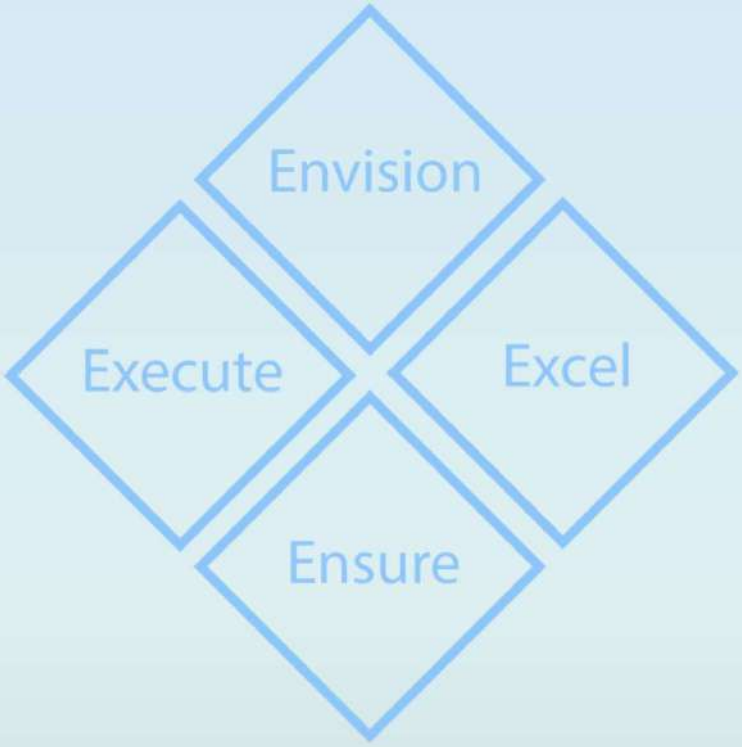


4Es - Business Processes Management System

The need for 4E's

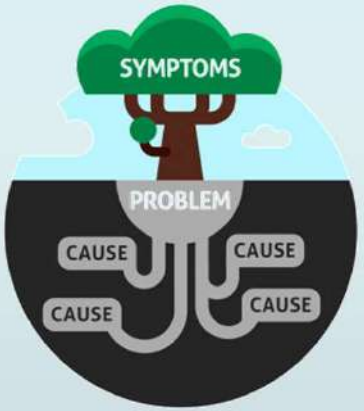
or in other words: what does 4E's do?



- 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

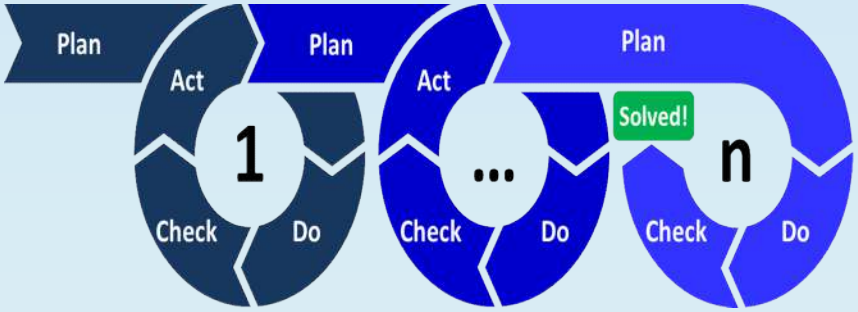






How does 4E's work?

