connector
Linking the Triaster community

Triaster Customers Turn Their Process Problems Into Triumphs

Don't miss our new Business Improvement E-book

See Page 2

Issue 32 // June - November 2017

Also in this issue //

Welcome

We cover some quite varied topics in this Connector. We start with a taster of our newest E-book, which takes a look at eight of our customers, the process problems that they had prior to purchasing the Triaster platform and how these were solved. (If you feel your organisation should be featured here too, please get in contact and let's fix that!)

Mike explores the new Cloud Based Saas Managed Service of the Triaster infrastructure that will be coming on-line shortly and all the benefits that this will deliver. Linda covers a detailed update of the last User Group meeting, hosted by Menzies Aviation at their Heathrow offices and Brad gives the low down on 10 Apps that will make us a whole lot more organised.

There is much else - Tech News, Meet Emma Southwell-Sander, a very exciting Community Round-Up - but the absolutely must see page is number 17, where we are delighted to invite all Triaster Customers, Partners and Evangelists to lunch on 7th September, as a small thank you to the Triaster Community. We look forward to hearing that you can make it.

Emma

Emma Harris // Operations Director
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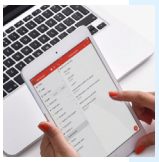

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Triaster Customers Turn Their Process Problems Into Triumphs

Don't miss our new Business Improvement E-book

Triaster's latest E-book, takes a look at some of our customers, the problems they had prior to implementing the Triaster Platform and how their businesses have benefited as a result. We have picked eight of our customers who have had real success in:

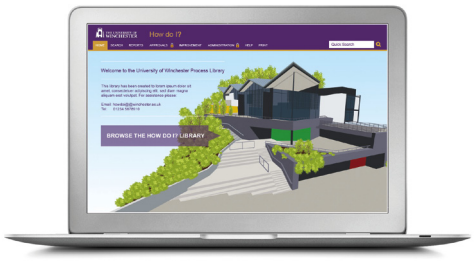
- **Identifying their process problem**
- **Changing organisational culture**
- **Implementing continuous improvement**

Some of these organisations initially purchased a Triaster system simply to manage their business processes in one single Business Managment System but have gone on to find that the potential benefits far exceeded their expectations…

The organisations covered in our new E-book are:

University of Winchester
National Oilwell Varco
Sungard Availability Services
Equifax
Lockheed Martin UK Ampthill
HomeServe
Interserve
Skanska UK

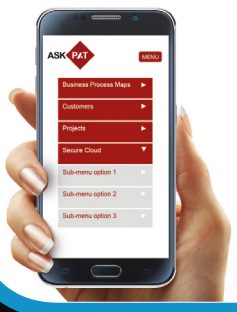
8 Real Continuous Improvement Journeys



University of Winchester needed to address the problem of paper based, time consuming and bureaucratic processes.

Pathway

National Oilwell Varco needed a single Health, Safety and Environment (HSE) system that helped them to nullify incidents.



Sungard Availability Services needed a single management system that would reduce errors, manage risk and provide a standardised service to their customers.

Equifax needed a robust and scalable management system that could support and sustain their ongoing quality, improvement and regulatory requirements.

HUB

SKANSKA

Skanska UK needed a single unifying management system to replace nine different management systems - six of which were audited for individual ISO certifications meaning multiple unnecessary audits every year.

PRISM

Interserve needed to solve the problem of process accessibility. It was then further developed as a structured Mobilisation and Transformation application for all Support Services staff.

Touchstone
Policy, Process and Procedures

Lockheed Martin UK Ampthill needed a more user friendly Quality Management System (QMS) that digitised their policies, procedures etc.

HomeServe needed a central source of information that all staff could easily access, to view the entire customer journey and find the right processes, policies, scripts and forms.

Click here to download the full E-book

https://tinyurl.com/tri-pws

But there are lots more problems that we solve…

We asked some of our other customers to summarise the problems Triaster has helped them to solve – here are a few answers…

> Help with business owners and community of approach.

> Process capture, sharing and visibility.

> To gain consistency and governance of all processes.

> We have used Triaster to process map our Keys-to-Keys processes with full costings in the background.

> Compliance to AS9100, ISO 9001 and maintenance of accreditations.

> Store and link documents to SharePoint.

> Visibility of business processes across the business.

> Common processes used nationally, aligning activities to specific job roles.

> A place to present our existing content in a searchable, clear, fresh, modern place.

> Triaster offer a platform for staff that lets them search for what they have to do and how to do it.

> To gain consistency and governance of all processes.

> Collaboration, delivering the QMS, consistent mapping approach, governance, compliance.

