



Editorial

A Christmas party close to breakdown!

A Business-Christmas-Story 2017 - Names and abbreviations have been randomly chosen - Cheers!

The situation: All hell is breaking loose at the Christmas post office. In recent years have seen lots of additions to families being registered. The boom continues. The number of deliveries that the post office has to deal with continues to rise. Ensuring the punctual delivery of parcels is at risk.



The boss (the old man) has invited staff members to an extraordinary meeting. Only a few weeks before the big showdown, the little angels are shouting from the rooftops: "Changes are on the horizon, staff shortages and lots of new 'flashing things' are causing some people to doubt the operation's performance and reliability. The only reliable thing is the proven corporate culture. Cosy, sweetly-scented and brimming with snug warmth. The assembly hall is enlivened adorned with Christmas decorations and is nearly bursting with team members. Traditionally, the departments would gather in their red, yellow and green blocks, but the lights have gone out above one of them. The hard-working reindeer are lying behind in the fragrant hay and have made themselves comfortable next to their sledges.

The old man comes bounding onto the stage. "Hey, you there in the dark (black block), come forward. Today, everyone is to show their face", he shouts, a bit over-motivated, into the microphone. "Today, have to speak plainly", he emphasises very emotionally again, and his companions feel that not only the 2-3 cups of the glowing juice have contributed their share to the charged atmosphere. Where there was previously the sound of joyful members, there is now a suddenly tense silence.

"I'm worried about our image. We are facing major changes, need to integrate new elves and implement laws. For far too long, you have been sounding out the situation in your departments and with each other. The result is sobering, I have heard. Time is running out and in the history books we will not be the first ones who...". Here, his voice fails, and irritated he looks to the green block where its leader Cem has risen. He deliberately becomes loud and calls out to him. "... We need workable compromises, sit down together with Horsch and Maartin and coordinate your processes constructively and in a goal-orientated manner". Nobody gets off scot-free. Then he looks over at the yellow block, grabs his cup and grunts at Gristian, the team boss, with a resentful tone. "Respect!", but adds with a warning, "For all!... And Christmas is not postponed and that's final!" A mischievous giggle is heard coming from the black block, which is evidently not only being caused by the high-percentage red snooze juice.

The old man takes a long break. Here and there a reindeer snorts. Rudi and his new buddies, Hana and Fiori, who were hired just last year, look at the thoughtful faces of the usually always so good-tempered elves in astonishment. After all, everyone was so optimistic that the challenges could be met with great commitment and willingness to compromise. Every investment, every project proposal has been approved! The battle has been fought for the Elf Pension Fund and everyone benefits from it. Now everyone gets a seE - a special electronic Elfmailbox - so that communication can be even more optimal, reliable and faster. A new businessApp platform CRP - ChristmasResourcePlanning - had even been

introduced, which everyone can access directly from the sleigh, in the chimney or directly after presents have been delivered, without any loss of time. Whether Android or Apple Schnapps - everyone can use their favourite equipment. "BYOD" - that's what Karle, our Elf nerd calls it.

"You all know about everything we've done", the old man proudly continues. He notices that he is beginning to sweat and takes a healthy swig. Now, his voice has gained a melodious and warm tone. "Not everyone was immediately enthusiastic, but you are all so hard-working, but also prudent enough to do everything right. All of the people love us and yet...", he wrinkles his forehead and his tone becomes serious, "the biggest change is still ahead of us and it's coming in just a few months". It's getting loud in the hall. There are whispers and interjections such as, "What is it this time?", that can be heard all the way up to the stage. Meanwhile, hardworking little angels bring in the evening buffet. The aroma of figs, dates, gingerbread, marzipan and the bubbling juice bowl cause some of the elves' minds to wander.

"The GDPR", shouts out the old man, with the effect of a thunderbolt. The Christmas atmosphere seems to be over, because a lot of discussion and speculation is taking place in the blocks. Some perceive it as a cause of panic, others approach the requirements with respect. It affects everyone, because responsibility will now have to be redefined. Personal data, the "gold of the Christmas season", will demonstrably receive even more protection and security. That's good, because only recently Zarah from the dark red department reported an incident in which the addresses of millions of children were in danger.

With a reverential expression, he looks into hundreds of tense faces. Now he has to swear-in his team, argue strategically, motivate them right away. He takes a deep breath and raises his deep voice even more loudly than ever before. "Dear Christmas helpers, the reward of our work is the look of happiness in the eyes of the people", he says, enjoying the mindfulness that has now appeared. His eyes shine with enthusiasm as he says, "... Let us tackle the opportunities of the many changes, challenges and new challenges together. Let us gain confidence in the new solutions, treat each other with respect and be a team. No sooner has he called out to the "team", then the collective voices in the huge hall can be heard saying as one, "We can do this!".

