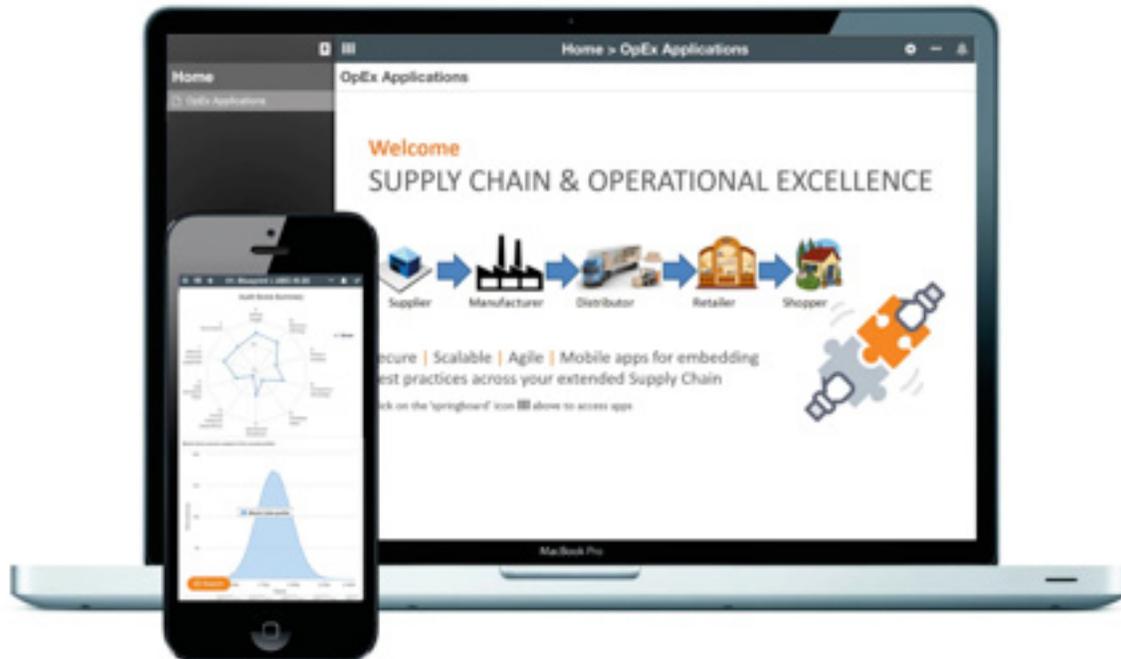




KT Cockpit

KT Cockpit is a set of business process apps for driving Operational Excellence across your business and extended Supply Chain, including KT Issues, Improvement Projects and Audits for continuous improvement.



SOLUTION OVERVIEW

KT Cockpit runs on a scalable Web platform, and delivers a portfolio of business and mobile “apps” that enable you to:

- **Assess** the performance of your Supply Chain to target areas where gaps exist and to develop plans for improvement
- **Develop** a register of all your suppliers to track and improve performance against agreed criteria
- **Identify** and implement projects that will impact delivery performance and collaboration across the Supply Chain
- **Track** and resolve all supply-chain issues to avoid disruptions and have contingency plans in place

| BUSINESS CONTEXT | RETURN-ON-INVESTMENT |
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| Businesses in all sectors face increasing competition where margins are tight | Apps provide a common approach, based on best-industry practices—a complete solution from end-to-end |
| Leaders are busy and constantly seek opportunities to manage more effectively and efficiently | Performance dashboards deliver real-time Executive visibility, control and confidence |
| Current IT systems, however, are often poorly designed, based on old technologies, are not integrated and difficult to use | The platform can be accessed from any device, from PC and tablet to smartphone— <i>anywhere, any time</i> |



OPERATIONAL EXCELLENCE APPS

The supply chain of any modern organization is a system of processes, functions, people, activities, information and resources that deliver products or services to customers. These activities are rarely all performed within the organization, but are reflected in the network and relationships with suppliers and channel partners to form an extended supply chain. The effectiveness and efficiency of the Supply Chain ultimately determines whether a business will survive and grow, or wither and die.

