WEBISO
Internet &
Intranet workflow

For quality, health,
environment & safety

webiso®

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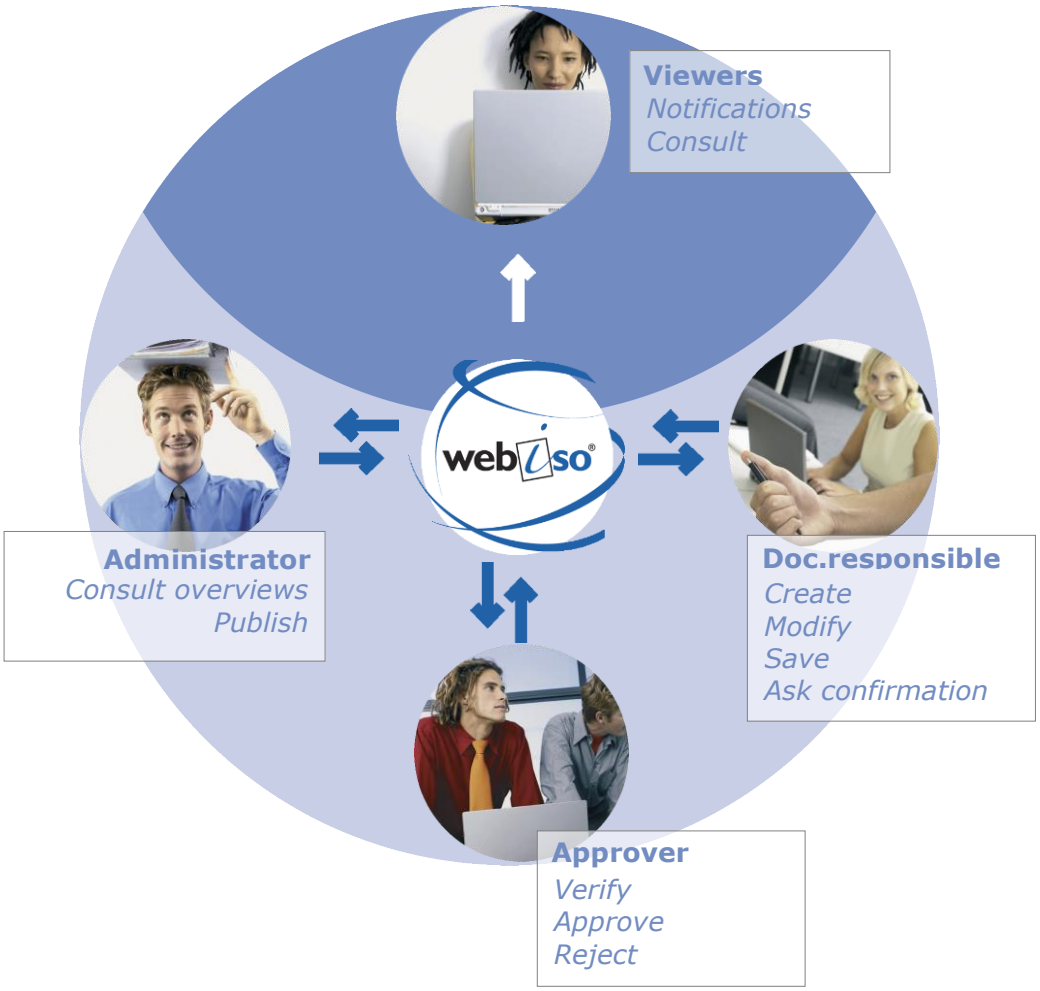
The interest for the automation of quality, environment, safety and health care is growing. This is logical because creating a user-friendly manual and –even more- keeping it up-to-date is an unattainable dream for most managers.
On the contrary, drowning in the paper mountain is the daily reality, a real nightmare.

That's the reason why different versions of a manual are incomplete or inconsistent and why it is so cumbersome to keep the end-users informed about the new or adapted procedures. For the end-user, it is often not clear to find relevant information in a big pile of paper, the manual is often too complex, which makes that the procedures are not strictly followed and thus ... the manual is not being used.



WEBISO is the Intranet solution that automates both the easy look-up for the end-users (= the WEBISO viewers) and the daily workflow of the documents (=the WEBISO users).

This methodology has the following advantages:

- A central point from where anyone can consult the latest version
- Accessibility of the procedures for everybody from everywhere
- Powerful automatic hyperlinks
- A simple concept for the users.

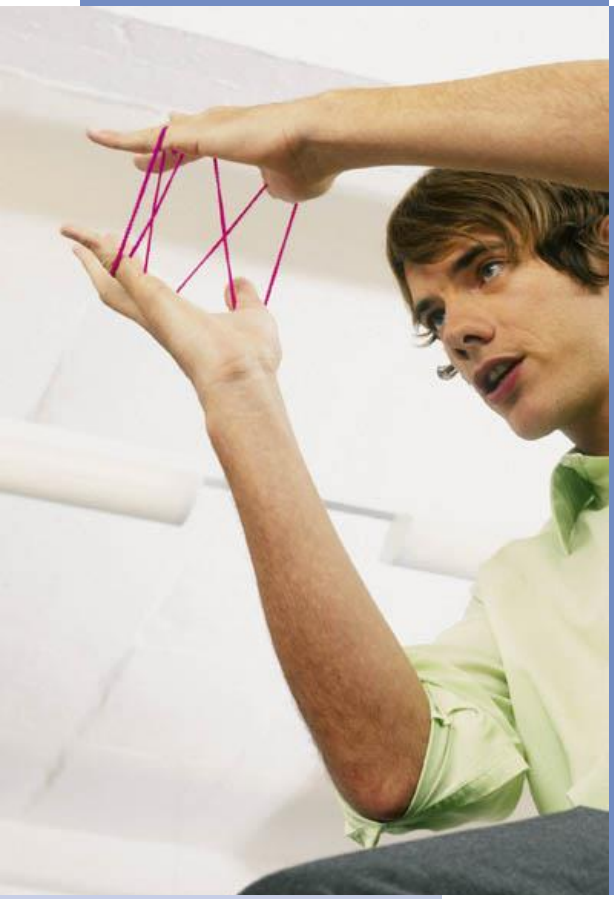
That is exactly why WEBISO has been developed. This intranet workflow solution is first of all a secure solution to manage the document flow of all types of documents. Not only a quality manual, but also a management system for safety, environment and health care can benefit from WEBISO.

