



**A digital documentation tool - quite simple**



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## What is EDOC?

EDOC is a simple, safe and user-friendly documentation tool. Made for digital registration of checks in connection with quality management, audits and self inspection.

EDOC shows you on one screen what you need do and when it needs to be done. If you are about to forget, EDOC makes sure you don't and you will never miss to document important issues.

EDOC is made by DOKON.dk and you licence it from you local dealer. They will provide you with the knowledge you need and the tool to document it with: EDOC.

## EDOC Short

Get Knowledge In - Value Out.

Use EDOC, if what you need to document:

- ★ Can be described, calculated or measured,
- ★ Can be photographed, observed or estimated,
- ★ Can be answered by Yes/No or in any other way,
- ★ Be made into a list, a folder, test or chart,
- ★ And have information, links, videos, text, icons, sounds (we don't do braille yet) or any kind of help attached.

**NOTE:** We use the terms "checks" and "control points" interchangeable, but it really means all the above.

## EDOC general features

- ★ In EDOC you can make all your paperwork digital and at any given time, document your actions with a few clicks.
- ★ EDOC allows you to monitor all your branches of business and compare their performance in just a few minutes and on one screen.
- ★ EDOC is designed to give the users access to exactly the information they either need or have to deliver.
- ★ EDOC combines in a simple, easy and manageable way all the features you need, when you are to implement quality management, make an internal or external audit, keep track of routines and tasks or document a self inspection program.
- ★ EDOC is browser-based, platform-independent database and is located on a hosted server.
- ★ EDOC is a "Software as a Service" (SaaS) and you subscribe by paying a license-fee. Nothing is bought or installed.



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- ★ You receive individual EDOC licenses of any desired size and number of control-points, as well as all necessary support for the use and maintenance.

On the following pages you can read about how EDOC works, both for management and for employees who need to work with any kind of checks, procedures, critical control points or documentation of any kind.

## Set-up of EDOC

The initial setup of EDOC is made for you when you get your EDOC license. You only have to show us what you need to be able to perform and we will do the rest.

EDOC is extremely flexible and can be adapted in all kinds of ways. An EDOC License can be set up the way you and your company needs it be:

- ★ It can be fitted to the physical layout of your sites
- ★ It can be adapted to any specific methodology.
- ★ It can be divided into regions, areas, departments, branches and offices etc.
- ★ It can have tailor made procedures, dropdowns, deviations reports or help texts.

## Two different uses of EDOC

Just by changing the way you organize a license, EDOC can be used in two different ways

1. In EDOC Quality Management and Self Inspection checks and lists are shown, when they need to be performed and can be accessed randomly as long as they are due.
2. In EDOC Audit a number of checks in sequence are perform as an audit or inspection.

