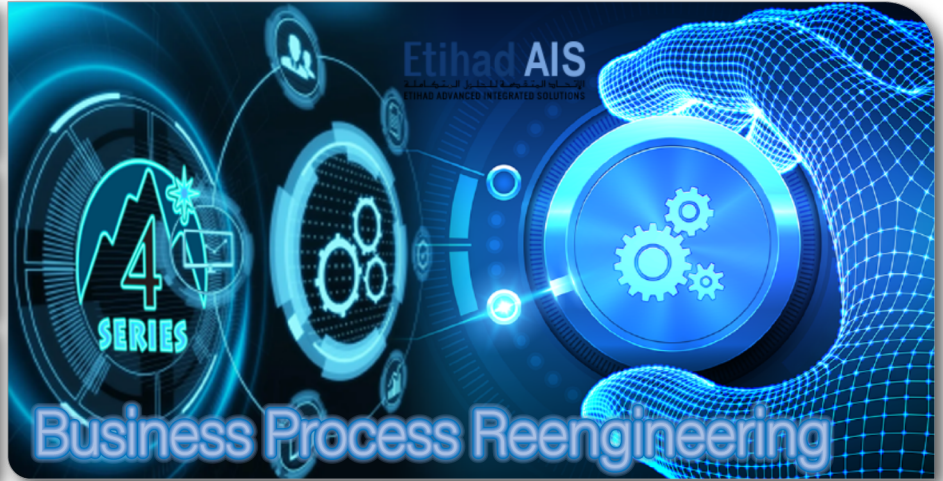




**Etihad AIS**  
الإتحاد المتقدمة للحلول المتكاملة  
ETIHAD ADVANCED INTEGRATED SOLUTIONS



**First Edition 2023**

# BUSINESS PROCESS REENGINEERING

**Etihad AIS 7 Series of Solutions**

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## Etihad AIS

Etihad Advanced Integrated Solutions is shaping the future of the organization challenge resolution consultancy industry by actively engaging with clients and investors across all continents. Within a span of over 10 years Etihad AIS has helped industries in Military, Aviation, and other civilian sectors reach their fullest potential. In proven expertise of training consultancy and aiding in managing recognition of institutions. Etihad AIS aims to become the market leader in the management consultancy industry by leveraging our strengths in offering consultation, development, and training for any organization to face their organizational challenge. Etihad AIS have managed to be the premier specialized training provider, consultant, and solutions provider globally. Etihad AIS has attained many renowned partners internationally and work alongside industry players to reshape the recognition of the training programs and institutions. Etihad AIS aims to expand their expertise and resources by promoting niche developed specialized organizational challenge resolutions globally.



*The leading company in innovating and developing qualified capabilities and competencies in different fields*



*To provide world-class professional training services and solutions, for our clients which will accelerate the achievement of strategic goals and improve operational performance*



### DEVELOPMENT

We develop solutions for your organization's challenges to improve your organization including:

- Management System Development
- Learning Management System (LMS)
- Enterprise Resource Planning (ERP)
- Governance, Risk & Compliance (GRC)
- Business Plan
- Curriculum Development
- Career Development Plan (CDP)

### CONSULTATION

We provide top-notch consultation for your organization to improve your organization including:

- Business Development
- Training Center Establishment
- Training Management
- Workforce Development
- Business Process Reengineering
- Safety & Security Enhancement
- Outreach Marketing



### TRAINING

We equip your organization with relevant training tailored to your organization's uniqueness to improve organization including:

- Training Management
- System Approach to Training (SAT)
- Train & Qualify Staff
- Safety & Security Training
- Airworthiness Program

### CONSULTANCY PROJECT DEVELOPMENT

### GOVERNANCE

Setting-up governance accountability

### RISK

Managing risk protection

### COMPLIANCE

Ensuring compliance correction

### SECURITY & SAFETY TRAINING

### ADMINISTRATIVE BUSINESS TRAINING

## Overview Etihad AIS 7s's

*Etihad AIS 7s's (Etihad AIS Seven Series of Solutions)* is a solution package in a series for any organization that wants to transform the organizations by improving their performance toward achieving their goals. The sequence of the series is not a criterion for selection. Hence, organizations can choose any series based on their organizational challenges. These packages of *Etihad AIS 7s's* come with the *Etihad AIS 7s's Series Information (SI)* and *Etihad AIS 7s's Training Link (TL)*. The *Series Information (SI)* provide details information about the series, whereas the *Training Link (TL)* provide details information about the training linked with the series.

Overall, Etihad AIS 7s's offer a wide range of solutions and services to help organizations improve their performance and achieve their goals.



### SERIES INFORMATION

Provide details information about the series.

- Overview 7s's
- Series General Information
- Outline Solutions
- Detail Solutions:
- FAQ
- Point of Contact

### TRAINING LINK

Provide details information about the training linked with the series.

- Overview 7s's
- Training Link General Information
- List of Courses
- Courses Information
- FAQ
- Point of Contact



### 1 SERIES TRAINING CENTER ESTABLISHMENT

Training Center Establishment provides comprehensive solutions for establishing and optimizing training centers, including customized designs, engaging learning environments, and accreditation assistance.



- ✓ Institute/Training Center Blueprint
- ✓ Institute/Training Center Establishment
- ✓ Institute/Training Center Accreditation



### 2 SERIES TRAINING MANAGEMENT

Our training management solution offers a Systems Approach to Training (SAT) that aligns customized programs with business objectives, delivering impactful sessions led by qualified staff and ensuring global recognition of qualifications, resulting in enhanced employee performance and organizational success.



- ✓ Systems Approach to Training (SAT)
- ✓ Training Needs Analysis (TNA)
- ✓ Curriculum Development
- ✓ Train & Qualify Staff
- ✓ Mapping Competency Standards



### 3 SERIES WORKFORCE DEVELOPMENT

Our innovative Workforce Development solution offers a holistic approach, including comprehensive workforce analysis, targeted career development programs, and integrated manpower services, enabling organizational growth, fostering individual growth, and ensuring access to top talent for scaling workforce needs.



- ✓ Workforce Analysis
- ✓ Career Development Plan (CDP)
- ✓ Manpower Services



### 4 SERIES BUSINESS PROCESS REENGINEERING

Our comprehensive solution revolutionizes business operations through scoping studies, process analysis, systematic reviews, and the deployment of cutting-edge tools, driving operational excellence and continuous improvement for enhanced efficiency and productivity.



- ✓ Scoping Study
- ✓ Systematic Review
- ✓ Management System Development
- ✓ Management Tool:
  - Learning Management System (LMS)
  - Enterprise Resource Planning (ERP)
  - Governance, Risk & Compliance (GRC)



### 5 SERIES SAFETY & SECURITY ENHANCEMENT

Elevate your organization's safety and security standards with our comprehensive solution, combining risk analysis, Safety & security systems and programs, and an Airworthiness Program to ensure robust defense, address aviation industry challenges, and safeguard assets for peace of mind.



- ✓ Risk Analysis
- ✓ Safety & Security System Enhancement
- ✓ Safety & Security Program Development
- ✓ Airworthiness Program



### 6 SERIES BUSINESS DEVELOPMENT

Our dynamic Business Development solution combines market analysis, strategic planning, and effective networking to identify opportunities, maximize competitive advantage, foster partnerships, and accelerate organizational growth.



- ✓ Market Demand Analysis
- ✓ Corporate Strategy
- ✓ Business Networking



### 7 SERIES OUTREACH MARKETING

Our comprehensive solution empowers organizational growth through strategic marketing consultation, impactful outreach program development, and compelling campaigns, unlocking new opportunities for success and expanding your organization's reach.



- ✓ Marketing Consultation
- ✓ Program Campaign
- ✓ Outreach Program Development



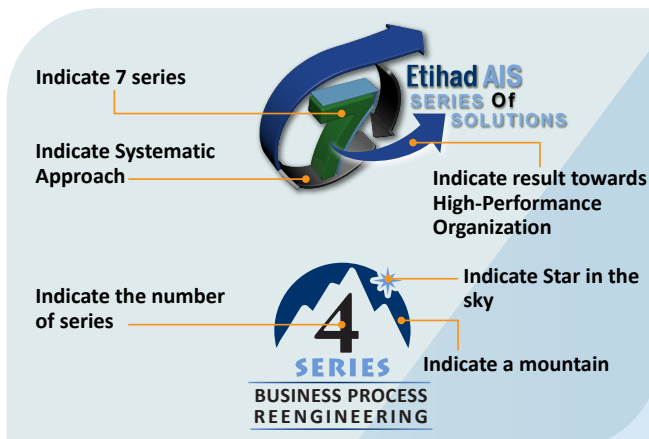




## BUSINESS PROCESS REENGINEERING

COLOR	MEANING
	Intelligence and strength in consultation - the capability to provide the best solution.
	Growth - Indication of the change in state from Good to Great organization.
	Trustworthy and dependable - The client trust for our Series and Etihad AIS.
	Solidarity - The success of the series depends on the commitment to work together between Etihad AIS and the client.

The brand logo shows our aspiration that the *Etihad AIS 7s'S* is the solution package that can bring the organization to another level of their performance in terms of the business, operation, safety, and security. The brand logo meaning as below:



*The logo is like a metaphor meaning that is hard for an organization to change and seems like climbing a mountain. However, by applying the series the result will be above the stars.*

## Series General Information

Based on Etihad AIS experienced more than 10 years in industry and our SME's (Subject Matter Expert) invention we would like to offer this premium service as the specification below:

<b>Series Title:</b>	4-Series: Business Process Reengineering Series Information
<b>Series Description:</b>	Business Process Reengineering (BPR) is a management approach that involves redesigning and improving existing business processes within an organization. The goal of process reengineering is to achieve significant improvements in performance, efficiency, and effectiveness by fundamentally rethinking and restructuring the work processes. This series provides a wide range of solutions involves radical changes, including eliminating unnecessary steps, automating tasks, reassigning roles, and responsibilities, and leveraging technology to streamline operations.
<b>Product/Services Offered:</b>	<ul style="list-style-type: none"> <li>• Scoping Study</li> <li>• Systematic Review</li> <li>• Management System Development</li> <li>• Learning Management System (LMS)</li> <li>• Enterprise Resource Planning (ERP)</li> <li>• Governance, Risk &amp; Compliance (GRC)</li> </ul>
<b>Segment:</b>	<ul style="list-style-type: none"> <li>• Any government sector and medium to large businesses that want to improve their organizational processes.</li> </ul>
<b>Common Organizational Challenges:</b>	<ul style="list-style-type: none"> <li>• Organizations often face bottlenecks or delays in certain processes that impact overall performance.</li> <li>• Technological advancements can render existing processes outdated or less effective.</li> <li>• Processes that are resource-intensive or require excessive manual effort can lead to higher costs.</li> <li>• Processes that are slow, complex, and inefficient can hamper productivity and waste resources.</li> </ul>
<b>The Values Provided:</b>	<ul style="list-style-type: none"> <li>• Improved organization efficiency and productivity.</li> <li>• Organization gains competitive advantage.</li> <li>• Enhanced quality and customer satisfaction.</li> <li>• Cost savings.</li> </ul>
<b>Client's Commitment:</b>	<p>The commitment required from the client can vary depending on the scope and nature of the consulting engagement. However, here are some common commitments that typically request from the client:</p> <ul style="list-style-type: none"> <li>• Time and availability</li> <li>• Transparency and openness</li> <li>• Timely Decision-Making</li> </ul> <p>The specific commitments may be outlined in the agreement or engagement contract. The details and expectations can be further customized based on the specific needs and objectives of the project.</p>
<b>Deliverable:</b>	<ul style="list-style-type: none"> <li>• Scoping Study Report</li> <li>• Systematic Review Report</li> <li>• Policy &amp; Procedures established /updated.</li> <li>• Management tool or instrument</li> <li>• Learning Management System (LMS)</li> <li>• Enterprise Resource Plan (ERP)</li> <li>• Governance, Risk &amp; Compliance (GRC)</li> </ul>
<b>Training Link:</b>	4-Series: Business Process Reengineering Training Link

## Outline Solutions

### Scoping Study

Scoping study for an organization is a preliminary investigation that aims to identify the key issues, opportunities, and constraints related to a particular project, program, or area of the organization's operations. The study helps organizations assess the feasibility, risks, costs, benefits, and overall strategic fit of the proposed project or initiative. A well-conducted scoping study by Etihad AIS helps organizations identify organizational challenges and determine potential solutions, organizations can gain valuable insights into their internal dynamics and pave the way for improvement. The study helps in understanding the root causes of challenges and facilitates the development of effective strategies to address them, ultimately leading to enhanced organizational performance and success.



### Systematic Review

Systematic review is a rigorous and comprehensive approach used to gather, analyze, and synthesize relevant information and knowledge about organizational challenges and potential solutions. The key difference between a systematic review and a scoping study lies in the depth and rigor of the review process. A systematic review follows a standardized and structured approach, focusing on the synthesis of existing evidence to answer a specific research question.

It involves a systematic and structured process to review existing literature, industry reports, case studies, and best practices to gain insights and make informed recommendations for addressing organizational challenges. In contrast, a scoping study is more exploratory in nature and aims to provide an overview or map of a research area. By conducting a systematic review focused on organizational challenges and solutions, organizations can benefit from evidence-based insights to inform decision-making and develop effective strategies. The Etihad AIS systematic approach ensures that the review is transparent, replicable, and rigorous, allowing for robust conclusions and recommendations.

### Management System Development

Management system refers to a structured framework and set of processes that an organization implements to effectively manage and coordinate its activities, resources, and goals. It provides a systematic approach to managing various aspects of the organization, ensuring alignment with strategic objectives, and promoting continual improvement. A well-designed management system promotes consistency and efficiency in processes, tasks, and decision-making. It establishes standardized procedures and workflows, reducing duplication of efforts and ensuring smooth operations. The management system development by Etihad AIS ensures compliance with applicable laws, regulations, and industry standards. It provides a structure for implementing quality assurance practices. It helps establish quality standards, monitor compliance, and continuously improve processes to enhance the quality of products or services.

### Learning Management System

Learning Management System (LMS) is a software platform that allows organizations to manage, deliver, and track various aspects of their learning and training programs. It provides a centralized hub for organizing and administering training content, tracking learner progress, and evaluating the effectiveness of learning initiatives. Robust reporting and analytics capabilities within an LMS allow administrators to track learner progress, monitor completion rates, assess performance, and identify areas for improvement. These insights help inform decision-making and measure the effectiveness of learning initiatives. The LMS developed by Etihad AIS can be integrated with other systems and technologies, such as HR systems or content authoring tools, to streamline processes and enhance functionality. Customization options enable organizations to tailor the LMS to their specific branding, workflows, and learning requirements.



### **Enterprise Resource Planning (ERP)**

Enterprise Resource Planning (ERP) is a software system that integrates and manages core business processes and functions within an organization. It provides a centralized database and a suite of interconnected modules to streamline operations, enhance collaboration, and improve overall efficiency. An ERP system integrates disparate business functions into a single platform, eliminating data silos and streamlining processes. It enables smooth information flow, reduces manual data entry, and minimizes errors and redundancies. By automating routine tasks and providing real-time data access, an ERP system developed by Etihad AIS improves operational efficiency and productivity. It reduces time spent on manual processes, enables faster decision-making, and optimizes resource utilization.

