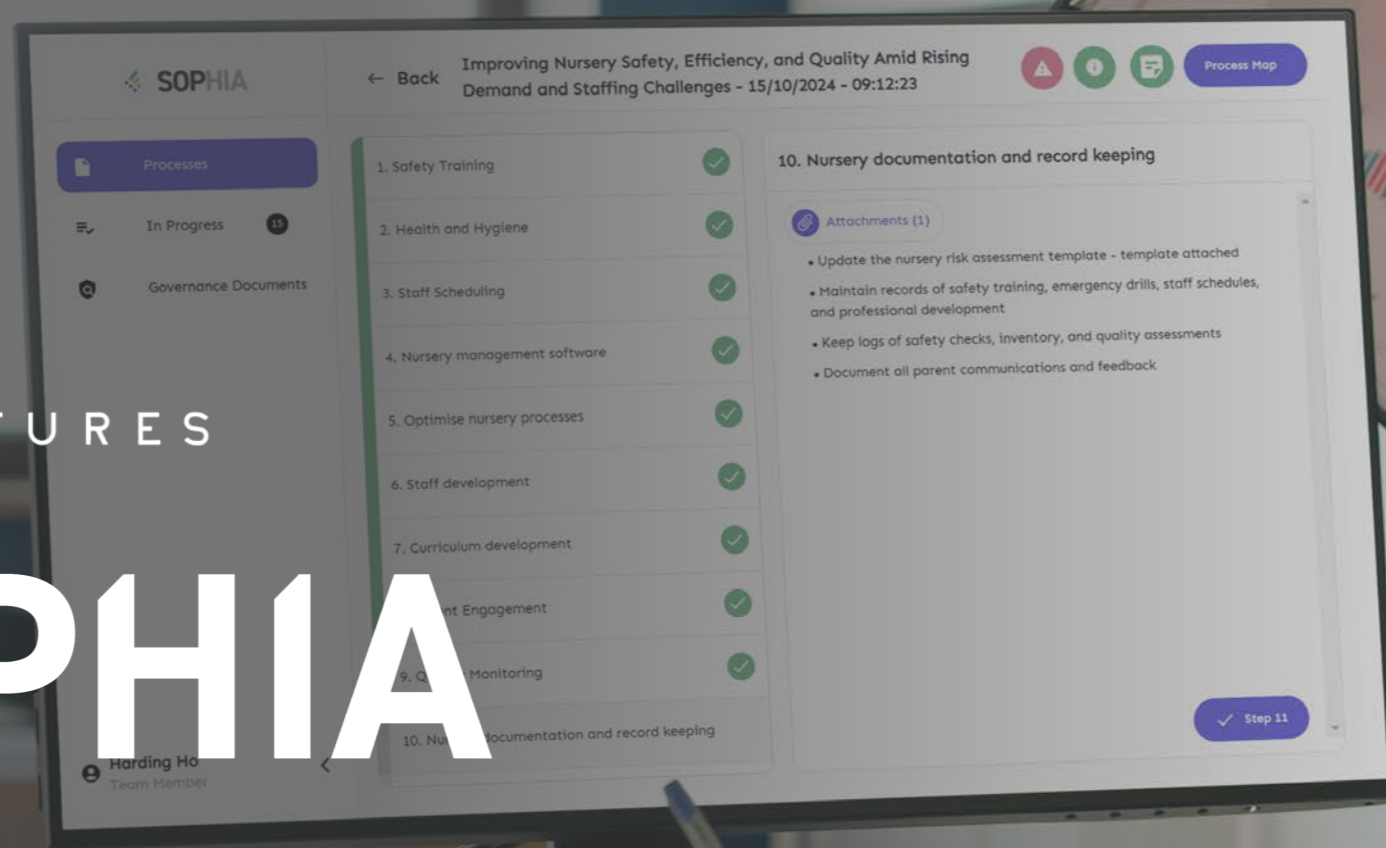


CARRADALE / FUTURES



SOPHIA

Improving operational efficiency, reducing risk and increasing profitability through reducing variation from best practice



The challenge

Variation from best practice can be highly costly across a number of dimensions, from increased risks to poorer customer satisfaction, avoidable waste and reduced efficiency and profits. This variation is seen across industries and geographies.



