# Puki® GRC

Digital transformation

in Quality Management

Puki® QMS

Digital Transformation in Your Management System Operating Processes

We can state that one of the important elements for the Information Security Management System is "Sustainability". Non-digitized methods in classical management system operations interrupt sustainability activities in management systems.

As **Puki®** Technology, we develop products that support the assurance of sustainability in your Information Security Management System processes, considering the transformation and digitalization processes brought by Industry 4.0.
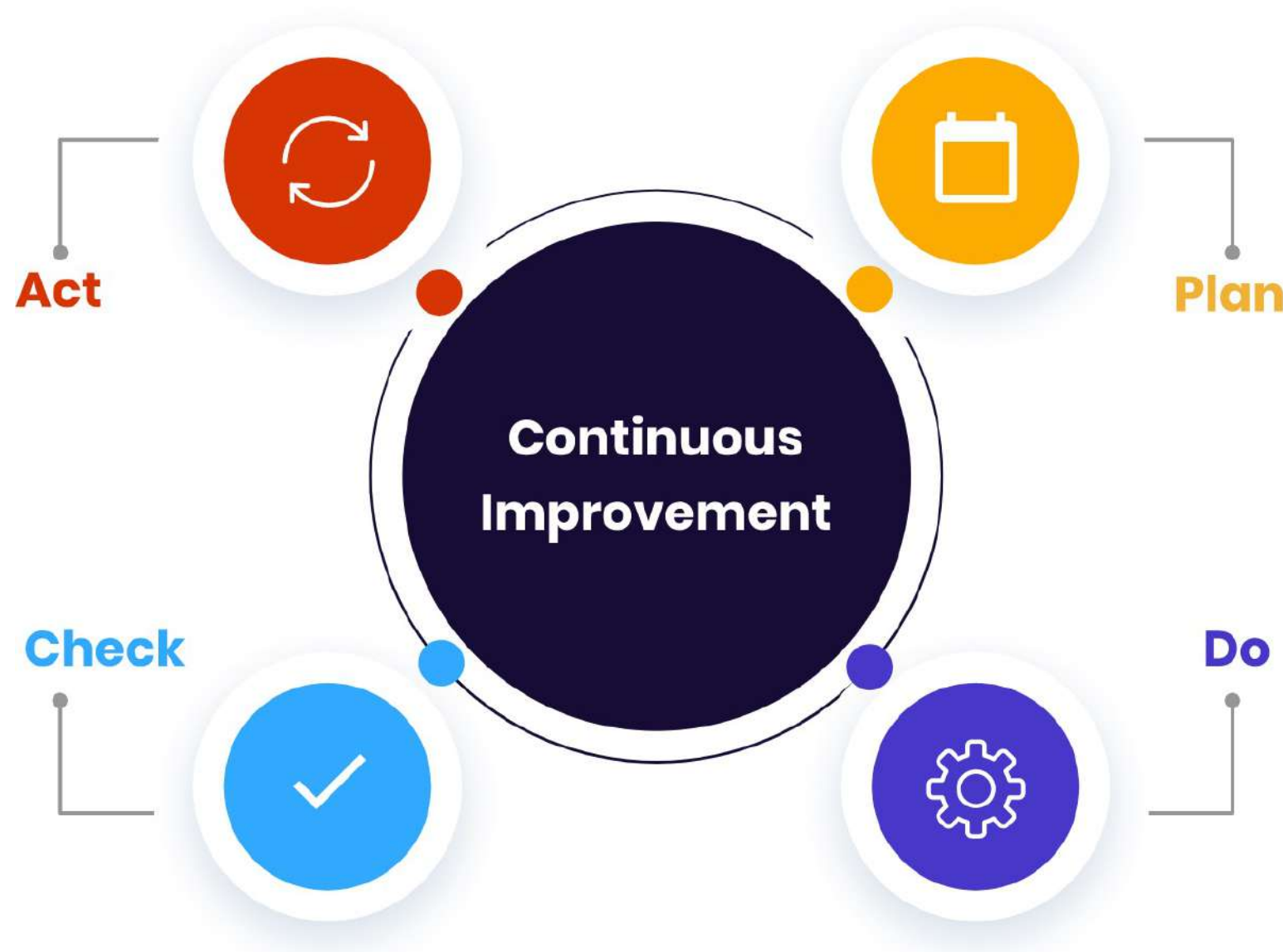
Industry 4.0 necessitates the digitalization of processes. The digitalization that Industry 4.0 will bring in enterprises will reveal the importance of the integrated operation of smart technologies in management system processes.

