

BizFlow and Six Sigma

Get on the Fast Track to Six Sigma Quality with Business Process Management and Automated Workflow

- Ensure people use new Six Sigma processes
- Reduce process engineering costs
- Remove barriers to Six Sigma implementation
- Deploy Six Sigma processes faster
- Simplify data collection
- Focus on improving processes, less on overcoming obstacles
- Reduce process documentation costs
- Reduce the learning curve for process owners



BizFlow: Accelerate and Enforce Your Organization's Six Sigma Initiatives

Six Sigma is a proven quality methodology that's being adopted at an incredible rate by companies and industries around the world. Why? Because there is no more effective way to become more efficient, reduce defects, and increase customer satisfaction.

As any quality professional can attest, successful adoption of Six Sigma is not a trivial matter. The challenges associated with successful Six Sigma range from the cultural to the tactical. Yet, evidence shows that Six Sigma – the elimination of defects – is the optimal goal, and in some industries it's mandatory for sustainable growth and a competitive edge.

BizFlow, the award-winning business process management (BPM) platform from HandySoft, enables you to implement and manage Six Sigma processes as well as to design and continuously improve business processes. BizFlow delivers powerful process design, automation, analysis, and management capabilities that support Six Sigma adoption and implementation by simplifying process engineering, streamlining Six Sigma methods, and eliminating barriers.

With BizFlow, you can easily diagram processes, convert the process into a working on-line system, assign users, manage tasks, and track performance of both the process and its outputs. All of this and more is achieved through an easy-to-use graphical interface that requires no technical software skills.

BizFlow enables quality control and continuous improvement.

BizFlow can become the center of your quality management organization. By integrating the data and reporting coming from your automated Six Sigma processes with quality control and improvement processes, you virtually guarantee continuous improvement.

And, by automating quality control processes, you enforce behavior and provide data and reports that support the behavior. This level of management and integration gives visibility, consistency, and efficiency to quality-control and improvement processes.

Using BizFlow to automate your processes makes improvements easier than ever. A BizFlow-automated process can be changed simply, immediately, and only in the areas needed -- without stopping work in progress. The next time a user enters the process, the changes will be there; only those affected by the change will see the differences.

Through the use of process automation technology, you can track changes over time, the performance attributes of the changes, and their overall impact on the process as a whole. In other words, you can quickly and easily determine if your quality improvement efforts are actually improving overall quality.

Key Capabilities for Quality Control and Continuous Improvement:

- Automated Data Collection
- Automated Reports (pie, bar)
- Automated Alerting of performance problems
- System enforced and tracked behavior -- the ability to push QA, data analysis, root cause, improvement definition
- Ability to change processes, roles, users on the fly
- Ability to provide dynamic process design documentation

