

Webinar: QPR 8 Integrated Management System  
December 2, 2008 – Q&A Session Summary

Q: Are there any changes related to the programming interfaces for scorecard client? will our scripts still work?
A: In QPR API there are no such changes between 7.6 and 8.0 that would break the existing scripts
Q: "QPR Web Service Foundation" has been mentioned by you. Will that mean we can access reports through web services?
A: QPR Web Service Foundation gives access to QPR data through web service protocol. It does not offer reports as such, but enables creating reporting solutions, such as QPR Add-In for Microsoft Office
Q: does QPR 8 bring more functionalities for custom action types (Translation, etc.) ?
A: Yes, such as possibility to define action attributes mandatory, read only, etc. Also action change log has been introduced as a new feature
Q: qpr 8 has the option to sort the activities by the flow and not by alphabetically?
A: Yes
Q: portal customization options are the same for QPR 7.6 and 8.0?
A: Yes, to the extend allowed by new and enhanced QPR Portal Layout
Q: are you planning to create combined solutions for other areas (for example Work measurement, employees appraisal)?
A: Yes, QPR is constantly looking for new solutions that can be applied with our products. Sometimes its actually our partners or customers that come up with these solutions.
Q: where are the next webinar?
A: After the seeing how well the webinars have been received in 2008 we will definitely continue with these
Q: Will this presentation be made available in ppt format...lots of good slides we could use...THX...Jacques, RICOH
A: Yes, as always with QPR Webinars you will be informed in a follow up email and you can find the material from <a href="http://www.qpr.com/archived-webinars.html">www.qpr.com/archived-webinars.html</a>
Q: is there better printing of process maps straight from the portal ?
A: No
Q: is branching and joining of arrows in PG possible in Version 8
A: Yes, QPR ProcessGuide now supports forking and joining of flows
Q: out of the box integration of FactView with underlying QPR databases to enable advanced analysis ?
A: Via QPR ScoreCard Integration Kit, this is not changed in QPR 8.0
Q: are the analysis functions on actions expanded?
A: No
Q: are there any differences in the database structures between 7.6 and 8?
A: Yes, as always between major versions
Q: Does the numbers that are calculated get committed in the DB at some point? or does it get calculated on the fly (as a view)?
A: Yes. Calculation results are stored in the database similarly as manually typed figures
Q: Is it possible to create a view (table) on the portal with different departements' score in all the KPIs they share and see a chart for it?
A: Not automatically
Q: Would you please explain more about how we can help our risk mgmt. process with strategy mgmt.

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<p>A: Ultimately, the goal of any organization is to be successful in achieving its strategic objectives. Risk Management exists to assist in that process. Strategy can only be achieved successfully and in an effective way when the organization is aware of all the events that affect the achievement of these strategic objectives (and therefore also all cascaded objectives). For Risk Management therefore to be effective in assisting strategic objective achievement the people involved in risk management (risk managers, business unit managers and team/function/department managers need to be aware of the objectives that relate to their role): They get this insight with strategy management (e.g. a Balanced ScoreCard implementation), which enables them to better identify and mitigate risks that affect these objectives.</p>
<p>Q: Is QPR 8.0 compatible with BSC 3rd Gen.?</p>
<p>A: Yes</p>
<p>Q: What are the effects of mapping process on risk preparedness?</p>
<p>A: Your question should be: Can I do proper risk identification without insight in how I do things: In financial reporting, in production, in the lab, in purchasing, in marketing? Answer to that question is "no": Having insight in how things are done in your organization will help you in your risk identification process. Documenting risks as part of process maps and communicating that to employees provides them with insight as to what risks exist for a process and also what needs to be done to prevent those risks from happening.</p>
<p>Q: how can customers keep "customized " models (they lost their customized logos and sc icons during upgrade!)</p>
<p>A: Migration from QPR 7.6 to QPR 8.0 should be carefully planned. For example QPR Portal customizations have to be migrated manually.</p>
<p>Q: Could we expect to achieve desirable goals while only implementing Scorecard and not Processguide along or before it?</p>
<p>A: This depends on what you wish to use our products for. Example: If you are seeking an environment to effectively deploy Balanced Scorecard strategy management in your organization and involve many business units or employees in this then QPR ScoreCard provides exactly what you need. If however you wish to do quality management, which normally involves describing, documenting and communicating processes and policies, but also measuring and monitoring quality related targets then a combination of QPR ProcessGuide and QPR ScoreCard will be more effective than just using one of these products. Many management practices focus on both your processes and the ability to set targets for improvement as well as monitoring improvement: These are the areas where a combination of QPR SCoreCard and QPR ProcessGuide excel in delivering value.</p>
<p>Q: is quality mgmt a part of risk awareness?</p>
<p>A: Great question! I don't think it is necessarily a part of being aware of risks. However risk management does have links with quality management: Think for example of the risk of an employee not following the quality policy and therefore not doing a quality check on the products you produce (e.g. baby food). This lack of following procedure, maybe a lack of controls (the shipment is shipped to supermarkets without a check/approval of the quality) and contain harmful material that poses a hazard to a baby's health. The consequences for the company could be severe.</p>
<p>Q: I assume these products can be unbundled?</p>
<p>A: Yes. Actually the products normally are separate but integrate seamlessly automatically</p>
<p>Q: What are the most used interfaces between QPR and business systems data (ERP)?</p>
<p>A: SQL and/or OLAP, web services in QPR 8.0</p>
<p>Q: How much your integration system is link to real time data</p>
<p>A: Data imports into QPR ScoreCard are run scheduled, thus the data is not real time</p>

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Q: Do you still have the simulation features that I could use to run the data from last month (past) to learn my deficiency and use the open orders (next month data - future) to infer my future expectations (targets)?
A: Simulation feature is still part of QPR ProcessGuide
Q: Wich version of Visio need to be used to import flowcharts in version 8?
A: Microsoft Visio 2002 (or newer, if it can save in 2002's format)
Q: is it possible to manage improvement actions in QPR?
A: Yes, using customized actions in QPR Portal
Q: How does QPR support the import of transaction and performance data from ERP/Supply Chain/e commerce/CRM apps?
A: Via SQL/OLAP Import (or web services in QPR 8.0)
Q: Can i use de new office add-in in the same way that the qpr scripts? i mean to publish a full PG model?
A: Yes, the QPR Add-In however provides yout with more control over formatting and layout!
Q: QPR 8.0 can number the activities automatically?
A: Yes. There is a wizard for that in QPR ProcessGuide 8.0, which helps you number the activities.
Q: isn't it necessary to make a script for customizing reports from QPR process guide, I mean, could we create our own report in Word, for example, could you explain in detail?
A: Use QPR Add-In for Microsoft Office to design the report in Microsoft Word as it is much more user friendly than working with scripts. From a creation but also a maintenance point of view!