McKinsey & Company estimates that oil and gas companies could reduce their capital expenditures by up to 20% and operational costs by up to 30% by addressing operational inefficiencies and making better use of digital technologies.

Mistakes in the procurement process, such as incorrect orders, late deliveries, or non-compliance with procurement are estimated to cost local governments up to 5% of their procurement budgets.

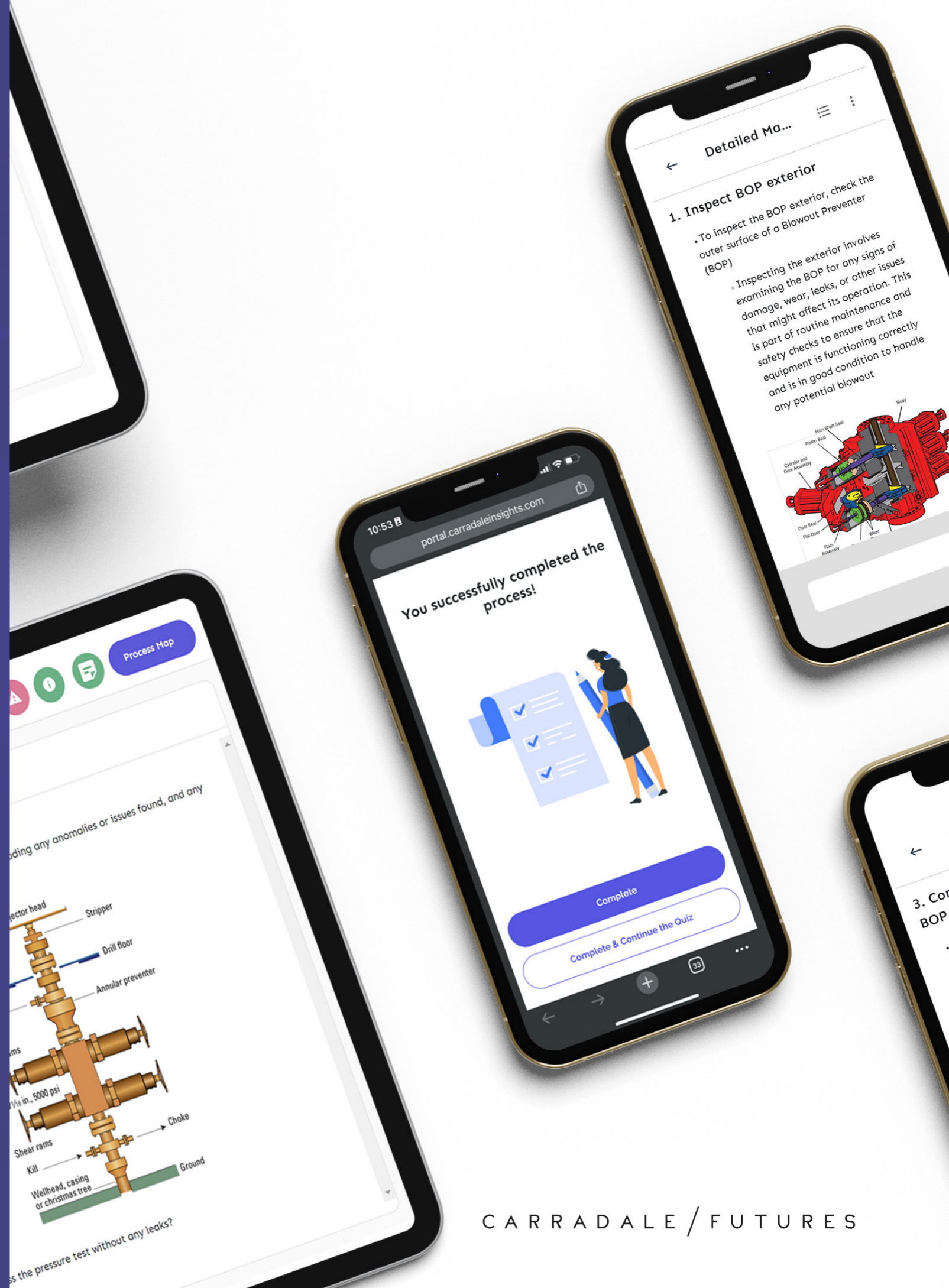
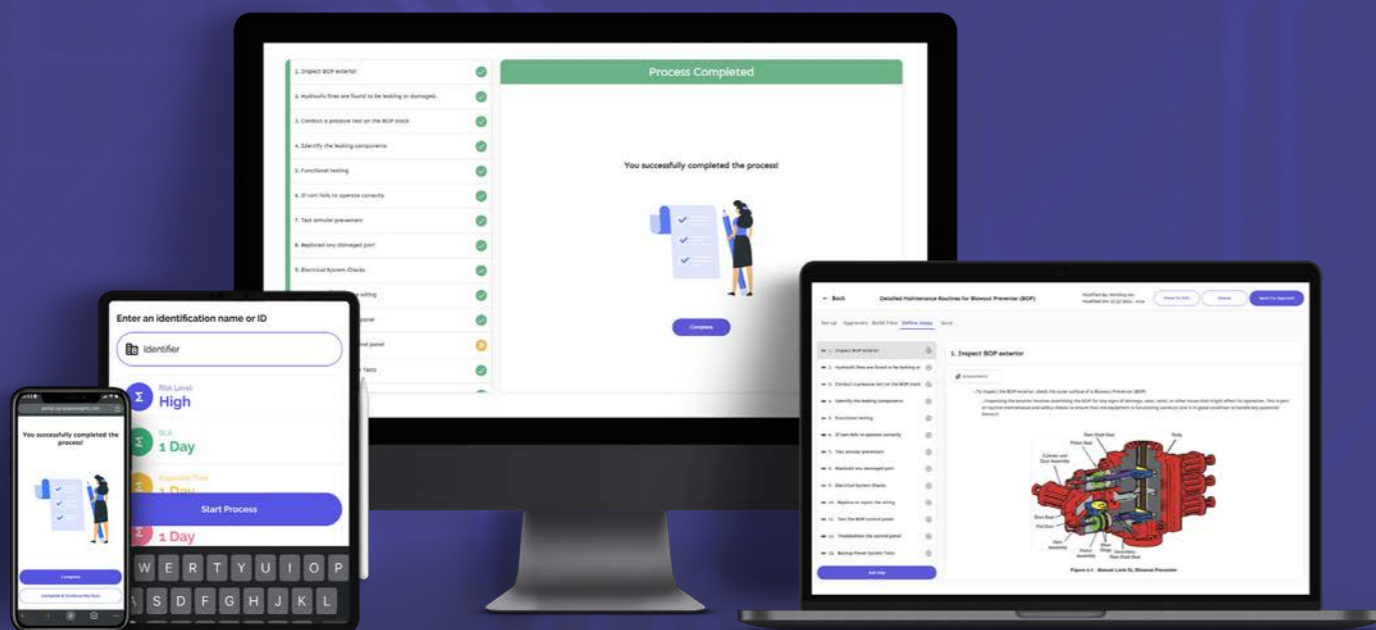
According to Cornell University inadequate training can reduce employee efficiency by up to 25% in the hospitality sector.

Walmart was fined USD 1bn in 2020 for failing to properly dispose of waste at its stores.

