ActionWorks® Standards Coordinator

ActionWorks Standards Coordinator helps ensure compliance with process-based quality standards

The Business Issue

Modern quality standards—and governance requirements—now focus on the processes behind achieving compliance. Not only must companies deliver the product or service to specification, but you have to show suppliers, customers, management, and even government how they attain—and maintain— those standards. Failure to comply with process-based standards can disqualify you from business opportunities, delay production, add cost, generate customer dissatisfaction, pummel revenues, and negate time-to-market advantage. Failing to meet government standards can mean penalties as harsh as prison terms.

Events of the past few years have shown that documenting, distributing, training on, and reviewing process-based standards does not ensure compliance. The ongoing need to maintain continuous auditability and visibility, process metrics, third party and subcontractor engagement, and linkages from customer satisfaction back to the commitments that you make, or that a supplier makes to you, requires a way to make your standards come alive. Only ActionWorks Standards Coordinator provides all of the capabilities you need to insure ongoing compliance with newer and existing standards such as:

ISO 16949-2002   ISO 9001

AS 9100   TREAD

QS -9000   ISO 14001

Meeting these kinds of standards—and proving that you have done so—demands superb process management.

Resolving the Business Issue

Only ActionWorks Standards Coordinator can coordinate the complex web of data coordination, negotiations, interactions, and commitments associated with standards compliance because it is based on our patented Business Interaction Model.

The Business Interaction Model provides a unique, closed loop management capability to ensure that the participants in a process are always defined, that they negotiate the terms of performance to achieve mutual satisfaction, and that only the "customer" is ultimately able to determine if he or she is satisfied.

Preparation: Customer specifies work to be performed (or Performer offers to do work)

Negotiation: The Customer and Performer come to agreement

Parties agree on **Conditions of Satisfaction**

Request — Promise — Declare Complete — Declare Satisfied

Customer

Performer

Acceptance: The Customer evaluates the work and declares satisfaction

Performance: The Performer fulfills the work and reports completion

ActionWorks®

Standards Coordinator uniquely addresses the needs of emerging process-based standards. By definition, the closed loop model insures that the participants in the process are always defined, and that they *negotiate* performance terms to achieve mutual satisfaction. The expert—and expensive—knowledge workers negotiate what will be accomplished by when. They commit to deliver the agreed upon result. Only the person who requested the result, the "customer," ultimately determines if they are satisfied.
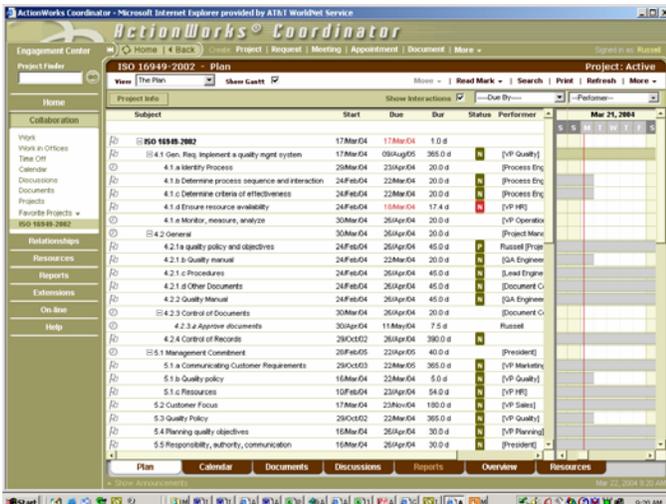
Business Benefits

