



# Fugro Successfully standardising global processes



Linking the Triaster community

Issue 34 // June 2018 - November 2018

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## Welcome

There are two customer case studies in this issue and we also introduce you to two members of the Triaster team. So double the excitement all round.

The two case studies are for customers at quite different stages of their process improvement journey. Fugro have had a Triaster Process Library for some years and their case study sets out how they are putting their customers at the centre of their business, supported by one (Triaster) IMS for Europe and Africa.

UTC Aerospace Systems are a newer customer and their case study covers the implementation of their Triaster BMS from concept, to first audit by the BSI. We are grateful to both companies for sharing their experiences with us.

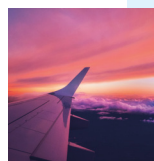
We also bring you up to date with Triaster Online, share the happenings at the last Triaster User Group meeting, highlight the best of recent blogs, share community news and... the very exciting news of a new range of process improvement tools.

Enjoy!

Emma

**Emma Harris // Operations Director**

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# Fugro

## Successfully standardising global processes



Fugro, an independent provider of geo-intelligence and asset integrity solutions is currently undertaking an ambitious project to align all elements of the company - globally. The core objective is to present a unified business to its clients, across all its service lines.

Fugro is a global organisation with about 10,500 employees, delivering measurements and other large volumes of data worldwide. Naturally, for such a large company, embarking on a process improvement journey of this scale represents a substantial endeavour.



**We were delighted when Terry Giles, a quality engineer at Fugro who has been working on this project, took the time to share with us the success of the first phase and the next steps planned for this group-wide improvement project.**

## The Problem: Non-Standardised Processes

In January 2017, Fugro began a process to become a business that is more customer-focused, changing its structure to align with the services it provides. This new model led to the same processes being used in different ways across several countries.



Fugro undertook a project to identify best practice processes and standardise across its Europe and Africa region. The objectives were to set up a common Information Management System (IMS) together with a common ISO certification for 9001, 14001 and 18001. Starting with the QHSSE and project management processes, a pan-European project team was formed to carry out this alignment.

Terry Giles was able to exploit his expertise with the Triaster platform, which some parts of Fugro in the UK had been successfully using for several years (and had been selected as the platform for this project), to help move the process improvement project forward. His remit aligned with the first phase of the project: to create one IMS for Fugro's Europe and Africa region - a Triaster Process Library - and to promote its use to the rest of Europe.





“

One of the drivers for the project was to ensure that users see Fugro as one consolidated enterprise with a single look and feel...

## The Project: Phase One Creating a Common Process Library

The project revolved around bringing together the common elements of the Information Management Systems from the Fugro businesses that provide marine site characterisation (MSC) services in Europe and Africa.

One of the project's key challenges was, "to identify both the level of commonality that would be required and the degree of freedom that could be allowed to each entity to meet local conditions." The concept of tailoring described in the CMMI (Capability Maturity Model Integration) was taken as a guide.

Because of the importance of the project management process to Fugro, this was chosen as a focal point of the project. Mapping the end-to-end project management process with the associated documentation and then publishing them in the Triaster Process Library was the first step. The next was to bring on board each country entity starting with Fugro GB Marine Ltd (FGBML) with offices in Wallingford, Portchester, Edinburgh and Glasgow. This entity was chosen primarily because it had some experience with working with Triaster and key personnel were based in Wallingford with Terry.



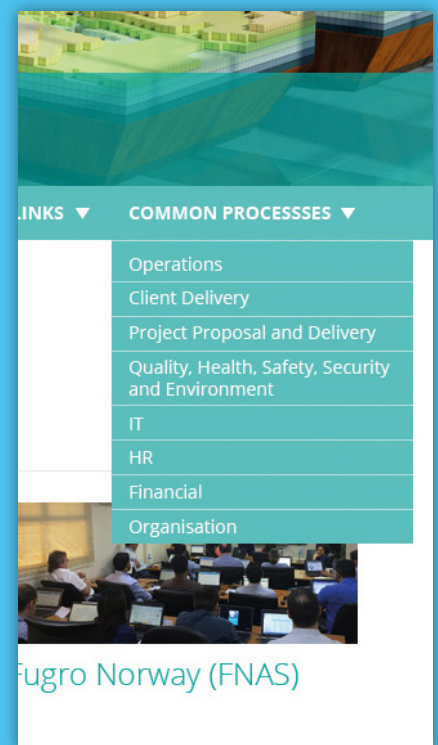
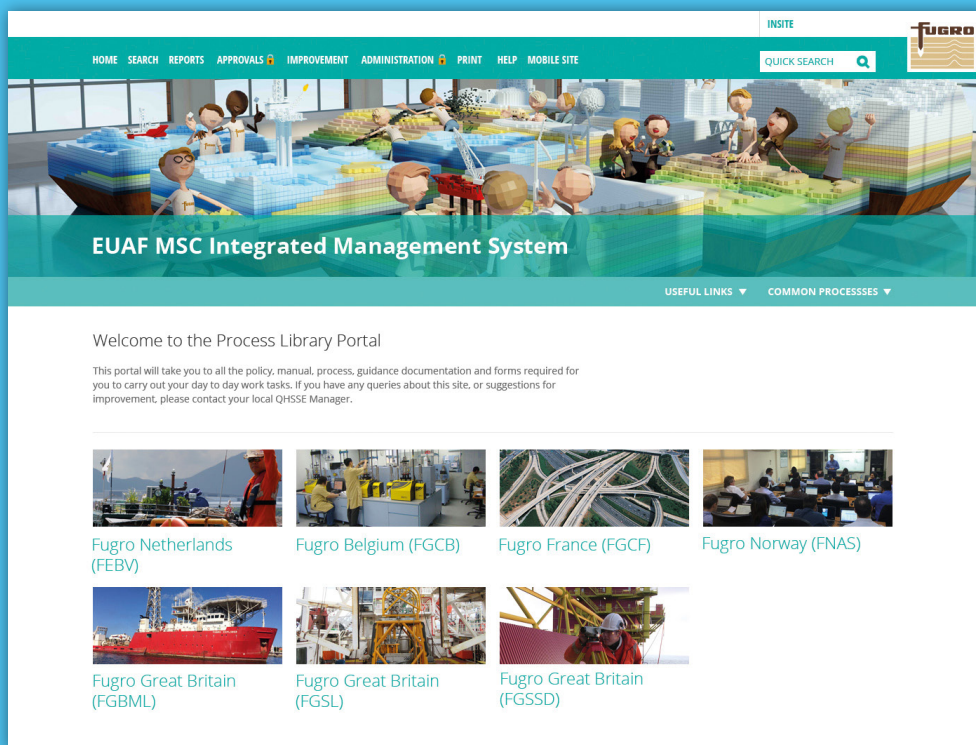


