



VAPEQMS[®]

THE WORLD'S FIRST
VAPE-FOCUSED
QUALITY MANAGEMENT SOFTWARE



VAPEQMS®

INTRODUCING VAPEQMS

VAPEQMS is the world's first vape-focused quality management software. Carefully developed over the last 5 years, in collaboration with some of the largest brands in the vaping industry and taking into consideration the increasing need for comprehensive quality management, as part of wider regulatory requirements.

With our innovative software, you can harness the benefits of an effective quality management system for your vape business - without the hefty price tag.

WHY CHOOSE VAPEQMS?

As regulators tighten their grip on compliance issues within the vape industry and across the world, demonstrating a robust, in-house quality management system (QMS) will help you to stand out from your competitors in a crowded global market.

Adopting a consistent suite of standardised quality management principles will also enhance relationships with global suppliers and wholesale customers, improving communication and helping to minimise the cost and administrative barriers of doing business.

Reap the rewards of a proven and universally-recognised QMS. Businesses with an established QMS consistently attract higher sales valuations and also generate higher levels of employee and customer satisfaction.

Our powerful proprietary software solution streamlines your entire quality management processes to the internationally established ISO 9001:2015 standard.

It effectively and comprehensively analyses, checks and measures the impact and influences, ultimately improving all aspects of your operations, from audits and action tracking, to document management, registers, training and much more.

Most importantly, the comprehensive, self-service, cloud-based VAPEQMS platform will save your business thousands, compared with costly consultancy fees.

VAPEQMS SOFTWARE PLATFORM

VAPEQMS has been rigorously designed to meet and exceed the needs of all clients and stakeholders across the worldwide vape industry, underpinned by specialist sector expertise, in-depth ISO knowledge and established practical application.

Our innovative and user-friendly software has been designed to make light work of implementing and maintaining all of the necessary ISO 9001 requirements across your business and supply chain.

Its functionality and benefits are explained throughout this brochure.



ACTION TRACKING

Keeping on top of actions within any organisation can be a difficult and time-consuming task. Our action tracking module provides a central point in which all actions and corrective planning can be brought together.

Our comprehensive system enables actions to be raised against any of the modules, which are reported centrally within the action tracker dashboard. No more spreadsheets or action lists - all this information can be centrally managed from a single dashboard, with corrective actions and improvements linked to each action.

Our system is aligned to the key elements of the plan, do, check, act (PDCA) model, that will enable you to achieve and maintain your QMS accreditation.

The action tracking module allows full transparency and accountability. It is also a valuable reinforcement and empowerment tool, enabling all relevant stakeholders to be aware of their inputs and results. This means employees, suppliers and contractors can see change and improvement in motion, thanks to their efforts.
















Action Register												
Action Register												
Export to Excel Search...												
Drag a column header and drop it here to group by that column												
Source	Status	Source D...	Responsibility	Area	Action Type	Action Status	Priority	Estimated ...	Created on	Days Overdue	Description	Notes
Objective	In Progress			Economical	Major	In Progress	Medium	09/06/2022	09/03/2022	-92	Customer referral programme to increase customer retention	
Objective	Pending			Operational	Action	Pending	Low	09/03/2022	09/03/2022	0	HR staff retention rates	
Risk/OPP.	In Progress			HR	Action	Pending	High	31/03/2022	10/03/2022	-21	Review all training procedures and simplify where possible - de-jargon	emphasis on business-critical processes such as stock rotation
Risk/OPP.	In Progress			Finance	Action	In Progress	High	10/03/2022	10/03/2022	0	Get estimates for quantity of polo/tee-shirts. Insist on black bottoms and shoes	Improve brand awareness by insisting on uniforms
Risk/OPP.	In Progress			Environmental	Action	In Progress	Low	10/03/2022	10/03/2022	0	Place instructions over the bin locations detailing what type of material goes into the receptacles	Incorrect disposal of waste
Risk/OPP.	In Progress			Legal	Action	In Progress	Low	17/03/2022	10/03/2022	-7	Publish statutes and responsibilities in staff handbook. Make aware via posters in-shop legal requirements eg. challenge 25 to avoid selling to under 18s	Ensure each employee is given an updated copy of staff handbook.
Risk/OPP.	In Progress			Operational	Action	In Progress	Low	07/04/2022	10/03/2022	-28	Implement monthly stock checks	
Risk/OPP.	In Progress			Operational	Action	In Progress	High	17/03/2022	10/03/2022	-7	Create SOP for stock rotation.	
Risk/OPP.	Completed			HR	Action	Complete	Medium	10/03/2022	10/03/2022	0	Recruitment philosophy to be published to shop managers	

