4Es - Business Processes Management System
The need for 4E’s

or in other words: what does 4E’s do?

- Process documentation support to update and distributing procedures
- Assure compliance to your standards
- Management by objective
- Identify non-conformities
- Follow up your corrective actions implementation
- Dig out the root causes for non-conformities
How does 4E’s work?

4E’s implements the PDCA cycle for process refinement and optimization.

**Plan**
- Process Documentation
- Risk assessment

**Do**
- Training
- Shared knowledge

**Check**
- Audits management
- Performance indicators
- Customer feedback

**Act**
- Non-conformities/corrective actions
Establish your organization hierarchy

Branch down to every single process

By establishing the company hierarchy, Roles and privileges will be easy
Process Mapping management (documentation)

One place for all procedures’ documents

- Distribute tasks among all process owners (every process owner uploads his process documents)

- Update and refine procedures

- Supports versioning
Be ahead of potential risks.

Asses all potential risks and monitor them in one place

- Complete tool to study and assess every potential threat or risk
- Operational controls to deal with any emergency, assigned to a responsible employee
Complete training repository

Manage training needs of every single employee

- Define job roles
- Define competencies for all job roles
- Establish trainings for every role and competency
- Schedule trainings ahead
- Monitor every employee’s advancement through his training record

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**PLAN**

- Define job roles
- Define competencies for all job roles
- Establish trainings for every role and competency
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- Monitor every employee’s advancement through his training record

**CHECK**

- Training
- Knowledge

**DO**

- Training
- Knowledge

**ACT**
Organizational knowledge forum

The employee’s Facebook

- Share all the acquired knowledge between employees
- Share the experience of experienced personnel
- Enhance communication between employees
- Share interesting videos, trainings or motivation

PLAN

DO

✓ Training
✓ Knowledge

CHECK

ACT
Internal audit management

Check the conformity to your standards

- Create your checklists
- Schedule your audits plan
- View audit reports
- Automatic Non-Conformance generation

- PLAN
- DO
- CHECK
- ACT

- Audits
- Performance indicators
- Customer Feedback
Performance Indicators Tool
management by objectives? This is the tool.

- Enter all your performance indicators
- Assign data entry to process members
- Assign alerts frequency of non-conformances and corrective actions
- Keep and view history of every PI

**PLAN**

**DO**

**CHECK**

- Audits
- Performance indicators
- Customer Feedback

**ACT**

<table>
<thead>
<tr>
<th>Actual</th>
<th>Target</th>
<th>Target Variation</th>
<th>Date</th>
</tr>
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<tr>
<td>6500</td>
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<td>-3500.00</td>
<td>2017-01-01</td>
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Customer Feedback

Because customers matter

- Create customer feedback surveys
- Send it to group of clients
- Gather their feedback
- Automatic alerts of un-satisfaction or non-conformances

**PLAN**

**DO**

**CHECK**

- Audits
- Performance indicators
- Customer Feedback

**ACT**

**Survey**

<table>
<thead>
<tr>
<th>Product Satisfaction (Total Sent: 4 Total Answered: 4)</th>
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<tbody>
<tr>
<td>a1 (Total Sent: 0 Total Answered: 0)</td>
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</table>

**Chart**

*Pie Chart For Questions Options*

- Satisfying
- Acceptable

<table>
<thead>
<tr>
<th>Pie Chart</th>
<th>Option</th>
<th>Total</th>
<th>Percentage</th>
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<td>Satisfying</td>
<td>3</td>
<td>75%</td>
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<tr>
<td></td>
<td>Acceptable</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td>Display</td>
<td>&gt; 80%</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>70%</td>
<td>3</td>
<td>75%</td>
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<tr>
<td>Display</td>
<td>Yes</td>
<td>4</td>
<td>100%</td>
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Non Conformities/Corrective actions

The Problems hub

- Gather all Non-conformities from the system modules
- Show priority, risk level and source
- Assign actions with due dates

<table>
<thead>
<tr>
<th>Category</th>
<th>SubCategory</th>
<th>Process</th>
<th>Date / Time</th>
<th>Risk Level</th>
<th>Module</th>
<th>Closing Date</th>
<th>Status</th>
<th>Action</th>
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<tbody>
<tr>
<td>Audit Non Conformance</td>
<td>----</td>
<td>Software Development</td>
<td>2017-03-06 / 10:58</td>
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<td>Audit</td>
<td>2017-03-06</td>
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<td>Unachieved Objective (PI)</td>
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<td>Sales</td>
<td>2017-03-06 / 12:56 PM</td>
<td>High</td>
<td>Performance Indicator</td>
<td>2017-03-09</td>
<td>Under Investigation</td>
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<td>Sales</td>
<td>2017-03-06 / 12:56 PM</td>
<td>High</td>
<td>Performance Indicator</td>
<td>2017-04-04</td>
<td>Assigned</td>
<td>Action</td>
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<tr>
<td>Unachieved Objective (PI)</td>
<td>----</td>
<td>Sales</td>
<td>2017-03-06 / 12:56 PM</td>
<td>High</td>
<td>Performance Indicator</td>
<td>2017-04-04</td>
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<td>2017-04-30</td>
<td>Implementation</td>
<td>Action</td>
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Non Conformities/Corrective actions

The Problems solver

- Resolve problems
- Write process owner’s report
- Initiate immediate action
- Assign corrective action

<table>
<thead>
<tr>
<th>Immediate Action</th>
<th>Assigned To</th>
<th>Closing Date</th>
<th>Actual Closing Date</th>
<th>Action Details</th>
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<tr>
<td>1. Immediate Action</td>
<td>Lasia Ghotelme</td>
<td>2017-06-13</td>
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Comment:
This should be resolved as soon as possible
Non Conformities/Corrective actions

The Problems solver

- Dynamic Root cause analysis tools to help you dig out every problem and assign actions directly to responsible persons.

- Multiple tools:
  - Fishbone diagram
  - 5 Why’s method
  - Cause effect diagram
What’s 4E’s ROI?

- Proper flow and training of all processes
- Get the most of employees by improving their productivity
- Internal Governance and reporting
- Easy follow up for schedules tasks and controls
- Engage employees more in problem solving
- Save costs of new employees training and readiness-to-work time.