## EDOC have two parts

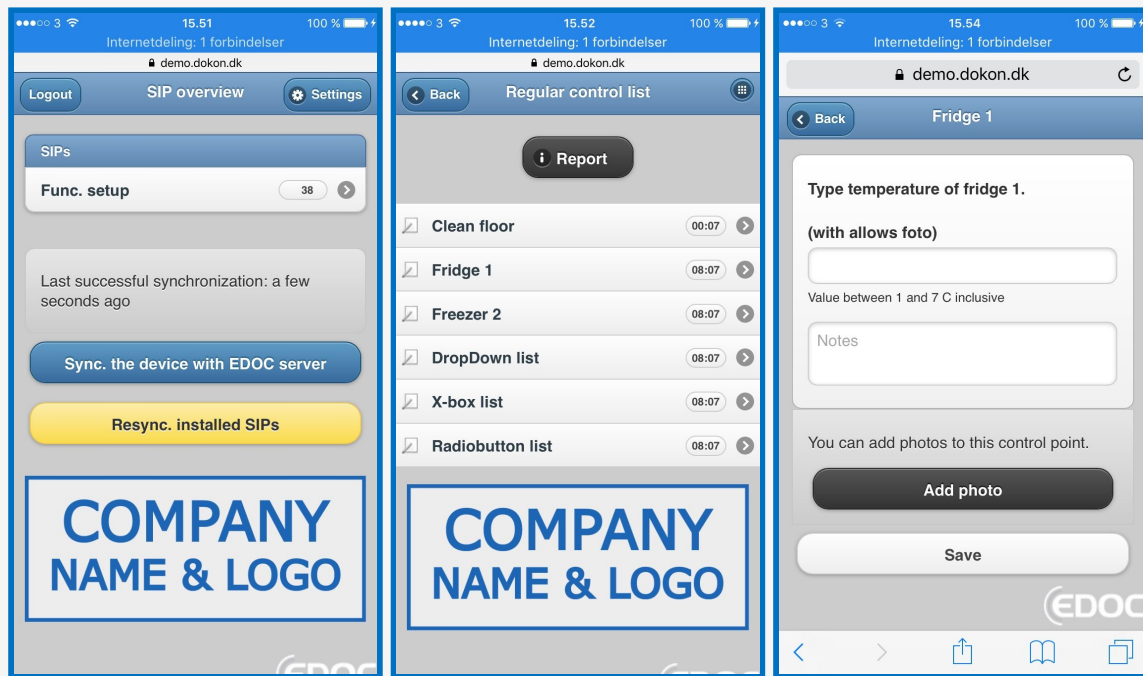
To make EDOC really simple to use we have made two interfaces

1. EDOC Mob where you perform your all your task, controls or checks
2. EDOC Admin where you make changes, add uses look at statistics etc.

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## EDOC Mob – for the employee

EDOC Mob is the user interface of EDOC.



In EDOC Mob you perform the specific checks and control points. The user simply open a shortcut on a phone tablet or PC and log in.

In EDOC Mob users can only see the control points that should be performed. The interface is very simple and made to keep the focus on individual control points and to give a rapid execution.

In EDOC Mob you can generate a simple report version, just by choosing the period and pressing OK.

### Individual users

All users should log-in with their personal username and password to ensure traceability and accountability.

- ★ You log-in to an overview of what you can and shall perform in the next time span,
- ★ When logged in you can see how many checkpoints are "open",
- ★ Checkpoints have an active opening period. Checkpoint can not be performed unless they are open or you enforce an extra control,
- ★ The remaining time to perform is indicated in days:hours:minutes,
- ★ If a control point is not performed it will be specified in EDOC report as "not done",
- ★ You can attach an alarm to make help you to remember,



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- ★ The alarm can be sent as SMS or email before, during or after the control point expires,
- ★ You can work off-line in EDOC Mob. When you get online again, all checks and data are sent to the server.

