Quality & IMS knowledge-based system build on TWiki platform

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This abstract is about the quest to improve accesibility and usabilty of existing Integrated Management System (IMS) documentation of a Company, to its employees, by using a wiki platform. The company, because of its special character and criticality has a complex structure of IMS documentation, which integrates requirements from many international standards. The employees used to see it as a set of bureaucratic procedures enforced, and not much as the place where business logic, their everyday work and knowledge of the company is documented. The documents have complex coding, a strict and formal character, and are difficult to change.

The aim was to build a system that organizes IMS documentation, in a user-friendly way, by business processes, departments/work positions, or by the topics/requirements they cover. It should extract the highlights of the policies and procedures of IMS, so that employees grasp the idea before opening the document. It also aimed to provide a base platform for the employees to share their thoughts and experiences with each-other, companywide.

Among different choices we had, our team selected TWiki, a wiki platform, suitable for document management and knowledge sharing. Topic/wiki pages were created for every policy, procedure or work instruction, describing its purpose, application and scope, and the respective documents linked to it. As of wiki nature, there are cross-links to other documents, and pages. Employees can add their comments enriching the content with their experience and knowledge.

This TWiki platform, is acting as an interface, and as a user-interface layer to the IMS documentation. Employees have embraced the idea and are using the platform on daily basis.