Horus ISO QM Plug-In

Sustainable corporate development based on international standards

Why ISO Quality Management?

The adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on international standards are [Source: DIN EN ISO 9001:2015]:

- the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements
- facilitating opportunities to enhance customer satisfaction
- addressing risks and opportunities associated with its context and objectives; and
- the ability to demonstrate conformity to specified quality management system requirements.

ISO revision – new „High Level-Structure"

Horus offers the apposite software and method to the new "High level structure", allowing an ideal support during the gathering, analysis, optimization, and documentation of the processes and therefore meeting the requirements of the revision.

Horus enables enterprises to model their processes and to get an overview of the overall procedures, providing the utilization of each employee's process-driven knowledge and in turn a systematic knowledge management.

To ensure the process-oriented risk management, predefined risk factors are being allocated to the processes and all relevant data is being gathered, thus accomplishing a transparent company structure and an ongoing monitoring of the processes.

Approach within Horus ISO Quality Management

„High Level-Structure" in practice – Combination of Horus Method and Software Tools

Horus subdivides business process engineering into four phases: the preparation of the engineering project (Phase 0), the strategy and architecture phase (Phase 1) to study the strategic aspects and definition of enterprise and system architecture, the detailed business process analysis (Phase 2), and the subsequent usage of the model (Phase 3). The Horus Software Tools provide the relevant model types.

	ISO „High Level-Structure“	Horus Method	Horus Software Tools
Phase 0 and 1	1. Scope		
	2. Normative references		
	3. Terms and definitions	Glossary	Glossary
	4. Context of the organization	Context analysis	Context model | Supply- & Service model | Objective model
	5. Leadership	SWOT analysis	SWOT model
		Strategy analysis	Strategy model | Key figure model | Risk model
		Enterprise architecture	Business process architecture model Strategic Business object model Strategic Business rules
		System Architecture	System architecture model
Phase 2 and 3	6. Planning	Structure analysis	Object model | Business rules
		Procedure analysis	Procedure model
		Organization structure analysis	Organization model | Roles / Resource model
		Key figure analysis	Key figure model
		Risk analysis	Risk model
	7. Support	Documentation	Conventions / Templates
		Knowledge Management	Procedure model
	8. Operation	Process implementation	Procedure model
	9. Performance evaluation	Business Performance Management	Maturity model | customer satisfaction | Supplier assessment
	10. Improvement	Process Evolution	Procedure model | Social Lab

Process implementation as a challenge

Abstract Implementation of Business Processes

The majority of BPM solutions that can be found in the market today place the execution of business processes at the center of their consideration. This is obvious at first glance, as the greatest optimization potential will be expected here. With this optimization potential in mind, modeling languages are propagated at the business process level, allowing a simple and ideally bidirectional mapping of business processes in an executable form. As convincing as this approach may sound, it nonetheless holds serious drawbacks, as the possibility of a bidirectional mapping of the respective models comes at the expense that the professional business modeling language is oriented toward the requirements of a future implementation. The Horus method follows a completely different path here, because the abstraction of implementation issues represents a very important requirement for a modeling procedure that should be applicable for all members of the business community.

Physical Implementation of Business Services

Virtualization, which is implemented during abstract business process implementation, undoubtedly offers great advantages when abstracting from aspects of a specific physical implementation of services. In terms of a holistic BPM approach, it merely defers the problem to a deeper level. It must be correctly noted, however, that the deferral is accompanied by a drastic reduction in the complexity of the implementation.

The most significant forms of physical implementation of business services in practice are:

- Organizational directives
- Conventional implementation in a legacy environment
- Implementation in a Service-Oriented Architecture (SOA)
- Introduction of packaged application software

Implementation in a Service-Oriented Architecture

Service-Oriented Architecture (SOA) allows a natural form of business service implementation. This means that the majority of professional business modeling constructs also find a correlation in SOA methodologies and tools.

Horus model	SOA component
Process model	Service Bus und BPEL/BPMN process management
Business units and orga nization model	Identity management
Resourcemodel, competencies and areas of responsibility	Identity- und BPEL/BPMN process management
Object and entity model	Master Data Management, operational and analytical databases
Rule model	Business rule management
Objective, strategy and key figures model	Business activity- and performance management

Corresponding model types and methods used in the Horus Method and well-defined links between models enable successful knowledge management, rapid process implementation and continuous improvement.

Style Sheets

Predefined style sheets for processes, test cases, and user instructions facilitate the definition of modeling conventions.

Templates for structuring

The perspectives of the Balanced Scorcard are used to classify corporate goals, strategies, measures, and risks, and thus they structure and clarify models that seem confusing at first glance. In addition, they also serve as a template that ensures that none of the perspectives are neglected in the analysis. The result is having more complete models of higher quality

Best Practice-Templates

Predefined modeling patterns, maturity models, customer satisfaction models, and supplier assessments enable the rapid development of own models.

Best Practice-Dashboards & -Reports

Predefined quality metrics for monitoring the quality of the content created and reports to cover extended requirements in the reporting facilitate the implementation of regulations in the documentation.

Commercial Framework

Licensing	Private Community
Requirements	Horus GRC+
Horus Alliance	Horus Alliance Partner im Web: www.horus.biz/de/partner
Note	Downloads for Horus freeware products can be found on the Internet at www.horus.biz/download The listed products are trademarked and belong to the respective owners. Our partner for die Cloud infrastructure: www.hetzner.de

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