



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Canada
Ottawa Valley

Section 407

CloseReach's Journey to ISO 9001 Certification

Using QMS Software

CLOSEREACH 



Who We Are and What We Do



QualiWare

CloseReach's main product that we sell is QualiWare, an Enterprise/Business Architecture and Governance, Risk, and Compliance software platform that organizations can use to merge Quality Management with Software.






ISO Based Management Systems



What Did We Do?

MY DESKTOP | BUSINESS IMPROVEMENT SOLUTION | PROCESS MANAGEMENT | COMPLIANCE | RISK MANAGEMENT

QMS Management



The flowchart illustrates the Quality Management System process. It starts with Strategic Planning and Management Review at the top. Below this, there are two rows of processes: the first row includes Manage Audits, Manage Nonconformances, Manage Risk, Manage Continual Improvement, and Manage Customer Feedback; the second row includes Terms and Definitions, Document Management, and Compliance Standards. Each process is represented by an orange arrow pointing right, with a small icon below it.

Quick Search

Compliance

Process

Regulations

Document

My Audits

8

Manage Audit Programs

Create, maintain, and follow up on Audit Programs defining the plan for internal/external Audits for different time periods.

Manage Audits

Create, maintain, and follow up on different type of Audits planned or executed in the organization.

Audits by Year

A list of audits by year.

My Change Requests

14

Org Change Requests

A list of open change requests for the Organization

Archive: Change Request

A list of all closed Change Requests for the Organization

My Nonconformances

0

Manage Nonconformances

Create, maintain, and follow up on Non-Conformances - documented situations where work did not happen according to policies, processes, or regulations.

