

Solutions

Prosper



A

CONTINUAL

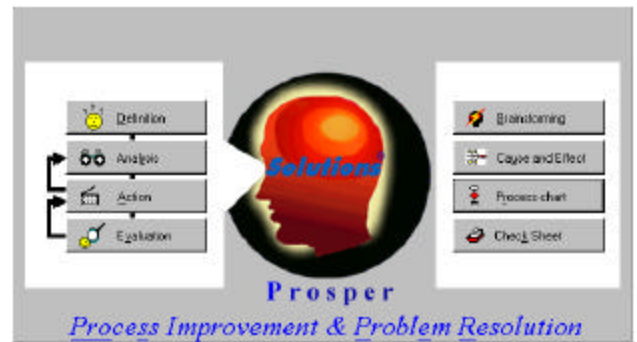
BREAKTHROUGH

IMPROVEMENT FOR YOUR BUSINESS PROCESSES



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INTRODUCTION

“Continuously improve your processes to be efficient and customer focused and the business growth parameters will automatically follow.”

This profound statement has been confirmed by the **ISO 9001:2000** standard that expects “demonstrated management commitment to **continual process improvement.**” The belief is also endorsed by other major improvement initiatives like **Six Sigma, QS 9000, Malcolm Baldrige criteria, CMM, Business Process Excellence Model** and **TQM.**

However, often results of **business process improvement** (BPI) and problem solving exercises are ineffective. Probably the most common reasons may be as follows.

- Incorrect statement of the problem
- Not identifying the real root cause and solving the wrong issue
- Quick fix approach
- Poor team participation
- Lack of documentation
- Poor implementation and monitoring of the process

All possible reasons point towards absence-of or non-adherence to a **logical and consistent problem solving process.** It is further compounded by the fact that most of the critical processes improvements need multi-skills, necessitating problem solving in a group consisting the cross functional team.

SOLUTION PROSPER

‘Solutions Prosper’ is unique software that provides an easy to implement **structured approach** towards Process Improvement and Problem Resolution. It follows **Six Sigma** like process (conforming to **ISO 9004:2000** guidelines) integrated with well-known and proven quality and project management tools.

By using the Solutions Prosper process an organization can easily and consistently:

- Achieve “**continual and strategic breakthrough improvement**” of the business processes implemented across the organization.
- **Document** the Process Improvement efforts satisfying one of the **new ISO 9000:2000** requirements.
- Tackle problem resolution
- Manage risk and assure compliance
- Extract & document tacit knowledge and expertise on problem solving available with the individuals
- Ensure every solution is in line with overall strategic interest of the organization
- Ensure smoother and faster implementation and ownership of the solutions due to involvement of the employees.

OVERVIEW

Solutions Prosper provides following pre-configured tools for proven techniques and templates such as **5why and 1H, Pareto Chart, fishbone (Ishikawa) diagram** that are required for Structured methodology. These tools are:

- **Brain Storming**
- **Process Charting**
- **Fishbone diagram**
- **Check Sheets**

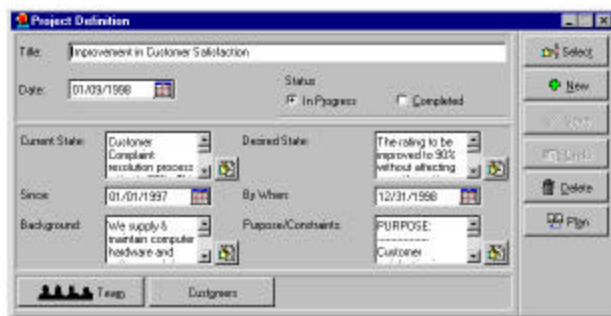
It follows a structured methodology / process for process improvement consisting of the following steps:

- Definition
- Analysis
- Action
- Evaluation

PROCESS IMPROVEMENT STEPS:

Main features of each step are as under:

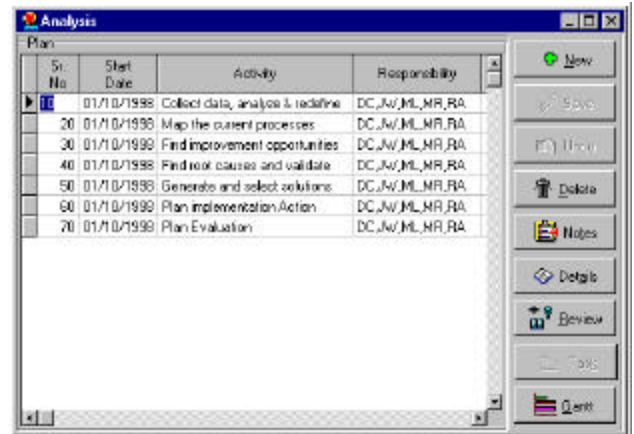
A. DEFINITION:



Supports clear statement of:

- Current and desired states with 'since' and 'by when' dates
- Purpose of project and imposed constraints
- Background or/and containment action
- Internal/external customers who will benefit
- Team members and respective roles
- Facility to remove or/and change field names and placement of fields

B. ANALYSIS:



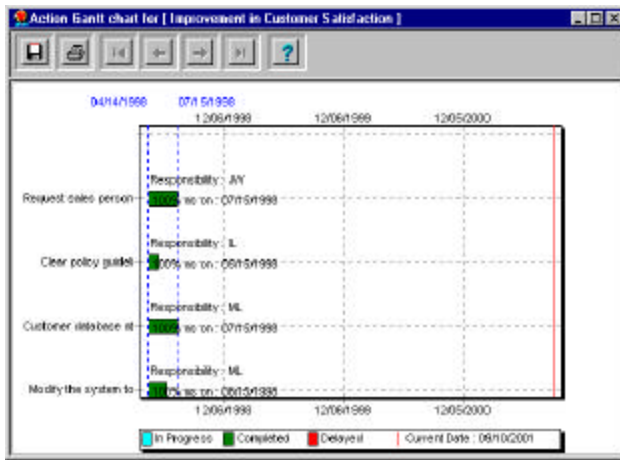
Assist in detailed planning of each step through

- What is to be achieved – by when, by whom
- Who is responsible
- Detailed planning of each analysis step
- Progress recorded, planning done
- Gantt chart to display all steps and detailed sub-activities for each step
- Facility to record general observations at problem level
- Facility to design template(s) to comply with internally published analyzed process

C. ACTION:



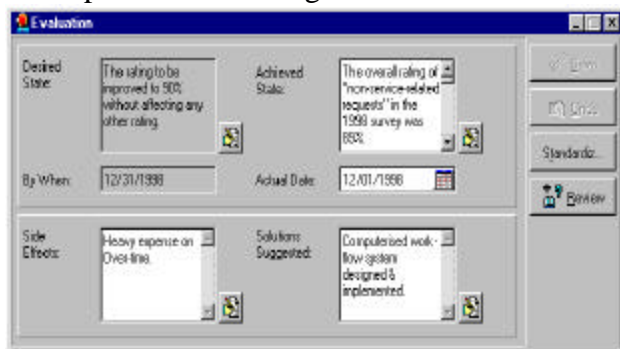
To facilitate planning of action, two tier planning tool available with usage of facilities – Gantt charts for each tier



D. EVALUATION:

Progressive comparison of achieved results with desired results with facility to record:

- Side effects and suggested counted measures
- Key learning
- Organizational weaknesses needing correction
- Standardization plan with facility to monitor implementation through Gantt chart



FEATURES OF THE TOOLS

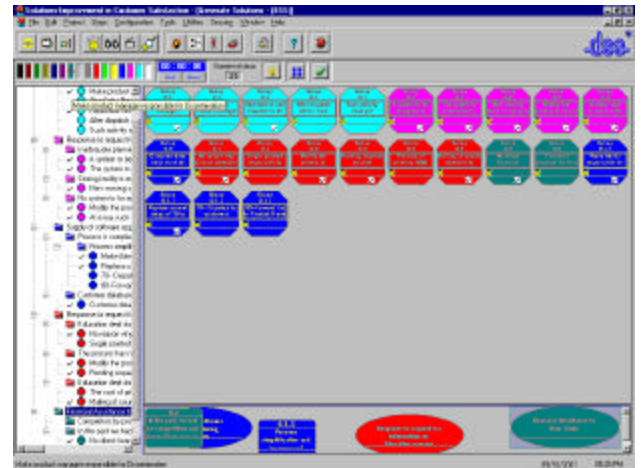
A summary of the features is given below for each tool provided in the Application:

A. BRAINSTORMING:

Ideas Generation and Capture:

- Supports both simple and structured brainstorming sessions; template can be specifically designed

- Facilitates creation and concurrent capture of creative ideas
- Ideas may be recorded verbally or in writing
- Members input ideas using E-Meet if session conducted using network (Client-Server Version)

