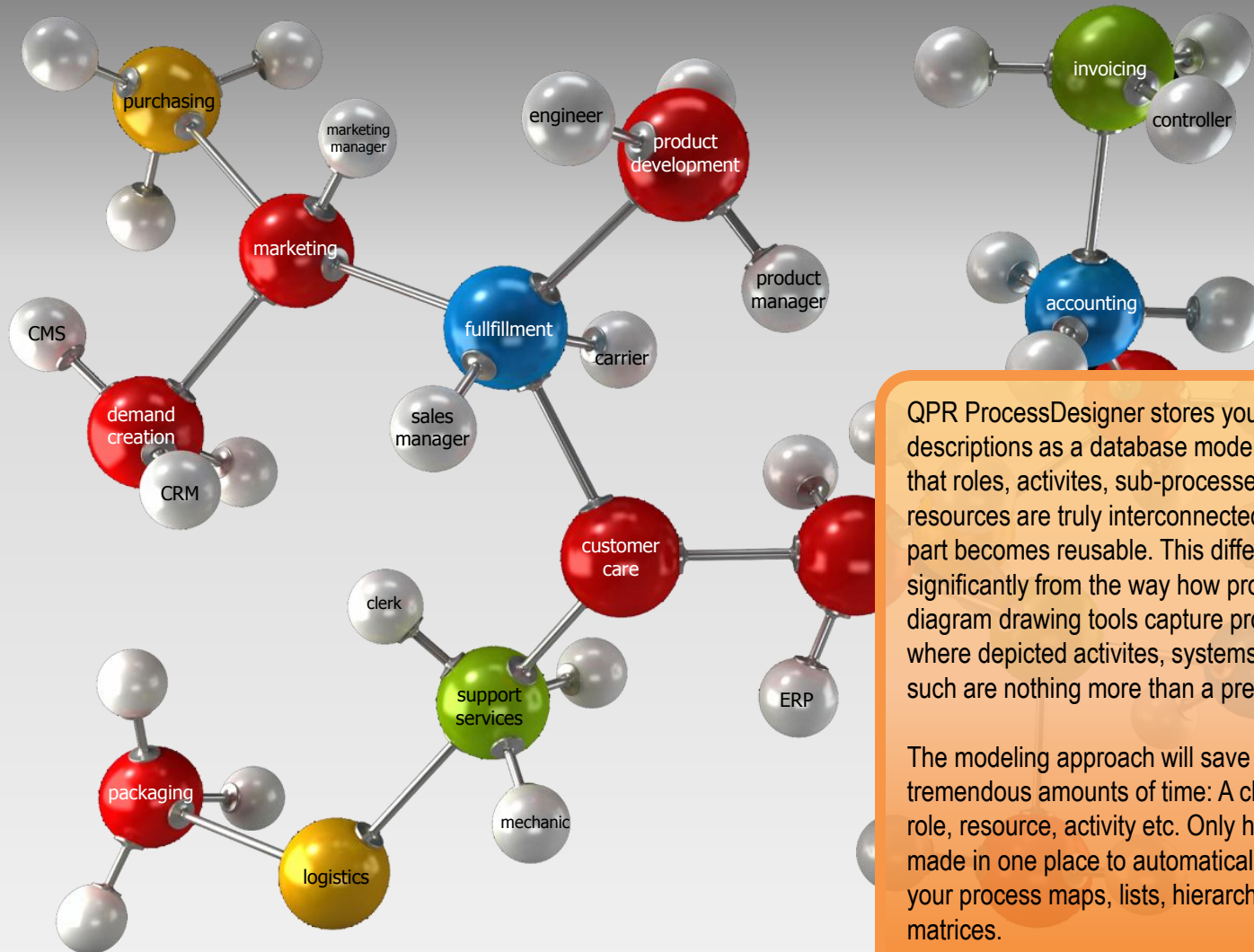Effective Process Management certainly depends on more than just the technology to support it. Expertise in standards and methodologies like Lean, Six Sigma, IDEF, SOA, BPMN, TOGAF and ArchiMate does not come with a software package.

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.

