



# Equifax Quality driving improvement at the HUB of their business

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Issue 28 // June - August 2016

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## Welcome

We are delighted to feature Equifax and their Process Library, HUB, in this edition of the Connector. HUB is a prime example of a Quality Management System at the heart of the business, driving improvement. This aligns perfectly with the focus of Estelle Clark's keynote session at Triaster's Achieving Better Processes and Systemic Improvement workshop in April – our back page article. As well as delivering Quality, Governance and Improvement, HUB has a very engaging design and has gone live in just five months.

We bring you news of Triaster staff – there have been changes for Joel, Andrew, Isobel, Victoria, James and Ashwin – you will need to read the Connector to find out what!

John's Tech News is about linking to named destinations within pdfs and he mentions that the initial idea comes from Damian Atkins and Daniel Furbach at Menzies – the power of the Triaster Community!

This Connector is our summer edition, so covers three month. The next edition will be in September. Have a great summer and we will see you then.

Emma

Emma Harris // Operations Director

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# Equifax

Quality driving improvement at the HUB of their business



Equifax Inc is a global provider of insights and knowledge that helps its customers make informed decisions. The company organises, assimilates and analyses data on more than 800 million consumers and more than 88 million businesses worldwide, and its database includes employee data contributed from more than 5,000 employers. With headquarters in Atlanta, Georgia, the company operates across 21 countries.

## Equifax in the UK

Equifax Limited is one of the Equifax group companies based in the UK. They help organisations to protect against fraud and comply with regulations, and help consumers protect their identity and access their credit information.

Equifax Ltd works across a diverse range of industries, delivering insightful and intelligent solutions to businesses of all sizes, from SMEs to multinational corporations. Equifax Ltd works with clients in: retail, telecommunications, public sector, insurance, financial services, banking, marketing services, utilities, debt management and commercial finance.

## Global Consumer Solutions (GCS) UK - Quality objectives

In early 2015, GCS UK appointed a new Senior Manager for Business Quality Assurance, Eva Newberry.

Her remit was to provide a robust and scalable management system that could support and sustain their ongoing quality, improvement and regulatory requirements.



The delivery of HUB to support and sustain Equifax's quality, compliance and improvement strategy is the realisation of a long held ideal that employees need access and control of their processes in order to manage and improve their operational capability.

*Eva Newberry*

*Senior Manager - Business Quality Assurance*

## Business Process Management

In developing a Quality Management System (QMS) to support these objectives, Eva was clear that in order to maximise the benefits to Equifax, the system must sit at the centre of the business and deliver the following:

- One central source of accurate information – 'one version of the truth'
- Online easy access to policies, processes, procedures, documents, forms and templates for all employees
- A training mechanism for new and existing staff
- A reminder of how to do less frequent tasks
- Access via mobile devices to support out-of-the-office working
- Identify and report on Responsibility, Accountability and Process Ownership
- Detailed management information and reporting capabilities

Following a review of several Business Process Management systems available on the market, Triaster was recommended to the business.

Their ability to deliver real time management of processes, instant access through an online portal, consistent change management and modelling coupled with accessibility for everyone, easy mapping capability (using Visio) and extensive management information made Triaster the natural supplier of choice.

## Triaster Process Library – trial

A three month trial of the Triaster system was set up which delivered a very comprehensive Process Library, with the temporary name of Process Central.

It received a very positive response from members of the Senior Leadership team and Eva obtained approval to move forward with the full Triaster implementation.

“

Triaster has developed an easy to use, intuitive system which puts ownership and information at the heart of the business and improvement within reach of every member of the organisation.

Visual and full of functionality, Triaster allows us to take 2D process maps and elevate them to powerful 4D representations of our business with detailed databases behind each activity.