Through integrated systems, data analysis, communication and coordination between units are more effective and efficient. In this direction, as **Puki®** Technology, we are developing **Puki® GRC** applications to ensure "Sustainability" assurance in management systems in Quality 4.0 standards, considering the transformation and digitalization processes brought by Industry 4.0.

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Sustainable Governance through GRC Application

All planned and systematic organizational activities in the operation of management systems are aimed at achieving compliance in some area. Compliance is sometimes a legal requirement, sometimes an international standard, sometimes a customer requirement. **GRC**, which stands for **G**overnance, **R**isk and **C**ompliance, symbolizes the management of organizations' activities within this compliance triangle.

Governance

Strategy

Process **Human**

Technology

Risk **Compliance**

Applications designed for GRC management are tools that enable proactive execution of relevant operations.

Puki® GRC is an enterprise GRC application that enables the processes in the Governance, Risk and Compliance triangle to be maintained and digitized with optimum efficiency.

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We are with you in Quality Management via Puki® QMS

Management system standards are built on the PDCA cycle consisting of **P**lan, **D**o, **C**heck, **A**ct steps. Organizations can achieve "Continuous Improvement" with the operation of this cycle in the management systems they operate.

Puki® supports the Industry 4.0 adaptation processes of organizations by digitalizing the operation of the PDCA cycle, from which it takes its name. In this context, it enables the centralization of the activities carried out in distributed organizations, as well as preventing the accumulation of work on a single person with task management within crowded teams.

Puki® QMS, enables the digitalization of many processes in your organization, especially the following activities:

- Process Management
- Asset Management
- Risk Management
- Document Management
- Quality Objectives
- Performance Management
- Internal Audit
- Management Review
- Nonconformity and Corrective Action Management

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# Your Quality Processes are Under Control with Puki® QMS

HSL (High Level Structure) management system standards adopt process-based and risk-based approaches. All business processes within the scope of the management system must be identified and the performance criteria of the relevant business processes must be defined.

In the ISO 9001:2015 version, in addition to determining the quality processes, it is also important to execute the processes as planned.
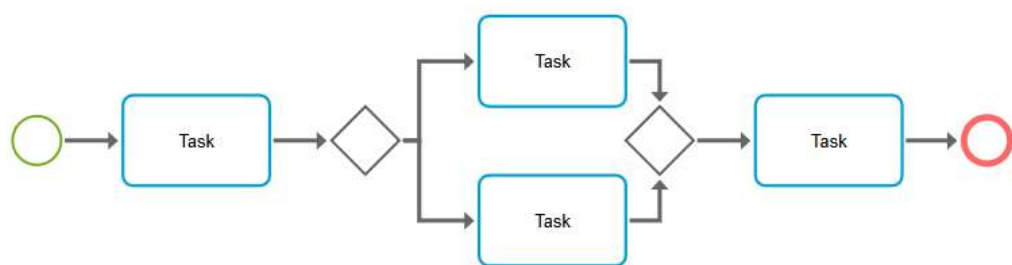
Puki® QMS, allows you to identify your processes in the Quality Management System in your organization and manage elements such as risks in the relevant processes, related parties of the processes, objectives of the processes from a single screen.

