

# Entropy Software™

## Knowledge Management Workflow

### Overview

The Knowledge Management Workflow has a suite of features that ensures all users have instant access to all the information needed for their roles within your business. With powerful training management features and user-specific responsibilities notification and reporting, this workflow provides instant visibility of all of a user's training needs, tasks, and responsibilities.

As a central feature of the Knowledge Management Workflow, the 'dashboard' is a customisable noticeboard that ensures all users are aware of the tasks, actions and documents that they are responsible for or need to be aware of. The dashboard also provides user-specific traffic-light performance and compliance scorecards and keeps users up-to-date with news, events and alerts.

Resource features allow users to share information and enable executives and senior managers to set, communicate and monitor compliance with policies, procedures and guidelines. The Resources library also provides easy access to best practice and corporate guidance and provides all the features necessary to document, retain and share your business's expanding knowledge base of experience and expertise.

Communication and people search tools make it quick and easy to locate and connect with other users within your business, ensuring that you have the ability to continuously improve and build on past learning.

### Use this workflow for?

- Reporting and managing user's actions, tasks and responsibilities
- Tracking and managing training needs across your business
- Document control and document management
- Corporate-wide information sharing and notification reporting
- Corporate portal for news, alerts and events
- Retention and sharing of best practices across your business

### Workflow – High-Level Features

- Document control and document management
- Tracking and managing training needs across your business
- Reporting and managing user's actions, tasks and responsibilities
- Corporate-wide information sharing and notification reporting
- User-specific dashboards for responsibilities reporting
- Corporate portal for shared resources, news, alerts and events
- Retention and sharing of best practices across your business
- User-specific communication and notification

### Base System – High-Level Features

- 100% web interface
- User-centric Dashboard
- Easy-to-use, intuitive interface
- Secured system access
- Ad-hoc query, search and report building capabilities
- System notifications (email and reports)
- Record referencing features
- 20+ languages for localisation
- Configurable interface

### Key Benefits

- Reduce the cost of document management and knowledge transfer with the portal and best practice features
- Increase efficiency by providing employees with a user-specific dashboard highlighting their actions, tasks, responsibilities and training needs
- Reduce loss, incidents and cost and improve overall business performance with improved training and awareness of corporate procedures and policies
- Improve overall performance by providing consistent and corporate-wide policies, procedures, noticeboards and resources
- Reduce cost and improve efficiency with company-wide communication and information management tools

## Can your managers and co-workers easily access all information relevant to them?

Entropy Software's Knowledge Management 'dashboard' feature provides a noticeboard for alerts, news, and events.

This is combined with a real-time personalised view of all tasks and documents for which they are responsible, so all users have relevant information readily available.

Users can also receive automatic task notifications, which are also linked to Entropy Software for easy access.

## Do you have the means of setting, sharing and managing standards and procedures?

Using Entropy Software, executives and senior managers can set, manage and instantly communicate corporate policies, procedures and guidance documents across your business. Combined with regular compliance auditing, you are able to ensure your business is operating in accordance with business standards.

## Does your business continuously improve by learning from past successes and failures?

The Knowledge Management Workflow's best practice tool enables the information and experiences of your team to be captured and shared, thus providing an evolving knowledge base that communicates success, while helping to ensure that past mistakes are not repeated.

### Entropy Software™

Entropy Software is composed of five key workflows.

These function independently for targeted issues or as an integrated whole providing a full management system suite for a standards-based approach to risk, compliance and performance improvement.

The five Entropy Software workflows are:

- Audit & Compliance Management
- Incident Management
- Performance Management
- Risk Management
- Knowledge Management

Entropy Software is a scalable, solution that enables multi-site organisations to reduce operational risk, ensure compliance across their businesses and improve overall performance. The system is effective in reducing cost, improving profitability and increasing shareholder value.

## Do you have the ability to share key management system information and resources?

The Knowledge Management portal Resources library provides all users with instant access to business-wide information and resources. From corporate policies and procedures to best practices and guidance, the portal provides a single point for information that can be shared by your entire organisation.

## Can you quickly locate other team members based on their skills and experience?

With powerful people-based search features that allow you to locate and communicate with others based on names, roles, responsibilities or past experience, Entropy Software can ensure that you always connect to the right people at the right time.

## Are employees across your business aware of and appropriately completing training required for safe and effective operations?


The Knowledge Management Workflow provides all users with a training needs analysis, training records and archive and allows users and managers to ensure that all employees have been appropriately trained on the policies, procedures and courses needed to ensure the business is operating safely and effectively.

Course	Completion Date	Competence Date	Due Date
Competing For Beginners	30-Oct-2002	30-Oct-2002	
Environmental Awareness Training Programme	10-Oct-2003	10-Oct-2003	
Internal Environmental Audit Training Course	25-Jul-2003	25-Jul-2003	25-Jul-2004
Internal Quality Auditing Course	25-Jul-2003	25-Jul-2003	25-Jul-2004
Line Safety (Trainer - Alan Mutch)	25-Jul-2003	25-Jul-2003	25-Jul-2004
Line Safety (Trainer - Vincent Pocard)	25-Jul-2003	25-Jul-2003	25-Jul-2004
Management for Achievement	10-Jul-1999	10-Jul-1999	10-Jul-2000
Microsoft Office Training	15-Oct-2001	15-Oct-2001	
Waste Management Training	25-Jul-2003	25-Jul-2003	
Procedure	Version	Done?	
ENR20 - EHS Operational Control	1.9	<input checked="" type="checkbox"/>	25-Jul-2002

BSI provides risk, compliance and performance management software solutions and services using Entropy Software. Entropy Software is used worldwide by brand-name companies in a variety of markets to reduce risk, aid compliance and continuously improve their corporate performance.

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