Click here to download the full E-book

https://tinyurl.com/tri-pws

Continuous Compliance

Of the Triaster Platform

Michael Cousins // Managing Director

The world seems an uncertain place at the moment - none more so than in the IT space.

The recent ransomware attacks on the NHS and organisations all over the world and the chaos at airports as a result of BA's IT system going down, have been impossible to ignore. Nor should anyone in the IT space try to ignore these disasters – they should be taken as reminders to reconfirm that our IT systems are as robust as they possibly can be.

But what does this mean?

Well for Triaster – the Process Improvement Company – this means taking the next step on our continual improvement cycle.

Continual Improvement

Both the ease of use and the security of the Triaster Platform have always been of the highest priority to Triaster, although they are not easily compatible.

Taking the next step to improve both, Triaster is partnering with LayerV, a fellow Microsoft Partner, to offer a Cloud Based SaaS Managed Service of the Triaster infrastructure, with automated deployment.

Continuous Compliance

The Managed Service we are adopting is the LayerV "Continuous Compliance" model, which delivers significant benefits for Triaster customers both security-wise and in respect of ease of use.

A secure system must of course prevent external cyber-attacks and mitigate against insider threats. The new Cloud Based SaaS Managed Service will deliver:

- **Transparency and visibility of cloud security**
- **Protection for sensitive configurations against unauthorised changes**
- **Automated security monitoring, alerting and remediation tasks**
- **Assistance with IT security audits by generating reports**
- **A history of all changes and events in the cloud**
- **ISO 27001 compliance**

This will not be at the expense of ease of use however, where there will also be significant benefits. LayerV will deliver their Managed Service against the following service levels:

- Same day automated set up
- Same day automated software updates
- Infrastructure optimisation
- Service reporting

A 24/7 Service Desk delivering cloud engineering support, including on-call support and delivering:

- Infrastructure monitoring, alerting and notification
- Identity and access management
- Security and antivirus management
- Change management
- Preventative maintenance
- Performance & capacity management
- Consolidated log management
- Managed backup
- Managed disaster recovery

Don't want to move into the Cloud?

Those customers who wish to continue with their current on-site server implementation can absolutely do so - without issue or concern.

When will the new Managed Service be available?

The new offering will be available to customers in September 2017.

We will keep you updated via Product Release e-mails. If you aren't already signed up for these and would like to be, please click on the button below.

Keep up to date with all the Triaster Software Release info
tinyurl.com/tri-sof-rel

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

It was great to see some new faces at the User Group meeting in April and many thanks to Damian (Atkins) and the team at Menzies Aviation for hosting the meeting at their Heathrow offices (located just across from the runway!). As always, we had some interesting conversations as well as a lot of laughter - so I hope to see more new faces at the next meeting.

Menzies Aviation

As host for the event, Damian gave a short presentation to the group, giving some background information on Menzies Aviation and explaining how as a business they had decided that they needed to:

- Provide clear process transparency across the business via a single source access integrated with their intranet
- Clearly identify RACI across processes
- Begin to measure key deliverables from process handover areas and lead indicators

Just about to go live with the Triaster system, Damian took the opportunity to ask the User Group for advice on how to stucture the system as they expand into more areas of the business. Culturally BPM is very new to Menzies Aviation so there is much more to do - but they feel that they have a plan in place and a team and system to deliver improvement.

The full presentation slides can be found via the Triaster User Group secure page:
www.triaster.co.uk/usergroup

Workshop 1: SVG output (Scalable Vector Graphic) and more

Workshop one started with a discussion of SVG output, but moved on quite quickly to other things. An idea of what we covered follows:

- Problem: Publish e-mails are being sent to the wrong people (BAE Systems). The solution is available in the Edit Configuration area. Carma (Evans) showed everyone where this is under Settings.
- The new Library Themes which are available from the Configuration area were discussed and Carma showed where these can be found from Settings.

- Menzies Aviation asked the group: what would be the best way to structure the library as they bring other countries/regions on-board? Skanska has a model which does this by scripting. This can be done by using multiple sites with an overarching one which has all the mandatory information.
- There was a discussion around some issues people have experienced with Data Manager; these need further investigation by Triaster Support – it may be that an upgrade is required.
- At the University of Cambridge we have used the Triaster E-learning system and are going to make it more widely available. Carma demonstrated the training modules available. Other customers are finding it useful to identify features available but which they don't currently use.