You can systematically manage inputs, outputs, resources, activities, affecting and affected processes, information assets used in processes, risks and performance criteria of the process and related parties on which the process depends in an integrated structure in your business processes and sub-processes.

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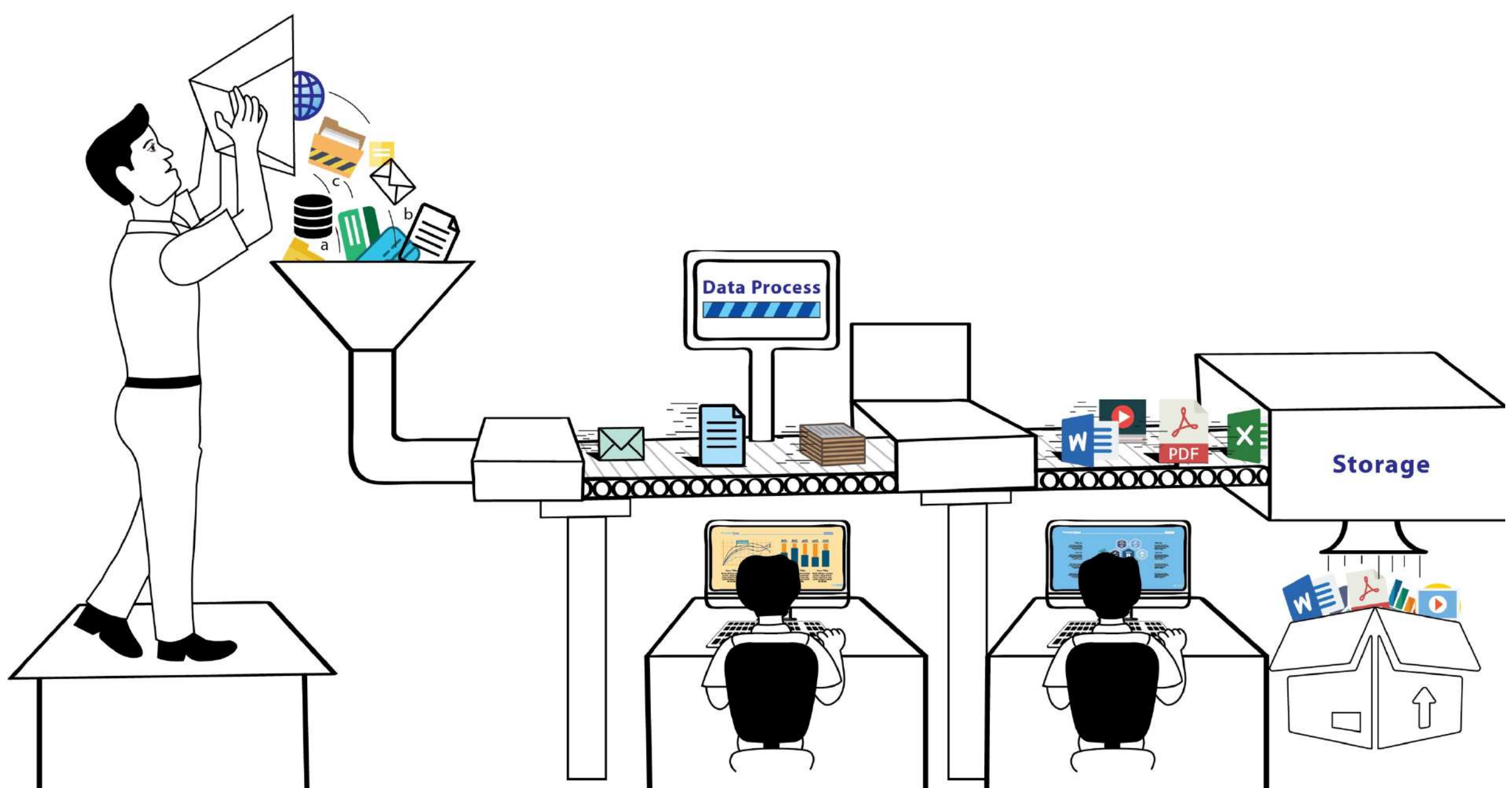
Puki® QMS Complies with Your Organization's Risk Policy

It enables you to maintain a systematic approach to quality security risk management. With **Puki® QMS**, you can manage your quality risks in accordance with ISO 31000 Risk Management Standard.

