Quality Management System User Manual

Put Your Quality Management System on Autopilot.

ARMS for Information Technologies

QMS

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1. Introduction

A quality management system (QMS) is a set of processes and procedures that an organization uses to consistently meet or exceed customer expectations. It is a systematic approach to managing quality throughout an organization, from product design and development to manufacturing and delivery.

A QMS can help an organization:

- Improve its products and services
- Reduce costs
- Increase efficiency
- Meet regulatory requirements
- Improve customer satisfaction
- Gain a competitive advantage

The most well-known QMS is ISO 9001, which is an international standard that specifies the requirements for a QMS. ISO 9001 is used by millions of organizations around the world. Whether or not an organization chooses to implement ISO 9001, a QMS can be a valuable tool for improving quality and performance. By following the principles of a QMS, an organization can achieve its quality goals and objectives, and ultimately, improve its bottom line.

Here are some of the benefits of implementing a QMS:

- Increased customer satisfaction: A QMS can help an organization to consistently meet or exceed customer expectations, which can lead to increased customer satisfaction and loyalty.
- Reduced costs: A QMS can help an organization to identify and eliminate waste, which can lead to reduced costs.
- Improved efficiency: A QMS can help an organization to streamline its processes and procedures, which can lead to improved efficiency.
- Compliance with regulations: A QMS can help an organization to comply with applicable regulations, which can protect the organization from fines and penalties.

- Competitive advantage: A QMS can help an organization to gain a competitive advantage by providing its customers with high-quality products and services.

2. Purpose

A quality Management system or QMS is a set of protocols that list the guideline that a company must adhere to maintain its desired level of excellence. It helps organizations introspect their policies and refine them for their betterment .

Any core area of a business, be it manufacturing, production, finance, or technology, can be revitalized by having an exceptional QMS in place. The most popular approach to quality management systems is the international standard for organization ISO 9001, which is sometimes used interchangeably with QMS. The fact is ISO: 9001 refers to documents that guide an organization to implement a QMS efficiently .

The objective of a quality management system is to provide a framework that improves communication, collaboration, and consistency across your organization while also reducing waste, and promoting continuous improvement.

3. Scope

Determining the scope of the Quality Management System (QMS) has been a part of the ISO 9001 requirements for a long time. This scope is a vital part of the quality manual, as it defines how far the QMS extends within the company's operations, and details any exclusion from the ISO 9001 requirements and the justification for these. It is through the scope that you define what your Quality Management System covers within your organization.

With the release of the new update to the ISO 9001 requirements, ISO 9001:2015, there is some additional clarification on defining the scope of the QMS. These

clarifications will help to standardize how companies define the scope of their QMS, even if they choose not to have a quality manual, which is no longer a stated requirement in the standard.

Considerations for determining the scope of the QMS in ISO 9001:

 a. External and internal issues that are relevant to the purpose of the organization, the strategic direction, and the ability to achieve intended results

 b. Requirements of relevant interested parties

 c. The product and service of the organization

Considerations for determining the scope of the QMS in ISO 9001

External and internal issues	Requirements of relevant interested parties	The product and service of the organization

4. System Organization

4.1. Abbreviations

QMS	Quality Management System
SRS	Software Requirements Specifications
UI	Graphical User Interface

4.2. Glossary

ARMSIT	Arms Information Technology Company
Team	Arms IT Teams
Product	Quality Management System Product
Customers	ArmsIT's Customers
Project Plan	QMS Project Plan
Country	Gulf Area

4.3. Scope

The purpose of this document is to describe the system organization for the quality management system (QMS) of ARMSIT. The QMS is designed to ensure that ARMSIT consistently meets the requirements of its customers and applicable regulations. The QMS applies to all activities of ARMSIT, including:

- Design, development, production, and delivery of products and services.
- Purchasing of materials and services.
- Storage and handling of materials.
- Testing and inspection of products and services.
- Customer service.

4.4. Management responsibility

The top management of ARMSIT is responsible for the establishment, implementation, and maintenance of the QMS. The top management has appointed a quality manager who is responsible for the day-to-day operation of the QMS.

4.5. Resource Management:

ARMSIT has the necessary resources in place to support the QMS, including:

- Human resources.
- Financial resources.
- Technical resources.

4.6. Process management:
ARMSIT has identified the key processes that are necessary to meet the requirements of its customers and applicable regulations. These processes are documented and controlled in accordance with the QMS.

4.7. Measurement, analysis, and improvement
ARMSIT collects data and information to monitor and improve the effectiveness of the QMS. This data is analyzed to identify opportunities for improvement.

4.8. Communication
ARMSIT communicates the QMS to all employees and stakeholders. This communication includes the purpose of the QMS, its scope, and its requirements.

4.9. Document control
ARMSIT has a system in place to control all documents that are part of the QMS. This system ensures that documents are accurate, up-to-date, and accessible to those who need them.

4.10. Management review
Top management reviews the QMS on a regular basis to ensure that it is effective and meets the needs of ARMSIT.

5. Step by Step instructions for using the system

There are some general instructions for using a web application system:

- Open a web browser and navigate to the website of the web application system.
- Log in to the system using your username and password.
- If you are a new user, you will need to create an account.
- Once you are logged in, you will be able to access the various features of the system.
- To use a feature, simply click on the link or button that corresponds to it.

- If you need help using the system, you can usually find a help section or FAQ on the website.
- You can also contact the support team for assistance.

