CCQ Release Notes [v.2018.01]

Update | January 19, 2018

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The following is a brief report on the main changes we've made to the CCQ system since the last update. These past few weeks, the focus has primarily been on improving the Quality Manual and Incidents & Complaints, and the majority of new features are to be found in those modules.

Read on for a quick summary of what's new in the latest release.

CCQ Quality Manual

1. Now you can search for specific documents in the system, using the built-in MongoDB search functionality. To open search, simply click the magnifying glass next to your username on the top right, and a sidebar appears on the right side of the screen.
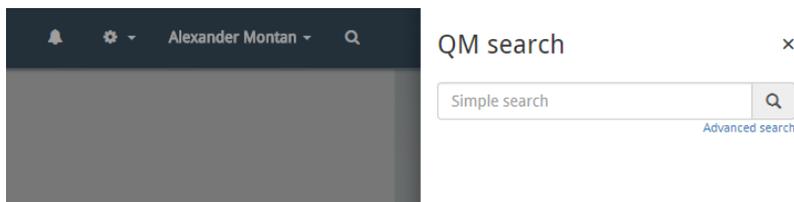
You have the ability to switch between simple and advanced search, but keep in mind that the search only applies to document titles – it does not go through document content. Simple search allows for keyword searching in the module that you're currently in, while advanced search is more targeted and allows you to limit your search to specific modules, words or phrases. By selecting more than one module, you can search for documents across several modules at a time.

It should be noted that you cannot search for attachments here.
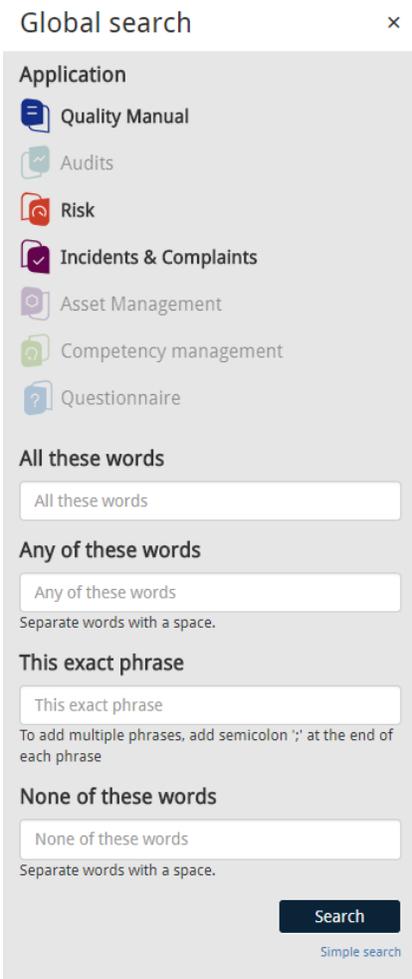
2. In an effort to prevent slow loading times and increase performance and stability, we've made modifications to the pagination in CCQ. Pagination is the navigation mechanism that divides content into separate pages, and allows users to browse through pages of document search results. By limiting the amount of items returned and restricting the number of loaded pages to 7 at a time, the user will certainly not have to endure long response times. The pagination never displays more than seven pages, and from the fourth page onwards, it displays three pages in front of the current page and three in the back. This can be very beneficial for companies that possess a large number of documents and are dealing with a lot of content. These changes apply to document lists across all modules.

It's worth noting that when you're viewing a document list in CCQ, you can control how many documents are shown on the page you're viewing, via a drop-down list on the top-right side. The options you're given are 5, 10, 15, and 25 documents per page.

3. Users that sign up for a free CCQ trial are reminded on two occasions during the trial period that their access will soon expire, and they'll need to provide payment info in order to continue their subscription. The user gets an email reminder:

   a) when there's a week left of the trial period
   b) on the last day of the trial

We've made it very easy for trial customers to complete the subscription by placing a button in a prominent position on CCQ's navigation bar. The **Complete purchase** button redirects the user to his Chargify billing portal where he can provide credit card details. The button is accessible until the end of the trial period.

4. In order to enrich the user's experience and support CCQ's documentation, we've added tooltips / hovercards in various places in the Quality Manual. Wherever you see a question mark within a small circle in the system, you can hover your mouse cursor over the element and a small box appears with some useful information on the subject. Hopefully, this will save the user some time when learning the system's functionality, and guide him in the right direction when it comes to important settings and configuration. In many of these tooltips, you'll find links to CCQ's knowledge base for further reading. Note that tooltips are shown immediately when the user's mouse hovers over the icon, and immediately hidden when the mouse leaves.

