Performance Online

The performance management software

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ACCORDANCE SOLUTIONS

ACCORDANCE Consulting is a multidisciplinary agency created in 2000

Our consulting expertise is based on our top management experience in several fields such as strategy, finance, quality, marketing, operational management, project management, IT processing, human resources and consulting.

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**.

The software quickly found its place with many customers, in various sectors (aeronautics, insurances, asset management…), as a pivotal everyday management tool.

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PERFORMANCE ONLINE

An overall solution for performance management…

Performance Online is a secured multilingual extranet application which gathers 7 modules* complementary for management system (risk management, quality, environment…) and a continual improvement of performance

…multi-entity and multisite…

The application can be set for use by all organization units (group, subsidiary, departments, sites…)

…customizable

• Specific customer settings of each module of the application enable to fulfill all needs and expectations.

• The users' rights are settable per module and menu.

*7 users modules for quality management, surveys, scorecards, datasheets, risk management, purchasing, invoicing, and 1 administration module for users rights control.

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STRONG POINTS

Performance Online is a software...

COMPLETE: thanks to its 7 modules

CUSTOMIZABLE: a company settable tool

UNIQUE: only one tool to manage all company units. An administration menu enables to manage individual rights

TRANSVERSE: Interrelations between modules are organised in order to avoid redundancies and support decision

SECURE: high level security of data and transfer (rules for encrypted password composition and change, SSL certificate/https connection), and confidentiality management of each form and file

MULTILINGUAL: the application is fully set up in French and English language. Others are settable

SEVERAL STANDARDS COMPLIANT: one tool for all management system standards (e.g. Quality, Safety, Environment)

SCALABLE: to fulfil customers needs, the software evolves continually with new functionalities in accordance with expectations, in particular through a customer community organisation. It takes into account standards evolution and best practices

INTUITIVE: easy use supported by permanently updated information (news, tricks) and online guides available from the application

READY FOR USE: quick customization and settings for an immediate implementation

SUPPORTED: the hotline service ensures an effective customer relationship for the use of functionalities and any intervention request

7 COMPLEMENTARY MODULES

Quality management

To manage all the essential functions of quality, as well as Safety and Environment and data analysis in order to prepare Management Reviews.

Surveys

To collect information from internal or external customers and to analyse perceived quality.

Scorecards

To manage and issue performance information (data, indicators, objectives, tolerance threshold, strategic linkage), balanced scorecards, messaging.

DataSheet

To plan and follow-up activities (e.g. QSE plan, project management, business management, CRM, maintenance, hotline…)

Risk management

To manage the risks of the company (safety assessment, risk management plan, business continuity plan…)

Purchasing

To manage suppliers, their scoring, purchases, orders and their conformity.

Invoicing

Administrative and financial customer relationship management.

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MODULES DESCRIPTION

Quality Management

Improve quality control:

- manage documents, supports and records related to quality, safety and environment
- set internal or external audit standards (e.g. suppliers audits)
- set up audit check-lists
- fill in audit's documents (programs, plans, reports, check lists…)
- record, qualify and follow-up customer complaints
- manage supplier failure claims
- document quality events
- manage corrective and preventive actions…

Functionalities:

- e-signature and confidentiality management
- workflow's functionalities allowing the temporary or final transfer of rights and a collaborative work
- document display and research by keywords, actors, standards and processes
- data upload
- reports and statistics from many available requests
- settings for each company database personalization
- interrelation with other modules (risk management, data sheet...)

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MODULES DESCRIPTION

Surveys

Control the perceived quality:
(customers satisfaction, social climate survey, training evaluation, skills assessment, management barometer…)

- set and format questionnaires and solicitation/reminder messages
- set scorecards and assign to each one replies to various items
- launch or plan the launch of one or several solicitations
- plan reminders
- display tables of sendings and remind people that have not answered…

Functionalities:

- view and recover the activity statistics (statistics of sendings, replies, remindings)
- display replies and to complete them if necessary with information (follow-up, client feedback, actions decided…)
- edit, consult and download scorecards and associated graphs (follow-up of offered and perceived quality)…

Accordance can perform assistance in data analysis and interpretation of surveys results, quantitative and qualitative through a lexical analysis.

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MODULES DESCRIPTION

Scorecards

Follow-up the performance and the alignment of the organization:

- define 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
- set Scorecards with those indicators
- allocate objectives and tolerance thresholds for each indicator…

Functionalities:

- users rights management (creation, access, data entry or upload)
- query and issue of tables per criteria as well as associated graphs
- download of PDF version of tables and graphs
- consultation of basic data of each table
- download of scorecards and basic data
- comments attachment related to a scorecard and email to concerned people with a direct link to access the scorecard and reply…

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MODULES DESCRIPTION

DataSheet - Project Management

Plan and follow-up internal activities:

- manage and follow-up projects
- manage sales or operational business (CRM, missions)
- plan (quality, security and environment asset management programs)
- manage current operations (e.g. hotline, IT development, maintenance plan)

DataSheet is at the same time:

- an operational tool supporting the whole day-to-day business activity for its planning, follow up and documentation
- a management tool which facilitates high value-added projects management and a quick and reliable access to data…

Functionalities:

- plan and control actions related to operational or support activities (maintenance, customer requests, hotline…)
- automatic calculation of work time per project and action
- attachment of files to a project or actions to ensure their effective documentation
- workflow between actors
- alerts and reminders by email for scheduled actions
- query tool and individual desk tray setting (e.g. to do list, delayed tasks)…

