International Emirates Management for Quality

Supporting you lead the way ..

IeMQ vims

Virtual Integrated Management System

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ViMS Background

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Virtual Integrated Management System

The key challenges many organizations face in their endeavor to formulate, implement, monitor and improve business strategies effectively include the following:

- Integrating strategy with the organization's business plans and the performance appraisals of the workforce;
- Ensuring business objectives are cascaded to all levels within the organizational (including divisions, departments, and sections);
- Aligning business processes and procedures with the organization's strategy and guiding the staff on how to operate effectively to achieve the strategy and objectives;
- Failure of or abandoning projects due to ineffective project planning and monitoring;
- The absence of systematic resource allocation to support the organization in allocating the right resource to the right task at the right time; and
- Insufficient management information to make informed management decisions.

According to Robert Kaplan and David P. Norton, (2000),

- 90% of organizations fail to execute their strategies
- 95% of the workforce don't understand their organization's strategy
- 85% of executive teams spend less than 1 hour per month discussing strategy.

Accordingly, they concluded … **"The ability to execute a strategy is more important than the strategy in itself..."**

The IeMQ Virtual Integrated Management System (also known as ViMS) answers these challenges by integrating, automating and streamlining information and workflow related to organizational strategy setting, implementation and monitoring for smart decision support to achieve continuous business improvement. The software system is a web-based collaborative application toolset consisting of seven aligned and integrated modules.

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ViMS Overview

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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 planning, 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
- → Performance Measurement Module
- → Business Planning Module
- → Business Process Module
- → Project Monitoring Module
- → Enterprise Risk Management Module
- → Management Review Module

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ViMS Modular Structure

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Conduct ongoing monitoring, review, assessment, and adjustment of current plans in light of long term priorities to achieve the organization's strategy.

- Define and assess organizational business risks
- Develop risks mitigation plans
- Follow up and monitor corrective actions via the Boston Square, aligned with strategy and performance

Link projects to strategic objectives, track and monitor projects progress through evaluation of the planned vs. actual duration, cost, and efforts

- Enter & track assessment results for EFQM Assessment, Employee & Customer Satisfaction Surveys, and SWOT Analysis
- Define Corporate Strategy (Vision, Mission, Values, & Goals)
- Define Corporate Strategy Map

Develop organizational, divisional and individual business plans in a cascaded and integrated fashion

Define and model Core, Management, and Support business processes, workflows and procedures and link them to the business objectives and performance measures.

Define and track key performance measures enabling you to manage and monitor business objective

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ViMS – Strategic Framework

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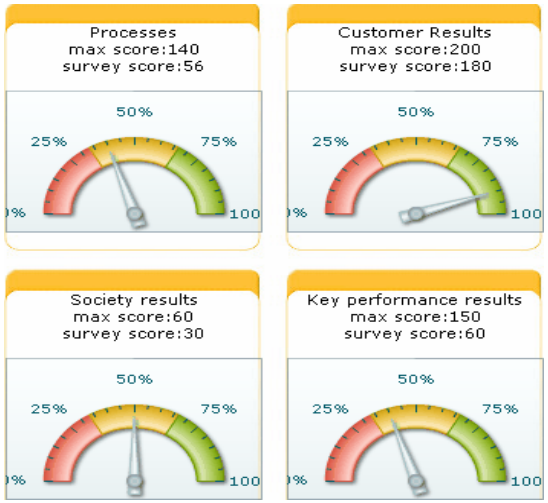
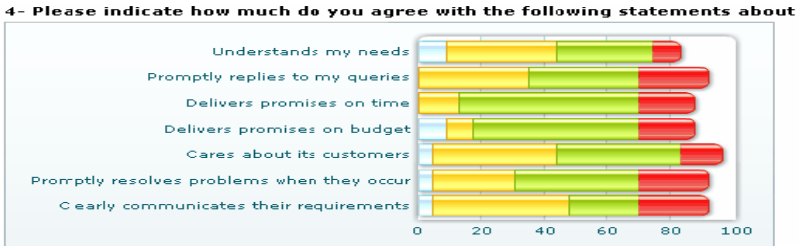
SELF-ASSESSMENT

ViMS incorporates the SWOT analysis and EFQM Excellence Model as self-assessment techniques. 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.