### **Governance, Risk & Compliance (GRC)**

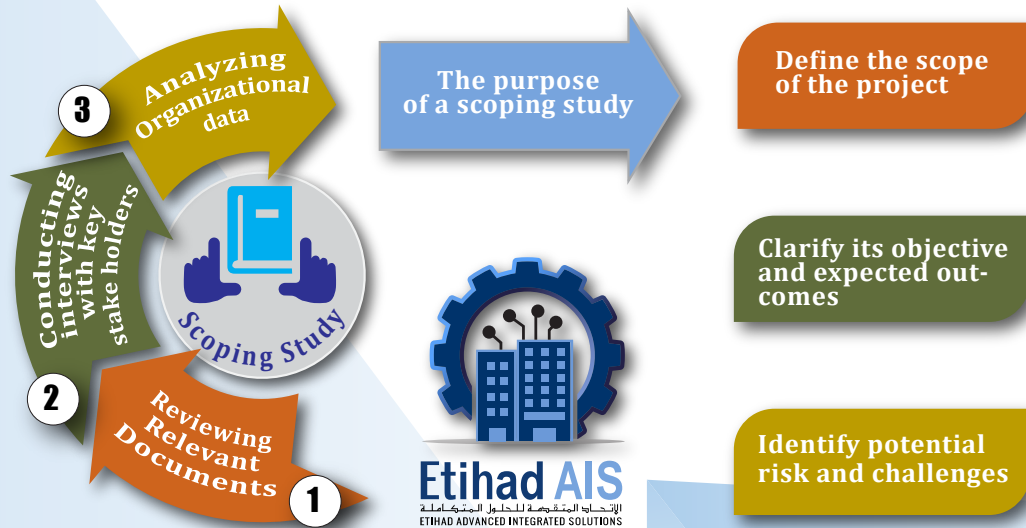
Governance, Risk, and Compliance (GRC) is a software system that encompasses the policies, processes, and controls an organization implements to manage and mitigate risks, ensure regulatory compliance, and promote effective governance practices. It provides a holistic approach to managing risks, aligning business activities with regulatory requirements, and maintaining ethical standards. GRC systems developed by Etihad AIS provide a structured framework for decision-making and governance. The systems establish clear roles, responsibilities, and accountability mechanisms, enabling effective oversight and informed decision-making at all levels of the organization.



## Scoping Study

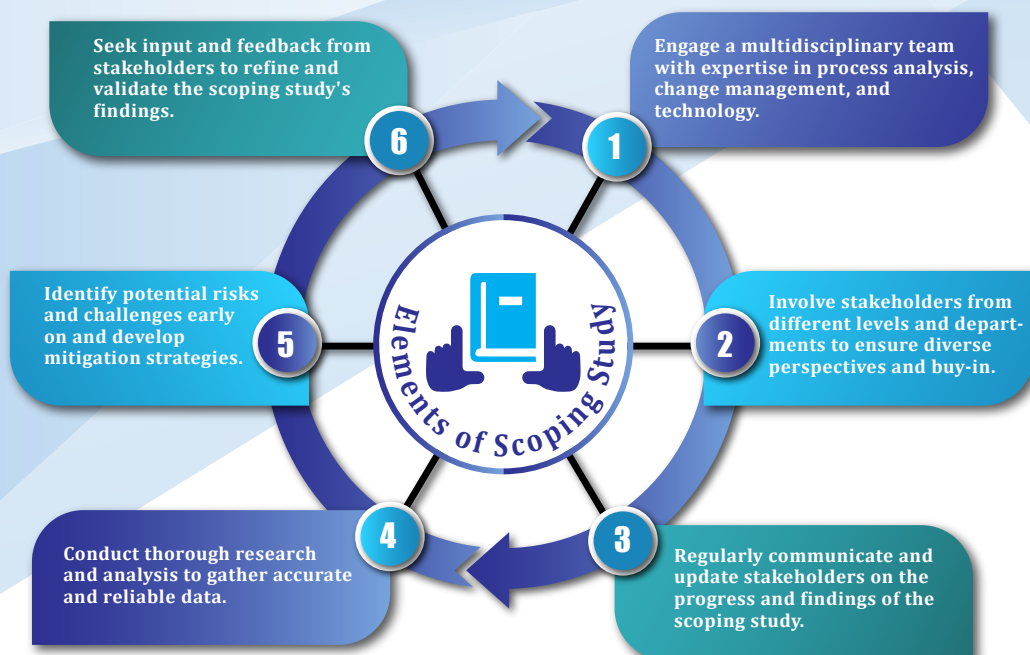
### Introduction

Scoping study for an organization is a preliminary investigation that aims to identify the key issues, opportunities, and constraints related to a particular project, program, or area of the organization's operations. The study helps organizations assess the feasibility, risks, costs, benefits, and overall strategic fit of the proposed project or initiative. A well-conducted scoping study by Etihad AIS helps organizations identify organizational challenges and determine potential solutions, organizations can gain valuable insights into their internal dynamics and pave the way for improvement. The study helps in understanding the root causes of challenges and facilitates the development of effective strategies to address them, ultimately leading to enhanced organizational performance and success.



### Elements of a Scoping Study

A scoping study for Business Process Reengineering (BPR) involves assessing the current state of business processes, identifying areas for improvement, and defining the scope and objectives of the BPR initiative. The study helps to lay the foundation for a successful BPR project by providing a clear understanding of the project's goals, constraints, and potential benefits. Etihad AIS always consider the following best practices to ensure the success of the scoping study and the subsequent BPR project:



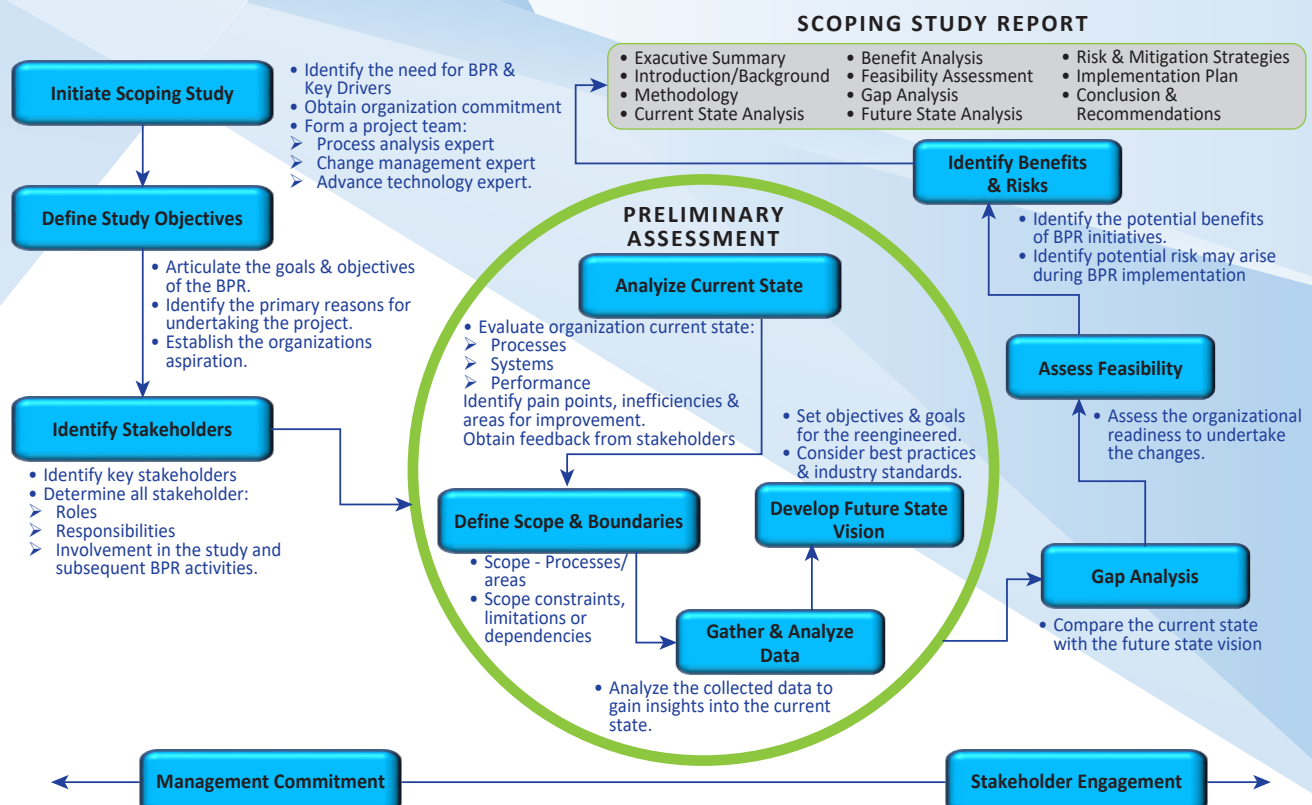


Scoping Study is a systematic process. It is clearly articulate the desired outcome, purpose, and objectives of the study. The key elements involved in developing a scoping study for BPR as follows:

<b>Project Definition:</b>	Clearly define the purpose and objectives of the BPR initiative. It is essential to identify the key stakeholders involved and their roles and establish the project scope and boundaries.
<b>Current State Analysis:</b>	Etiihad AIS expert analyst team will analyze existing business processes. Identify pain points, inefficiencies, bottlenecks, and areas for improvement. The analyst will collect quantitative and qualitative data to understand the impact of current processes.
<b>Future State Vision:</b>	Our analyst team will define the desired future state for the organization's processes. In this study we determine the goals and expected outcomes of the BPR initiative. We also identify potential process improvements and innovations to be included in the recommendations.
<b>Gap Analysis:</b>	It is vital to compare the current state with the future state vision. Etiihad AIS will identify the gaps between the two states, including process deficiencies, technology limitations, and resource constraints.
<b>Feasibility Assessment:</b>	Etiihad AIS will evaluate the technical, operational, financial, and organizational feasibility of implementing the proposed changes. This will consider potential risks and challenges associated with the BPR project.
<b>Scope Definition:</b>	Define the specific processes or areas within the organization that will undergo reengineering. Hence, establish the boundaries of the BPR project to ensure a manageable and achievable scope.
<b>Benefits Analysis:</b>	Our expert will identify and quantify the potential benefits and value the BPR initiative can deliver. The analysis also needs to assess both tangible and intangible benefits such as cost savings, improved efficiency, customer satisfaction, and competitive advantage.
<b>Stakeholder Engagement:</b>	The study will involve key stakeholders throughout the scoping study process to gain their insights, input, and support. It is important to ensure clear communication and alignment with stakeholders regarding the project scope and objectives.

### Scoping Study Process

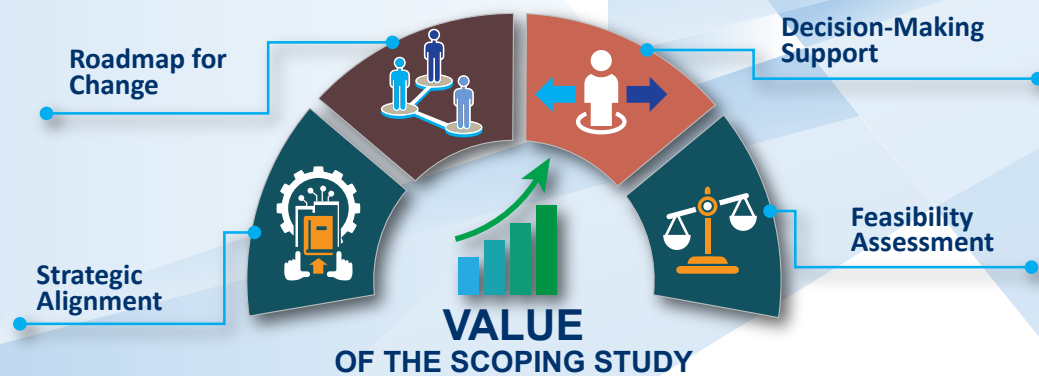
A scoping study is a structured and organized method or process for assessing the current state of an organization's processes, identifying areas for improvement, suggest recommendation, or developing BPR objectives. It involves following a logical sequence of steps and considering various factors to ensure a comprehensive and effective outcome. It is vital for Etiihad AIS to conduct the scoping study process as the diagram below.



## Scoping Study Report

The contents of the Etihad AIS Scoping Study Report may vary depending on the organization, project, and specific requirements. The report should provide a comprehensive understanding of the current state, future vision, feasibility, benefits, risks, and implementation plan to guide the organization in making informed decisions about proceeding with the BPR project. However, the common elements typically included in our report are as follows:

<b>Executive Summary:</b>	A summary of the report's key findings, providing an overview of the study's objectives, findings, and recommendations.
<b>Introduction/Background:</b>	An introduction to the purpose and scope of the report, explaining why the study was conducted and the objectives it aims to address. In this report also state the analyst team, venue, and date of the study.
<b>Methodology:</b>	A description of the methods and approaches used to collect and analyze organizational data. This includes details about data sources, data collection methods (surveys, interviews, HR records, etc.), and any statistical techniques employed.
<b>Current State Analysis:</b>	Describes the organization's existing processes, pain points, and areas for improvement.
<b>Future State Vision:</b>	Presents the desired future state of processes and outlines the objectives.
<b>Gap Analysis:</b>	Identifies the gaps between the current and future states.
<b>Feasibility Assessment:</b>	Assesses the feasibility of implementing the proposed changes. This section may also include the changes viable in term of monetary, expertise, technology, and organizational resources.
<b>Benefits Analysis:</b>	Quantifies the potential benefits and value of the BPR initiative.
<b>Risks and Mitigation Strategies:</b>	Identifies potential risks and proposes strategies to mitigate them.
<b>Implementation Plan:</b>	Outlines the high-level plan for implementing the BPR project.
<b>Conclusion and Recommendations:</b>	Summarizes the key findings and provides recommendations for further action.



## The Value of the Scoping Study

<b>Strategic Alignment:</b>	The scoping study ensures that the BPR initiative aligns with the organization's strategic objectives and addresses critical pain points. Etihad AIS can provide an unbiased perspective on the organization's processes, challenges, and potential solutions, enabling an objective evaluation.
<b>Roadmap for Change:</b>	The study provides a roadmap and implementation plan, outlining the steps, timelines, and resources required for successful BPR implementation. It enables a comprehensive understanding of the organization's current processes, allowing for a targeted approach to process improvement and redesign. Etihad AIS have specialized knowledge, skills, and experience in conducting scoping studies and BPR initiatives, ensuring a thorough and effective assessment.
<b>Decision-Making Support:</b>	The scoping study report serves as a valuable resource for decisionmakers, providing them with a comprehensive analysis of the current state and future vision. The Etihad AIS Scoping Study defines the goals, objectives, and boundaries of the BPR project, providing clarity to stakeholders and guiding subsequent efforts.



**Feasibility Assessment:**

By evaluating the technical, operational, financial, and organizational feasibility, the study helps identify potential risks, challenges, and barriers early on. Etihad AIS bring industry best practices and benchmarks from other organizations, enriching the scoping study with valuable insights and comparative analysis.

**Conclusion**

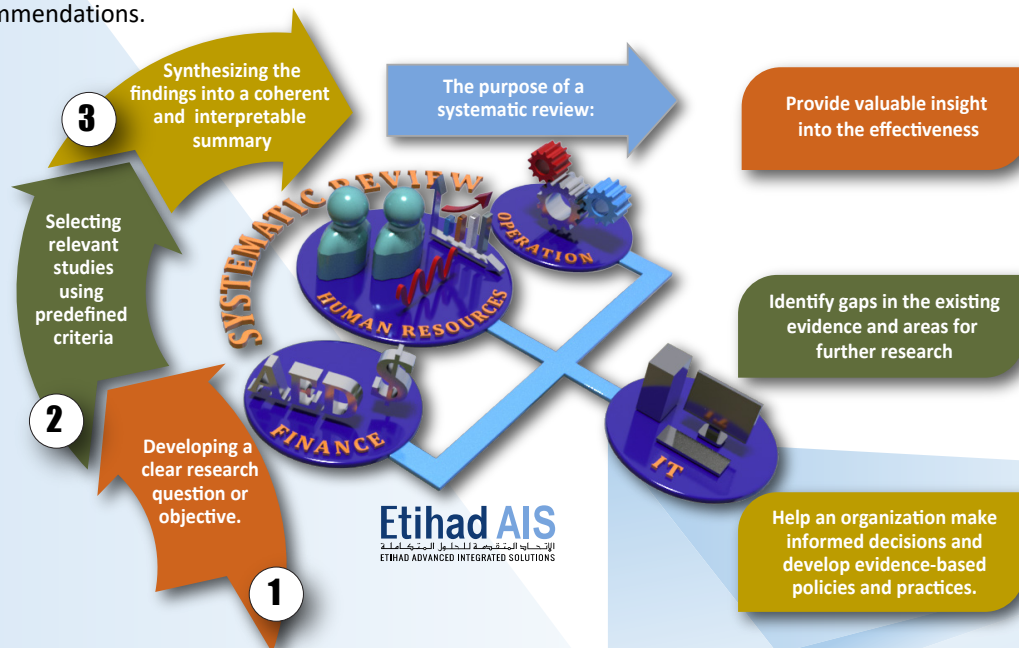
In summary, the scoping study offers numerous benefits to organizations embarking on business process reengineering (BPR). It provides a structured assessment of current processes, identifies areas for improvement, and sets clear objectives and scope for the BPR initiative. By conducting a scoping study, organizations gain a comprehensive understanding of their pain points, inefficiencies, and opportunities for enhancement, enabling them to make informed decisions and develop a strategic roadmap for change. Hiring Etihad AIS for the scoping study brings additional advantages, including specialized expertise, objectivity, industry best practices, and facilitation skills. We contribute valuable insights, guide the study with our experience, and help organizations navigate the complexities of BPR, ensuring a thorough and effective assessment that maximizes the chances of successful BPR implementation.



