

# QPR Business Process Modeling & Analysis Solution Overview

Choosing the right software to support your Business Process Management initiative is critical for ensuring a successful outcome of the effort you will invest. There are numerous process management tools, platforms and suites available but which one is the right one for you?

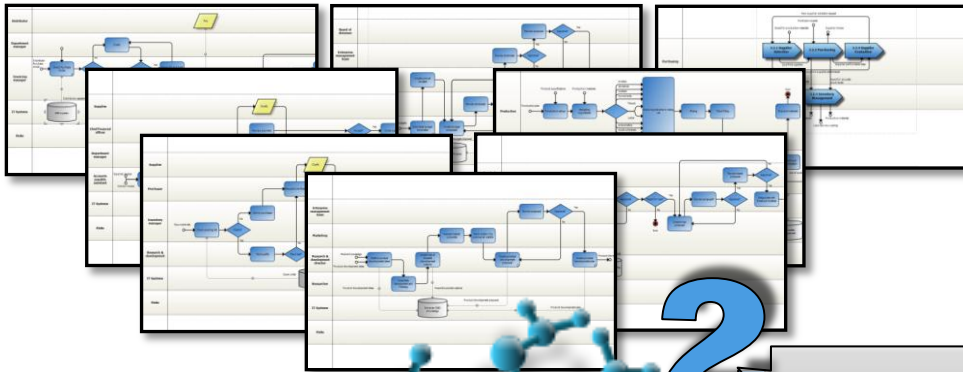
Success of course depends on more than just the software to support your effort. Expertise in standards and methodologies like Lean, Six Sigma, TOGAF, Archimate, BPMN and more does not come with a software package. Software however *does* play an important role in how well your organization manages its' process management initiative. This is all about how well the software supports and facilitates change, acceptance, participation, productivity, transparency, insight and decision making. This solution overview shortly explains how QPR addresses your process management.

With QPR you choose a software that focuses on the people that need to turn your management system into a quality management system: your business people. 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 effort to continually improve their operations and achieve their goals. All of them benefit from the ability to implement and roll out fast...and many of them are awarded as the best among their peers.

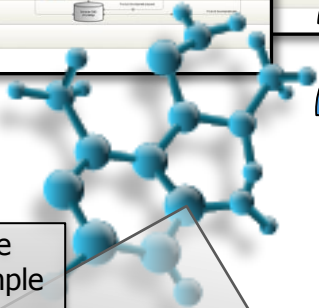
# With QPR you enable your teams to develop consistent process information efficiently.

## QPR ProcessGuide: a model of your processes



1

Make an update to the process model, for example a model object, resource, role or the model structure



2

All other process maps update automatically!

## Most Flowcharting Tools: a collection of drawings



Many process management initiatives soon run out of steam. Tools often used for describing processes, like Visio or PowerPoint seem easy to use. However once the described processes need to be updated the responsible team often realizes that it is up against an enormous amount of work: All process maps are nothing but drawings that need to be updated one-by-one! Another typical problem relates to consistency: How to ensure that everyone models processes the same way when everyone can just draw flowcharts the way they like best?

QPR ProcessGuide stores your process information as a database model. This means that every process map, activity, role, decision, resource, flow and any other process aspect is stored as a reusable and editable object. Powerful model administration furthermore ensures that all your designers will adhere to using the same notation, roles and resources. Why waste time and resources on using tools that were never designed to create process information? With QPR you will find that process modeling and publishing is not just powerful...it's very easy to do as well!

# You will capture process information in an easy to communicate and understand manner.

Process map hierarchy:  
your end-to-end business  
processes captured in a  
well-organized, easy to  
navigate structure

Interactive Process map and analysis  
view: simply click to drill down,  
browse from map to map or open  
linked items such as documents,  
templates or business applications

Details pane: all the  
information behind the  
process maps well-organized

Access to process  
information based on  
roles and access  
rights!