New Quality Document
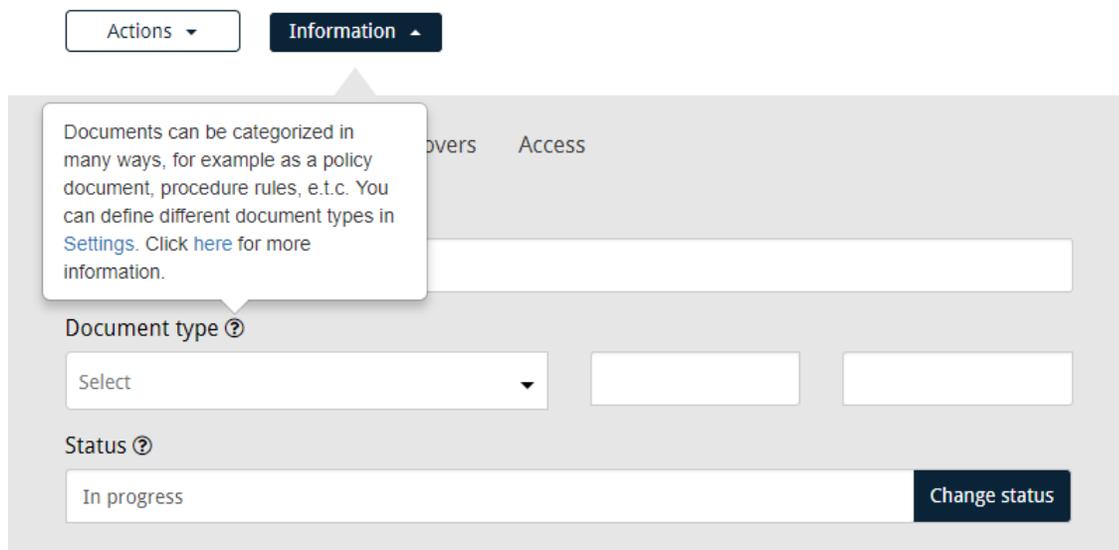
Actions ▾   Information ▴

Documents can be categorized in many ways, for example as a policy document, procedure rules, e.t.c. You can define different document types in Settings. Click here for more information.

overs   Access

Document type ⓘ

Select ▾

Status ⓘ

In progress   Change status

We've also made some improvements when welcoming first-time users to the system. When a customer signs up and logs into the system for the first time, a message awaits him that guides him through initial system configurations, step-by-step. This message can be found in the notification icon next to your username.
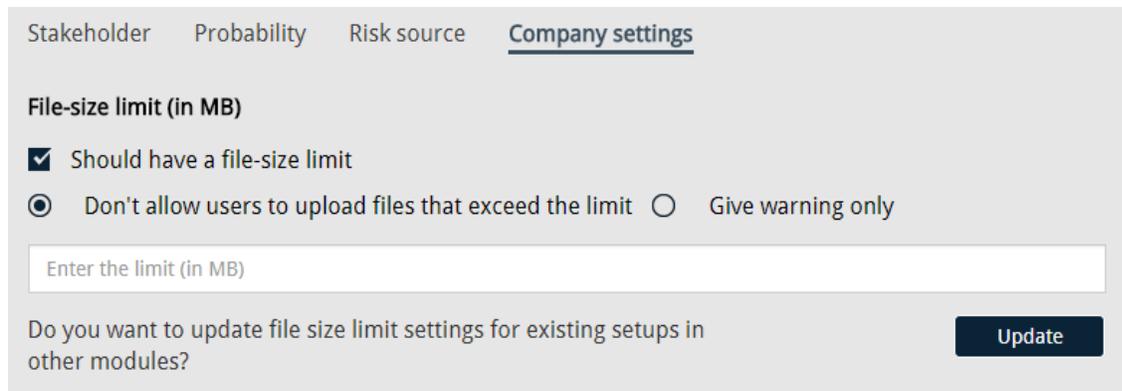
5. Under the settings icon, you can find a new option called **Attachments – overview**. Administrators now have an overview of all attachments and images that have been uploaded to the system, their size, and which documents they belong to. Users no longer have to enter the documents to find or delete attachments, they can do it directly from this list.
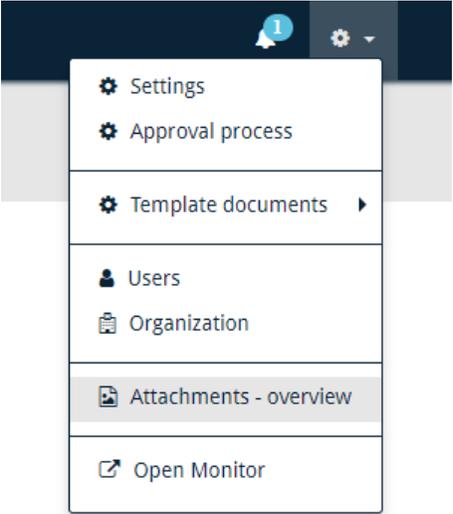

