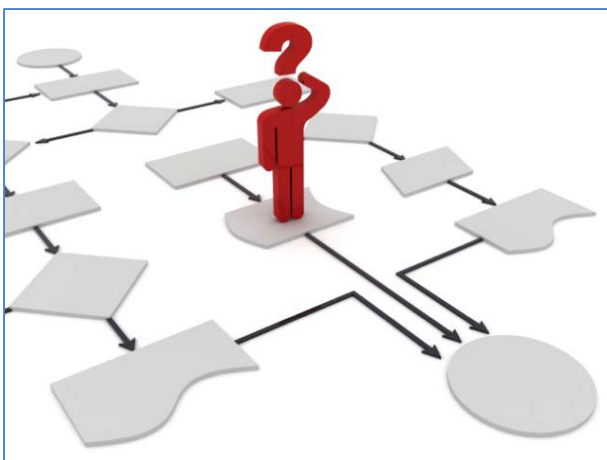


## “User-Friendly” Web-based Process Resource Centers Improve Employees’ Ability to Properly Execute Key Business Processes

“User-friendly” web-based process resource centers are proving to dramatically improve employees’ ability to quickly access, understand, and properly execute the organization’s key business processes and best practices. Among the benefits are:

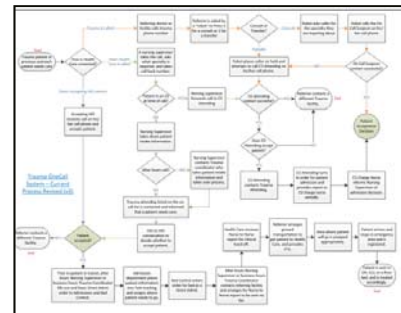
- ✓ Faster and better understanding of how to properly execute key business processes
- ✓ Dramatic reductions in learning curves
- ✓ Decreased human errors and wasted efforts
- ✓ Improved and more consistent level of product and service quality
- ✓ Improved adoption of key business processes

Users in this context are employees who do not use process diagrams and process resources in the normal course of business. This includes just about everyone in the organization except the process experts. Process flows make sense to the user during process development workshops, but are difficult to comprehend and follow during the normal course of business. In addition, this information is normally delivered to the user in some presentation or book format making it more cumbersome to use.

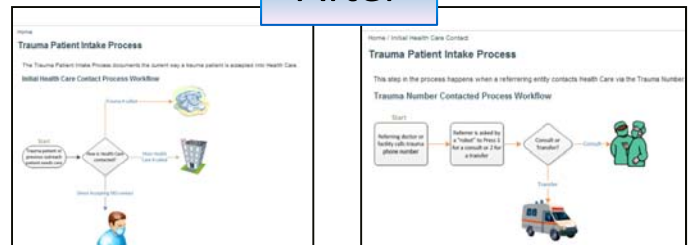


Web-based process resource centers solve these issues. Properly designed, they are visually inviting and increases the user’s ability to quickly understand and desire to use process flows as guidance **during the normal course of business.**

Before



After



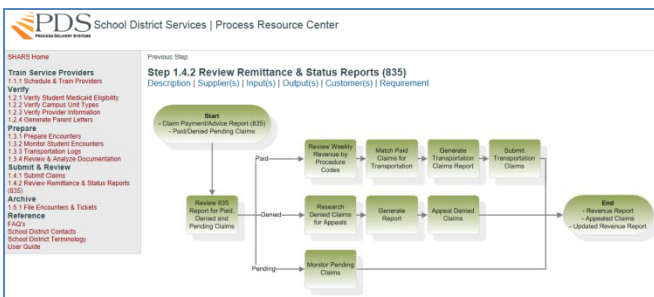
Within process resource centers, sophisticated workflows are segmented into visual units. Within the visual units and where practical, traditional workflow symbols and shapes are replaced with icons and pictures the user can easily recognize. The visual units are connected in the proper sequence and delivered to users in web pages, an information delivery medium with which they are very familiar. Point and click drilldowns are used within the visual units when more detailed instruction is required.

# Process Resource Centers, Providing the Crucial Bridge Between Process Design Experts and the Users Responsible for Process Execution

Process Resource Centers can be customized to contain:

- ✓ Segmented and full workflows
- ✓ Dashboards and analytics
- ✓ Work instructions, methods and procedures
- ✓ Illustrations, videos, and reference materials
- ✓ Policies and best practices like ISO and TL9000
- ✓ Links to applications, websites, and other resources required for process understanding and completion

The result is a very intuitive web-based framework that visually guides employees through process and best practice execution to work completion. Being web-based, users quickly understand how to navigate to and through process resources. Resource centers can be further customized to align processes and projects to performance metrics, to organizational strategy and to mission and vision statements. Resource centers work in both operational and training environments.



Process resource centers are an innovative and effective alternative to text-oriented, digitized and hard-copy instruction delivery. User-friendly yet highly functional designs provide employees only the appropriate amount of information they need and in a visual format they can easily understand within the context of their immediate work requirements. **Process resources are now at their fingertips for use in the normal course of business!**

**For More Information Or a Demonstration Contact Us!**

