



One source of truth,
Holistically aligned,
Performance controlled,
Adopted into routine,
You're in control!

Performance & Process Management

Six Sigma >> ERP >> Sarbanes Oxley >> ISO 9000 >>
Lean Manufacturing >> CRM >> Scorecards >> KM >>
Regulatory >> BPO >> Supply Chain >> M&A >>

If you have not created **one** holistic, integrated process management system, you are out of control. CEO, COO, CFO, CIO: take control!

Align processes, performance and initiatives into one operational platform. Both you and your employees require one source of truth, driving strategy into reality.

control-ES

From Strategy to Reality

control-ES is a Corporate Performance and Process Management web-based enterprise suite which has been designed to help companies improve their operational performance by driving clear direction, accountability and measurement from a strategic perspective down to task/activity levels. This is achieved by focusing on the intersection of people, process and performance, and providing the tools required to make continuous improvement achievable.

control-ES delivers bottom-line benefits to many industry-leading companies around the world.

control-ES is the only product which really delivers a mechanism for the **adoption** of continuous improvement involving every employee. control-ES creates a **holistic** management system, **integrating** existing processes, documents, applications (e.g. ERP, CRM), and any corporate initiatives (e.g. ISO 9000, Six Sigma, Lean, Sarbanes Oxley).

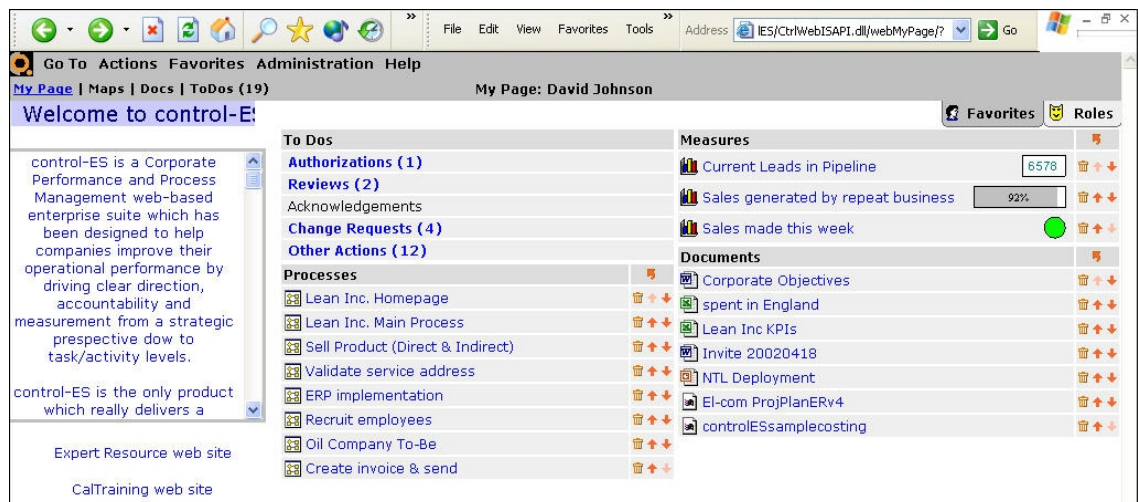
“Process management is the key to success for the 21st-century organization. Only by focusing on its processes can an organization achieve the levels of performance that the global economy demands.”

*Dr. Michael Hammer
author of “The Agenda” and
“Reengineering the
Corporation”*

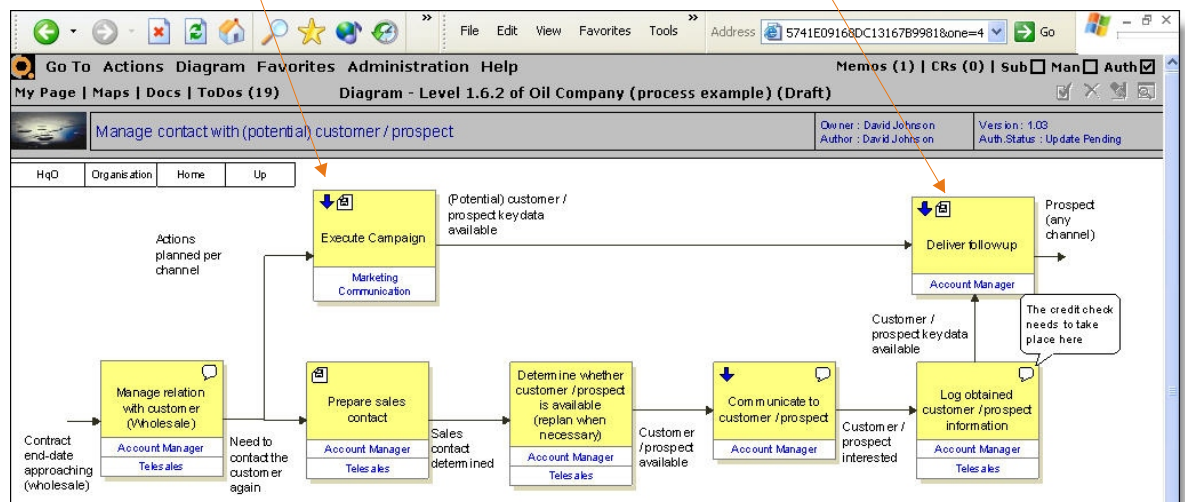
“In a major organization, it is often difficult to align department processes; this is especially the case when there is major change. control-ES provides us with not just the tools but the flexible bridge to ensure that crucial communications paths are not lost because one or more key elements have changed. control-ES has developed into a critical part of our Business Management System.”