	Filename	Size
☐	ccq_logo.png	0.14 MB
☐	company_policy.pdf	0.18 MB
☐	operational_procedures.pdf	5.72 MB
☐	origo_logo.jpg	0.32 MB

6. If you want to limit file sizes that users upload to the system, you have the ability to do just that in company settings. By marking the checkbox that reads "*Should have a file-size limit*", an input field appears where you can enter the limit in megabytes. You also decide whether the system gives the user a warning when he tries to upload a file that exceeds the size limit, or prohibits the action altogether. With this latest update, you can now make the file-size limit settings consistent across all modules with just one mouse-click. By clicking **Update**, the size limit is configured for all system modules simultaneously.


7. A small modification has been made to the drop-down list that appears under the settings icon. A new option has been added that's called **Template documents**, and when you hover your mouse over it, familiar options appear in a sub-menu to the side. **Standards**, **Laws and regulations**, **Templates**, **User templates** and **User groups** are now categorized under this new option. A similar change has been made to the structure of the username drop-down, as language settings are now nested. When the cursor passes over the **Language** option, you can choose between the four languages available – English, Icelandic, Swedish and Polish.
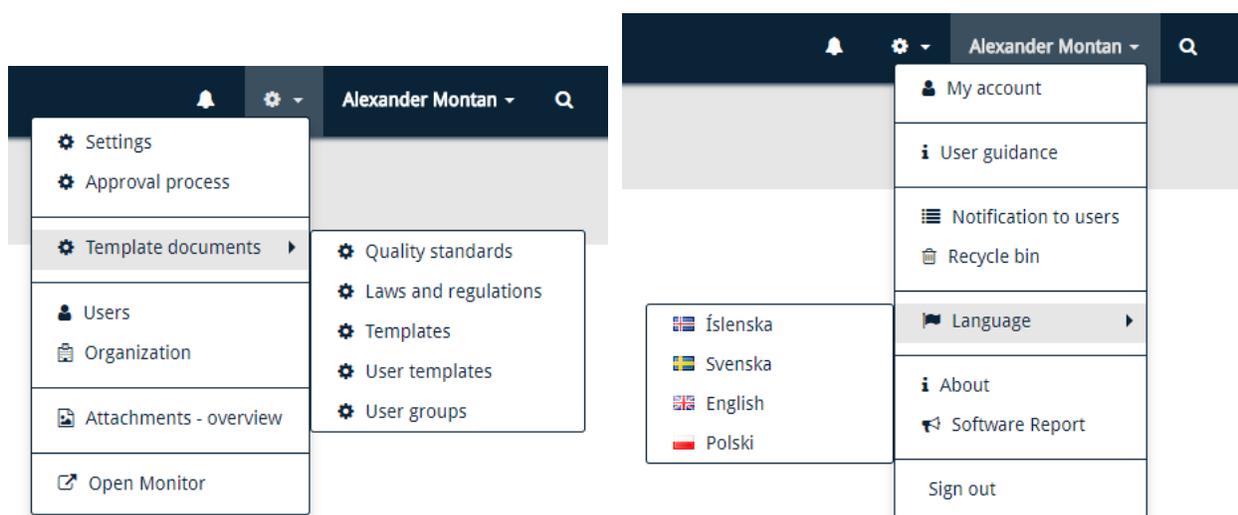
Incidents & Complaints

1. Administrators now have the ability to create their own document filters in CCQ's Incidents & Complaints module. The corresponding option, **Custom list filters**, is located in the sub-menu that appears to the side of **Template documents**, under the settings icon.