5.1. User Interface Overview

The user interface of a quality management system (QMS) is the graphical interface that users interact with to use the system. The UI should be designed to be user-friendly and easy to use, so that users can easily find the information and features they need. The specific elements of the UI will vary depending on the specific features of the QMS. However, the overall goal of the UI should be to provide users with a clear and concise way to interact with the system and get the information they need.

5.1.1. Master Data and Administration

The master data and administration user interface (UI) of a web application is the graphical interface that administrators use to manage the application. The UI should be designed to be user-friendly and easy to use, so that administrators can easily perform tasks such as adding users, creating content, and managing settings.

5.1.1.1. Organization Structure User Interface

This screen is responsible for displaying all branches of the company, in addition to the departments in each branch, in addition to the employees added to a specific department belonging to a specific branch.
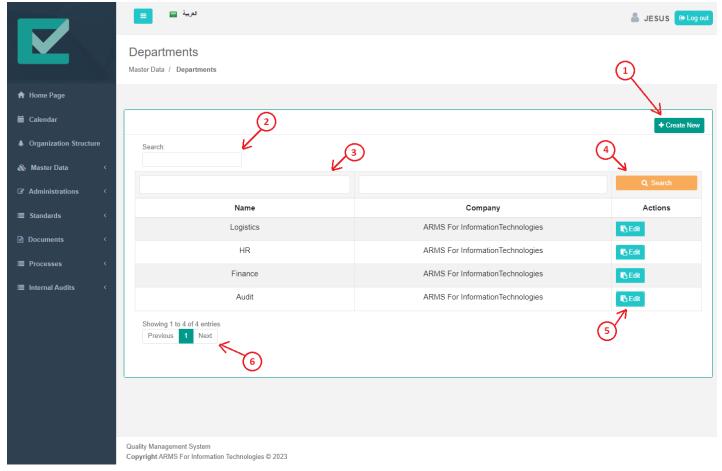
(1) Company name.
(2) Branch name in the company.
(3) Department name in the branch.
(4) Employee name in department.

5.1.1.2. Departments User Interface

This screen is responsible for displaying all departments of the company with the ability to modify each department, arrange and search for all previously added departments.
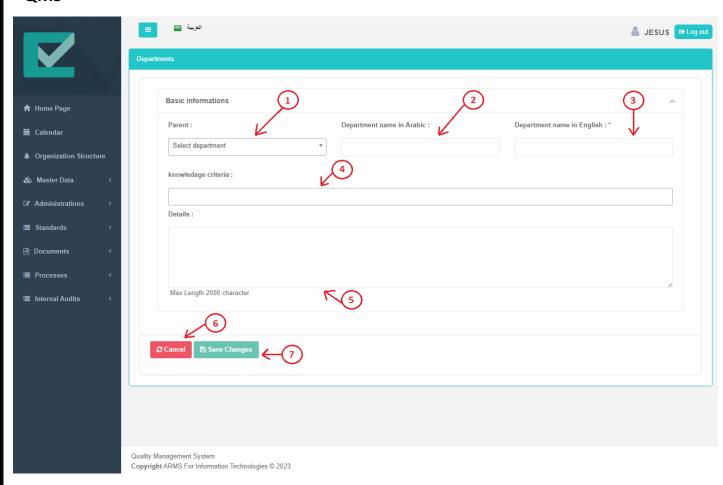
(1) Create new department button.
(2) Textbox to search for all department.
(3) Textbox to search for specific column in the department table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific department screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirect to the create new department form which is displayed as bellow:

QMS

(1) Parent department dropdown list, user can select it if the new department has parent depending on the company hierarchy [not required field].
(2) Department name in Arabic [not required field].
(3) Department name in English [required field].
(4) Knowledge criteria dropdown list, user can select muti options depending on the knowledge criteria of the new department.
(5) Details or description of the new department [not required]
(6) Cancel button, if the user clicks on it the system will be redirect to all department page.
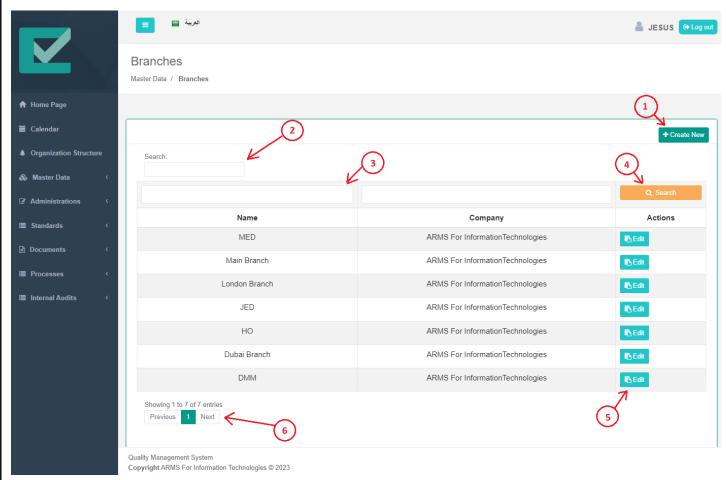(7) Save changes button, if the user clicks on it the system will save the new department.

User enter the department data and click save changes, then the department will be saved and the system redirects to all departments page to view all entered entries.

5.1.1.3. Branches User Interface

This screen is responsible for displaying all departments of the company with the ability to modify each department, arrange and search for all previously added departments.

