ACTION MANAGEMENT

Closing the quality management loop
THE PROBLEM
There is a GAP in your quality management process

THE ROOT CAUSE
Your data is not turning into ACTION

THE SOLUTION
Close the gap with our ACTION MANAGEMENT package
ACTION MANAGEMENT
Closing the quality management loop

1. ACQUIRE DATA
   Our full suite of services collects data about your business.

2. ANALYZE WITH REAL-TIME ANALYTICS
   Our systems compare results against your company KPIs and standards.

3. ACT WITH AUTOMATIC ACTION PLANS
   Your staff are automatically issued action plans with REQUIRED OPERATIONAL ACTIONS.
ISSUE RESOLUTION MADE EASY
Automated Action Plan Workflow

- AUTOMATE YOUR QUALITY CONTROL: Problem Areas are automatically identified in real-time and assigned to responsible stakeholders
- TRACK ACCOUNTABILITY: Your deadlines are managed automatically
- STAY AHEAD: Automated notifications for new, close-to-due, or overdue Action Plans

MINIMAL TRAINING
Action Plans are Easy-to-Complete

WEB AND MOBILE SUPPORT
Action plans can be completed on any device, while on-the-go.

CLEAR FOCUS
Action Plans focus on two key components:

- Issue Description — automatically populated from the mystery shop / audit report
- Issue Resolution — staff confirm that the issue was resolved, with supporting evidence (photos, etc.)
MANAGEMENT DASHBOARD
Track Progress Real-Time

Monitor corporate and personal performance on a single dashboard:
- View company-wide progress, workloads, and execution times
- Drill into details, all the way to individual staff members
- View Action Plan distribution on a map

CUSTOMIZED ACTION PLANS
Tailored to Your Business

- FULL CONTROL: Easily design custom criteria used to invoke Action Plans
- CUSTOM REVIEWS: Enable multi-level approval processes
- ADVANCED WORKFLOWS: Return unresolved issues or inadequate resolutions for revision
PUSH YOUR BUSINESS TO 100% PERFORMANCE EXCELLENCE

CHOOSE YOUR ACTION MANAGEMENT PACKAGE

Action Plan Express

- Automatic Action Plans based on your prioritized KPIs
- Minimal training simplified Action Plans that are easy to complete
- Management Dashboard track progress real-time

Action Plan Enterprise

- Customized Action Plans tailored to your exact specifications
- Advanced Workflows multi-level approval/review available
- Automated Incentives tying Action Plan performance to KPIs for high participation