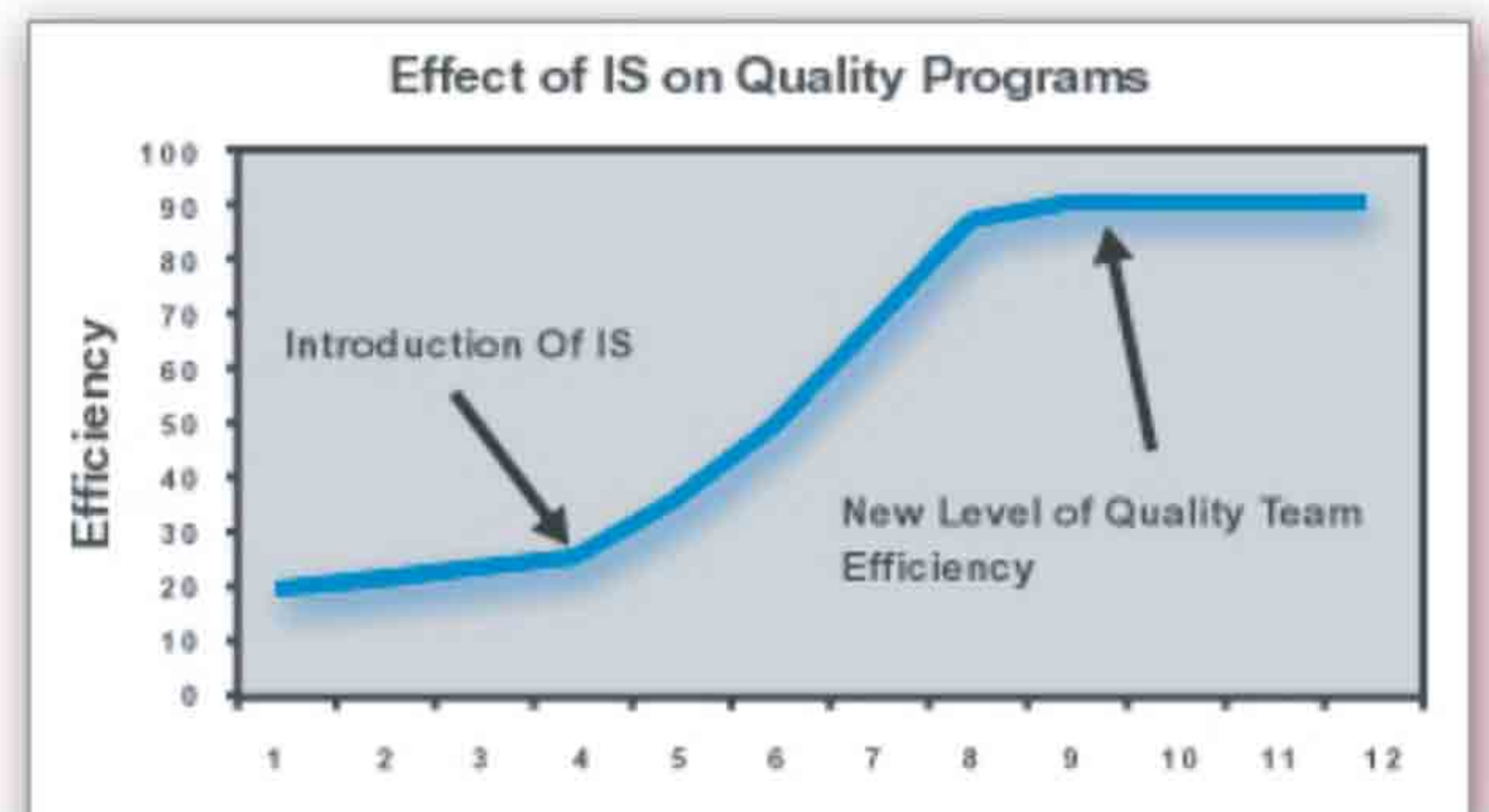
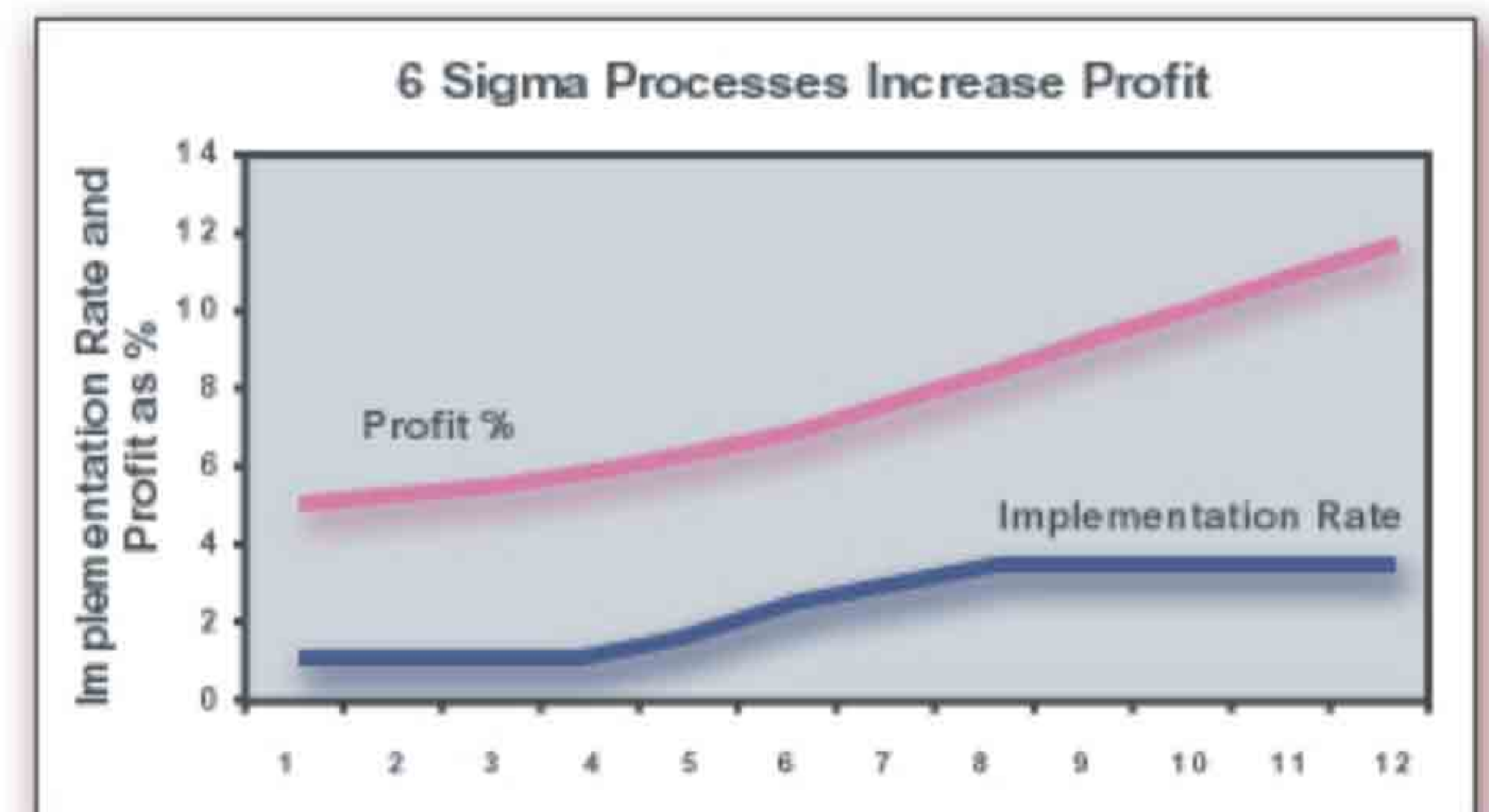
Already using process design or quality reporting tools? No problem. BizFlow's open architecture, robust APIs, import functions, and ability to integrate with any data store give you the ability to easily integrate your Visio flow charts, Excel, and Microsoft Project files into a real working process within BizFlow. On the control and improvement side, you can easily integrate or export the data BizFlow generates into a format ready to use by your advanced quality reporting tools. In many cases, BizFlow actually enables use of your advanced analysis tools in ways not previously possible.

