



7 *Capital Tools for Management Excellence*

INTRODUCTION

OPERATIONAL EXCELLENCE

This is achieved when an organization is strategically designed to continually improve the way it creates and delivers value to its customers.

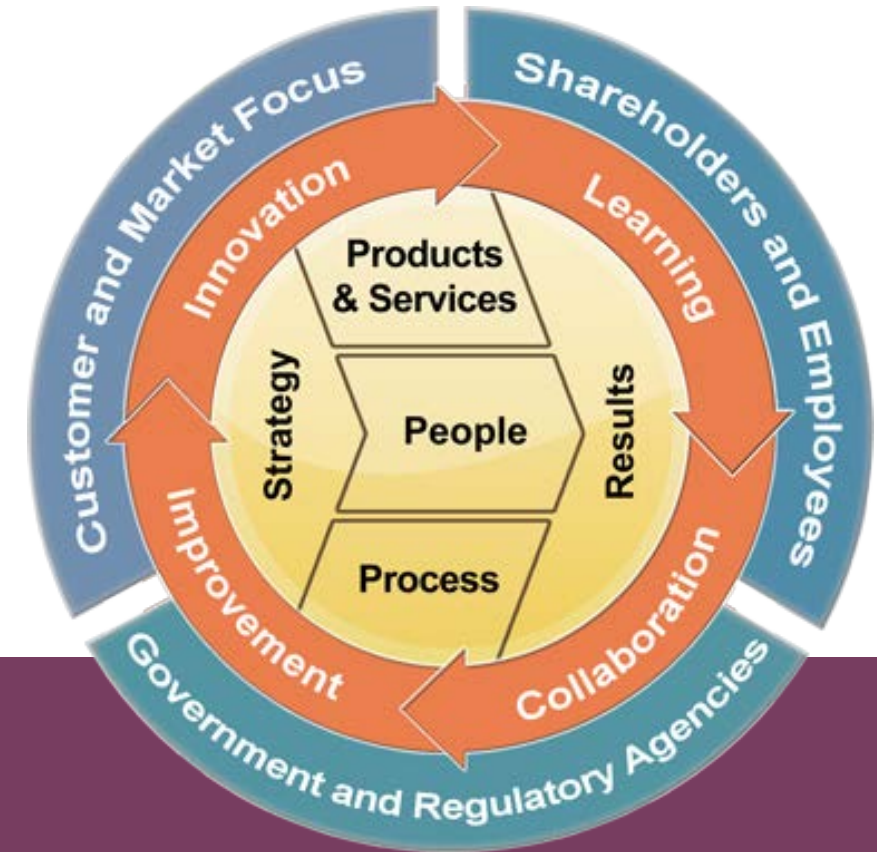


MANAGEMENT EXCELLENCE

This is achieved when an organization achieves the maximum level of performance possible considering the human, material and financial resources available.



RESPONSIBLE AND SUSTAINABLE GROWTH, LEADERSHIP IN PRODUCTS AND SERVICES, FOCUS ON CUSTOMERS AND ON RESULTS



The Management Excellence Model involves the systematic use of key practices and tools in business management, aiming at increasing performance in all areas and operations of your organization, based on the principles of continuous improvement, preventive management and a focus on results. Among the essential tools for Management Excellence are: Strategy and Results Management (CPM), Product Management (PLM), Process Management (BPM), People Management (HDM), Asset Management (EAM), Knowledge Management (ECM) and Information Management (BI).

