



“Business Excellence Essentials:  
does your business measure up?”

*“Flexible Business Management Systems”*

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Date: 18 February 2010



An Australian Government Initiative



ENTERPRISE  
CONNECT

## What does a business need to prosper?

A market with a needed/wanted product with **satisfied customers**

**Flexibility**

Simple to use systems

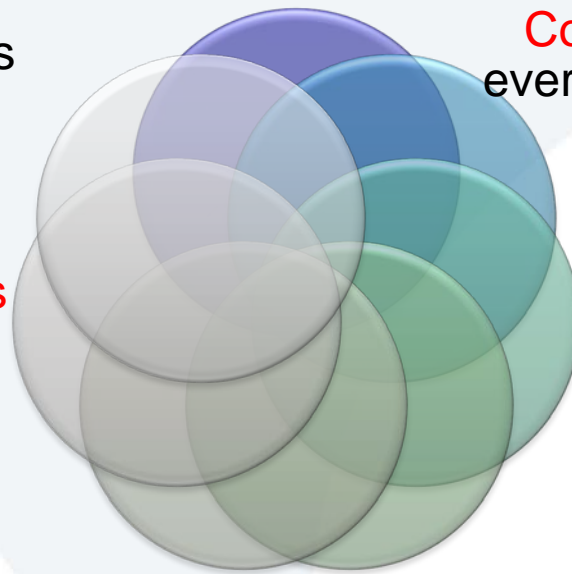
**Continuous improvement** in every process and every metric

A work place that **values feedback** and reacts where appropriate

**Empowered and motivated staff**

**Enjoyable** workplace

Loyal staff - loyal employer



# Vertical Business Management Systems

Business  
Information  
System

Dashboards, Scorecards, Excel Reports & other BI Applications

Data  
Warehouse

Databases/ Cubes/ Datamarts

Export Files

ERP

CRM

NCR

Risk

Excel  
Data

Vertical  
Applications

Enterprise  
Resource  
Planning  
System

Customer  
Relationship  
Management  
System

Corrective  
Action  
System

Risk  
Management

Excel

## Is this your business management system?

Your Accounting System

Your Operational / MRP

MS Excel  
Spr/sheets

MS Access

Paper Forms  
(i.e. forms, forms,  
forms, forms....)

- frustrating you,
- costing you money,
- disorganised and messy,
- time consuming & repetitive,
- without any KPI reporting or analytics

Do you care what your staff are saying?

Looking for a Business Improvement Revolution?



Can anyone hear us?

## What is a Flexible Business Management System?

A **low cost web** application that can be **simply and quickly transformed** into a management and reporting solution that satisfies each business's **differing** needs.

Examples of traditional flexible systems:

Excel  
Access } }

- Workflow is cumbersome or non-existent
- Consolidation and reporting can be complicated
- Not suitable for distributed businesses
- High hidden cost
- Often require programmers
- Difficult to establish an Audit trail





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*eBMS*

# Why do you need a Flexible Business Management System?

Every business has many different processes, reports, KPI's, metrics, dashboards, scorecards, time frames, targets, benchmarks ... and each business is different!!!

## Flexibility to add new systems

Accounting/MRP and ERP data  
Sales Reports  
Delivery Performance  
Customer Satisfaction - DIFOT  
Financial Performance  
Environment  
Corrective Action  
Lost Time Injuries  
Forecasts vs Actual  
Process Automation Management  
Event Scheduling

Contract Management  
Customer Relationship Management  
Risk Assessment  
Quality Performance  
Supply Forecasting  
Documentation Management  
Sales Retention  
Audit Reporting  
Workflow Management  
Induction Processing  
Plus many many more.

## A truly flexible system should be ...

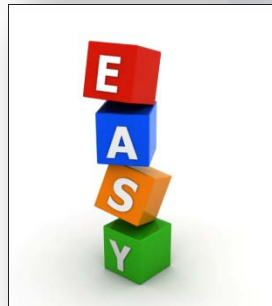
Easy to  
Integrate



Easy to  
Customise



Easy to Use



- Utilise Lean Principles
  - Demand driven - Kanban
  - Rapid Design – short change over and setup
  - Processes closely linked
  - Only the features you need - reduce waste
- Pay for what you need
- Simple Workflow



# Navigation

eBMS



## Environmental Management System Portal



Welcome Guest,

17-Feb-10

### Environmental Management System Entry Page



**EMS Data Management**

The EMS Data Management link gives direct access to users who wish to enter any environmentally relevant data



**Energy Efficiency Opportunities**

Capture & track new & existing Energy Efficiency Opportunities

[Raise a new EEO](#)



**Environmental Aspect, Impact & Risk Assessment**

Input records relevant to Environment Aspect & Impact where risk can be measured and assessed



**EMS Action Management List**

Create new corrective actions directly from the data entry stage, EEO initiatives and Environmental Aspect, Impact & Risk forms

[Raise a new Action](#)



**Link to Environmental Scorecard (Hosted System)**

Follow this link to view the Environmental Scorecard



**Procedures Manual & Help System**

Gain access to additional user information and local company procedures

### Environmental Management System Introduction

All organisations have some impact on the environment. An Environmental Management System (EMS) is a structured system designed to help an organisation to reduce these impacts through targeted continuous improvement in its environmental management, leading to improvements in its environmental performance, while delivering 'bottom line' benefits through reduced operating costs.