*Eva Newberry*

*Senior Manager - Business Quality Assurance*

“

EXCELLENT WHEN LOOKING FOR AN UP TO DATE SOURCE OF MATERIAL

GREAT TO BE ABLE TO SEE MAPS FROM OTHER TEAMS IN A SIMPLE FORMAT

“

HUB, IF USED TO ITS FULL POTENTIAL, HAS THE CAPABILITY OF REVOLUTIONISING THE WAY WE APPROACH PROCESSES, PROCEDURES AND EVEN TRAINING

“

I DON'T THINK WE'VE EVEN SCRATCHED THE SURFACE OF HOW EASY IT CAN MAKE THINGS FOR US IN THE FUTURE WITH JUST A LITTLE INVESTMENT OF TIME EARLY ON





## Triaster Process Library – full implementation

Building on the trial Process Library, the implementation was quickly kicked off, focusing on:

- Developing and training a community of process mappers
- Identifying any gaps in the end-to-end processes
- Capturing additional processes, procedures and data
- Developing a bespoke Process Library design and brand
- On-premises Process Library installation

“

My call to action at launch was for our teams to Change, Communicate and Collaborate which in turn will change the Culture of our organisation. Triaster and HUB will allow Equifax to put the customer and improvement at the centre of our business.

*Eva Newberry*

*Senior Manager - Business Quality Assurance*



“

**HUB IS VERY USER-FRIENDLY AND ALL THE INFORMATION WE NEED IS AT OUR FINGERTIPS!**

“

**WE CAN CREATE AND UPDATE ALL OF OUR MAPS, PROCESSES AND POLICIES IN ONE SECURE LOCATION AND IT'S REASSURING TO HAVE A SYSTEM THAT CAN KEEP UP WITH OUR CONTINUOUS CHANGES**







One of the key elements of developing the Library design and brand involved revisiting the name and agreeing a strap line to make it memorable.

Eva worked with her user community on ideas for a name and logo and with guidance from the design team at Triaster, ideas quickly developed in to a strong name - HUB - and a logo which supported the name and the ethos behind the system.

The team at Triaster developed an extensive communications programme and worked with Eva on printed materials and branded give-aways which were used to support the launch of HUB to GCS UK.

The launch was supported by two key events in London and Wexford with presentations to team members and senior executives.

## HUB - Improvement at the centre of Equifax

Just five months after adopting the full Triaster system HUB is delivering:

### Quality at the centre of their business:

- One version of the truth
- Consistent best practice established
- Effective mechanism for capturing process and delivering training
- Ownership and RACI established
- Delivering Quality Management Principles

### Governance at the centre of their business:

- Supports strategy
- Mechanism for monitoring
- Central source of accurate information
- Controlled Document Store
- Powerful Management Information and reporting capability
- Secure

### Improvement at the centre of their business:

- Easily accessible – online portal and mobile
- Available to everyone
- Intuitive to use
- Structured and sustainable
- Built in Improvement Modelling

***A great example of quality at the heart of the business, driving improvement.***

# T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

Firstly, we wish farewell and good luck to Q Tucker (ex Fugro GEOS) who has recently moved to a new company. I can safely say that he will definitely be missed at the User Group meetings, as he always added valuable, as well as comical input to our discussions! However, as many can testify, you never really leave the Triaster community, so we hope to see him again at User Group meetings before too long.

WE TELL YOU

I believe that there have been some questions raised via the User Group forum recently, that have not received much in the way of replies, so I would urge you all to take a look and respond if you can. The more we use this forum the more we will all get out of it.

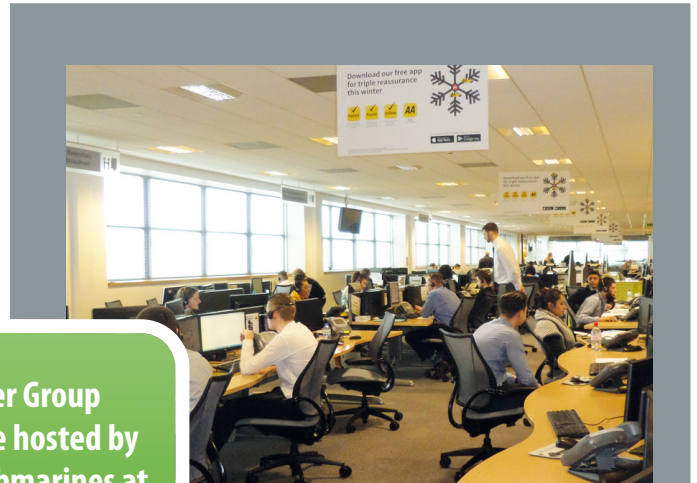
The next User Group meeting will be hosted by BAE Systems Submarines at Barrow-in-Furness on 5th October 2016

As a reminder, the User Group forum on LinkedIn is the ideal place for airing your thoughts and raising new ideas. The forum can be both clicked to from the User Group's Secure page and via this link: <http://tinyurl.com/pv5vnkp> if you aren't already a member of this group, please simply request to join and the group owners will approve your request.