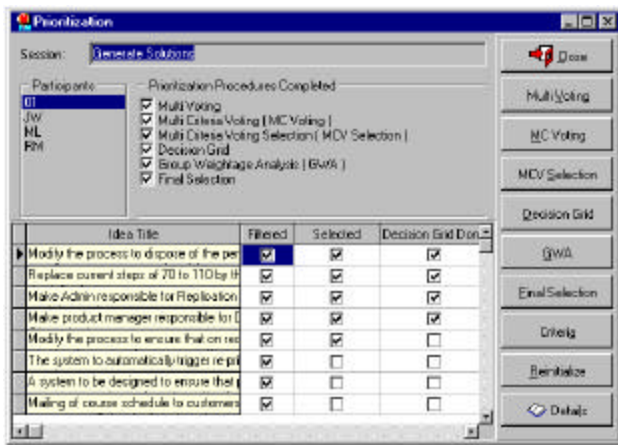


- Participants may maintain anonymity
- Ideas may be grouped or sub-grouped using drag and drop facility; ideas can be clarified online with description
- All ideas may be printed immediately to enable swift development
- Facility available for printing idea labels to allow participants to group
- Several brainstorming sessions may be conducted for a project; sessions may be rearranged to integrate with other sessions

Selection of Ideas:

Following facilities available to select ideas:

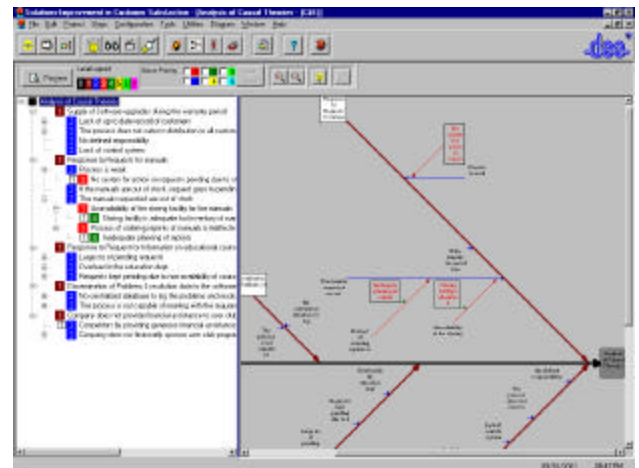
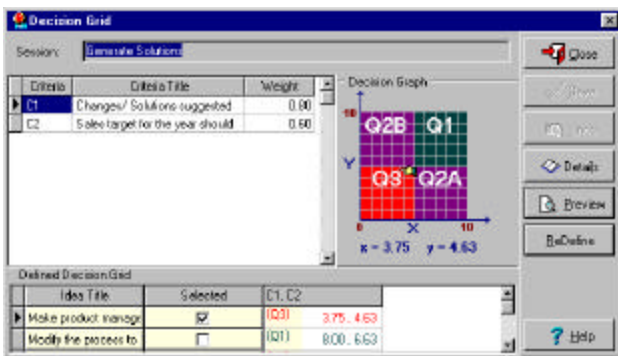
- Multi Voting
- Multi Criteria Voting
- Decision Grid
- Group ranking
- Drivers and Barriers analysis



- Causes can be categorized according to severity to enable assigning of perceived priorities
- Multiple diagrams may be drawn
- Root cause analysis identifies root causes from more than one diagram
- Root causes can be ranked according to Risk Priority Number, a figure computed based on Occurrence, Severity, and Detection factors

Linkage with Other Tools and Steps:

- Ideas may be dragged and dropped to other components of program
- Any step of a process-chart may be inserted into a brainstorming session



- Root causes may be selected and validated
- May print diagram and its ribs

Linkage with Other Tools and Steps:

- Ideas may be taken from a brainstorming session to any rib of the fishbone diagram
- Root causes may be taken from root analysis to solutions seeking brainstorming session as analysis plan for validation
- Step(s) of process chart may be inserted into a fishbone diagram

