

Innovative Process Group



Newsletter

December 2002

In this edition

Feastive Break - Don't take your eyes off the wheel!

Our Team Wins Prestigious Award for Business Plan

It is timely that Hollywood is soon to release a film about the exploits of one of this era's better known con men - Frank W. Abagnale. "CATCH ME IF YOU CAN", based on Abagnale's best selling memoir, sees Frank played by Leonard DiCaprio. No doubt there will be lots of action and thrills in this Hollywood rendition. However the point of Mr Abagnale's memoirs and more recent offerings such as "THE ART OF THE STEAL" is pretty clear - things go wrong because people place too much trust on imperfect processes!



In pretty much the same way that things will go wrong when no process exists - so too will things go wrong when we leave processes unattended for too long without adequate and timely review.

If you have a management system in place a key element to making it work for you is to regularly review the processes that drive it. This is often referred to as internal auditing and can have a bit of a stigma attached to it.

In reality though, internal reviews should aim to give managers and owners confidence that their processes are working - and more importantly - working well!

If you would like help or assistance to get your system in-place and on-track, then give our team a call.

Our Management Team have achieved recognition for their efforts with an award from Australian Business Limited.

As part of the NSW Enterprise Workshop our team undertook a structured management program with the aim of building a viable business plan for IPG.

Their efforts have paid off as their Plan was assessed as having the best Operations Section amongst those judged within NSW.

WELL DONE TEAM !



Mobile Process Solutions - Development Report

IPG is currently in-house testing the first (beta) release of our MPS solution for the Charter Boat and Diving industries.

MPS FOR CHARTER BOAT AND DIVE OPERATORS



The screenshot shows a software window titled 'Periscope: ActiveSync' with a sub-window 'Crew Management'. The interface includes a 'Crew' header with a photo, and several input fields: 'Voyage Date', 'Vessel Name', 'Name', and 'Job Title'. Below these is a 'Voyage type' section with two radio buttons: 'Purpose Only' and 'Seal Only'. At the bottom, there are navigation buttons: 'Previous', 'Next', and 'Finish'.

FEATURES

- * Allows the Master and Crew to collect information and manage onboard processes.
- * Keeps voyage data, passenger lists, roll calls, diving logs, etc. up to date and available when needed.
- * Shares this information with their booking office or managers ashore through either wireless or GPRS transmission, or by local synchronisation at the end of the voyage.
- * Allows viewing, printing and exporting of the gathered information/results for analysis using common tools (eg Microsoft Excel, HTML, SQL databases).



- * Easy to use and pre-loaded onto handheld devices suitable for the marine environment (such as the Symbol PDT 8100 series - see picture opposite).

INDUSTRY TRIAL

In early 2003 we will commence a trial of this solution with an Australian based firm operating a range of day cruises, live aboard charter and recreational scuba diving courses and operations. Thanks to the willingness of our trial user we will have the opportunity to put this version of MPS through its paces during their peak tourist and thus business period. In this way we can be sure that we have all the right elements included for our user's needs.



DEMONSTRATION

If you would like our team to demonstrate the capabilities of MPS to you, then please call us on (02) 8211 0451 for an obligation free demonstration.

Mobile Process Solutions®

The way ahead for your changing environment

PARTNERS SOUGHT

Do you or does your company specialise in any one of these fields?

Environmental Management Systems
Safety and Occupational Health
Knowledge Management

If so, contact our team with your details and we will explore what can be achieved together!

TRAINING COURSE SCHEDULE

See our website for details of the standard courses on offer during 2003

NEXT EDITION

We will be providing our readers with a selection of technology tips.

An overview of our work with the Defence Personnel Executive - Benefits and Challenges