# You will gain deep understanding of your processes by viewing them from many angles.

The image displays three overlapping screenshots of the QPR Portal web application, demonstrating its multi-view capabilities. A server rack is visible on the left side of the image.

**Top Left Screenshot: Roles and processes**

- Navigation: Home, Front Page, Process hierarchy, Roles and processes, Role Descriptions, Risk allocation, Tools, Help, Logout.
- Left Panel (Roles and processes):
  - Chief Operations Officer
  - Chief Risk Officer
  - Goal Establishment Workgroup
  - Organizational Structure Workgroup
  - Strategy Development Workgroup
  - External Auditor
  - Finance
    - Financial Accounting
    - Financial Accounting Manager
  - Financing
    - Financing Manager
  - Invoicing
    - Invoicing manager
  - Management Accounting
    - Controller
  - Human Resources
    - Human Resources Manager
  - Payroll
    - Payroll accountant
  - Recruitment
    - Recruitment Consultant
    - Recruitment Manager
- Right Panel (Process hierarchy):
  - 1.3 Develop organization structure
    - 3.1.1 Human Resource Planning
    - 4.1.3 Feedback Processing
    - 4.2 Production Planning
  - 1.1 Establish goals
    - 1.3 Develop organization structure
    - 1.2 Develop strategy
      - 3.3.5 Financial Accounting
      - 3.3 Managing Financial Resources
        - 3.3.1.3 Monthly Reporting
        - 3.3.5 Financial Accounting
    - 3.3.4 Financing Operations
      - 3.3.2 Invoicing
      - 3.3.1 Financial Planning
        - 3.3.1.1 Forecasting
        - 3.3.1.2 Budgeting
        - 3.3.1.3 Monthly Reporting
      - 3.1 Managing Human Resources

**Top Right Screenshot: EN - Integrated Management System**

- Navigation: Home, Front Page, Process hierarchy, Roles and processes, Role Descriptions, Risk allocation, Tools, Help, Logout, Search.
- Table with 4 columns: Hierarchy, Owner, Category, Affected process.
- Table Content:

Hierarchy	Owner	Category	Affected process
Accidents in warehouse	Production Director	Process risk	Production Director
Accidents on the production floor	Production Director	Process risk	Production Director
Budget decisions based on incorrect information	Chief Financial Officer	Decision making risk	Chief Financial Officer
Budgets not aligned with strategy	Chief Executive Officer	Decision making risk	Chief Executive Officer
Competitors outperforming us on time to market	Marketing Director	Environment risk	Marketing Director
Contract violations by distributors	Sales Director	Process risk	Sales Director
Contract violations by suppliers	Purchasing Director	Process risk	Purchasing Director
Customers seeking other forms of dental care	Marketing Director	Environment risk	Marketing Director
Customers seeking other forms of purchasing	Marketing Director	Environment risk	Marketing Director
Employee unavailability due to wrong use of office equipment	Human Resources Manager	Process risk	Human Resources Manager
Environmental pollution due to fire	Chief Operations Officer	Process risk	Chief Operations Officer

**Bottom Screenshot: EN - Quality Management System**

- Navigation: Home, Front Page, Process hierarchy, Roles and processes, Role Descriptions, Risk allocation, Tools, Help, Logout, Search.
- Table with 4 columns: Element, Owner, Approval date, Next review date.
- Table Content:

Element	Owner	Approval date	Next review date
Budget template	Controller	5/4/2009	7/11/2010
Capability assessment template	Chief Executive Officer	4/2/2010	4/1/2011
Commercial evaluation guidelines	Purchasing Director	9/30/2009	9/30/2010
Competence development proposal - Template	Human Resources Manager	9/24/2009	3/28/2011
Control of nonconforming product procedure	Enterprise Management Team	3/2/2010	3/2/2011
Corrective action procedure	Enterprise Management Team	3/2/2010	3/2/2011
Distributor activation data template	Sales Director	5/10/2010	5/10/2011
Distributor agreement template	Sales Director	5/10/2010	5/10/2011
Distributor candidate evaluation guidelines	Sales Director	5/10/2010	5/10/2011
Distributor sales forecast template	Sales Director	5/10/2010	5/10/2011
Distributor site evaluation guidelines	Sales Director	5/10/2010	5/10/2011
Distributor site evaluation template	Sales Director	5/10/2010	5/10/2011
Document control procedure	Enterprise Management Team	3/2/2010	3/2/2011
Environmental policy	Chief Operations Officer	4/1/2010	4/1/2011
Environmental scan assessment template	Chief Executive Officer	4/2/2010	4/2/2011
Forecast templates	Controller	4/4/2010	5/19/2011
Human resources plan - Template	Human Resources Manager	4/4/2010	10/12/2011
Internal audit procedure	Enterprise Management Team	3/2/2010	3/2/2011
Job advert - Template	Recruitment Manager	5/24/2007	9/25/2010
Job interview - Instructions	Human Resources Manager	5/17/2007	5/31/2010
Loan proposal template	Financing Manager	11/11/2008	6/15/2011
Machine calibration instructions	Production Manager	12/5/2010	12/5/2010
Market research template	Marketing Director	7/1/2010	7/1/2011

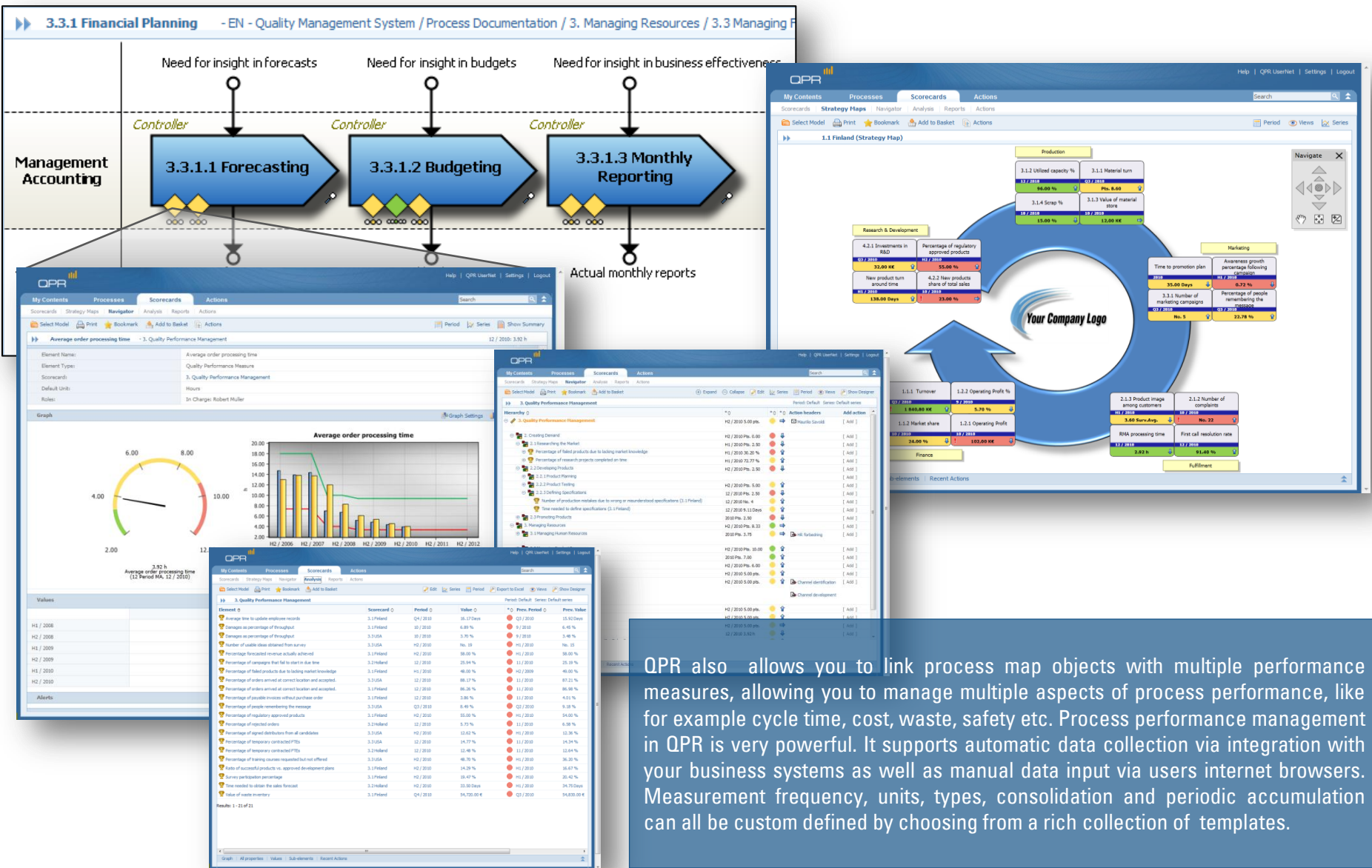
Because QPR captures your process information in the form of a database model, you can look at your process information in many different ways than just the flowchart format and improve your understanding of it. For example: Who takes part in what processes? What processes are affected by a system or application change? What documents are used in what process and when is their review date? What identified risks have not been addressed yet? These views can be made on the fly by each user and immediately shared with colleagues.

