



From an audit point-of-view, how does your company keep track of recommendations? How does your company handle incident investigations? PHA findings? If the answer is using spreadsheets, word documents, or some other manual process then you need to consider cFlow, CSoft Technologies' workflow management system, as your company's solution.

In business today, activities may be divided into tasks handled by several different areas. Using workflow management systems can often control the relationship between tasks and their execution requirements. CFlow, CSoft Technologies' workflow management system, helps your company define its workflow processes and related tasks, implements the defined processes, and gives your company the flexibility it needs to change processes as business needs and information systems change.

CFlow provides the following benefits:

- ❖ Connects person-to-person e-communications with business process automation.
- ❖ Provides a mechanism to ensure that all parties who should be "in the know" are presented information in a timely fashion.
- ❖ Enhances capability to manage business processes. Mimics the organizational structure
- ❖ Provides for collaboration and shared knowledge. Facilitates quick process improvements
- ❖ Provides a centralized mechanism to assign tasks and confirm when they are completed by electronically requiring responses to the assignments
- ❖ Minimizes the flow of paperwork to complete a process and the possibility of lost paperwork causing the process to fail. Provides the capability to electronically note any questions regarding assignments
- ❖ Assign multiple backups for the workflows to ensure that an absence does not cause the workflow to halt.
- ❖ Powerful Ad Hoc reporting to be able to extract any data that is contained in the system.

The CSoft Work Flow System (cFlow) is designed for different workflow systems as below:

- ❖ Management of Change (MOC)
- ❖ Incident Tracking
- ❖ Recommendations/Action Plan
- ❖ Long Range Planning
- ❖ Service Request
- ❖ Behavioral/Safety Observations

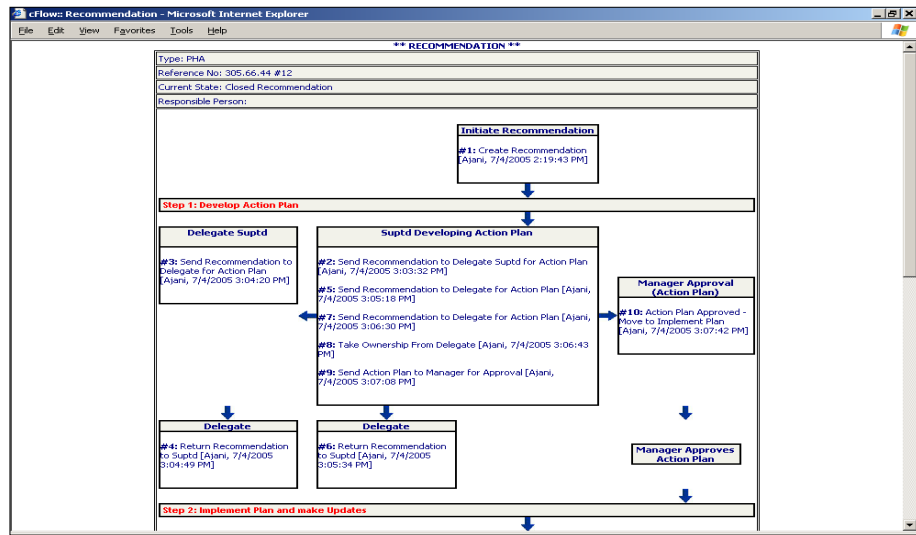
Incident Tracking

CFlow tracks the fact-finding report (FFR) process using a web-based workflow. Data entered into the workflow is stored in a database and is passed to the next user as the FFR progresses. FFR workflow benefits include:

- ❖ All incident information is electronically captured at the Process Unit Supervisor level
- ❖ Initial FFR information is immediately available to upper management
- ❖ FFR process distinguishes the mechanism for a formal incident investigation process
- ❖ Reduced potential for lost or misplaced incident paperwork
- ❖ Electronic initiation of the incident notification process
- ❖ Electronic distribution of an Incident and its details for involved parties (Plant Shift, Supervisor, Incident Investigation Coordinator, Joint Health & Safety and HSE)

The screenshot shows the CFlow web application interface. The top navigation bar includes the CSoft Technologies logo, the CFlow title, and a user profile for 'Doe, John' with a 'Set Backup' link. The main content area is titled 'Workflow: Fact Finding Report' and features a sidebar with navigation options: Dashboard, New FFR, Search FFR, My FFR, My Delegated FFR, My Watchlist, Reassign FFR, Change FFR State, Modify FFR, Configuration, and Reports. The main workspace has tabs for 'FFR Information', 'Environmental', 'Technical Details', 'Incident Investigation', 'Comments', and 'Documents'. The 'Incident Investigation' tab is active, showing three text input fields: 'Suspected Root Cause:', 'Immediate Corrective Actions Taken:', and 'Preventive Actions:'.