## Traffic lights and procedures

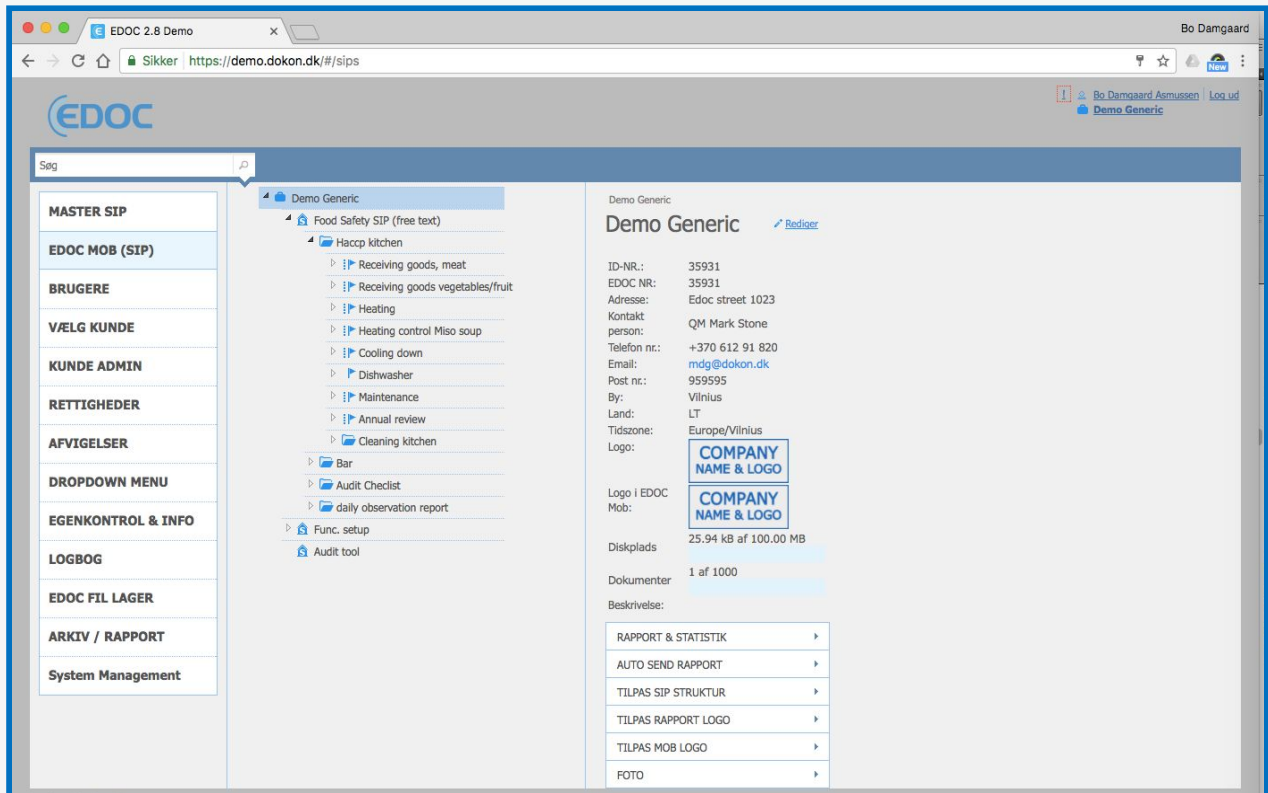
Another form of attention is traffic light, meaning that the background colour of a control point changes. The traffic light can be set to switch between **neutral**, **green**, **yellow** or **red**, depending on how much time is left of the control points opening period.

A control point can have a procedure description attached, which helps the user to perform the checkpoint properly. This description can be a text, an image with or without text, a video or a link to a Web page.

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## EDOC Admin - for Managers