*Brian Bunyan
Quality Engineer
Lockheed Martin*

MyPage -- the individual’s first view through the web-portal. Ensuring ease-of-use and personal adoption, “favorites” are saved linking to frequently used processes, documents, and measures. “To Do” collaborative actions and personalized performance measures ensure that process performance is realtime and living.



Process Mapping, Control and Collaboration -- every diagram is controlled through access rights, version control and through collaboration features such as memos, actions, & change requests. Process ownership and authorization are decentralized. Documents, applications (e.g. ERP, CRM), Help Files and E-Learning can be linked to their activities. Each activity can “drill down” to lower level diagram detail.



Maximizing Performance Initiatives

Results = Content x Adoption

It doesn't matter how much content improvement your various initiatives have made, if the improvements are not adopted into everyone's daily activities there is no positive result.

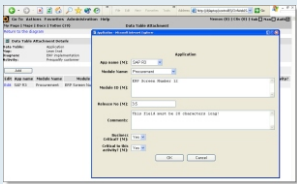
In other words, your R.O.I. is dependent on the adoption of a proper Process Management system that is deployed seamlessly and intuitively into the job activities of all employees.

Creating one holistic operating platform, business initiatives can be planned, integrated and evaluated against actual business activities flowing across department borders. You can therefore conduct the right initiatives, process change, collaboration, implementation and analysis aspects faster and more accurately. Strategy will trickle down into everyone's daily activity.

Storyboards – simplify training of processes. Record and display detailed information for each step of a process flow. New Employee Training and Application Training (e.g. ERP, CRM) have never been easier.



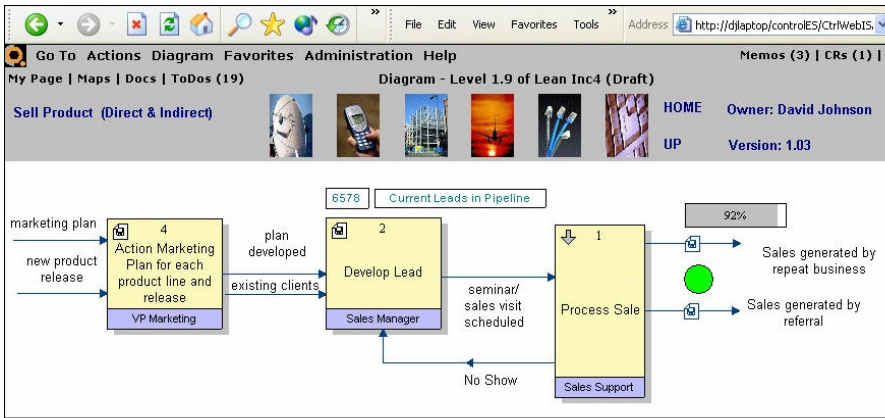
Data Tables – decentralize the gathering of process data. Can be used for compliance requirements or to report process data for customized application configuration (e.g. ERP, CRM implementations).



Business Controls and Reporting – compliance and customized reporting. Data can be exported to MS Excel or XML.



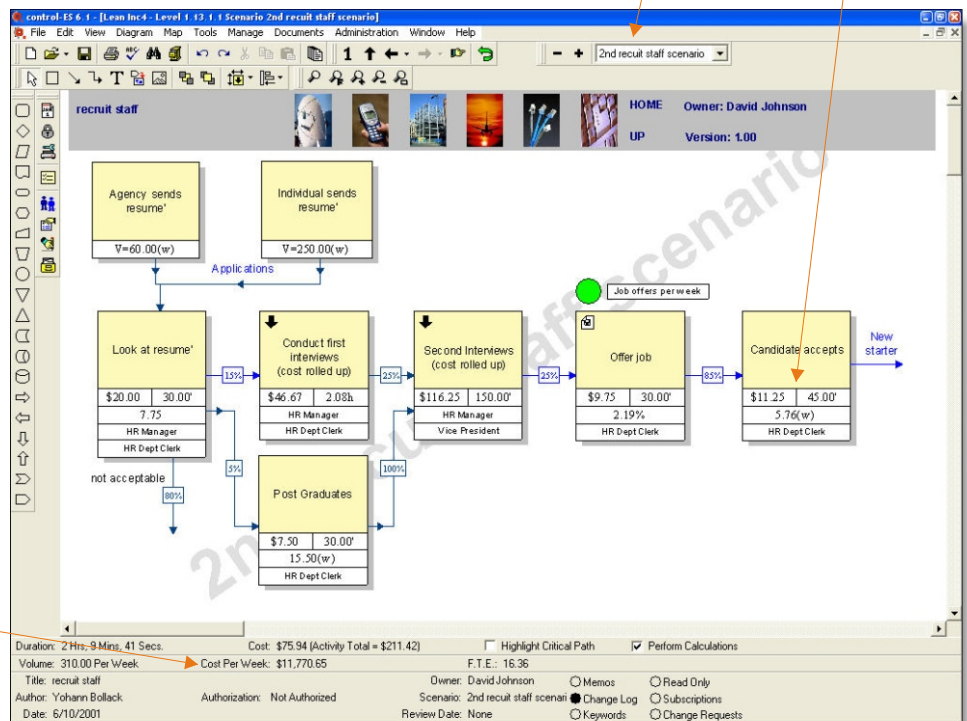
Measurements and Scorecards – combines realtime metrics and drives accountability for process and personal performance. Metrics can be personalized and balanced at any process level. Email and wireless device notices are automated when pre-set thresholds are passed.



