

Knowledge Management (KM) Training

October, 2015



Training Objectives

Provide you with an understanding of;

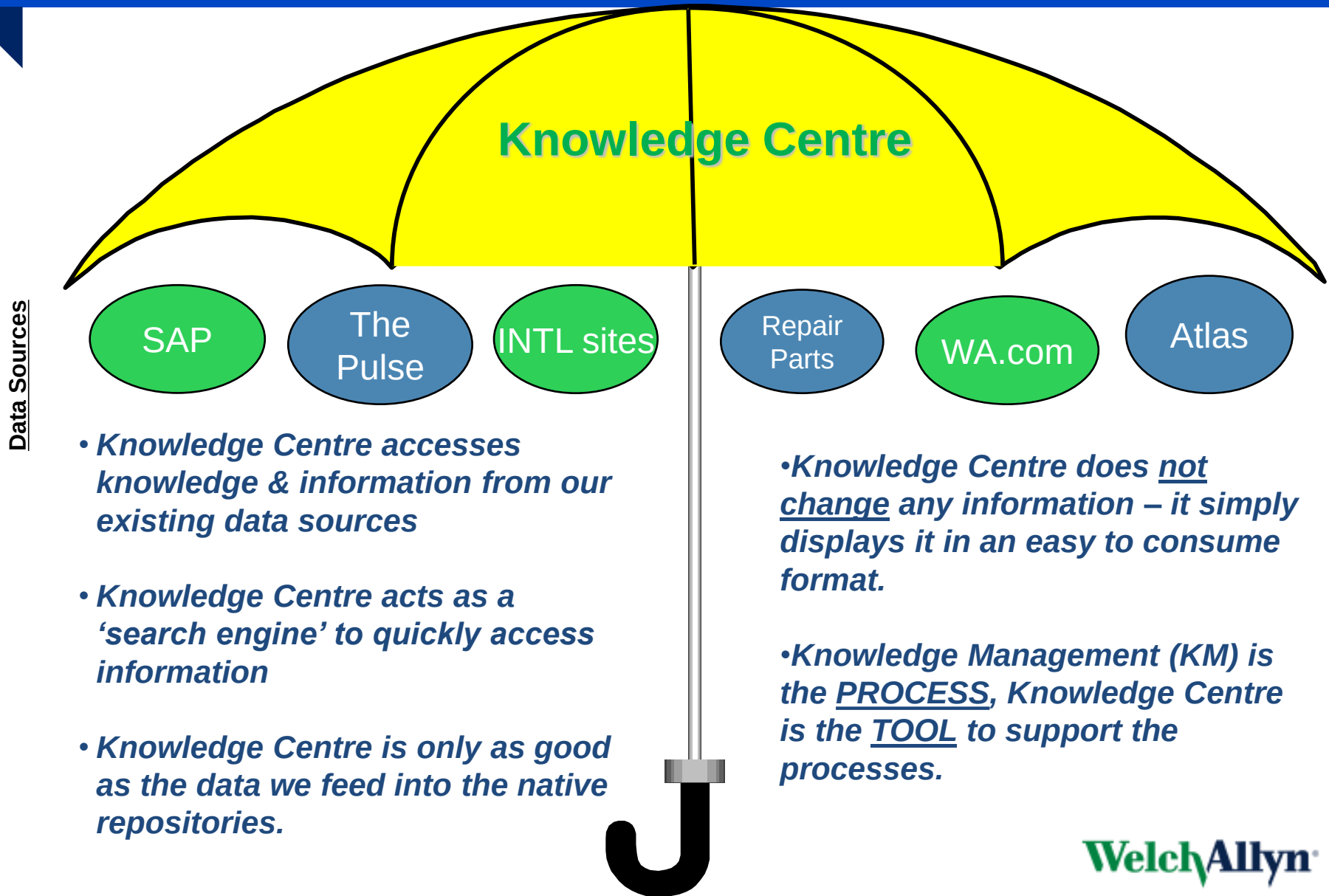
- ❖ Knowledge Management (KM)
- ❖ Knowledge Centre (KC)
- ❖ How to access product information, images and/or Quality System Documents (QSDs) in KM
- ❖ 'Searching' - best practices/tips and tricks

Knowledge Management vs Knowledge Centre

Knowledge Management (KM) is the process of capturing, developing, sharing, and effectively using organizational knowledge to accomplish an objective or task successfully. “Managing our knowledge” is a process not a tool.

The Knowledge Centre (KC) is a search technology enabling users to query multiple systems and quickly find information. It is not a database or a content management system; it is a search engine. It is a tool.

