

SOLUTIONS

Cost-effective Process Mapping and Publication

Objectives

- Constitute a process and procedures knowledge base in compliance with **ISO 9000** (description of activities).
- Facilitate ownership and management of processes and procedures by the departments concerned.
- Generate and publish a dedicated intranet site from the contents of the knowledge base.
- Provide end users with easy-to-understand process flowcharts giving access to the finest detail
- Provide process designers with the means of analysing the entire contents of the knowledge base.

Solution

Define entity-relationship model including process mapping with variable depth and procedures description.

Easy-to-use content editor supporting shared authoring by content owners.

Access to procedures via process maps.

Two options for defining procedures :

- **Standard Version:** each procedure is described by the succession of activities and operations or tasks which make it up. Each task is allocated to a job responsible for carrying it out and the documents required are defined.
- **Advanced Version:** each procedure is described by a succession of instructions and each instruction is broken down into operations or tasks. The instructions are defined by the jobs who carry them out and by the transactions or the documents used.

Automatic generation of flowcharts from information entered in the knowledge base and update of knowledge base from data entered in the flowchart editor.

Links between procedures for process flow mapping.

ISIMAN® Processes includes :

- Analysis by transaction and by document
- Analysis by job of all procedures where the job is concerned and list of tasks each job carries out.
- Time and workload required per procedure and per job.

All the above analyses are automatically updated whenever the knowledge base is updated.

All hypertext links are automatically updated in the intranet site generated by **ISIMAN® Processes** (in a typical intranet processes and procedures site the number of hypertext links can run to thousands), thereby ensuring consistency following updates.

Options include:

- Shared database management with appropriate security features.
- Multiple site and multiple language management functions for worldwide deployments.
- Inhouse communication management functions.
- Possibility of including general information and standards-related information.

ISIMAN provides all functions necessary for high quality feedback monitoring and reporting:

- Selective operation of feedback process
- Automatic generation of feedback documents including user ID, return date and reminder period
- Integrated one or two step workflow for feedback
- Reminders sent out until results obtained
- Standard feedback monitoring and graphic format reporting functionality
- Export into Excel spreadsheet of all validated results

Benefits

Benefits for authors include:

- Detailed drill down analysis,
- Built-in consistency checks,
- Flexibility for the future (regular updates and new versions),
- Automatic cross-referencing,

Benefits for end users include:

- Rapid training,
- Easy access to information,
- Graphic representation of processes and procedures.

ISIMAN Processes can be integrated with other solutions from the range offered in **ISIMAN Enterprise** particularly: risks, ERP training, IAS, Quality.

Companies concerned

ISIMAN® Processes is designed to meet the needs of enterprises and consultancy firms who :

- Wish to draw process maps on an interactive basis,
- Wish to set up a complete set of procedures in compliance with **ISO 9000**
- Require return on investment based on continuous improvement in the enterprise due to an up-to-date procedures knowledge base.
- Wish to improve the efficiency of analysis and management of their information system without engaging excessive financial or human resources.

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