(1) Create new branch button.
(2) Textbox to search for all branches.
(3) Textbox to search for specific column in the branches table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific branch screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirect to the create new branch form which is displayed as bellow:

QMS

Branches

☰ 📗 العربية	👤 JESUS ⮕ Log out

- Home Page
- Calendar
- Organization Structure
- Master Data ‹
- Administrations ‹
- Standards ‹
- Documents ‹
- Processes ‹
- Internal Audits ‹

Basic Informations ① ②

Branch name in English : *

Branch name in Arabic :

Contact Details ③ ④ ⑤ ⑥

Mobile No 1 : * — Saudi Arabia (+966) ▾

Mobile No 2 : — Saudi Arabia (+966) ▾

Email : *

Tel No : — Saudi Arabia (+966) ▾

Additional Informations ⑦ ⑧ ⑨

Location URL:

Address 1:

Address 2: >

Choose departments and company ⑩

Departments :

This Field is Required !!

⑪ ⑫

🔄 Cancel   💾 Save Changes

Quality Management System
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(1) Branch name in English [required field].
(2) Branch name in Arabic [not required field].
(3) Branch first mobile number [required field].
(4) Branch second mobile number [not required field].
(5) Branch email [not required field].
(6) Branch telephone number [not required].
(7) Branch location URL in google maps [not required field].
(8) Branch address line one [not required field].
(9) Branch address line two [not required field].
(10) Departments dropdown list, user can select multi department that located in the new branch.
(11) Cancel button, if the user clicks on it the system will be redirect to all branches page.
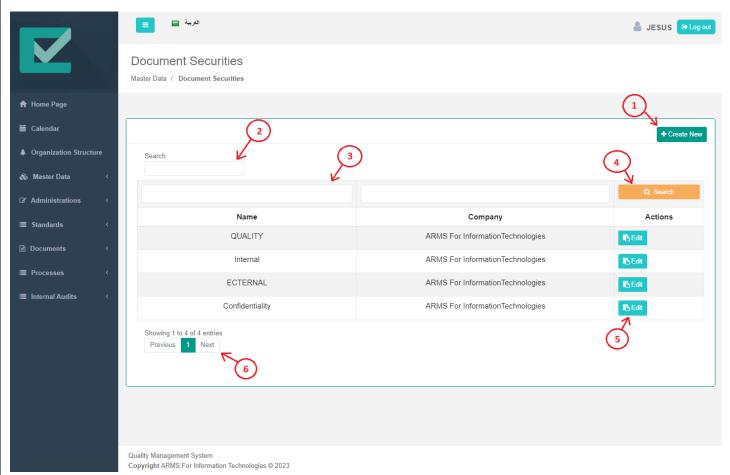
(12) Save changes button, if the user clicks on it the system will save the new branch.

User enter the branch data and click save changes, then the branch will be saved and the system redirects to all branches page to view all entered entries.

5.1.1.4. Document Securities User Interface
This screen is responsible for displaying all document securities that will be used later on while creating/updating documents.
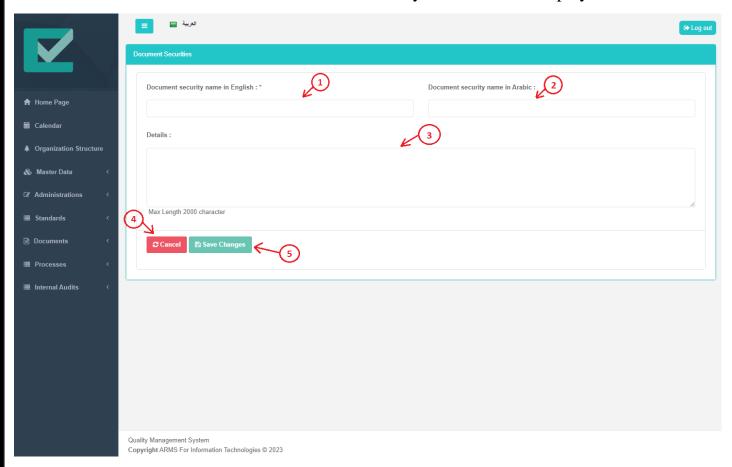

(1) Create new document security button.
(2) Textbox to search for all document securities.
(3) Textbox to search for specific column in the document securities table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific document security screen.

(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirect to the create new document security form which is displayed as bellow:

(1) Document security name in English [required field].
(2) Document security name in Arabic [required is not field].
(3) Document security details or description [required is not field].
(4) Cancel button, if the user clicks on it the system will be redirect to all document securities page.
(5) Save changes button, if the user clicks on it the system will save the new document security.
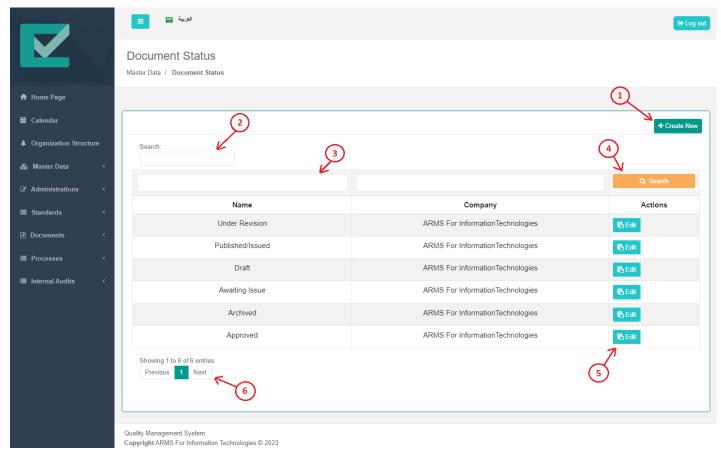
User enter the document security data and click save changes, then the document security will be saved and the system redirects to all document securities page to view all entered entries.

