Greenline
Standardising Success

promapp
smarter processes

Business Benefits:

- Visual mapping tool makes processes easy to understand

- A streamlined programme that works across all business units

- An efficient tool that eliminates duplications

- Good staff engagement

- User-friendly – easy to pick up and maintain

- Standardised processes drive quality and consistency

- Single source of truth for business processes

To gain the gold-standard of triple ISO accreditation, commercial shade-sail manufacturer and installer Greenline needed to meet stringent criteria and pass an external audit.

Much of the Australian company's work comes from government contracts, including schools and hospitals, so it was important for them to have the internationally-recognised certification.

Greenline's Systems Manager Huxley Wallace says that having the three ISO certifications (environmental, quality assurance and occupational health and safety) is a symbol of trust – "It shows that we take risk seriously."

To gain certification, Greenline needed to prove that their manufacturing and safety processes would pass the test. Although their processes met the standard, their existing process management system wasn't up to the task.

Deciding to start from scratch, they implemented Promapp – and it has now become an essential part of the business.

Process made Perfect

Run out of Wagga Wagga in New South Wales, Greenline has been manufacturing and installing shade sails throughout Australia for more than 20 years.

When it came to meeting the stringent criteria necessary to gain their ISO accreditations, Greenline realised its existing process management system was too clunky and difficult to manage.

Huxley describes the previous system as a one-size-fits-all model that had been slightly adapted to suit the company.

A consultant helping Greenline rewrite its ISO management system recommended Promapp as an effective way to manage business processes. Huxley was tasked with setting up and implementing the new system.

The business couldn't just stop while they rewrote all their processes so instead, staff were asked to write down what they were doing, as they were doing it, and the resulting processes were thrashed out at meetings before being recorded in Promapp.

GREENLINE

"It definitely took time to get everything written down, but it helped to green-light a lot of things quickly. It also removed a lot of double handling, which saves time in the long run."

Fit for Purpose, Fit for People

Greenline's existing processes were bulky, long-winded procedure documents that staff very rarely referred to. Various business units had different versions of each document, making double-ups and outdated information almost inevitable.

Shifting processes onto Promapp made accurate, up-to-date information accessible to all business units, making it far easier to find and eliminate errors and duplications.

As Huxley explains, it also made them easier to understand and use.

"Because it is so visual, it's a very powerful tool for engaging staff. Some people don't absorb information from a 20-page document, but when they see it laid out as a visual map it makes a whole lot more sense. As a tool, Promapp really resonates with people."

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>
> *Huxley Wallace, Systems Manager, Greenline*

Pinpointing Problems

Because Greenline now has a single standard for every process, they can pinpoint the cause of a problem when it arises.

Greenline uses Promapp's Improvement Module to investigate reported issues and then creates actions to solve the problems. And, thanks to its notification feature, everyone who needs to know about the change is alerted immediately.

"You can see if a problem is addressed in the process. If it isn't, Promapp lets us update that process straight away. It's a very user-friendly tool, easy to pick up and maintain."

Huxley says that in 2016 the company had 118 issues reported. Thanks to the new standardised process system, these have all been addressed.

"You can be reassured that an issue won't happen again, because it has been fully addressed efficiently and everyone has received the correct information."

Transparency and Ownership

Promapp has introduced transparency into Greenline's process management, which helps staff take ownership of a process or module. This means staff are much more likely to follow up an issue and keep things up to date.

"When these process documents were stored in a cupboard or on an Excel spreadsheet, there wasn't that same amount of accountability," he explains. "It is that focus on transparency and ownership that makes Promapp such a powerful tool for changing and controlling business processes."

Improvements that Count

After implementing Promapp, improvements came quickly for the business. Top of the list was receiving the gold-star seal of approval, thanks to passing the audit and gaining triple ISO certification.

Not having certification would have put Greenline on the back foot when it came to tendering for government and large retail contracts.

"If we hadn't taken the steps that we did in terms of setting up a new IMS, we wouldn't have passed the audit, it's that simple," Huxley says. "Having the certification gives us a competitive edge, as people know we approach safety and environmental processes seriously."

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And Promapp will be useful in future, as new, process-focused industry standards are soon to be introduced in Australia. Greenline will be able to use Promapp to show how it is addressing safety and environmental risks, eliminating the need to produce big procedure documents and analysis.

"It's a much tidier way to do things," says Huxley. "If you can prove via a process that you're addressing what the standard wants you to address, you don't have to write a lengthy systems management plan."

For Huxley and the Greenline team, Promapp has exceeded expectations – in fact, he says it is the best piece of software he has ever used.

"It becomes a single source of truth for business processes."

Contact **promapp** today for a free trial or join an intro to Promapp webinar to learn more.