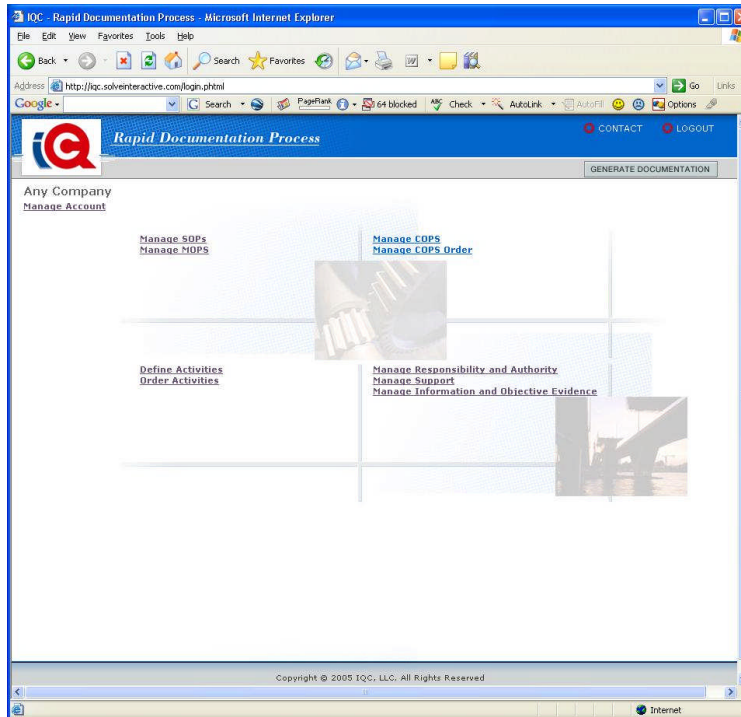


RASI Pro™

The next evolution in *Rapid Process Documentation*

A web-based application for the rapid development and documentation of Business Processes or ISO based Processes



Who created RASI Pro™?

RASI Pro™ was created by IQC, llc., a company that specializes in ISO-based system implementation, coaching, training and auditing. IQC's CEO, Mr. George Hummel, is on ISO/TC 176, the committee responsible for drafting the ISO 9000 series of standards. Mr. Hummel was also on the AIAG ISO/TS 16949:2002 Implementation committee.

Why did IQC create RASI Pro™?

During the course of a year, IQC does roughly 75 ISO-based system implementations. The longest and most expensive phase of each of those implementations is the documentation phase: the creation of the client's specific, process based procedures. IQC found that by creating RASI Pro™ and automating process documentation, **the time the client spent to produce those much needed documents was reduced by 75%.**

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How was the documentation created before RASI Pro™?

Prior to the creation of RASI Pro™, an individual responsible for creating the process based documentation would have to manually plot out each flow chart and fill it in with information related to the specific process. In addition to flow charting, that individual would also have to create the information needed to complete the process and to make it user friendly for the intended audience. Many times, the documentation created is not user or reader friendly. Each of those steps would have to be done for each process. Typically a company documents between 35 and 40 process for an ISO or ISO/TS system. As specialists, it takes IQC roughly 15 to 20 days to complete the documentation needed for an entire system using the *old* way of creating documentation.

How is documentation created with RASI Pro™?

After populating the RASI Pro™ system with the positions in your specific organization, the application guides you through the creation of your process flows. The process flows are separated into three categories: Customer Oriented Processes (COPs), Support Oriented Processes (SOPs), and Management Oriented Processes (MOPs)*. By selecting the correct process function and inputting the correct information, each unique process flow is automatically produced. After the correct selections are made for the process flows, the application guides you through easy input functions to complete the documentation. When finished, your ISO compliant documentation is generated with HTML in IQC's proprietary RASI™** format. Furthermore, once the application is populated with the organization's information, revisions are easily made and each position can have tailor made training booklets based on your documentation for easy training sessions with new or existing employees.

The RASI™** approach addresses three major failings found in most text-style written procedures. First, *authority* is seldom ever addressed in procedures (many people erroneously claim that *responsibility* and *authority* mean the same thing). Second, while ISO 9001:2000 "*promotes the adoption of a process approach when developing, implementing and improving the effectiveness of the quality management system...*" most documented procedures do not describe the *process*, nor do they address

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inputs and outputs. Third, readers comprehend graphics more quickly than text. The RASI™** is a matrix within which resides the process flow. The

reader does not have to search for key information. Key information is clearly obvious within the format.

With RASI Pro™, the documentation for a complete ISO or ISO/TS system can be completed in 3 to 5 days. That timeframe is 75% less than current methodology.

What are the advantages of using the RASI Pro™ application?

RASI Pro™ Advantages

- Easy to learn, use and understand
- Promotes a “process approach” to documentation
- Reduces the number of “pages” in the documented system
- Identifies:
 - inputs
 - outputs
 - responsibility and authority
- Reduces “consulting” time and costs
- Provides clear audit trails
- Produces consistent documentation
- Promotes “process-based” auditing
- Database driven: IQC can pull data from all processes to make position specific training manuals
- On-line help and standard interpretation available through IQC
- Saves 75% of the time needed to produce process based documentation

What ISO based standards is RASI Pro™ compatible with?

