



SIGHTBASE

360

Bridging the **gap** between data,
action and accountability.

Overview

KEY FEATURES

CoreView

Get a clear view of your KPIs as well as the linked tasks and actions required to drive success.

CoreAction

Manage actions as well as follow-up to drive accountability. Close the loop on the actions that will drive success.

CoreStandard

Develop, clarify and manage the critical standards that your people need to follow to ensure success.

CoreTrain

Publish critical standards, track and manage training, and audit the skill sets of your staff to ensure their performance supports their success.

InSource® is a comprehensive software tool-set used to identify and manage key performance indicators; guide actions and drive accountability; develop, distribute and train to operational standards; and track and manage training requirements.

Many software applications capture and present this type of data, but InSource® takes this data a step farther. InSource® integrates key reinforcement mechanisms we've refined from our work with clients over the many years — helping leaders respond to metrics, close the loop on actions, ensure that standards are in use, and know that critical training is completed.

Intuitive and easy to use, InSource® gives you insights about your operations — core metrics, issues, actions, standards, and training — to maintain a proper balance between managing your routines and driving sustainable increases in performance.

Using a web browser, the InSource® tool-set brings together a complete picture of the improvement activity in an organization. It ensures compliance and provides a clear line of sight between strategic and operational goals and the improvement activity underway to achieve those goals.



CoreView

KEY FEATURES

| | |
|-----------------------------------------|------------------------------------------------|
| Define KPIs and Review Processes | Draw out value from existing systems |
| Link KPIs to Actions/Tasks | Leverage health indicators and not just charts |
| Monitor, analyze and report performance | Use Alerts and Auto-Notifications to respond |
| Track impact not just progress | |

KEY BENEFITS

| | |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Quickly obtain a holistic view of business performance based on a single version of the truth | directly from the metric view |
| Instantly view KPI charts for analysis and forecasting | Gain productive insight into the factors contributing to overall performance and to specific KPIs |
| Launch actions and tasks | Drive and sustain compliance |

KPIs AND SCORECARDS

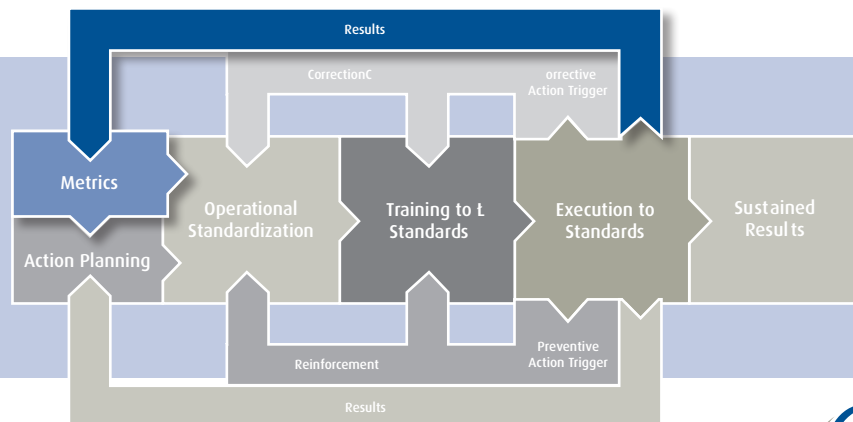
Identifying KPIs and organizing them into easily accessible Scorecard groupings provides visibility and accountability around both routine and improvement-performance management.

Depending on ownership and requirements, metrics can be focused on targets that maintain performance as well as improve it, by highlighting stretch goals. Use the same view to

turn recognition of a need for action into assignable tasks for oversight and follow-up. Unlike other products, InSource® links associated Actions/Tasks to indicators that are readily

accessible. This is a key requirement for driving accountability and ownership. The use of personalized views provides easy access and eliminates the need to have your data.

SYSTEM FOR MANAGEMENT™



Bridging the gap between data, action and accountability.

CoreAction

KEY FEATURES

| | |
|-------------------------------------------------------------------------------|------------------------------------------------|
| Actions linked to KPIs | Search capability |
| Status and progress monitoring of actions and their impact on KPI performance | Root-cause analysis and integrated 5 Whys tool |
| Alerts and Auto-Notifications | |

KEY BENEFITS

| | |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Enable fact based decision support | Establish two-way feedback for continuous improvement and compliance through the closed loop system |
| Quickly plan, execute and monitor actions/ tasks right from the KPI view | Keep individuals and teams organized and on the same page |
| Ensure that action is being taken on critical issues | Drive and sustain compliance |