"Oh, no", the old man thinks. "No, not again." From behind him, he can feel someone put a hand on his shoulder. He turns around and St Nicholas is standing behind him. "Your investments will be worthwhile, the rules will take effect and next year we will once again be able to enjoy a Christmas atmosphere at our annual meeting. Thank you, dude!"

In that spirit, I hope you will remain pleasantly optimistic, inspire others and take one or two sceptics by the "symbolic" hand. Enjoy your festive break and create a warm, trusting environment to relax in the company of your team.

Your (jolly, but confident) stable visitor,



Steffen Schaar

DiALOG on tour Munich: Cultural Change 4.0

At the 17th DiALOG on tour event in Munich, on October 24th 2017, at the BMW Classic Group, experts and trendsetters met to discuss the challenges of digitisation, file organisation and the associated Cultural Change 4.0.

To kick-off the event, Nils Scharifi, Senior Account Manager at The Quality Group, gave a presentation about the cultural changes that have taken place in everyday communication and the new challenges that have arisen as a result: How has a classic office desk changed since the 1980s - the trend towards a clean desk. Mr Scharifi noted that companies need

cross-departmental structures and processes in order to face the new challenges and Cultural Change 4.0 together.

But what does the modern Workplace 4.0 look like? Stefan Schiller, Senior

Account Manager, The Quality Group, addressed this topic. The keywords of the various levels of the Industry 1.0 - 4.0., such as work-life balance, the desire for self-determined work, flexible working hours and flexibility in the place of work were questioned and analysed. The weaknesses of today's working world, such as strict hierarchy, predecessors, fixed place and time and fixed communication were analysed. "The new digital working world also needs a central office, central instances to enable smart working, flexible and location-independent collaboration of colleagues," summarised Mr Schiller.

Bernhard Braun from Hyland Software Germany GmbH asked how software platforms advance digitalisation using the example of healthcare, a hospital, i.e. a networked healthcare company with lots of data and a wide variety of processes. They need fast digital billing and digital management, in order that the various areas can operate as quickly and flexibly as possible. In the long term, this can only be achieved with a platform solution that can be flexibly adapted to the requirements of the various specialist departments.



This was followed by an exciting and entertaining tour of the BMW Group Classic Museum, during which visitors learned, among other things, why all Isettas in Germany had to have a folding roof. After

a network break, Thomas Gumbert from mdn Hübner GmbH showed how companies can transform paper archives into digital archives and why they should: a digital archive creates space for new possibilities, digital working, rationalisation and cost reductions become available.

Afterwards, Stefan Schiller invited the participants to gain an insight into the TQG businessApp platform. The system makes it possible to work in a clearly arranged and timely manner, with regard to roles and tasks. Each user can create his or her own desktop with different apps - clearly arranged and tailored to their respective tasks and work processes.

At the end of the event, Nils Scharifi illustrated which factors are necessary for successful digital project marketing, using the example of Hubert Burda Media GmbH's successful contract management project. A project, said Mr Sharifi, is only successful if it is accepted by everyone working on it. Acceptance is achieved through participation in the development of joint goals and internal communication measures, such as intranet articles, training courses or similar measures.

Once again, in 2018, you can look forward to exciting DiALOG on tour events:



12th June - Spreitenbach/Zurich
19th September - Hamburg
24th October - Nuremberg



We look forward to seeing you there!

BUJ Legal Tech-DiALOG: We are building a Legal Tech App!

On 28th February 2018, together with the Bundesverband der Unternehmensjuristen e. V. (BUJ or Federal Association of Corporate Lawyers), we are inviting all corporate lawyers to the BUJ Legal Tech-DiALOG at Merck KGaA in Darmstadt.

Under the motto "We are building a Legal Tech App", this free practical workshop deals with the modelling of business processes in the legal department, with the help of a modern Business Process Management (BPM) toolbox.

Together with experts from legal and application consulting, you will work on your own application examples for Legal Tech Apps, with which organisational processes can be ensured and efficiency in the organisation increased.

In addition, the informal setting offers an opportunity for the open exchange of opinions and experience with experts and users.

To view the agenda and to register free of charge, please visit www.tqg.de/ltd.



