



# QPR ProcessDesigner

## Improve Process Awareness!

## Product Overview



**QPR**  
**SUITE** 2012

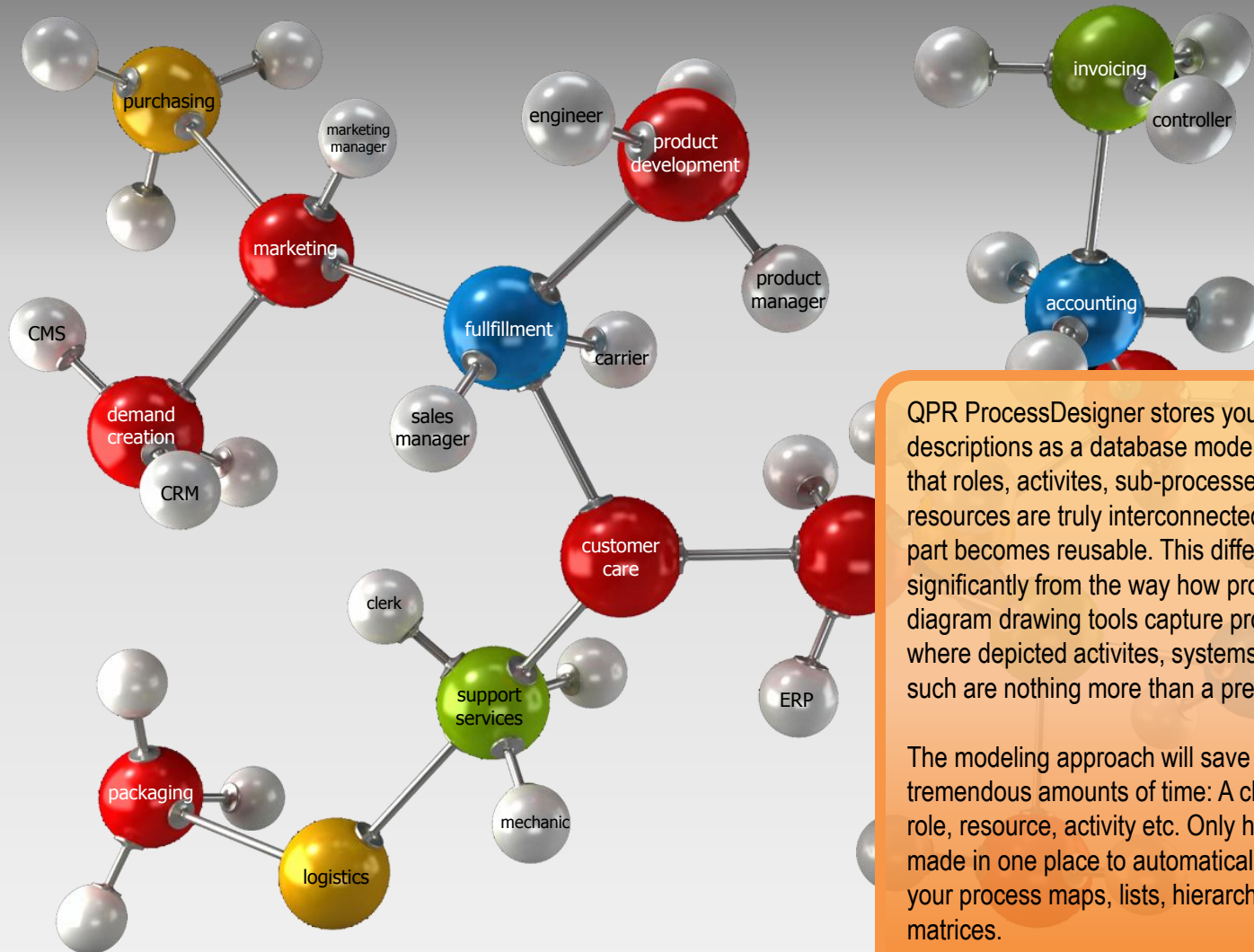
Effective Process Management certainly depends on more than just the technology to support it. Expertise in standards and methodologies like Lean, Six Sigma, IDEF, SOA, BPMN, TOGAF and ArchiMate does not come with a software package.

Software however *does* play an important role in how well your organization manages its' Process Management initiative. This is not just about how well the software supports and facilitates change, productivity, transparency, insight and decision making. but also whether users from both business and IT sides of your organization accept and the software, which is often defined by the degree that they are able to work with it.

With QPR ProcessDesigner you obtain a process management system that business users will love for its' usability, while IT users still get all of the functional depth that's on their wish list! Our partners in over 50 countries across the globe help turn our offering into a complete solution by complementing it with implementation, consulting, training and support services.

More than 1,500 organizations worldwide depend on QPR to support their efforts to continually improve their operations and achieve their goals. All of them benefit from the ability to implement and role out fast...and many of them perform as best among their peers.

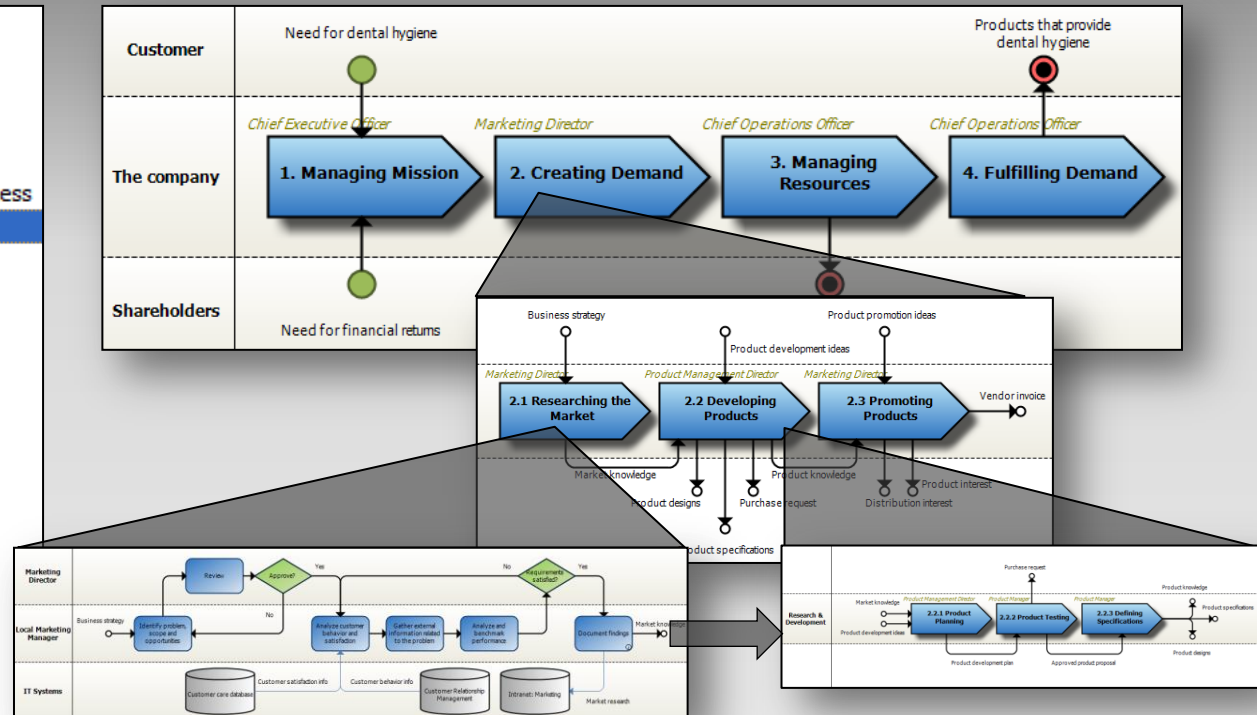
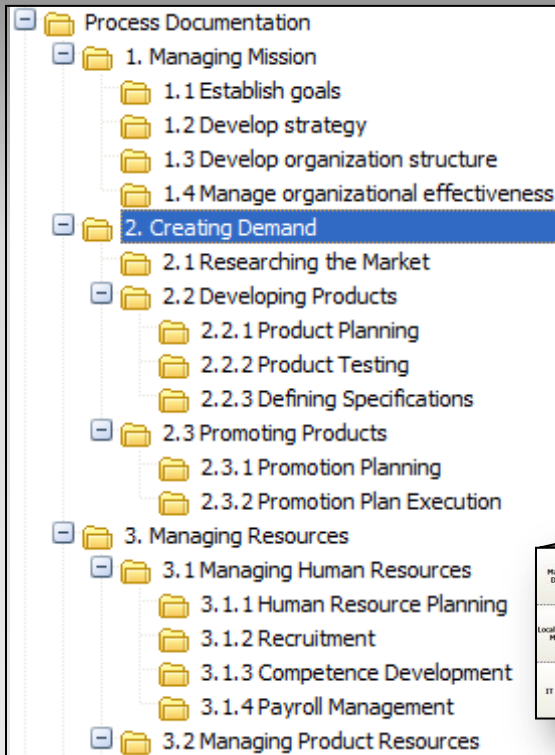
## Modeling: Document and analyze your processes more efficiently