Triaster update

Jo (Dolton) and Carma (Evans) provided a short update from Triaster. You can access their presentation slides on the User Group secure page:
www.triaster.co.uk/usergroup

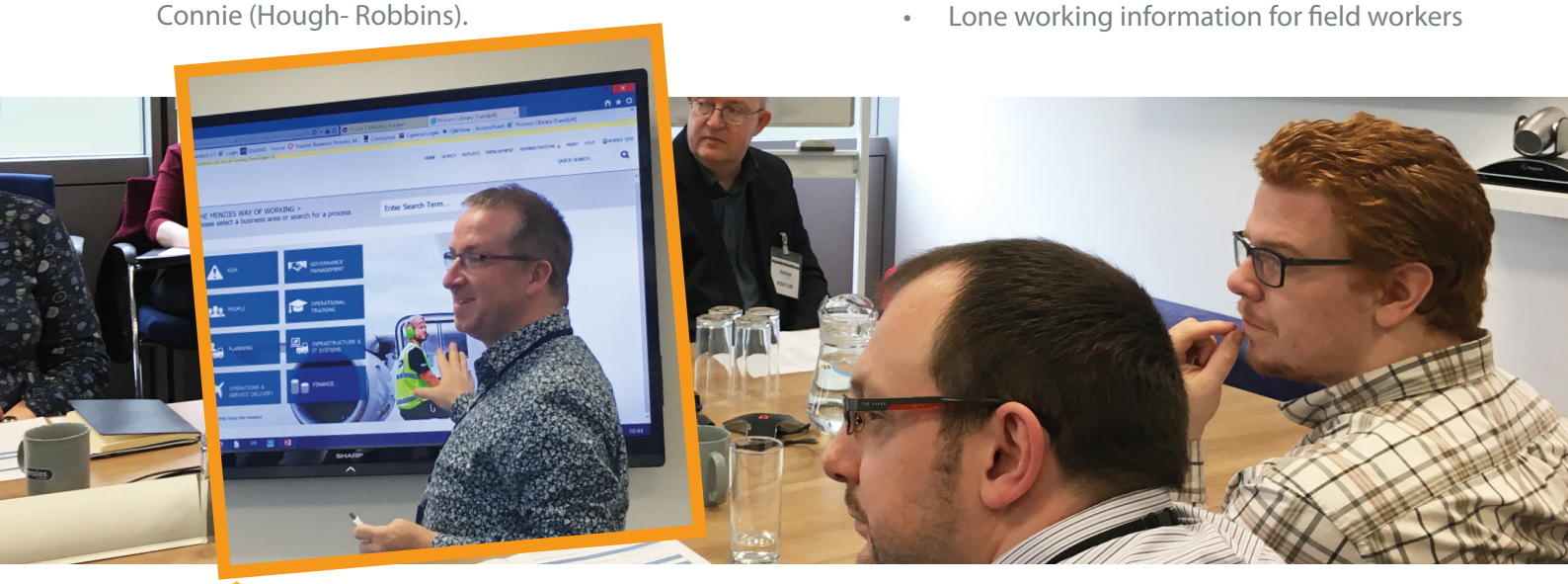
*Please contact customer.services@triaster.co.uk if you do not have the log-on details for the Triaster User Group secure page.

- Jo explained how the Triaster team is growing with Carma's move into Customer Success, Matt (Burrowes) doing well in Support and two new Technical Apprentices – Liam (Cousins) and Connie (Hough- Robbins).
- There was a reminder that the old Knowledgebase content is being slowly moved onto the Triaster Website, this is taking time and there are either redirects or new links to help you find the most current information.
- Remember that feature requests can be submitted as usual via featurerequests@triaster.co.uk and these are logged and updated in due course.
- A run through of recent features by Carma covered SVG and importing native Visio diagrams. We were also advised of some exciting new features on the way, including:
  - A Hyperlink Integrity reporting tool and
  - Direct publishing of maps, without the need for Visio to process them. This feature will reduce time to publish and help with the speed and stability of other features.

Workshop 2: Going live and getting buy-in

This workshop involved a general discussion about promoting your Triaster BMS. The contributions made are summarised below:

- tRIIO have sent out a video to everyone in the business to show them how to use the library. For example:
  - As an app on their iPhone and desktop
  - Giving the abilitly to obtain all permits etc. from one place or from their iPhone
  - Lone working information for field workers



Other contributors mentioned:

- Challenges with global/national/language across multi-sites and multi-countries
- How operators in the field use business process libraries
- That explaining to the end user, 'what's in it for them' is essential
- The need to address the cultural challenge of Process Library usage
- Linking to training documentation from the maps helps managers and trainers to support library usage
- Branding and positioning of your library is important
- Disparate systems are challenging when trying to create a library
- Capturing the properties 'Responsibility' and 'Accountability' can be difficult if there aren't clear job roles/descriptions

It was noted that a next review of the User Group Constitution should take place at the next User Group meeting.

