



*BUSINESS PROCESS MANAGEMENT*

**Quality Control - Lean Management - Sustainability**

System100™ is a feature-rich, browser-based solution that will streamline your operations with increased profitability



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The top half of the image features a 3D line graph on a grid background. The graph shows a line that starts at the bottom left, rises to a peak, falls to a trough, rises to a higher peak, falls to a lower trough, and then rises sharply to a final peak. A large, 3D arrow points upwards from the final peak of the graph. The background is a grid of orange and yellow lines.

# Smart system. Smarter results.

Manufacturing and service processes can be full of variables—thousands of choices that your employees face every step of the way. Some of these decisions are documented on paper, while others are input to MIS systems, or expressed verbally or visually. This “patchwork” method of working allows a lot of room for interpretation, for objectivity, and ultimately for expensive mistakes. And when the mistakes happen (and they always do), the finger pointing begins, leading managers down the untraceable path to nowhere—and inevitably to the dreaded repeat incident. Many owners and managers reluctantly accept this as the way they have to work—as “normal”—not realizing that there’s another option. System100™ is the solution that can streamline and systemize every step in your processes; giving your employees the direction and accountability they require, while simultaneously driving process improvement and profitability.

# Why systemize?

Service or Manufacturing, and the efficient production or service of any product—whether it's printing, making hamburgers or carpet cleaning—requires predictability and process control in order to be profitable. The reason it works so well is that there are procedures in place that, as a rule, all employees must follow. These procedures are a part of the company culture that is implemented from the highest level of management, down to the entry-level employees. Can you imagine the quality issues and lost profit opportunities if restaurant employees were left to choose how many pickles and how much meat to use for each burger? What multitude of problems would arise if some cashiers placed orders verbally, while others used the computerized touch screen?

Manufacturing, in most cases, is more complex than servicing, with a seemingly infinite amount of variables—but it can be systemized to the degree of any service chain (i.e. McDonalds Hamburger Franchise). To systemize an operation can be a daunting task, but System100™ has done the legwork for you. In addition to our software solution, System100™ also comes with a detailed Operations Manual, complete with job descriptions, daily routine checklists, policies, procedures, quality control checklists, and many other valuable documents. These documents are to be used as a template and guide, allowing you to build a custom manual for any type or size company,

in a fraction of the time it would normally take if you were building it from scratch. The software and the manual together complete a comprehensive package that will streamline and refine your operation.

## What is System100?

System100™ is browser-based business process management software—a multifunctional feature-rich solution that is accessible (with permissions) virtually anywhere in the world. With an intuitive user-interface, System100™ makes it easy for everyone in your operation to get the information they need to stay organized and to work in an efficient, error-free manner.

This system of checks and balances uses database-driven systems that are reportable, allowing you to track employee accountability and performance, as well as customer and vendor quality. Most importantly, the innovative System Buster Locator feature drives continual process improvement, requiring employees to search for and identify system-busting events in the process—events that cost you precious time and money.

Offered as a monthly hosted service for your organization, System100™ is the software that streamlines business processes and documents the way YOU want to do business. System100™ integrates easily into your business. It requires minimal training and is the shortcut to an organized, even turn-key operation, in only 3–6 months.

## System100™ targets the following key concepts for increased profitability:

### → Lean manufacturing

The innovative System Buster Locator tool allows employees to search for and identify problems and find their root causes in the production process, which promotes and enforces continual process improvement and lean manufacturing. The System Buster Locator tool in the System100™ arsenal builds awareness and mindfulness, as well as pride and ownership in the process.

### → Sustainability

A systemized approach to working refines all production processes, which means a reduction in unnecessary waste material, more efficient use of energy, smarter production planning and ultimately less of an impact on the environment. Companies that focus on sustainability can promote this feature to the growing pool of eco-conscious clients.

### → Data analysis

System100™ uses database-driven systems that are reportable, which gives your managers the tools they need to track information, such as rework and other waste, as well as employee tardiness and current status of assigned tasks. Includes a benchmarking system with graphs and data mapping capabilities.



“If you can’t describe what you’re doing as a process, you don’t know what you’re doing.”

–W. Edwards Deming

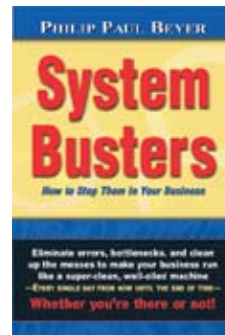
A commitment to change and a commitment to System100™ will pay for itself many times over with increased profitability, a drastic reduction in mindless errors, and a less stressful work atmosphere.