QPR ProcessDesigner stores your process descriptions as a database model, meaning that roles, activities, sub-processes and resources are truly interconnected and every part becomes reusable. This differs significantly from the way how process diagram drawing tools capture processes, where depicted activities, systems, roles and such are nothing more than a pretty picture.

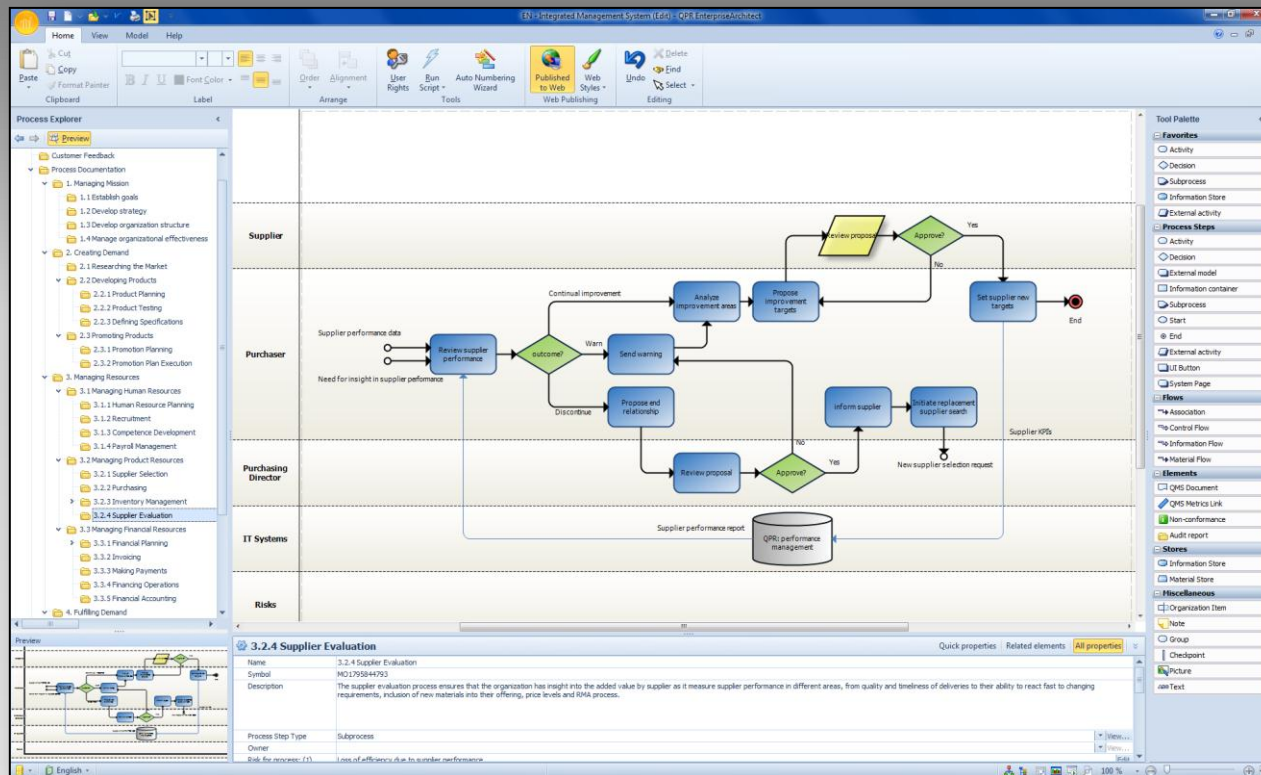
The modeling approach will save designers tremendous amounts of time: A change to a role, resource, activity etc. Only has to be made in one place to automatically update all your process maps, lists, hierarchies and matrices.

# Process information that reflects the "system of processes" that make up your organization



While you work and maintain process information, QPR ProcessDesigner automatically organizes your work in a hierarchical and interconnected manner: From top to bottom and beginning to end. You can thus conveniently browse processes from beginning to end and drill-down into a level of more detail wherever you wish to, without ever getting lost. This also makes finding a specific part of your process model much more intuitive than when trying to find it from a large collection of files!

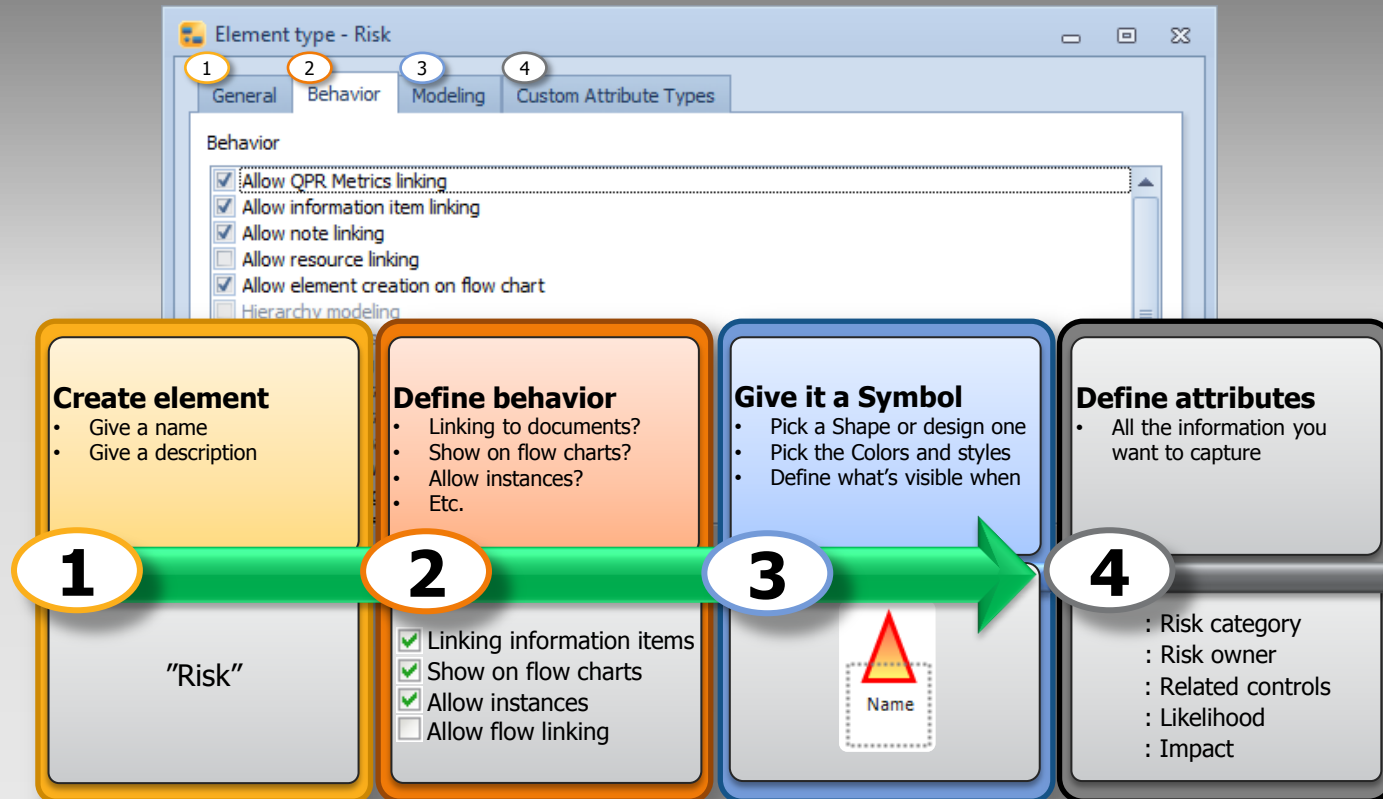
# A process improvement initiative where both business users and IT users actively participate



In order to succeed with process management it is essential to address your business-side employees as well as your IT people: No business process can be effectively improved without active support from IT or business side involvement.