One of the main problems encountered in the integration of GRC applications is that the risk assessment formula of the application to be integrated is fixed. In such a case, it is inevitable to make changes in your organization's risk management policies.

Puki® QMS can be integrated into your processes in Risk management without changing your organization's risk assessment policy.

Puki® QMS digitizes your risk analysis, assessment and processing processes in quality management, while eliminating the burden of the process on certain people within the organization.

In risk management processes, you can distribute and track the tasks in the process, especially the follow-up of the review period, through the "Task Management" module. In this way, the risk management process can be systematically disseminated within the organization.

You can easily evaluate your risks and take the necessary actions on the risk management module, which is designed in a simple way that does not require practitioners to meet high competency requirements. You can monitor the activities performed on each risk, on risk logs.

If you would like to examine risk management more closely, you can request a Demo from **demo@pukisoft.com**

Your Asset Inventory is Up-to-Date with Puki® QMS

One of the basic requirements of Industry 4.0 transformation and digitalization is to provide an effective inventory management. With **Puki® QMS**, you can effectively and efficiently manage the inventory of all your assets in your organization and associate them with your other processes.

For your information assets with **Puki®** you can;

- manage by category,
- define custom fields for categories,
- assign ownership and responsibility,
- manage the risks on it,
- assign a value,
- link it to other assets,
- relate it to your processes,
- relate it to your interested parties,
- categorize information,
- batch process with import/export features
- manage the retention period and backup frequency of the information on it,
- link the personal data processing activities on it to the personal data inventory,
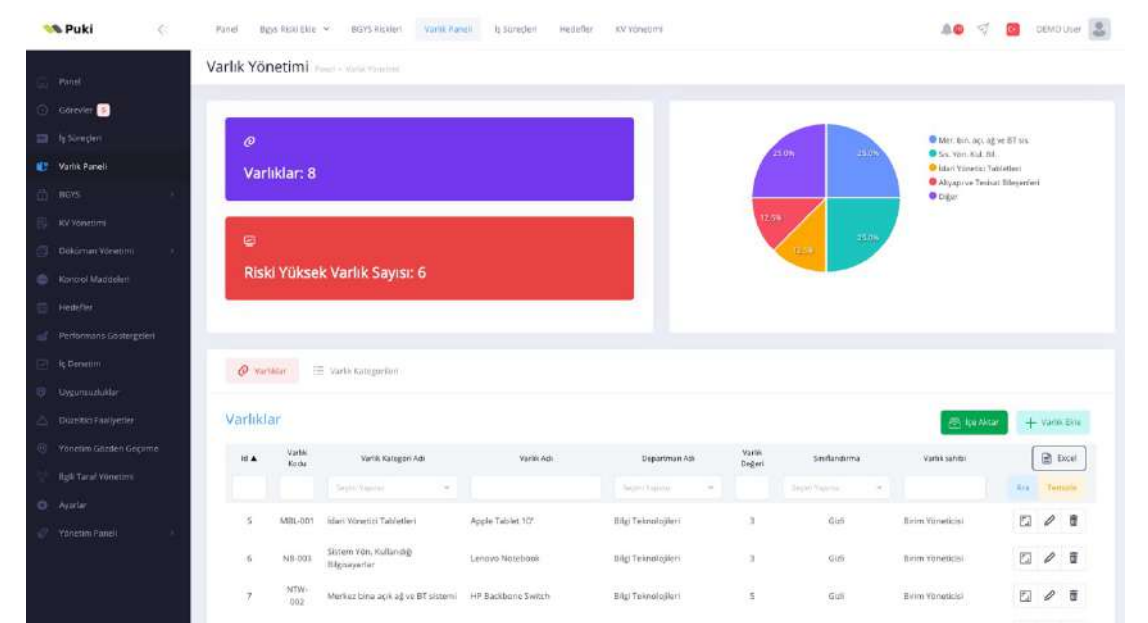
In summary, you can maintain all the controls you need over your assets with **Puki® QMS** Asset Management.