Originally, the project team had been using SharePoint to store and manage the maps and documents used for centralised project management processes, accessing them via the Triaster library. However, issues had arisen around the need to constantly sign-in to the SharePoint site every time a map or document was accessed, so it was decided to migrate all the maps and documents in use to the local Wallingford Triaster server.

The wheels were set in motion: maps and documents were collated and put on the system, a home page was designed and agreed, and the library set up. This design is intended to be the template for all libraries within the Europe and Africa region. Two key design requirements were that:

- The IMS homepage should have the same look and feel as the company intranet (Insite)
- The IMS should be mobile-friendly for users in the field who may only have access to the small screens of tablets or smartphones

The FGBML home page was launched at the end of August 2017, generating a very positive response. As a back up to the launch, a training package including documented guides was developed for local library administrators in each local service line, to handle updates to maps and documents held in their sections of the library.



Following the successful launch of the pilot, it was decided to roll the system out to several other European countries. This resulted in a decision to move the process libraries from their base on a server in Wallingford to one in the Netherlands, where Fugro is headquartered, thus providing easier access to other European locations.

Several other Fugro entities have now begun to load documents and maps on to the system and have started using the library. The project is ongoing with new entities showing interest.



## The Benefits to Date

“One of the drivers for the project was to ensure that users see Fugro as one consolidated enterprise with a single look and feel,” Terry explained. “The first phase in this project has now been successfully delivered, with firm foundations in place for the next phase.”

While the monetary benefits are still being quantified, Fugro is expecting to see significant savings with the full roll out of the project management process based on the use of common documentation and forms leading to consistent customer project reports. In addition, unified and mobile-friendly solutions are now being provided to Fugro users working in the field.



## What's Next?

The project will next be rolled out to the remaining MSC businesses in the Europe and Africa region to ensure that all entities have their IMS published in libraries that are accessible by all locations. The next steps will be twofold:

- To look for best practices in processes and promote those to other parts of the organisation
- To identify where duplicate processes are being carried out and where possible amalgamate these processes

This project also ties in with another project to obtain a single ISO 9001/14001/45001 registration across Fugro's MSC business in Europe and Africa, requiring one common set of key processes, supplied by the integrated library and used by all. This will result in substantial saving in terms of both registration fees and audit time.

**Triaster is delighted with the benefits that Fugro has observed in the first phase of this ambitious project and looks forward to supporting the company as it rolls out the Triaster IMS to the rest of the group.**

## We listened to feedback and soon you can too...

Triaster, The Process Improvement Company, is currently developing a whole new range of process improvement tools. Each software tool will brilliantly solve one core problem. And the first one to be released will solve the problem of how to capture and manage user feedback.

This is a problem mentioned by Damian Atkins, Menzies Aviation, at the March User Group meeting (see page 14 and as of course the new tool will integrate seamlessly with the Triaster Platform... the solution is on its way!



# UTC Aerospace Systems: Motor Drive Systems Centre

**A best practice BMS, certification to AS9100 and high praise from the Auditors**



In November 2017 at the closing meeting to their AS9100 Revisions D transition audit, the BSI Auditors of the UTC Aerospace Systems, Motor Drive Systems Centre (MDSC) Business Management System (BMS) stated that, it was “the best they have ever seen”.

They followed this up with a report stating,

Business Management System shows excellent control of process maps, responsibilities, flow of information and the inputs and outputs expected. Considered to be industry best practice.



High praise indeed, particularly when you consider that the project to implement the UTC, Motor Drive Systems Centre, BMS was only at the concept stage in January 2016.

So how was it done?