Operational Excellence is a leadership philosophy that focuses on the application of industry best practices, principles, systems and tools, which operate in harmony to achieve sustainable improvements, measured against target Key Performance Indicators (KPIs). The approach embeds continuous improvement methodologies, such as Lean Manufacturing, Six Sigma and Scientific Management. The focus of Operational Excellence is to drive “Excellence” in all core processes and a long-term change in organizational culture. This suite of apps provides a complete solution to optimize any supply chain and sustains improvements through an integrated operational-excellence program.

KT Cockpit consists of business-process apps for driving Operational Excellence across your operations and extended Supply Chain. Core apps include:

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| | <p>The KT PM Portfolio Manager app enables simple or complex projects to be captured, prioritized, managed, tracked and reported, using the KT best-practice Project and Portfolio Management process. Each project will follow a structured process: Initiation, Definition, Planning, Implementation and Close Down.</p> |
| | <p>The KT Issues app is used to capture, prioritize, analyze and resolve operational and project issues, or “open items.” Each issue follows the KT PSDM best-practice process: SA Situation Appraisal, PA Problem Analysis, DA Decision Analysis and PPA/POA Potential Problem/Opportunity Analysis.</p> |
| | <p>The Good Manufacturing Practice (GMP) Audit app provides a structured approach to the routine assessment of key areas of the business, from logistics and warehousing to manufacturing and planning. GMP Audits are often conducted using tablets as part of a “walk-around” of a specific area of the business unit.</p> |

Additional off-the-shelf apps are available to support all aspects of Operational Excellence

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| | <p>The Supply Chain Blueprint app is a strategic planning tool based on the Business Model Canvas. It provides the capability to achieve end-to-end Supply Chain Management through an assessment of the current state of performance across all core business processes. Improvements can be identified to bridge any key performance gaps and will ensure the adoption of best practices within all the business functions in the Supply Chain.</p> |
| | <p>The Process Assessment app is used to assess or audit core processes across the business, from Logistics, Manufacturing and Integrated Planning to HR, Finance and Sales. It is structured as a Capability Maturity Model (CMM), where Performance Levers, components of each core process, are assessed using a five-point “maturity” scale, from “not-defined” to “best practice.” Red and Amber indicators are then used to identify opportunities for performance improvement.</p> |
| | <p>The Key Performance Indicator (or Visual Dashboard) is used for tracking the performance of any part of the Supply Chain or any Supplier. It monitors and reports monthly indicators and compares them against expectations using a five-point scale to assess trends and current RAG status. R is Red (major concerns and corrective action required); A is Amber (risks need to be monitored closely); and G is Green (on-track).</p> |

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|  <p>PROCESS AUDIT</p> | <p>The Process Audit app is used to identify core business processes, assess current maturity and performance and identify opportunities for performance improvement, based on process maps for “As Is” and “To Be” states. It can be used across the entire value chain, from customers to suppliers, and from HR to Finance.</p> |
|  <p>CAPEX ASSESS</p> | <p>The Capex Assess app provides a register of all the capital assets within a business. It enables quick identification and tracking of all these important assets by type – facilities, equipment and vehicles— and location. This facilitates the process of inspections, maintenance plans and audits through a comprehensive set of records that are vital inputs for operational reviews and planning.</p> |
|  <p>IMPROVEMENTS</p> | <p>The Improvements app is a “plan on a page” that captures opportunities for performance improvement (strategic changes, new products and new markets entry) and tracks them through a systematic approach. It covers the cycle from idea screening and prioritization; planning and implementation; and to closure and measurement of the return-on-investment (ROI). Improvements are achieved based on the results of the Capability Maturity Model assessments and Process Audits.</p> |
|  <p>RAID REGISTER</p> | <p>The RAID (Risks, Actions, Insights and Decisions) Register app is used to identify, manage and resolve Issues. It is a core application for any business operation or project team, as it provides the basis for tracking performance-improvement actions, collaborating across functions and key stakeholders and sharing knowledge or insights.</p> |
|  <p>SRM</p> | <p>The Supplier Relationship Management (SRM) app provides a list of key suppliers (and stakeholders) for any business unit or team. Each Supplier can be assessed against agreed criteria, based on: Supplier KPIs, Contract KPIs, Capability Audit, Process Audit, Collaboration Readiness and Voice-of-the-Supplier. Performance plans can be jointly agreed and implemented.</p> |
|  <p>REVIEW BOARDS</p> | <p>The Supply Chain Review Board app is used to plan, track and report on regular (monthly/annual) Review Meetings or special events. This includes formal Supplier audits, Supply Chain risk activities and monthly Performance Review Meetings (PRMs). Priorities can be agreed, decisions analyzed and implementation plans put into action.</p> |
|  <p>OE CHAMPIONS</p> | <p>The OE Champions app provides a complete register of all Operational Excellence resources by location and capability level—yellow belts, green belts and black belts—to make sure that the business has the right people in the right place to achieve its process improvement goals. It guides personal-skills-development planning and aligns this activity to the core functional processes to make sure that OE champions are deployed across all key business areas.</p> |
|  <p>RISK REGISTER</p> | <p>The Risk Register app is a list of risks or potential problems across the extended Supply Chain, and is used to capture, identify and mitigate the priority business, operational and program risks. It is based on assumption-analysis, and includes Monte Carlo scenario planning. As a result, risks are assessed and managed in a systematic way through a set of preventative and contingent measures to address proactively each risk.</p> |
| <p>There are 100s of other SC&OE ON-DEMAND APPS<i>if you don't see what you need, then please ask!</i></p> | |

