

# Performance Online

The performance management software

ACCORDANCE Consulting



IMPROVE YOUR COMPANY PERFORMANCE  
SYSTEM  
WITH  
ACCORDANCE SOLUTIONS



## Ø Overview

The Accordance Consulting agency is a consultancy dedicated to companies' performance acting in Strategy, Management, Organization and Quality since 1999.

In 2000, considering the lack of efficient support of Quality and Performance management, Accordance decides to think and design an appropriate tool under the name of **Performance Online**.

Today, the software reached a high level of maturity and quickly found its place on our customers' systems, on Extranet or Internet version.

The access to Performance Online is secured by a log-in page with company and user ID and password.

All data transferred is encrypted (SSL certificate/https connection).

The application is multilingual and multisite, easily customizable, including logo and visual style.

The specific settings of each module enable to perfectly configure the tool to answer at best all needs and expectations. Moreover all the users' rights are settable by module and by menu.

All our guides and documentation are updated and available in French and English via a dedicated Internet base.



## Ø Overview

Performance Online, mostly a tool...

- Ø SIMPLE for an intuitive usage
- Ø COMPREHENSIVE thanks to its 4 competitive modules
- Ø READY-MADE a simple and immediate setup
- Ø CUSTOMIZABLE a tool tailored to your company
- Ø UNIQUE one tool for the management of all sites and departments
- Ø SECURE mandatory authentication, data encryption and management of data confidentiality
- Ø MULTILINGUAL French, English and other languages
- Ø MULTIREFERENTIAL one tool for the all standards management systems as Quality, Security, Environment...

Performance Online improves on the flow to adapt at the best to our Customers needs and to QSE standards evolution, on that way, your tool is always "up to date"



## Ø Overview

The software includes 4 independent and complementary modules:

- 1 - "Quality management" to manage all the essential functions of quality, as well as Security and Environment and data analysis in order to prepare Management Reviews
- 2 - "Surveys" to collect information from internal or external Customers and to analyze perceived quality upon Customers
- 3 - "Scorecards" to manage and edit data
- 4 - "DataSheet" to plan and follow-up internal activities (project management, business management, maintenance, hotline...)



## Ø Modules description

### 1 - Quality Management

“Quality management” enables to manage:

- Documents
- Supports and records relating to quality, security and environment
- Quality audit's documents (programs, plans, reports...)
- Quality events
- Corrective and preventive actions
- Customer's complaints
- Complaints to suppliers

“Quality management” integrates for each form functions of e-signature and confidentiality. The module also integrates Workflow's functionalities allowing the temporary or final transfer of rights and a collaborative work.

Through this application, it is possible to visualize the whole of the data selected by ISO Standards and to perform research by keyword, actor and process. Moreover it is possible to import information, to produce reports and statistics from many available requests.

A settings module of general and specific information enables to personalize the data basis for each company.



## Ø Modules description

### 2 - Surveys

“Surveys” enables to create and to manage questionnaires (ex. Customers satisfaction, social climate survey, training evaluation, e-learning, skills test, management survey...)

“Surveys” enables:

- To set and design your surveys and solicitation/reminder messages
- To create and set scorecards with the questionnaire replies
- To launch or plan the launch of one or several solicitations for a direct questioning of customers
- To plan reminders
- To visualize in the form of tables the sendings and to remind non answered people
- To visualize and recover the activity statistics (statistics of sendings, replies, reminders)
- To display replies and to complete in necessary with information (follow-up, Client back-up, actions linked...)
- To edit, to consult and to download scorecards and associated graphs (follow-up of the offered and perceived quality)

Moreover, Accordance guides you in the analysis, the quantitative interpretation (appropriate statistics methods) and the qualitative interpretation (lexical analysis) from your surveys' results.



## Ø Modules description

### 3 - Scorecards

“Scorecards” is a “Datamining” tool that enables to edit Scorecards and Balanced Scorecards (BSC)

Depending on the rights granted to him, the user can:

- Define the data and their characteristics
- Define menus used to enter or upload those data
- Create indicators (ratios or key figures) and link them to strategic or political focus
- Build Scorecards with those indicators
- Allocate objectives and tolerance threshold for each indicator
- Select and edit tables per criteria as well as the associated graphs
- Import a PDF version of the tables and graphs
- Consult the basic data of each tables
- Export files that correspond to tables and basic data
- Associate comments to each selected tables and send them to the concerned people through an alert with a direct link allowing to answer to the solicitations

The “Scorecards” module enables the administrator to manage the users’ rights (creation, consultation, data entry or upload) and to define the parameters of the tables.



## Ø Modules description

### 4 - DataSheet

“DataSheet” enables to plan and follow-up internal activities.

It supports:

- The management and follow-up of projects
- The commercial or operational business follow-up
- The recording and management of operations or support tickets (maintenance, Customer requests, hotline...)

“DataSheet” is at the same time:

- An operational tool support of the whole day-to-day business activity through possibilities of planning, progress reporting and documentation
- A management tool which facilitate the management of high value-added projects and the quick and reliable access to relevant information

“DataSheet” offers lots of useful functions, such as:

- The automatic calculation of the time of intervention by ticket and by action
- The possibility to attach files to ticket or action to document it properly
- The workflow between actors
- Alerts and reminders by email for actions scheduled
- A query tool...



