FastTrack.net
Product Guide

Fast Track
Enterprise Compliance Software
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Proven enterprise level Governance, Risk and Compliance management solutions for medium to large outcome critical organisations pursuing best practices within a single comprehensive integrated solution.

FastTrack provides proactive insight and decision making support via your web browser. Aimed at delivering visibility and accountability with the minimum overhead to operational staff. Clients include Dept of Defence, Motorola, Serco, Utilities and Healthcare industries.

FT empowers existing risk to proactively inform and direct. Traffic lights, notifications, and analytics to extend basic awareness of dashboards and heat maps.

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Regulatory Compliance

Overview

FastTrack provides processes and systems for tracking and responding to regulatory compliance activities across multiple locations, eliminating individually customized processes that risk being lost with staff turnover.

Regulatory Compliance provides the accountability and visibility that enables executive management to react in real-time to today’s complex regulatory environment. Have the confidence that your enterprise compliance status is not only securely managed but is also driving improvement through predictive intelligence and analytics.

FastTrack’s unique neural network architecture gives full traceability of compliance obligations across the enterprise, while traffic lights and escalation of overdue activities reduce the risk of compliance exposures.

Regulatory Traceability

Mapping regulations, legislation and standards against compliance records and activities, provides regulatory bodies and assessors with the assurance of an organisation’s management commitment, as well as providing staff and auditors with a visual understanding of the interrelationships and effect of changes to processes and documentation.
Audit Management

Full risk based Audit Management covering Audit Scheduling, preparation, generation of Audit Checklists, recording Findings, creation and distribution of Audit Reports seriously reduces time, effort and cost of your audit programmes. Configurable rating of responses automates scoring, that in turn automates generation of Observations and Corrective Actions, while a calendar follows up outstanding issues and closing out of audits. Integrated with Risk and Document Management, Audit Management provides a powerful tool for driving Compliance.

Inspections & Investigations

Integrated with Risk Management, FastTrack’s Inspections & Investigations provides a powerful tool for driving Compliance and becomes a primary source driving future predictive analytics. This function allows for the preparation and generation of Checklists, recording Findings, Observations and Corrective Actions, and generation of Inspection Reports.

Corrective Action & Preventive Action

Reduce time to close-out and eliminate concerns over maintaining certification through traffic lights and reminders with automatic overdue escalation. Corrective Actions combines Non-conformance Reports (NCR) and Corrective Action Reports (CARs) into a single record, through an electronic workflow. Audit CAR Analysis enables the organisation to learn from experience while relating cases to multiple influences (product, equipment, process) and builds future reference data for continuous improvement.

Complaints

In today’s social media world, minimizing both the number and duration of complaints is key to driving client retention, satisfaction and sales. With the ability to lookup similar issues and ‘Lessons Learnt’ at entry can improve customer service, while targeted workflows with automated notifications and escalation contribute to speedy resolution. Incorporating feedback provides customers with the confidence that you are concerned.

Continuous Improvement

Including risk based prioritisation in Continuous Improvement ensures targeted and cost effective identifying and actioning of Opportunities for Improvement (OFI). Turn lip service into results by providing tools for managing Research Projects and Benchmarking, promoting internal
Innovation Forums, and feedback reporting on success. Electronic workflows, conferencing and collaboration of information, and the in-built cross referencing to existing data provide an effective framework for driving innovation within an enterprise.
Knowledge Management

Overview

FastTrack’s Knowledge Management pulls together all sources of corporate knowledge into a single data source. Identifying and linking both internal and external sources of information, whether policies and procedures, legislation websites, MSDS or technical specs, FastTrack delivers users fast access to relevant data while assuring integrity of data sources.

Achieve substantial cost and time savings through automatic version control and change management, as well as empowering staff by providing efficient access to approved document and data sources.

Satisfy regulators and auditors with full compliance traceability from legislation to regulations through all levels of documentation to proof of compliance.

Document Version Control

This function carries out change management through automated workflows, version tracking, publishing, distribution and disposal of internally developed policies, procedures, and all other controlled documents. Fast user engagement through integration with MS Office, Outlook, and SharePoint, plus integration with Compliance and Training modules provides a comprehensive compliance solution, all within a comprehensive security model to ensure integrity and published information.