Whilst thinking about communication, I would also say how useful the recent Triaster blog articles have been and suggest that you all take a look at these when you can. You can view the Triaster Blog and sign up to receive notifications of new articles when posted, here: <http://blog.triaster.co.uk/blog>

## Next Main User Group meeting

The next User Group meeting is being hosted by BAE Systems Maritime – Submarines at their site in Barrow-In-Furness on 5th October. Please be aware that because of the strict security at this site, we will need to gather date of birth and nationality for all attendees as soon as possible.



Pictures from the last User Group meeting held at AA's offices in Oldbury...



You can either register via the Triaster website here <http://info.triaster.co.uk/events-customer-user-group> or by e-mail to [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk).

If you are unable to attend in person (maybe you are based outside of the UK, or just can't get away from the office for the whole day) please remember that we are open to making arrangements for other customers to join in particular discussions via conference call/web sessions. If this is of interest for the next meeting, please contact us and we'll see what we can do in collaboration with the host, to involve you on the day.

If you are already booked to attend this meeting and have a topic that you wish to be aired in one of the workshop sessions, please let us know, preferably in advance, but if that's not possible, on the day. We are keen to ensure that the content of the session is of interest to the attendees.

If you would like to host a meeting, or have any questions about the User Group please drop us an e-mail to [user.group@triaster.co.uk](mailto:user.group@triaster.co.uk)

*L de Spies*

YOU TELL US

## Triaster Suite version 16.2 released

Triaster Suite 16.2 was released in May containing the following key feature:

**Configuration Settings Tool** – allows configuration of the Process Library via the Administration tool.

This is a new feature designed to allow library administrators to easily make changes to settings, such as publication e-mail addresses. Until now, the library administrator has had to access the server directly to make such a change. Now it is just highly technical configuration changes, such as mail server details, which need to be made on the server by a technical administrator.

For full details on the functionality and how to upgrade please see:

[www.triaster.co.uk/05-16-software-release.php](http://www.triaster.co.uk/05-16-software-release.php)

Visit the Triaster Blog today at: <http://blog.triaster.co.uk>

## Have you seen the Triaster Blog?

Have a look at it and see what you think.

Go to: <http://blog.triaster.co.uk/blog> For more informative and enjoyable articles have a look at:

### The TUG News archive

[www.triaster.co.uk/user-group.php](http://www.triaster.co.uk/user-group.php)

### The Tech News archive

[www.triaster.co.uk/technical-news-support-tips.php](http://www.triaster.co.uk/technical-news-support-tips.php)

And coming soon to the Triaster website...  
FAQs!

Also don't forget about the Process Navigator and Process Library User Guides, accessible from each product's Help menu options and also the Knowledge Base: <http://knowledgebase.triaster.co.uk/Home/product-help>



"I just wanted to say how good the Triaster blog is, I have learnt a lot from it over the last few weeks."

Harvey Hunt, Triio

# Triaster Software Development

Introducing the new Product Owner



Joel Evans // Product Owner



After two years working as a Project Delivery Consultant, Joel has taken on the role of Triaster's Product Owner. This frees Andrew Ridgeley to concentrate on Software Security and Quality Assurance. Here, Joel talks about becoming Product Owner and confirms plans for feature releases over the next few months.

Moving to the Product Owner role is a great challenge to get stuck in to. Having spent two intense years out on site, assisting many of you to achieve your objectives, I believe that I have a firm understanding of where the Triaster Software Suite needs to go to further satisfy all of our customers. Every project I have worked on has been different and each one has posed different challenges from which I have taken many lessons.

I have a fully rounded skill set around the Triaster software and around process management as a result of the project work I have been involved in over the last few years. From facilitating current state to future state mapping events with National Oilwell Varco and assisting Teledyne Dalsa and Birmingham University with their Process Library Go Live projects, to implementing the full solution for Equifax and Northamptonshire Police. As well as process mapping projects with Cabot Financial, Menzies Aviation, BAE Systems, LM, Interserve and the AA and training numerous other customers on the Triaster platform. With this comes a great deal of knowledge on how the software is used and what end users want and need. I am now best placed to ensure that this is delivered.



