

# Succeed with Your Business Processes

Gluu helps your organisation to make any business process and recurring task easier to understand, execute and improve. Go from initial process mapping to ongoing compliance monitoring and improvement with three products in one integrated platform.

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## UNDERSTAND

Make recurring work easier to [understand](#) for any team member.

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### Features

#### Process Mapping

- ★ **Process Hierarchy:** Manage from 1-1.000 processes in a single place.
- ★ **Process Drawing Tool:** Simple to use, collaborative and browser-based. Export as .jpg or .svg (Visio).
- ★ **Role-based Flows:** Map activities to roles to show responsibilities.
- ★ **Reuse Processes and Activities:** Show which processes that start and end a process.

#### Role Library

- ★ **Manage Roles Separately:** Assign rights to manage roles, so you avoid duplication.
- ★ **Job Descriptions:** Build dynamic job descriptions with processes, people and responsibilities.
- ★ **Role Based Updates:** Update on process changes based on role.

#### Work Instructions

- ★ **In-page Rich Editor:** Create and edit by clicking into the page. Connect to add file references to avoid duplication.
- ★ **Video and Images:** Drag and drop to add video and images to your work instructions.

#### Change Control & Rights

- ★ **Automatic change tracking:** Changes in processes, work instructions and editors.
- ★ **Manage Rights by Process:** Assign separate owners and editors to each process.
- ★ **Manage Rights by Feature:** Allow separate users to manage hierarchy, roles and users.

### Benefits

- See how processes are related in real time.
- Ensure a single consistent mapping format.
- Clarify roles and responsibilities.
- Insert processes and activities as building blocks in other processes to avoid duplication.
- Make performance reviews more accurate with a clear understanding of process responsibilities.
- Onboard new staff faster.
- Personalize the communication of changes in your way of working.
- Common styles for e.g. risks ensure consistency and ease of use.
- Make visual guides, record screen tours and record experienced team member's instructions.
- Save time by avoiding manual change logs.
- Maintain a full revision history.
- Delegate process ownership.
- Centralise the management of your process hierarchy.

## EXECUTE

Ensure tasks are [executed](#) in time, by the right role - in the work situation.

### Features

#### Tasks & Checklists

- ★ **Recurring Tasks:** Add case-based, daily, weekly or monthly tasks to any activity. Set tasks to show in specific periods, or create cases. Add to your calendar, or show in app.
- ★ **Task Monitoring:** Get an email if a task is not done.
- ★ **Task History and Reporting:** Filter by time to see full task log. Customise and print task reports.
- ★ **Timezones:** Set timezone by task to manage distant work.

#### Webform Builder

- ★ **Common Form Library:** Create reusable forms using many different field types.
- ★ **Add Webforms to Tasks:** Distribute and record forms with tasks.
- ★ **Add Webforms to Activities:** Capture structured data on specific activities.

#### Android and iOS Apps ↓

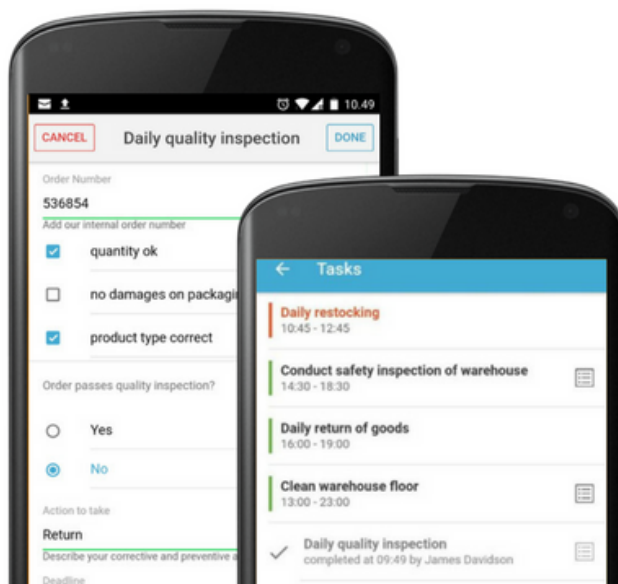
- ★ **Log Tasks:** See tasks at the right time and log them as complete.
- ★ **Add Photos, Files and Comments:** Add issues, ideas and questions in the work situation.
- ★ **Work Instructions:** Show your text, video and images.

### Benefits

- Management doesn't have to follow up on tasks since they will be informed if something is NOT done.
  - Staff doesn't have to remember important, regular tasks.
  - Tasks are sent to roles, not individuals, so they will not be lost if somebody is absent.
  - Get a detailed report on how each process is being executed.
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- Digitise any paper form by yourselves with no IT development.
  - Ensure important registrations are done and captured.
  - Capture data for compliance needs such as ISO and GDPR.
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- Complete tasks and registrations directly on the factory floor or on the road.
  - Document quality errors with photos right in the work situation.
  - Make your processes simple to use and easy to access for anybody.

*"Our process setup has gone from being a paper tiger to something that's alive."*

Claus Schmidt-Laugesen, CEO, Ennova



## IMPROVE

Drill down to find ways to [improve](#) your processes.

### Features

#### Compliance Dashboard

- ★ **Real Time Process Overview:** Worst performing processes show first. Select any process by time range and drill down to activity level.
- ★ **Activity Level:** Filter processes by number of comments, changes and modification time.

#### Communications

- ★ **Comment on Activities:** Let users comment on any activity and let process editors reply.
- ★ **Create Labels:** Create common labels and allow users to flag comments for follow up.
- ★ **Agree / Disagree:** Make decisions with a single click.
- ★ **Close / Open comments:** Hide comments and issues that have already been resolved so they are only visible to editors.
- ★ **Filter:** Filter comments by time range and label.
- ★ **Get Notification Emails:** Get hourly, daily or weekly digest emails with comments to any activity that you follow.

### Benefits

- Monitor process compliance in real time.
- Focus your audits on problem areas.
- Uncover process managers that are not being active.
- Reduce the number of emails and meetings.
- Capture ideas, questions and issues from frontline personnel - in the right context.
- Collect topics to discuss in regular reviews.

*"According to our calculations, just 300 fewer paper forms a month can pay for our [factory's] full investment in the Gluu platform. This is in addition to all the other improvements we find."*

Jacob Lund, Factory Manager, RPC Superfos Randers

#### More information:

Website: [www.gluu.biz](http://www.gluu.biz)

[Help Center](#)

[YouTube Channel](#)

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