Most process management tools however pick just one audience: simple drawing tools for business users and complex modeling environments for IT people with each tool being either too difficult to use or simply lacking much of the needed functionality to satisfy both groups. QPR ProcessGuide addresses both user groups by providing a powerful process modeling environment that is still as easy to use as the Office productivity tools that business and IT users work with every day.

You will be able to capture your processes exactly the way that works best for your organization



Every organization is different. The way you document your processes therefore also differs...even from your closest competitor. QPR ProcessDesigner provides rich notation customization capabilities allowing you to capture your processes the way that works best for your organization. Unlike most tools however, this customization is very easy to do and maintain simply by filling out menus!

QPR ProcessDesigner can support a rich collection of modeling notations: from any custom flowcharting notation to standards like IDEF, UML, BPMN, SDL, ArchiMate and many more!



# Get a complete understanding of your processes by viewing them in any way you want to

Organization Hierarchy		
Name	Type	Description
Organization Hierarchy	Organization Item	
Advertising Agency	Organization Item	The advertising agency assists the marketing team in the design and development of product collateral.
Board	Organization Item	The Board is responsible for determining the company's Mission and Purpose, selecting and supporting the CEO, ensuring effective organization of the company's programs and services, enhancing the company's public image, serving as a court of appeal and for assessing its own performance.
Board of Directors	Organization Item	The Board is responsible for determining the company's Mission and Purpose, selecting and supporting the CEO, ensuring effective organization of the company's programs and services, enhancing the company's public image, serving as a court of appeal and for assessing its own performance.
Management Board	Organization Item	The board functions as a governing and steering entity of the company, oversees the Enterprise Management Team and bears responsibility for its performance.
Carrier	Organization Item	A carrier is an organization that provides transportation services for goods and passengers.
Cross-Functional Process Improvement Team	Organization Item	The process improvement team is responsible for identifying areas for improvement and implementing changes to optimize processes.
Customer	Organization Item	The customer is a key stakeholder in the organization's success.
Customer Care	Organization Item	Customer Care is responsible for providing support and assistance to customers.
Customer Care Director	Organization Item	Customer Care Director is responsible for overseeing the Customer Care team.
Customer Care Representative	Organization Item	Customer Care Representative is responsible for providing support and assistance to customers.
Department Manager	Organization Item	Department manager is a person who is responsible for the day-to-day operations of a department.
Distributor	Organization Item	Distributors are wholesale companies that sell products to retailers.
Employee	Organization Item	Employee is a generic role that represents any person who works for the organization.
Enterprise Management Team	Organization Item	The Enterprise Management Team is responsible for the overall management of the organization.
Chief Executive Officer	Organization Item	Chief Executive Officer is the highest-ranking executive in the organization.
Chief Financial Officer	Organization Item	Chief Financial Officer is responsible for the organization's financial performance.
Chief Information Officer	Organization Item	Chief Information Officer is responsible for the organization's information technology systems.
Chief Operations Officer	Organization Item	Chief Operations Officer is responsible for the organization's day-to-day operations.

Documented Risks		
Name	Description	Risk category:
Production infrastructure loss due to fire	Fire at one of the production facilities of the organization can result in a catastrophic loss of company value.	Environment risk
Reputation loss due to distributor misconduct	Distributors that misbehave may have a negative influence on the company's image.	Environment risk
Reputation loss due to improper marketing	Improper marketing that may be offending to groups of people will have a negative effect on the reputation of Dentorex.	Environment risk
Significant marketing underperformance compared to competitors	Competitors being able to better fund and execute their marketing campaigns will impair our ability to obtain prime shelf space and consumer awareness.	Environment risk
Operational capability loss due to epidemics	Epidemics, such as SARS or H1N1 or similar may reduce much of the operational capacity of the organization, albeit often temporarily.	Environment risk
Non-compliance with recruitment laws and regulations	A change in laws or regulations related to recruitment of human resources may lead to non-compliance and fines.	Environment risk
Political actions threatening marketing	Political actions by governments may affect our ability to market products in foreign markets.	Environment risk
Stock price reduction due to high interest rates	Exceptionally high interest rates make the company's stock less attractive to investors, reducing stock price and the ability of the company to raise capital.	Environment risk

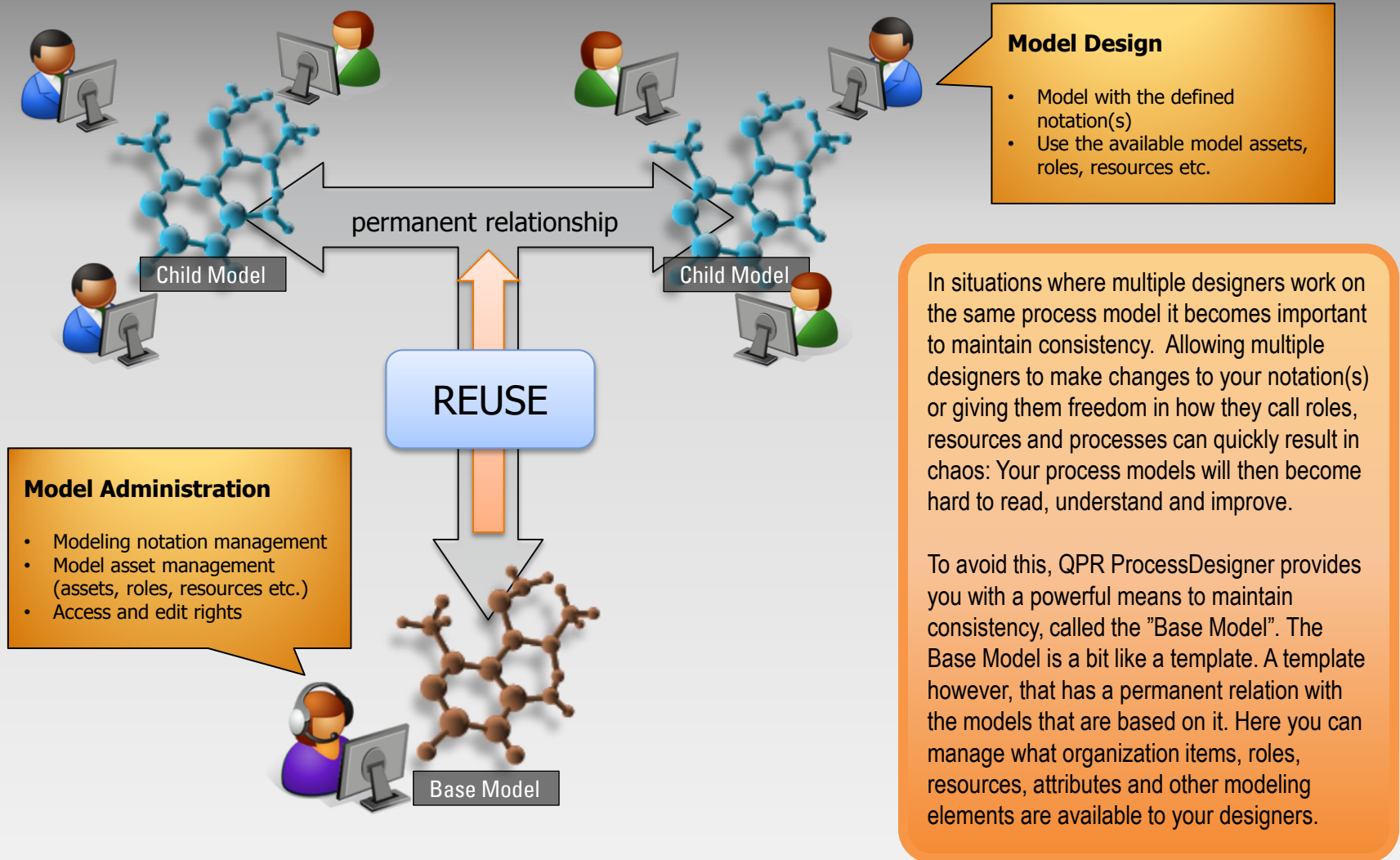
Risks and Owners		
Name	Accidents in warehouse	Accidents on the production floor
Advertising Agency	<input type="checkbox"/>	<input type="checkbox"/>
Board	<input type="checkbox"/>	<input type="checkbox"/>
Board of Directors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Management Board	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrier	<input type="checkbox"/>	<input type="checkbox"/>
Cross-Functional Process Improvement Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer	<input type="checkbox"/>	<input type="checkbox"/>
Customer Care	<input type="checkbox"/>	<input type="checkbox"/>
Customer Care Director	<input type="checkbox"/>	<input type="checkbox"/>
Customer Care Representative	<input type="checkbox"/>	<input type="checkbox"/>
Department Manager	<input type="checkbox"/>	<input type="checkbox"/>
Distributor	<input type="checkbox"/>	<input type="checkbox"/>
Employee	<input type="checkbox"/>	<input type="checkbox"/>
Enterprise Management Team	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chief Executive Officer	<input type="checkbox"/>	<input type="checkbox"/>
Chief Financial Officer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chief Information Officer	<input type="checkbox"/>	<input type="checkbox"/>
Chief Operations Officer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chief Risk Officer	<input type="checkbox"/>	<input type="checkbox"/>
Goal Establishment Workgroup	<input type="checkbox"/>	<input type="checkbox"/>
Organizational Structure Workgroup	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strategy Development Workgroup	<input type="checkbox"/>	<input type="checkbox"/>
External Auditor	<input type="checkbox"/>	<input type="checkbox"/>
Finance	<input type="checkbox"/>	<input type="checkbox"/>

