



Sandra Morley, Quality Systems Engineer for United Language Group, has been using Singlepoint since 2015. The company provides language solutions for global companies and they use Singlepoint for Document Control, Competency Checker and Visual Navigator with 300+ users in multiple countries including India, Ireland and the US.

We wanted to speak to Sandra primarily regarding Competency Checker. When a document is released from the Singlepoint Document Control System, quizzes or even just simple statements can be set up that key users must respond to in order to demonstrate and record their understanding of the content of the document in question. Equally, if a user cannot demonstrate a good enough understanding then this is flagged in the system, and that user's need for further support and training is clearly identifiable. All of the information is recorded in a fully date and time stamped audit trail.

We asked Sandra why she specifically wanted a Competency Checking system and what the problems were with their existing system:

"Updates to the QMS standard, ISO 9001:2015 put greater emphasis on providing evidence of the competence of trainees. We felt that we needed an electronic solution that was tied to the Document Control module so that we could ensure that training was completed on updated documents prior to their release/publication and which allowed us to determine the effectiveness of our training by allowing content-specific questions to be assigned. Compared to our previous system, we can assign distribution lists to each document revision so that we can ensure that the right people are getting trained. We can report on training completion rates and provide this information to management as required. We can also provide evidence that trainees are measured on their ability to understand the training content (via content-specific questions). In addition, pulling training records for external auditor review is much cleaner and easier".

When asked how their users felt about the Competency Checker module, Sandra said "There was some adjustment when we first started to use the module as there was suddenly much greater visibility on who did (and didn't do) their training".

Sandra was asked why Synchronology and Singlepoint were chosen for the implementation:

"We chose Synchronology as they were willing to develop a module to help us to manage our training, had the technology available to create a process map of our QMS and they met our budgeting requirements. Singlepoint solves issues by providing traceability on document updates, approvals and revisions, together with providing transparency on training completion rates and assessing competency. Synchronology has partnered with us to help develop an application to meet our expanding needs".

We asked what Singlepoint characteristics were most important to her and Sandra explains:

"The process map provides a great overview of our QMS. We have shown this to several external auditors and have received a number of favourable comments. We have also been pleased by the willingness of the Synchronology team to make changes to the application to improve our user experience".

We are extremely pleased that Singlepoint has proved to be an effective tool for United Language Group and we look forward to many more years working together.

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