STAKEHOLDERS SURVEYS

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

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ViMS – Strategic Framework

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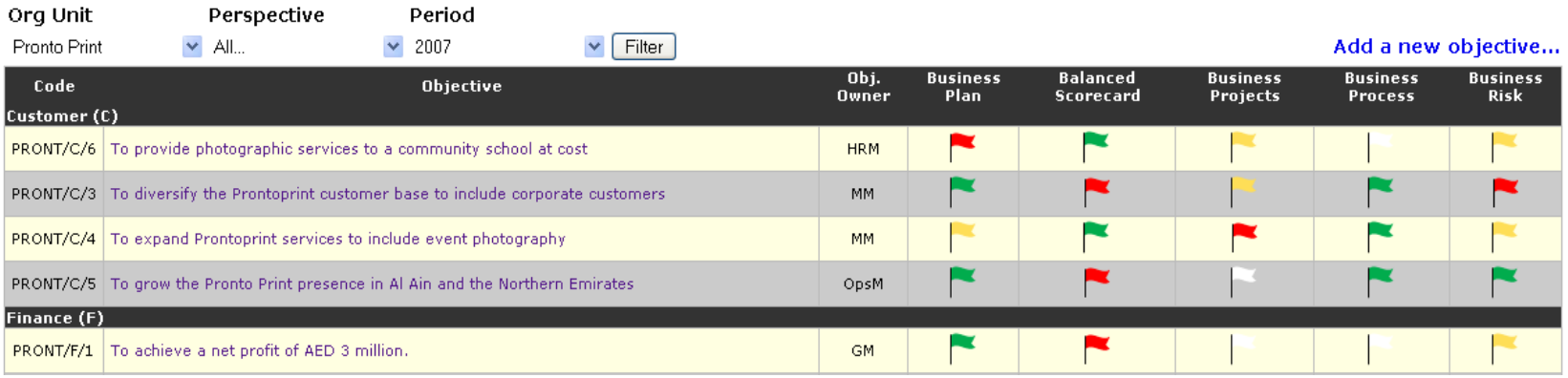
STRATEGY MONITORING

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.



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ViMS – Business Planning

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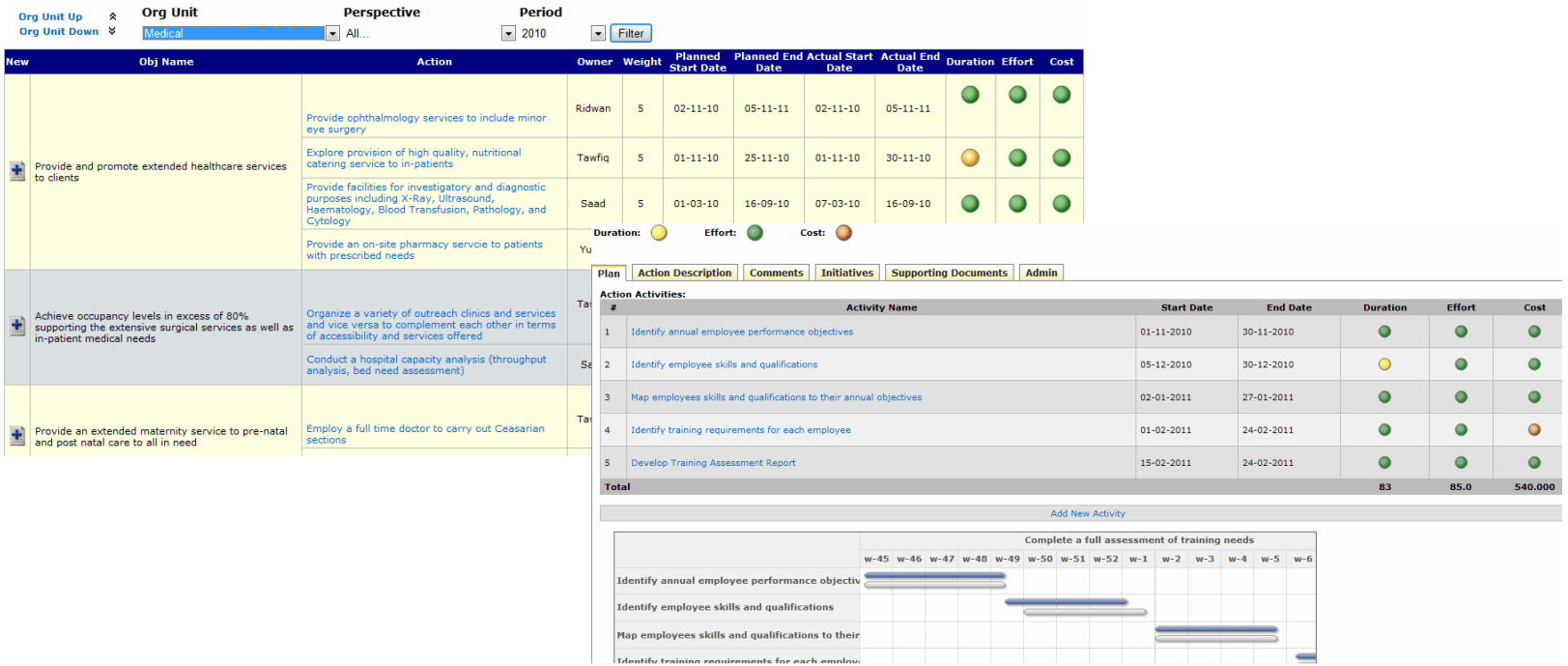
This module ensures that the business objectives are cascaded business units as per the order of the organizational chart down to the transaction employee level and it assists managers to set initiatives, activities, tasks, and deadlines for the individual employee to support the achievement of the organization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