Each custom filter should be given an appropriate name and various filtering conditions can be defined, allowing you to determine which data will be included with the filter. You have the freedom to adjust the layout of the document list as you see fit, and you decide which columns you want displayed. Lastly, you have a useful feature that allows you to preview your configurations and the layout of the list before you save it.
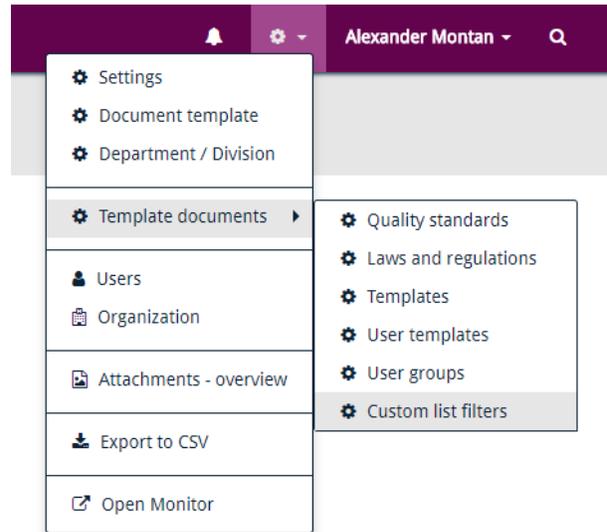
2. In this latest update, we're introducing a web API that returns incidents and complaints from CCQ by email address and date. Access to the web service is obtained by using a special company token that's generated in the organization's settings. It can be retrieved by navigating to the settings icon in the navigation bar up top, clicking **Organization** and selecting the **Company Token** tab. The system generates a unique token for you that's used solely for API connections.
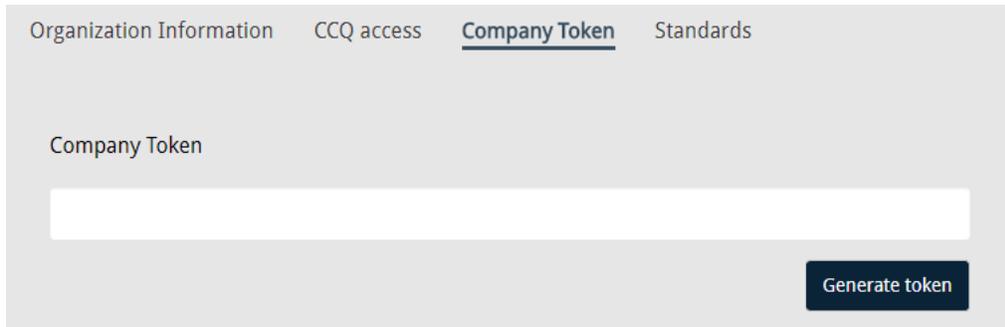

