ✓ Monitor overall progress.
- ✓ Determine the status of plans and schedules.
- ✓ Confirm requirements and their system allocation.
- ✓ Evaluate the effectiveness of management approaches used to achieve fitness for purpose.
- ✓ Support decisions about corrective actions, changes in the allocation of resources, or changes to the scope of the project.
- ✓ Management reviews identify consistency with deviations from plans, or adequacies and inadequacies of management procedures.

PEOPLE WELFARE MANAGEMENT

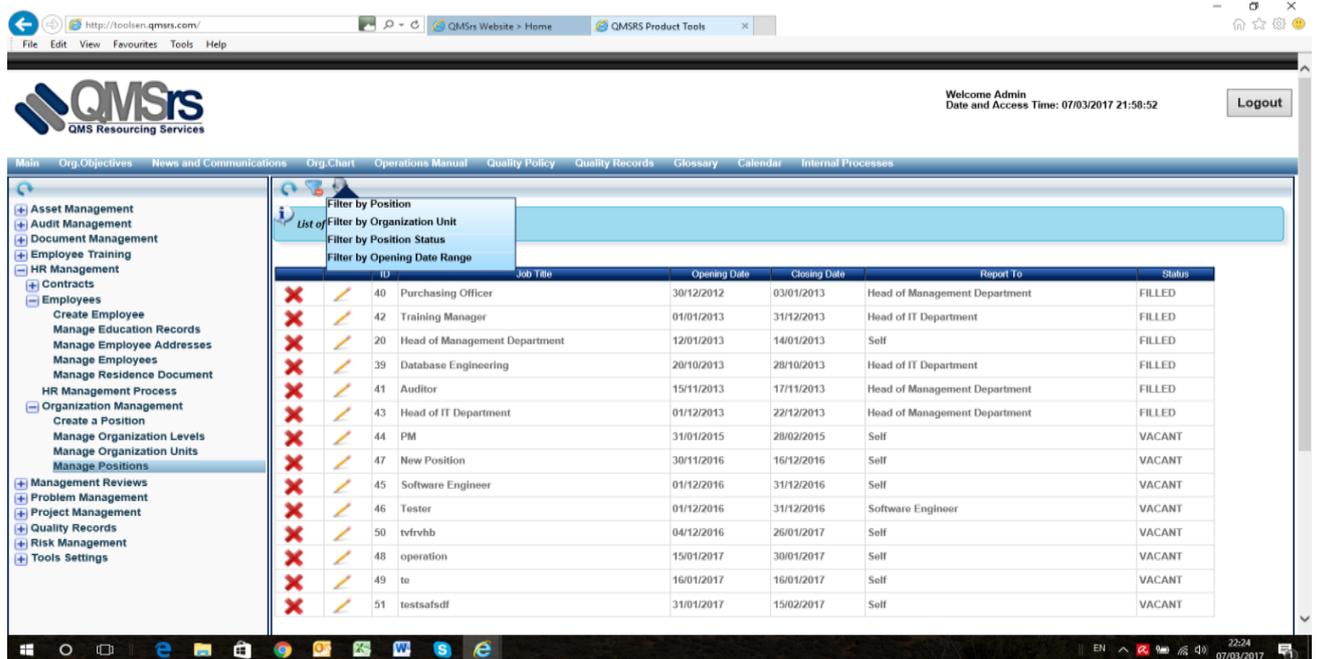
QMSrs HR management tool is a basic web-based solution for the Human Resources department allowing management to set and manage employee core data relevant for maintaining up to date records.

One of the most difficult challenges facing companies today is aligning employee objectives with corporate objectives. QMSrs HR Management Tool was designed to meet this challenge and it also provides tools to assist in training needs assessments and training program evaluations. By deploying QMSrs, you will be able to coordinate and manage your human resources much more effectively.



A flexible, professional, and secure human resources system safeguarding your company.