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Modeling: Document and analyze your processes more efficiently

purchasing

marketing manager

marketing

engineer

product development

product manager

invoicing

controller

CMS

demand creation

CRM

fullfillment

carrier

sales manager

accounting

customer care

clerk

support services

ERP

packaging

mechanic

logistics

QPR ProcessDesigner stores your process descriptions as a database model, meaning that roles, activites, 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 activites, 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
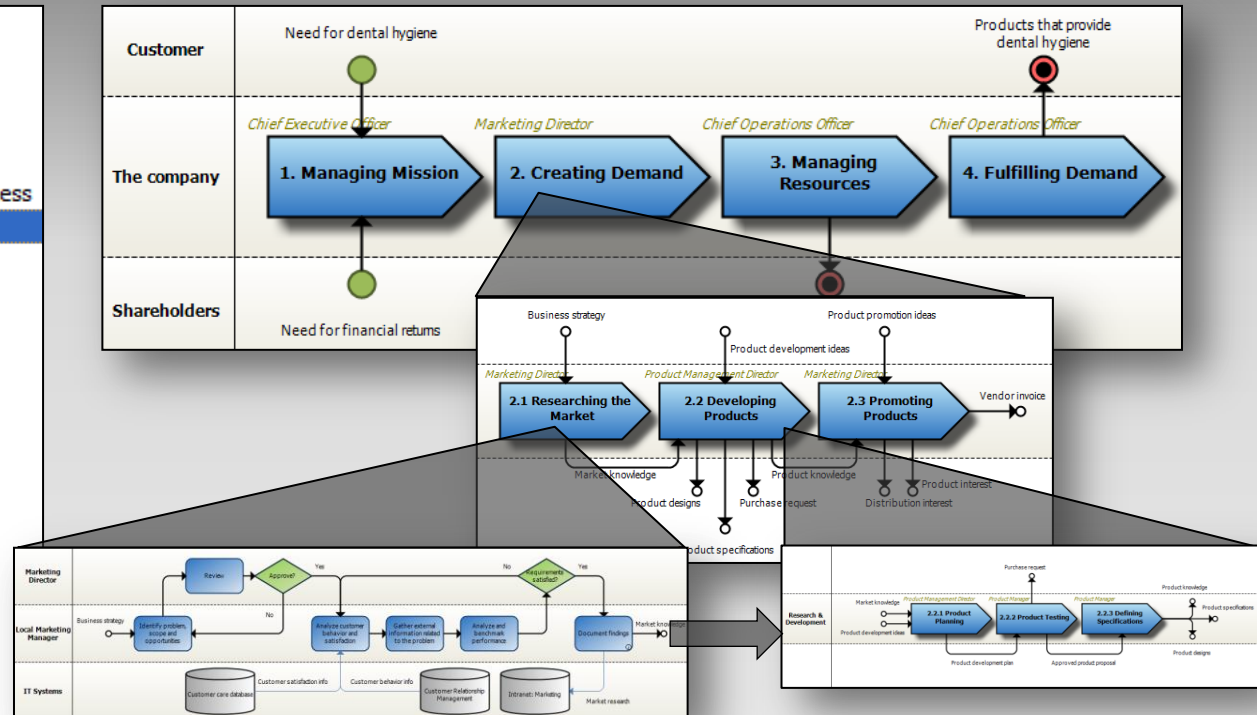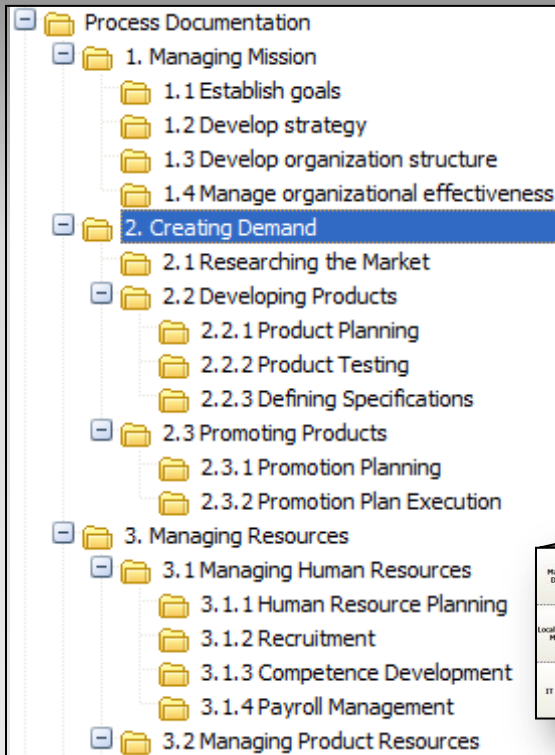
While you work and maintain process information, QPR ProcessDesigner automatically organizes your work in a hierarchical and interconnected manner: From top to bottom and beginning to end. You can thus conveniently browse processes from beginning to end and drill-down into a level of more detail wherever 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!