**You can link process map objects to other resources, such as documents, templates, web pages and business application user interfaces.**

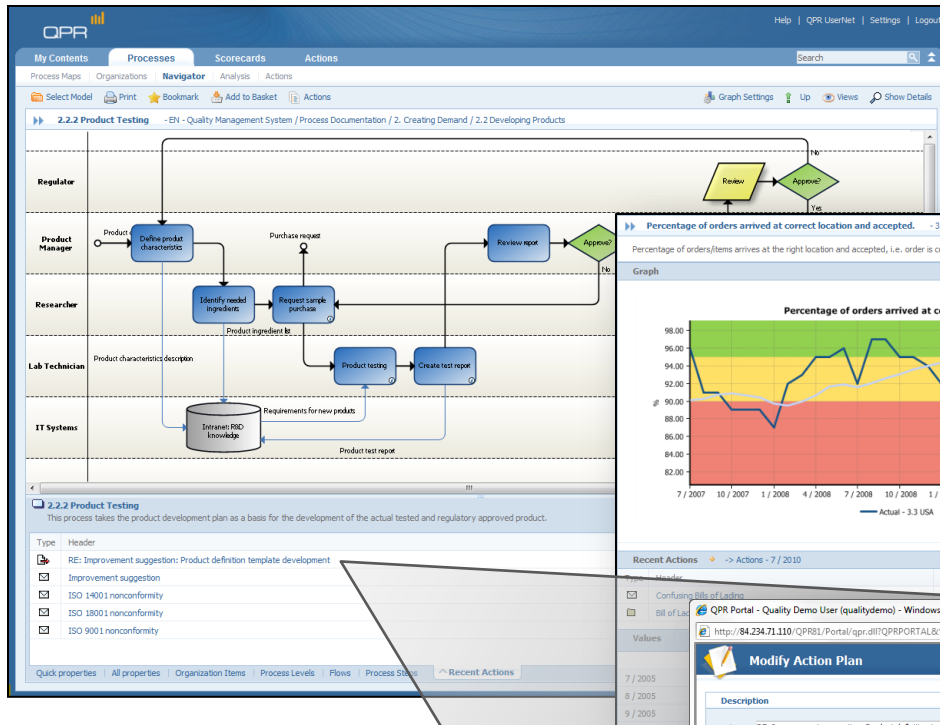
The image displays a procurement process diagram overlaid on a screenshot of a Finnish car dealership website (auto24.fi). The website shows search results for cars, with filters for type, price, and location. The procurement process diagram illustrates the flow from a purchase request to a purchase order, involving a supplier and a purchaser. Key steps include: Request stock levels, Purchase request, Request for quotation (RFQ), Commercial evaluation, and Prepare Purchase Order. A decision point 'Purchase need?' leads to 'Send request for quotation' if 'Yes' and 'Complete RFQ' if 'No'. Another decision point 'Value over 2000?' leads to 'Prepare Purchase Order' if 'Yes' and 'No' if 'No'. The diagram also includes a 'Supplier' box and a 'Purchaser' box. A magnifying glass icon highlights the 'Commercial evaluation' step. A document titled 'REQUEST FOR QUOTATION' is shown, detailing the company logo, contact information, and a table for item details, quantities, and prices. The document is in Finnish and includes a section for 'General' information and 'Conditions'.