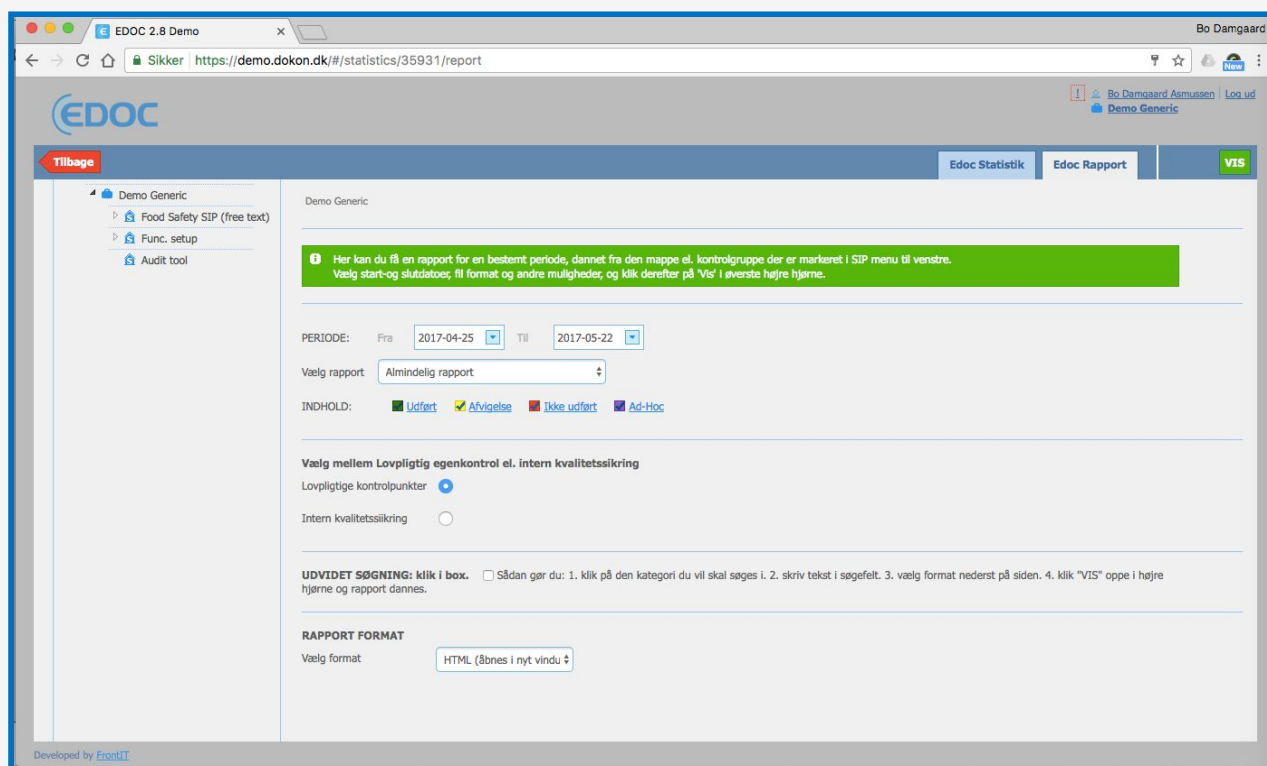
EDOC Admin is where you setup EDOC Mob.



- ★ EDOC Admin is when you make changes, create users and gather the data that are documented via EDOC Mob,
- ★ You can draw reports, monitor controls and communicate with employees
- ★ You can access EDOC Admin from a network connection and it runs in your browser.

## EDOC reports

Make reports on any level you like. Get the general picture or the full details on the individual control point.