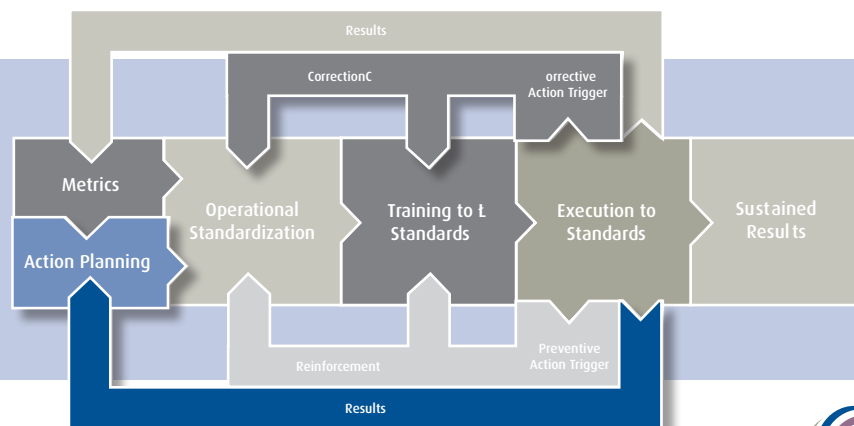
CoreAction is an action management tool within InSource® that is integrated with CoreView (metrics management) to drive a systematic and sustainable approach to standardization and performance improvement.

It encourages a best practice approach to action accountability and helps organizations identify, manage and track the actions/tasks necessary to ensure goal attainment. Specifically, CoreAction ensures that actions are focused on performance gaps and assures that actions are effectively

and efficiently managed to completion. When an issue requires more detailed analysis before deploying actions, you can leverage CoreAction’s built-in problem-solving tools (like “Root Cause Analysis” and “The 5 Whys”) to capture and document work in process as well as tasks and results. And, an

integrated audit function supports long-term results analysis. SightBase 360 serves as the one place where the history, activities and files are located... no more searching through countless locations for where you stored that critical file.

SYSTEM FOR MANAGEMENT™



Bridging the gap between data, action and accountability.

CoreStandard

KEY FEATURES

| | |
|-------------------------------------------------------------|---------------------------------------------------------------------------|
| Document versioning – publish and retire with notifications | Management of externally sourced documents Rule-based approval process |
| Picture and video elements easily loaded and managed | Integration with training management |
| Managed delivery via web browser | |

KEY BENEFITS

| | |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Track Proof of Compliance with versioned documents, training records, and audit verification | Easily access, manage, and track revisions made to standards and manuals |
| Easily embed pictures and videos | Ensure individuals are kept informed on new or updated standards using auto-notifications |
| Engage employees by providing pictures and video along with written text | |

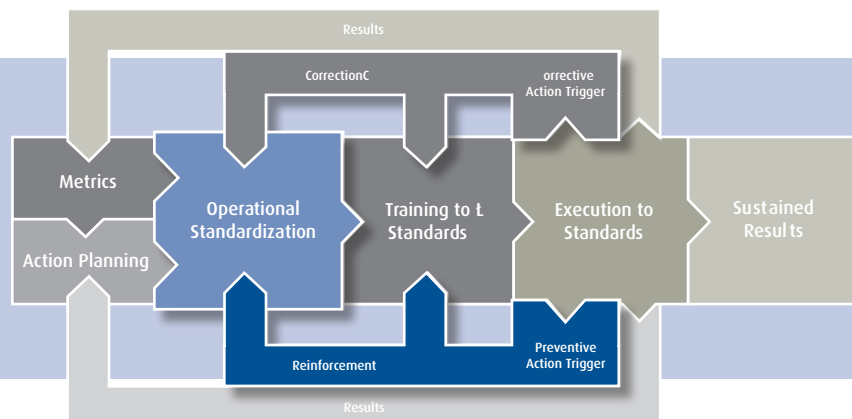
CoreStandard delivers a new level of integrated standards development, management and availability to the end-user.

Standards are developed and modified easily by loading content, including pictures and video, and having the system handle consistent formatting. Status is managed using rules-based

approvals and versioning. Integration to CoreTrain ensures that changes to standards are communicated to trainers and leaders as they are approved. These standards can then

be leveraged across the enterprise through the standard WebViewer interface using pictures and video.