- Quality Management
- Surveys
- Scorecards
- DataSheet
- Risk management
- Purchasing
- Invoicing

MODULES DESCRIPTION

Risk Management

Map, evaluate and control the whole risks of the company:

(safety assessment, activities continuity plan, risks management plan, IT recovery plan…)

- create a risks directory
- evaluate risks criticality
- plan improvement actions
- manage activities continuity plan and risks management measures (training, test…)
- follow-up risks and preventive actions effectiveness
- analyse the effectiveness of preventive and protective barriers…

Functionalities:

- display incidents statistics
- workflow between actors
- duplication of risk sheets
- history recording
- documentation, inventory and risks mapping
- weighing and scoring of risks
- documentation and communication of treatment actions (curative, corrective and preventive)
- design of Bow-Tie diagram…

- **Quality Management**
- Surveys
- Scorecards
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- Invoicing

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MODULES DESCRIPTION

Purchasing

Manage suppliers and purchases:

- reference suppliers
- set and achieve the suppliers scoring in selection or evaluation steps
- follow-up the purchases and monitor their conformity
- edit purchase orders
- display conformity statistics by suppliers…

Functionalities:

- setting of scoring criteria per evaluation type and per product/service family
- specification of criteria weights according to various products/services types
- internal and external communication of notations
- setting of orders conformity criteria
- issue of tables, reports and purchases statistics
- workflow between actors
- duplication of notation forms
- history recording…

- **Quality Management**
- Surveys
- Scorecards
- DataSheet
- Risk management
- Purchasing
- Invoicing

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MODULES DESCRIPTION

Invoicing

Manage financial relationship with customers:

- create a directory of customers
- edit, send and save quotes, invoices and credit notes
- attach files to customer records and financial documents
- dematerialize the invoicing process…

Functionalities :

- creation and validation of documents (quotes, invoices and credit notes)
- communication of documents and attached files
- non changeable documents after validation
- data download to various formats in order to facilitate financial recording
- issue of tables, states and statistics
- workflows between actors
- duplication of documents
- history recording…

- **Quality Management**
- Surveys
- Scorecards
- DataSheet
- Risk management
- Purchasing
- Invoicing

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CLIENTS IMPROVEMENT CASES

Performance Online, at the core of customers' successful challenges

- **Air Corsica** (airlines) improves the management and prevention of operational risks with Bow-Tie analysis.

- **Greensolver** (operation of new energy sites) set up and certifies an integrated Quality Safety Environment and Asset Management system for the operation of all wind and solar sites.

- **Verspieren** (insurance) monitors the customer satisfaction - client companies and beneficiaries persons of life insurance.

- **ASL Airlines France** (airlines) manages all of its regulatory and quality audits with the checklist function.

- **O'Sitoit** (solar energy) ensures the control of quality, environmental and safety risks.

- **KBE Energy** (installation and maintenance of solar panels) outsources the management of its integrated quality and environmental assurance system.

- **Dufay-Mandre** (landscape works and maintenance) improves the monitoring of his overall performance and his customer relationship.

- **COHOR** (coordination of airports in France) makes Performance On Line the central support of its certified ISO9001 Quality Management System.

- **ASL Airlines - Group IT Department** manages information security risks and its ITILV3 management system.

- **Innoé** (recruitment agency) assesses the quality perceived by customers and applicants and the conformity of its services.

- **Branchet** (insurance) manages risks to comply with the Solvency 2 European Directive.
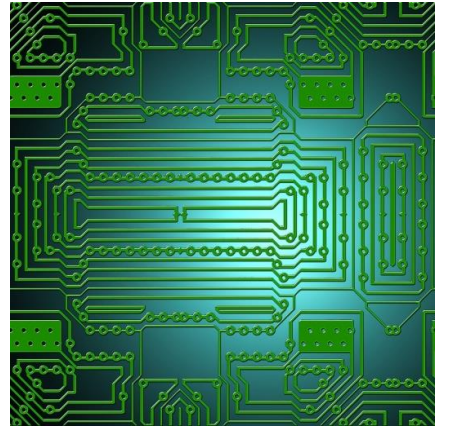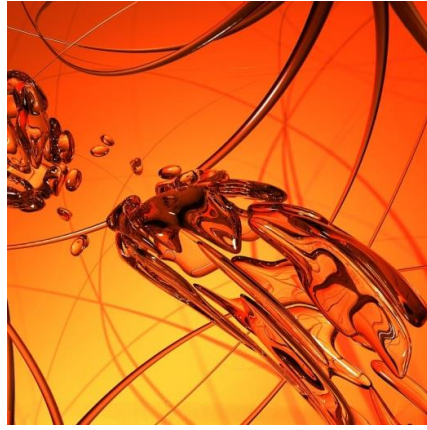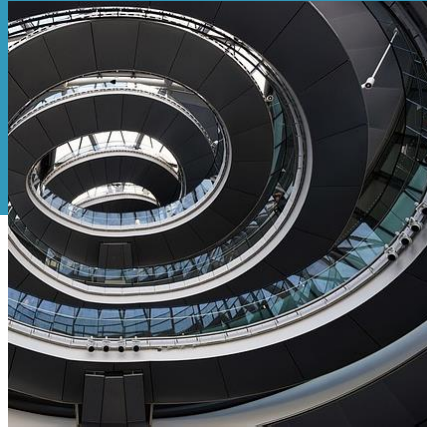
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