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ViMS – Performance Measurement

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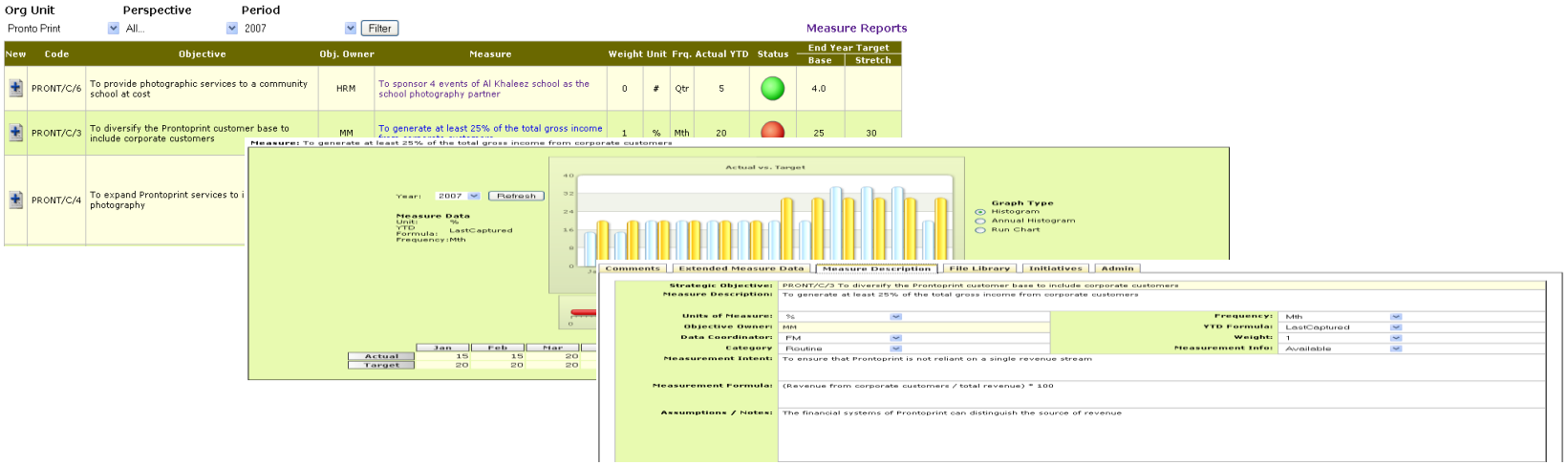
Objectives have to be expressed in measurable terms and they must be assigned to a specific person with the authority and accountability for their execution. If so, their achievement can be tracked on a monthly / quarterly basis and actuals can be plotted against the plan to make the level of achievement 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.