Totally up for TQG: Recruiting website shines with a new look

The TQG careers website (www.tqg.de/jobs) has been updated with new pictures and a new layout. The aim of this layout revision is to address applicants more directly, the more personal way and also a bit cheekily, in order to better reach young professionals. The career section now contains the following three new subpages:

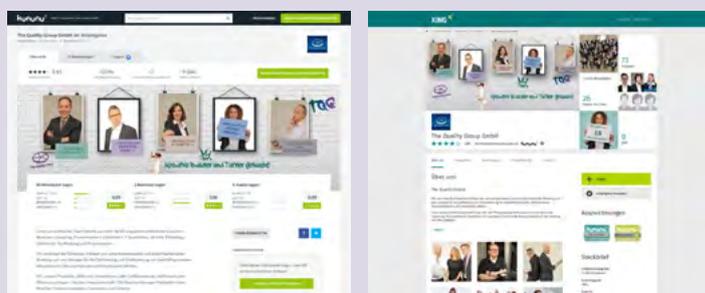


- Who are we?
- What do we offer?
- To the Job Board

In addition, there are employee statements that offer interested parties and applicants the opportunity to gain a direct insight into TQG's everyday life.



The new career blog, "Totally up for TQG" (bockaufiqg.wordpress.com), in which employees from various areas report on their everyday work, offers an even deeper insight into the company's activities, as well as news about numerous events, such as the DiALOG Expert Forum, the company run in Böblingen and the Christmas party.



„In order to rigorously pursue our new strategy,“ says Nina Meier-Hagedorn, Marketing, „have also implemented a visual and content redesign for the company profiles on XING (www.xing.com/companies/thequalitygroupgmbh) and kununu (www.kununu.com/de/the-quality-group) based on the new look of the recruiting page on the TQG website.“

Come and visit us, we are looking forward to seeing you!

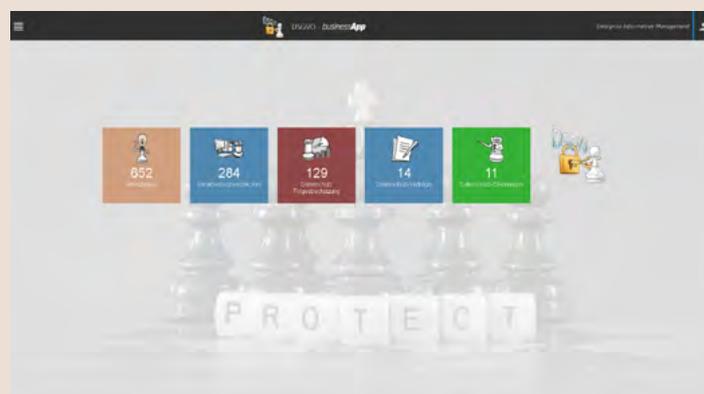


The Data Protection Dashboard: Safely set up for GDPR

The topic of data protection is omnipresent: in the business sector as well as in the private sphere. In 2018, all companies will be faced with far-reaching changes in terms of data protection: From 25 May 2018, the General Data Protection Regulation (GDPR) of the European Union (EU) will also apply in Germany - a rule that applies throughout the EU. Under the new EU law, the previous Federal Data Protection Act (BDSG) and the EU Data Protection Directive (Directive 95/46 / EC), on which the BDSG is based, are no longer directly applicable.

The EU-GDPR standardises the rules for the processing of personal data by private companies and public authorities across the EU. The aim is, on the one hand, to ensure the protection of personal data within the European Union and, on the other hand, to ensure the free movement of data within the European single market.

Your data protection dashboard in the TQG businessApp platform



So how can you implement the EU-GDPR practically and with the necessary respect?

1. Interpret the law for yourself and your organisation, define your individual requirements and draw up a short-term list of measures, as well as long-term organisational processes, with deadlines for monitoring compliance and, if necessary, a CIP.
2. According to the legal regulations, certain personal data must be stored in an audit-proof manner and protected against deletion and manipulation. A major innovation in the EU-GDPR is the "right to be forgotten". It must therefore be possible to delete data, including links and references. An enterprise-wide, cross-departmental information (data) management solution in the sense of EIM (Enterprise Information Management) is a long-term, measurable investment for a future-orientated solution, which is above all modularly expandable to react to agile changes in your company's digital strategy (data protection is an important part of it!).
3. When securing your data and compliance, it is usually advisable to rely on proven support. Consultancy firms and solution providers have prepared themselves well for the topic of EU-GDPR and positioned themselves with appropriate checklists and solutions. A good decision is for both consulting and the solution to come from a single source, such as the TQG businessApp platform, with an app as a data protection dashboard. Here you have contracts, documents, procedural control, persons in charge, cases and obligations to provide evidence/reporting, all clearly arranged in one app, configurable and expandable.

You want to learn more? We look forward to you contacting us.



