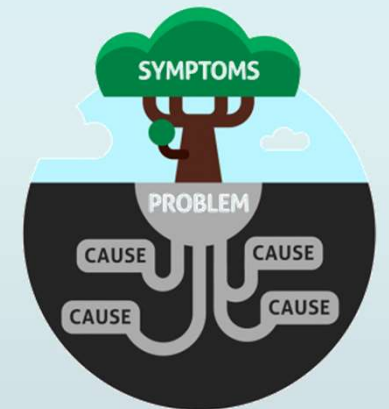


4Es - Business Processes Management System

The need for 4E's

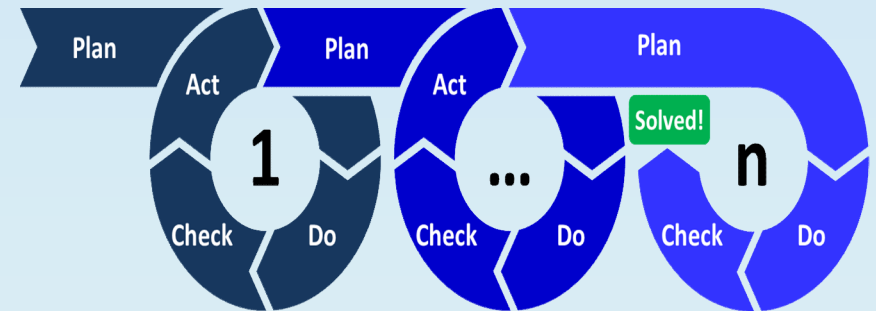
or in other words: what does 4E's do?

- ▶ Process documentation support to update and distributing procedures
- ▶ Assure compliance to your standards
- ▶ Management by objective
- ▶ Identify non conformities
- ▶ Follow up your corrective actions implementation
- ▶ Dig out the root causes for non conformities



How does 4E's work?

- ▶ 4E's implements the **PDCA** cycle for process refinement and optimization.