The solution

SOPHIA is a cloud solution for authoring, storing, accessing and tracking step by step standard operating procedures ("SOPs"). SOPHIA comes with AI built in, enabling the platform to shortcut the process of building SOPs based on existing corporate documentation.

Unlike traditional diagramming tools, SOPHIA offers advanced features that facilitate the automation of SOP and process map creation, ensuring that teams have access only to the current version of best practice. This improves operational efficiency, reduces risk, and enhances collaboration across teams. Furthermore, the defining of processes at a step by step level creates the optimal foundation for automation.



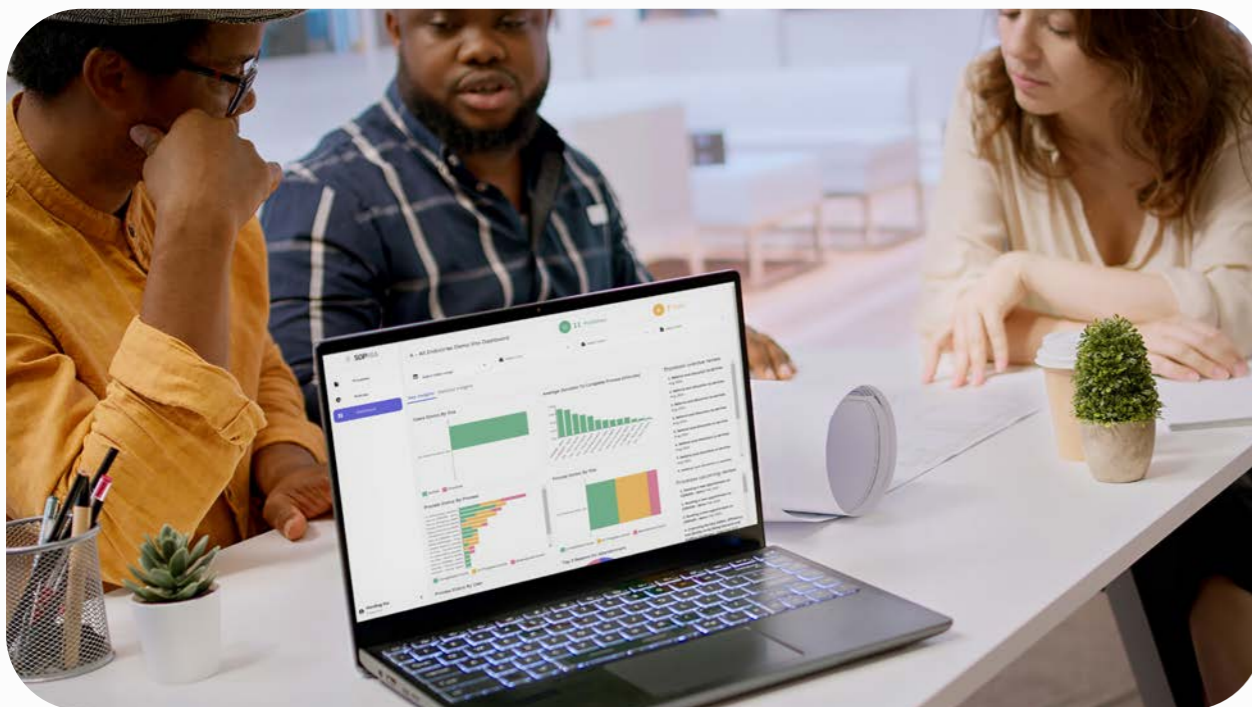
What you can do with SOPHIA

Process Management

With SOPHIA you can connect Policies to Processes and also connect Processes to one another. With sophisticated access controls, the organisation can tightly define those who can author and sign-off SOPs to ensure that only authorised, up to date information is made available to teams. The software-supported approval process, distribution and prevention of old and/or multiple versions helps our clients minimise frustration and maximise efficiency.

