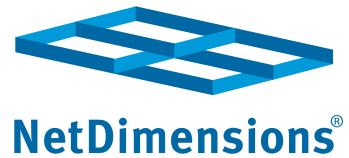


## Customer Success Story

# QLogic for ISO 9001 and ISO 14001 Compliance Software and Learning Management System



QLogic Corporation (QLGC) is a leading player in the globally competitive network storage technology sector. The company provides storage networking solutions as well as network infrastructure solutions from its corporate facilities in Aliso Viejo, California and regional offices located in the United States, Europe, Middle East, Africa, and Asia-Pacific region.

Founded in 1992 and currently traded on the NASDAQ Stock Exchange, the company is known worldwide for high quality networking storage products such as its InfiniBand switches, host bus adapters, stackable switches, fiber channel switches and a complete range of storage routers.



### THE ISO 9001 AND ISO 14001 CERTIFICATION BUSINESS CHALLENGE

With over 1,000 full-time employees and an achievement-oriented work ethic, QLogic's ISO 9001 and ISO 14001 certification programs are high on the list of corporate priorities. However, the repetitive cycle of re-certification, internal audits, external audits and the certification of new processes began to pose a logistical challenge for the company.

More than 300 distinct forms of ISO documentation groups which included policies, procedures, processes, work instructions, references, records and forms had to be tracked, verified, updated and their readership authenticated. Using a manual document management system with few, if any checks and balances, QLogic experienced difficult hurdles in proving ISO 9001 and ISO 14001 compliance to the ISO external auditors.

Since ISO certification and compliance standards are stringent and non-conformance eventually leads to de-certification, QLogic sought to implement a reliable ISO 9001 and ISO 14001 document management software solution to address the critical bottleneck of document access and ownership.

### THE EKP LEARNING MANAGEMENT SYSTEM SOLUTION FOR ISO 9001 AND ISO 14001 COMPLIANCE

QLogic's quest finally ended with the selection of the EKP Learning Management System (LMS) implemented by NetDimensions' partner Intelladon. QLogic and Intelladon's professional services organization collaborated to deploy an innovative learning management system that addresses the rigorous ISO 9001 and ISO 14001 compliance needs it faces. NetDimensions' learning management system integrates seamlessly with a Microsoft Sharepoint server to track, verify and record document processing as per ISO 9001 and ISO 14001 requirements.

The LMS uses advanced-level version control technology in conjunction with Microsoft Sharepoint's "launch URL" feature to accurately serve up the right document version to the right discourse community.

The ISO 9001 and ISO 14001 Learning Management Software System, in conjunction with Microsoft Sharepoint, tags the documents in the content repository with unique document URLs that are auto-generated. Employees, managers and process heads are expected to confirm the receipt of pertinent documents and document groups when they are officially assigned to them, thus generating an electronic paper trail. Each person responsible for reviewing a process is tested by the system and the test results serve to prove compliance. This is used to simplify the auditing process.

The LMS can also be configured to generate electronic reminders via an in-built e-mail protocol when document processing becomes overdue. NetDimensions' EKP Learning Management System both records and validates document distribution throughout the organization as required by ISO 9001 and ISO 14001 compliance standards.

### RETURN ON INVESTMENT

The cost to achieve ISO certification can be significant and once achieved, the status needs to be vigorously protected. It is precisely for this reason that organizations like QLogic implement ISO 9001 and ISO 14001 document management software systems so as not to trigger non-conformance issues.

NetDimensions' Learning Management System can be deployed in twenty-seven languages and is ready to be implemented in over seventy countries. The LMS can either be hosted, installed or configured to function in an on-demand environment to address the continually evolving needs of the ISO 9001 and ISO 14001 certification process.

