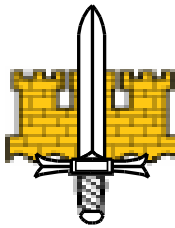


CUSTOMER CASE:
The Finnish National Defence
University



The National Defence University conducts research in military sciences, plans and arranges education aiming to the degrees of Bachelor of Military Science, Master of Military Science, General Staff Officer and Doctor in Military Sciences.

The National Defence University manages the arrangement of education in military sciences at Service and Branch schools as well as at the Border and Coast Guard School. The National Defence University also arranges national defence courses.

National Defence University Implements Strategy by Using Process Work with the Help of QPR Software



"We now have an overall system available, giving us all the information we need. The targets of the process work are linked with the strategy. The strategy is also implemented by the process work", Mr. Jukka Hänninen states.

The Finnish National Defence University needed a good and user-friendly tool for process descriptions and for implementing their scorecards.

The decision on purchasing the software suite was made in the year 2004; QPR ProcessGuide and QPR ScoreCard were procured in January in order to answer these needs.

The software suite forms a clear entity. The QPR software solutions were selected as they were found easy and straightforward to use.

Strategy into electronic format and easily implemented

The strategy of the National Defence University was wished to be converted into electronic and easily understandable format. At the same time the BSC graph made the strategy clearer and easier to implement.

As regards strategy, intensive process description work was started, first by defining the current status and then continued by targeted process development.

One target of the process work was to implement the strategy. At the same time, also a proper tool was also required for process description. This work is still going on.

Processes, strategy and indicators are all tightly linked with each other.

"The software packages work well together, which is crucial. Figures are easily available, and also user-friendliness of the software is important. Realization of the strategy is easily visualised with QPR ScoreCard, says Mr. Jukka Hänninen, Planning Officer and main user of the QPR software in the National Defence University.

QPR software in efficient use

The QPR software solutions are in continuous and daily use at the National Defence University. E.g. man-years and financial issues are monitored on daily and monthly basis. In the education process, lifetime learning and distribution of grades from various courses are monitored. Also the number of applicants is evaluated, as well as the attractiveness of the education.

Various indicators are used e.g. for the numbers of graduated officers and completed studies.

On the impressiveness side of the score cards, the amount of specialist services is measured, e.g. when producing reports on defence policy for the government, for example study concerning Russia. The National Defence University then takes part in gathering background information, with the help of QPR software.

The QPR software solutions play a major role as a part of the quality management system of the National Defence University.

The quality management system and the number of studies also include the fact that the software solutions are available for the students when preparing their scholarly thesis.

"Every recruit has assets of marshalship in his/her backpack"; i.e. former, current and also future Chiefs of Defence have and will come from among these officers.

Strategy in visible form

The fact that the QPR software solutions make it easy to implement the strategy, is a remarkable benefit for The National Defence University. The strategy map is available for everyone on the portal.

Mr. Jukka Hänninen states: "It is now easy to link the strategy with the overall operations of the Defence Forces, and e.g. the communications strategy of the National Defence University can be made clear for all persons using the QPR ScoreCard."

"QPR ProcessGuide is also in daily use by us. Process descriptions are very easily made with it. The various process levels can be quickly seen by "drilling down". Documents have been linked with the processes and the link from the process to the indicator is available, leading to QPR ScoreCard side. Now we can see the status of a process with just one glance: we can see whether we are on green, yellow or red, i.e. how we have succeeded with our tasks."

"We now have an overall system available, giving us all the information we need. The targets of the process work are linked with the strategy. The strategy is also implemented by the process work", Mr. Jukka Hänninen states.

Benefits from the process work

One target of the process work at the National Defence University is to convert the strategy into practice and to improve collaboration.

The planning officer Hänninen states:

"The benefit of process work is increased collaboration within the National Defence University, as well as a tighter network of personnel. This brings direct added value. Also new internal

networks have been created and are created all the time."

Plans for the future

Continuous process development work is going on all the time at the National Defence University, e.g. technical development. Previous software versions are always updated when a new version is released.

Also user skills concerning the software solutions are taken into account: All main users have received training from QPR and are themselves giving user training to other users. Only a couple of hours' training has been sufficient for the user-level personnel.

Also the Rector of the National Defence University uses the QPR software and has presented e.g. the strategy of the National Defence University to other universities within the Rectors' Council with the help of the software.

Clarity and straightforward design have aroused even wider interest on the tools used.