### A commitment to change

System100™ definitely has the capability to ensure greatly improved organization, documentation, efficiency in all departments, accountability, structure and awareness. *Managers will quickly learn to manage the system and let the system (System100™) manage the people.* This is much more efficient and keeps the manager from being interrupted to answer the same questions over and over, and from dealing repeatedly with problems that should be permanently remedied. System100™ works! Once trained, employees feel more empowered and are able to perform without constant supervision. However, in the early stages of adoption, the leadership qualities and skills of your managers will be critical to getting the ball rolling and to ensure the proper use of the tools in System100™.

### For more information

To better understand the philosophy behind System100™ and to learn more about



System100™ in application, we highly recommend the book *System Busters: How to Stop Them in Your Business*, written by Philip Paul Beyer, Nashville Businessman and designer of the System100™ Application.

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### → Employee engagement

System100™ requires employees to search for and identify gaps and problems in the system, saving you time and money and promoting pride and ownership in the process. Employees are challenged to become more aware and engaged in their work, which improves productivity, increases retention, and nearly eliminates mindless error.

### → Process automation

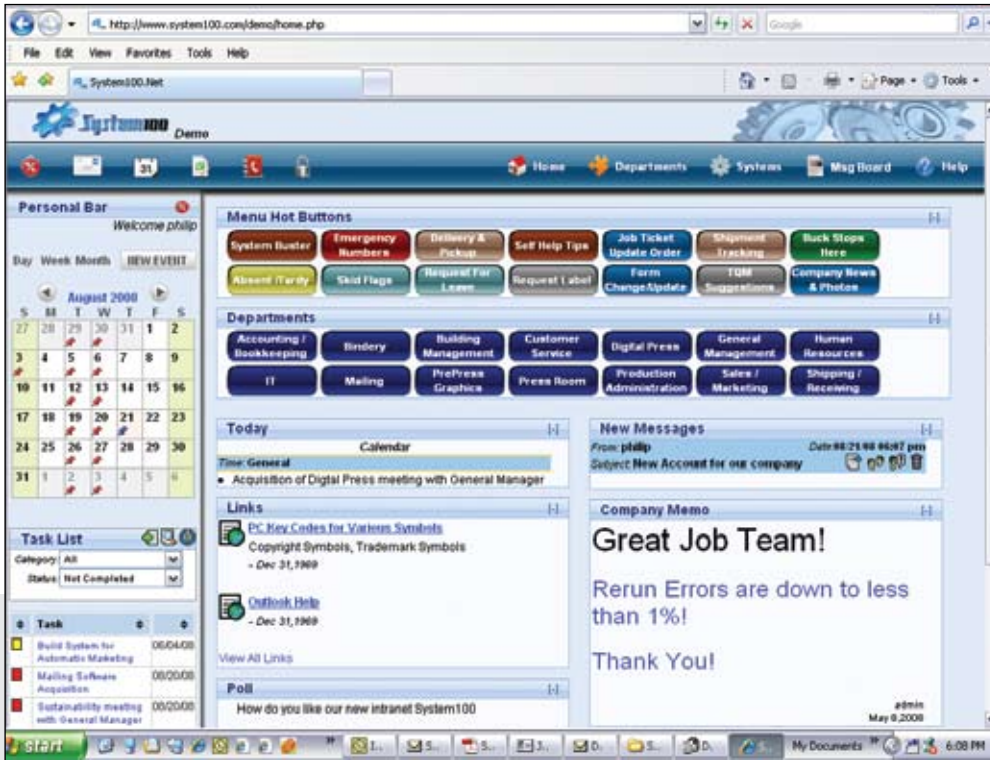
A systematic approach to working gives you the ability to assess all of your current processes and begin to refine, improve and automate using current technologies where possible. System100 uses database-driven materials that are reportable, automating many processes that were previously paper-driven.

### → Change management

Industry is constantly changing, and your business must keep up to stay competitive. System100™ provides the tools needed to get your company running like a super clean, well-oiled machine, allowing your leadership team to embrace and manage change in the work environment.

# Improve productivity—Provide every employee their own personal assistant

System100™ offers a single dashboard approach to interdepartmental communication, and access to the most updated version of your Company Operations Manual. System100™ includes a detailed Operations Manual, complete with job descriptions, daily routine checklists, policies, procedures, Quality Control checklists, and many other valuable documents. This Operations Manual is to be used as a template and guide for building your own custom manual.



