



Computer
Assisted
Business
Improvement
Systems

Business Excellence and Latest Information Technologies Spawn New Breed of Business Management System

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Enabling superior business performance and excellence

10 Minute Outline

1. Introduce work on coupling business management methodologies with the latest Information Technologies
2. Focus on Business Application Framework
 - Capabilities
 - Benefits
3. Example Application



Introduction

- Cabis has been working with the principals of the Business Excellence Model and the work of W. Edwards Deming since the late 90s
 - Recipe for improving and sustaining business performance and excellence

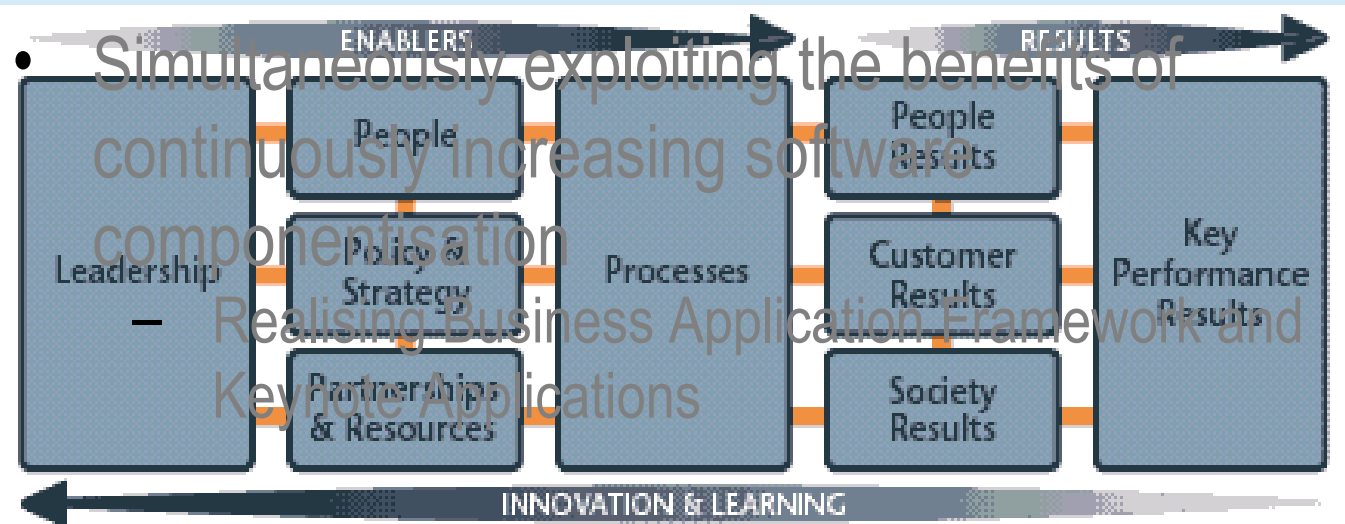


Figure 1 – The EFQM Excellence Model (©EFQM 1999).



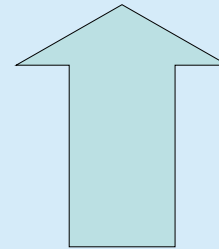
A Business Application Framework?

- To facilitate application development that support the management activities and processes identified in the Business Excellence Model
- To support the Continuous Improvement Cycle
 - Plan-Do-Check-Action
- Ingredients
 - Assessment
 - Planning
 - Action Management
- Plus conventional software framework services



Without an Application Framework

Business Applications
(Performance, People, Quality, Safety,
Risk management and other operational systems)