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A process improvement initiative where both business users and IT users actively participate
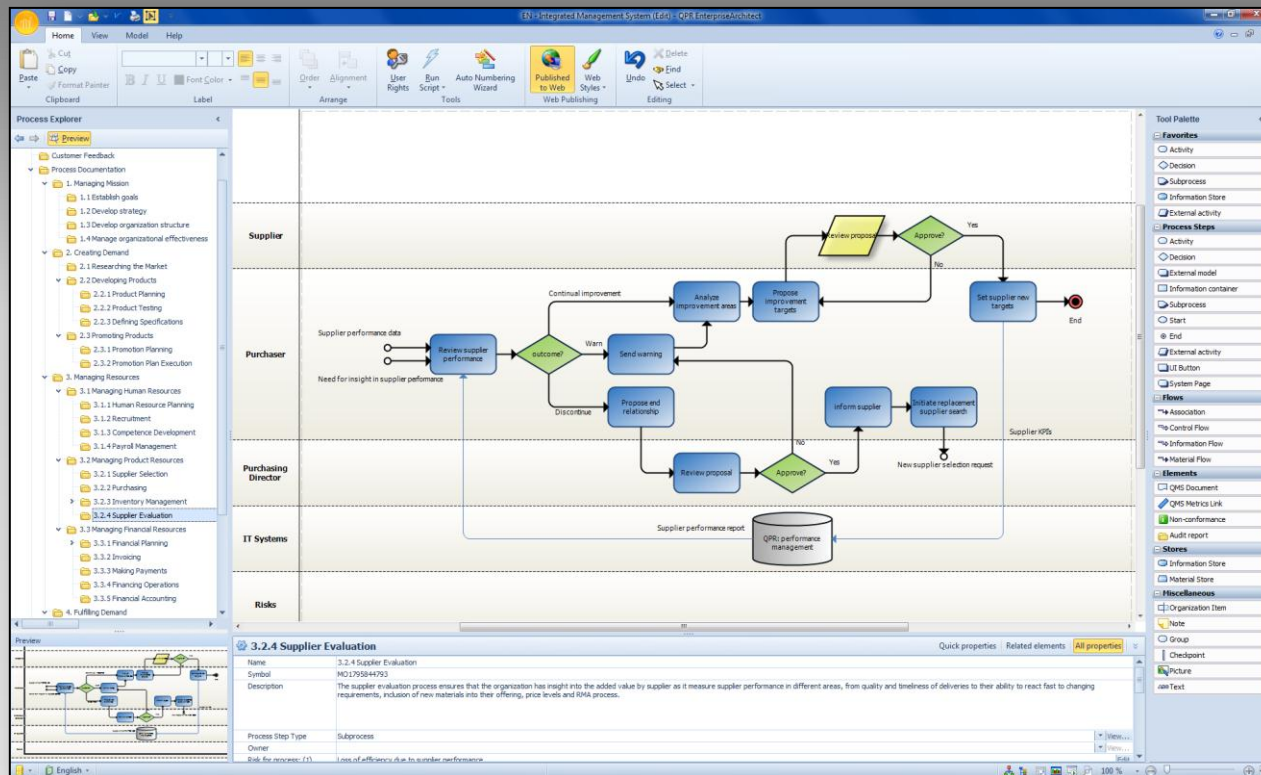
In order to succeed with process management it is essential to address your business-side employees as well as your IT people: No business process can be effectively improved without active support from IT or business side involvement.

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.

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

Element type - Risk

① General ② Behavior ③ Modeling ④ Custom Attribute Types

Behavior

- ☑ Allow QPR Metrics linking
- ☑ Allow information item linking
- ☑ Allow note linking
- ☐ Allow resource linking
- ☑ Allow element creation on flow chart
- ☐ Hierarchy modeling

Create element
- Give a name
- Give a description

1

"Risk"

Define behavior
- Linking to documents?
- Show on flow charts?
- Allow instances?
- Etc.

2

- ☑ Linking information items
- ☑ Show on flow charts
- ☑ Allow instances
- ☐ Allow flow linking

Give it a Symbol
- Pick a Shape or design one
- Pick the Colors and styles
- Define what's visible when

3

Name

Define attributes
- All the information you want to capture

4

: Risk category
: Risk owner
: Related controls
: Likelihood
: Impact

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 they 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!

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

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

permanent relationship

Child Model

Child Model

REUSE

Base Model

Model Design

- Model with the defined notation(s)
- Use the available model assets, roles, resources etc.

