

# **ENTERPRISE CONTENT MANAGEMENT SYSTEM (ECM) AS AN AUXILIARY TOOL FOR IMPLEMENTATION OF ISO 9001 STANDARD**

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Innovation as the source of values in the forestry,  
wood processing and furniture manufacturing

# INTRODUCTION

- Being certified under ISO 9001 standard today has become recognized as a key to success, but it carries with it numerous documentation requirements that are difficult to keep up without a good organization system.
- Quality management system documentation may be in printed or electronic form and includes all sources of information which are used in management system.
- The Standard describes the requirements for documentation and records which must be defined in documented procedure.
- This paper describes implementation of ISO 9001 standard through Enterprise Content Management software. Usage of electronic storage of documentation facilitates managing and control of all processes without unnecessary accumulation of paper documentation.

# INTRODUCTION

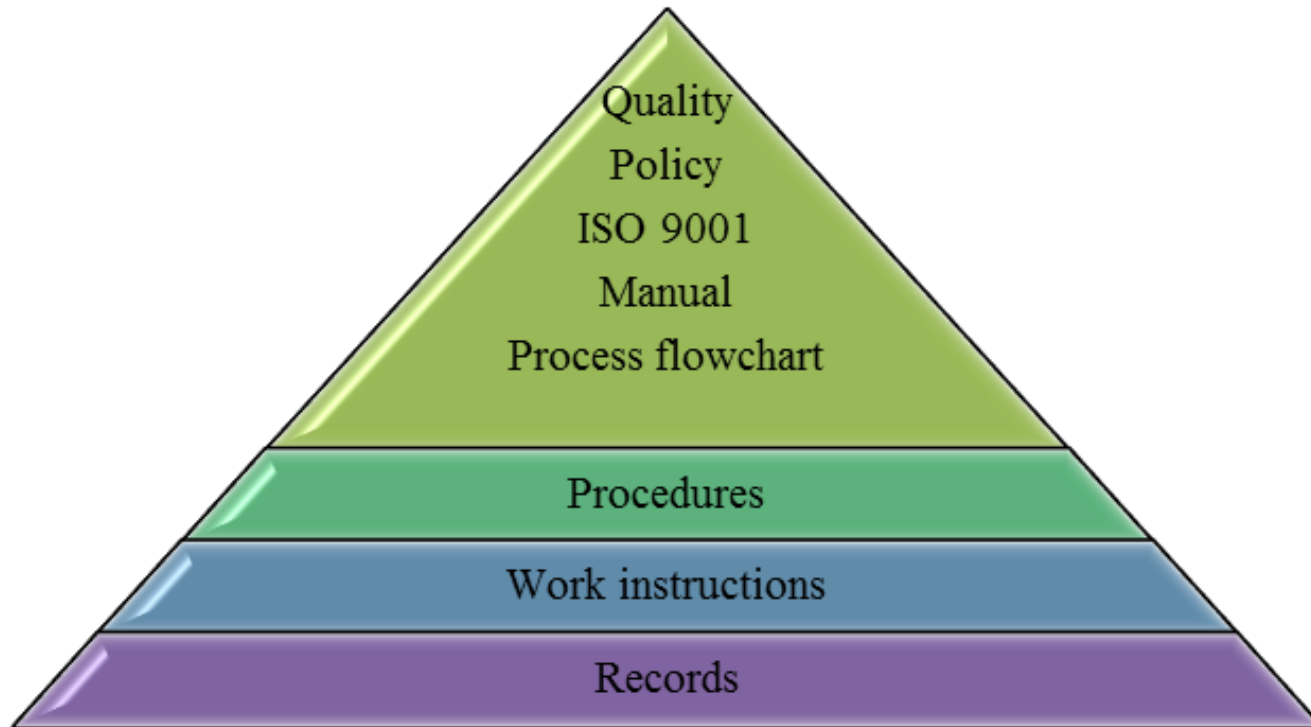
- Today, business at the global market in accordance with the ISO 9001 standard and ISO certificate holding is recognized as a characteristic of reputable organizations and institutions oriented towards continuous improvement of working methods and its outcomes.
- With the development and application of computers the amount of documentation that is required for the implementation of ISO quality management system can be significantly reduced.
- The documentation management in electronic form with defined procedures provides fast and efficient management of ISO 9001 system.
- By using of Enterprise Content Management System (ECM) implementation of quality management system can be easily carried out.

