# System100®

*BUSINESS PROCESS MANAGEMENT SOFTWARE*

**Quality Control – Lean Management – Continual Improvement**

System100® is the "Brain Trust" for your business.
A feature-rich, browser-based, cloud solution that streamlines
your business for increased growth and profitability!

Featuring the exclusive

**doc designer**™

The Ultimate Online Tool for Document Design!

# Smart system. Smarter results.

Service and manufacturing processes are full of variables—thousands of choices workers face every step of the way. Some of these decisions are documented on paper, while others are input to MIS programs or expressed verbally. However, this "patchwork" method of working may allow for too much interpretation and, ultimately, costly mistakes.

When mistakes happen (and they always do), the finger-pointing begins, leading managers down that untraceable path to nowhere; inevitably, to the dreaded repeat incident. Many owners and managers reluctantly accept this as the way they have to work—convinced that it's "normal"—not realizing there's a more workable, sustainable option.

System100® is the solution that streamlines and systemizes every step in your company's processes, empowering your employees with the tools, direction, and accountability they require, while simultaneously driving continual process improvement and profitability.

# Why systemize?

Whether your business is service, manufacturing, restoration, medical care, plumbing, piloting a plane, or selling hamburgers—the efficient production or service of any product requires predictability and process control in order to ensure consistent quality and profitability.

The reason systemization works so well is that it puts well-designed documented procedures and policies in place that all employees must follow—systems that monitor and encourage quality and process sustainability. These procedures become part of the company culture that is implemented from the highest level of management, down to entry-level employees.

Can you imagine the quality issues and lost profit opportunities, if restaurant employees were left to choose how many all beef patties or pickles to use in each burger? What multitude of problems would arise if some cashiers placed orders verbally, while others used the computerized touch screen?

Manufacturing, in many 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. Systemizing an operation can be a daunting task, but System100® has done the legwork for you.

## What is System100?

System100® is a unique browser-based, multifunctional feature-rich solution, for revitalizing, organizing and turn-keying any type business in just a matter of months.

• Eliminates rework, bottlenecks, chaos and other forms of waste in a company by bringing order to the workflow through a systematic approach
• Empowers people to work error free at maximum efficiency
• Allows management to measure the progress of improvement

This solution of checks and balances uses database-driven systems that allow tracking and the ability to generate instant reports on quality control, employee accountability and performance, customer service and satisfaction, vendors, inventory, productivity and so much more.

Sustainability? The **System Buster®** feature drives continual improvement, allowing employees to easily identify and bring permanent solutions for system busting events that cost a company precious time and money.

Acting as the "brain trust" for all the technical aspects of a business, System100® affords owners and managers a repository to download the knowledge of how their business operates into written online interactive systems.

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

### ⇢ Lean manufacturing
The innovative System Buster® tool allows employees to search for and identify problems along with their root causes in the workflow. This promotes and enforces continual process improvement and lean manufacturing. The System Buster® 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. This results in a reduction of unnecessary waste material, more efficient use of energy, smarter production planning, and ultimately less of an impact on the environment. Companies who 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 activity, current status of assigned tasks and much more. Includes a benchmarking system with graphs and data mapping capabilities.

### More Control Over Your Business

With System100®, an owner or manager begins to gain control of their business within hours and sees an immediate, positive impact—a fraction of the time it takes other complex, high-dollar solutions. Don't waste years reinventing the wheel by starting from scratch, developing systems to run your business.

Offered as a monthly hosted service for an organization, System100® is the software that streamlines business processes and documents them for instant access. System100® integrates easily into any type of business or organization with minimal training.

### Commitment to Excellence

System100® 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. 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®.
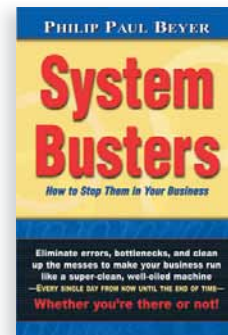
"If you can't describe what you're doing as a process, you don't know what you're doing."
–W. Edwards Deming

Incorporating System100® into your business will pay for itself many times over with increased profitability and a less stressful work atmosphere. System100® works!

### For more information

To better understand the philosophy behind System100® and to learn more about its applications, we highly recommend the book *System Busters: How to Stop Them in Your Business*, by Philip Paul Beyer.



Visit www.System100.com for eye opening videos, download free educational material or request a demo.

Call us at 888-496-8180
or email: ask@ebizproducts.com

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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 while promoting pride and ownership in the process. Employees are challenged to become more aware and engaged in their work; this improves productivity, increases retention, and nearly eliminates needless 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 for the benefit of your entire team.

Take the guesswork out of the thousands of steps in service and manufacturing processes with these innovative System100® process management features:

## MANAGEMENT TOOLS

**System Buster System –** Provides a method for employees to identify gaps and problems in the system and ensures correction.

**Quality Control System –** Online checklists, which can be accessed by tablets, laptops and regular workstations, submitted to management for review and reporting in real time. May also be printed for manual use if desired.

**Daily Routine System –** Online checklists that each employee performs daily and submits to management for review and reporting. The eyes and ears for management.

**TQM System –** Online form for gathering suggestions for improving the organization from every employee or even contractors.

**Document Change / Update –** A system to change the system. An interactive process which ensures the correct updating of documents in your Operations Manual and gives everyone access to the latest version in real time.

