

## QualiWare Excellence Manager

Build your company's next generation information- and process-based management system using QualiWare Excellence Manager (QEM).

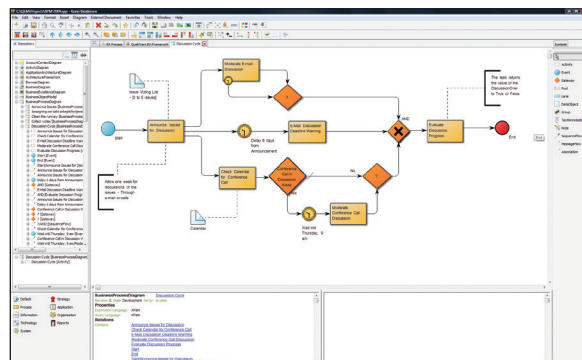
When building an enterprise management system today, managers must do more than just fulfill the requirements and rules of existing standards. Maximum benefit is achieved only when a management system helps to streamline company workflows and align business processes with company strategies, policies, and goals.

QualiWare Excellence Manager (QEM) is a user-friendly software tool for building and maintaining management systems in both small and large companies. It is suitable for use in all sectors of industry and commerce. QEM was specifically designed to provide functionality and templates to support:

- Quality and Environmental Management
- Business Process Management (BPM) and Development (BPD)
- Risk Management
- Requirements Management and Gathering
- Business Analysis, Excellence, and Optimization.



**qem**<sup>®</sup>



# QualiWare Excellence Manager

Companies using QEM can use it to build an active management system which responds quickly and effectively to changing market conditions. Employees authorized to view and harness specific information can actively leverage that information and quickly and efficiently drive better company performance. Costs fall; profitability grows.

QualiWare Excellence Manager will motivate managers and employees alike to continually improve business process efficiency and foster market competitiveness.

## Process-Based Traceability between Models

QEM was developed to enable customer-tailorable work on business development and quality. QEM is part of a larger suite of software tools which, taken together, make up QualiWare Lifecycle Manager (QLM). Repository-based, QLM and QEM permit dynamic modeling whereby changes made to models on a user's computer screen result in associated changes to an underlying and invisible relational database.

The QualiWare repository is a multi-user relational database permitting construction and active leverage of a models-based management system. The repository enables integrated version control to store new and old revisions of changed objects. Thus, users can review and analyze how their management system has

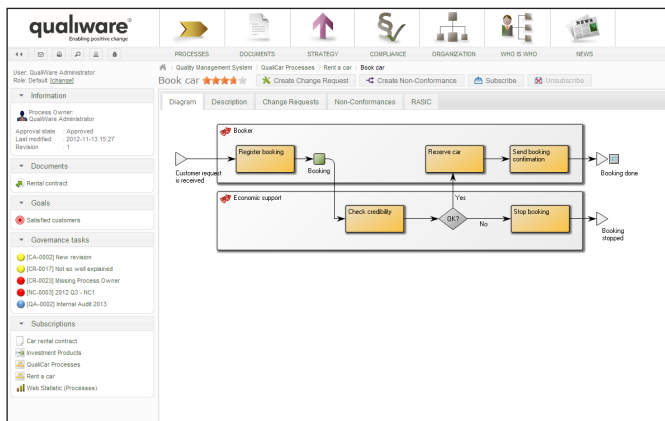
historically evolved even as it is continuously updated and improved.

A management system created with QEM is a collection of dynamic, graphical views or "models." QEM models are graphical but can also provide in-depth textual support for described processes, including the use of hyperlinks to external documents, applications, regulations, manuals, etc. Developed models can show an impressive aggregate snapshot of corporate organizations, strategies, technologies, applications, and methodologies, and also quickly show various interrelations of these. The following types of models are often deployed with QEM:

Organizational charts in QEM are used to depict organizational units, including departmental positions, roles, and persons. Requirements and objectives for particular roles can be compared with individual employee skills and so provide the basis for staffing and training planning.

Workflow diagrams in QEM are used to describe value-delivering company processes. A change made to one process can be analyzed by users to reveal possibly hidden implications resulting from the change. For example, an employee using QEM can see on his computer screen how his daily tasks affect others in relation to overall process and how a change in execution of that same task might potentially affect other people, systems, technologies, and organizational units.

Configuration diagrams in QEM are used to describe groups of documents resident as part of the quality system, such as generic forms, document templates, and standard documents. Such documents are often created using word processing applications or spreadsheets. If desired, QEM creates an active link to these documents so that they can be edited directly from the Configuration diagram or from wherever there is a reference to the document in the quality system.



## Effective Distribution and Feedback via Intranet

In companies with the appropriate IT infrastructure, QualiWare QEM may be integrated with QualiWare Enterprise Integrator for intranet-based publication of the management system. Because many employees already have experience in receiving structured information through the intranet, the quality management system will be perceived as easy-to-use and accessible. At the same time, the system permits employees to request changes or report quality non-conformances directly to the relevant party within the quality management system. The quality management system may also be distributed within the company to employees who do not have access to a PC by using the built-in report generator for printing various quality assurance documentation.

## Ease of Maintenance

All information stored in QEM resides in a structured database. Authorized changes made and published in the management system are reflected immediately across the entire organization because the system automatically updates all related links and references when updates are published. Maintenance time is drastically reduced; paper use drops off. Published information can be updated as often as desired. A management system powered by QEM can and will usually contain the most updated information about any process and do so in both graphical and textual formats.

