4TQToolkit

Quick Start User Guide

Version R6.n

4TQFlow, 4TQCoach, 4TQExplorer, 4TQWebgen, 4TQScribe

4TQToolkit
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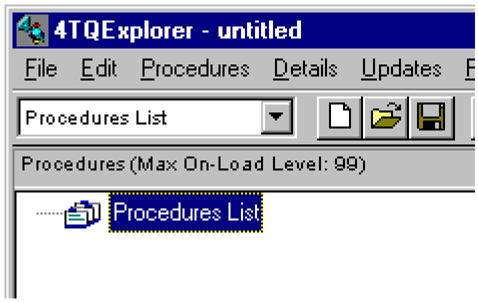
Where to start.



The key to successfully mapping your business processes is to start with an overall framework upon which you can build your Process Knowledge base.

4TQExplorer is the tool that provides this framework during the "start-up" phase, then as the system develops, its role expands to cover overall system management, document registration, Review or Audit cycle management and, most importantly, the master index (register) providing a quick "on-line" location and access service.

Building the Implementation Framework.

The first step is to build an initial framework that will provide the foundation for your Process Management journey.

Run 4TQExplorer from your Start Button's Programs - 4TQToolkit menu.

4TQExplorer has two main windows, the Procedure List tree view window (Navigate) on the left-hand side and the Tabbed List window (Explore) on the right. You will only need to use the left hand Procedure List window to build the implementation framework.

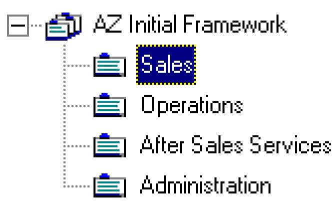
Click once on the top label (Procedure List) to select it, pause and then click once again to place the field into edit mode. Then replace the text with a meaningful title like your "Company name" or "division name" plus "Initial framework". Press the [Return] key to set the changes. This "top of tree" label is your anchor point for this view of your business.

The next task is to expand from this anchor point and build your initial framework perspective.

Select the label again and then right Button click on it to display the context menu shown left. Select the **Add** menu item to reveal the sub-menu and click on the **Category** item. 4TQExplorer will add a "New Category" label to the Procedure List, indented one level under the Top of Tree label. The "New Category" label will automatically be selected and in edit mode ready for you to over type the label with your content. The names of the categories are entirely your choice, and as we are building the "Initial Framework" using a functional breakdown that you are comfortable with is likely to be the sound approach. Most businesses have a "Sales" function, so let us name our new category "Sales". Now continue to add the other main categories to complete the second level of your framework.

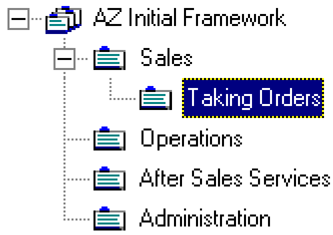
Go with your first ideas. Remember your aim is to get started. You can change the "shape" of your framework any time as easily as you build it.

Your framework should look something like the one shown on the right. Naturally you will have different categories and maybe more of them to suit your needs.



For the moment let us expand the details in one of the main categories. Click on the Sales label, then Right Click and select the **Add -Sub-Category** menu item. Re-name the "New-Sub-category", "Taking Orders".

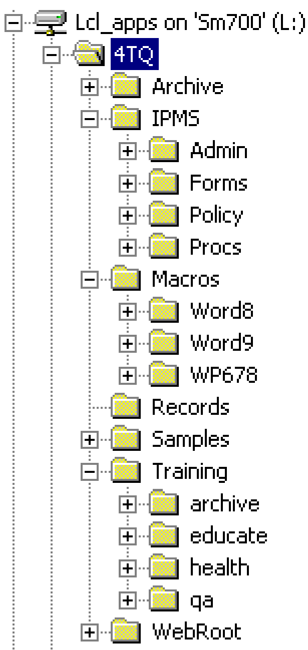
You could add further Sub-Categories to the "Taking Orders" label and repeat this process to a maximum of 99 levels. Between 3 to 6 levels is normally adequate.



Continue building your Framework until you feel comfortable that it covers all the areas you may need. Remember it does not have to be (and will not be) perfect. At this stage the task is to get started. Details can be changed as and when you need.

Saving the 4TQExplorer File.

Before moving on to the next phase lets save the work done so far.



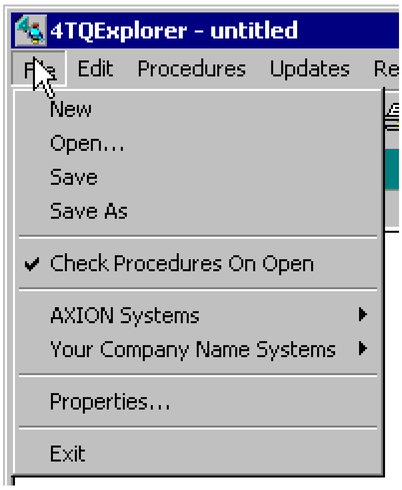
When the 4TQToolkit was installed it required two File locations to be selected. The first, called the ProgramPath, sets the location of the master directory where actual programs and common support files are installed.

The second, called the SystemPath, sets the location where your configuration and data files are located. If your SystemPath was for example L:\4TQ you will find that a set of sub-directories (Folders) has been created as well. One of these sub-folders (IPMS) containing four sub-folders named "Admin", "Forms", "Policy" and "Procs". You can add to these if you wish. What is important is that all of your Procedures be stored in or below the actual SystemPath for the Document control aspect of the 4TQ Guardian function to work for you.

4TQExplorer files may be saved in any location within the SystemPath branch of your file system. However saving a 4TQExplorer file into the actual SystemPath itself has a special effect of making the file a "Company System File".

This will have two main effects. Firstly, you will receive warning messages when saving changes to the file. The message is shown (right).

Secondly, the Framework file will appear under your company's name on the File menu, as shown (right). Use this feature to help other users locate your company's standard Frameworks easily without having to know the file's location and name.

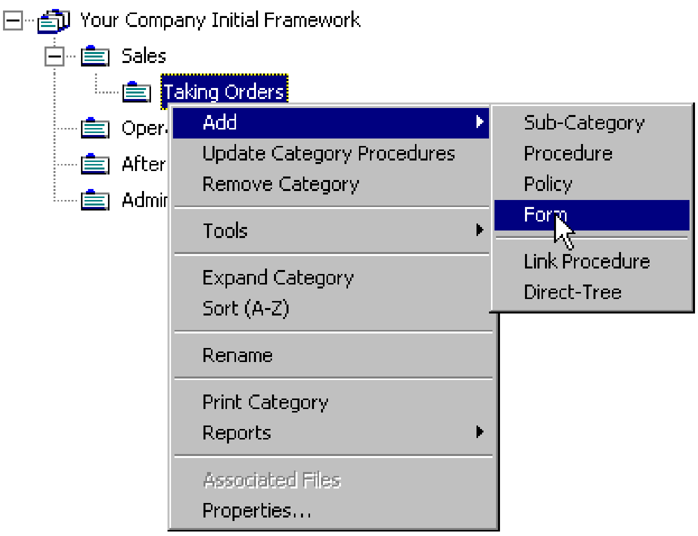


Since you are creating your initial Framework and you will develop it into your master system file, click on the Save button on the Toolbar or use the **File** - **Save** menu item to save the file in the SystemPath.

If you close the File or 4TQExplorer and then run it again you can open the file from the "Your Company name" File menu item. Note, files opened in that way are normally opened in Read-Only Mode. To re-open a file in Write mode you must open it using the File Open menu dialog and check off the "Open as Read Only" flag. While this is the default behaviour, your administrator may have altered the default or your specific settings.

Migrating an "old" system.

Experience has shown that rarely will your system be for a "green fields" site. The fact that you are in-business means that you already have a history of knowledge in the form of procedures, policies and guidelines. What is needed is to find, sort, relate and cull this material so you can manage and control it. It makes sense to locate and catalogue the things that you already have and make good use of them. The framework you have built in the previous section is the ideal place to catalogue the existing material you have. At the end of this phase you will have a coherent structured way to quickly locate the existing material, and perhaps more importantly, you will have started to identify the things that are missing and needed.

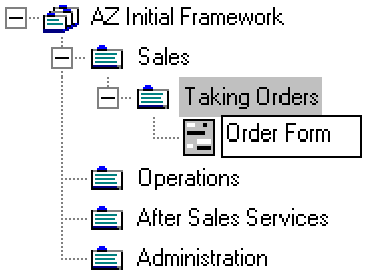


The existing material can be in many forms. Common examples include Policy and Guideline statements, printed or computer based template forms, and Process documentation in the form of "Standard Operating Procedures (SOPs)" or Work Instructions.

Adding a Form to your Framework.

Run 4TQExplorer and open the perspective to which you wish to add the Form. Using the Initial Framework, which you constructed earlier, let us now add an Order Form to the Sales - Taking Orders label.

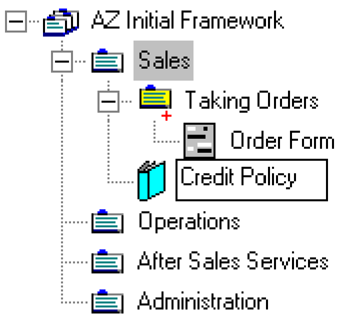
Click on the Taking Orders label, then Right Click and select the **Add - Form** sub-menu item (shown below). Using the dialog box, find and select the corresponding file of the Form and click the Open button.



The Form's label is added under the current label and has a special Form icon as shown. You can edit the Form's name to give it a more meaningful title by clicking on the label and over-typing the default entry. If the document contains "Summary" or Property sheet information, 4TQExplorer will extract and use the appropriate values stored in the Property sheet. If the Documents property sheet is blank or not available the Form Label will default to the Documents actual Filename. Not all files have "property" sheets. To edit or add information to a Property sheet when using MS Word select the Properties item from Word's File menu.

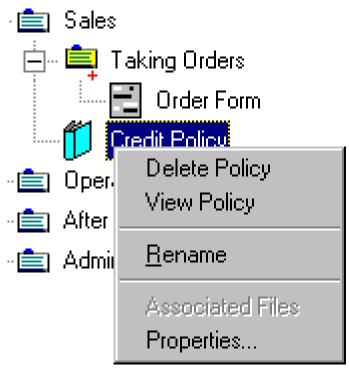
To view the Form, right click and select the **View Form** item.

Adding Policy Documents.



To add a policy statement to your framework, right click on the required category to select the one that the policy relates to, and then select the **Add** - **Policy** menu item. For our example let's add a "Credit Policy" to the Sales category as shown on the right.

To view a Policy statement, right click on the Policy label and select **View Policy**.



More about adding Policy, Forms and other document types

When a document is added to a 4TQExplorer framework as a Policy or Form, 4TQExplorer will check the document for the presence of Property information. This information can be used as a source to populate the Title, Owner, Reference or Version displayed in 4TQExplorer lists. MS Word and MS Excel documents are examples of documents types that have a Properties sheet or page.

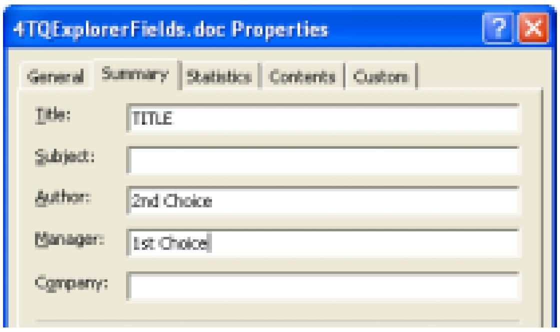
The Property sheet is accessed on the File Menu of the source application.

Behaviour without a Property Sheet.

If a Property sheet is not available 4TQExplorer will add the document with the label displaying the file’s name and with the field in edit mode. The label can be changed later with the right click rename option or left click edit.

Behaviour with a Property Sheet.

If a valid Property Sheet is found the contents of the sheet are used to provide the Title, Owner, Version number and optionally the Document Number as detailed below.



The Title Field.

The Document label cannot be edited in 4TQExplorer.The Title field contents from the Summary tab of the sheet are displayed.

If the Title field is blank the label will display PROPERTY: Title <blank> - filepathname.

The Owner Field.

The value used in the detail list will be selected from the Property Summary tabs field Manager field. If that field is blank the Author field is used. If both are blank the owner field will display PROPERTY: Author <blank>.

The Document (Reference) Number Field.

The Document Number value, contained in Properties Custom tab, is displayed in the Details Reference column if present.

To set the value for the Document Number open the Properties dialog from within the source application and select the Custom tab. Scroll down the name list until you locate the Document Number field as shown on the right. Check that the type is set to “Text” and enter the document number value.

The Version Number Field.

4TQExplorer will check for the presence of a Custom field labelled “Version”. Unlike the Document Number field the Version field doesn’t pre-exist in the field list. You will need to add the field.

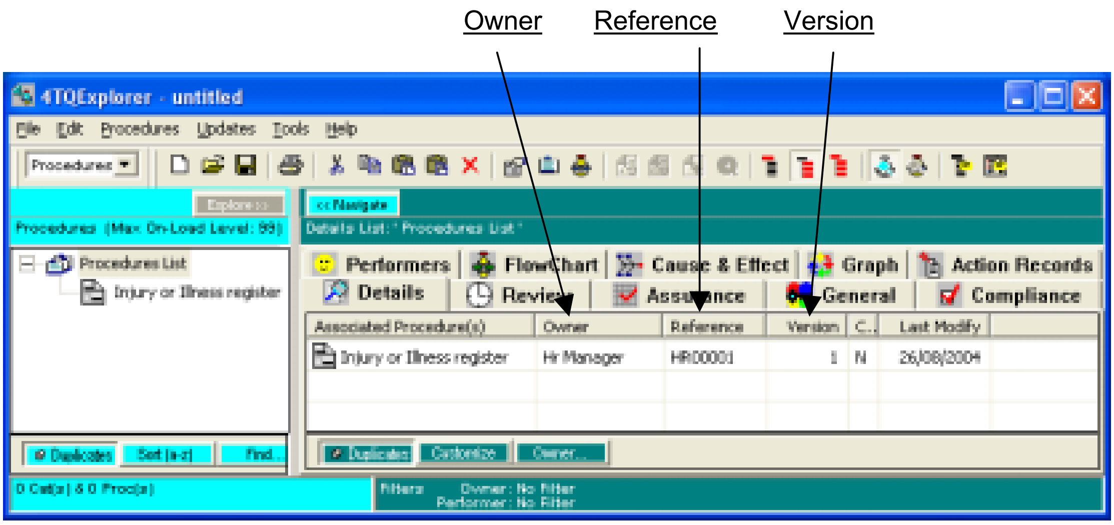
To add the Version field type the label (Version) into the Custom tab’s Name field, set the Type to Text and enter the desired value.

If the Version field value is not present in the Property sheet 4TQExplorer will use the value contained in the standard internal “Revision number” field. This value is normally displayed on the Properties sheet’s Statistics tab. In MS Word the value of the Revision Number is incremented by one each time the document is saved. In other applications the field may or may not function.

Updating the Field values.

To update a custom field value open the Properties dialog in the source application (ie MSWord) and select the Custom tab.

In the Properties list (bottom of the tab display) select the field you wish to change in the list and enter the new value in the Value field. The Modify button should become active, replacing the Add button. Click the Modify button to commit your new value.



Adding a Procedure to your Framework

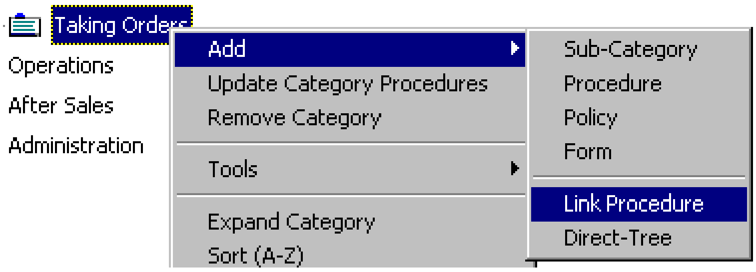
One of the functions of 4TQExplorer is to deliver the "horizontal" or process view, of your organisation's "system of work" based on the process layering provided by 4TQFlow. During the building of your initial framework, you will possibly need to do one of three operations,

- Create a New 4TQFlow Process Map,
- Use an existing Document in its current form,
- Add an existing or supplied 4TQFlow Process map.

Usually you will have some existing documentation. As a general rule it is best not to immediately convert it into a 4TQFlow Process Map form. There is no real need to do so if the existing material is up to date and providing satisfactory results.

The first two operations are performed by the Add - Link Procedures command.

The Add - Link Procedure command displays a dialog box in which the Title of your new process is entered and the file name of any existing document (if required). Clicking the Link Button will automatically create the 4TQFlow Process Map with the supplied details.

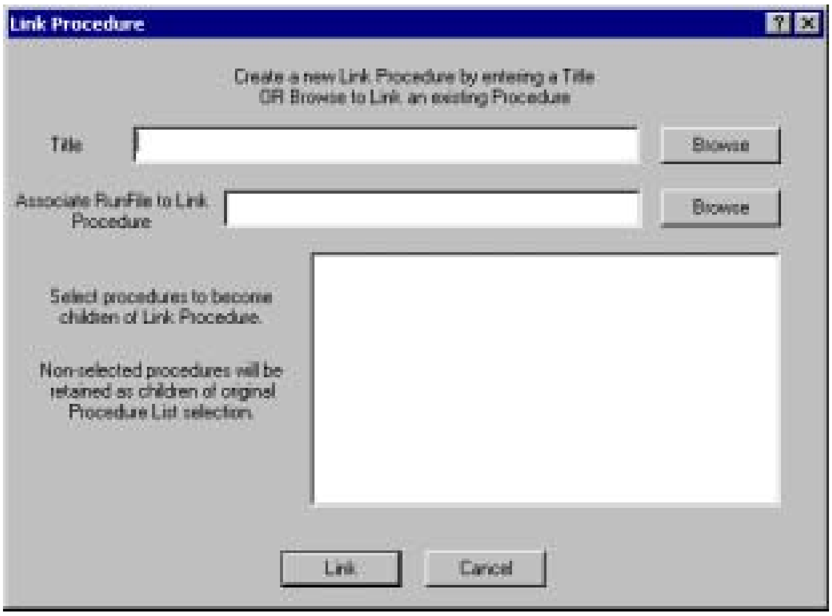


Clicking the Link Button causes the "Add 4TQFlow Procedure" FileSave dialog to be displayed, with the default path set to your 4TQ SystemPath\IPMS\Procs and a default file name constructed of "LP" (for Local Procedure) followed by a Sequence number and the Process Title.

You may move the file location or change the file's name as required. Remember to save your file within the SystemPath for the 4TQ Guardian features to have effect.

Creating a New Procedure.

Right Click on the desired category item within your framework to display the context menu, then select the Add - Link Procedure item as shown above.



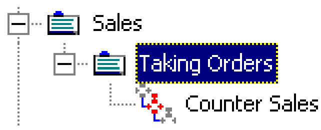
The Link Procedure dialog box (shown) has three fields. Your entry in the Title field will be used within 4TQFlow's Title Page as the Processes' Title.

Enter the Process Map's Title and then click the Link Button. The FileSave dialog will be displayed and if you are happy with the location and File name offered, click the Save button.

The Link Procedure feature will always offer to create the file in the IPMS\Procs Sub-folder. The default file name structure is made up of "LP" (Link Procedure) followed by a sequenced number and the Process Title.

4TQFlow will automatically run if it is not running and display the newly created (saved) procedure file. The new procedure will also be displayed on the 4TQExplorer framework with a special icon (shown on the right).

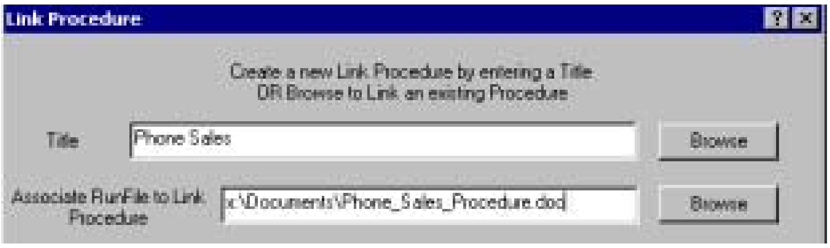
The icon will revert to the standard icon(s) once you have altered Process Owner field in the map's Title Page. 4TQExplorer will display a message prompting you to save your Framework.



You can leave the Process in this initial form and complete it later, using the icon to identify the new partially completed Processes. It is a good idea to at least complete some of the Title Page as soon as possible. If you wish to complete the process information, use 4TQFlow to open the new procedure's Title Page by double clicking on the Title box or by pressing Control + T.

The steps involved in creating (and modifying) a Process Map are explained on page 20, and the details of Step 3 should be the minium information you initially seek to complete. Additionally, adding the Review Schedule Property to the Title Page Property list brings the process within the scope of the 4TQ Review Schedule management reports. For details on the Review Schedule Property refer to page 38.

Using an Existing Process Document



In many cases you will have existing text based documents that should be added to your Framework at the appropriate point. Follow the same steps for creating a new procedure using the Add - Link Procedure, additionally entering the existing document's file name into the "**Associate RunFile to Link Procedure**" field as shown.

4TQFlow will behave as it did when adding a new Procedure, however this time a Task figure will be created on the Process map's workspace and the RunFile reference to the existing document established. The Task Figure's Label and Performer's Field will both be filled in with default text.

By incorporating your existing Procedures in this way you have established the ownership of the process and optionally turned on the review schedule, so that 4TQExplorer can assume the review cycle management function for this procedure. Your existing process document may be perfectly adequate for continued use, and can be maintained in this way until the need arises. For instance, as a result of a review you may need to alter (improve) the process. You can take that opportunity to convert the information into a 4TQFlow process map with the current process details in mind. Use 4TQScribe to assist you when you decide that the document should be converted. The use of 4TQScribe is explained on page 52.

Complete the Title Page information as before.

Adding Existing 4TQFlow Process Maps

To add a single existing 4TQFlow Process map, use the Right Click Add Procedure menu item at the desired point in the framework. With the File Open dialog, locate and select the Process file and click the Open button. Any Sub-Processes referenced by the selected procedure will also be included into the 4TQExplorer framework.

Adding a Directory Tree.

The **Add - Direct Tree** method can be of great use if you have existing 4TQFlow Process Maps or other people are assisting you by documenting specific areas of the business.

The key feature of this method is that 4TQExplorer does the hard work for you. Use the **Add Directory Tree** context menu item, and then select the Directory that contains the 4TQ Process Maps that you wish to add to your framework. 4TQExplorer will analyse the relationships between all the Process Maps in the directory. Based on this analysis, 4TQExplorer then selectively adds only the Parent Processes to the framework. This may take some time.

Adding Background Information to your Framework.

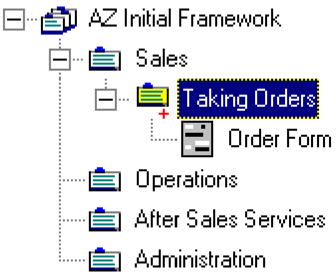
Each label in the Procedure List can be associated (linked) with up to five documents, a Web URL and a 4TQLink measurement file. We will deal with the use of the measurement files later in this guide.

In your search for existing material, let us say you have found a "Credit Guidelines" document and you wish to include it in your framework under the Sales category.

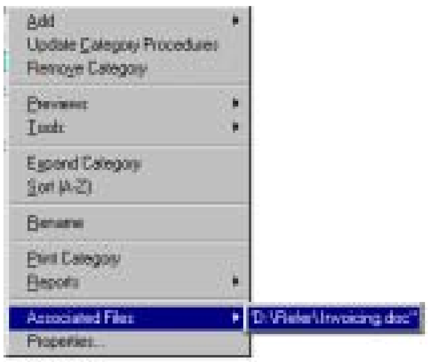
(Note: The information in the "Credit Guidelines" is not required by anyone actually performing the procedure and is background information only. If it is useful to a person "doing the job" then the reference should be made from within the 4TQFlow Process map itself, as a "Runfile". Refer to page 29 for details)

First click on the Sales label to select it, then right click and select **Properties** from the context menu. The Properties dialog has four tabs, select the **Associated File** tab. Press the Browse button, then find, select and open the file containing the "Credit Guidelines". The File will appear in the list shown on the Associate tab page. Click the Associate button to complete the association.

To remove an association, select the file in the list and click the Disassociate button. You can also run the file directly from the Associate tab page by selecting the required file from the list and clicking the Open button.



The Framework example now shows a yellow folder icon with a small plus sign to indicate the category has additional information. You can right click on a label with this icon and run the selected associated file directly from the context menu.



To view an Associated Guideline or reference file select the label and right click. Then select the required reference file from the Associated file list.

What's Next?

Your initial framework is a catalogue or "register" of your process information and identifies the process owners. Now you have a start point on your journey to implementing a system of management, based entirely on the actual layered shape of your processes.

You will also have revealed any missing, weak or needed items and in doing so performed a form of "Gap Analysis". The challenge now is to fill in the process gaps, align them with your policies then implement, control and review them.

4TQExplorer also provides a Process Review scheduling register and, if needed, an ISO9000 element versus Process deployment matrix. To use these functions, the appropriate information needs to be added to your Process Maps. The next section deals with using 4TQFlow to capture and document each Process.

Using other 4TQExplorer features to manage and control your system is dealt with in the "Managing your System" section of this guide (page 56).

Documenting a Process.

Axion has had the privilege of viewing procedure documents from many different sources. Based on our observations, there are a few points that you may wish to consider when setting about documenting your processes and building your "system of work".

About your users

The documents you supply must be useful and of *benefit* to the intended reader. Anything that is of little benefit to the user will be perceived as almost valueless and given little regard. We have seen many beautifully presented, well organised, and expensively maintained Documentation Manuals (and libraries) with dust on them! Worst, in some cases there has been more than one set, one for "Safety", another for "Quality" and maybe even one for actually doing the work!

So, what makes a Process document beneficial? Well, here is a list of points we believe worth considering.

- Content - Factual and correct.
- Presentation - Consistent and *very* concise.
- Directed at the *user's* needs.
- Add value to the *work* of the individual.
- Incorporate "Compliance issues" into the actual *work practises*.

The hard part in all of this is in truly understanding the needs of the user. It seems that, given the scale of large organisations, and the specialisation of workplace roles, you could expect such a definition of needs would be exhaustive and potentially internally in-conflict. Fortunately, it is not!

You will only find two types of the real user. Type one is qualified, competent, and experienced for the role he or she plays. Thankfully, type one people are, by far, the majority in any established organisation. You will need them, for they already know the How, Why, When and Where of the enterprise. They are precious, as you will see further on.

Type two users differ from type one in only one aspect. They are qualified and competent for, but inexperienced in the roles they play. Type two people become type ones very quickly when given the appropriate leadership, support, encouragement, and ready access to "How To" information upon which they can reliably build their own personal experience. When the type one work colleague of a "new" person does not actually show that they (by actions, not words) see *beneficial value* in your documentation, you cannot expect them to.

The challenge is to engage your organisation's experienced people to want to use the "documented system of work" because *they see it as helping them*. It will only be so when it is easy to find, easy to use, up-to-date and relevant to their work and life. Given such a state, the task of the getting user "buy-in" and actual process ownership is self-driven.

Some of keys to engaging your experienced people include;

- Including them, *directly* in the evolution of the system.
- Actively seek "Process Owners", select *wisely,* aligned with the actual accountability and responsibility of and for the *work outcomes*.
- Measure the Process, in process outcomes terms and feedback the information.
- Keeping "it" short and to the point, use "layering"(sub-processes) to handle complexity.
- Make it easy to do, and easier to get changes (improvements) made.
- Do not include "Policy" or Policy interpretation in Procedures under any circumstances,
- Use the "picture" (chart diagram) as the best quick finder "of the bit of detail I need",
- Don't use "references" as a substitute for information.
- If you do make a "reference", use a live link at the step where it is used.
- Always test it in the "real world" with both types of user (if possible).

Getting started with 4TQFlow.

Before starting to document your first process, it is worth spending a little time adjusting the layout of the 4TQFlow workspace to suit your needs and preferences.

Preserving the screen layout.

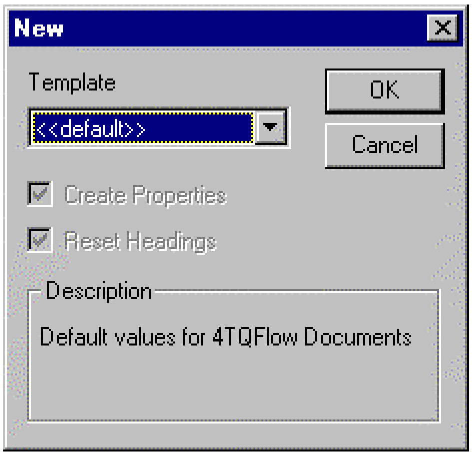
To preserve your current 4TQFlow window size and screen position, hold down the shift key while clicking on the EXIT button. To close the program click on EXIT again, without the Shift key. The next time you use 4TQFlow, the screen will be exactly as it was.

Creating a new process file.

There are two ways to create a new workspace. Firstly, clicking the ToolBar's new button clears the screen and Opens a new workspace based on the current 4TQ Template.

The second way is to use the File Menu's New command. This method will allow you to select a different 4TQFlow Template for your new Process Map. Each Process Map may be associated to a 4TQ Template, which will customise the Global Performers, change Section Headings and set up the Title Page's Property items automatically.

The optional properties include Amendment Records, Review Schedule, Process Chart Preview and Compliance Issues.



Selecting the <<Default>> Template applies the default setting as stored in your 4TQFlow configuration File.

If you have a document on the screen, 4TQFlow prompts you to save the document before you create a new one. If you do not save the document, any changes are lost.

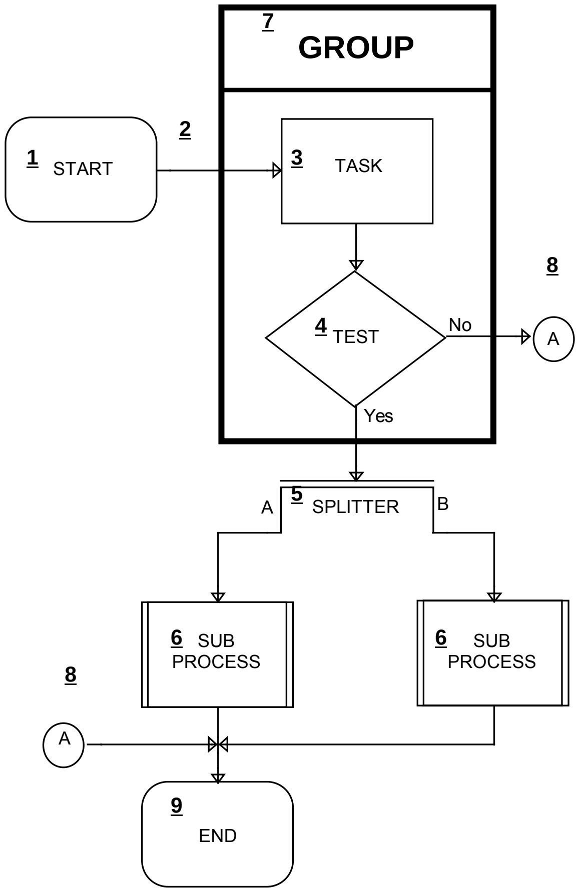
With each new chart, your New Chart Scale Preference is applied to the workspace. Refer to the Options - Preference Dialog box to alter the size of the Figures (scale), and set the position of the mandatory START Figure. This size is measured in grid units and is based on the size of your selected Figure "Figure Text" font.

Note: Charts created with different scale settings cannot be pasted onto each other.

The following nine steps detail how to create and publish a new Process Map. The steps cover opening a new Workspace, entering the Process Map's Title Page information, adding the Process activities, and generating the report document.

Using the 4TQFlow Figure types.

Flowchart Figures represent the type of action that occurs in each step of the process. Understanding each Figure will help you to interpret those process actions.



1. **Start**

   The beginning of the process. There is only one start in a process map. The Start Figure can not be deleted. It is the ideal place to detail the assumptions and required conditions before someone commences the procedure.

2. **Direction of Flow**

   All Figures are connected by arrowed lines that indicate the sequence of activities.

3. **Task**

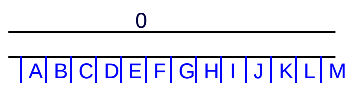
   An action step that must be performed and completed before proceeding to the next activity. The Task figure is where the work is done.

4. **Test**

   A decision that can only result in a ***yes*** or ***no*** answer. It determines what path the operator must take to complete the process successfully.

5. **Splitter**

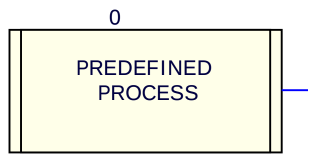
   Used to show a process that is split to handle non-sequential activities. The splitter is created with two outgoing flow line start nodes. You can add more outgoing nodes by Double Clicking immediately below the bottom line of the splitter symbol. Up to ten Nodes can be added to a total of thirteen. The Node labels will automatically be sorted in alphabetic order (A to M). If you are using a very small figure grid width setting you may not be able to get all twelve node.



   Note: All paths *must* be completed. The operator(s) select which path to complete first.

6. **Sub Process**

   A task containing a micro process; a stand-alone process required to complete the macro process. A Sub-Process is a process that divides a large process into smaller manageable processes. You will often find that one how-to-do manual may refer you to another reference for more detail or extra reading. Sub-processes work much the same way.

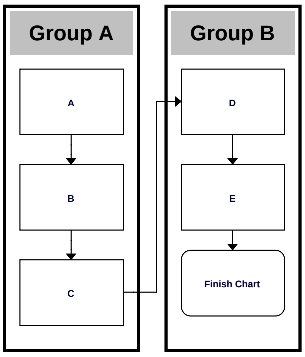


   Sub-Processes also include cross-functional processes (common processes used throughout the organization controlled by one department). Examples include supply procedures, leave applications, payroll, training programs etc. Instead of each department duplicating this documentation, 4TQFlow has the capability of linking these cross-functional processes as sub-processes.

To create a Sub-Process first create a Task figure then add a “Jump To” entry in the Figure Dialog General tab’s “Jump To” Field.

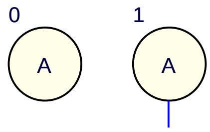
7. **Group**

   A collection of process steps that have a common attribute, function or are associated in some way that you wish to display. Organisational grouping may be used to show how processes cross through other divisions, functions, locations or areas of responsibility.



8. **Connector & Socket Pairs**

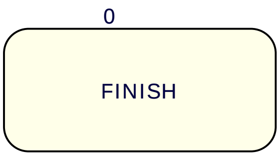
   Extends a flow line without the entire line being drawn. This is useful when the actual flow line path would clutter the chart and make it difficult to read.



Connector & Socket
(socket has a tail)

9. **Finish**

   Indicates the conclusion of the process. It is normal (desirable) to have more than on Finish on a chart. The Finish figure is used to record the outputs and outcomes of a process.



   Having more than one allows you to detail the optimal and less desirable outcome instances

The Nine Steps

Open 4TQFlow.

Step 1: Run **4TQFlow** from the **Start** button **- Programs - 4TQToolkit** Menu list

Ensure the MenuBar, ToolBar and StatusBar are displayed.

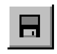
The Utilities Menu may be used to toggle the bars on or off.

The StatusBar is displayed at the bottom of the 4TQFlow Window.

The ToolBar, when displayed, is positioned within the MenuBar on the left-hand side.

Saving the File.

Step 2: Click on the ToolBar's **File Save** button.

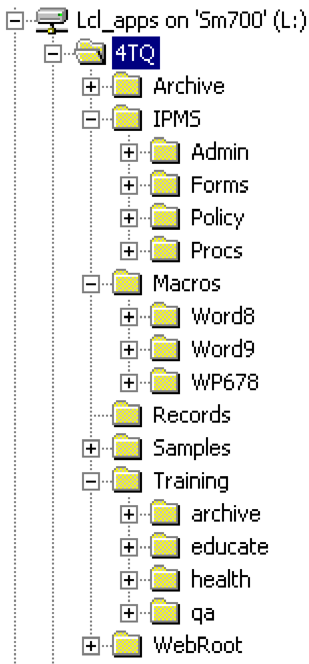


Fill in the File Name.

The 4TQ Process File suffix (.FLW) will be appended automatically if omitted.

Press the **OK** button.

The directory shown on the right displays a typical SystemPath structure. The SystemPath in the case shown is L:\4TQ. You can the location of your SystemPath by opening the Customise Dialog can be found on 4TQFlow's Options menu.



check that

The IPMS sub folder is created during the software's installation and contains four folders, Admin, Forms, Policy, and Procs. The Procs folder is a good place to store your Process map files. You can of course add other folders to extend the structure to suit your needs.

sub-

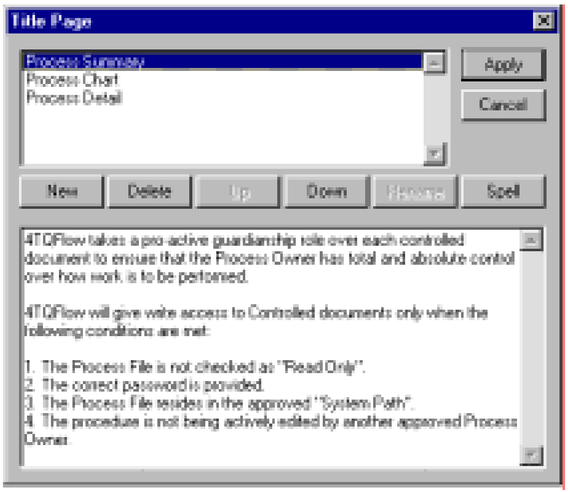
Choosing File and Folder Names

There are a few general tips that you should bear in mind when naming your files and building a folder structure.

- If possible use DOS 8.3 filenames.
- Only use alphanumeric characters (A-z, 0-9) for file and folder names. Do not use "white-space" characters like space or tab.
- Keep the depth of sub-folders below 7.
- Always store your 4TQFlow files in a folder below the SystemPath.
- Keep the total length of a file's combined name and pathname to less than 255 characters.

Filling in the Title Page.

Step 3: The Title Page holds the common and control information of the process. It consists of a series of Property sheets. Always start a new process map by completing the Title Page properties. If you do not get the whole process mapped in one session, you will at least have the main information to refer to later.



- Click on the **Title Page** button on the MenuBar.

  The Title Page dialog will open and display the Process Detail Property Sheet.

  The property list is shown at the top of the dialog.

- Fill in the **Process Details** Property sheet including the:
  - Title = The Process's shortest meaningful name.
  - Owner = The Position Title of the person who owns and controls the process.
  - Version = The version number of this process.

- Click on the **Process Summary** Property.

Summarise both the Purpose and Scope of the Process. Enter a brief description of the purpose of your process in terms of outcomes or results, the event that starts (stimulates) the process, and the state that exists when the process ends.

The Process Summary is a very important part of the Title Page information. Your intended reader relies on the Processes Title, and the contents of the Process Summary to quickly verify that this process contains the information needed. The Process Summary is also automatically referenced and included in any Parent Process Reports when the process is used as a Sub-Process.

Other Properties, including the Review Schedule and Amendment Record can be added now or later.

All of the properties shown on the Title Page Property list will be included in the report, and the order in which they appear within the list governs the order that they will appear in the generated report.

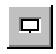
- Press Title Page dialogs **Apply** button when you have finished.

Begin Process mapping the activities.

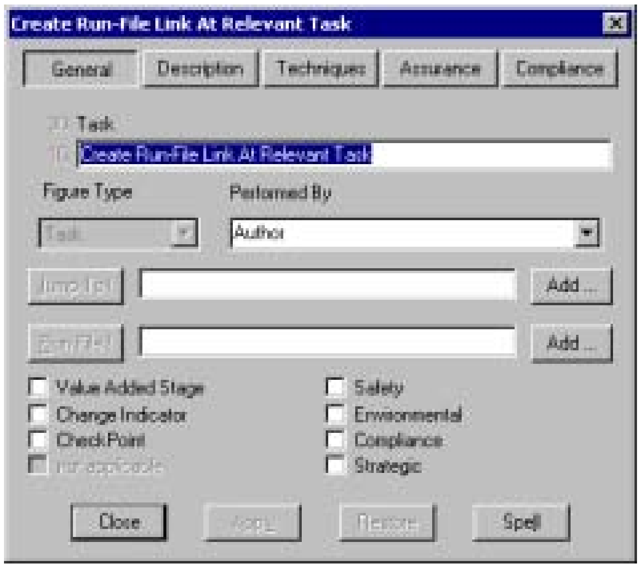
Step 4:

- Click the Tool button to show the ToolBar.

- Click on the **Task symbol button** in Toolbar.
- Move the mouse until the **Task symbol** is positioned below the **Start chart symbol**.
- Click the left mouse button to drop the Task symbol on the chart. The Task will be placed onto the workspace, the flow-line from the start will be connected and the Figure dialog will open and display the **General** Property sheet.



- In the Label Field enter a brief description of the step.

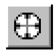


- Fill in or select the Performer of this step.
- Click on the Description Tab and add the instructional details.
- Click on the Techniques Tab and add any explanatory details as needed.
- Click on the Assurance Tab to map the relationship of this task to an ISO9000:1994 element (if required).
- Click on the Compliance Tab to map the relationship of the figure to ISO9000:2000 and / or other Compliance systems that may be available on your system. If the Compliance property has not been added to the Process map's Title Page the Compliance Tab will be disabled.
- Press **Apply.** Repeat Step 4 until you have finished entering all the Tasks & Tests in your process.

You can optionally create a "Checksheet" report for the process. Checking (Ticking) the "Checkpoint" Checkmark on the General tab on any figure turns this feature on. For more information on creating Check sheets refer to page 38.

TIP: Instead of selecting from the ToolBar each new Symbol, try Double Clicking the left mouse button under the previous task and select the Figure type needed from the pop-up menu.