Plan

- Process Documentation
- Risk assessment

Do

- Training
- Shared knowledge

Check

- Audits management
- Performance indicators
- Customer feedback

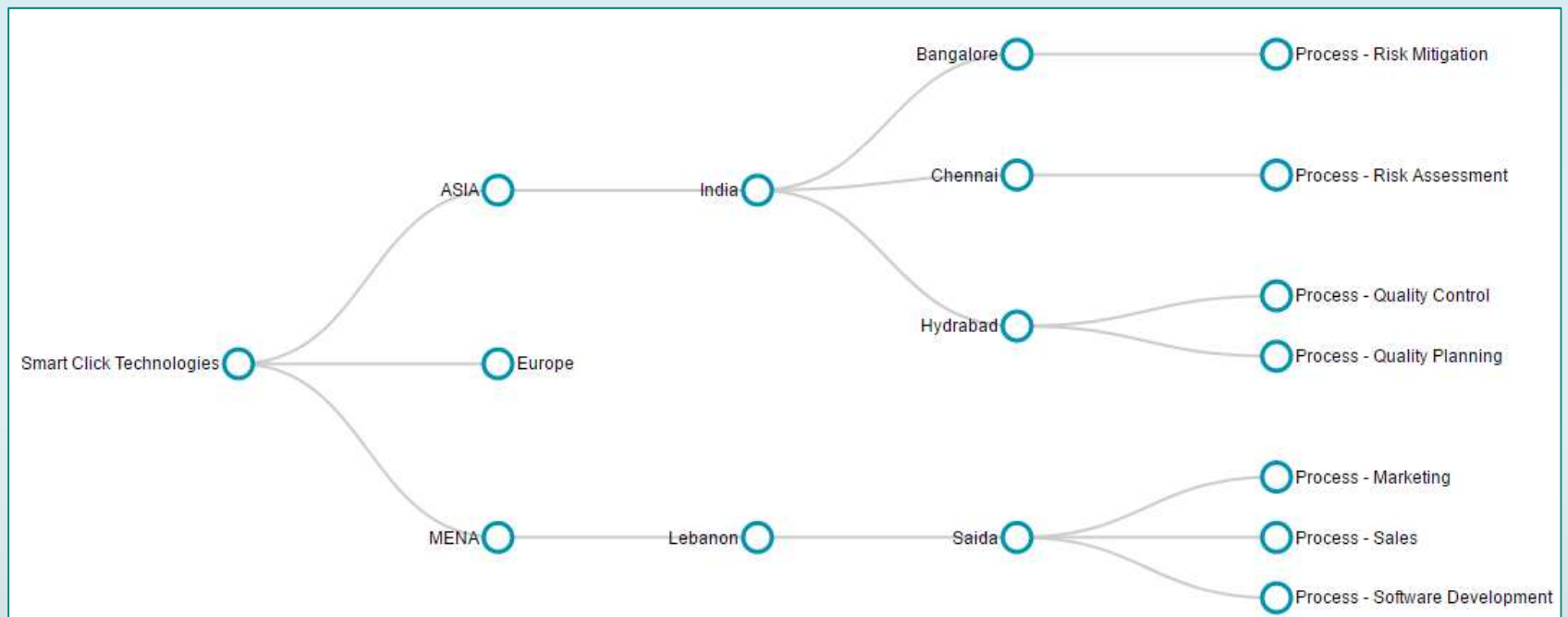
Act

- Non-conformities/corrective actions

Establish your organization hierarchy

Branch down to every single process

By establishing the company hierarchy, Roles and privileges will be easy



▶ PLAN

▶ DO

▶ CHECK

▶ ACT

Process Mapping management (documentation)

One place for all procedures' documents

▶ PLAN

- ▶ Distribute tasks among all process owners (every process owner uploads his process documents)

✓ Documentation

✓ Risk Assessment

- ▶ update and refine procedures

- ▶ Supports versioning

▶ DO

▶ CHECK

▶ ACT

New Document

Document Category:

Enter Document Description:

Tree Hierarchy:

Requires Training? Yes No

Public Keeping this box checked will make the document visible to all users.

Name	Description	Organization Level	Type	Visibility	Status		Date
SD Process_1.0.0.pdf	This document presents process for software development	Process - Software Development	Internal	Private	Reviewed & Approved	System Admin	2017-03-06
Sales Planning Tutorial_1.0.0.pdf	This document presents process for sales planning	Process - Sales	Internal	Private	Awaiting Review	System Admin	2017-03-06
Project-plan-template.jpg_2.0.0.jpg	Project Plan Template	Process - Quality Planning	BaseLine	Public	Reviewed & Approved	System Admin	2017-03-20

Be ahead of potential risks.

Asses all potential risks and monitor them in one place

▶ PLAN

- ▶ Complete tool to study and asses every potential threat or risk
- ▶ Operational controls to deal with any emergency, assigned to a responsible employee

- ✓ Documentation
- ✓ Risk Assessment

Control	Person in Charge	Due Date	Done	Comment	Evidence	Action
Extra Testing	Samah Kashoua	2017-03-08	2017-03-06	Testing has been done	-----	Verify Evidence

▶ DO

▶ CHECK

▶ ACT

Risks & Opportunities	Effects	Risk Priority Number	Causes	Operational Controls (O.C.)	Action
Submitting data does not work well	Data is not submitted and thus not saved in database	▼ Pre 9 ● Significant Post 2 ● Low	Internet Connection problem Case sensitive issue		Action ▼
				Pre	Post
	Severity (1 to 3)			3	2
	Likelihood (1 to 3)			3	1
	Difficulty of detection (1 to 2)			1	1
	Risk Priority Number			9	2

Complete training repository

Manage training needs of every single employee

▶ PLAN

▶ DO

✓ Training

✓ Knowledge

▶ CHECK

▶ ACT

- ▶ Define job roles
- ▶ Define competencies for all job roles
- ▶ Establish trainings for every role and competency
- ▶ Schedule trainings ahead
- ▶ Monitor every employee's advancement through his training record

Training	Description	Competency	Budget Required
Event Planning Training	This training helps sales reps to plan for events properly.	Planning - Sales Planning	5000 USD
php development	advanced php training	PHP - Advanced PHP	500 USD
Six Sigma Certification	Training on Six Sigma Green Belt certification	Technical Skills - Expert	500 SAR