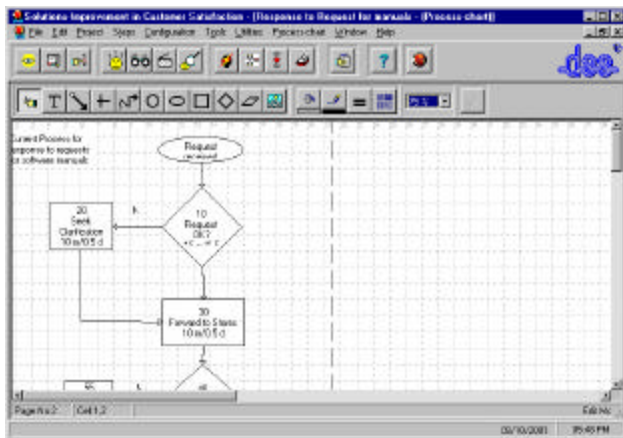
B. CAUSE AND EFFECT:

5 Whys Technique and Cause and Effect (Fishbone) Diagram:

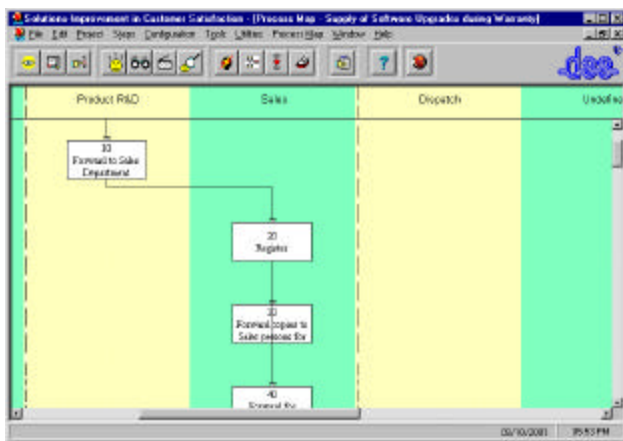
- WYSIWYG interface allows diagrams to be drawn as if on paper
- Use 5 Whys tree-diagram technique to automatically produce fishbone representation
- Both 5Ms and 5Ps templates are available
- Causes can be dropped to other ribs

Solutions Prosper not only helps to identify root causes, but also in finding the quality of the solutions.

C. PROCESS CHART:



- Facilitates intuitive and easy charting of processes
- Users may design their own templates for data collection in charts
- Multiple process-charts may be drawn for a project
- Process map is generated automatically for chart
- Steps from chart may be transferred to another process-chart
- Template for each step, process-chart, and process-map may be printed



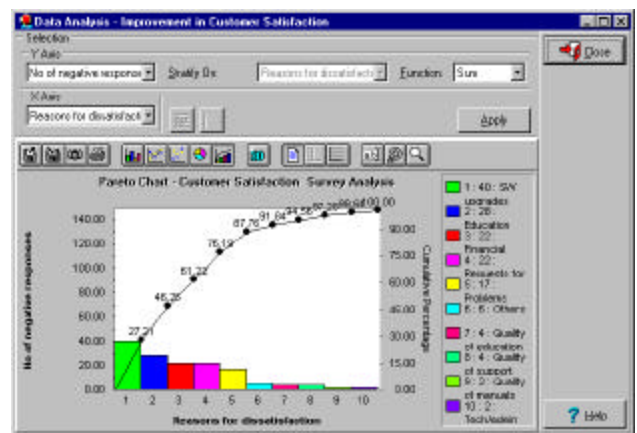
Linkage with Other Tools and Steps:

- The step(s) of a chart may be put into a brainstorming session for finding improvement opportunities
- Any step of process-chart may be put into a fishbone diagram to find reasons for each step

D. CHECK SHEET:

Reasons for dissatisfaction	No. of negative responses							%
	None	Slightly	Fair	Weak	Good	Very		
Our upgrades during warranty	11	7	8	15	40	27.21		
Requests for manuals	5	3	6	8	22	14.97		
Educative sources program	7	6	9	8	38	19.05		
Financial assistance to UG	4	5	3	18	32	14.97		
Problems resolution database	3	4	2	7	17	11.96		
Quality of support	8	1	1	2	8	2.72		
Quality of education	1	1	1	1	4	2.72		
Quality of manuals	8	1	0	1	2	1.36		
Tech/actors support to UG	8	1	0	1	2	1.36		
Others	2	1	1	2	6	4.08		
Total	32.00	38.80	32.00	53.00	147.80	190.00		

- Provides facility to design different types of check sheets for data collection
- Analysis of data and presentation in the form of Pareto chart, line and bar graphs, stratification graphs, scatter diagram etc. in different styles
- Multiple check sheets may be designed for a project



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Solutions Prosper is developed by DSS Infotech Ltd., a Comsert Global Alliance Partner.