4TQExplorer can display the consolidated matrixes for the Compliance Issues, General and Assurance Tab elements (refer to Page 63).

Finish and test each flow path. 

Step 5: Add a **Finish** figure to logically end each of the process flow paths with the details of the outputs and outcomes at have been attained. It is common to have more than one Finish figure.

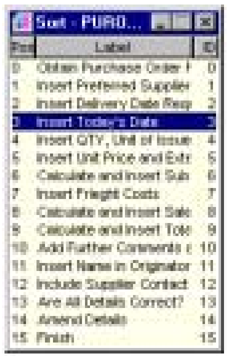
Check that each process flow path has been completed and that all of the flow lines are connected,

The MenuBar's **Unterminated** button will be active if any figures are not fully connected.

To Locate each missing flow-line Click the **Unterminated** button. Repeat clicks will locate each missing Flow-line in turn.

Sorting the order of the document.

Step 6: Sorting refers to arranging the order in which the process steps will appear in the Generated Report.



By sorting the order you can ensure the steps are sequenced so that your readers can follow the document easily.

Immediately after creating a new chart the figure order is the same as the creation sequence. Generating a Report in creation order may unnecessarily confuse your reader. To avoid this, alter the Report order, by **Clicking** and **Dragging** Labels to the different positions within the list. The Layout of the Chart is not changed. Groups may also be 'Dragged', Press the **Ctrl key** and **Click** on each of the required Figure labels to build the group, then drag the group. The mouse pointer will change shape when dragging.

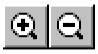
The left-hand number in the Sort Window indicates the current sequencing and position of each Figure in the Report. The right hand number is the Figure's unique identity number (ID).

The ReSequence command aligns each Figure's unique identity (ID) number with its Reporting order number.

If the Report order has been manually modified, use this command to realign the ID numbers with Report order number.

Double Clicking on a label will open the Figure Dialog.

- Click on the **SortWindow** button on the MenuBar.
- Position the SortWindow by clicking and dragging the Title frame.
- Clicking on a Figure Label in the SortWindow selects that Figure on the Workspace.
- Double Clicking will open the Figures Dialog box.
- Right Clicking opens the context menu.
- To alter the Sort order Click on the Label you want moved.
- **Hold** down left mouse button (drag).
- **Move** the **mouse** pointer up or down the list into the desired position.
- **Release** left mouse button.
- Repeat until all steps are in the desired sequence.
- From the Edit Menu, select **ReSequence** to match the Sorted Order to the Figure Numbers (Figure IDs).
- Close the Sort Window.



TIP: To Zoom in or out, Click on the Zoom buttons on the MenuBar.

The Figures may be aligned (vertically or horizontally)

- Click and drag the mouse to draw a rectangle over the figures that you wish to align.
- Depress & hold the Control key down and select by clicking on the figure that you wish to align to. (You should have the one figure highlighted (the target), and a number of other figures selected.)
- From the Utilities Menu - Align items select the orientation required.

Final Checks, Presentation and Save.

Step 7:

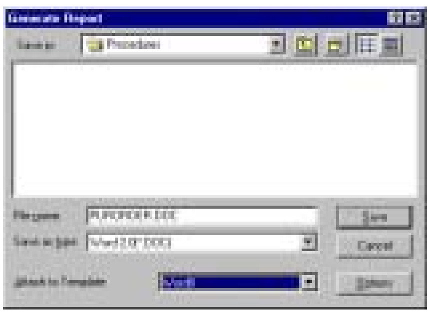
- Use the BugHunter feature to check your file for common problems like Missing Performers, Figure arrangement (Documentation flow) and Sequencing errors. The use of the BugHunter feature is detailed on page 27. To launch the BugHunter select it from the Utilities menu.

- To save the file, Click on the ToolBar **File Save** button.

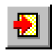
Generating the Report Document.

Step 8: To create the Process Report Document, Click on the **File Generate button** on the MenuBar.

- If the Spell Checker appears, **Spell Check** the chart.
- You can turn off the automatically pre-report Spelling Check with the Options General menu item.
- The Generate Report dialog will display the default file name and your default file format. If you are using Microsoft Word, always select the Word 2 format.
- The default formats can be altered after installation with the Options WordProcessing menu item.
- Again, if you are using Microsoft Word, ensure that you have selected the correct Word template for the exact Word version. Press the **Attach to Template** drop down list if you need to change it.
- You can set the reporting options by clicking on the Options Button.
- Press **Save**.



Viewing the Report.



Step 9: The View Report button launches your Word-Processor and loads the Generated Report Document. If the Word Processor supports attached macrocode or templates, and you have attached one in Step 8 above, a dialog box may be displayed, allowing detailed layout choices to be made.

- Click on the **View Report** button in MenuBar.
- You can set the reporting options by clicking on the Options button. Click **Save** when ready. Wait for the Word Processor to start and load the report.
- If a 4TQ Macro Dialog box opens, select the layout and options required and Click the OK or Continue button. The three Standard layouts provided for Microsoft Word 8, 9,10 and 11 are Standard, Audit CheckList and Uncontrolled. For details about the Template layouts refer to MS Word Template section in this guide. (Page 45)
- A Message Box will advise you when the macrocode has completed and the report has been saved. The report may be printed if required.

The View Report command gives you direct access to the Generated Report in your chosen Word Processor, ready for printing or formatting. The default Word Processor is selected during installation of 4TQFlow.

The Report must be generated (using the Generate Report command) before you can view the report. If no report has been generated, an error Dialog box will advise you to generate a report before using this command.

The exact behaviour of the View Command is dependent upon the chosen Word Processor and the attached Word Processor template.

Adding the Process Chart Property to the 4TQFlow Title Page will insert the Chart diagram into your formatted Procedure document.

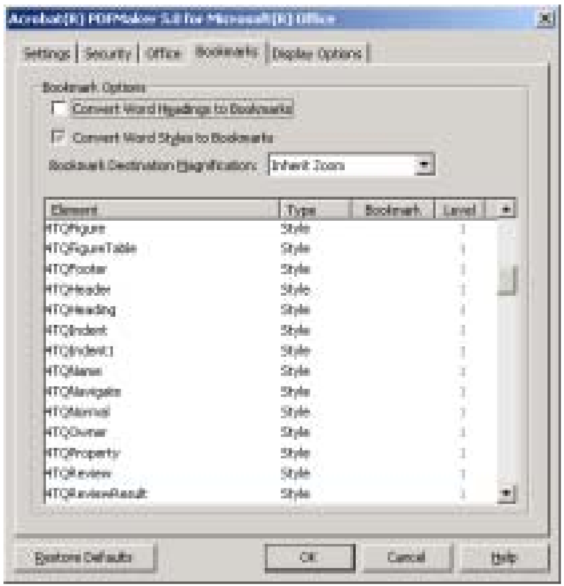
Word Macro Security Settings

Word 9, 10 and 11 have an inbuilt macro security setting. To access the security setting use Word’s Tools – Macros - Security menu item.

The Word 9, 10 and 11 versions of the 4TQ Templates contain an "Axion" security certificate that you can optionally accept as a trusted source thereby by-passing the "Enable Macros" prompt.

If your current setting is High, the macro code will be prevented from running. Change the Macro Security setting to Medium in Word, Generate and View the report using 4TQFlow. The “Security Warning” dialog, shown below right, will be displayed. You can tick the “Always trust macros from this source” checkmark if you wish to reset your Security setting back to High in Word.

Converting to Adobe Acrobat (PDF).



If you have Adobe Acrobat (4.05 or 5) installed with the optional Microsoft Word support components you can now convert the generated and formatted document into a PDF file. Use the “Convert to Adobe PDF” button to do this.

To have Acrobat create the PDF bookmarks open the Adobe “Change Conversion Settings” Dialog (shown on the right). Tick the “Convert Word Styles to Bookmarks” option.

Clear all of the listed style Bookmark boxes. Then re-set the following styles;

- 4TQTitle to Level 1,
- 4TQProperty to Level 2,
- 4TQFigure to Level 3.

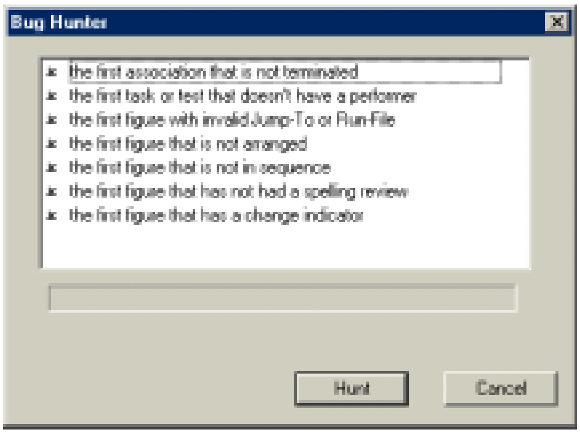
Complete the conversion after altering any other setting as required and clicking OK.

4TQWebgen Links

Generated Documents (both DOC and PDF) are identified by 4TQWebgen and if these documents are present when the Web-Site is being generated “Printer Friendly” links are created to them. For more details refer to page. 78.

Advanced 4TQFlow Features.

Proofing with "BugHunter"



The Bug-Hunter feature is used to check or proof a 4TQFlow Process map for some of the common omissions.

The Bug-Hunter is operated by selecting it from the 4TQFlow Utilities menu.

Clicking the Hunt button starts the Bug-Hunter operation. When a problem is detected the figure containing the problem will be selected and its figure dialog opened to display the problem. A red Tick is shown at the line of each test line if all figures have passed that test.

The checking routine has seven test components. These are listed in their application order within the Bug-Hunter dialog (shown right). Each part may be turned off by clicking on the “x” icon. Turning off a particular test may also cause another test to be turned off. For instance, the Sequence of figures cannot be checked if the Not Terminated check is not performed.

Checking Terminations of Flow lines

This tests that each figure line start node has been connected to another figure so that all flow lines have been created. This test is similar to the test performed by the “Unterminated” command.

Missing Performer

This test checks that each step in the process has been associated to a performer.

Missing Sub-processes or Run files

A check on external file reference links is performed to ensure that the files are valid and available. This test is particularly important when 4TQWebgen will be used to create a Web-site as it uses the file locations to create the URL addresses for the hyperlinks.

Check Figure Arrangement.

Checks that reading order of the figures is based on the flow-lines.

Check Figure Sequencing

Checks that each Figure’s ID number is in a logical ascending order.

Check figure Spelling check status

This test identifies figures that have not had a spelling review since the last change to that figure.

Check Change indicator status.

Identifies Figures that have the Changed Indicator checkmark set to on.

Adding a BugHunter Button to the ToolBar

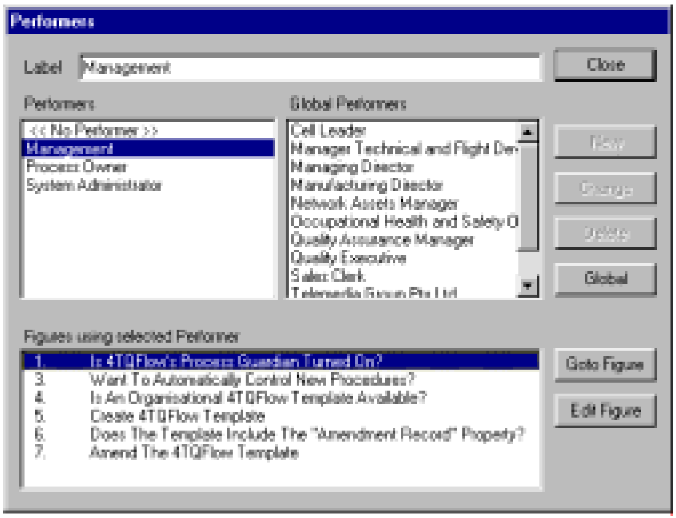
A button may be added (or removed) to the Toolbar by Double Clicking the Toolbar itself and adding the command button using the Customize Toolbar dialog.

Navigating by Performers.

The Performers Dialog Box lists all of the Task Performers involved in the current Chart (left-hand upper box) and all Global Performers. It provides a way to navigate around the chart based on the Performers.

The lower box displays the Tasks and Tests that the selected Performer is involved with. Performers can be added by typing a new position title or name into the label box and clicking on the NEW button.

Any Performers may be made Global (available to other Charts) by selecting the Performer and clicking on the GLOBAL button. Global Performers are stored in the 4TQFlow configuration file or attached 4TQFlow template. Performers may be included in each Figures description in the Report Document, and a sorted list is provided as Appendix- A. Refer to the Options Preference Dialog box for information on changing the report settings.



To create a new Performer, clear the Label field and enter the Performer Title, then click the **New** button.

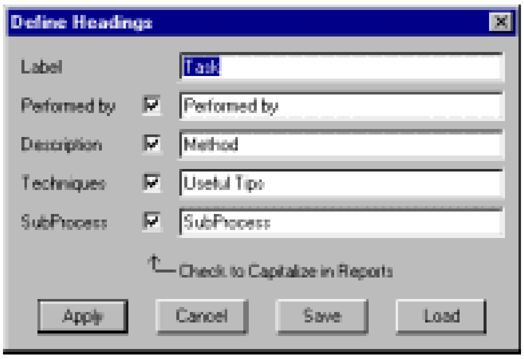
The **Change** button changes the Performer text in all of the Figures linked to the old Performer title.

The **Goto Figure** button locates and returns you to the selected Figure on the chart.

The **Edit Figure** button will open the selected Figure's Dialog box.

Note: When using 4TQFlow on a network, Global Performers are only 'Global' to each individual user unless a 4TQ Template is attached and is "shared read only" via the Network.

Altering the Report Headings.



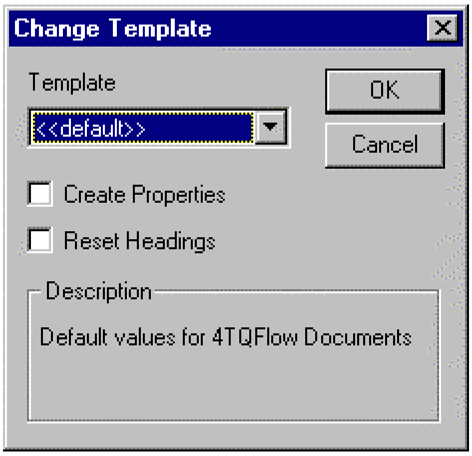
The Headings, or Figure field labels may be changed to suit your requirements. This is useful when dealing with disciplines such as Occupational Health & Safety or Human Resources, as specific headings are often desirable within the discipline.

The changes can be Applied to the current chart, and optionally saved to the 4TQFlow configuration file as a default for all new Charts. If you currently have an attached 4TQFlow Template the Headings are loaded and Saved to the Template file.

To capitalise the Headings within the generated report, click on the check boxes to the left of the required fields. The diagram shows all fields will be capitalised in the Report Document.

The Headings for the Description and Techniques field will not be applied to the Finish Figure type. They are preset to Output and Outcomes.

Changing Templates.



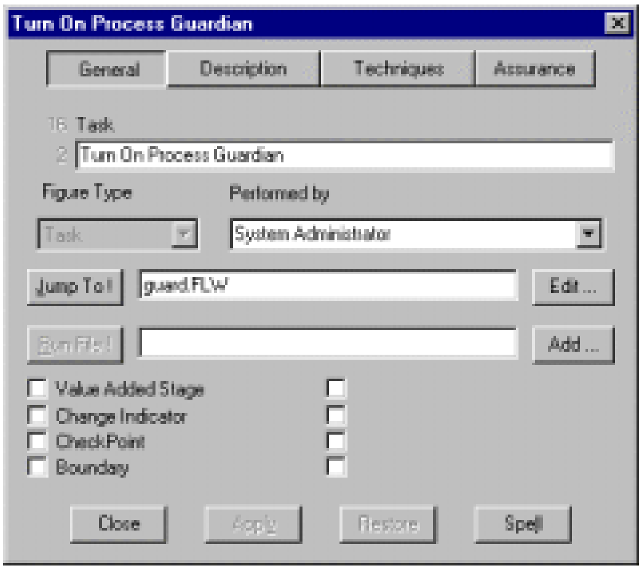
The Change Template Dialog box is the same Dialog used to select a Template during the creation of a new Chart (File New). Unlike the New File case both of the available options are changeable.

Checking the Create Properties item will add the additional Property Item to the Title Page list if they do not already exist in the current flow Chart.

Checking the Reset Headings Check box will reset the current charts Heading text to the selected 4TQ Templates values.

The Global Performers list is always loaded from the current 4TQ Template.

Creating Sub-Processes.



A Sub-process or pre-defined Process cannot be created directly on the Workspace. Any Task Figure is converted to a sub-process when a 4TQFlow file is linked to the Task Figure.

The **Add** button on the Figure Dialog box must be used to create the link to the Sub-Process. Once a 4TQFlow Process map file has been linked to the Task the Add button changes to read **Edit**.

The “**Add**" button, on the right of the "**Jump To**” opens a sub-process file selection dialog box. After selecting the 4TQFlow file containing the sub-process and Clicking on the OK button, the Figure is linked to that Sub-Process. The Figure will change from a normal Task rectangle to the Sub-Process symbol. Only Task Figures may contain a sub-process. Sub-processes themselves may also contain other sub-processes. 4TQFlow allows you to use up to twenty Sub-Process layers.

The "Jump To" will open the Sub-Process Chart. If the current file has not been saved since the last changes were made, you will be prompted to save the file.

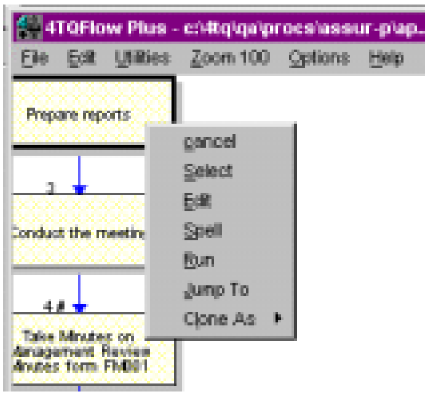
The “Jump To” command closes the current WorkSpace and opens the selected Task’s sub-process chart. Each Task Figure contained in the sub-process may also have a linked sub-process. The “Jump To” command along with the “Return To” command (see below) are very effective means for navigating between related processes.

To return from a sub-process to one of its parents, select Utilities / Return To command. Then select the required parent Process from the sub menu list.

A Right Button Mouse Click on a vacant area of a Sub Process WorkSpace will also invoke the Return To Sub Menu.

Running other Applications.

The Run command launches another application (program). Help files, word processors, spreadsheets, communication packages, or any executable file can be run.



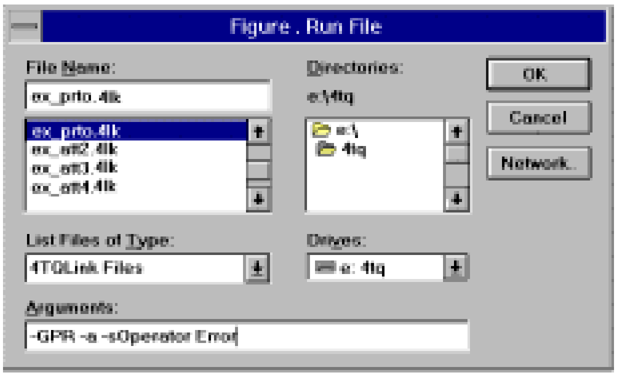
The Run command is available via the Utilities Menu or by selecting a Figure and Clicking the Right Mouse button.

The diagram on the right shows the menu that appears after the "Right Button Click".

To associate an application or data file, click the "Add" button on the Figure Dialog Box and follow the instructions.

All Figure types can have a Run option.

The lower "Add" button allows 4TQLink (or other applications) to be launched by associating a program file or registered data file. For example, 4TQLink is run when a .4LK file is attached. Refer to your Windows documentation for more details about associating and registering files.



The 4TQLink Help file contains details on supported "Command Line" arguments. Use the Help search command to search for 4TQLINK (in the 4TQLink Help file) then select the "Command Line Argument" topic for details.

The Dialog box shown above, will run 4TQLink, open the "EX_PRTO.4LK" file search for the "Operator Error" Label, display the PARETO Chart in full screen mode, and open the Label annotation window.

The "Add" button will change to "Edit" when a valid file name is added.

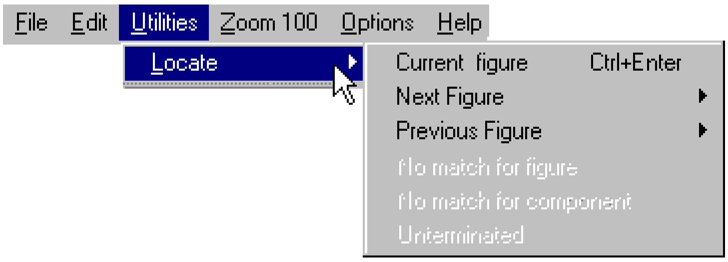
Clicking on the RUN File button will start the associated application.

If the Show ID option is set to ON, Figures with a Run File or program attached are indicated by an # next to the Figure's ID.

Tip: 4TQLink can be used to record the Problems, Causes & Effects, Notes and data about any step in your process. 4TQLink will perform analysis of the data and produce PARETO, HISTOGRAM, FISHBONE, RUN & CONTROL Charts.

Locating Figures.

The Locate command will find and move the cursor and the focus of the Workspace window to the matching component. This can be of great assistance when navigating around a large Chart.



then

The Locate Unterminated option function will also cycle around each unconnected line start node. This option is also available on the MenuBar. The Un-terminated button is disabled if all line start Nodes are connected.

The Locate Function can also be used to navigate the process flow Forward or Backward.

If a Figure's Beginning is selected the Locate Matching menu will show Matching ending. Pressing the **Enter** key moves the cursor directly to the end of the Flow Line.

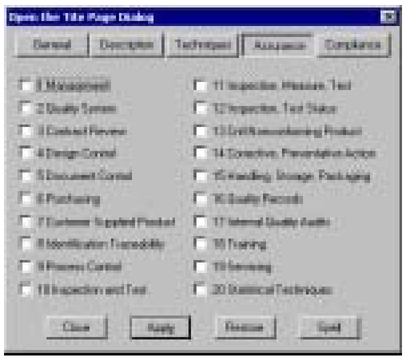
If a Connector is selected, the Locate Matching command will move the cursor to the associated Socket.

If the target Figure is not on the visible area, the Workspace window is re-positioned so that the target Figure is approximately centred.

An appropriate Figure or Flow Line Beginning must be selected for the Locate menu item to be enabled.

Assurance & General system element mapping.

For each Figure the dialog Assurance tab (shown on the right) may be used to record the linkage to ISO9000:1994 elements.



This information is collected and used in the ISO Compliance Title Page Property. This Property can be optionally included into your Generated Reports. Refer to page 21 for information on the Title Page Properties.

If you do not want the Assurance, Compliance Issues and General Checks reported in your Generated reports, turn off the "Report Fig Check" option that can be found on the Options - Preferences - Reporting dialog.

4TQExplorer provides a whole of system view of the Assurance, Compliance Issues and General system relationships. Refer to Page 63 for information on using 4TQExplorer's Assurance and General Tabbed pages.

The checks located on the General tab of the figure dialog are reported separately in 4TQExplorer on the "General" Tab.

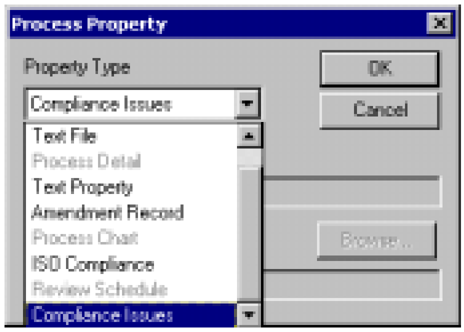
The Assurance tab (ISO9001:1994) will be maintained in the 4TQToolkit until at least the year 2004 to support the progressive migration to the new ISO 9001:2000 standard.

Mapping Compliance Issues

The Compliance Issues property is the replacement for the "ISO Compliance" Property (R5). The ISO Compliance property is used to provide the mapping between the ISO9001/2/3 (1994) standard elements. The Compliance Issues property provides multiple requirements set mapping, including ISO9001 (2000). Other Compliance, Business Plans or Legal frameworks may be included in your installation.

The Compliance Issues property must be added to the Process Map's Title Page Property list before you can perform the mapping between the Process steps (Figures) and the requirement element.

Adding the Compliance Issues property.

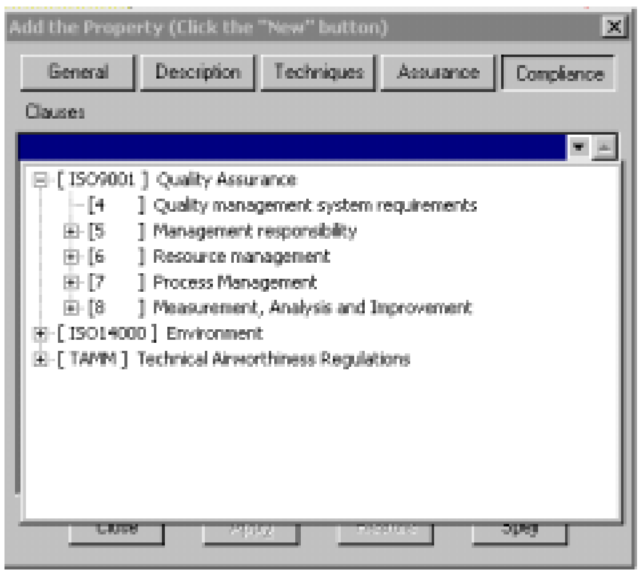


To add the Property open the 4TQFlow process map's Title Page by double clicking on the Title Box or press [Control + T]. Click on the New button and select the Compliance Issues item of the list of properties types. Click the OK button.

Using the Up and Down button on the Title page position the Property with the list in the order you wish the Reports to be Generated. Close the Title Page when you are satisfied with the list order.

If all of your procedures need to have the Compliance Issues Property you can arrange to have the Compliance Issues Property (and any other property) created by default in every new map you create.

Mapping Issues (Clauses) against Process Steps.



To map a Process Step to a required system clause open the step's figure dialog and click on the Compliance Tab.

If the Compliance tab label is greyed the Compliance Issues Property has not been included in the Property List of the Title Page for that 4TQFlow Map.

Click on the Drop Down List Arrow button, which is located on the right hand side of the Clauses listbox.

A tree view of all of the systems included in your installation will be displayed. Expand the list by clicking on the boxed plus symbols until you can select the required element. Double click on the required clause to create the link between the figure and the process step.

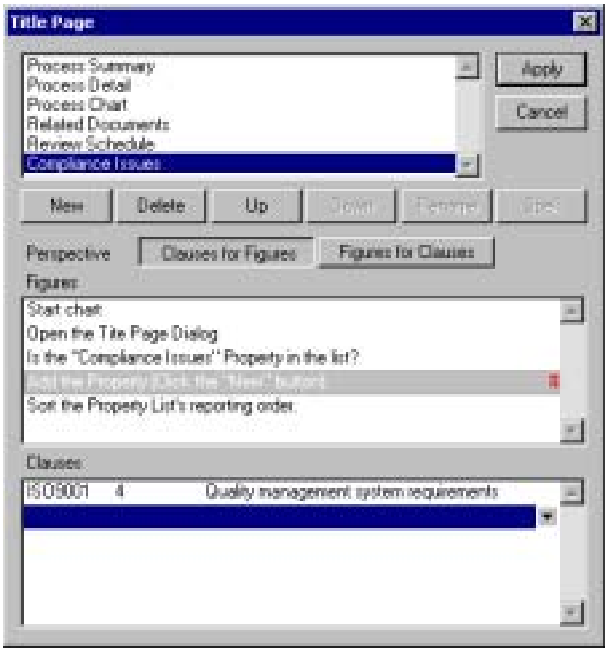
To add other Clause linkages click on the next free line in the list and using the Drop down Arrow button, repeat the steps above until you have added all of the clauses required for that Process step.

To delete a Clause linkage, click on the clause and press the Del (delete) key.

Using the Title Page's Property Sheet.

The Title Page Compliance Issues property can also be used to link and unlink clauses. The Property sheet has two buttons, "Clauses for Figures" and "Figures for Clauses".

Clauses for Figures Mode.

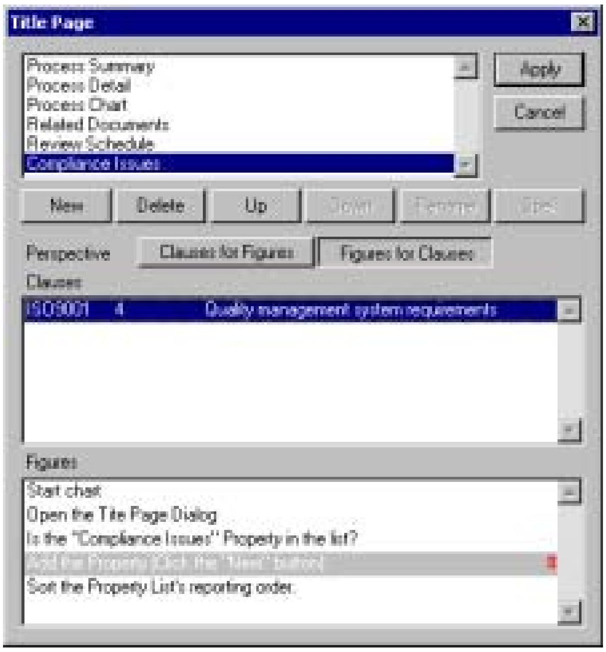


Click the **Clauses for Figures** Button.

The top listbox will display all the figures in the process and indicate which steps have a linked Clause with a system based coloured # symbol.

Clicking on a Step that has a # indicator will display the Clauses linked for that figure to be displayed in the bottom Clauses listbox.

Figures for Clauses Mode.



Click on the **Figures for Clauses** button.

The top listbox displays all of the Clauses linked in the Process.

The bottom Listbox shows the Process steps.

Selecting a Clause, by click on it, will highlight the figures that are mapped to that Clause.

To link the selected Clause to a number of Figures click on each figure in turn to add or remove the linkage.

4TQFlow Optional Features

The 4TQ Process Guardian

The Process Map Guardian features provide

1. Automatic Archiving of superseded versions
2. Automatic Version Numbering
3. Automatic Amendment Record creation
4. Access Control
5. Work-In-Progress Collaboration.

To turn on the Process Guardian features use the Options Customise menu item and set the SystemPath and ArchivePath to valid and available directories.

With the Guardian active, "Controlled" Map files outside the SystemPath and its sub-directories can only be opened in Read Only mode. The StatusBar will show the **C I**ndicator if the File is Controlled, **SYS** if it is with the SystemPath, and **READ** if the file is Read-Only.

Controlled Process Maps

Each Process Map may be marked as "Controlled" on the Title Page Process Details Property sheet. You will be asked to provide a password and confirm it.

If the Guardian feature is active, adding an Amendment Property will automatically mark the Process Map as "Controlled", and a password will be demanded. Only Controlled Files located within the SystemPath can be opened for modify (write) access when the Guardian is on.

Opening a Controlled Process Map.

To Open a Controlled Process Map with write (modify) access rights

- Select the File Open menu command.
- Locate and click on the required file.
- Remove the CheckMark on the "Open Read Only" flag.
- Enter the access password when prompted.

You now have access to make changes to the file.

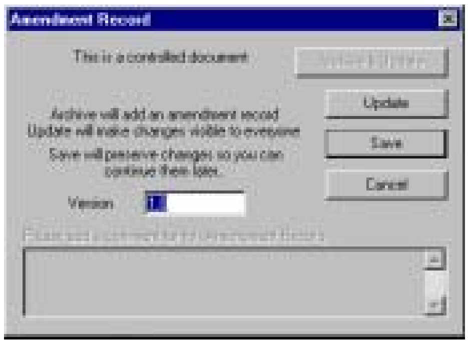
NB "Controlled" Process files stored outside the "System Path" directory are not accessible in write mode. The System Path directory setting may be changed via the Options - Customise menu item dialog box. A file may be saved outside of your "SystemPath". 4TQFlow will provide a warning message advising that future access in write will not be available if the file is saved outside your system area.

The StatusBar will indicate when you are working within your "system" area and if the process is "Controlled".

The Status bar on the right, shows the Ready Status, the cursor at position 20,0, and that the process currently in use is a version 5 file, is Controlled (C), is within the System Area (SYS) and is open in Read Only Mode (READ).

Saving a Controlled Process Map

To Save a Process File, use the File Menu Save option.



With the Guardian feature you can

1. Use the **Save** button to retain your "**work-in-progress**" changes. (Your alterations will not be visible to other 4TQFlow Read-Only users and 4TQCoach, 4TQWebGen and 4TQExplorer users.)

2. **Update** the file, effectively publishing the changes you have made to all users without changing the Version number or creating an Amendment record or Archive copy of the superseded version.

3. Alter the Version Number and fill in the Amendment field to enable the **Update & Archive** function. The action of changing the Version field value will cause the Save Only button to become inactive and the Amendment Memo field to become active.

   The **Archive & Update** button remains inactive at this point.

   The “Please add comment describing this change” prompt, above the Memo field, is now in normal text. The user may only exit the dialog with the cancel button at this stage.

When text is entered into the memo field, the **Archive & Update** button is enabled.

Clicking on the **Archive & Update** button causes

1. The changes to be saved, with the Amendment Record property updated to reflect the Version number change and the contents of the memo field, with the internal 4TQFlow Version change indicator, and the date of the change.
2. The Backup file (. BAK) is refreshed to be the same as the new version.
3. An Archive file to be created with full relative pathing under the 4TQ/Archive directory. 4TQFlow will maintain 99 archive versions of each process file.

NB: The Auto-Archiving, and the Revision Collaboration feature are only available on "Controlled" files, and write access is only available when the process file is within or below the "System Path" directory. The System Directory can be set via the Options - Customise Dialog setting "System Path". The default installation sets the SystemPath directory to Drive:\4tq\qa

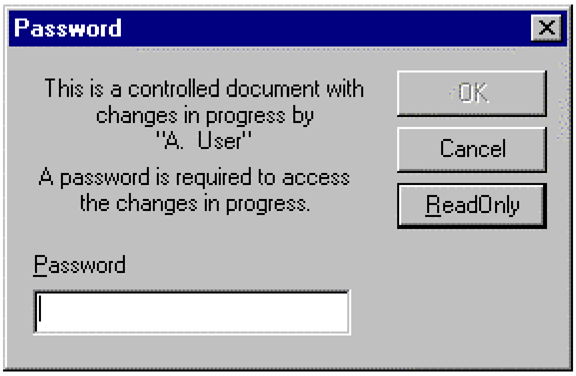
4TQFlow will not allow you to use the FileSaveAs function if the file name and directory is the same as the file currently open. To save the current file with the same name and location, use the FileSave menu item or Toolbar button.

Process revisions & team collaboration.

When a "Controlled" procedure is partially updated by the Process owner, and the required modifications are not completed in one session, the changes may be saved so that further alteration may be completed in the next editing session.

The partial modifications to procedures saved using this option are not visible to the general (read only) user. The general user still sees the "current" procedure from 4TQFlow, 4TQExplorer and 4TQCoach.

While the Procedure is in the partially edited state, any other user accessing the procedure is advised that the procedure has already been modified. The dialog is shown on the right.

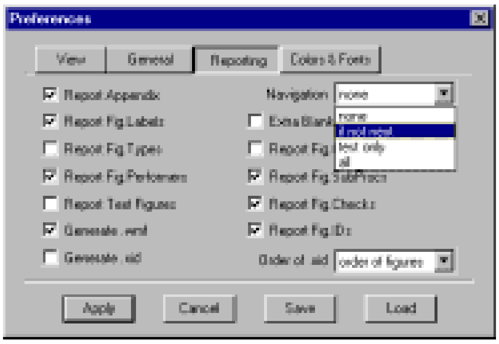


If the password is entered correctly, write access is granted to the modified information, not the current published version.

If a procedure file is actively being edited during an access attempt, the second user is granted Read Only access.

In addition to protecting your "work-in-process" changes and hiding them from the other (Read Only) users, this feature allows team members to actively collaborate on the task of improving and revising a process.

Smart Report Navigation.



4TQFlow textual Navigation has four options available from the Options - Preferences - Reporting Dialog. (Shown Right)

The "if not next" setting causes 4TQFlow to only include the navigation line for figures that are not immediately followed by the next process step.

The "test only" setting will result in only the Test (decisions) figures having the navigation lines included in the report.

The Process map diagram (Flow Chart) may optionally be inserted into the generated report document. It is highly desirable to place a copy of the Chart diagram in your reports. The 4TQ-template macro provided with 4TQFlow will do this automatically for you.

Printing the Chart diagram

To Print the Chart diagram use the File Print menu item. The chart will be printed at 100% scale and optionally include the cut-lines and multi-page numbering in the form Row and Column. (ie. A1, B10) to assist in assembling multi-page charts.

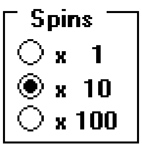
Setting up the Page layout

The File Menu’s Page Setup command opens a Dialog box controlling the page margins, printable size, page number position and fonts. The printer you have selected controls the options available.

The Print Setup options should be set before the Page Setup.

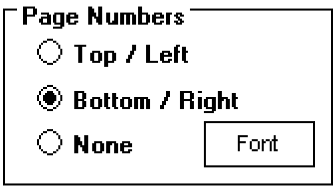
There are two ways to set the Page size. The "**Determine Page Size by"** Radio Buttons on the middle right allow you to choose between using the margins or the printed area measurements provided by your printer (driver).

The Units Radio Buttons, on the upper right controls the Unit of Measurement.



The Spin options sets the increment value when using the thumb wheel controls

The **Auto-Feed Margins** option is useful if your printer is an auto loading dot matrix type. If you have had instances of missing text on the bottom of a page from your Word Processor, setting the Auto-Feed Margin to exclude this unprintable area will overcome this problem.



The position and Font of the Chart Page Number is controlled by the three radio buttons and Font display area. Clicking the Font Display box will invoke the font selection Dialog box. The pages are numbered in columns (1,2,3 ...) and rows (A, B, C ...).

The **Save** Button will store your selections as your default settings. The last Saved setting can be recalled with the **Load** Button.

The **Apply** Button re-draws the WorkSpace, using your new settings. The Dialog box remains so that further changes can be made.

The **Accept** button will apply your setting, close the Dialog box, and return to the WorkSpace.

The **Printer** button opens the Printer set-up Dialog Box.

The **Cancel** Button returns you to the WorkSpace with the settings unchanged.

Printing a Process Checksheet.

The **Process Checksheet** report is available from the File menu. Designed as an individual Job or Batch record, the report lists each specified process step, with an adjacent field to record the action taken and a checkmark completion box.

Individual Process Steps may be included or excluded from the report by checking or un-checking the "CheckPoint" flag which can be found on the lower left hand side of the Figure dialog.

Page one of the CheckSheet shows the Process Title, Version and Document Reference number information and provides boxed fields for Job or Batch Number and date information. The report includes Page numbering and printed date information on the bottom of each page.

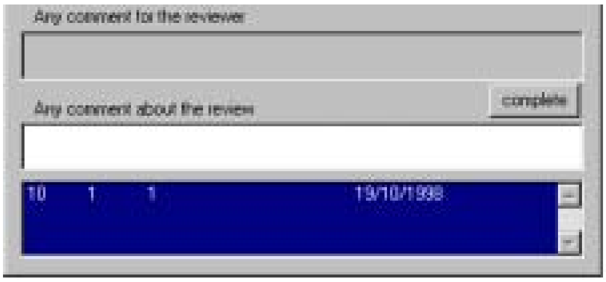
The Review Schedule Property.

The Review Schedule provides two important functions to assist with the management, control and cost of the process review cycle. To add the Review Schedule Property to a Process Map, open the Title Page and click the New button, then select “Review Schedule” from the list of available properties.

The top portion of the Review Schedule sheet is the "Ready Reckoner". It provides a consistent way of deciding which processes require more or less of your organisation's attention and resources. The "Ready Reckoner" ensures that processes that are more critical and less stable receive management attention more often than the less critical and more stable ones. The resources consumed performing process reviews are precious to your organisation, and the use of the "Ready Reckoner" directs those resources in a uniform way, across the whole enterprise, at the areas were the best gains can be made.

To use the "Ready Reckoner", set the Criticality and **Stability** slide controls to reflect your assessment of the current situation. Use the Criticality control to indicate the level of impact the process has on your business outcomes, and the Stability control to indicate how stable or "problem free" the process is.

Lastly, we need to modify the combined Criticality and Stable Review Rate (RR) to reflect the **Repetition Rate** of the process itself. There is little to be gained by attempting to review a process on a monthly basis if that process only occurs very six months. The Repetition Rate should be set at "Very Often" for a process that occurs many times a day, "Often" for a process that occurs many times a month, and "Occasionally" for a process that occurs only a few times a year. The Period value shows recommended interval between reviews and the Next Review date, and is calculated from the Last Review date. The Calculated Next Review Date may be manually altered. Once a review is Due the Date cannot be changed.



The lower portion of the sheet is used to record details of each Review cycle.

Use the **"Any comment for the reviewer"** to add comments or instructions to guide or assist reviewers. This field is disabled if the Next Review field is empty, or the current date is the same or later than the date in the Next Review fields.

The **"Any comment about the review"** field is used to record the results of the current review. This field is disabled if Next Review field is empty, or the Review is not due.

Complete Button

Clicking the **complete** button writes the current Review record and starts a new review cycle. Remember that you may wish to re-assess the Criticality and Stability setting as a result of Review findings. This button is disabled if the Next Review field is empty or the review is not due.

Review History Records

The lower portion of the Review Schedule page shows the history of Review Schedules. You may browse through the records of previous reviews by clicking on the scroll arrows. Review Records can not be changed.