Next Main UK User Group Meeting

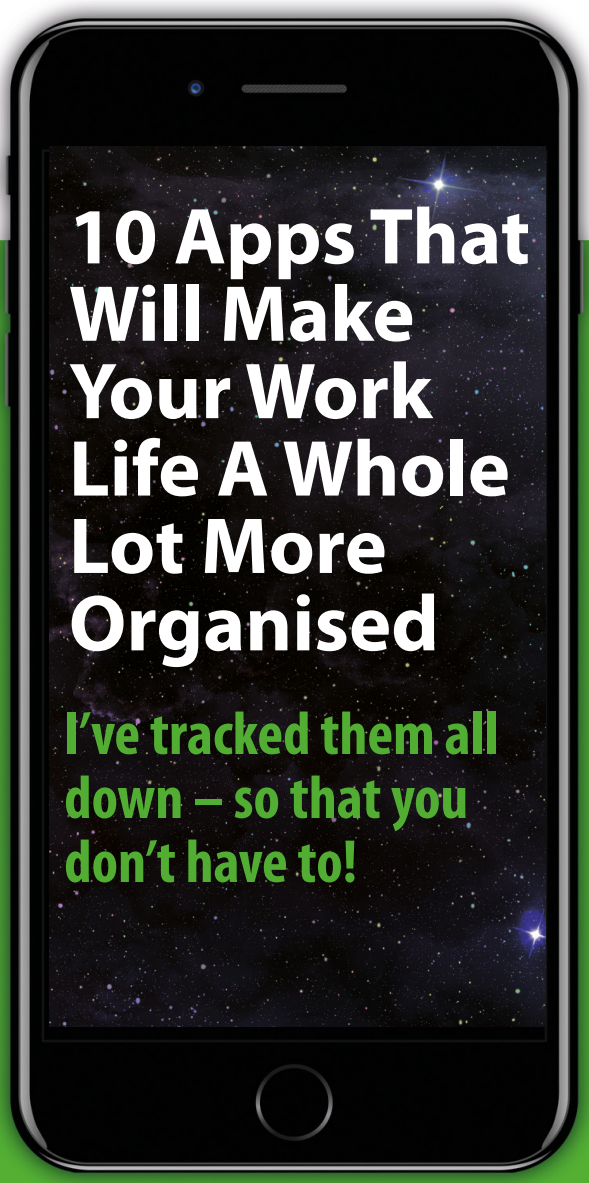
The next User Group meeting is being hosted by Equifax at their Leeds offices on 10th October. Please book your place as soon as possible to avoid disappointment. You can either register via the Triaster website or by e-mail to customer.services@triaster.co.uk for these meetings.

We have yet to agree a date for the next US User Group meeting but it's likely to be sometime this summer now. If you would like to register your interest in attending the next virtual meeting, please contact Jo Dolton on customer.services@triaster.co.uk

Please remember to raise any community questions on the LinkedIn User Group forum. The forum can be clicked to from the User Group's Secure page and via the link below. If you aren't already a member of this group, please simply request to join and the group owners will approve your request.

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

Visit the User Group Forum
tinyurl.com/tri-user-group



10 Apps That Will Make Your Work Life A Whole Lot More Organised

I've tracked them all down – so that you don't have to!

Brad Fagan //
Content Marketing Executive

With so many tabs, apps, meetings and e-mails – not to mention the unhelpful distractions that come from having technology on our person literally every moment of the day, it's easy to idealise the simpler times when people rode horses, chewed tobacco and died of all sorts of fun diseases.

We have access to more information, more tools and more resources than ever before in the history of mankind. The problem is we have access to more information, more tools and more resources than ever before in the history of mankind. There's a lot of repetition. One good idea breeds 1,000 imitations and the 'internet of things' quickly becomes the internet of useless things that you could surf for half-a-day and come no closer to understanding what you need to perform your task competently.