Efficient Six Sigma process implementation and management = more profit.

The bottom line is the bottom line. Corporations implement Six Sigma with the ultimate goal of greater profits. Historical data indicates that Six Sigma processes can yield a 10:1 to 50:1 improvement in efficiency.

Implementation of Six Sigma processes in every aspect of a corporation adds dollars to the bottom line. So the faster your company can implement successful Six Sigma processes, the faster the rewards of the initiatives can be reaped.

With its ability to enable more rapid Six Sigma implementations, BizFlow is the fast track to greater profitability. With the rate of Six Sigma process implementation increased as well as the reduced cost of quality management, BizFlow is a true profit-generating solution.



BIZFLOW
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BizFlow enables Six Sigma process implementation.

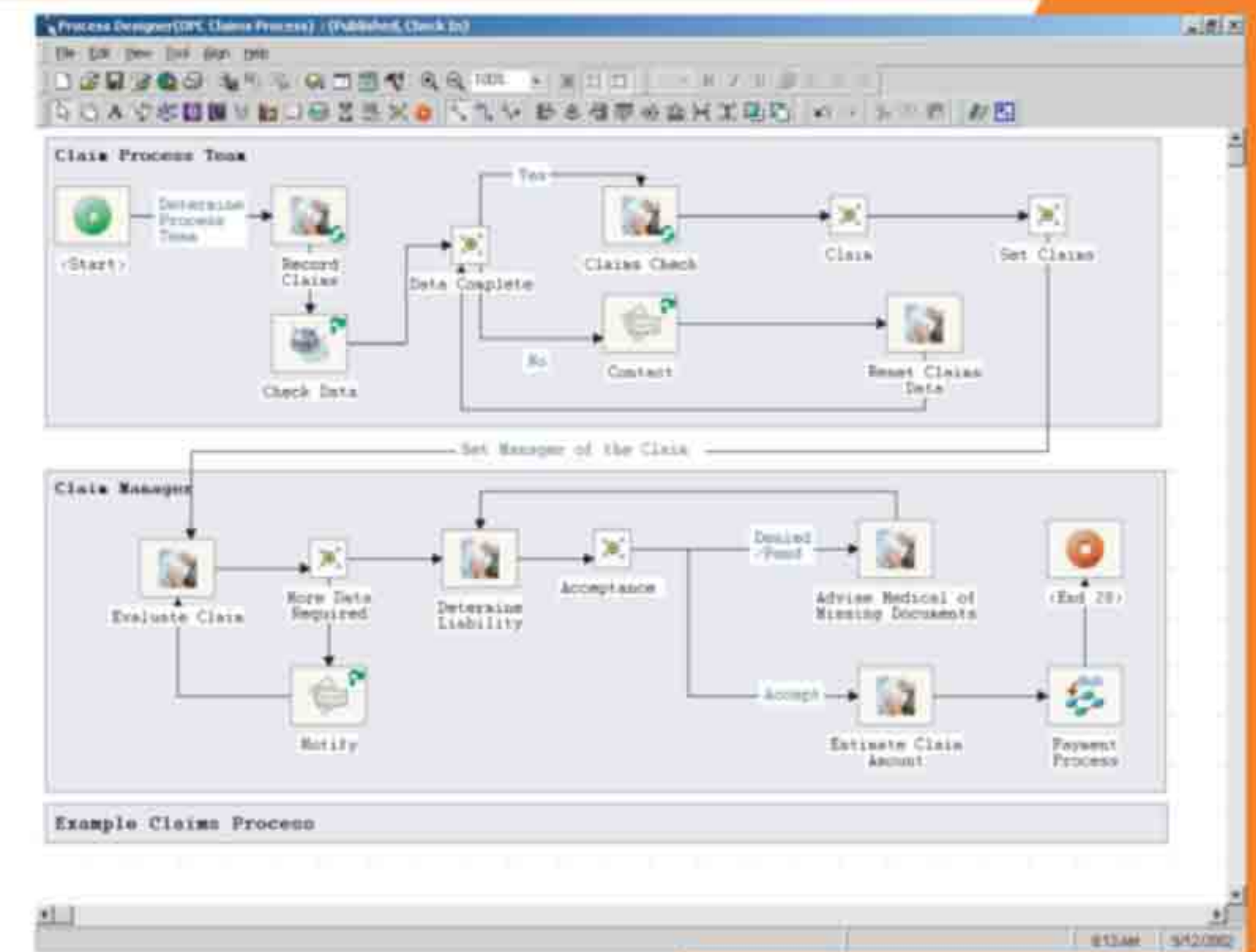
BizFlow is more than a simple process design and simulation tool. The BizFlow Process Designer allows you to flowchart processes that become an actual software application used to manage your processes. Through the graphical user interface, non-technical process engineers can create tasks, wait states, queues, sub-process, and automatic events such as e-mails, paging, and printing. You can also create parallel processes that join a master or complementary process at one or more steps.

With the BizFlow Forms Designer, you easily create forms to collect and manage the inputs for your process. It's so simple that you can even use scanned images of your existing forms.

