

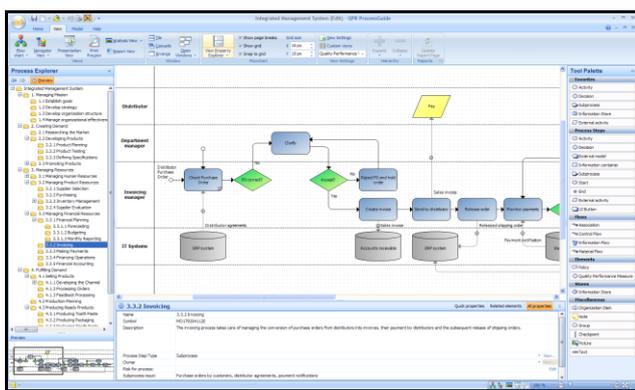
Many organizations struggle with process initiatives. Process information is often found scattered in many formats and versions, created with as many tools as there are teams and departments. Users easily lose sight of the big picture and end-up duplicating the work of others. QPR provides a powerful, yet easy to use Business Process Modeling and Analysis environment that teams across the organization can use for harmonizing multiple initiatives focused at productivity, efficiency, quality, agility, risk exposure and compliance with standards and regulations.

## Supporting Multiple Process Initiatives

QPR process modeling and measurement flexibility, as well as the ease of use provide an ideal basis for a multitude of process-oriented initiatives by tech-savvy as well as business-oriented users, such as for example Six Sigma, Lean, EFQM, SCOR, Business Activity Monitoring, Enterprise Architecture, Malcolm Baldrige, Regulatory and Standards Compliance (SOX, Basel II, Solvency, HIPAA, ISO 9001, ISO 14001, ISO 20000, ISO 27001, OHSAS), and Integrated Management Systems.

## Convenient Process Modeling

The QPR Business Process Modeling and Analysis environment is based on a central process repository that is stored in either Microsoft SQL or Oracle database. Every design element is an object in the database that can be reused instantly on multiple process maps, while editing an element ensures it is updated on all the process maps it appears on. The process model is presented as an interlinked process map hierarchy, which is automatically maintained by the tool while executing designer actions like splitting and merging of process maps. Designers therefore benefit from transparency, design-method flexibility, convenience and productivity.



QPR ProcessGuide Designer User Interface

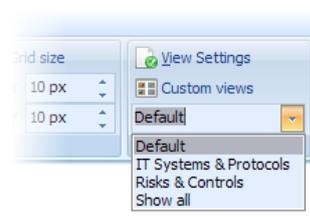
## Support for Multiple Notations

Recognizing the domain-specific requirements of individual organizations, QPR provides an easy means to fully customize the modeling notation in terms of available steps, elements, flows, associations and attributes, as well as the notation's visual presentation. Customized notation specifications can be stored as templates for reuse. QPR comes with ready templates for standard flowcharting and BPMN, while support for standards like IDEF, Archimate, TOGAF and UML is easily obtained. To support working with specifications on different abstraction

levels, QPR allows linking of process maps in different notations – even on a granular object-to-object level.

## Support for Multiple Roles and Languages

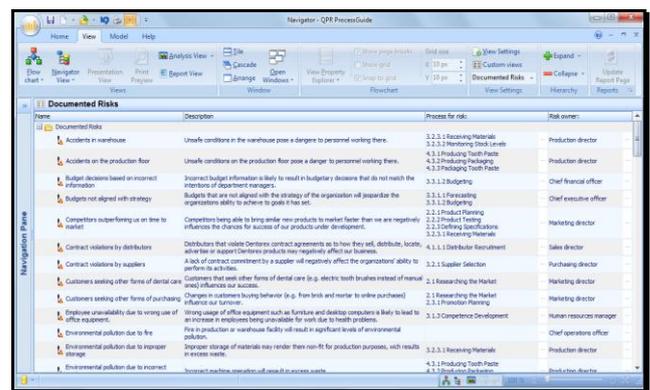
Multiple roles can work with and benefit from the same process model simultaneously. Easy to define view settings allow the tailoring of process map presentation to match the requirements of each user group. View settings define the visible objects, elements and flows and their level of detail, while the design interface automatically matches each designer's role. Process models can furthermore be rendered in multiple natural languages, while QPR designer clients and portal can be configured to 25 localized languages.



Customizable View Settings work as process map layers

## Process Model Asset Management

QPR navigator views provide users with customizable hierarchies of all the process model assets, like organization units, roles, resource pools, applications, risks, KPI's, policies etc. Users obtain a complete overview of all defined and available assets while being able to edit their properties and custom attribute values conveniently from a single view. The ability to create hierarchy elements independently from process maps supports information management approaches (risk, control, system, application libraries etc.) while hierarchy elements can be dragged and dropped onto process maps for allocating them in the process hierarchy.