Create multiple Activity Based Costing (ABC) scenarios.

18 values include resource costs, probabilities, volumes, duration, FTE, early and late start, early and late finish, float, delay, completion status, feedback factor, custom volume cost, start date, start time, and volume cost.

Activity Based Costing – a powerful function that gives end-users the ability to model different cost, volume and resource allocations. "What If" analysis generates multiple scenarios so that different options can be compared. Costs from lower-level processes may be rolled-up to generate costs for entire process maps. Costs, volumes and Full-Time-Equivalencies (FTE) are calculated realtime as diagram scenarios change.



What pain is control-ES addressing?

The CEO, COO, CFO need to deliver improved performance. This requires strategic or transformational change, which control-ES enables executives to deliver more effectively and transparently. While the results they require are measured or described in terms of financial or performance metrics, they are delivered by a *change in execution of activities*. Therefore projects are related to changing an organization's behavior and operation at the intersection of *people, process and performance*. Integrated with control-ES, the following projects will maximize Return On Investment:

Lean Manufacturing and Value Stream Mapping: using a holistic top-down, end-to-end approach to process mapping, the entire organizational value stream can be mapped without gaps. Future State processes are mapped via scenarios and activity-based costing is used to determine the best Future State processes.

Business Process Outsourcing (BPO) and Supply Chain Management: process development and management are shared with suppliers to extend process management horizontally, creating a seamless flow and collaboration.

ISO 9000, Regulatory and Quality Compliance: this requires clear definition, understanding and control from a process perspective and the ability to prove compliance (FDA for pharmaceutical, FSA for financial services, ISO 9000 for most industries). Quality Objectives are set as performance measures, recorded and displayed in real-time in context with their process view. Owners are notified by email and/or wireless text messaging of any indicators that pass through pre-determined thresholds.

Implementing Software Applications (ERP, CRM): every project initiates a (re)definition of the entire operation in process and measurement terms before the software application can be configured and implemented. (SAP, PeopleSoft, Siebel, etc.) control-ES Data Tables are used to gather software requirements in context with their process activities. Data Table reports give up-to-date requirements sorting and reporting. ERP and CRM implementation timetables, financial risks, integration complexities and training efforts are all reduced significantly.

Mergers & Acquisitions: driving the synergy with M&A forces companies to develop common operational strategy, shared processes and performance measures.

Scorecards: to identify the correct metrics for Scorecards a clear and consistent understanding of operational processes is required. Alternatively existing Scorecard projects identify the need to get consistent processes.

Six Sigma: Six Sigma when addressed from a strategic operational perspective, driven top-down, can yield significantly greater value compared with a statistical analysis of low-level activities. control-ES delivers Process Management that is holistic, decentralized, collaborative, measurable and aligned with a process-view of the organization.

Sarbanes Oxley / Business Continuity: control-ES is used to create business continuity across an enterprise. Documenting Sarbanes Oxley financial and legal requirements becomes something more than a compliance report, rather a system that requires accountability throughout the enterprise.

CalTraining is a gold level control-ES alliance partner providing premier consulting and training services for corporate performance and process management. We offer decades of experience in ISO 9000, Six Sigma, Lean Manufacturing, ERP, CRM, Sarbanes Oxley, Scorecards, Activity-Based Costing, Environmental Health & Safety, ISO 14000, and a cadre of corporate training programs.

Info@CalTraining.com +1-877-672-7996

"I was looking for a tool that would glue everything together so we could create a focus for the business and enable it to move forward quickly. We had a long list of capabilities and functionality we wanted and control-ES was the only tool that could do it all."

Dan Murphy
Dir. of England Production
Intrepid Energy North Sea Ltd.

CLIENTS IN CONTROL:

Accenture
AT&T
Avaya Communications
Bayer Pharmaceuticals
British Petroleum
British Airways
Canon
Cisco
Coca Cola
DaimlerChrysler
Dell
Deutsche Bank
Estee Lauder
Ford
Fuji
Intel
Lockheed Martin
Merrill Lynch
Morgan Stanley Dean Witter
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Siemens
Sony
Spirax Sarco
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Toshiba
Toyota
Vickers Defense