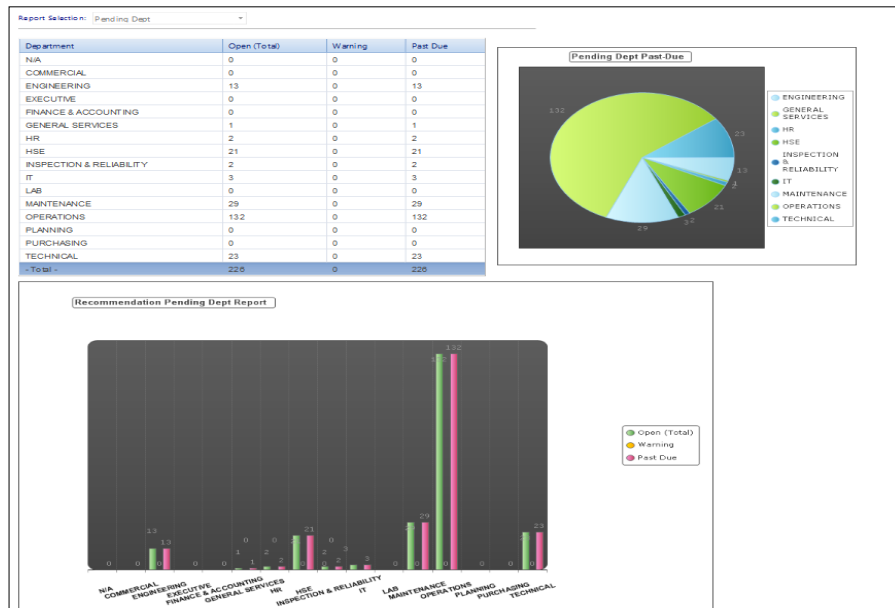
- ❖ Electronic reporting of incident and incident history.
- ❖ Ease of determining what is the current status of any incident.
- ❖ Capability for observing parties to comment on the incident throughout its lifecycle
- ❖ Special page to collect Title V information
- ❖ Graphic representation of the workflow
- ❖ Screen to capture data specifically targeted to your organization



Action Plan Workflow

CFlow tracks the recommendation process using a web-based workflow. Data entered into the workflow is stored in a database and is passed to the next user as the recommendation progresses. Recommendation workflow benefits include:

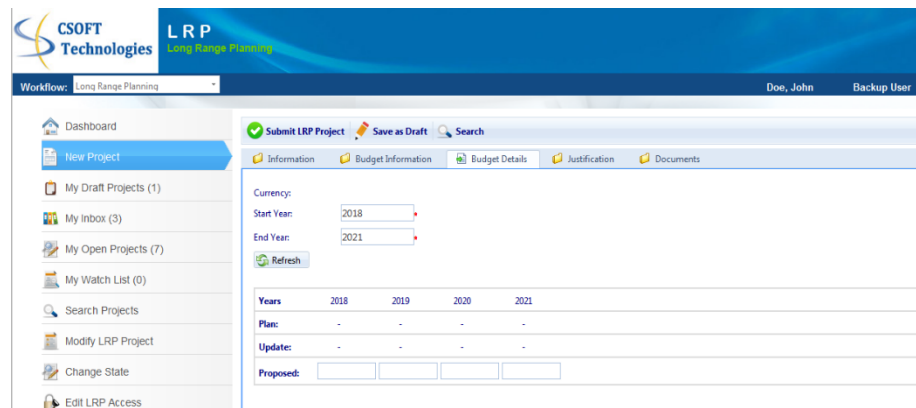
- Electronic Database for all recommendations from Audits, Incident Investigations, PHA's, RCFA, etc
- Routes the recommendations to the responsible person by e-mail
- Drop down lists of personnel by job category
- Allows delegation horizontally
- Limits downward delegation to organization under the responsible Superintendent
- All delegations are tracked and logged
- Logs all discussions from involved and responsible parties
- Formal closure process at Manager level
- Custom Report Generation capability is tremendous
- Managers can easily monitor closure performance
- Graphic representation of the workflow