What is the Knowledge Centre



What information is searchable



How to access the information

- For purposes of this training material, Knowledge Management and the Knowledge Centre are referred to as one entity – KM
- KM can be accessed by;
 - ❖ A quick link from The Pulse



OR....

- ❖ Entering the following URL in your web browser
 - knowledgecentre.welchallyn.com

Page Layout

WelchAllyn

3 Tab Design

Alerts

Sort by: [Date](#) [Relevancy](#) Results 1-10 of about 16,047 | [Details](#)

Refinements for Searching

Knowledge Centre Training

Product Category (1 of 2)

- Physical Exam (1,434)
- Blood Pressure Measurement (1,238)
- Patient Monitoring (1,086)
- Discontinued Products (915)
- Cardiopulmonary (474)
- Factory Refurbished (408)
- Animal Health (338)
- Medical Lighting (176)
- Thermometry (131)
- Population Health Management Technologies (33)

Document Type (1 of 5)

- User Manual (1,235)
- Reference (494)
- Quick Reference Guide (407)
- Technical Service Bulletin (277)
- Installation Guide (217)

Knowledge Centre Training

Centre and Website Management System training.

RETEVAL-ACC-02 [new window](#) [preview](#) [similar](#) [report data issue](#)

Description: 3.6 V Battery for Welch Allyn RETeval-DR Electroretinograph; Lithium-Ion
GTIN Number: 00732094214772
US List Price: 0.00
Warranty: ONE YEAR WARRANTY

RETEVAL-001 [new window](#) [preview](#) [similar](#) [report data issue](#)

Description: Welch Allyn RETeval-DR Electroretinograph including Disposable Sensor Strips (2 Packs of 50 ea), Charging Dock, and 3.6 V Battery (#RETEVAL-ACC-02); 100-240 V, 50-60 Hz, IEC Plug Types A, G, E/F, and I; Multiple Languages
GTIN Number: 00732094214741
US List Price: 0.00
Warranty: ONE YEAR WARRANTY

Connex Integrated Wall System (CIWS), Declaration of Conformity [new window](#) [preview](#) [similar](#) [report data issue](#)

Description: Image
Document Number: 80016819
Document Version: E
Document Type: Declaration of Conformity
Last Modified: 2015-01-09

Helpful Stuff

Links

- Calibration/service/evalfees-US
- Service Expedite Offerings-US
- Canada Service & Repair Fees
- Canada Service Expedite Offerings
- Cuff ID Chart
- BP Cuff Competitor Matrix
- Cuff/Monitor ID Tool
- BP Cuff Ranges & Dimensions
- ISO 81060 Cuff Cross Reference
- Current Catalogs(US)
- Customer Care by Country Coverage
- Customer Care Tools & Guides
- Cust Care Desk Reference US/C
- Data Issue Homepage
- Distributor Locator US
- Distributor Locator Canada
- EHR/EMR Partners
- Employee Directory
- Enhanced File Transfer
- EPIC
- Freight Responsibility Guidance
- Global Marketing Product Responsibilities
- Global Service Center Regional Selector
- HR InTouch (US)
- IEC Chart Int'l Country Voltage
- Monitor Upgrade Quoting Tool
- Online Order Status
- Online RMA Status

Your Search Results

Page Layout

Refinements: allows quick filtering capability for pinpoint searches

- You can navigate with filters much like navigating the current product pages

Alerts & Spotlights: conveys content as a static constant message or based on your key word searches

- Alerts are static and are always on the everything tab
- Spotlights manifest based on key word searches

3 Tabs: Tabs that allow users to filter information they want to see

- *Product Information:* The Product Information tab displays all information available for the result excluding images and Quality System Documents
- *Images:* Collection of all images available for your search term
- *Quality System:* Access to Welch Allyn's Standard Operating Procedures, Work Instructions and Form Control Documents

Your search results: the information you have just searched for

Helpful Links: List of quick links to commonly used content, web pages, and tools

Report Data issues: Users can report data inaccuracy/issues from two locations;

- *Result:* From each result a user can report a data issue.
- *Helpful Links:* The Data Issue Homepage

Page Layout - Using Refinements

- ❖ Refinements are a form of structured navigation using logical groups to locate your desired information
- ❖ Refinements can be more powerful than searching
 - Example: To find all Technical Service Bulletins for CVSM set the following refinements...
 - Product Category: Patient Monitoring
 - Document Type: Technical Service Bulletin
 - Product: Connex Vital Signs Monitor

Page Layout – Using the 3 Tabs

- ❖ Easy access to information from multiple systems; SAP, Web, etc.
- ❖ Information is filtered based on:
 1. Product Information – part information, Documents-TSBs, CSBs, DFUs, Brochures, Promos, FAQs, Videos, Non Product Web Pages
 2. Images
 3. Quality System – source of most current revision of Quality System Document (QSD)s including SOPs, WIs, FCDs and DIRs

Page Layout – your product search results

Image



1



Connex® Vital Signs Monitor

[new window](#)

[preview](#)

[similar](#)

[report data issue](#)

6

The Connex Vital Signs Monitor is an advanced, touch screen monitor featuring bright, vivid colors with minimal knobs or buttons for ease of cleaning, improved workflow and training. Ideal and adaptable for all health care environments and clinical workflows, it measures pulse oximetry, blood pressure and temperature. For office based settings, we ...

