



International Emirates Management for Quality

Supporting you to lead the way...

Is your organization in need of the following:

- ✓ A top level view of the strategy, across defined perspectives, in line with international standards?
- ✓ A set of strategic objectives and associated measures over the key business perspectives?
- ✓ Business plans integrated with strategic objectives and cascaded to the level of individual performance?
- ✓ Documented business processes and workflows?
- ✓ A set of tools to measure performance against defined objectives?
- ✓ An effective risk management program?
- ✓ A process for regular performance reviews with associated workflows?

*You have just found
the answer ..*



IEMQ VIMS

Virtual Integrated Management System

ViMS provides a total state-of-the-art solution for strategy establishment, change management, and business intelligence which incorporates effective strategic objectives, business planning, continuous improvement, project management, process management and situation analysis in order to enable users to make sound strategic decisions and achieve ultimate business results with a high level of customer satisfaction and minimum business risk. ViMS is a web-based collaborative application toolset consisting of the following seven aligned and integrated modules:

- Strategic Framework Module
- Business Planning Module
- Business Process Module
- Project Monitoring Module
- Performance Measurement Module
- Enterprise Risk Management Module
- Management Review Module

1. Strategic Framework

The strategic Framework consists of three components:

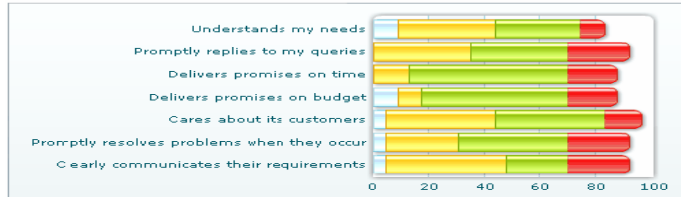
SELF-ASSESSMENT

ViMS incorporates the EFQM Excellence Model as self-assessment technique. It allows the top management team to evaluate the current state of strategic performance against international best practices.

Through this self-assessment the organization will understand the status of leadership, strategy, key performance results, customers satisfaction, etc. and will be well prepared to develop the vision, mission and value statements to address identified gaps. In this manner ViMS users will be able to ensure that key strategic business objectives are identified, developed and balanced within the key perspectives of the organization’s business areas.



4- Please indicate how much do you agree with the following statements about



STAKEHOLDERS SURVEYS

Feedback from staff, customers and suppliers help management to identify issues or business gaps. ViMS incorporates such company specific surveys as an assessment tool to stimulate improvement.

STRATEGY MONITORING

The Strategic Framework allows for the capturing of the vision, mission, value statements and objectives of the organization. It also provides a simple technique by which the organization can monitor how well it is achieving its objectives from five main perspectives, i.e. – Performance, Business Planning, Processes, Projects and Risk. A traffic light system (Red, Amber, Green and black) gives the manager an up to date view of how well his/her department is doing with regards to the achievement of their objectives.

The real power of the application lies in the integration of the modules. It allows the employee to update the system with performance data and the manager to drill down from the traffic lights to the specific item that is deviating from plan.

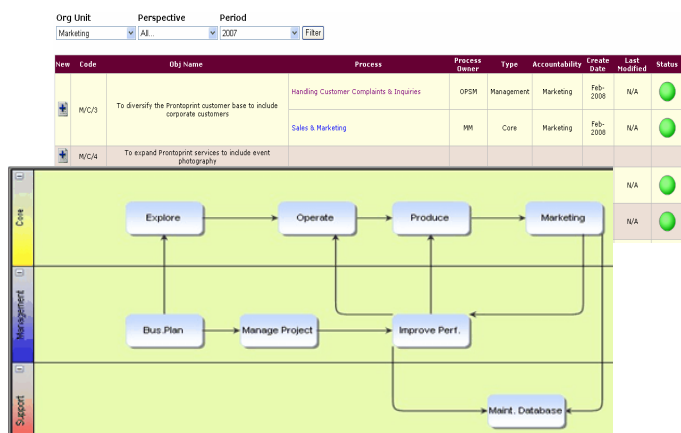
Org Unit	Perspective	Period						
Pronto Print	All...	2007	Filter	Add a new objective...				
Code	Objective	Obj. Owner	Business Plan	Balanced Scorecard	Business Projects	Business Process	Business Risk	
Customer (C)								
PRONT/C/6	To provide photographic services to a community school at cost	HRM	🚩	🟢	🟡	🟢	🟡	
PRONT/C/3	To diversify the ProntoPrint customer base to include corporate customers	MM	🟢	🚩	🟡	🟢	🚩	
PRONT/C/4	To expand ProntoPrint services to include event photography	MM	🟡	🟢	🚩	🟢	🟡	
PRONT/C/5	To grow the Pronto Print presence in Al Ain and the Northern Emirates	OpsM	🟢	🚩	🟡	🟢	🟢	
Finance (F)								
PRONT/F/1	To achieve a net profit of AED 3 million.	GM	🟢	🚩	🟡	🟡	🟡	