SYSTEM FOR MANAGEMENT™



CoreTrain

KEY FEATURES

Intuitive framework
 Cross-functional tracking
 Training and reinforcement management
 Training requirements forecasting
 Audit functionality

KEY BENEFITS

Assign, track and reinforce training all in the same system
Enter one-time or recurring training requirements using an intuitive interface
Understand your training and reinforcement requirements ahead of time to avoid potential conflicts
Ensure compliance through built-in audit reporting
 Keep individuals informed of changes to standards and requirements through **automatic notifications**

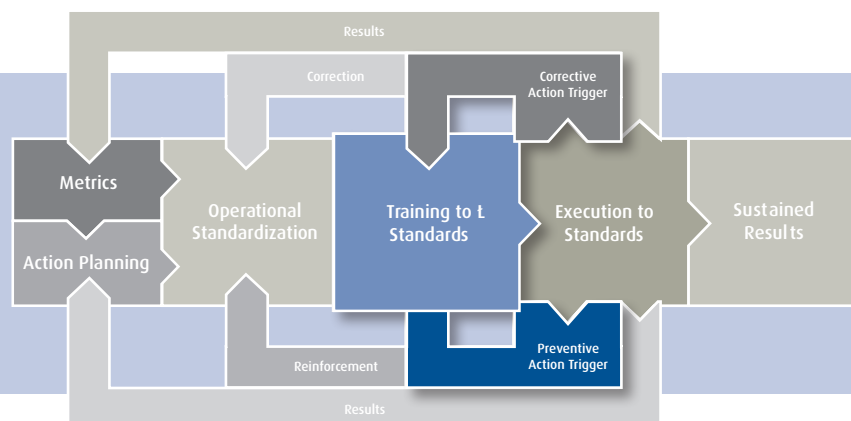
CoreTrain is constructed around an intuitive matrix interface used by trainers and leaders to manage employee training and reinforcement.

The system's built-in alerts notify users when an updated standard has been published or when a team member needs retraining. Eliminate the manual process of managing

training compliance with complex spreadsheets. With CoreTrain you can monitor and update your training and reinforcement requirements easily from web browser on any device.

Built-in reports help identify the use and frequency of particular standards as well as verify reinforcement of pre/post-training knowledge, fluency, and understanding.

SYSTEM FOR MANAGEMENT™



Reinforcement

Key Features

| | |
|------------------------|------------------------------|
| Process driven | Auto Alerts and Notification |
| Centralized repository | Audit functionality |
| Powerful reporting | |

Key Benefits

| | |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Execute a dynamic review and reinforcement program | Track compliance through audit reporting |
| Reduce data consolidation and analysis time and effort | Ensure that individuals are notified on actions that need to be taken using auto notifications |
| Access real-time performance information and reporting | |
| Take corrective actions before failure results | |

Organizations typically turn to technology and process improvements to achieve gains in performance. Both can be great investments.

And when scoped and deployed properly, they can yield positive returns. Yet, statistics show that initial gains rarely last year-over-year. In fact, a recent study conducted by the Manufacturing Leadership Board indicates that 91% of a firm's initiatives are unable to sustain cost savings over three (3) years. The SightBridgeSM Team has identified why this failure rate is so high — because companies fail to ensure that the tools and processes deployed are integrated into the management processes of the organization that people rely on. SightBridgeSM helps clients move from the failure side of this statistic to the

success side, not only to sustain gains but to increase cost savings as the client's program matures.

In reality, technology and processes are inorganic. To-date, no one has invented a business execution system that responds dynamically and repairs itself so that the human beings who consume its outputs continue to value it. **People are not only the common denominator, but they are the most important factor to ensuring our business systems function effectively.**

Both technology and process improvements must be designed to provide three key interface functions for people. As a user, what I need is:

1. **Awareness** – to make me understand that there is an issue
2. **Engagement** – to keep me involved until the issue is resolved
3. **Prompting** – to check to see if I'm doing what I said I would do

Continued on next page

Reinforcement

KEY FEATURES

| | |
|------------------------|------------------------------|
| Process driven | Auto Alerts and Notification |
| Centralized repository | Audit functionality |
| Powerful reporting | |

KEY BENEFITS

| | |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Execute a dynamic review and reinforcement program | Take corrective actions before failure results |
| Reduce data consolidation and analysis time and effort | Track compliance through audit reporting |
| Access real-time performance information and reporting | Ensure that individuals are notified on actions that need to be taken using auto notifications |

Continued from previous page

Additionally, these three interface functions must be integrated into how a business operates. Dependencies have to be built into job functions at both a personal and group level. The program must be designed to clearly translate the goals at various levels, to expose and drive accountability, and most

importantly to serve as a reinforcement mechanism.

SightBridgeSM focuses effort on ensuring these three interface functions are established, and that a systematic means (our System for Management) reinforces the actions necessary

to sustain and increase gains in performance over time. InSource[®] serves as a baseline tool for setting the routines and behaviors that need to be reinforced to create intentional company culture. That acts intentionally to generate sustained positive results.

SYSTEM FOR MANAGEMENT™