Many process resources reside in your organization, but typically they are scattered in multiple places such as network folders, intranet, document management systems and business applications. With QPR you can link it all together and communicate process information in a richer format, one that includes for example the template needed for filling out a purchase order or RFI. You can link documents such as for example work instructions or configuration support information, reports, or eLearning material. It's even possible to embed links to the web form interfaces of your business applications. QPR easily integrates with your document management system such as for example Microsoft Office SharePoint to facilitate easy versioning and access rights management!

**You will benefit from powerful process performance management, helping you drive and achieve continual improvement.**

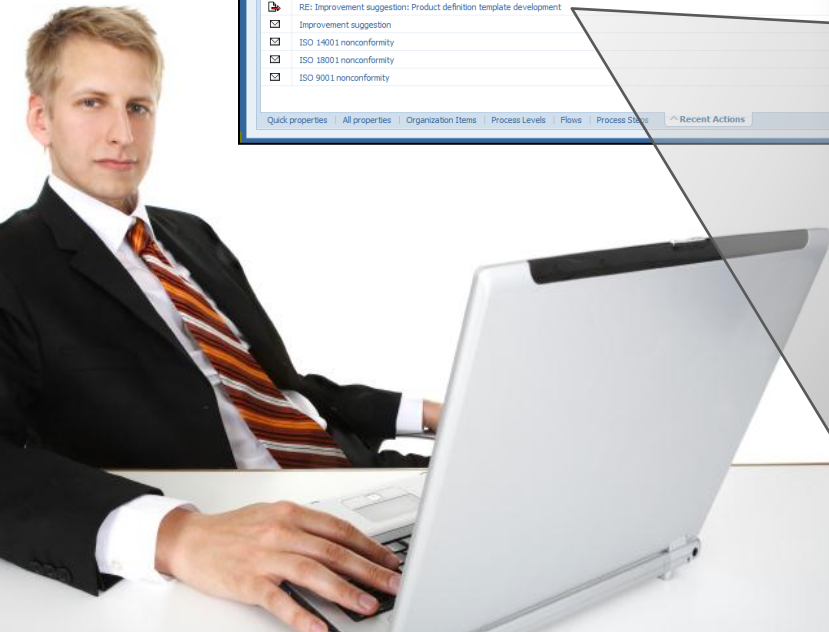


# With online collaboration functionality your users can add context to process information and fix problems.



Process maps, dashboards and performance data alone are often not enough to understand the full picture of how your processes are operating. To complete the picture, QPR allows users to add context to process information in the form of web-form based portal actions.

QPR Portal Actions are fully customizable and can take many forms, such as for example comments, suggestions, incident reports, ideas, tasks, projects, lessons learned and complaints. Users can assign responsibility for portal actions, attach additional information and decide on who to send the information to, all inside the same system!



Modify Action Plan

Description

Header: RE: Improvement suggestion: Product definition template development

Description: In order to always ensure sufficient information about the product that is to be tested by the research department (researchers, lab technicians) it was decided to develop and make available a template that will allow product managers to capture all required product characteristics. The form needs to contain all needed fields and should be filled in full prior to each research project.