5.1.1.5. Document Status User Interface

This screen is responsible for displaying all document statues that will be used later on while creating/updating documents.
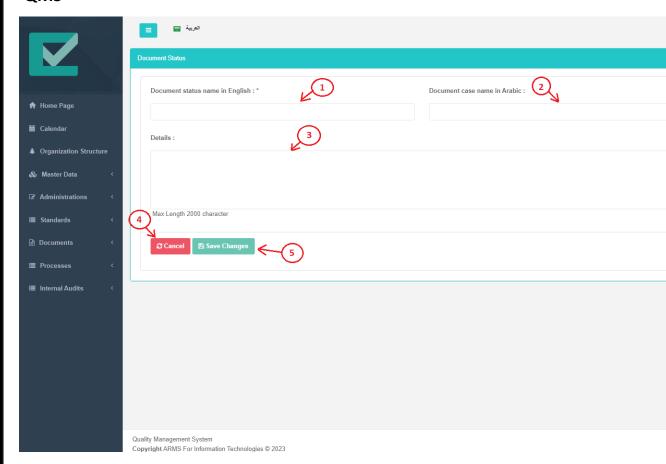

(1) Create new document status button.
(2) Textbox to search for all document status.
(3) Textbox to search for specific column in the document status table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific document security screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirect to the create new document status form which is displayed as bellow:

(1) Document status name in English [required field].
(2) Document status name in Arabic [required is not field].
(3) Document status details or description [required is not field].
(4) Cancel button, if the user clicks on it the system will be redirect to all document status page.
(5) Save changes button, if the user clicks on it the system will save the new document status.
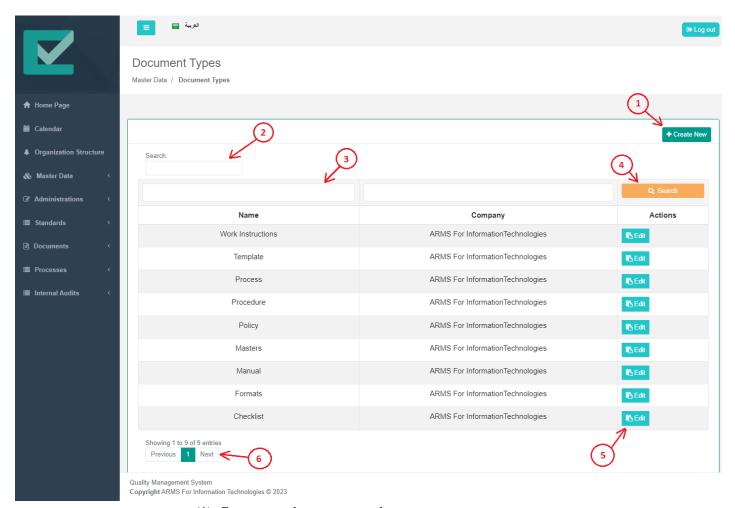
User enter the document status data and click save changes, then the document status will be saved and the system redirects to all document statuses page to view all entered entries.

5.1.1.6. Document Types User Interface
This screen is responsible for displaying all document types that will be used later on while creating/updating documents.

(1) Create new document type button.
(2) Textbox to search for all document types.
(3) Textbox to search for specific column in the document types table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific document type screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new document type form which is displayed as bellow:

(1) Document type name in English [required field].
(2) Document type name in Arabic [required is not field].
(3) Document type details or description [required is not field].
(4) Cancel button, if the user clicks on it the system will be redirect to all document type page.
(5) Save changes button, if the user clicks on it the system will save the new document type.

User enter the document type data and click save changes, then the document type will be saved and the system redirects to all document types page to view all entered entries.
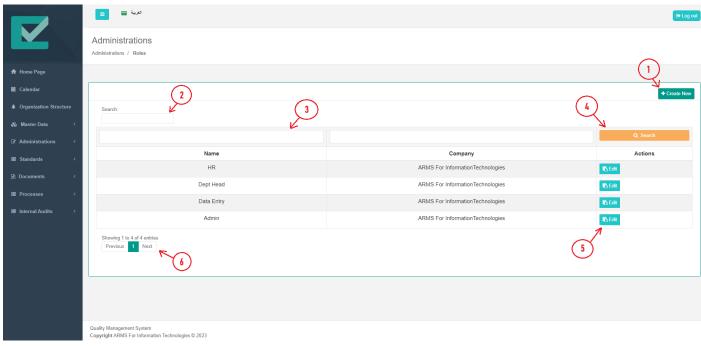
5.1.1.7. Roles User Interface