Reference Sources

FastTrack’s Reference Sources provides a single source of truth for all information. Registering external data sources, websites, and even paper documents within FastTrack allows reviews to be scheduled, distribution lists maintained, and auto linking features to be added to external data.

Web Publishing

FastTrack allows the cataloguing of documents and reference sources into logical groups for efficient access to relevant documents. Automatically converting source documents to PDF and publishing onto a company portal (including SharePoint), along with targeted lists (eliminating the need to search all the time), provides reliable and up-to-date documents where needed.
Traceability

Satisfy regulators and auditors with full compliance Traceability from legislation to regulations and through all levels of documentation, to proof of compliance. This module provides a hierarchical system-wide Taxonomy for cataloguing not only documents but all database records based on their subject matter, such as used on eBay for product categories.

Lessons Learnt

Knowledge encompasses not only the formal information but also thoughts, opinions and experiences of those whom we respect. Unlike Wikipedia that contaminates fact or other ‘Knowledge’ systems that ignore this valuable input, FastTrack allows for a separate database of these FAQs, shortcuts, suggestions etc, that can be maintained by select personnel.

Reports

As FastTrack utilises Crystal Reports and Excel, including pivot tables, as its reporting tool, this function allows user generated reports, or hundreds of standard reports that come with FastTrack, access for selecting run-time criteria as well as the Report Scheduler through a Report Wizard.

Records

Records Management manages both electronic and paper based records, including electronic workflow and approval. Records provides a simple repository for recording, tracking and archiving companywide records.
Skills & Training

Overview
Quality of Services (QoS), by definition, is reliant on the competence of the provider. In today’s fast changing world, ensuring an individual’s qualifications are up-to-date is not only critical but sometimes mandatory - failure to do so has closed businesses.

FastTrack’s Competency Management module makes it simple to track staff skills and qualifications along with Training Needs, renewal of licences, and management of training programs. From Gap Analysis to Skills Matrix, a competency or person perspective, FastTrack delivers the right person 24/7.

Competencies
Competency Requirements allows for user definable lists of all Skills, Qualifications, Endorsements, Licences and Authorisations for managing capabilities of the workplace/organization including service, equipment, processes, compliance, etc.

Position Profiles
The Training Providers function is used to maintain an approved list of external organisations assessed as capable of imparting the identified skill sets. It includes tracking certification status, training facilities, and also allows for periodic reviews and assessments of Providers even raising non-conformance.

Staff Inductions
Workplace Inductions is a system for scheduling, managing, and history tracking of attendance of Induction Training programs across the organization for employees, contractors and visitors. Management of training material and integrated with Skills database are also included.

Training Programs
Training Programs tracks internal and external training courses along with the skills imparted. Features include maintaining course agendas, training material, training schedules and history of attendance. Entry of attendance automatically updates attendees’ skill records.

Training Records
Fast Track’s People Skills and Competencies function maintains a database of individual’s Skills, Qualifications, Endorsements, Licences and Authorisations for both employees and external contractors and consultants with renewal reminders. It also allows for specifying Position Profiles of skill requirements from which individual Training Gap Analysis is produced.
Providers

Training Providers function is used to maintain an approved list of external organisations assessed as capable of imparting the identified skill sets. It includes tracking certification status, training facilities, and allows for periodic reviews and assessments of Providers even raising non-conformances.

Training Applications

Training Applications provides an electronic Workflow for applying and approving individual staff training requirements. Capable of being raised and submitted from the company intranet portal, applications can be forwarded and tracked through company defined processes dependent on the application.
Equipment Tracking

Overview

Assets, and value realized from them, are the basis for any organisation delivering what it aims to do. Whether public or private sector, and whether the assets are physical, financial, human or 'intangible', it is good equipment management that maximises value-for-money and satisfaction of stakeholders expectations.