If you want to take a closer look at asset management, you can request a Demo from **demo@pukisoft.com**

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With Puki® QMS
Meet your targets from 12

S M A R T

Specific — **Measurable** — **Attainable** — **Relevant** — **Time Based**

Your objectives created within the scope of management systems should be Specific, Measurable, Achievable, Relevant and Time-based. In non-digitized processes, it is very difficult to manage these objectives, which are briefly defined as S.M.A.R.T., appropriately.

Puki® QMS; It enables you to determine your quality targets specifically and measure them at the frequencies you set. It creates tasks according to the measurement frequency in the two date intervals you define for measurement and assigns them to the relevant employee.

Target measurement tasks added to the tasks of the assigned user are reminded to the user by the system when they reach the set date.

With **Puki® QMS**, you can easily carry out the following activities in the management of your targets;

- Target tracking on management system basis
- Linking objectives to business processes
- Linking objectives with departments
- Assigning responsibility for objectives
- Date-based or value-based target setting
- Creating non-conformity from unachieved targets

If you want to take a closer look at goal management, you can request a Demo from **demo@pukisoft.com**

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Let Puki® do the performance management measurements, not you.

Following the determination of QMS Processes, it is necessary to determine the performance criteria for these processes and to carry out measurement and evaluation activities for the relevant performance criteria.

To manage assessment and evaluation activities efficiently, quality data is needed. Obtaining this data also requires a separate effort. **Puki® QMS** prepares the data you need for you in periodic performance evaluation activities.

You can make performance evaluation with the data you generate yourself, or you can measure performance without the need for manual data generation by using the data sets that come predefined in the system for your use.

Some data sets you can use in performance evaluation processes:

- Number of incidents
- Number of repeated incidents
- Average risk score
- Number of risks accepted

- Acceptable risk level
- Target compliance performance
- Compliance rate with Internal Audit plan
- Corrective actions closed late

If you would like to take a closer look at performance management, you can request a Demo from **demo@pukisoft.com**

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Puki® Supports Auditor Competencies in Internal Audits.

Internal audit is an important process in matters such as monitoring compliance with management system standards, monitoring compliance with legal or contractual requirements.

The elements that make up the internal audit process can be listed as Audit Program, Audit Plan, Questionnaire, Audit Report and Corrective actions for nonconformities identified in the audit. Apart from these elements, the competence of the personnel who will take part in the internal audit program is also important.

In internal audit processes in your organization with **Puki® QMS**;

- You can create an internal audit program,
- You can add audit plans to the internal audit program,
- You can make process-based or department-based planning,
- You can define your audit team leader and audit team,
- You can add controls of your choice to your audit plan,
- To use the incoming questions defined in the question pool in the audit, simply select the controls in the plan.

If you want to closely examine all other features of internal audit management, you can request a Demo from **demo@pukisoft.com**

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Let Puki® compile all the necessary data for the management review for you

Before each management review meeting, you compile a lot of data and create presentation reports.

You can have the management review report, which includes management review inputs and decisions taken, generated by **Puki® QMS** in a few minutes.

This way, you can reduce the effort you spend before each management review to zero.

To do this, simply select the agenda item you want to be included in the Management Review report, and then specify the date range for the data to be extracted from the system for that agenda item. **Puki® QMS** will perform the data compilation for you and include it in the MR report.