Organizational knowledge forum

The employee's Facebook

▶ PLAN

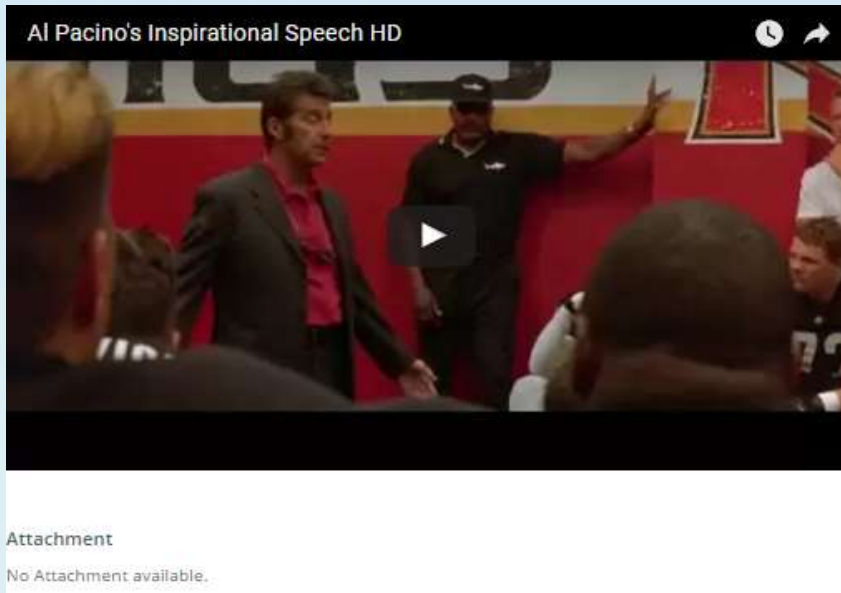
▶ DO

✓ Training

✓ Knowledge

▶ CHECK

▶ ACT



- ▶ share all the acquired knowledge between employees
- ▶ Share the experience of experienced personnel
- ▶ Enhance communication between employees
- ▶ Share interesting videos, trainings or motivation

Discussions

Search:

Thread	Posted By	Date Posted
amazing!	System Admin	2017-03-06

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Add Opinion

Please complete the form below to post your opinion on the idea above:

The image shows a screenshot of a discussion forum. At the top, there is a search bar. Below it is a table with three columns: "Thread", "Posted By", and "Date Posted". The table contains one entry with the thread "amazing!", posted by "System Admin" on "2017-03-06". Below the table, there is a pagination control showing "Showing 1 to 1 of 1 entries" and buttons for "First", "Previous", "1", "Next", and "Last". At the bottom, there is a section for "Add Opinion" with a prompt: "Please complete the form below to post your opinion on the idea above:".

Internal audit management

Check the conformity to your standards

▶ PLAN

▶ DO

▶ CHECK

✓ Audits

✓ Performance indicators

✓ Customer Feedback

▶ ACT

▶ Create your checklists

▶ View audit reports

▶ Schedule you audits plan

▶ Automatic Non-Conformance generation

Testing Audit Checklist

+ New Section

→ Testing Views

→ Testing Submitting Data

Questions Internal Documents External Documents

Testing Views

Question	Guidance	Reference	Actions
Reports and Tables are viewed correctly?	Reports and Tables must show all relevant data.	Refer to section 1	
Ability to print and export to excel from tables?	there must be two buttons one for print and the other for excel export		

Performance Indicators Tool

management by objectives? This is the tool.

- ▶ PLAN
- ▶ DO
- ▶ CHECK
- ✓ Audits
- ✓ Performance indicators
- ✓ Customer Feedback
- ▶ ACT

- ▶ Enter all you performance indicators
- ▶ Assign data entry to process members
- ▶ assign alerts frequency of non-conformances and corrective actions
- ▶ Keep and view history of every PI

Actual	Target	Target Variation	Date
6500 ●	9000	-2500.00	2017-01-01
7500 ●	9000	-1500.00	2017-02-01
8000 ●	9000	-1000.00	2016-12-01
9500 ●	9000	500.00	2016-11-01
8000 ●	9000	-1000.00	2016-01-01
9500 ●	9000	500.00	2016-02-01
10500 ●	9000	1500.00	2016-03-01
5000 ●	9000	-4000.00	2016-04-01
3000 ●	9000	-6000.00	2016-05-01
6300 ●	9000	-2700.00	2016-06-01

Add Performance Indicator

When will this PI be entered?

Objective

What is your PI format?

Which direction is best?

Baseline

Please enter PI Unit.

Choose Process

Notificaton Frequency For C/A

↓Calculation Method

Is this a calculated PI?

0
1
2
3
4
5
6
7
8
9

+
-
/
*
()
[]
C

What are your RAG thresholds?

Target

Customer Feedback

Because customers matter

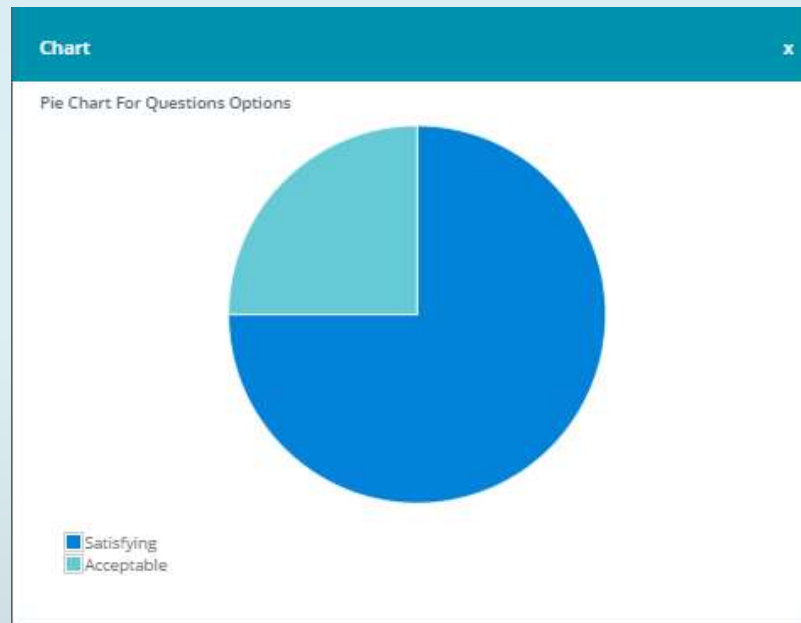
- ▶ PLAN
- ▶ DO
- ▶ CHECK

- ▶ Create customer feedback surveys
- ▶ Send it to group of clients
- ▶ Gather their feedback
- ▶ Automatic alerts of un-satisfaction or non-conformances