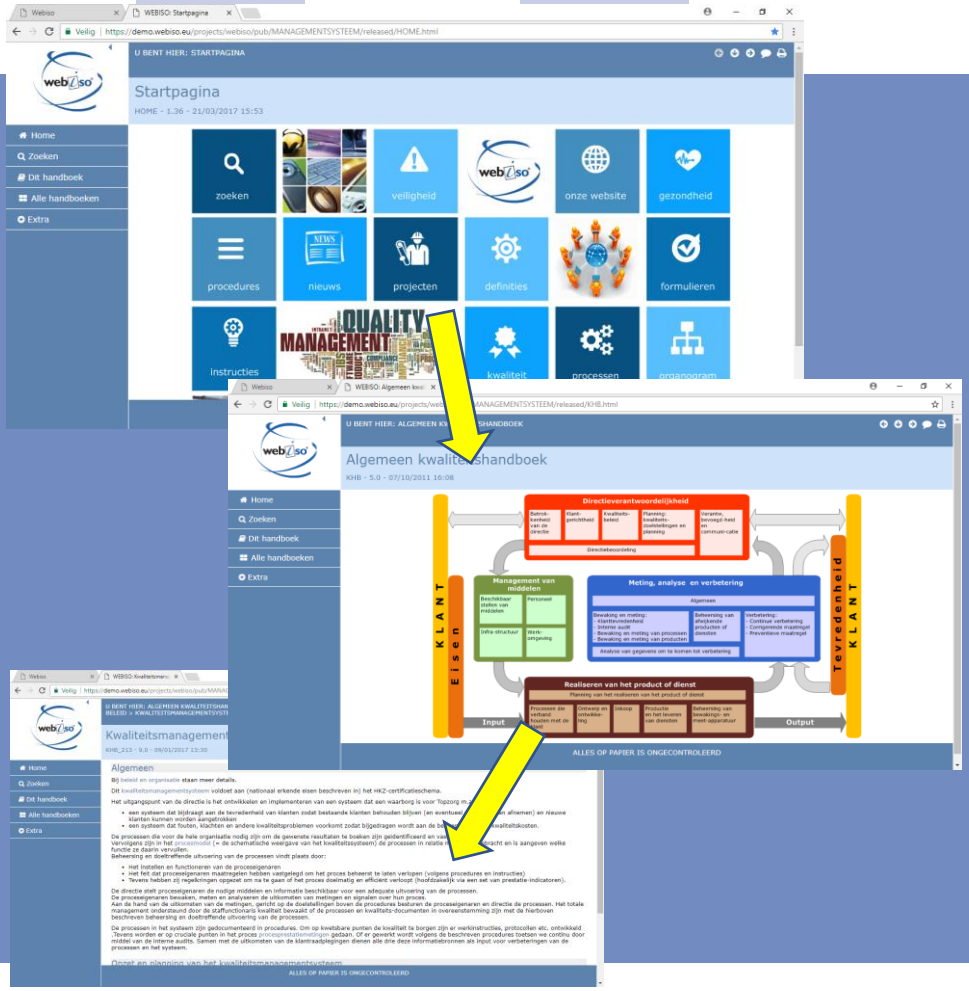
It offers a framework, in which the manager creates and builds his/her manual. The manager determines how the manual will look. Moreover WEBISO uses all your so well-known software: your browser and your e-mail server.

Parts of graphical elements can be linked to background elements (which can be textual of graphical).

FUNCTIONALITY:

Integration of non-textual elements





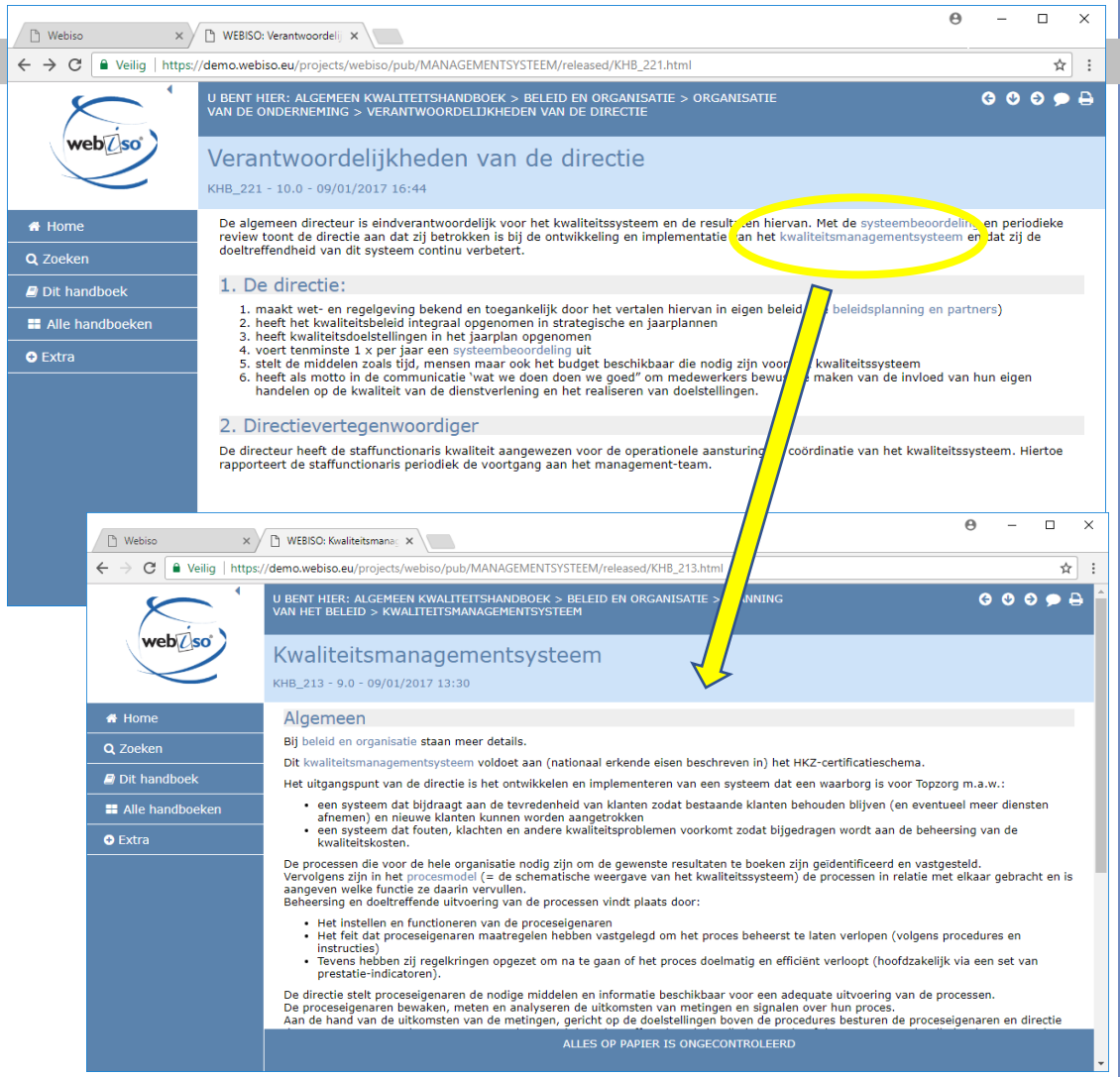
WEBISO supports all kinds of data types: pictures, images, video, sound, flowcharts, graphics, diagrams, ...