Process for risks		
Process for risks	Risk owner	
4.1.1.1 Distributor Recruitment	Chief Operations Officer	
2.3.1 Promotion Planning	Sales Director	
2.3.2 Promotion Plan Execution	Marketing Director	
2.3.1 Promotion Planning	Marketing Director	
1.2 Develop strategy	Chief Operations Officer	
2.1 Researching the Market	Human Resources Manager	
3.1.2 Recruitment	Marketing Director	
1.2 Develop strategy	Chief Executive Officer	
3.1.2 Budgeting		
3.3.4 Financing Operations		
1.2 Develop strategy	Purchasing Director	
3.2.1 Supplier Selection		
3.2.2 Purchasing		
2.1 Researching the Market	Marketing Director	
2.2.1 Product Planning		
2.2.2 Product Testing		
2.2.3 Defining Specifications		
3.2.3.1 Receiving Materials	Chief Operations Officer	
2.1 Researching the Market	Marketing Director	
2.3.1 Promotion Planning	Chief Information Officer	
2.3.2 Promotion Plan Execution	Marketing Director	
4.3.1 Producing Tooth Paste		
4.3.2 Producing Packaging		
4.3.3 Packaging Tooth Paste	Production Director	
3.2.1 Supplier Selection	Purchasing Director	
3.2.2 Purchasing		
3.2.3.1 Receiving Materials	Production Director	

QPR ProcessDesigner allows you to look at your process model in many other ways than just the process map view. It is easy to define other views such as lists, hierarchies or matrices that can show you your organization hierarchy and related responsibilities, your IT systems and the roles that use them for what purpose, or process-related topics like risks, process performance metrics, documented policies their owners and review dates etc. These hierarchies and lists are not just generated reports, but also serve as modeling interfaces to your model: so when you reorganize or edit them, you are actually modeling, which then again is reflected on your process maps automatically....without you having to duplicate your work!

## Benefit from a powerful means to keep your process information consistent



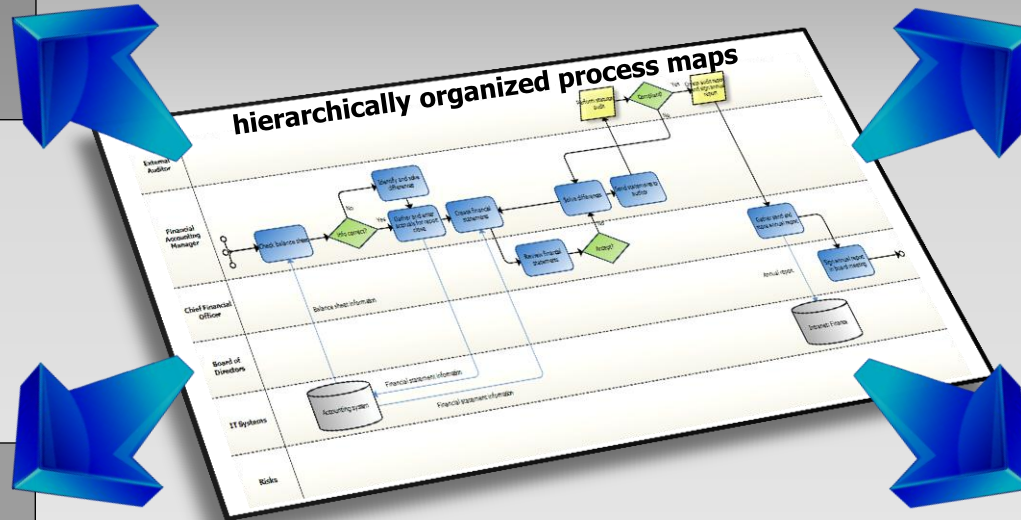
# Create rich process maps that offer users access to all relevant information



