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INTELLIGENCE**
Corporate Publication



Now fully
integrated
with all
major e-mail
services!



presto 
Plan-Do-Check-Act

PRIORITY PULSE

WITH PRESTO P-D-C-A

**A Guide To Automating
Urgency-Driven Workflows
Using Integrated E-Mails**

*For managers responsible for
projects, issues and the
governance of daily work*



Operational Playbook &
Software Companion Guide



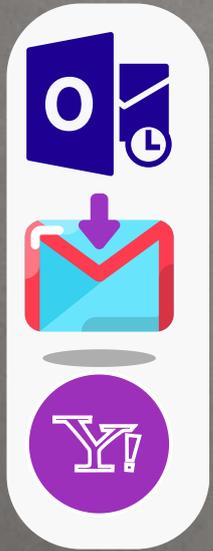
27 Old Gloucester Street,
London WC1N 3AX



www.toppti.com



info@toppti.com



A New Era In Productivity

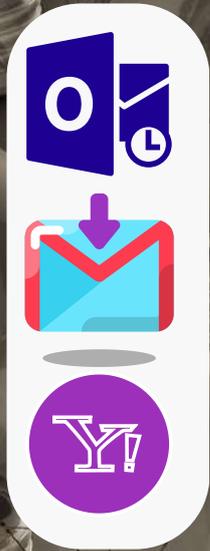
Urgency At Your Fingertips



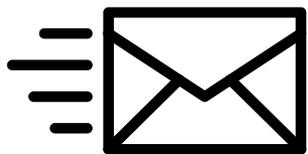
In today's fast-paced work environment, we understand the challenges you face as a decision maker. The struggle to maintain a sense-of-urgency and accountability across your team can often be daunting. Balancing priorities, ensuring timely communication, and avoiding bottlenecks are daily battles that demand effective solutions.

Picture a scenario where you can rely on automation to keep your team informed and on track or with a simple click, manually 'push' an automated e-mail, rich in information to a group of individuals while adding a personal note.





What Makes This Different?



A Paradigm Shift In Project, Issue & Daily Work Governance

Alongside a customizable automated e-mail trigger cadence, the PRESTO P-D-C-A dashboard introduces two powerful unique features for managers.

Quickly identify crucial tasks on your dashboard to then command the platform to send information-rich HTML e-mails to selected task RACI owners.

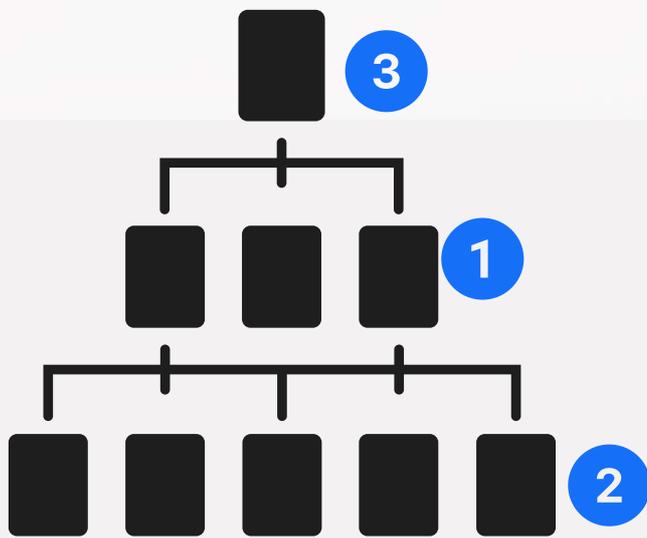
Furthermore, seamlessly integrate PRESTO P-D-C-A with your e-mail service provider (e.g. Gmail) to open a tailored e-mail in seconds, with pre-populated recipients, auto-filled project/task details.

This dual functionality guarantees swift, efficient communication, whether within the platform or directly from your trusted e-mail service.





How Does It Work?



1. Team leader assigns task list to staff members
2. Staff provides status updates & feedback
3. Senior Management monitors activities on the activity dashboard. In case of latency or doubts, 'push' e-mails are sent to appropriate task owners

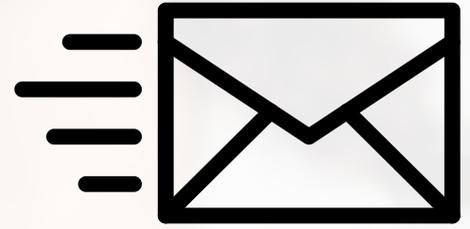
Low Effort, High Value

Using a model similar to the proposal above, we recommend that middle and senior managers spend no more than 5-10 minutes a day reviewing outstanding activities and 'pushing' status update queries & feedback to staff where support is necessary

