Gluu is one, integrated platform that makes business processes and tasks easier to understand, execute and improve.
Study shows that a lack of information flow from frontline to top management decreases profits by 40%.

Only 4% of problems are known to top managers.

9% of problems are known to middle management.
A study shows that a lack of information flow from frontline to top management decreases profits by 40%.

- 96% of problems are not known to top managers.
- 74% of problems are known to supervisors.
- 100% of problems are known to frontline employees.
Connect strategy to execution in an integrated flow

CXO sets strategy

VP sets objectives

Teams set goals

Individuals do tasks

• Value Stream
• Process hierarchy

• Process flows

• Work instructions and tasks

Ongoing feedback from frontline
Our mission
Make it easier to work the right way, than the wrong way.
25 opportunities to use Gluu in projects

Customer Experience:
- Clarify all customer touch points
- Save time with digital registrations
- Reduce IT licence and training costs
- Improve process efficiency
- Document batch quality

Cost reduction:
- Sustain a Lean programme
- Standardise work
- Find and document quality problems visually
- Manage preventive maintenance

Cost of non-quality:
- Prove that processes are followed
- Filter activities by compliance requirement
- Prepare for certification
- Remember all tasks
- Manage preventive maintenance

Compliance:
- Make employee onboarding succeed every time
- Ensure everyone knows what to do
- Conduct employee performance reviews
- Conduct and document e-learning
- Non-conformance reporting

Employee satisfaction:
- Make business processes transparent
- Digitize case flows
- Train for systems implementation
- Incident reporting based on process
- Prepare automation (AI and Robotics)

Digitalisation:
- See all high risk activities across processes

Risk management:
- Disaster planning
Three products that support the process journey

1. Understand flows, roles, work instructions and comments

2. Execute tasks, forms, cases, reports and apps

3. Improve dashboards, analysis, integrations
Gluu gives each employee role-based access to the right processes and work instructions from any place.
Draft implementation plan

Phase 1: Core team
Day 0-10
+1 process through Understand, Execute and Improve
- Train-the-trainers.
- Analyse potential.
- Create blue print.
- Setup process hierarchy.
- Agree on governance.
- Assign process owners.
- **Executive sign off.**

Phase 2: Business unit
Day 10-90
+10 processes through Understand, Execute and Improve
- Train process owners.
- Pilot with 10% of users.
- Owners map processes.
- Add guides and tasks.
- Manage portfolio.
- **Executive sign off.**

Phase 3: Company
Day 90-180
+100 processes through Understand, Execute and Improve
- 100% of users.
- Operations control and monitoring.
- **Annual reviews.**
Create and operate a process

- Create the process in the hierarchy
- Map the flow on roles
- Link other processes and activities
- Add/change work instructions
- Add/change tasks to each activity
- Create case templates
- Communicate this to colleagues
- Perform tasks and cases and comment

Add/change work instructions

Create case templates
Test and re-apply until the process is implemented as described – repeat several times to stabilize it...

1. Testing
   - Run
   - Comment
   - Analyze
   - Adjust

2. Testing
   - Run
   - Comment
   - Analyze
   - Adjust

3. Testing
   - Run
   - Comment
   - Analyze
   - Adjust
182 centers and HQ use 680+ processes more than 50K times annually.
"Gluu has removed our paperwork. Every year more than 25,000 tasks are completed and registered digitally via the app." Berry | Superfos

Used for quality, safety, cleaning, compliance and preventive maintenance.
Questions?

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