

Business Improvement

...systematic use of quality management tools and techniques to improve performance...

Organizational or Business Excellence usually revolves around the application of a best practice model such the *Baldrige Excellence Criteria* or the *European Foundation for Quality Management (EFQM)* models. But how do you keep track of all **the issues, opportunities and risks** associated with implementing such a model?

Horizon was developed to address this challenge.

Use the intuitive Risk Register features of HORIZON to gain an up to date view of all barriers to achieving excellence across your organization and what action is being taken to address them.

Work across functional, departmental and ownership boundaries to get a truly global view.

 Projects	 Processes
 Sites	 Markets
 Roles	 Products
 Assets	 Partners



Business Improvement

► Get the benefits...

Enable risk-based decision making to determine process and improvement priorities

Reduce duplication by building and maintaining libraries of common *Threats, Potential Events, Consequences, Controls and Potential Failures*

Don't rely on a few specialists. Extend usage of the system to operational, functional and senior stakeholders across your organization and get the real picture.

► Support multiple frameworks

▲ **Process** - Generic Process Framework

- ▶ ● Procedure - Understand markets & customers
- ▶ ● Procedure - Develop vision & strategy
- ▶ ● Procedure - Design products & services
- ▶ ● Procedure - Market & sell
- ▶ ● Procedure - Produce and deliver products & services
- ▶ ● Procedure - Produce & deliver (service oriented)
- ▶ ● Procedure - Invoice & service customers
- ▶ ● Procedure - Develop & manage human resources
- ▶ ● Procedure - Manage information
- ▶ ● Procedure - Manage financials
- ▶ ● Procedure - Manage environment
- ▶ ● Procedure - Manage external relations
- ▶ ● Procedure - Manage improvement

Functional, process-based, internal or external?

The scope is up to you...

At risk!

▲ **Process** - Business Excellence Framework

- Procedure - Leadership
- Procedure - Strategic Planning
- Procedure - Customer & Market Focus
- Procedure - Measurement, Analysis & Knowledge Management
- Procedure - Human Resource Focus
- Procedure - Process Management
- Procedure - Business Results

Business Improvement

One click from Global Overview to Process detail?

Register

Summary

Overview

What else do you need?

- ✓ Insightful reporting
- ✓ Web based
- ✓ Configurability
- ✓ Integration with legacy systems
- ✓ HTML5 presentation
- ✓ Role based security
- ✓ Rule based notifications
- ✓ Expandable into the future

Come and talk to us...

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