Long Range Planning

Long range capital and expense budget planning and forecasting for projects and other work efforts with full workflow approval and automated notification process. Built with full workflow approval and automated notification process

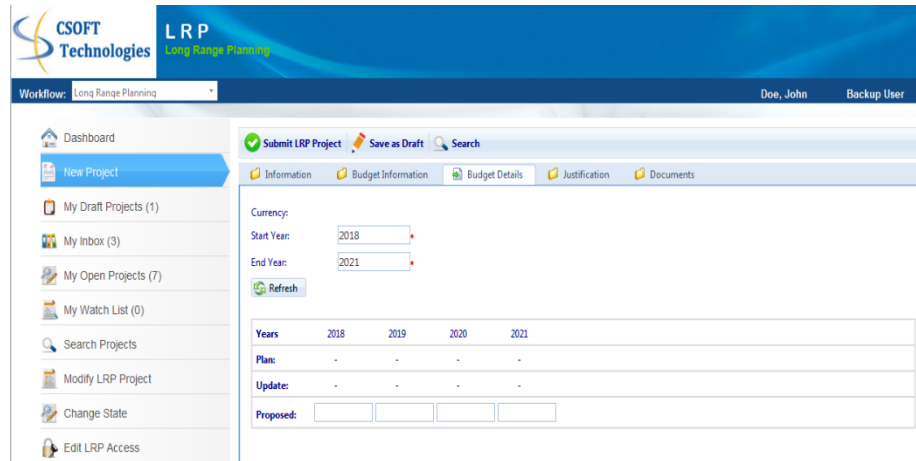
- Planning includes long-range budget forecast for projects, which requires a determination of the number of years, justification of risk and scope
- Includes currency conversion
- Logs all discussions and updates from involved and responsible parties
- Graphic representation of the workflow



Service Request

Initiate and track service requests from any department such as Engineering, Facilities, etc. to ensure that the identified work orders or work efforts get completed in a timely and cost-efficient manner. Built with full workflow approval and automated notification process.

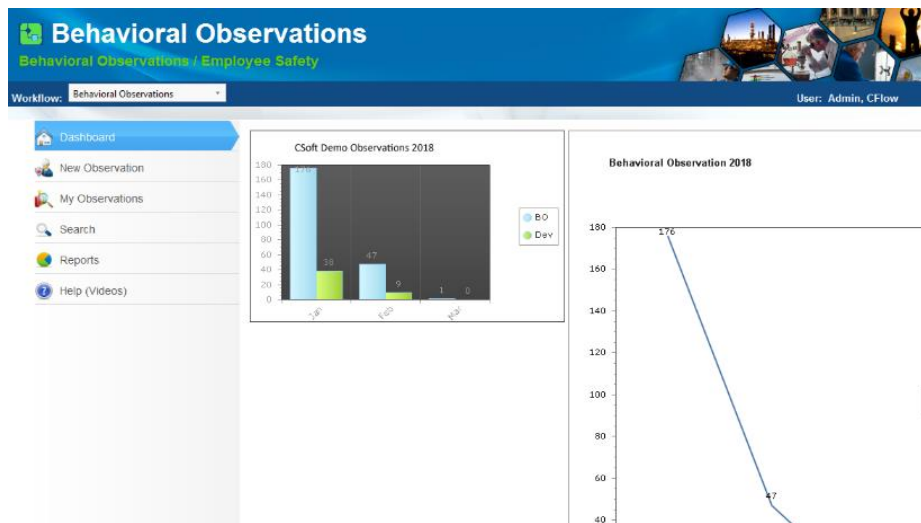
- Logs all discussions and updates from involved and responsible parties
- Allows delegation horizontally
- Formal closure process at Manager level
- Graphic representation of the workflow



Behavioral/Safety Observations

Workplace observations are the key to success in any Behavioral Safety process as the data provide the means to give feedback and rectify any problematic safety issues.

- Logs all discussions and updates from involved and responsible parties
- Graphic representation of the workflow
- Powerful reporting options to be able to extract any data that is contained in the system.



For more information about this and other CSOFT Technologies products, contact:

CSOFT Technologies, LLC
14090 SW Freeway, Suite 401
Sugar Land, TX 77478

<http://www.csofttec.com>

(832) 768-7777

Amit.Banerjee@csofttechnologies.com