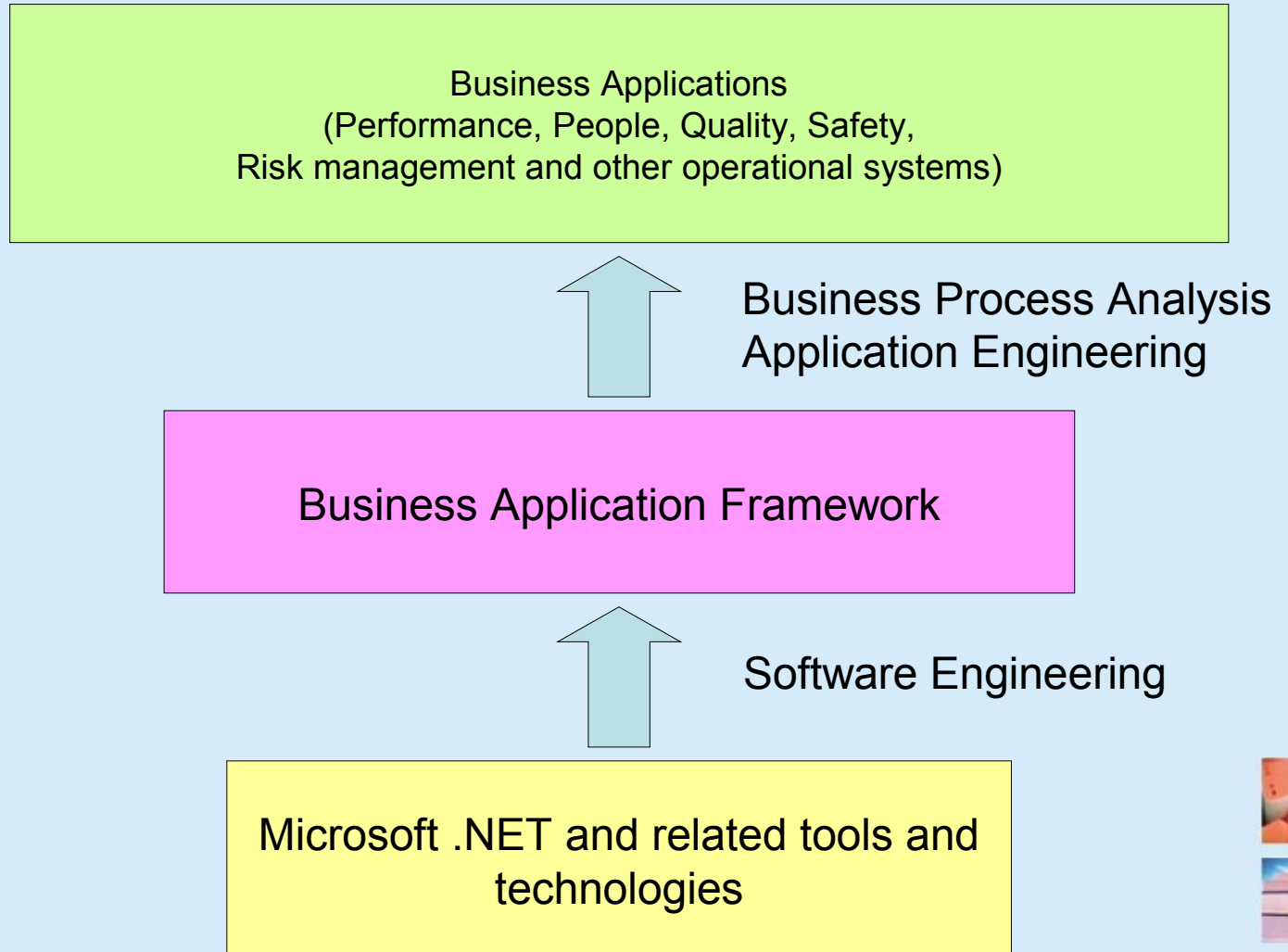


Business Process Analysis
Software Engineering

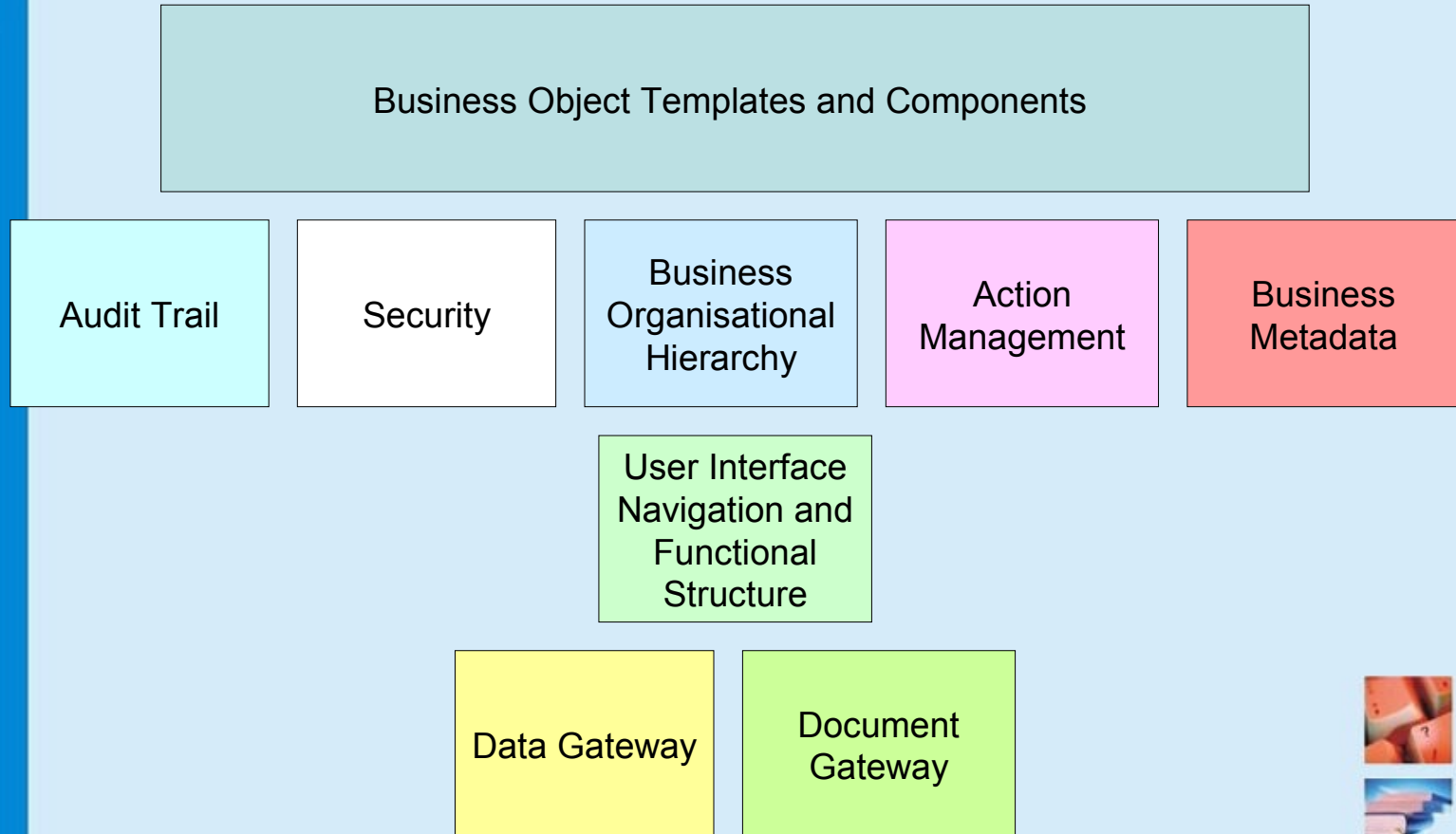
Microsoft .NET and related tools and
technologies



With Framework



The Business Application Framework (Middleware): Main Elements



User Interface Navigation and Structure

1 Main Navigation Menu

- QSE Reports
 - My QSE Reports
 - All reports
 - Incident
 - Near miss
 - Customer Feedback
 - Non-conformance
 - Inspection
 - Sickness
 - Security
 - Improvement/suggestion