2. Business Planning

This module ensures that the business objectives are cascaded down to employee level and it assists managers to set activities, tasks, projects and deadlines for the individual employee to support the achievement of the organization vision, mission, values and objectives. With ViMS the individual's performance plans are directly linked to the organization's strategic objectives and values. This ensures the effective optimization and practical alignment of resources in line with the strategic objectives of the company .

Org Unit	Perspective	Period	Activity	Activity Owner	Weight	Planned Start Date	Planned End Date	Proj./Act. Start Date	Proj./Act. End Date	Status
PRONT/C/A	All	2007	To provide photographic services to a community school at cost	MM	5	02-02-07	31-03-07	02-02-07	31-03-07	Red
PRONT/C/O	All	2007	To diversify the Prontoprint customer base to include corporate customers	MM	10	02-01-07	31-03-07	03-02-07	31-03-07	Green
PRONT/C/A	All	2007	To expand Prontoprint services to include event photography	Mgr. Outlet-1	5	01-03-07	31-03-07	01-03-07	31-03-07	Red
			To package and advertise the services of event photography	MM	5	01-04-07	30-06-07	01-04-07	30-06-07	Green

3. Business Processes



Business Processes are a core component of any organisation. They are at the base of the activities staff members perform, the deliverables they produce and the performance criteria that must be achieved.

ViMS supports the user in developing and documenting the processes in the organisation. The processes are classified as core processes, support processes and management processes - all in line with the strategic objectives and business vision. ViMS integrates the business process mapping with the performance data of the organisation. This allows the manager to assess if poor performance is linked to lack of adequate processes.

4. Performance Measurement

Objectives have to be expressed in measurable terms and they must be assigned to a specific person with the authority and accountability for their execution. If so, their achievement can be tracked on a monthly / quarterly basis and actuals can be plotted against the plan to make the level of achievement visible to all concerned parties. Performance Measurement contributes to improving staff morale if positive achievement is demonstrated, and allows for timely corrective action when targets are not met.

ViMS makes the strategy measurable, actionable and challenging. It identifies the responsible owners and allows for the setting of base and stretch targets. ViMS maps the actual organization performance against identified targets and it does this in a historical and forecasted manner. Continuous improvement is important as it optimizes business processes and work activities, and reduces cost.

Org Unit	Perspective	Period	Objective	Obj. Owner	Measure	Weight	Unit	Freq.	Actual YTD	Status	End Year Target	Base	Stretch
PRONT/C/6	All	2007	To provide photographic services to a community school at cost	HRM	To sponsor 4 events of Al Khaleez school as the school photography partner	0	#	Qtr	5	Green	4.0		
PRONT/C/3	All	2007	To diversify the Prontoprint customer base to include corporate customers	MM	To generate at least 25% of the total gross income from corporate customers	1	%	Mth	20	Red	25	30	
PRONT/C/4	All	2007	To ph										

Measure: To generate at least 25% of the total gross income from corporate customers

Year: 2007

Measure Data: %
Unit: %
Formula: LastCaptured
Frequency: Mth

Graph Type:
 Histogram
 Annual Histogram
 Run Chart

Comments: | Extended Measure Data | Measure Description | EBE Library | Initiatives | Admin

Strategic Objective: PRONT/C/3 To diversify the Prontoprint customer base to include corporate customers
Measure Description: To generate at least 25% of the total gross income from corporate customers

Units of Measure: %
Objective Owner: MM
Data Coordinator: PM
Category: Financial
Measurement Interval: To ensure that Prontoprint is not reliant on a single revenue stream

