QPR Risk Management & Compliance Solution
Overview

Results.

Processes.

Quality.

QPR - Quality. Processes. Results.

Choosing the right software to support your Risk Management and Regulatory Compliance initiative can be difficult. Spreadsheet software may work well for small-scale implementations. However, once more business units, functions and teams get involved and the number of risks that need to be addressed keeps growing, collecting, reformatting and maintaining all the information become an obstacle to effectively managing risk .

Success of course depends on more than just software. Expertise in standards and practices like COSO ERM, AS/NZS 4360, risk identification, assessment, and establishing a risk-aware culture do not come with a software package. Software however *does* play an important role in facilitating change, acceptance, participation, productivity, transparency, insight and decision making. This solution overview shortly explains how QPR addresses this for risk management and regulatory compliance purposes.

With QPR you choose a software that focuses on the people whose actions and decisions highly influence your exposure to risk: 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 role out fast...and many of them are awarded as the best among their peers.

QPR - Quality. Processes. Results.

QPR will help you make risk & compliance management an integrated part of managing your organization

QPR captures all your processes, roles and resources in an easy to understand manner
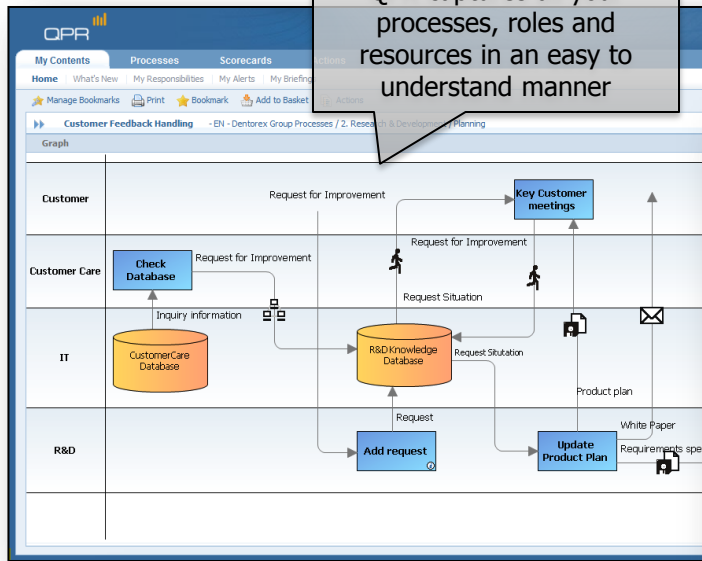
It also serves as the tool to communicate and monitor strategy, objectives and project performance
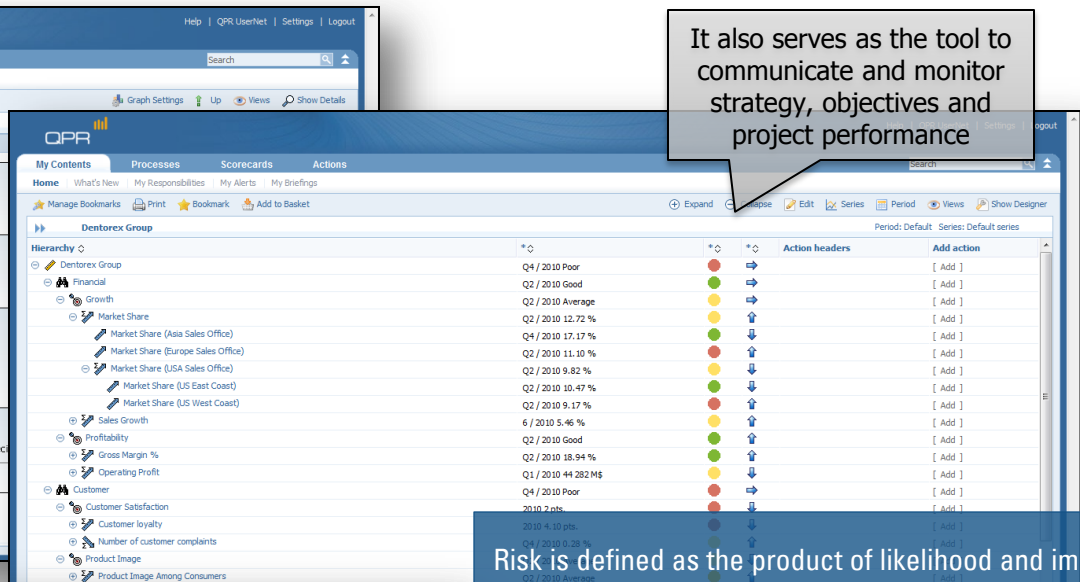
The management of risk forms an integrated part of how you manage your processes, strategy, objectives and projects. QPR provides all the tools you need for managing it effectively!
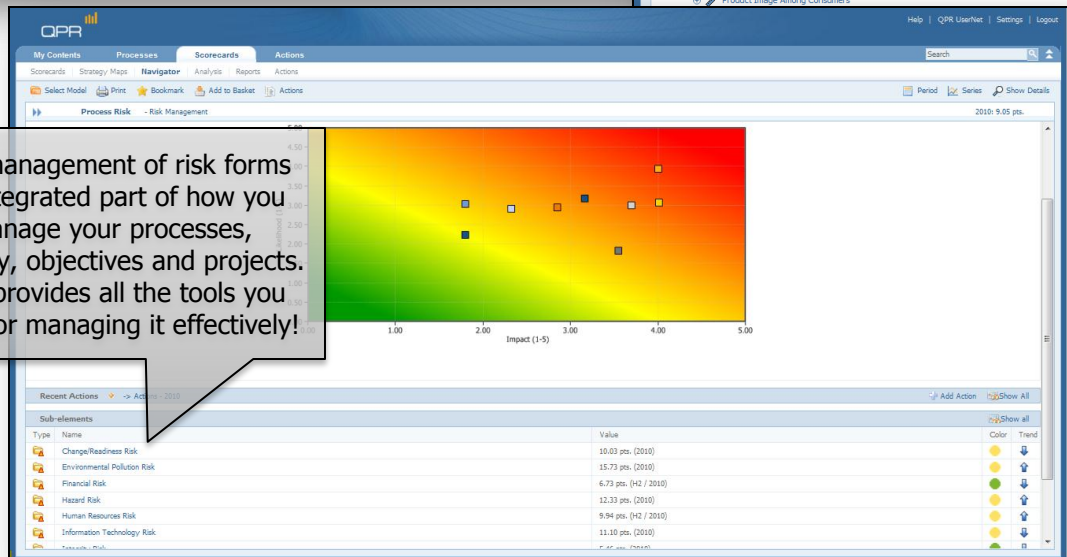
Risk is defined as the product of likelihood and impact of an event that affects your organization. This includes your plans and objectives as well as your operations. Compliance focuses on how things are done in your organization, where non-compliance is often synonymous with risk, as in todays' world-non compliance quickly results in an event that affects your organization, such as fines or restrictions.

