Federal Agency Transforms Quality Management with ServiceNow

The Customer's Challenge

A federal agency relied heavily on spreadsheets and manual processes to manage its Quality Management System (QMS). These spreadsheets contained complex, multi-step workflows with numerous checklist items requiring responses and sign-offs. Different versions of checklists were also needed for various scenarios, creating additional complexity. Distributing the correct information to the right teams at the right time was labor-intensive and prone to error. As a result, the overall process was cumbersome, difficult to track holistically, and challenging to report on effectively.

Windward Solution

To address these challenges, Windward used ServiceNow's Audit Management application to design a tailored, automated QMS solution. The team introduced custom tables for managing multiple checklist versions, defined process stages to control visibility, and built a simplified interface with action buttons to guide users and validate required fields. This user-centric design made adoption intuitive, while robust controls ensured accuracy and completeness. Built for scalability, the solution allowed for easy management of checklist versions and future adaptability, and close collaboration with stakeholders ensured alignment with workflows and immediate value delivery.

Results Achieved

Gained the ability to maintain and control multiple versions of checklists and their associated questions, ensuring accuracy and consistency.

User sign-offs could now be tracked at each stage in the process, improving accountability and visibility.

Role-based responsibilities and process stages were implemented, defining which fields must be completed at each step of the review.

Action buttons were introduced to guide the review lifecycle, validating required fields before allowing progression to the next stage.

The structured approach streamlined the review process, reduced reliance on manual spreadsheets, and enhanced overall traceability and reporting.

The solution was so effective that the agency extended the concept to its Audit Lead workflows, which Windward also helped configure in ServiceNow.

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