Clicking the **complete** button commits the current Review Schedule and starts the next review cycle. It will update the current Review Schedule record, clear both comment fields, reset the review dates, and create the new Review Schedule record. The **complete** button is only active when the review is due or overdue.

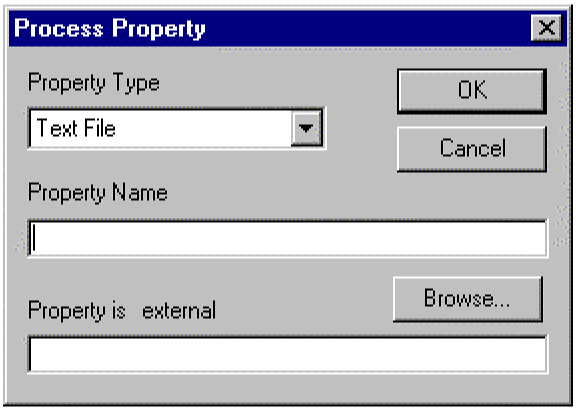
Completing a Review cycle.

The Review Schedule property may be accessed without the need for the reviewers to have the password for controlled files.

This feature allows the reviewers to enter the review completion information, and restart the review cycle without the Process Owner needing to provide the Access password. The Complete Review function is accessed via the Utilities menu.

Adding other Property Sheets.

To add additional Property items, click the NEW button. Type in the new property name in the Property Name field, ensuring that the Property type is set to Text File, and click OK. The new Flow Chart Property Dialog Box is shown below.

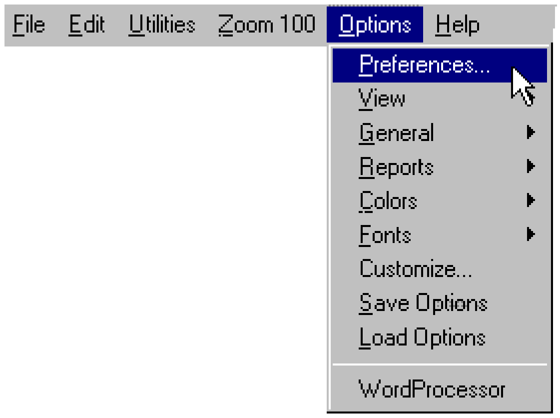


The Browse button enables you to select an existing text file for inclusion in the Report Document.

TIP: **Use the Browse button to include standard text like disclaimers, warnings, copyright notices etc.**

All external text type properties are created and edited by the Windows Notepad editor.

Setting 4TQFlow Preferences



4TQFlow has many options which you can set to either enhance its use, or produce certain output features for your specific requirements.

The Option Preferences menu item opens a dialog box containing four tabs allowing access to the options grouped by function.

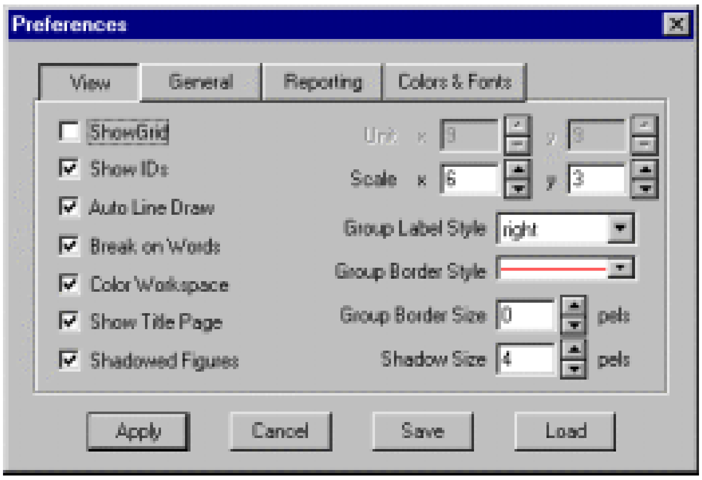
The selections can be saved as your default settings by clicking the SAVE button. Once saved the settings become your defaults for all new charts.

The LOAD button will recall your current default settings. The APPLY button will apply the current settings to your current chart without altering your defaults.

View Preferences.

Show Grid

Displays a grid on the chart workspace.



Break on Words

Selected **OFF** will cause text to be broken within a word to save space (if space is a premium).

Colour Workspace

Selected **OFF** will invoke a grey scale instead of colour (useful for black/white and monochrome screens).

Show Title Page

Selected **OFF** will remove the Title Box from the flowchart (title information will still be printed in the document).

Shadowed Figures

Selected **ON** will place a 3D shadow around each Figure.

Unit

The Unit shows the size of the Grid Units and is based on the current Figure Label text font. The Unit fields are always disabled.

Scale

Controls the size of the figures based on the size of a grid unit. Used to make the size of the figures larger or smaller.

Group Label Style

Select justification (Left/Centre/Right) of the Groups Heading.

Group Border Style

Select a patterned or solid line for the Group's Border.

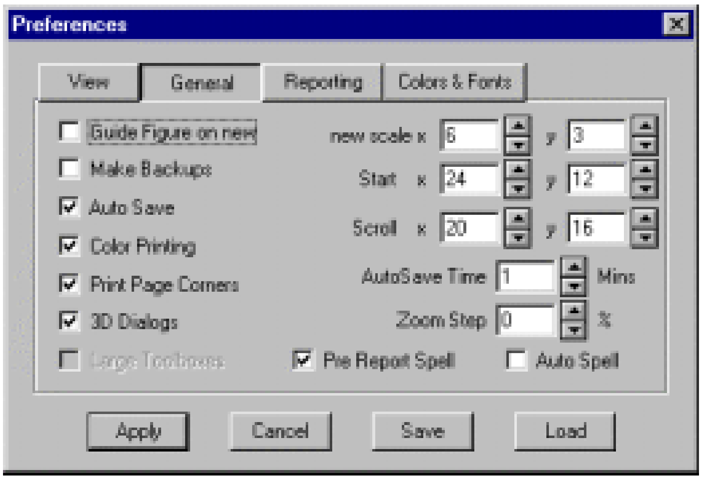
Group Border Size

Select the thickness of the solid line border.

Shadow Size

Select the thickness of the 3D shadow.

General Preferences.



Guide Figure on New

Selected **ON** offers first How-To-Instruction (for beginners). It is automatically removed after creating the first Figure**.**

Make Backups

Selected **ON** creates a **.BAK** file on **File Exit**.

Auto Save

Selected **ON** creates and periodically **Saves File**.

Colour Printing

Selected **OFF** invokes grey scale for non-colour printers.

Print Page Corners

Selected **ON** prints sequenced Page Numbers and Cut Lines to assist in the assembly of multi-page flowcharts.

3D Dialogs

Selected **OFF** removes 3D effect for black/white and monochrome screens.

New Scale

Sets the size (width and height) of all Figures when a new file is created.

Start

Adjusts the starting position of the Start Figure. Used with the **File New** command.

Scroll

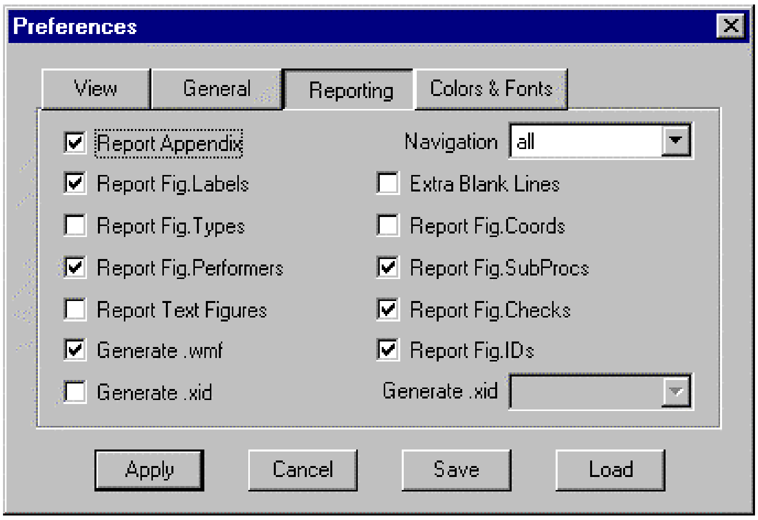
Adjusts the scroll rate when using the **Window Scroll Bars**.

Auto Save Time

Sets the time interval for when the File is automatically **Save**d.

Zoom Step

Adjusts the step rate when using the **Zoom** Icons.



Reporting Preferences.

Report Appendix

Adds consolidated information on process workers, groupings, sub-processes and run-to files to assist in process evaluation for subsequent improvement.

Report Figure Types

Indicates the type of each step within the report. (Start, Tasks, Tests, etc)

Report Figure Labels

Includes the Figure Description and Techniques Label's text in the generated report (as per the defined headings).

Report Figure Performers

Performer information is included in the generated document.

Report Text Figures

Adds the additional process information you have provided.

Generate wmf

Generates a picture of your flowchart (Windows Meta File) ready for inclusion when using the ISO9000, Audit CheckList and Uncontrolled Word template layouts.

Generate XID

Generates a file containing the cross-reference synchronisation information for use by other applications.

Navigation

Adds directional "sign posting" text to the end of each Figure's Report text to speed up the reader's access of information. The included text directs the reader to the next logical step to be performed.

Refer to the Smart Navigation section on Page 37 for more information

Extra Blank Lines

Places an additional carriage return (line feed) between each process step and section.

Report Figure Co-ords

Includes a relative Figure position (x,y co-ordinates) in the report document to aid location of the Figure within the Chart diagram.

Report Sub Process

Adds the Process Summary from the Sub-Process file to the generated report.

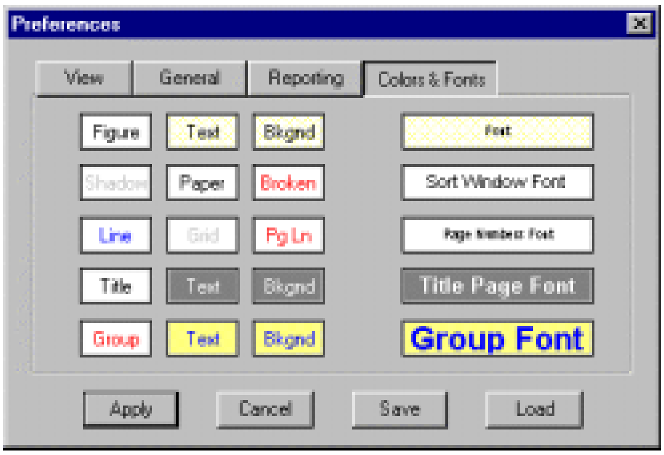
Report Figure Checks

Includes the Assurance and General checks in the report.

Report Figure IDs

Includes the Figure ID number within the report to aid signposting.

Colours & Fonts Preferences.



Clicking on any of the boxes shown on the right opens the Colour selection or Font selection dialog.

Make your selection and click the **Apply** button.

The left-hand side preview boxes show the current colour selections.

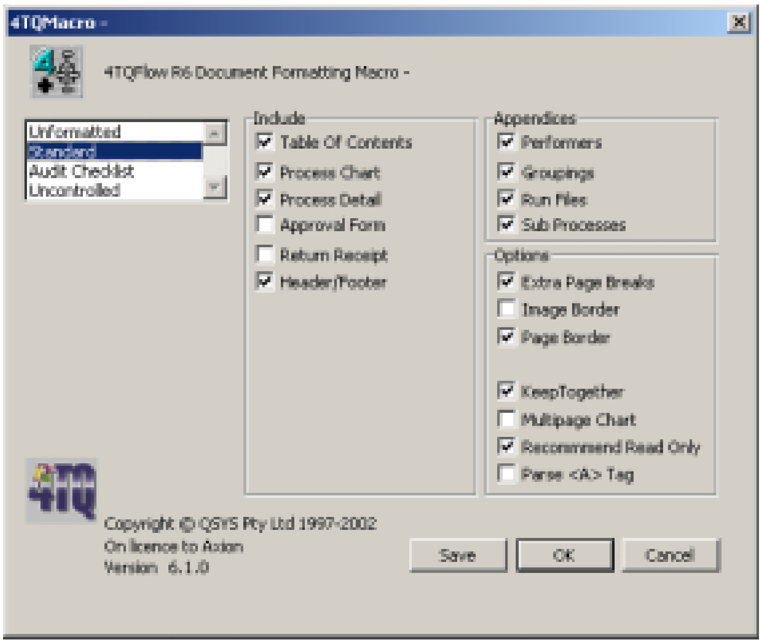
The right hand side preview boxes show the current font setting.

If you are unhappy with the changes you have made, simply Click on **Load** to revert back to Default Settings.

If you want to save your changed settings as your Default settings, click on the **Save** button.

MS Word templates.

The Word templates supplied with 4TQFlow provide support for Word 8 (MSOffice97), Word 9 (MSOffice 2000), Word10 (MSOffice XP) and Word11 (MSOffice 2003).



When a Report is viewed, the report is loaded into Word and a dialog box is displayed (shown on the right).

You can choose one of four layouts. Selecting a layout will change the list of options available.

Your installation may have custom Templates and the options and layout names may vary from the defaults shown.

You can save your settings for each layout type, by clicking the Save button before clicking the OK button.

Refer to the list on page 46 for an explanation of the use the optional macro actions.

Standard Layout Types.

Unformatted.

The macro exits and leaves the document in its raw generated state.

Standard.

The document has style formatting applied, Headers & Footers created and Table of Contents information added. There is no actual specification for ISO9000 documentation format. The layout is offered for your use as is, and provides a useful example of what your Word Processor can do automatically.

Audit Check List.

This layout is ideal for use as a “working paper” document and permanent record when performing process Audits or Reviews.

Uncontrolled.

This layout is the same as the ISO9000 layout with the exception that the document is marked with the warning “**Un-Controlled Copy, Do Not Photocopy**”.

Word 8 to 11 uses a set of four Templates. Release 6 of the 4TQToolkit Word Templates no longer support MS Word 6 or 7.

MS Word Templates containing code are encrypted to protect them from virus attack. If you wish to make alterations and require an open version of the macrocode, or wish a Custom Template (Macro) developed to your specific layout, contact your 4TQ supplier or send an Email to support@4tq.com.

Standard Macro Options.

Table of Contents	if checked adds a table of contents to the start of the document. A TOC entry is made for each property and figure in the 4TQFlow process map.
Process chart	controls whether an image of the process map is include in the document. If the document contains a Process Chart property the image is inserted after the Process Chart heading in the document, otherwise the chart is inserted immediately after the Process Detail property heading.
Process Detail	controls whether the Process Detail section is included in the document. The Process Detail property contains the detailed figure information in the process map.
Approval Form	if checked adds a document approval form to the document
Return Receipt	if checked adds a return receipt to the end of the document.
Header/Footer	controls if headers and footers are added to the document
General Checks	if checked the values from the checkboxes on the General tab of the Figure Dialog are included in the figure information.
Assurance Checks	if checked the values from the checkboxes on the Assurance tab of the Figure Dialog are included in the figure information.
Review History.	if checked will include summary information about all process reviews that have been conducted otherwise only the next review date is displayed
Review Detail	includes detailed information about process reviews.
Compliance.	controls how compliance plan information is displayed in the document. • ByPlan orders the output by Compliance Plan/Compliance Item/Figure. • ByFigure orders the output Figure/Compliance Plan/Compliance Item
Performers	includes a list of performers
Groupings	includes a list of groups
Run Files	includes a list of run files associated with each figure
Sub Processes	includes a list of sub processes
Extra Page Breaks	includes additional page breaks before and after the Process Detail section
Image Border	draws a border around images in the document (Process Chart and ISO Compliance properties)
Page Border	draws a border around the page.
Keep Together	if selected marks each property and figure as keep together. This prevents properties and figures being split across pages unless absolutely necessary.
Multi-page Chart	includes an image of the chart split into pages as displayed in 4TQFlow
Recommend read Only	If selected the macro saves the formatted document with the “Recommend read only” feature set. Refer to your Word documentation for details.
Parse <A> Tag	If Off the A tag is passed unaltered. If the flag is On the A tag is converted into a word hyperlink.

Word 8, Word 9, Word10 and Word11 (MSOffice97, Office 2000, Office XP,Office2003).

Four templates are supplied for use with each of Word 8 to Word 11.

The 4TQ.dot template is encrypted to protect against alteration by macro viruses and Anti-virus programs. The 4TQ.dot template contains all of the macrocode, including the AutoOpen function.

The 4TQAudun.dot template is used in the same way as the 4TQ.dot, except that it does not offer the Standard layout option and is restricted to the "Audit Check List" and "Un-Controlled Copy" layouts.

The 4TQFMT.dot template does not contain any macro code elements. It is not protected.

The page size, page layout, margin setting and styles are all set with this template and are applied to the report document during the execution of the 4TQ.dot template macros.

4TQWD8.DOT carries the Word 8 specific extensions and options that are valid only for Word8.

NB: Changing the 4TQ sample text will not change the style applied by the 4TQ.dot macros. You must change the ***style*** in the 4TQFMT.dot file itself.

Word 9, 10 and 11 Note: The Word 9,10 and 11 versions of the 4TQ Templates contain an "Axion" security certificate that you can optionally accept as a trusted source thereby by-passing the "Enable Macros" prompt.

Optional 4TQAdmin.ini settings.

The macros respond to the following custom settings in the 4TQAdmin.ini file.

```
[4tqmacro]
FileOpenRetry=10
MacroLogFile=
ACLReviewNumberFile=
UnformattedStyle=
ISO9000Style=
AuditCheckListStyle=
UncontrolledStyle=
```

FileOpenRetry defines the number of seconds that the macro will keep trying to open the macrolog.csv. Default is 10 seconds.

MacroLogFile is the full pathname to the file that the macro uses for tracking usage. The default is the Records directory found in the 4TQ program directory.

The macro looks up the entry MacroLogFile in the 4TQFlow section of 4TQFlow.ini. If this does not exist, the default name is macrolog.csv. The file format is Comma Separated Values (csv). The log file name should use a short form (Dos8.3 filename) to support Word 6 users.

ACLReviewNumberFile is the full pathname of the file for obtaining the next Audit CheckList review number form. Default is the Records directory located under the 4TQ program directory.

UnformattedStyle

ISO9000Style

AuditCheckListStyle

UncontrolledStyle

Each layout type offered by the Macro can be set to use another Word Template instead of default 4TQFMT.dot for individual control of Styles, Paper size and other layout features.

For example if you wish to have the AuditCheckList layout in landscape and leave the other styles as portrait:

1. Open the 4TQFMT.dot in Word.
3. Change the paper orientation with Word's Page Setup - Paper Source dialog.
2. Save the 4TQFMT.dot as 4TQFMT**L**.dot
4. Add the following line(s) to their 4TQAdmin.ini file in the [4tqmacro] section.

[4tqmacro]

AuditCheckListStyle=4TQFMTL.dot

Altering the Styles, Page layout and Paper Size.

The 4TQFMT.dot template contains the 4TQStyles and AutoText (shown in sample text) that are applied by the macros contained in the 4TQ.dot template.

Changing the sample text or the sample text font or other formatting attributes does not have any affect on the report document. The style must be changed and saved in the template.

To change the format of a Style, or an aspect of the page layout follow, the steps below.

1. Make a back up copy of the 4TQFMT.DOT file before making any changes. (i.e. copy the file to 4TQFMT_ORG.DOT)
2. Run Microsoft Word.
3. Open the "Systempath"/4tq/macros/***WordXX***/4tqfmt.dot template. (see the note below)
4. Position the cursor on the style you wish to change.
5. From Word's Format menu select **styles.**
6. Select the modify button and select the attribute type you wish to change (ie. Font, Paragraph etc).
7. Make the desired changes and click OK with the Add to Template option checked.
8. Apply the Style changes.
9. Repeat for other styles in turn if needed.
10. Make any changes required to the Page Setup (Word's File Menu) (ie. Margins, Paper Source, or orientation).
11. Save the template with the File Save or File SaveAs menu item. The FileSaveAs can be used to create an altered copy of the 4TQFMT.dot under another name with different Styles and Page layout properties as discussed in the Optional 4TQWFlow.ini settings section above.

Note: WordXX: - Substitute Word8 for Word 8 (MSOffice97), Word9 for Word2000, Word10 for Word XP and Word11 for Word 2003.

4TQWebGen / MSWord Format tags.

The MS Word Templates Macros support the following format tags:

On	Off	MS Word Action	4TQWebGen Action
<B>...	</B>	bold	Bold
<U>...	</U>	underline	Underline
<I>...	</I>	italic	Italics
<S style>...		style	Converted to remark
<F font>...	</F>	font	font
<FS size>...	</FS>	font size	Converted to remark
<FC color>.	</FC>	font colour (color) (color = integer 0 to 16) x is the colour number. Don't place a space between the FC and the number.	Converted to remark
<NL>	</NL>	numbered list	Converted to remark
<BL>		bullet list (insert on each line to be bulleted)	Converted to remark
<IN>		indent	
<PB>		Page Break	
<LP>		Left paragraph	
<RP>		Right paragraph	
<CP>		Centre paragraph	
<PICTURE filename>		Inserts filename into document as a Picture. The filename must be a fully qualified pathname **<PICTURE d:\MyPictures\Diagram.wmf).**	Translated to HTML form, embedded picture. Warning the browser must be able to support the picture format. No checking is performed
<FILE filename>		Inserts filename into document as an included file. The filename must be a fully qualified pathname **<FILE d:\MyPictures\Diagram.doc).**	Translated to HTML form as an Hyperlink reference.
<A HREF=URL> HyperlinkText</A>		Converted to Word Hyperlink	Passed as native HTML (Hyperlink)

Other Notes.

1. The Audit Checklist layout is slightly different to the R4/5 version. It creates the Review Memo as the first page of the document followed by a section break. Page numbering and headers/footers start on the page after the Review Memo.
2. The macrolog.csv file records the username shown in the Options - Customize Dialog.
3. Extra page breaks option puts page breaks around inserted WMF's and the Process Detail property. Without extra page breaks the macro uses Words paragraph handling to keep the content of a property on one page. This means that a chart may appear on the same page as another property if it fits.
4. If you are using Word 8 or above, a document map is generated. Use View/Document Map to display it.

MS Word Template Networks Notes.

Users require read/Write/create permission to the 4TQ /records directory.

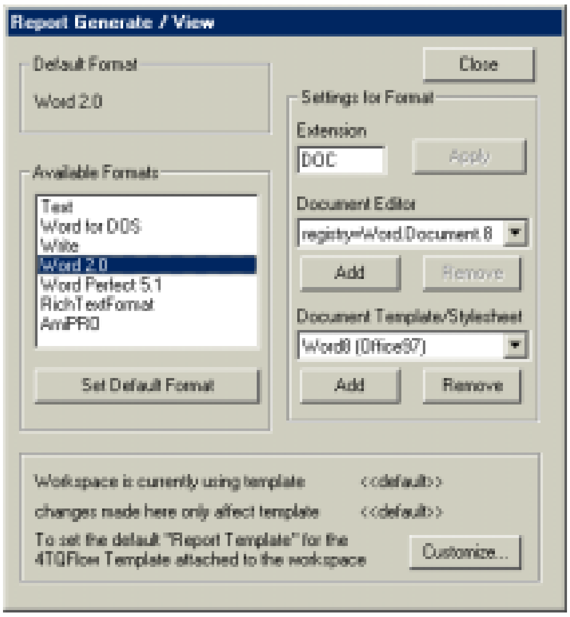
Changing the Word Templates Selection List.

Select the 4TQFlow Option Menu item, and then from the Sub Menu select the Word Processor option.

The Dialog box shown right will appear. Ensure that Word 2.0 format is highlighted as shown.

Note Word 2 format is used for Word version 2, 6, 7, 8 (Office97), Word9 (Office2000), Word10 (OfficeXP) and Word11 (Office2003).

Only Word versions 8, 9,10 and 11 are supported by the R6 version of the 4TQToolkit template macros.



Changing your default Template

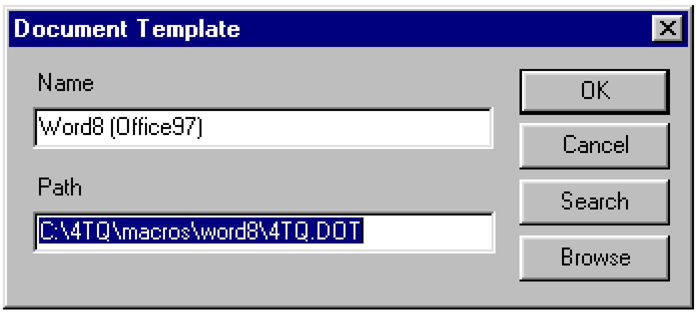
Select the desired template from the **Document Template / Stylesheet** list box (Lower Right), then Click the **Apply** button.

Adding a new Template

To add a new Word Template to the Generate list Click on the "Document Template/Stylesheet" ADD Button. (Lower Right)

The Dialog box shown right will open. Clear the current name field by over typing in the field.

You should "name" your new template in a meaningful way.



Next, click in the Path field and change the field to the exact file name of the template. Full path names are supported.

The default file-pathnames for macro supplied with 4TQFlow are in the form "Drive:\4TQ\Macros*WordProcessTypeVersion*\4TQ.dot". The default values for "*WordProcessTypeVersion*" are Word8 (for MS Word 8 -Office97), Word9 (MS Word2000), Word10 (MS WordXP), Word11 (MS Word 2003) and WP678 for WordPerfect (versions 6,7, & 8).

If the template file (.dot) is installed in your Word Processor's Template Path directory only the file name and extension is required.

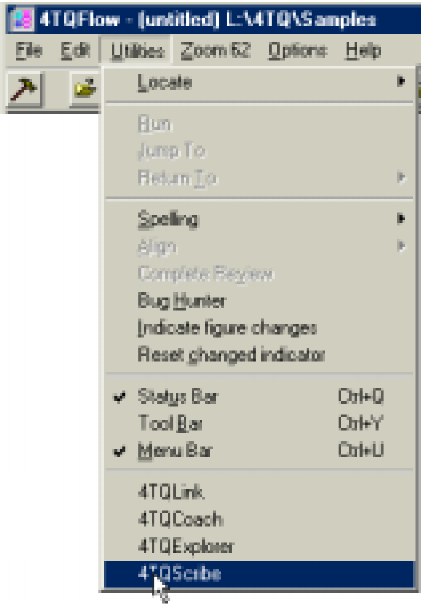
Click on the OK button to close the Document Template Dialog Box.

Click on the "**Set Default Button**" (lower left) in the Main Dialog Box then click on the "Apply" Button.

If you are using a computer on a network please consult your network administrator for assistance, as you may not have the correct permission level to save a file in the required directory.

Converting Documents with 4TQScribe

4TQScribe is designed to help you create 4TQFlow process maps quickly and accurately. 4TQScribe automatically builds your 4TQFlow process map from the text selected in your existing documents.



If you already have process information stored in documents then 4TQScribe allows you to convert the documents into a 4TQFlow process map with minimal typing. All you need to do is to open your existing document, start 4TQScribe and drag the relevant information from your existing document into 4TQScribe.

Launching 4TQScribe

To start 4TQScribe you first need to start 4TQFlow. Once 4TQFlow has started select 4TQScribe on the Utilities menu in 4TQFlow as shown right.

4TQScribe will clear 4TQFlow's Workspace and perform a File New operation. If you wish to add information to an existing Process file, open the file after 4TQScribe runs.

Closing 4TQScribe will also clear the 4TQFlow Workspace.

4TQScribe has three modes of operation.

Each mode is selected and indicated by a tab at the top of the 4TQScribe window.

Scribe Mode is useful when the source document is not that well structured and you need to perform editing as to proceed.

Brainstorm Mode is useful when you wish to extract the key steps from a text source without using the text itself.

Drop Zone Mode is used when the source material is well structured, and contains most of the information required intact without the necessity for major editing.

To select a mode click on the appropriate tab. A description of the functionality of each mode follows.

Scribe Mode

“Scribe” provides a quick figure by figure creation approach. Use this mode when converting text based documents into 4TQFlow Process maps.

Setting up

With both 4TQFlow and 4TQScribe running, open the source text document in your Word-Processor. Maximise the 4TQFlow Window. Create (if required) a new Process map by completing the Title Page properties and saving the file. Click the 4TQFlow button (Windows Task Manager) to minimise the 4TQFlow window.

Position the source document and 4TQScribe’s Windows so that both are visible on your screen. 4TQScribe on the left and the document on the right are likely to be the best positioning. Click on the "Keep On Top" option to prevent the source document covering the 4TQScribe window.

How to

Read through the source document and copy the parts you wish to add to your new process map. Paste the selected text into the 4TQScribe field (Label, Description or Techniques) as required. You can add additional text by typing directly into the 4TQScribe fields.

Check that the figure type is correct for your new step. 4TQScribe defaults to the task figure type unless you change the Figure Type selection at the bottom of the 4TQScribe window. Ending the Label text field with a question mark (?) will automatically set the Figure type to “Test”.

Click the Apply button when you are ready to create the figure and clear the 4TQScribe fields ready for the next figure. The Apply button will not become active until the label field contains text.

Continue this process until you have transferred all of the information from the source document into your new 4TQFlow process map.

Click on the Task Manager’s 4TQFlow button at any time to check your progress and remember to save your work frequently if you haven't engaged the AutoSave option.

When you have finished extracting text from the source document, return to the 4TQFlow Window to review and change the layout and information as required. Remember to add the performer information for each of your steps. The Utilities menu's BugHunter command will locate most problems or omissions for you.

Instead of creating a new chart you can add more process steps to an existing map. Open the required Process map in 4TQFlow. Position the “Auto-Line Draw” focus from where you wish to add the additional steps. You may have to delete an existing flow line to do this. Now operate 4TQScribe in the same manner as for a new map.

Option Settings

AutoSave

The AutoSave option forces 4TQFlow to save the process map with each "Applied" action. If the Process map is Controlled the changes are stored as "Work-In-Process" changes. Remember to manually save the 4TQFlow Process Map by using either of the Update options to publish the changes made.

Auto Line Draw

If you do not want 4TQFlow to automatically create the flow lines for you, turn the “Auto LineDraw” checkmark off (upper left of the 4TQScribe window).

Keep On Top

This option forces the 4TQScribe window to remain visible when you switch to your source document window.

Brainstorm Mode

"Brainstorm" accepts Label based line by line entry to create an entire flow process as defined in a keyed-in script. Use this mode when "brainstorming" a new process map.

How to

Each line in the Brainstorm window represents a potential Figure (process Step).

With both 4TQFlow and 4TQScribe running, create and save a new process file, or select an existing one that you wish to modify. Remember to complete the Title Page information if you are creating a new process file.

Select the Brainstorm tab in the 4TQScribe window and enter the script line as needed.

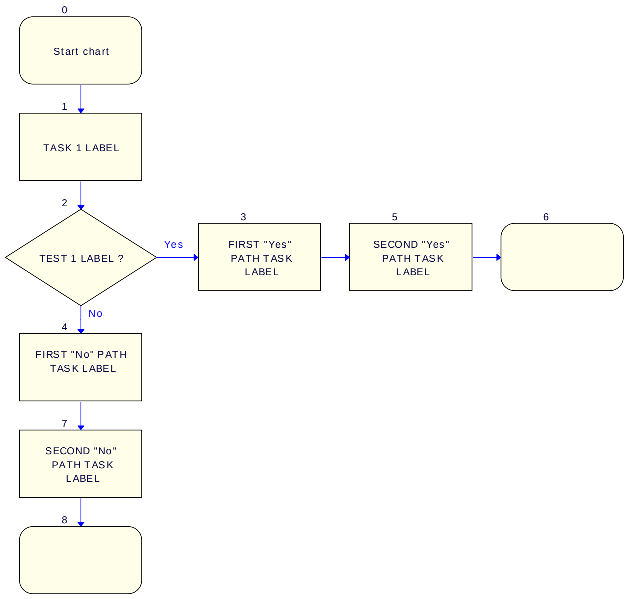
To create a task figure enter the label field information and press enter. Keep entering task labels as needed.

To create a test figure place a question mark (?) at the end of the label's text and press enter.

The new line under the Test will display a "Yes" prompt (shown as "Y->") to indicate that information entered on this line will be added to the Yes response path from the test question above it.

Adding further tasks will continue the Yes path until you **Backspace** over the Yes prompt. Once the Yes prompt has been removed from the new line all of the tasks from that point on will be added to the flow line starting from the question's (Test) "No" response node. The Yes path will be terminated automatically with a Finish figure.

It is easier to create complex decision trees in 4TQFlow. However, you can enter sections of the process in script groups, building up the entire process in manageable segments of figures. Remember to set the location of the Auto Linedraw focus point in the 4TQFlow window when adding more steps to your map.



To create or add the scripted figures to your chart click the Apply button when you are ready. The script is cleared when the figures have been added to the map.

The script shown in the Brainstorm window (upper right) will create the process map shown on the immediate right.

Complete the process map by assigning the performers and entering the other detailed information using 4TQFlow.

The 4TQFlow Undo / Redo function records each line of the script as a separate change and can be used to progressively wind back the script one line at a time.

Option Settings

AutoSave

The AutoSave option, forces 4TQFlow to save the process map with each "Applied" action. If the Process map is Controlled the changes are stored as "Work-In-Process" changes. Remember to manually save the 4TQFlow Process Map by using either of the Update options to publish the changes made.

Auto Line Draw

If you do not want 4TQFlow to automatically create the flow lines for you, turn the "Auto LineDraw" checkmark off (upper left of the 4TQScribe window).

Drop Zone Mode

The “Drop Zone” tab accepts and optionally translates (parse) selected text directly from a compliant program (like MSWord) and automatically creates and fills in process map figures. Use when converting existing text based procedural information into 4TQFlow process maps. As you read through the text material you can select portions of the text and Drag and Drop them into the Drop Zone Tab.

Setting up

Run 4TQFlow, 4TQScribe and the application that will provide the source text (like MSWord).

Arrange the 4TQScribe window and the source Window so that it is easy to read and select the source text and have access to the 4TQScribe Drop Zone window. 4TQFlow does not need to be visible when using 4TQScribe.

If your screen size and resolution make it difficult to arrange the Source window and 4TQScribe for easy Drag and Drop access, run the source in its maximised state. Perform each operation by dragging the text onto the 4TQScribe button on your task bar. Wait until the 4TQScribe window appears then continue the drag operation by releasing the text into the window.

How To

Select the required text by clicking and holding the left mouse button. The selected text will be highlighted. Release the left mouse button and place the cursor within the selected area, then click and hold again to pick up the text and move (drag) the cursor to the label field in the 4TQScribe Drop zone window. Release the left button when the mouse cursor indicates you can drop the text by displaying the "Drag" cursor.

Option Settings

Confirm Actions

If you need to alter or add information prior to saving the information, select this option. This forces you to click the Apply button before the information is transferred to 4TQFlow.

Translate

When on, 4TQScribe will check the text structure for a paragraph heading or suitable short sentence to become the Figures label and move the rest of the text into the description field.

AutoSave

The AutoSave option, forces 4TQFlow to save the process map with each "Applied" action. If the Process map is Controlled the changes are stored as "Work-In-Process" changes. Remember to manually save the 4TQFlow Process Map by using either of the Update options to publish the changes made.

Auto Line Draw

If you do not want 4TQFlow to automatically create the flow lines for you, turn the “Auto LineDraw” checkmark off (upper left of the 4TQScribe window).

Keep On Top

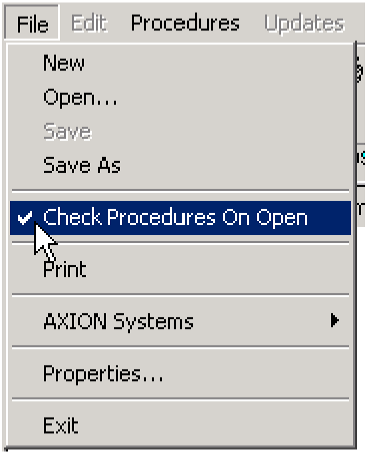
This option forces the 4TQScribe window to remain visible when you switch to your source document window.

Managing your System.

4TQExplorer has two display modes. Navigate mode only displays the left-hand tree Framework while Explore mode that displays both the Procedure list tree and the tabbed Details List. To toggle between modes click on the Explore or Navigate Buttons. (Note: If you can't access the Explore mode your 4TQ Administrator may have locked your 4TQExplorer into Navigate Mode).

Navigate or Tree Control.

The Navigate window pane or Framework tree shows the structure of your system. By selecting an item within the tree you have access to the associated information about that item. The Right Click context menu gives direct access to the five Associated reference file links, the link URL address (Web-Link), the Measurements (KPI or CI information) and any RunFile links if the item is a Process map. Double clicking an item will cause that item to open.

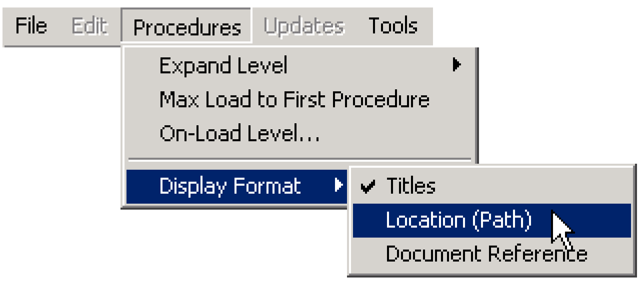


Loading a Framework File.

When you open at Framework you can have 4TQExplorer check the stored Framework information against the current state of the linked items. To enable this on-load checking to occur ensure that the "Check Procedures on Open" item is ticked on the File Menu. If you are performing the role of the Framework administrator you should have this option checked. Changed or missing files will be notified to you after the On-Load check is complete by special icons and by a message box if the check reveals any changes.

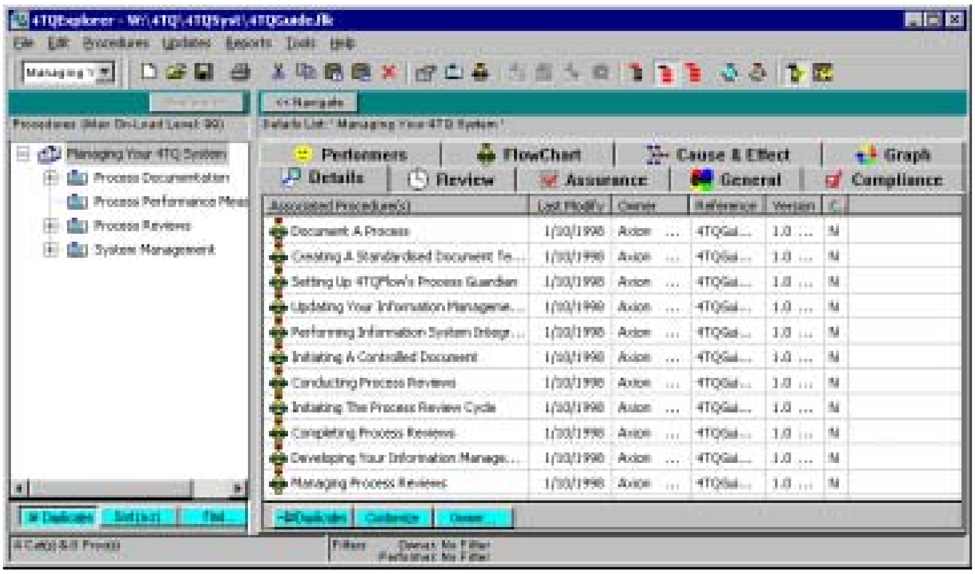
Tree Item Display options.

The Explore Tree normally displays the Title of a process map (4TQFlow File). You can also have the tree display the File location or Document Reference number field. Use the Procedure -> Display Format menu item to select the display type.



Explore Mode Controls.

The Explore window list content (the right-hand side) is controlled by selecting one of the available Tabs. The default Tab is the **Details** list. The number of tabs available will vary depending on the configuration of your specific 4TQ installation.



Details List.

The Details list is the default tab displayed when the Explore window pane is opened. The list items (rows) displayed is constrained by the position of the selected Explore (tree) item. Use this feature to drill into use Framework. The number and type of information displayed in the columns is controlled by the setting in the "Customise Details View" dialog (shown below) and is accessed by the Customise button (Explore window pane, middle bottom).

Button Controls

The Buttons shown on the bottom of each Tab list may change, dependent on the type of list selected.

Duplicates Button.

This option controls whether procedures (sub-processes), which are called more than once, are to be displayed only once or for each occurrence. Unless the number of appearances is particularly distracting, it is suggested that you leave the display to show all appearances. This allows you to double click on any of the listed entries to highlight its location in the Procedure List (left-hand window), to identify the parent.

You may change your view to either show or hide duplicates without having to update or re-insert Procedures.

Customize button.

Click this button to access the Customize Dialog Box. The Customize dialog box allows you to select which attributes are displayed in the list.

To display Policy and Form information on the Details List, select the Policy and Forms option. If the first column header button is pressed, any Forms displayed in the list are sorted to the bottom of the list.

4TQExplorer will remember your layout, and will restore the Custom View set up when the application is re-started.

Columns may be re-arranged by dragging and dropping the column header buttons.

Sorting the Lists with List Column Buttons.

The Navigate Window lists can be sorted on any of the displayed column items. To sort, based on a particular column, click on the column's label button. Clicking a second time reverses the sort order.

Right Clicking on a Procedure in the Details List will display a pop-up menu for that Procedure.

Owner Button.

Click this button to set the Process Owner's filter to restrict the list item to only Procedure owned by that Person / Position.

Performer Button.

The list of Performers must be compiled after a 4TQExplorer file is opened. The process of compiling the full Performers List may, depending on the number of Procedures to scan, take some time. Selecting a Performer from the menu list will automatically filter the Details List, and place the Performer's name at the bottom of the application in place of 'No Filter'.

Updating the Procedures List.

4TQExplorer stores the structural details of the framework as individual records. You and other users may be adding or removing Sub-Processes from Procedures contained in the framework and the structure below the parent process will need to be updated to reflect the changes made. If the Check Procedure on Load function is enabled (File Menu), 4TQExplorer will display a message advising you when a change has occurred. This message indicated that you should perform an update and save the file.

