

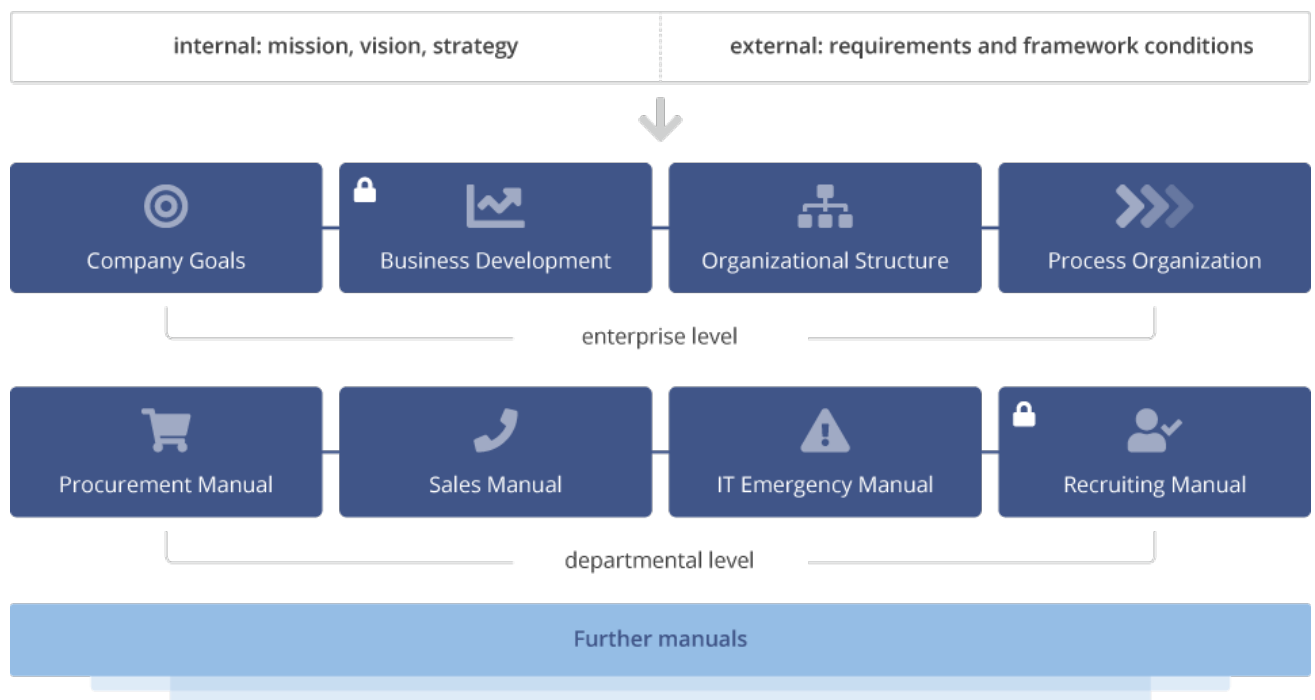
## Contents

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1. Organization Manual .....	2
2. Knowledge Base .....	4
3. OM:Introduction .....	5
4. QM:Preparing an Offer .....	6
5. QM:Quality Management (Portal) .....	8
6. QM:Work Instructions .....	9
7. Sandbox .....	10

## Organization Manual

An **Organization Manual** is a structured summary of all regulations of a company. An organization manual contains, for example, the company goals, [work instructions](#), definitions about the structure and processes in the company, business instructions, organizational instructions, guidelines, sets of rules or instructions for [quality management](#).



## Organization manual in a wiki

A Wiki is the ideal platform to provide and maintain an organisation manual online:

- The Wiki provides employees and employers with a central point of contact to look up uniform routine processes in their daily work:
  - Employees can use the search function to quickly find all important regulations.
  - The [notification system](#) keeps them informed of all new developments.
- More and more companies are complying with their legal requirements with a wiki. Pharmaceutical companies or banks, for example, must ensure that they have "access at all times to the standardized written processes, regulations, rules and organizational structures" of their company.
- In addition, they use the Wiki as a [knowledge base](#) for knowledge that does not belong in any organization manual.
- The combination of the wiki's strengths with sophisticated quality assurance reduces the editorial maintenance effort.