## Systematic Review

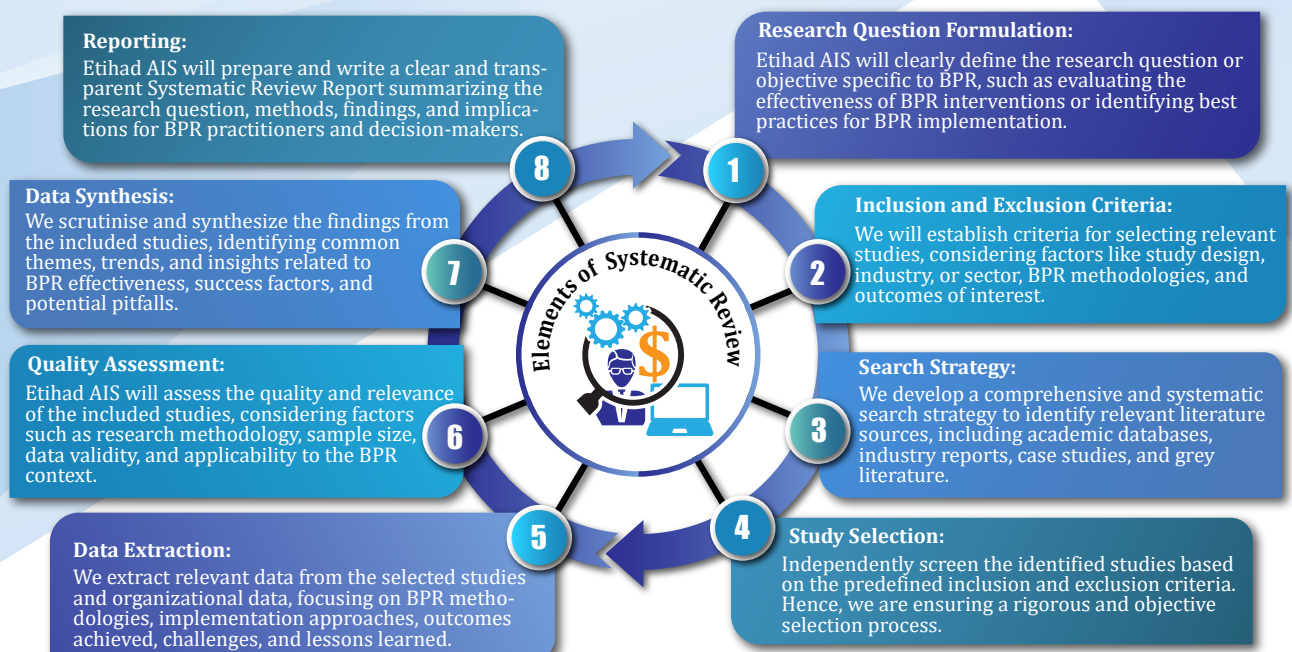
### Introduction

Systematic review is a rigorous and comprehensive approach used to gather, analyze, and synthesize relevant information and knowledge about organizational challenges and potential solutions. The key difference between a systematic review and a scoping study lies in the depth and rigor of the review process. A systematic review follows a standardized and structured approach, focusing on the synthesis of existing evidence to answer a specific research question. It involves a systematic and structured process to review existing literature, industry reports, case studies, and best practices to gain insights and make informed recommendations for addressing organizational challenges. In contrast, a scoping study is more exploratory in nature and aims to provide an overview or map of a research area. By conducting a systematic review focused on organizational challenges and solutions, organizations can benefit from evidence-based insights to inform decision-making and develop effective strategies. The Etihad AIS systematic approach ensures that the review is transparent, replicable, and rigorous, allowing for robust conclusions and recommendations.



### Elements of a Systematic Review

Systematic review is a rigorous and comprehensive approach used to gather, analyse, and synthesize relevant information and knowledge about organizational challenges and potential solutions. In BPR, a systematic review focuses on analysing existing research studies to draw conclusions and insights about the effectiveness of BPR methodologies, success factors, and challenges. It involves a specific research question, inclusion and exclusion criteria, and a systematic search and evaluation process. It follows a predefined methodology and includes key elements to ensure transparency, reproducibility, and reliability. The key elements in a systematic review by Etihad AIS includes:





## Systematic Review Process

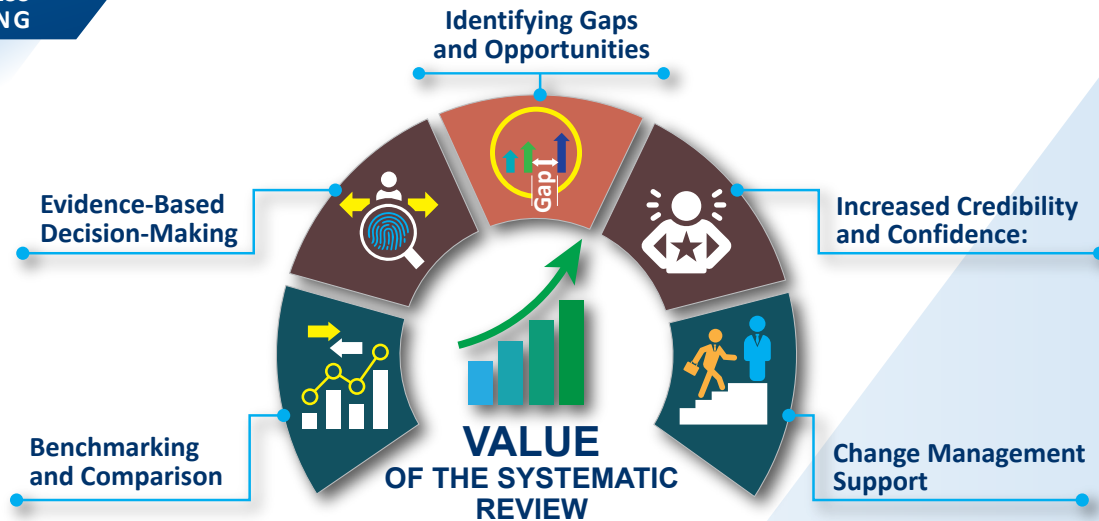
While both systematic reviews and scoping studies have the goal of informing decision-making, systematic reviews focus on research evidence synthesis, whereas scoping studies focus on understanding and scoping the project or initiative. In BPR, a scoping study involves assessing the organization's current processes, identifying pain points and improvement areas, and defining the scope and objectives of a BPR initiative. It may include stakeholder engagement, data collection and analysis, and the development of a scoping study report that outlines the current state, future vision, gaps, and feasibility considerations. On the other hand, a systematic review is a rigorous and structured approach to synthesizing existing research evidence to draw conclusions and insights about the effectiveness of BPR methodologies, success factors, and challenges. The process to conduct a Systematic Review by Etihad AIS can be interpreted as per chart below.



## Systematic Review Report

Engaging Etihad AIS for a systematic review on BPR ensures that the review process is conducted efficiently, with access to specialized skills, resources, and industry insights. We can guide the organization through the rigorous process of conducting the systematic review, applying robust methodologies, and providing expert analysis and recommendations. This collaboration enhances the organization's capability to make informed decisions and drive successful BPR initiatives. Organization can make data-driven decisions from the systematic review report provides by Etihad AIS. Our systematic review report consists of the following elements:

<b>Executive Summary:</b>	Provides a concise overview of the systematic review, its objectives, key findings, and recommendations.
<b>Introduction:</b>	We describes the purpose and context of the systematic review, including the organization's goals for process improvement and BPR. In this report also state the analyst team, venue, and date of the study.
<b>Research Questions and Objectives:</b>	Clearly states the research questions or objectives that guided the systematic review.
<b>Methodology:</b>	We describes the systematic review methodology, including the inclusion and exclusion criteria used to select relevant studies, details of the literature search strategy, and data extraction process. Hence, we explain the approach to quality assessment and synthesis of the findings.
<b>Results and Findings:</b>	Etihad AIS presents the synthesized findings from the selected studies, including common themes, successful strategies, challenges, and patterns in process improvement and BPR implementation. We also provides a comprehensive overview of the evidence base, highlighting key insights and lessons learned relevant to the organization's existing processes.
<b>Discussion:</b>	This section will interpret the findings in the context of the organization's specific processes and process improvement goals. Implications, potential risks, and opportunities for BPR implementation based on the synthesized evidence will be identified and written in this section.
<b>Recommendations:</b>	We offers actionable recommendations for the organization's BPR initiative, derived from the systematic review findings and discussion. The recommendations will provide guidance on potential strategies, best practices, success factors, and mitigating challenges specific to the organization's processes.
<b>Limitations:</b>	Acknowledges and discusses any limitations or constraints of the systematic review, such as potential biases in the included studies or limitations in the available evidence. This could include the constraint of the resources or limitations of the access towards organizational documented information.
<b>Conclusion:</b>	Summarizes the main findings, recommendations, and their significance for the organization's process improvement and BPR efforts.
<b>References:</b>	Lists all the cited studies, resources, and literature sources used in the systematic review including the organizational documented information.
<b>Appendices:</b>	Includes additional details such as the full list of included studies, data extraction forms, quality assessment tools, and any supplementary information deemed relevant.



### The Value of the Systematic Review

<b>Benchmarking and Comparison:</b>	Through the systematic review, organizations can benchmark their BPR efforts against industry best practices, identifying areas of strength and areas that need improvement. It allows for a comparison of their approaches with successful BPR implementations in other organizations. Etihad AIS are knowledgeable about current trends, and emerging practices and successful approaches in developing high-performance organization (HPO). We can introduce innovative ideas and proven methodologies that may not be readily available within the organization. This ensures that the BPR incorporates industry best practices and is at the forefront of corporate strategies.
<b>Evidence-Based Decision-Making:</b>	A systematic review provides organizations with a robust evidence base to inform their BPR initiatives, enabling them to make data-driven decisions and avoid potential pitfalls. Etihad AIS possess specialized knowledge and expertise in BPR practices and strategies. We bring a fresh perspective and objective insights to the process, ensuring that the BPR is comprehensive, effective, and aligned with industry best practices.
<b>Identifying Gaps and Opportunities:</b>	The review can identify gaps in the existing body of knowledge on BPR, highlighting areas where further research or innovation is needed. It helps organizations uncover untapped opportunities for improvement and innovation. Etihad AIS bring specialized expertise and industry knowledge to the systematic review process. Our insights and guidance can provide valuable perspectives, helping organizations interpret the findings and translate them into actionable strategies for BPR implementation.
<b>Increased Credibility and Confidence:</b>	Conducting a systematic review with the assistance of Etihad AIS adds credibility to the review process and the resulting findings. It instils confidence in decision-makers that the review was conducted by experts following a rigorous methodology.
<b>Change Management Support:</b>	Implementing a BPR often requires organizational change and buy-in from key stakeholders. Etihad AIS can provide guidance and support in managing this change, including communication strategies, training programs, and change management initiatives. We help organizations navigate any resistance or challenges that may arise during the implementation phase.

### Conclusion

Overall, organizations gain insights and lessons learned from successful process improvement initiatives by conducting a systematic review of existing processes with the aim of BPR. The review provides evidence-based guidance, identifies best practices, highlights potential challenges, and offers actionable recommendations for reengineering the organization's processes effectively. Collaborating with Etihad AIS for the systematic review brings added value by leveraging our expertise, industry knowledge, and structured approach, ensuring a rigorous and objective analysis of the existing processes, and delivering practical recommendations for successful BPR implementation.



## Management System Development

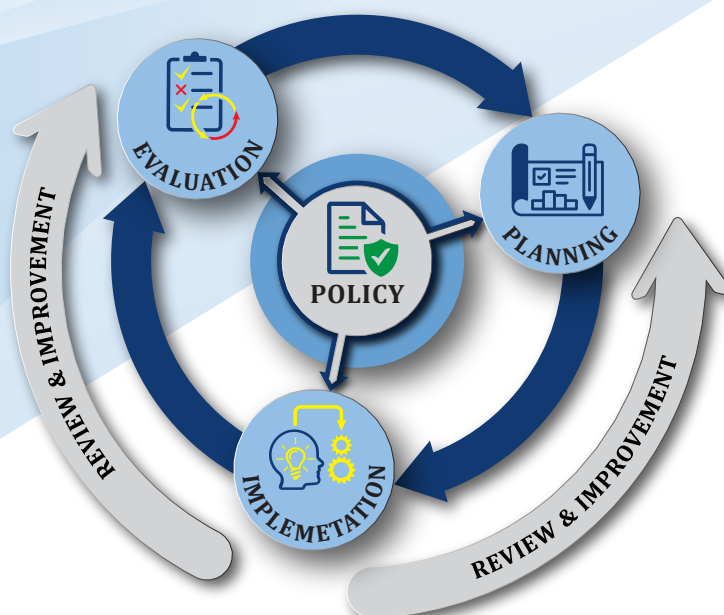
### Introduction

Management system refers to a structured framework and set of processes that an organization implements to effectively manage and coordinate its activities, resources, and goals. It provides a systematic approach to managing various aspects of the organization, ensuring alignment with strategic objectives, and promoting continual improvement. A well-designed management system promotes consistency and efficiency in processes, tasks, and decision-making. It establishes standardized procedures and workflows, reducing duplication of efforts and ensuring smooth operations. The management system development by Etihad AIS ensures compliance with applicable laws, regulations, and industry standards. It provides a structure for implementing quality assurance practices. It helps establish quality standards, monitor compliance, and continuously improve processes to enhance the quality of products or services.



