

Beneficial Outcomes from using XSOL



1. Quality management (policy, procedure documentation)

- to ensure consistent practices and alignment of staff:

- a. Intranet access to Policies & Procedures applicable to a role makes them easy to follow;
- b. Model can easily be kept updated - so no excuses for not using/following;
- c. Model insists standard terminology and reduces communication/interpretation errors.

Customer Quote:

"If you don't have something where you can put everything in one location, that you can keep current - then you are spending your time and money on something that is going to go away"

2. Process improvement

- a. Process Analytics and visual techniques make it easy to identify and eliminate waste and redundant activity;
- b. Reusable business components help ensure consistency; i.e. same tasks produce same outcome in many processes;
- c. XSOL enables a standard change process that can be customized, planned and costed for every change project - and be used to prove the change before introducing it.

Customer Quote:

"Now, whenever someone sees something that isn't working, the attitude is "let's look at the process and sort it out and get it working". They now have the tools that allow them to see and understand the process of making any change, and then execute it, which can benefit whole-of-business efficiency, without risk of an adverse impact."

3. Training / induction

- a. Detailed 'how to' material available on-line (intranet/web) available wherever someone starts a new role (or new job);
- b. Integration of all materials needed to do a task - documents, ERP software, spreadsheets, forms to be completed - with integrated video/PPT/screen shots or Performance Support software explaining how to do a task.

Customer Quote:

"The XSOL models we now have are built to the level that someone could come off the street, understand our business and very quickly be brought up to the level of how to do the job."

4. Preparing for an ERP implementation

- a. Providing prospective vendors with a model that they must match and use as the basis for the delivery contract;
- b. Define what needs to change to fit the ERP, where the ERP goes, in-situ staff training and cut-over instructions;
- c. Defining the ERP implementation process - who is involved, when and what has to happen. Plus dry-run acceptance testing (UAT).

Customer Quote:

"If you are implementing ERP, XSOL is a must-have. After the first pass, our efficiencies have improved, our documentation has improved, the level of detail has improved, and the business ownership has improved. We have got systemic benefits all way around."

5. Compliance to Regulations (ISO, SOX, FDA, MMOG, etc.)

- a. Enables ISO (and other) standards to be built into the model to collect the details that are extracted to support an ISO/compliance audit;
- b. Create model templates to capture the compliance-specific information required;
- c. Define once and use same model to extract for multiple types of ISO (or other) audit.

Customer Quote:

"Without XSOL, this would have taken potentially 3 times as long, and they would have had a tick in the box; not something to grow their business. Rather than having three separate manuals, they now have an EagleBurgmann Business Manual, which is proving to be invaluable to them."

6. Executing Change

- a. Enables a change to be modeled and tested before committing to the changeover.
- b. Gives everyone involved in a changed process on-line instructions about what to do
- c. Improved ROI for every future project.

Customer Quote:

"If you are going to spend six months and a considerable sum of money on a project, then you want to know exactly how it worked for the business going forward. Otherwise, each time you run a new project, you have added expense, risk and complexity for everyone to understand the necessary detail: none of which you needed to incur. Every new project, you might spend the first few weeks working out "where your starting point is". We don't have to do this anymore. XSOL tells us. So the return on investment for a project is significant and on-going."

7. Organizational Alignment

- a. Model the operational changes that will result from a change in business strategy
- b. Give everyone in the organization the same picture of how the business will function
- c. Increased productivity through greater operational alignment.

Customer Quote:

"Each department is now using a common language, which means we can communicate across departments more effectively."

Customer Quote:

"Before we started using XSOL, we had grown quickly but were no longer optimal in our work with each other or with customers or suppliers. We were going ahead, but like a group of school-kids on a class trip. The cost of this in business terms was no longer possible to ignore. Now we are moving ahead like an army: fast, in unison and without deviation or disagreement about where "straight ahead" is."

For more information visit www.xsol.com or contact equiry@xsol.com