Besides the integration goes one step further with MS-Visio and iGrafx FlowCharter: elements in a drawing become sensitive for hyperlinking in WEBISO. This means that a user can click such an element and immediately navigate to other (textual) parts in the same document or to another document in the manual.

In this way, a process can easily be linked to a background process and/or parts of texts.

FUNCTIONALITY:

Automatic creation of hyperlinks



WEBISO automatically generates a hyperlink to the referred document if its name is mentioned in the manual.

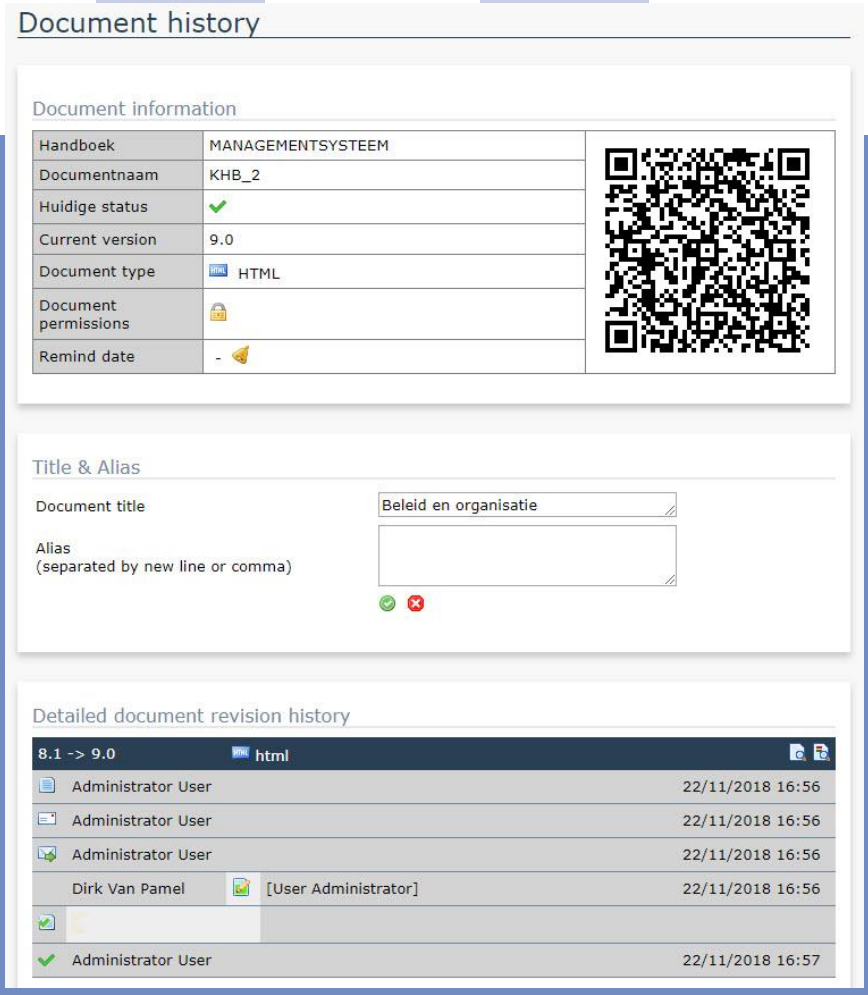
WEBISO has the unique feature to automatically generate hyperlinks between different documents within a manual. If in a document the name or title is being used of another document within the same manual, WEBISO will automatically generate a hyperlink in this document to the referred document. Besides aliases can be added to document titles so that these aliases are also being hyperlinked.

Each publication recalculates all the links, so that you do not lose time with the maintenance of manual links and with the inconvenient "dead" links.

WEBISO stores the different versions of your documents in a very efficient way.

FUNCTIONALITY:

Version management

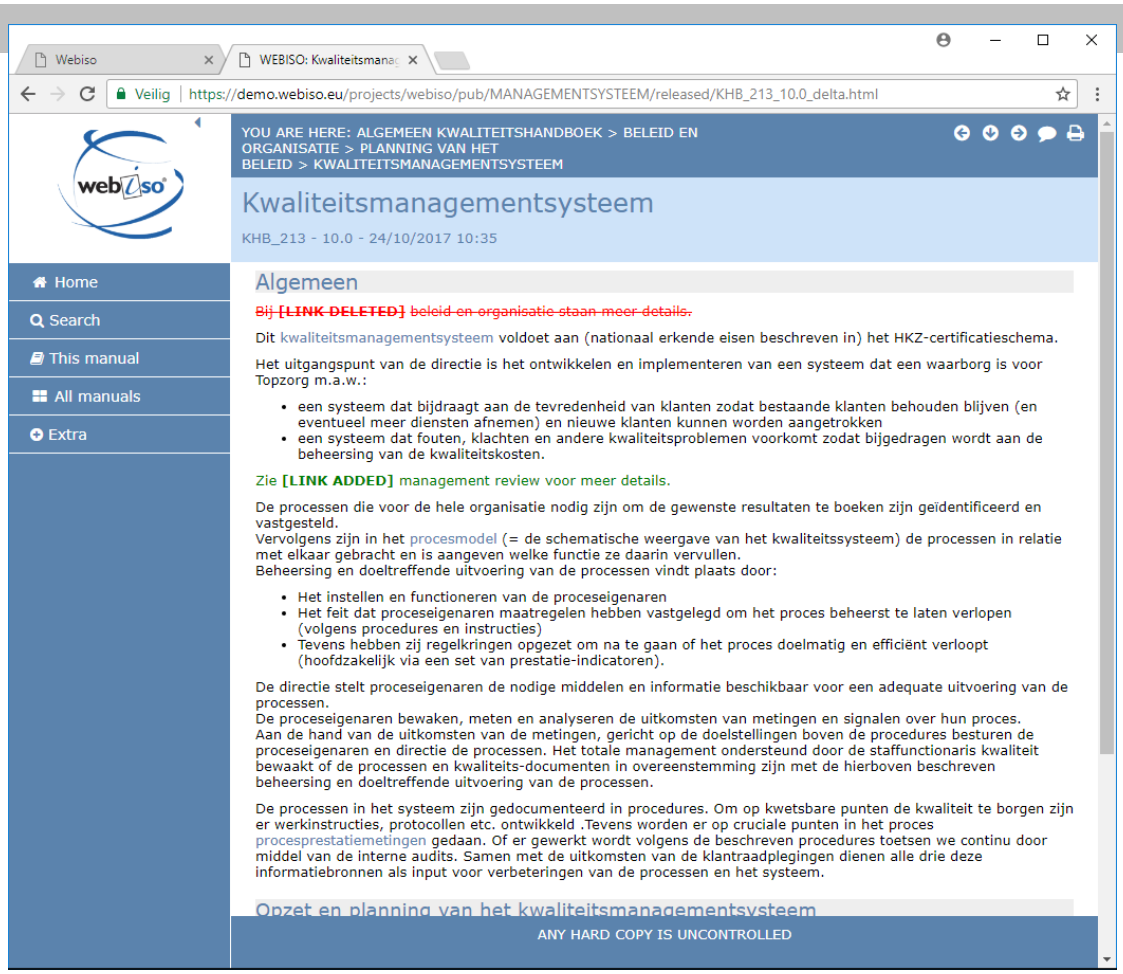


The "Revision Control System" fills in automatically a series of keywords: the status of a document, the proprietor, the version number, the modification date, … In this way it is possible to track who has changed what and when and to get an overview of the history of a document or procedure.

A strong and very useful consequence of this feature is that it is possible to rebuild a manual with all its documents and procedures. WEBISO manages this by recalculating the delta (differences) of the documents. In this way, the differences of the versions are stored very efficiently.

FUNCTIONALITY:

Visualization of the changes between successive versions



Coloured text parts reflect the changes in documents (read for omissions, green for add-ons) in comparison with the former version.

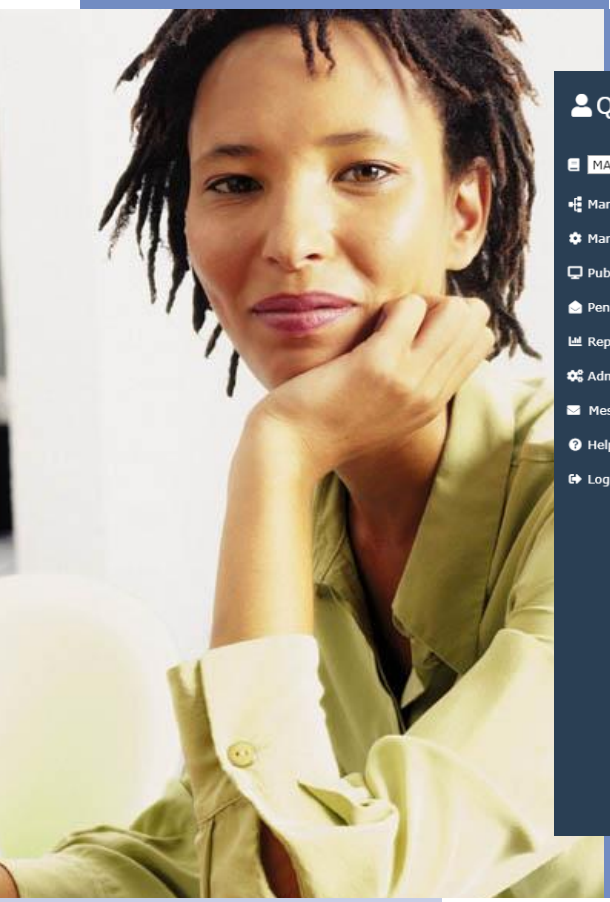
Editors and approvers have the possibility to see the changes between two successive versions of a document or procedure in colour (red and crossed for what has been deleted, green for what is newly added). This visualisation implies both to texts (content and formatting) and to images. That's the way in which editors and approvers can verify quickly what the changes are compared to an older version.