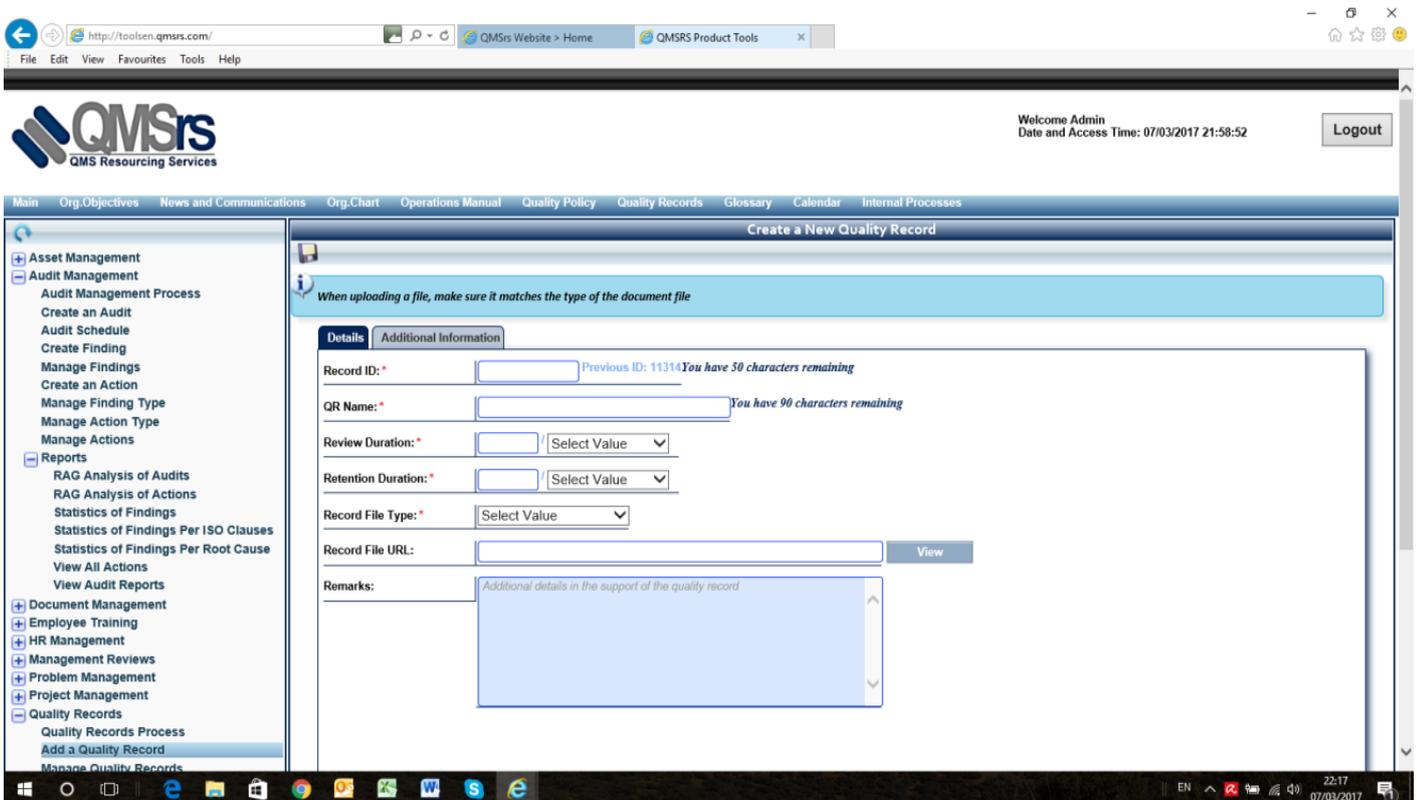
Use human resources management software to effectively track your employee data and manage all of your personnel files.



QUALITY RECORDS MANAGEMENT

QMSrs offers a powerful tool for managing and controlling all quality records in your enterprise.

- ✓ It manages and controls all your organisational quality record needs to satisfy and certification standards such as Quality Excellence Management Systems (ISO 9000), Health & Safety, and Environmental Management (ISO 14000) etc.
- ✓ No risk of mistakes in using other than the latest version of a quality record.
- ✓ Simple migration from your existing system.
- ✓ The most time and cost-efficient administrative system you can find for updating, approving and distributing your quality record.
- ✓ No stationary costs for managing Quality and QMSrs repository.
- ✓ QMSrs can manage any quality record in any location at any time.
- ✓ Online glossary for all your organisational abbreviations.



The screenshot shows a web browser window with the URL <http://toolsen.qmsrs.com/>. The browser tabs include 'QMSrs Website > Home' and 'QMSRS Product Tools'. The page header features the QMSrs logo and navigation links: Main, Org.Objectives, News and Communications, Org.Chart, Operations Manual, Quality Policy, Quality Records, Glossary, Calendar, Internal Processes. The user is logged in as 'Admin' with a 'Logout' button. The main content area is titled 'Create a New Quality Record' and contains a form with the following fields:

- Record ID:** A text input field with a 'Previous ID: 11314' and a character count 'You have 50 characters remaining'.
- QR Name:** A text input field with a character count 'You have 90 characters remaining'.
- Review Duration:** A dropdown menu with 'Select Value'.
- Retention Duration:** A dropdown menu with 'Select Value'.
- Record File Type:** A dropdown menu with 'Select Value'.
- Record File URL:** A text input field with a 'View' button.
- Remarks:** A large text area with a placeholder 'Additional details in the support of the quality record'.

The left sidebar contains a navigation menu with categories like Asset Management, Audit Management, Reports, Document Management, and Quality Records. The Quality Records section is expanded, showing options like 'Add a Quality Record' and 'Manage Quality Records'. The Windows taskbar at the bottom shows the date as 07/03/2017 and the time as 22:17.

CUSTOMER SATISFACTION MANAGEMENT

QMSrs Provides valuable data on customer satisfaction based on direct customer feedback and taking into account expressed dissatisfaction. QMSrs offers tools for capturing, recording, management, tracking, analysis and reporting of customer satisfaction all the way up to senior management level online.



The value to the customer business is as the follows:

- ✓ Trend analysis of complete history of customer satisfaction performance,
- ✓ Live interaction with customer online,
- ✓ Live interaction with appropriate staff online,
- ✓ Centralised data repository of customer satisfaction, online surveying of customer satisfaction & dissatisfaction,
- ✓ Routing of information, actions or tasks to the appropriate person or department automatically,
- ✓ Full record keeping of all history online,
- ✓ Categorisation of severity, type, root cause and more,
- ✓ Automatic reference to appropriate processes and work instructions,
- ✓ Tracking and escalation of overdue actions and automatic follow up with action owners.