### Management System

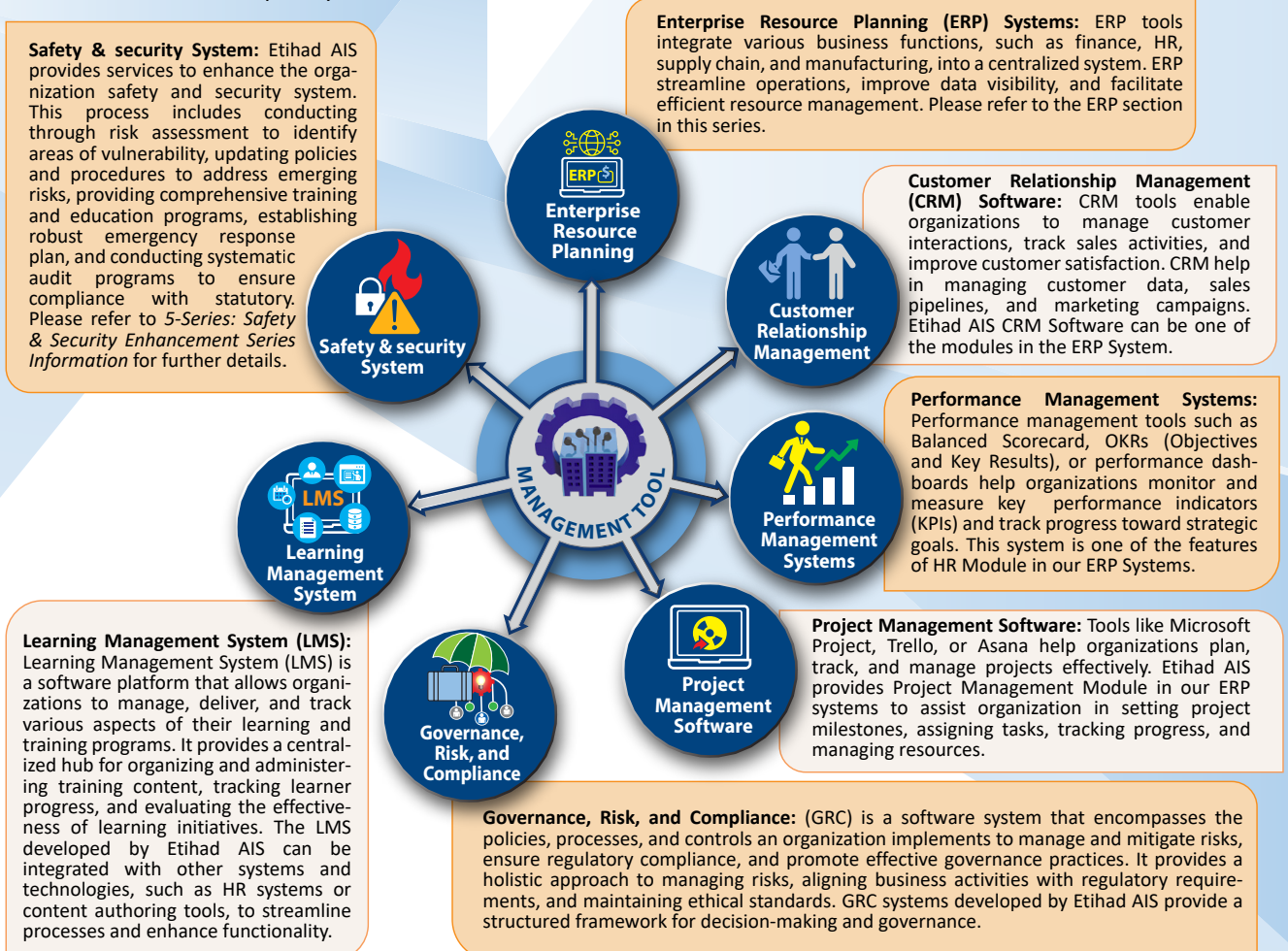
A common management system in an organization could be such as Quality Management System (QMS) based on ISO 9001 standards, Health & Safety Management Systems based on ISO 45001 standards and many more. The purpose of implementing a management system within an organization must be vary among of an organization. Contrary, implementing a common management system brings structure, consistency, and improvement mechanisms to the organization, supporting its goals of delivering quality products or services, satisfying customers, and driving continuous growth and success, The common management system structure typically develops by Etihad AIS includes several key elements is illustrated in the diagram below.



<b>Policy:</b>	This element establishes the overarching principles, guidelines, and objectives that guide the organization's management system.
<b>Planning:</b>	This element involves setting goals, developing strategies, and creating action plans to achieve those goals. It includes elements like strategic planning, operational planning, and resource allocation.
<b>Implementation:</b>	This element focuses on executing the plans and strategies defined in the planning phase. It involves allocating resources, assigning responsibilities, and implementing processes and procedures.
<b>Measurement and Evaluation:</b>	This element involves monitoring and measuring the organization's performance against the established goals and objectives. It includes metrics, key performance indicators (KPIs), and performance evaluation processes.
<b>Review and Improvement:</b>	This element entails periodically reviewing the management system's effectiveness and identifying areas for improvement. It involves conducting audits, gathering feedback, and implementing changes to enhance performance.

## Management Tool

A management tool refers to a software application, framework, or technique that helps organizations manage and optimize various aspects of their operations. These tools provide support in areas such as planning, organizing, monitoring, and controlling activities within an organization. They assist in decision-making, process improvement, collaboration, and performance tracking. Management tools are closely related to the development and enhancement of management systems as they provide the necessary means to implement and streamline management practices. Etihad AIS is capable to develop the management tools that tailor-made to the organization uniqueness. The sample of the management tools that can be developed by Etihad AIS as follows:



## Developing a Management System

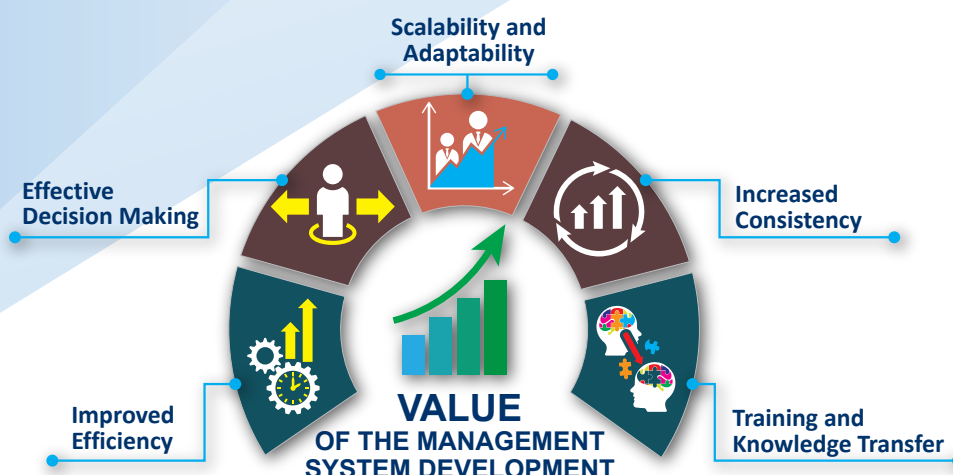
Organizations can ensure that their management system development process addresses the challenges effectively by hiring the Etihad AIS. Etihad AIS brings expertise in management systems, helps customize the system to organizational requirements, and provides guidance on overcoming implementation obstacles. We offer an objective perspective, specialized knowledge, and experience from working with diverse organizations, ensuring that the management system meets the organization's unique needs and aligns with its values and culture. Developing a management system involves several steps, and hiring Etihad AIS can help ensure that the system meets organizational requirements and aligns with the organization's uniqueness. Here's an overview of the process and the challenges involved with the services and expertise by Etihad AIS to facilitate the process as the table below.

PROCESS	CHALLENGES
<b>Implementation Planning:</b> Create a detailed implementation plan with specific tasks, timelines, and responsible individuals or teams. Allocate resources and define communication channels.	Managing the complexity of implementation, resistance to change, and ensuring buy-in from stakeholders.
<b>Etihad AIS Capabilities &amp; Services:</b> We can help develop a comprehensive implementation plan, facilitate change management efforts, and engage stakeholders at all levels.	

PROCESS	CHALLENGES
<b>Training and Knowledge Transfer:</b> Provide training to employees on the new management system, including its processes, procedures, and tools. Facilitate knowledge transfer to ensure sustainability.	Overcoming skill gaps, ensuring effective training, and fostering a culture of learning.
<b>Etihad AIS Capabilities &amp; Services:</b> We can deliver training programs, develop training materials, and support knowledge transfer through workshops and coaching.	

PROCESS	CHALLENGES
<b>Monitoring and Evaluation:</b> Establish mechanisms to monitor the performance of the management system, collect data, and evaluate its effectiveness. Use feedback to identify areas for improvement.	Defining relevant metrics, establishing monitoring processes, and creating a culture of continuous improvement.
<b>Etihad AIS Capabilities &amp; Services:</b> We can assist in setting up performance measurement systems, developing dashboards or reports, and providing guidance on data analysis.	

## The Value of the Management System Development





<b>Improved Efficiency:</b>	A well-designed management system streamlines processes, reduces redundancies, and improves overall efficiency within the organization. Developing a management system can be a complex and time-consuming process. Hiring Etihad AIS allows the organization to leverage our expertise and resources of the consultants, accelerating the development process.
<b>Effective Decision Making:</b>	A robust management system provides timely and accurate data, enabling informed decision-making at all levels of the organization. The systems will enhance organizational performance by providing clear goals, performance metrics, and accountability mechanisms drive higher performance levels and better results. Etihad AIS can provide an objective assessment of the organization's current state, identifying areas for improvement and offering unbiased recommendations. We bring a fresh perspective that may be lacking within the organization.
<b>Scalability and Adaptability:</b>	A well-developed management system can accommodate growth and changes within the organization, allowing for scalability and adaptability in a dynamic business environment. Etihad AIS tailors our approach to the specific needs and goals of the organization. We can develop a management system that aligns with the organization's unique requirements and culture.
<b>Increased Consistency:</b>	Standardized processes and procedures promote consistency and reduce errors, enhancing the quality of outputs and customer satisfaction. Implementing a new management system often involves significant change within the organization. Etihad AIS can provide change management support, helping employees adapt to the new processes and driving successful implementation.
<b>Training and Knowledge Transfer:</b>	Etihad AIS can provide training and workshops to equip employees with the necessary skills and knowledge to operate within the new management system. We can also facilitate knowledge transfer to ensure the organization can sustain and maintain the system in the long run.

## Conclusion

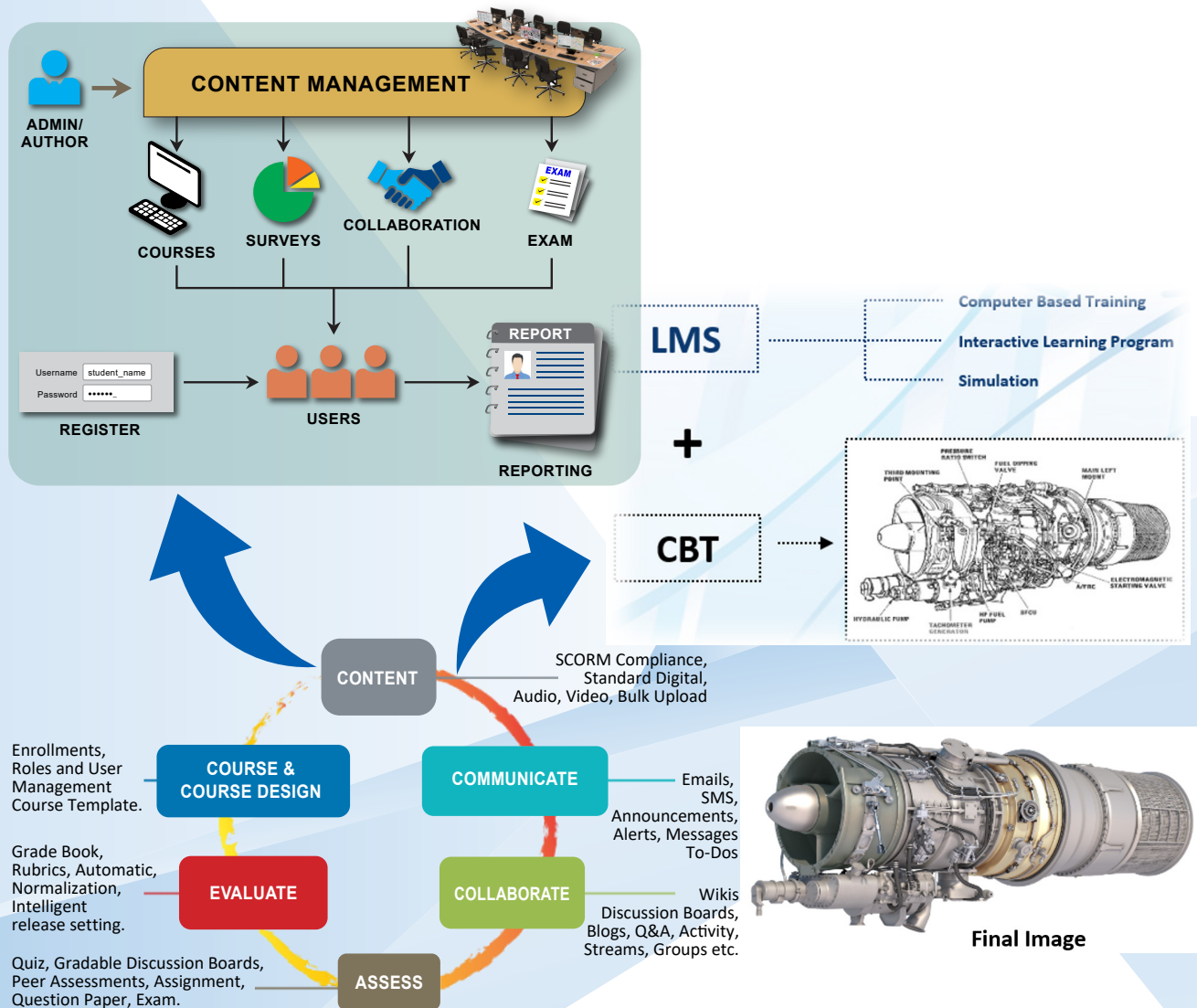
In summary, a management system typically includes elements like goals, planning, structure, processes, performance measurement, communication, risk management, and continuous improvement. Hiring Etihad AIS can benefit organizations in developing their management system by providing expertise, experience, objectivity, customized solutions, time, and resource efficiency, change management support, and training. Developing a management system within an organization brings value through improved efficiency, enhanced performance, increased consistency, effective decision making, risk mitigation, scalability, and adaptability. Etihad AIS offer specialized knowledge and support to ensure a successful implementation of the management system.



## Learning Management System

### Introduction

Learning Management System (LMS) is a software platform that allows organizations to manage, deliver, and track various aspects of their learning and training programs. It provides a centralized hub for organizing and administering training content, tracking learner progress, and evaluating the effectiveness of learning initiatives. Robust reporting and analytics capabilities within an LMS allow administrators to track learner progress, monitor completion rates, assess performance, and identify areas for improvement. These insights help inform decision-making and measure the effectiveness of learning initiatives. The LMS developed by Etihad AIS can be integrated with other systems and technologies, such as HR systems or content authoring tools, to streamline processes and enhance functionality. Customization options enable organizations to tailor the LMS to their specific branding, workflows, and learning requirements.



### BENEFITS OF LMS

- Make training and education digital
- Save resources such as paper, time and money
- Easy access to learning anytime, anywhere
- Structure curriculum plan
- Track learning
- Employee training
- Continued professional development for employees

### LMS FEATURES

- Automatic enrolment
- User privileges
- Registration control
- Multiple device access.
- Distributed instructor and student base
- Document management.
- Course
- Student engagement.
- Assessment and testing
- Grading and scoring

## System Overview

LMS is a software system designed as tools for manage the learning activity in the wide educational programs, training, or courses. LMS systems are commonly used in educational institutions, corporations, and other organizations to facilitate online learning and training initiatives. This software application is designed to manage, deliver, and track e-learning and training programs. It provides a centralized platform for creating, organizing, distributing, and tracking learning content and activities. The general functions of an LMS provided by Etihad AIS are as follows:

<b>Content Management:</b>	LMS allows administrators to create and organize learning materials such as courses, modules, documents, videos, quizzes, and assessments.
<b>User Management:</b>	LMS provides tools to manage user profiles, enrollments, access permissions, and user groups, enabling effective user administration and access control.
<b>Course Delivery and Tracking:</b>	LMS enables the delivery of courses and learning materials to learners, allowing them to progress through the content at their own pace. It tracks learner progress, completion rates, and assessment results.
<b>Communication and Collaboration:</b>	LMS often includes features like discussion boards, chat tools, and messaging systems to facilitate communication and collaboration among learners, instructors, and peers.
<b>Reporting and Analytics:</b>	This component generates reports and analytics on learner performance, course effectiveness, and other metrics. It helps track progress, identify trends, and evaluate the success of training programs.

Etihad AIS offers a comprehensive Learning Management System (LMS) solution that empowers organizations to deliver effective online learning and training experiences. With our LMS, businesses can leverage robust hardware infrastructure, including servers with ample storage capacity and a secure network infrastructure, to ensure smooth operation and data management.