# BASIC REQUIREMENTS

Family of ISO 9000 consists of the following standards:

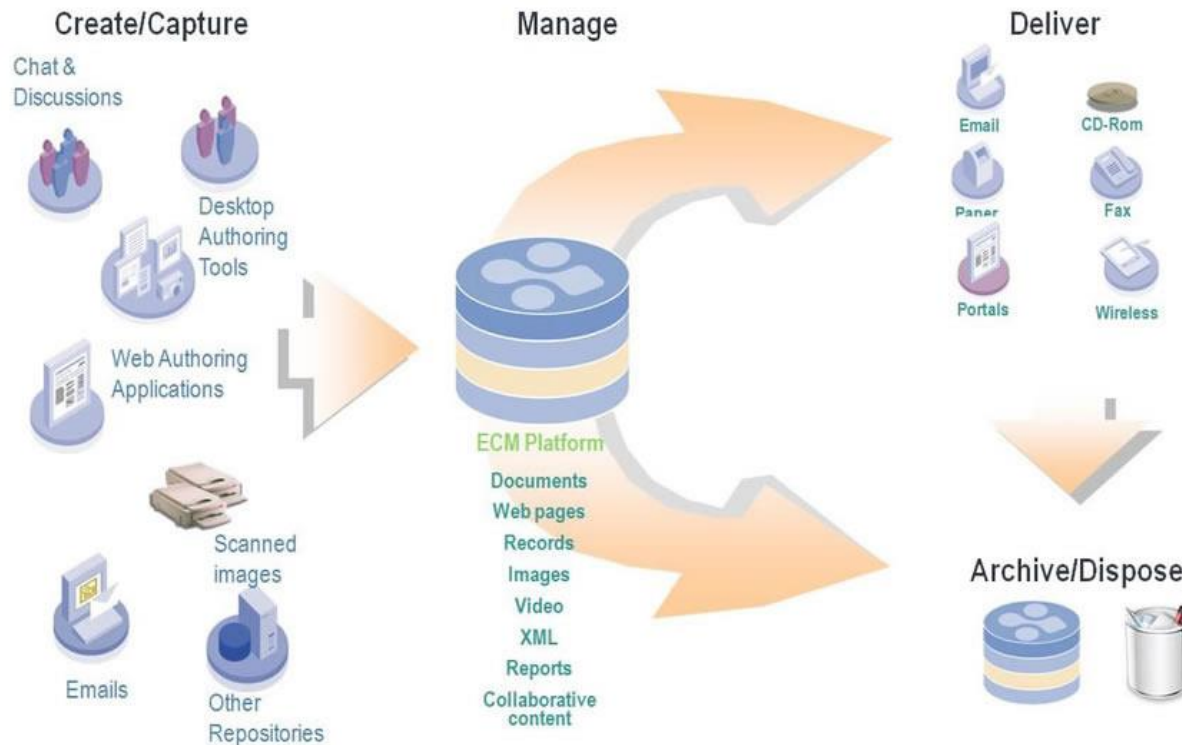
- ISO 9001:2008 - Quality management systems - Requirements;
- ISO 9000:2005 - Quality management systems - Fundamentals and vocabulary;
- ISO 9004:2009 - Managing for the sustained success of an organization - A quality management approach;
- and in addition ISO 19011:2011 - Guidelines for auditing management systems.

