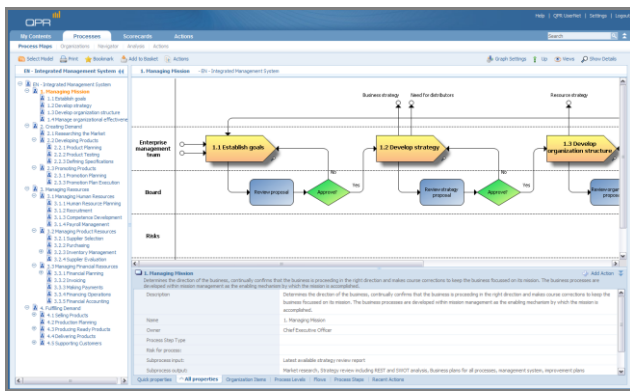


Process Management Made Easy

QPR ProcessGuide provides a comprehensive, organization-wide process modeling and analysis environment. Flexibility, ease of use and powerful process modeling capabilities make QPR ProcessGuide an ideal choice for organizations that seek to involve business professionals in reducing cost and cycle times, and improving productivity, risk awareness, quality and regulatory compliance.

Make Process Modeling Easy

Process Management starts with documenting your “as is” processes. An effective way of doing this is in the form of process maps that depict the activities, decisions, flows, resources and information in a process, as well as the roles that are responsible for each part. Choosing the right tool for this task is important: A software that makes creating process maps easy but at the same time productive work, that all your users – from IT administrators to quality managers – will use, and that allows you to make changes to process information effectively, goes a long way in ensuring the success of process management in your organization.



Process map example in QPR ProcessGuide

QPR ProcessGuide makes process modeling easy in various ways. Most importantly, it is based on a central repository that stores all the objects on your process maps. This means that every object you see on a process map is not just a picture of a box, arrow or swim lane. Instead, these objects can be instantly reused on other process maps. Making a change to one instance thus automatically updates all other process maps where this object is used! It also means that process maps, like “developing a product”, “promotion”, “selling” and “order fulfillment” are connected together to form a hierarchical process model of the end-to-end business process.

Name	Description	Owner
Process Hierarchy	Dentorex Group is QPR's example company. It presents the features in QPR ScoreCard and QPR ProcessGuide.	CEO
1. Marketing & Sales	Sales & Marketing are responsible for making the product known and bought. Marketing processes aim at generating demand for the products and services of the organization ad to obtain insight in the market.	VP of Marketing & Sales
Marketing	Sales process converts demand into paying customers.	VP of Marketing & Sales
Sales	Sales process converts demand into paying customers.	VP of Marketing & Sales
Sales Process	Calling the customer aims to turn interest into a purchasin decision by the customer.	Sales Staff
Call the Customer	Preparing the offer aims to win the customer with an excellent offer that surpasses that of any competitors.	Sales Staff
Prepare an Offer	Customer visits build a relationship with the customer and provide deep insight in customer wants.	Sales Staff
Visit the Customer		

QPR ProcessGuide automatically maintains the process hierarchy

This provides users with a flexible approach to creating process information: models can be created top-down where the process is first designed on a high level and each step subsequently described in more detail on lower levels, or vice versa where parts of a process map are summarized together into a sub process. It is even possible to merge process maps together with

a single mouse click, and all the while QPR ProcessGuide automatically maintains your process hierarchy. The bottom line: creating and maintaining process information with QPR ProcessGuide is as easy as it gets!

Powerful Model Management

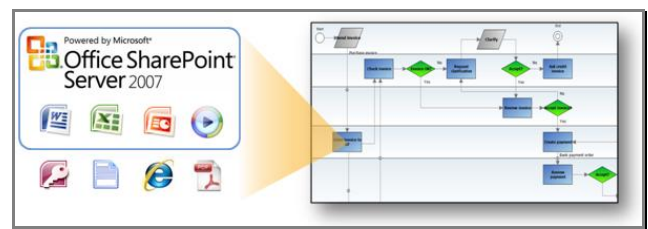
QPR ProcessGuide delivers powerful modeling features, packaged in an easy to use and productive tool, similar to the office tools that business professionals work with daily. Multiple modelers can work on the process model simultaneously with a notation, roles and resource libraries that can be managed centrally in order to ensure consistency. QPR ProcessGuide also provides your team with version management, allowing you to conduct work in development branches of the model hierarchy, get insight in development history and roll back to previous versions when needed.

All Process Information Centrally Accessible

Most of your users will typically not be involved in creating process documentation but will be viewing it via the QPR Portal where all process information is published.

QPR ProcessGuide's ability to link process map objects with external information sources and applications greatly improves the added value of process documentation to your organization as all relevant information is made accessible to users via the online process maps. Examples include policy documentation, document templates, reports, regulatory information, task lists, e-learning content, web pages and online forms to launch automated workflows.

QPR ProcessGuide integrates out of the box with Microsoft Office SharePoint to provide powerful document management functionality that includes access rights and versioning.



Easily deliver all process related information with process maps

Apart from process maps, all your users also get access to, and can share process analysis, allowing them to get a transparent view of processes, responsibilities and resource allocation in your organization.