Our software solution encompasses an advanced operating system, a reliable database management system, a powerful web server, and a feature rich LMS software. This software combines userfriendly interfaces, content management capabilities, user administration tools, robust tracking and reporting functionalities, seamless collaboration and communication features, customization options, and stringent security measures. In a nutshell, the components of the LMS system are as follows:

### Hardware requirements:

<b>Server:</b>	A robust server to host the LMS platform and manage user access and data storage.
<b>Storage:</b>	Sufficient storage capacity to accommodate the learning materials, user data, and system backups.
<b>Network Infrastructure:</b>	A stable and secure network infrastructure to ensure smooth communication between users and the LMS.

### Software Requirements:

<b>Operating System:</b>	A compatible operating system that supports the LMS software.
<b>Database Management System:</b>	A database management system to handle data storage, retrieval, and management.
<b>Web Server:</b>	A web server software to handle the hosting and delivery of the LMS platform over the internet.
<b>LMS Software:</b>	The core software that provides the functionality for content management, user administration, course delivery, assessments, and reporting.

### User Devices:

<b>Desktop or Laptop Computers:</b>	Learners and administrators can access the LMS through desktop or laptop computers.
<b>Mobile Devices:</b>	Mobile-friendly versions or dedicated mobile apps can allow learners to access the LMS using smartphones or tablets.



## Product Main Features

Unlock the full potential of your organization's learning with Etihad AIS LMS: We offer seamlessly manage, deliver, and track training programs. Introducing Etihad AIS's cutting-edge Learning Management System (LMS), a comprehensive solution designed to revolutionize an organization's learning and development initiatives. With our specialized product, an organization can enhance employee skills, drive performance, and stay ahead in today's dynamic business landscape. Take control of your organization's learning journey with our LMS's main features:

### Centralized Learning Management:

- Easily manage and organize all training content, including courses, modules, and resources, in a centralized and user-friendly platform.
- Create and assign training programs to specific individuals, teams, or departments, ensuring consistent learning experiences and targeted skill development.
- Track learner progress, completion, and performance metrics, providing valuable insights to measure training effectiveness and identify areas for improvement.

### Interactive and Engaging Learning Experiences:

- Design and deliver interactive and engaging courses using a variety of multimedia elements, including videos, quizzes, simulations, and gamification techniques.
- Foster collaboration and knowledge sharing through discussion forums, social learning features, and peer-to-peer interactions, enhancing learner engagement and motivation.

### Personalized Learning Paths:

- Tailor learning paths based on individual learner needs, roles, and goals, allowing employees to acquire skills and knowledge relevant to their specific roles and career aspirations.
- Offer self-paced learning options, enabling employees to learn at their own convenience, increasing flexibility and accommodating diverse learning styles.

### Skill and Competency Management:

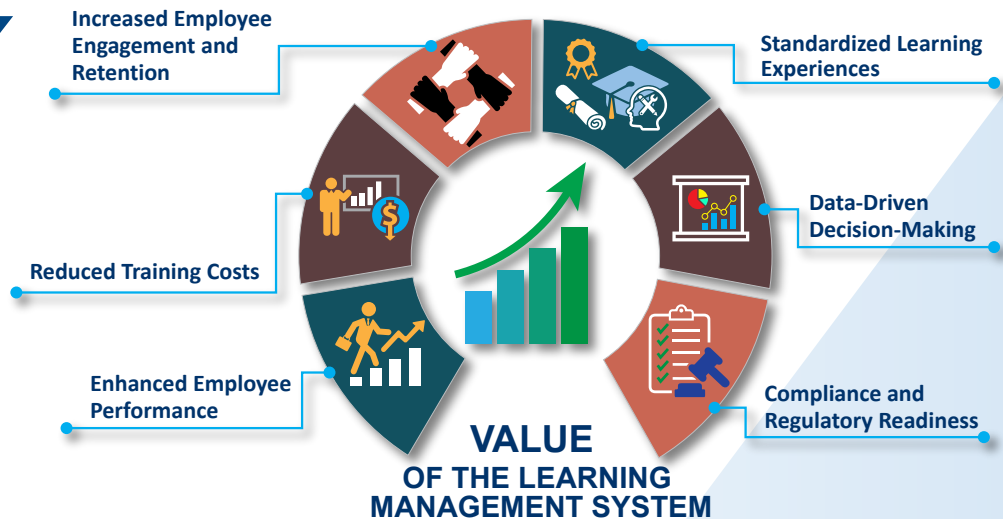
- Assess and track employee skills and competencies, identifying skill gaps and creating targeted training programs to address them.
- Align learning initiatives with organizational goals and competency frameworks, ensuring that training efforts contribute to overall performance improvement.

### Reporting and Analytics:

- Generate comprehensive reports and analytics on training activities, learner progress, and performance, providing actionable insights to make data-driven decisions.
- Monitor compliance training completion and certification, ensuring adherence to regulatory requirements and mitigating risks.

### Seamless Integration and Scalability:

- Seamlessly integrate with existing HR systems, such as employee directories or performance management tools, ensuring data consistency and reducing administrative efforts.
- Scale the LMS to accommodate organizational growth, adding new users, courses, and functionalities as your learning needs evolve.



### The Value of the Learning Management System (LMS)

<b>Enhanced Employee Performance:</b>	LMS enables organizations to upskill and reskill employees, improving their knowledge, competencies, and performance. This leads to increased productivity, better customer service, and a competitive edge in the market. Etihad AIS specializing in LMS development possess in-depth technical knowledge and expertise in designing and implementing learning management systems. We are familiar with industry best practices, emerging trends, and can recommend the most suitable LMS solution for an organization.
<b>Reduced Training Costs:</b>	LMS eliminates the need for expensive, time-consuming in-person training sessions. Organizations can deliver training remotely, minimizing travel and logistical costs while reaching a geographically dispersed workforce. LMS development projects require careful planning, resource allocation, and coordination across stakeholders. Etihad AIS provide project management expertise, ensuring a smooth implementation process, on-time delivery, and adherence to budgetary constraints.
<b>Increased Employee Engagement and Retention:</b>	Interactive and engaging learning experiences offered by LMS motivate employees to actively participate in their learning journey. This improves engagement, job satisfaction, and reduces employee turnover. Etihad AIS stay abreast of the latest trends and advancements in the learning and development field. We bring valuable insights, best practices, and innovative ideas to optimize the LMS solution and maximize its impact on organizational performance.
<b>Standardized Learning Experiences:</b>	LMS ensures consistent training delivery and content across the organization. This standardization promotes a unified organizational culture, enhances compliance, and reduces knowledge gaps. Etihad AIS can customize the LMS to align with an organization's branding, processes, and learning objectives. We ensure seamless integration with existing systems, such as HR or performance management tools, to optimize workflows and enhance data consistency.
<b>Data-Driven Decision-Making:</b>	LMS provides comprehensive reporting and analytics, offering insights into training effectiveness, learner performance, and skill gaps. These insights enable informed decision-making and continuous improvement of training programs. Etihad AIS work closely with organizations to analyze their unique learning and development needs. We assess current processes, identify pain points, and recommend the right set of features and functionalities to meet those needs.
<b>Compliance and Regulatory Readiness:</b>	LMS helps organizations track and manage compliance training, ensuring employees meet regulatory requirements. This mitigates legal and financial risks associated with non-compliance.

### Conclusion

In summary, Learning Management System (LMS) is a comprehensive solution that helps organizations manage, deliver, and track training programs. Key features include centralized learning management, interactive learning experiences, personalized learning paths, skill and competency management, reporting and analytics, and seamless integration. Etihad AIS specializing in LMS development bring technical expertise, analyze requirements, customize and integrate the system, provide project management, offer user training and support, ensure system maintenance, and bring industry insights and best practices to optimize the LMS solution and drive organizational performance.

## Enterprise Resource Planning (ERP)

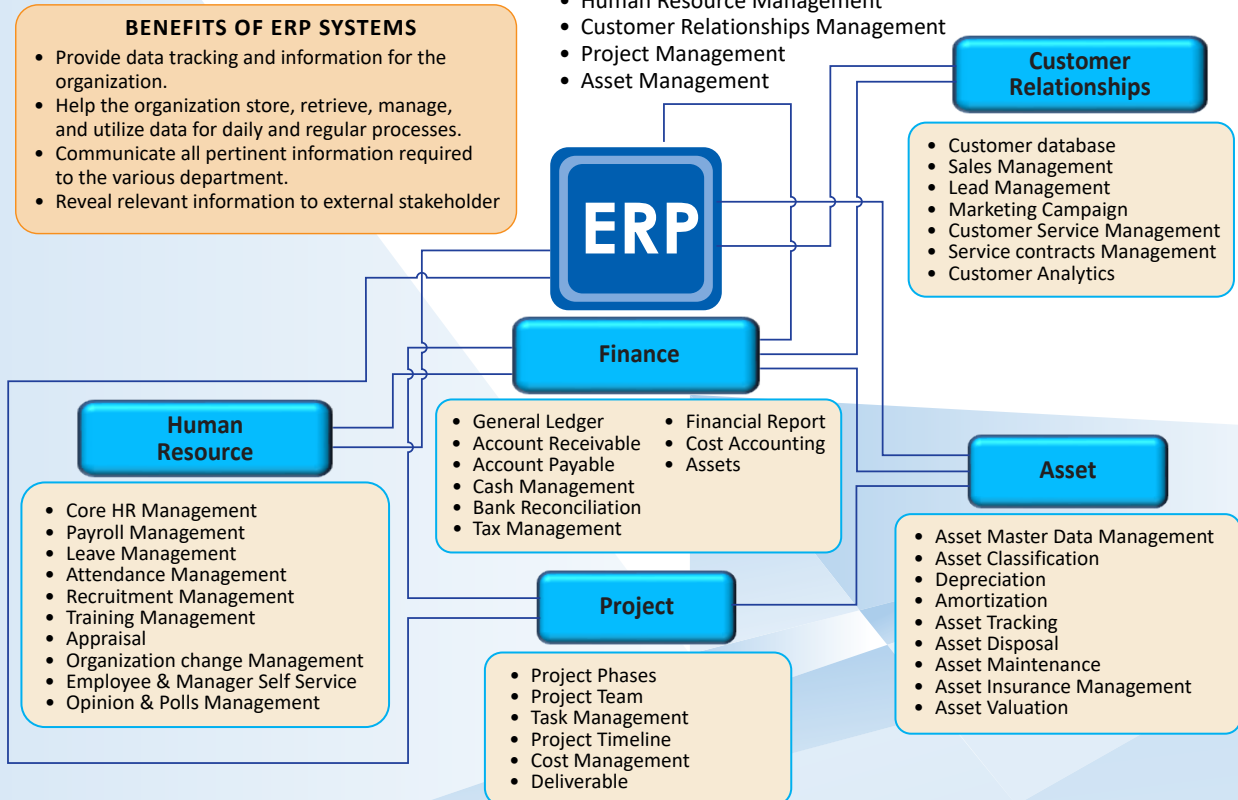
### Introduction

Enterprise Resource Planning (ERP) is a software system that integrates and manages core business processes and functions within an organization. It provides a centralized database and a suite of interconnected modules to streamline operations, enhance collaboration, and improve overall efficiency. An ERP system integrates disparate business functions into a single platform, eliminating data silos and streamlining processes. It enables smooth information flow, reduces manual data entry, and minimizes errors and redundancies. By automating routine tasks and providing real-time data access, an ERP system developed by Etihad AIS improves operational efficiency and productivity. It reduces time spent on manual processes, enables faster decision-making, and optimizes resource utilization.

**ERP** is a software system that helps the organization plan, organize & manage the entire business.

The main module of an Etihad AIS ERP system:

- Finance
- Human Resource Management
- Customer Relationships Management
- Project Management
- Asset Management



### System Overview

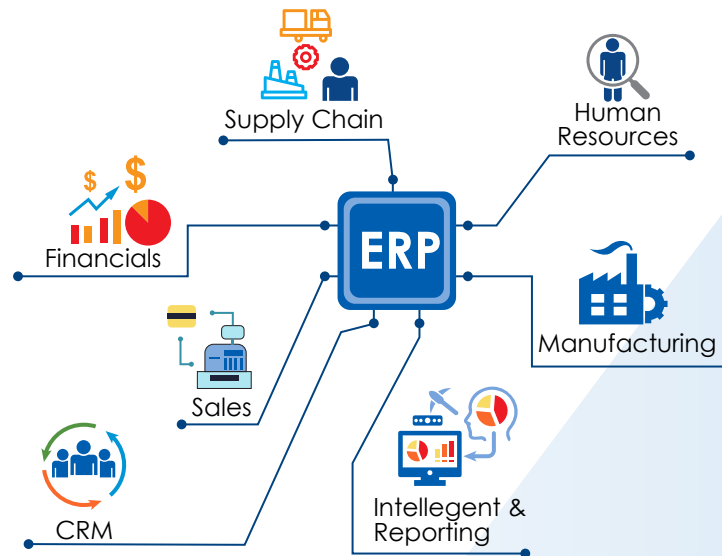
ERP systems provide a unified platform that streamlines and automates core business processes, allowing companies to optimize their operations, increase efficiency, and make informed decisions. By integrating data from different departments into a single system, ERP enables real-time visibility and collaboration across the organization. Etihad AIS is able to provide the ERP general functions as follows:

<b>Financial Management:</b>	ERP systems handle financial processes such as general ledger, accounts payable/receivable, budgeting, and cash management, providing accurate financial data for analysis and reporting.
<b>Human Resources:</b>	ERP handles HR processes such as employee data management, payroll, benefits administration, training, and performance evaluation, enabling efficient workforce management.
<b>Sales and Customer Relationship Management (CRM):</b>	ERP includes features for managing the entire sales process, from lead generation to order fulfilment, and integrates customer data to improve customer service and relationship management.
<b>Asset and Supply Chain Management:</b>	ERP helps manage the asset, procurement, inventory, and distribution processes, optimizing the supply chain, reducing costs, and ensuring timely delivery.
<b>Project and Manufacturing:</b>	ERP systems assist in project & production planning, scheduling, quality control, and shop floor management, improving manufacturing efficiency and reducing waste.
<b>Business Intelligence and Reporting:</b>	ERP systems provide tools for data analysis, reporting, and decision-making, offering insights into business performance, trends, and forecasting.



## Product Main Features

Introducing Etihad AIS's cutting-edge ERP solution, a powerful software designed to revolutionize organizational business operations. Our specialized product allows an organization to streamline processes, optimize resources, and gain a competitive edge in today's fast-paced market. Take control of your organization's performance with our ERP's main features:



### Comprehensive Financial Management:

<p>Financials</p>	Gain real-time visibility into financial data, including general ledger, accounts payable/receivable, and cash management.
	Generate accurate financial reports, forecasts, and budgets to make informed decisions and drive profitability.
	Ensure compliance with accounting standards and regulations effortlessly.

### Seamless Supply Chain Management:

<p>Supply Chain</p>	Automate and optimize procurement, inventory management, and order fulfilment processes to enhance efficiency and reduce costs.
	Track and monitor the entire supply chain in real-time, from supplier to customer, ensuring on-time deliveries and superior customer satisfaction.
	Minimize stock-outs, eliminate excess inventory, and improve demand forecasting to maximize profitability.


### Advanced Project & Manufacturing Capabilities:

<p>Manufacturing</p>	Optimize project and production planning and scheduling to reduce lead times, improve resource utilization, and meet customer demands efficiently.
	Implement robust quality control measures to ensure consistent product excellence and reduce waste.
	Gain real-time insights into projects or operations for better decision-making and continuous process improvement.