Easy to manage process model asset hierarchies

## Centralized Model Administration

To ensure consistency, QPR provides the option to centralize model management with so called Base Models. A Base Model allows administrators to centrally manage the notation as well as the available assets for designers to work with. Base Models have a permanent connection with their Child Models that contain the process descriptions and business logic. Changes to the defined notation or assets in the Base Model are therefore automatically reflected in all their Child Models, while

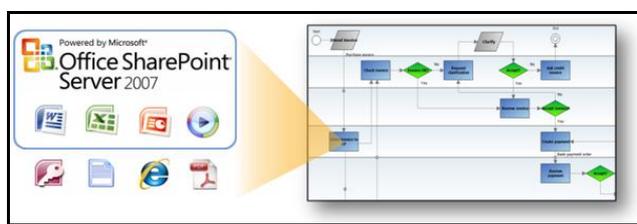
administrators still have the option to define what asset types can be created by designers in Child Models.

## Process Life-Cycle Support

Version management support allows development work on process models to be conducted in assigned development branches where process models can be promoted to replace published versions once approval has been obtained.

## Integrating Process-Related Content

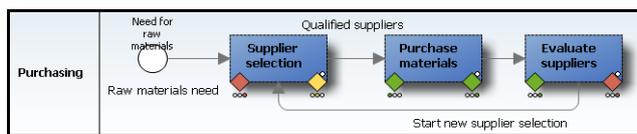
All the organizations' process-related content such as policy information, templates, guidelines and instructions, eLearning, plans, online forms and web content can be communicated and delivered to users as an integrated part of the process model and its' process maps, either by embedding or linking. QPR also easily integrated with document management systems and provides out-of-the box integration with Microsoft Office SharePoint. Users of the process information obtain a single point of access to all process-related content.



*Easily deliver all process related information with process maps*

## Process Measurement and Control

QPR allows linking process model objects with defined scorecard measures for measuring process performance, providing direction for improvement (targets, alerts) and establishing a controlled environment in which the process is executed by measuring process performance from multiple aspects (e.g. cost, quality, cycle times, risk exposure, environmental impact, control test outcomes etc.) Scorecard measures can obtain their performance data automatically through integration with business systems (SQL, OLAP) or through manual portal-based user input.



*Process performance indicators drive and direct improvement actions*

Performance is visualized by coloring process map objects according to the range value of performance, thus making improvement needs easy to identify. Dashboards and a rich collection of performance detail chart templates complement the performance visualization capabilities.

## Publishing and Reporting

All design content is automatically published in QPR portal where the dynamic content follows defined access rights. Designers have a rich set of publishing configurations to choose from in defining the level of published detail as well as object behavior when clicked on by users of the portal. QPR provides reporting

functionality in multiple forms and formats: portal navigator views provide insight in process and performance hierarchies and their properties, analysis views provide table-based views that can be exported to Microsoft Excel. Both views can be customized by each user, stored, bookmarked and shared with other portal users. Briefing booklets provide dynamic reporting templates that mimic PowerPoint presentations that can be shared and scheduled inside the portal. For reporting outside the system the QPR Add-In for Microsoft Office allows users to define report templates in Microsoft Word that extract the latest process, performance and collaborative content through a web-services based connection from the QPR system each time these are published.

## Collaboration

Collaboration among users is facilitated through the portal user interface, where portal actions provide easy to customize web forms for users to report and allocate tasks to each other. Portal actions can take many forms (e.g. comment, risk, task, action plan, project, complaint, report), and allow users to define distribution and attach additional content such as for example documents, files and pictures. Individual users are notified of new portal actions via their personal "My Contents" portal page and via integration with their email client.

Recent Actions -> Actions - H2 / 2009			
Type	Header	Person	Date
	RE: Need for a procedure to mitigate Distributor contract violations		23/09/2009
	Need for a procedure to mitigate Distributor contract violations		23/09/2009

*Portal actions add context to process and performance information*

Collaborative content is presented in context with all the performance metrics or process content it relates to. Also analysis of collaborative content is supported by the portal (e.g. all complaints by process and date, projects by deadline etc.)

## Integration and Portability

QPR allows models to be imported and exported in XPD format and provides BPMN 1.2 to BPEL for Web Services serialization. Models created in Microsoft Visio can be imported in .vdx format.

## Your Next Step

Find out how the QPR Business Process Analysis Solution can help your organization in shortening the path process excellence, like it has for many organizations just like yours. Contact sales@qpr.com to discuss how we can help you or to schedule a product demonstration to your team. Wish to first explore more? Feel free to download a 14-day trial of our process modeling software QPR ProcessGuide Xpress or read some of our many customer reference cases.

## QPR Software Plc

QPR Software Plc is an international, highly regarded partner for enterprises and public sector in process development and business performance improvement. QPR software has been implemented in more than 1,500 organizations across the globe and is provided in more than 25 languages. QPR was founded in 1991, has its headquarters in Helsinki, Finland and co-operates with an extensive network of talented partners in over 50 countries worldwide.