Managing Risk and Compliance is therefore closely related with managing of your strategy, performance, projects and processes. With QPR you can integrate and support all these initiatives in a consistent, uniform manner, allowing you to make the management of risk and compliance truly an integrated part of managing your organization.

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You will be more efficient and accurate in identifying risk by sharing the responsibility

Different roles will have different viewpoints on what consitutes as a risk. An IT manager for example will suggest different risks about your warehousing operations than a warehouse manager will. QPR allows you to engage and involve all your employees in the identification of risks. Users can suggest risks conveniently, by using online forms. This way, risk suggestions are attached to the performance objectives, projects and process maps they relate to, while the responsible managers are notified. From these suggestions your teams and risk management staff can create risk libraries, categorize them and assign responsibility for their assessment and monitoring.

Enable convenient risk identification by allowing empoyees to suggest these using web forms

Gather identified risks in risk libraries where you can categorize them and assign responsibility

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You will achieve significant savings in time and effort related to processing and reporting risk assessments
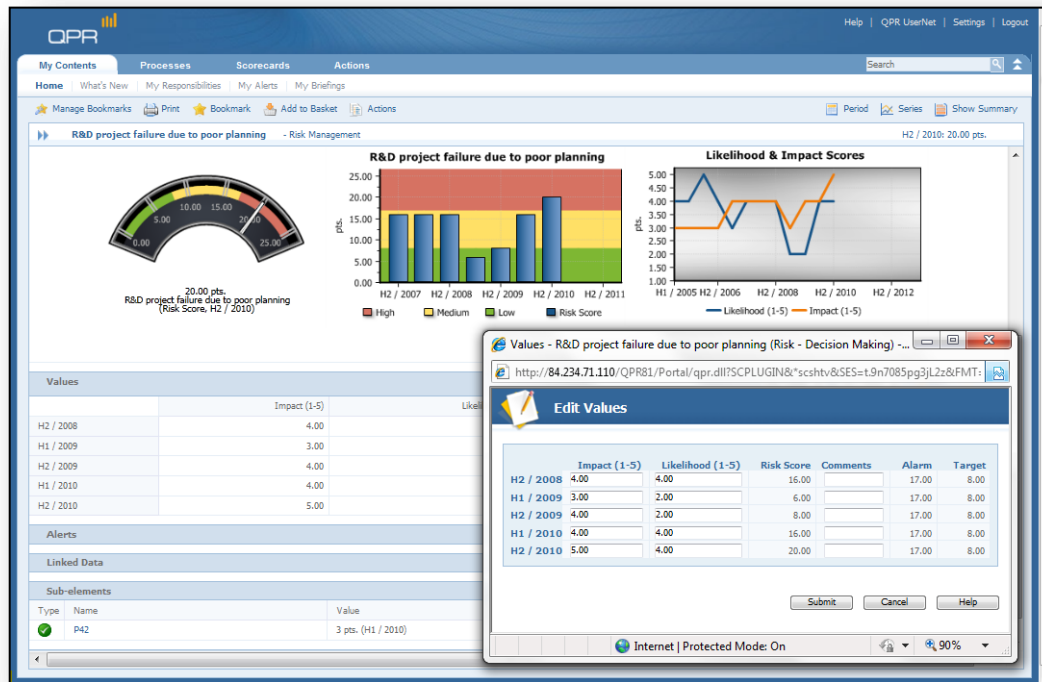
The risk Detail View allows each risk owner to perform risk assessments conveniently online

Get insight in what risks require your immediate attention with automatic ranking and organizing of assessed risks

QPR allows you to schedule risk assessments periodically by the risk owners. Each responsible person or team can perform their risk assessment online, after which the QPR environment automatically takes care of the consolidations from team-level to corporate level and ranks the risks automatically from most critical to least.

Your top-level management team, function heads, project managers and process owners as well as risk management staff obtain clear insight as to which risks require immediate attention as risk rankings can be reported on corporate level, per business unit, function or team, by business process, by project etc.

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You will be able to address risk in a transparent manner with all information logged for auditing purposes

In order to address risks, QPR allows users such as for example risk management staff or risk owners to launch control activities by assigning tasks to other users, simply by filling an online web form. In this form they can provide descriptions, set milestones and deadlines and attach additional information. These control activities automatically notify the people responsible for them. They are also logged in the system for auditing purposes and allow you to monitor your teams' progress in completing the activity.

You will gain insight in all implemented risk-mitigating controls and their status...

Obtain thorough insight in the status of your risk-mitigation effort with powerful reporting functionallity!

Perhaps more important than the assessment scores of identified risks is insight in the status of risk-mitigating controls you have implemented. With QPR you get complete insight as you can report on controls easily and from different perspectives, such as for example controls by status, by process, by owner, by project, by initiative (e.g. Sarbanes Oxley, OHSAS, ISO9000) etc.

Control Detail Views allow you to capture test results, describe test procedures, log past activities, schedule tests and configure alerts that notify the responsible people when its time to perform a test, when a test is overdue or when the test fails.

