



## *SIM — Integrated Idea Management*

World Class Software Solutions for Idea Management,  
Suggestion Systems, Organizational Innovation & Employee Involvement

A best practice employee involvement process has a significant impact on an organization. Examples are:

- ◆ Supports key quality initiatives such as Lean Manufacturing, Six Sigma, Baldrige and ISO/QSO.
- ◆ Reduces costs and improves processes.
- ◆ Improves safety.
- ◆ Enhances customer satisfaction.
- ◆ Supports management goals and strategies.
- ◆ Increases employee satisfaction - Allows all employees to be involved and have a voice.

A well-designed software management system is the cornerstone to managing employee involvement. It coordinates information as well as simplifies and automates many clerical or administrative tasks – freeing up the administration staff or team to deal with more crucial management tasks. Adding on-line capabilities (such as those via an organizational intranet) allows all participants to have direct access to their information.

Our SIM software was created to manage the following areas of employee involvement:

- ◆ Suggestion systems or schemes
- ◆ Continuous Improvement (Kaizen)
- ◆ Team activities (e.g., self-directed, process improvement or corrective action)
- ◆ Safety programs
- ◆ Recognition – including nominated awards and drawings
- ◆ Using survey assessments to measure performance.
- ◆ Link inputs from suppliers and customers – total involvement!

Our experienced staff at Total Quality Systems Software Inc. will get the results you need. Since 1986 our staff has specialized in software solutions for employee involvement, working with over 250 organizations worldwide. Let us put that knowledge to work to solve your needs. *The rest of this brochure contains detailed information on our software products and is geared towards system administrators and IS personnel.*

### **SIM – THE SOLUTION TO MANAGE IDEA PROCESSES & RECOGNITION**

The **SIM** (Simplified Idea Management) software manages ideas from an unlimited range of sources – allowing key information to be shared across your organization. This can include traditional employee based suggestion programs and a wide range of other idea processes supporting organizational innovation.



#### **FIVE SOURCES OF IMPROVEMENT IDEAS**

- Employee Ideas & Suggestions
- Staff/Management Ideas & Continuous Quality Improvement (CQI)
- Employee Teams
- Customer Input or Complaints
- Supplier Improvement Ideas

The **SIM** process is an integrated set of software tools that:

- ◆ **EMPOWERS PARTICIPANTS** to be observant & creative by contributing ideas that further the goals of your organization.
- ◆ **SHARES INFORMATION** using optional on-line text or keyword-based queries, **SIM** allows the process to be a catalyst for future improvements. People use it as a method to research new opportunities based on existing information as well as avoiding duplicate effort.
- ◆ **FOCUSES ON MANAGEMENT GOALS/STRATEGIES** yielding the highest benefit to your organization.
- ◆ **COMMUNICATES** with participants via letters, e-mail, on-line status or reported information.
- ◆ **TRACKS STATUS** including people assigned review tasks (e.g., evaluators or team members).
- ◆ **MEASURES** with a powerful array of reporting tools based on benchmarking best practice employee involvement worldwide. Savings & expenses show areas that generate profit.
- ◆ **RECOGNIZES PARTICIPANTS** for their efforts via standard built-in awards (cash & points) or the optional AwardsPlus module.
- ◆ **AUTOMATES & SIMPLIFIES** repetitive tasks – saving clerical data entry time.
- ◆ **ADAPTS** to your organizational culture by program, site or specific user. The administrator uses flexible setup options to change how **SIM** works. Custom solutions can be created for unique needs.
- ◆ **INTEGRATES** with a range of **SIM** software components, allowing you to select the specific pieces that fit your process. Supports desktop databases or larger scale client/server databases (Microsoft SQL Server and Oracle) to manage any size organization.

### **EFFECTIVE REPORTING FOR ALL LEVELS**

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All levels of your organization need accurate and meaningful reports.

- ◆ Participants want feedback on submitted ideas.
- ◆ Teams need benchmarking and progress reports.
- ◆ Management, at all levels, must have reliable and timely statistics to assess overall program effectiveness.
- ◆ Employee Involvement administrators require reports to effectively manage the process.

*The **SIM** process allows management to quickly identify which of their areas are contributing as well as specifically which individuals or teams are participating.*

Too much information will be ignored & too little will be meaningless. Either situation can jeopardize your program. The **SIM** reporting process provides critical information for all levels of your organization. Key **SIM** reports are designed for integration with spreadsheet graphing tools and email distribution. Specific reports are designed for an automated link to merge letters or e-mail to notify participants of status (e.g., evaluators, team facilitators).