## UTC Aerospace Systems, Motor Drive Systems Centre



**UTC Aerospace  
Systems**

MOTOR DRIVE SYSTEMS CENTRE

UTC Aerospace Systems is one of the world's leading providers of aerospace systems and services for large commercial aircraft. They build aircraft engines, interiors, flight controls, lighting, avionics...The Motor Drive Systems Centre (MDSC) is the subdivision which builds high-powered electronic aerospace motors and controls. A very specialist process, requiring water tight quality controls.

### The problems to be solved

In January 2016 the Quality Team resolved to implement a new Business Management System for UTC Aerospace Systems, MDSC because their current Quality Management System (QMS) was not delivering as required:

- UTC Aerospace and MDSC have resulted from a great deal of mergers and acquisitions over the years and their Quality Management System hadn't kept up. It described how to carry out some activities, but not all, it was focused on the activity - not the process - and contained multiple ways of executing the same activity. It did not contain any cross functional business processes (such as HR, finance etc.) or information on roles and responsibilities, or deliverables.
- It did not meet the requirements of AS 9100 Revision D.
- It was a paper-based system, so while it would be a major task to update it and make it current and compliant, even once this was completed it would still retain all of the disadvantages of a paper-based system: not searchable, not easily accessible, not user friendly, difficult to manage... to name but a few.

### Finding the solution

Having identified the problems with their current QMS, the Quality Team agreed their objectives for a replacement system

- 'To redefine the current system's content to reflect current business practices and provide full compliance with corporate and regulatory requirements.'
- 'To create a single point of truth for all process definitions, instructions and other matter necessary to assure the quality of our products and services.'

### The requirements

Drilling down on their requirements further, they determined that they required a web-based, interactive system which would be:

- Very visual
- Easy to access and use both via PC and mobile devices
- Possible to develop and extend in stages
- Useful and useable so that all MDSC staff would want to use it



## The Solution: Triaster BPM



Andrew Auker-Howlett, Quality Manager for UTC Aerospace Systems, MDSC had previous experience with Triaster, implementing a Triaster BPM System for Lockheed Martin. He was therefore well aware that a Triaster BPM System delivers an easy to understand, easy to use, secure website, intelligently presenting all processes, policies, forms and guidance documents - which met the Quality Team's requirements in full.

He also knew that the, "Triaster platform is good" and that, "Triaster Customer support is excellent". He wanted a supplier who would, "sort us out if we were in a pickle and we knew that Triaster would." As a result, he knew that moving forward with a Triaster BMS would be the lowest risk option.

Andrew and his team did look at other systems, but as they didn't ask any other companies to quote, they needed to apply for Single Source Approval by Central Purchasing. Approval on this allowed the Quality group to make the final purchasing decision. However, as the implementation review process for business systems is the same as for aircraft development, there is a stage acceptance process. This is called the Passport Review process, which requires that at each gate or stage, if the system hasn't achieved its stated objectives – it will be stopped.



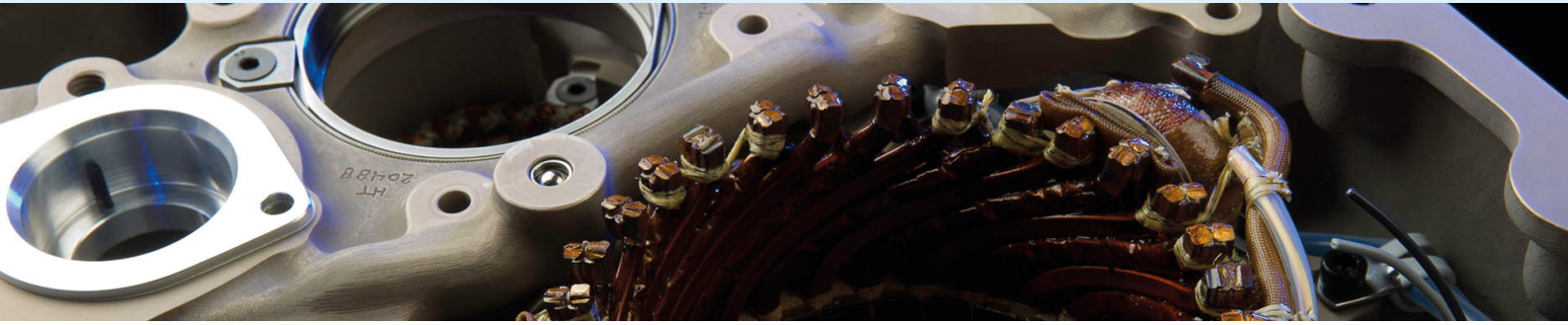
## Implementing a Triaster BMS

The actual implementation started in December 2016, following several months of planning. As Andrew says, "the process mapping is the easy bit. In order to implement an effective BMS you first need to know what the business looks like in terms of corporate structure, management structure, product lines, supply chains, support functions and what the communication lines look like."