Over these last two years, I have of course been an internal customer of the software, whilst embedding the Triaster methodology and user skills into all kinds of different business. I think that having a Product Owner that has implemented and used the software as a customer is a great move and I am looking forward to championing all of your process management and improvement needs.



Having recently released 16.2, featuring the Edit Configuration tool (enabling simpler configuration of your process libraries), next to be released are features to deliver a much smoother log-on experience, improved cross browser functionality and greater stability of the map approvals tool. Following this, short term development focus will not be changing radically, and over the rest of the year we will be continuing with our current objectives which are:

- Hyperlink Integrity Check report (Customer voted feature)
- Document management tool
- News Page enhancements
- Process Metrics

**Longer term, we will be working on:**

- Greater freedom to customise the design
- Customisable reporting tool
- Properties editor
- Easier Properties inputting tool



*Joel with National Oilwell Varco, Dayton, Ohio*

I look forward to seeing some of you at the User Group on October 5th in Barrow-in-Furness. Please continue to send all of your feature requests and good ideas to [featurerequests@triaster.co.uk](mailto:featurerequests@triaster.co.uk), or if you wish to discuss anything in greater depth, please send me an e-mail: [joel.evans@triaster.co.uk](mailto:joel.evans@triaster.co.uk).

# Tech News

## Linking to named destinations within PDFs



John Blight // Service Desk

A named destination in a PDF is similar to a bookmark in other document formats. Until recently, we weren't aware of a method of embedding named destinations within PDFs without the paid-for version of Adobe Acrobat. There are various applications that could export, say, Microsoft Word documents to PDF, but bookmarks weren't translated to named destinations. When linking to locations within a PDF, we were limited to targeting a page number with a link of this form:

<http://MyServer/Documents/MyDocument.pdf#page=3>



That isn't as specific as we'd like, and indeed, could become even less accurate if the target content shifts to another page as the document is edited.

A named destination, like a bookmark, can be associated with particular content. A related hyperlink would be of this form:

<http://MyServer/Documents/MyDocument.pdf#nameddest=mybookmark1>



So how do we create a PDF with named destinations without the additional expenditure on Adobe software?

## LibreOffice

**LibreOffice is free and Open Source software, download from :**  
<https://www.libreoffice.org/>

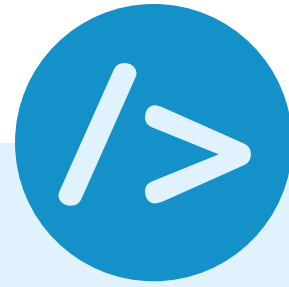


A Microsoft Word document can be opened in LibreOffice and exported to PDF with bookmarks converted to named destinations. Documents authored in LibreOffice could be used too, of course.

Assuming you have a document that has bookmarks in it.

1. Open the document in LibreOffice Writer.
2. In LibreOffice Writer, click File > Export as PDF...
3. On the 'General' tab, select 'Export bookmarks'.