This screen is responsible for displaying all company roles that will be assigned to users to make sure that each user is authorized to use specified features depending on his/her role.
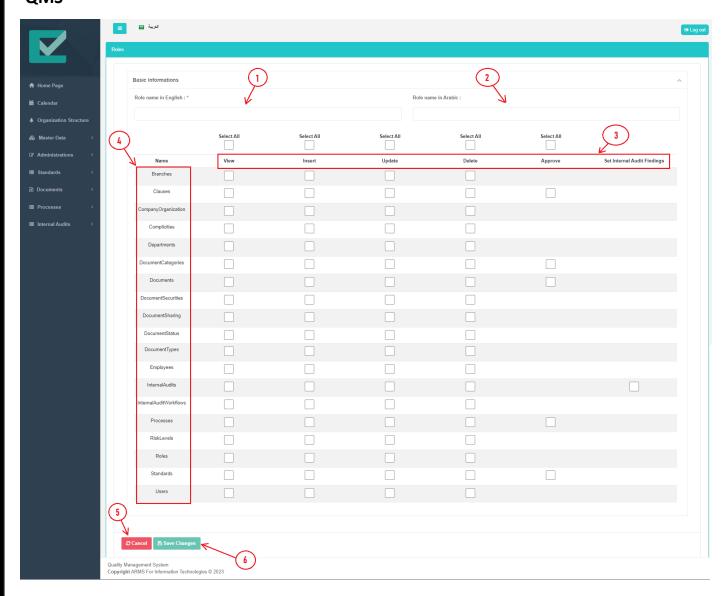
(1) Create new role button.
(2) Textbox to search for all roles.
(3) Textbox to search for specific column in the role table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific role screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new role form which is displayed as bellow:

(1) Role name in English [required field].

(2) Role name in Arabic [not required field].

(3) System actions permission for all possible actions on specified feature.

(4) System policies/features that the user specified check valid action for the new created role

(5) Cancel button, if the user clicks on it the system will be redirect to all document type page.

(6) Save changes button, if the user clicks on it the system will save the new document type.
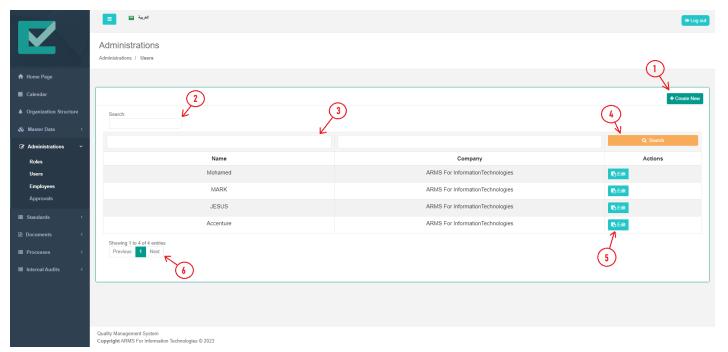
User enter the role data and fill the matrix depending on the authorization of the new role, then the role will be saved and the system redirects to all roles page to view all entered entries.

5.1.1.8. Users User Interface

This screen is responsible for displaying all company users. The users include internal users in the company and externa users that deals with the company and they have access to some features in the system.
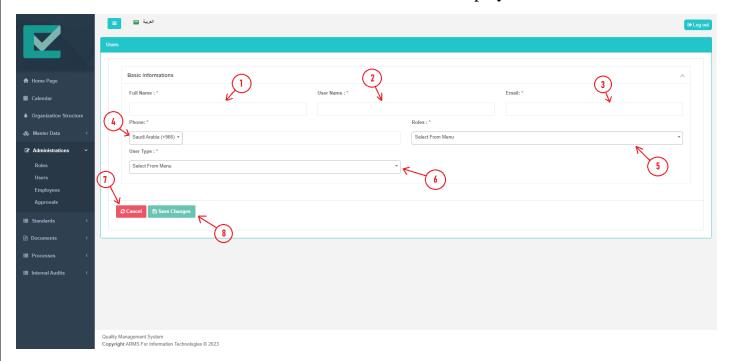

(1) Create new user button.
(2) Textbox to search for all users.
(3) Textbox to search for specific column in the users table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific user screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new user form which is displayed as bellow:

(1) User full name [required field].
(2) Unique username for the new user [required field].
(3) User email address [required field].
(4) User phone [required field].
(5) Roles dropdown list, user select role from the list [required field].
(6) User types dropdown list, user select user type from the list [required field].
(7) Cancel button, if the user clicks on it the system will be redirect to all document type page.
(8) Save changes button, if the user clicks on it the system will save the new document type.
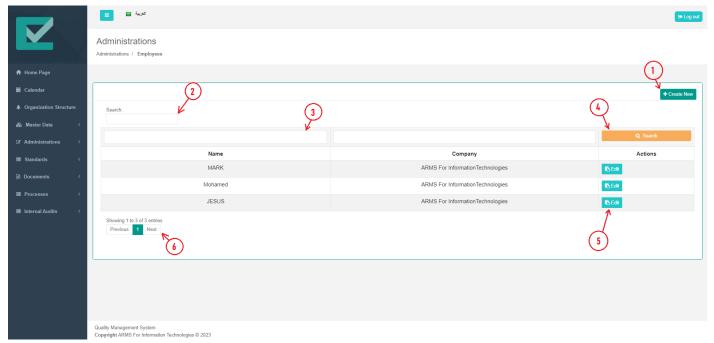
User enter the user data, then the system sends login credentials and rest password link throw email to the new user. In addition, the new user will be saved and the system redirects to all users page to view all entered entries.

5.1.1.9. Employees User Interface

This screen is responsible for displaying all company employees. The employees here are the people who work under the company they could be in different branches and departments.

(1) Create new employee button.
(2) Textbox to search for all employees.
(3) Textbox to search for specific column in the employees table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific employee screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new employee form which is displayed as bellow:

QMS

(1) Branches dropdown list, user select the branch that the new employee belongs to [required field].

(2) Department dropdown list, user select the department that the new employee work on [required field].

(3) Parent employee's dropdown list, user can select it if the new employee has parent depending on the company hierarchy [not required field].

(4) Users' dropdown list, user select an option from the list [required field].

(5) Designation dropdown list, user select an option from the list [required field].

(6) Employee number [require field].