Model Administration

- Modeling notation management
- Model asset management (assets, roles, resources etc.)
- Access and edit rights

In situations where multiple designers work on the same process model it becomes important to maintain consistency. Allowing multiple designers to make changes to your notation(s) or giving them freedom in how they call roles, resources and processes can quickly result in chaos: Your process models will then become hard to read, understand and improve.

To avoid this, QPR ProcessDesigner provides you with a powerful means to maintain consistency, called the "Base Model". The Base Model is a bit like a template. A template however, that has a permanent relation with the models that are based on it. Here you can manage what organization items, roles, resources, attributes and other modeling elements are available to your designers.
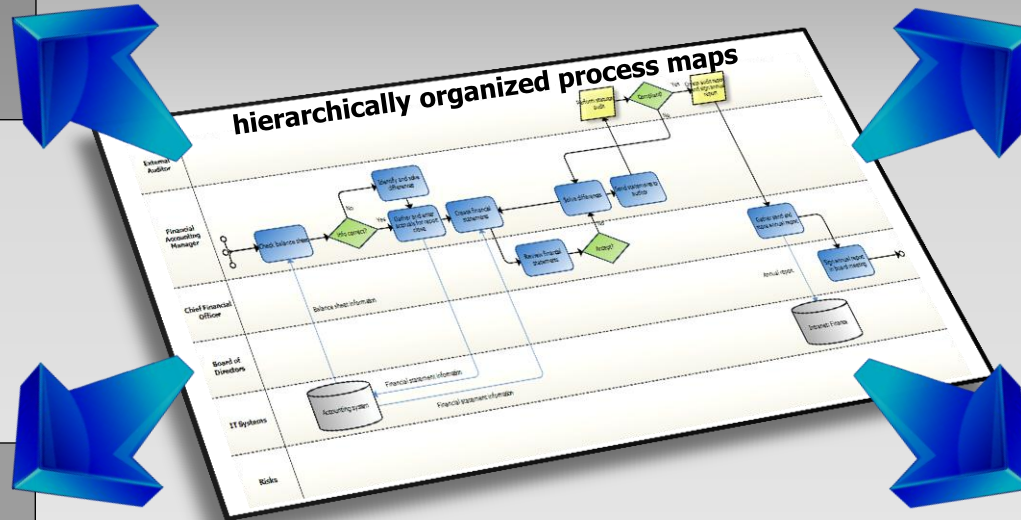
Create rich process maps that offer users access to all relevant information

related files and documentation

Workflow web forms

hierarchically organized process maps

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.

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Improve the development of business application processes

IT users design the application in BPMN

Basis for:

Business users specify the process with a notation they understand

Measurement

Source for:

Executable for:

The workflow environment executes the application

QPR ProcessDesigner generates the BPEL

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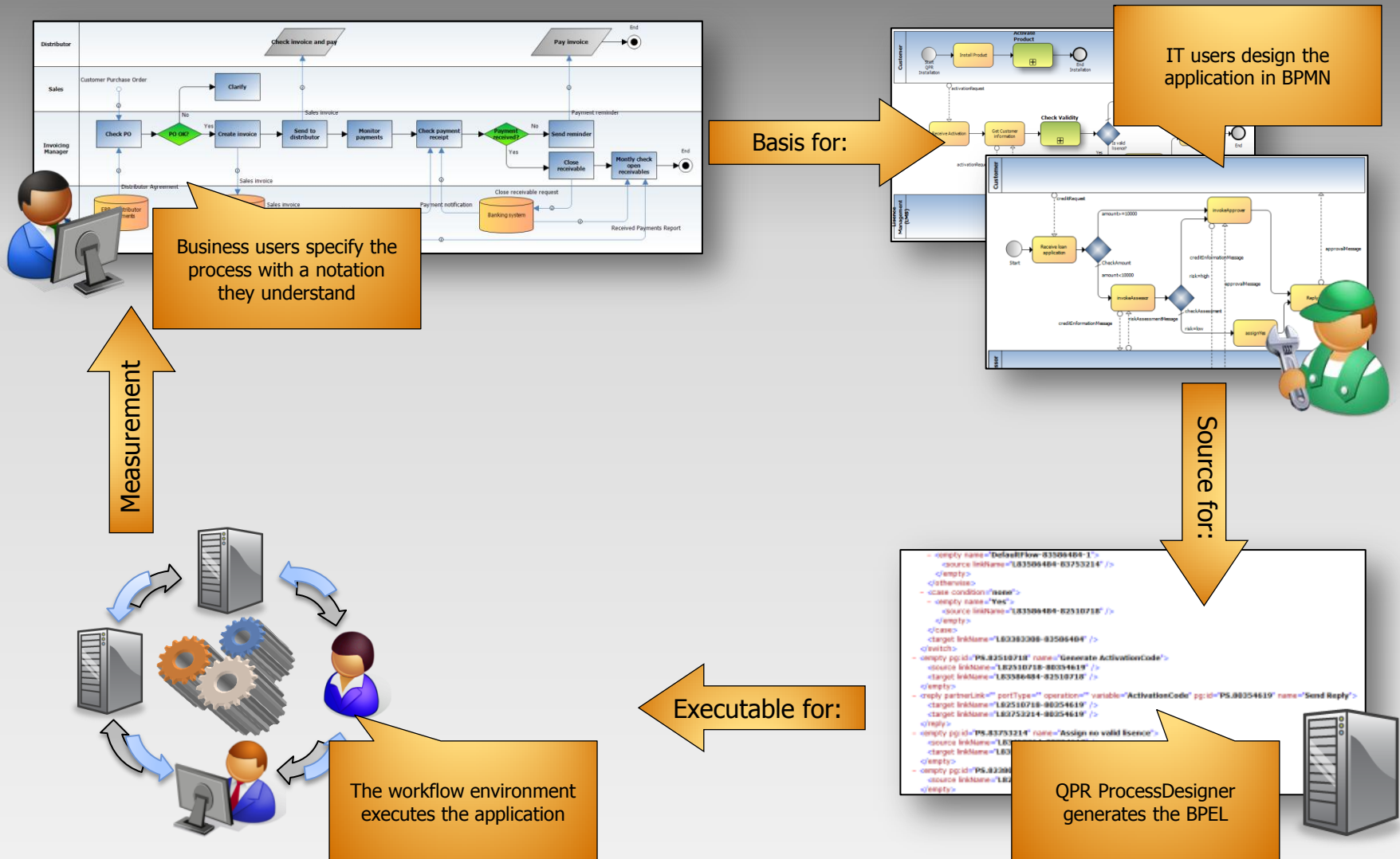
# A process model that is an asset to all your stakeholder groups