All control information in one place! Owner, test instructions, results, alerts, comments and ongoing activities
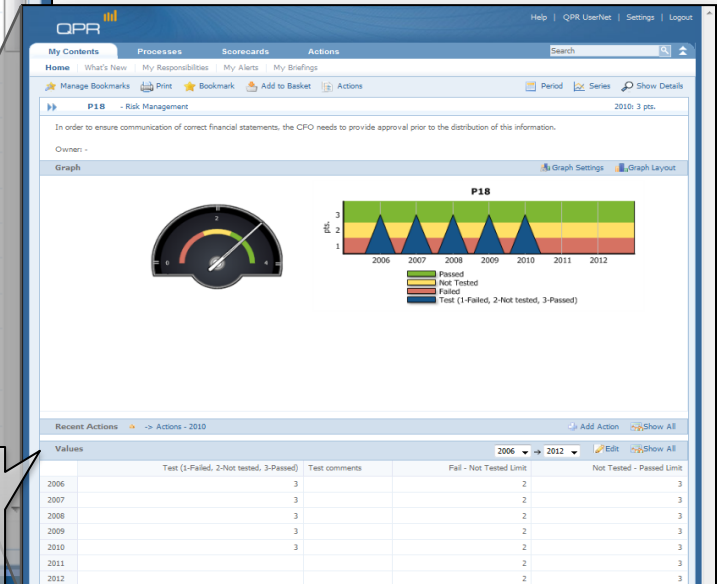
And you can take action swiftly and effectively when the situation calls for it

Get immediate insight as to what controls fail to work satisfactory and what is being done to fix them!

Initiate corrective and preventive action for controls that failed their test and log all information for auditing purposes!

Help | QPR UserNet | Settings | Logout

My Contents | Processes | Scorecards | Actions

Scorecards | Strategy Maps | Navigator | **Analysis** | Reports | Actions

Select Model | Print | Bookmark | Add to Basket | Edit | Series | Period

Risk Management

Control	Related Risk	Period	*	Previous Period	*	Add action	Action
P11	Reputation loss due to supplier misconduct	H2 / 2010		H1 / 2010		[Add]	
P16	Improper invoicing by suppliers	H2 / 2010		H1 / 2010		[Add]	
P4	Production delays due to late deliveries	H2 / 2010		H1 / 2010		[Add]	
P59	Litigation due to misuse of software licenses	H2 / 2010		H1 / 2010			
P40	Litigation due to misuse of trademarks	2010		2009			
P49	Pricing decisions based on inavailable competitor pricing information	H1 / 2010		H2 / 2009			
P47	Late reporting of financial information	2010		2009			
P24	Mismatch between financing need and request	2010		2009			
P29	Late or incorrect payments by customers	2010		2009			
P35	Reporting of incorrect financials	2010		2009			
P48	Financing decisions based on lacking information	2010		2009			
P5	Production delays due to late deliveries	2010		2009			
P7	Production delays due to poor quality materials	2010		2009			
P46	Poor marketing decisions due to lacking market information	2010		2009			
P21	Financing decision based on incorrect information	2010		2009			

Controls that fail need your attention, with some regulations requiring you to deliver proof of your prudence in addressing the issues. QPR enables you to take action conveniently and transparently, by adding a portal action to the failed control in the form of a corrective action. The web form will allow you to specify the task, assign an owner, set a deadline, inform all concerned colleagues, and attach any additional content you feel is necessary. What's more, QPR allows you to report on and monitor progress of performing the activities. All collaborative content is furthermore logged for auditing purposes.

QPR Portal - riskmanagement - Windows Internet Explorer

http://84.234.71.110/QPR81/Portal/qpr.dll?QPRPORTAL&*puasev&SES=t.9n7085pg3jL2z&FMT=p&LAN=en%u002c1&AID=968951114&ATY=3&FOO=129.

Modify Action Plan

Description

Header: CAPA - Improper payments to suppliers

Description: During the latest control test, several payments to suppliers were found that had not been approved by the CEO. In order to prevent this from happening, a new field will be added prominently to the payment request form that needs to be added to each Purchase Order. The field needs to contain the signature of the CEO - without it the payment is not allowed to be processed.

Please make sure this new procedure, including updating of the proicess documentation is in place latest December 20, 2010.

Progress: 0 %

Categorization

Category: Action
Status: Approved

Publish To
- Users of linked elements
- Me only
- Everyone
- Selected users | Users
- Notify via e-mail

Roles

Owner: Tim Gennaro (timg) | Select
Assigned to: Andrew Norton (andrewn) | Select
Approved by: Sharon Butterworth (sharonb) | Select

Attachments

Add | Delete

Dates

Start date: Year: 2010 Month: December Day: 14
Deadline: Year: 2010 Month: December Day: 20
Date stamp: Year: 2010 Month: December Day: 14 | Select Period...