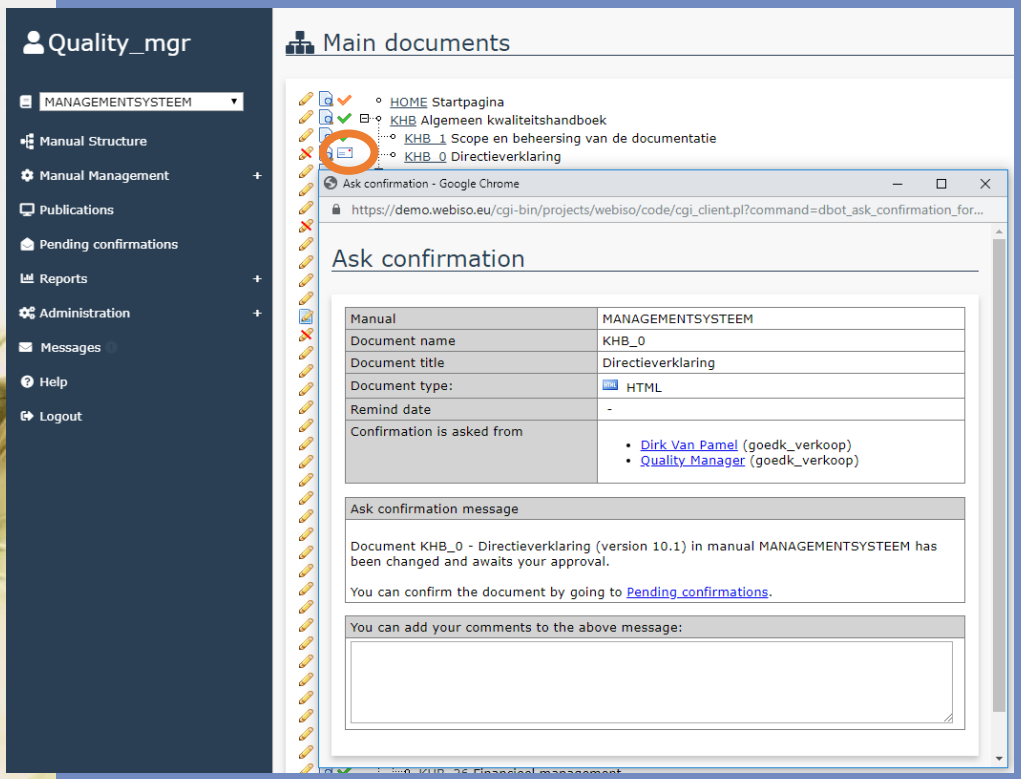
This same technology is used to let end-users see the difference between two consequent published (thus approved) versions.

WEBISO automatically generates and sends an e-mail to the concerned approvers when the confirmation of the modified document is asked for.

FUNCTIONALITY:

Integration of your existing e-mail system



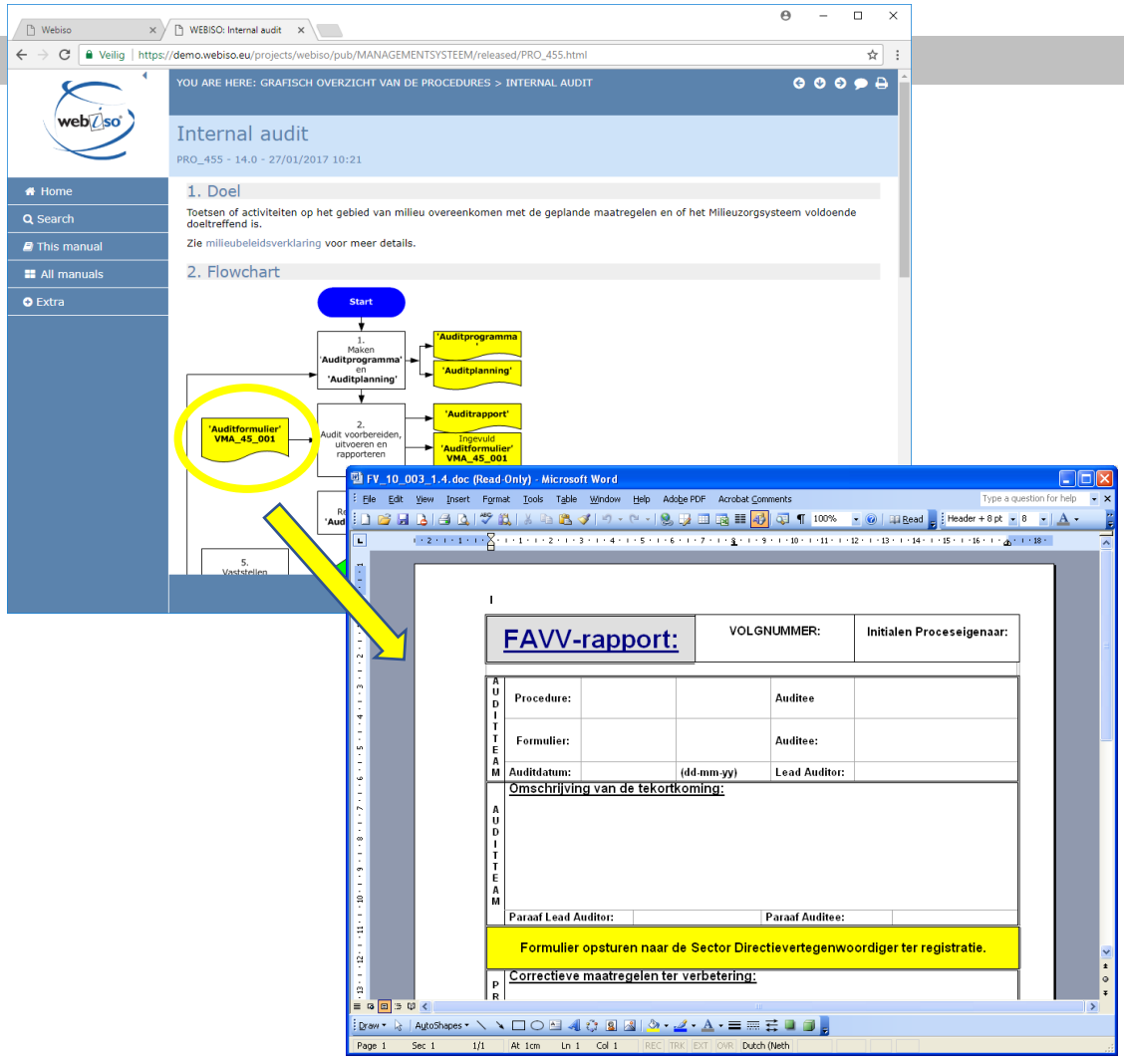


WEBISO automatically integrates with your corporate e-mail system. This means that standard e-mail is used to send requests for approval to the persons concerned and to notify end-users (viewers) about changes in the documents or the availability of new documents in a manual.

WEBISO uses the existing SMTP gateway for this. The documents themselves are not being sent, only the links to the TO DO list (for the requests for approval) and towards the published documents (for the notifications) are sent.

FUNCTIONALITY:

Links to (external) fill-in forms



Within documents hyperlinks can be set up to fill-in forms, other files and/or applications.

WEBISO supports the uploading of (external) documents from your browser: e.g. fill-in forms or other additional information, from MS-Excel, …

When uploaded into your browser, these external documents can be used within WEBISO and subsequently saved in a 'project directory' or mailed to their responsible. Hyperlinks to these external documents can be made manually; besides external programs can be started from within WEBISO too.