[Configurations](#)

[Parts and Accessories](#)

[Documents](#)

[FAQs](#)

2

3

4

5

Page Layout – your product search results



Image Selecting the Image will open up the image in a larger screen.

- 1** Selecting the Product Name will open up to the Overview tab of the product page.
- 2** Selecting Configurations will open up to the Configurations tab of the product page.
- 3** Selecting Parts & Access will open up to the Parts tab of the product page.
- 4** Selecting Documents will open up to the Documents tab of the product page.
- 5** Selecting FAQs will filter with FAQs unique to the product.
- 6** Selecting Report Data Issues will give the ability to report a discrepancy with the displayed data. **Note: This option is not available for QSDs or non-product webpage content.**

Page Layout – your parts & configurations search results

Image



1
[23960](#) [new window](#) [preview](#) [similar](#) [report data issue](#)

2
Material Description: Welch Allyn Digital MacroView 3.5 V Halogen HPX Veterinarian Fiber-Optic Otoscope; Mini-USB Cable (10.0 ft/3.0 m), Reusable Ear Specula Set (#23942), Power Handle Not Included
Material Gtin Number: 00732094084030
Us List Price: 1281.00
Warranty: ONE YEAR WARRANTY

Image Selecting the Image will open up the image in a larger screen.

1 Selecting the Material Number will open the Material Information Page.

2 Parts and Configuration results will display the Material Description, GTIN Number, US List Price, and Warranty information for the Material. If one of these values is missing it means the data does not exist in SAP at this time.

Page Layout – your documents & video search results

Document

 [Set Me Up 2015 Dealer Redemption Form](#) [new window](#) [preview](#) [similar](#) [report data issue](#)

 (For Internal Use Only)

Set Me Up Dealer Redemption Form Form must be completed to receive your incentive. Fax or email this form to your local Welch Allyn Representative within ...

Description: Valid Full Year of 2015

Document Number: MC12032

Document Type: Promotion Flyer

Last Modified: 2015-01-01

Video

[Ripple Effect 2013 Contest Winner - Meghan Meghpara](#) [new window](#) [preview](#) [similar](#) [report data issue](#)

Video Description: Ripple Effect 2013 Contest Winner - Meghan Meghpara

Page Layout – your FAQs & other search results

FAQs



[What wireless printers can I use with my Welch Allyn Spot VS100 Vision Screener?](#) [new window](#) [preview](#) [similar](#) [report data issue](#)

Answer: Printer Configuration The vision screener is capable of connecting and printing to most network capable Hewlett-Packard (HP) printers. The vision screener also contains some generic PCL drivers that can be used with non-HP printers, as well as a custom driver that supports the Brother QL-720NW label printer. Note In order to install the QL-720NW on the vision screener, it must have QL-720 in its name on the network and you must select the driver labeled QL-720NW from the driver list. Use Brother DK2205 Continuous Length Paper Tape or equivalent. 1. From the Tools menu, select the printer icon. 2. The next screen will list the available printers on the vision screener. This is a list of all printers already added to the vision screener....

Non Product Web Page

Healthcare Data Standardization Compliance

... partners and comply with the Unique Device Identification (UDI) Regulation for all of our products before the ...

Page Layout – your QSD search results

1

2

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6



 [Process and Equipment Validation & Verification](#) [new window](#) [preview](#) [similar](#) [request change](#) [training](#)

 (For Internal Use Only)

Description: This document sets forth procedures defining how validation and verification of processes and equipment shall be performed.