(7) Qualification dropdown list, user select an option from the list [required field].

(8) Is head of department checkbox, user check it if the new employee is the head of the selected department [required field].

(9) Knowledge criteria dropdown list, user can select muti options depending on the knowledge criteria of the new department.

(10) Cancel button, if the user clicks on it the system will be redirect to all employee's page.

(11) Save changes button, if the user clicks on it the system will save the new employee.

User enter the employee data and click save changes, then the employee will be saved and the system redirects to all employee's page to view all entered entries.
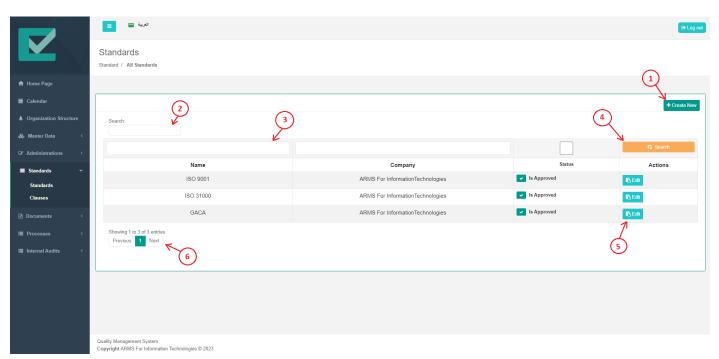
5.1.2. Document Control

The document control user interface (UI) in a QMS system is a software application that allows users to manage documents throughout their lifecycle. The UI typically includes features for creating, storing, retrieving, reviewing, and approving documents. It may also include features for version control, workflow management, and audit trails.

5.1.2.1. Standards User Interface

This screen is responsible for representing all standards that applied in the company throw its policies and regulations.
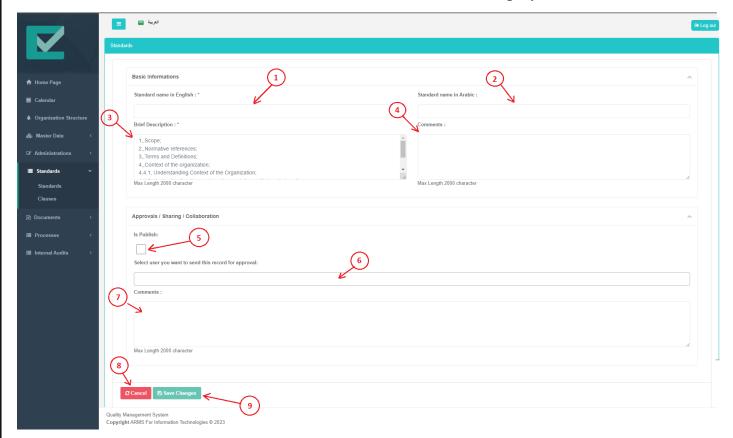

(1) Create new standard button.
(2) Textbox to search for all standards.
(3) Textbox to search for specific column in the standards table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific standard screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new standard form which is displayed as bellow:

(1) Standard name in English [required field]
(2) Standard name in Arabic [not required field].
(3) Bried description of the new entered standard. [not required field]
(4) User comment about the new entered standard. [not required field]
(5) Is publish checkbox, if the use checks this option the created standard will be automatically publish in the system and ready use. [required field]
(6) Approval user's dropdown list, if the use does not check 'Is publish' check box the use must select at least one approval user and after his/her approval the new standard will be publish in the system and ready to use. [required field is 'is publish' checkbox list not checked]
(7) Approval comments [not required field]
(8) Cancel button, if the user clicks on it the system will be redirect to all standards.
(9) Save changes button, if the user clicks on it the system will save the new standard.

User enter the standard data and click save changes, then the standard will be saved and the system redirects to all standards page to view all entered entries.

5.1.2.2. Clauses User Interface

This screen is responsible for representing all clauses that applied in the company throw its policies and regulations under specified standard.

(1) Create new clause button.
(2) Textbox to search for all clauses.
(3) Textbox to search for specific column in the clauses table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific clause screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new clause form which is displayed as bellow:

(1) Clause title [required field]

(2) Standards drop down list, use must select which standard that the new cluses belong to [required field].

(3) Clause name [required field]

(4) Clause details [not required filed]

(5) Clause comment [not required field]

(6) Is publish checkbox, if the use checks this option the created clause will be automatically publish in the system and ready use. [required field]

(7) Approval user's dropdown list, if the use does not check 'Is publish' check box the use must select at least one approval user and after his/her approval the new clause will be publish in the system and ready to use. [required field is 'is publish' checkbox is not checked]

(8) Approval comments [not required field]

(9) Cancel button, if the user clicks on it the system will be redirect to all clauses.

(10) Save changes button, if the user clicks on it the system will save the new clause.

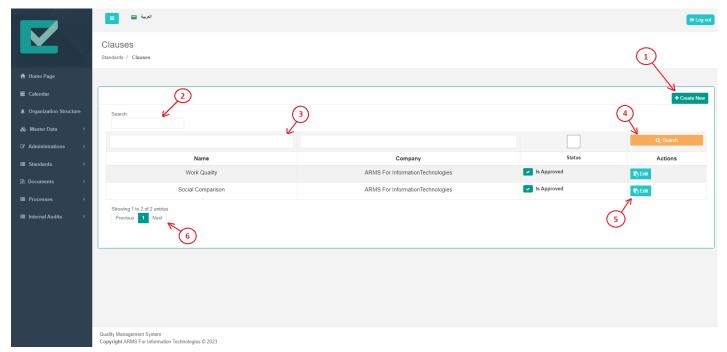User enter the clause data and click save changes, then the clause will be saved and the system redirects to all clauses page to view all entered entries.