Progress: 0 %

Roles

Owner: David Kimbel (davidk) [Select]

Assigned to: Susan Chapman (susan) [Select]

Approved by: Jack Springer (jacks) [Select]

Dates

Start date: Year: 2010 Month: November Day: 24

Deadline: Year: 2010 Month: December Day: 20

Date stamp: Year: 2010 Month: November Day: 24 [Select Period...]

Categorization

Category: Task

Status: Approved

Publish To

☐ Users of linked elements

☐ Me only

☒ Everyone

☐ Selected users [Users]

☐ Notify via e-mail

Attachments

Add Delete

Linked to

Improvement suggestion

Add Remove

Created by: Quality Demo User (qualitydemo) - 11/24/2010 12:52:09 PM

Last Modified by: Quality Demo User (qualitydemo) - 11/24/2010

OK Cancel Help

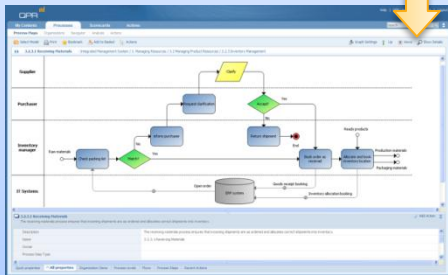
# You can analyze collaborative content – use it as a real management tool

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> <span>Reply</span> <span>Edit</span> <span>Delete</span>						
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.						
Aproval 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.  The machine operator was unaware of the correct level-setting of abrasives and had not yet been certified to operate the machine.  Process to be adapted to include early and instant testing of production samples prior to production runs are started for the whole batch.					
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					

The QPR system will capture all identified non-conformances, risks, occupational hazards, customer complaints, projects, tasks and actions, and link these to the processes and performance measures they relate to. Analysis views such as the one displayed will provide your managers with an overall view of ongoing activities, understand what is past deadline, assign tasks and responsibilities and monitor progress. Importantly, all information is logged centrally to assist you for example during (internal) audits.

# A typical QPR system implementation will look like this...

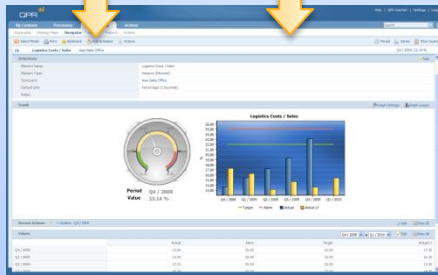
**Operational use :** Process participants – collaboration, initiative management and reporting



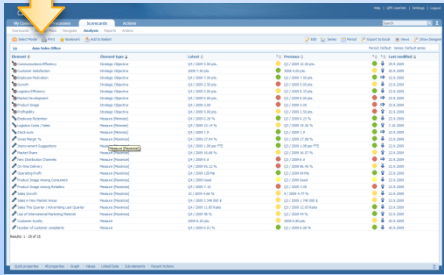
process map hierarchies with indicators and external content