### Streamlined Sales and CRM:

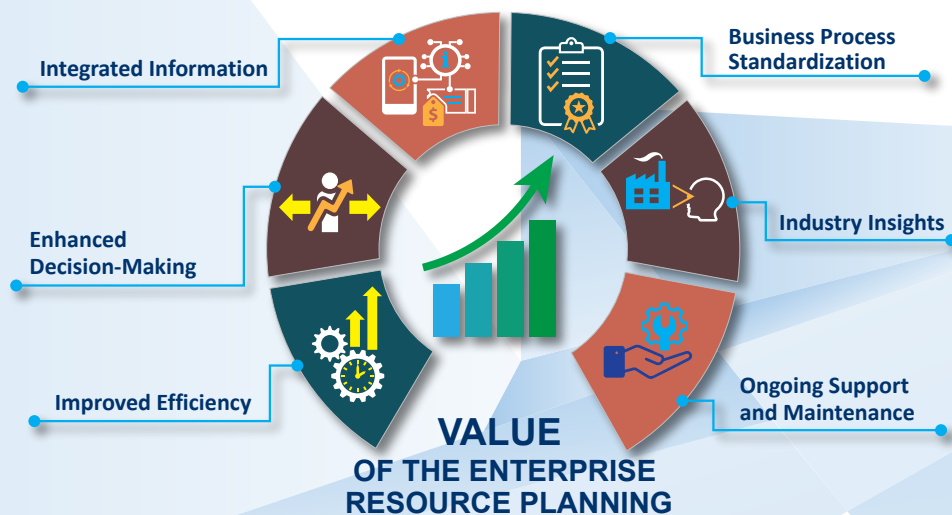
<p>Sales</p> <p>CRM</p>	Manage the complete sales cycle, from lead generation to order fulfilment, with a unified system.
	Enhance customer satisfaction and loyalty through personalized interactions and improved customer service.
	Analyze customer data and behaviour to identify trends, create targeted marketing campaigns, and drive revenue growth.

#### Efficient Human Resource Management:

 <p>Human Resources</p>	Simplify HR processes such as employee data management, payroll, benefits administration, and training.
	Automate routine HR tasks, enabling HR teams to focus on strategic initiatives and talent development.
	Ensure compliance with labour laws and regulations while fostering a positive work environment.

#### Powerful Business Intelligence and Reporting:

 <p>Intelligent &amp; Reporting</p>	Leverage advanced analytics and reporting tools to transform raw data into actionable insights.
	Monitor key performance indicators (KPIs) in real time, enabling timely decision-making and performance tracking.
	Enable data-driven decision-making at all levels of the organization, from executives to department managers.



#### The Value of the Enterprise Resource Planning (ERP)

<b>Improved Efficiency:</b>	ERP systems automate manual processes, eliminate duplicate data entry, and streamline operations across departments. This efficiency leads to reduced costs, increased productivity, and faster response times. ERP implementation projects require careful planning, resource allocation, and coordination across multiple stakeholders. Etihad AIS provides project management expertise, ensuring the project stays on track, within budget, and meets the set objectives.
<b>Enhanced Decision-Making:</b>	ERP provides real-time access to accurate and comprehensive data, enabling informed decision-making at all levels of the organization. Organizations can quickly analyze performance metrics, identify trends, and make data-driven strategic choices. Etihad AIS work closely with organizations to analyze their specific requirements, processes, and workflows. We help identify gaps, recommend suitable ERP solutions, and tailor the system to align with the organization's unique needs.
<b>Integrated Information:</b>	ERP integrates data from various departments, eliminating data silos and ensuring a single source of truth. This integration improves collaboration, communication, and coordination between teams, leading to smoother workflows and better outcomes. Etihad AIS can customize and integrate ERP systems to fit an organization's existing IT infrastructure and business processes. We ensure seamless integration with other systems, such as CRM or BI tools, to maximize the benefits of ERP.

<b>Business Process Standardization:</b>	ERP promotes standardization by establishing uniform processes across the organization. This consistency improves efficiency, reduces errors, and allows for better collaboration between teams. ERP implementations often involve significant organizational change. Etihad AIS can assist in change management activities, including training employees on system usage, managing resistance, and facilitating a smooth transition to the new system.
<b>Industry Insights:</b>	Etihad AIS stay updated with the latest industry trends, regulations, and technological advancements. They can provide valuable insights and guidance to help organizations leverage ERP effectively and stay competitive.
<b>Ongoing Support and Maintenance:</b>	Etihad AIS provides ongoing support and maintenance services post-implementation. They help organizations address any technical issues, upgrade the system, and ensure its optimal performance over time.

## Conclusion

Overall, well-craft ERP systems offer robust security measures to protect sensitive business data. Access controls, encryption, and audit trails ensure data confidentiality and integrity, safeguarding against unauthorized access and data breaches. With Etihad AIS's ERP, an organization will experience seamless integration, scalability, and flexibility to adapt to their evolving business needs. Etihad AIS team of experts will guide an organization through a smooth implementation process, ensuring minimal disruption to their operations.

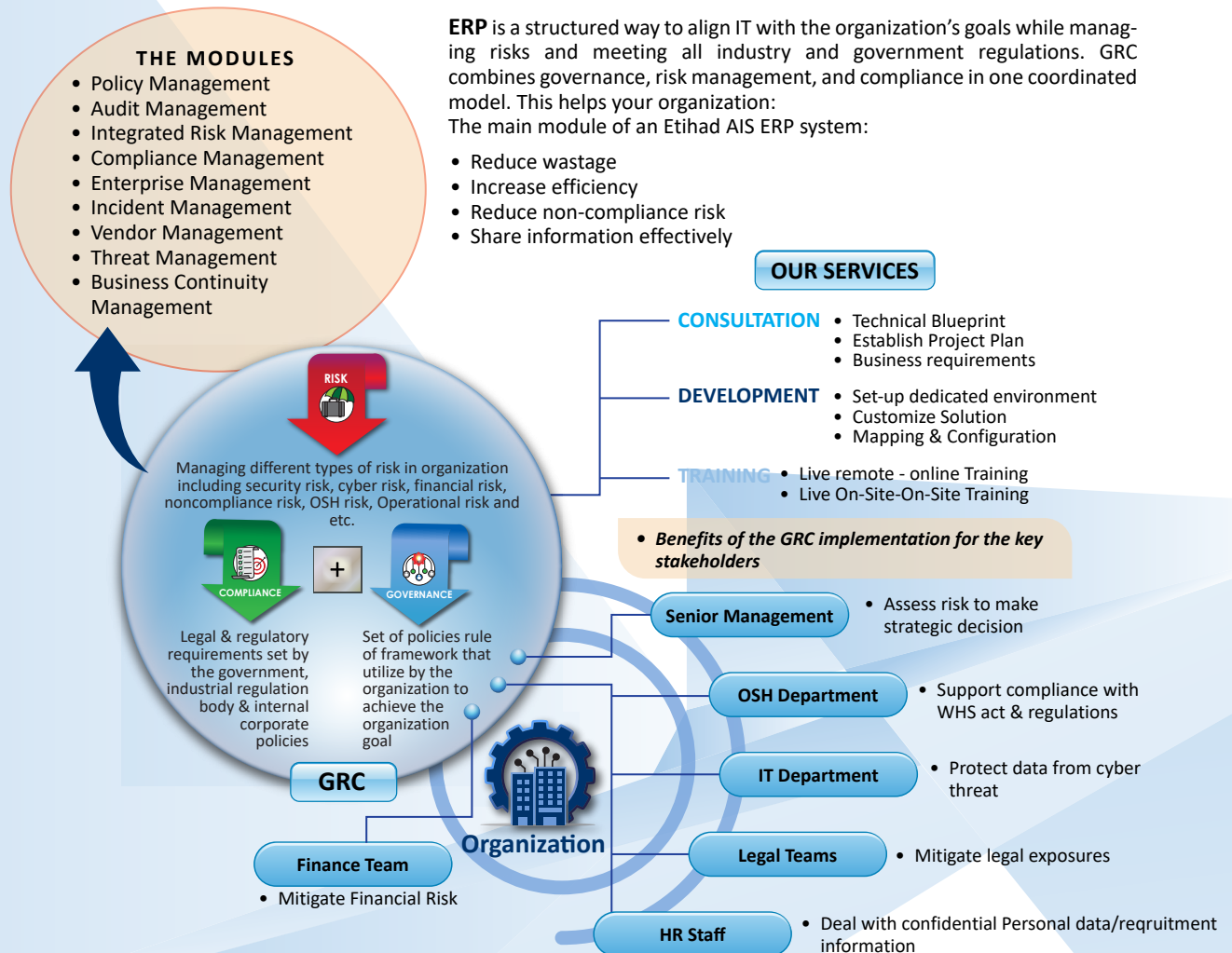




## Governance, Risk & Compliance (GRP)

### Introduction

Governance, Risk, and Compliance (GRC) is a software system that encompasses the policies, processes, and controls an organization implements to manage and mitigate risks, ensure regulatory compliance, and promote effective governance practices. It provides a holistic approach to managing risks, aligning business activities with regulatory requirements, and maintaining ethical standards. GRC systems developed by Etihad AIS provide a structured framework for decision-making and governance. The systems establish clear roles, responsibilities, and accountability mechanisms, enabling effective oversight and informed decision-making at all levels of the organization.



### System Overview

Governance, Risk, and Compliance (GRC) system is a software solution designed to assist organizations in managing and integrating their governance, risk management, and compliance activities. It provides a centralized platform to streamline processes, monitor risks, ensure regulatory compliance, and enhance overall organizational performance. Etihad AIS's GRC offers 9 modules for an organization to help organizations establish and maintain effective governance structures, identify and manage risks, and ensure compliance with relevant laws, regulations, and internal policies. Here's an overview of Etihad AIS's GRC systems, their general functions, and the elements that can support organizational performance:

<b>Policy Management:</b>	GRC systems assist in the creation, dissemination, and tracking of policies and procedures throughout the organization. They enable centralized policy repositories, version control, and automated policy workflows to ensure policy adherence and consistency.
<b>Audit Management:</b>	GRC systems support the planning, execution, and tracking of internal and external audits. They provide tools for audit scheduling, workpaper management, issue tracking, and reporting, facilitating efficient audit processes and driving continuous improvement.
<b>Integrated Risk Management:</b>	GRC systems enable organizations to identify and assess risks in real-time. This supports proactive risk mitigation strategies, enhances operational resilience, and minimizes the impact of potential risks on organizational performance.

<b>Compliance Management:</b>	GRC systems ensure organizations stay compliant with laws, regulations, and industry standards. This reduces the risk of non-compliance penalties, reputational damage, and legal issues, safeguarding organizational performance.
<b>Enterprise Management:</b>	GRC systems as a central repository of information on organization's business hierarchy and operational infrastructure, enabling an organization to form an aggregate view of organizational divisions, determine the value of supporting technologies, and use that information in the context of the Compliance Management Program.
<b>Incident Management:</b>	GRC systems help organizations track and manage incidents, such as data breaches, compliance violations, or ethics concerns. They enable incident reporting, investigation workflows, root cause analysis, and corrective action management to address incidents promptly and minimize their impact.
<b>Vendor Management:</b>	This function will help an organization to maintain up to date repository of all third parties, products, services and key contacts, conduct third-party assessments based on customized questionnaires and allow organization to administer their third-party management program more efficiently.
<b>Threat Management:</b>	The threat management module within a GRC system focuses on identifying, assessing, and mitigating various threats that may impact an organization's operations, assets, or reputation. Its functions include threat identification, risk assessment, risk mitigation, and monitoring and reporting threats.
<b>Business Continuity Management:</b>	The business continuity management module within a GRC system focuses on ensuring the organization can continue its critical operations and services during and after disruptive events. Its functions include business impact analysis, business continuity planning, testing and exercises, and performance monitoring. The testing & exercise supports the regular testing and validation of business continuity plans through simulations, tabletop exercises, or full-scale drills. It enables organizations to identify gaps, refine procedures, and enhance the readiness for potential disruptions.

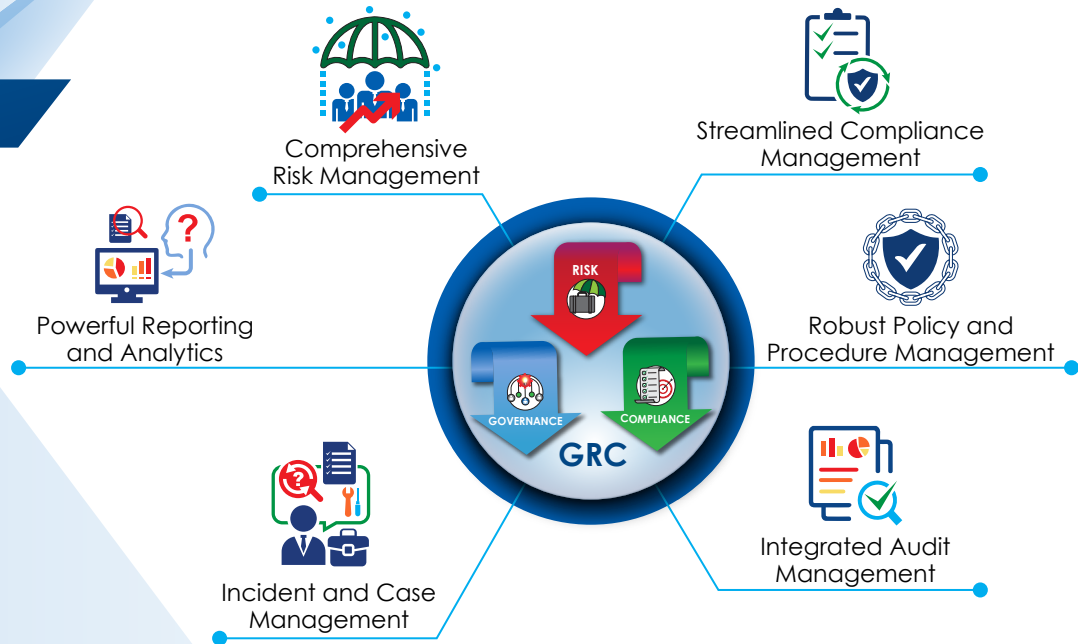


RSA Archer GRC Solutions allow you to build an efficient, collaborative enterprise governance, risk and compliance (GRC) program across IT, finance, operations and legal domains. These solutions include:

- Policy Management
- Audit Management
- Integrated Risk Management
- Compliance Management
- Enterprise Management
- Incident Management
- Vendor Management
- Threat Management
- Business Management

### Product Main Features

Empower your organization with Etihad AIS GRC Solution. Introducing Etihad AIS's cutting-edge Governance, Risk, and Compliance (GRC) solution, a comprehensive software designed to revolutionize how the organization manages risks ensures compliance and enhances overall performance. With our specialized product, an organization can take control of its governance processes, proactively identify and mitigate risks, and meet regulatory obligations seamlessly. Explore the main features of our GRC solution:



### Comprehensive Risk Management:

	Identify, assess, and prioritize risks across the organization with ease.
	Enable proactive risk mitigation strategies and monitor risk mitigation efforts in realtime.
	Foster a risk-aware culture and make informed decisions with comprehensive risk analytics.

### Streamlined Compliance Management:

	Simplify compliance with regulations, industry standards, and internal policies.
	Automate compliance assessments, track regulatory changes, and ensure adherence.
	Generate compliance reports and evidence for audits, reducing compliance-related efforts.

### Robust Policy and Procedure Management:

	Centralize policies, procedures, and documentation for easy access and updates.
	Simplify work paper management, issue tracking, and corrective action management.
	Maintain version control, track policy effectiveness, and enhance policy awareness.

### Integrated Audit Management:

	Streamline audit planning, execution, and reporting processes.
	Streamline policy communication, training, and attestation processes.
	Drive continuous improvement and ensure audit readiness with comprehensive audit analytics.