- 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

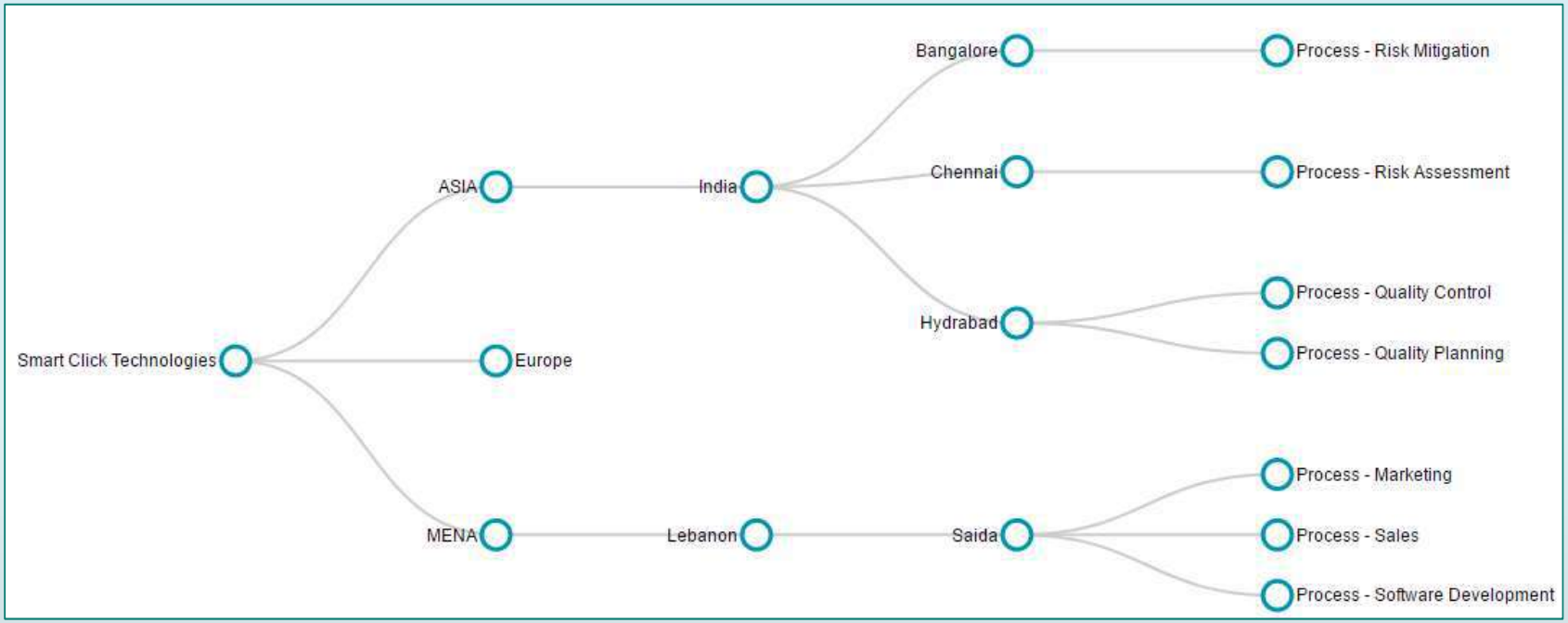
- Non-conformities/corrective actions

- PLAN
- DO
- CHECK
- ACT

Establish your organization hierarchy

Branch down to every single process

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

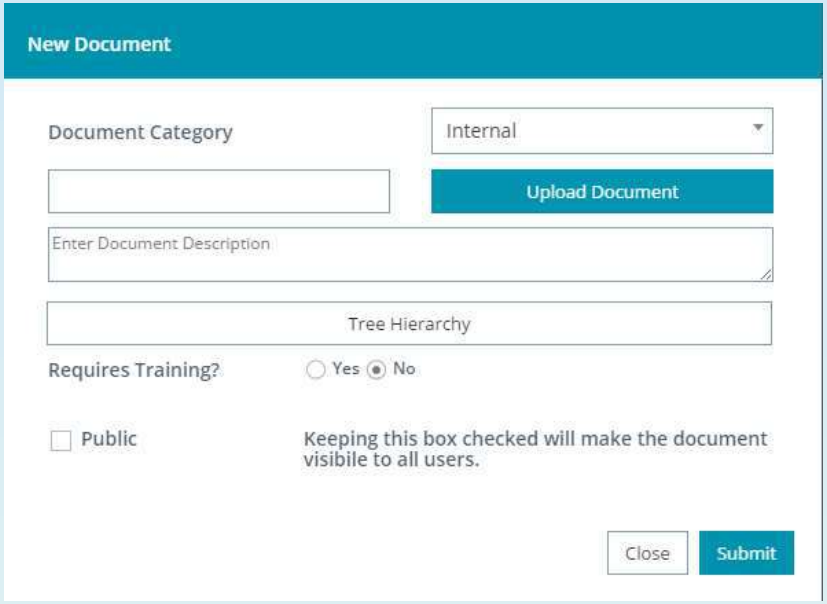


Process Mapping management (documentation)