RASI Pro™ is compatible with not only ISO 9001:2000, but also ISO/TS 16949, AS9100, ISO 14001, TL 9000, ISO 13485, ISO 22000 and

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ISO 17799. RASI Pro™ is also able to be used as a tool to create non-ISO processes for business improvement and control.

Why is RASI Pro™ a web-based application and not a software program?

RASI Pro™ was built to be used over the web so it is accessible anywhere and at any time all over the world. It is not a software package that is loaded onto a network or PC in an organization. Having RASI Pro™ as an application allows IQC to be able to quickly provide updates and make improvements with the push of a button rather than by sending out upgrade disks to our clients. RASI Pro™ is housed in two private and secure datacenters with redundant backup into three separate sites. Your data is safe; password protected, and backed up, 100% of the time. Only you and IQC (when asked) can access your data.

What platform is RASI Pro™ built on?

RASI Pro™ is a *PHP* database driven system. Having all of the information in a database allows your organization to pull data directly from your processes. You can quickly see who is doing what work in the organization and based on the processes, how much work is their specific responsibility. Since RASI Pro™ is database driven, each position can have tailor made training booklets based on your documentation for easy training sessions with new or existing employees.

Why should I use RASI Pro™?

RASI Pro™ will save your organization time, money, and headache. It is easy to get confused while developing process based documentation, so skip the headaches and schedule a demo of RASI Pro™ today: 937-673-3732 or, seth@4iqc.com.

Lastly, what happens after the RASI Pro™ demo?

Once you've agreed to license RASI Pro™, IQC will provide you with a half day of training and phone/email support. IQC will issue you a unique username and password.

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*COPs:

When an organization is examined to determine which processes are needed to directly focus on the customer, the following processes are central to this intent. There are ten and they are listed generically. Organizations typically customize the titles to fit their particular organizational language.

- Market Analysis
- Bidding
- Ordering
- Product/Process Design
- Product/Process Verification and Validation
- Product Production
- Delivery
- Payment
- Warranty/Service
- Customer Feedback or Post Sales Activities

Each of these “Customer Oriented Processes” (COPs) requires the organization to obtain input from the customer and provide outputs to the customer. Since these ten COPs are generic, each organization must determine which apply and which do not.

SOPs:

SOPs are processes that do not necessarily add value to the product, but are necessary if value is to be added in the COPs. Once again, this list is generic:

- Purchasing
- Inspection
- Control of Monitoring & Measuring Devices
- Product Preservation/Logistics
- Supplier Development
- Customer-supplied product
- Training
- Facilities/Maintenance/Work Environment

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MOPs:

Management must “monitor and measure” the Quality management System in order to determine effectiveness and implement action to improve efficiency. This is accomplished through MOPs.

- Control of Non-conforming Product
- Internal Auditing
- Analysis of Data (Voice of the Customer, Voice of the Supplier, Voice of the Process and Voice of the Employee)
- Management Review
- Corrective Action
- Preventive Action
- Continual Improvement (using tools such as ISO 9004, Lean Mfg, and Six Sigma)
- Customer Satisfaction
- Document/Records Management

Once all the COPs, SOPs and MOPs have been identified and diagramed, a Risk Analysis can be performed (System FMEA or a similar tool). This is a determination of where there might be weak links between or among processes in the Quality Management System and where there are System “special characteristics” which must be monitored and measured.

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** Explanation of a RASI™ Document

Levels of Authority						
Level 6 – Take Action – no contact with your boss required						
Level 5 – Take Action – let your boss know what you did						
Level 4 – Look into it – let your boss know what you intend to do; do it unless your boss says “no.”						
Level 3 – Look into it – let your boss know what you intend to do; do not do it unless your boss says “yes.”						
Level 2 – Look into it – let your boss know possible actions; include “pro’s” and “con’s” of each, recommend one to your boss.						
Level 1 – Look into it – report all data to your boss, your boss will decide course of action.						
Process Flow Text	Process Flow Diagram	R	A	S	I	Objective Evidence
Enter text describing “what” and “when” for an activity. Process Flow Symbols used in a RASI™ Diagram Start/Stop: ○ Process flow: → Activity: □ Decision: ◇ Connector: ○	Process Flow symbols automatically populate this column.	Indicates “who” has Responsibility for the activity.	Indicates the decision making Authority Level that the Responsible Party has.	Indicates who may Support the Responsible Party doing the activity.	Indicates the Information needed or generated by the activity. This may be a Form [template] or Record [captures key information or data generated by the activity] or a Work Instruction [details the supporting “how” activities performed by a single individual that help support the Process]	Indicates verifiable proof that the relevant step in the Process has happened and can be confirmed.