KEY FACTS

ACCESS

Access to the platform is via any modern browser (IE11, Edge, Chrome, Safari, Firefox, Opera+). The platform is mobile-optimized and so can be accessed on any device from PCs and tablets to smartphones. Off-line capability is enabled using csv export and import routines, or linked-in native apps.

APPS COMPLEXITY

Applications can range from simple list-based, stand-alone apps (e.g. Risk Register) to complex apps (e.g. Supply Chain Assessment) that are linked together, driven by workflow and synchronized to 3rd party systems via APIs.

APP BUILD

Certified AppBuilders use the integrated AppStudio to design, configure and deploy apps, using a systematic process within hours and with zero coding.

BUSINESS CONTINUITY

Many of the world's leading organizations and governments use the platform. Data is always held in a secure, encrypted environment, which clients control and can export at any time.

DATA INPUT

CSV import is used to complete a one-off migration of client data during set-up. Then, data is entered into the platform in 3 ways: 1) manual data input, 2) export/import via csv, and 3) real-time data synchronization with 3rd party systems via WebHooks/APIs.

DATA VALIDATION

Data-field parameters and logic based on field type will validate that data input is consistent and complete. Specific fields can be set to be mandatory. Specific input forms can be visible or hidden, using workflow based on user team or field values.

INFRASTRUCTURE

The platform is deployed in a Web-hosting environment as single-tenant or multi-tenant. Our default hosting partner is MS Azure, so deployments are instantly secure, scalable and stable.

INTEGRATION

The Softtools API is a JSON-based (JavaScript Object Notation) RESTful API with authentication via "OAuth 2.0 Resource Owner Password" flow with support for refresh tokens.

LANGUAGES

The platform is configured to enable the dynamic translation feature in modern Web browsers (e.g. Google Translate). This allows users in different regions and countries to work on a common platform in their own language. It is also possible for App Builders to "hard code" all system labels in local languages.

PERFORMANCE

Bandwidth of local wireless and wired-network connections or via 3G and 4G mobile networks largely determine speed of access. The size of the app will also determine how much data is transferred and will impact speed, as will the proximity of the database to the user (latency). Dramatic advances in Web technology continue to enable faster data-transfer speeds globally, and the potential to work off-line.

SCALE

The platform can scale from 1 app and user to thousands of apps and more than 1,000,000 users for a single client.

SECURITY

Banking, military and nuclear organizations worldwide use Softtools, which can be locked down to any level. Access to the platform is on a named-user basis, which determines what a user can see (security) and what he or she can do (permissions). Single Sign-On (SSO) is available as an option.

SUPPORT

Users gain first-line support from on-screen help. Internal Administrators provide second-line support. Certified Administrators are provided third-line support via phone, email and WebEx.

TRAINING

Users and App Builders are trained via Webinars or in workshops, using an "action learning" approach:

Level 1 - Basic User (2 hours)

Level 2 – Super-Users/Administrators (+2 hours)

Level 3 – Site Administrators (+2 hours)

Level 4 – Basic App Builders (+ 1 day), and

Level 5 – Advanced App Builders (+ 2 days).