One place for all procedures' documents

- ▶ **PLAN**
  - ✓ Documentation
  - ✓ Risk Assessment
- ▶ **DO**
- ▶ **CHECK**
- ▶ **ACT**

- Distribute tasks among all process owners (every process owner uploads his process documents)
- update and refine procedures
- Supports versioning



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**
  - ✓ Documentation
  - ✓ Risk Assessment
- **DO**
- **CHECK**
- **ACT**

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

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

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

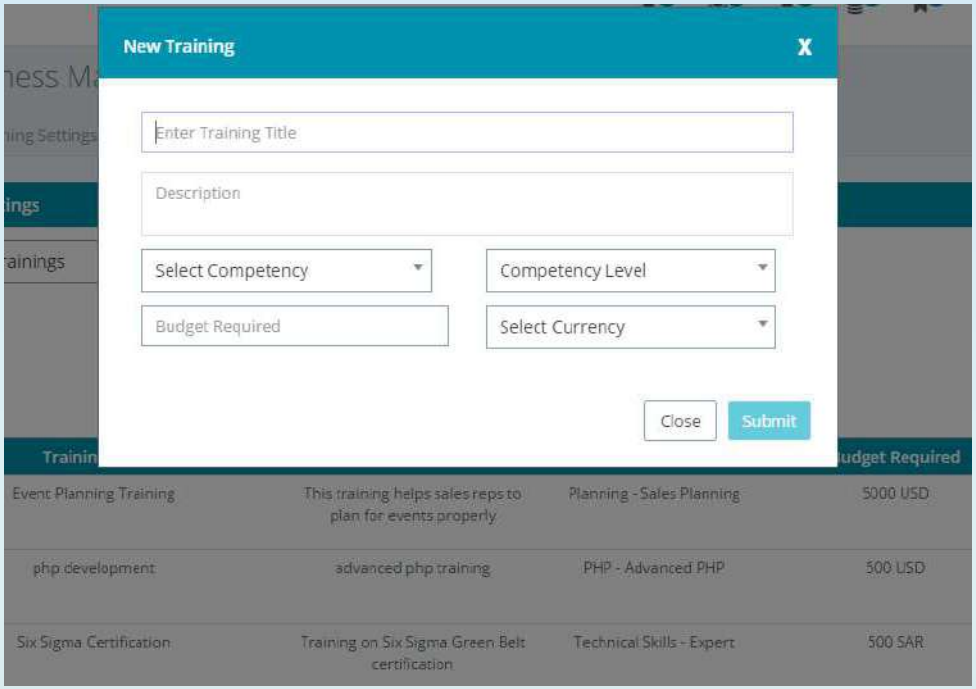
	Pre	Post
Severity (1 to 3)	3	2
Likelihood (1 to 3)	3	1
Difficulty of detection (1 to 2)	1	1
Risk Priority Number	9	2

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



- PLAN
- DO
  - ✓ Training
  - ✓ Knowledge
- CHECK
- ACT

Organizational knowledge forum

The employee's Facebook



Attachment

No Attachment available.