## Content and structure

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There is no fixed structure that can be applied to any company.

Apart from the individuality of each organization manual, the points company development and goals, organizational structure and process organization are usually included.

- The **organizational structure** contains the establishment plan, the current staffing, contact directory, organisational guidelines (such as telephone guidelines or signature regulations), an overview of the branch offices, the general terms and conditions and the statutes.
- The **process organisation** contains the subitems work instructions, work flow descriptions (such as goods commission, documentation of the execution of work orders at customers), EDP guidelines, data protection guidelines and operating instructions.\* Further possible contents of an organisation manual can be attached to the organisation manual or be kept as an independent manual. These include working conditions, hazard prevention, environmental protection regulations and waste disposal regulations.

## Testing functions

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Start with these sample pages:

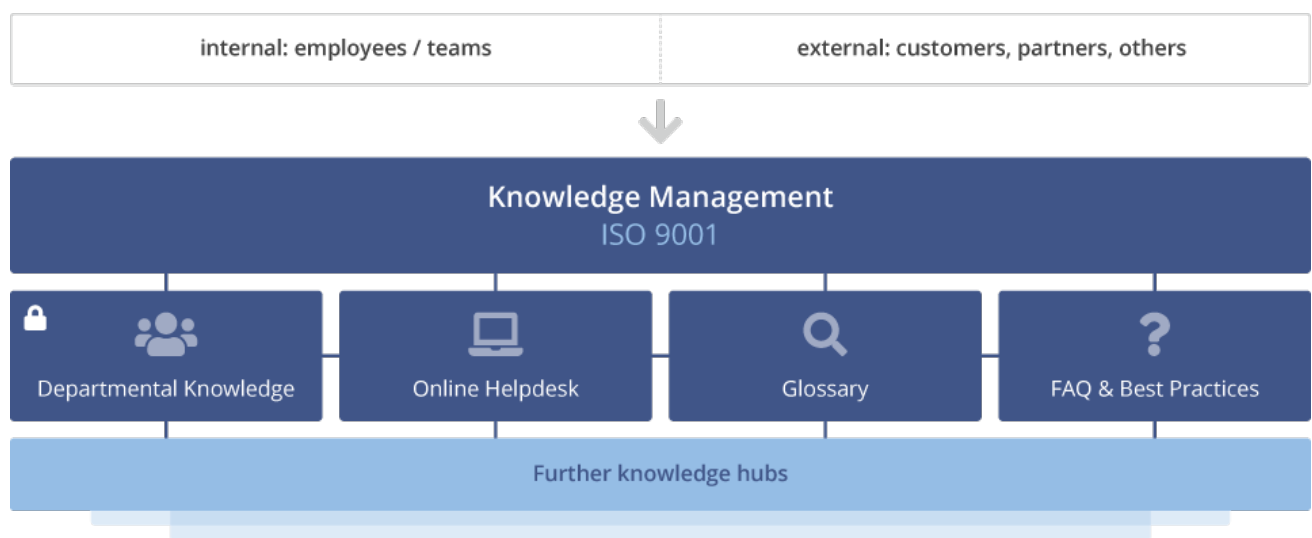
- Entry into a prototypical [organization manual](#)
- Search: For example for the term "vacation".
- VisualEditor: Test the function for example on the page "[Sandbox](#)".
- Book function: [Book management](#)
- [Approval](#) and Workflow

## Knowledge Base

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A **knowledge base** is a place where knowledge of a company, a department or a team can be collected centrally. This is where employees gather their team and department knowledge and companies use it to provide an online helpdesk to answer frequently asked questions (FAQs) and share best practices.

Last but not least, you'll find information about products, services, events, organizations, locations and partnerships.



## Wikis as Knowledge Base

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Wikipedia and its sister projects are certainly the most popular knowledge bases. Wikis are created to easily and collaboratively dynamically supplement or update knowledge. Different contributions are quickly linked to each other. As time goes by, wikis become more and more valuable as the connections become richer and more complex.

Wikis and especially the wikipedia software MediaWiki is designed in such a way that knowledge can be merged and individual wikis can be combined.

## Example pages

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- [Encyclopedic article](#)

# 1 Introduction

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A [quality version](#) of this page, [approved](#) on *27 April 2020*, was based off this revision.