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

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

**Sales Person Daily Routine Checklist –** Tracks daily activities of Sales Persons, such as prospect calls, customer follow-up calls, meetings, etc. through dynamic online checklists 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, and 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.

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

## EMPLOYEE RESOURCES

**Online Operations Manual –** With written interactive documents, employees know exactly what's expected of them every day. Eliminate needless mistakes, repetitive questions, and confusion.

**Job Ticket / Preventive Action –** Sends a request for a preventive action or a job update /change to management to fix or improve a process before errors or problems occur.

**Departments –** Set up and name departments which have their own document repository and menu bar that are assigned to those departments.

## ADMINISTRATIVE TOOLS

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

**Label Request –** Order, track and store labels, particularly for organizational purposes. Help compliance with OSHA.

**Customers/Vendors Setup –** Import databases of customers and vendors.

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

## INTERNAL COMMUNICATION

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

> The System Buster® feature drives continual system improvement by enabling 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!

**Request for Leave –** An automated form for persons requesting leave/time off. Automatically posted to a shared company-wide calendar upon approval.

## OPERATIONS MANAGEMENT

**Repair Request System –** Documents all repairs to equipment or building with searching and reporting capabilities. No more manual log books.

**Preventive Maintenance System –** Online checklists that can be accessed by tablets, laptops and regular workstations. Submitted to management for review and reporting. Checklists can also be printed for manual use if desired.

**Inventory –** Automated supply requisition and itemized asset inventory, categorized by departments. Photo-upload option for asset inventory.

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

**Calendar –** Post employees vacation times, requests for leave and special events.

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

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

**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.
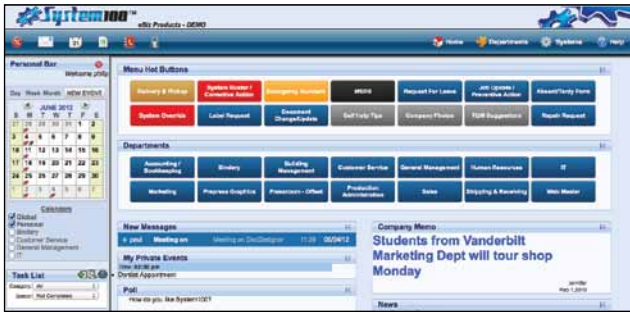
**Message Board –** Post messages for company-wide discussion.
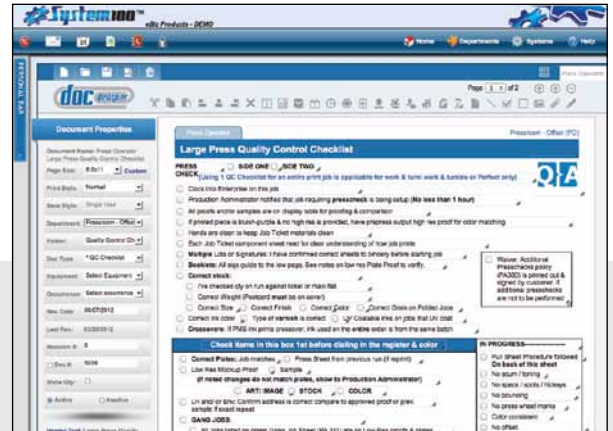
# System100®

## Smart system. Smarter results.

# Improve productivity: provide every employee their own personal assistant


*System100® Dashboard*

System100® offers a single dashboard approach to interdepartmental communication, and access to the most updated version of your Company Operations Manual. System100® provides 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 which enable you to build a custom manual for any type or size company in a fraction of the time it would normally take if starting from scratch.

**DocDesigner™**, an exclusive feature of System100®, is the most innovative tool available on the market today for creating interactive business systems to integrate all your company's departments. Documents are totally editable online, providing employees any new updates in real time! DocDesigner™ is the solution if your desire is to go PAPERLESS. With tablets, laptops or regular workstation computers, anyone can interface with all System100® documents to turn simple documents into interactive systems for managing a business from anywhere in the world. The document management feature of DocDesigner™ automatically numbers and organizes documents as they are created. No more mixing old documents with current ones or leaving them spread around various departments!
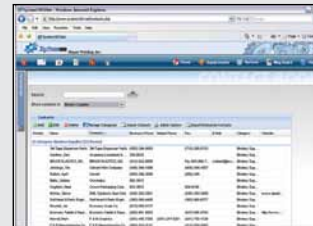

*DocDesigner™*

### System Buster® / Corrective Action
–> Cost Reports
–> Time Lost Reports
–> Personal Error Report
–> System Error Report

### Contact Management
–> Notes
–> Custom Fields
–> Attach Files
–> Automatic Responders

### Systems Administration
–> Charts for Waste
–> Repair Request
–> Preventative Maintenance
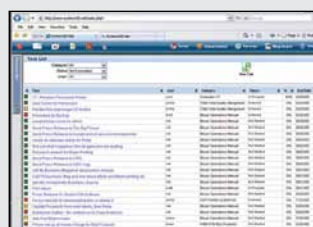–> Inventory Requisitions
–> Delivery & Pickup
–> Many Others

### Calendars
–> Reoccurring Events
–> Private Events
–> Company-wide Events
–> Vacation Schedule
–> Multiple Calendars

### Operations Manual Management
–> Access Documents by Department
–> Access Documents by Folders
–> Document Linking

### Task/Project System
–> Task Assignment
–> Priority Assignment
–> Category Assignment
–> Email Notification