- ✓ Audits
- ✓ Performance indicators
- ✓ Customer Feedback

- ▶ ACT

Survey
Product Satisfaction (Total Sent : 4 Total Answered : 4)
a1 (Total Sent : 0 Total Answered : 0)



Over All Summary Chart

Pie Chart	Option	Total	Percentage
Display	Satisfying	3	75%
	Acceptable	1	25%
Display	> 80%	1	25%
	70%	3	75%
Display	Yes	4	100%

Non Conformities/Corrective actions

The Problems hub

▶ PLAN

▶ DP

▶ CHECK

▶ ACT

- ▶ Gather all Non-conformities from the system modules
- ▶ Show priority, risk level and source
- ▶ Assign actions with due dates

✓ Non Conformities/ Corrective actions

Category	SubCategory	Process	Date / Time	Risk Level	Module	Closing Date	Status	Action
Audit Non Conformance	---	Software Development	2017-03-06 / 10:58	Low	Audit	2017-03-06	Assigned	Action ▾
Unachieved Objective (PI)	---	Sales	2017-03-06 / 12:56 PM	High	Performance Indicator	2017-03-09	Under Investigation	Details Edit Resolve
Unachieved Objective (PI)	---	Sales	2017-03-06 / 12:56 PM	High	Performance Indicator	---	Waiting Containment	
Unachieved Objective (PI)	---	Sales	2017-03-06 / 12:56 PM	High	Performance Indicator	2017-04-04	Assigned	Action ▾
Near Miss	miss target	Software Development	2017-04-18 / 12:00 AM	Medium	NC/CA	2017-04-30	Implementation	Action ▾

Non Conformities/Corrective actions

The Problems solver

- ▶ PLAN
- ▶ DP
- ▶ CHECK
- ▶ ACT

- ▶ Resolve problems
- ▶ Write process owner's report
- ▶ Initiate immediate action
- ▶ Assign corrective action

- ✓ Non Conformities/ Corrective actions

Immediate Action				
Action	Assigned To	Closing Date	Actual Closing Date	Action Details
1 . Immediate Action	Laila Ghoteime	2017-06-13		Not Verified

Comment

This should be resolved as soon as possible

Email Non Conformance

Action ▾

- Accept and Initiate CA
- No further Actions

Non Conformities/Corrective actions

The Problems solver

▶ PLAN

▶ DP

▶ CHECK

▶ ACT

✓ Non Conformities/
Corrective actions

▶ Dynamic Root cause analysis tools to help you dig out every problem and assign actions directly to responsible persons.

▶ Multiple tools:

- Fishbone diagram
- 5 Why's method
- Cause effect diagram

Effect: PI Title: Monthly Sales
Actual Value: 4800
Target :9000
Date: 2016-08-01

Environment +

Material +

People +

Not Tained + - ↻ ↺

Training Manager Didn't Supply Training + - ↻ ↺

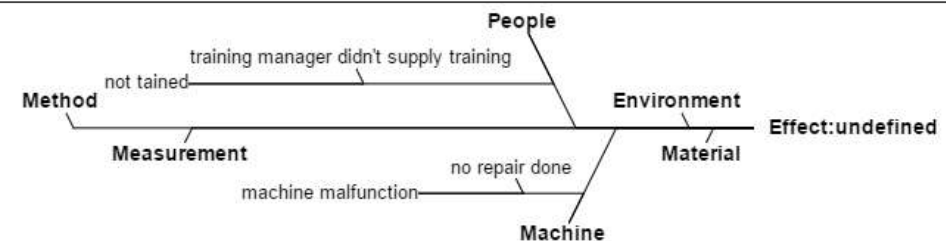
Machine +

Machine Malfunction + - ↻ ↺

Method +

Measurement +

Go To Implementation



What's 4E's ROI?

- ▶ Proper flow and training of all processes
- ▶ Get the most of employees by improving their productivity
- ▶ Internal Governance and reporting
- ▶ Easy follow up for schedules tasks and controls
- ▶ Engage employees more in problem solving
- ▶ Save costs of new employees training and readiness-to-work time.