Document Number: SOP-9041

Standard Element FDA: 820.30 Design Controls

Document Type: Standard Operating Procedure

Standard Element ISO: 13485.7.3 Design and development

Document Version: J

Continuous Improvement: Operations, Product Realization

Release Date: 2014-08-06

Department: Manufacturing Engineering

Facility: Skaneateles, Tijuana, Beaverton [\[show all 4\]](#)

Product Realization: 2.03 Gate 2 Design Input

Manager: John Melquist

8 [Document Change Request](#)

9 Parent Document: [Quality Manual](#)

10 Child Document: [Control of Device Master Data](#), [Gate System](#), [Purchasing Controls](#) [\[show all 4\]](#)

11 Reference Documents: [Control of Device Master Data](#), [Gate System](#), [Purchasing Controls](#) [\[show all 4\]](#)

Page Layout – your QSD search results

- ✦ **File type Icon**- The file type icon is a visual identifier showing the actual file type that will launch when selected. Example: pdf, excel, word.
- 1 **QSD Document Title**- Selecting the QSD Document Title will launch the document in the same window you have open. If it is a pdf it will open in your default pdf viewer. If the file is an office application it will open in the appropriate application.
- 2 **New Window**- Selecting New window will open the QSD in the appropriate application in another window.
- 3 **Preview (pdf only)**- Selecting preview will open the QSD in a preview pane that allows users to quickly scroll the document.
- 4 **Similar**- Selecting similar will cause the system to do a search for documents with similar characteristics.
- 5 **Request Change**- Selecting the Document Change Request will open the “Run My Process” dashboard.
- 6 **Training**- Selecting training will present two possible scenarios:
 - 1. Training material will open
 - 2. User will be directed to their Learning and Development Home Page.

Page Layout – your QSD search results

- 7 **QSD Document Data**- When available, the QSD Document Data will be shown on the screen. The fields are dynamic so if a document does not have a specific piece of data it will not be shown. Note-These fields are not selected except when you see “show all #”. When selecting “show all #” it will expand and collapse the values in that field.
- 8 **Document Change Request**- Selecting the Document Change Request will open the “Run My Process” dashboard.
- 9 **Parent Document**- Selecting the Parent Document it will launch it as in #1.
Child Document- Selecting a Child Document will launch it as in #1. If
- 10 there are multiple children they will be separated by a comma.
- Reference Documents**- Selecting a Reference Document will launch it as
- 11 in #1. If there are multiple references they will be separated by a comma.

Report Data Issues

- ❖ In addition, to the ability to report data issues from some page layouts, the user can submit an issue from the homepage.



WelchAlllyn® WMS - Website Management System Issues and Requests
Hello, you are connected as: Scott Hanlon - scott.hanlon@welchallyn.com

[Click Here](#) **SUBMIT NEW ISSUE**

ALL ISSUES ☒ SELECT ALL ☐ FILTERS ☐ RESET FILTERS 1-5 / 5

MY TASKS

MY REQUESTS

ALL ISSUES / BY STATUS

ALL ISSUES / BY SEVERITY RATING

ISSUE NUMBER	ISSUE TITLE	ISSUE STATUS	REQUESTER NAME	CREATION DATE	TARGET COMPLETION DATE	ISSUE OWNER	
WMS-20140026	Power Cords universal charger 71140	Open	Natalie Ernyey	26-Aug-2014	17/Oct/2014	Scott Hanlon	U:
KMI-20140129	Missing content	Open	Don Fleck Jr.	22-Apr-2014	17/Oct/2014	Scott Hanlon	-
WMS-20140112	ProBP does not show up in search	Open	Jamie Bruno	24-Sep-2014	17/Oct/2014	Scott Hanlon	U:
WMS-20140123	CVSM Loose Screw	Open	Michael Wallis	30-Sep-2014	01/Nov/2014	Scott Hanlon	Ki
WMS-20140010	WA.com search results blank rows	Open	Sean Brown	19-Aug-2014	01/Jan/2015	Scott Hanlon	U:

Searching - Best Practices

- Start Simple: No matter what you're looking for, "keep it simple." Start by entering a basic name or word
 - For example when searching for product information put in the product name. CVSM, CIWS, Spot LXI, etc.
 - When searching for Quality System Docs put in the activity or department. Component Qualification, Purchasing, Sourcing, ECR, Labeling
- Less is More: Simple, one to three word search terms will usually give you the broadest results. Start with short search terms, then refine your results by adding more words or using the left hand refinements
 - For example when searching for the User Manual on CVSM version 2.00 use the following search term: CVSM 2.0 User Manual
 - When searching for the SOP for labeling use the following search term: Labeling SOP
 - You can then use refinements are another search term to refine.

Searching - Best Practices

- Scroll Down: Your result will not always be the first result returned. You may need to scroll down or go to the 2nd or 3rd page.
- Use the Left Hand Refinements: Using refinements in conjunction with these best practices will help you find the information you are looking for.

Thank You for your time...

For additional information...



- Ask Your Immediate Supervisor

**** Please close the content window to return to the L&DS and “sign-off” this certification. ****

IF the sign-off button does not appear:

1. In L&DS “right-click” in a blank area of the screen.
2. From the pop-up list, select “Refresh”.
3. Click on the “Retry” button.
4. The page will refresh and “sign-off” should appear.

WelchAlllyn