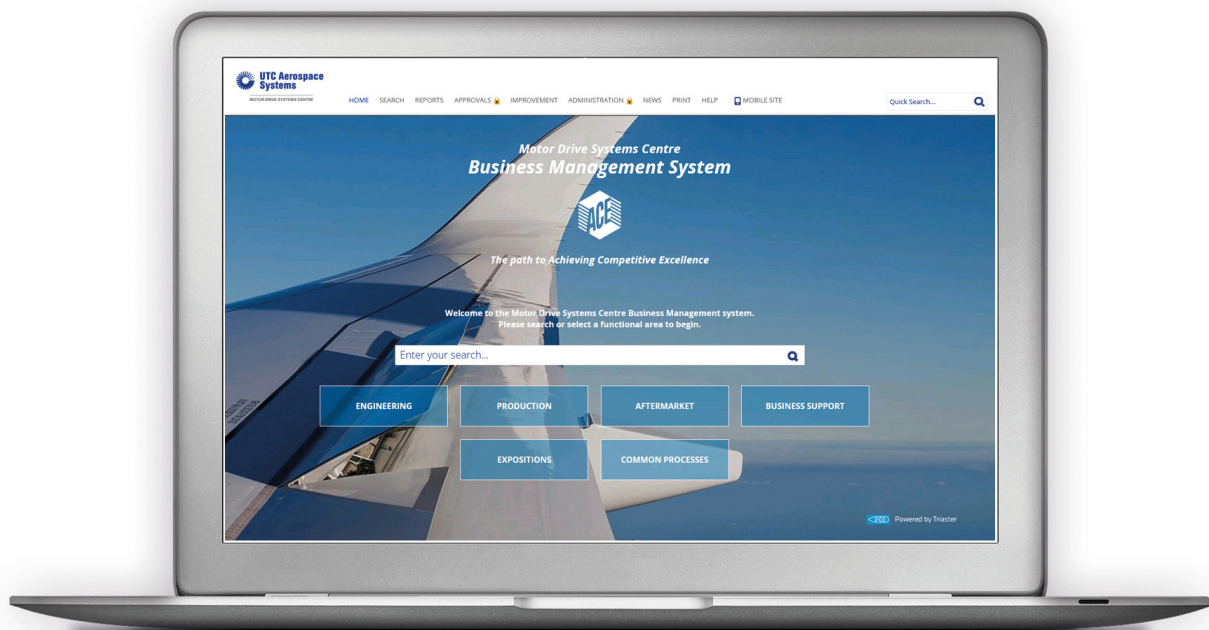
Another key aspect of implementing a BMS - that is going to sit at the centre of an organisation, driving best practice and compliance - is stakeholder support. The UTC leadership team gave the project full backing, in particular Gareth Morris, VP of Quality and Shahzad Dashir, Quality and Continual Improvement Director.

The Quality Team also agreed a rulebook. The rulebook enabled every member of the team to map in the same way, keeping the look and feel consistent for each functional area of the business. Although these rules of BMS governance were revisited as the project developed, having them established upfront was a key element of the success of the project.





With all in place the process mapping began. The process capture and mapping was undertaken part-time by Rob Green and Chris Collier-Woods, members of the Quality Team, and full time by Triaster partners, Sue Turner, and Dave Isherwood - along with support by Paul Elson-Vining from Triaster's sister company Libreea.



They started with the supply chain process – as everyone uses this and is familiar with it – and moved on from there. By the time the BMS was launched - just over six months later - in June 2017, 45% of the MDSC processes were live in the system.

When asked what enabled such a speedy launch of a brand new BMS, Andrew stated:

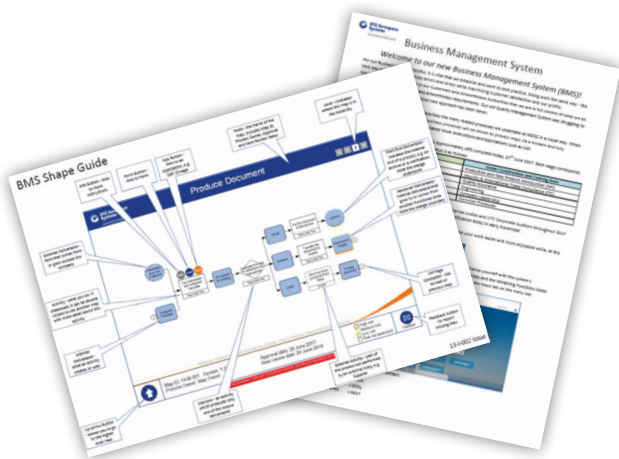
- Starting afresh with the process maps and not trying to convert existing text based policies
- Stakeholder support, which ensured process owner support
- SMART (Specific, Measurable, Action orientated, Time bound) planning
- Using consultants with a great deal of experience with the Triaster platform to help with the process mapping



## Launch of the BMS

The launch in June 2017 enabled the Quality Team to introduce the new BMS to all MSDC staff and explain its benefits. It was supported with a programme of events and handouts, all with the aim of communicating how the new BMS would support MSDC and benefit all staff. A key handout was one that showed users:

- How to access the new BMS
- A shape guide
- The development schedule moving forward
- Points of contact



The general response to the new BMS was interesting. A few people complained because, "they can't get away with stuff anymore", but, "everyone else loves it." Once live the Quality Team have made full use of the news page, which is an integral part of the BMS, to engage with and update users as new content was added to it. Users were also notified of assessment results and all information pertaining to their BMS.



## The benefits

Overall, to date, the benefits delivered by the new BMS can be summarised as follow:

- Successful certification to AS9100 Revision D confirming compliance to airworthy criteria.
- All MDSC business knowledge is now retained within the system, meaning that there are no more 'black books'.
- Time spent searching for information has been greatly reduced throughout MDSC.
- Processes across the business are starting to be standardised and there is a route map for process improvement.