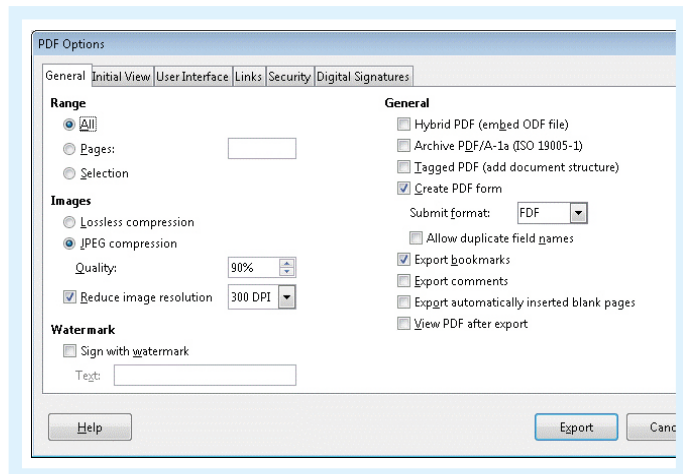




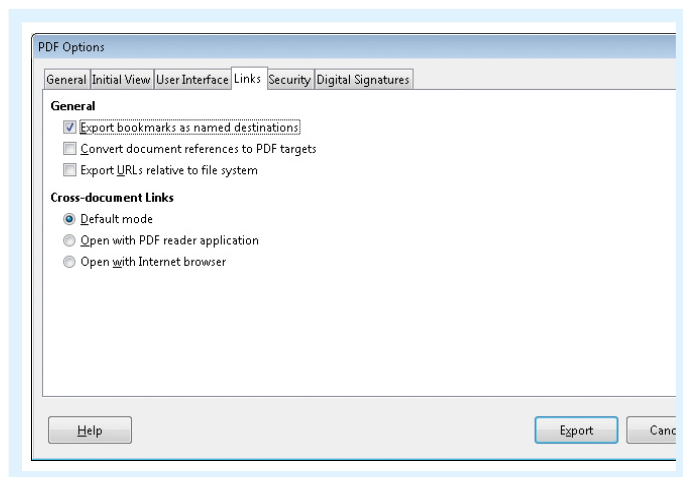
## Tech News and Supporting Articles

For all Tech News and other supporting articles please go to:

[www.triaster.co.uk/support-home.php](http://www.triaster.co.uk/support-home.php)



- On the 'Links' tab, select 'Export bookmarks as named destinations'.



- Click 'Export'.

### Linking to a bookmark / named destination

The hyperlink address would be of the form:

[/Documents/folder path/document name#nameddest=bookmark name](#)



This would generally be the form of a hyperlink address, for example, set in a shape in a map or in the home page menu.

### Acknowledgement

Thanks to Damian Atkins and Daniel Furbach at Menzies for suggesting the use of LibreOffice. A reason for them choosing to use PDFs is that they should open without the prompts for alternative actions characteristic of other document formats.

# Events Summary


## The full events list



Jo Dolton & Emily Wright // Customer Success Team

Triaster and our customers host a number of events as listed below. Many of these events are free of charge; all deliver great value. Of course, all Triaster training courses can also be delivered on-site, if you would like to discuss this further, please contact either of us by calling: **+44 (0) 870 402 1234** or e-mail [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk)

Please do remember to register if you plan to join any of our webinars.

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
23rd June 2016 - 10:30 4th July 2016 - 14:00 21st July 2016 - 10:30	<b>Why Triaster?</b>	Anyone interested in managing and improving their business processes	A top level introduction to the Triaster Platform. This short webinar gives an introductory tour of a Triaster Process Library and a high level explanation of how the Triaster systems enable effective management and improvement of business processes.	Webinar
28th June 2016 	<b>CQI Midlands - Quality at the heart of every organisation</b>	Anyone looking to put quality at the heart of their organisation through cultural change.	Would you like to learn how the CQI's new Competency Framework integrates quality with business management? This presentation explains how, examines some of the cultural challenges that comes with putting quality at the heart of every organisation and explores how they can be overcome with the 3 Us approach to developing management systems.	The CQI Walsall
20th July 2016 - 11:00	<b>Achieving Better Processes and Systemic Improvement</b>	Anyone needing to implement continual improvement in their organisation	Are you struggling to find the tools to help drive continual improvement in your organisation? Using the Triaster Platform, we will explore how to drive down costs and inefficiency and drive up quality.	Webinar
19th & 20th Sep 2016 14th & 15th Dec 2016	<b>Triaster 2 Day Training - Creating Maps For Your Library</b>	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library.	Triaster HQ, Oxfordshire



Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
5th Oct 2016	<b>Customer User Group</b>	All Triaster customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	BAE Systems Maritime - Submarines, Barrow-in-Furness
Dates available on application	<b>Software Update Webinars</b>	All Triaster customers	Would you find it useful to have a consultant talk you through a specific Triaster feature, or show you new features that you are not currently using? If so, please contact us to arrange a short one-to-one webinar, in order to run through any questions you may have and gain advice on how to realise further benefit from using both new and existing features.	Webinar
Dates available on application	<b>Triaster Training - Process Discovery Facilitation</b>	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire
TBC	<b>Triaster Customer Focus Day</b>	All Triaster customers	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.	Triaster HQ, Oxfordshire



For more information and registration for Community Events please go to:  
[www.triaster.co.uk/events](http://www.triaster.co.uk/events)

## CQI MIDLANDS - QUALITY AT THE HEART OF EVERY ORGANISATION 28th June 2016, London

Would you like to learn how the CQI's new Competency Framework integrates quality with business management? This presentation explains how, examines some of the cultural challenges that comes with putting quality at the heart of every organisation and explores how they can be overcome with the 3 Us approach to developing management systems.

<http://tinyurl.com/cqi-quality-event>

# Community Round-Up

What's going on?