Strategy and Results



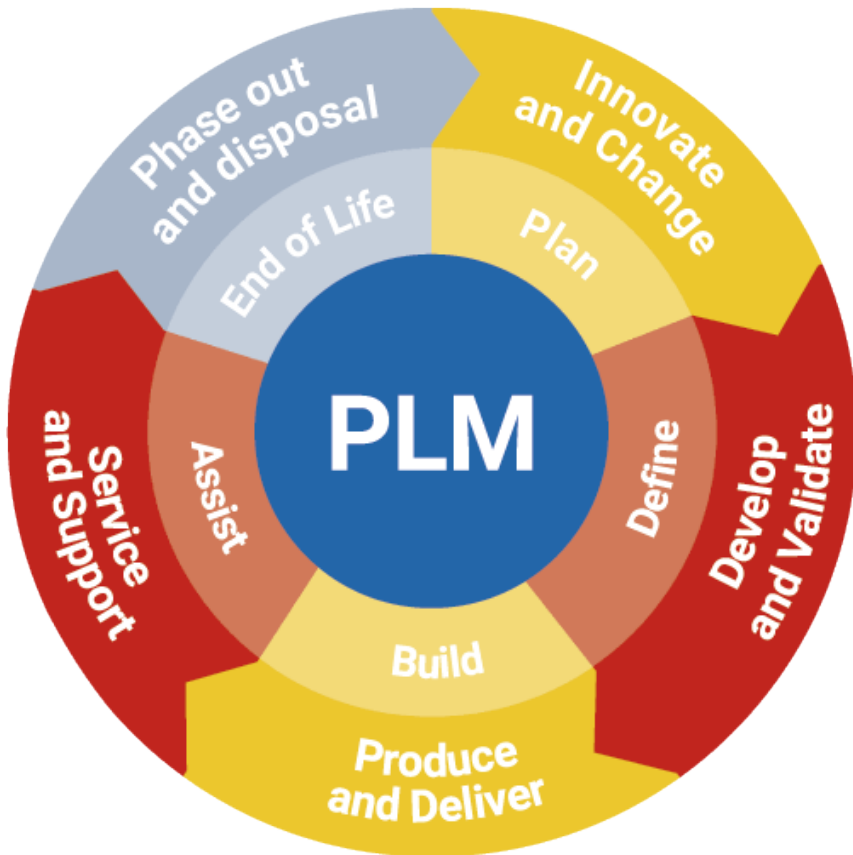
The challenge

How to align strategic and operational goals and targets to increase performance in all levels of your organization?

The Solution

CPM (Corporate Performance Management) technology aligns business strategies and objectives with day-to-day processes and operations by integrating performance indicators across all levels of the organization and applying existing best practices such as the Balanced Scorecard (BSC). The solution provides a full range of planning, execution, monitoring and analysis resources in a collaborative environment, enabling better decision making and significantly improved performance throughout the organization.

Products



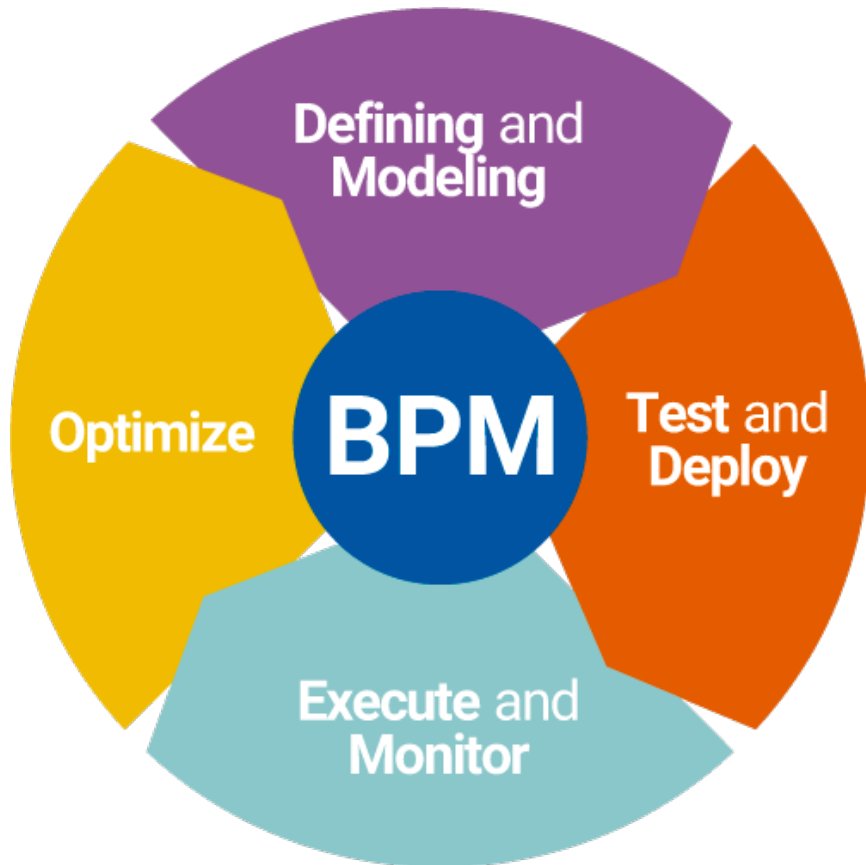
The challenge

How to promote innovation and launch products and services with greater speed and value perceived by the market?