And let's look at that AS9100 Revision D Auditor feedback on the BMS Strengths and Good Practices again. In full this time:



Business Management System shows excellent control of process maps, responsibilities, flow of information and the inputs and outputs expected. Considered to be industry best practice. Accessibility of AQMS information via the BMS considered to be very intuitive and easy to use with search functions.

*AS9100 Revision D Auditor*

## How to follow that?

A serious commitment to continuous improvement has to be understood as an ongoing process. As, Andrew Auker-Howlett is very aware, the team "has still got some work to do; I would never claim that this system is perfect".

However, a success story like this one hardly ever goes by unremarked: "our efforts have been noticed more widely in UTAS, and other sites are expressing their interest".



# Triaster Online and Version 17.2 are Launched!

The future is here



Michael Cousins // Managing Director

On 15th February 2018, the Triaster team were delighted to welcome the Triaster Community - customers, partners and evangelists – to the launch of Triaster Online and the Triaster Suite software, version 17.2. Held at the Partridge Inn in Wallingford, it was both a very enjoyable day and an important milestone for Triaster and Business Process Management (BPM).

## Triaster Online

Key elements of the day were, a delicious lunch, a 'pub quiz' (which is featured on the back page, if you fancy having a go at it) as well as Michael Cousins' discussion – as follows - of the advantages of Triaster Online.

In a nutshell, Triaster Online delivers a fully managed BPM, hosted 'in the Cloud'.

'Fully managed' simply means that Triaster takes care of all aspects of Business Management System (BMS) ownership.

This includes:

- ✓ **Infrastructure (servers, network security, authentication)**
- ✓ **Software (installation, upgrades, maintenance)**
- ✓ **Support (help desk, hardware, OS updates)**
- ✓ **Process library administration**

It can also extend to optional services such as:

- ✓ **Process map production and maintenance**
- ✓ **Design and bespoke customisation**

“  
I liked the overall structure of the day and the fantastic meal.”





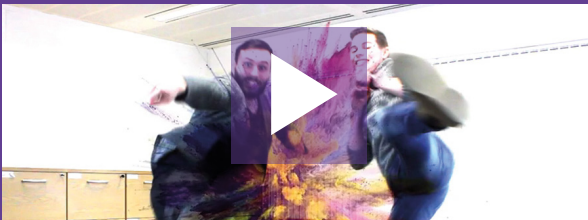
## Cloud-based BPM

Hosting Triaster Online 'in the Cloud', means storing and accessing your Triaster BPM system over the internet, instead of on an internal network. There is no need for an organisation to provide any dedicated network attached storage (NAS) hardware or server when implementing Triaster Online – and all software license requirements are also included in the system cost.

So in summary, the key benefits of Triaster Online are:



- 1 **No Software licence management required**
- 2 **No installation or set-up required**
- 3 **No hardware, virtual machine or other infrastructure costs (storage, network usage etc.)**
- 4 **Bank grade security**
- 5 **No lengthy contractual commitments or capital outlay**
- 6 **Trivially easy to scale up or down as required**
- 7 **Process Mapping and design can be taken care of for you**



**This was all illustrated by a fabulous Triaster Online launch video!**  
<https://tinyurl.com/tri-video-launch>



“

Very good and enjoyable event. I liked the theme around a quiz and the relaxed style of delivery. Video content got the message over well. Excellent food and hospitality.





“Thanks for an enjoyable and informative event today.”

## Libreea

Victoria Glancy spoke about Triaster's new sister company, Libreea, who now deliver the full range of non-technical Triaster services. Her presentation was also supported by a not-to-be-missed video.



For the detail on Triaster Online, including pricing, please go to:

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



## Victoria Glancy in the Libreea promotion video



Watch the video now

<https://tinyurl.com/tri-video-libreea>



## How Triaster Online can improve business performance



Watch the video now

<https://tinyurl.com/tri-video-triaster-online>





# T.U.G. News

Jo Dolton presents the latest news from the User Group



Jo Dolton // Customer Services Director

## User Group meeting in March

### WE TELL YOU

For the first time in the history of being Chair, Linda Spinks was unable to attend the User Group meeting held in March. As it happens, Julie Savage – User Group Secretary - wasn't able to attend either. Therefore, Liz Carpenter, kindly stepped up as Acting Chair for the day and Jo Dolton stepped in as Secretary. Jo's report follows...

This meeting was a bit different in several respects, with Linda and Julie unable to attend and our guest speakers - Rob Green and Chris Collier-Woods from UTC Aerospace Systems - unable to host the meeting at their site, because of security restrictions.



As a result, Triaster hosted the March User Group meeting at Fugro house, which made it easy to bring additional Triaster staff in for added input. The day went well (with all attendees arriving early) and as well as plenty of ideas being shared within the group – as is usual – Alex Marchant, Triaster's Technical Apprentice, gave his first ever features presentation, of a new Properties Editor.

## UTC Aerospace Presentation

Rob and Chris gave a great presentation, essentially explaining how they have moved from their old Quality Management System, felt by the business to be owned by the Quality team, to a new Triaster Business Management System, understood by the business to be owned by the whole business.

For full details please read the case study. See page 6



## Workshop 1

Damian Atkins, from Menzies Aviation raised the idea of adding a chat tool to their library in order to provide a chat box against each map. Damian is looking for their BMS to appeal to a younger audience, who perhaps don't want to e-mail feedback. Damian also said that his small team wouldn't be available to reply instantly to everyone, so would need the chat to send on the comments raised for later response. The idea of routing this through central IT was discussed, but dismissed as not feasible.