If you want to take a closer look at the management review feature, you can request a Demo from **demo@pukisoft.com**

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Non-conformity and Corrective Action Management

Although the source of nonconformities may be different, the process of nonconformity and corrective action management is the same and it is very difficult to operate effectively. Especially in corrective actions to eliminate nonconformities, actions are not followed up, activities are suspended or closed late.

With **Puki® QMS**, you can create nonconformities from different areas within the system (Internal Audit, Target Management, Performance Management, etc.). You can apply **"5 Reasons Analysis"** as root cause analysis for the nonconformities you create.

When planning your actions to eliminate the nonconformity for which you have identified the root cause, you can assign the relevant actions as tasks to employees.

When the employee to whom the action is assigned completes, the task assigned to them, the information that the task is completed goes to the user who created the action, and the action is validated.

If you want to examine nonconformity and corrective action management closely, you can request a Demo from **demo@pukisoft.com**

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Other highlights of
Puki® QMS Application.

Document Management

"Document Management" is an important obligation within the scope of management systems. With **Puki® QMS**, you can maintain an effective document management in your organization.

Interested Party Management

The extent to which quality management is implemented varies depending on the interested parties and their quality expectations. However, the related party management process is also important for identifying your organization's dependencies and for supplier management. With **Puki® QMS**, you can manage your organization's related parties and match them to elements such as your processes and risks.
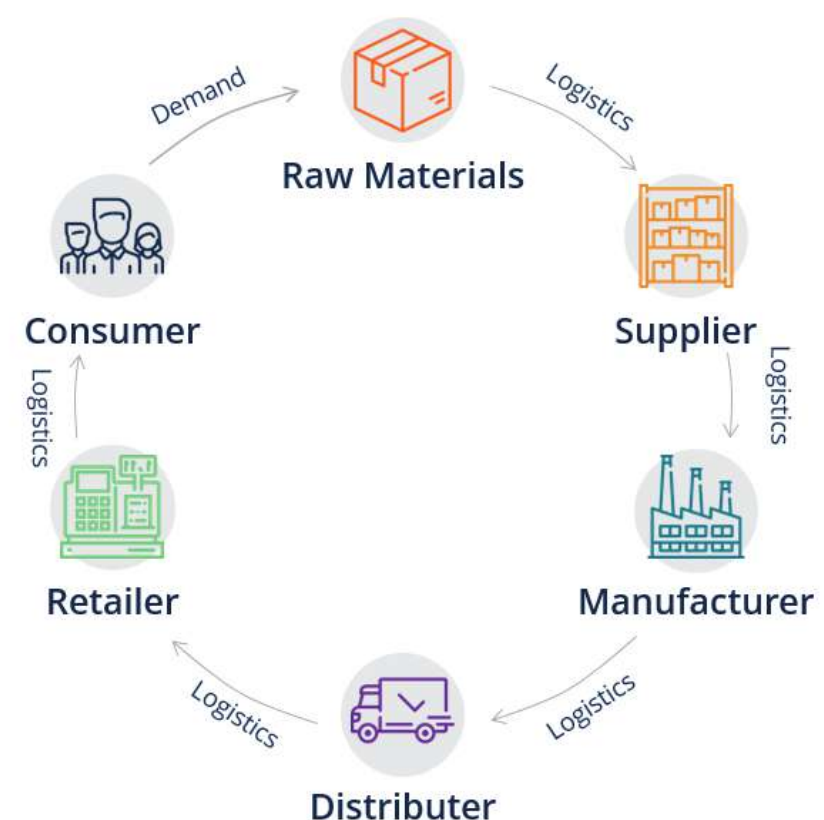
Active Directory Integration

You can easily provide access to users and user groups in your organization's domain on **Puki® QMS** with Active Directory integration.

Multi-Organization Support

In group companies where IT support is provided from a single location, "Private SaaS" is created, and multi-organization support is provided for group companies.

If you want to examine our **Puki® QMS** product, which will create value-added processes for your organization, you can request a Demo from **demo@pukisoft.com**

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Digital transformation

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