The benefits of optimized, risk-based, whole life cycle equipment management are increasingly proven around the world. They include:

• Alignment of processes, resources and functional contributions (instead of departmental silos and competing, short-term priorities)
• Better understanding and usage of data and information to provide informed and consistent decisions.
• Improved planning (especially capital expenditure)
• Consistent, prioritised and auditable risk management.
• Alignment and coordination of existing initiatives, including competency development.
• Greater engagement of the workforce

Service Requirements

Servicing Requirements tracks multiple schedules pertaining to pieces of equipment. Periodic and one-off commitments are scheduled, diarised, reminders sent and escalations raised on overdue commitments.

Maintenance Checklists

Checklists allow for the creation and maintenance of multiple checklists that specify questions and methods of analysis for individual regulations.

Maintenance Tasks

FastTrack’s Equipment Management provides a non-financial register of companywide assets. Features include asset identification, location tracking, insurance and maintenance scheduling, and repository for related information.

Equipment Inspections

Inspections allows for the preparation and generating of Checklists, recording Findings, Observations and Corrective Actions, creating and distributing Inspection Reports, following up on outstanding issues and closing out of inspections. Integrated with Risk Management FastTrack’s Inspections provides a powerful tool for driving Compliance.
Equipment Calibration

Equipment Calibration provides scheduling and tracking tools for ensuring confidence in equipment maintenance. Features include multiple calibration and maintenance schedules per piece of equipment, recording calibration requirements, results and certificates, service history, and raising CARs.

Work Orders

The Work Order function provides for recording repair and sublet jobs against equipment. It handles bookings, labour and materials usage, and the recording of reading and settings in and out of service.

Spare Parts Inventory

Inventory is a basic Inventory tracking and costing system to support the Work Order function on Equipment. It is oriented to mission critical tracking of high value individual parts for traceability.
Resource Planning & Rostering

Overview

Time management is essential for any lean, financially sound organization. A relaxed or unorganized approach generally results in makeshift measures that create unnecessary problems. By consolidating and coordinating all individual and organisational commitments, you'll see dramatic improvement productivity.

FastTrack's Resources Management module can be used to manage facilities, projects, personnel commitments, events and schedules. FastTrack’s Resource module gives the user total control and flexibility throughout an activity or event, from minor audit to a major project.

Projects

Resource Projects is a repository for tracking and managing project detail and information. Features include scheduling milestones, managing project meetings, allocating personnel, risk management, and tracking tasks through electronic workflows.

Meetings

From scheduling, creation and distribution of Agendas and Submissions, to recording Minutes and Action Items, the Management Meeting module is a one stop shop for controlling Board Meetings to Project Meetings.
Special Events
FastTrack’s Event Management covers scheduling activities and facilities, preparation with generating checklists, allocation of personnel and resources, tracking tasks through electronic workflows with following up on outstanding issues.

Task Management
Resource Tasks are workflow based to handle all miscellaneous tasks in an organisation. Integrated with the FastTrack calendar and diary tracking functions this provides a comprehensive Electronic Task Management tool.

Scheduling
FastTrack Resource Scheduling and Rostering tools provide a graphical user interface for planning, scheduling and resourcing tasks, events, and projects. Features include 5 year timeline, drag and drop movements, personnel commitments, and interested parties notifications.

Staff Commitments
The Persons Function is a local directory of a collection of people with relative details regarding the person.

Facilities Management
This function maintains a Facilities database broken down into a matrix of areas within the facility for booking and scheduling, environmental licensing, risk management, and tracking.

Executive Dashboard

Audit Locations
Diary Tracking

Diary Tracking manages FastTrack’s automated notification, reminder and escalation systems. It provides for user definition of notification and follow-up periods, escalation methods, diary message content and format.

Commitments

FastTrack’s Resources Commitments provides a repository for noting non-activity and personal commitments of staff and resources to avoid conflict when booking or allocating resources to tasks.
Environmental Management

Overview

FastTrack’s Environmental Management module provides for both the reactive and preventive management of a company’s workplace as well as enabling an Enterprise approach to ISO 14001. Covering inductions, committees, improvement programs, incident management, and community disputes, as well as Licensing obligations, Emergency Planning and Disaster Recovery it provides the accountability and visibility that enables executive management to react in real-time to today’s complex regulatory environment. Have the confidence that your enterprise compliance status is not only securely managed but is also driving improvement through predictive intelligence and analytics.