2 Views and Reports Sub-menu

- Views
 - All
 - Last 12 Months
 - Unpublished reports
- Reports
 - Report Details
 - Monthly Summary
 - Annual report automation
 - Number of incidents
 - Summary of reports/key figures table
- Activities
 - Publish to vessels
- Add
 - New
- Delete
 - Delete

3 Report List Table

Report Type	Vessel or Dept	Reported On
Report Type: Customer Feedback		
Vessel-Prosperity-A		23/10/2007
Vessel-Prosperity-A		22/10/2007
Vessel-Prosperity-A		22/10/2007
Vessel-Prosperity-G		31/12/2003
Vessel-Prosperity-G		12/09/2003
Vessel-Prosperity-H		18/07/2003
Vessel-Prosperity-D		15/04/2003
Vessel-Prosperity-E		23/10/2002
Vessel-Prosperity-D		19/06/2001
Vessel-Prosperity-C		07/03/2001
Vessel-Prosperity-A		03/02/2001
Report Type: Improvement		
Report Type: Incident		
Report Type: Inspection		
Report Type: Near Miss		
Report Type: Non-Conformance		
Report Type: Security		
Report Type: Security		

Viewers

- Grid
- Report
- Chart
- Browser



Benefits of the Application Framework

- Delivers powerful application features and functionality through familiar and easy to use user interfaces

- Extends
- Shows
- Supports
- Real
- Integrates

The screenshot displays the 'Cabis Business for Maritime' application window. It features a menu on the left for 'QSE Reports' with categories like 'All reports', 'Incident', 'Near miss', 'Customer Feedback', 'Non-conformance', 'Inspection', 'Sickness', 'Security', and 'Improvement/suggestion'. The main content area shows a 'SharePoint Portal Server 2003' interface with a 'Maritime Sector Safety Management' section. A mobile device is overlaid on the screen, and a bar chart is visible at the bottom. A watermark reads 'Showing Business Scorecard in SharePoint Server'.

and
ing:
Risk
:
and



Example Application: Risk Management

Risk Manager
Risk Rating
 Please select a risk rating

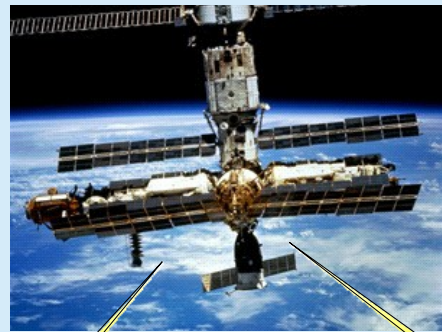
I m p a c t	Catastrophic	6	6	12	18	24
	Extreme	5	5	10	15	20
	High	4	4	8	12	16
	Moderate	3	3	6	9	12
	Slight	2	2	4	6	8
	None	1	1	2	3	4
Risk Rating: 12			1	2	3	4
			Improbable	Possible	Very Likely	Certain
			Likelihood			

< Back Next > Cancel



Example Application: Safety Management

Basic System Architecture



Satellite Communications
File Transfer Protocols
E.g. Rydex

Thin Client Users

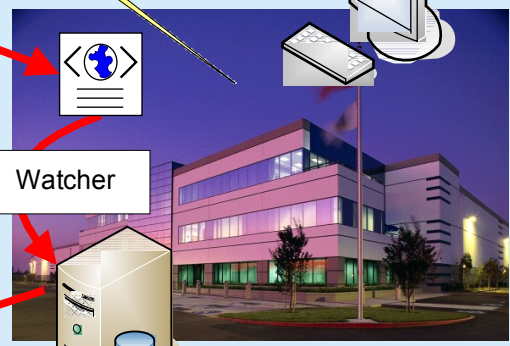


ShipSide



Web Server
Using XML

Smart Client
Or Thin Client
Users



LandSide

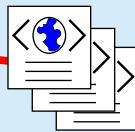
Watcher



Database Server
E.g. MS SQL Server



Send incident report
from ship



Publish to ship(s)
E.g. quality system updates,
processed incident(s)



Thank You

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