As part of the Triaster marketing team, it's my job to stay on top of social media trends, new tech developments and apps that will make life easier. The reason I have created this list is because I have personally used all of these apps to (partially) solve the problem-of-all-problems in today's information economy – 'how do I get what I need, to do the job that I need to do, without wasting too much time?' I hope this list helps:

1

Todoist

Todoist is my own personal life-saver. Exactly as the name sounds, Todoist can organise your daily to-do list, record your exciting new ideas (the moment you have them) and can prioritise these in order of most urgent to least. You can differentiate your personal tasks from your work ones, assign a completion date, give yourself reminders, even look at your productivity analytics – and best of all - you can do all this in the free version! https://en.todoist.com/

Pocket

Pocket rocks it right up there with Todoist. Before I found Pocket (or Pocket found me), I was lost in a wilderness of open browser tabs, like the grasslands of a prairie stretching as far as the eye could see. The Pocket app gives you a place where you can store links to articles that you want to read later and it lays everything out like a blog homepage so you can see the title and feature image of each article. This saves me a lot of space on my browser and without a forest of open tabs, I can see the wood for the trees. https://getpocket.com/

2

WolframAlpha

You know that smart guy in your office who knows everything (I'm looking at you John (Blight)), this is the website version of that – and yes it's also an app so this qualifies. One of the coolest, strangest and most helpful pages that I have discovered in my life so far, it will make your working life more efficient because it can tell you the nutrition facts for any food, in-depth weather analysis, flight info, plan investments, or find out what the weather is like in space (if that's your thing). Find out more about why Business Insider called it the' most useful site in the history of the internet'. https://www.wolframalpha.com/

Last Pass

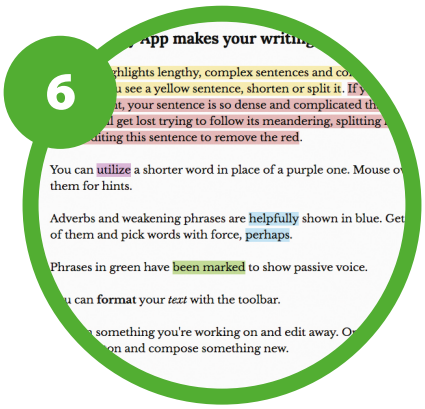
If you're like me and you need to be signed up with a huge amount of different websites and can't remember 150 versions of your cats name then Last Pass can help. Not only is it free, it solves security problems and memory problems all at the same time. https://www.lastpass.com/

Grammarly

Spelling and Grammar are lost art forms. How did we ever spell things correctly before? I've heard rumours of devices known as dictionaries, but apparently they were frustratingly clunky and a bit too wordy. Introducing Grammarly; the great thing about Grammarly is that it tells you when you are messing up your spelling and grammar, right when you're actually doing it – which is useful for things such as social media posts or when you are typing anything outside the safety of a spellcheck. https://www.grammarly.com/

Hemingway App

This is another great writing app. If you're composing an e-mail or any type of written content, it's not just enough to spell it right, you want it to sound right, look right, smell right and feel right – hell, if it's possible, you want that piece of content to transport the reader to Paris and bring them back with a croissant and a beret, 'Bonjour Monsieur!'. The Hemingway App helps you to be a better writer plain and simple. It will tell you if your writing has too many adverbs, too much passive voice, tells you if your sentences are hard to read or super hard to read and give you a grade at the end that will tell you how much you suck at being a writer. But the good thing is, you're the only one who needs to know that. http://www.hemingwayapp.com/



Session Buddy

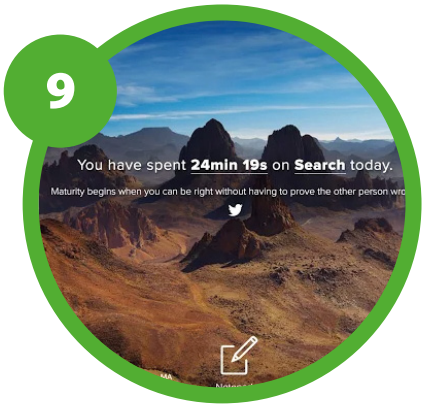
Tab managing apps are the latest craze sweeping your internet browser and Session Buddy can help by saving tabs as collections you can restore later and recovering open tabs after a computer crash. Your days of irrational tab anger are over. https://sessionbuddy.com/

Stay Focusd

If you're the type of person who works best with a person over your shoulder screaming at you every time you try and check your Facebook status, news websites or watch movie trailers on YouTube, Stay Focusd kind of does this except without the loud noises, shame and general self-hatred that goes along with it. The cool thing about this app is that you can tell it to lock you out of certain webpages if you'd spent too long wasting time on them during the day. It's like someone slapping your hand every time you try and grab a cookie from the cookie jar. One of the best features is the "Require Challenge" option which requires you to complete a small challenge before being allowed to change any settings (unblock sites you want to visit). http://www.stayfocusd.com/