The solution

Combining the automation of process with the standardization of any models applied in product development, such as Stage-Gate®, PMBOK, APQP-PPAP etc., PDM (Product Development Management) technology improves innovation and company collaboration. The solution integrates knowledge of products, processes and quality throughout the entire product life cycle, from design and development, validation and manufacturing, delivery and customer service to the management of product changes and discontinuity.

Processes



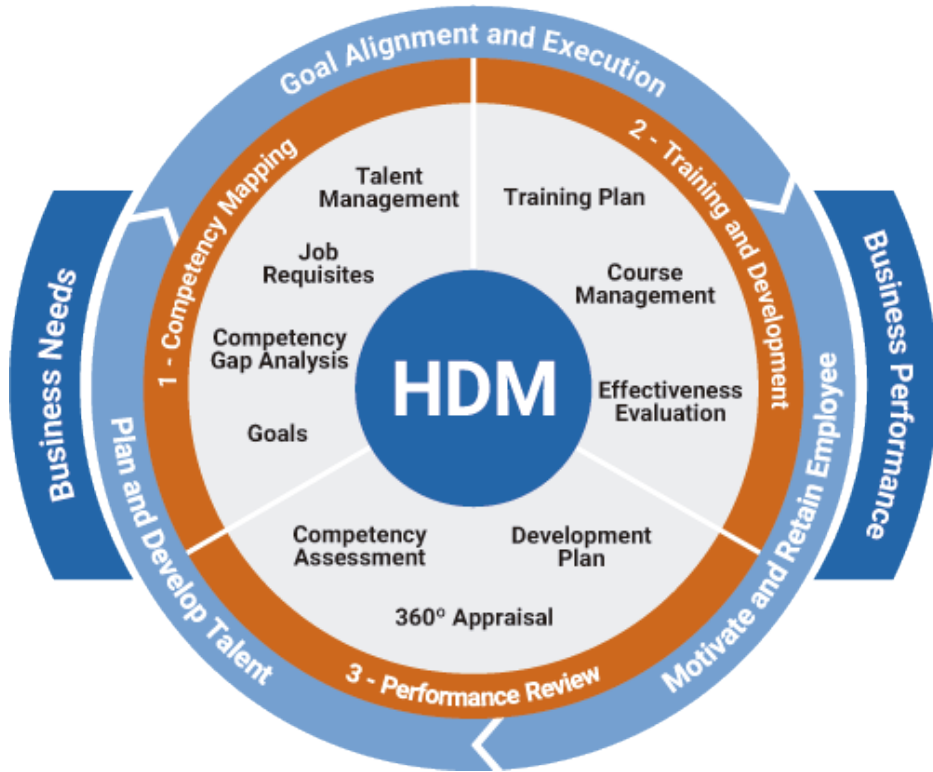
The challenge

How to streamline and control production and business processes to increase the efficiency and productivity of operations?

The solution

BPM (Business Process Management) technology models, standardizes, and automates processes and operations from start to finish, combining increased quality and efficiency with a reduction in costs, execution time and departmental overlap. The solution also promotes continuous improvements in processes throughout the organization by monitoring performance indicators of daily activities, incident and diversion controls and the automation of change management.

People



The challenge

How to ensure that your team has the skills and abilities required to increase productivity and performance levels?

The solution

HDM (Human Development Management) technology enhances individual and collective talent through a clear vision of the technical and behavioral skills, abilities and shortcomings that shape professional development plans. The solution provides effective methods for individual performance assessments and helps managers at all levels in planning and controlling training activities aligned with the needs of each area.

Assets



The challenge

How to increase efficiency and availability of assets to raise operational productivity ratios?