Documenttemplates to fix the layout of your documents. Manual templates to influence the look & feel of the intranet output.

FUNCTIONALITY:

Use of templates

WEBISO gives you the power to work with templates.

On one hand there are the **manual templates** that define the look and feel of the HTML output.

On the other hand, there are **document templates**. Through these templates, a same lay-out of the documents can be forced. You can make these document templates yourself and they can always be created and/or modified. In this way, a template can generate the message of "This printed document is an uncontrolled version" in the watermark of every printed document.

FUNCTIONALITY:

Reports & Statistics

Currently under edit - result

Manual name	MANAGEMENTSYSTEEM
Currently under edit	Yes
By login	All - All
Currently deleted	Also deleted documents
Export	

Current version	Del.	Main doc / Related doc	Document name	Document title	Current revision number	Current state	Edited/Downloaded by (login)	Edited/Downloaded by (name)
		MD	KHB_0	Directieverklaring	10.1		qmgr	Manager Quality
		MD	KHB_212	Procedure: Kwaliteitsbeleid	12.0	✓	lisbeth	Donckers Lisbeth
		MD	KHB_221	Verantwoordelijkheden van de directie	11.0	✓	Quality_mgr	Quality Manager
		MD	KHB_222	Algemene organisatie en verantwoordelijkheden	8.0	✓	cn	Noyens Cis
		MD	PRO_1	Personeelsadministratie	17.0	✓	admin	User Administrator
		MD	PRO_2	Tekstueel overzicht van de procedures	5.0	✓	qmgr	Manager Quality
		MD	PRO_421003	Scope van het zorgsysteem	13.0	✓	cn	Noyens Cis
		MD	PRO_455	Internal audit	14.0	✓	admin	User Administrator
		MD	test_Tidy	test met document cleaning	1.3	✓	admin	User Administrator
		RD	42100301MA01	Scope	1.3	✓	lisbeth	Donckers Lisbeth
		RD	45200101MA01	Afwijkingen en CAPA's	1.5	✓	lisbeth	Donckers Lisbeth

Permission by user - result

Selected user	lisbeth
Selected manuals	• MANAGEMENTSYSTEEM • DEMO_HANDBOEK • Algemeen
Member of groups	• Approvers_Finance • edit_verkoop
Has permissions defined in manuals	• PERSONEEL • DEMO_MANUAL • ISO10002 • REGISTRATIE_OPLEIDINGEN • DEMO_HANDBOEK • Algemeen • Demo • MANAGEMENTSYSTEEM • ISO9001

Manual capabilities of user **lisbeth**:

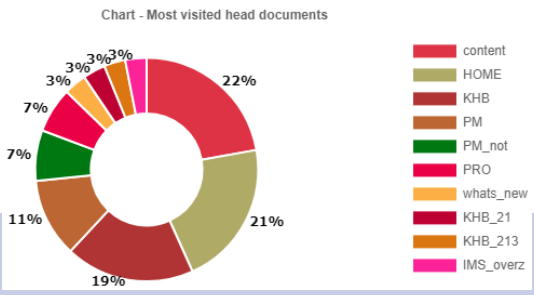
Manual name	Group name	Edit manual properties	Change manual permission	Delete manual	Create document	Create document without approval cycle	Build unconfirmed manual	Build confirmed manual	Release manual	Confirm behalf	Ask again	Inherited view
Algemeen	Approvers_Finance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
MANAGEMENTSYSTEEM	Approvers_Finance	✗	✓	✗	✓	✓	✗	✗	✗	✗	✗	✓
DEMO_HANDBOEK	edit_verkoop	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✓
Algemeen	edit_verkoop	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✓
MANAGEMENTSYSTEEM	edit_verkoop	✗	✓	✗	✓	✓	✓	✗	✗	✗	✗	✓

Document capabilities of user **lisbeth**:

Manual name	Group name	Document name	Document title	Edit	Move	Delete	Ask confirmation	Confirm	Be notified	Defined view
Algemeen	Approvers_Finance	All documents	All documents	✓	✓	✓	✓	✓	✓	✗
Algemeen	edit_verkoop	All documents	All documents	✗	✓	✓	✓	✗	✗	✗
DEMO_HANDBOEK	edit_verkoop	MA_44_10_02	Organisatorisch							
DEMO_HANDBOEK	edit_verkoop	BMA44300101	Communicatiet							
DEMO_HANDBOEK	edit_verkoop	Fleaf	foto blad							
DEMO_HANDBOEK	edit_verkoop	45100101MA01	Meten milieupre							
DEMO_HANDBOEK	edit_verkoop	MA433	Objectives, targ							

Hoofddocumenten (Top 20) - Volledige lijst - Binnenkomst - Vertrek - Boomstructuur

Gebruiker	Type	Status	Documentnaam	Documenttitel	Huidige versienummer	Huidig Vrijgavedatum	Hits	Laatste bezoek	Gemiddelde grootte	Binnenkomst	Vertrek
admin		✓	HOME	Startpagina	1.36	21/03/2017	53	18 mei 2017 - 17.20	11.44 KB	11	13
admin		-	content	-	-	-	19	18 mei 2017 - 11.44	69.28 KB	11	3
-		✓	HOME	Startpagina	1.36	21/03/2017	18	22 mei 2017 - 17.01	11.44 KB	11	13
chr_gom		✓	HOME	Startpagina	1.36	21/03/2017	11	19 mei 2017 - 15.37	11.44 KB	11	13
admin		✓	PRO	Grafisch overzicht van de procedures	9.0	02/11/2015	11	08 mei 2017 - 11.08	13.94 KB		
admin		✓	PRO_451	Monitoring and measurement	108.0	27/01/2017	10	08 mei 2017 - 11.08	13.40 KB		
admin		-	whats_new	-	-	-	9	12 mei 2017 - 10.23	18.96 KB		1
admin		✓	KHB_1	Scope en beheersing van de documentatie	9.0	09/01/2017	6	18 mei 2017 - 17.20	12.21 KB		
admin		✓	KHB	Algemeen kwaliteitshandboek	5.0	07/10/2011	6	18 mei 2017 - 17.20	13.88 KB	1	
admin		✓	KHB_332	Arbeidsomstandigheden	6.0	09/01/2017	6	08 mei 2017 - 10.39	11.30 KB		
chr_gom		✓	PRO	Grafisch overzicht van de procedures	9.0	02/11/2015	5	18 mei 2017 - 13.26	13.94 KB		
admin		✓	PRO_455	Internal audit	14.0	27/01/2017	5	08 mei 2017 - 11.08	16.61 KB		
chr_gom		✓	PER_PROCES	Overzicht van de processen	1.3	02/11/2015	4	18 mei 2017 - 09.58	9.73 KB		
admin		✓	KHB_21	Planning van het beleid	8.0	09/01/2017	4	18 mei 2017 - 17.20	9.69 KB		2
admin		✓	KHB_2	Beleid en organisatie	6.0	09/01/2017	4	18 mei 2017 - 17.20	9.51 KB		
admin		✓	KHB_0	Directieverklaring	10.0	09/01/2017	4	18 mei 2017 - 17.20	12.14 KB		
admin		✓	PRO_446	Operational control	7.0	27/01/2017	4	04 mei 2017 - 15.17	14.00 KB		
admin		✓	PRO_1	Personeelsadministratie	17.0	04/05/2017	4	04 mei 2017 - 15.59	9.94 KB		
cn		-	content	-	-	-	3	19 mei 2017 - 17.27	69.28 KB	11	3
ma		-	content	-	-	-	3	11 mei 2017 - 06.39	69.28 KB	11	3



