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## AIT Laboratories

### ISO 9000 Process and Document Control

#### **Business Situation:**

AIT Laboratories was the first clinical laboratory in the country to achieve ISO 9000 certification for its quality management system, and still maintains a leadership position in the industry with 100% of its clients reporting that their satisfaction with AIT's services is "good" or "excellent." However, AIT determined that its existing mechanisms for managing quality-related documents and processes could be improved. The system they used for managing quality information was isolated, and did not allow information to be imported and exported to common desktop applications like Word or Excel. The quality processes were often manual, with no central way of monitoring the process for current status.

#### **Solution Description:**

In conjunction with AIT, Ambassador Solutions developed the first phase of a system to manage the ISO 9000 quality system. The first application deployed is an incident reporting system that can be accessed by any employee in the company with access to a web browser. When an incident is reported, it is automatically routed to the correct manager so that corrective and/or preventive actions can be identified and put into practice. The incident report form, corrective actions, and preventive actions are housed in a document library that controls access, edit permissions, workflows, and policies related to end-of-life for the information. Also, since data is collected via HTML-based online forms, information about incidents can be rolled up and analyzed by time period, department, originator, and any number of different dimensions.

#### **Technologies Used:**

Microsoft Office SharePoint Server with Forms Services

#### **Benefits/Results:**

The incident reporting application is only the first of many ISO 9000-related processes that will be housed on the SharePoint platform. SharePoint's comprehensive ability to handle document libraries, record vaults, document policies, and automated workflows will be applied to ISO 9000 audits, management reviews, training profiles, non-conforming product, and other elements of the company's quality management system. Additionally, by deploying SharePoint to support ISO 9000 processes, AIT also has access to all of SharePoint's resources for communication and collaboration, enterprise content management, and business intelligence for the entire company.

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

Case Study  
Microsoft Solutions

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