Action Type

[+ Add New](#)

[Export to Excel](#)

Drag a column header and drop it here to group by that column

	Name	Created by	Created on
	<input type="text"/>	<input type="text"/>	<input type="text"/>
  	Major		08/03/2022
  	Minor		08/03/2022
  	Observation		08/03/2022
  	Action		08/03/2022
  	Employee Assessment - 12 week		22/03/2022

1 50 items per page

WITHIN VAPEQMS YOU CAN:



Have one central action tracking repository across all modules



Set action target completion dates



Set up automatic email notifying the responsible person, target deadline and action approvals



Add attachments and update action responses



View the full audit trail of actions

AUDIT MANAGEMENT

The regular ISO audit process is resource-intensive, and coordinating across multiple teams and locations can prove immensely challenging.

Our audit module allows you to easily create, complete and track inspections and audits, ensuring associated non-conformances are assigned and tracked to completion. Audits can also be scheduled to individuals, locations and assets, enabling comprehensive visibility reporting across your entire business.

WITHIN VAPEQMS YOU CAN:



Create and modify templates to suit your style of auditing



Users can complete audits both online and offline, using any device



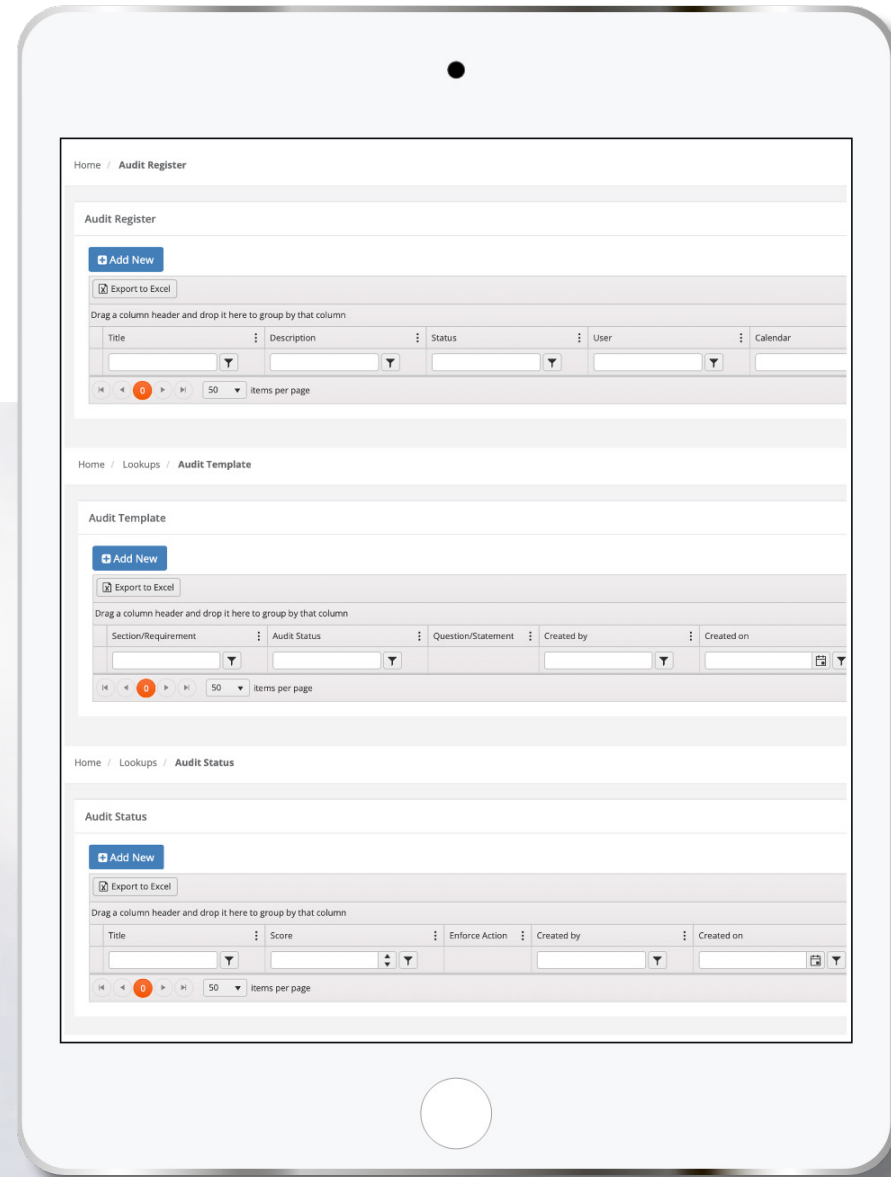
Add findings, actions or link documents throughout the audit process