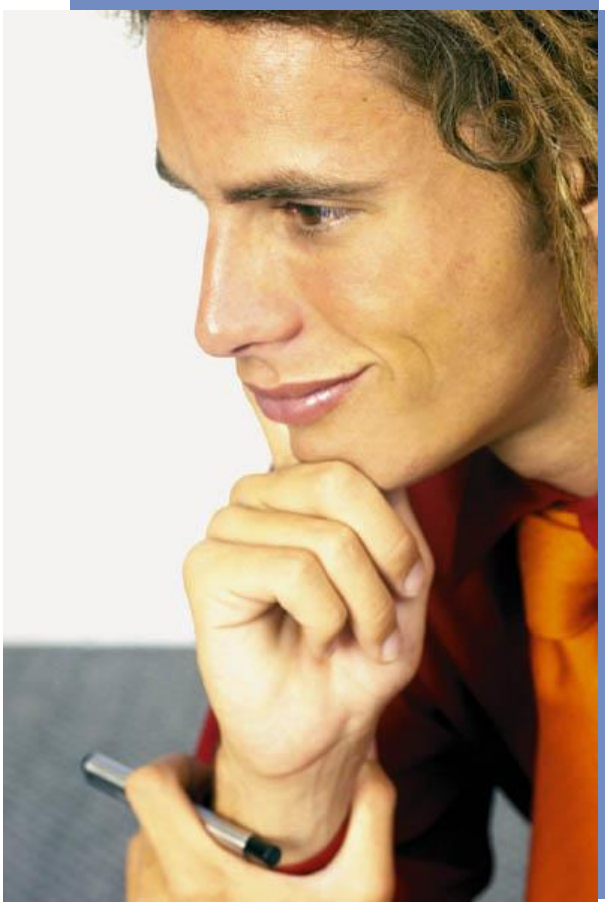
In WEBISO all kinds of reports can be requested, such as:

- Report of permissions by user
- Report of documents within a manual that are in a specified state
- Report of documents that have specific permissions attached to it
- Report of reminders
- Report of the notifications sent to the end users
- Statistics of who views what
- Statistics of who searches for what

Thanks to the "full-text" search engine in WEBISO, your end-users will easily find very specific information in your manuals.

FUNCTIONALITY:

Search-engine



proces

Search

Search method: En Format: Kort

Show 25 entries

Showing 1 to 25 of 65 entries 0 rows selected

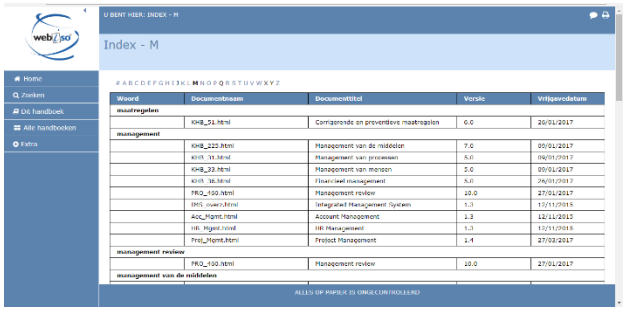
Show/Hide columns | Copy | Excel | CSV | Print

Search:

Result	Manual	Type	Name	Title
★★★★	MANAGEMENTSYSTEEM		KHB_342	Inkoop van personeel primair proces
★★★★	MANAGEMENTSYSTEEM		PER_PROCES	Overzicht van de processen
★★	Algemeen		OTP001	Proces Flow
★★	MANAGEMENTSYSTEEM		KHB_311	Procesmodel BedrijfABC
★	MANAGEMENTSYSTEEM		KHB_41	Bewaken en meten van processen
★	MANAGEMENTSYSTEEM		KHB_3	Uitvoering van processen
★	DEMO_HANDBOEK		MA446	Operational control
★	MANAGEMENTSYSTEEM		FV_10_003	Auditformulier
★	MANAGEMENTSYSTEEM		KHB_312	Primaire processen
★	MANAGEMENTSYSTEEM		KHB_213	Kwaliteitsmanagementsysteem
★	DEMO_HANDBOEK		14001_2003MA01	ISO 14001 : 2003
★	MANAGEMENTSYSTEEM		KHB	Algemeen kwaliteitshandboek

The built-in search engine of WEBISO is a Google-like full text search engine. You can search in one manual or through different manuals. The engine retrieves words, parts of words, clusters, … Besides the search results are secured from unauthorized access.

If however you have already a free text search engine implemented in your intranet, WEBISO can integrate with it. This set-up is talked through before the start of the implementation.



FUNCTIONALITY:

Automatic content and index

The content is a traditional view of the tree structure of the manual, with collapsible and expandable parts.

The index includes automatically all words from your titles.

FUNCTIONALITY:

Integration of LDAP and Active Directory

Same login and password as on the central IT sytem.

The information the WEBISO system picks up from the Active Directory server or the LDAP server is:

- the logon
- the first name
- last name
- the e-mail address

WEBISO can be integrated with the info of your users stored in the LDAP of Active Directory system.