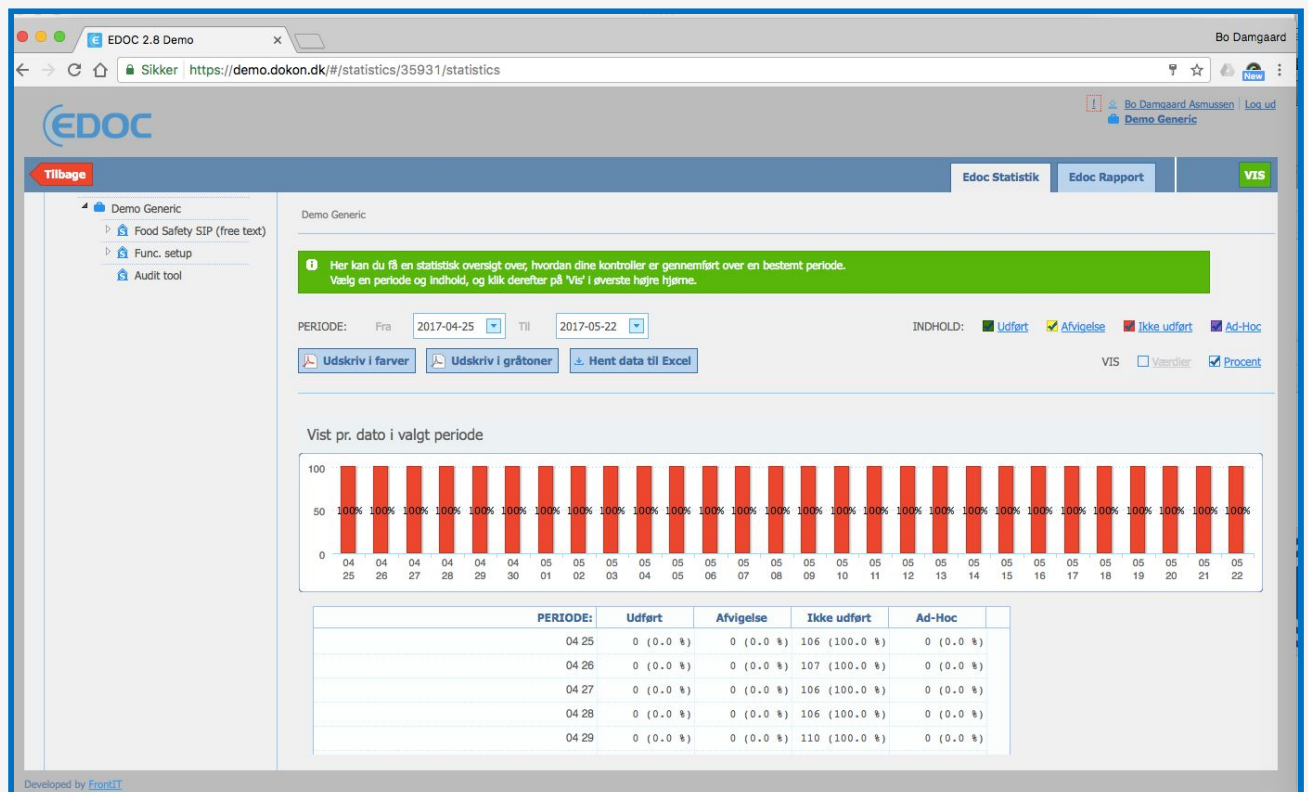


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- ★ EDOC Report collects documentation for completed control points in a selected period. The report contains all the information down to who carried out the checkpoint, when and with what result.
- ★ The report can be generated for the desired level in a license. This means that it is possible to choose between producing a report for the whole license or just for a specific control group.
- ★ The flexibility of report options allows you to create a complete overview or work in detail with a selected portion of a license.
- ★ The search function in EDOC reports makes it possible to work into the details, for example by forming a report for a specific employee or a report to a designated specific control point performed across all licenses.
- ★ EDOC can be set-up to send reports via e-mail for a selected period to an optional recipient.
- ★ You can choose between HTML, PDF, or EXCEL as the desired report.

## EDOC Statistics

Look across departments, clinics, outlets or production lines and compare their compliance, all the way down to a single control group or value.



- ★ EDOC Statistics provides a quick and detailed overview of the whole company, a department or a user of EDOC Mob.
- ★ EDOC Statistics saves your company of surprises due to lack of compliance, poor performance or failing quality management.
- ★ As an administrator, you can "surf" back and forth in all licenses at all levels and thus quickly create an overview of underlying potential problems.

## Deviation Explanation

- ★ Deviation Explanation (error reporting) is a list of predefined causes and actions,
- ★ A deviation explanation is attached to each control point and used for documenting actions to a deviation. Users can then specify what the cause is and what action they subsequently took to resolve it,
- ★ Deviation Explanations are adapted to your company's individual needs and provides better and more transparent checks in a much quicker way,
- ★ Deviation explanations can also be specified and supplemented by writing additional notes or taking pictures.

## Drop-Down menus

- ★ In many cases it makes sense to specify a value or a possible answer from a customized drop-down menu,
- ★ The user saves time by choosing an answer from a drop-down menu associated with the control point, for example when choosing a supplier in the documentation of receipt of goods.

## Procedure description

This is an assisting feature which ensures that employees get the right information about how to perform the control and why it is important in terms of safety, documentation or efficiency.

- ★ A description of a procedure can address both the performance of the control point and contain extra information.
- ★ A procedure could be how to carry out tasks, rules and regulations related to the check point, the company's requirements for employee behaviour GMP (Good Management Practice) etc.
- ★ Procedure description can be attached at all levels in a folder, control group or in the control point.
- ★ Procedures can be text, an image, a video, a link to a URL or a combination of these, whatever is appropriate.

