

H.I.S. has expanded from an agent for the sale of international airline tickets in 1980, to a comprehensive travel company providing a wide range of products from overseas business trips, group tours and the sale of original H.I.S. package tours.

Regarded as a top class operator in the industry, H.I.S. currently deals in over 1 million different types of airlines tickets with all airline companies of the world to satisfy the needs of the most discerning customer. H.I.S. has over 3100 employees working in over 230 offices in Japan. International operations cover 76 offices in 63 cities.

Enhancing Transparency in Management by Using QPR for J-SOX

CUSTOMER CASE:



New regulations coming into effect and rapid growth in the organization were the initiators of enhancing our management with the QPR system for process management, measuring and compliance.



"Our company needed to use an effective system to unify the management of internal control, taking restricted manpower and complicated operations into consideration."

*Mr. Yoshiharu Sawai
Internal Control Department,
H.I.S.*

H.I.S., founded in 1980, has over 25 years of experience in travel industry. During the latest years rapid growth and new legal regulations have posed a new type of challenge in their operations. QPR's complete solution for process management, measuring and compliance management was perfectly matching their needs in this operational environment.

New Regulation Necessitates New Management Techniques

We, H.I.S Co., Ltd., were urged to respond Japan Sarbanes-Oxley Act (J-SOX Act) coming into effect by April 2008. Our company needed to use an effective system to unify the management of internal control, taking

restricted manpower and complicated operations into consideration.

The company had grown so fast that it did not keep up with managing and controlling the organization, and we were well aware of that problem. We really needed to initiate reviewing business processes to be able to standardize and streamline our operations.

Starting from key processes we would eventually expand this to companywide so that each business operation would review their own processes with risks and controls in place.

Business Process Flowcharts and Risk Control Matrixes

We introduced QPR J-SOX in October 2006 and now, December 2007, every

member of Internal Control Development Committee is using it. We are creating the business process description for each business operation and using that as a basis for evaluation.

After the initial process description is ready, committee members conduct interviews with business unit managers to complete the business process description. The committee members then use QPR J-SOX to create Flowcharts and Risk Control Matrixes.



H.I.S. offers special tour packages to all main cities in Japan.

Road to Compliance

July 2006, 4 members from sales department, accounting department, and general affairs division were chosen to form the Internal Control Development Committee secretariat. The secretariat evaluated several tools and in less than 3 months QPR J-SOX solution was introduced.

The project started immediately after selecting the QPR tool for implementation. Now, a year later, all of the defined business processes have been reviewed and flowcharts are in place with current risks and controls. These flowcharts will later be updated regularly to stay in compliance.

“QPR J-SOX brought forward the business visualization and highlighted the need for interactivity in everyday work between departments,” says Mr. Yoshiharu Sawai.

Accumulated Know-How and Increased Efficiency

On top of paving the road for compliance, QPR J-SOX brought forward the business visualization and highlighted the need for interactivity in everyday work between departments.

This has crucially helped in reevaluating process interfaces between divisions and departments. In addition, by using deliverables, created from QPR J-SOX, as work manual, we have succeeded to accumulate know-how, and business transfer. As a result of all this, our operational efficiency and productivity is increasing.

QPR Provided Speed & Flexibility for Implementation

The extremely comfortable user interface and exceptional process management abilities of QPR Portal made us satisfied from the very beginning. Changes and updates to flowcharts are automatically published to our intranet so everyone finds the latest information at once.

Advanced features of QPR make it very simple for us to model our processes. In QPR, multiple tasks can be combined into a sub process easily as well as one task can be changed into a sub process to provide more detail for users. QPR tool is excellent in usability.

Furthermore, flowcharts collaborate seamlessly with monitoring and evaluation, which makes it easy for management to view business processes and operational evaluation and measurements at the same time.



2007/08 Travel Japan brochure cover

Moreover, workflows by department can be seen in QPR Portal and business processes can be viewed from various perspectives such as resource and organizational perspective. This was also one key factor for us to make the decision to introduce QPR J-SOX.

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Future Development Plans

Now that we have achieved the goals for H.I.S. unit successfully we feel very comfortable to take our project further. Next step for us will be rolling out this project to our domestic and foreign subsidiaries.