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
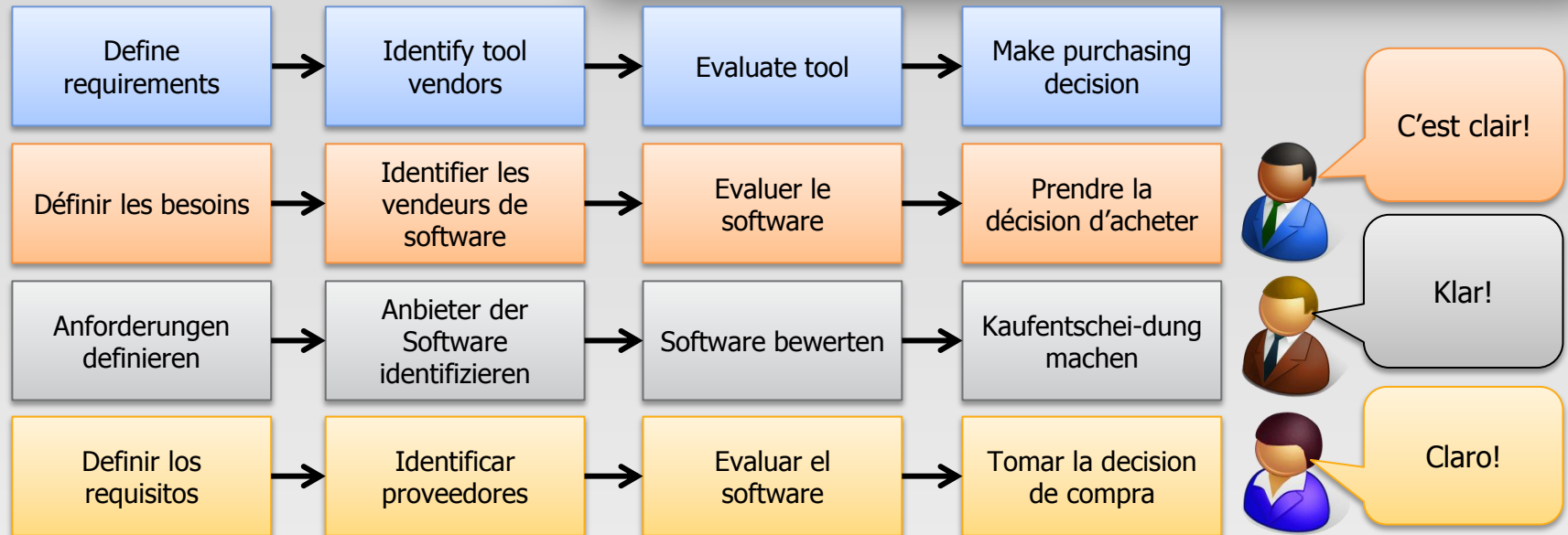- (new) employees
- IT department
- etc.
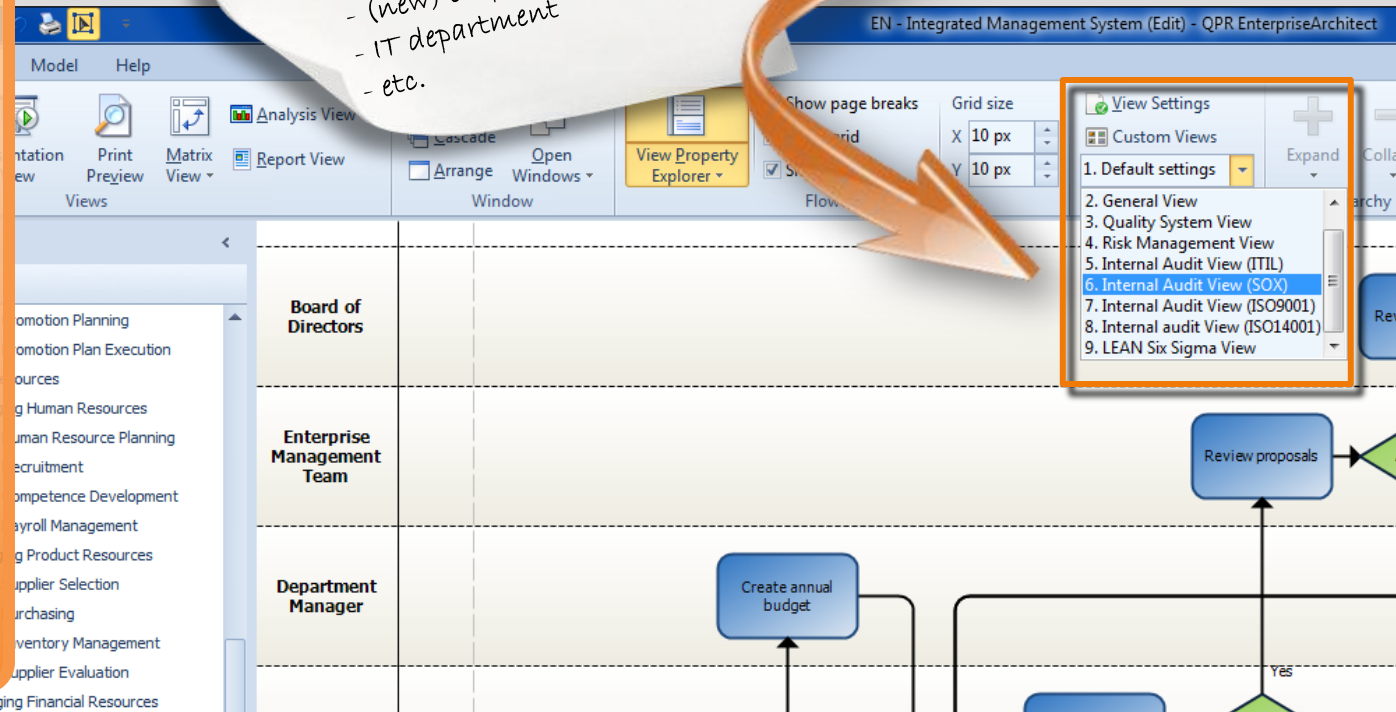
Communicate your model in multiple natural languages
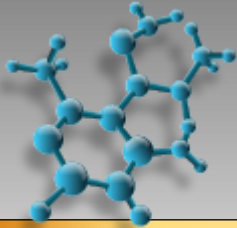
One model, many languages!

Fields	Dutch (default)	English	German
Name	Kwaliteitscontrole	Quality Control	Qualitätskontrolle
Description			

Define requirements → Identify tool vendors → Evaluate tool → Make purchasing decision

Définir les besoins → Identifier les vendeurs de software → Evaluer le software → Prendre la décision d'acheter

Anforderungen definieren → Anbieter der Software identifizieren → Software bewerten → Kaufentschei-dung machen

Definir los requisitos → Identificar proveedores → Evaluar el software → Tomar la decision de compra

C'est clair!

