

## MindManager – The Swiss Army Knife of Quality Management

Stadtwerke Klagenfurt, the public utility company of the city of Klagenfurt, Austria, relies on a digital QM handbook in map format including SharePoint® integration



The energy utility service provider Energie Klagenfurt GmbH, a subsidiary of Stadtwerke Klagenfurt, supplies its customers with electricity, gas and heat. With reliability, flexibility and problem solving expertise, Stadtwerke Klagenfurt, a quality-conscious and innovative service provider, is committed to making sure that the everyday commodities always work properly. The company employs more than 400 people.

[www.energieklagenfurt.at](http://www.energieklagenfurt.at)

### The Challenge

Energie Klagenfurt GmbH is a subsidiary of Stadtwerke Klagenfurt. As a regional energy utility service provider, the company must guarantee reliable and secure supply of power, gas and district heating to connected households. More than 400 employees ensure a seamless provision of this service, complying with modern standards.

To accomplish this, modern quality management is absolutely essential. Mr. Arnold Wurzer is Head of Quality Management at the meter calibration unit, which is audited in accordance with Standard 17025 of the Federal Office of Metrology and Surveying of Austria. Together with his team of 5, he ensures compliance with the latest quality standards. However, since these standards change frequently, the underlying hard copy of the QM handbook needs to be updated regularly – a complex and time-consuming procedure, which not only fixes capacity, but is also a tedious and unbeloved task. Initially, a document management was put in place in order to avoid extensive searches for files during audits. However,

this step was not sufficient. Therefore, Arnold Wurzer looked into other options to convert the handbook into a digital format.

### The Solution

Arnold Wurzer learned about working with MindManager while exchanging experiences with a colleague of the financial planning department. He was excited about the possibilities of this method, and decided to use MindManager to organize quality management. In collaboration with Mind Mapping specialist Andreas Lercher, he developed a concept to transfer the individual topics of quality management, previously documented in the operating manual, into a central QM map. During this first project stage, Wurzer and his colleagues experimented with different approaches, but gradually today's QM map found its form.

All in all, it took Wurzer and his team three years to finish this project. "It is important to me not to challenge people too much, but to pick up everybody who comes into contact with quality

#### THE CHALLENGE

To assure providing a reliable supply of gas, electricity and heat to its customers, Energie Klagenfurt GmbH needs an extensive quality management program to be established in the background. While audits, inspections and certifications were previously conducted using handbooks, nowadays this approach is no longer suitable and efficient. So responsible people began to search for options to digitize quality management tools.

#### THE SOLUTION

Other departments of Stadtwerke Klagenfurt already used MindManager. Arnold Wurzer, the quality manager in the calibration laboratory, realized that this tool is suitable for the creation of a digital QM handbook. In a relatively short period of time, he transformed the individual sections of the traditional handbook from a hard copy into a digital map format. The employees were actively involved in this process, recognizing quickly the benefits of this new approach. With HTML5 Export, the QM handbook can also be viewed on mobile devices.

#### THE RESULT

MindManager eliminates the need to waste time on updating the handbook manually. The presentation of all relevant documents and information in the map, with real-time access to SharePoint, guarantees that the map is always up-to-date and clear. This not only saves time and capacity, but also ensures reliable quality management.

“In the past, we used to work with a traditional handbook in quality management. Its table of contents alone was respectively extensive. But since we set up a digital operating manual in MindManager, the tedious and almost never ending updating procedures have come to an end.”

Dipl. Ing. Arnold Wurzer, Energie Klagenfurt GmbH

management,” says Wurzer. With this approach, he gained the support of all employees and their positive reaction on working with the digital handbook.

What is special about the handbook? Although the basic principle is a simple structure based on the previous traditional handbook, all details are clearly visible and always up-to-date. This is possible because all files and links have been embedded into the map format.

## The Result

Meanwhile, working with the digital QM handbook has become routine. “All files and documents are stored in SharePoint. With MindManager’s retrieval feature, we have a dynamic dashboard that helps us to organize this variety and plurality of data. Using the QM map, we have access on the documents like in a document library, and everything is always available, up-to-date and organized. The files were sorted - for example - by instructions, processes, organization charts, facilities or the like,” explains the quality manager. He is pleased that the maps shows responsibilities for every single task, offers a versioning of the documents and allows opening external documents easily and quickly with one click. And the ability to use a Gantt view for scheduling meets his expectations.

“The biggest benefit, however, is that it eliminates the permanent updating of content – a requirement for successful quality management,” says Wurzer. “Now, when there is an audit, we save two to three weeks of work and we can be sure that nothing is missed.”

“Even the auditors are excited about MindManager. Yet in the first audit they acknowledged that the required entries and documents could be found in just a few seconds. This also has a positive effect on the audit duration,” adds Mario Lamprecht (Ing.), head of Meter Management.

In the meantime, MindManager is used for tasks that go beyond the digital handbook. The program is used for document management,

generating checklists and more. MindManager is also used to conduct through presentations and control projects. “For me, MindManager is like a Swiss Army Knife – regardless of your needs, MindManager always provides a solution,” says the quality manager.