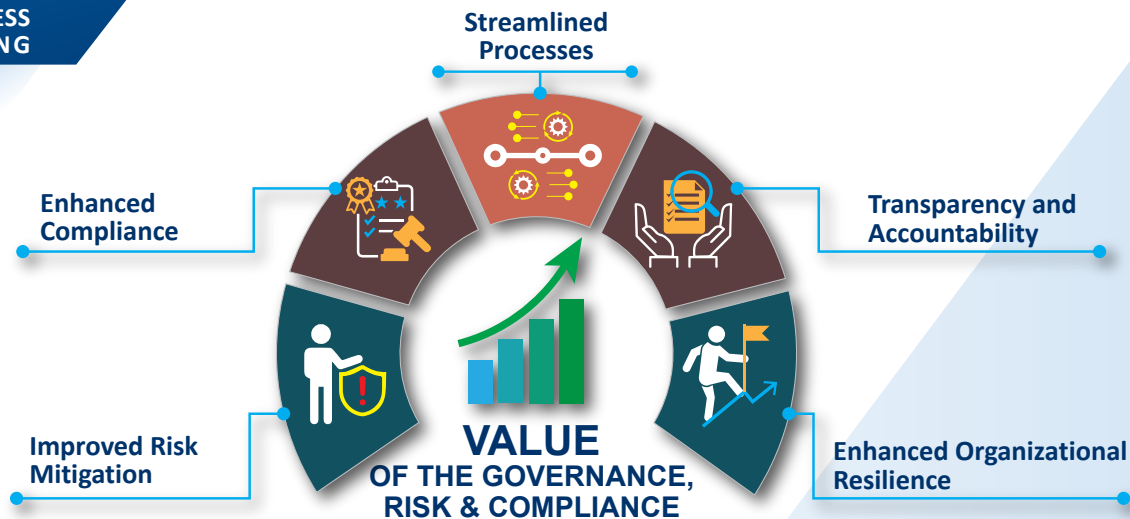
### Incident and Case Management:

	Track and manage incidents, investigations, and related actions in a centralized system.
	Enable incident reporting, escalation workflows, and root cause analysis.
	Facilitate timely incident resolution, reduce potential impacts, and improve compliance.

### Powerful Reporting and Analytics:

	Generate real-time dashboards, reports, and visualizations for comprehensive insights.
	Monitor key risk and compliance indicators, performance metrics, and trends.
	Support data-driven decision-making and strategic planning for improved performance.





### The Value of the Governance, Risk & Compliance (GRC)

<b>Improved Risk Mitigation:</b>	GRC enables proactive risk management, minimizing the potential impact of risks on operations and performance. It fosters a risk-aware culture, ensuring timely identification, assessment, and mitigation of risks. Etihad AIS specializing in GRC development possess extensive knowledge and experience in implementing GRC solutions across industries. We understand best practices, regulatory requirements, and emerging trends in risk and compliance.
<b>Enhanced Compliance:</b>	GRC ensures organizations stay compliant with regulations, industry standards, and internal policies. It reduces compliance-related efforts, mitigates legal risks, and maintains a strong reputation. Etihad AIS stay updated with the latest industry regulations, standards, and emerging technologies in GRC. We bring valuable insights, industry benchmarks, and best practices to optimize the GRC solution and drive organizational performance.
<b>Streamlined Processes:</b>	GRC streamlines governance, risk, and compliance processes, reducing manual efforts and enhancing operational efficiency. It enables teams to focus on value-added activities, leading to improved productivity and performance. Etihad AIS can customize and integrate the GRC solution to align with existing systems, processes, and organizational structures. We ensure seamless integration, data consistency, and optimize workflows to maximize the benefits of GRC.
<b>Transparency and Accountability:</b>	GRC promotes transparency and accountability across the organization. It establishes clear roles, responsibilities, and workflows, ensuring effective collaboration, communication, and ownership of risk and compliance activities. Etihad AIS work closely with organizations to assess their unique governance, risk, and compliance needs. We analyze existing processes, identify gaps, and recommend the most suitable GRC solution tailored to organizational requirements.
<b>Enhanced Organizational Resilience:</b>	GRC helps organizations build resilience by proactively identifying potential risks, developing mitigation strategies, and ensuring business continuity. It minimizes the impact of disruptions, safeguards operations, and protects organizational performance. Etihad AIS offer training and support services to help organizations effectively use the GRC solution. They train administrators and end-users, address technical issues, and ensure a smooth transition to the new system.

### Conclusion

In summary, the benefits of GRC for organizational performance include improved risk mitigation, enhanced compliance, streamlined processes, data-driven decision-making, transparency, accountability, and enhanced organizational resilience. Hiring Etihad AIS for GRC development ensures access to expertise, experience, requirements analysis, customization and integration, project management, training and support, and industry insights, enabling successful implementation and optimization of the GRC solution.

## Frequently Asked Questions

### What is the Etihad AIS 7 Series of Solutions?

*Etihad AIS 7 Series of Solutions is a solution package in a series for any organization that wants to transform the organizations by improving their performance toward achieving their goals.*

### Why Etihad AIS 7 Series is a preferred solution for any organizational challenges?

*This series was invented based on our historical data of more than 10 years in industry with the comprehensive study from our SME's (Subject Matter Expert). Hence, these series provide a wide range of solutions from 1-series to 7-series to resolve the organizational challenges. The result or deliverable of the series will be varied in accordance with the unique and diverse needs of the organizations. Our previous products can be a benchmark, but your organization can have different features that are tailor-made to your requirements.*

### What is the implication if my organization wants to start with 6-series instead of 3-series after deciding to have that both series?

*All series are independent and there is no pre-requisite to have any series. The sequence of the series is not a criterion for selection. Hence, organizations can choose any series based on their organizational challenges.*

### What is the action shall be taken by the organization if the organization is not sure which series will be the best solution for their organizational challenges?

*Either the organization representative can contact the point of contact we provided to discuss further which series suit the organization or the organization can choose the 4-Series to conduct the Scoping Study for the organization. A scoping study for an organization is a preliminary investigation that aims to identify the key issues, opportunities, and constraints related to a particular project, program, or area of the organization's operations.*

### What are the requirements that organizations need to comply prior to selecting any series?

*No specific requirements for the enrollment but we need the organization commitment to provide time and availability, transparency, openness, and timely decision making to ensure the efficiency of the solutions and deliverable of product in timely manner. The commitment required from the client can vary depending on the scope and nature of the consulting engagement. Specific commitments may be outlined in the agreement or engagement contract. The details and expectations can be further customized based on the specific needs and objectives of the project.*

### How much is the cost for the series and does Etihad AIS provide special packages offered on that series?

*The price will vary based on the value provided. Please contact us at the point of contact we provided, and we can schedule the consultation session to offer the best price for our services.*

### How to start with any series?

*Please refer to the point of contact we provided, and we can schedule the consultation session immediately.*

## Point of Contact



If you are your organization's representative and looking for the right consultant to help you to empower your organization:

- ✓ *From Good to Great Business.*
- ✓ *From Good to Great Operation.*
- ✓ *From Good to Great Safety.*
- ✓ *From Good to Great Security.*

Please contact us. We can schedule our meeting for your organization's needs;

[contact@eais.ae](mailto:contact@eais.ae)

### CONTACT US



#### Address

P.O. Box: 132818  
Abu Dhabi - UAE



#### Email

[contact@eais.ae](mailto:contact@eais.ae)



#### Phones

+971 2445 5979



#### Fax

+971 2445 5980

For further information please contact:

**Training Administrator**

+971 24 455 979

[Tra.dep@eais.ae](mailto:Tra.dep@eais.ae)

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**Appendix A:** Workforce Demographic Chart

**Appendix B:** Risk Matrix

**Appendix C:** Gap Analysis Chart

**Appendix D:** Hiring Trend 2010 -2015



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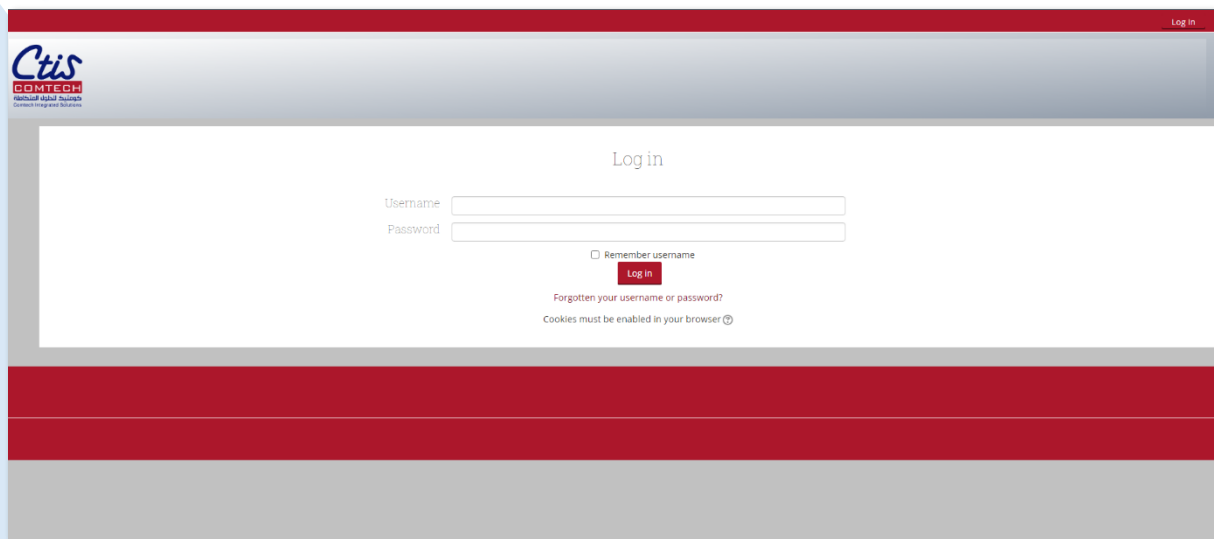
**TRAINING MANAGEMENT DEPARTMENT  
STANDARD OPERATING PROCEDURES**

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## Appendix D – Sample of LMS Interface



Log in

Ctis  
COMTECH  
مركز التدريب  
Computer Training Solutions

Username

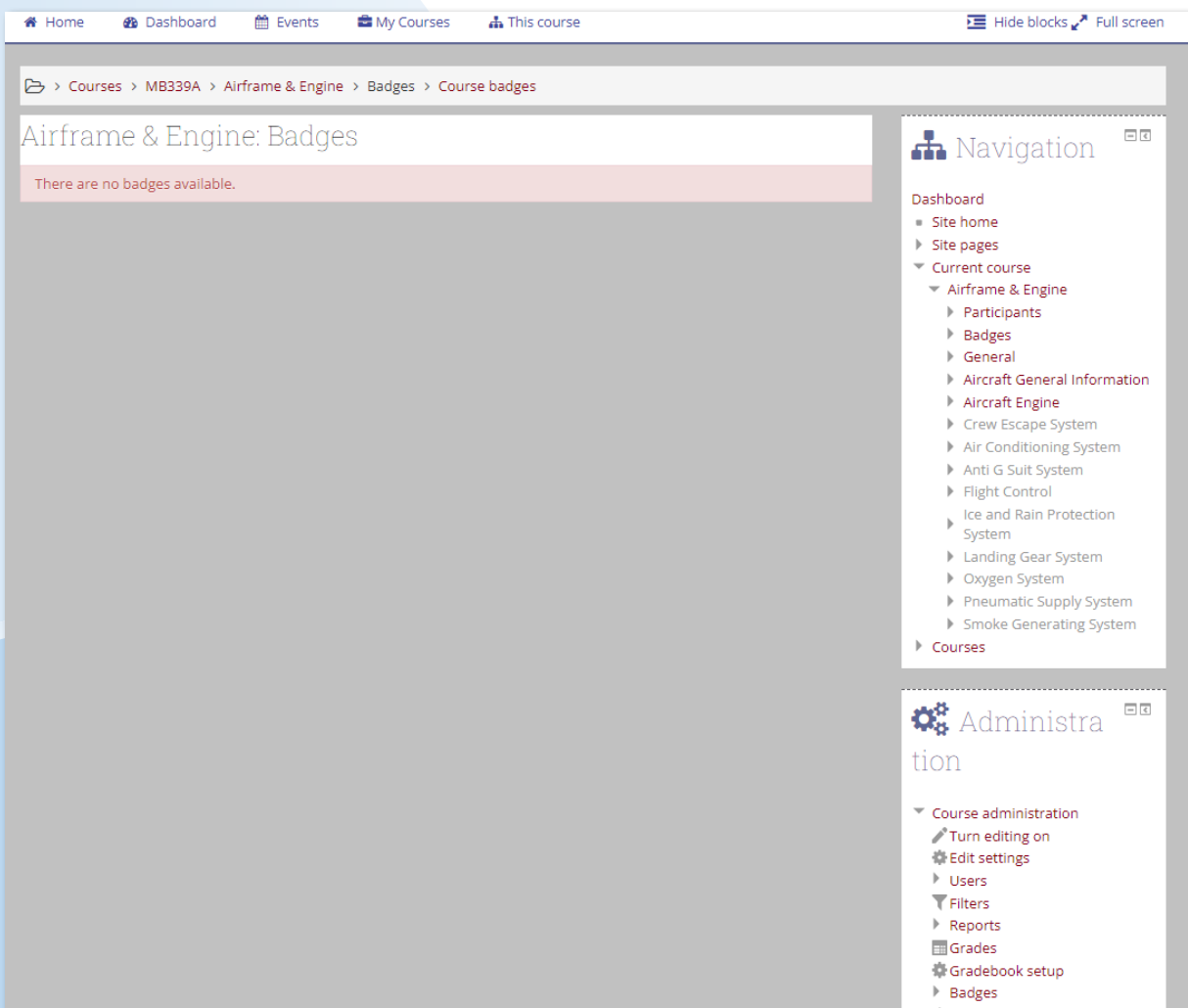
Password

☐ Remember username

**Log in**

[Forgotten your username or password?](#)

Cookies must be enabled in your browser



Home Dashboard Events My Courses This course Hide blocks Full screen

> Courses > MB339A > Airframe & Engine > Badges > Course badges

### Airframe & Engine: Badges

There are no badges available.

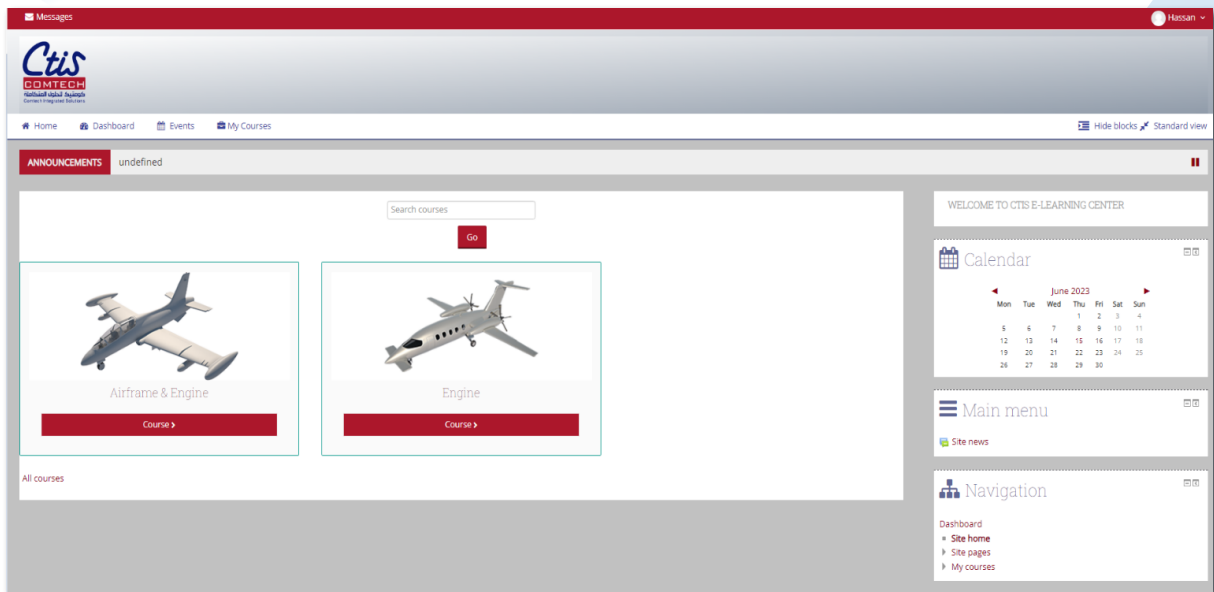
#### Navigation

- Dashboard
  - Site home
  - Site pages
- Current course
  - Airframe & Engine
    - Participants
    - Badges
    - General
    - Aircraft General Information
    - Aircraft Engine
    - Crew Escape System
    - Air Conditioning System
    - Anti G Suit System
    - Flight Control
    - Ice and Rain Protection System
    - Landing Gear System
    - Oxygen System
    - Pneumatic Supply System
    - Smoke Generating System
- Courses

