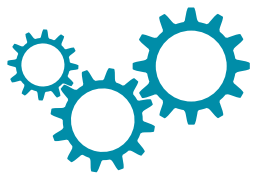




/ Expro Excellence Group IT

Expro's implementation of a standardised QMS software solution – Insight – introduces smarter working and enhances the benefits to clients due to increased efficiency, standardised procedures and robust governance across Expro's global network



insight

Objectives

- Expro's growth has been through strategic acquisition however with that the business had several management systems with their own registration to industry or international standards
- The Executive Management Team at Expro made a commitment to improve the standards of service to our clients and continuous improvement by investing in the creation of a single management system to support the business

Expro Excellence

- Expro standardised its internal QMS software solution with the implementation of Insight, which had the following project objectives:
 - Design a global IT solution in relation to quality management
 - Align all company documentation and remove duplication
 - Introduce a visual process mapping solution to the organisation
 - Ensure document management is efficient and the governance process is robust
 - Bring all regions, product lines and functions into the quality management system, ensuring a cohesive approach to the management of quality
 - Provide a platform with which to achieve API Q2 certification globally

Key features

- Easy to use search facility to find required documents within three clicks
- Fully incorporated document change request process
- Standardised global documentation
- Process mapping capability – RACI tool to ensure every person in the process has clarity on their involvement
- Document pack facility – a grouping of document for a given job or purpose
- Document relationship tool – establishing relationships between documents to ensure the impact of change is fully realised and managed
- A 'favourites' tool which allows everyone to find the documents most relevant to them
- A single location for all documentation related to Expro's processes and procedures

Business benefits, which in turn increase efficiency and standardisation for our clients

- Reduction in the total number of documents managed within the organisation
- Local and regional documentation has been replaced with centrally-controlled, group-wide standards - ensuring our clients receive the same high-quality products and services every time
- All documentation is in a single, globally-accessible system – a one-stop-shop
- A robust change management, review and approval framework

No matter where in the world our clients are operating, Expro now has a robust system in place that ensures consistency through standardisation and governance, ensuring clients receive the same high-quality products and services **every** time.

Martin Ogden
Chief Information Officer
Expro