- 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

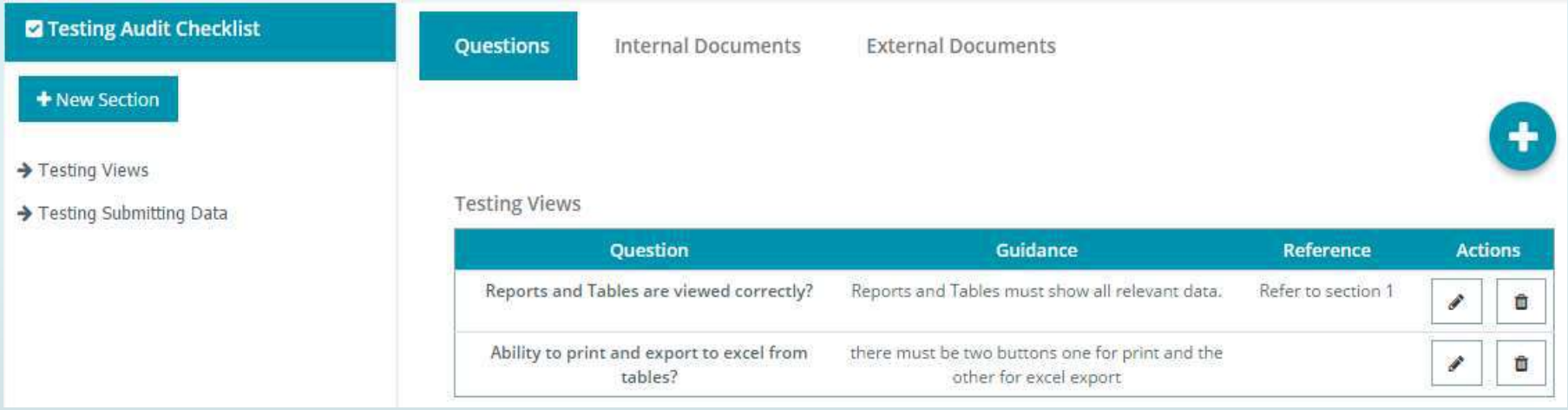
Please complete the form below to post your opinion on the idea above:

Internal audit management

Check the conformity to your standards

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

- Create your checklists
- Schedule you audits plan
- View audit reports
- Automatic Non-Conformance generation



- PLAN
- DO
- CHECK

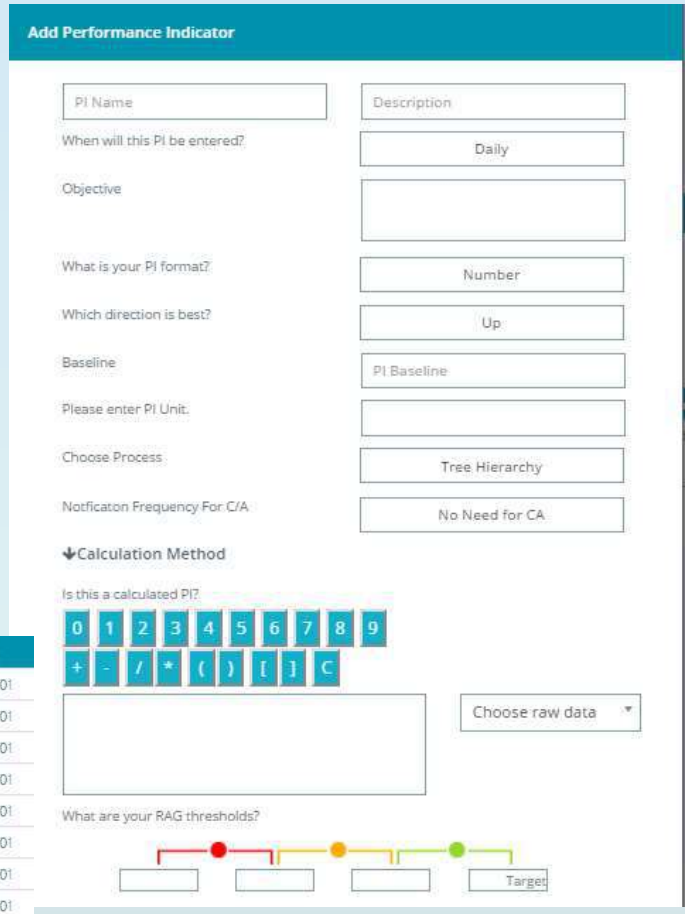
- ✓ Audits
- ✓ Performance indicators
- ✓ Customer Feedback

- ACT

Performance Indicators Tool

management by objectives? This is the tool.

