



Editorial

„Can you use email and the Internet?": The digital transformation in everyday life!

What a question?! Take a moment, breathe deeply and don't act arrogant in any way. My grandma always said, „Boy, there are no stupid questions, only stupid answers.“ What can possibly I say without offending the person opposite me? At first I thought, „Surely that doesn't still exist today?“ We're talking about Industry 4.0 and there are still more than 40% of people that the digital transformation hasn't even come close to reaching. Is this ignorance? Do these people not want to be part of our highly industrialized society? Or are they not able to be? Or is it something to do with social responsibility and the educational opportunities of each individual? I don't know. Anyway, I answered this (by the way seriously put) question by saying: „Yes, I can and have done.“ - respectfully! But honestly, I did not know whether I should laugh or be embarrassed.



Now, you might just be thinking, „Is this really a topic for a newsletter editorial?“. I believe it is, because within of all of the agility and mutability we see, we should not forget one thing: respect.

We have been active in the IT age for many years. We use, improve and shape this era of digital transformation actively. Up until I had this question put to me, I thought that this applied to everyone - the younger generations, at least. For me, IT is only the „pencil of the 21st century“ - we use it to sketch out new applications and possibilities. Describe the visions of the future, continually program new applications in global networks and applications and monitor the innovations achieved in installation or application manuals. When was the last time you read one? Did you have the same experience as me? The language and the concepts seemed so alien to me - and that was just the manual for a Smart television. It can do everything, but just not what I once knew. So, back to the beginning! And with a HHM (Healthy Human Mind) almost everyone can manage it, it would be easy - as long as you have email and Internet.

The German government is currently promoting a campaign about its „Digitization Act“. It is all about fast Internet, data security and, in particular, the claim: „For everyone ... That's a good thing and it is important. We need clear guidelines and rules in dealing with our data and know-how about the „Cloud“, but above all we need clear language and intelligibility. A revolutionary would scream: „Abolish the acronyms“, but I would merely submit a supplementary clause:

§ Human

Para. 1: Access to the Internet and a digital reading device for everyone!
Para. 2: Anybody who is disrespectful (laughs, jokes, is arrogant) about people who do not yet know who about or understand the Internet must undertake community service and help them to learn how to do so (set up an Internet connection, use and handling of email, Internet use, data protection, etc.).

In that spirit, please also stay (or become) a fan of the „Digitization Act“
 Your Steffen Schaar

PS: I have a PC and try as little as possible to use acronyms ;-)

TQG on the road

DiALOG Trade Forum delights visitors and partners

The DiALOG 2016, the only international forum for Enterprise Information Management (EIM), took place this year in the historic Taschenbergpalais, in the heart of Dresden. Once again, the number of participants has increased, with around 180 visitors enjoying two days filled with a wide range of information and discussion all around the subject of EIM.



„The theme of this year's conference, ‚Giving food for thought‘, is entirely in-keeping with the core values of Enterprise Information Management - ‚integration, rather than departmental thinking‘, ‚transparency, rather than just data collection‘ and ‚business process thinking, instead of IT thinking“ explained Steffen Schaar, the conference's organizer and host. „EIM is communication!“, he continued enthusiastically. „Once again, we are very pleased to have seen so many experts, users and partners take part and to use this excellent platform for valuable information exchange and networking.“



The conference was opened with an agile presentation that introduced the various partners. Each of the partner companies had give-aways for the attendees, featuring their branding. Many thanks go to BCT Deutschland, Comarch, LIB IT-DMS, OnBase, axians ICT Austria, FIS Informationssysteme und Consulting, Aristaflow, faizod, interface projects, id-netsolutions, PD Partner, Right Point IT, Sennheiser, HEYDEN-SECURIT, IT& Business, as well as all of the media partner, All about Sourcing.

