

## Helping people and organizations to control processes and achieve goals

### Company

QPR Software Plc has specialized in building performance and process management systems since 1991. Our mission is to help people and organizations to take control of their business processes and achieve their goals. With QPR solutions you can execute better performing processes, get results fast and find out how QPR is easy to work with.

We believe that the most successful businesses and communities will be those that best utilize the competencies of their people through human centric process management. QPR provides visionary solutions to help customers achieve this success.

QPR software has been implemented in more than 1,500 organizations across the globe and is provided in more than 20 languages. QPR co-operates with an extensive network of talented partners worldwide. In 2007, we sold software and solutions to 55 countries.

QPR has its headquarters in Helsinki, Finland and is also listed on the NASDAQ OMX Nordic Exchange Helsinki market place (ticker QPR1V).

### Offering

Easy to use and fast to get results, QPR's software and solutions enable your organization to get the most out of both performance management and process management.

With QPR you can align your processes with your strategy, as well as measure and improve your process performance.

QPR ScoreCard is a management software solution for implementing Balanced Scorecard and other strategic performance management frameworks. QPR ScoreCard supports your organization to successfully plan, implement, communicate, and commit its people to organizational strategies and objectives.

QPR ProcessGuide enables your organization to model, monitor, manage and analyze business processes, allowing it to achieve full benefits of process management work. Through our QPR Portal, you can engage all necessary personnel resources from your organization in performance and process development.

QPR FactView is a tool for business analysis, providing organizations with a new perspective on operations and transactional data. QPR FactView covers all types of analysis and reporting needs for your organization.

QPR Workflow provides you with a rapidly deployable, completely web-based solution for automating your human-

centric, key business processes in order to reduce cost, improve speed, accuracy and quality, and increase transparency users

QPR's software products are easy to integrate to your existing databases and IT systems and they are available in over 20 languages.

In order to successfully develop your processes and performance, you need the right frameworks and concepts. We appreciate that different organizations have different needs and have designed our offering to be compatible with a multitude of options.

Our offering provides solutions for

- Risk Management and Compliance (including US SOX and Japanese J-SOX)
- Quality Management (including ISO 9001, EFQM, Malcolm Baldrige)
- Business Process Management
- Corporate Performance Management
- Balanced Scorecard and
- Digital Dashboards.

### Customers

QPR serves customers across the globe in a variety of industries, in both the private and public sector including SMEs, large organizations and multinationals.

Customers using our software include Bank Indonesia, Bosch und Siemens Hausgeräte GmbH (BSH), Canon, City of Tswahne, Columbus Children's Hospital, Commerzbank, Dublin City Council, Finnish Defense Forces, Fortum, Johnson & Johnson, Preston Primary Care Trust, PostParcels of Swiss Post, Siemens, Skanska, Stora Enso Packaging, and Swisscom Fixnet.



### QPR Software Plc

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## QPR customers' success stories

### BSH drives over 3000 employees to great results using QPR ScoreCard and QPR ProcessGuide

"QPR ScoreCard has made our performance review meetings very efficient. Well structured and presented performance data enables us to make more decisions in 2 hours compared to the traditional nearly full day meeting we used to have. QPR's systems save 40-50% of top and middle management time. QPR has made our management processes very efficient resulting in quality planning, target setting and follow-up."

**Gökhan Ugurlu, Director, Customer Service,  
BSH Ev Aletleri Sanayi ve Ticaret A.S**

### QPR solutions create positive business results at PostParcels of Swiss Post

"Apart from QPR ScoreCard, QPR ProcessGuide was also successfully integrated when PostParcels was reorganized. Core processes are mapped and defined and can be integrated into the QPR ScoreCard. QPR ScoreCard and QPR ProcessGuide combined is the best software toolset I know for putting a strategy into action."

**Krystian Lasek, Head of Strategy, PostParcels**

### Canon steers its activity with QPR

"Canon values transparency of decision-making. Through Canon's Intranet, the whole personnel can access both the process descriptions in the QPR ProcessGuide and the score cards in the QPR ScoreCard."

**Jaakko Muilu, Assistant General Manager, Canon Oy**

### QPR ScoreCard and QPR ProcessGuide lead Swisscom Fixnet to higher quality levels

"Our benefits of using QPR ScoreCard and QPR ProcessGuide are an increased awareness of the current situation of the enterprise and the department. This also relates to more transparency and a more consequent transformation from plans into actions."

**Mirjam Thuring, Head of Data Management & Analysis, Customer Care, Swisscom Fixnet**

### QPR ScoreCard tracks performance improvement at Columbus Children's Hospital

"With the extra focus on key performance indicators that the QPR ScoreCard provides, nursing managers at Columbus Children's Hospital have become more proactive in adjusting staffing levels, and operating margins are improving."

**Maribeth Quinn, Director,  
Business Process Improvement Department,  
Columbus Children's Hospital**

### Skanska boosts its operating system efficiency through QPR

"With the aid of QPR ProcessGuide, we can easily access any required documents. QPR ProcessGuide makes process development and customer feedback exploitation extremely easy. Minor changes can be made quickly, and everything is extensively displayed in the QPR Portal on the Intranet."

**Riku Kolhonen, Quality Manager,  
Skanska Residential Construction Finland**

### Balanced Scorecard and incentives drive operations in the Electronics Center of the Finnish Defense Forces

"The graphical scorecard view in QPR ScoreCard is the best presentation of the results of the self-assessment I have seen."

**Jukka Perko, Director, Electronics Center,  
The Finnish Defense Forces**

### Preston Primary Care Trust: Modernization through performance with QPR ScoreCard

"We were looking for a corporate solution that could better support proactive, efficient performance management."

**Claire Kindness, Performance Manager, PCT**

### Stora Enso Packaging maintains competitiveness and quality standards with QPR ProcessGuide

"If a company has described their process with any other tool in the past, I certainly recommend to start using QPR ProcessGuide immediately."

**Juha Isomäki, Quality Manager, Stora Enso Packaging**

### Bank Indonesia creates transparency and accountability with QPR ScoreCard

"Commitment from the top management is the most important key success factor for implementing a strategic performance management system. To succeed you also need a skillful and enthusiastic implementation team with a strong project leader."

**Aulia Pohan, Deputy Governor, Bank Indonesia**

### Implementation of integrated management system in Hronovce Psychiatric Hospital using QPR solutions

"Nowadays the whole hospital performance, from a process point-of-view, is within the touch of my computer screen. Thanks to QPR ScoreCard, every supervisor or head physician has access to periodically updated information about his or her ward performance and can take a detailed look at the expenses. This allows for overall improvement."

**MUDr. Karol Holly, Managing Director,  
Hronovce Psychiatric Hospital**