



A Functional Critique of Paradigm 3

The management of a corporation or organisation must cover three areas – namely governance, risk and compliance activities. These parts are increasingly being integrated and aligned to some extent in order to avoid conflicts, wasteful overlaps and gaps.

Corporate Governance describes the overall management approach and ethics through which senior executives direct and control the entire organisation, using a combination of management information and hierarchical management control structures. Governance activities ensure that critical management information reaching the executive team is sufficiently complete, accurate and timely to enable appropriate management decision making, and provide the controls to ensure that strategies, directions and instructions from management are carried out systematically and effectively.

Risk Management is the set of processes through which management identifies analyses and where necessary, responds appropriately to risks that might adversely affect realisation of the organisation's business objectives. The responses to risks typically depend on their perceived gravity, and involve controlling, avoiding, accepting or even transferring them to a third party. Organisations routinely manage a wide range of risks e.g. environmental, safety, technological risks, commercial/financial risks, information security risks, etc.

Compliance Management means conformance to stated requirements. At an organisational level, it is achieved through management processes which identify the applicable requirements (defined for example in company policies, procedures, instructions, laws, regulations, contracts, strategies, targets and objectives), auditing the process to assess the state of compliance, assess the risks providing information and recommendations to management and any corrective actions deemed necessary.

The above areas are closely related concerns, governance, risk and compliance activities are increasingly being integrated and aligned to some extent in order to improve profitability, sustainability, effectiveness and efficiency in an organisation.

A fully integrated management system uses a single core set of control material, mapped to all of the primary governance factors being monitored. The use of a single framework also has the benefit of reducing the possibility of duplicated remedial actions.

Paradigm 3 is a **business management system application** and is particularly relevant to **compliance management systems**. Every business operates a management system of some sort and in many

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industries the management system must comply with management system standards or regulatory requirements.

Paradigm 3 offers solutions to efficiently and systematically implement a management system to comply with commonly recognised **management system standards**, such as ISO 9001, as well as management system standards for environmental, health and occupational safety, accounting, legal, food safety, medical devices and pharmaceuticals.

Paradigm 3 is a specialised product for compliance management systems and therefore incorporates tools and features specifically designed to integrate and handle all the requirements outlined in the above standards, not just certain parts.

Management systems that comply with the above standards which are subject to independent audits, by way of **verifiable evidence**, essentially have the following elements.

- Firstly, the **management system needs to be defined**, (usually policies, manuals, plans, procedures, instructions, definitions). In all standards the defined system also nominates who does what, how and when. This means articulating the responsibilities and accountabilities of the people in the organisation.
- Secondly, the defined system spells out **how the organisation complies** with each element of the standard and what records will be maintained (job descriptions, responsibilities, authorisations, forms, minutes of meetings, improvements, etc.)
- Thirdly, there must be **evidence** that the defined system has been effectively implemented which means proof that the records are being completed at a timely manner.

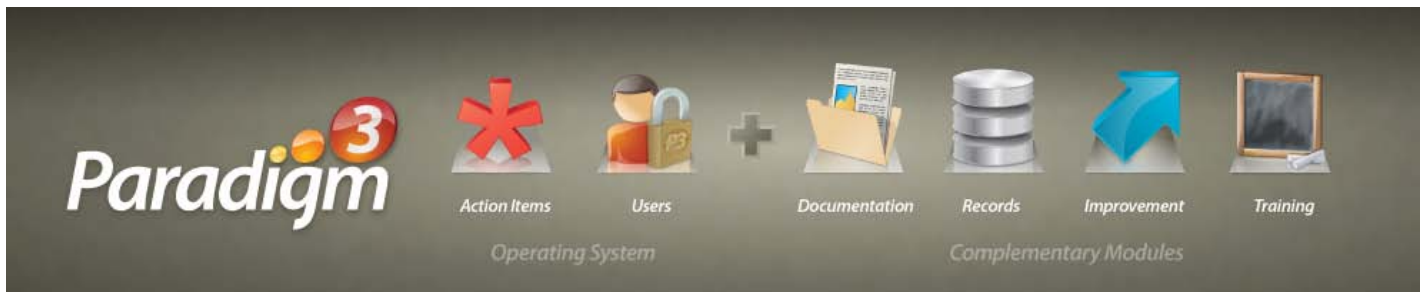
All elements collectively make the management system – they are interrelated, dynamic and require continual administration input to maintain. The challenge is to comply with the requirements as efficiently as possible and present information required to facilitate the management of the business.

Paradigm 3 delivers solutions to define and electronically record the supporting evidence to the above elements. This is achieved by Paradigm 3's purpose built modules and template styles.

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Integrated Compliance Tools

There are unique compliance tools in Paradigm 3 that are an integral part of the product design which streamline the development, implementation and maintenance of a compliance management system.