performance dashboards



performance detail



analysis

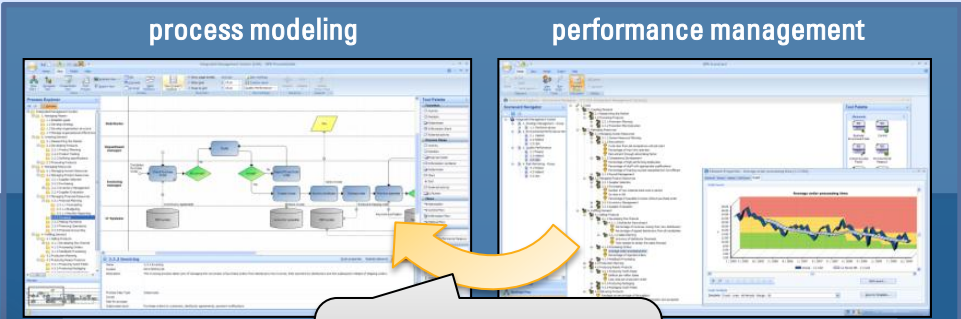


**Process and performance design :** Business analysts, quality & risk professionals, process owners etc.

Create one point of access for all process information



process-related content



Link performance metrics with process model objects

Automate performance data collection



business systems and files

# It introduces several user types...

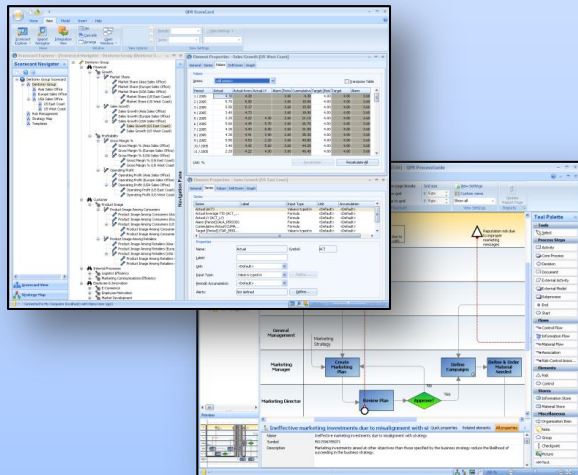
## Designers



*QPR Windows Clients*

They can:

- Model and edit processes
- Analyze and simulate processes
- Create dashboards and scorecards
- Define performance measures
- Manage users rights



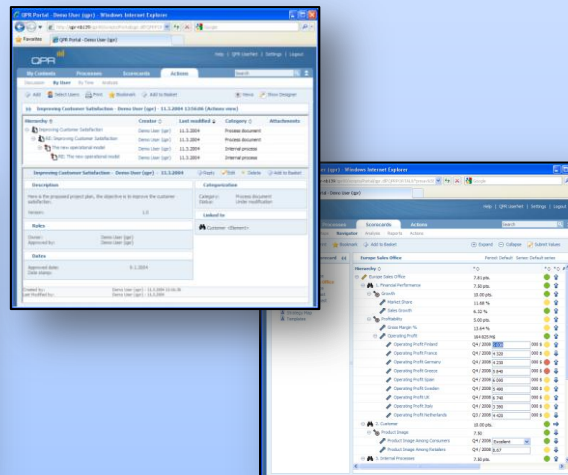
## Communicators



*QPR Web Portal*

They can:

- Update values
- Create comments
- Create action plans
- Upload documents
- Create Best Practices



## Viewers



*QPR Web Portal*

They can:

- Review processes & performance
- Analyze processes



## And has a technical architecture like this...

### QPR Clients



QPR Viewer /  
QPR Communicator




QPR Designer



QPR Web Service  
Consumer



QPR Add-In for  
Microsoft Office



QPR Solution  
Package for MOSS

TCP / IP

### QPR Server System



QPR  
Application  
Server

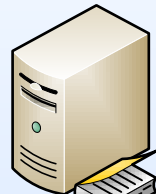


Web  
Server

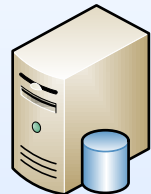


Database  
Management  
System

#### Integration



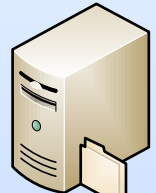
User Directory  
Server



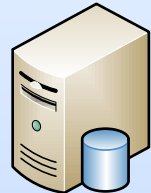
Database  
Server



MS Office  
SharePoint Server



File Server



MS Analysis  
Services



Legacy Systems  
(ERP, CRM, ...)

TCP / IP

### Delivery



Windows Terminal  
Services



Citrix Delivery  
Center



VPN Gateway

TCP / IP - Firewall

### Remote Access



Web Browser



Citrix XenApp



Mobile VPN



MS Remote  
Desktop



## Additional technical product info

Covering all product information in an overview is not possible. This is why we divided the information in this business user overview and more technical product overviews. You can obtain more technical information from the resources listed below.