It was thought that one issue with the current Process Library feedback mechanism could be that users access their BMS from a PC where they are not logged into e-mail.





Other comments made during this workshop were:

- Using Skype to help BMS users who can't find things via a quick screen share is useful.
- SnapEngage is a useful chat tool, but there are several others that are fairly easy to deploy.
- Adding a rating mechanism to each page was suggested, to give users the ability to feedback what they think of maps/pages.
- Adding a general feedback button to the Process Library homepage or menu would be useful.

The point that everyone seemed to agree on was from Steve Ward, NG Bailey, who advised that the main thing is to keep communicating and doing it via as many methods as you can - as people will always say they haven't been told/seen something.

## Update from Triaster

This included the following points:

- Triaster Online/On Premise is now available for any customers who wish to consider migration. Please call Jo Dolton or Carma Evans on +44 (0) 870 402 1234 to discuss further.
- Michael Cousins has now taken over responsibility for Triaster Platform feature requests and works closely with Matt Burrowes in Support on any development needs.
- Carma reminded everyone of the features now available in v17.2 and confirmed that the next round of development includes:
  - Web interface (GUI) on Properties.xml - Alex gave a demonstration of the beta version of this tool which is now available for customers to test and feedback on.
  - Identifying new maps that have been published to a site in the publication e-mail and in the Menu Editor.

Matt talked through some things that have become clear over the past few months from customers' systems. Including that Triaster v17.2 does require .NET v4.6 which in some cases has presented delays. Especially if SAP is in use and is an older version, as it needs updating first to continue working.



## NEXT MAIN UK USER GROUP MEETING

**The next User Group meeting will be held on 17th October; hosted by the University of Winchester.**

**If you are interested in attending this meeting, please e-mail [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk). You can also register via the Triaster website here [www.triaster.co.uk/connector-events-user-group.php](http://www.triaster.co.uk/connector-events-user-group.php).**

**We have yet to agree a date for the next US User Group meeting. If you would like to register your interest in attending the next virtual meeting, please contact Jo Dolton on [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk)**

**Please remember to raise any community questions on the User Group forum on LinkedIn. The forum can be both clicked to from the User Group's Secure page and via this link:**



**Visit the User Group Forum**  
[tinyurl.com/tri-user-group](http://tinyurl.com/tri-user-group)

**If you aren't already a member of this group, please simply request to join and the group owners will approve your request.**

## Workshop 2

Liz Carpenter talked through some of the issues she experienced during a recent Visio and Triaster upgrade. One of the key points of resolution ended up being a recreation of all HTML. Matt explained that the main reason for the issues experienced was that there were still some old VDX files that hadn't been updated and so the publish would stall right at the end after many hours. This could only be found by checking through logs manually – it's not something the system provides an error message for (at this time). One of the biggest delays in resolving the issues being experienced by Liz was the inability for Triaster to remotely access her company's server – so in the end it required an onsite visit.

Matt advised that when upgrading Visio to the new File format (Visio 2010 to 2013 or 2016), it's worth ensuring your maps are cleaned up as much as possible first, by running through the following:

- File Save all maps in Visio
- Refresh Levels
- Refresh Off page connectors.

A similar issue occurred with another company which was tracked all the way back to a Windows update in November, that prevented Visio from working correctly. It was noted that there have been other customers who have upgraded to the new file format and not experienced any issues. Chris Needham suggested when anyone upgrades, they remove the ability for other users to open/edit maps whilst the files are being upgraded to the new format. He removed access rights when they did their upgrade last year and didn't experience any issues.

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)

**YOU TELL US**

A handwritten signature in blue ink, appearing to read 'Liz Carpenter'.

[user.group@triaster.co.uk](mailto:user.group@triaster.co.uk)



# Meet...Alex Marchant

## Technical Apprentice



### Fact File

**Joined Triaster**  
July 2017

**Before that**  
Checkout staff at Tesco, whilst at school

**Professionally most proud of ...**  
Ask me again in 10 years

**Hobbies**  
Going to the gym, rock climbing, cooking, making small talk with my barber and smiling at people whilst in traffic

**Likes**  
Microwaves, Suits (the TV show & the dress wear), Hawaii Five-0 (the new one, not the old one), skiing, snow-boarding, travelling, Will Smith & Dwayne 'The Rock' Johnson. "What a top guy."

**Dislikes**  
Overly complicated microwaves, dirty cars, social media and Prince Harry for causing Meghan Markle to leave Suits

**Everyone at Triaster will always remember...**  
He is crazy young and therefore often doesn't know the films or actors that come up during office discussions. On one memorable occasion he wondered if Steven Spielberg was someone who works for Fugro



Since joining Triaster in July 2017 as our new Technical Apprentice, Alex has quickly got up to speed and is now a key member of the Triaster software development team. In addition to his hard-working nature, we also enjoy his friendly attitude, sense of humour and exceptionally smart suits.

We asked Alex what he likes most about his role with Triaster, and this is what he said:



Starting to work at Triaster made me realise how little I really knew about development and programming and working here has allowed me to 'dive into the deep end' of software development.