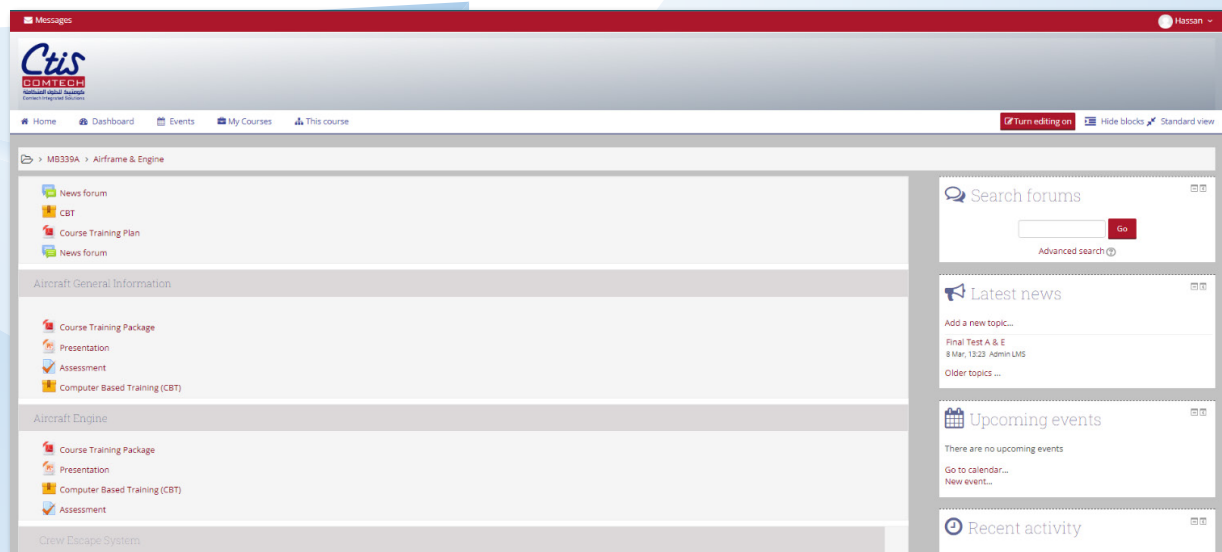
#### Administration

- Course administration
  - Turn editing on
  - Edit settings
  - Users
  - Filters
  - Reports
  - Grades
  - Gradebook setup
  - Badges





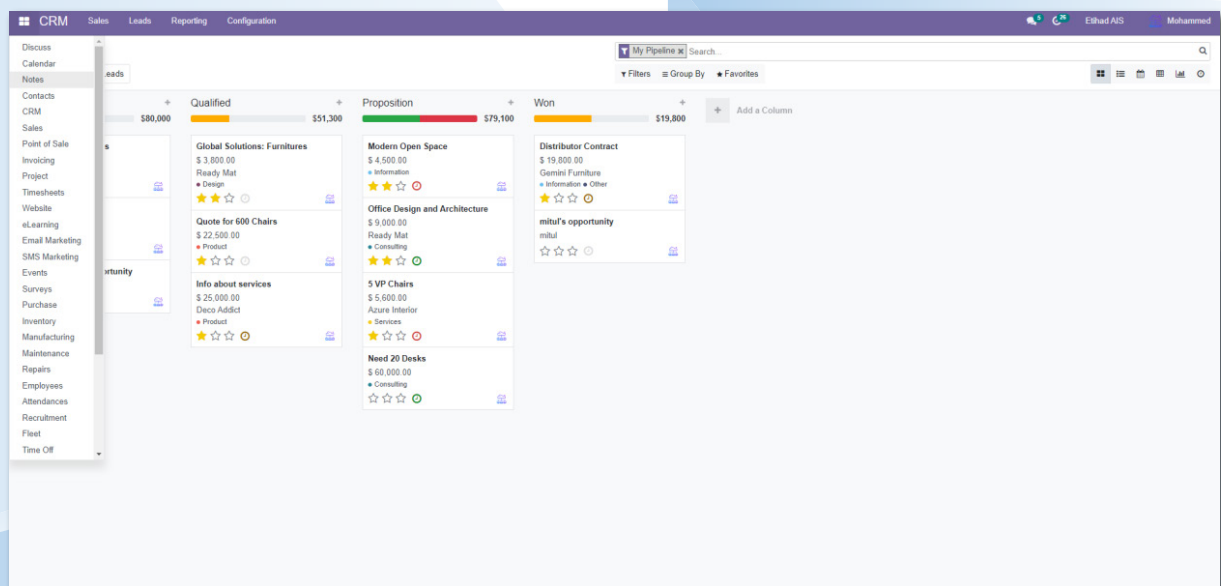
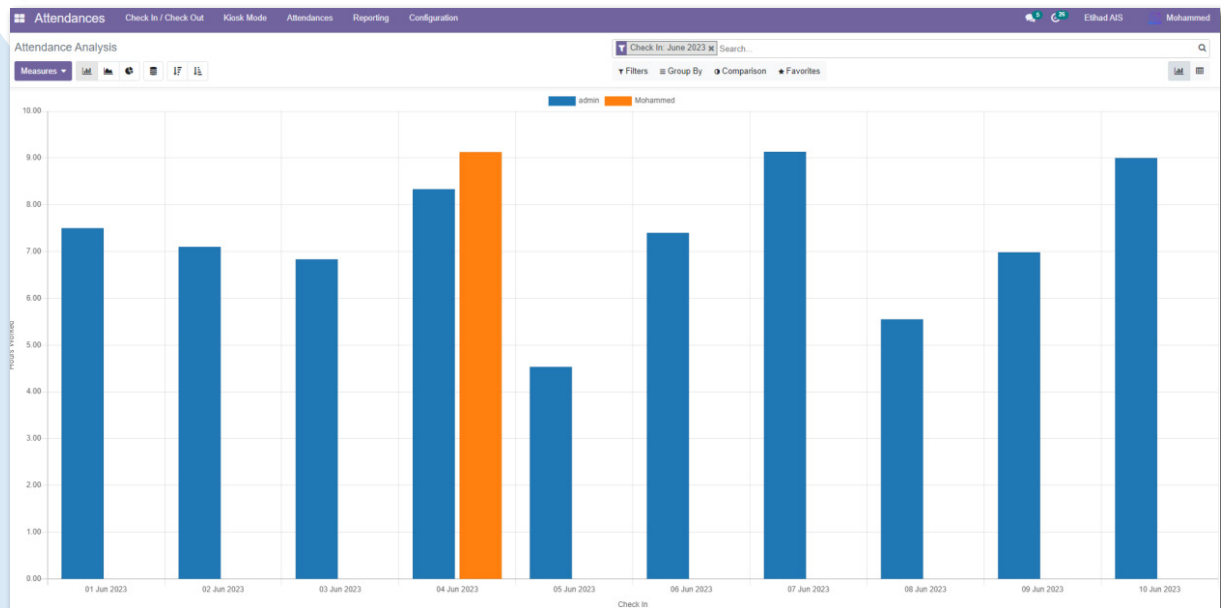
The dashboard features a top navigation bar with links for Home, Dashboard, Events, and My Courses. A search bar for courses is prominently displayed. Two featured course cards are shown: 'Airframe & Engine' and 'Engine', each with an aircraft image and a 'Course >' button. The right sidebar includes a welcome message, a calendar for June 2023, a main menu, site news, and a navigation tree with links to Dashboard, Site home, Site pages, and My courses.



The course page for MB339A Airframe & Engine provides a detailed overview of the training materials. It includes sections for 'Aircraft General Information' and 'Aircraft Engine', each containing links to Course Training Package, Presentation, Assessment, and Computer Based Training (CBT). A 'News forum' section is also present. The right sidebar offers a search forums function, latest news (including a 'Final Test A & E' announcement), upcoming events (noting that there are none currently), and a recent activity log.

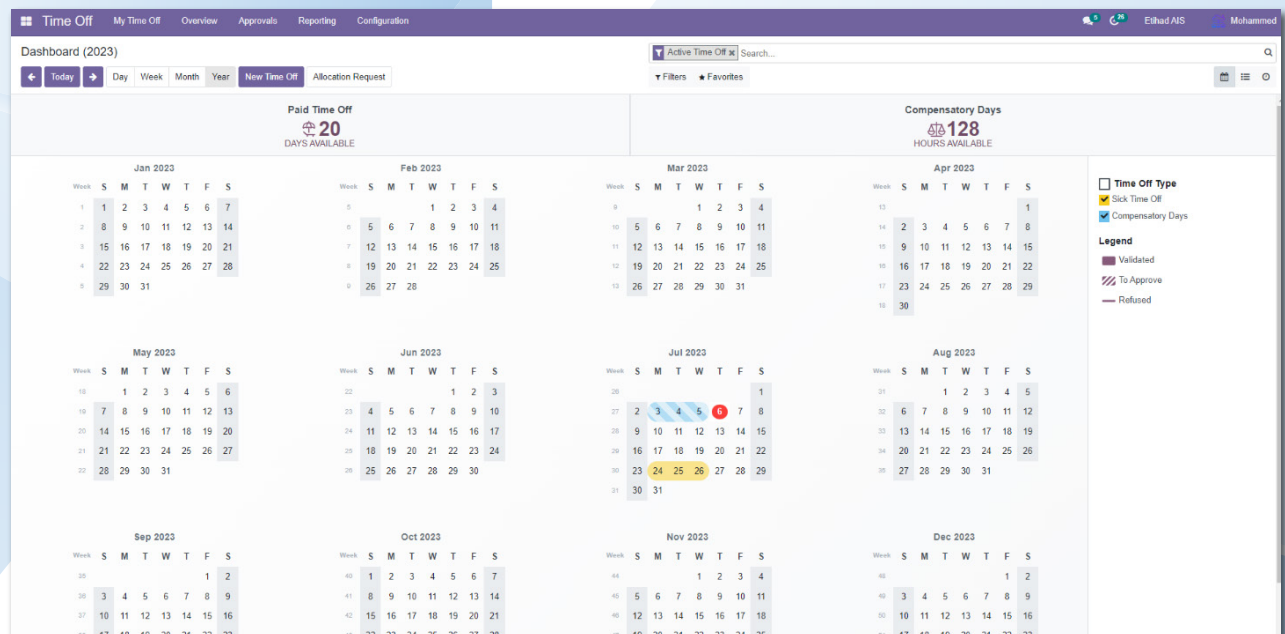
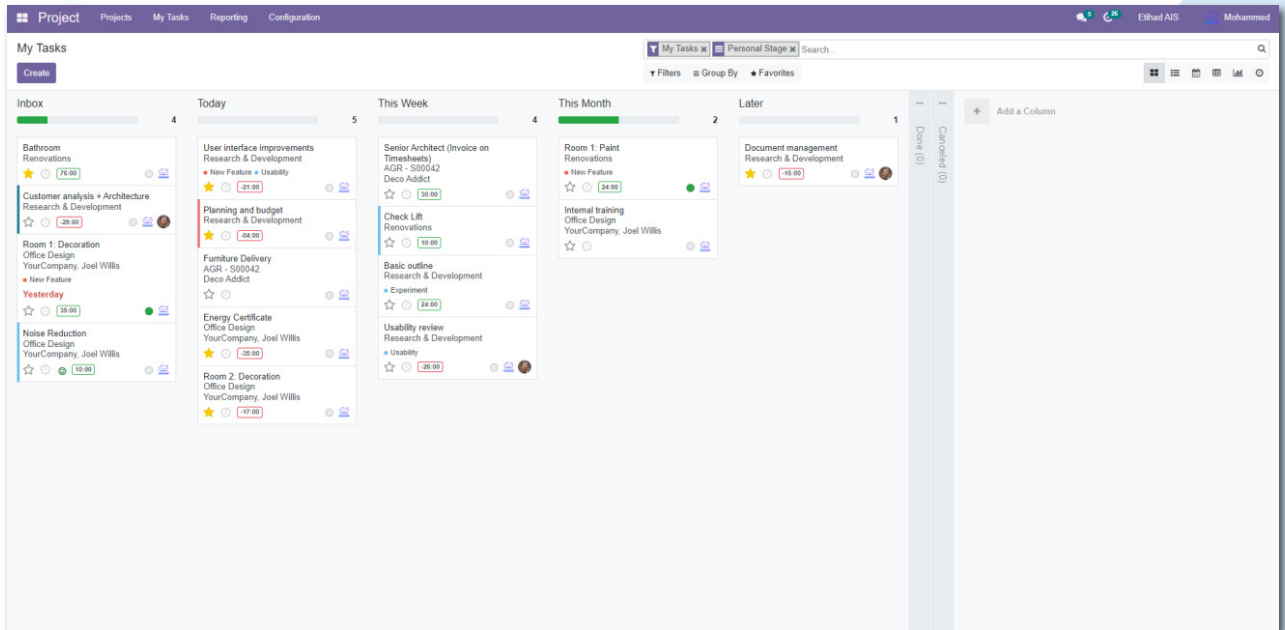


## Appendix E - Sample of ERP Interface

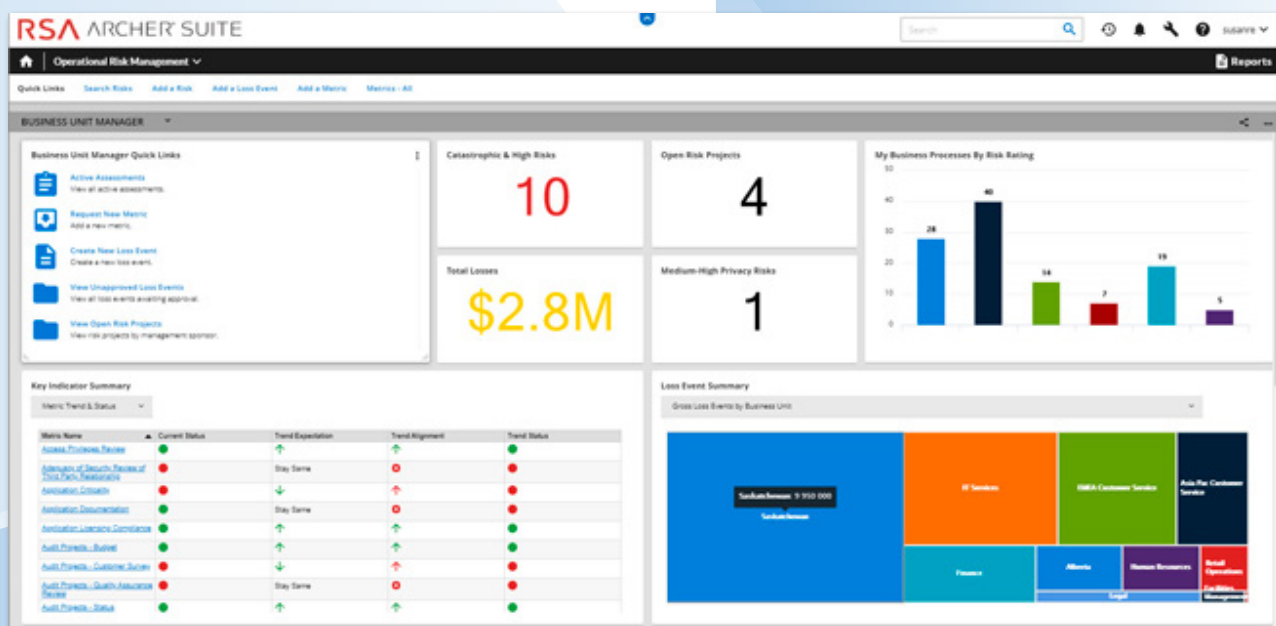




## BUSINESS PROCESS REENGINEERING



BUSINESS \* OPERATION \* SAFETY \* SECURITY







# ETIHAD AIS

## 7 Series of Solutions