related files and documentation



Workflow web forms



Performance measures, targets, charts

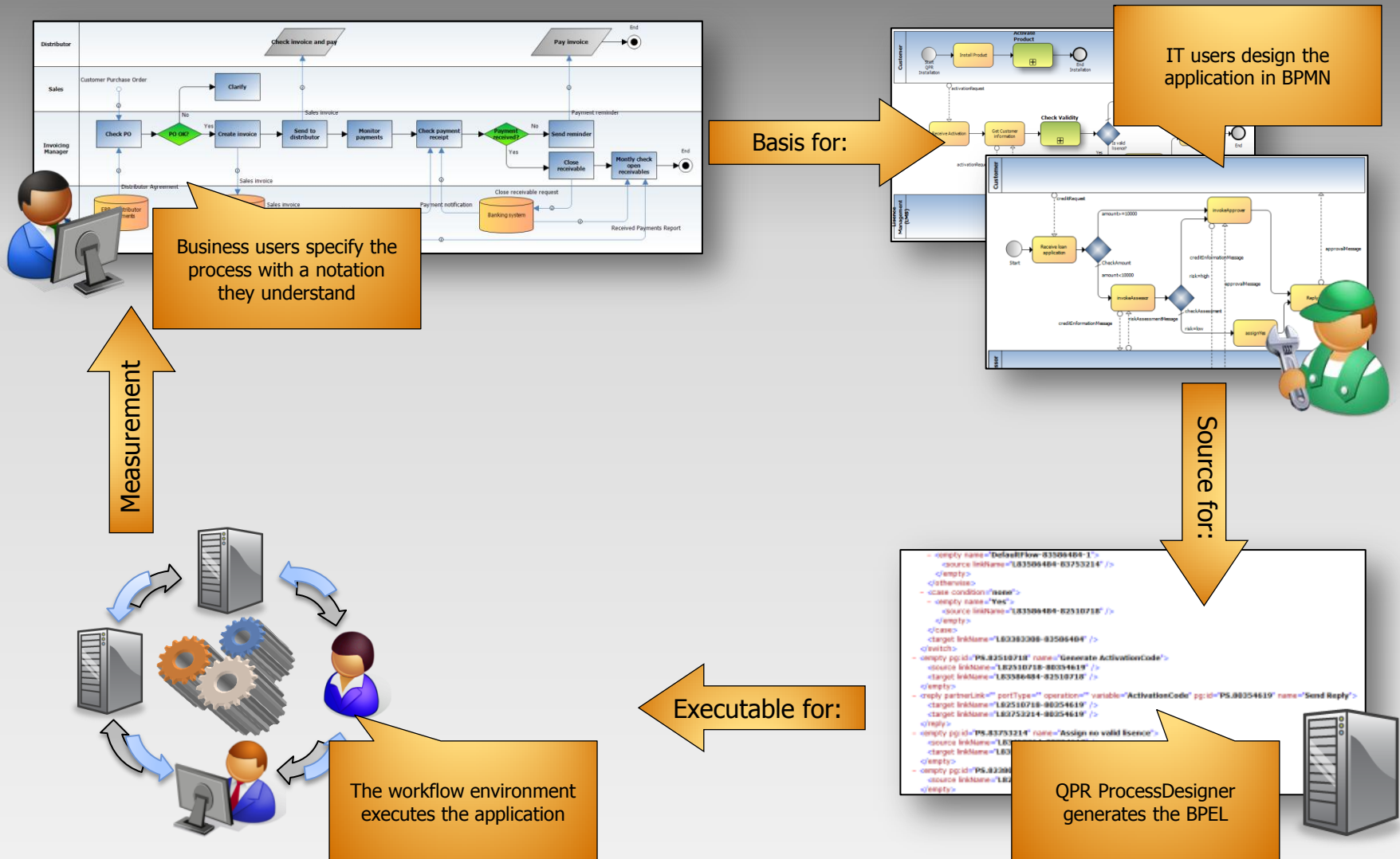


process analysis

QPR ProcessDesigner allows you to attach process-related information to process maps, like for example your policies, work instructions, document templates and eLearning, as well as links to information on the web or application interfaces (workflow automation web forms, databases, business intelligence and performance management). Users of process information in your organization will thus be able to access all this process related information through the process maps, making them significantly more valuable in supporting people in their daily work.



# Improve the development of business application processes



## A process model that is an asset to all your stakeholder groups

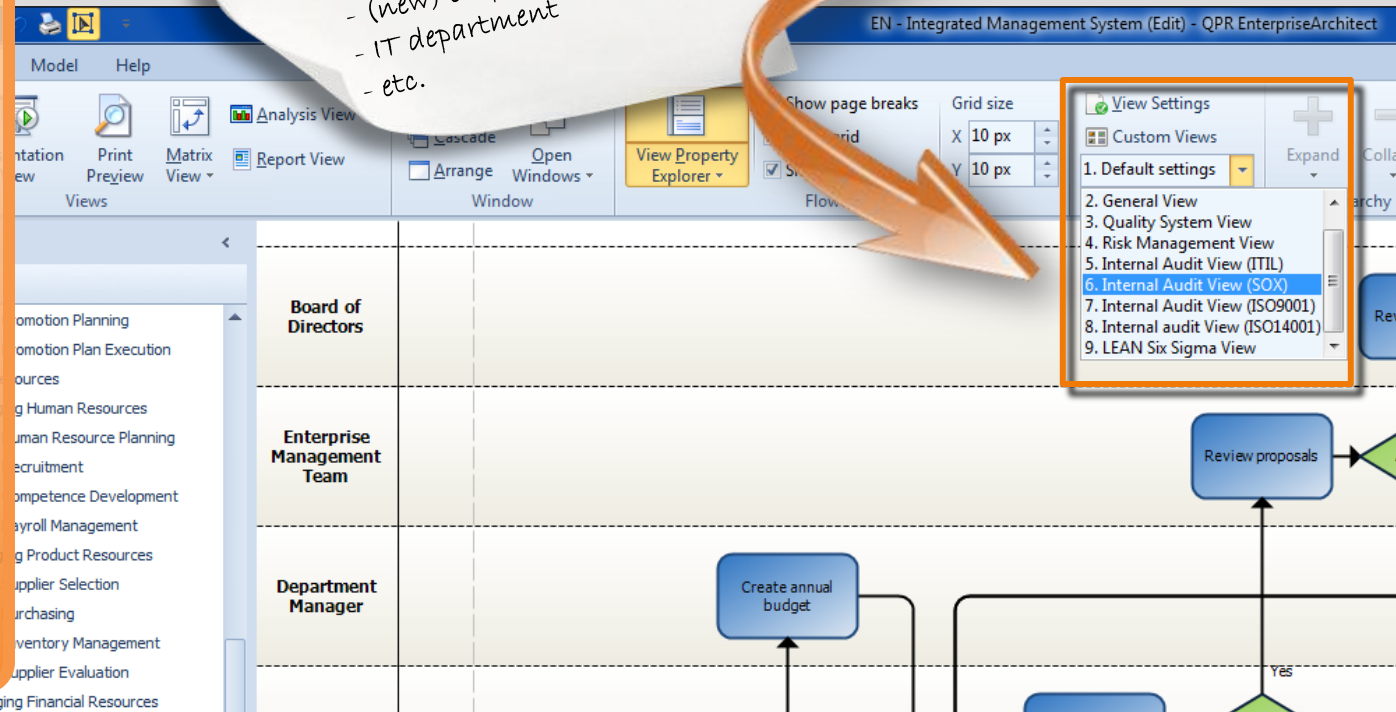
A lot of work is typically invested in documenting and maintaining process information. Why not share that effort with other stakeholders in your organization?

QPR ProcessDesigner not only reduces this effort for you, it also allows multiple process stakeholder groups in your organization to bundle their forces and benefit from each others' work!

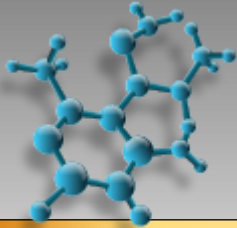
Since different stakeholders have different needs and wishes as to what information they want to see in your model, QPR ProcessDesigner allows you to define view settings that work like layers: a process owner can therefore view the same process map as a risk manager, but for each user the process map will present different types of process-related information!

Process Stakeholders:

- quality department
- risk management team
- process owners
- internal audit
- (new) employees
- IT department
- etc.

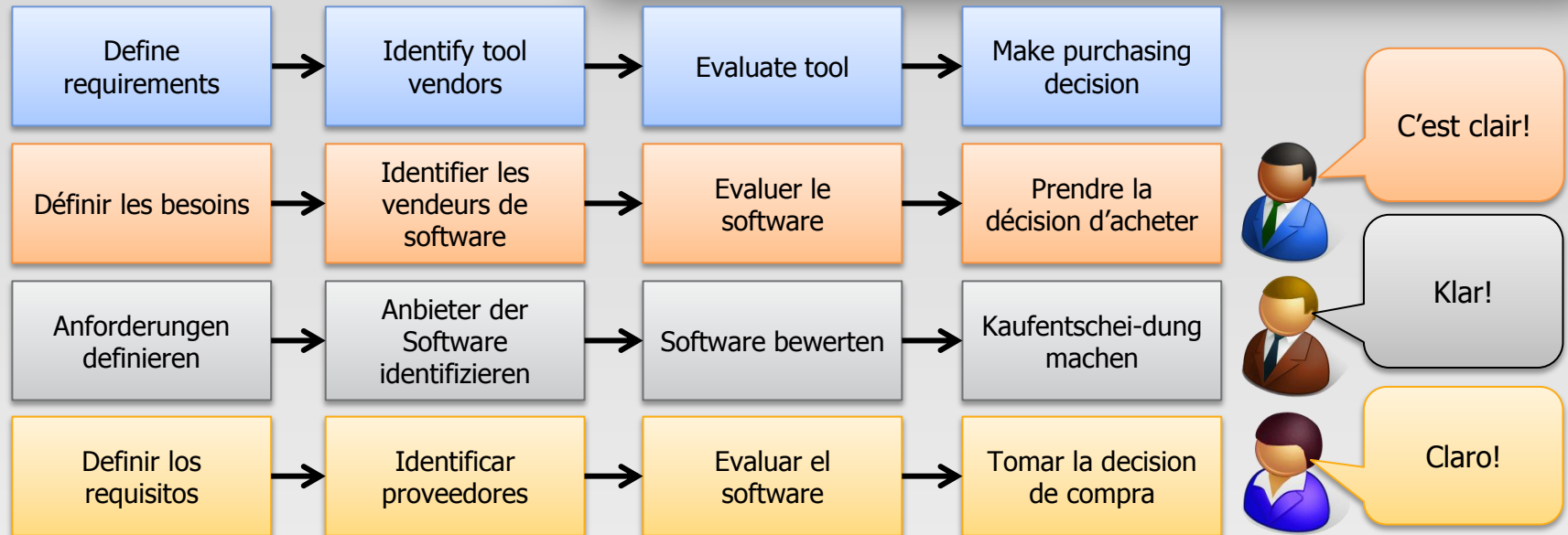


# Communicate your model in multiple natural languages



One model, many languages!