- 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

- PLAN
- DO
- CHECK

- ✓ Audits
- ✓ Performance indicators
- ✓ Customer Feedback

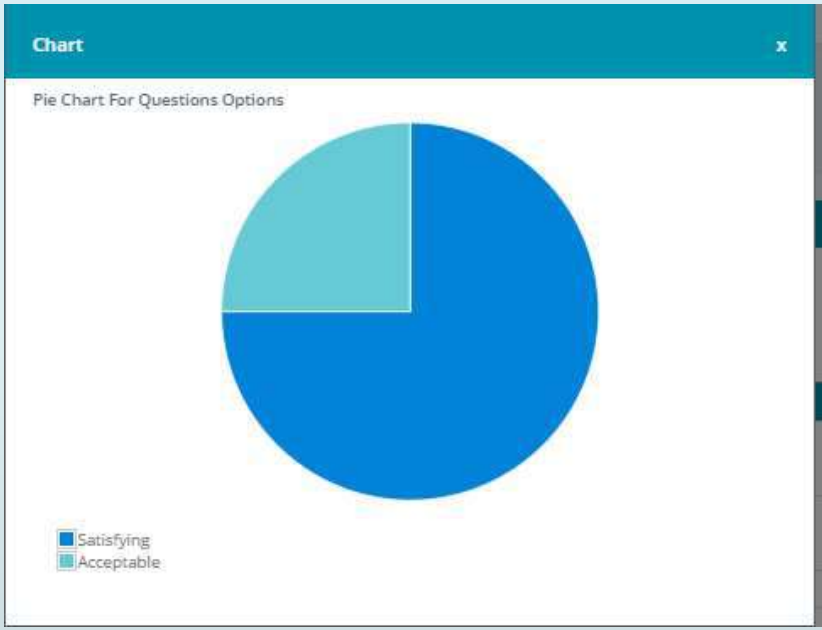
- ACT

Customer Feedback

Because customers matter

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







- PLAN
- DP
- CHECK
- ACT

✓ Non Conformities/ Corrective actions

Non Conformities/Corrective actions

The Problems hub

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

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	
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