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ViMS – Project Monitoring

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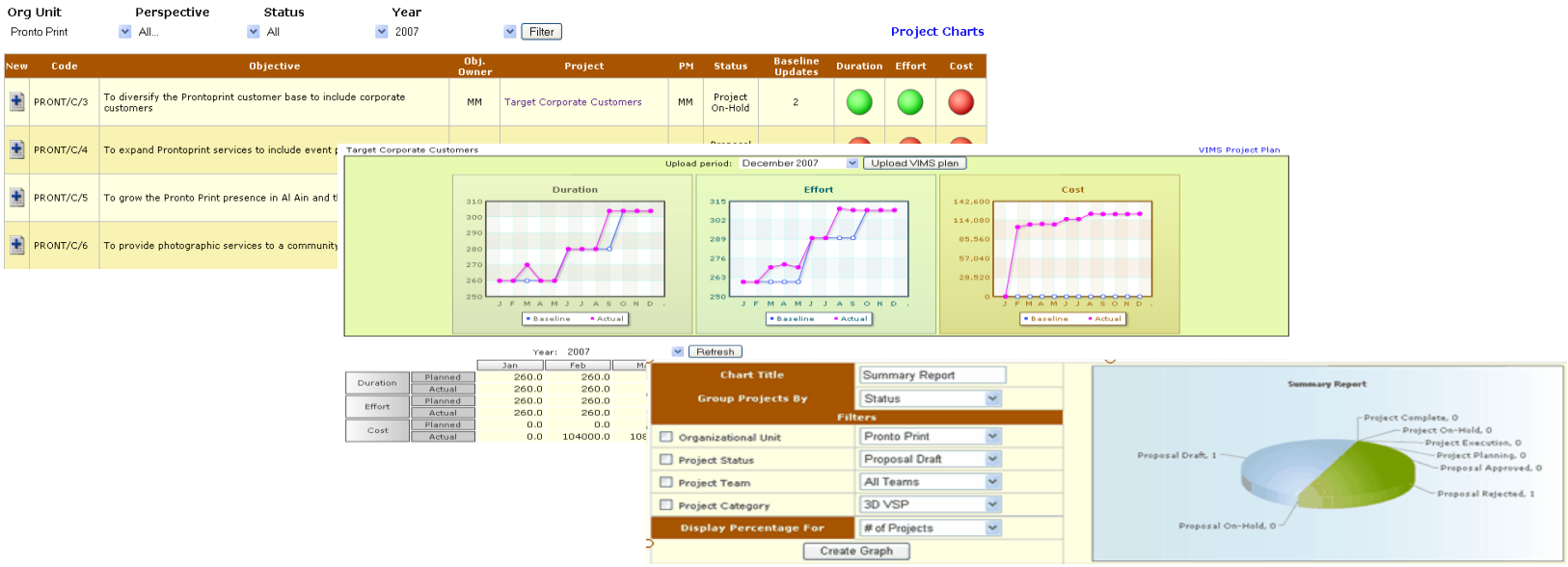
ViMS provides a project monitoring system whereby management can initiate, plan, and list all projects and monitor how effective each of them is performing with regards to the project's three key performance indicators - cost, effort and time.

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.



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ViMS – Process Management

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Business Processes are a core component of any organization. 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 organization. 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 organization. This allows the manager to assess if poor performance is linked to lack of adequate processes.

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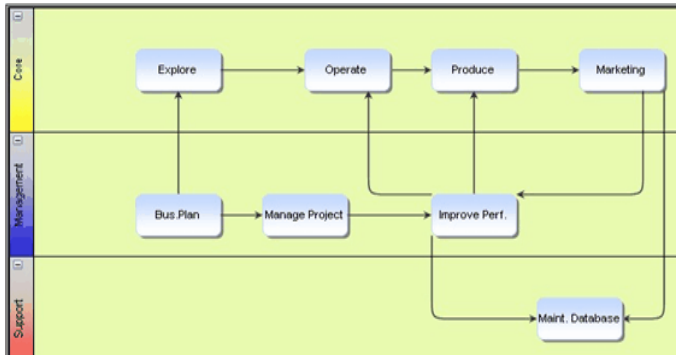
Org Unit: Marketing | Perspective: All... | Period: 2007 | Filter

New	Code	Obj Name	Process	Process Owner	Type	Accountability	Create Date	Last Modified	Status
+	M/C/3	To diversify the Prontoprint customer base to include corporate customers	Handling Customer Complaints & Inquiries	OPSM	Management	Marketing	Feb-2008	N/A	
			Sales & Marketing	MM	Core	Marketing	Feb-2008	N/A	
+	M/C/4	To expand Prontoprint services to include event photography							
+	M/C/5	To grow the Pronto Print presence in Al Ain and the Northern Emirates	Order Management	Mgr Outlet-1	Support	Marketing	Feb-2008	N/A	
+	M/C/6	To provide photographic services to a community school at cost	Billing Process	OPSM	Support	Marketing	Feb-2008	N/A	