Translation			
Fields	Dutch (default)	English	German
Name	Kwaliteitscontrole	Quality Control	Qualitätskontrolle
Description			
<div>OK Cancel Help</div>			



QPR ProcessDesigner goes further than just allowing you to tailor the delivery of process information to different stakeholder groups. It also allows you to communicate the same process model in as many natural languages as you like! Organizations that operate and have offices in multiple countries can thus ensure that also employees from different nationalities obtain process information they can easily understand.

# Communicate rich process information and offer web browser-based analysis and sharing capabilities to your employees

**EN - Integrated Management System**

**Hierarchy**

- Budget decisions based on incorrect information
- Budgets not aligned with strategy
- Failure to correctly position the product
- Financing decisions based on incorrect information
- Financing decisions based on lacking information
- Incomplete regulatory reports
- Late reporting of financials
- Marketing misaligned with strategy
- Over commitment of long term human resources
- Poor marketing decisions due to lacking market information
- Pricing decisions based on unavailable info
- Pricing decisions based on incorrect info
- Pricing decisions without customer input
- R&D activities not aligned with strategy
- R&D project failure due to poor planning
- Regulatory reporting fraud
- Reporting of incorrect financials
- Customers seeking other forms of dental care
- Customers seeking other forms of purchasing

**Owner**

- Chief Financial Officer
- Chief Executive Officer
- Marketing Director
- Chief Financial Officer
- Chief Financial Officer
- Internal Auditor
- Chief Financial Officer
- Chief Executive Officer
- Human Resources Manager
- Marketing Director
- Sales Director
- Sales Director
- Sales Director
- Chief Executive Officer
- Research & Development Director
- Internal Auditor
- Chief Financial Officer
- Marketing Director
- Marketing Director

**Quality Management System Guidance**

- Quality Policy
- Quality Handbook
- Quality Objectives
- Quality Procedures

**mission management**

- marketing
- research & development
- human resources
- purchasing
- inventory management
- finance
- sales
- production
- logistics
- customer care

**Corporate Policy**

Company Confidential  
December 13, 2010

No	Date	Author	Description	Status	Review Date
1	21-03-2009	Marko Vajda	Draft		
2	19-03-2009	Marko Vajda	Revised	Contents appropriate	
3	17-03-2009	Marko Vajda	Approved		
4	17-03-2009	Marko Vajda	Final		

**3.2.2 Purchasing**

The purchasing process turns a need for raw materials into incoming shipments of correct spec materials from qualified suppliers.

**Graph**

**Process Flowchart:**

```

graph LR
    Start([Start]) --> Plan[Plan]
    Plan --> Buy[Buy]
    Buy --> Ship[Ship]
    Ship --> Store[Store]
    Store --> Use[Use]
    Use --> End([End])
  