3. The registration template for new incidents and complaints can now be somewhat modified and adjusted to your preferences. When located in the **Registration** tab of an incident, scroll down to the *Receiver* section where you have a number of different fields for categorization. On the bottom right of the section there's a button that reads **Edit field layout** which allows you to manually organize the order of the input fields. A dotted line appears around the fields which indicates that the "drag and drop" functionality has been turned on, and when you're satisfied with the structure, click **Save field layout**.
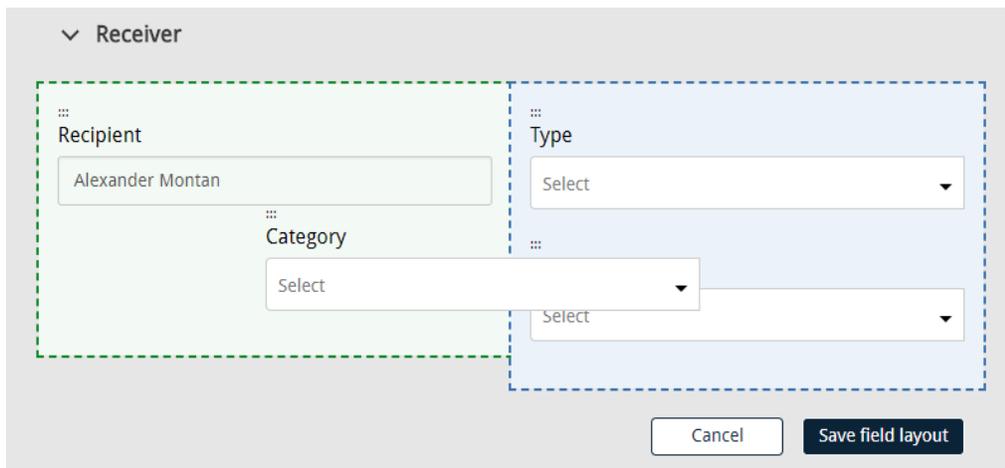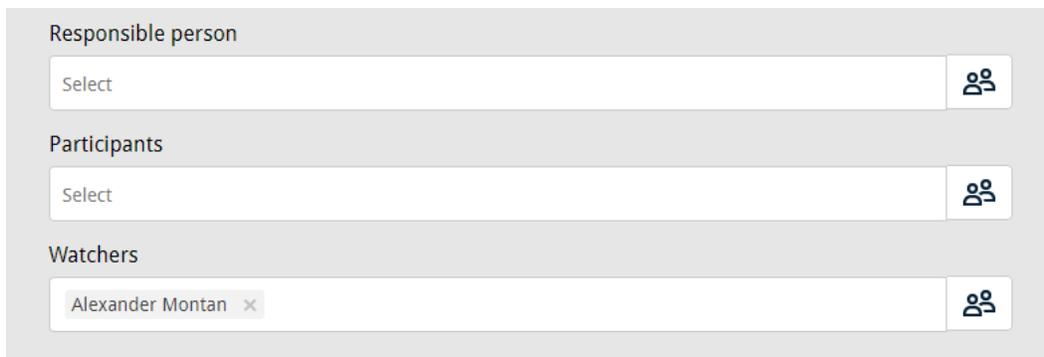
Questionnaires

1. Having ways to check on your progress can be crucial in successfully completing a project, and on time. In order for CCQ users to evaluate and monitor questionnaires on a regular basis, we've added an evaluation option to published questionnaires. In the **Evaluation** tab, you have two input fields – one called *Completeness (%)*, and another for prioritization. The *Completeness* field should indicate how much work on the questionnaire is, in fact, still left to be done, while *Priority* gives you a chance to assess the importance of what's left, on the range of 1-5.

This is where questionnaire participants can convey their subjective opinion on the progress of their work. Bear in mind, that even though 80% of the questionnaire has been answered satisfactorily, the majority of the work may still be undone. In that case, the completeness percentage that the user provides should be low. This kind of evaluation provides an opportunity to reflect and learn from what's done, and should help to inform your future actions.
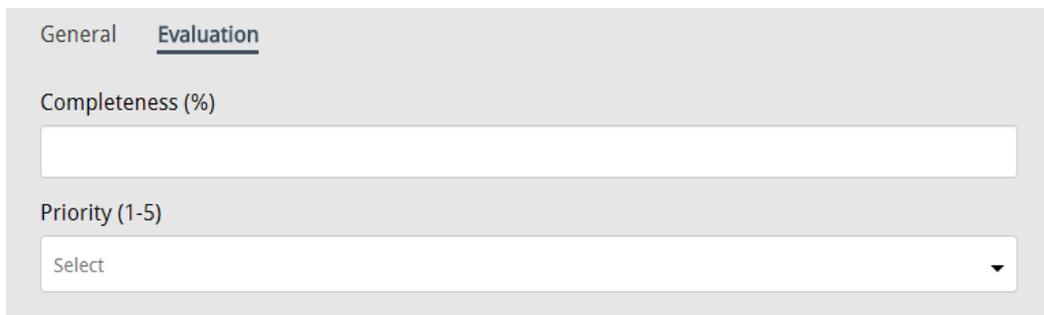
General	Evaluation

Completeness (%)

[   ]

Priority (1-5)

[Select   ▾]

2. Users now have the ability to "watch" a particular questionnaire, signing up for notifications of any updates relating to that questionnaire. *Watchers* are not actively involved in the processing of the questionnaire and don't participate in creating or answering any questions – they're merely observers.

Responsible person

[Select   👥]

Participants

[Select   👥]

Watchers

[Alexander Montan ✕   👥]

Last but not least, a new knowledge base is up and running on CCQ's website, ccq.cloud. To find user guides for the Quality Manual and Incidents & Complaints, simply click **Support** in the navigation bar up top or follow this link: https://www.ccq.cloud/knowledge-base/

The documentation on CCQ's Risk Management system is up next, and will become available soon.