Complying with modern process-based standards and requirements undoubtedly costs money. Failing to comply also has costs: lost business, litigation risks, and legal penalties. Compliance is a cost of doing business. But cost-effective compliance provides a competitive advantage, while also reducing risk. ActionWorks Standards Coordinator provides the tools to drive down the cost of compliance while capturing the competitive advantage of compliance.
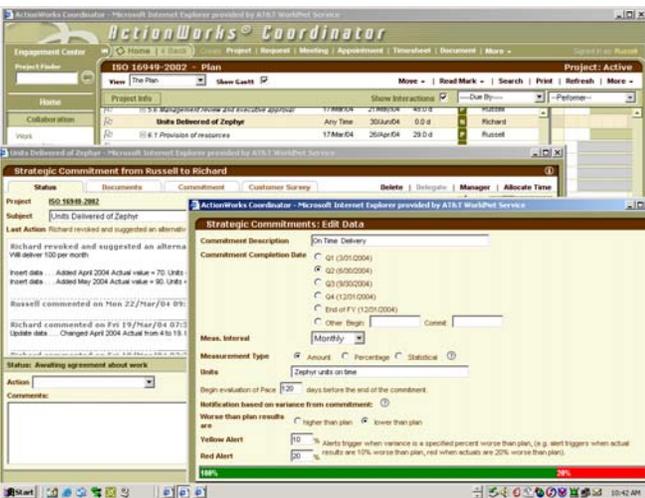
Standards Coordinator Overview

ActionWorks Standards Coordinator is a fully developed template of ISO 16949 requirements. Since many of the processes in other standards are similar, or even the same, Standards Coordinator can easily be modified to support compliance with other standards or similar requirements.

Standards Coordinator

Standards Coordinator enables management of the entire compliance process:

1. Process tracking with links back to a particular standard section
2. Links among structured processes (such as custom quote responses, field failure tracking, product change management) and unstructured (ad hoc requests) processes
3. Resources set for each process, costs tracked and reported, responsible offices established (i.e., accounting)
4. Notices sent via email or the process dashboard when processes are late, or more importantly, coming due
5. Linkages between strategic commitments made by executives in support of customer requirements and the agreements and activities of support personnel to achieve those commitments
6. Tracking of strategic commitments based on planned and actual results, with alerts provided if a commitment falls behind

7. Linkages to external subcontractors or labs, such that their process activities can be tracked and managed as part of a larger process or standard subsection.

8. Contractual commitments managed and linked into the corresponding process

9. Responsible parties are always known and can be seen at any time in the process
10. Intuitive browser based interface for creation of new standards from scratch, or utilizing templates of existing standards
11. New process subsections can be created and inserted on the fly
12. REAL TIME process metrics to view customer satisfaction, time and cost process performance, standard deviation (e.g., to support Six Sigma activities), and process deviations
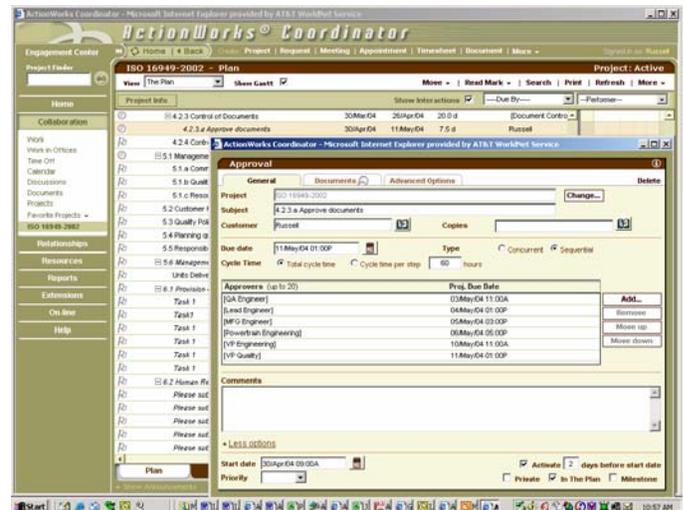13. Customer satisfaction surveys for real time, qualitative feedback

Only ActionWorks Standards Coordinator gives you all the tools necessary to manage compliance with new process-based standards accurately and easily.

For more information, please visit the Action Technologies web site, www.actiontech.com, and review the Standards Coordinator Brochure and presentation in the *Library*.