FastTrack’s unique neural network architecture gives full traceability of compliance obligations across the enterprise while traffic lights and escalation of overdue activities reduce the risk of compliance exposures.

Meetings

Workplace Management manages Management and Safety Committees, Toolbox Meetings, and Steering groups fundamental to effective Environmental Management. Membership, responsibilities, minutes and action items are tracked.

Licences

Licences maintains a database of Environmental Licences with their expiry, conditions, and reporting requirements. Features include automatic reminder and escalation notifications for licence expiry and reporting requirement deadlines.

Emergencies

Environment Emergencies function covers planning and tracking Drills and Evacuations as well as Emergency and Disaster Recovery Plans.
Hazard Registers

Hazard Logs provides a system for anyone to lodge an identified existing Hazard requiring attention, either directly or via a web portal. Lodgement initiates electronic workflows that notifies and escalates rectification actions and control measures.

JSAs

FastTrack Job Safety Assessments provide a comprehensive system for identification, assessing, allocating control items and control measures, and reporting of risk reviews of Tasks.

Risk Assessments

FastTrack Risk Assessment provides a comprehensive system for identification, assessing, allocating control items and control measures, reporting and scheduling ongoing reviews of risks. The hierarchical structure allows for categorization and consolidation of risk across the enterprise.

Incident Management

Incident Management provides a complete system for case management of incident, including anyone being able to lodge a report either directly or via a web portal. Lodgement initiates electronic workflows that notifies and escalates rectification actions and control measures. Dept of Defence level of security ensures full control of access to incidents on a case by case basis.

Incident Profiles

Templates allow for the creation and maintenance of pro-forma Risk Templates for Risk Assessments and JSAs that specify the Hazards and Control methods for standard operating areas of risk.

KPIs

The Balanced Scorecard function allows for companywide Key Performance Indicator (KPI) monitoring and reporting. KPIs are grouped by category with min/max targets and scheduling of recording with immediate notification when outside the limits.
Contract Management

Overview

Risk based Contract Management manages all aspects of the contract lifecycle from developing Contract documentation and approval workflows, to monitoring performance compliance, to expiry, including variations, reviews, obligations and Insurances.

When managing multi-million dollar contracts, administration delays and oversight breaches can cost organisation big dollars. Saving legal and senior finance staff time, allows for greater focus on better outcomes instead of being bogged down with contract administration. Contract Management provides an informed base for better supplier selection and negotiations not available from spreadsheets.

FastTrack’s unique neural network architecture delivers straight forward business intelligence at executive and operational management’s fingertips.

Supplier Performance and Assessment

Avoid supply chain risk and disruption while protecting and improving brand/product reputation by managing your weakest link. This module records, tracks, rates and schedules supplier activities, as well as providing a companywide portal for selection of supplier and contractor.

Contractual Documents

Contracts Templates ensures controlled and approved documents are used for contract schedules and correspondence, minimizing your legal exposure, including change management of approval and review workflows, version tracking, and distribution of internally developed
correspondence and contractual documents, all within a comprehensive security model to ensure integrity and published information.

Category Management
Categorizing contractual requirements and obligations builds an intelligence base from which better supplier selection, aggregation and performance monitoring can be made. FastTrack also drives cost saving and efficiencies through periodic reviews for best allocation of resources and innovation.

Contract Profiles
This function tracks the preparation, holding, and recommendations of Contracts and Tenders. It takes inputs from Submissions and outputs from contract negotiations for effective monitoring. Using Risk Assessment processes for rating responses and maintaining a database of Tenders provides a future purchasing intelligence.

Contract Management
Missing critical contract dates, be it milestones, rate reviews, insurances, or renewals, exposes liability if not incurring actual cost. FastTrack monitors all contractual commitments that result from legal documents for both Supplier and Customer. With traffic lights and notifications of issues while Diary Tracking, Contract Variation processes monitor ongoing contractual commitments, and let you know you are protected.

Workflows
Workflows assists with monitoring Task Management of contract variations and non-conformance utilising electronic workflows to manage and coordinate responsibilities, allowing for the attachment of supporting documents, and sending reminders for outstanding actions.