Be Limitless

Be Limitless is basically shining a great big spotlight on your laziness and making you aware of just how much time you waste in a day. At the end of the day, instead of asking yourself, where did all the time go? You can look at Be Limitless which provides great feedback on your productivity levels and even warns you when it thinks you may be failing your own productivity goals. For example, from the time I started writing this article, to when I finished it, I wasted 30 minutes getting distracted by shiny objects on the internet. https://chrome.google.com/webstore/



Highbrow

Ever felt like Alice in Wonderland going down the rabbit hole whenever you've tried to learn something new? Highbrow helps you to learn without wasting half a day. If you can spare 5 minutes then you can use Highbrow. Highbrow will deliver one e-mail every day to your inbox to continually train you in one area for the manageable time of 5 minutes. http://gohighbrow.com/

Like anything, tech can be used for good or for evil, it can revolutionise our efficiency, delivery and channel our focus or it can distract us to the point where we didn't realise we just spent one and a half hours scrolling through images of cats who look like celebrities. I hope you find some useful efficiency tools in here and if you have any you would like to add, then please comment at the bottom of the blog article I have also written on this subject.

Visit the blog article
tinyurl.com/tri-blog-apps

How to convince the process mapping sceptics

Encouraging people to try different ways of working is a big problem for many HE institutions. While taking advantage of a powerful process-mapping tool, the continuous improvement team at the University of Winchester also learned some valuable lessons about bringing reluctant staff on board.

In her article published on the Efficiency Exchange in February, Jane Avery explained just what the University of Winchester do to ensure their staff buy-in to process improvement.

Read the article
tinyurl.com/tri-uow-article

Tech News

Indexing maps and documents for Quick Search

John Blight // Service Desk

Maps and documents associated with a process library site are typically indexed at the end of a site publication so that Search results accurately reflect the newly-published site. However, there may be a large number of documents, which take a while to index, adding significant time to the publication. It may be better to index only process maps when publishing, and index documents at another time, perhaps overnight. This can be achieved with some relatively simple changes.

Indexed locations

The locations indexed are defined as Data Sources in Keyoti Search.

Triaster\TriasterServer2011\KeyotiSearch\
IndexDirectory\
indexableSourceRecord.xml

The Data Sources related to a library site may be:

```
<DataSource ID="15" type="FileSystemDocumentStore" location="C:\Triaster\TriasterServer2011\
ProcessLibraries\Process Library\Sandpit\html\" query="http://MyHost/ProcessLibraries%202011/
Process%20Library/Sandpit/html/" uniqueColumn="" resultURL="" ExtensionData="@_files@True@">
  <t:Categories>
   <t:Category>Process Maps</t:Category>
  </t:Categories>
  <t:Locations>
   <t:Location>process library\sandpit:desktop</t:Location>
  </t:Locations>
</DataSource>
...
<DataSource ID="28" type="FileSystemDocumentStore" location="C:\Triaster\Documents\"
query="http://MyHost/Documents/" uniqueColumn="" resultURL="" ExtensionData="@_files@True@">
  <t:Categories>
   <t:Category>Documents</t:Category>
  </t:Categories>
  <t:Locations />
 </DataSource>
```

In the first Data Source, a single Location is defined, which associates this Data Source with the Process Library Sandpit Desktop site only. In the second one, there is no Location specified, which means this Data Source is associated with all library sites.

Note the Categories, which will be mentioned later. By specifying a Category, results from a Data Source will be displayed on a Category-named tab in the Search results. (If other than the default 'Process Maps' or 'Documents', a Category tab will also need to be configured for a site in the Settings file.)

Indexing

Indexing is run typically from executables in the KeyotiSearch folder.

Triaster\TriasterServer2011\KeyotiSearch\
KeyotiReindex.exe
PostPublishReindex.cmd
Reindex All.cmd
Reindex Documents.cmd

KeyotiReindex.exe

If run directly, this would index all Data Sources.

Indexing can be more specific if run from CMD files that pass suitable parameters to KeyotiReindex.exe. Some such files are installed with Triaster Server, while others have been created separately.

PostPublishReindex.cmd

This is commonly run as a post-publish task, defined for each library site in the Settings file. By default, the indexing command is:

KeyotiReindex.exe /l:"%Library%" /s:"%Stage%" >"%LogFile%"

/l - library name
/s - stage (or site) name

When run as a post-publish task, the Library and site are passed as arguments to this script. That command will index all Data Sources related to that library site.