Set review deadlines and non-completion notifications



Schedule and report on audits



COMPLIANCE OBLIGATION LIST

Our compliance obligation list enables organisations to establish a centralised compliance obligations register (e.g. legal and other requirements register) and easily track and verify regulatory compliance.

Utilising a central legal register will enable confidence for central reporting and provides assurance of continued conformity.

Home / Compliance Obligation

Compliance Obligation List

[Save](#) [Create Action](#)

Countries : UK

Legal and Other Requirements

Last Updated by : ----- **Last Updated date :** -----

Relevant Legislation / Requirements	Further Information	Responsible Person
Quality		
UK - Sample Leg UK 1		Accounts [Finance Manager]
UK - Sample Leg UK 2		Accounts [Finance Manager]
UK - ISO 9001 Open URL		Accounts [Finance Manager]
UK - SRtest 1 Open URL		Accounts [Finance Manager]

WITHIN VAPEQMS YOU CAN:



Maintain a single, centralised register of the compliance obligations that apply to each component of your organisation



Assign actions and link URLs to each compliance obligation



Create, share and track compliance options

DOCUMENT MANAGEMENT

Most organisations experience difficulties when it comes to managing their documents and maintaining control of these to meet the exacting requirements of ISO 9001. Maintaining document control and ensuring everyone, both internally and externally, are using the correct and current versions can become an administrative burden and adds to the unnecessary stress of compliance.

We offer a robust document management system that is both user-friendly and easy to maintain, using established and widely-used software, such as a Google Drive.

WITHIN VAPEQMS YOU CAN:



Maintain a central repository of all controlled documents



Create approval workflows and ensure controlled documents can be accurately approved in a timely manner