- Paradigm 3 has compliance relevant **insert fields** that are inserted into Microsoft Word documents. Insert fields are, for example, *version*, *item name*, *label*, *responsibilities*, etc. Insert fields automatically update and synchronise the document if any changes are made, and therefore if a hard copy is printed, the information matches.
- Paradigm 3 has a built-in **controlled and uncontrolled** hard copy management system. In an ideal world everybody should read electronic versions only, however this is not always possible. Therefore Paradigm 3 controls hard copy prints, tracks recipients, monitors controlled copies and uniquely identifies controlled prints.
- Paradigm 3 has a method of automatically updating documents with position title changes. Organisational structure changes are one of the most difficult parts of the management system to be maintained. As job titles change, implementing the change throughout the documentation is time consuming. With Paradigm 3, the title is changes in the **Users Module**, which is then automatically updated in all locations, as well as within documents. This eliminates the need for version updates.
- Paradigm 3 uses **Role** names that are user definable, so that the software can be adapted to your organisation's culture, rather than the organisation changing to the software terminology. For example, do you prefer *authoriser* or *approver* as a term to describe who has signed off on a document?
- Paradigm 3 can handle multi languages as a user preferred setting. A user can determine which language they would like to see the software displayed. This is designed to help users understand the software in their first language.
- Paradigm 3 has a unique cross-referencing system called **Para-Link[®]**. This allows linking within modules and across modules, so that from a procedure the resulting evidence can be accessed. If the items are moved or renamed, the link remains ensuring continuous integrity of the system.
- Paradigm 3's **notification system** is fully integrated so that users can look at the associated items at a click of the *Show Me* button. The correct version and items are displayed ensuring no mistakes.
- Paradigm 3's front **Work Management Processor[®]** screen is the window for users to interact with the software. In the Work Management Processor[®] they are notified of actions, and can list and look at

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information relevant to the position they hold. The feature is the most powerful way of demonstrating management system accountability and communication.

Work Management Processor[®]

Quality assurance refers to means of systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met. It is desirable to “build in” quality into the systems, rather than tacking it on as an afterthought. It is important to realize if processes are conducted the same way each and every time – in other words, if the level of compliance is *high*; the end result is more consistent and reliable.

The compliance technology developed in Paradigm 3 is called **Work Management Processor[®]** and is a registered trademark of Paradigm Software Pty. Ltd. In other words, Paradigm 3 is a processor to manage peoples’ work and makes the tasks easier.

Paradigm 3 uses a Work Management Processor[®] to define the various steps in a process and break down into discrete blocks; including the data input required and guides the decision-making process. The Work Management Processor[®] monitors the system and once a step is finished, automatically triggers and flags to the responsible person the requirement to carry out the next step. Thus the system monitors the progress of work, enabling improved effectiveness by rapid communication and efficient use of resources by defining the *exact* requirements of *each* step.

The **Action Items** module in the Work Management Processor[®] provides the user with a simple entry point into Paradigm 3. Rather than opening the application directly and be faced with the task of finding relevant information within the entire management system, the Work Management Processor[®] sorts out key information specific to the user. The user can quickly review the list of outstanding **Action Items**, look at a list of what the user has **last modified** and **switch to the application** as appropriate.

If the user then wants to start working on Action Items or go back to an item they were working on in the past, they can use the Work Management Processor[®] tools to go directly to the item location. In effect, the Work Management Processor[®] tool efficiently manages the user’s workload in relation to the management system.

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Paradigm 3 Modules

Operational Modules

Paradigm 4 has four operational modules, each with specific functions:-

A **Documentation Module** for management system document and form management.

A **Records Module** to capture all the necessary company information that is best recorded in database format. The record can be single or multiple pages

An **Improvement Module** for capturing information where multiple users add information in a systematic process flow. This module is used to manage activities that generally relate to continual improvement. The flow is arranged by designing steps and each step has a sign off. As a step is completed, notifications are sent to the appropriate person for the next step in the sequence.

A **Training Module** for capturing employee training information regarding qualifications, experience courses, skills, licences etc. The training record is based on a definition and a list of requirements against the definition.

Administration Modules

Paradigm 3 has two administration modules:-

A **Users module** to manage users', organizational structure and log on rights.

Action Item Module - a closed loop notification system that issues actions to staff. Completed Action Items become an integral part of the management system evidence.

Paradigm 3 Administration Tools

Event Management System

Paradigm 3 has a Event Management System that drives the management system. It allows an administrator to customize the work flows in each folder of each module to ensure the correct people and sequences are followed.

PowerTools

A system configuration tool to set and manage software settings.

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Style designer

A tool that allows System Administrators to design or adjust database styles to suit the company requirements in the Records, Improvement and training Module.

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