

CUSTOMER CASE

amiedu
Oikea tie osaamiseen

QPR helped Amiedu renew its ISO 9001 certified quality management system by bringing process and performance information into the intranet. The solution was executed by integrating QPR ScoreCard and QPR ProcessGuide into Microsoft SharePoint.

Amiedu is Finland's leading vocational adult education centre, serving the educational and training needs of early 22,000 adults every year. The training and personal development services of Amiedu offer a wide range of opportunities for enhancing the skills of individuals and work teams. Almost 3,000 adult students are involved in various training programmes daily.

Interactive Quality Management System Changes the Way Amiedu Thinks and Acts

Vocational adult education centre Amiedu deployed a new quality management system. Integrated into the intranet, it brings processes, documents, and organizational performance metrics to the entire staff in a clear, interesting and interactive way.

Common procedures and processes are important for an information-intensive organization such as Amiedu. Three in four Amiedu employees work with customers either as trainers, consultants, or coaches.

"They are all working in the customer interface fulfilling our service promise", says development director **Jussi Jarrett** of Amiedu.

To develop operations, QPR helped Amiedu renew its ISO 9001 certified quality management system and made it part of the intranet.

The Principle of Continuous Improvement in Action

Process thinking is deeply rooted in Amiedu. Telltale signs are the ISO 9001 certificate as well as the fact that development work follows the EFQM model. Amiedu has, however, not previously used a specialized software tool in modeling its processes.

For the new quality management system, Amiedu uses QPR ProcessGuide and QPR ScoreCard for modeling and measuring its processes. The QPR software products bring a new dimension into the quality management sys-



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*Jussi Jarrett,
Development Director, Amiedu*

tem as process maps and metrics can be published directly into the intranet.

"Our development work is visible. The principle of continuous improvement is realized through the new quality management system", says development manager **Heikki Mäkinen**.

Amiedu appreciates the fact that documents can be linked directly to process maps. Additionally, approval procedures and version management make development work a lot clearer.

"The biggest change brought by the new quality management system is how our organization thinks and acts", says Jarrett.

SharePoint Integration Brings Access to Information

Processes and performance measures have gotten their own sections in Amiedu's intranet. To achieve this, QPR integrated its software products with Amiedu's Microsoft SharePoint-based intranet.

"The integration between QPR products and SharePoint works seamlessly. Basic users do not necessarily realize they are looking at process maps created in QPR ProcessGuide or metrics put together in QPR ScoreCard. Instead, they experience these as any other part of the intranet", Jarrett emphasizes.

Additionally, forms for feedback and improvements are found directly in the intranet navigation. Everything filled into these forms is collected centrally for the Amiedu quality team to manage.

Performance Communicated through Metrics

Organizational performance metrics are new to Amiedu staff. Previously performance data was shared in a limited distribution. With the new quality management system, data is for the first time collected into a single place. Staff finds the strategy maps and performance metrics with a single click in the intranet.

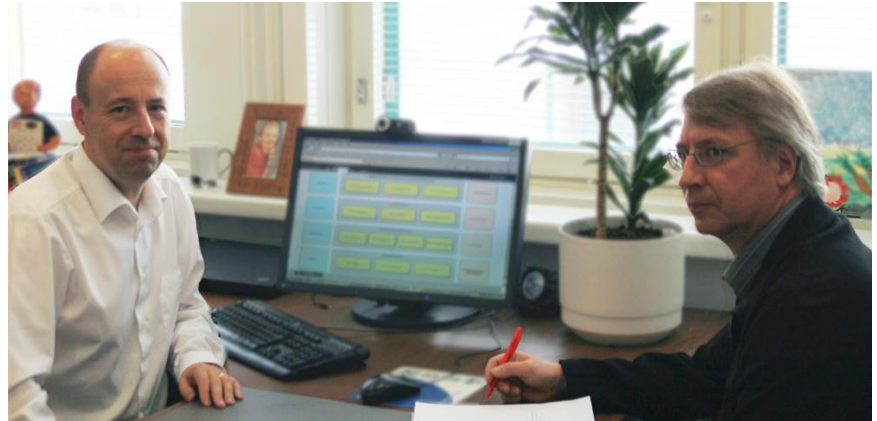
The model combines Balanced Scorecard viewpoints with Amiedu's values. Amiedu staff values the openness of information.

"The feedback we have gotten has been positive throughout", Jarrett rejoices.

Ease of Use Supports Quality Management System Goals

Amiedu appreciates the system's ease of use in communicating and implementing processes.

"It is important that process work is made an everyday thing and not some-



Development director Mr. Jussi Jarrett (left) and development manager Mr. Heikki Mäkinen

thing detached from the day-to-day activities", development manager Heikki Mäkinen points out.

In addition to ease of use, Amiedu appreciates easy access to information.

"Our intranet is the web browser home page for all staff, which means that processes and metrics are virtually at the staff's fingertips at all times", Jarrett adds.

A Successful Project Requires the Right Partners

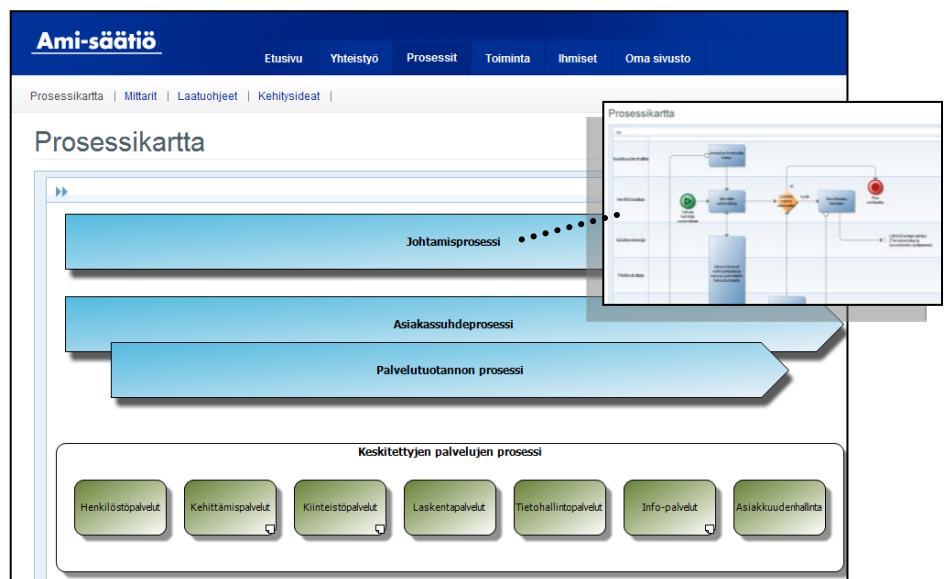
According to Amiedu, the successful outcome of the implementation project lay in the right project group composition and the good project schedule.

The project was led by Amiedu's core team of 4 people plus a steering group. The implementation phase was taken care of by an extended group of 15 people representing all areas of the organization. QPR worked tightly with the aforementioned groups and the intranet supplier.

"Having a small core team made project management flexible. Thanks to the larger test group we were able to have the entire organization represented, which made the difference during implementation", says Jarrett.

The expertise QPR brought to the project is also valued highly.

"QPR is an all-around expert that is able to understand our business in an excellent way", say Heikki Mäkinen.



The integration with Microsoft SharePoint brings process and performance data into the intranet