5.1.2.3. Document Categories User Interface
This screen is responsible for displaying all document categories that will be used later on while creating/updating documents.

(1) Create new document category button.
(2) Textbox to search for all document categories.
(3) Textbox to search for specific column in the document categories table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific document category screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new document category form which is displayed as bellow:

(1) Document category name in English [required field].
(2) Document category name in Arabic [required is not field].
(3) Standards drop down list, use must select which standard that the new document category belong to [required field].
(4) Parent document categories dropdown list, user can select it if the new document category has parent depending on the document categories hierarchy definitions [not required field].
(5) Document category comments [required is not field].
(6) Is publish checkbox, if the use checks this option the created document category will be automatically publish in the system and ready use. [required field]
(7) Approval user's dropdown list, if the use does not check 'Is publish' check box the use must select at least one approval user and after his/her approval the new document category will be publish in the system and ready to use. [required field is 'is publish' checkbox is not checked]
(8) Approval comments [not required field]
(9) Cancel button, if the user clicks on it the system will be redirect to all document categories page.
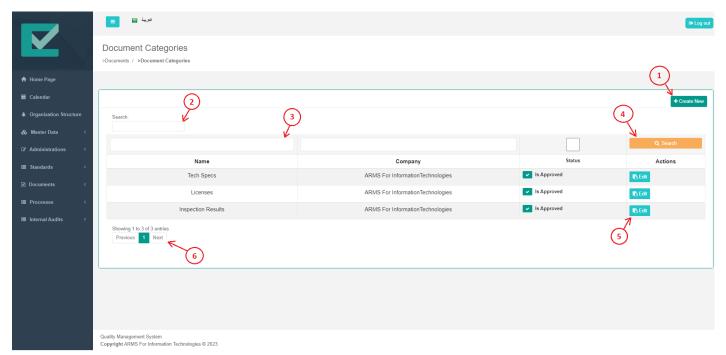(10) Save changes button, if the user clicks on it the system will save the new document category.

User enter the document category data and click save changes, then the document category will be saved and the system redirects to all document categories page to view all entered entries.

5.1.2.4. Documents User Interface
This screen is responsible for representing all documents that applied in the company throw its policies and regulations.

(1) Create new document button.
(2) Textbox to search for all documents.
(3) Textbox to search for specific column in the documents table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific document screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new document form which is displayed as bellow:

Create New Document

You can attach the document compatible with the following formats

Upload Document

| Choose file | Browse |

You can upload doc, docx, txt, odt, xls, xlsx, ppt files

Document Informations

Basic Informations

Parent Document :
Select From Menu

Title : *

Date Of Issue :

Effective From Date :

Revision Date :

Date Of Next Issue :

Standard :*
Select Standard

Clause : *
Select Clause

Document Category:*
Select Document Category

Document Type :*
Select Document Type

Document Status :*
Select Document Status

Document Security :*
Select Document Security

Document Details

Issuing Authority :
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Change History :

Max Length 2000 character

Comment :

Max Length 2000 character

Sharing to others

Branches :

Departments :

Users :

Approvals / Sharing / Collaboration

Is Publish:

Select user you want to send this record for approval:

Comments :

Max Length 2000 character

Cancel   Save Changes

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(1) Document file, user upload the document with the acceptable formats (.word, .excel. ppt) [required field].

(2) Parent documents dropdown list, user can select it if the new document has parent depending on the document's hierarchy definitions [not required field].

(3) Document title [required field].

(4) Document date of issue [not required field].

(5) Document effective from date [not required field].

(6) Document revision date [not required field].

(7) Document date of next issue [not required field].

(8) Standards drop down list, user select the standard that belongs to the new document [required filed].

(9) Clauses drop down list, user select the clause that belongs to the new document [required filed].

(10) Document categories drop down list, user select the document category that belongs to the new document [required filed].

(11) Document types drop down list, user select the document type that belongs to the new document [required filed].

(12) Document status drop down list, user select the document status that belongs to the new document [required filed].

(13) Document securities drop down list, user select the document security that belongs to the new document [required filed].

(14) Document issuing authority [not required field]

(15) Document change history [not required field while creating new document but while updating specified document user must enter what changes that accrued in the document and this case this textbox is required].

(16) Document comment [not required field].

(17) Branches drop down list, user can share the created document with one or more branches in the company [not required field].

(18) Departments drop down list, user can share the created document with one or more departments in the company [not required field].

(19) Users drop down list, user can share the created document with one or more users in the company [not required field].

(20) Is publish checkbox, if the use checks this option the created document will be automatically publish in the system and ready use. [required field]

(21) Approval user's dropdown list, if the use does not check 'Is publish' check box the use must select at least one approval user and after his/her approval the new document will be publish in the system and ready to use. [required field is 'is publish' checkbox is not checked].

(22) Approval comments [not required field].

(23) Cancel button, if the user clicks on it the system will be redirect to all documents page.