### **GETTING EVERYONE INVOLVED - GOING ON-LINE (VIA INTRANET OR INTERNET)**

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- ◆ Significantly reduces paperwork & clerical data entry time.
- ◆ Cuts turnaround times. People reviewing ideas (e.g., evaluators) can enter their results on-line & optionally identify the next person in the review chain.
- ◆ Improves overall satisfaction of participants. Our benchmarking found that the majority of people (if given access) prefer to enter their ideas on-line and check status.
- ◆ Participants can optionally research the database – spurring new ideas & avoiding duplicates. This can be a catalyst for innovation activities in your organization.
- ◆ Promote ideas from specified areas in your organization via campaigns. This let's managers highlight issues they want to focus on.

We still recommend allowing participants to use a paper form. Certain people may not want to use a computer or don't have easy access to one. Check out a demo copy of our **SIM-Net 6.6** on-line software up on our web site: [www.tqs-sim.com](http://www.tqs-sim.com) (under products find the section on SIM-Net & link to the demo). Call for a demo of our **SIM.Net 8.0** software.

## SIM-ADMINISTRATION MODULES – BUILD THE MANAGEMENT BACKBONE OF YOUR SYSTEM

Whether managing single programs (suggestions, teams or awards/recognition) or enterprise wide solutions, we have a SIM software management tool to fit your needs. After selecting an administrator module below, add any additional SIM software tools you need (described in the next section).



















- ◆ We offer a 60-day demo of **SIM** administration software version 6.6 (fully functional network version so you can test it yourself, on your systems).
- ◆ The **SIM** software easily adapts to a wide range of programs via special setup features, without custom programming. Let us show you how!
- ◆ All **SIM** software operates on Windows platforms (95, 98, ME, NT, 2000 & XP). Network based versions run on Microsoft, Novell & most servers.
- ◆ SIM-Net and SIM.Net Enterprise Web based on-line versions are designed for use with the Microsoft Internet Explorer browser (partial compatibility with Netscape) and run on Windows based web servers (e.g., IIS).
- ◆ All versions (except SIM-Basic) allow for employee on-line access to the system with passwords locking them out of user-defined areas.
- ◆ If you have specific needs not directly addressed by our products, we can create a custom software solution for you. After a review your specifications, we will provide a quote.

 <b>SIM-Integrated Idea Management</b> Administration Software Products for Managing Employee Involvement	<b>Award &amp; Recognition Management</b>	<b>Idea &amp; Process Improvement Management</b>				<b>Multi-User Access</b>		<b>Database</b>		
		Suggestions, Ideas, Lessons Learned, Continuous Improvement	Teams & Corrective Actions	Customer Complaints & Supplier Ideas	Multi-Program Feature	Network (LAN)	Browser (Web Based)	Desk top	SQL Server	Oracle
<b>SIM – Admin Module</b> (Version 6.6) – Full-featured version. Extensive reporting capabilities for all levels of management. Separate sites can be linked with an optional merge module.	Cash/Points <sup>1</sup>									
<b>SIM – Basic</b> (Version 6.6) - Suggestion system only management module for smaller organizations only managing employee ideas. Fully upgradable when your needs grow. <b>Software packages starting at \$1495 (North America).</b>	Cash/Points <sup>1</sup>									
<b>SIM – Team Tracker – Admin Module</b> (Version 6.6) – Ideal for organizations only managing process improvement teams or other team activities. Fully upgradable when your needs grow.	Cash/Points <sup>1</sup>									
<b>SIM – AwardsPlus Admin Module</b> (Version 6.6) – Award & recognition management for organizations without idea processes to manage.										
<b>SIM – Administrator Enterprise</b> (Version 7.0) <sup>2</sup> - Designed for large multi-site organizations to manage ideas using coordinators or administrators.							Use Sim.net 8.0			
<b>Sim.Net –Enterprise</b> (Version 8.0) – Next generation system integrates all idea or knowledge based activities into one enterprise wide system. Templates are custom defined by the user for each idea or recognition process. Built-in features include the SIM-Mail & AwardsPlus modules. Fully web-based.										Available Spring 2007

<sup>1</sup> Other awards handled using add-on SIM-AwardsPlus module version 6.6      <sup>2</sup> Use Sim.net 8.0 below for on-line situations.

## ADD BUILDING BLOCKS TO FIT YOUR SPECIFIC NEEDS

The suite of **SIM** software products lets you choose the tools needed to solve your current needs. Later, add other components as your needs grow or change. First select the key administration software component(s) from the previous section. Now select any additional components you need below.