## Calculator

You can set-up controls and checks where you enter numbers to calculate all kinds of interesting stuff.

It is a secured registration of data where all the numbers will be typed in correctly, no matter who does it.

This means you can accurately calculate your:

- ★ Food waste,
- ★ Composition of purchase of fx. organic or local produce,
- ★ Compliance to contracts,
- ★ Guest numbers,



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- ★ End-of-day cash report.



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## Images

Pictures can often complete the understanding of a write explanation.

Take a picture of what ever needs to be documented while you are performing the control point. The image will have a timestamp to prove when, what and where.

Pictures can show:

- ★ Is packaging and labelling as it should be?
- ★ Is cleaning and maintenance in order?
- ★ Are the delivered good as they are supposed to be?
- ★ Are the storage areas clean and tidy?
- ★ Is the staff wearing the correct uniforms?
- ★ Is the queue too long or do we meet the KPI?
- ★ How many people are in the room and are the fire exits cleared?

## EDOC File-storage

- ★ Is a drop-box where you can upload various file types; certificates of training, risk analysis, internal inspection programs and data sheets,
- ★ File storage can be split into a folder structure to provide a better overview,
- ★ You link from File-storage to the control point.



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## Help features in EDOC

EDOC is equipped with a number of premade information elements to aid your documentation of all kinds:

- ★ Help texts that have been translated into your languages,
- ★ Standard drop-down menus,
- ★ Options for setting up different procedures.

You can create you own the texts, dropdowns and procedures to fit your company's need.

This could be:

- ★ Information about chemical products,
- ★ Services or important information,
- ★ Entire documents, pictures or anything that is stored in EDOC File-storage,
- ★ Procedures, links and texts that are associated with checkpoint,
- ★ Personalised drop-down menus,
- ★ Deviation explanations,
- ★ Descriptions of procedures, products and groups,
- ★ Names and descriptions of each of the control groups or control points.

## Data: logging and credibility

By data we mean the recordings made by an administrator or a user in EDOC Mob.

Data can not be changed in the database by the user or the administrator after it is saved. This ensures a high level of credibility of the performed control points, both internally, in relation to authorities, customers and supplies.

## User access

A user of EDOC is created with:

- ★ Rights to work on a specific level in EDOC Mob and/or EDOC Admin
- ★ Unique username and password
- ★ Language selection: different languages for different users in the same company.
- ★ Phone and email address to receive alarms, messages etc.

The User hierarchy in EDOC have different levels as default:

1. EDOC Customer Admin: access to everything
2. EDOC License Admin: access to use, change and manage one or more licenses,
3. EDOC Mob User: Can use EDOC Mob in his daily work and draw simple reports.



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## Updates

You will regularly receive updates, adjustments and developments to EDOC.

There are two kinds of updates that a user will notice:

1. A company administrators amendments and changes to the content and to the control points: When you make changes in the EDOC Admin, this will immediately reflect the setup EDOC Mob to the user. Because the changes occur immediately, information on critical issues can be sent out to be handled at very short notice.
2. Our changes to the EDOCs system, features and functionalities. Users will be noted about the updates if the use of EDOC changes extensively, but normally the updates makes EDOC easy to use and users adapts smoothly to the changes.

## Support and help

Contact the company that you license EDOC from and get help.

As a customer you get help in troubleshooting and to set up licenses, log-in, user names, commissioning, accidental deletion of license or control points etc.

### User manual in EDOC Admin

There are manuals and descriptions on almost any subjects, built in to EDOC Admin on all levels.

### Videos as user manual

There are help videos to EDOC in Danish and English. These are made ongoing and as needed. For large updates, there will be a renewal of help-videos.

You can always ask for a video to be made on a specific subject to suit your needs.

**Best Regards**

**The EDOC Team**