

# CASE STUDY



## ORGANIZATION:

Wisconsin Veterinary  
Diagnostic Laboratory

## INDUSTRY:

Veterinary Sciences

## SOLUTION:

Q-Pulse, Training  
QMS

### Background:

The Wisconsin Veterinary Diagnostic Laboratory (WVDL), with facilities located in Madison and Baron, WI, provides a broad range of testing and diagnostic services for veterinarians and producers covering all animals and fish types. In addition to samples from both food and companion animal veterinarians, WVDL provides testing to several large industrial clients such as bovine genetics industry and integrated poultry producers.

With an emphasis on services for farm animals, WVDL works with numerous state entities to aid in supporting animal health programs and disease control programs.

### The Challenge:

Kristin Zuzek, Quality Assurance Manager for WVDL understood how critical training was to their overall success and had found their current system a continuous challenge. “During a self-audit of our training program, we had identified an opportunity for improvement in training record management. Training records were kept in various locations and in various formats which made searching for records very cumbersome.”

### The Solution:

After looking at their options, Kristin selected ECL2 for their Quality Management System expertise within the Life Sciences sector and their software solution, Q-Pulse.

Kristin wasn't just looking for a solution to keep track of training, she wanted a solution that could produce training plans. Q-Pulse takes this a step further, to include the ability to tie together Job Roles, Competencies for that role and the Requirements which train staff to become competent. She wanted a system that would also send out reminders and escalations when needed.





“ ECL2 was instrumental in configuration of our system and continues to offer WVDL excellent product knowledge and support. We highly recommend ECL2 as a source for Q-Pulse and related services. ”

**Tom McKenna, DVM, PhD.**  
Director, Wisconsin Veterinary Diagnostic Laboratory

[www.ECL2.com](http://www.ECL2.com)  
[inquiries@ECL2.com](mailto:inquiries@ECL2.com)  
Phone: (469) 828-5006  
Fax: (972) 355-0594



“WVDL is using the Q-Pulse Training and People Modules to manage training plans (such as new employee orientation), schedule and record employee training, keep track of competency activities and document training record reviews. For each new employee, a training plan or blueprint of orientation training requirements is assigned within Q-Pulse to the new employee. Having a training plan helps keep training consistent and the workload and automatic messaging features in Q-Pulse help keep us on track.”

“The orientation training events are scheduled within the system and then completed by the individual trainers. Once all orientation training events are complete, the supervisor verifies that the training has been completed and documents a review within Q-Pulse.”

“Most of our procedural training is document based. Since the Q-Pulse Document Module is linked to training, each time a procedure is revised, the system identifies whether or not users have been trained on that procedure and allows us to determine, at the point of revision, whether or not the users need retraining due to changes made within the document. This tool helps us keep up with training on procedural changes.” Kristin added, “Our employees have a number of renewable training events which are able to be designated as such within the system.”

#### **The Result:**

Ultimately, Kristin found a training management system that was easy to use and integrated in as part of the overall QMS solution as well as the right organization with the expertise to ensure its successful implementation.

“After numerous product demos from other suppliers of quality management software, it was obvious that ECL2 was passionate and knowledgeable about the product, and very interested in making our experience a successful one. They were able to offer more than just the introduction to Q-Pulse which was very attractive.” The Q-Pulse application comes with numerous reports built in and the ability to create your own if desired. Search filters make it easy to quickly identify who has completed a competency or a specific requirement, and who hasn’t.

“The use of Q-Pulse reminders has helped us keep track of upcoming training needs. The system has also allowed us to easily find all training records for our employees and identify gaps in employee training.”

In summary, Kristin went on to say, “Use of the Q-Pulse Training and People Modules has helped us successfully meet our training management needs.”

**For more information on Q-Pulse please visit our website at [www.ECL2.com](http://www.ECL2.com) or contact us directly at 469.828.5006 or by email at [inquiries@ECL2.com](mailto:inquiries@ECL2.com).**