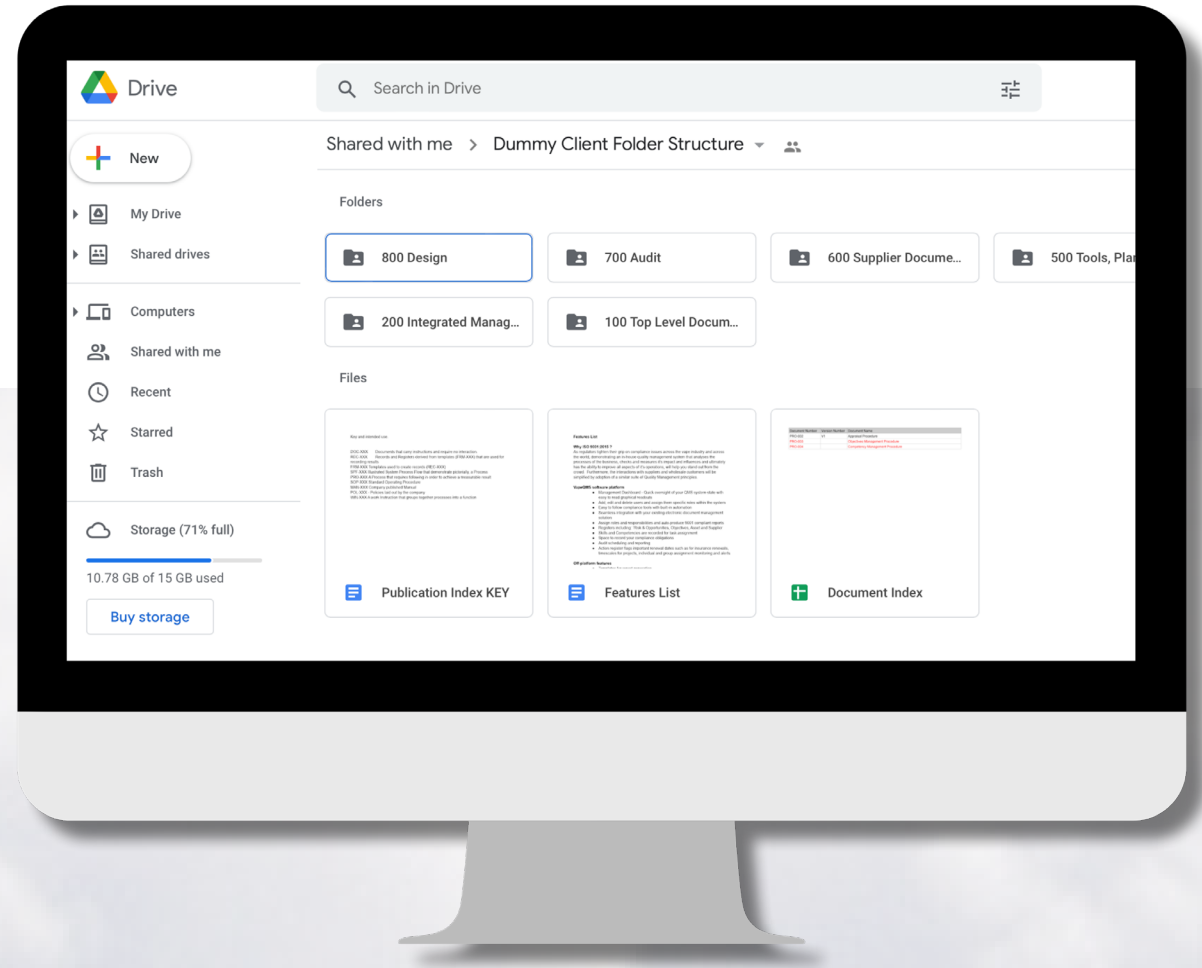
Easily perform updates and instantly make the new document available to all users