Details
Edit
Resolve

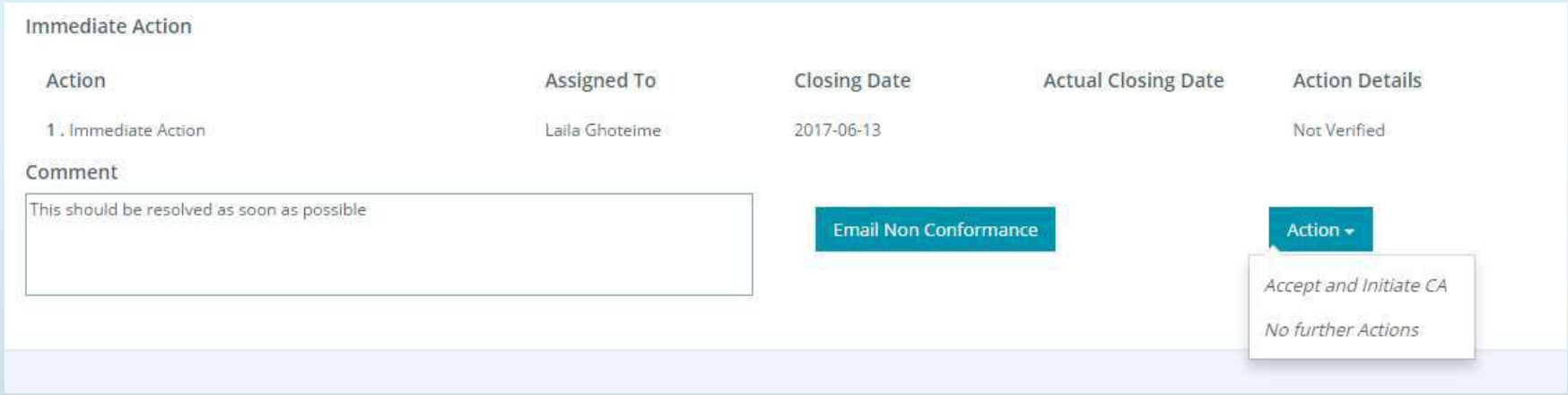
- PLAN
- DP
- CHECK
- ACT

- ✓ Non Conformities/ Corrective actions

Non Conformities/Corrective actions

The Problems solver

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



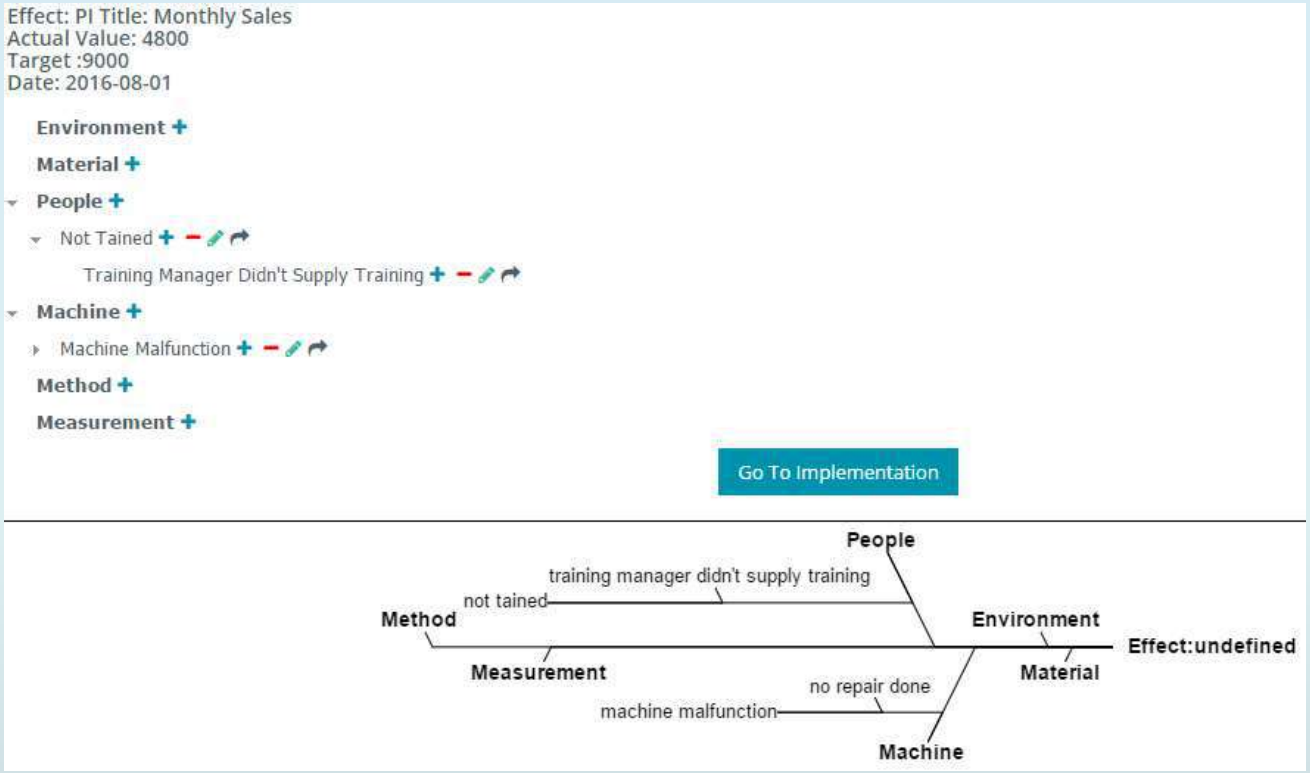
- PLAN
- DP
- CHECK
- ACT

✓ Non Conformities/ Corrective actions

Non Conformities/Corrective actions

The Problems solver

- 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



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.