My Corrective Actions

A list of Corrective Actions that are assigned to me for action

Manage Corrective Actions

A list of all the Corrective Actions that are open for the Organization

Archive: Corrective Actions

A list of all closed Corrective Actions

Create Management Review

Management Reviews

A listing of completed or in progress Management Reviews

Submit Complaint

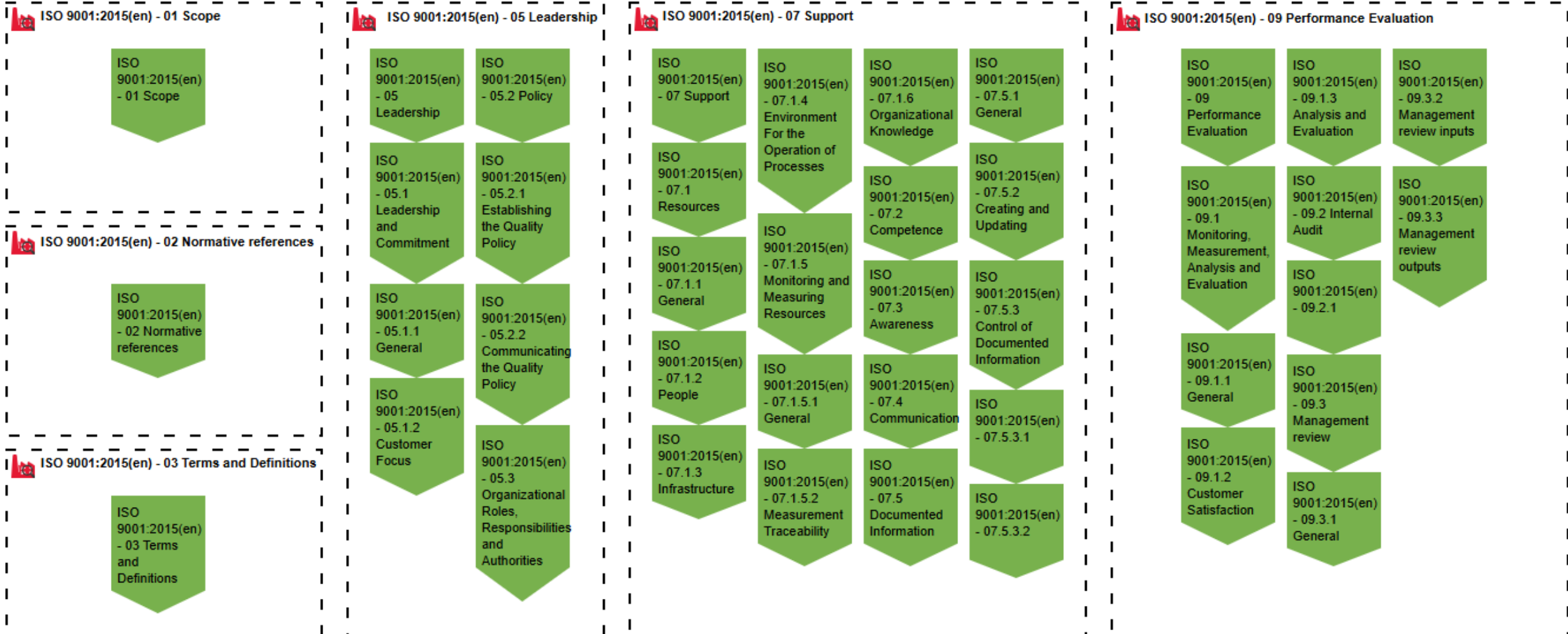
Manage Complaints

Create, maintain, and follow up on Complaints from customers, business partners, or stakeholders in the business eco-system.

Health & Safety Incidents

A list of incidents reported at CloseReach.

Compliance Analysis



Process Management

Create Audit

[Create Change Request](#)
[Create Non-Conformance](#)
[Rating](#)
[Add hashtag\(s\)](#)
[Subscribe](#)
[Create comment](#)
[Retire](#)

Diagram

```

graph LR
    subgraph Quality_Manager [Quality Manager]
        A[Annual Audit Program] --> B[Create Internal Audit Plan]
        C[Need for Special Audit] --> D[Create Special Audit Plan]
        E[Need for External Audit] --> F[Create External Audit Plan]
    end
    B --> G[Internal Audit Required]
    D --> G
    F --> H[External Audit Required]
  
```

Compliance

↻ 1 Change Request(s)
 📄 2 Comment(s)

Name

↻ Define the competency Matrix for Auditors (Qualified Auditor) and make it available.
 📄 Auditor Competency
 📄 Laws and Regulations

Aligned with

§ 1 Regulation(s)
 🚩 3 Requirement(s)

Name:

§ ISO 9001:2015(en) - 09.2 Internal Audit
 🚩 Create Audit Plan
 🚩 Create Audit Plan
 🚩 Create Audit Plan

Visualize

Model gallery

Model context

Process context

Risk and Controls

Process RASCI

Process digitalization

Process compliance

Diagram domain

Highlight if:

Symbol has Risk
 Symbol Valid-to < 30 days
 Symbol is Approved
 Symbol has goals, objectives

Analyses

Process digitalization
 Work Process Completion
 Process - Sensitive information
 Event context

Edit...

Activity properties on work flows
 Activity performance
 Process Risk for diagram

Description

Name
Create Audit

Description:
This process describes how Audits are managed, in accordance with the Annual Audit Program starting with the creation of an Audit Plan.

Responsibility

Owner: Manager, Quality & Compliance
Responsible: Manager, Quality & Compliance
Confidentiality classification:
Privacy classification:
Positive effect on:
HasNegativeEffectOn:

Status

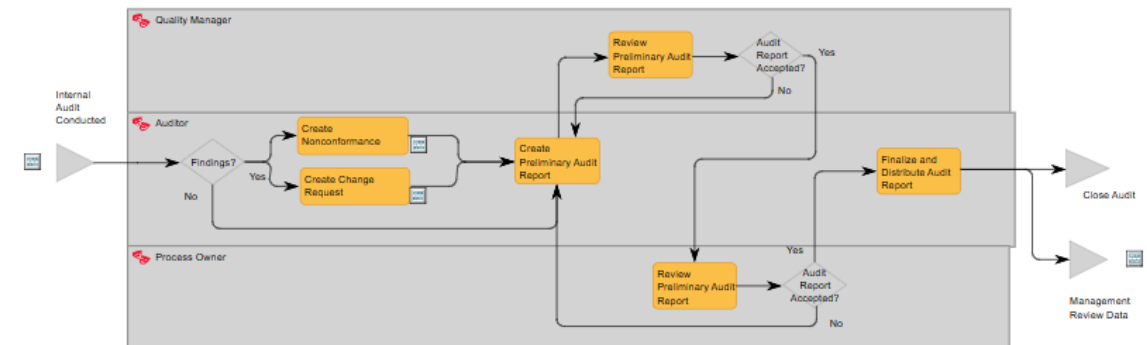
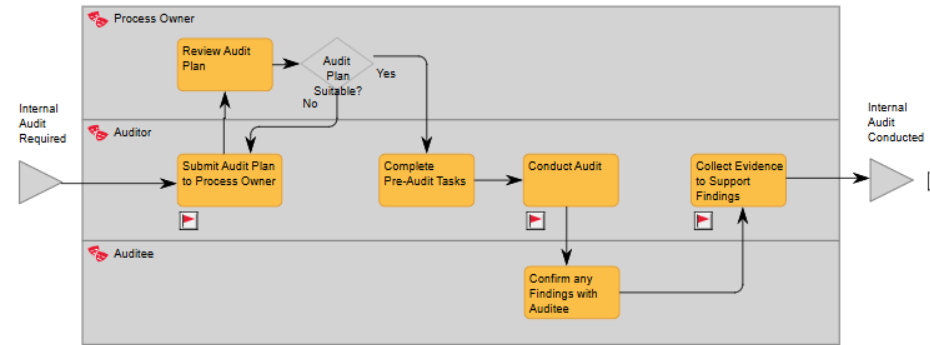
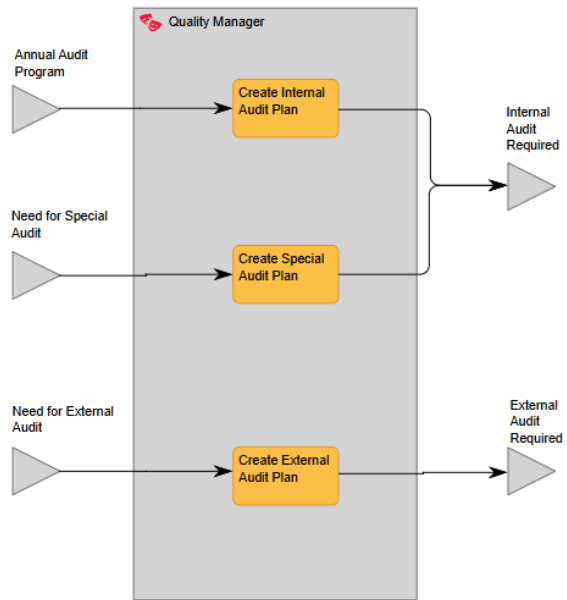
Revision: 6
Status: Approved
Valid from: 2024 08 21
Valid to: 2025 08 21
Last modified: 2024 08 21
Modified By: Anthony Bianco
Change description:

Audit Management

Create Audit

Conduct Internal Audit

Report Internal Audit



Continuous Improvement



- Improvement Ideas
- Change Requests
- Employee Involvement

Management Review





The Certification Audit



The entire
CloseReach
Certification Audit
was conducted
virtually.



Certification Audit Results

AUDIT CONCLUSIONS

This audit was considered **satisfactory** 0 Minors 2 Observations

For Assessment or Reassessment audits, all nonconformities require the submission of a corrective action. **Complete Part 2 of the Corrective Action Request and submit to QMS GLOBAL within 28 calendar days of this report.**

“The Quality Management System is well organized and easy to navigate. Quality management system processes are well defined within the Quality Management System Manual and related Workflows. The company excels with document control and ease of access to records. Risk assessment activities are used to drive improvement projects within the business. Management review and internal audit results for 2022 were found to be complete and in order.” – ISO 9001 External Auditor

We Made It!



Start to finish, 4 months,
Certification Audit with 0
nonconformances and 2
opportunities for
improvement



Thank You For Your Time

For more information or questions, feel free to contact me:

Email: Anthony.bianco@closereach.ca

Phone: 613-818-7618