```

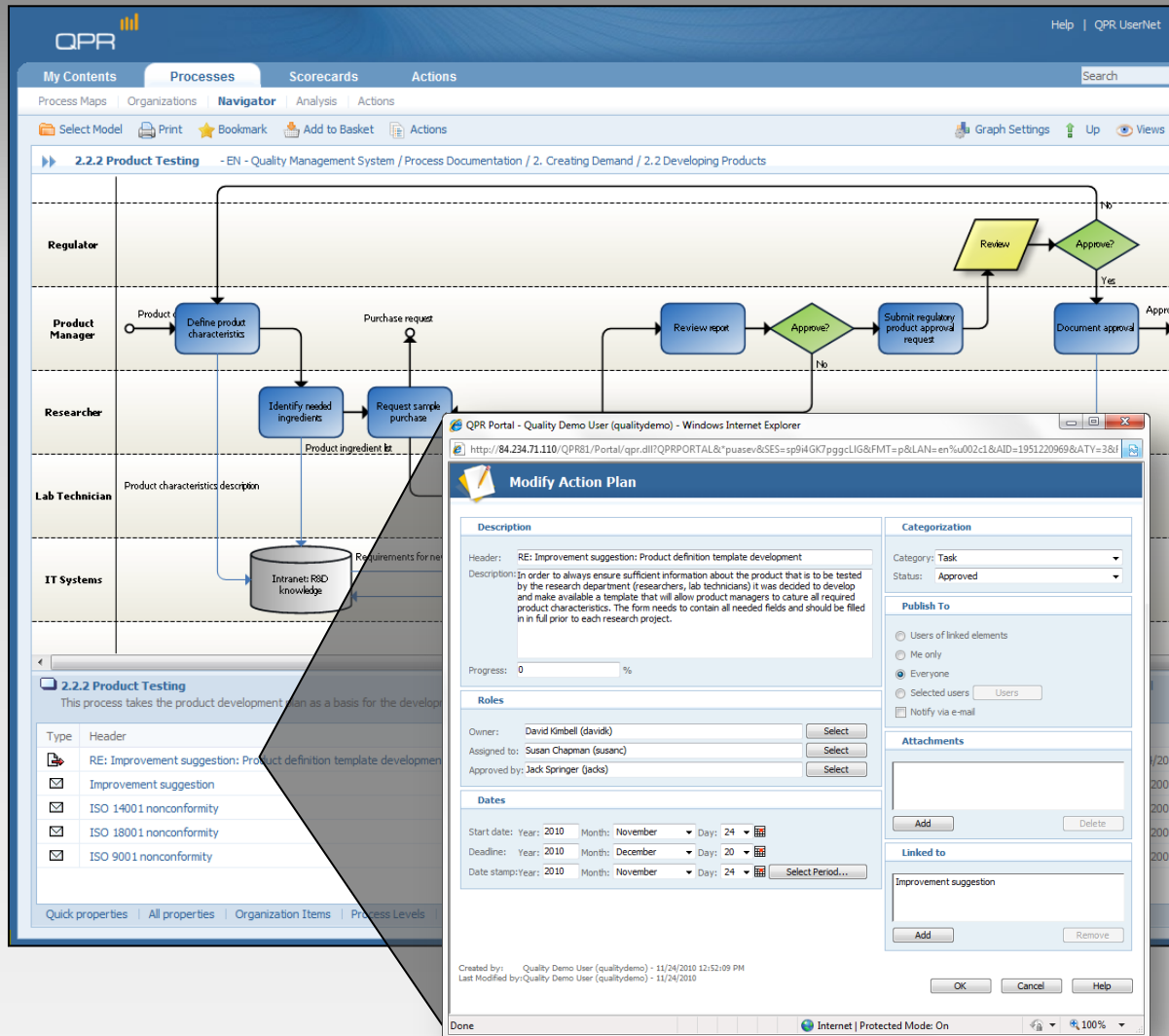
**Relevant Actions**

- 4.1.1 Develop the Channel
- 4.1.2 Develop the Channel
- 4.1.3 Develop the Channel
- 4.1.4 Develop the Channel
- 4.1.5 Develop the Channel
- 4.1.6 Develop the Channel
- 4.1.7 Develop the Channel
- 4.1.8 Develop the Channel
- 4.1.9 Develop the Channel
- 4.1.10 Develop the Channel
- 4.1.11 Develop the Channel
- 4.1.12 Develop the Channel
- 4.1.13 Develop the Channel
- 4.1.14 Develop the Channel
- 4.1.15 Develop the Channel
- 4.1.16 Develop the Channel
- 4.1.17 Develop the Channel
- 4.1.18 Develop the Channel
- 4.1.19 Develop the Channel
- 4.1.20 Develop the Channel
- 4.1.21 Develop the Channel
- 4.1.22 Develop the Channel
- 4.1.23 Develop the Channel
- 4.1.24 Develop the Channel
- 4.1.25 Develop the Channel
- 4.1.26 Develop the Channel
- 4.1.27 Develop the Channel
- 4.1.28 Develop the Channel
- 4.1.29 Develop the Channel
- 4.1.30 Develop the Channel
- 4.1.31 Develop the Channel
- 4.1.32 Develop the Channel
- 4.1.33 Develop the Channel
- 4.1.34 Develop the Channel
- 4.1.35 Develop the Channel
- 4.1.36 Develop the Channel
- 4.1.37 Develop the Channel
- 4.1.38 Develop the Channel
- 4.1.39 Develop the Channel
- 4.1.40 Develop the Channel
- 4.1.41 Develop the Channel
- 4.1.42 Develop the Channel
- 4.1.43 Develop the Channel
- 4.1.44 Develop the Channel
- 4.1.45 Develop the Channel
- 4.1.46 Develop the Channel
- 4.1.47 Develop the Channel
- 4.1.48 Develop the Channel
- 4.1.49 Develop the Channel
- 4.1.50 Develop the Channel
- 4.1.51 Develop the Channel
- 4.1.52 Develop the Channel
- 4.1.53 Develop the Channel
- 4.1.54 Develop the Channel
- 4.1.55 Develop the Channel
- 4.1.56 Develop the Channel
- 4.1.57 Develop the Channel
- 4.1.58 Develop the Channel
- 4.1.59 Develop the Channel
- 4.1.60 Develop the Channel
- 4.1.61 Develop the Channel
- 4.1.62 Develop the Channel
- 4.1.63 Develop the Channel
- 4.1.64 Develop the Channel
- 4.1.65 Develop the Channel
- 4.1.66 Develop the Channel
- 4.1.67 Develop the Channel
- 4.1.68 Develop the Channel
- 4.1.69 Develop the Channel
- 4.1.70 Develop the Channel
- 4.1.71 Develop the Channel
- 4.1.72 Develop the Channel
- 4.1.73 Develop the Channel
- 4.1.74 Develop the Channel
- 4.1.75 Develop the Channel
- 4.1.76 Develop the Channel
- 4.1.77 Develop the Channel
- 4.1.78 Develop the Channel
- 4.1.79 Develop the Channel
- 4.1.80 Develop the Channel
- 4.1.81 Develop the Channel
- 4.1.82 Develop the Channel
- 4.1.83 Develop the Channel
- 4.1.84 Develop the Channel
- 4.1.85 Develop the Channel
- 4.1.86 Develop the Channel
- 4.1.87 Develop the Channel
- 4.1.88 Develop the Channel
- 4.1.89 Develop the Channel
- 4.1.90 Develop the Channel
- 4.1.91 Develop the Channel
- 4.1.92 Develop the Channel
- 4.1.93 Develop the Channel
- 4.1.94 Develop the Channel
- 4.1.95 Develop the Channel
- 4.1.96 Develop the Channel
- 4.1.97 Develop the Channel
- 4.1.98 Develop the Channel
- 4.1.99 Develop the Channel
- 4.1.100 Develop the Channel

Engaging your employees in process management requires providing them with easy access to information that they will value because it helps them do their tasks more efficiently.

With QPR ProcessDesigner employees get a single point of access to your process model, your policies, procedures, work instructions, process owners, tasks assigned to them, collaboration with other employees, reporting and analysis.

# Add context to process information and facilitate continual improvement



QPR ProcessDesigner also allows employees to add process contextual information to process maps, such as comments, ideas, incident reports, risk suggestions etc., which all improve your knowledge about the process and how well its performing.

It also allows users (e.g. process owners or program managers) to assign tasks to other users, start improvement initiatives, initiate corrective action etc. This online collaboration is supported with easy to customize web forms that allow you to capture information, attach additional content, define distribution, set deadlines and notify people through their email inboxes.

Procedures can furthermore be automated (based on Microsoft Windows Workflow Foundation) logged and tracked, which make it ideal for quality, risk and compliance management purposes.



## Log all activity and track your progress in improving your processes

Hierarchy	Type name	Status	Creator	Last modified	Category	Attachments
Incorrect RMA requests causing delays	Non-conformance	In progress	qualitydemo	8/6/2010		
Production batch quality fail due to operating error	Non-conformance	In progress	qualitydemo	8/6/2010		
RE: Production batch quality fail due to operating error	Action Plan	Waiting for approval	qualitydemo	8/6/2010	Task	
RE: RE: Production batch quality fail due to operating error	Comment		qualitydemo	8/6/2010	Not categorized	
Workers not using protective gloves	Non-conformance	In progress	qualitydemo	8/6/2010		
Employment contracts without Recruitment Team involvement	Non-conformance	In progress	qualitydemo	8/6/2010		
Incorrect return shipments received	Comment		qualitydemo	5/31/2010	Not categorized	
RE: Incorrect return shipments received	Action Plan	Approved	qualitydemo	5/31/2010	Task	
Outdated work instructions	Non-conformance	In progress	qualitydemo	5/31/2010		
Improvement suggestion	Comment		tero	5/31/2009	Not categorized	
Improvement suggestion	Comment		tero	5/31/2009	Not categorized	
Improvement suggestion	Comment		tero	5/31/2009	Not categorized	
Safety observation	Comment		tero	5/31/2009	Not categorized	
Safety observation	Comment		tero	5/31/2009	Not categorized	
Safety observation	Comment		tero	5/31/2009	Not categorized	
<b>Production batch quality fail due to operating error - qualitydemo - 8/6/2010 11:35:47 AM</b>						
Upon quality testing an entire production batch of mint-flavored extra whitening tooth past failed the test due to too high level of abrasives: The tooth past will damage customers' teeth.						
<div>Reply Edit Delete</div>						
Approval date	8/6/2010					
Classification	Major					
Deadline	8/6/2010					
Description	Upon quality testing an entire production batch of mint-flavored extra whitening tooth past failed the test due to too high level of abrasives: The tooth past will damage customers' teeth.					
Description	The machine operator was unaware of the correct level of abrasives prior to production run and failed the test due to too high level of abrasives.					
Description	Process to be adapted to include early and instant test of tooth past abrasives.					
Id	1689573225					
Name	Production batch quality fail due to operating error - qualitydemo - 8/6/2010 11:35:47 AM					
Responsible	eetu					
Status	In progress					
Type	Non-conformance					
Type	Quality					
<div>Quick properties All properties Description Corrective Action Linked to</div>						