<b>SIM – Software Additional Tools to Manage Your Process</b>	<b>SIM Administration Software Product Supported</b>				
	<b>SIM Admin Module</b> Version 6.6	<b>SIM Basic</b> Version 6.6	<b>Team Tracker</b> Version 6.6	<b>Awards Plus Admin Module</b>	<b>Sim.Net Enterpris e</b> Version 8.0
<b>ON-LINE PRODUCTS</b>					
<b>SIM-Net</b> - Using a WEB page (via the internet or organizational intranet), participants can directly enter new ideas or review idea status from a Microsoft Internet Explorer or Netscape browser. Basic e-mail feature included (some customers may still need SIM-Mail installed)				N/A	Built-in feature
<b>SIM-Easy</b> - A network based WINDOWS application that allows participants to directly enter ideas and check status. Ideal for smaller organizations that don't need a web based product.					N/A
<b>OTHER PRODUCTS</b>					
<b>SIM-Mail</b> – This module links SIM to your e-mail system. Correspondence can be automatically sent to: submitters, evaluators and other participants.					Built-in feature
<b>Team Effectiveness Assessment Module (TEAM)</b> – Unique survey module adds a critical dimension to team management by utilizing one-minute mini-surveys to diagnose team functionality.					Run as Separate Module
<b>SIM AwardsPlus</b> – Manages all employee awards & recognition including promotional items, plaques, recognition events, points, cash & gift certificates. It can be designed to interface with merchandise providers. It links awards to ideas in the <b>SIM</b> software & other user defined programs (e.g., anniversary awards, safety, & peer recognition).				Built-in feature	Built-in feature
<b>Source Code</b> – Available for North American customers who may have need to internally modify the SIM software.					

### ABOUT TOTAL QUALITY SYSTEMS SOFTWARE INC. – CREATORS OF SIM

Since 1986 Total Quality Systems Software Inc. (TQS) has supported customers worldwide by creating best practice software systems to manage employee involvement. TQS is located in Flagstaff, Arizona with other offices in Utah, Minnesota & the United Kingdom.

Our vision is to maintain our position as the premier provider of employee involvement software. We continuously improve our products and customer support – keeping them best practice. This assures our customer's employee involvement processes will effectively operate today and be compatible with future needs. Further, our annual Employee Involvement Forum creates a special experience to share & learn best practices from each other.

**Total Quality Systems Software Inc.**  
P.O. Box 30485 Flagstaff, AZ 86003-0485  
[www.tqs-sim.com](http://www.tqs-sim.com)

*Total Quality Systems Software Inc.'s mission is to facilitate organizations in developing enterprise-wide best practice employee involvement processes as well as processes that involve customer & supplier ideas. These processes significantly enhance the viability of the organization while improving customer & employee relations. We provide management systems to effectively support these goals.*

**Fax** 928.527.3886  
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**WE WANT THE FOLLOWING TYPE OF SYSTEM:**

**Administration Systems**

Stand Alone or Single User (Only One Person Can Access the System at a time)	
Network – Desktop Database	
Network – Client/Server Database (Oracle & SQL Server)	
<b>On-Line Systems (A Network Administration System is also Required)</b>	
On-Line – Network Based – SIM-Easy	
On-Line – Web Based – We run on our own intranet	
On-Line – Web Based – We want Total Quality Systems Software to host it for us	

**PLEASE LIST ANY SPECIAL REQUIREMENTS YOU HAVE:**

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**PLEASE SEND ME A SIM SOFTWARE DEMO:**

This software demo includes the standard Administration module. Other modules can be provided upon request. A copy of our on-line web based SIM-Net 6.6 demo is directly available from our [www.tqs-sim.com](http://www.tqs-sim.com) web site (it is a live database that you can directly access). Call for access to our SIM.Net 8.0 demo.

Description	Price
<input type="checkbox"/> SIM Admin Module (Version 6.6) 60-Day Demo - North America	\$35
<input type="checkbox"/> SIM Admin Module (Version 6.6) 60-Day Demo – International	\$60
<input type="checkbox"/> SIM.Net Enterprise (Version 8.0) - Demo	Call
<input type="checkbox"/> Literature	Free
<input type="checkbox"/> Information on Annual Employee Involvement Forum – We can also host this event at your location.	Free
<b>Total</b>	

**Payment Method:**

- Check
- VISA
- MasterCard
- American Express

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_