Maintain access permission to restrict access to suit your requirements



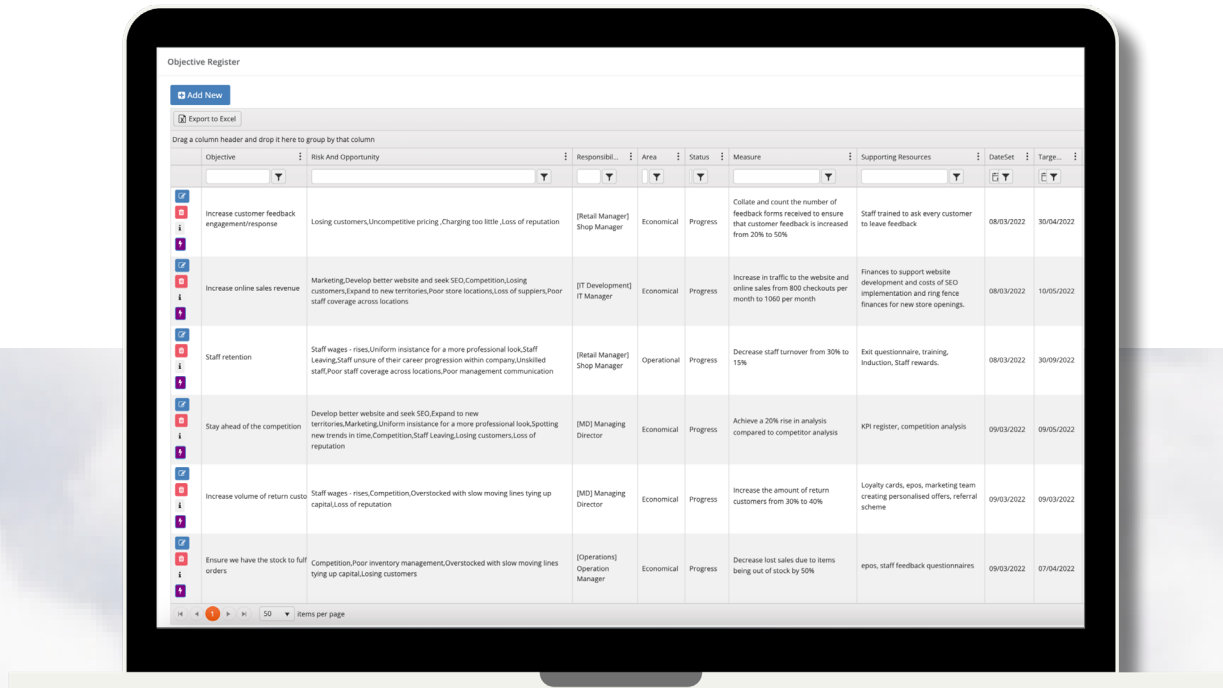
Notify all employees of any changes



OBJECTIVES REGISTER

Our objectives register is designed to be compatible with the objective requirements of ISO 9001.

It allows organisations to build a bespoke objective register and develop detailed action plans to demonstrate how objectives will be achieved.



WITHIN VAPEQMS YOU CAN:



Record quality and business-related objectives



Link objectives to their relevant sources (e.g. risks and opportunities)



Link objectives to job roles and area of the business



Develop action plans to address objectives

ROLES AND RESPONSIBILITIES

As part of the requirements for ISO 9001, assigning roles and managing responsibilities is a fundamental element that should be incorporated into the wider QMS.

Our system provides a clear understanding of responsibilities against job roles and tasks.

We adopt an established methodology called a RACI model, which refers to responsible, accountable, consulted and informed stakeholders.