## A couple of goodbyes and an au revoir

We are very sad to have recently said goodbye to James Harvey and Ashwin Jayapaul. They both joined Triaster as apprentices whilst at college and we have all enjoyed working with them as they gained experience and confidence in their first jobs.

*We wish them well in their new roles.*



## A very tough challenge

Steve Ward from NG Bailey has decided to challenge himself to walk the 3 Yorkshire Peaks in under 10 hours for Royal Hospital for Neuro-disability on 17th June 2016.



*We are all delighted that Victoria Glancy will be taking time off starting in August, when she goes on maternity leave.*

## Our Recent Events

“  
INTERACTIVE,  
INFORMATIVE  
AND FUN

During one session Mike Cousins directed everyone to ask their neighbour for an interesting fact about themselves. These are some of the highlights:

“I was David Beckham's body guard for 5 weeks.”

“I am a qualified wolf handler.”

“I once worked as a cabaret performer in a hotel in Jersey.”

“I have represented GB in the world transplant games.”



## Achieving Better Processes and Systemic Improvement Workshop - 21st April



*Triaster's Achieving Better Processes and Systemic Improvement workshop in April was an enjoyable, informative and lively event.*



## Isobel Witts - Content Marketing Manager

After almost two years working as the office administrator and helping out with marketing and events, Isobel has now taken on the role of Triaster's Content Marketing Manager and has already been quite busy writing a number of articles for Triaster's blog. You can read a selection of them here:

<http://blog.triaster.co.uk/blog/author/isobel-witts>

We asked her for her thoughts and plans for her new role.

*"I'm really excited about moving fully into a Marketing role and am enjoying seeing the great results and feedback we are getting from our blog articles. My new role will involve producing a lot of new content for the website including informative whitepapers, organising events and managing Triaster's social media platforms.*

*I am also very pleased to say that after reluctantly sending Skye away for training, she has now come back and we are finally getting out and enjoying the Oxfordshire countryside together!"*

## Other News

Rachael Dixon, wife of Derek Dixon, National Oilwell Varco, has a new horror novel out!

Emergence is available from:  
<https://rhdixon.com/books>



“  
**GOOD NETWORKING,  
INTERESTING SOFTWARE**



“  
**GREAT TALK BY ESTELLE CLARK**



**Treehouse Food for Thought lunch - May 11th**

*The third Food for Thought lunch in support of the Treehouse new school fund was very much enjoyed by all attending.*



# Quality at the Heart of Every Organisation

Estelle Clark, Chartered Quality Institute (CQI)

Triaster were delighted that Estelle Clark, Head of Profession, the Chartered Quality Institute (CQI), delivered a key note session at our Achieving Better Processes and Systemic Improvement workshop in April.

## A career in quality

Firstly Estelle talked through the challenges she faced during her career as the quality lead in four very different sectors and the differing quality strategies needed on each occasion.

At ICL Fujitsu, the main corporate objective was to keep ahead of the competition and the quality strategy needed to align with this. At her next role at ALSTOM Power, following a merger with ABB, the corporate objective was to resolve some issues in the core business processes, which had resulted in some recently released turbines not working. A very different quality strategy was required for this role.

Her next role was with the new established Financial Ombudsman Service or "Complaints 'R' Us" as she called it, where the objective was to handle 150 thousand complaints a year.

After this she moved onto Lloyd's Register, 250 years old with fabulous products and services where the quality strategy needed to be to maintain its excellent reputation but modernise.

Estelle explained how her experience had made it very obvious that the quality strategy for each organisation must align with the corporate strategy and that defining what is needed from the quality strategy is absolutely key.



## The quality professional

She then explained how a CQI survey had revealed that too often senior management see Quality as being all about ticking boxes, compliance, accreditation...an add-on to the core business of the organisation. (Also more damningly, Quality Managers as the people who will say what was wrong after the event.)

## Quality at the heart of every organisation



Instead of course, Quality must be at the heart of every organisation, working to ensure that the core business processes deliver quality as standard. This can only happen if the quality strategy is aligned with the corporate strategy and to enable this the Quality Management System must be aligned with the Business Management System.

Estelle concluded her session by introducing the CQI's new competency framework which provides an overview of the competencies that the profession requires to deliver on this effectively and become core members of the leadership team.

***A very enjoyable and interesting session.  
Thank you Estelle.***