## Customized to the User's Needs

QEM users with access to any standard browser can be authorized to access information relevant to the optimal performance of tasks. QEM's customizable graphical models provide quick and memorable information about almost any imaginable aspect of an organization. Recognized process errors or suggestions for process improvements can be reported to the appropriate responsible administrators in a kind of 'feedback loop' on the company intranet. The models quickly become an integrated and active means to analyze and change manage specific identified tasks and targeted processes.

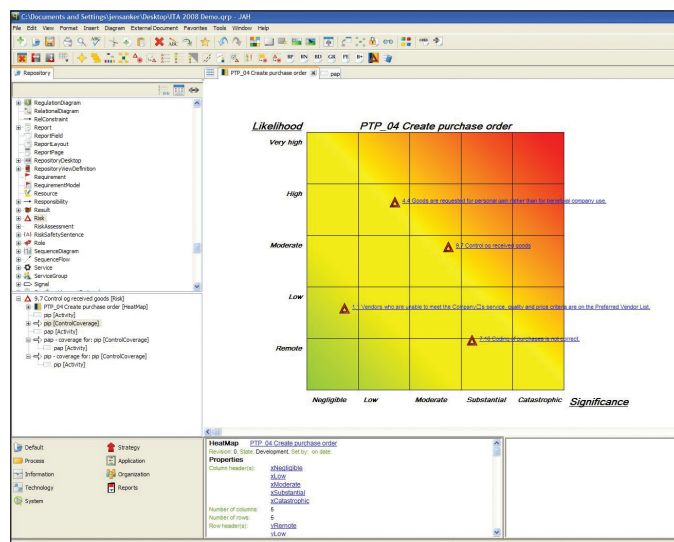
## Quality and Environmental Management and Diagrams

QEM provides clear models and a user-friendly interface to simplify the construction and use of a management system. QEM contains all diagrams needed to build an effective quality and environmental management system and supports specific work on the following ISO standards:

- ISO 9001:2008
- OHSAS 18001:2007
- ISO 14001.

Employees, managers, and administrators use QEM diagrams to analyze, document and prioritize major environmental impacting processes and products. The diagrams are also used to describe goals for them. Examples of diagram types used in the QEM are:

- Process Maps
- Work Models
- Strategy Models
- Goals and Requirements Models
- Organizational Forms
- Environmental Influences and Impacts.



QualiWare Risk Management

# Enabling positive change

Founded in 1991, QualiWare is a company whose modeling solutions are used all over the world. Our comprehensive modeling and management products and services provide the marketplace with solutions focusing on enhancing efficiency, effectiveness, productivity, competitive positioning, and organizational profitability. Everyone in an organization can benefit from the use of QualiWare solutions and the business models that are managed within and published by our solutions. QualiWare has offices and distributorships in Australia, Brazil, Canada, Denmark, Great Britain, Netherlands, Norway, South Africa, Spain, Sweden, South Korea, Ukraine, United Arab Emirates and United States.

QualiWare's clients include large and medium-sized enterprises; both public and private. Among these are: ATP (Denmark's largest administrator of pensions & labor agreements), Kopenhagen Fur, DONG Energy, the Danish Broadcasting Corporation, Foss, Statoil, Borealis, The Capital Region of Denmark, Hydro Aluminium, INOVYN, IBM Corporation, IFS (Industrial and Financial Systems), LM Glasfiber, Danish Medicines Agency, Danish National Board of Health, Nokia Denmark, ENGIE E&P Norge, Aibel, EDB Business Partner, DNB (Norway's largest financial services group), PFA Pensions, The Swedish Post, Aker Solutions, Sauer-Danfoss, SOS International, Sund & Bælt Holding, Schenker, Danish National Rail Authority, Nycomed, The Municipalities of Denmark, Hifab, PMC Technology, the Greater Toronto Airports Authority (GTAA), Blue Cross Life Insurance of Canada, and Oceaneering.

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Enabling positive change

#### **QualiWare ApS**

Ryttermarken 15-21  
DK-3520 Farum  
Denmark  
Telephone: +45 45 47 07 00  
Email: [sales@qualiware.com](mailto:sales@qualiware.com)  
[www.qualiware.com](http://www.qualiware.com)

#### **QualiWare AB**

Kornhamnstorg 6  
S-111 27 Stockholm  
Sweden  
Telephone: +46 8 429 12 60  
Email: [sales@qualiware.se](mailto:sales@qualiware.se)  
[www.qualiware.com](http://www.qualiware.com)

#### **Qualisoft AS**

Ipark, P.O.box 8034  
N-4068 Stavanger  
Norway  
Telephone: +47 51 87 48 70  
Email: [kundesenter@qualisoft.no](mailto:kundesenter@qualisoft.no)  
[www.qualisoft.no](http://www.qualisoft.no)

#### **QualiWare Inc.**

200 Business Park Drive  
Armonk, NY 10504  
USA  
Telephone: +914-730-7099  
Email: [salesNA@qualiware.com](mailto:salesNA@qualiware.com)  
[www.qualiware.com](http://www.qualiware.com)

#### **QualiWare**

Rua Oscar Freire, 379 – cj.32  
01426-001 São Paulo – SP  
Brasil  
Telephone: +55(11)21270784  
Email: [salesbr@qualiware.com](mailto:salesbr@qualiware.com)  
[www.qualiware.com](http://www.qualiware.com)