



BizSmart™ Business Case: Quality Assurance

BizSmart™ can help the organization that needs to streamline its business processes by putting together: the flow of tasks and operations under a set of business rules, the people who are responsible for certain tasks, and the applications that are used in order to complete a task.



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Quality assurance and business process management

Most enterprises competing in the world market have long realized that their survival depends on a continuous effort for quality improvement and maximization of satisfaction for the end customer. Quality constitutes one of the two most important factors of competitiveness, since, in combination with price it determines the value for the end consumer. Products and services that satisfy special quality specifications require the existence and reliable implementation of predefined processes for their planning, development and production. BizSmart™ business process automation software can help not only for the development and production of quality products and services, but also for the improvement of quality and the maximization of the added value for the end consumer.

BizSmart™: quality through business process automation

With the help of BizSmart™, users are able to describe processes using steps, interlinking responsible jobtitles, as well as integrating different enterprise applications (documents, databases, information systems, etc). BizSmart™ places in the core of management the concept of process and develops those mechanisms and conditions for the continuous improvement of quality of products and services. This fact strengthens enterprises in their effort to satisfy the demands of customers, always bringing to them one step ahead of competition.

Quality improvement mechanisms

More specifically, the benefits of BizSmart™ are the following:

- Processes are implemented in a predetermined way, leading to increased processing speed and reliability. Processes are electronically represented and work is allocated to the most suitable employees, depending on their availability. Also, collaboration and exchange of data with all company resources (software and hardware) is achieved, as well as integration of existing information systems in the context of one or more processes. In this way, the employees, who are continuously informed about their worklist, have all available information in order to implement a workstep. As soon as they complete their assignment, the process is automatically routed to the next step, without extra time delays. BizSmart™ contributes in the increase of productivity by 20% to 50% and in the reduction of delays by 30% to 90% .
- Processes are being examined as for the degree of efficiency during and after their execution. With the help of BizSmart™ Process Administrator sophisticated reports are generated, which are useful in the effort for the continuous improvement of management and operations.
- Changes are proposed, aiming at the maximization of the satisfaction of the end consumer. The incorporation of those changes in BizSmart™ is costless and consumes minimal time, provided that the only requirement is the modification of the definition of the processes, without further personnel education needed.
- BizSmart™ supports the incorporation of customers in the process definition. For example, processes can trigger the automatic commencement of other internal processes, a fact confirming that the requirements of customers can ideally be utilized.
- The project manager gives emphasis on the efficient implementation of flexible processes and not on bureaucracy. In other words, the project manager does not waste his valuable work-time allocating routine tasks, but on the contrary he deploys policies for the continuous improvement of quality, aiming at the maximization of customer loyalty.