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USE CASE

Quality management optimisation with Jira



Quality department

The quality department ensures that a company's products or services meet consistent standards of quality and compliance with the law.

This department is pivotal in any organisation, ensuring that quality is integrated into service execution, and supporting the company's reputation as well as its market competitiveness.

Some of its responsibilities include:

- ✓ Establishing quality criteria for products or services, ensuring they meet pre-established norms and standards;

- ✓ Monitoring and conducting quality and safety controls to make sure that products and services meet customer expectations and company standards;

- ✓ Anticipating issues, focusing on continuous process efficiency improvement and product/service quality;

- ✓ Conducting regular audits to verify compliance with procedures, standards requirements and legal requirements.

Challenge

As a department focused on maintaining excellence and compliance, the quality department is often confronted with complex challenges that directly affect operational efficiency, customer satisfaction, and user experience.

Constant technological evolution brings significant challenges for departments that have not adopted digital tools, particularly those assisting with quality management optimisation.

Challenges the quality department faces include:

- **Compliance monitoring**
Lack of visibility and control over processes and actions across teams hinders identifying root causes and tracking and monitoring implemented solutions;
- **Tracking regulatory changes**
Operational team processes and the company's competitive advantages are often affected by the difficulty in keeping up with regular regulatory changes;
- **Co-ordinating internal and external audits**
Depending on the company size, it can be hard to ensure that every department is audited according to regulations and required procedures;
- **Performance measurement and feedback**
Ineffective mechanisms for collecting and analysing feedback make it hard to measure defined key indicators for both departments and processes;
- **Documentation overload**
Information, both manual and digital, is typically dispersed across different applications, complicating access and updates.

These challenges highlight the importance of giving the quality team an agile, robust solution capable of automating and simplifying processes. Simultaneously, they underscore the need to improve intra and interdepartmental communication for maximum operational efficiency, meeting internal excellence standards.



The solution

Jira - a tool focused on process automation and communication improvement - allows the department to focus on restructuring and optimising existing workflows. With its customisation and personalisation capabilities, it can meet specific team needs.

Jira provides key functionalities essential for you and your department:

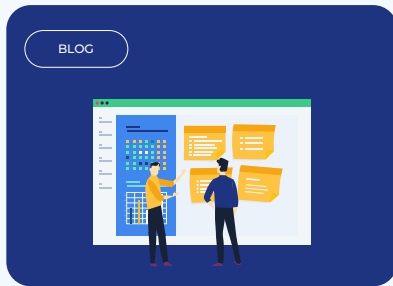
- ✓ **Customised workflows:** create and customise workflows and replicate actual team processes. Mapping every stage of your workflow ensures that quality management phases are all executed and monitored according to your needs;
- ✓ **Task tracking and management:** create and track all your process tasks in real time, gaining complete visibility into your team's capacity and ongoing, pending or completed issues;
- ✓ **Real-time dashboards:** develop personalised dashboards in Jira in minutes. See critical performance indicators, audit schedules and any other information you need;
- ✓ **Notification automation:** get an alert system that automatically informs team members of critical tasks and impending deadlines. This improves your team's response time and communication flows.

By adopting Jira, you can radically transform your collaborative model, achieving efficient task management, improving intra and inter-departmental communication, and gaining better capacity management.

Jira can be configured specifically to address your challenges, offering an integrated solution that ensures greater operational efficiency in your day-to-day activities.

Key results post-Jira implementation

- ✓ Efficient collaboration between department staff and other areas of the company;
- ✓ Less time spent on manual and repetitive tasks, freeing up resources to handle more complex assignments;
- ✓ Optimised processes and reduced costs overall;
- ✓ Automated tasks and centralised digital documentation to facilitate access.



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