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INSIGHT THROUGH CLARITY

Software to help you:

- ✓ understand and define your business processes
- ✓ standardise and improve how you operate
- ✓ communicate your management system

from

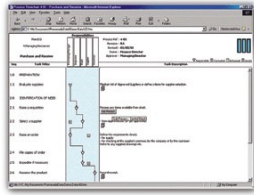


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PROMANADE SOFTWARE



Define
Communicate
Maintain.

"PROMANADE has allowed us to define and communicate just how our business works. We now spend much less time maintaining the system, with resultant cost savings".

"It is concise and easy to use, and has a particularly clear, standardised presentation format. It makes it very simple to identify people's involvement in each task ("RACI")".

"It changes the focus from mere compliance to achieving corporate objectives. It is an essential business tool rather than an IT solution - belongs to the company rather than the IT Department".

Get started within minutes ... achieve results within hours!

Clear
Concise
Consistent

INSIGHT THROUGH CLARITY

IMPROVE BUSINESS PERFORMANCE
SAY LESS AND COMMUNICATE MORE

Do you need...

...to ensure that work is carried out consistently and that roles and responsibilities are clear? Is ongoing maintenance of your management system a chore?

Consistency of presentation, ease of applying a single change (such as an amended Job Title) that affects a number of processes, and the ability to **analyse all processes** in your system to create **job descriptions** or **document usage** reports – these are all benefits which any system manager has a right to expect.

PROMANADE helps you to make your management system a business asset. It uses the popular **deployment (matrix) flowchart** format and **RACI methodology** to define clearly how people are involved in individual tasks. It **does the drawing for you** and leaves you free to concentrate on defining what is done, and how to do it.

All process details are contained in a **single file**, making it simple to change a job title or document location (for example) and apply the change throughout the system. **Pagination is automatic**, so that printing multi page flowcharts is as simple as a single page.

Staff like the **clarity of the flowchart format** – they can "see" and understand their roles in the overall process, making it easier to promote team-working, identify potential problems and implement improvements.

WHICH VERSION IS FOR YOU?

PROMANADE BASIC is the introductory level for defining and maintaining a set of Process Definitions. It uses a corporate list of **Role** titles to create a standardised, clear and simple **printed** output in deployment (matrix) flowchart format.

PROMANADE STANDARD incorporates other **system-wide lists** including **Documents** and **Resources**. It also enables you to create **Job Descriptions** automatically from the process definitions. It provides the ability to publish an **electronic (HTML) version** of your management system giving access to your **Process Definitions** and **Document Register**.

PROMANADE ADVANCED is the fully-featured version of the software. It makes it easy for managers and staff to appreciate the key factors affecting process performance. It offers "**alternative views**" of individual processes (showing eg **performance standards, risks, skills and knowledge requirements**) as well as a wide range of analysis and print features. The published system includes a customisable "**sidemenu**" and search capability for easier navigation and adds real value for the more sophisticated user.

ALL VERSIONS of PROMANADE provide the facility to **customise the terminology** used in all screens and output (printed and electronic), thus making it ideal for alternative language and industry specific applications.



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INSIGHT THROUGH CLARITY

PROMANADE **BASIC** helps you to create a simple, process-based management system using Windows-compatible industry standard software. PROMANADE **STANDARD** and PROMANADE **ADVANCED** use Internet (HTML) technology to convert this into a complete management system for an on-line user community.

All versions provide you with easy access to corporate information that will:

- ✓ *promote better understanding of current operations*
 - ✓ *encourage consistency*
- ✓ *identify opportunities for improvement*
- ✓ *enhance staff development and training.*

BENEFITS (features depend on the version selected)

FOR THE SYSTEM MANAGER:

A simple index framework helps you to structure your processes into a logical management system.
All data held in a single file - with common registers for job functions, documents, resources and other factors.
Draws flowcharts for you – all you need to do is define what is done and who does it.
Easy-to-generate HTML presentation - create your system online.
Define how and where documents are used.
Sets up hyperlinks to referenced documents and sub-processes automatically.
Define resource requirements at process and individual task level.
Identify the other factors which may affect a process.
Sample process definitions are provided to give guidance on design, definition and level of detail.
Customise the terminology on printed and published output – cater for foreign language and industry-specific terms.