Indexing could be filtered further by specifying Categories, either for inclusion or exclusion.

e.g. to index only process maps:

KeyotiReindex.exe /l:"%Library%" /s:"%Stage%" /c:"Process Maps" >"%LogFile%"

e.g. to exclude documents:

KeyotiReindex.exe /l:"%Library%" /s:"%Stage%" /ec:"Documents" >"%LogFile%"

If there are only two Categories - 'Process Maps' and 'Documents' - the effect of the examples above would be the same. Where there may be other Categories, perhaps different types of documents, and where others may be added in future, excluding documents may be better achieved by the former example, which specifies 'Process Maps' only. The alternative would be to include a comma-delimited list of document-related Categories, e.g.

KeyotiReindex.exe /l:"%Library%" /s:"%Stage%" /c:"Forms,Scripts,Work Instructions" >"%LogFile%"

Reindex Documents.cmd

If documents are to be excluded from the post-publish index, there needs to be another mechanism to index them. This could be a separate CMD file that's run from a scheduled task. Commands could be:

KeyotiReindex.exe /c:"Documents" >"%LogFile%"

Or:

KeyotiReindex.exe /ec:"Process Maps" >"%LogFile%"

Reindex All.cmd

This script could be used to index all Data Sources. It would only be used when logged on directly to the server. It has the same effect as running 'KeyotiReindex.exe', but also records its progress in a log file.

KeyotiReindex.exe > "%LogFile%"

A customer example

While working on a customer's system recently, it was noted that with a standard post-publication re-index, indexing maps took about 4 minutes, whereas indexing documents took about 23 minutes. However few changes there had been to the maps, a publication would take at least the time of that re-index. By reconfiguring re-indexing, so that only process maps were indexed in the post-publish re-index, there was a significant saving in the publication time. Re-indexing documents became a scheduled task, timed for when the system was unlikely to be otherwise busy.

Meet…Emma Southwell-Sander

Client Services Director

Fact File

Joined Triaster
2017

Before that
BA in Computing and Business Systems Analysis

Professionally most proud of …
The ongoing relationships that I have built with customers

Hobbies
Keeping fit, keeping my children occupied, travel and entertaining

Likes
Spending time with family and friends

Dislikes
Very hot, humid weather

Everyone at Triaster will always remember…
She lives in the same village as Carma Evans and her car is too wide for the office parking spaces

Emma joined Triaster in February 2017 and as Client Services Director is focused on developing new business for Triaster. She has settled into the Triaster family so quickly that it is now hard to remember what it was like before she started.

We asked her to tell us what she was doing before she joined Triaster and to reflect on her role at Triaster. This is what she said:

“

After completing my degree with a focus on business analysis I spent four years as an ERP and CRM consultant working for Oracle. I then moved into the oil & gas sector working for Ikon Science as the sales director for EMEA and Houston. I returned to the UK in 2008 and joined RPS Energy in a business development role - working alongside firstly the subsurface group and then the finance group.

Since joining Triaster I have been inspired by the dedication of the Triaster team, particularly the commitment to fantastic customer service, and I am very much enjoying understanding Triaster customer requirements and how we can best deliver on them.

To see Emma introduce herself, please go to:

https://tinyurl.com/tri-team-ess2

Events Summary

The full events list

Triaster and our customers host a number of events as listed below. Many of these events are free of charge; all deliver great value. All Triaster training courses can also be delivered on-site, if you would like to discuss this further, please contact us by calling: +44 (0) 870 402 1234 or e-mail 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
Dates to be agreed on request	**Why Triaster? - Webinar** RECOMMENDED INTRODUCTORY EVENT	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
Dates to be agreed on request	**Achieving Better Processes and Systemic Improvement - Webinar**	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
1st Sep 2017 11:00	**Triaster Accredited Partner Scheme - Webinar**	Anyone interested in becoming a Triaster Accredited Partner	Considering becoming a Triaster Accredited Partner? This webinar will give you an introduction to the Triaster Accredited Partner scheme and further information on Triaster's Partner model and how it can work for you.	Webinar
7th Sep 2017	**Triaster Community Lunch**	All Triaster Customers, Partners, Evangelists and members of the Triaster Community	Enjoy a delicious lunch, given as a thank you to the Triaster Community. There will also be group discussions to share best practice, brainstorm knotty problems and share hints and tips from the real world.	Partridge Inn, Wallingford
10th Oct 2017	**UK Customer User Group**	All Triaster Customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	10th Oct 2017 Equifax, Leeds

Date	What is the event?	Who benefits from attending?	How will I benefit?	Location
18th & 19th Oct 2017	**Triaster 2 Day Training - Creating Maps for Your Library**	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
TBA	**Customer Feature Review - Webinar**	All Triaster Customers	If there is an area of the Triaster Platform that you would like to run through, either for the first time or to gain a better understanding of how to use it, these webinars are for you.	Webinar
TBA	**Triaster Customer Focus Day**	All Triaster Customers	Customer Focus Days provide the opportunity to workshop with Triaster Development regarding both software and services and to directly influence and impact the end result.	Triaster HQ, Oxfordshire
TBA	**USA Customer User Group**	All Triaster Customers in the USA are welcome to attend	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	TBA

Community Round-Up

What's going on?