Klar!

Claro!

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

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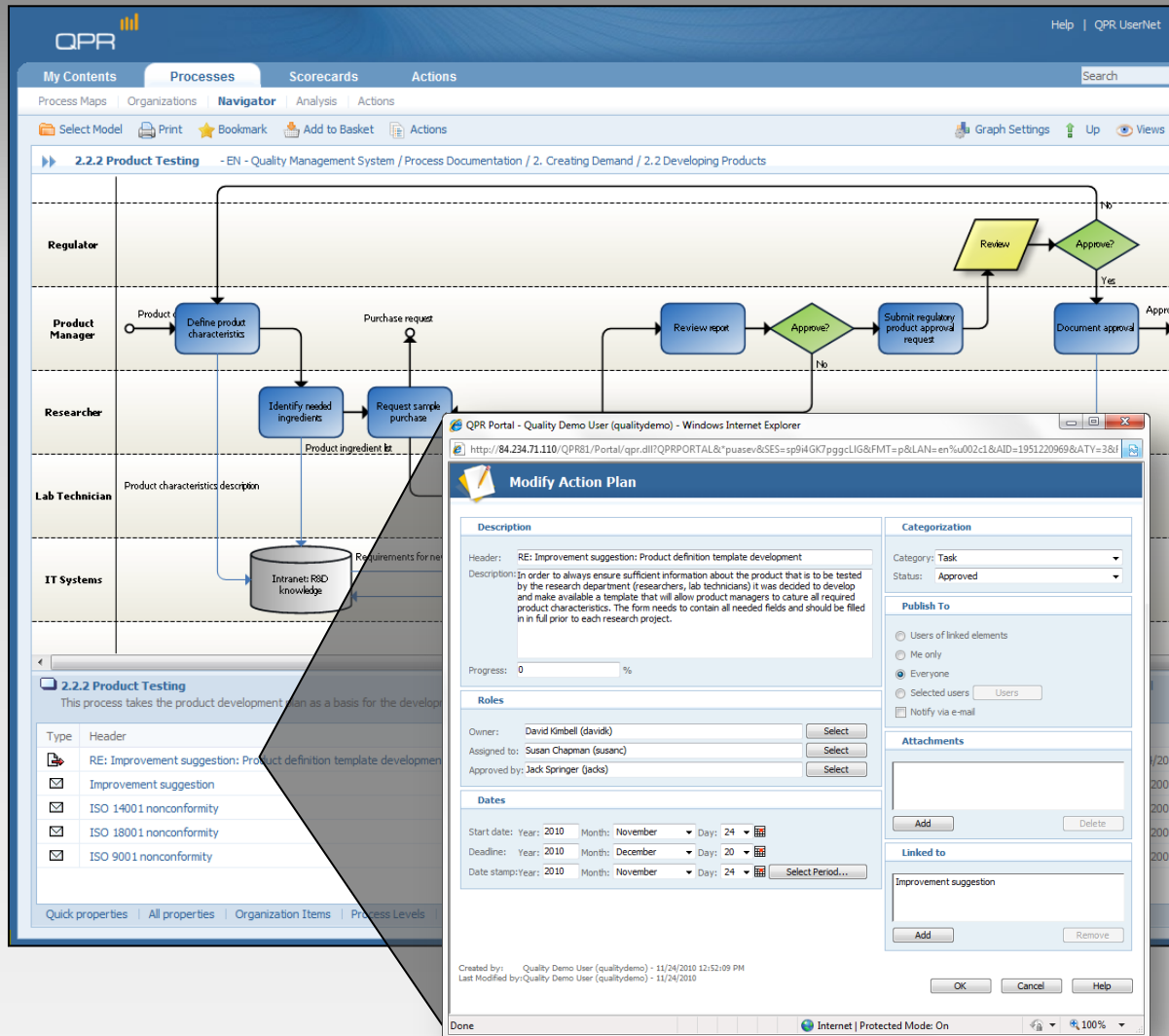
QPR ProcessDesigner also allows employees to add process contextual information to process maps, such as comments, ideas, incident reports, risk suggestions etc., which all improve your knowledge about the process and how well its performing.

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.