FOR MANAGEMENT:

Create Job Descriptions automatically from your process definitions.
Document Usage report shows how and where documents and other information are used within processes.
Provides the basis for identifying potential improvements.
Ideal method to meet the requirements in ISO9001:2000, EFQM and other external standards.

FOR STAFF:

Based on a simple definition of a “business process”.
Use of standard (RACI) symbols makes it easy to identify people’s involvement in each task.
Sophisticated design of HTML presentation assists understanding of your processes and gives easy access to referenced documents and other sources of information.
Focuses on process understanding and management rather than (just) compliance.

FOR CONSULTANTS:

Copy and create versions of processes within a dataset; export and import selected processes between datasets.
Specify (eg) performance standards and business risks against tasks within a process.
Define how things are done now (“as-is”) / communicate how things should be done (“to-be”).
Facilitate discussion and agreement.
Analyse training needs.
Clarify skills and knowledge required.

FOR EVERYONE:

Makes processes easy to define and simple to understand.
Does away with volumes of narrative.
Standard presentation format gives unique clarity.
Users actually like it and use it!

CLARITY THROUGH INSIGHT

FEATURE	NEW / UPDATED	BENEFIT	STANDARD	ADVANCED
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FEATURES & BENEFITS (Note: PROMANADE BASIC not shown)

DATA STRUCTURE AND BASIC FEATURES

• Easy to use and understand		Save time and effort	✓	✓
• All data held in a single file		Ensures consistency	✓	✓
• Simple framework for your management system		Improves understanding of how the organisation works	✓	✓
• “Easy Menu” wizard	✓	Takes you through process definition step by step	✓	✓
• Draws flowcharts for you		Standard format – allows you to focus on what is done / who does it	✓	✓
• Drag and drop (groups of) tasks within a process	✓	Makes resequencing of tasks simple	✓	✓
• Uses standard (RACI) symbols		Makes it easy to identify people's involvement in each task	✓	✓
• Paginates automatically		Simple to update process definitions	✓	✓
• “Blank” flowchart template		Makes initial drafting easier	✓	✓
• Common registers for: Roles		Consistent Job Titles – changes applied to all processes	✓	✓
• . Documents,		Control over forms, procedures, reference documents	✓	✓
• .. Resources,		Define resources required at process and task level	✓	✓
• ... Standards,		Identify how you comply with selected external and corporate standards	✓	✓
• “Custom” Items		Identify factors which are important to your own operations (risks, KPIs)		✓
• Use Categories to group process and document groups		Reflect functional groupings		✓
• Associate a specific Role with generic Role(s)		Enables generic responsibilities to be shown as well as specific involvement		✓
• Associate documents with a specific Role	✓	Link a Role to (eg) its Job Description		✓
• Sample process definitions for guidance		Makes learning easy	✓	✓
• Show Scope & Objectives on the process flowchart		Helps focus on what you are trying to achieve		✓