## Contents

1 Objective .....	5
2 General .....	5
2.1 Validation .....	5
2.2 Publication .....	5
2.3 Review .....	5
3 Structure of the organization manual .....	5

## Objective

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The organization manual serves to describe the organizational structure of the Example Company and the tasks of the positions in the organizational units (Divisions, Departments).

## General

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### Validation

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The latest version of the organization manual shall apply. A new revision status of the manual comes into force with its publication in the company wiki.

### Publication

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The organization manual is digitally maintained and provided in the company wiki. Paper-bound editions are held by the management.

### Review

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The organization manual will be reviewed and, if necessary, adapted if necessary, but at least once a year. Necessary changes are to be communicated to the management. Material changes require the approval of the management.

## Structure of the organization manual

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The organization manual of the example GmbH consists of four parts:

- [Introduction](#)
- [Organizational structure](#)
- [Operational structure](#)
- [Risk management](#)
- [Procedural instructions](#)

## 4 Preparing an Offer

A [quality version](#) of this page, [approved](#) on *12 September 2019*, was based off this revision.

Document Control	
<b>Document type</b>	Process description
<b>Document number</b>	1232
<b>Version</b>	
<b>Status</b>	
<b>Comment</b>	
<b>Coverage</b>	Sales
<b>Involved groups</b>	Executive Management, Product Management, Service Management
<b>Standard specification</b>	ISO 9001:2015(en) 8.2.1 Customer communication
<b>Responsible Editor</b>	
<b>Reviewer</b>	Martin Frischmann (external)
<b>Approval by</b>	
<b>Approved date</b>	
<b>Valid from</b>	
<b>Valid until</b>	

### General initial review

We distinguish between the following requests:

- it relates to the creation of a software system, or
- there is another reason.

If it is a request to create a software system, you must ensure the following (depending on customer requirements):

1. The legal requirements are met,
2. quality requirements of the customer were understood,
3. a match between offer and contract,
4. the order can be fulfilled in terms of content and dates and
5. the business benefits of the company are guaranteed.

The procedure of the contract review described here is documented in the relevant Methods Manual.

## Review

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The contract must be formulated by a shareholder or an employee authorized by the shareholders' meeting and submitted to another shareholder for inspection before delivery to the customer. Only after the review is complete, a draft contract can be submitted to the customer. All other changes to a contract require a new review.

The review of the documents includes in particular the comparison of the contract text with the offer documents. In addition, the full coverage of customer requirements and the feasibility of the included goals are checked.

Acceptance of the offer must always be in writing. An informal Email is sufficient, but in most cases, the customer's purchase department sends an order document. In the case of content changes to contracts, the amended documents pass through the contract review once again. The changes are documented and communicated to the affected departments of our company.

## Documentation

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The contract verification procedures are recorded in the contract review form provided for this purpose. Depending on the nature of the request, the requirements made by the customers are recorded and this documentation is submitted to them for cross-checking. The documents of the contract review are subject to the documentation obligation according to section "Control of quality records" and are collected in the customer file related to orders or contracts.

## QM:Quality Management (Portal)

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A [quality version](#) of this page, [approved](#) on *21 October 2019*, was based off this revision.

The purpose of **quality management** is to improve business processes and thus also the product and service quality.

Quality management is a core task of management. A quality management system is required in some sectors, such as aerospace, automotive, medical, some areas of healthcare, medical rehabilitation or pharmaceutical and food manufacturing.

The wiki is the platform to dynamically develop management processes and communicate quickly in the enterprise.

### Example Pages

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Here are some example pages for quality management articles:

- [Introduction of a QM System](#)
- [Quality Assurance](#) (using the PDCA method)
- [Corrective Actions](#) (process description)
- [Preparing an Offer](#) (process description)

The compilation of the individual articles into an online manual takes place with the [Book Manager](#).

### Use Case

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Quality management with BlueSpice und Semantic MediaWiki



## QM:Work Instructions

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Create a new work instruction or edit an existing one:

Page title	Coverage	Version The number of approved revisions in the page history
<a href="#">Mobile Device Usage Policy</a>	Company-wide	2

## Sandbox

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The sandbox test page is an article that you can easily try out. Here you can write, play with formatting, insert images, create tables and test functions.

