

HEALTH | QUALITY | SAFETY

Public health

AUTOMATING THE INSPECTION AND PERMITTING PROCESS FOR PUBLIC AND ENVIRONMENTAL HEALTH DEPARTMENTS.

Enterprise Quality Manager™ is being used by Public and Environmental Health Departments to automate inspection procedures, protect public health through consistent regulatory enforcement, and provide world-class service to their customers.

Helping you protect public health

Enterprise Quality Manager™ (EQ/M) is a web-based, bilingual solution that enables Public and Environmental Health Departments to electronically manage their daily activities. EQ/M provides complete administrative functionality to manage a variety of premise/business types, schedule inspections and follow-up visits, take samples, track violations and actions, assess fines and penalties, address customer requests, and issue permits. The field inspection module can be used with handheld computers and mobile printers for onsite reports. Supervisors can manage inspector workloads

and have inspection approval processing capabilities. Online dashboards provide supervisors with the information they need to improve Inspection Management and overall performance. With the eServices option, you can offer online services such as online inspection results and ePayment of fines and fees. EQ/M's open technology architecture enables integration with other existing and future systems. The easy-to-use interface helps employees become effective users of the system within just days.



Multiple Departments - One System

You can manage multiple Departments, Divisions, and Units all within a single system. The system is configured to the unique needs of each group. Enterprise Quality Manager has been successfully implemented to manage: Child Care, Environmental Control, Food Safety, Health Control and Epidemiology, Hotels, Marine and Marine Sanctuaries, Organic Farming, Pest (vector) Control, Public Safety, Rabies, Special Events, Swimming Pools, Veterinary Services, Water Pumps, and Wells and Septic.

Case Study: Dubai Municipality



Enterprise Quality Manager™ has helped Dubai Municipality achieve more consistent enforcement of Dubai's regulatory standards and improve its ability to assess and collect fines.

The Dubai Municipality Public Health and Environmental Departments are responsible for protecting the overall health and well-being of Dubai's more than one million citizens. The public health and environmental department programs were using non-integrated systems that utilized different databases, development tools, and vendors. The management team recognized that the lack of integrated information

resulted in inefficient resource utilization, lack of inspection information, little analysis, and poor decisions. Because Dubai continues to grow rapidly, an improved approach to rules and regulations enforcement became critical. Dubai Municipality selected Enterprise Quality Manager™ to serve as the integrated management system for over 200 users across eight business units (Food Inspection, Food Safety, Pest Control, Veterinary Services, Health Control and Epidemiology, Environ-

mental Control, Marine Environments and Sanctuaries, and Public Safety). Field inspectors operate the software in a wireless environment using rugged handheld devices. The application has been implemented in Arabic and English. The new system has helped Dubai Municipality enhance its relationship with the general public by providing timely, online access to information and consistent enforcement to protect public health.

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jadian is a global software and services company that provides complete solutions for managing inspections, compliance activities, licensing and certification processes, and work orders.

Our mission is to deliver solutions and expertise that help people and organizations exceed their quality, safety, security, and environmental goals.

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