4TQExplorer allows you to update records at three levels.

1. **You can update Procedures in the entire 4TQExplorer file at once:**

   Select All from the main menu's Updates item.

2. **You can update all of the labels within a particular Category or Sub-category:**

   Place the mouse pointer on Category to be updated then select the category name from the Main Menu Updates item.

   or

   Place the mouse pointer on Category and press the right button and select the Update Category item

3. **You can update particular Procedures:**

   Place the mouse pointer on a Procedure and press the right button and select the Update Procedure item.

Whichever level of update you choose, all file associations are preserved however the hierarchy layout within a Category will be into ordered groups of Policy documents, Forms and Procedures.

Due to changes in the 4TQFlow files, don't be surprised to find Procedures inserted or removed.

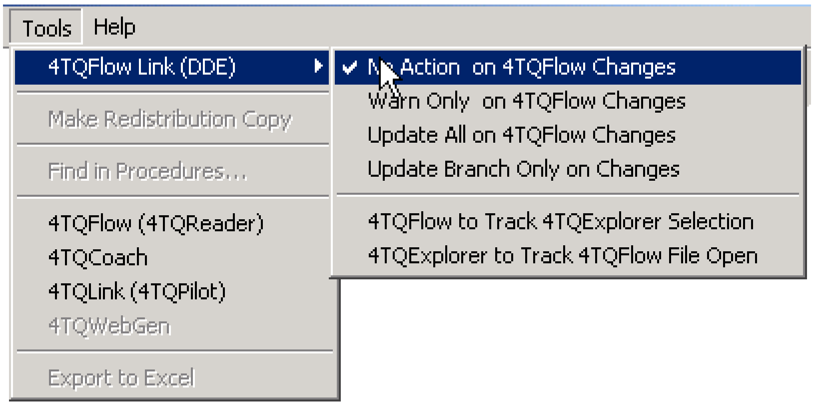
Note 1: These options are not available when 4TQExplorer is in Read Only mode.

Note 2: The Max On-Load Depth setting may affect the Update by limiting its scanned depth range. Do not save a file that has not been scanned to a level that includes all the parent procedures.

Tools Menu

4TQFlow Link (DDE).

This menu is used to control the behaviour of 4TQExplorer and 4TQFlow when they are running on the PC at the same time.



Make Redistribution Copy

4TQExplorer files cannot be successfully moved from one file system / location to another. The “Make Redistribution Copy” feature creates a special copy of the current 4TQExplorer file that can be relocated along with the referenced process map, form and Policy documents without the need to re-build the frameworks. The created copy can be found in the “REDIST” folder contained in the SystemPath.

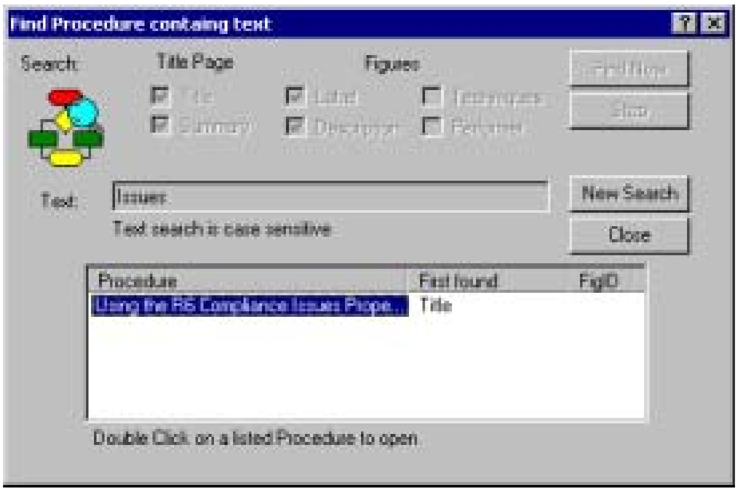
Find in Procedures

The Find in Procedures dialog (shown right) enables you to perform text-based searches in the selected Procedure List's branch (Navigate window).

The dialog is available from the Tools menu.

Enter the text to be located in the Text field. Note that searching is case sensitive.

Then select the fields types within each Procedure to be checked. You may select any/all Title Page and Figure fields listed. Searching Figures can take some time, dependant on the number and size of Procedures to check.



Once your criteria fields are set, press the Find Now button. You can stop the search at any time by pressing the Stop button.

The list displays the name of any Procedure having matched the search text, and the location (Title Page or Figure) of the matching text, plus, where the location indicated is in a Figure, the Figure ID. Note that the location given is for the First found location only; there may be other locations within the Procedure that match the search text.

Double clicking on listed procedure will run 4TQFlow with that Process displayed.

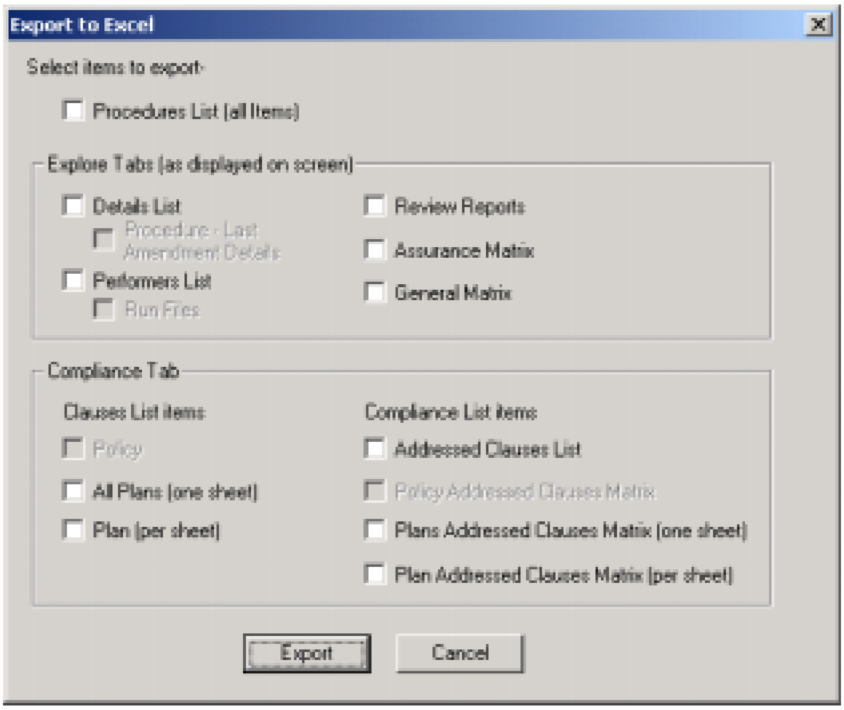
Press New Search to clear all fields.

Framework Snap shots - Export to Excel

The Export to Excel report feature creates a multi sheet Microsoft Excel Workbook detailing the contents of the current 4TQExplorer framework. These snap-shot reports may be useful when preparing for a system Audit (working papers) or instances when you require a permanent record of the state of your system at a specific time.

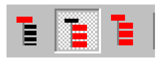
The options listed on the dialog (right) are all available for inclusion in the Workbook. Selecting some items may cause other options to become unavailable.

After selecting the items you want to have included Click the Export Button. You will need to wait for the report to be initiated, Microsoft Excel to run and build the report contents.



4TQExplorer Toolbar Buttons

Restricting list Contents

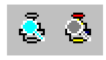


The Toolbar has three buttons to control the content of the Explore Mode lists. The buttons are shown on the right.

The first button will limit the list to only show the details of the currently selected procedure in the Procedure list (Navigate or Left-Hand window).

The Second Button will limit the list to all procedures *below* the Procedure selected in the Procedure List.

The third button shows the details for both the selected Procedure and all of its children.

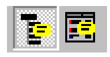


Tracking Selection Changes in 4TQFlow.

The first of the 4TQFlow Tracking Buttons cause 4TQFlow to open files in synchronisation with the procedure selected in the Navigate (Procedure list windows). To turn this form of tracking on, click to depress the Button.

The Second form of tracking causes 4TQExplorer to relocate the current procedure selection based on the process opened in 4TQFlow.

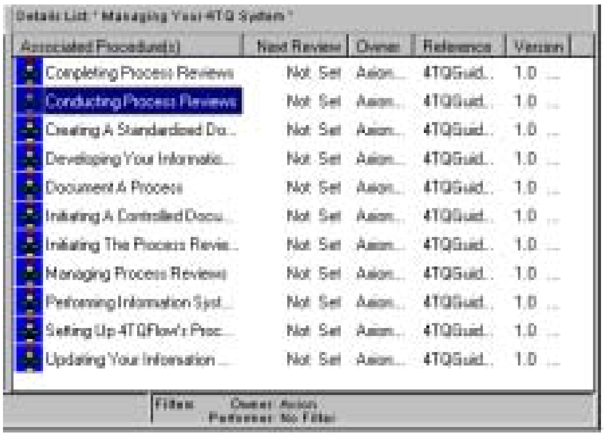
These options are also available on the Tools menu (4TQFlow Link (DDE) menu.



Tip Information Bubble

The two buttons turn on and off the Bubble information for the item under your mouse cursor. The first button controls the feature in the Procedure list window and the second button controls it for the Navigate Window.

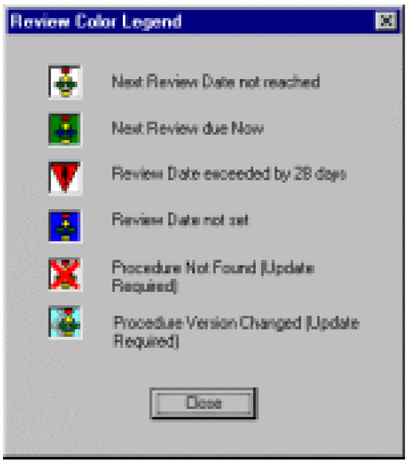
Showing Next Review Dates.



The Review Schedule is a Title Page Property set through 4TQFlow R5/6 for each process map. (Refer to page 38).

To display the Review icons preceding each Procedure name, ensure that the Review Dates information item has been selected in the Customize Button dialog. When this option is not selected, the icons revert to normal.

If you have included the Review Date the date displayed shows when each Procedure is due for Review. The colours of the Procedure icon are used as a visual indicator of impending Review dates. The full Icon Legend is available from the Help menu.



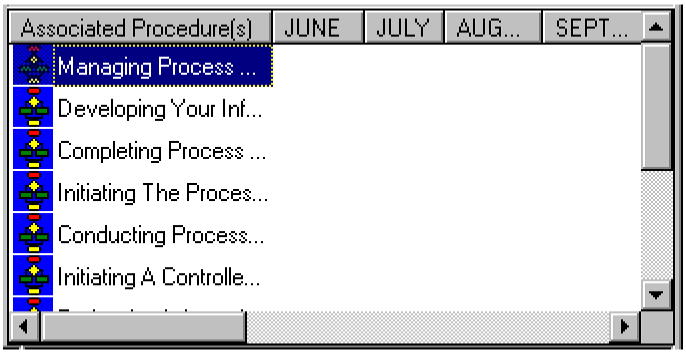
- Blue indicates no Review date set – ‘Next Review’ is **“Not Set”**
- Green indicates that the Review date has been reached but is less than 28 days due
- Red indicates that the Review date has been exceeded by more than 28 days
- No colour (white background) indicates that the Review date has not been reached.

24 Month Review Schedule Tab.

To show the 24 Months Review Schedule, select **Review Tab** in the Navigate window.

The table displays all the Procedure Reviews in 24 monthly columns.

The first column is that of the current month.



S – denotes the month in which a Procedures Review is scheduled.

D – indicates that the Procedure is either Due or Overdue.

Both Due and Overdue indicators will always appear in the first (current month) column.

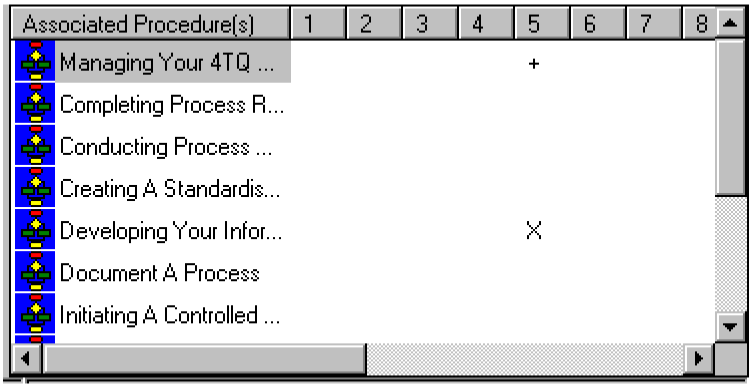
To see which Procedure Reviews are scheduled for a particular month, press the column-heading button.

The list is sorted, based on the Review Scheduling. Note that Reviews not scheduled for the month selected are not sorted into any particular order.

The Assurance Matrix Tab

Lists the Sub-procedures for the current selected Procedures and, for each Procedure, consolidates and flags the Assurance criteria addressed.
This tab is to provide Legacy support for ISO9001/2/3:1994 standard.
An “**X**” indicates the procedure that is directly mapped to an Assurance element.

A “**+**” indicates that the element is mapped within a Sub-Process of the procedure.



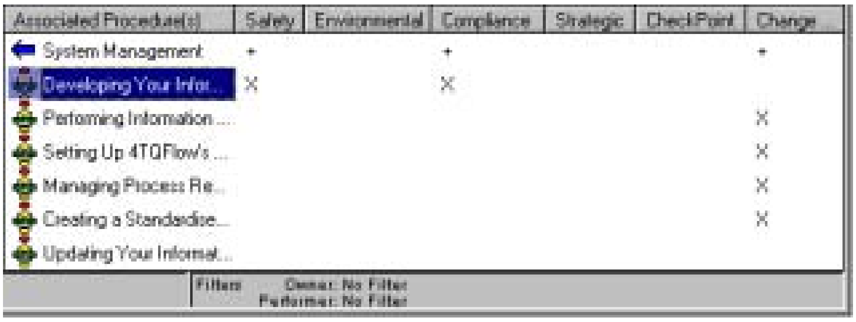
The displayed information is stored in the 4TQExplorer file when the particular Procedure was originally added or updated. It may therefore be out of date. When you first select the **Assurance Matrix** view, you will be asked if you require the data to be updated. If so, then each Procedure file is interrogated to provide current information (Assurance information updated only).
This updating of information can be done at any time by using the **Update Assurance Matrix** option.

The General Matrix Tab

Lists the Sub-procedures for the current selected Procedure and displays the General cross checks for all of the process steps in each Procedure.

An “**X**” indicates the procedure that is directly mapped to a crosscheck item.

A “**+**” indicates that the crosscheck is mapped within a Sub-Process of the procedure.

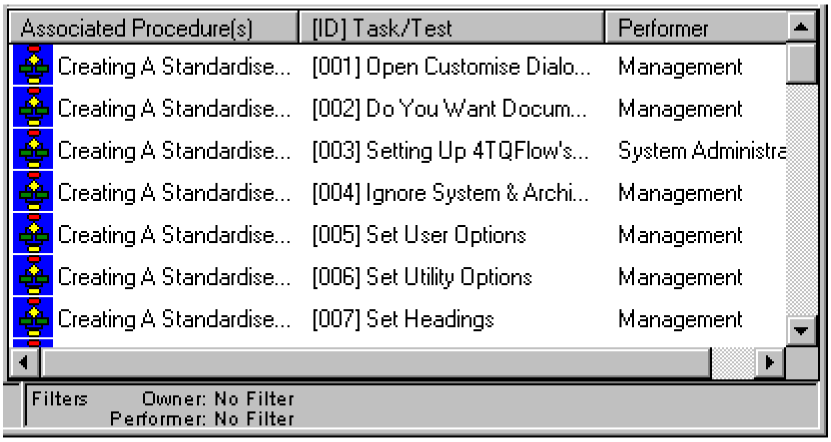


The Performers Tab.

The Performers tab displays each step within the selected procedure. The figure ID number and the Performer are also listed.

To sort the list based on the Performer or ID numbers click on the column’s heading button.

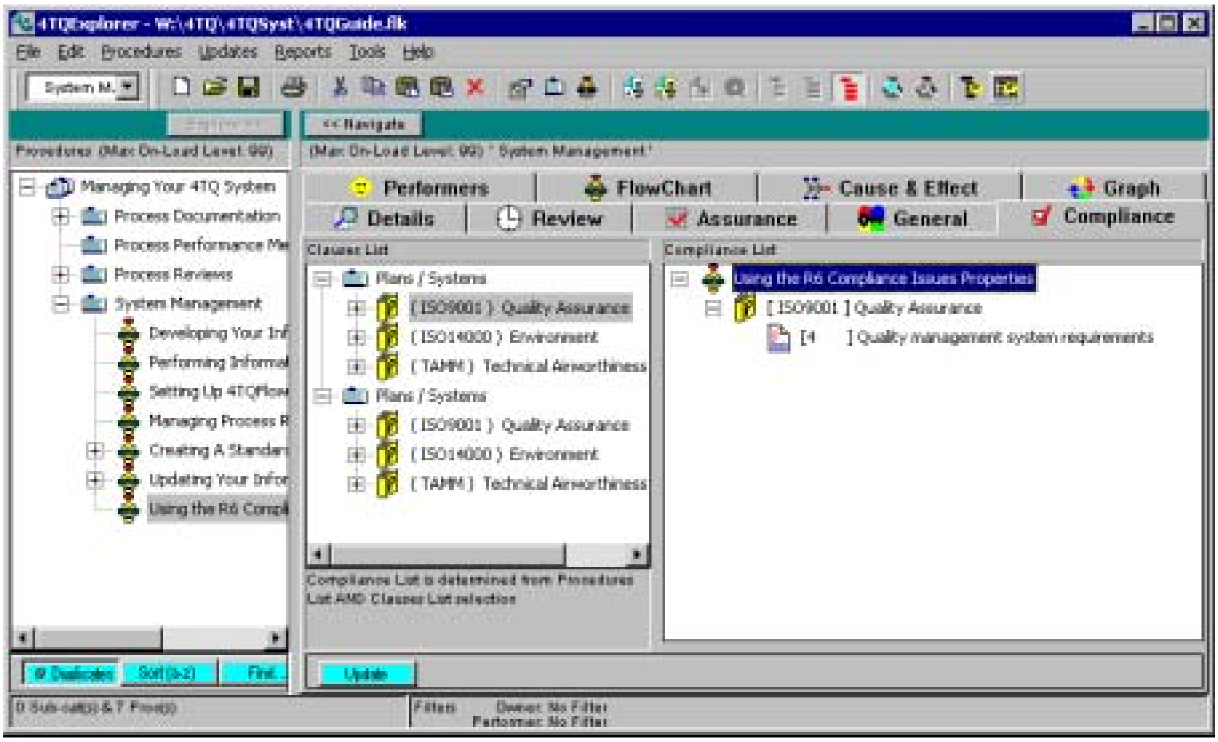
Clicking a second time reverses the sort order.



The list filtering options are a useful way of constraining the list, so that you may concentrate on a single performer or Process Owner. (Refer to page 58 for information on applying filters)

Compliance Tab

The Compliance tab window uses two tree list boxes to display the linkage of System Clauses and 4TQFlow Process maps. The Systems (ISO9001:2000, ISO14000, etc) shown will vary dependent on the configuration of your 4TQ installation.



Select a Procedure or category in the Explorer window (left-hand window) to set the start point of list to be displayed.

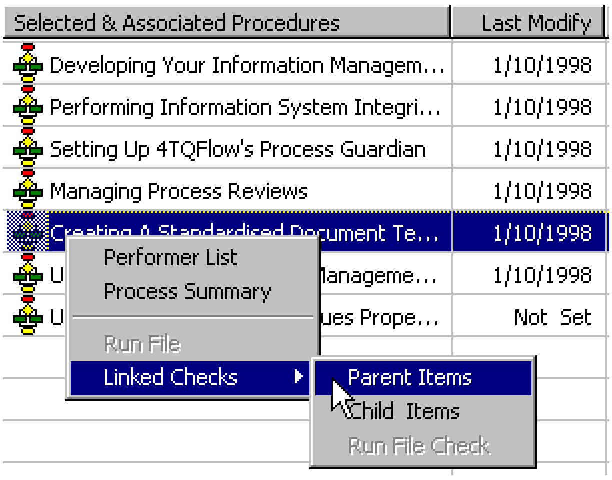
In the Clause list box (navigate window, middle) select the Plan or System and Clause required. Click on the boxed Plus (+) symbols to expand the branches of the tree as needed. The Compliance List (right hand side) will display the Procedures that have the selected System or Clause and are contained within the part of the Procedure list selected.

Refer to page 32 for details on adding the Compliance Issues Property to your 4TQFlow Process maps.

Checking Parent & Child Procedures & Run Files.

When modifications are made to either a specific procedure or to a Run File, it is useful to know the affect the modification may have on related procedures.

Place the mouse pointer on a particular Procedure in the Details List window (right pane), and press the right mouse button. The menu displays **Run Files** (only enabled where the selected procedure has Run Files in place) & **Linked Checks**.



The **Run Files** option will display a list of all Run Files linked to the selected procedure. Selecting a listed Run File menu item will activate the Run File. The Run File menu option is also available to Procedures in the (left pane) Procedures window.

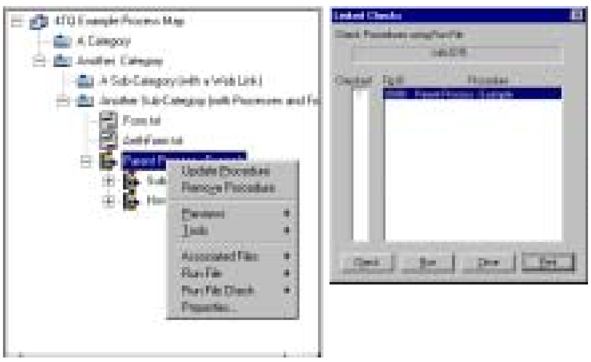
Linked Checks displays further menu options which all, on selection, display a Linked Checks dialog. Note that disabled items indicate no 'linkage' of that particular type exists for the selected Procedure.

- **Parent Items** - displays a list of all Procedures from the Procedure List that have the selected Procedure as a child.
- **Child Items** – displays all of the child Procedures of the selected Procedure.
- **Run File Check** – displays a menu showing all the RunFiles used by the selected Procedure. Selecting a particular Run File from the menu lists all the Procedures from the Procedure List that use the selected Run File. This option is also available for Procedures in the Procedure window.

You can now check relevant items one at a time, to ensure that the affect of a modification has been fully investigated.
Select an item in the Linked Checks dialog and press **Check**.
The (left pane) Procedure list selects the referenced item, and a check symbol appears alongside the item in the Linked Checks dialog, to indicate that the linkage has been sighted.

The Linked Checks dialog is modeless, and it will remain visible until you press **Close**. This enables you to use 4TQExplorer to further investigate modifications without having to re-start the investigation. Starting a second Linked Check session while the Linked Check dialog is open from a previous check will cause the original dialog to close.

Note that this is a volatile checking system. No record of checking is kept internally after closing the dialog. More permanent recording can be obtained by using the **Print** facility on the dialog.



The **Run File Check** feature is also available from the left-hand window. Right Click on a listed procedure and select the **Run File Check** option. The **Run** button is only enabled where a Run File is selected during a Run File Check. Pressing Run will start the relevant Run File application.

Indication of Version changes to Procedure files.

If, while opening a 4TQExplorer file, a change in a Procedure Version is detected, a momentary message is displayed and, if the Custom View Version information has been selected, a icon is displayed adjacent to the Procedure, in the Details List only. Note that removing Version information from the Details List returns icons to normal. Detection of Version change will also over-ride the restoration of the previous Details List information view, to display Document information – Reference, Version and Control status.

Indication of "Work in Progress" to Procedure files.

If, while opening a 4TQExplorer file, a "Work In Progress" status is detected for a Procedure file, a special icon will be displayed in place of the standard icon.

Saving Process files using the 4TQ guardian features, including "Work-In-Progress" is explained on page 35.

Indication of missing Procedure files.

Where the file open check fails to locate any date information, the existence of the Procedure file is tested. If the test fails to find a Procedure file, an icon is displayed adjacent to the Procedure in both the Procedures, and Details List. Date fields, if displayed, show **No File**. A momentary message is also displayed, after loading the file, advising that an Update of the file may be required. This sequence will also over-ride the restoration of the previous Details List information view, to display– Process Owner and Modification Date.

Distribution of Process information.

On-Line process guidance with 4TQCoach

4TQCoach provides a safe, effective and easy means of distribution for your process information within your organisation. 4TQCoach is a simple way to supply your people with the most up-to-the-minute approved versions of your procedures on-line. Everyone will be able to safely access the latest procedures as needed.

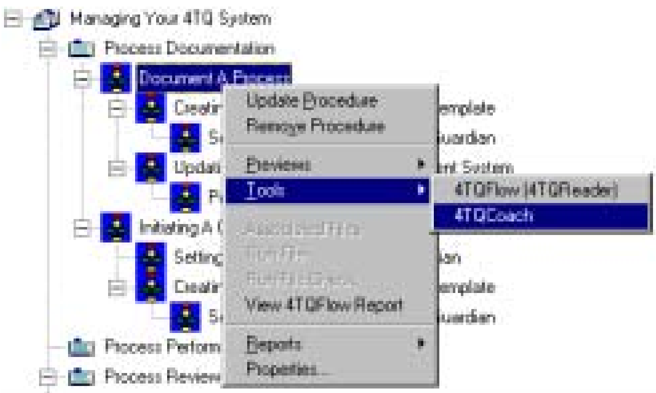
The "On-Top" feature and small display window size means that 4TQCoach can be used as a step by step training aid for data entry staff.

4TQCoach can be launched from 4TQExplorer to provide easy navigation to required procedures and related information.

Run 4TQCoach.

Launch 4TQCoach from 4TQExplorer, 4TQFlow, or from the Start Program Menu. When running 4TQCoach from 4TQFlow the current process file is automatically loaded. When running 4TQCoach from 4TQExplorer the selected process file is loaded.

- Run 4TQExplorer and open a Framework file.
- Click on a Procedure Label to select it (Tree View Window).
- Right-click on the label to display the context menu and select **Tools – 4TQCoach** as shown on the right.

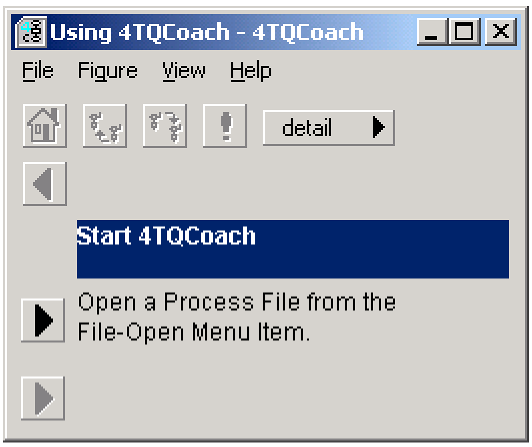


When a Procedure is selected in the 4TQExplorer Tree View Window you can also launch 4TQCoach from the 4TQExplorer Toolbar.

To load a procedure directly into 4TQCoach:

- Click on the **File** menu item
- Click on the **Open** menu item

Select the 4TQ Process file required from the File open dialog box. The sample files supplied with 4TQCoach are located in the 4tq/samples/4tqflow directory. You will need to select the sample and 4TQFlow directory in turn to locate them. To try out 4TQCoach, select the UseCoach.flw process file by clicking on the file-name. The UseCoach procedure will step you through the features and use of 4TQCoach. Click the Open button.



The 4TQCoach window will load the UseCoach process. The **Start 4TQCoach** is the first and therefore the current step. It will be highlighted. The next step in the process is shown below the current step.

Click the Go Forward Button.

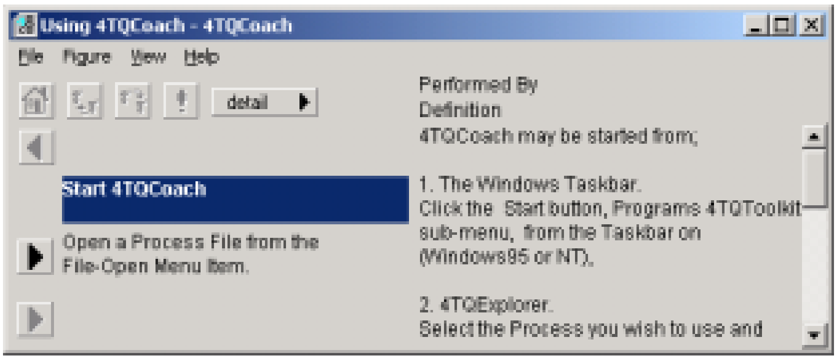
Clicking the NEXT button will move you forward through the process steps, one step at a time.

Click the Go Back Button.

The BACK button moves you backward through the process on the exact path you followed.

Displaying the Detail text.

Click the detail Button. The **Detail** Button expands the 4TQCoach window and displays the "Description" or "Techniques" text for the current step. Clicking the Detail button presents a drop-down menu. Select the field you wish to view from the menu list.

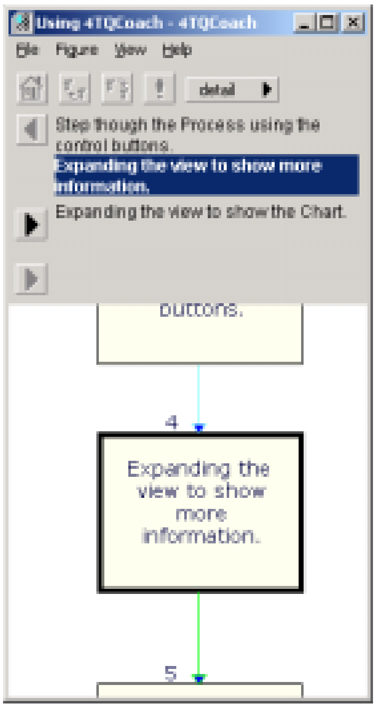


The text field labels may be different from the generic terms "Description" and "Techniques", as these fields can be re-named with 4TQFlow's headings dialog for each process file.

Use the Scroll bar, on the right of the text field, to move through the text box.

Clicking the description again will hide the text.

Click on the (home)button to return to the start of the process, display the description text field. The description text details the ways that 4TQCoach may be launched. To see all of the text use the scroll bars on the right-hand side of the text field.



Displaying the chart diagram.

To show the process chart drag 4TQCoach's bottom window border to enlarge the window.

The Chart diagram can be displayed in two modes. The full chart or scaled mode is the default. This mode scales the diagram so that all of it fits into the chart window. The current step is highlighted on the chart. To toggle the chart display mode, place the mouse over the chart and left click on it.

The chart display zooms in on the current process step.

- Click the button a few times with a small pause between each click. The highlighted (current) figure moves forward with each click of the Next Button.

Jumping to a Sub Process.

Each TASK in a 4TQFlow Process file can contain a Sub-Process (another complete process file). A TASK figure with an attached Sub-Process has two vertical lines, one at each end as shown below.

- Click on the button until you reach the Sub Process step.

  The will become active when the current step has a Sub-process attached.

- Click on the button to Jump To the Sub-Process.

  4TQCoach will load the Sub-Process file. The will become active. This button will return you to the main or parent Process.

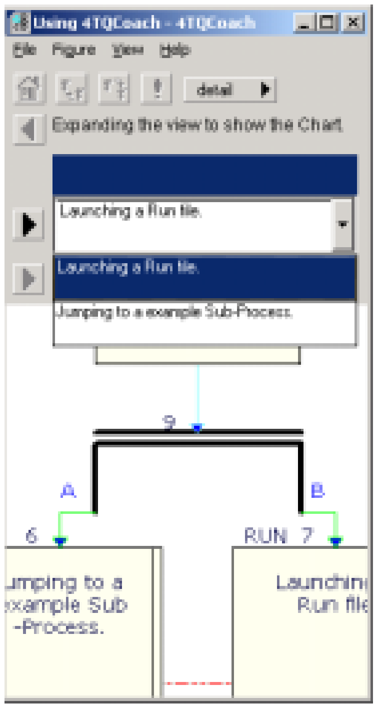
- Click the button to move through the Sub Process Steps until you reach the Finish figure.
- Click the again and 4TQCoach will automatically return you to the Parent Process.

Launching a RUN file.

Every Figure in a 4TQFlow Process file can link to another application file. When the current figure has a RUN file attached the button will become active.

- Click on the button and make the "Launching a Run file" step current.
- Click the button. The calculator (if available on your PC) will run.
- Close the Calculator.

Behaviour of Splitters.



Once 4TQCoach encounters a process Splitter its behaviour is altered to ensure that all flow paths leading from the splitter are completed.

On arriving at a Splitter the next step field changes to a drop down list (with an arrow head on the right). Click the Arrow to display the list of valid steps and select the one you wish to perform next. The Green flow lines shown leaving the splitter indicate the flow paths that are valid choices at this time. Click the button to move to the selected process step.

The colour of the flow line from the Splitter to the selected step will change to blue to indicate that path has been taken. If the flow line leaving the new current step is coloured orange then that path is blocked until the other splitter path are completed.

To complete the other paths Click the Arrowhead again and select another path. Steps listed but “greyed” are not available for selection.

Once a process splitter has been encountered the Back and Home button functions are disabled. To re-start the process use the Figure Menu “Return to Start” item.

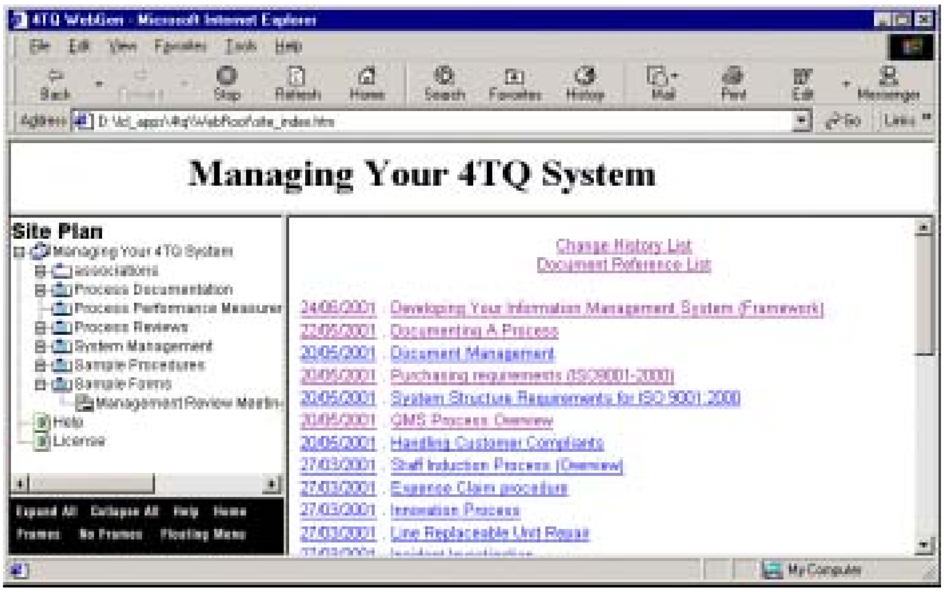
Using 4TQWebGen.

Building a 4TQ Website.

4TQWebGen is extremely fast and effective at converting your 4TQ-process information directly into a fully linked HTML Web-site. Using your company's existing **Intranet** or LAN / WAN file system, Procedures can be updated and distributed to everyone quickly and inexpensively.

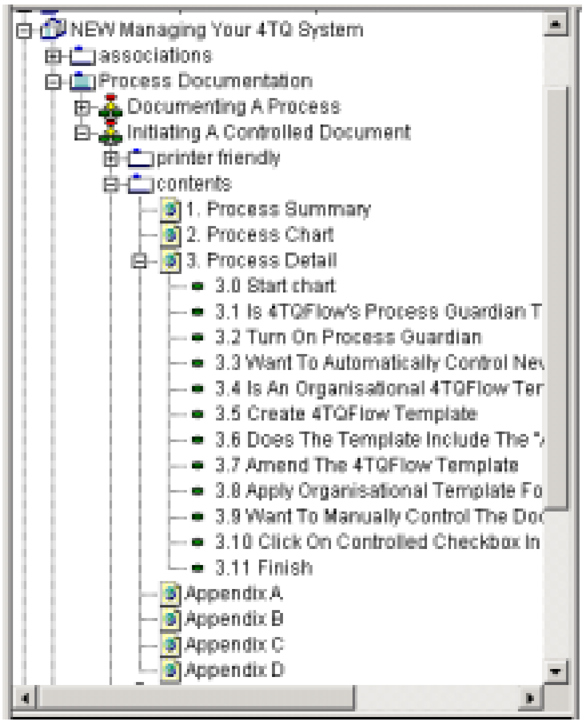
4TQWebGen (R6.04+) creates a self-contained Web of HTML pages based on each the 4TQExplorer frameworks from which a generation has been made.

The image shown on the right shows the Frames & Java enabled view (Site-Index.htm). The Browser window is divided into three frames. The top frame displays the main title of the information displayed in the lower right hand frame. The Lower left hand frame contains the Site Plan navigation tree.



The tree is dynamic and automatically tracks and displays the current location within the tree of the current contents of the main frame. This means that if you follow the Sub-Process links contained in the actual process description (main frame) then the Site-Plan will re-draw to show you your current location in the Framework tree.

The Site Plan can be used in a similar way to the “Folder” windows pane in Windows Explorer (95 or greater). Clicking on a [+] symbol opens that branch of the tree to reveal its contents. Clicking on a Document, Form, Policy, or procedure opens that item in the main frame (lower right hand frame).



The features available are dependant on the entry page used to gain access to the site. The address entry pages are listed in the table below. The key features for each capability set are listed in the second table.

Address locations Table

Page Address	Use	Features	Capability
Site_Index.htm	Multi-Framework Master page	Docked Site-Plan Navigation window	Frames, Java
Site_Index2.htm	Multi-Framework	Floating Site-Plan Navigation Window	Frames, Java
Site_Index3.htm	Multi-Framework	No Site-Plan, No Frames	No Frames, No Java
Site_Index4.htm	Multi-Framework	No Site plan, with Frames	Frames, No Java
“4FWK”-FRAME.html	Single Framework Master page		Frames, No Java
“4FWK”-MAIN.html	Single Framework		No Frames, No Java

“4FWK” denotes the 4TQExplorer frameworks file name without the file extension (.FLK).

Key Features.

Capability	Features
All	• Framework List • Document Reference ID Sorted List • Change Date Sorted List • Hot Spot link Chart diagrams. • Signpost Navigation links • Base HMTL version 2 • Dublin Core metadata • Re-locatable • Run File Links. (Forms) • Sub Process link
Frames with Java (Joust)	• Tracking “Site-Plan” Navigation. • Dockable or Floating menu. • Site “Home” page. • 4TQExplorer Association Hyperlinks. • Printer Friendly links
Frameless without Java (Joust)	• Chart Diagram Hover mode Pop-up (Option)

Performance Issues

The Site_Index.HTM entry point utilizes your browser's internal Java Script language to support the active components of the site. This provides the ability to re-locate the Web-site onto removable media (CD-R) and use the features without the need for a Web-server. It does however mean that the browser is relying on the host PC's resources to perform the processing required.

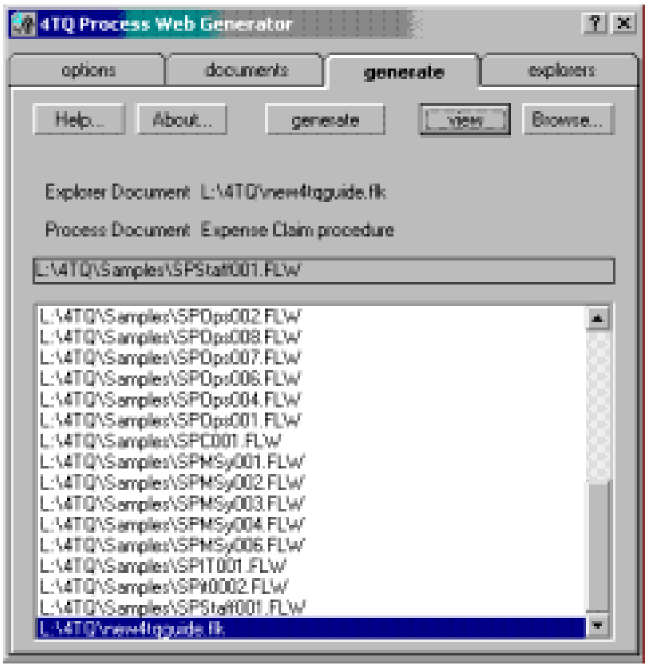
When planning your 4TQ Web-Site utilizing the Site_Index.htm entry point consider the following;

- The site was designed for use with IE5 and above or equivalent (Java Script 1.3).
- The site supports the use of multiple frameworks (4TQExplorer files) within the one main entry point. You are not restricted to just one framework and splitting up a large framework into two or more smaller ones will make a significant difference to the speed of the Site-Plan refresh.
- The number of items (Maps, Documents and Forms) within a Category in a single framework is the most significant factor in determining the amount of Java processing the browser needs to perform. The smaller the number of items within a category the faster the response. Aim for less than 40.
- Keeping the source files path and file names short reduces the processing load on the Java interpreter.
- When distributing via CD, remember to keep the maximum depth of folders to seven or less.
- Files Pathnames should be kept to less than 255 characters and should be strictly alphanumeric.
- Do not use the space character in File or folder names. Use the Underscore character (_) as a replacement.

Running 4TQWebGen

4TQWebGen is launched from the 4TQExplorer Tools menu. The menu item only appears if 4TQWebGen is installed.

To run **4TQWebGen** you will also need **4TQFlow**. You will also need a suitable Web Browser to view the Website.



- Run 4TQExplorer and open the required 4TQExplorer file.

  Ensure that the 4TQExplorer file and the 4TQFlow Process files all reside in or below the SystemPath.