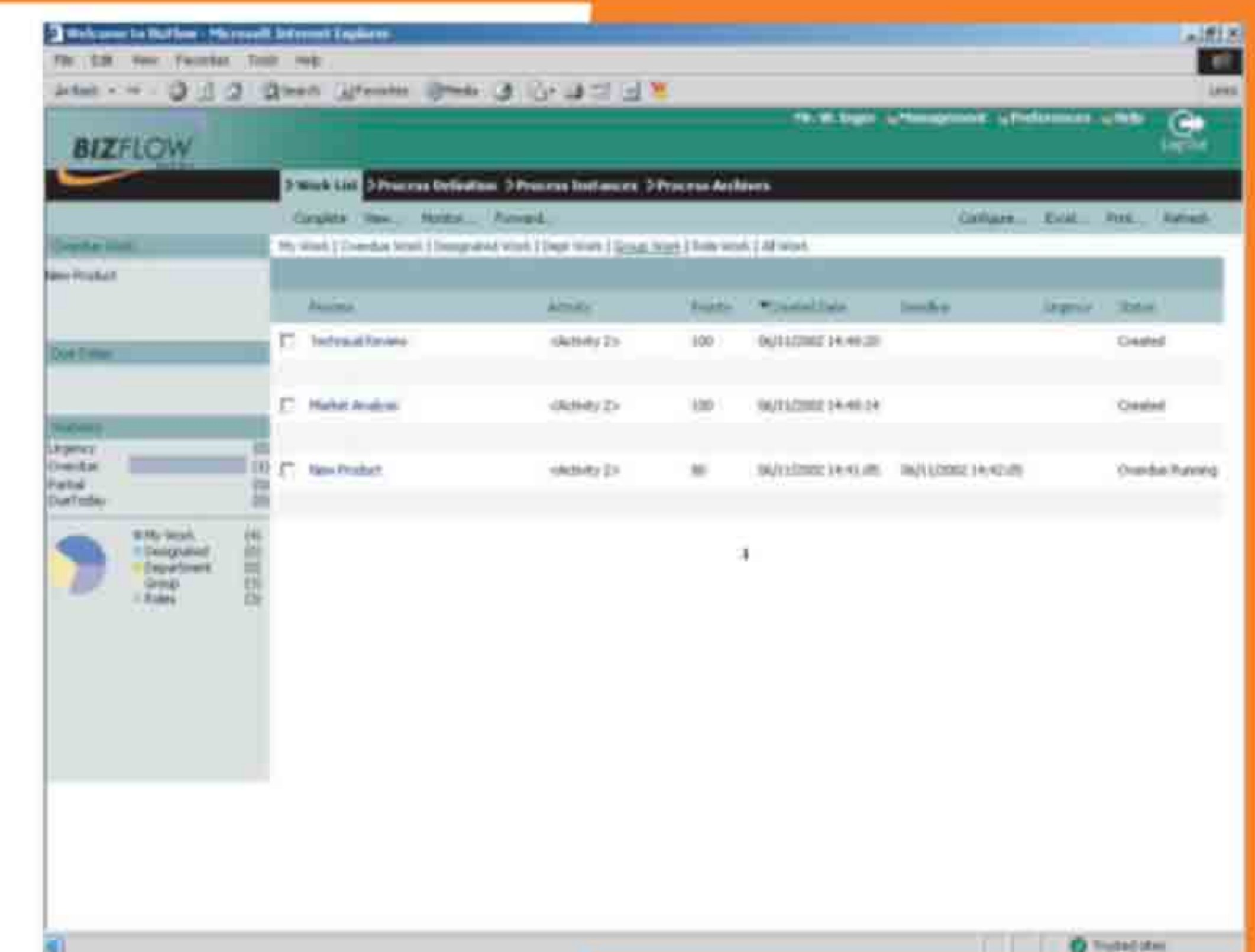
Before deploying your newly automated process, BizFlow allows you to run an automated test of the process using BizFlow's Process Verifier to validate process properties before full simulation is conducted. The Process Verifier flags errors such as activities without participants assigned. You can conduct simulations of the process flow, enabling you to identify and correct bottlenecks, optimize design, and obtain benchmarking statistics, such as expected time to completion. Once in production, you can use the Process Analyzer's Benchmark Report to compare simulation tests against actual processing times.

Key Capabilities of the Process and Forms Designers:

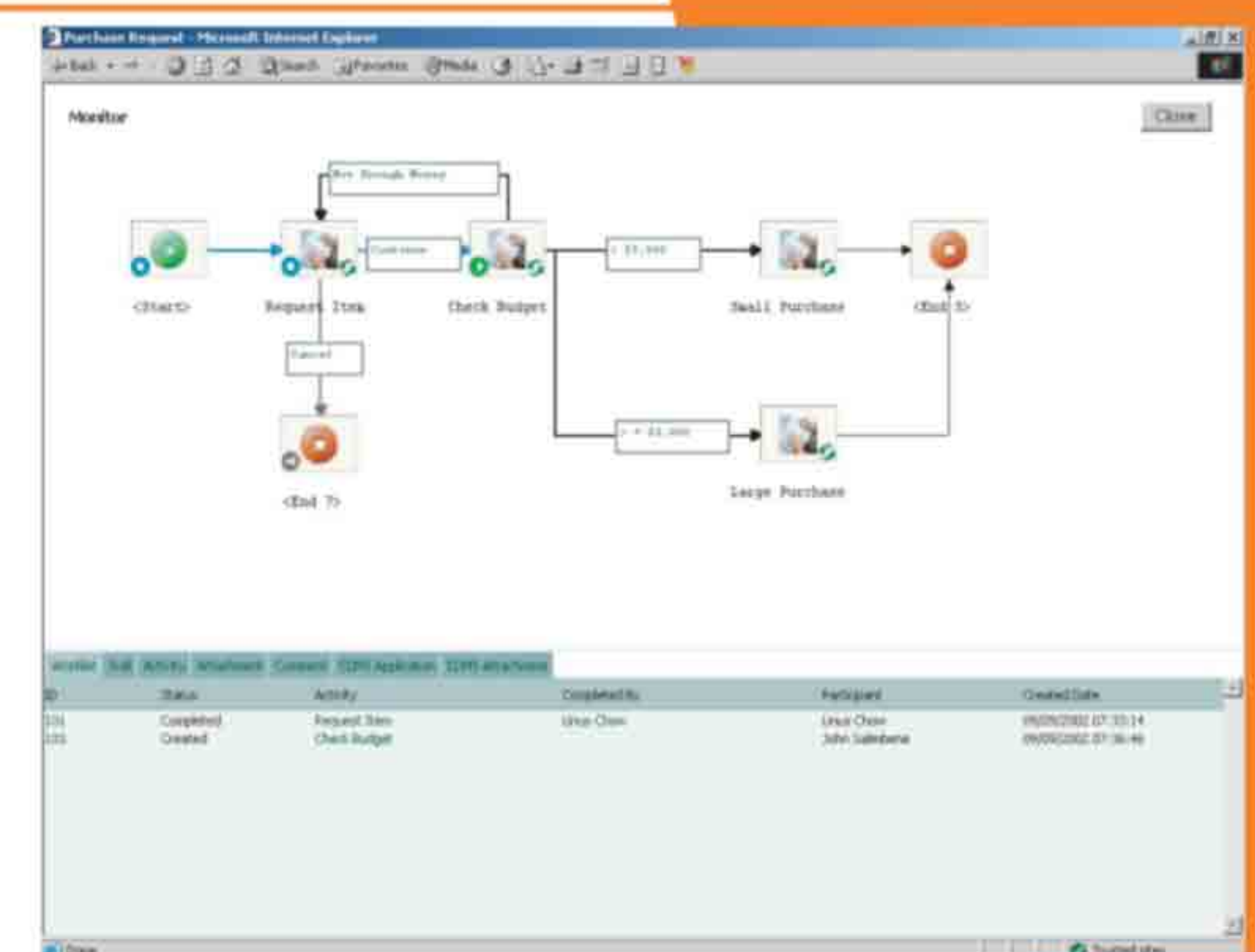
- User activities
- E-mail
- Wait states
- Queue servers
- Sub-Processes
- EAI and SQL connections
- Parallel processing connectors
- Automation Agents (Printing, Faxing, SMS Messaging, etc...)
- Living documentation of your processes
- Document sharing and collaboration
- Web based forms (scanned, ASP, JSP)



Easily design Six Sigma processes. BizFlow allows you to create process models that become the actual software applications that manage your processes. By providing a GUI that non-technical managers can use, Six Sigma processes can be designed quickly and easily.



Automate and enforce Six Sigma processes. BizFlow removes many of the common barriers in implementing Six Sigma. By automating a process on-line, it becomes the only way to perform a job. It eliminates the need for process owners to do math, learn new terms, or read new process manuals.



Manage Six Sigma processes in real time. BizFlow allows real-time monitoring and generates the data needed for analysis and continued improvement using standard Six Sigma tools for simulation and reporting, including control charts, histograms, and pie charts.

BizFlow removes the barriers to Six Sigma implementation.

If you're a quality professional or your company has Six Sigma initiatives in place, you know there are numerous barriers to successful implementation of Six Sigma. Most of these barriers are related to the people in the process and the tedium of many Six Sigma tasks. BizFlow removes nearly all of these barriers, clearing the path to Six Sigma Success.