GDPR – Respectful handling or alarmism?

Excerpt from comment piece by Steffen Schaar, Member of the Executive Board of The Quality Group GmbH

Digital change proves its status in dealing with the new GDPR - Respectful handling or alarmism: how sustainability, transparency and commitment can be put into practice.



The new EU General Data Protection Regulation (EU-GDPR) will enter into force on 25th May 2018. Hundreds of articles have already been written about it. Everyone is talking about it, some have already acted, others are letting it happen. Rarely has pressure in the form of the threat of fines been formulated so early and so clearly, affecting companies and private individuals alike. There is only a fine line between respectful interaction and the associated actions on the one hand and the feeling of panic on the other.

Is it new that in times of Big Data, malicious software (spam and ransomware) and strategic digital demands that increased protection should be given to data and information? No, we've known this for a long time. "But", as lots of people are saying attempt to calm themselves, "it's only other people that have ever been affected".

It is about data (ownership), personal rights and duties, it is about common sense. There are data protection (DP) officers, compliance officers, digital officers, organisational and information departments that are supposed to ensure regulated, legally compliant and audit-compliant processes are carried out in companies. And they are people with commitment, competence and, above all, a culture of decency and values. So why this hype, this flood of reports, threat scenarios and recommendations, such as would be common with a storm or earthquake warning?

"Digitisation is postponed", was the headline in a study in 2017,

which said that more than 50% of companies have no time for digital strategies due to success. Are parallels to the GDPR to be expected here? It doesn't have to be, it mustn't be, because "knowledge is data applied in the context of action". That's the theory. From my experience, I'd like to provide a nugget of personal wisdom, "Yesterday we managed data, today we manage information with digital methods, tomorrow we will have to apply digital knowledge for good strategy compliance in a conformant and audit-compliant way, and we will have to store it in accordance with the GDPR". This will succeed if we approach it properly, do not complain or discuss it into the long grass. And that's why I am putting in the queue of advisors and provide my approach to this topic as a basis for discussion for the (practical) best.

The two most important pillars are:

1. The Data Protection Officer is no longer responsible for implementing data protection, but will monitor compliance with it. They should support the organisation, the employer, in ensuring compliance with the legislation, monitor it and be available with advice.
2. The operational processes of the current (old) data protection must be adapted:
 - a. Establish new processes in communication with the executive level
 - b. Adapt data protection notices, templates and declarations
 - c. Revise and obtain new declarations of consent
 - d. Integrate new order processing guidelines into organisational processes
 - e. Convert measures (data protection impact assessment, documentation obligations, etc.) into new duties.

Formulated as a headline, "A 'stepchild' becomes a fully-fledged family (company) member!"

As in normal life, the necessary respect and an appropriate (individual) corporate culture should be shown to the new partner "GDPR". It is done so in the family, as well as in the company. A new member requires effort, needs appreciation, respect and care...

The full comment piece can be found at <https://www.tqg.de/dsgvo-kommentar/>



Events 2018: see you there!

January 31st until February 2nd	Unternehmenjuristen-Kongress (Berlin)
February 28th	BUJ Legal Tech DiALOG (Darmstadt)
April 25th-27th	DiALOG Fachforum 2018 (Dusseldorf)
April 26th/27th	LCM UserGroup 2018 (Dusseldorf)
June 12th	DiALOG on tour (Zurich/Spreitenbach, CH)
September 19th	DiALOG on tour (Hamburg)
Oktober 24th	DiALOG on tour (Nuremberg)
December 4th/5th	LEGAL [®] EVOLUTION 2018 (Darmstadt)



DiALOG - eNewsletter for Enterprise Information Management
Do you have any suggestions, questions or comments? Your feedback is welcome.

Steffen Schaar, Chief Editor
Phone: +49 7031 306974-201, Email: steffen.schaar@tqg.de

Simon Feess, Editor
Phone: +49 7031 306974-202, Email: simon.feess@tqg.de

Nina Meier-Hagedorn, Editor
Phone: +49 7031 306974-203, Email: nina-meier.hagedorn@tqg.de

Publisher:
The Quality Group GmbH
Konrad-Zuse-Platz 1, 71034 Böblingen, Germany
Phone: +49 7031 306974-100
Website: www.tqg.de
Email: info@tqg.de

Annual subscription price: free
Frequency: quarterly (4 issues per year)

Layout: Simon Feess, Nina Meier-Hagedorn
Photo credit: 123RF, Fotolia, istockphoto, Markus Heisler, The Quality Group

Disclaimer: All information has been carefully researched and compiled. For the correctness and completeness of the content publishers and editors do not accept any responsibility.