Linked to

P16 <Element>

Add | Remove

Created by: riskmanagement - 12/14/2010 4:07:35 PM
Last Modified by: riskmanagement - 12/14/2010

OK | Cancel | Help

Done | Internet | Protected Mode: On | 105%

You will gain insight in the relationships between objectives, operations and identified risk

Risk dashboards!

Risk, compliance, strategy and operations all mutually influence each other. To improve your efficiency and effectiveness in business It is important to highlight and understand the relationships between them as it is this insight that will improve decision making in your organization.

Take for example the management of your strategy. With QPR it becomes just that easier to manage, as it shows you what risk influences your objectives and how well you are prepared for it. Where it comes to your operations, QPR will show you the risks related to a process, where if many are on red it provides a clear indicator that a process change should be something worth considering. QPR communicates this information to your managers in easy to understand, highly visual dashboards, strategy and process maps that allow your managers to get the message instantly.
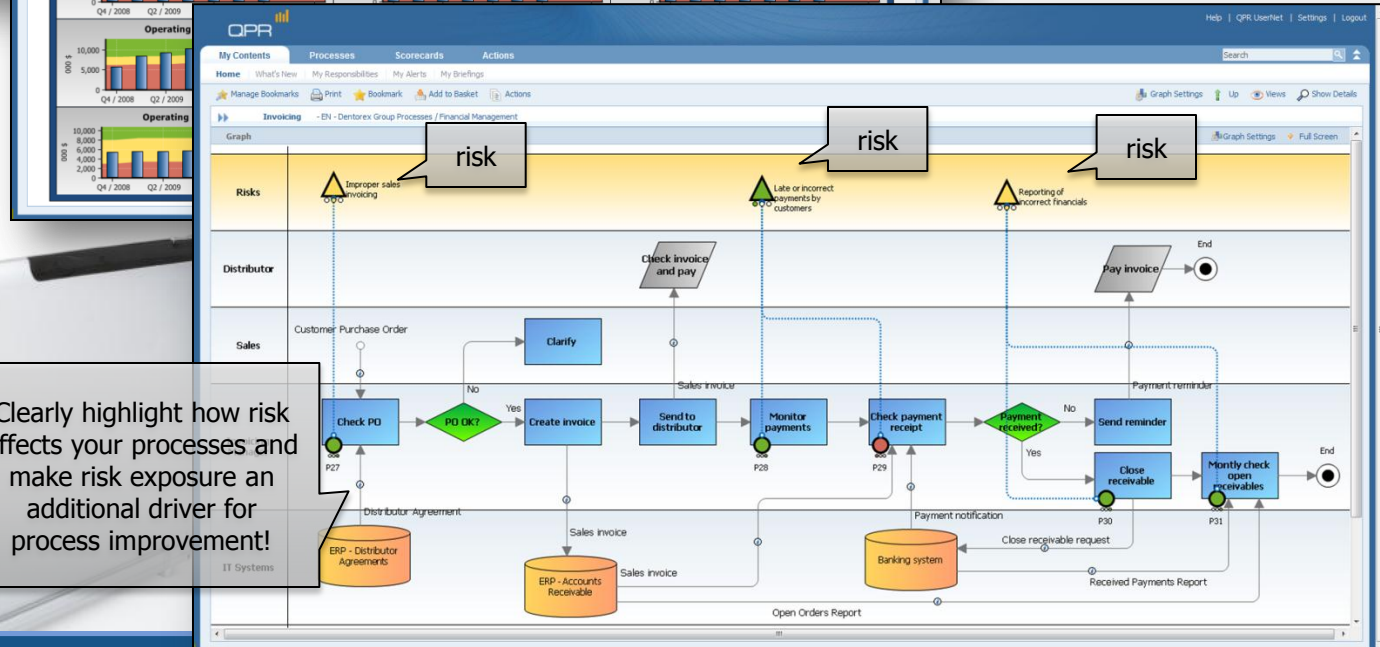
risk

risk

risk

Clearly highlight how risk affects your processes and make risk exposure an additional driver for process improvement!

