



## Quality management

### The sector

- Services

### The branch

- Ingeneering

### The product

- QSE Intranet

### The need

- Implement a Quality approach

### The answer

- VDoc Process

### The benefits

- Business management processed in the same way across the company
- Circulation of documents and information improved
- Duplications eliminated

VDoc Suite, edited by VDoc Software, is the first verticalizable collaborative suite; it is ready for use and allows you to rapidly implement a collaborative portal.

It answers the companies' requirements for document management, process automation and collaborative work.

More than 500 companies and 400,000 people use VDoc Suite daily.

## More information

Please consult our web site :

[www.vdocprocess.com](http://www.vdocprocess.com)

VDoc Software is an Axemble Group company.



They trust us

"The "Quality follow-up by business" and "Defects" applications, developed with the VDoc Process software, allow us to implement most of the procedures in our Quality system efficiently, in all the entities of SAFEGE's certification area. Those applications take an active part in the quality improvement of our activities. "



Jean Paul Teillot, quality manager  
[qualite@safeg.fr](mailto:qualite@safeg.fr)

## Quality management

### The group

SAFEGE is an engineering and consulting company that was created in 1919. Its activity is centered on the following areas: water, environment, urban engineering, applied computing, public service management.

Its main customers are:

In France: large State administrations, public organizations and services, local authorities and private companies; in the world: local governments, organizations in charge of water distribution and decontamination.

SAFEGE is the parent company of a group of engineering companies employing 1,000 people. The Group's sales amounted to €49 million in 2006.

### The need

In 1997, SAFEGE has wished to implement a Quality approach, according to the ISO 9001 standard system of reference.

This approach had to take into account the specificities linked to the company's activity and organization, especially :

- the variety of provided services,
- the specificities of these services: standard missions or specific services,
- the diversity of the ways of working: France/international, project/expertise group,
- the decentralization and users' responsibility.
- The quality system certification was implemented and applied in the beginning of 1999.



### The answer

With strict requirements, SAFEGE has chosen VDoc Process, edited by VDoc Software, to design :

- the "quality follow-up by business", from the application file to the complete achievement of the contract and its closing ;
- the process of defect detection and processing (client complaints, non-compliance, corrective and/or preventive actions).

In less than three months, the applications have been deployed on five different sites, for 200 users.

### The benefits

The business management is processed in the same way across the company.

The circulation of documents and information spreading among the various contributors is improved.

Everyone has his part to take, as he is involved in the quality procedures application. Important information is easily traceable. Quality cases can be processed with a much more easy-to-use tool.

Duplications are eliminated, presentation and follow-up are improved.

As quality indicators are generated and updated regularly, the quality system application can be followed and improved gradually.