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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	

Production batch quality fail due to operating error - qualitydemo - 8/6/2010 11:35:47 AM   Reply   Edit   Delete

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 min...
	The machine operator was unaware of the correct lev...
Description	Process to be adapted to include early and instant te...
Id	1689573225
Name	Production batch quality fail to operating error - q...
Responsible	eetu
Status	In progress
Type	Non-conformance
Type	Quality

Quick properties | ⌃ **All properties** | Description | Corrective Action | Linked to

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.

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The typical system implementation

process modeling and maintenance

process viewing and collaboration

Process communication

central repository

process portal

Development and maintenance of process information

Effective communication to all process stakeholders

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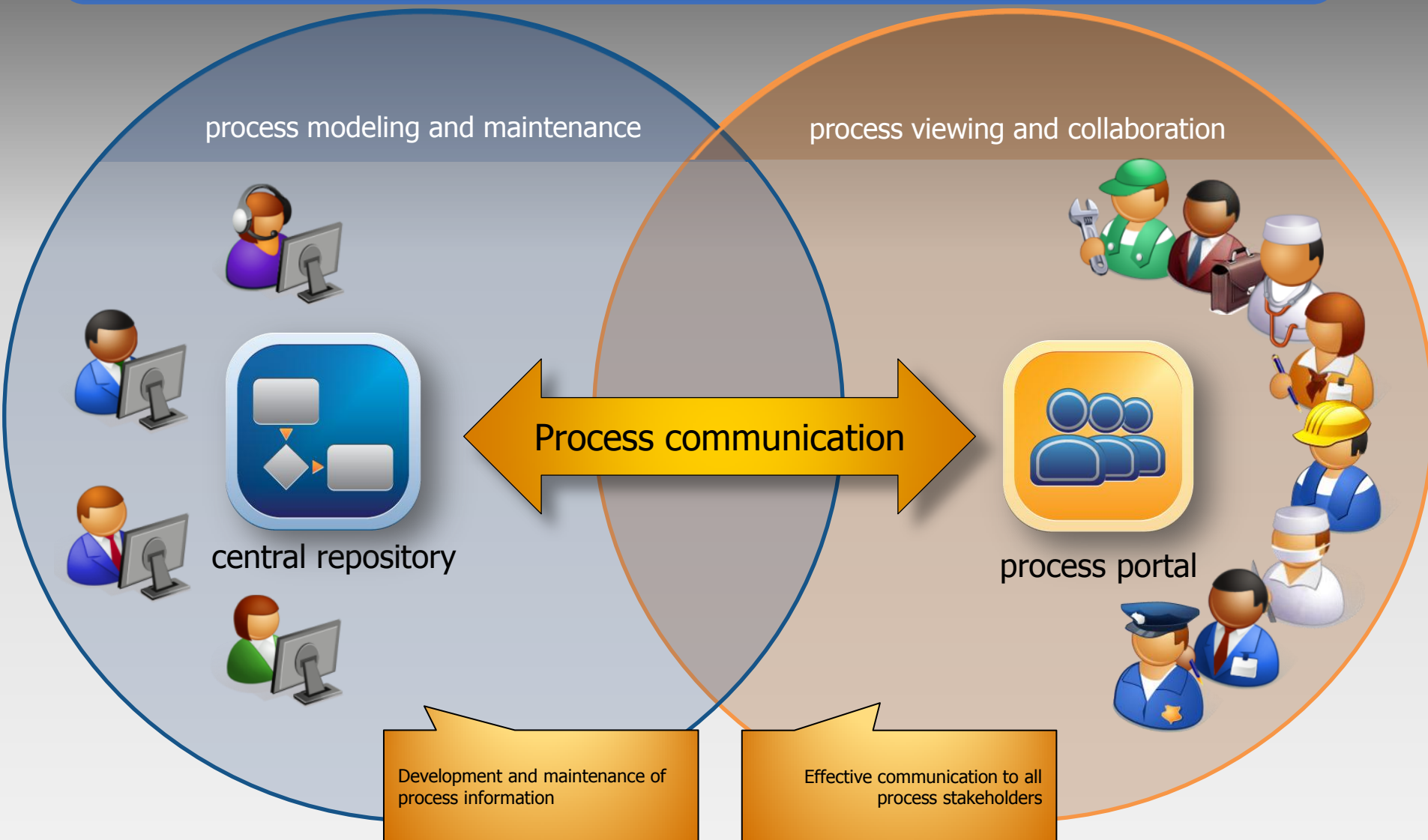
Technical architecture

QPR Clients
- QPR Viewer (Portal)
- QPR User
- 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

© QPR Software Plc

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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!

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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

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