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

Operational use : Process participants – collaboration, initiative management and reporting
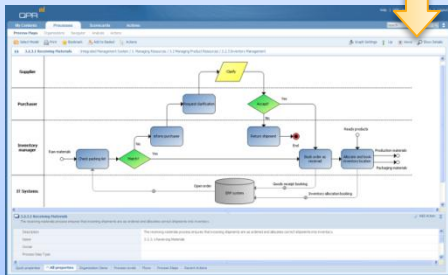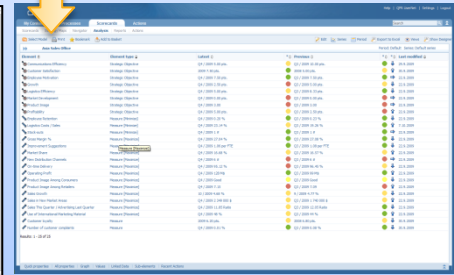
process map hierarchies with risk indicators and external content

risk dashboards

risk detail

Risk and control analysis

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

Create one point of access for all process information

Process modeling

Risk and compliance measurement

Automate performance data collection

process-related content

Link risk & control metrics with process model objects

business systems and files

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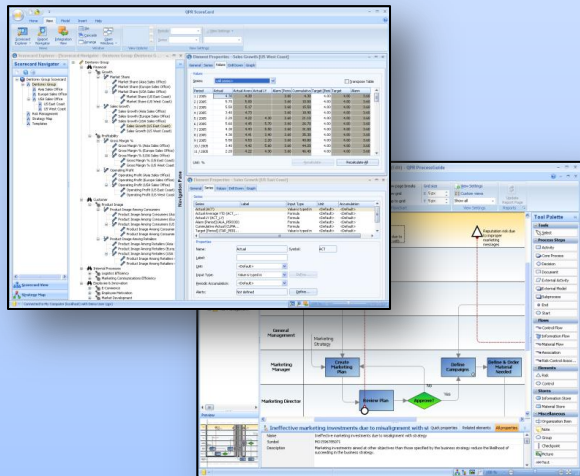
It introduces several user types...

Designers

QPR Windows Clients

They can:

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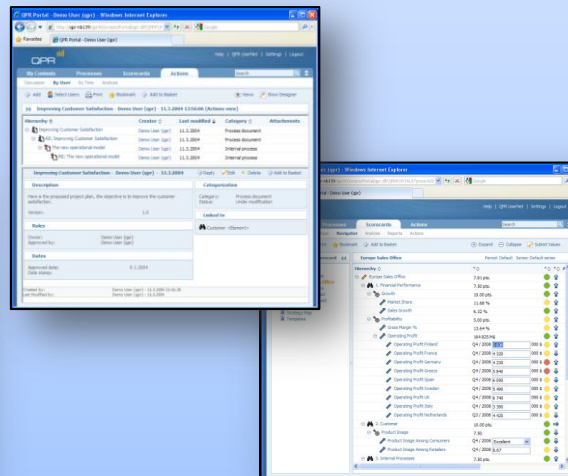- Define risk and control measures
- Manage users rights

Communicators

QPR Web Portal

They can:

- Update assessments and test results
- Create comments
- Create action plans, corrective actions
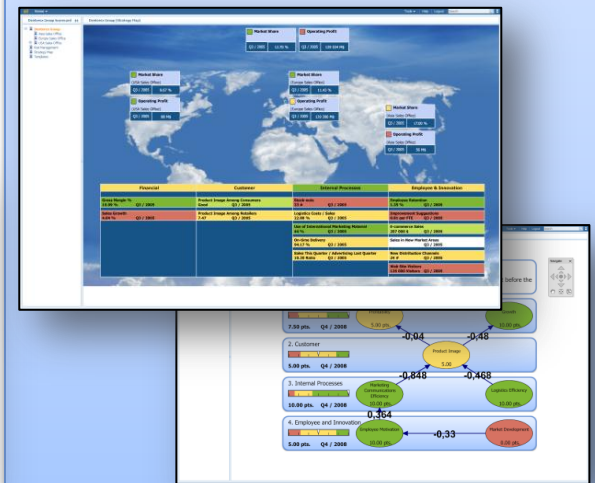- Upload documents
- Create Best Practices

Viewers

QPR Web Portal

They can:

- Review processes & risk status
- Analyze processes, risks and controls

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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

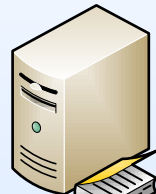**QPR Server System**
- QPR Application Server
- Web Server
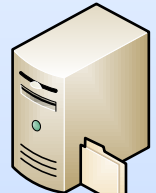- Database Management System

Integration
- User Directory Server
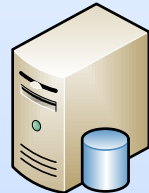- Database Server
- MS Office SharePoint Server
- File Server
- MS Analysis Services
- Legacy Systems (ERP, CRM, ...)