Document Management

With SOPHIA you have robust version history and can set up access controls to suit your particular organisation. You can also set up alerts to remind team members about upcoming review dates and also alert users to changes or updates to existing policies and processes. You can also audit at the level of individual, team and process that changes and updates have been viewed – you can even require eSignatures to further support compliance reporting.



Reporting

SOPHIA has a real-time, in-built dashboard that shows which SOPs are live and in draft form, which SOPs are being accessed most frequently, as well as any which are abandoned, including the reasons for abandonment. Using this information, managers and team leaders can better understand where there may be missing SOPs or more easily identify those SOPs which do not appear to be working effectively for users.

Skills building

Using SOPHIA, our clients are able to set up simple quizzes within the platform so that team members can test their understanding of a process or policy. These quizzes can be used to support independent learning at the pace of the individuals and also reduce the burden on training teams.

It is also possible to assign an 'expert' to a particular SOP, to help staff to quickly access specialist advice or support that they may need. As a result, organisations can significantly enhance the training provided to staff whilst reducing the burden on training teams and their budgets.

Key benefits

Supports continuous improvement



In-built dashboards enhance agility in addressing performance and regulatory issues.

Enhances operational efficiency



SOPHIA helps target sources of waste and inefficiencies across systems and teams.

Optimised training & onboarding



SOPHIA enables organisations to deliver consistent, high-quality onboarding and continuous training.

Improved contract management



SOPHIA facilitates integration with internal and client systems.

Enhanced compliance & auditing



SOPHIA dramatically simplifies compliance reporting, with full version history.

Enhanced co-ordination



SOPHIA ensures there is a common understanding between field and office based teams.

Examples of mitigating operating risks with SOPHIA

Human Error

Misinterpretation or misunderstanding: SOPHIA provides clear step-by-step instructions with visual aids, ensuring accurate data interpretation.

Fatigue and Distraction: By standardising and simplifying tasks, SOPHIA helps reduce the cognitive load on workers, minimising errors due to fatigue.

Process Safety Management Failures

Inadequate Safety Protocols: SOPHIA ensures comprehensive safety protocols are easily accessible and followed.

Failure to Conduct HAZOP: SOPHIA supports thorough risk assessments and regular updates to safety protocols.

Equipment and Maintenance Failures

Proactive Maintenance: SOPHIA details maintenance tasks to ensure they are performed correctly.

Remedial action: SOPHIA details exactly what to do in specific scenarios.

Training and Competency Issues

Insufficient Training: SOPHIA allows organisations to detail and deliver comprehensive training materials and updates them regularly.

Competency Gaps: SOPHIA identifies and addresses competency gaps through continuous training and evaluation.

Operational Changes

Unmanaged Changes: SOPHIA enforces Management of Change (MoC) procedures to assess and manage risks associated with changes.

Inadequate Testing of Changes: SOPHIA ensures thorough testing and documentation before implementing changes.

Key features



Dynamic management

Access and manage SOPs, checklists, and policies interactively. SOPHIA supports single sign-on and MFA.



AI built-in

You can use AI to generate step by step SOPs within SOPHIA from your existing documentation.



Version control

Easily create, edit, and update processes with history tracking and review reminders.



Policy compliance

Store, update, and link policies to processes to support internal and regulatory adherence.



Bulk upload of users and documents

Upload your existing SOPs and policies in bulk as well as bulk adding users.



Include attachments and other resources

Incorporate files, screenshots, videos, audio and quizzes into process documentation.



Best practice templates

Download anonymised SOPs and from other organisations with the 'Global Library'.



Activity monitoring

Track activity and review dates via fully integrated interactive dashboards.



Auto-generated process maps

SOPHIA auto generates visual maps from SOPs.

About

CARRADALE / FUTURES

Carradale's mission is to empower organisations to standardise operations around best practice. SOPHIA is currently used by organisations across the UK and Australia in both public and private sector organisations, with deployments across healthcare, professional services, marketing services and hospitality.

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