Risk Management
Risk Assessment functionality provides a comprehensive system for identification, assessing, and allocating control items and control measures, as well as reporting and scheduling ongoing reviews of risks. The hierarchical structure allows for categorization and consolidation of risk across the enterprise.
Enterprise Risk Management

Overview

The Enterprise Risk Management (ERM) solution links context to objectives to risk to KRI's. FastTrack offers a complete framework for ISO 31000 compliance from identification and assessment, through controls and mitigation to review.

A truly proactive tool FastTrack moves ERM from a liability register to a decision making tool for optimising ROI and identifying and exploiting opportunities.

FastTrack’s unique neural network architecture provided executives with visibility of threats and opportunities, through aggregation of risks across the enterprise, presenting their effect on your core capabilities to realise the corporate objectives.

Risk Profiles

Risk Areas are Risk Categories against which Risk Profiles are developed. Due to the diverse nature of operations and the interconnectivity of effects, a change in one risk often impacts another. FastTrack’s neural network allows you to link risks so over time your risk system becomes more proactive; changes in one risk auto trigger notification in related areas of risk.

Context Traceability

Context provides understanding and focus to non-risk professionals. Visually mapping links to legislation, obligations, KPIs, etc. in a graphic user map, not only providing users with an easy navigation tool but also educating and informing them of the cause/effect and importance of risks.

Risk Appetite

FastTrack Risk Appetite covers Surveys, Scheduling, preparation, generating Audit Checklists, recording Findings, Observations, Corrective Actions, creating and distributing Audit Reports following up on outstanding issues, and closing out of audits. Integrated with Risk and Document Management FastTrack’s Audit Management provides a powerful tool for driving Risk Management.

Drivers & Influences

Identified risk influences, causal items, and risk drivers used to identify causes of risks, assess their effect and construct effective controls. Monitoring of these gives forewarning of emerging risk events.
Templates

Templates allow for the creation and maintenance of pro-forma Risk Templates for Risk Assessments and JSAs that specify the Hazards and Control methods for standard operating areas of risk. This minimises the effort in raising risks and hazards thereby encouraging their reporting and allowing more time for identifying causes and controls.

Risk Management Plans

Risk Management Plans provide comprehensive system for identification, management, reporting and scheduling ongoing reviews of an area, project, or process. Instead of “file and forget”, FastTrack turns operational risk management into a living breathing management strategy. Traffic lights, KRI triggers and notifications with escalation ensure an active management of risk.

Risk Registers

The backbone of any ERM, Risk Registers is the repository for the identifying, assessing, and allocating control items and control measures. Monitoring responsibility of risk owners, providing checklists for assessment (with multiple inherent and residual risk calculators), workflows for control, and mitigation task management - FastTrack has been proven at Dept of Defence for more than 10 years.

Controls & Mitigation

Allocate and manage Hierarchy of Controls against risks mitigation. Used to ensure effective and efficient mitigation with periodic reassessment against criteria, FastTrack provides the proactive protection not found in risk registers alone. With workflow based tasks for implementing Control Items and/or Risk Mitigation along with Traffic Lights and notifications with escalation on overdue actions, it ensures the active management of risk.

KRI’s

Key Risk Indicator (KRI) allows for companywide monitoring and reporting. KRIs are grouped by category (e.g. Lead and Lag indicators) with min/max targets and scheduling, recording with triggers for immediate notification when outside the limits.

Risk Calculator

FastTrack’s 4 dimensional Risk Calculator allows users definition of scales and ratings per area. Even the business rules for calculation and weighting are user definable by area. This allows different calculators for OHS, Environment, Process, etc.

Hazard Registers

Hazard Registers provides a system for ‘anyone’ to lodge an identified potential Hazard requiring attention, either directly or via a web portal. Lodgement initiates electronic workflows that notify and escalate rectification actions and control measures. This moves Risk into a real-time environment that can be used to drive KRIs and risk influences and drivers that in turn activate Risk Register items.
Corporate Governance

Overview

FastTrack presents Strategic Management tools to set, direct, monitor and assess the organisation’s due diligence commitments, and allows executive management to focus on outcomes ensuring delivery of the corporate vision, mission and values.