# BASIC REQUIREMENTS

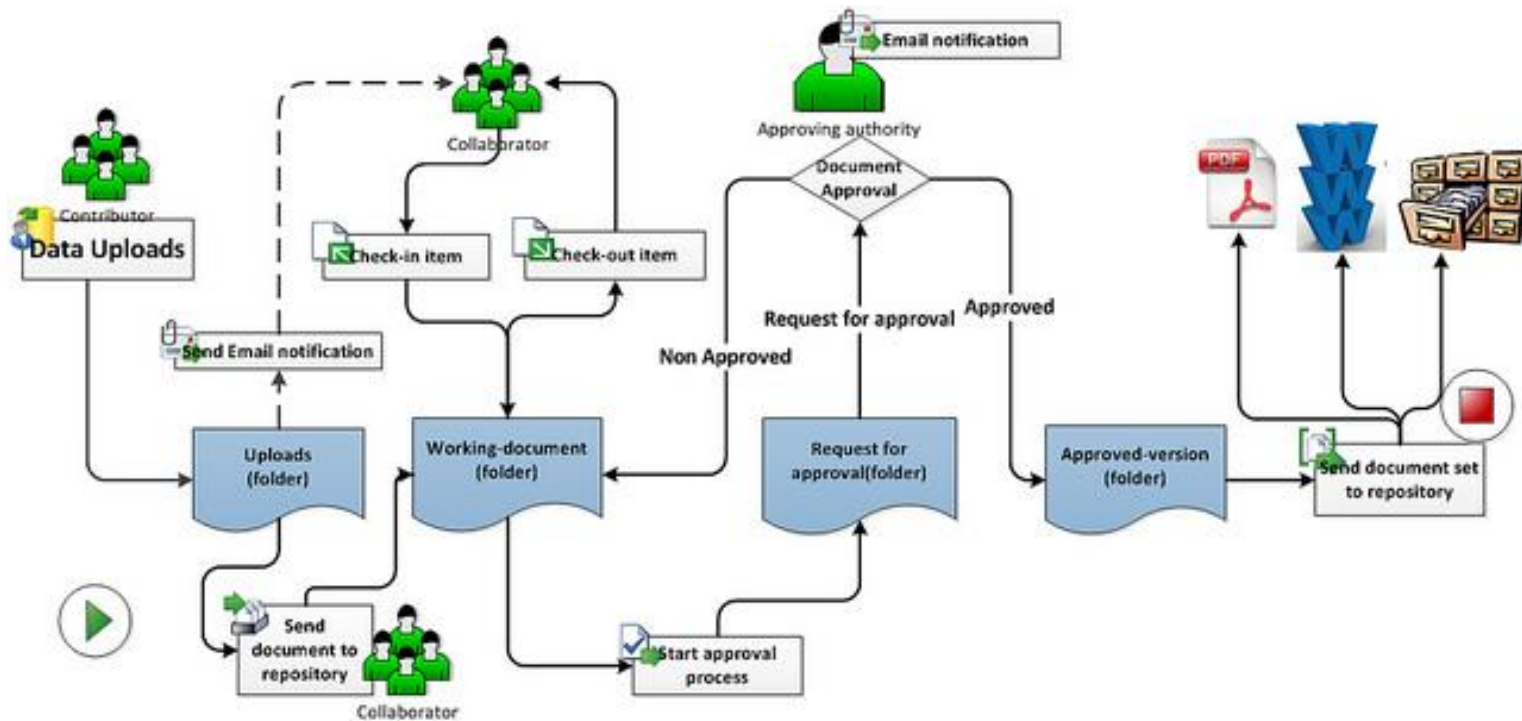


# ENTERPRISE CONTENT MANAGEMENT SYSTEMS

EMC are the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes.



# ENTERPRISE CONTENT MANAGEMENT SYSTEMS



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The documentation that is required to fulfill the ISO 9001 requirements, and which is implemented through ECM must meet the following conditions:

- The possibility of approval documentation before distribution;
- Documents are periodically reviewed, updated and re-approved;
- Document's valid version should be available to all users;
- Current / valid version of the document should be evidenced;
- Documents from external sources must be identified, controlled and reviewed;
- Prevention of accidental / unintentional use of obsolete documents;
- Maintain the usability of the document.



# ENTERPRISE CONTENT MANAGEMENT SYSTEMS

- ECM systems are relatively expensive, but for adequate use ECM have to be implemented in all segments of organization.
- The main reason for implementation of such system is easier access to information.
- According to Gartner (2012), the core values of an ECM are as follows:
  - Document management;
  - Image-processing applications;
  - Business process management – workflows;
  - Records Management;
  - Web Content Management;
  - Social content;
  - Extended components.
- According to Gartner's research (2012), currently the leading vendors of commercial content management systems are: IBM, Microsoft, Oracle, Open Text, Hyland Software and EMC Corporation.
- Alfresco is the only open source system that continues to be competitive with exclusively commercial systems.

# CONCLUSION

- Productivity of the company largely depends on the availability of the right information at the right time, which is a real challenge considering that the information are stored in different forms, in different media and in different locations.
- Various software solutions for enterprise content management that are integrated into quality management system enable quick access to information, accelerate and increase the reliability of business processes and enable easier tracking changes in the system.
- Introduction of ECM is a logical sequence of events, and if it is simultaneously introduced with ECM system implementation could be done much easier.