Following the presentation, Frank Schabel, Head of Marketing and Corporate Communications at Hays AG, took to the stage and talked about the „stumbling blocks on the path to digital organisation“. He went into particular depth about the role of leadership and the culture as the linking connections, but also made it very clear which areas of conflict organisations are facing today and how IT should also act as a mediator.



Prof. Michael J. Mielke of Deutsche Bahn AG spoke about Quality Information Management and how this is actively and positively being implemented at Deutsche Bahn.

A presentation on the theme of stress management from a completely different perspective was presented by Volker Ziegler, the German national coach for table tennis at the German Disabled Sports Association. He identified solutions from top-level sport that anyone can use to help manage stress.



Various Factory lectures on the themes of eFiles, the Cloud, as well as information, document and contract management rounded off the conference programme. In their practice-orientated lectures, insights into successful EIM organisation projects were delivered by the winners of last year's DiALOG Awards 2015. The final presentation of this year's conference also drew parallels between elite sport and business services. In



his speech extolling the virtues of the winning mentality and self-confidence, Michael von Kunhardt, coach and mental trainer, gave examples of how the world of business can learn from the techniques practised in professional sports.

A special feature of this year's congress was the opportunity to get to know the sights of Dresden from a different perspective. Conference participants, together with Electoral Prince August and Countess von Cosel, got to experience a very special tour of the city, followed by a rustic dinner in the traditional Sophienkeller.

„After the DiALOG is always before the DiALOG“, said Simon Feess, Head of Organisation for the DiALOG conference, „in this spirit, we are already working on the conference programme for 2017, which will be all about EIM. We are looking forward to 10th - 12th May 2017 in Hamburg, when we will, once again, be delighted to welcome lots of EIMers to our conference.“

To grasp the atmosphere of the event, we recommend to check out the video review on YouTube:
<https://youtu.be/aeNIXOGfc-A>



DiALOG-Award: City Council of Würzburg is the winner 2016

The third DiALOG Award was presented during the DiALOG Expert Forum in Dresden, today. Five winning organisations were invited to the ceremony. As the winner, the city council of Würzburg was awarded with the seal „Excellence with EIM“ for their project „From the local authority to the service provider“.



The DiALOG Award is the prize for future-orientated structures and user concepts in administrative business processes. Winning criteria included the presence of structured cross-curricular approaches and methods or functions for the long term measurable success of organisational processes in agile, changing business processes. The panel were looking for Intelligent solutions or proven concepts that contribute to a sustainable improvement of administrative business processes. The focus here is not IT solutions, but the quality and sustainability of the processes in everyday practical use.



Both national and international applications, of the highest quality, had been lodged with the ten-member jury. After careful deliberation, the city council of Würzburg emerged as the winner of the award for their project „From the local authority to the

service provider“. Congratulations go to them, as well as the other finalists, Deutsche Bahn AG & RWTH Aachen, Henkel AG & Co.KGaA, Schott AG, as well as the St. Elisabeth Gruppe - Catholic Hospitals

Rhein-Ruhr for their engagement and submission of excellent applications.

Peter J. Schmerler, Managing Director of VOI e.V. (voice of information society) and patron of the event, Steffen Schaar, Member of the Executive Board at The Quality Group GmbH and the initiator of the DiALOG Awards, as well as Eva Bischoff, Managing Director of the DiALOG Award Premium Partners, BCT Germany GmbH and member of the jury, presented the winners and finalists with their awards.

„This year, the pool of applications was very large and, as a jury, they made our work pretty tough. But, in the end, the winning projects showed their merit as being particularly outstanding examples of „Excellence with EIM“, commented Steffen Schaar during the ceremony. „The ever-increasing resonance around the award confirms the trend of EIM continually improving motivation for employees and organizations during their continuous improvement processes, not only ‚through IT‘, but ‚with the IT‘, sustainably meeting the challenges of changing business processes.“



Next year, the fourth DiALOG Award will, once again, be presented as part of the DiALOG Expert Forum for Enterprise Information Management, when the event will be held from 10th - 12th May 2017, in the wonderful harbour city of Hamburg. This year's winners and finalists will be there to share their experiences and present their winning projects during workshops. „This way, the ‚Sustainability Award‘ will also remain sustainable!“, confirmed Steffen Schaar.