Control	Name	Related Risk	Test date	Test outcome	Owner	Process levels
P1	Purchasing Fraud	Purchasing Fraud	15/07/2009	Passed	Inventory Manager	Purchase materials
P10	Reputation risk due to supplier misconduct	Reputation risk due to supplier misconduct	22/09/2009	Passed	Purchasing Manager	Supplier selection
P11	Reputation risk due to supplier misconduct	Reputation risk due to supplier misconduct	13/07/2009	Passed	CEO	Supplier selection
P12	Peer supplier performance due to improper targ	Peer supplier performance due to improper targ	09/05/2009	Passed	Purchasing Director	Evaluate suppliers
P13	Loss of efficiency due to supplier performance	Loss of efficiency due to supplier performance	16/04/2009	Passed	Purchasing Manager	Evaluate suppliers
P14	Improper invoicing by suppliers	Improper invoicing by suppliers	04/08/2009	Passed	Purchasing Manager	Accounts Payable
P15	Purchasing Fraud	Purchasing Fraud	24/04/2009	Passed	Purchasing Director	Accounts Payable

Process analysis provides clear insight in resource allocation.

Satisfy Multiple Stakeholders

With QPR ProcessGuide your online process models will be an asset to multiple stakeholders: from enterprise architects and

business analysts to process owners, risk and quality professionals. Because these stakeholders will have different needs concerning the type and level of detail that is presented in your process documentation, QPR ProcessGuide provides you with smart model presentation management that enables you to define multiple view settings that each satisfy the needs of specific stakeholders and allow all to benefit from the same process model.

Render Process Maps in Multiple Languages

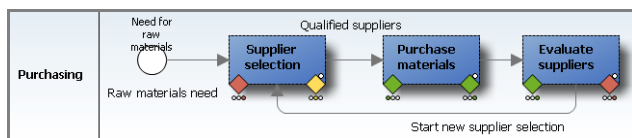
A key facet of process management is to clearly communicate process information to stakeholders. This raises a communication barrier for organizations with international operations as process documentation needs to be translated. Often this means that process models need to be duplicated, therefore at minimum doubling the amount of effort needed for model maintenance. QPR ProcessGuide provides a smarter solution that allows rendering the same process model in multiple languages. It provides all the benefits of clearly communicating process documentation to overseas locations while keeping the needed maintenance to a minimum level.

Fields	English (default)	Dutch	German	Swedish
Name	Review proposal	Voorstel evalueren	Vorschlag einschätzen	Förslag utvärdera
Description				

Translation functionality allows communicating process models in multiple languages

Measure Process Performance

QPR ProcessGuide allows you to link process map objects with performance metrics in QPR ScoreCard. This makes QPR ProcessGuide ideally suitable for quality management purposes (ISO 9001, Six Sigma, TQM), risk and regulatory compliance management (COSO, SOX, Basel II etc.), and management methodologies like Lean and Malcolm Baldrige, where process-orientation mixed with performance monitoring and assessment form the basis for improvement.



Easily pinpoint process improvement opportunities by linking process documentation with performance metrics to instantly create process performance dashboards

Improvement Based on Collaboration

QPR ProcessGuide goes beyond modeling, documenting and communicating process information by providing portal users

with powerful online collaboration features. This allows you to log comments, incident reports, suggestions and ideas, and allow workers to initiate action in order to improve the processes. Logging this collaborative content centrally as part of your process/quality/risk management system makes the information available to anyone with rights to it and avoids losing it in people's email inboxes, making the system an ideal base of information for auditing purposes.

Type	Header	Person	Date
✉	RE: Need for a procedure to mitigate Distributor contract violations		23/09/2009
📄	Need for a procedure to mitigate Distributor contract violations		23/09/2009

Customizable portal actions provide context to process information

Automatic Report Creation

In order to match a wide variety of requirements for process review, QPR ProcessGuide allows users to create online Briefing Booklets. In addition, automatically generated reports in Microsoft® Word support reporting outside of the system (board meetings, audit reports, outsourcing partners etc.), where it provides a static snapshot for compliance and review purposes.

Standards Support

QPR ProcessGuide supports its own easily customizable process modeling notation along with BPMN (Business Process Modeling Notation) and ArchiMate. BPMN models can be exported to the BPEL (Business Process Execution Language) standard for process automation purposes. Models can furthermore be imported and exported to the XPD (XML Process Definition Language) standard, making models portable between different process modeling environments.

QPR Software Plc

QPR Software Plc is an international, highly regarded partner for enterprises and public sector in process development and business performance improvement. QPR's mission is to help people and organizations to take control of their business processes and achieve their goals.

QPR software has been implemented in more than 1,500 organizations across the globe and is provided in more than 20 languages. QPR was founded in 1991, has its headquarters in Helsinki, Finland and co-operates with an extensive network of talented partners in over 50 countries worldwide.

System Requirements

Operating system:

- Windows 7
- Windows Vista
- Windows XP
- Windows Server 2008
- Windows Server 2003
- Mac OS 10.2 or later (Web Client Only)

Web browser:

- Microsoft Internet Explorer 6.0, 7.0, 8.0 (Windows)
- Mozilla Firefox 2.0 (Windows, Linux and Mac OS)

Database:

- Microsoft SQL Server 2005 / 2008
- Oracle 10g / 11g
- Microsoft Access 2003 (for standalone use only)

Web Server:

- Microsoft IIS 6.0 - 7.5
- Apache 2.2.x

Supported Languages

- English (US, UK)
- Arabic (QPR Portal)
- Bulgarian
- Chinese (Simplified)
- Czech
- Danish
- Dutch
- Farsi (QPR Portal)
- Finnish
- French
- German
- Greek
- Hebrew (QPR Portal)
- Hungarian
- Italian
- Japanese
- Latvian
- Lithuanian
- Norwegian
- Portuguese
- Russian
- Slovak
- Spanish
- Swedish
- Turkish



Quality. Processes. Results.

More information available at: QPR Customer Care +358 290 001 155

www.qpr.com