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ViMS – Risk Management

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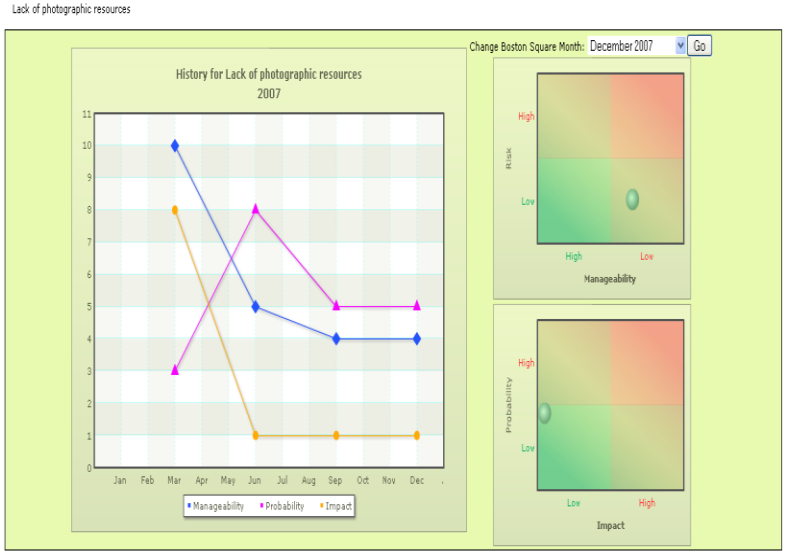
The Performance System might show that an objective has been achieved, but hidden risks can impact the ability to maintain this performance. A Risk is an external event that has both the impact and the probability to disrupt the business.

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.



Whether it is tracking the ability to meet your business objectives, reviewing your risk exposure, selecting your mitigation strategies, delegating actions or evaluating controls, ViMS assist you in developing the required solution to meet your enterprise risk management needs.

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ViMS – Management Review

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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 .

VIMS will assist management implement Regular Review Meetings, ensure that targets are achieved, communicate progress and engage the organization in learning about progress on the Operational Performance System.

This module enables the user to implement management reviews and enable actions to be taken that return deviating measures to their target. Through VIMS the user can manage review meetings, extract all the management status reports needed to see the actual performance on the level of objectives, projects, processes, business actions, or risks and take the correct decisions and actions.

Learning & Growth	In collaboration with the Ministry of Health, UNICEF, and WHO, carry out training programs for employees, with particular attention to Nurses and Midwives.	ACTIVITY: Activity : Complete a full assessment of training needs/nObjective : In collaboration with the Ministry of Health, UNICEF, and WHO, carry out training programs for employees, with particular attention to Nurses and Midwives.		Schedule meeting for Training Assessment Introduction	Closed	Basil	2010-11-24
		PROJECT: Risk : Develop an education and training framework for medical workforce/nIn collaboration with the Ministry of Health, UNICEF, and WHO, carry out training programs for employees, with particular attention to Nurses and Midwives.		Effort to be increased in order to meet deadline	Initiated	Saad	2011-01-27
		RISK: Training courses could interrupt medical emergencies and schedules		Qualifications of new staff should complement training gaps	Initiated	Fatima	2010-11-30
				Establish a cross-training program	Ongoing	Ahmad	2010-11-30
Learning & Growth	Provide sufficient stuffing to meet current and forecasted hospital performance expectations	MEASURE: % of staffing needs satisfied		Identify and encourage cross training opportunities	Initiated	Adel	2010-11-25
				Ensure all new employees complete training assessment	Initiated	Hamza	2010-11-18

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ViMS Value-added

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ViMS users, including employees and mangers at different levels of the organizational hierarchy, have identified the following ViMS benefits and value-added:

- **Improved Communication:** As employees at different levels of the organization were dependent on key people to communicate the progress and status of the strategic planning, development, implementation and performance in specific periods of time, ViMS streamlined this communication process and made it readily available to all employees at all times.
- **Better and more elaborate reporting information:** The reports generated in ViMS provide employees with a historical overview and progress of their objectives and allow them to use this trend in making changes as may be necessary to bring performance back on track and take corrective measures at the right time.
- **Data Collection & Reporting Automation:** The time and effort historically spent on manual data collection and reporting is significantly reduced through automation of this process, which as a result improved data integrity that was compromised by the manual process under strict deadlines.
- **Permanent and timely access to corporate performance:** Reporting data was only accessible at specific reporting periods and management could not check or assess the health of the organization in between periods. ViMS has filled this gap and provided management with confidence in the execution of their plans.
- **Integration of information:** Establishing a link between organizational and operational objectives and initiatives has helped employees understand how their business unit and personal responsibilities directly contribute to the achievement of the organization's goals and obtain a better understanding of the corporate strategy.
- **Continuous follow-up and monitoring:** The initiatives tab embedded in all modules enable managers and peers to assign corrective/preventive actions and draw a horizontal report that captures actions from all modules and their status.
- **A Knowledge Management System:** Unlike a document repository system, documents and information reside with their related business initiatives allowing for information linkage and ease of search
- **A web-based, simple and user friendly system:** A smart system doesn't have to be difficult to use.

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