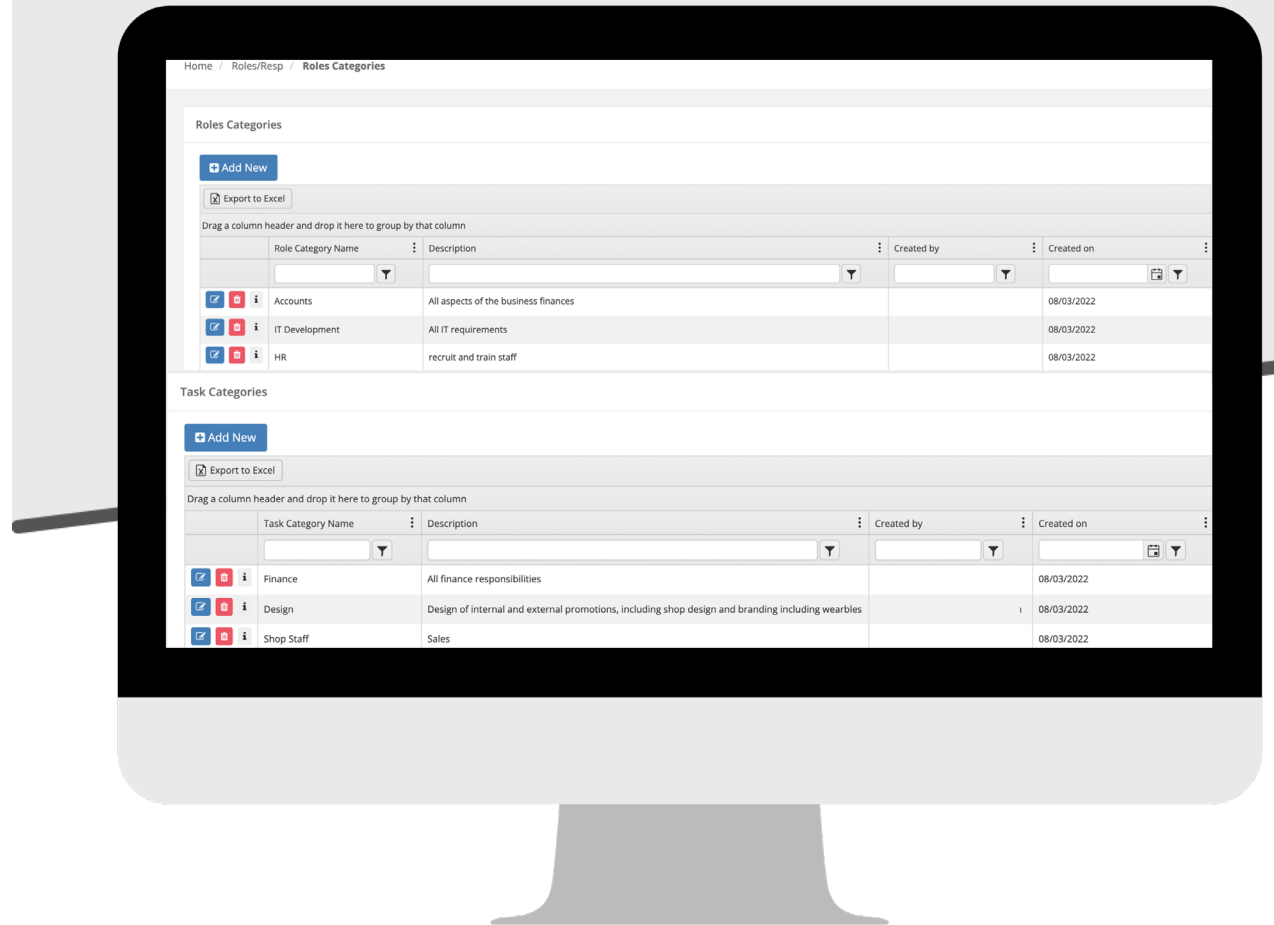
WITHIN VAPEQMS YOU CAN:



Create a visual interactive aid, supporting collaboration



Clearly identify relevant responsibilities against roles



REGO2 - RACI MATRIX

Roles and Responsibilities

Responsible, Accountable, Consulted, Informed

- R** Responsible - Assigned to complete the task or deliverable.
- A** Accountable - Has final decision-making authority and accountability for completion.
- C** Consulted - An adviser, stakeholder, or subject matter expert who is consulted before a decision or action.
- I** Informed - Must be informed after a decision or action.

Q - Quality

Health, safety and environmental RACI will be added as system is developed.

ROLES

Managing Director SD	Operations Manager LW	Accounts	Media & Advert Design	Warehouse	HR & General Admin	Shop Manager	Shop Staff	Suppliers	Clients / Customers	Regulators	Competitors
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Cat	Deliverable or Task	Priority	Leadership		Management Team				Operations		Interested Parties			
			Managing Director SD	Operations Manager LW	Accounts	Media & Advert Design	Warehouse	HR & General Admin	Shop Manager	Shop Staff	Suppliers	Clients / Customers	Regulators	Competitors
	Expanding into new geographical locations/sites		A	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Opening shops		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Powering up shops		I	I	N/A	N/A	N/A	N/A	A	R				
	Cleaning shops		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Consulting with customers		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Processing sales (Physical)		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Processing sales (Online)		I	A	N/A	N/A	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Shipping Products (Online Orders)		I	A	N/A	N/A	R	N/A	A	R	N/A	N/A	N/A	N/A
	Ordering Products for the whole business		A	R	I	N/A	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Sourcing Products for the whole business		A	R	N/A	N/A	R	N/A	C	C	N/A	N/A	N/A	N/A
	Checking Products for quality		I	A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Booking products onto warehouse epos system		I	A	N/A	N/A	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Creating product orders for shops		I	A	N/A	N/A	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Shipping product orders to shops from warehouse		I	A	N/A	N/A	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	(Shop) Receiving orders from warehouse		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Booking stock onto the local Epos		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Local Banking		I	I	I	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	All HMRC / Inland revenue reports		I	I	I	N/A	R	N/A	N/A	N/A	R	N/A	N/A	N/A
	Poster design for shops		I	I	N/A	A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Website Stock and image uploading		I	A	N/A	R	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Website developments		A	I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Displaying of promotional materials in shops		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Marketing development / activities		C	I	I	A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Recruiting new staff		C	I	I	N/A	N/A	A	A	N/A	N/A	N/A	N/A	N/A
	Training/Retraining Staff inc. orientation, fire drill etc		I	I	N/A	N/A	N/A	N/A	A	N/A	N/A	N/A	N/A	N/A
	Defining policies and procedures		A	I	A	N/A	N/A	A	N/A	N/A	N/A	N/A	N/A	N/A
	Ensuring staff training manual in each location		I	I	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A	N/A
	Communicating with competent authorities		A	R	R	R	N/A	N/A	R	N/A	N/A	N/A	N/A	N/A
	Waste seperation and disposal (local)		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A
	Waste seperation and disposal (HO)		I	I	N/A	N/A	N/A	N/A	A	R	N/A	N/A	N/A	N/A