The supportive and friendly culture that exists within Triaster has allowed me to progress forward and I look forward to my future with the team.



To see Alex introduce himself, please click here:

 <https://tinyurl.com/tri-team-alex>

# Meet...Giles Green

Business Improvement Director



## Fact File

**Joined Triaster**  
September 2017

**Before that**  
Director of a consultancy business

**Professionally most proud of ...**  
The times where I have actually advised potential clients NOT to buy our product, based on their specific needs. It's these occasions that separates Triaster from most businesses and builds trust for the long term

**Hobbies**  
I love a good hike. I always feel happy when I'm walking. Besides that, squash and card games

**Likes**  
Besides broad questions? Scrambled eggs on toast – if the general population can have access to such a meal, life cannot be that bad

**Dislikes**  
Fried mushrooms – they're slimy and smelly

**Everyone at Triaster will always remember...**  
The ongoing conflict that Giles has with automated telephone answering systems...  
"names are never pronounced how they read"



Giles joined Triaster in September 2017, bringing with him his can-do attitude and a splendid sense of humour. As the Business Improvement Director, he spends much of his time discussing the problems that a whole range of businesses and organisations have and whether a business process management approach is the best solution.

The whole Triaster team very much enjoy his work ethic and strong team spirit. When we asked Giles what he likes most about being part of the Triaster family, he replied:

“

Triaster is a wonderful place to work. Above all, there is a friendly and unpretentious culture that makes everyone feel comfortable. Having said that, I especially like it when people misplace their security passes and sheepishly knock on the door.



To see Giles introduce himself, please go to:



<https://tinyurl.com/tri-team-giles>






# 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](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                 |
|---|---|--|--|--------------------------|
| Dates to be agreed on request   | <b>Why Triaster? - Webinar</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                  |
| 12th Jul 2018 - 10am<br> | <b>How Triaster supports GDPR</b>                               | Anyone who is working on GDPR compliance                             | A 45 minute webinar by Paul Elson-Vining from Libreea providing an introduction on how the Triaster Library can support you with your organisations GDPR project, including a demonstration and live Q&A.  | Webinar                  |
| 11th & 12th Sep 2018  | <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 |
| 17th Oct 2018   | <b>UK 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.   | University of Winchester |
| TBA   | <b>Customer Feature Review - Webinar</b>                        | 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   | <b>USA Customer User Group</b>                                  | 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                      |

# BEST OF BLOGS

## 4 of Triaster's most trending blogs



Brad Fagan // Content Marketing Executive

### How Cloud BPM Creates Business Process Improvement Opportunities

by Lynn Dudenhoefer

In the past decade, business process improvement technology has developed rapidly. In the face of such rapid expansion, Business Process Management software systems have had to grow and improve by offering cloud BPM services. Many organisations, however, are not aware of the improvement opportunities of cloud-based BPM systems.

In fact, some organisations are still using paper-based processes, which is a little like showing up with a horse and cart to drag race a Ferrari. So if you want to understand more about how cloud BPM systems can offer a seriously needed performance boost to your business process improvement initiative then continue reading...



Read the full article here: <https://tinyurl.com/tri-blog-opportunities>



### Process vs Procedure: How to Document Processes and Procedures

by Paul Elson-Vining

One of the questions I have been asked on occasion concerns the comparison between policy vs process vs procedure and what the difference is? Over the years, I have created a lot of business management documentation and seen a great deal of processes, policies and procedures being created by Triaster's customers. I know that deciding which information should be captured in which type of document, can be a real minefield for the author - so, in this article we answer the question: Policy vs Process vs Procedure: What's the Difference?



Read the full article here: <https://tinyurl.com/tri-blog-how-to-document>



1

2



## BPM 2018: Top 10 BPM Industry Trends this Year

by Pedro Robledo



BPM 2018 - how will it be different from 2017 and what are the top 10 BPM industry trends that will shape the future of process management?

The BPM industry has continued its growth of two digits during the past year, responding to the corporate need for better process management in continuous improvement, optimization, governance, risk mitigation, regulatory compliance, cost savings, customer experience, business collaboration and digital transformation initiatives. Growth will be greater in 2018 as BPM becomes even more important for companies in their day-to-day operations that require an unprecedented dynamism, where innovation must be continuous to be competitive, where the analysis of information is crucial and where it is necessary to act with agility and flexibility to meet the needs of customers - this is why BPM is needed even more by companies in 2018.



Read the full article here: <https://tinyurl.com/tri-blog-bpm-trends>



## Process Mapping Checklist: How to Make an Accurate Process Map

by Lynn Dudenhoefer



If you want to make process maps that are actually useful, then you'll need to know how to capture your business processes accurately, and visualise that information correctly using a process map that is easy to understand and apply to your business. This is why I created a downloadable process mapping checklist - so you can check off the appropriate steps as you go and come out at the other end with an effective, accurate process map.



Read the full article here: <https://tinyurl.com/tri-blog-checklist>



Visit the Triaster blog today:  
[blog.triaster.co.uk/blog](http://blog.triaster.co.uk/blog)

# Community Round-Up

What's going on?