FEATURE	NEW / UPDATED	BENEFIT	STANDARD	ADVANCED
<ul style="list-style-type: none"> Define Task Notes for extra detail 	✓	Highlight checks to be made, additional narrative	✓	✓
<ul style="list-style-type: none"> Identify "Other" factors affecting tasks in a process 		Manage (eg) business risks and their impact on tasks, processes		✓
<ul style="list-style-type: none"> Export / Import selected processes between datasets 		Manage individual projects / adopt your own "best practice"	✓	✓
<ul style="list-style-type: none"> Copy a process in the same dataset 		Save keying time	✓	✓
<ul style="list-style-type: none"> Create "versions" of a process 		Retain full history alongside current "authorised" process definition		✓
<ul style="list-style-type: none"> Customise screen / HTML / print wording of all terms 		Cater for alternative languages and specific terminology	✓	✓
<ul style="list-style-type: none"> Add a comment as footer on printed flowcharts 		eg "Uncontrolled copy"		✓
<ul style="list-style-type: none"> Search facility 		Find all tasks meeting defined criteria	✓	✓
ELECTRONIC (HTML) PRESENTATION				
<ul style="list-style-type: none"> Publish your system electronically on your network 		Or integrate with an existing Intranet	✓	✓
<ul style="list-style-type: none"> Uses sophisticated HTML, yet avoids unnecessary complexity 		Minimises the need for IT specialists and hardware resources	✓	✓
<ul style="list-style-type: none"> Create links to documents and sub-processes 		Only need one (integrated) management system	✓	✓
<ul style="list-style-type: none"> Customise index pages to match corporate colour style 		Create your own "look and feel"	✓	✓
<ul style="list-style-type: none"> Create your own system "picture" 		Customise the "Welcome" page to incorporate your own graphics with hyperlinks to the system		✓
<ul style="list-style-type: none"> Define "alternative views", eg Risks / Competencies 		Increase awareness of influences on a task / a process / the organisation		✓
<ul style="list-style-type: none"> Create on line Process Checklists 	✓	Save / print as Audit Sheets/ Project Completion records		✓
<ul style="list-style-type: none"> Toggle Task Notes on/off 	✓	Make task descriptions clear / highlight key information		✓
<ul style="list-style-type: none"> "Inactive" versions published in own directory 		Store archived process definitions / project-specific processes		✓
<ul style="list-style-type: none"> Comprehensive "navigation" menu (UPDATED) 	✓	Build and maintain your own internal "website"		✓

FEATURE	NEW / UPDATED	BENEFIT	STANDARD	ADVANCED
• “Feedback” email link		Encourage user participation		✓
• “Direct” document links		For example, incorporate a “Glossary” / make key documents immediately accessible		✓
• Option to group direct document links	✓	Clearer navigation		✓
• (Refined) Search facility on Processes, Document Register, Roles	✓	Find all references to key words		✓
• Organisation Chart drawn automatically - – now with link to Role Involvement information	✓	Shows reporting structure graphically from Role “reports to” details – give all available information about any Role		✓
• Documents: shows where and how used		Gives easy access to how and where documents / other information are used		✓
• Roles: shows task involvement & reporting structure		Makes induction easy for new staff, links to relevant processes		✓
• Summary List of Processes		A formatted list for easy printing		✓
• Process Revision History		Sort by date, revision number, process reference...		✓
• Switch instantly to alternative language		Allows choice of language for viewing the published system		✓
REPORTING: ROLES				
• Job Descriptions		Created automatically from process definitions	✓	✓
• Process Roles		Summary of tasks by role for a selected process	✓	✓
• “Owned” processes, documents, risks, “custom” items		Allocate and monitor “ownership”		✓
• Resources required		Build a Skills Profile for each Role		✓
• Role Involvement Matrix		Summarise the involvement of selected roles throughout the system	✓	✓
• Roles and Responsibility Matrix		Highlight the involvement of (up to 3) selected roles in each process		✓
REPORTING: DOCUMENTS				
• Document Usage		Shows how and where documents and other information are used	✓	✓



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FEATURE	NEW / UPDATED	BENEFIT	STANDARD	ADVANCED
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REPORTING: PROCESSES

• “Process Checklist” for each process		Creates an “evidence” record for checking and audit		✓
• Process Outline report (Task Description suppressed)		Allows for manual comments on drafts / template for process audits	✓	✓
• Process Responsible Role report		Summarises the tasks in which each Role is involved	✓	✓

REPORTING: OTHER

• Standards Compliance		Show where (eg) specific sections of ISO9001 affect processes, documents		✓
• Resource Requirements		Identify critical resources needed for Business Continuity		✓
• Other Factors (“Custom” items)		Identify where key risks have been identified, and rank them by severity and likelihood		✓