SKILLS AND COMPETENCIES

Maintaining an up-to-date training log that enables you to track skills, certifications and performance to determine overall competency can be notoriously difficult.

Through VAPEQMS, we have simplified and automated this, making it easier to check employees are trained in the appropriate activities, and record their certificates with review frequencies in place. Training needs can be aligned against the required skills and with scores applied to determine current performance, allowing you to efficiently track training requirements, with visual dashboards to prompt refresher training.

THE TRAINING MANAGEMENT MODULE WITHIN VAPEQMS PROVIDES YOU WITH THE ABILITY TO:



Maintain training records and competency outcomes



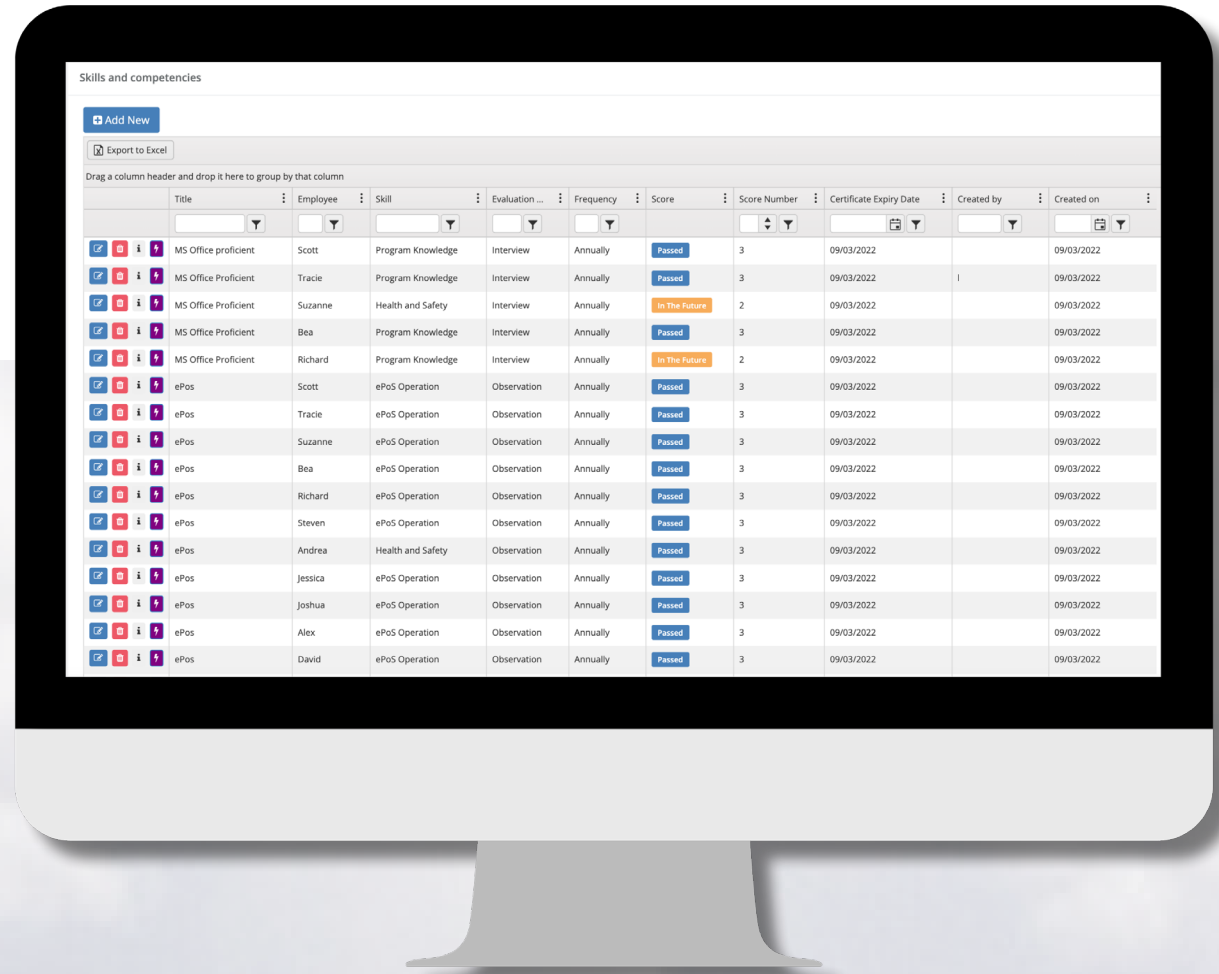
Produce training needs analysis and identify gaps