Familiar barriers to implementing Six Sigma...	...are broken down by BizFlow's unique capabilities.
General lack of understanding among process users	Work is automated, less need for users to understand underlying processes
Process users are resistant to change, managers have no way to enforce new behavior	Creates a new working environment, eliminates old ways of doing the job
Process owners are afraid of math	Does the math for them
Process owners are afraid of Six Sigma terms	Only the process creators need to know the terms
Process owners and users don't recognize the value of Six Sigma	"Disguises" the Six Sigma aspects of process improvement, provides ease of use and productivity
All staff see Six Sigma as a "process drill" that will eventually go away	Visible commitment to IS solution reinforces commitment to quality efforts
All staff believe problem is "out of our hands"	Systems will reveal where the problems reside, support improvement
Process owners have doubts over collaboration of others	Collaboration is enforced when process is "brought to life" via process automation
Process owners and users don't have analytical skills	Easy reporting, enables process owners to analyze and take responsibility for quality
Process users and owners have no time to learn new processes	System provides an on-line, real-time way to learn at own pace, only need to learn smaller increments of process

By removing the barriers to implementation as well enabling Six Sigma implementation and management processes, BizFlow is a software platform that can become the center of your quality process initiatives.



BizFlow features that enable Six Sigma success:

Six Sigma Attribute	BizFlow Feature (s)	Benefits to Six Sigma
Process definition	<ul style="list-style-type: none"> • Process Designer - flow charting • Forms Designer - documents and inputs • Benchmarking reports 	<ul style="list-style-type: none"> • Rapid deployment of tested and improved processes • Clear accountability for tasks • Living process documentation
Process and product performance measurement	<ul style="list-style-type: none"> • Automated data collection 	<ul style="list-style-type: none"> • Drastically reduced cost of quality program • More, better data • Less need for third-party systems
Data reporting and analysis	<ul style="list-style-type: none"> • Reports generator • Ad-hoc reporting 	<ul style="list-style-type: none"> • Real-time historical and status reports make analysis easier • Configurable reports reveal areas for improvement
Continuous improvement	<ul style="list-style-type: none"> • Flexible process changes • Process instance versioning • Dynamic process documentation 	<ul style="list-style-type: none"> • Less cost and training needed to make changes • Instant documentation of changes • Ability to test and simulate changes • No interruption to production
Customer satisfaction	<ul style="list-style-type: none"> • Feedback loops • Output analysis • Ability to map customer data to process data 	<ul style="list-style-type: none"> • More feedback for a better definition of quality • Better understanding of how process variables affect satisfaction • Consistent and less expensive satisfaction analysis
Root cause analysis	<ul style="list-style-type: none"> • Drill down • Ad-hoc reporting 	<ul style="list-style-type: none"> • Less cost to find the real problems • Better ability to analyze the effect of root cause improvement on other processes
Employee empowerment / ownership of quality	<ul style="list-style-type: none"> • System enforced behavior • Easy to understand reporting • Automated QC and improvement processes 	<ul style="list-style-type: none"> • Fewer defects • Higher customer satisfaction • Cultural buy-in
Management buy-in	<ul style="list-style-type: none"> • BizCove view of process performance • Early ROI • Tangible investment and results 	<ul style="list-style-type: none"> • Tangible understanding of how Six Sigma will be implemented and monitored • Management can see status and results without being Six Sigma experts • Paves the way for management programs and support
Cultural adoption	<ul style="list-style-type: none"> • Automated paperless processes • Easy-to-use interfaces • Intuitive process design and management 	<ul style="list-style-type: none"> • Reduces need to understand Six Sigma • Makes jobs easier, more enjoyable • Fosters quality and customer satisfaction • Higher degree of continuous improvement • Sustainable competitive advantage

About **HANDYSOFT**

HandySoft is the premier provider of configurable software solutions that simplify and automate business processes, capture and enforce best practices, improve productivity and quality while reducing costs, integrate information technology, and foster collaboration among employees, customers, and partners.

The foundation of our industry and departmental solutions is BizFlow®, our award-winning platform for business process management, automated workflow, and collaboration enablement. BizFlow offers complete capabilities for building and managing automated business processes, including tools for designing and monitoring the processes, presenting and accessing work, integrating existing IT systems, and administering the platform itself.

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Winner, GOLD Award for Global Excellence in WorkFlow 2001
 Awarded by leading analysts and international standards organizations

Perfect Score, CRN Magazine's 2002 BPM Test Center
 Only platform to earn all A's in CRN's BPM Evaluation