Syndikus Summit: Compliance and responsibility in focus

As a Gold Partner, The Quality Group once again helped shape the content of the „Syndikus Summit“ (Company Lawyer Summit) of the Federation of Company Lawyers (BUJ). TQG also contributed its expertise in contract management and compliance as a valuable contact for all event participants.



In a technical forum entitled „Responsibility & Compliance - Contract Management as the centerpiece of the company“, Nadja Wachter, lawyer and Customer Engagement Manager at The Quality Group, explained about the strategic challenge of the

organization of procedures and processes when dealing with contracts. She demonstrated the importance of Business Process Management (BPM) as a useful tool for quality within an organization and cited the its successful implementation in practice as an important factor in the anchoring of BPM in the corporate culture and in the minds of employees.

Later this year, The Quality Group will be present at two other BUJ events:

**IT-Recht 2016
& Organisation**

**Frankfurt,
July 14th**

**Compliance
Summit 2016**

**Munich,
October 12th**

LCM UserGroup 2016: Very clearly personal!



As has been the case in the past, once again, the LCM UserGroup, the meeting of users of the Product Suite LCM, took place at the DiALOG Trade Forum, this year in late April, in Dresden. As ever, users and representatives of The Quality Group enjoyed first-class discussions on both days of the event.

„We see the LCM UserGroup as a platform for users and for sharing strategic information about the products of The Quality Group“, said Nadja Wachter, Director of the LCM UserGroup. She continued, „It is our aim to engage in conversation with as many users as possible. Sustainable, open and solution-orientated - that is our aspiration.“

In Dresden, under the TQG motto of „communicative - productive - informative“, The Quality Group presented new developments and product news - however, as always, there was plenty of room for discussion and the exchanging of experiences. Something that was particularly positively received this year was the presentation of Use Cases, whereby users, together with TQG experts, presented their LCM projects. „These practical examples have enabled us to meet one of the most important wishes of our last LCM UserGroup“, said Jürgen König, Head of Consulting of The Quality Group LCM UserGroup. „Users benefit greatly from these reports and the opportunity to see ‚How others do it?‘ or to learn that ‚I am not alone with these challenges‘.“



Another focus was on the presentation of the next generation of LCM - smartLCM. The LCM product management team gave participants a look through the keyhole at smartapps, smartLCM Desktop and other features - working on any platform, mobile and user-friendly - from smartLCM. „It is important to us to inform users at an early stage about the upcoming innovations and developments and help to meet their requirements“, said Ralf Liebig, Director of Product Management at The Quality Group.



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Nadja Wachter is already focusing on the future. „We are very much looking forward to going back next year to talk more with our customers about their experiences, wishes and concerns, so that together we can meet the many challenges of future.“ The next LCM UserGroup takes place as part of the 6th DiALOG Expert Forum, which is being held from the 10th to 12th May 2017 in Hamburg.



New website in the works: Responsive and user oriented

The countdown has begun for our new digital face! We will use the relaunch of our website to even more connect our claim to your benefits.

„Strategy is everything“ - our offers and services getting a fresh face, knowledgeable and solution oriented! We



will position our range of services and all related relevant information more clearly and tailored to the market requirements, the processes and our customers accordingly. With our solutions we want to offer companies more transparency and security in making decisions and help you in successfully steering the business of your company.

Our new website will utilize responsive design to display the content on different devices optimally. For example will navigation and deployment of content depend on whether the site is considered the desktop or on a smartphone. The result is a more user-friendly appearance - regardless of the device or platform.



We are in the final preparations and hope to have sparked your interest. Stop by and visit www.tqq.de. Ready, steady, go!