# Data entry

eBMS Pty Ltd eBMS 3.0.3695.26373

My eForms Search **eForms** Quicklinks Control Panel Help Me Home Log Out eForm Record

New Save Description

Pass on Pass back Navigate [ [Go] Send Email

---

**eBMS** **Customer Relationship Management** eFormID **NEW**

Resp. Person  Select a User:  Status

Originator  Sender  Priority  Date Created  Date Closed  Date Last Updated

**Customer Relationship Management - Contact Data**

Company  [Create new Quotation](#)

Contact Person  Address

Title  Suburb

Department  City

Phone  Ext.  State  Post

Mobile Phone  Country

Fax  Email Address

Customer Status  Web Site

Note & Comments

**Next Appointment Details**

Next Appointment

Appointment Type

Location

Appointment Notes

**Scheduling, Market & Sales Data**

Referral Method  Request Email

Request No Action  Request Webex or Meeting

Additional Email Address 1  Additional Email Address 2

Market Segment  Sales Turnover per Annum

Employees  Annual Spend through this Division

**Attachments**

Customer Supplier Agreements or Quotation:

Contact Photo

**Customer's Softwares**

MRP/ERP Software Used

Finance Software Used

**Recommendations**

Recommended Action

Internet | Protected Mode: Off 100%

# Business Information

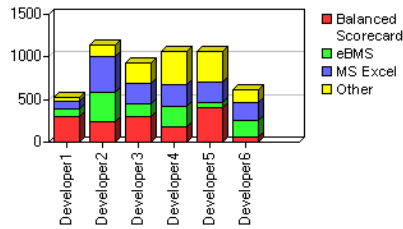
eBMS

## Action Management Report

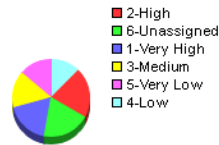
### Actions Summary

From	To	No. of Actions Closed	Estimated Cost of Actions Closed	Estimated Man Hrs of Actions Completed
01-Jan-07	31-Dec-07	28	134058	1541
		No Of Actions Outstanding	355594	3802

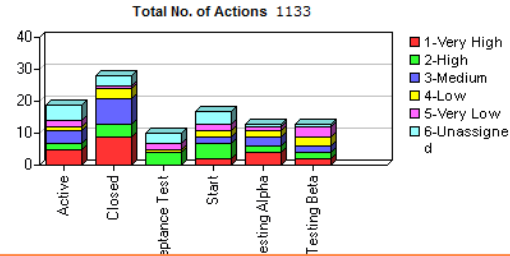
#### Outstanding Action Analysis by Assignee



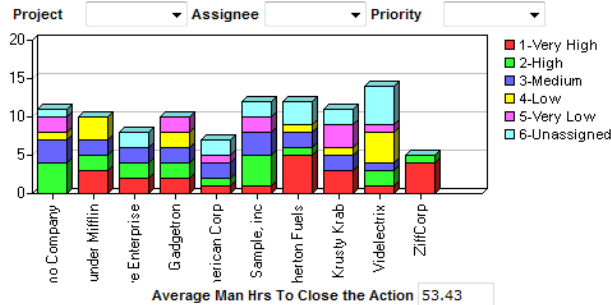
#### Outstanding Actions Analysis by Priority



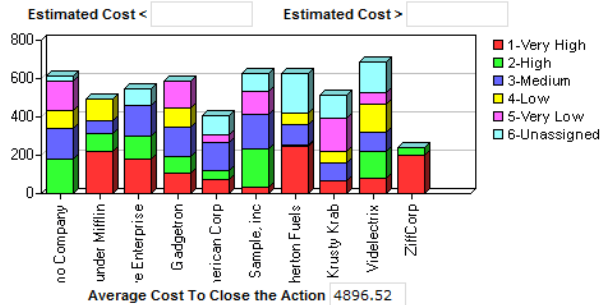
#### All Actions Analysis



### Actions Analysis by Customer



Average Man Hrs To Close the Action 53.43



Average Cost To Close the Action 4896.52

# Anyone should have the skill to modify



## Advantages of Flexible Management Systems

- Helps create a culture of continuous improvement
- A modifiable integrated suite of applications with similar look and feel
- Enhances teamwork & collaboration with integrated knowledge management
- Allows business to business (supply chain) process management
- Not be reliant on programmers for change.
- Can collect and analyse both qualitative & quantitative data
- Low Cost and web based

## Summary

The eBMS Enterprise/Easy Business Management System has been designed to utilise the core principles of the internet, quality systems and lean manufacturing. It is delivered with the applications you need and allows you to tailor it for your business. It even allows you to create all other process management systems within the same web based integrated framework.

Looking for a Business Improvement Revolution?