The solution

EAM (Enterprise Asset Management) technology combines improved asset utilization and performance with reduced operating costs, maximizing the value added and lifespan of all types of productive assets, such as equipment, facilities, vehicles and IT assets. The solution automates preventive and corrective maintenance programs as well as the daily routine of planned and unplanned service orders, thus increasing the efficiency of operations and technical teams.

Knowledge



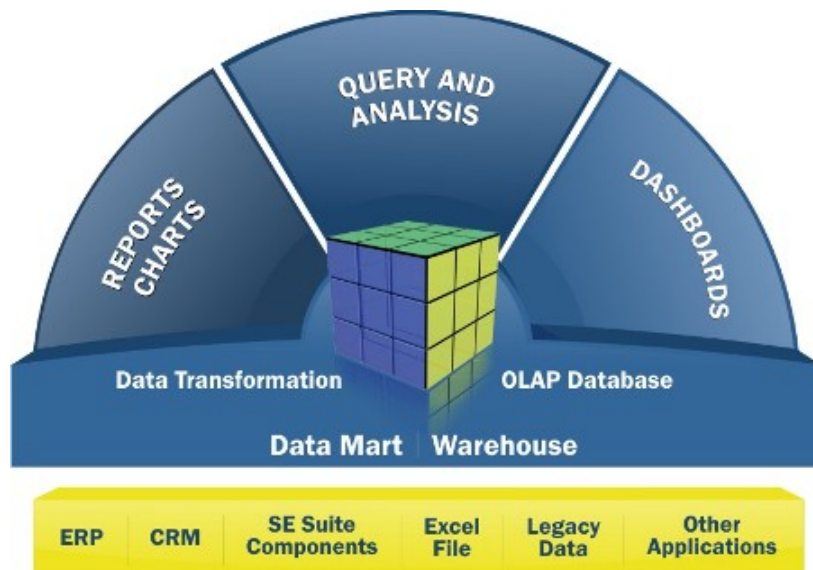
The challenge

How to speed up the generation and sharing of documents and records to raise and retain organizational knowledge?

The solution

ECM (Enterprise Content Management) technology streamlines processes and operations by providing immediate access to documents and records, as well as creating an environment for capturing, sharing, securing, and reusing any type of content throughout organization. The solution increases team collaboration and productivity, connecting content with people and applications for greater day-to-day efficiency and better decision-making, while dramatically reducing the circulation of printed documents.

Business Intelligence



The challenge

How to get an overview of the business, discover new information and make more assertive decisions based on the data generated by the various systems used within a corporation?

The solution

BI technology expands knowledge and strategic decision making in the organization, quickly, reliably and completely. BI allows you to transform an indecipherable mass of data into facts and extract trends and patterns from the data. Data can be organized and ordered, comparisons can be made and significant information can be obtained that can be invaluable to the organization.

BI technology makes information available when it is needed and in the format you need. By integrating data across the organization and delivering reports on demand, the technical team spends less time dealing with requests and business users spend less time searching for the most accurate information.

Now that you are familiar with the 7 tools for Management Excellence, you should also learn about the most complete and innovative solution on the market for the automation and improvement of processes, regulatory compliance and management excellence.



SoftExpert Excellence Suite is the most complete and modular solution to meet all critical demands for excellence in organizational performance in a single, integrated environment.

Organizations may choose to not apply all of these practices at once or they may choose to introduce them gradually, as needed. In any scenario, only a complete and integrated platform will allow all these initiatives to connect productively and effectively, replacing isolated management systems that address only specific aspects of the business, resulting in losses due to inefficiency and error caused by the duplication of functions, loss of visibility and inconsistency in the information.

About SoftExpert

SoftExpert is the market leader in solutions for management excellence, providing software and services for improving business processes, regulatory compliance and corporate governance.

Founded in 1995 and currently with more than 2,000 customers and 300,000 users around the world, SoftExpert's solutions are used by companies in a wide range of industries, including manufacturing, government, pharmaceutical, hospitals and laboratories, financial services, high tech and IT, education, energy and public utilities, logistics, retail and services, among others.

In conjunction with its network of national and international partners, SoftExpert offers implementation, training, hosting, validation, support and technical assistance services to ensure that its customers always get the maximum return on their investments.



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