This module provides the accountability and visibility that enables executive management to react in real-time to today’s complex and disruptive business environment.

FastTrack’s unique neural network architecture delivers straight forward business intelligence at the executive and operational manager’s fingertips.

Context

Context provides greater understanding and focus on objectives, linking them back to the organisation’s vision and mission. Visually mapping links to legislation, obligations, KPIs, etc in a graphic user map, not only provides users with an easy navigation tool but also educates and informs them on the relevance of objectives and strategic plans.

Objectives

Objectives, sets and monitors strategic and tactical objectives, both qualitative and quantitative; to assess organisational performance in the pursuit of the corporate vision, mission and values. Traceability mapping of operational tasks back to objectives ensures an outcome focused organisation.

Corporate Health Dashboard

![Corporate Health Dashboard](image_url)
Obligations

Tracking Obligations ensures fulfilment of legislative, regulatory, and board compliance. Calendars, traffic lights, and notifications with escalation are not just a defensive tactic against exposure liability but are also useful tools to reinforce corporate values.

Business Planning

More than just document management, Business Planning drives Strategic Management with the emphasis on implementation at both a Strategic and Operational level. A comprehensive framework defines Context in terms of business capabilities and objectives, along with actively monitoring progress against milestones, project responsibilities and KPIs.

Strategic Projects

This Project Management tool moves Business Planning goals into activities using electronic Workflows utilising milestones. Initiatives are linked to specific Business Plan goals and objectives. FastTrack provides Email notification and escalation of tasks, to ensure the ultimate achievement of Initiatives.

KPIs

This function is structured as a Balanced Scorecard for companywide Key Performance Indicator (KPI) monitoring and reporting. Grouped by category, with min/max targets for scheduling of recording, managers get immediate notification when readings are outside the limits: instead of 6 weeks later in the monthly report. Tracking responsibilities and timings allows a business to be more agile through real-time notifications and dashboards, giving management the opportunity to affect events while they are happening.
Other stuff you should know

Benefits of a FastTrack Solution

- Increased *accountability* and *visibility* through all levels of management with escalation of overdue tasks and automated management reporting
- Dashboards and Traffic Lighting provide real time performance feedback to staff as well as management
- Automatic cross referencing of people, processes, resources and activities provide a greater understanding of cause and effect of events and decisions
- Harvesting Reusable Knowledge through Lessons Learnt Knowledge bank and system review steps built into workflows
- COTS product developed over 30 years means extensive functionality right out of the box
- Rapid implementation Methodology and tools with proven Enterprise deployments, delivered in months
- Shorter deployment time lowers risk

Who are we

Fast Track’s enterprise GRC software suite makes it easy to manage compliance in any area. It’s trusted by top brands, and it takes as few as 90 days to get going. For 30 years FastTrack has specialised in regulatory compliance and enterprise risk management for medium and large organisations. We deploy enterprise-wide solutions for Governance, Compliance, Quality, Risk, Environment, OHS, Supplier, Innovation, and more. Our customers include:
The Fast Track Difference

Most compliance management systems are a combination of disparate products, from desktop applications to specialised single-function software packages. Although good initially, often these systems can’t relate to one another once the organisation matures. Fully integrated systems combining all risk, compliance and governance functionality reduce exposure. With FastTrack, you choose any combination of the 12 available modules - making it easier to manage compliance for multiple areas, all in one place. All the modules are commercial off-the-shelf (COTS) software solutions configured for plug-in integration of additional modules at any time.

Client Comments

“Fast Track was purchased as a single quality management solution for the functions of document control and internal audit/corrective actions so that 5 legacy systems could be united into a single system that would comply with our external accreditation requirements.”

-- Government agency

“With other software, the big problem is that you can’t set it up on a position. You set it up on a person. And when that person leaves, you’ve got to change that name on every document. With Fast Track you set the ownership on a position or a title rather than a person. The other thing I liked about it the history of changes. Some documents have 2,000 changes, and it keeps track.”

-- Beverage company

“The department’s outlay (when compared to other management systems) has provided an excellent return over the past 14 years. As a testament to this we continue to be Quality Certified (into 2014) and we are expanding our certification in the next 12 months.”

-- Government agency

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