  The SystemPath is only configurable during the installation process and not from within 4TQWebGen.

  Any Process map files located outside your SystemPath will not be generated into HTML

- Select 4TQWebGen from the 4TQExplorer Tools menu. 4TQWebGen will automatically run 4TQFlow if it is not already running. If it is already running make sure you save the current process map before continuing.

- Check the 4TQFlow Colours and Fonts options are as you require. The colours and fonts used on the charts in the Web site can be set using the 4TQFlow Options- Preferences – Colours and Fonts Menu item (refer to page 44 for details).

- Set the 4TQWebGen Options (Tab) as required. (refer to the next page for details).

- Set the Document Handling Option as required (see page 77 for the details).

- Click 4TQWebGen's Generate Button.

  The HTML Pages will be created. Before starting the HTML generation ensure that you have selected the options in both 4TQWebGen and 4TQFlow as required.

  To stop the generation process, click on one of the 4TQFlow menu items.

- Wait until the view button becomes active.

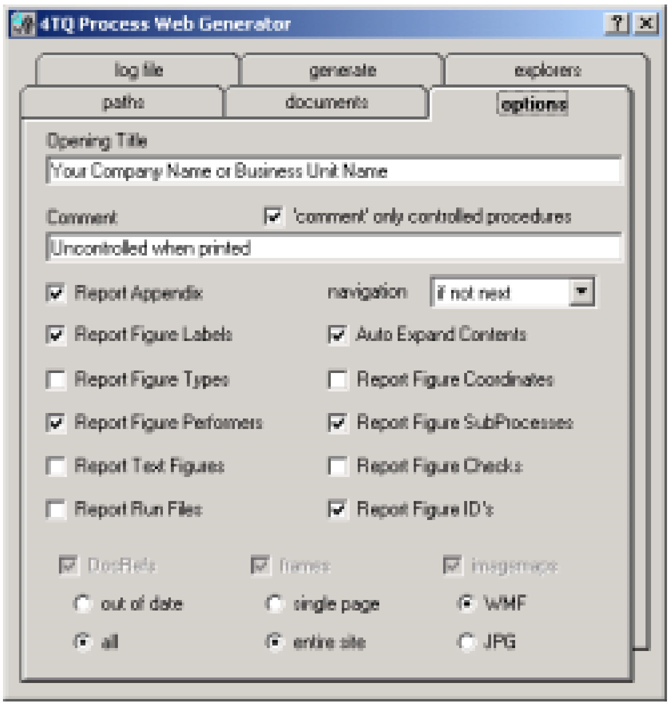
  If a post generation command file has been set to be run after the generation of the Web-site as completed (on the Options Tab), wait until the command script completes it task and then either

    Click the View button on Generate tab to see the individual non java framework site.
    or
    Select the Explorers Tab and click on the View Button to display the Master Site_Index(.HTM) page.

- Review the error log (tab – see page)and test the Site paying attention to the behaviour of any links to external documents and forms. See page 77 to details on the issues and options involved with document reference links.

Options Setting tab

The Option Tab is shown on the right.



Process Map Specific Options

The 6.07 (or higher) release of 4TQWebgen provides for the separation of the normal 4TQFlow Reporting Option from 4TQFlow itself. The settings altered and retained by 4TQWebgen are only used when a Web-Site is generated. The Settings used by 4TQFlow are not affected by these controls.

For details of the use of each option refer to page 41

4TQWebgen Specific Options

Document Reference List

This option is pre-selected and locked if 4TQWebgen locates the presents of the Java support files in your installation This option creates an additional HTML page, listing all the Process Maps in Document Reference number order.

The Document Reference field on the Title Page of each Process map (4TQFlow) is used as the source for the list.

To see this list in your browser, click on the **Document Reference List** hypertext link shown at the top of the main page (non-frames) or within the heading frame.

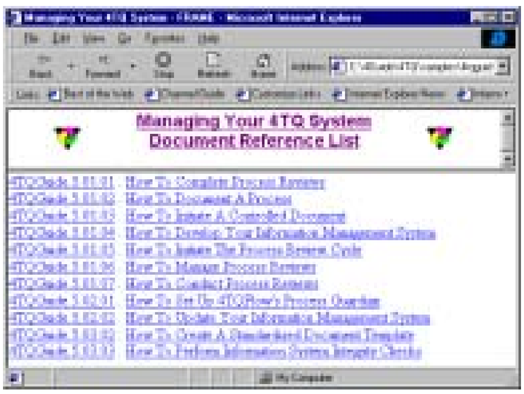
Frames

This option is pre-selected if 4TQWebgen locates the presents of the Java support file in your installation.

If you have a mixture of browsers, and are unsure if they can all support frames, generate the site without frames first, and then generate the site again with this option on. Users with a Web browser that doesn't support the frame layout will automatically be directed to the non-frames HTML equivalent file.

ImageMaps.

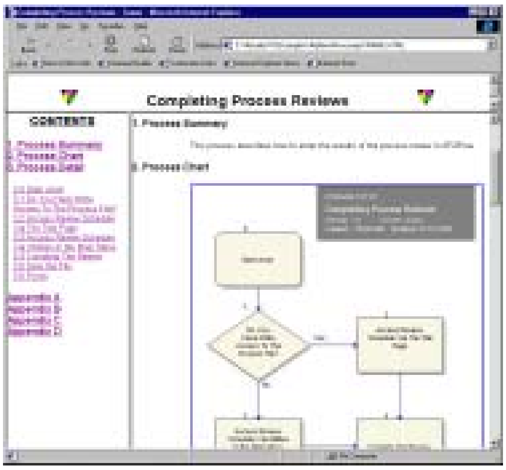
This option is pre-selected if 4TQWebgen locates the presents of the Java support file in your installation. Use this option if you wish to include a Hypertext marked Process Chart diagram in the generated HTML for each Process file.



To include the Process Map diagrams, this option must be on and each 4TQFlow Process Map must have the Process Chart Property included in its list of Title Page properties. The Chart diagram is Hypertext hot-spotted providing direct navigation from the diagram itself.

Out of Date

Select this option if you only want to replace the pages that have changed since you last generated the site.



Single Page

When this option is selected 4TQWebGen will only generate the HTML for the current 4TQExplorer or Process Document.

WMF

Select this option if you wish to use WMF format files for the Process Chart images.

The Microsoft Internet Explorer (IE4 or IE5) supports the WMF format with an ActiveX control. This may not be a suitable choice if not all the target audience has IE4.0 or IE5 installed.

The advantage of using WMF over JPG format is that WMF files are much smaller than the JPG equivalent.

Some of the other modern Browsers will correctly display the WMF image if IE4, 5 or 6 has also been installed on the viewers' platform.

JPG

Select this option if you wish to use JPG format files for the Process Chart images.

Most Browsers support the JPG format, so this is the safest choice.

The disadvantage of using JPG over WMF format is that JPG files are much larger than the WMF equivalent

Entire Site (default)

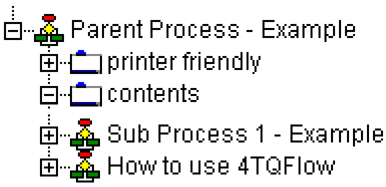
This option causes 4TQWebGen to traverse each 4TQFlow process map and any Sub-Process files in turn, creating an entire Web-site with all the Sub-Process hypertext linking.

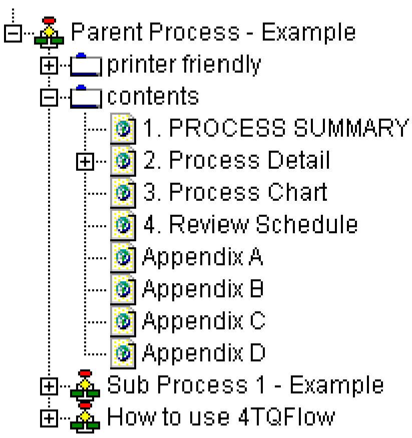
All (default)

Selecting this option will cause 4TQWebGen to replace all of the HTML Pages not just the one’s that have been changed since the last generate for the current 4TQExplorer Framework.

Auto Expand Contents

Use this option to control the Auto Expand level of the Site Plan when viewing a process map.



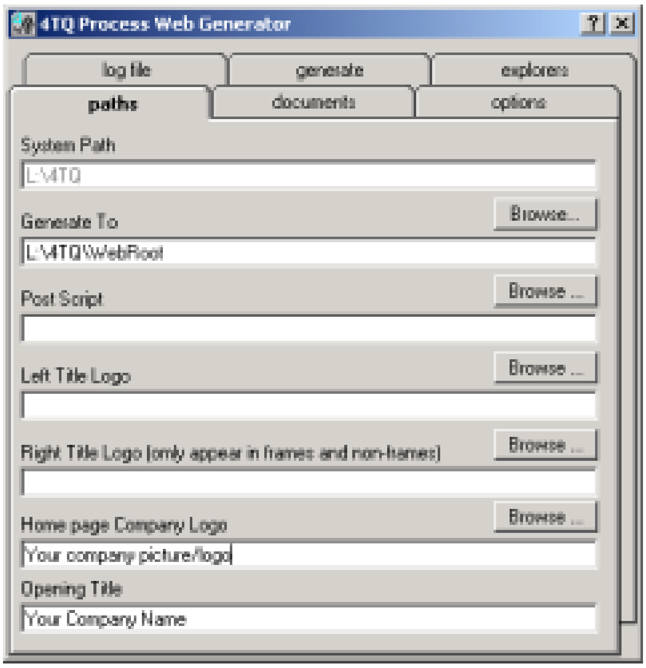


Paths Tab

This tab is used to set the file and file locations required by 4TQWebgen.

System Path

This field shows the current SystemPath. It cannot be altered from within 4TQWebgen.



Generate To

The Generate To field shows the target folder that will receive the generated HTML pages.

The browse dialog allows you to select the folder location that will receive the generated HTML files.

Use this option to create and manage more than one site where you have the need to provide a site tailored to intranet use and other using removable media distribution (CD). (see page 77 for details on Document Options)

PostScript

Use this field to automatically run a Command, Batch or Script file immediately after the Generation process has completed.

This feature can be used to move or copy the 4TQWeb-site to other locations.

Logo Left / Logo Right

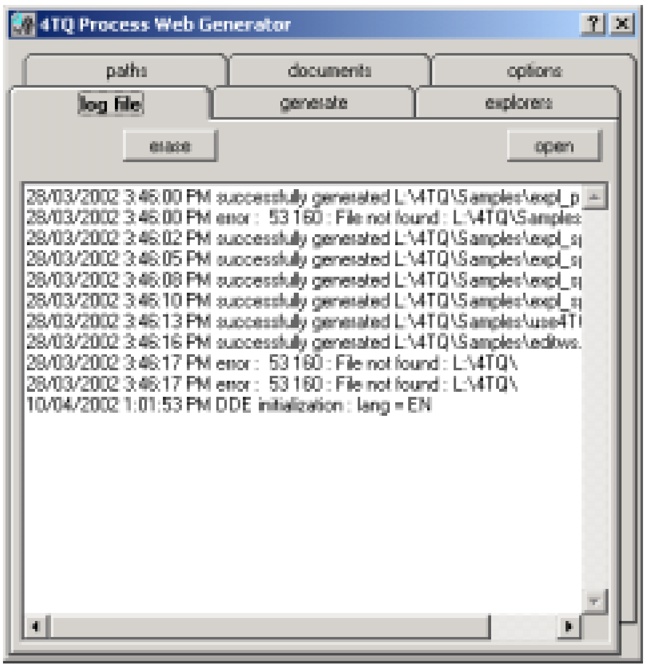
Use these fields to set the title frame graphics images and override the defaults of 4TQTL.GIFand 4TQTR.GIF.These images are only used in the title frame of the framed pages.

Home Page Company Logo

Sets the image file to be inserted in the sites Home page.

Opening Title

Sets the Title displayed in the Title Frame of the Site_Index Home page.



Log File Tab

The log file tab shows the success or failure message for each item generated within the framework. The log should check after each Site generate action to ensure that all link items have been located and linked within the site.

Document Handling Options.

Run File Links

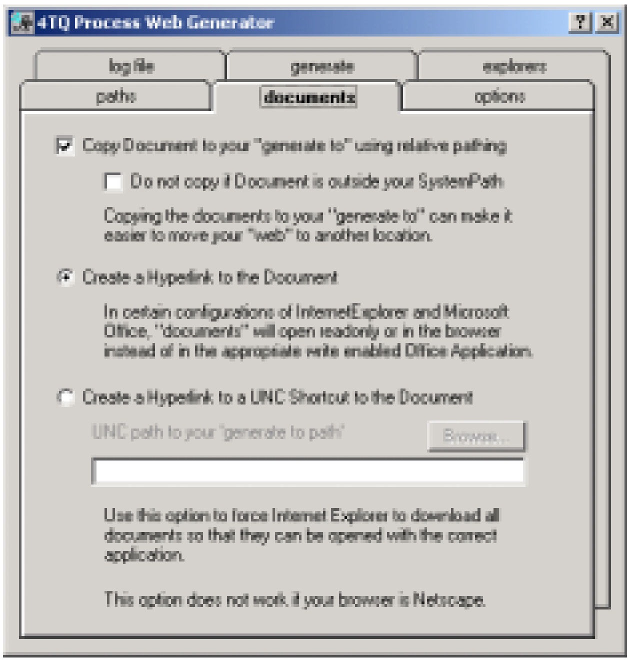
The Run Files that are linked to the 4TQFlow figures are included in the generated HTML pages as Hypertext links. Linked Files that are located within the SystemPath may be duplicated into the “Generate To” file structure.

The Generate To location can be set using the Paths Tab. Control of the duplication function is provided on the 4TQWebGen Document tab.

Important Note:

Linked Run files that are located outside of the SystemPath or have been linked using the full absolute Pathname or UNC form are not duplicated.

For these links to function correctly from a user's browser, the file must be available to that user using the address provided.



Document Tab Settings

The way hyperlinks to external documents (particularly Office documents) behave is not standardised.

Factors affecting the exact behaviour on a particular machine include the type of Operating System (OS) and its version, the documents source application and its version and the browser itself. Even the order in which the OS and applications has been installed and upgraded can effect the behaviour of the links.

Word (8 or 9) Document Templates provide an example of the in-consistencies that you may encounter. When using Word itself to open a template, Word loads a new “copy” of the Template with a new document file name (normally Document 1). In a Browser navigating a Hyperlink to a Word Document template may

1. Cause Word to open with a new document.
2. Open the document in the Browser’s Window. In such cases any user editing occurs in the actual template itself and cannot it be saved as a new document.

The Document tab details the options available to assist you in setting the behaviour to achieve the best outcome in your specific environment.

Copy Document to your “generate to” using relative pathing.

This option instructs 4TQWebgen to copy the referenced documents into the Webroot (Generate To folder). Using this option makes moving or copying the whole Web-Site to another location or removable media possible. To exclude documents that do not reside in the SystemPath from the copy process select the second checkmark.

Create a Hyperlink to the Document

Selecting this option will force 4TQWebGen to create the Hyperlinks to reference documents as direct references to the target document (Standard HTML tag). This option relies on the Browser / OS to dictate the behaviour.

Create a Hyperlink to a UNC Shortcut to the Document.

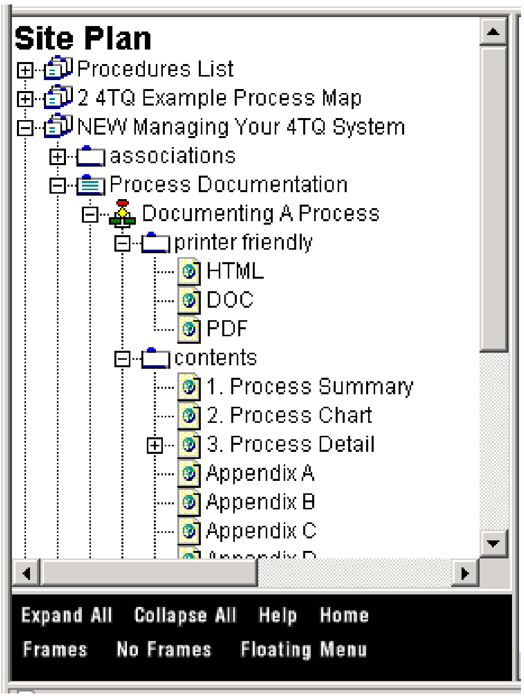
Selecting this option causes 4TQWebgen to creates a Hyperlink and a matching Windows Shortcut file. This option removes the control of the behaviour from the Browser / OS / Application and forces the target application to settings of the Shortcut file.

This option only works on Windows based platforms with MSIE.

The UNC must be set to the location of the Webroot (generate to) or the location to which the Webroot and subfolders are optionally re-located.

If you are intending to provide CD-Rom distribution and the CD Drive identifier is consistent on all target machine a dos Drive identifier pathname can be used.

Printer Friendly Links



Printing framed contents directly from a Browser window does not normally provide the results you require in a paper copy of the document. 4TQWebgen will search for generated documents of each 4TQFlow process map contained within the framework, and if found, will add them to the Site-Plan.

The links are located on the Site Plan directly under the Process label in the “printer friendly” folder. See the diagram on the right showing three printer friendly document types (HTML, DOC and PDF)

The HTML version will always be present. The search checks for DOC and PDF versions of the Process map with a created date equal or later than the last modify date of the map. The links are added to the Site-Plan only if the date test is passed.

For information on convert the Generated Process Map documents refer to page 26.

Clicking the link will open the selected document type in a new browser window.

Customizing your Web-Site.

Your 4TQWebsite can be customized in the following ways.

Customizing Site Home Page

The Site's Home page is displayed in the main frame (lower right) when the site entry page (Site_index.htm) is initially loaded or when the user selects the Home link on the Site Plan menu.

This page can be customized to provide the user with

- links to other company sites,
- Messages or instructions,
- Contact information,
- Copyright or other legal statements.

To edit the home open the Site_Home.htm file in the Webroot ("generate to") with a suitable HTML editor (like Microsoft FrontPage). Take care not to alter the HTML code above a below the dotted line contained within the code. Do not use Microsoft Word to edit any of the 4TQ generated pages.

Customizing Cascading Style Sheet

Default Cascading Style Sheets are installed into the SystemPath during installation and are copied into the "Generate To" path every time the Generate button is pressed. To make permanent changes to the default make sure you modify the CSS files located in the SystemPath. Notepad is a suitable editor for the CS files.

The main CSS files used by the HTML generated by 4TQWebgen are;

CSS FILE	APPLIES TO
4TQ-BASE.CSS	All Frames
4TQ-CONT.CSS	Overrides 4TQ-BASE.CSS in the process page type Left Hand "Contents" frame. Not used when the access point is Site_Index.htm.
4TQ-TITL.CSS	Overrides 4TQ-BASE.CSS in Top "Title" frame. Not used when the access point is Site_Index.htm.
4TQ-EXPL.CSS	Overrides the 4TQ-BASE.CSS in 4TQExplorer based bottom details frames. Not used when the access point is Site_Index.htm.
4TQ-ETTL.CSS	Used by the “4FWK”-FRAME frame entry point. (frames , No Java, single framework). Applies to the Title frame.
4TQ-EXPL.CSS	Used by the Title frame of 4TQExplorer framework based pages accessed via the Site-index main entry point.
4TQ-FTTL.CSS	Used by Process map Title frame access by the main Site-Index entry point.
4TQ-PROC.CSS	Applies additional control to the process based pages including -Frame, -Main, -Popup and –Home.
4TQ-STTL.CSS	Used by Site_Index3.htm, Site_Index4.htm entry points and Site_Title.htm frame of the Site_Index.htm entry point.
4TQ-HACCP.CSS	Uses on the HACCP module base report page. Only available when the HACCP data module is present in the installation.
Site_styles.css	Provides Styles for the License information page.

Note 1: Whenever you have made changes to the CSS Files check the effects obtained on each Browser (type and version) that your users may use.

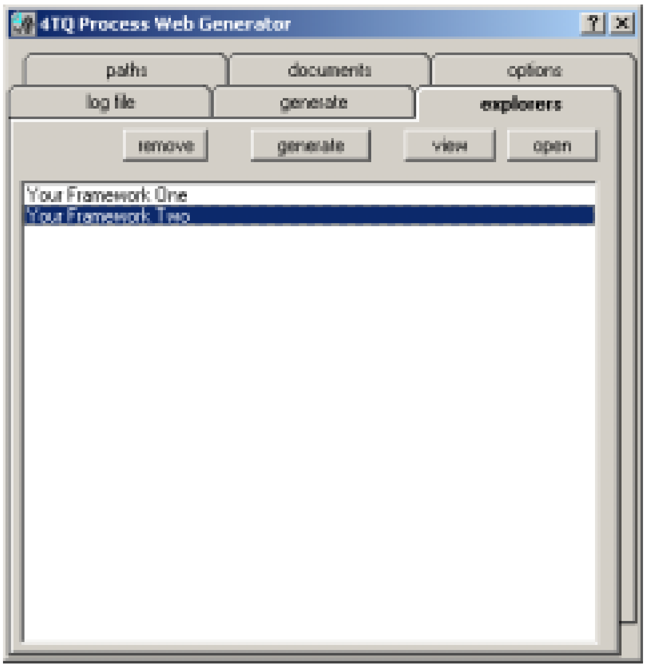
Note 2:“4FWK” denotes the 4TQExplorer frameworks file name without the file extension (.FLK).

Managing your 4TQ Website(s).

The Explorers tab provides the features required to manage each 4TQWeb-site as a whole.

Once a 4TQExplorer Framework has been generated to a “WebRoot” (generate to) folder it’s Title will be listed. The list shows all of the generated Frameworks for that “WebRoot” folder. Change the location of the “Generate To” setting (on the Option tab) to see the list appropriate for other “WebRoot” folders if required.

Deleting a Framework.



There are two buttons associated with removing a framework from the master Site Plan.

The “del” button will delete all of the files on the file that are contained in the selected framework. The “del” button does not remove the Framework item from the list or from the Site –Plan.

The remove button deletes all of the files required for the current framework, the Frameworks item in the Site Plan menus and its entry in the list.

Warning: After deleting the framework you should re-generate all of the other Frameworks still required within the Web-Site. This ensures that all of the require Hyperlinks involving common procedures are re-created.

Re-generating multiple Frameworks.

The Framework list can be multi selected. To select more than one Framework, click on the first required one then use the Shift or Control keys to select (click) the other Frameworks required.

Clicking the Generate button will re-generate all the selected Frameworks.

To View the Web-Site Click the View button.

To open a selected framework in 4TQExplorer, click the Open button.

4TQActionRecords

Corrective Action Manager

4TQAction Records Module Overview.

The 4TQ Action Records (AR) module is an optional application that integrates with 4TQExplorer. Its role is to provide a “register and workflow manager“ of the actions required to maintain and improve the “System of Work”.

The 4TQ Action Records activity cycle covers:

1. The causal event record. (What, Who and When),
2. Action categorization,
3. The immediate action taken,
4. A Risk Assessment,
5. Assignment of responsibilities,
6. Assignment against the effected Process,
7. Assignment against Business Unit, Locations, Plant and Equipment,
8. Infinite “Follow-on Action” trail,
9. Final Clearance write-off,

The 4TQAR module extends the traditional approach to managing CARs, PINs and OBS to achieve a full Process Management loop closure.

Firstly by allowing the inclusion of other “System of Work” impact events like Customer Complaints (and any other type you have identified) all of the potential sources of action provoking are consolidated into one workflow system.

Next, to provide an accurate means to prioritise and schedule the Action tasks each AR has an optional inbuilt “Risk Assessment” calculator.

Each AR has at “Post Implementation Review” scheduling function to provide the check that the “corrective” actions taken have actually had the desired outcomes.

Finally, and most importantly the each AR can be associated back to the actual process that was involved or impacted in resolution of the event. In a true “Process Management” system this is the essential loop closure activity. It provides the Process Owner with the often-missing additional feedback of the performance of their process outcomes.

An additional tab in the 4TQExplorer “Explore” window is used to access the Action Records Module. (Right-Hand Pane). The tab only appears after the module has been installed in your 4TQToolkit system.

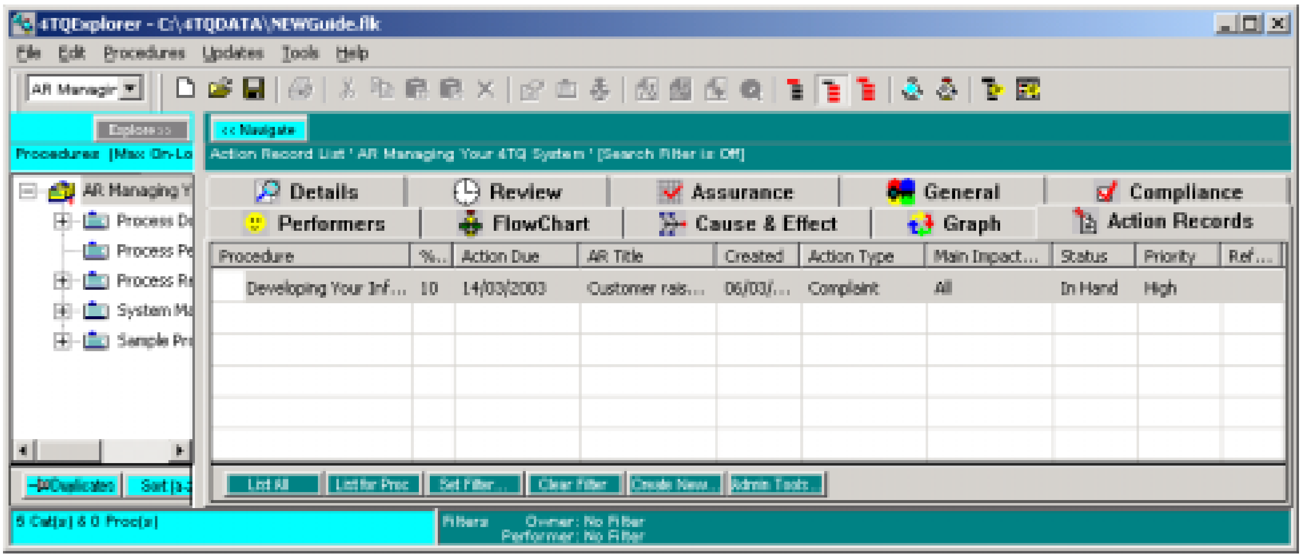
The Action Records module functions from within 4TQExplorer with or without a framework file loaded. If a framework file is loaded you do not need write access to the Framework to use most of the Action Records features.

Important Note:

If your are performing the role of the 4TQToolkit system manager you should review this document then perform the initial administration steps outlined in the “The 4TQAction Records Administrator Form” before using the Action Records module (starting at page 86).

The 4TQExplorer Action Records tab.

To display the Action Records list click on the labeled tab in the Explore window. The Actions Records window is shown below.



Working with 4TQExplorer frameworks.

In usual circumstance you would have a 4TQExplorer framework open when using the Action Records Module. If you do not have a framework loaded, you can still operate most of the Action Records function. Use the List All function to refresh the list as required.

The Action Records Tab List.

Sorting the list contents.

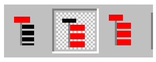
The column header row may be dragged into the column order required.

The list sort order may be toggled between ascending and descending by clicking on the Priority, Impact on, Status, Created Date or AR title fields. The other fields are not available to sorting.

Controlling the list contents.

The Action Records list displays the action records for the selected part of the navigate window tree (Left Hand window pane) of 4TQExplorer.

The Toolbar has three buttons to control the content of the Explore Mode lists including the Action Records list. The buttons are shown on the right.



The first button will limit the list to only show the details of the currently selected procedure in the Procedure list (Navigate or Left-Hand window).

The Second Button will limit the list to all procedures below the Procedure selected in the Procedure List excluding the item selected.

The third button shows the details for both the selected Procedure and all of its children.

Further control of the lists contents can be invoked with the first four buttons displayed on the bottom of the list display. The full set of six buttons is shown below. Normal users will have the first five buttons. 4TQToolkit Admin users will have the last button available to access the Action records “Admin” functions.

The List All button removes the default Navigate window based constraint on the list filter to show all Action Records in the system. You use this feature to list and locate Action Records that have not been associated to a Process or part of the Framework.

The List for Proc reapplies the navigate window constraint filter.

The Set Filter... button opens up the advance additional filter dialog box. Use the Clear Filter button to de-activate the Advance filter settings

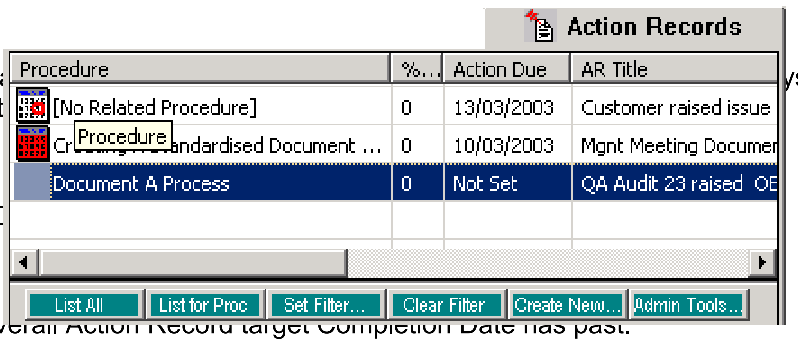
Use the Create New... button to open the Action Records data entry form to add a new Action Record to the system.

Administration Access.

Access to the AR System administration functions is provided via the Admin Tools... button. Not all users will have this button displayed. The Admin form requires a password to be entered for it to become active. Use of this form is detailed starting on page 86.

Action Schedule Warnings.

The 4TQExplorer Action Records tab lists first column displays Due Date warnings for both the Immediate action task that are scheduled and the AR’s overall completion target date.



The icon indicates that the d ys before the date is set by the administrat

The icon appears when the [

The icon shown when the overall Action Record target Completion Date has past.

The 4TQAction Records Administrator Form.

Planning your system coverage and values.

Before starting to use the Action Records module it must be setup to reflect your organization's requirements.

You may need to do some planning before commencing making the alteration and entries into the system.

In order you should:

1. Decide how many days you want as a warning period before an Action warning icon appears.
2. Check the terminology used to describe the classification types that are applied to each AR. It may pay to repeat this step after completing the following configuration steps to take account of the values you may have assigned within a classification.
3. Decide what kinds of action types your system will cover and make a list of these.
4. Decide the types of Priority you wish to have.
5. Decide the range of Statuses (or AR work flow steps) you wish to use.
6. Decide the range of Main Impact target you wish to use.
7. List the main functional units (Work Group) within your organisation to which you may wish to assign the task of processing the AR.
8. For each Work Group add the responsible person information.

Entering the Admin password.

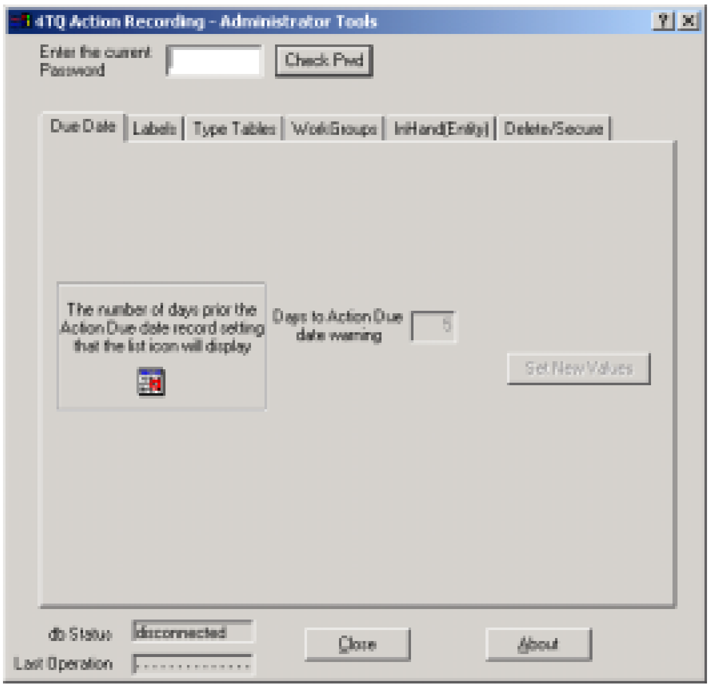
Click the 

on the bottom of the 4TQExplorer AR tab to open the Administrator dialog.

Enter the Password into the password field and press the Check Password button,

The password's capitalization is significant.

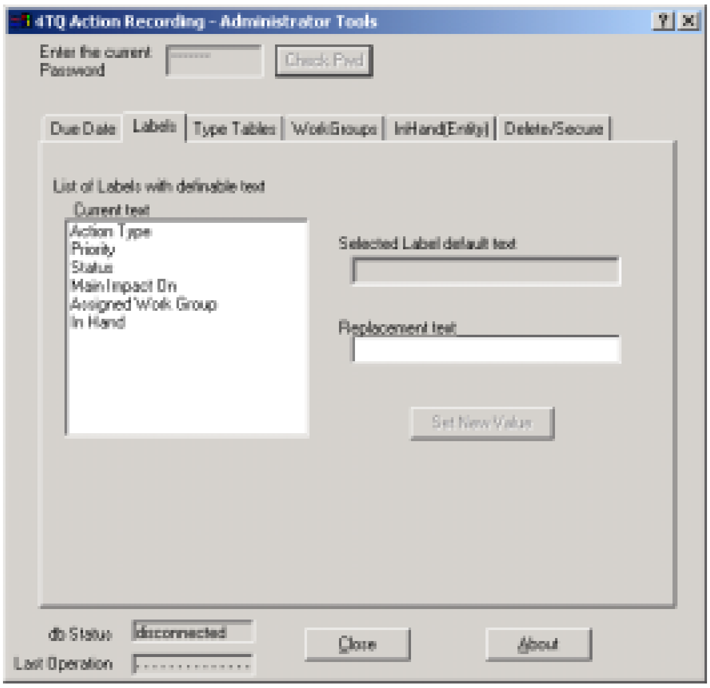
If the password is accepted the fields will become accessible.



Date Warning lead setting.

The first Tab, labelled "Due Date", contains a numeric field that sets the number of day prior to a scheduled date when the warning icon will appear for each Action Record.

Customizing Labels.



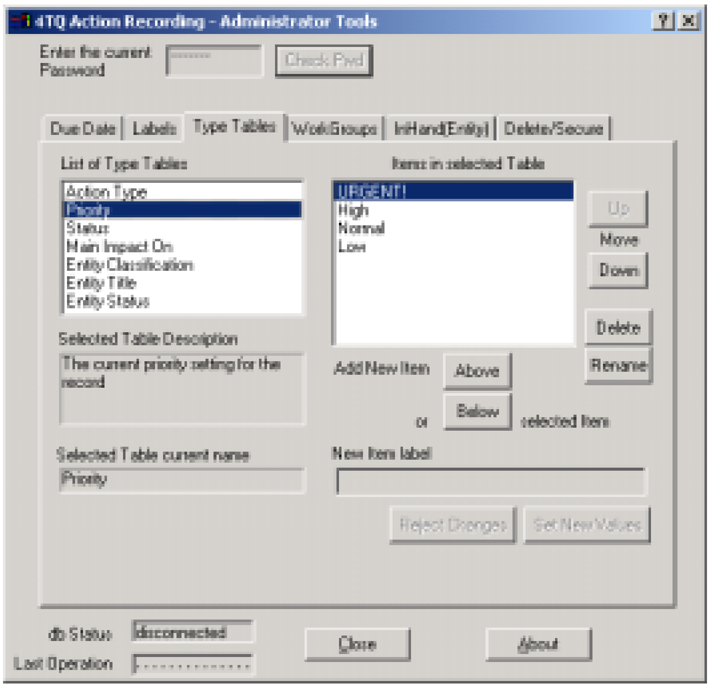
The main labels for the classifying types that 4TQAR displays may be changed to reflect the names used in your organisation.

To re-label an item:

1. Select the Labels tab.
2. Select the label to be changed in the list by clicking on it.
3. Enter the new label text into the lower right hand side "Replacement text" field.
4. Click the Set New Values button.

Managing Types

The values available for each classifying type may be changed, add to or removed.



To Change an existing value:

1. Select the Type Table containing the value you wish change.
2. Select the item to be change in the Left hand list.
3. Click the “Rename” button.
4. Enter the revised text in the lower “New Item label” field.
5. Click the Set New Value button.

To Add a new value:

1. Select the Type Table to which you wish to add a new item.
2. Select the item above or below where you wish to add the new item.
3. Click the Above or Below button.
4. Enter the label text in the lower “New Item label” field.
5. Click the Set New Value button.

To Delete an existing value:

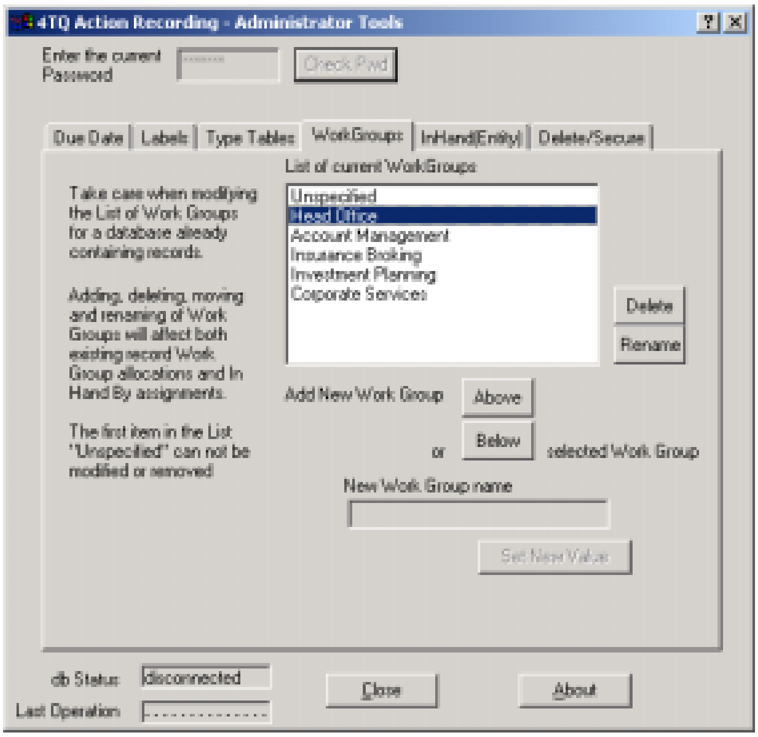
1. Select the Type Table from which you wish to delete an item.
2. Select the item you wish to delete.
3. Click the Delete button.

Setting Workgroup names

The WorkGroups tab allows you to add and change functional areas and organizational group to which you wish to assign the task of completing or progressing Action Record.

To Change an existing WorkGroup name:

1. Select the Workgroup item you wish change.
2. Click the Rename button.
3. Enter the revised text in the lower "New Workgroup name" field.
4. Click the Set New Value button.



To Add a new WorkGroup:

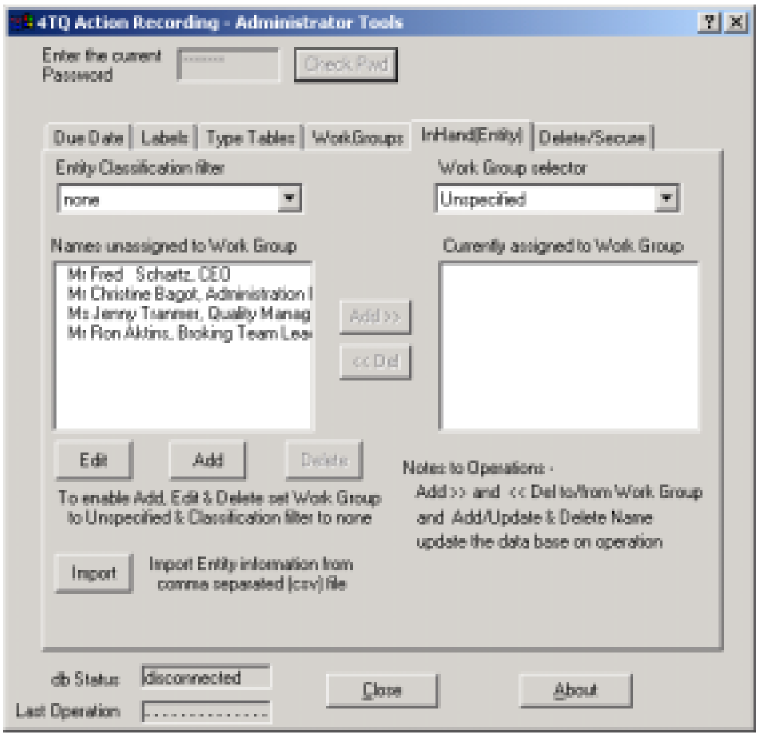
1. Select the WorkGroup above or below where you wish to add the new item.
2. Click the Above or Below button.
3. Enter the label text in the lower "New WorkGroup name" field.
4. Click the Set New Value button.

To Delete an existing value:

1. Select the WorkGroup you wish to delete.
2. Click the Delete button.

Note: Before deleting a WorkGroup check that there are no outstanding AR's for that WorkGroup.

Adding In hand Operators.