(24) Save changes button, if the user clicks on it the system will save the new document.
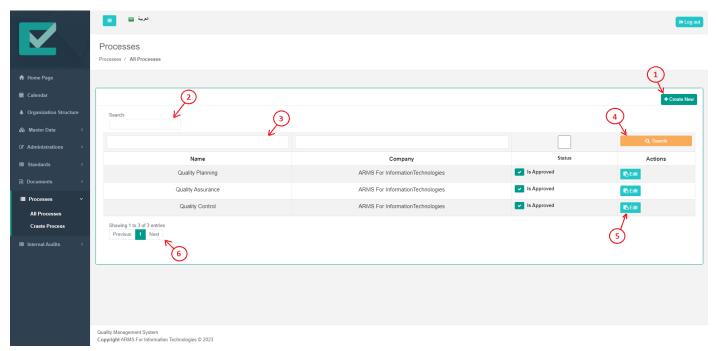
User enter the document data and click save changes, then the document will be saved and the system redirects to all documents page to view all entered entries. In addition, the system automatically assigns the document version to (1) and in update screen user can chose if the update is a new version or release.

5.1.2.5. Processes User Interface
This screen is responsible for representing all processes that applied in the company throw its policies and regulations.
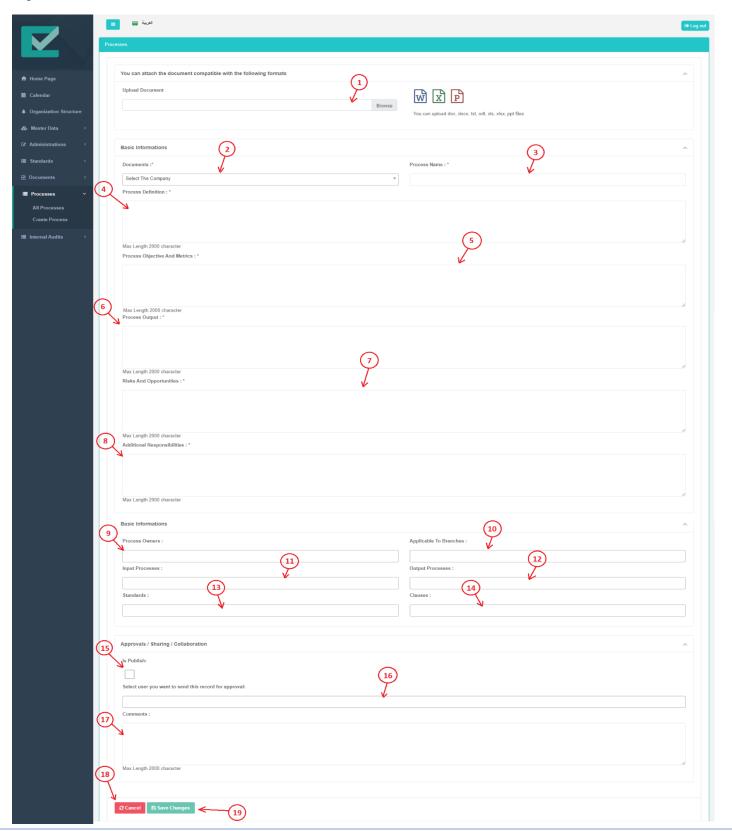

(1) Create new process button.
(2) Textbox to search for all processes.
(3) Textbox to search for specific column in the processes table.
(4) Search button to apply the search action after entering the search key.
(5) Edit button to go to edit specific process screen.
(6) Pagination scroller which present the total pages and the total entries.

When the user clicks on 'create new' button the system redirects to the create new process form which is displayed as bellow:

QMS

(1) Process file, user upload the document with the acceptable formats (.word, .excel. ppt) [required field].

(2) Document drop down list, user must select the document that belongs to the new process [required field].

(3) Process name [required field].

(4) Process definition [require field].

(5) Process objective and metrics [required field].

(6) Process output [required field].

(7) Process risks and opportunities [required field].

(8) Process additional responsibilities [required field].

(9) Process owner's dropdown list, user can select multi process owner for the created process [not required field].

(10) Applicable to branches drop down list, user can select muti branches that appliable to the new process [not required field].

(11) Input processes drop down list, user can select muti input processes that related to the new process [not required field].

(12) Output processes drop down list, user can select muti output processes that related to the new process [not required field].

(13) Standards drop down list, user can select muti standards that related to the new process [not required field].

(14) Clauses drop down list, user can select muti clauses that related to the new process [not required field].

(15) Is publish checkbox, if the use checks this option the created process will be automatically publish in the system and ready use. [required field]

(16) Approval user's dropdown list, if the use does not check 'Is publish' check box the use must select at least one approval user and after his/her approval the new process will be publish in the system and ready to use. [required field is 'is publish' checkbox is not checked].

(17) Approval comments [not required field].

(18) Cancel button, if the user clicks on it the system will be redirect to all processes page.

(19) Save changes button, if the user clicks on it the system will save the new process.

User enter the process data and click save changes, then the document will be saved and the system redirects to all processes page to view all entered entries.

5.1.3. Auditing Management

The auditing management user interface (UI) in a quality management system (QMS) is a software application that allows users to create, manage, and track audits. The UI typically includes features such as:

- A dashboard that provides an overview of all audits, including their status, due dates, and findings.
- A workflow system that guides users through the audit process, from planning to execution to reporting.
- A repository of audit templates and checklists.
- A reporting system that generates reports on audit results.

The auditing management UI is an essential tool for any organization that wants to maintain a high level of quality. It can help organizations to:

- Identify and mitigate risks to quality.
- Ensure that all processes are being followed correctly.
- Identify areas for improvement.
- Demonstrate compliance with regulations.

The auditing management UI is typically integrated with other QMS modules, such as the document management system and the corrective and preventive action (CAPA) system. This integration allows users to easily access audit-related information from other modules.

QMS