## Rework Due to Errors

- Cost Reports
- Time Lost Reports
- Personal Error Report
- System Error Report

The screenshot shows a contact management interface with a table listing contacts. The table has columns for 'Name', 'Phone', and 'Email'. The data is organized in a grid format, allowing for easy viewing and management of contact information.

## Contact Management

- Notes
- Custom Fields
- Attach Files
- Automatic Responders



## Systems Administration

- Charts for Waste
- Repair Request
- Preventative Maintenance
- Inventory Requisitions
- Delivery & Pickup
- Many Others



## Calendar

- Reoccurring Events
- Private Events
- Company-wide Events
- Vacation Schedule



## Operations Manual Management

- Access Documents by Department
- Access Documents by Folders
- Document Linking

The screenshot shows a task/project system interface with a table listing tasks. The table includes columns for 'Task', 'Priority', 'Category', and 'Email Notification', allowing for detailed management and tracking of project activities.

## Task/Project System

- Task Assignment
- Priority Assignment
- Category Assignment
- Email Notification

Take the guesswork out of the thousands of steps in the retail and manufacturing process with these innovative System100™ process management features:

#### MANAGEMENT TOOLS

**System Buster Locator** – Provides method for employees to identify gaps and problems in the system and ensure its correction.

**Suggestions for Improvement System**  
Online form for gathering suggestions for improving the organization from every employee.

**Document Change/Update System**  
Automated form for updating of documents in your Operations Manual. This is a system to change the system and to make sure all documents are referenced correctly.

**Absent/Tardy System** – Automated form submitted by the employee if they have been absent or tardy. This is a great tool for tracking employee habits.

**Waste Charts** – Benchmarking system with graphs and data for tracking systems such as Rework Due to Error and other waste.

**Rework Due to Error** – Tracks the details for remaking or remanufacturing a job or product.

**Sales Person Daily Routine Checklist** – Tracks daily activities of Sales Persons, such as prospect calls, customer follow-up calls, meetings, etc. through dynamic online checklist that can be customized to suit your organization. Graphing feature to benchmark performance.

**Task System** – Post projects and tasks. Sort by category, subject, priority, user assigned, assignee, department, date, status. Sends an email to the person who assigned the task if there is a change in status, and will also notify a person by email if a new task has been assigned to them.

**System Override** – Function for management only; an automated system of tracking overrides of systems.

**Memos** – Set up and post company-wide memos.

**Users Setup** – Password protected, privileges, department assignment, etc.

#### EMPLOYEE RESOURCES

**Operations Manual** – Employees know exactly what is expected of them every day. Eliminate mindless mistakes, repetitive questions, and misunderstandings.

**Job Ticket / Work Order Update System** – Sends an update or a change to person responsible for updating or changing a Job Ticket's specifications.

**Departments** – Set up and name your own departments which have their own document repository and hot links to systems that are assignable to those departments.

**Request for Leave** – Automated form for persons requesting leave/time off. Post to shared company-wide calendar.

#### INTERNAL COMMUNICATION

**Contact Manager** – Import Customers, Vendors, Sales Suspects & Prospects, etc. into a dynamic contact manager/database for easy organization and tracking without using a separate program.

**Opinion Polls** – Find out what people really think in your organization through the anonymous polling feature.

**Links** – Set up links to news, frequently visited sites, sites that have important information or training material and tips relevant to your organization.

**Email** – Internal email system allows communicate without the fear of viruses or unnecessary downloads from the worldwide web.

The System Buster feature drives continual system improvement by requiring employees to search for and identify gaps and problems in the system, saving you time and money and promoting pride and ownership in the process.

#### OPERATIONS MANAGEMENT

**Repair Request System** – Tracks all repairs made to equipment/building, and allows request for repairs.

**Preventive Maintenance System** – Creates/tracks preventive maintenance schedule.

**Inventory** – Automated supplies requisition, and itemized asset inventory categorized by departments. Upload photo option for asset inventory.

**Equipment** – Tracks your equipment. This database is used by Repair Request and Preventative Maintenance systems.

**Delivery & Pickup System** – Request a delivery or pickup. Tracks vehicle mileage, prompts vehicle maintenance.

**Label Request** – Order, track and store labels, particularly for organizational purposes.

**Bill of Lading** – Easy automated form that makes filling out bills of lading very fast and fully trackable.

**Calendar** – Post employees vacation time, request for leave and special events.

**Emergency Numbers** – A simple database system for posting emergency numbers, linked to a hot button on the home page.

**Message Board** – Post messages/blogs.

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FOR INNOVATIVE EXCELLENCE™



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