The In-Hand(Entity) tab is used to add:

1. The names and details of your organization key people who will be involved in Action Records processing and resolution,

2. Details of other parties, including Suppliers and Clients, that maybe related to the Actions

3. Items of Plant and Equipment that may be related to the Actions taken.

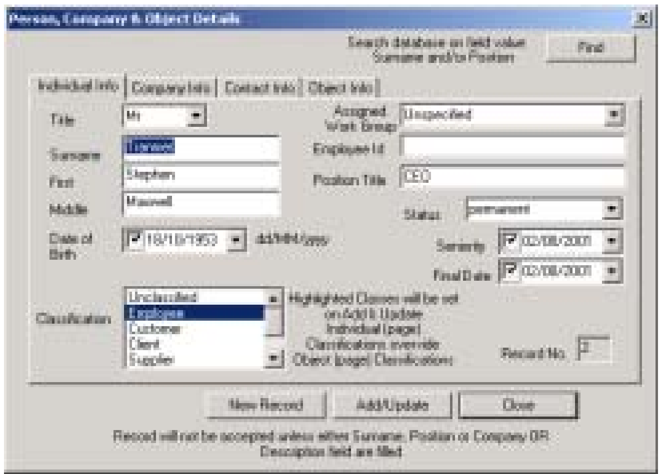
To Add a new Person:

1. Set the “Entity Classification filter” to “none” and the “Work Group selector” to “Unspecified”

2. Click the Add button.

3. Enter the person’s details into the Individuals tab dialog.

4. Click the Add/Update button.



To change an existing person’s record:

1. Set the “Entity Classification filter” to “none” and the “Work Group selector” to “Unspecified”.

2. Select the person’s record to be changed in the Left hand list.

3. Click the Edit button.

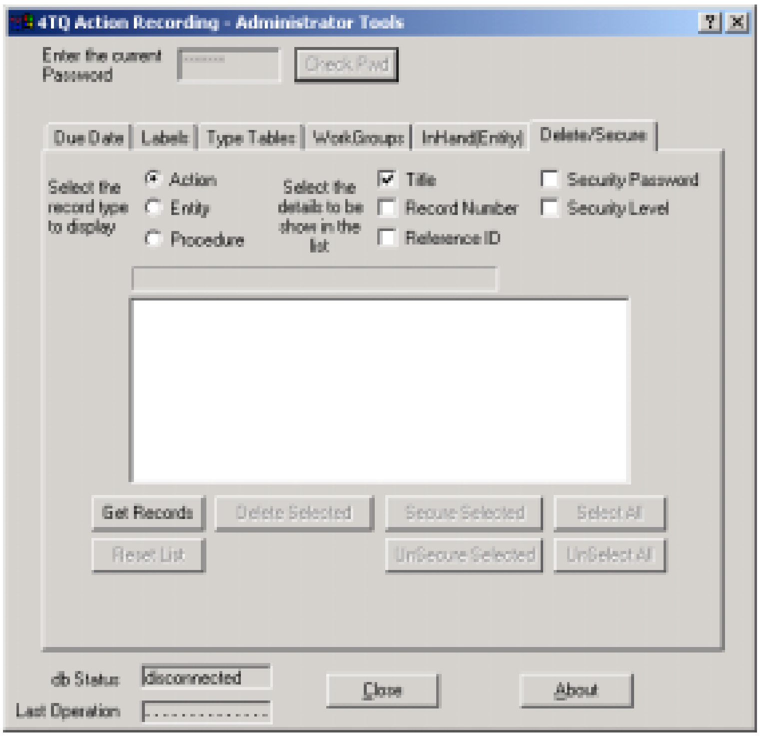
4. Enter the revised text in the dialog box as required field.

5. Click the Add/Edit button.

To Delete an existing value:

1. Select the Type Table from which you wish to delete an item.
2. Select the item you wish to delete.
3. Click the Delete button.

Records Management and Security settings.



The Delete/Secure tab provides direct query access to the records held within the database. The query can be based on:

- Actions,
- Entities,
- Procedures.

Select the type by clicking on the Radio button on the upper left hand side of tab.

The query options will change dependent on the type selected.

After selecting the query options, click the "Get Records" button to populate the list.

To work with a specific list item click on that item.

To delete the selected record click the Delete button.

The Secure Selected and Un-secure Selected buttons will be available if the record type is an Action Record.

Temporary Password assignment.

The use of the Secure button applies the password of "admin" to the record. Use this to replace a forgotten password temporarily so that record owner can access their records again and then replace the temporary password with one that may remember.

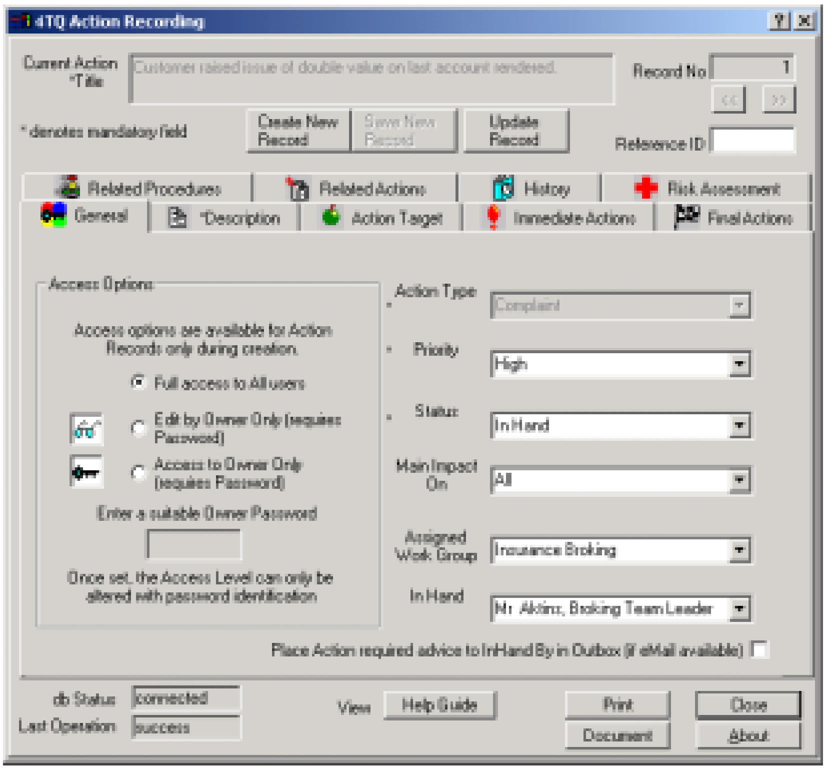
The 4TQAction Records data entry Form.

To create an Action Record (AR) open the Action Records Tab in 4TQExplorer.

If you have Framework loaded in 4TQExplorer, select the label (Category, Sub-category, or Procedure) to which you believe the Action Record is related in the Tree View Navigate window. If you are unsure at this stage of where the Action record should be related, select the top of the Framework (Framework Title).

If you do not have framework loaded the Action Record will be created without a relationship being recorded.

You can add, change or delete procedure / framework relationships at any time once the record has been created.



Click the Create New... button to open the Action Records data entry form.

The Action Records dialog form has two view modes, “Tabbed” and “HelpGuide”. The Tabbed display mode is shown on the right.

To toggle between view modes click on the Help Guide or Tabbed Pages button shown on the lower portion of each view dialog.

There are a number of fields that must be completed before an AR can be save d to the database.

These fields are contained on the General and Description Tab of the AR dialog. The mandatory fields, denoted with the * character are:

On the General Tab.

Title,

Type,

Priority,

Status,

On the Description Tab.

Created By

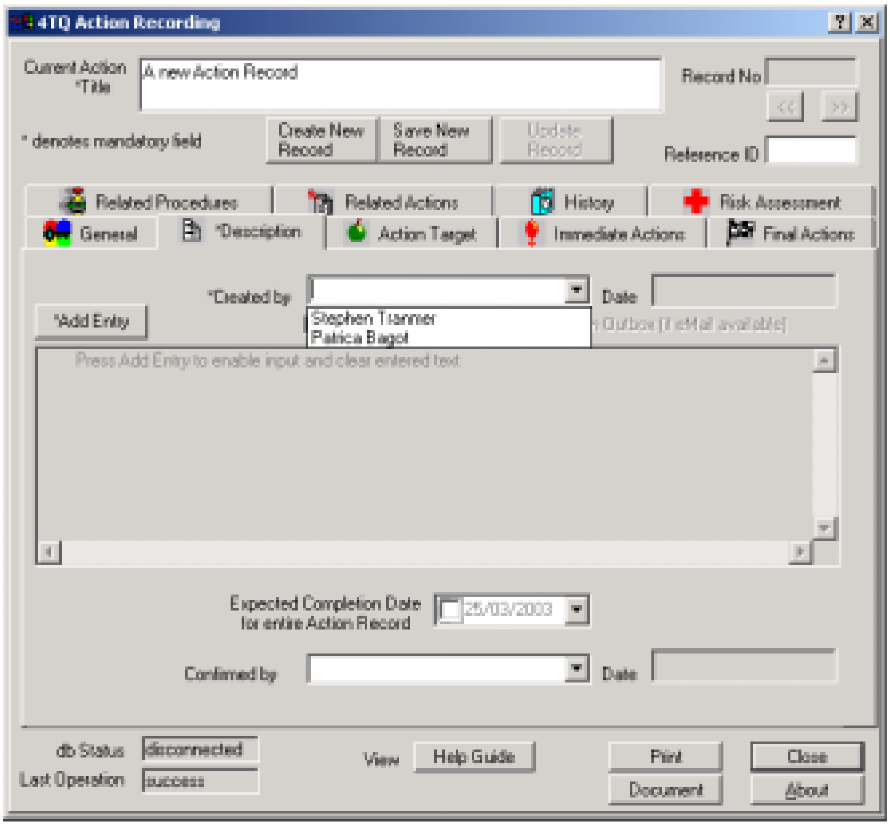
Details

These fields must contain information before you can save the AR. A warning message will advise you if any of the fields are not valid.

To add the Details of the AR select the Description Tab and click the Add Entry Button.

The field will become available for text entry and the Date, Time and your system name will be entered automatically.

Type in the details of the Action Record, as you know them.

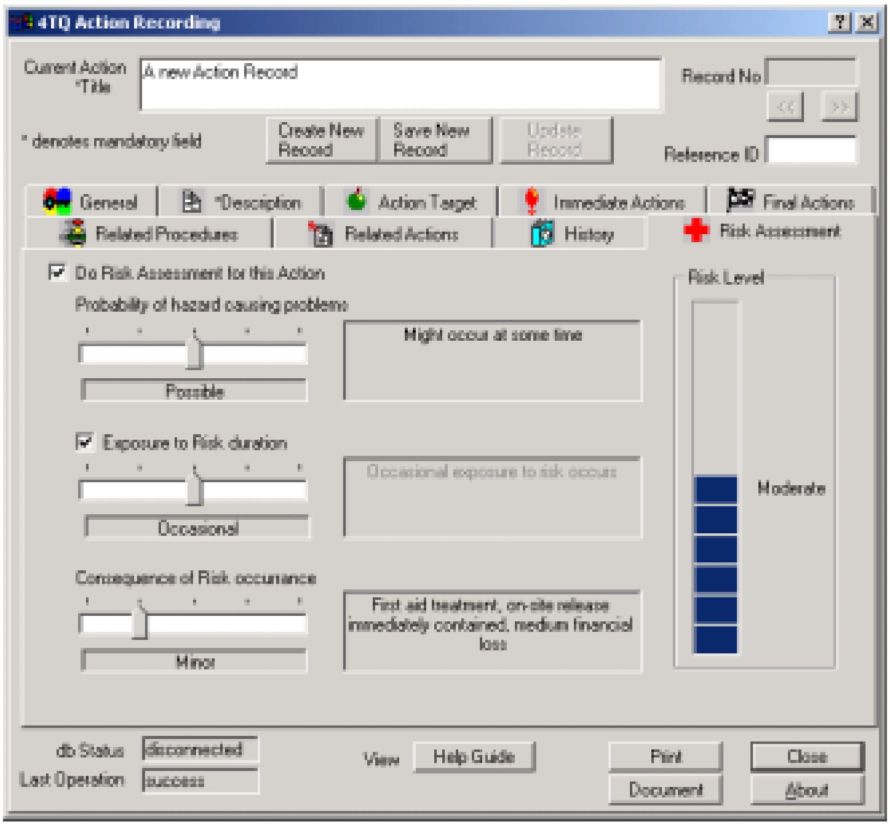


Saving the AR.

If you have completed the mandatory fields, and any other that you may already know, save the AR by clicking the Save New Record button.

Performing a Risk Assessment.

Each AR may have a Risk Assessment recorded against it.



This assessment may help you in deciding the priority of your actions in response to the causal event.

To add an assessment, click on the Risk Assessment tab and click the Do Risk Assessment checkmark to turn it on.

Position the slider controls to reflect your assessment of the **Probability** and **Consequences** of the event.

If you wish to include the **Exposure** attribute in the calculation click the Checkmark above right of the middle slider.

The calculated assessment value is shown on right hand side of the dialog.

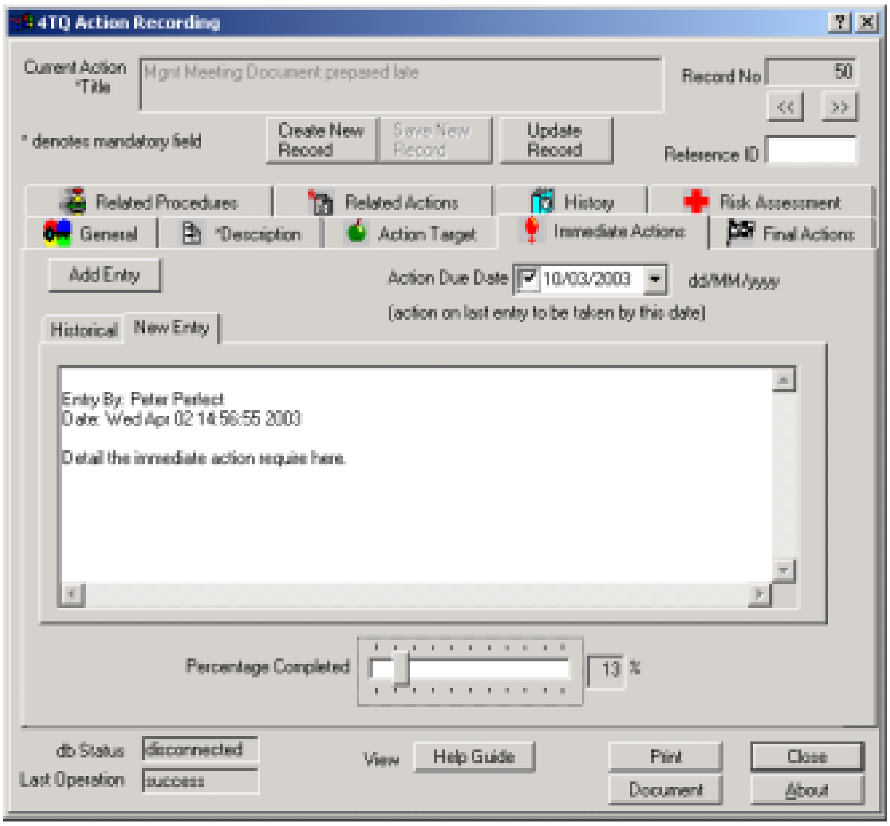
Click the Update record button to save the assessment.

Entering Immediate Actions.

The Immediate Actions are those actions taken leading up to the point where the Action Record can be considered completed. It is usual to have more than one “Immediate” action, commenced one after another on the way to identifying and resolving the underlying issue that caused the action trigger event. Immediate Actions are directive, sayings what needs to be done next.

The evidence that supports the finding that the Action Record has been effectively resolved with should be recorded on the Final Assessment Tab.

To add a new Immediate Action to the series, Click the Add Entry button and enter the details of the action required. Use the Action Due Date to set the schedule for this action.



Percentage Completed Control

The dialog displays a Percentage Completed slider control.

This Slider can be used to show the estimated level of progress for the current status for the Action Record. The indicated Percentage figure is shown on 4TQExplorer’s Action Records Tab List.

Click the Update record button to save your changes.

Assigning an Action Target

Each Action Record may be assigned against an asset of the enterprise.

Action Targets objects can include People, Customers, Plant, Equipment and locations. Your Administrator will have set up the list of available targets objects immediately after installing the applications.

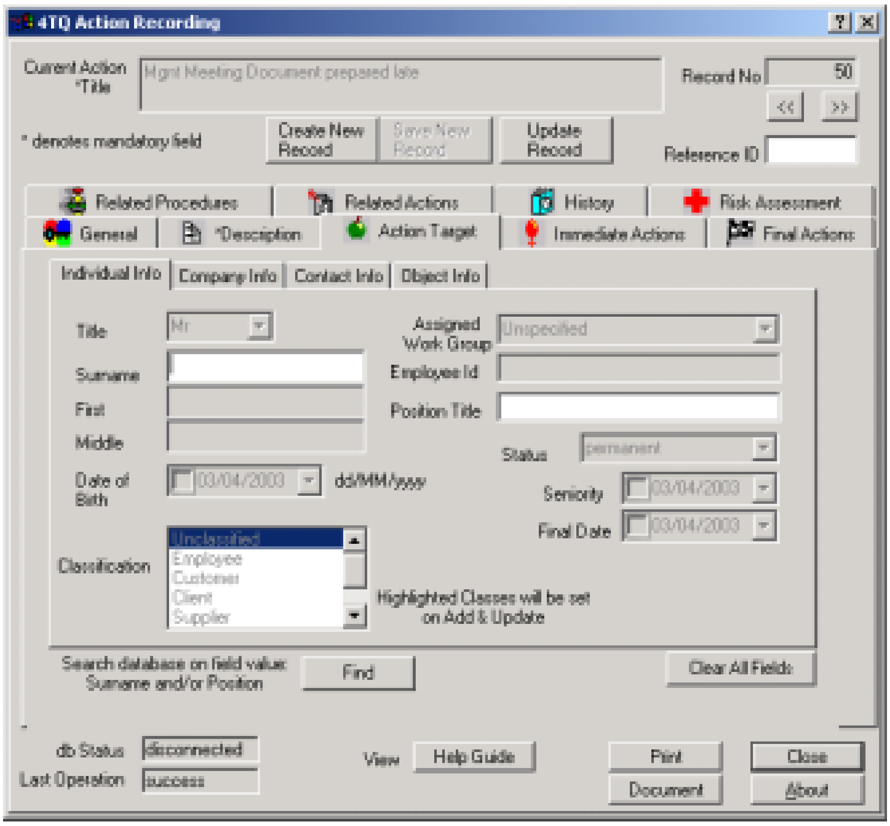
To assign an Action target open the Action Target tab on the AR form. Select the object type by clicking on the appropriate tab (Individual, Company or Object)

Enter the known details into at least one of the available field on the selected form.

Click the Find button.

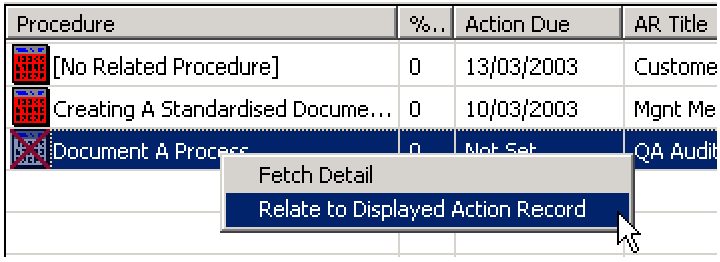
To reset all the fields use the Clear all fields button.

Click the Update record button to save your changes.



Relating Action Records (Chaining)

It is common that when working on an Action Record you reveal another aspect of the resolution or a secondary cause that may require independent corrective processing.



Relating an Action Records

To raise a new Action Record, to manage the secondary issue, add a new Action Record as previously detailed earlier in this section.

Once the New Action has been created and saved, open (fetch) the initial Action Record and open the Related Actions tab as shown below.

With the 4TQExplorer Action Records tab visible, Locate and right click on the target (new) AR. From the context menu select the "Relate to Displayed Action record".

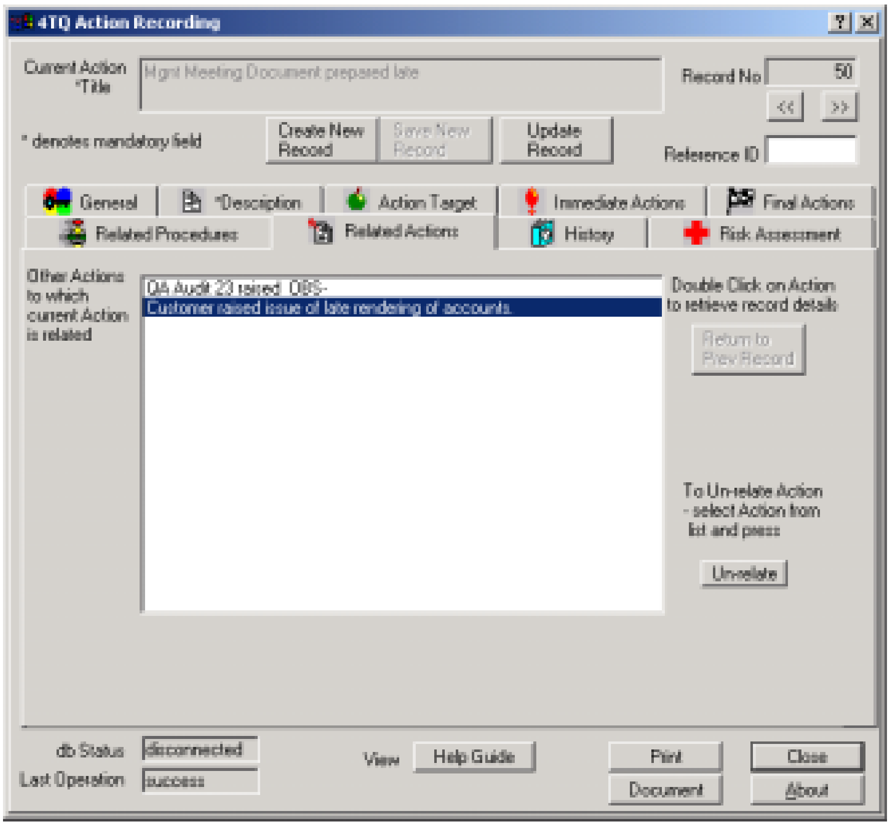
The Right Click context menu is shown above right.

Un-relating an Action Record

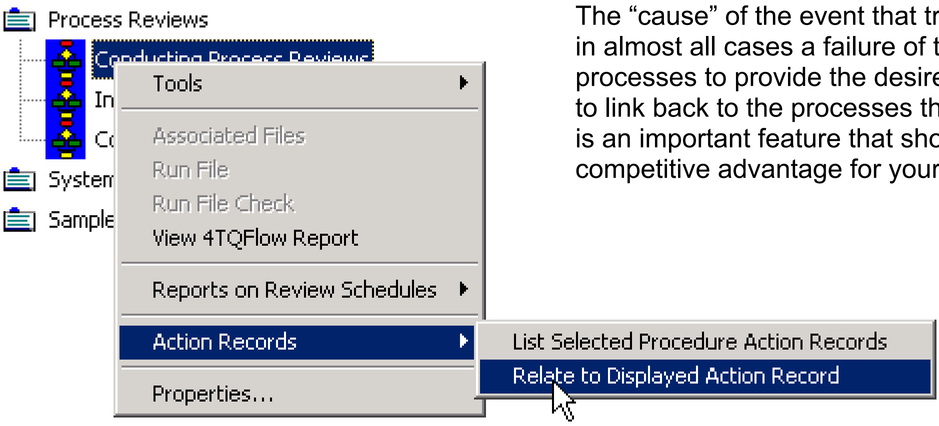
Locate the Action Record you wish to disassociate from the currently displayed AR. Click on the AR in the list to highlight it, and then click the Un-relate button.

]

Click the Update record button to save your changes.



Relating to Procedures

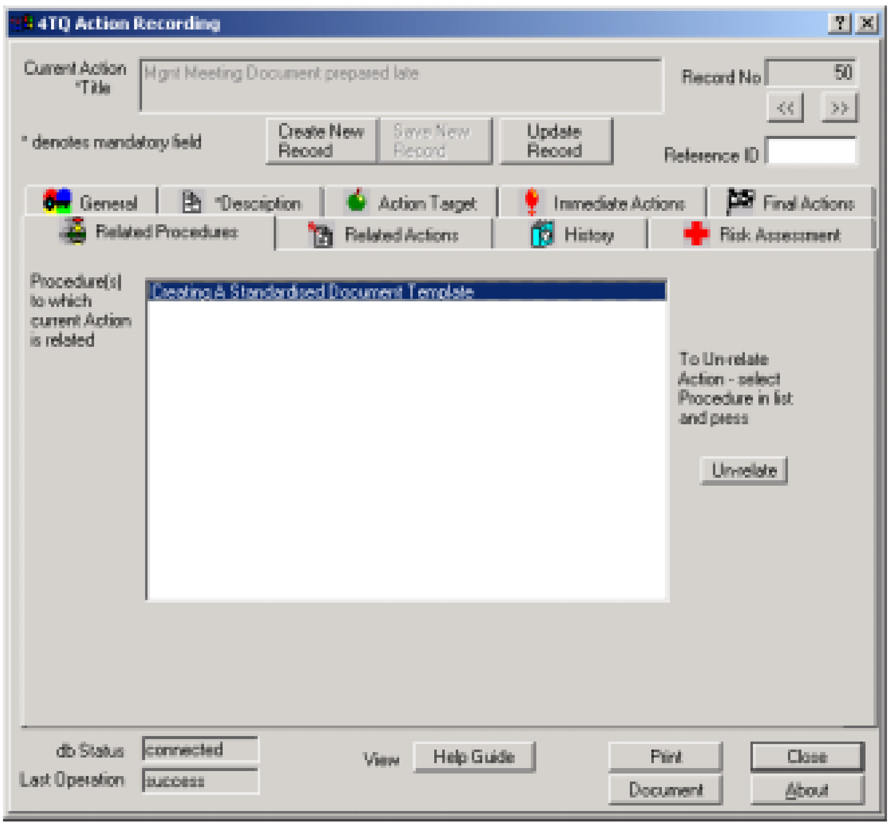


The “cause” of the event that triggers the Action Record is in almost all cases a failure of the “System of Work” processes to provide the desired outcome. 4TQAR’s ability to link back to the processes that are involved in the event is an important feature that should be used to gain on going competitive advantage for your organization.

Traditionally, Corrective Action handling as stopped short of locking in the CAR to the effecting Procedures. This denies the organization the ability to retain and collate the potential derived learning (new knowledge) catalogued against the “System of Work”. That is to say that the new knowledge is directly related to the Process Management framework, closing the second level learning loop.

Relating a Process.

To relate an AR to a Process, perform the following with the AR form open.



In the left side Tree View window (Procedure List) right click on the target process and select the “Relate to Displayed Action Record” option.

More than one process can be related to an Action Record.

Un-Relating a Process.

To Un-Relate a Process select the target process in the AR form’s Related Procedure Tab list. With the target process highlighted, click the Un-relate button.

Completing the Action Records.

If the cumulative effect of the Immediate Action series is that the Action Record is considered is considered resolved then the Action Record need to be closed out. This closure of the AR is performed using the Final Actions tab.

Closing the AR.

To close the AR open the AR form and select the Final Actions Tab.

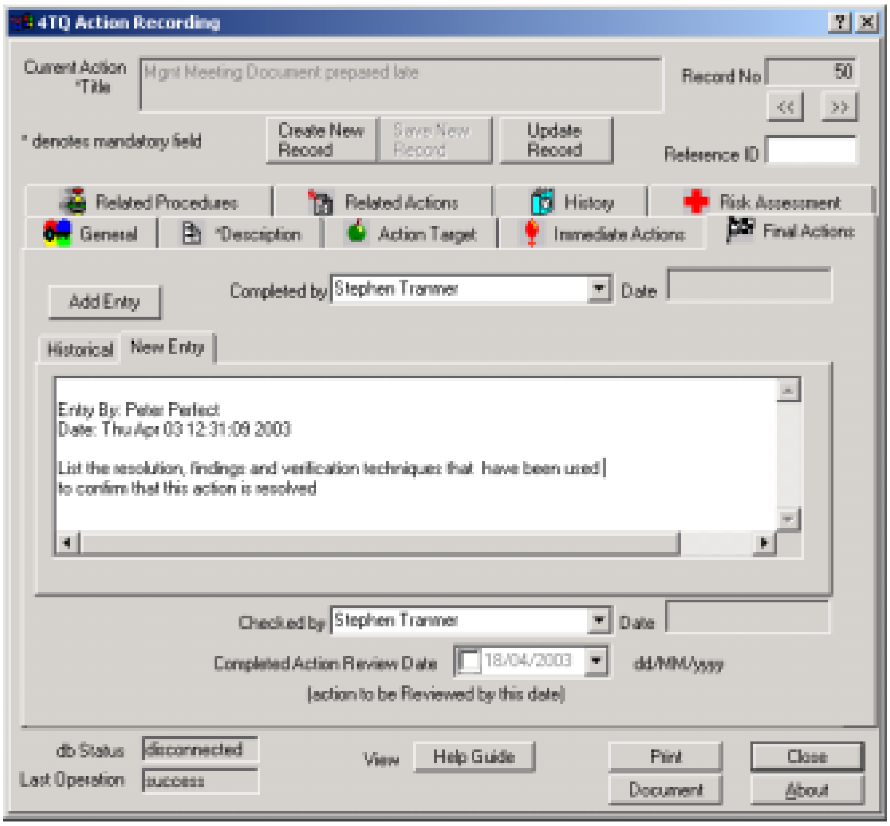
- Set the “Completed by” field to the person attesting the AR is in fact resolved.

- Click on the New Entry Tab and click the New Entry button.

- Enter your finding and validation remarks as required.

- Select the Checked by person from the drop down list.

You can optionally set the “Complete Action Review Date” reminder field to ensure that a post implementation review is performed at some appropriate time.

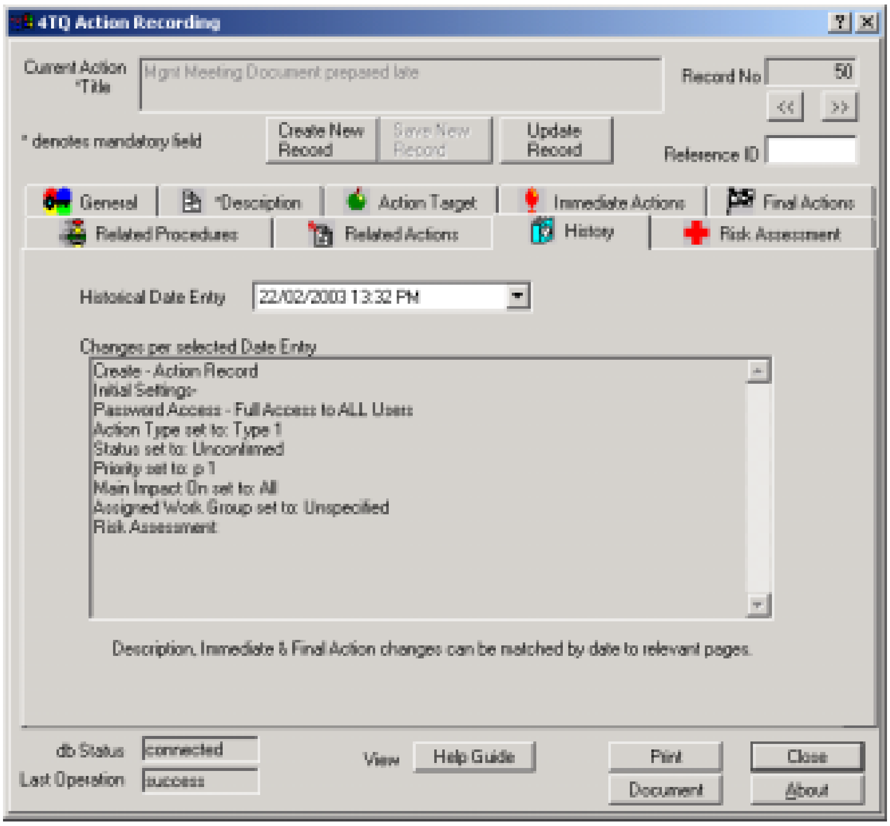


Viewing History

The History Tab displays the life cycle of the current Action Record.

Each alteration made to an AR, from creation to completion will be listed in the order shown on the drop-down list.

The Action Records history can also be printed. See page 101 for further details.

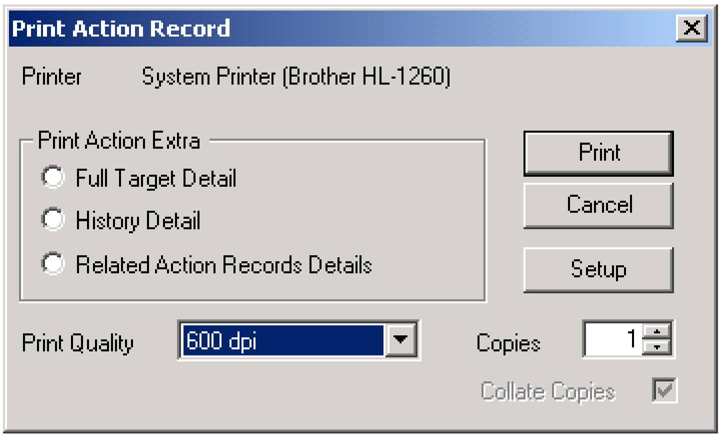


Printing Action Reports.

The details for an Action Records can be printed to provide a working document.

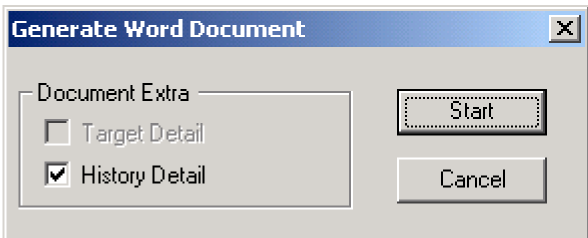
To print an Action Records select the required AR from the 4TQExplorer list. Right Click and select the Fetch Record menu item.

On the AR dialog click the Print button. The Print Action Record dialog, shown on the right, will be displayed. Select the additional component that you require and click the Print button.



Creating an Action Record Document

The details for an Action Records can be exported to a set of Word documents.



To create an Action Records document, select the required AR from the 4TQExplorer list. Right Click and select the Fetch Record menu item.

The General Information Report is always created. If you require the History Detail and / or the Target Details documents check these two optional items.

On the AR dialog click the Document button. The Generate a Word Document dialog, shown on the right, will be displayed. Select the additional components that you require if any, and click the Print button.

Your Word Processor will be started and the new document(s) displayed. Each Document will be in a separate window. Dependent on the Version of word you are using you may have to select each document in turn to view the reports.

4TQPOLICY

Managing Compliance.

R6n

Ensure business outcomes with *directive* Policies.

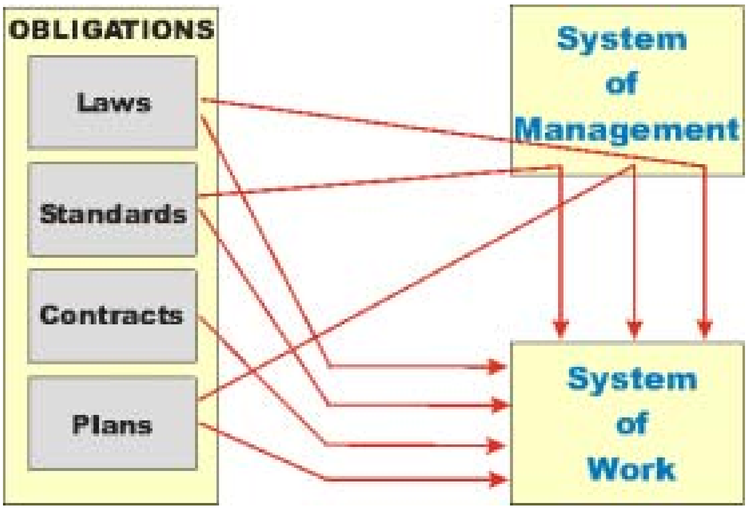
4TQPolicy: Managing Compliance.

4TQPolicy is an optional module designed to manage the important links between the organization's Strategic Objectives and imposed obligations, the management system that drives them and the actual System of Work that delivers the outcomes.

4TQPolicy deals directly with the governance and directive control of the organizations work.

The diagram right shows the normal arrangement where individual obligations (Laws, Regulations and Standards) can be handled in many ways. To make matters worse the directives can be delivered in many forms, like Policy Manuals, Guidelines, Memo's and staff training.

In one case, a specialized manufacturer had to comply with 16 standards based systems. The number of clauses (directive elements) totalled 1,346. The representative lines on the diagram (right) need to be more like superhighway to cope.



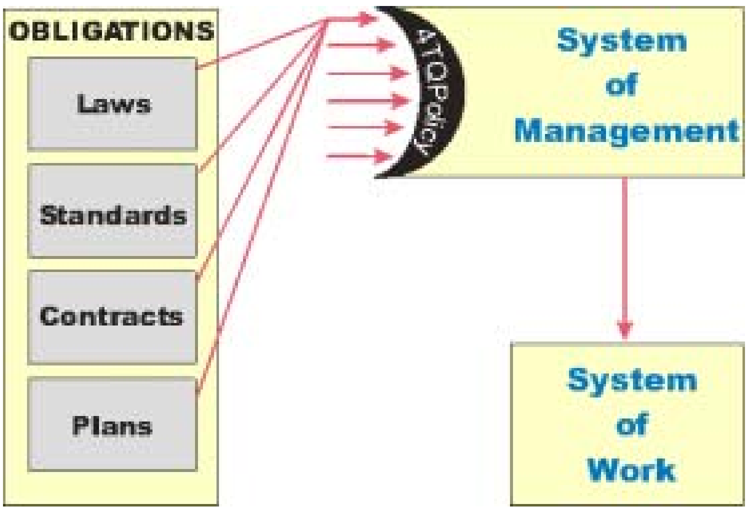
The sheer number and complexity of the external obligations alone imposed on a business can be an overwhelming challenge to effectively manage (govern) on an on going basis.

4TQPolicy acts as a repository of the company's source obligations and allows the common elements from individual obligations to be consolidated into an integrated Policy set. This Policy set can be further refined and tuned by 4TQPolicy multi faceted Risk Assessment for each Policy Clause.

The Policy information is available as a complete document and to the other 4TQTools that are used to control the compliance issues within the "system of work" itself.

The second diagram shows the unifying effect this has on structural connection between the obligations and the actual work performed.

The result is a clearly visible connection between the business drivers and obligations through the consolidated outcome directives (policies) to the ultimate outcome delivery point in the actual process.



Plan and Policy display modes.

4TQPolicy always opens in Plans mode. To toggle between two modes click the button on the Toolbar or use the main menu's Mode item.

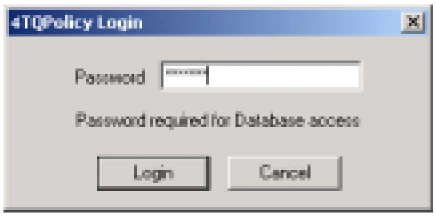
Plan mode is used when you are working with your source obligations like Quality Assurance system (ISO9001 AS9100, etc), or Laws, Regulations, contracts and business plans.

Policy mode is used to consolidate (and map) the Plans into your organizations Policy Set (Manual).

Logging In

When 4TQPolicy is first started, the user is presented with the login dialog shown on the right. The default password is axion15.

Enter the 4TQPolicy password.

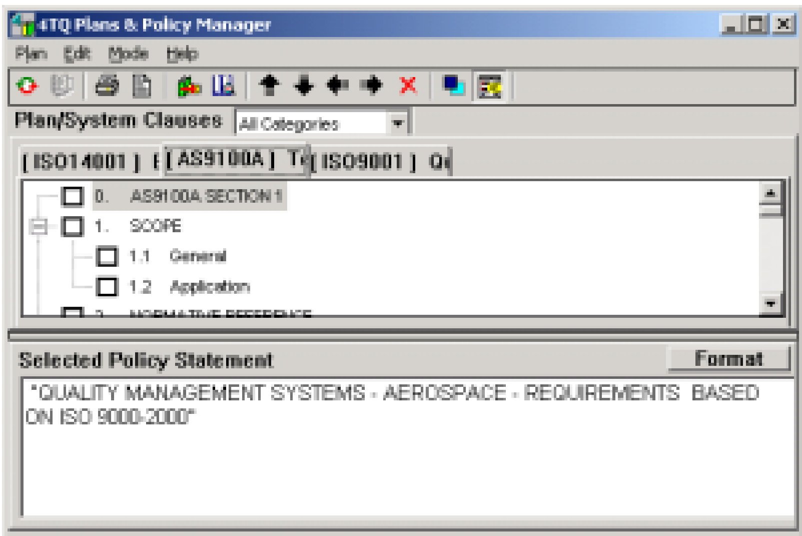


After failing four login attempts the application will close.

Changing your password.

To change your user password select the Change Password -> 4TQPolicy Password item from the Plan menu. Enter your current password into the top field and press enter. Then enter and confirm the new password and click the OK button.

Following successful database login, 4TQPolicy automatically retrieves all existing Plans, which are then displayed in the Plans/Systems window, each Plan/System occupying a separate Tab page.



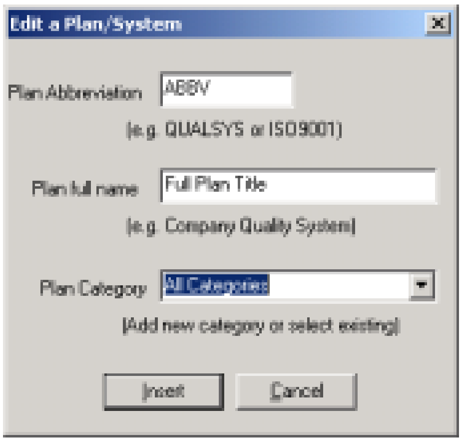
Plans Mode

Adding Plans.

To add new Plans or to edit existing Plans ensure that 4TQPolicy is currently in Plan Mode. Set the Mode via the main menu Mode option.