<b>Contents</b>	
<a href="#">1 DynamicPageList</a> .....	10
<a href="#">2 Player</a> .....	10
<a href="#">3 Filterable Table</a> .....	10
<a href="#">4 Quiz</a> .....	11
<a href="#">5 Smartlist</a> .....	11
<a href="#">6 TagSearch</a> .....	11
<a href="#">7 Inputbox</a> .....	11
<a href="#">8 SyntaxHighlight</a> .....	11
<a href="#">9 RSS-Feed</a> .....	12
<a href="#">10 Emoticons</a> .....	12
<a href="#">11 CountThings</a> .....	12
<a href="#">12 CategoryTree</a> .....	12
<a href="#">13 TagCloud</a> .....	12
<a href="#">14 Widgets</a> .....	13

## DynamicPageList

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With the extension [DynamicPageList](#) you can add a list of all articles that belong to the category "Wikisoftware":

- [QM:Introduction](#)
- [MediaWiki](#)
- [BlueSpice](#)
- [BlueSpice/de](#)

## Player

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## Filterable Table

---

### Filtern?

Feature	Value
Filterable Table	works
CategoryCheck	nope

## Quiz

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1

Bulgaria and Rumania joined the EU in 2007.

True.

False.

2

Switzerland is a EU member.

True.

False.

## Smartlist

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- [User:Master](#)
- [BlueSpice:Privacy policy](#)
- [Main Page](#)
- [Template:Testwiki/Intro](#)
- [MediaWiki:Sidebar](#)
- [Template:Testwiki/Important Info](#)
- [Template:Testwiki/Inhalte](#)

## TagSearch

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## Inputbox

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## SyntaxHighlight

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```
#include <stdio.h>
int main()
{
    printf ("Hello world!");
    return 1;
}
```

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## RSS-Feed

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### Confluence migration scripts on GitHub

NEWS & KNOW HOW Technische Bereitstellung Your Content Goes Here Don't get tied down. Export your content from a Confluence wiki and switch to **BlueSpice** or **MediaWiki**. T...

Eva Vogel 2021-04-15 12:43:27

### Say Hi to **BlueSpice 3.2**

Our minor release of **BlueSpice** offers new functions, optimized user experience and bug fixes. Read about the improvements you can look forward to.

The post <a rel="nofollow" href=&...

Eva Vogel 2021-03-16 13:09:53

### We are hiring - Your career with **BlueSpice**

**BlueSpice** and Hallo Welt! GmbH are growing further. Become a part of our fast-growing company.

Sounds good? Come this way ...

The post <a rel="nofollow" href="https://blue...

Eva Vogel 2021-02-25 11:32:27

### Meet us at the virtual Univenton Summit on January 28, 2021

Everything will be different this time at the Univenton Summit, but equally good! Participate in our workshop on "Organizing companies with wikis".

The post <a rel="nofollow&...

Eva Vogel 2021-01-18 09:33:46

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## Emoticons

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Hello

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## CountThings

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<b>SmokeTest</b>
<b>Words</b> 1

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## CategoryTree

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- ▼ Product
- ▶ Machine element
- ▶ Open Source Software

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## TagCloud

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- Machine part(14)

- Project(8)
  - Organization(7)
  - Imported vocabulary(7)
  - Wiki Software(6)
  - Product(6)
  - Open Source Software(5)
  - QM Role(4)
  - Electric motor part(4)
  - Cylinder block(3)
  - QM Minutes(2)
  - Occupational Safety(2)
  - QM Process(2)
  - Operating Instructions(2)
  - Vehicle(2)
  - Machine element(2)
  - QM Work Instruction(1)
  - Automobile wheel hub(1)
  - Pages with RSS feeds(1)
  - Weekly meeting minutes(1)
  - Brake(1)
  - Process Description(1)
  - Profile Information(1)
  - QM Audit(1)
- 
- QM Role (4)
  - **Imported vocabulary (7)**
  - **Wiki Software (6)**
  - Cylinder block (3)
  - **Project (8)**
  - **Organization (7)**
  - Electric motor part (4)
  - **Machine part (14)**
  - Product (6)
  - Open Source Software (5)

## Widgets

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