



HEPTA CONSULT

Actuaires Conseils

Bertrange 1 March 2005

Re : @Qualitrack, demonstration site

Dear Madam, Dear Sir,

In a mail from beginning of February I gave notice of the dispatch of this information on @Qualitrack, an EDP-Tool that we propose in partnership with SERENDI, a consulting firm.

@Qualitrack allows you to :

1. Document and manage your procedures and, therein, your different forms and policy conditions ;
2. Provide to you staff a modular access to those procedures;
3. Keep a trace of all undesirable events that happen in your administration and follow the effects of remedies that you implement;
4. Manage preventive measures as well as the follow-up of audits and management reviews;
5. Benefit from a statistical follow-up of the quality of your administration and from automatic real-time indicators;
6. Host and maintain the tool internally or to opt for an outsourcing solution.

As you do already know, @Qualitrack is a universal and web-compatible tool. This means that it fits to all systems and all types of machines and allows you to host all sorts of files under all technologies (PDF, XML, ...).

In close cooperation with SERENDI, we have implemented a demonstration site. You may access it from the address <http://www.serendi.lu> by clicking on « @Qualitrack » and then on « Accès à la démo ». The login ID is « demo@serendi.lu » and the password to use is « demo ».

Currently the site exists only in French. We are sure that if you were not totally fluent in French yourself, there is someone around available to help you testing the site. In a real environment, each site will obviously be built in the language(s) chosen by our clients.

To illustrate an underwriting process of new proposals on the demonstration site, we have implemented the following procedures serving as examples:

PPR 00001 - Pre-verification and capturing of new proposals ;
PPR 00002 - Financial underwriting of the proposal ;
PPR 00003 - Medical pre-verification and underwriting of new proposals ;
PPR 01003 - Basic medical underwriting ;
PPR 00004 - Anti-money laundering checks;
PPR 00005 - Technical tariffing and issuing of the policies.

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The presentation of the procedures is typically the one used in a quality environment (ISO 9001-2000). The procedures combine with one exception texts and work flow diagrams. In the procedure PPR00003 the box "Sélection médicale de base" of the flow chart and the link under « Documents connexes ou liés» are hyperlinks which call the procedure PPR01003 that is purely under text form. In reality all "useful" boxes of flow charts and all links will point towards other documents.

In the demonstration site, the procedures PPR 00001 et PPR 00002 allow to call-up directly one of the forms needed for capturing undesirable events, forms which are also mentioned in the list of forms and which interact with the database. The forms F00002-4-2 et F00002-11-4 are basic records of « non-conformities» directly linked to the procedures from which they are originating. They are also accessible from the triangle on the homepage of the test site via the link « Formulaire » and listed under the heading « Non-conformité - traçabilité »

We particularly recommend you to explore the forms F00001-7, F00001-8 et F00001-9 which are accessible via the link « Formulaire » in the triangle on the homepage and listed under the heading « Documents de suivi ». They give evidence of the numerous tracking possibilities as well as of the management of data, of preventive measures and of the follow-up of audits and management reviews.

All three forms are to be used in several stages. Start by filling them in, then recall them in a list from date to date which allows you to continue to fill them in until their final closing. From that moment onwards all you can do is to consult them.

The test data which you capture into the data base of the demonstration site will be deleted on a regular basis on our initiative, normally once a week.

In the demonstration site you can test as you go all the links and functions which are implemented. However only a part of the software package is really functional.

If you have questions regarding the possibilities of the demonstration site or if you want to see a demonstration on a full-size package, please let us know by phone or by mail.

If @Qualitrack was of interest to you, we would be happy to offer you free of any charge and without commitment from your side a pre-audit in your offices to understand your methods of working, take note of the procedures that you have already in place, discuss the usefulness of an eventual reengineering of those procedures or of part of them as well as the most appropriate way for you to host the tool. With the help of those elements we will then be in the position to submit you quickly, in case of demand, an estimate of the implementation costs.

In the meantime I am entirely at your disposal for any supplementary information which could be useful to you. You can reach me under my phone number +352 263 179 - 26, by mobile phone under the number +352 021 356092 or by e-mail under the address c.mersch@heptaconsult.lu.

Yours sincerely

Carlo Mersch
Business Development Consultant