JOEL GETS RUNNING

In April Joel (Evans) ran his first ever marathon in Blackpool, in the amazing time of 4 hours 2 minutes. He also raised a fabulous £900 for Happivale, a charity who as part of Long Eaton Mencap Society provide a social club and activities for adults with physical and learning disabilities. What were Joel's thoughts the next day? "I now feel like I need to break the 4 hours, so watch this space!"

MATT & PAUL GET MUDDY!

Matt (Burrowes)and Paul (Elson-Vining) got very muddy one Sunday in May.

URSULA GETS TRAVELLING

Triaster partner Ursula (Pretsch) who has a passion for travelling, spent much of April and all of May travelling in Central Asia with her husband. They visited Kazakhstan, Kyrgystan, Tajikistan and Uzbekistan. Thanks for the photos Ursula!

STEVE & FAMILY GET ROCKING!

https://youtu.be/BjtUovV8Nos

Steve (Moore) from Triaster customer Microsoft, plays bass in band Streetlight, with his son Collin on the drums and his wife Erin singing backup. They play at their local homeless shelter on Saturdays. Click above to see them playing – they are good!

WELCOME TO NEW JOINERS

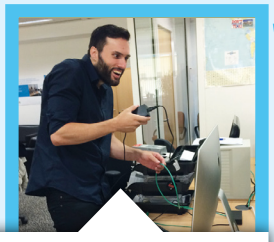
We are delighted to welcome two new members to the team: Atiyeh Sherifi, Inbound Marketing Assistant...

...and Connie Hough Robbins, Technical Apprentice seen here with new dogs Daisy & Lulu.

CQI ROAD TRIP

Mike (Cousins) gave an "insightful, interesting and informative" presentation on 'A Process Approach' at 4 CQI branch events in June: Leicester & Coventry (13th June), Tyne & Wear Branch (20th June), Teesside (21st June), Nottingham & Derby Branch (27th June). All were well received by CQI members who appreciated the focus on what the ISO 9001:2015 process approach really means.

While Mike was away, Brad got a new computer!



"Where did you get that Brad?"

"Mike's desk now looks strangely empty!"

Get Well Soon Mark

ISO expert Mark Braham has been unwell recently and we all send him our very best wishes for a speedy recovery.

New Charter - Business Transformation - have been shortlisted in the Computing Digital Technology Leaders Award 2017 for 'Digital Team of the Year'

Aside is part of their brilliant infographic submission. The Awards ceremony is on July 6th and we wish the team all the very best for the result.

Download the full version
tinyurl.com/tri-nc-info

A Lean Machine - Triaster USA have enjoyed some great publicity recently with an in-depth article on Triaster and our BPM software platform in '425 Business' a Seattle-based business magazine.

Fortunately the article entitled 'A Lean Machine' is also available on-line for us all to read. Click on the button to enjoy.

425 Business
A Lean Machine
By Todd Matthews on June 6 2017
British-based software company Triaster has Eastside connections and a new stateside presence. The goal? Help companies streamline their operations.

Read the full article here
tinyurl.com/tri-usa-lean

When Quality Management Fails: Revenge of the Airline Customer in 2017

Posted by Brad Fagan on 09/06/17

No one likes flying. Not just because we are defying the laws of nature by taking over the domain of birds every time we take to the skies, but because for some reason Quality Management in the industry has taken a backseat to profit and boy does it take a backseat to profit.

Business Process Modelling: How to Capture Cost, Effort and Time

Posted by Michael Cousins on 07/06/17

Business Process Modelling is a surprisingly complex topic in Business Process Management (BPM) with many different approaches. In this step-by-step, easy-to-follow guide I will try to remove the complexity and also explore one approach that many Triaster customers have found useful.

Process vs Procedure: What is the Difference?

Posted by Terry Giles [Guest Post] on 02/03/17

Triaster partner, Terry Giles, from Terry AG Consulting (previously Information Risk Analyst for Barclays Direct amongst others) has a great deal of experience with process mapping and process improvement methodologies: from LEAN to CMMI. This allows him a unique perspective on the 'process vs procedure' debate.

CLICK HERE TO VISIT THE BLOG
blog.triaster.co.uk/blog

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