This means that the administrator of the Quality Management system has to address the LDAP or Active Directory administrator to create or delete users, as opposed to the WEBISO solution without this integration.

Once the LDAP or Active Directory is available for the WEBISO server, the administrator will take care of the user rights and the rights of the groups on document level or manual level within the WEBISO application itself. This is necessary to keep WEBISO's functionality and functions of version control and history manageable and traceable.

FUNCTIONALITY:

Security

The documents are encrypted by a digital MD5 signature. They are secured in such a way that every modification is stored into the WEBISO system in the most efficient way.

Besides all actions in WEBISO can be secured separately. This implies that you can set up as many user profiles as you like to protect the WEBISO functions from unauthorized access.

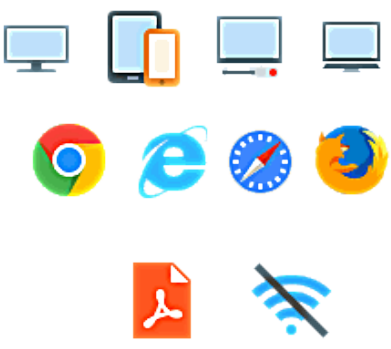
If needed, encryption of the network traffic can be setup (through https).

FUNCTIONALITY:

Multiple formats

INPUT

OUPUT



FUNCTIONALITY:

Reminders

Reminder

Attributes

Manual	MANAGEMENTSYSTEEM
Document name	KHB_2
Document title	Beleid en organisatie
Current state	✔
Current version	9.0
Last released version	9.0
Date of last release	22/11/2018 16:57

Add Reminder

Add reminder:

Comment:

History(of reminders)

Show active reminders Show sent reminders Show deleted reminders

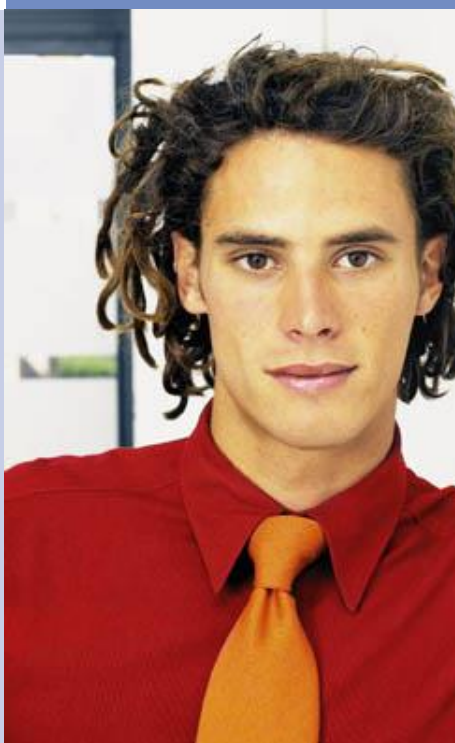
Show 10 entries Search:

Action	State	User	Reminder	Set on/ Changed on	Comment
		Quality Manager	03/06/2019	14/05/2019 10:45	Please check whether this document is still correct
		Quality Manager	03/06/2020	14/05/2019 10:45	Please check whether this document is still correct
		Quality Manager	03/06/2021	14/05/2019 10:45	Please check whether this document is still correct

Give up a remind date to avoid certain documents to stay unmodified through time.

By setting a reminder to a document, the document gets an age so to speak.

When this reminddate arrives, certain people will be notified of this, so that necessary actions can be taken regarding the update of the document.



FUNCTIONALITY:

Integration of existing documents

Your existing documents need to be uploaded once in WEBISO. There are two ways of doing this:

- The customer takes care of the conversion of existing documents and uploads them into the database;
- Ockham takes care of the conversion and uploads (if desired) them into the database.

FUNCTIONALITY:

Multilingual

Multilingual means that the menu of the user interface is the language of its user. The language code is picked up for each WEBISO user (editor/approver/administrator) and the interface is shown in the correct language.

WEBISO is delivered standard in one language (to be chosen by you) and add-on interfaces are being delivered as an option: Dutch, English and French.

TECHNICAL SPECIFICATIONS

Basic system

The basic system can be installed on:
- On a Linux server;
- On a Windows server;
- On ESX infrastructure

Minimum requirements for the server are:
- Type of server: no specific requirements.
- Min. 8 GB RAM.

100 GB free disc space for WEBISO. The disc space for the procedures itself will be defined by the growth of the procedures within your organisation.

Intranet server

The internet/intranet server is an Apache server; this i bundled into the WEBISO software.

Browser

The "browsers" on the PC's, choice between:
- Microsoft Internet Explorer 10 or higher;
- Mozilla Firefox;
- Google Chrome.

Graphical elements

Non-textual objects can also be integrated (such as jpeg, gif, video animations, …). A further integration enabling hyperlinking between non-textual objects and documents is possible with:

- MS VISIO: supported versions are VISIO 2003, 2007, 2010, 2013, 2016;
- iGrafx FlowCharter of Micrografx from 2003 Professional onwards

This graphical software is only necessary for those who create the non-textual objects, not for those viewing them in the browser.

WEBISO is a platform independent solution. The solution uses as much as possible your existing infrastructure. Beneath you can find a survey of the supported platforms.
You can choose between 2 ways of implementing WEBISO: an own license on your server within your network or in the cloud on a secure server infrastructure.

Database

The database is PostgreSQL and is bundled for free into the WEBISO license. There are no add-on licenses or maintenance costs.

Search engine

The search engine is HTDIG and is bundled for free into the WEBISO license. There are no add-on licenses or maintenance costs.

E-mail

To integrate your existing e-mail system the SMTP protocol is needed. So all e-mail systems supporting SMTP are valid; e.g. MS Exchange, Unix mail, Lotus Notes,…

Text editor

WEBISO includes an online HTML editor in which users can immediately make changes.

REFERENCES

De Dienst Noardwest Fryslân
zo werkt het sociaal

amcor

G4S

cicero zorggroep

vanbreda RISK & BENEFITS

VDL Nedcar

abc labels

ifs international food services

ANL PLASTICS

drukkerij van lijsebetten

Struik STRUIK FOODS EUROPE

PLUVERA

KLAASEN & Co N.V.

LACOM n.v.

océ

Ockham

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