Our following products are part of the complete QPR Business Process Modeling and Analysis Solution:

### Process Management Software QPR ProcessGuide

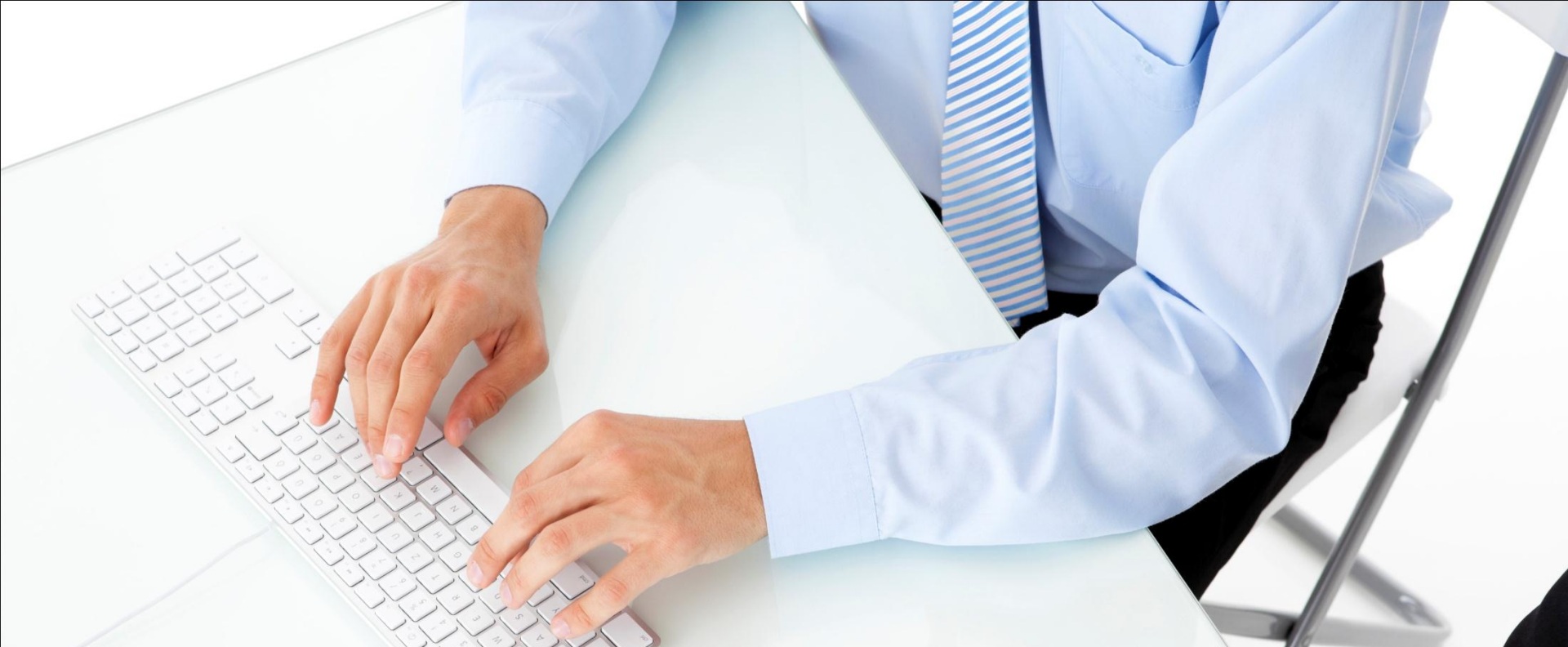
QPR ProcessGuide provides an organization-wide environment for modeling, analyzing, publishing and improving business processes.

<http://www.qpr.com/Products/process-management.html>

### Performance Management Software QPR ScoreCard

Performance Management Software QPR ScoreCard provides organizations with a fast upgrade path from manually maintained and in-house built performance reporting solutions.

<http://www.qpr.com/Products/performance-management.html>



## Your Next Step

[Schedule an online or onsite demo for your team with one of our experts >](#)

[Request an evaluation period for QPR software >](#)

[Find a reseller near you >](#)

[Contact us for a quote >](#)