

## About Pilbara Meta Maya Regional Aboriginal Corporation

Pilbara Meta Maya Regional Aboriginal Corporation (PMMRAC) is a privately owned Aboriginal organisation based in Port Hedland, Western Australia. PMMRAC is certified to ISO 9001, 4801 and 14001 and has the resources and personnel necessary to deliver essential services to remote Aboriginal communities including power, civil works, water and waste water, water sampling, plus community services including remote property management, tenant support and education, environmental health and municipal services.



With an extensive fleet of vehicles, equipment and a workforce of around 50 experienced staff, this places PMMRAC as a unique company that can provide high quality services in extreme conditions across a vast remote area of 600,000 km<sup>2</sup>.

## Project at a Glance

Solutions: ADVANTAGE VBM , Business Process Maps, Documented Information, Training, Internal Auditing  
No Seats: 50 Users  
VBM Cells: 1  
Locations: [WA] Port Hedland

## VBM Document Management at PMMRAC

### Background

Due to an increase in staff numbers, business scope and activities PMMRAC had outgrown its management system.

PMMRAC wanted to provide structure and consistency around the information being created by staff and used by departments and functional teams including Essential Services, Community Services, HR, OHSE QA and Finance.

### Assessment

Chief Executive Officer, Rachael Green, sought advice from CY Innovations about how to upgrade and improve PMMRAC's management system.

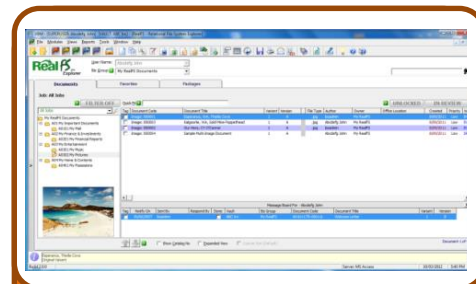
CY Innovations conducted internal audits involving all staff and business functions, and reviewed existing systems to produce key functional process maps as the basis for a new business management system.

PMMRAC selected ADVANTAGE VBM as their document and records management solution based on its flexibility and their confidence in CY Innovations' experience and capability to deliver a system which aligned with their procedures and processes and would best suit PMMRAC's unique operational needs.

### Integration

Change management planning enabled all staff to contribute to the final agreed processes and common file structure through a series of targeted workshops.

The business process maps were expanded further and the quality, safety and environmental systems integrated into a single system. A QSE Manual was developed and Core Procedures written for each key process.



- ❖ Manage Documents & Emails
- ❖ Deploy Templates & Forms
- ❖ Easy to Use
- ❖ Enforce Company Standards
- ❖ Avoid File Duplication
- ❖ Single Instance File Sharing
- ❖ Quality Compliance
- ❖ Microsoft Office Integration
- ❖ Document Review & Approval
- ❖ Auditing Traceability
- ❖ Robust Document Security
- ❖ Streamline Workflows
- ❖ MyComm Messenger
- ❖ Customisable File Structure
- ❖ Remote Access

## Deployment

Through CY Innovations' team, PMMRAC implemented a new risk based business management system including documented information and ADVANTAGE VBM which was configured with a file structure mapped to align with PMMRAC's unique business operations and deployed throughout all departments of the company.

This system was rolled out including user training (including a series of self-induction videos) and follow up internal auditing. During this time the system has been supported and adapted based on feedback from the 50 users.

All objectives of the project were achieved and PMMRAC now has a first class integrated quality, safety and environmental management system in place with ADVANTAGE VBM as its key component. The project involved and sought contributions from all staff and has been overwhelmingly endorsed by the users. VBM is now a valuable tool for all staff and is the primary repository for all PMMRAC's valuable business knowledge.

## Specific Issues VBM Resolved for PMMRAC

### Benefits

1. Providing a solution that will assist with maintaining ISO 9001, 4801 and 14001 accreditations
2. Providing a tool to implement PMMRAC's Business Management System, associated business processes and best practices
3. Easy and quick access to a standardised formal suite of document templates
4. QA Department can deploy approved forms and templates with immediate effect
5. All users will work from a common file structure across departments
6. All documents are easily audited
7. Limit PMMRAC's risk to legal disputes
8. Ability to share run programmes between departments
9. Collaboration of important communities information across departments
10. Productivity improvement once staff become familiar with common standard filing system
11. Time Management
12. The management of emails – single place for everyone's important emails
13. Ability to align the Core Procedures and Advantage VBM filing index with the business process maps
14. True revision control with drop-down access to previous revisions
15. Variant creation, management and control
16. Allows departments to be easily audited by managers, Clients and QA
17. Remote access to business information based on security levels