TQG iLottery: OASIS - full transparency and security

The speculations about the OASIS interface are over now. In June it is applicable and relevant player data must be balanced against the central database OASIS.



Since December 2015, the specifications for connecting (in version 3.6) are finally known. Based on the open and secure interface concept of TQG eGS iLottery, TQG has implemented the OASIS interface within 4 weeks.

The TQG-OASIS interface already fulfills the enhanced requirements of Version 4.0 coming into force in May 2016. After successful testing of Land Brandenburg Lotto, the TQG-OASIS-interface has been available since 6th of June 2016.

For more information about new products like iLottery and lottery central system, as well as the Innovation • Performance • Quality of TQG LTS please visit www.tqq-lts.com.



Digitization 2.0: What is really important!

A comment article by Steffen Schaar, published in BCT Transfer journal

It is well-known that change only happens when visions, ideas, spirit and actions have all happened, one after the other. Why do we make this path into some kind of art form with abbreviations such as 2.0, 3.0 or 4.0? It is high time we took a good look at the essentials.

“I’ve had it up to here!” This, as well as other sayings, are used to express when somebody has had about as much of something that they can bare. I recently read about Digitization 2.0 - the abbreviation and numbers carousel seems to be merrily turning onwards. Anyone who can keep up has won! The only question is „What?“. Or perhaps I can formulate it better as „What good does it do me?“.

We all talk about transformation and agility, but we also regularly catch ourselves looking away. We scan the floor, embarrassed, when the question is asked, „Who is getting any further?“. Why is the paperless office still merely a vision for so many people? The little man in my ear whispered, „Because we are so used to working with paper“. At the same time, we are hiding behind ever more new abbreviations. We really can’t pin the blame on Generation Y or the Digital Natives. So we turn to a saying from Grandma’s day: „Let’s put our own house in order“ – at last, now we’re speaking plainly!

That the digital transformation is taking place is a fact nobody can



deny. It is similar to the transition from black and white to color TV. There is no discussion about the „if“ or „why“, but only the „how“ - how do people go about implementing it in their business? The process is at the center of it all and, thereby, the person. Digitization as a „pencil of the 21st century“ is the tool, but it still requires someone who can use it. This can only happen by convincing and motivating employees. Not with „That’s just the way it is“ or „Because I say so“, but through transparency, participation and responsibility. This is made possible only through sustainable communication between people, across departments, open and goal-orientated - and this is one of the success formulas of Enterprise Information Management.

Above all else, the digital shift requires a HHV - a healthy human mind - plain common sense. This is what we should measure ourselves by! Values such as sustainability, transparency and commitment in action and thought are needed in corporate life now more than ever. Why? Because, for decades - to put it mildly - we were enchanted by how IT systems and their endless possibilities could change and define our world. We are driven by our desire to divide system and IT landscapes into categories, for example, into ERP, CRM, MES and ECM. But information processes and values don’t recognize IT levels or system worlds.

How should we make use of the digital transformation? It is clear: by integrating actions and measurable values into everyday life! Sustainable, binding, structured and, above all, globally. We must be clear that changes are designed with IT, not by IT. After all, IT equips companies with the quality and compliance needed to be excellent - and we all want to be excellent, don’t we?

In this spirit, stay motivated and interested in this agile era of digital transformation!

Your ‚digitized RDI‘
(Retarded Digital Immigrant)
Steffen Schaar



The interview can be downloaded as a PDF here
(courtesy of BCT Germany GmbH):
www.tqg.de/digitization20

Events 2016: see you there!

July 14	Organisation & IT (Frankfurt)
September 28	DiALOG on tour (Hamburg)
October 12	Compliance Summit (Munich)
October 27	DiALOG on tour (Munich)
November 24	DiALOG on tour (Salzburg/Austria)



DiALOG - eNewsletter for Enterprise Information Management
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