To add a new Plan –

- Go to main menu Plan and select Add Plan
- On the dialog, enter the Plan Abbreviation and Full Name fields
- Optionally you can assign the Plan to category group. By default, Plans are assigned to the All Categories group.
- Press Insert
- A new Plan page is automatically added with the details defined and
- A New Clause label is inserted ready to build the new Plan upon



To edit the title details for an existing Plan –

- Select the Plan page
- Go to main menu Plan and select Edit Plan
- On the dialog, alter the Plan Abbreviation, Full Name fields or assigned category as required.
- Press Insert
- The new Plan details are displayed

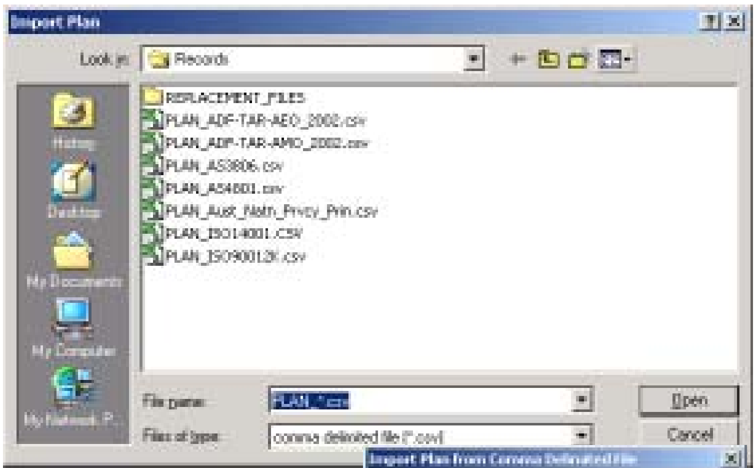
Take care when altering existing Plan details. These details are used internally as reference points for Policy Mappings and may be lost if changed.

4TQPolicy: - Importing Plans

Your installation 4TQ CD may have included and installed standard Plan outlines ready for you to import into the 4TQPolicy database.

These plans are located in the 4TQ SystemPath Records Folder and have a filename /extension of PLAN_xxxxxx.CSV.

To import a Plan.



1. Run 4TQPolicy.

2. Select the Plan Mode.

Ensure 4TQPolicy is in the Plans Mode.

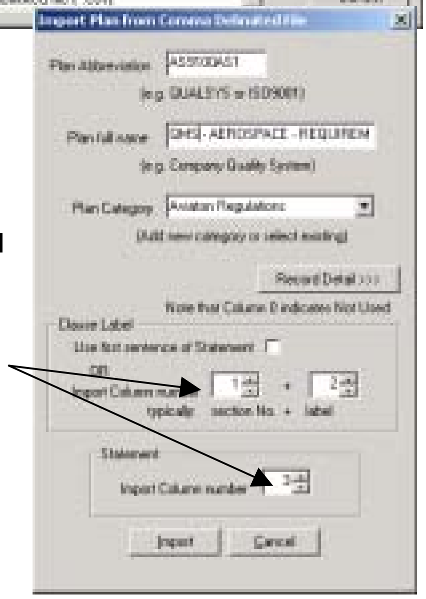
3. Start the Import Operation.

Select the File -> Import Plan menu item.

4. Select the Import File.

Select the desired Plan (csv) file.

The supplied files are located in the SystemPath/Records folder and have the CSV file name extension.



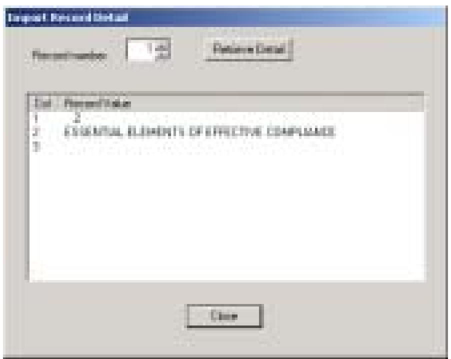
5. Add the Plan Names.

Once the required file has been opened, the Import Plan dialog will be displayed (shown right). Enter the Plan abbreviation title and the Plan full name title. Optionally, you can assign the Plan to Category group.

6. Set the column assignment.

The supplied import files are formatted so that column one contains the Clause number (eg. 1.2.3), while column two contains the Clause label and column three the Clause statement. In the supplied files, the Statement column is blank.

The default settings of the dialog suit the column assignments of the supplied files. To import from another source file, first check the column usage by opening the Record Detail dialog (shown on the lower right) to view the contents of each field, make your assignment by altering the Column selection thumbwheels on the Import Plan dialog.



Click the Import button when you have assigned the column to suit the file's structure.

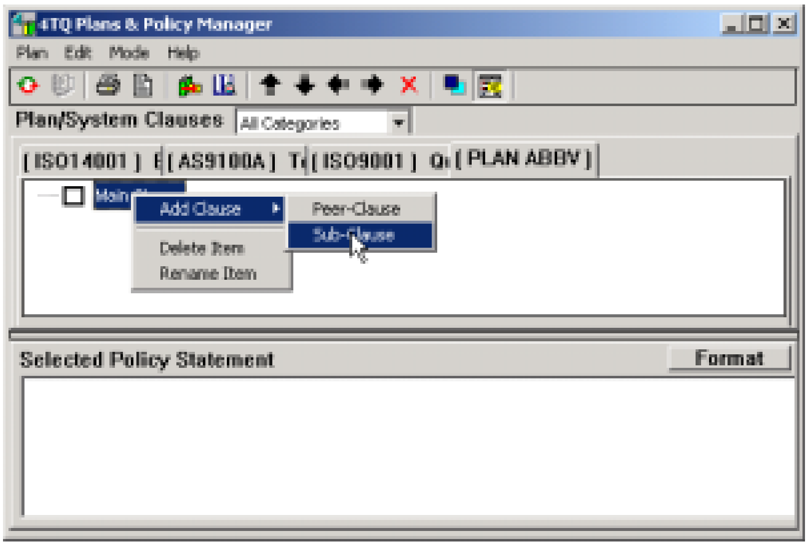
Note: The Clause Label is restricted to 127 characters.

7. Save the Plan.

Use the File menu Save Current Plan to Database item to save the imported display plan into the database.

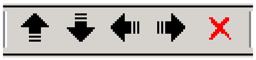
Adding Clauses to a Plan

To add more Clauses to a Plan, simply select the existing Clause at which you intend adding and right mouse click on your selection. Move the mouse pointer to Add Clause and then select either Peer or Sub-Clause. Peer Clauses are added at the same level as the initially selected Clause. Sub-Clauses are added as children to the initially selected Clause.



Note: that the context menu also allows you to alter the text for the selected Clause (Rename), and to Delete the Clause. Deleting the selected Clause also deletes any associated child Clauses.

Editing the Clause list



Copying, moving and deleting Clauses.

Standard editing Cut, Copy and Delete Item functionality is available by selecting a Clause and going to the main menu Edit option. Each Edit feature operates on both the selected Clause and any associated Sub-Clause.

The Paste Item is enabled only where suitable Clause information is available for insertion. Paste Item allows the previously stored Clause information, stored via the Cut Item or Copy Item options, to be inserted at the selected Clause as either a Peer or Sub-Clause. Pasted Clauses are always inserted at the bottom of the relevant list. Use drag and drop operations or the outlining buttons on the Toolbar to place Clause at a specific position.

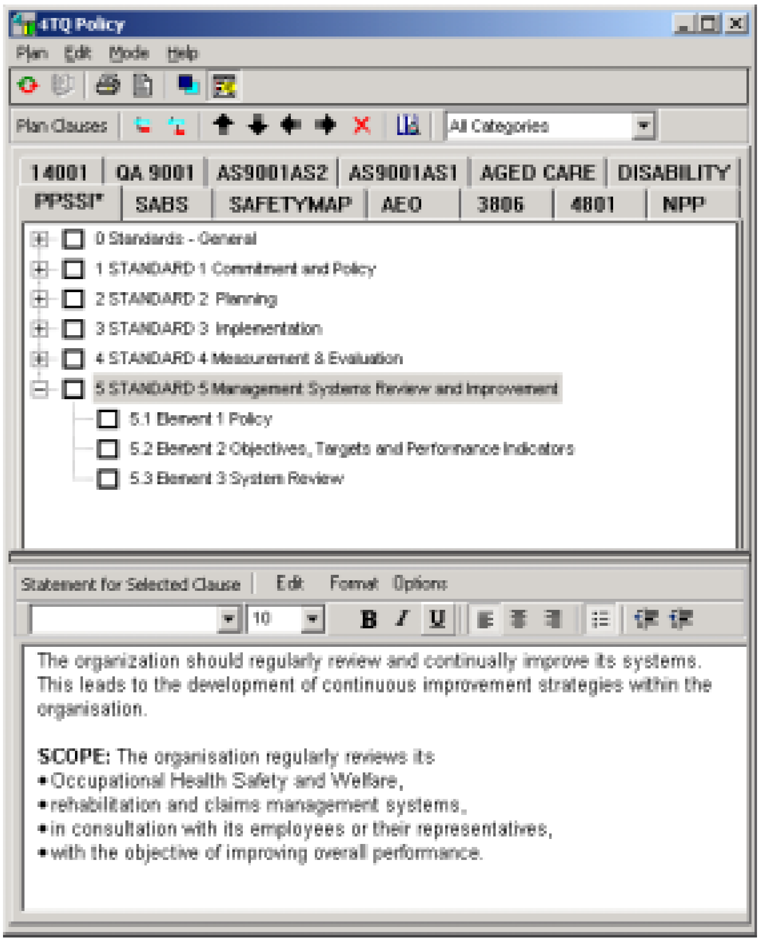
Drag and Drop functionality is also available and operates on both the selected Clause and any associated Sub-Clauses. Select the Clause to move, and then place the mouse pointer on to the selected Clause and with the right button depressed, move the pointer to the target Clause where the selected Clause is to be moved. Then release the right mouse button. The selected Clause is inserted as a Sub-Clause of the target Clause. If the target Clause has existing Sub-Clauses, the moved Clause is inserted at the bottom of the Sub-Clause list.

To Drop a Clause at a specific target list position, press the Shift key down before releasing the right mouse button. The moved Clause is inserted as a Peer to the target Clause immediately after the target position.

Edit/Add clause statements.

The associated Clause Statement is automatically displayed for the currently selected Clause, in the Selected Clause Statement window.

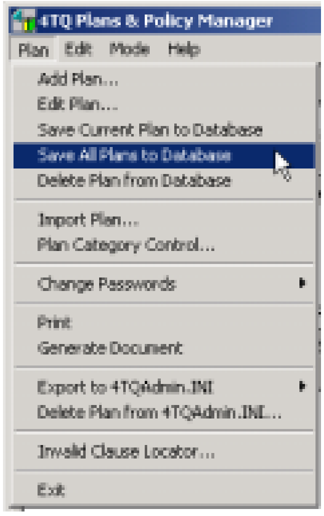
The statement editing window is a Rich Text field and can accept the pasting of images and diagrams.



Take care when inserting (pasting) images as the embedded file may be very large.

Try to select and copy your image in a format that handles the information displayed in the most efficient way.

Saving Plans



Plans may be saved either individually or all at once. An asterisk (*) on the Plan page tab label indicates that the Plans requires saving.

Attempted application close causes 4TQPolicy to check all Plans for a Save requirement. In this case you will be warned of Save requirements prior close.

Save Plans through the main menu Plan item using either the Save All Plans or Save Current Plan option. Note the 'current' Plan is the Plan currently displayed.

If you are overwriting an existing Plan (with an updated version) you will be asked if the save should overwrite the existing records or create an archived copy if the existing stored Plan first.

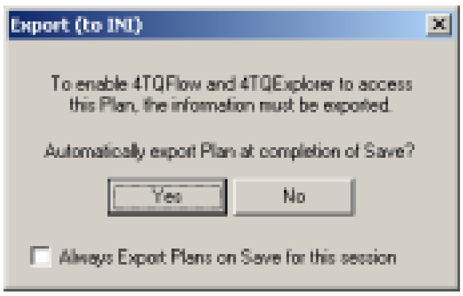
Deleting Plans.

To delete a Plan, make the Plan 'current' by clicking on the appropriate tab label so the plan details are visible. Then, from the main menu Plan option, select Delete Plan.

Publishing plans.

All Plans can be exported for use by 4TQExplorer and 4TQFlow within the Compliance Issues Properties.

To Export a Plan, Save the Plan, using the File Menu -> Save Current Plan to Database or Save All Plans to Database items.



The dialog box, shown below right will be displayed. To export the Plan(s) click the yes response button.

It would be usual to respond "no" to this dialog if the plans are to be integrated into the Policy set.

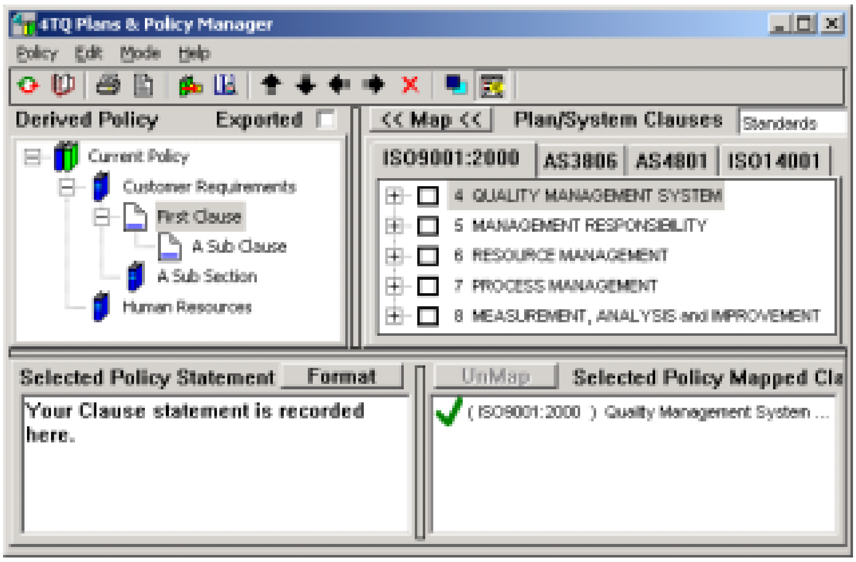
Policy Mode

Policy Mode Windows.

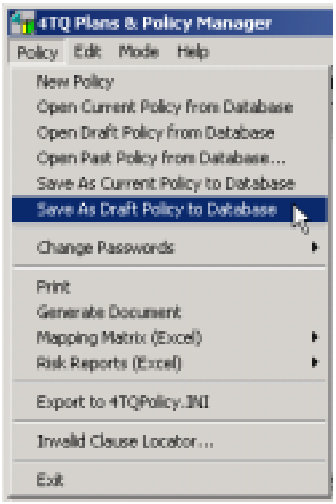
The policy mode window is divided into four areas.

The **Derived Policy** area (top left) displays the selected Policy set collection as a Policy tree made up of sections, clauses and sub-clauses.

The **Selected Policy** Statement area (bottom left) accepts and contains the clause details for the clause label currently selected in the Policy Tree. This field accepts Drag and Dropped text.



Policy types.



The Policy is a single document set derived from (mapped against) a number of obligations (Laws/Plans/Systems).

There are 3 types or phases for a Policy.

Each Policy type can be opened via the main menu Policy item.

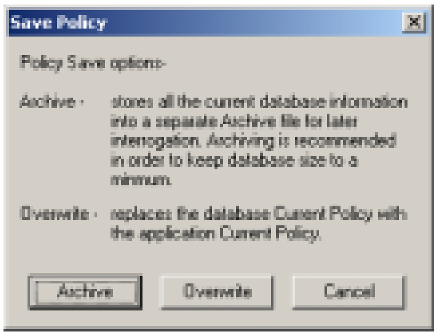
Draft Policy.

This is an unpublished Policy version undergoing construction. The Draft Policy is most useful where construction is undertaken over multiple sessions, or where a new Policy is under formation but not ready to replace the Current Policy.

At any time the Draft Policy may be Saved As and replace an existing Current Policy.

When you need to change a Current Policy load the Current Policy and then save it as the draft. Then open the draft policy and work on the draft copy until you are ready to publish it as the new Current policy.

Current Policy.



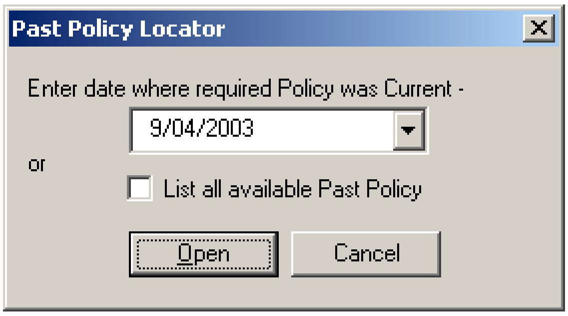
This is the published Policy that is referenced by both 4TQFlow and 4TQExplorer when exported.

This export happens automatically when a Policy is save as the "Current Policy".

When using the "Save As Current Policy to Database" you can choose to archive the existing "current" policy" or to overwrite it without creating an archived or "past" policy. You should only choose not to create the past policy records if the changes are of a minor (ascetic) nature

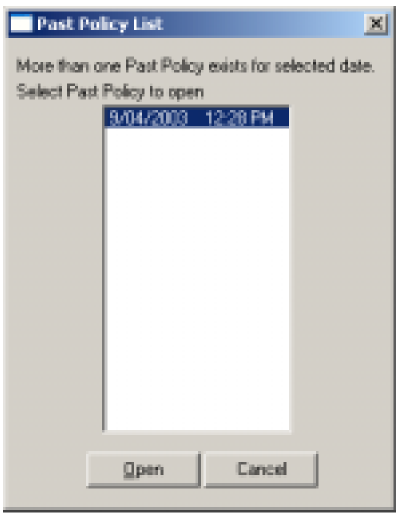
Don't work on the Current Policy live. Make your changes and alterations on a copy of the current policy that has been saved as a draft policy.

Past Policy.



Past Policies are automatically created each time the Current Policy is superseded. This occurs each time the Current Policy is modified and Saved with the Archive option selected.

Neither Past Policy nor any associated future Statements may be modified. This allows for specific reference to an "old" Policy that was in force at a time.

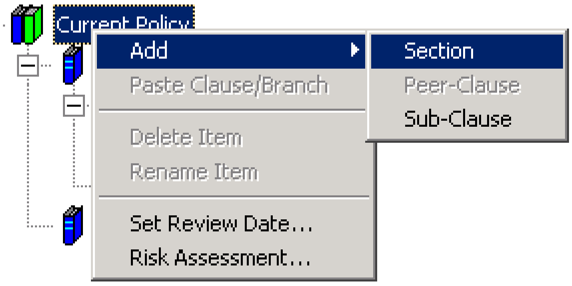


Past Policy are located by the date range in which it was Current. To select the Policy that was in force at a particular date use the dialog shown on the left to enter the required date.

Creating Your Initial Policy.

The 4TQPolicy application is supplied without any policy records.

Adding Policy Sections.



Policy Sections are used to divide a comprehensive total company Policy into separate parts.

For instance a Policy may have sections pertaining specifically to Quality, Environmental or Safety issues.

To Insert a Section, select a Policy item and right mouse click on your selection. Move the mouse pointer to Add Section and select. You can enter your own required section name or, select a section name from the drop list provided.

The section can be deleted or renamed by selecting the required option from the context menu.

Scheduling Reviews for Policy Sections

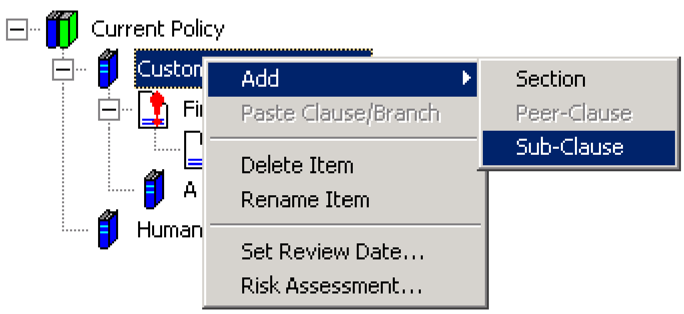
Both the entire Policy and individual Policy Sections can be set for Review.

Select the top item, for Policy reviews, or a Policy Section item, and right mouse click on your selection. Move the mouse pointer to Set Review Date and select. Set the date for Review and press OK. You cannot set a date earlier than the current date. Note that the database detail is updated immediately on OK.

The label associated with the selected item will indicate any set Review Date. The label icon will automatically change to include a red border when the Review date matches or is earlier than the current date.

At which time the Review should be carried out and a new Review date set.

Adding Policy Clauses



To add Clauses to a Policy, select the existing Clause to which you intend adding, and right mouse click on your selection. Move the mouse pointer to Add Clause and then select either Peer or Sub-Clause.

Peer Clauses are added at the same level as the initially selected Clause. Sub-Clauses are added as children to the initially selected Clause.

Note that the context menu also allows you to alter the text for the selected Clause (Rename), and to Delete the Clause. Deleting the selected Clause also deletes any associated child Clauses.

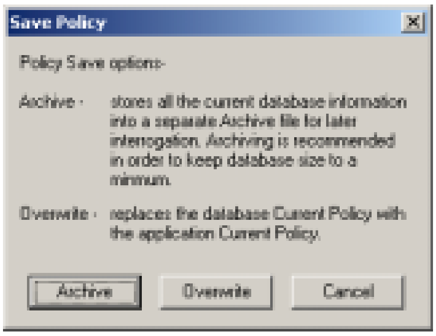
Saving the Policy.

Saving of Policy is through the main menu Policy option.

Draft Policy

Normally Policy opened as Draft is saved as Draft. However, in some circumstances a Current Policy may be saved as Draft prior to alterations being made, acting as the base of the proposed future Current Policy or, a Draft Policy will be saved as Current Policy when completed and ready for deployment and use.

Current Policy



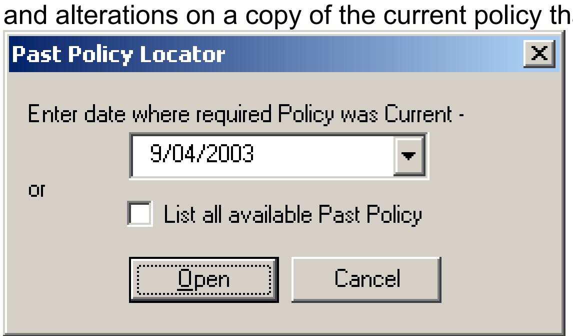
Using the Save As Current Policy option will supplant the Current Policy with the Policy information displayed on screen. The superseded Policy may be s re-saved as a Past Policy.

The displayed Policy will become the “Current” Policy. It is the published Policy that is referenced by both 4TQFlow and 4TQExplorer if exported.

This export happens automatically when a Policy is saved as the ”Current Policy”.

When using the “Save As Current Policy to Database” you can choose to archive the existing “current” policy” or to overwrite it without creating an archived or “past” policy. You should only choose not to create the past policy records if the changes are of a minor (ascetic) nature

Don’t work on the Current Policy live. Make your changes and alterations on a copy of the current policy that has been saved as a draft policy.



Past Policy

Past Policy and associated Statements are read only. They cannot be modified. This is a security feature to enable future referencing of a past Policy set at a particular time.

Past Policies are automatically created each time the Current Policy is superseded. This occurs each time the Current Policy is modified and Saved with the Archive option selected.

Neither Past Policy nor any associated Statements may be modified. This allows for future reference to an “old” Policy that was in force at a specific time.

Past Policy are located by the date range in which it was Current. To select the Policy that was in force at a particular date use the dialog shown on left to enter the required date.

Mapping Plan Clauses to Policy

Plan Clauses may be mapped to Policy Clauses via a number of methods.

Mapping Plan Clauses to existing Policy Clauses

After creating a Policy Clause via the context menu Add Clause option, to map a Plan Clause-

- Select a Policy Clause
- Select a Plan Clause
- Press 

The mapped Plan Clause is listed in the Selected Policy Mapped Clauses list, the << Map << button is disabled. Note that Sub-Clauses are not automatically mapped.

A tick  in the icon associated with Plan Clause indicates a mapped Clause. A double red tick indicates plan Clauses mapped to more than one Policy Clause.

The  button is disabled if a Plan Clause is flagged "Mapping not Required to Policy".

Using this method does not map any corresponding Clause Statement.

To Un-map a Plan Clause from a Policy Clause-

- Select the relevant Policy Clause
- Select the Clause to un-map in the Selected Policy Mapped Clauses list
- Press UnMap

When a mapped Clause is selected in the Selected Policy Mapped Clauses list, the relative Plan Clause is automatically selected in the Plan Clauses window.

Note that only list Clauses marked are locatable. Clauses marked are missing from the list and require re-mapping.

Use the Find Mapped Policy Clause option on the Plan Clause window context menu to locate Policy Clauses to which a Plan Clause is mapped.

Locking the Mapping not Required option.

Also on the Plan Clause window context menu is “Mapping Not Required to Policy” option.

Use this option to indicate that, for this Policy the selected Plan Clause does not require to be mapped.

The icon of a non-required Plan Clause appears.

This is only a visual indicator to allow the user to quickly assess his/her progress. The option is disabled if the clause has been mapped.

On selection, the user is asked if the selected Clause only or included Sub-clauses are to be tagged as Not Required. Only unmapped Sub-clauses will be set to Not Required.

Copying Plan Clauses to Policy

To copy a Plan Clause to the Policy-

- Select the Plan Clause
- Right mouse click on the Plan Clause for the context menu
- Select Copy Clause
- Select a target Policy Clause
- Right mouse click on the Policy Clause for the context menu
- Select either Peer or Sub-Clause (whichever is required), from the Paste Clause/Branch option

The mapped indicator for the Plan Clause is checked, and the mapped Plan Clause is listed in the Selected Policy Mapped Clauses list. Note that Sub-Clauses are not automatically mapped.

This form of mapping does map any Plan Clause associated Statement to the Policy Clause.

Copying Plan Branches to Policy

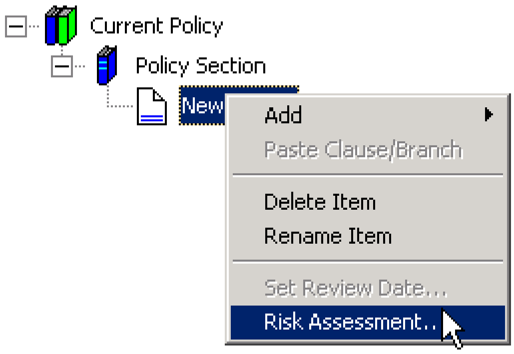
To copy a Plan Clause with its Sub-Clauses to the Policy-

- Select the Plan Clause.
- Right mouse click on the Plan Clause for the context menu.
- Select Copy Branch.
- Select a target Policy Clause.
- Right mouse click on the Policy Clause for the context menu.
- Select either Peer or Sub-Clause (whichever is required), from the Paste Clause/Branch option.

The mapped indicator for the Plan Clause and all relative Sub-Clauses are checked, and the mapped Plan Clauses are listed in the Selected Policy Mapped Clauses list.

This form of mapping does map any Plan Clause associated Statement to the Policy Clause.

Policy Clause Risk Assessments.



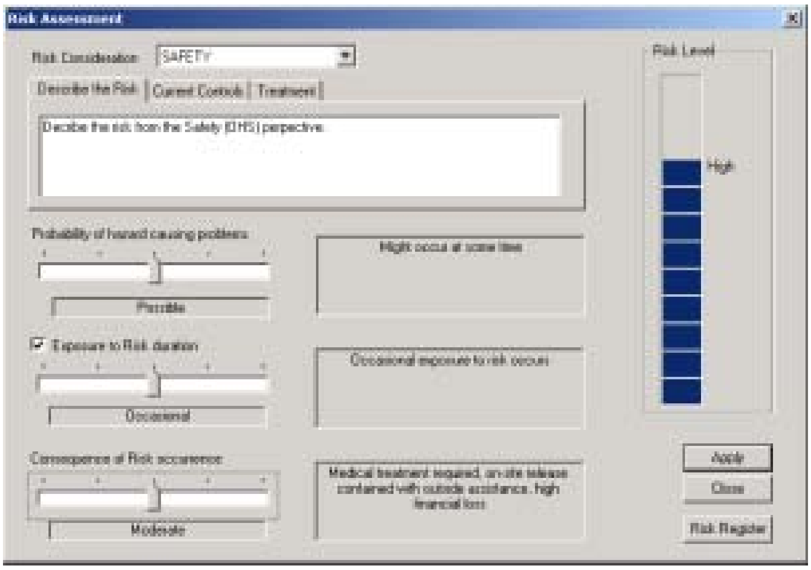
Each Clause within your Policy can have a number of Risk Assessments recorded against it. Each Assessment is performed from a different perspective.

To add a Risk Assessment to a clause right click on the Clause label and select the Risk Assessment option from the context menu.

The Risk Assessment Dialog will be displayed.

Creating a Risk Assessment record.

Open the Risk Assessment dialog as detailed above.



Use the drop down list to select the Risk Consideration or viewpoint. Each clause can have many viewpoints.

To add a Risk Consideration that is not on the list, select the <ADD CONSIDERATION> option and then complete the popup dialog.

Now enter the details that explain the actual Risk. In the “Describe the Risk” Tab 1

You can record the Current Control and the Treatment method details on the remaining tabs.

To set the assessment values move the Slide controls to the appropriate positions. To include the Duration value in the risk calculation tick the duration check mark and position the slide as required.

Press the Apply button when you have finished.

You can add other Risk Assessments for other Consideration if required.

Click the Close dialog to close the Risk dialog.

When a Clause has one or more Risk Assessments attached the Clause icon changes as show on the left.

Risk Register Report

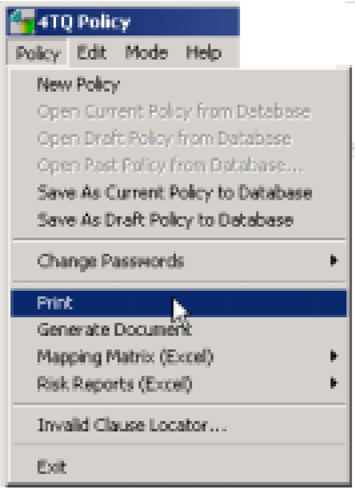
To generate a Risk Register Document (report) click the Risk Register Button. The report will be displayed in your Word processor.

Publishing the Policy to 4TQ.

Both Plans and Policy can be are referenced within 4TQExplorer and 4TQFlow (Compliance issues Property).

The Current Policy is automatically exported to 4TQExplorer and 4TQFlow each time it is saved.

Printing the Policy Manual.

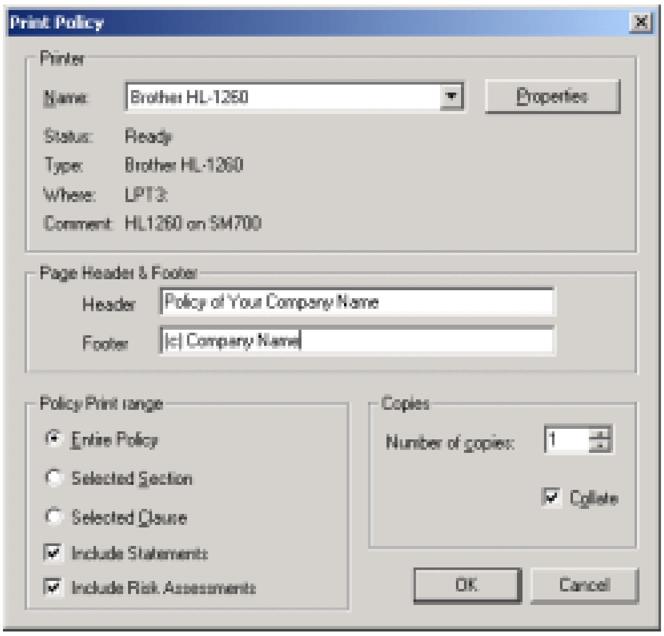


Entire Policy and Plans, or parts of Policy and Plans can be printed out in a standard format.

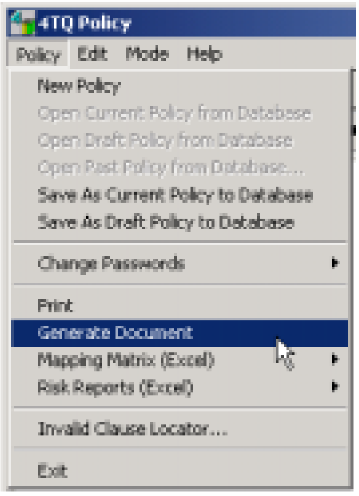
Under the main menu Plan or Policy item, select Print.

The Print dialog allows you to set page headers and footers. The default header and footer is derived from information supplied during 4TQToolkit installation procedure.

You can also select the Print Range and include Clause Statements as required. The options available are shown in the dialog below.



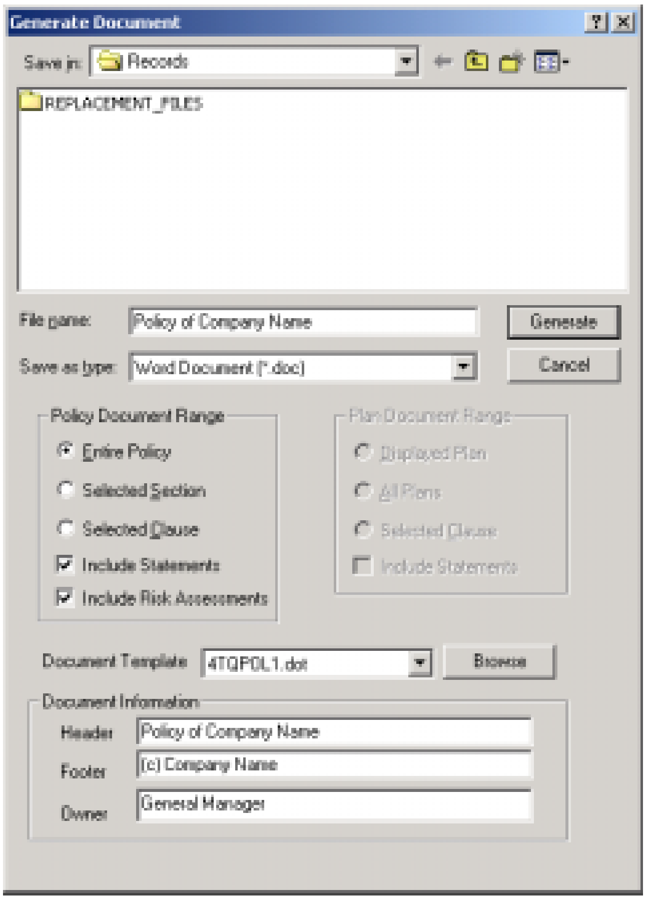
Policy Document Generation.



Policy and Plans can also be generated as a MS-Word document.

Similar to the Print dialog, header/footer and Range options can be set as required.

The Dialog below shows the options that are available.



You can further refine the format of the generated Document by attaching the Word Templates.

The default templates are located in the Macros\Word8 directory, and the styles they contain is applied to the generated document

The supplied templates are designated 4tqpol1.dot and 4tqpol2.dot. Modify the heading styles in the templates to your own personal requirements, or add additional templates using the 4tqpolx

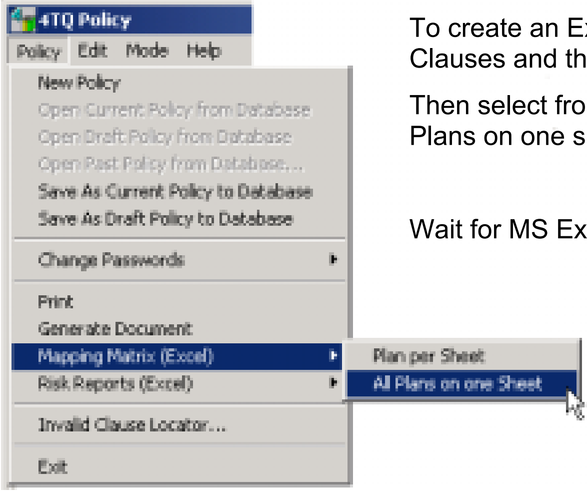
.dot naming convention and install them into the Macros\Word8 directory.

For new templates make sure you copy the AutoOpen macro as in the supplied macros.

Once you press Generate, MSWord opens with the generated document.

Further format as required prior to saving and distributing.

Mapping Matrix Reports

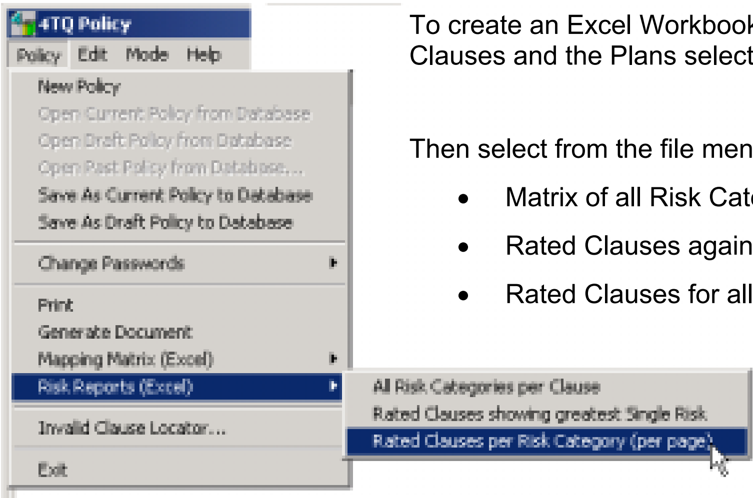


To create an Excel Workbook matrix of the mapping between the Policy Clauses and the Plans select the Mapping Matrix item from the File menu.

Then select from the file menu's sub menu options "Plan per Sheet" or "All Plans on one sheet.

Wait for MS Excel to complete building the Workbook before continuing.

Risk Reports



To create an Excel Workbook matrix of the mapping between the Policy Clauses and the Plans select the Risk Report item from the file menu.

Then select from the file menu's sub menu options,

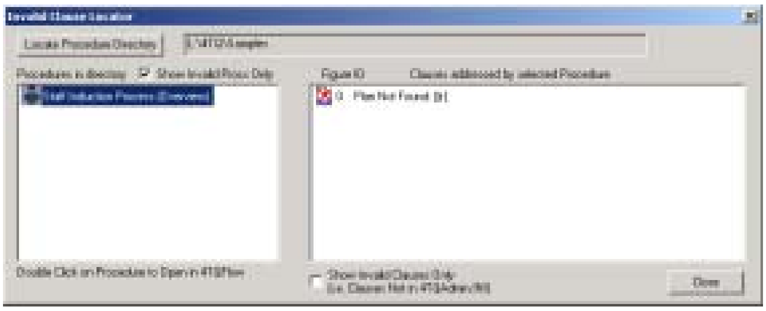
- Matrix of all Risk Categories per Clause.
- Rated Clauses against the Greatest Risk Categories,
- Rated Clauses for all risk Categories.

Wait for MS Excel to complete building the Workbook before continuing.

Locating invalid Clauses.

Following the export of either Plans or Policy to the rest of the 4TQTools, prior Compliance Issues references to 4TQFlow procedures may become invalid. For instance, where a Plan is deleted or a Policy clause is superseded, the individual Clauses referred to by a particular procedure files are ‘

disconnected.



Using the Invalid Clause Locator dialog.

Under both the Plan and Policy main menu item, the Invalid Clause Locator… item displays the Invalid Clause Locator dialog.

To use the dialog to locate invalid Clause references, first press the Locate Procedure Directory button to open the directory containing the 4TQFlow procedure files to be checked.

On selecting a directory, each referenced Clause for each procedure file is checked to ensure it exists in the current 4TQAdmin.INI file. The left hand window displays the title of the procedure files checked. If “Show Invalid Procs Only” is enabled, only those procedure files having invalid references are listed, otherwise all procedure files in the selected directory are listed.

The right hand window displays a list of invalid Clauses found for the procedure file selected in the left hand window. The first column shows the Figure ID pertaining to the figure referencing the invalid Clause.

With “Show Invalid Clauses Only” enabled, only those Clauses referencing an invalid Clause are listed, otherwise all Clauses for the selected procedure file are listed.

Selecting different Procedures in the left hand window will cause the procedure file Clauses to be checked.

Double click on the procedure in the left hand window to open it in 4TQFlow and remover the invalid reference.

4TQ HACCP Module

4TQHACCP Module Overview.

The 4TQHACCP module is based on the seven principles of HACCP according to the Codex Alimentarius – reference Food Hygiene Basic Texts (1997) and is designed to work as an optional add-on module to the 4TQFlow process mapping and documenting tool.

The 4TQHACCP module supports both food safety (from the Codex) and optionally food quality hazards to provide a single system to manage the overall production of food products.