## References

### RACHAEL GREEN – Chief Executive Officer, PMMRAC - project sponsor

*"We recently engaged CY Innovations in an important project to upgrade our ISO9001 certified quality system, including the development of a complete business management system and documentation as well as rolling out a 50 seat electronic file and document management system known as Advantage VBM.*

*The resulting system is now operational and will provide huge benefits to the organisation. We now have structure and consistency built around our day to day operations, particularly in terms of our quality procedures and electronic document and records control. We chose Advantage VBM because of its flexibility in adapting to the way we wish to run our business as well as its many time-saving features which will benefit our staff.*

*Throughout the project CY Innovations was extremely professional in any dealings and attentive to our requirements. We would not hesitate to recommend both their services and Advantage VBM to any other organisation wanting to improve their ISO9001 systems or regain control of their shared drives and electronic filing."*

### User References:

#### Maria Britcliffe – Quality Assurance Officer

*"VBM is a great product. The system makes sense because it's set up to match how your unique business operates. Managing and controlling your documents is easy with VBM.*

*Mike is extremely helpful and always prompt assisting with any issues. I have no hesitation in recommending VBM and the team at CY Innovations."*

## About ADVANTAGE VBM

ADVANTAGE VBM is an advanced enterprise grade electronic document and file management software application developed especially for small to medium size business organisations and projects (5 – 500 users).

If you are struggling to manage the avalanche of uncontrolled files and folders propagating throughout your shared network drives then ADVANTAGE VBM is your solution. It provides structure, consistency and controlled user access to all your documented information while complying with the key requirements of ISO 9001, 45001, 14001 and 31000. ADVANTAGE VBM is highly customisable and easily configured to satisfy all of your electronic document and data management needs.

Featuring the unique RealFS Relational File System, ADVANTAGE VBM offers an innovative toolset to help you properly capture and manage your electronic filing to ISO standards, while bringing security and visibility to your important business information.

ADVANTAGE VBM provides a highly organised environment for saving, retrieving, sending and sharing electronic Documents and emails within a set of unique layers built across your file system. These layers help capture your important corporate knowledge before it leaves the office as your employees finish each day.

Advantage VBM is a key solution for driving success into your workplace. It can help you realise value in your company whilst creating a more productive working environment for the future. VBM is the advantage which differentiates you from your competitors.

## About CY Innovations

CY Innovations Pty. Ltd. is a privately-held Company located in sunny Perth, Western Australia. CY Innovations was founded in early 2004 after years of hard work by its founders in developing and producing innovative software technologies for business use.

CY Innovations develops proprietary computer software technologies and also provides on-site support services specialising in Quality, Safety, Environmental and Risk management solutions to help small and medium size Clients implement and maintain their integrated QSE and Risk management systems and ISO accreditations.

Visit: [www.cyinnovations.com](http://www.cyinnovations.com)

## Dee Broadmore – Chief Organisational Development Officer – project sponsor

*“We approached CY Innovations for advice about upgrading our ISO9001 certified business management system as part of our Quality Business Processes and Information Management Improvement Project.*

*After talking to Mike McGinty and actually seeing how our unique business practices could be mapped, documented and implemented in Advantage VBM we knew we had a solution which was readily adaptable to suit our business needs. I was particularly impressed by Mike’s attention to detail and his involvement of all our staff to create a comprehensive system. They are all part of the resulting system which they now feel ownership of, from executive management, business development, department managers, operations staff, HR, HSEQ, finance and IT.*

*I would highly recommend Advantage VBM and CY Innovations services to anyone wanting to create a best in practice quality, safety and environmental management system.”*

## Luke Van Zeller – General Manager

*“Thank you to everyone for their commitment to quality, especially their patience and positive attitude towards the implementation of our new core processes and the rollout of VBM. Staff input into the core process and VBM has been critical. Since the last audit there has been a lot of hard work by all staff to make sure correct processes and procedures are followed. We wouldn’t have had such a positive response from the auditor without this level of commitment.*

*I would like to acknowledge Mike McGinty’s work and support over the last 6 months or so. He has been a great asset to the business.*

*The auditor was suitably impressed with our internal systems (core processes & VBM) and how we manage our compliance requirements.”*