TCP / IP

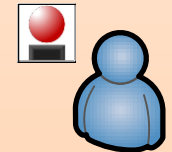**Delivery**
- Windows Terminal Services
- Citrix Delivery Center
- VPN Gateway

TCP / IP - Firewall

Remote Access
- Web Browser
- Citrix XenApp
- Mobile VPN
- MS Remote Desktop

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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 Risk Management and Compliance 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 manally maintained and in-house built performance reporting solutions.

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

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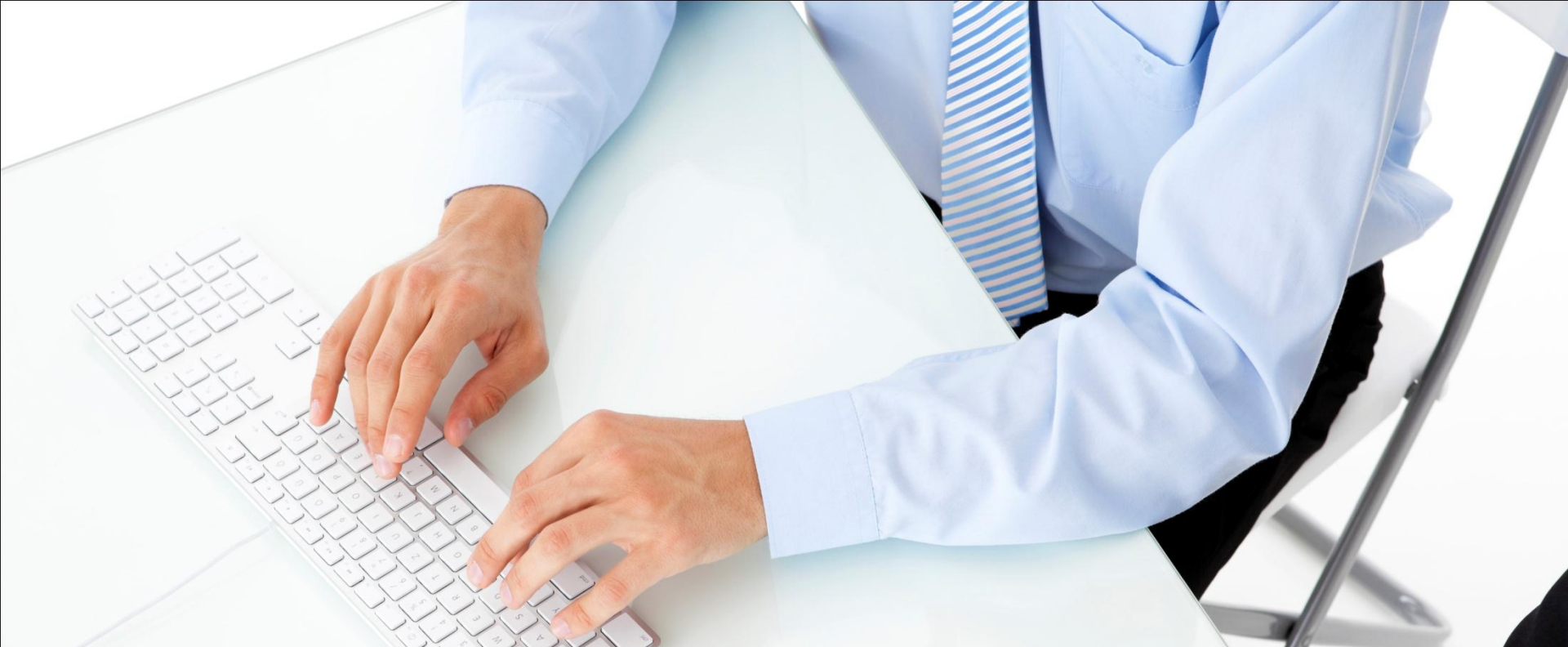
Your Next Step

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