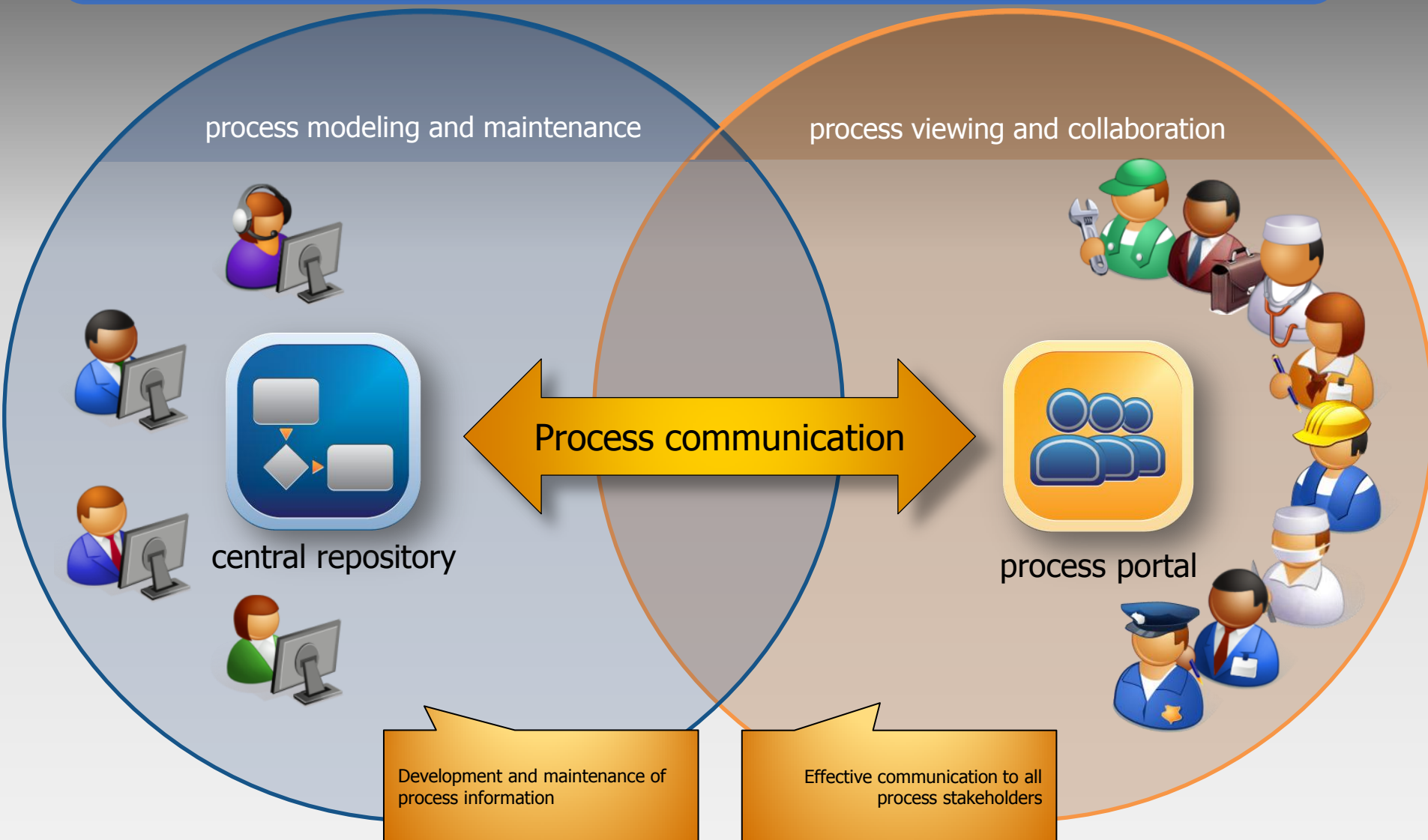
QPR ProcessDesigner system will capture all identified non-conformances, risks, occupational hazards, customer complaints, projects, tasks and actions, and link these to the processes they relate to.

Analysis views such as the one displayed will provide your managers with an overall view of ongoing activities, assigned tasks and responsibilities . They can monitor progress in improving your organizations' management system. Importantly, all information is

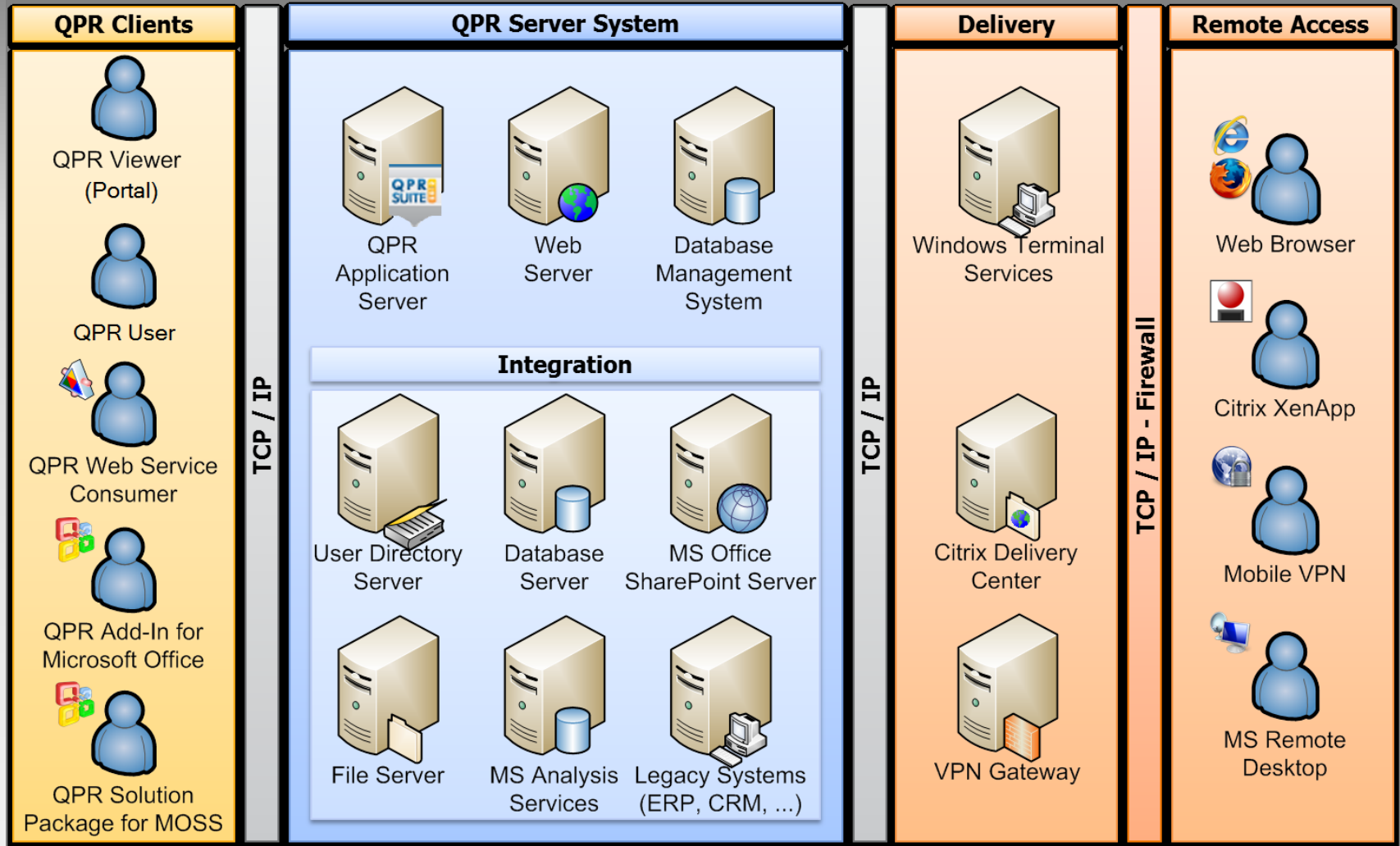
QPR ProcessDesigner system will capture all identified non-conformances, risks, occupational hazards, customer complaints, projects, tasks and actions, and link these to the processes they relate to.

Analysis views such as the one displayed will provide your managers with an overall view of ongoing activities, assigned tasks and responsibilities. They can monitor progress in improving your organizations' management system. Importantly, all information is logged centrally and easy accessible, rather than hidden in people's email inboxes to assist you during (internal) audits.

## The typical system implementation



# Technical architecture



# QPR ProcessDesigner: Improve Process Awareness!

- ▶ Get business users involved in process improvement
- ▶ Save time and effort managing process information
- ▶ Provide easy access to ALL process related information
- ▶ Support all process stakeholders with one tool and standardize process management practices
- ▶ Easy to use, yet powerful process management!



## Your Next Steps

- ▶ Find a QPR reseller near you!
- ▶ See QPR ProcessDesigner in action: Schedule a demo!
- ▶ Start your trial: request an evaluation period!
- ▶ Learn about pricing: contact us for a quote!

Contact Us at: [improve-my-business@qpr.com](mailto:improve-my-business@qpr.com)