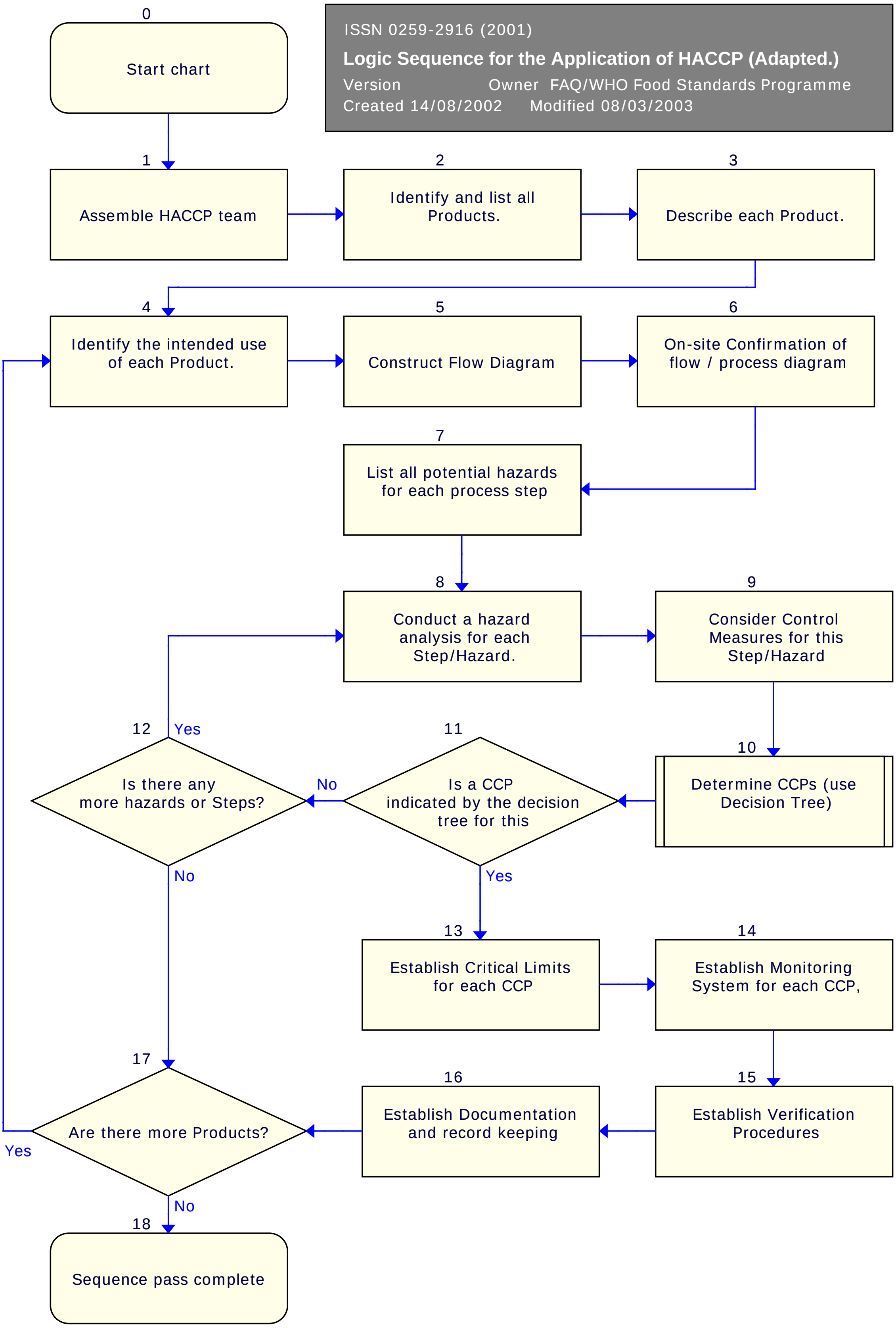
The Process Map outlining the Codex's application via the 4TQHACCP module is presented on the next page. Its source 4TQFlow file (HACCP_LS.flw) is available in the samples folder of your 4TQ installation.

Use of the 4TQHACCP module requires that you have recorded the production process for the food product in line with Codex's core Logic Sequence before performing the Hazard identification.

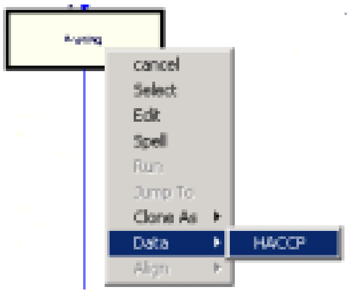
Terms used in this section.

CCP	= Critical Control Point for Food Safety.
CQP	= Critical Control Point for Food Quality.
CP	= Control Point for Food Safety.
QP	= Quality Point for Food Quality

Logic Sequence Map.



The 4TQHACCP Form Window

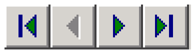


To open the HACCP Form place the mouse cursor on the required Step in the Production Process (4TQFlow Process map) and the right click on the figure. Select the Data→HACCP menu item to open the HACCP form.

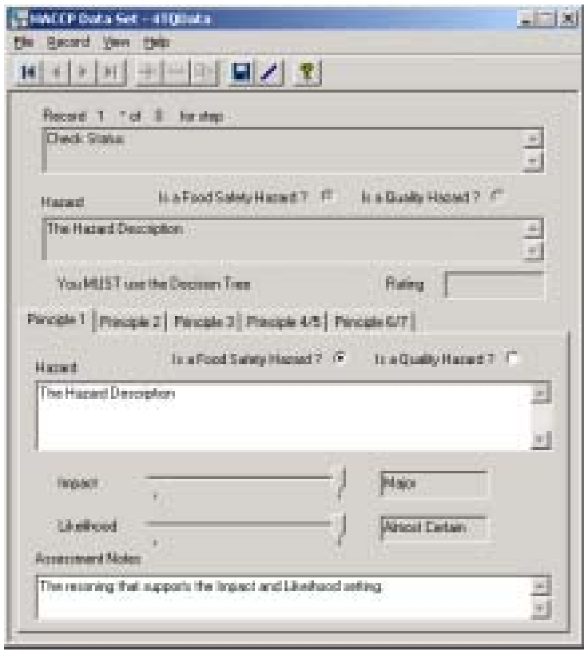
NOTE: The Data menu item is not available if the process map has not been saved.

If there is one or more existing Hazard for this process step then the first record will be displayed. The number of Hazards for this step and the current record number are displayed on the upper left of the form.

Use the record selection controls to move between the records.



If no Hazard records exist for this process step the fields on the lower tabbed portion of the form will be will be grayed (un available for editing).



The HACCP form has the View → Keep on Top" feature set as a default and will remain on screen even if you return the 4TQFlow window.

Use the view menu item if you wish to remove the "On Top" setting.

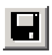
The Upper portion of the form is always read only and the fields are grayed. Use the Tab fields to enter your information.

To enter a new Hazard condition. (P1)

To add a new hazard condition Click on the [+] Add Record button.

In the Hazard Field enter the details of the hazard condition on the Principal 1 tab.

Use the check marks to indicate whether the hazard is related to Food Safety or Quality. This information is used along with the decision tree to decide if the Hazard is has a CCP or CQP rating. The Food Safety Radio button is pre-selected as the default.

You may save the record at this time by clicking the save button  on the form's toolbar.

Assessing the Hazard Impact.

The Hazard Impact slider has three possible "settings, Major, Moderate, and Minor. Set the slider to the appropriate setting for this hazard. The table below may be used to guide your decision.

IMPACT →	Major	Moderate	Minor
Food Safety	people WILL get sick (or suffer injury)	may effect people mildly	unlikely people will get sick (or suffer injury)
Quality	there WILL be a major quality failure	may be a quality failure	unlikely there will be a quality failure

Assessing the Hazard likelihood of occurrence.

The Likelihood Slider as five possible settings, Almost Certain, Likely, Possible, Unlikely and Rare.

The slider positions are translated to the instruction shown on the upper portion of the HACCP Form. The form of the instruction is "*You MUST/MAY/SHOULD use the Decision Tree"* where the directive modifier is substituted based on the results of the assessment. The table below shows the method used to make the assessment.

If you decide to proceed with the Decision Tree click on second tab to continue.

Calculation method.

	Major (5)	Moderate (2)	Minor (1)
Certain (5)	**25**	**10**	**5**
Likely (4)	**20**	**8**	**4**
Possible (3)	**15**	**6**	3
Unlikely (2)	**10**	**4**	2
Rare (1)	**5**	2	1

Above 7 = Decision Tree MUST be performed. (Key word = **MUST)**

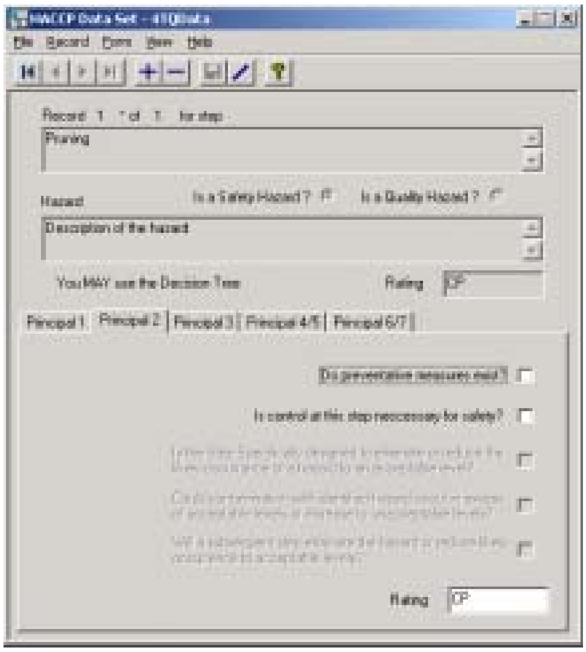
Between 6 and 3 Decision tree is optional. (Key word = **SHOULD**).

Below 4 Decision Tree may not be required (Key word = **MAY).**

Assessment Note.

The Assessment Note Field (bottom) can be used to record the reasoning or known facts used to support the Impact and Likelihood setting. Note this field in not included in the reported HACCP Report Table.

Performing the Decision Tree analysis. (P2)



The Decision Tree is used to determine the rating of the Hazard.

Click on the second Tab (Principal 2) to display the Decision tree for this Step- Hazard condition.

Answer each question in turn, start with the top question first. As you answer a question the availability of the following Question will change to only show the questions that are still valid. Always answer the questions in order, starting from the top of the list.

The Rating indicated by the decision tree can be overwritten. Note, if you change the Rating by hand and then alter the Decision Tree's answers the Rating with be set as dictated by the Decision Tree logic.

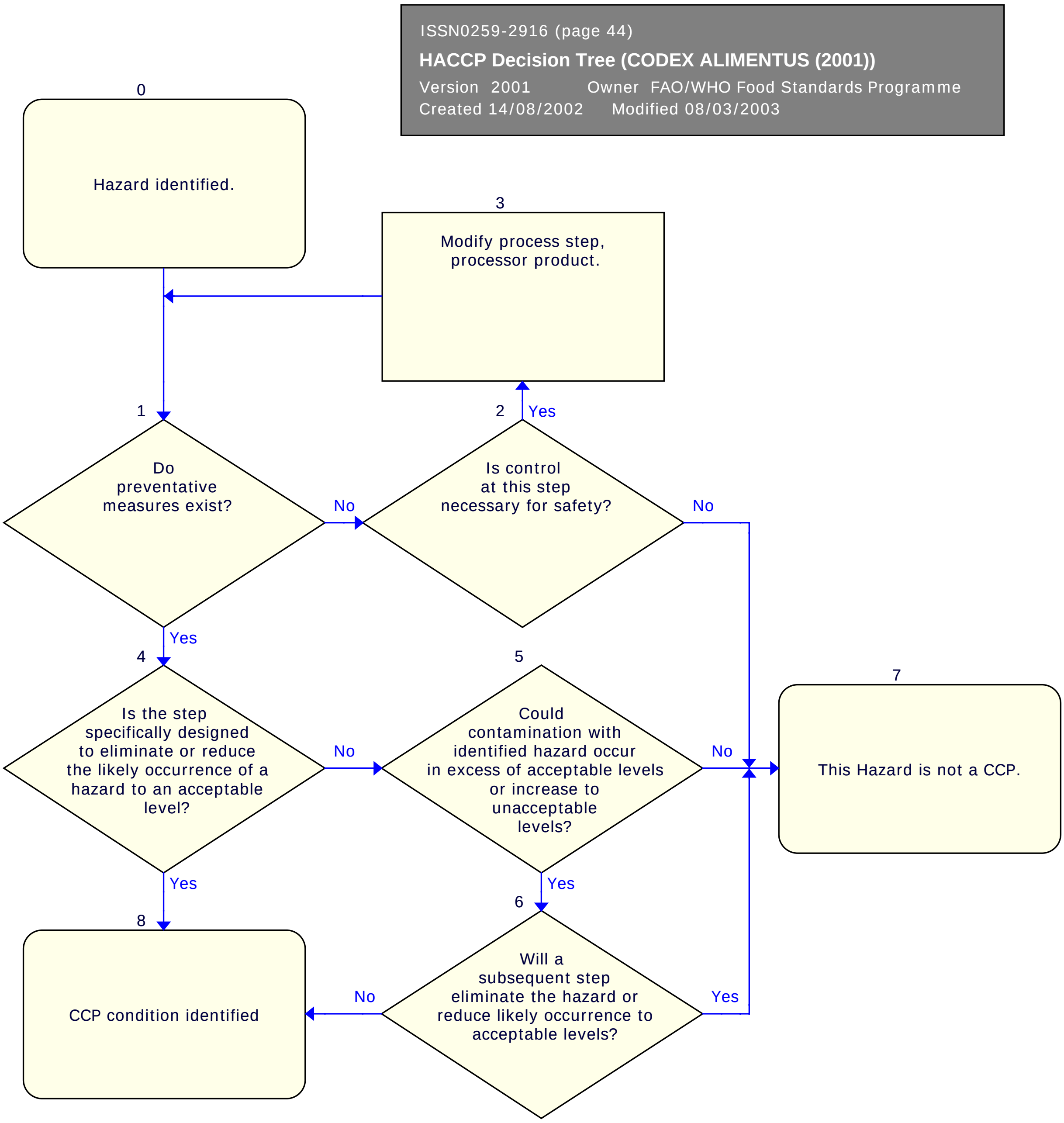
If a control measure has been added (Principal 3 tab) and you have answered "No" to the last question (Q5) then the Rating will be set to CP/QP. The table below shows the hazard rating results for all conditions that are possible.

Note that the results are modified for non CCP/CQP conditions if you optionally decide to enter a Control Measure on Tab 3.

Hazard Rating Truth Table.

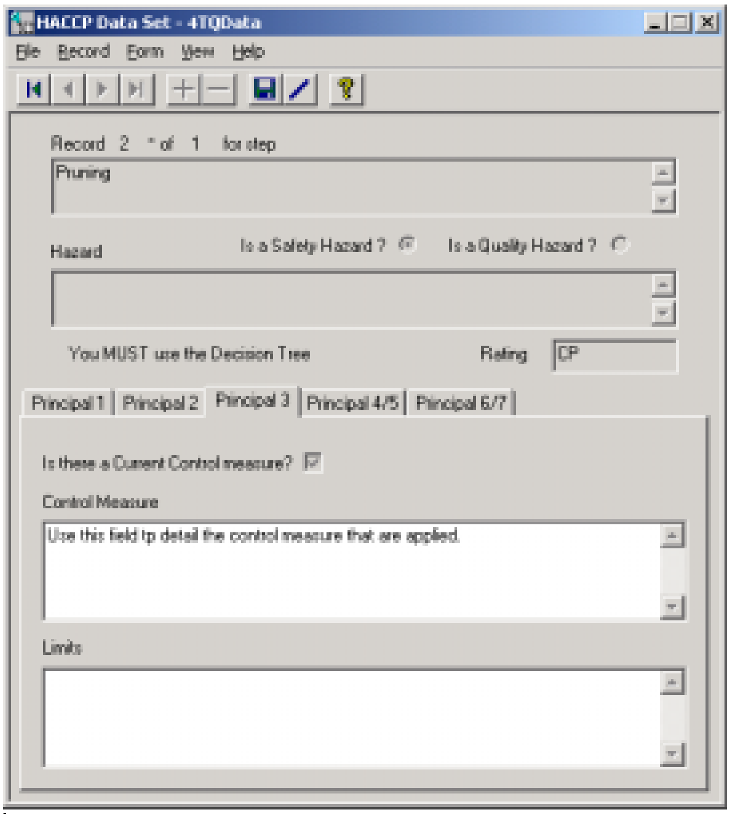
Decision Tree	Safety	Quality	Safety	Quality	Status
	No Control Measure		With Control Measure		
Q1 No	►Q2	►Q2	►Q2	►Q2	Incomplete
Yes	►Q3	►Q3	►Q3	►Q3	Incomplete
Q2 No	Not CCP	Not CQP	**CP**	**QP**	Rating Done
Yes	**MODIFY**	**MODIFY**	**MODIFY**	**MODIFY**	Warning
Q3 No	►Q4	►Q4	►Q4	►Q4	Incomplete
Yes	**CCP**	**CQP**	**CCP**	**CQP**	Rating Done
Q4 No	Not CCP	Not CQP	**CP**	**QP**	Rating Done
Yes	►Q5	►Q5	►Q5	►Q5	Incomplete
Q5 No	**CCP**	**CQP**	**CCP**	**CQP**	Rating Done
Yes	Not CCP	Not CQP	**CP**	**QP**	Rating Done

Decision Tree Map.



Detailing the Control Measures and the control Limits.(P3)

Click on the Principal 3 tab.



NOTE: If you have not completed the Decision Tree tab, this Tab (P3) and the other remaining tab P(4-7) will not be available for data entry.

Entering Control Measure details.

Enter the Control Measure details into the tab's upper field. Once text is entered into the field the "Is there a Control Measure check mark will become ticked (Yes).

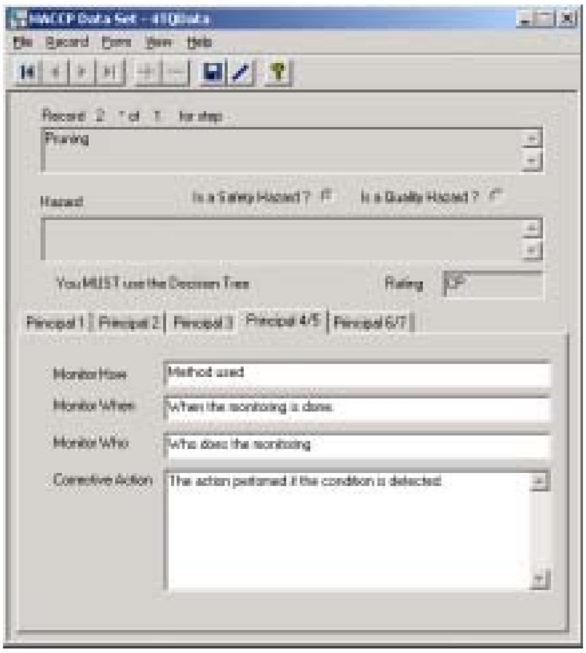
The Check Mark cannot be changed directly. To reset the Check Mark to the "No" condition delete the text from the Control Measure field.

Entering Limit values.

Enter the Specification Limits into the lower Field. It may be useful to also include the source of limits you intend to apply.

Entering the Monitoring. (P4)

Use the Principal 4/5 tab to record how the Monitoring of this control point will be done, when it is done and who is responsible for doing it.

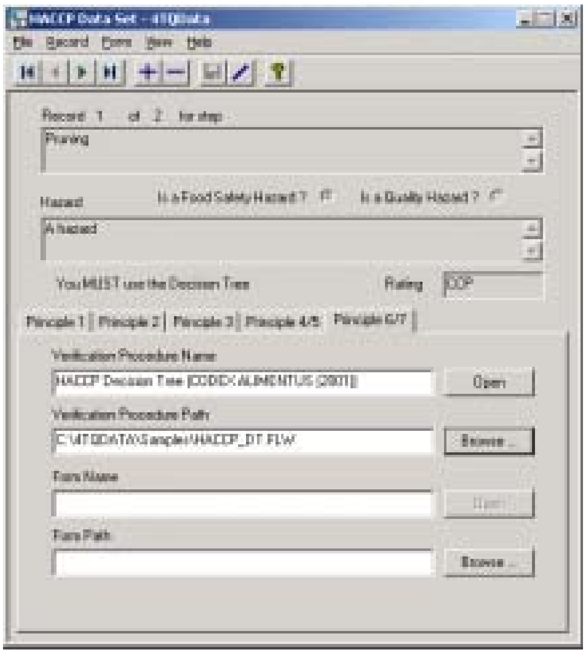


Entering Corrective. (P5)

Enter the details of the corrective action required should the Specification Limits is detected by the monitoring.

The Codex requires specific corrective actions be developed for each CCP in your system.

Verification Procedure details (P6)



Enter the Procedures title into the Verification Procedure name field.

If the procedure is available as a file on your system you can add the file's path address to the Verification Path name field by using the browse button located to the field left.

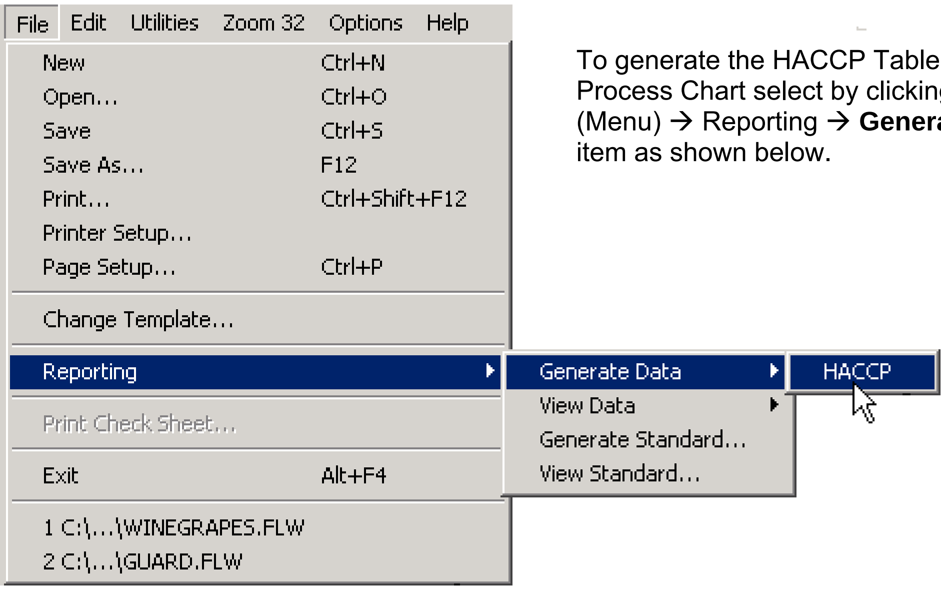
When a valid file is linked in this way the open button will be active and the procedure document can be open click on this button.

If the procedure has been documented with 4TQFlow, use the Browse to link to that Process map. The name field will be automatically filled in with the Process map Title.

Forms Used (P7)

The codex requires that you keep records of the CCP monitoring activities, Deviations and corrective actions taken and modifications to the HACCP system. Use the lower two fields on tab 6/7 to detail the Form's name used to record the activity for this Step/CCP and its path name (address) if it is available on your file system. The Browse button allows you to link to the source file.

Generating the HACCP Report Table.



To generate the HACCP Table report for the current Process Chart select by clicking on the 4TQFlow →File (Menu) → Reporting → **Generate Data** → **HACCP** menu item as shown below.

After the report document has been generated you can view the table by selecting the 4TQFlow →File (Menu) → Reporting → **View Data** → **HACCP** menu item.

The document will be loaded by your Word-Processor and displayed. The Table document is in HTML form making it suitable to distribution to your target readers via a HTML browser.

If you have 4TQWebgen as a part of your 4TQ Toolkit installation the generated Web Site will include the HACCP table for each Process map in the “Printer friendly” links section of the “Site Plan” tree control.

4TQToolkit

System Requirements (R6.07+)

The 4TQToolkit (R6) consists of nine component applications.

The table below details the system requirements for a complete installation.

	Minimum	Recommended
Operating System:	Windows 95b / 98 / 98SE / Me	Windows 98SE / Me
	Windows NT4.0 SP3	Windows NT4.0 SP6 or higher
	Windows 2000	Windows 2000 SP2 or higher
	Windows XP	Windows XP (Home or Pro)
Video:	VGA	SVGA (800x600) or better
RAM:	Refer to specific OS.	Refer to specific OS.
Network:	Windows Compliant	Windows Compliant
App Disk Space:	25 Megabytes	35 Megabytes
User Disk Space:	30 Megabytes	100 Megabytes

Companion Applications

	Minimum	Recommended
Word Processor:	MSWord 97 (Word 8)	MSWord 97 (Word 8)
		MSWord 2000 (Word 9)
		MSWord XP (word10)
SpreadSheet.		MSExcel 97, 2000, XP
HTML Browser:	HTML 2.0 compliant (For use with 4TQWebGen type 1) IE5.5 for 4TQWebgen type 2	IE5.5 or higher.
Data Access Not required for basic packs	MS Data Access Components installed equal to MSOffice 2000	Latest Version of freely available MDAC_TYP.EXE (2.7) or higher. (supplied)

4TQ Toolkit R6

Network Installation Notes:

Last updated: March 2003

Overview

This software may be installed on LAN networks.

If you are installing onto a peer to peer network, and the software will also run on a PC that is acting as a file server, please follow the ***Peer to Peer*** notes (Page 8).

If you are installing on a dedicated server, please follow the ***Dedicated Server*** notes (Page 5). After installing the applications onto the server, follow the Workstation installation notes for each Workstation in turn.

If you are installing on a **Microsoft Terminal Server** installation please refer to page 10.

The directory locations and structures used by the 4TQToolkit are explained on page 3 of this note.

You should review the directory information and decide beforehand the location and drive mapping(s) that will form your layout.

Anti Virus programs may interfere with the 4TQ installation Program. Please ensure it is disabled while installing the 4TQ applications. Remember to re-enable your Anti-Virus application after completing the installation.

Selecting Directories for Single & Multiple site Network Installations

General Recommendations:

There are three key file locations required for a network installation of the 4TQTookit.

Before installing the software for use by your users, the location of these three directories must be decided. Altering the locations after the installation of the workstation(s) is not a supported option. Contact Axion Support if the need to alter these locations arises.

First Step:

Select the location of the "ProgramDir" Folder.

This folder is used for the actual Executable's and Libraries. It will also contain Sub-folders.

It must consist of a mapped Drive identifier and at least one directory. Do not use UNC forms. Do not use a "root" drive.

All files in this Directory Structure must be available with "read and execute" permissions. On Novell systems the "Shared" attribute must set on. Write permission is not needed or recommended.

As a general guide the ProgramDir should co-located with any other general use applications to assist with administration and minimise drive identifier usage. For example if X: drive is used as a common source drive of applications then X:\4TQ would make a suitable ProgramDir location.

When the 4TQToolkit Software is to be provided to the user community by more than one server and the users require access to a common data area, it is essential that all users access the programs with exactly the same drive identifier and folder.

Second Step:

Select the location of the Systempath.

This folder is used by the user community to store their work (data files). It also contains configuration files that are accessed and controlled by the 4TQ administrator.

It must consist of a mapped Drive identifier and at least one directory. Do not use UNC forms. Do not use a "root" drive.

Unlike the ProgramDir, the SystemPath must be consistently mapped for all users. One of the key functions of the 4TQToolkit is in its internal ISO9000 compliant version and access control features. Failure to use a consistent drive identifier and directory for the SystemPath **will cause users to be denied access**.

It is strongly recommended that the actual SystemPath Folder be available in Write mode only for the 4TQSystem administrators and Process Owners (people who will author and modify documents). The remaining general users only require read access.

Third Step

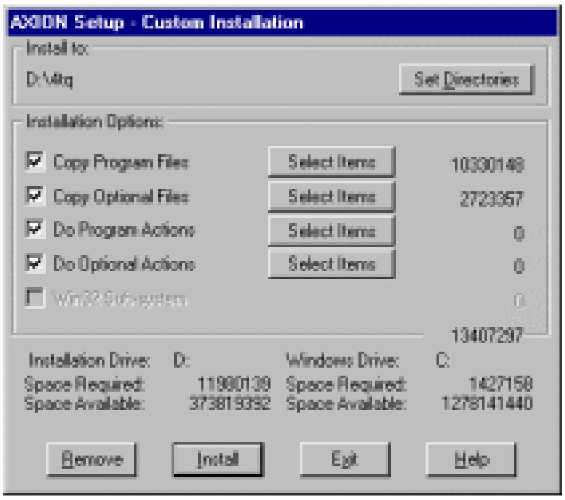
Select the location of the WebRoot.

This location is used to accept the generate output of the Web site Generator. You do not need to alter the default if the 4TQWebgen product is not included in your license. The default location is a sub-folder of the SystemPath. It may be relocated as required. Ensure consistent Drive Identifier mapping is used for all users. 4TQWebGen can be set to run a batch or command script when the site generation as been completed. You can use this feature to re-locate or duplicate the site contents as required.

Commencing the software Installation

Once these locations have been defined, proceed with the installation as described in the following pages.

Directory Structure Details



The Setup Installation Program(s) has a Set Directories dialog to provide easier initial application configuration options.

The new dialog is available when performing a "Custom" installation from the "Set Directories" button (upper right) of the Custom Installation Dialog.

General Recommendations

When creating directories (folders) try to maintain the DOS 8.3 convention.

If this is not possible, try to avoid long pathnames with whitespace characters or dos reserved characters. Especially do not use folder names with two whitespace characters or the "." character. The ShellExec function on some OS versions can in some cases misinterpret such names with unpredictable results.

Program Path

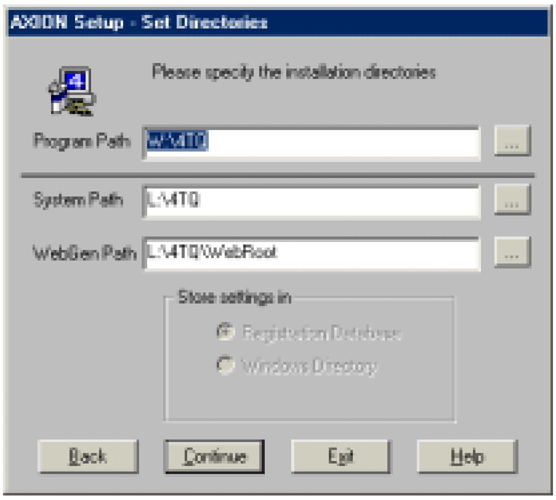
The Program Path location is used by all 4TQ component applications for executable (. exe) and Dynamic Link Libraries (.DLL). It is essential that all 4TQ application component applications be located in the same directory.

The Program Path is viewable after installation from 4TQFlow Options Customise Dialog. It cannot be changed from within the dialog. Users require "Read" access right to this directory.

System Path

The System Path defines the location there the 4TQ applications will store your data files.

Users who will create and modify Process Maps will need "Write" access rights to this directory.



The System Path is used by 4TQFlow, 4TQExplorer and 4TQWebGen to define the top level Directory of the 4TQ Process Guardian System area.

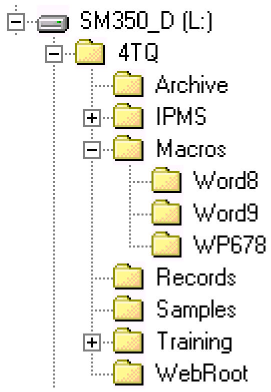
When the 4TQ Process Guardian features are activated 4TQFlow maintains an ISO9001/2.3 element 4.5 compliant protective shield over Process Map files located within or below the SystemPath directory.

4TQWebGen uses the SystemPath setting to define the upper boundary directory of the Process Maps and 4TQExplorer files that it will be included in the Generated Web-Site.

4TQExplorer uses the SystemPath setting to locate "Company System" 4TQExplorer perspective files that appear on 4TQExplorer's File menu.

As a general principal it is worth creating folders (directories) under the SystemPath for users to store specific process maps and reference and Policy documents. In such cases it may be advantageous to restrict the SystemPath to read-only rights for all users, and then specifically grant the Process Management System administrator's account write permission to the SystemPath Folder and sub folders. Process Owners and Process Reviewer as a group can be granted write permission to the areas covered by the SystemPath's Sub-Folder as required.

The Systempath contains the following sub-folders.



Archive

The ArchivePath is used by 4TQFlow to place the archived Process Map files. The same relative pathing is maintained from the ArchivePath location to the archived files as was the pathing of the current version Process Map file relative to the SystemPath. Both the SystemPath and ArchivePath locations must be valid for the 4TQ Process Guardian feature to be active.

Users who will create and modify Process Maps will need “Write” access rights to this directory.

Macros

The Macro folder contains sub-folders for each Word Processor version supported.

Template

The Template Path setting is used by 4TQFlow, and the Word-Processor Template macros to locate the 4TQ Template file (.FLT). Normally users require “Read” access right to this directory and in most cases it should be the same as the Program Path directory.

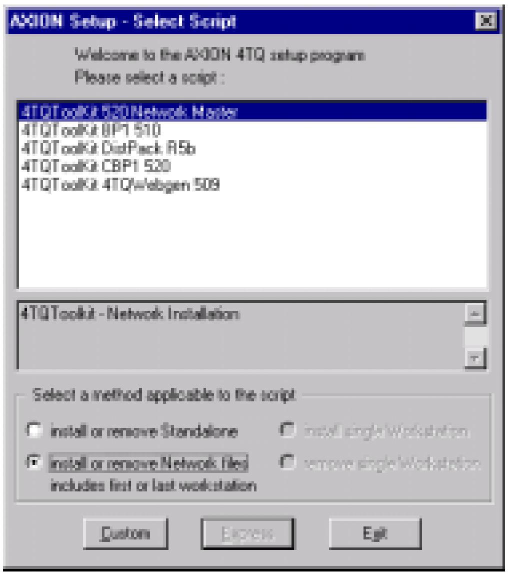
Records

The Record Path is only used by the 4TQ Word-Processor template macros. This directory is used to store the reference files used by the macros and also the MacroLog.csv file which records the generation of Process Report Documents. Users who will generate documents from 4TQFlow will require Read / Write access to this directory.

WebGen

The WebGen Path defines the default target location of the HTML files generated by 4TQWebGen.

Dedicated Server Notes:



The Software must be installed from a Workstation connected to the Server.

- Map a Drive(s) to the location(s) on the Server that you wish to install the applications. Make sure the Drive identifiers are same one that will be used by the other workstations. Ensure that you have full rights to the mapped network drive, and the local machine's Windows and System directories and the registry.

- Close all other applications on the workstation.

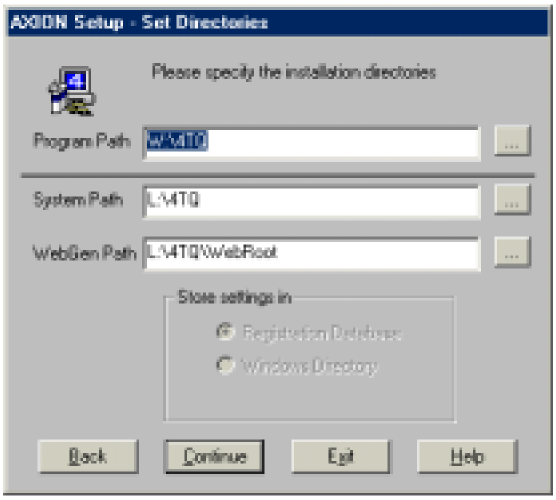
- Disable virus-checking utilities.

- Run the Setup.exe program from the CD-ROM's QuickStart Menu
- If a Select Script dialog appears then

Select the "Network master" script, click the "**install or remove Network files …**" Radio button and Click the Custom button.

If the Express or Custom dialog is displayed, select the Custom Option and then select the Network Installation Option.

If you are performing a Standalone installation the Custom installation dialog will be displayed. If you are performing a Network Installation the **"Set Directories**" dialog be displayed as shown below.



- Click the "**Set Directories**" button (if required) and set the files locations as required. If you selected the "install or remove Network files…" the Set Directories dialog will automatically displayed.

An explanation of the use and rights required for each directory is included at the start of this document.

The Program Path sets the location of the application's executable components and users only require read execute access to this directory. Changing the Program Path will update all the paths listed below it

The System Path sets the main location of the user data area. In general terms users require write access to this folder and it's sub folders. Altering the System Path will update all of the paths below it. **Always ensure that all of the path locations include a directory, avoiding the use of the "root" directory of a drive.**

The Browse buttons on the right of each field can be used to navigate and select the required directory locations if they already exist.

When all of the directories have been set as required Click the **Continue** button to return to the Custom Installation dialog. The path information is recorded and used to setup each workstation. It is important to enter this information exactly as required as this information is recorded on the server's script copies and will be used by the setup program for each workstation.

- Click the **Install** button.

  The Setup program will record its actions in a text file (setup.log), in the temporary directory, on the installing workstation during installation. If the installation is successful, the setup.log file is moved (appended) to the 4TQ-application directory.

  The Setup.log file may be reviewed in a text editor.

- After the Setup program has completed, test the application(s).

Special note for Novell server installations

If you have installed the 4TQ program files on network where they will be shared by a number of users you must change the Novell attributes of all .exe and .dll files in 4TQ program directory to ReadOnly and Shared.

Workstations must now be installed from the network 4TQ directory. Follow the Workstation Installation Notes for each Workstation in turn.

Workstation Installation Notes:

The 4TQ applications must be correctly installed on your server before attempting to install any Workstations.

To install the 4TQ applications on a Workstation follow the steps below.

- Log-on to the network.
- Close all other applications on the workstation including Anti-virus applications.
- Map the required Drives to the locations of the 4TQ applications on the Server. Ensure the Drive identifiers used are the same as the Drive identifiers used during network installation procedure.
- Run the setup.exe program from the 4TQ-application directory.
- Select the desired script for this workstation, check the **install single Workstation** option and then click the Express button.
- Wait for the program to complete and the application(s) to be displayed.
- Check the user's permissions are as required.

Workstation Un-install Notes:

To remove the 4TQ applications on a Workstation follow the steps below.

- Log-on to the network.

Map a Drive to the location of the 4TQ applications on the Server. Ensure the Drive identifier used, is the same as the Drive identifier used during network installation procedure.

- Run the setup.exe program from the 4TQ-application directory.
- Select the desired script to be removed, check the **remove single Workstation** option and then click the Express button.
- Wait for the program to exit.

Peer to Peer Notes:

If the PC that will act as a file server for 4TQ applications is running Windows95/98, please refer to *Special Windows95/98 Server notes* below.

- From a workstation, map a drive identifier to the location on the Server machine, where you wish to create the 4TQ applications directory structure. Make a note of the Drive identifier you use. You must use the same identifier to install all of the other workstations. Ensure that you have full rights, to the mapped network drive, and the local machine's Windows and System directories.
- Close all other applications on the workstation.
- Disable virus-checking utilities.
- Run the Setup.exe program, and select the Custom option.
- Select and click the "**install or remove Network files.**" button.

  The Custom installation dialog will be displayed.
- Click the "Set Directories" button alter the file location to the required mapped network Drives and paths. Ensure that the application directory (default: C:\4tq) is located in a directory under the Mapped drive. **Do not install 4TQ applications into the root of a Mapped Drive. Always install the software in a Directory (folder) of a mapped Drive**
- Click the **Install** button.

  You will be prompted to change disk if required.

  The Setup program will record its actions in a text file (setup.log), in the temporary directory (environment variable TEMP or TMP), on the installing workstation during installation. If the installation is successful, the setup.log file is moved (appended) to the 4TQ-application directory.
- After the Setup program has completed, test the application(s).

You can now install the other Workstations directly from the network. Please refer and follow Workstation Installations notes below.

Special Windows 95/98/Me Server notes.

Windows95/98 does not support drive mapping (redirection) of a local hard disk. If your network consists of WindowsNT / 2000, and Windows95/98/Me machines, it is recommended that the application be installed on a WindowsNT /2000 machine. If this is not possible, and you wish to use the applications on the Windows95 machine that is acting as a Server, follow the steps below.

Note: 4TQExplorer must not share files with the other Workstations.

- From a workstation, map a drive identifier to the location on the Server machine, where you wish to create the 4TQ applications directory structure. Make a note of the Drive identifier you use. You must use the same identifier to install all of the other workstations. Ensure that you have full rights to the mapped network drive, and the local machine's Windows and System directories.
- Close all other applications on the workstation.
- Disable virus-checking utilities.
- Run the Setup.exe program and select the Custom option.
- Select and click the "**install or remove Network files.**" button.

  The Custom installation dialog will be displayed.
- Click the "Set Directories" button alter the file location to the required mapped network Drives and paths. Ensure that the application directory (default: C:\4tq) is located in a directory under the Mapped drive. **Do not install 4TQ applications into the root of a Mapped Drive.**
- Click the **Install** button.

  You will be prompted to change disk if required.

  The Setup program will record its actions in a text file (setup.log), in the temporary directory (environment variable TEMP or TMP), on the installing workstation during installation. If the installation is successful, the setup.log file is moved (appended) to the 4TQ-application directory.
- After the Setup program has completed, test the application(s).
- Exit the 4TQ applications on the Workstation.
- Move to, and Logon to the Windows95 Server Workstation.
- Run the Setup.exe program from the 4TQ applications directory.
- Select the Custom installation option.
- Select the Workstation installation option. (NB: Do not use the Standalone or Network Installation option.)
- Enter the Workstations User Name and Company Name.
- Wait for the program to complete.

You can now install the other Workstations directly from the network. Please refer and follow Workstation Installations Notes below.

Installation Notes for Microsoft Terminal Server

The 4TQToolkit installation consists of two steps. First the software must be installed on the server.

Once installed on the server a workstation installation needs to be performed for each client using the software.

Server Installation

1. When the CD is inserted the installation program begins automatically. Cancel the install immediately by selecting the Exit option.
2. Select Add/Remove Programs from Control/Panel.
3. Click Install button.
4. Click Next button
5. The system will try to locate a file called setup.exe. It should find the file on the CD. If a different setup.exe is located use the browse button to select setup.exe on the CD.
6. Click Next button
7. Select the “Install for this user only option”.
8. Click Install button.
9. The standard 4TQToolkit installation will commence. The 4TQToolkit must be installed in network mode. To do this select Custom Install followed by Network Installation when prompted during the installation process.
10. At the end of the 4TQToolkit setup 4TQExplorer and the 4TQToolkit help file are opened. Close these applications.
11. When the 4TQToolkit installation is complete click the Finish button on the Install./Remove Programs dialog.
12. The installation of the software on the Terminal Server is now complete.

Client Installation

1. Select Add/Remove Programs from Control/Panel.
2. Click Install button.
3. Click Next button.
4. The system will try to locate a file called setup.exe. The setup.exe that needs to be used is located in the 4TQ Program Directory (where the 4TQToolkit was installed on the server). Use the Browse button to locate this file.
5. Click Finish
6. The standard 4TQToolkit installation will commence. The 4TQToolkit must be installed in workstation mode. To do this select Custom Install followed by Install Workstation when prompted during the installation process
7. The workstation setup is complete when 4TQExplorer and the 4TQToolkit help file are opened.