Enjoy automatic notifications of training requirements



View individuals' current training RAG status with alerts to highlight non-compliance



SUPPLIER REGISTER

As part of an effective QMS, supplier management is essential. A key requirement of ISO 9001 is ensuring readily available information on approved suppliers and sub-contractors. This includes undertaking an initial assessment and conducting periodic reviews of suppliers and sub-contractors to ensure your entire organisation and supply chain meets your compliance requirements.





























Our Supplier Register module is designed to provide user-configurable control over suppliers and sub-contractors. It is the easiest way to keep a centralised approved list.

Supplier Register

[Add New](#)

[Export to Excel](#)

Drag a column header and drop it here to group by that column

	Name	Status	Product/Services	Health And Safety	Trade Referen...	Risk Potential
   	Heaven Gifts	Approved	Variety of Vape Hardware	No	Pass	Low
   	TECS	Approved	Eleaf, Joyetech, Arc, Psyche and Wismec Hardware	No	Pass	Low
   	Aspire	Approved	Aspire hardware	No	Pass	High
   	Qcig	Approved	White box e-liquids for BV	No	Pass	Low
   	Hangsen	Approved	E-liquid (budget)	No	Pass	Low
   	Ice Labs	Approved	Doctor Frost e-liquid	No	Pass	Low
   	Cuts Ice	Approved	e-liquids	No	Pass	High

1 50 items per page

WITHIN VAPEQMS YOU CAN:



Define whether suppliers are approved or not



Rate suppliers by credit score, risk profiles or trade references



Store all supplier related documents, such as necessary



Raise actions against the supplier as part of ongoing performance reviews



OFF-PLATFORM FEATURES

The VAPEQMS software is underpinned by expert guidance and professional advice, both in the platform and via our highly skilled in-house team.

As part of the service, your business will also benefit from:

- Templates for report generation
- Templates for illustrated SWOT, PESTLE and RACI models
- Comprehensive guides to all aspects of 9001 compliance
- Full telephone support with an expert ISO accredited consultant as needed
- Gap analysis, and on-site or virtual consultation, is also available

CONTACT US TO GET STARTED

To discuss our VAPEQMS software, or find out more about our comprehensive and competitive QMS services, please contact:

Email: info@vapeqms.com

Web: www.vapeqms.com



VAPEQMS®