## Mike's 'Process Approach' roadshow continues



*Michael Cousins continues to give his presentations on 'The Process Approach', all around the country. In February he presented to the CQI, London Thames Valley and Gloucester branches.*

*In May he presented the opening session of The RQA Northern Regional Forum: Can we fix it? Yes, we can!! The event - for experts from the pharmaceuticals, agrochemicals, chemicals and medical devices sectors - successfully explored continual improvement approaches to enhance the quality of research and development in their area of expertise.*



## Matt goes to the ball!



*As a guest of Triaster's customer Equifax UK, Matt Burrowes dressed up to go the UK Excellence awards on 15 March, held by the British Quality Foundation (BQF) at the Guildhall in the City of London. Seen here with Eva Newberry, Business Quality Assurance, Global Consumer Solutions, Equifax UK.*



## Significant birthdays deserve a great party!

*Triaster's Founder and Managing Director, Michael Cousins had a significant birthday this year, as did his daughter Evie. They threw a great party to celebrate, which was much enjoyed by all. Happy Birthday Mike and Evie!*





## Congratulations Emma



We are very happy for Emma Woodrow from New Charter Homes (now Jigsaw) who gave birth to Emily Grace in February. We wish them both all the best

## Atiyeh's happy news

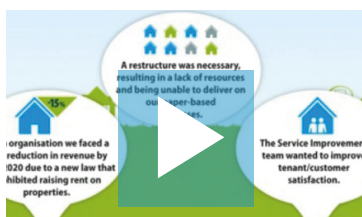
Atiyeh Sharifi, Triaster's Inbound Marketing Assistant is expecting a baby in October. We are all very excited!



## Nathalie delights at OPEX live 2018

Nathalie Hall from New Charter Homes (now Jigsaw) gave a great presentation at the Process Excellence Event (PEX), OPEX live on 11th April. 2018. It was recorded, so if you missed it, you can catch up now.

## How digital technology can enable process improvement to save £350K per annum: a case study:



Summary Video (6 mins)  
<https://tinyurl.com/tri-video-jigsaw-1>



Full OPEX live session (45 mins)  
<https://tinyurl.com/tri-video-jigsaw-2>

## Focus on a Community member: James Rowell



With pleasing symmetry James Rowell has recently both had a paper published in the Business Process Management Journal and moved from teaching at the Business School at the the University of Buckingham, to teaching at the Business Department at MEF Universitesi, Istanbul. So we are delighted to both share his paper with you and a glimpse into his new life.



## James' Paper: Do Organisations have a Mission for Mapping Processes?

Read the paper now  
<https://tinyurl.com/tri-jr-paper>

## James on moving to Istanbul

"MEF as it is familiarly known to my colleagues, has only been in existence for 4 years with it first students graduating this summer. Interestingly the university's founders are pioneers of a different way of teaching - 'Flipped Learning'. This is where students study before class and then discuss materials, cases, exercises and workshops when they all get together. Supported by learning assistants, lecturers lead these interactive sessions which actively promote peer-to-peer learning.

Acclimatising to life in Istanbul has been quite fascinating. It's a city of around 20 million people, steeped in history (it was founded a 1,000 years before the Romans), built on seven hills, with both tiny old back streets, the Blue mosque, the famous Old Bazaar and hundreds of miles of modern three and four lane highways as well as impressive modern shopping malls. It's an intricate, complex and sophisticated city, but I find the Bosphorus the most fascinating part, with its fishing ships, ferries, pleasure craft, and ships navigating between the Black Sea and the Mediterranean."



# Pub Quiz!

## Test your knowledge



Michael Cousins // Managing Director

At the Triaster Launch event, Michael Cousins tested the knowledge of everyone there with a pub quiz. As you might expect, it was quite tricky! See how you get on.

1

Who said "Excellent firms don't believe in excellence - only in constant improvement and constant change."

- A Sir Richard Branson
- B Tom Peters (author of 'In Search of Excellence')
- C Princess Anne (Patron of the BQF)
- D Sir Alan Sugar

2

Improvement can be achieved by:

- A Reducing Waste
- B Automating Processes
- C Reducing Variance
- D All of the Above

3

What do the letters VML stand for, and in what version of Internet Explorer did Microsoft say it would stop support for VML?

- A Vector Modelling Language / 9
- B Vector Markup Language / 10
- C Vector Modelling Library / 11

4

What do the letters IaaS stand for?

- A Internet as a Service
- B International Association of Aviation Suppliers
- C Inter-Alia and all Such stuff
- D Infrastructure as a Service

5

From what book are the following quotes taken:  
"If you chase two rabbits you will not catch either one."  
-Russian Proverb"  
"Extraordinary results are directly determined by how narrow you can make your focus."

- A The One Thing
- B In Search of Excellence
- C Richard Branson's Biography
- D The EMyth Revisited

6

Which of the following did not happen in 2017?

- A \$2bn was paid globally in response to RansomWare attacks to unlock files
- B In England, some hospitals were forced to close because of the WannaCry attack
- C FedEx attributed a loss of \$300m to a computer virus
- D Hillary Clinton won the US election

7

Which of the following types of support incidents happen at the infrastructure level?

- A Upgrades of Microsoft Visio
- B Installation of OS Security Updates and Service Packs
- C Network or hardware configuration changes
- D Group Policy modifications
- E Active Directory modifications
- F Disk capacity issues
- G Insufficient RAM
- H CPU performance
- I DCOM authentication
- J Password changes on service accounts

Answers: 1-B 2-D 3-B 4-D 5-A 6-D 7-All of them