Measurement Formula: (Revenue from corporate customers / total revenue) * 100

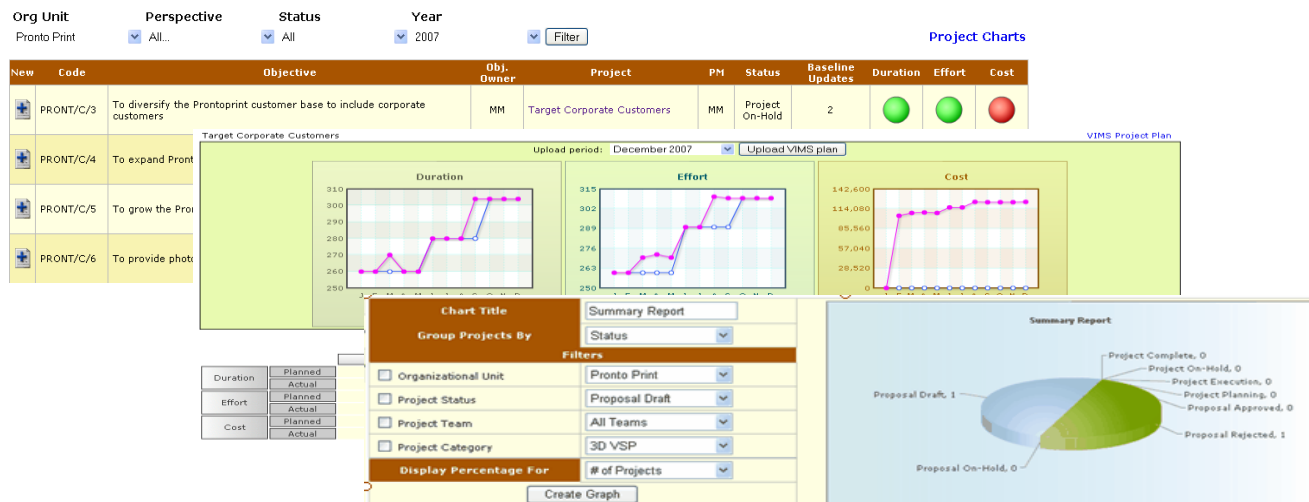
Assumptions / Notes: The financial systems of Prontoprint can distinguish the source of revenue

Frequency: Mth
 YTD Formula: LastCaptured
 Weight: 1
 Measurement Info: Available

5. Project Monitoring

ViMS provides a project monitoring system whereby management can initiate, plan, and list all projects and monitor how effective each of them is performing with regards to the project's three key performance indicators - cost, effort and time.

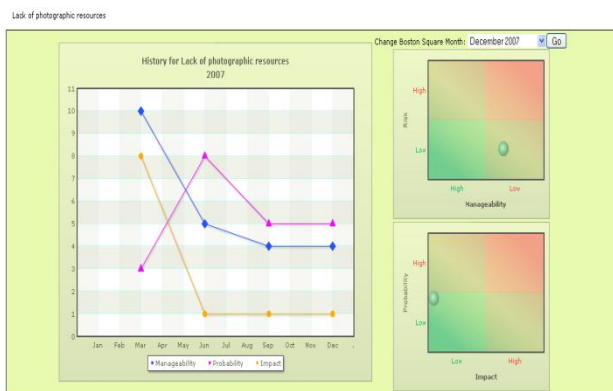
Management can take timely decisions and assist project managers in completing their projects as planned. This technique is meant to reduce the communication gap between project managers on the different levels of the organization and the organization's top management in order to ensure the effective management of projects.



6. Enterprise Risk Management

The Performance System might show that an objective has been achieved, but hidden risks can impact the ability to maintain this performance. A Risk is an external event that has both the impact and the probability to disrupt the business.

Risk management is an integral module of ViMS and is crucial to managing the organization as a whole. Risk management involves the systematic application of management policies, processes and procedures to the tasks of identifying, analyzing, assessing, treating and monitoring risk.



7. Management Review

Monitor and manage regular annual, quarterly, and monthly action plans and integrate the organization improvement rate with levels of risk that could impact the effective achievement of strategic objectives

Objective	Obj. Owner	Parameter	Data Owners	Status	Description	Initiative	Person Responsible	Deadline
To diversify the Prontoprint customer base to include corporate customers	PM	ACTIVITY: Launch and advertise a corporate service offering	GH	●				
		MEASURE: To generate at least 25% of the total gross income from corporate customers	Hgr Outlet2	●	Conduct a review workshop	GH		
		RISK: The market take on for the corporate photography is slower than expected	MM	●	Intensify the communication and advertising to corporate Implement project management slide and best practices	MM	2007-11-01	



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