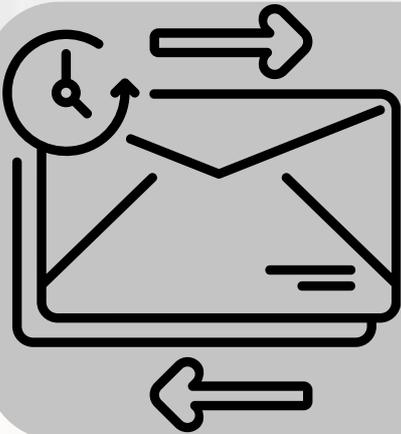


Feature Details

What You Should Know



This essential guide unveils three powerful features crafted for results-driven leaders aiming to ignite a culture of urgency and accountability within their teams. Dive into the transformative capabilities of these tools as you navigate the path to enhanced project management, where every action resonates with purpose and propels your team towards unparalleled success.



Configurable Send Cadence

Support your staff by configuring e-mail send cadences based on activity type. Set e-mail triggers to dispatch timely e-mails based on due dates and criticality streamlining communication without manual intervention.



'Push E-Mail' via PRESTO P-D-C-A

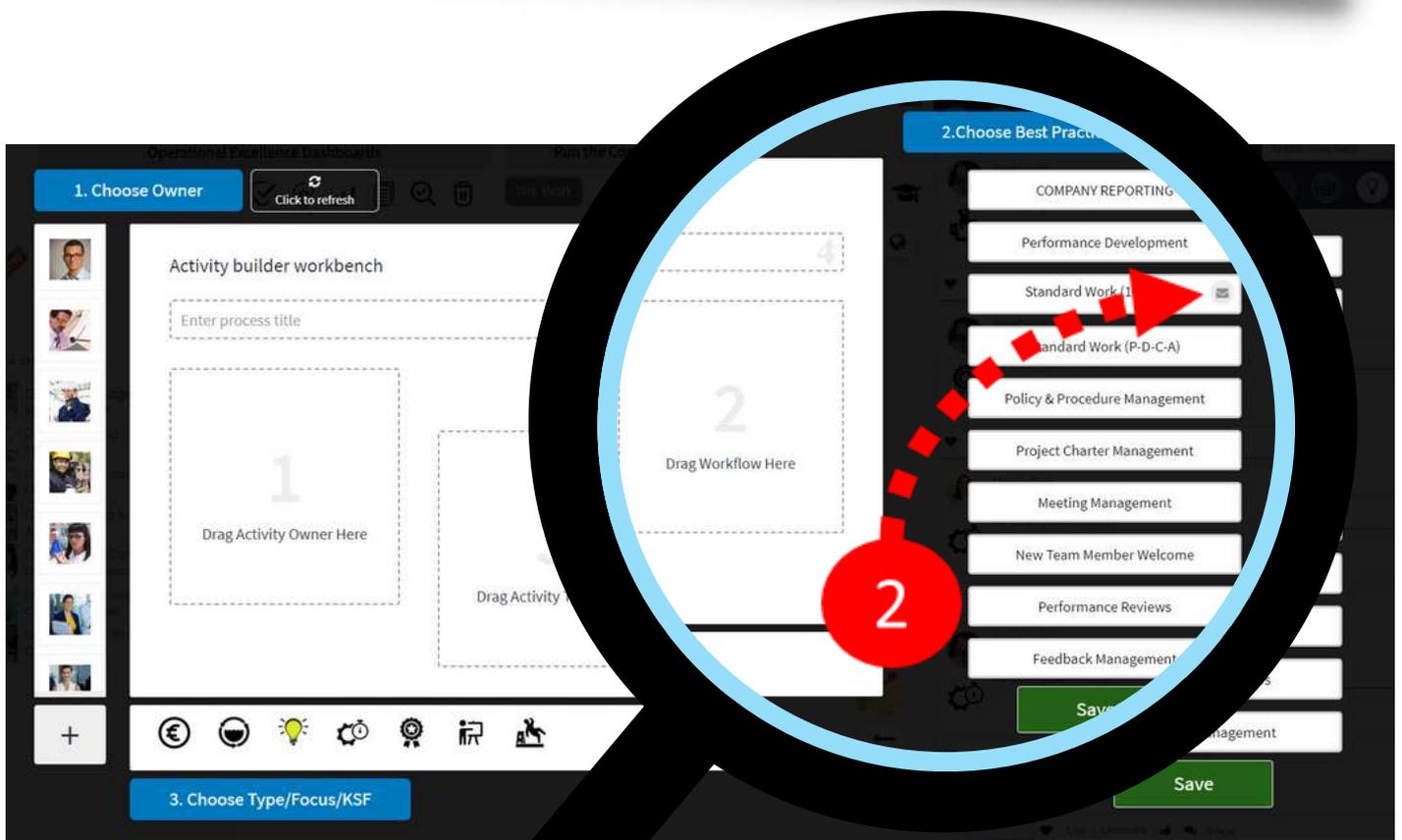
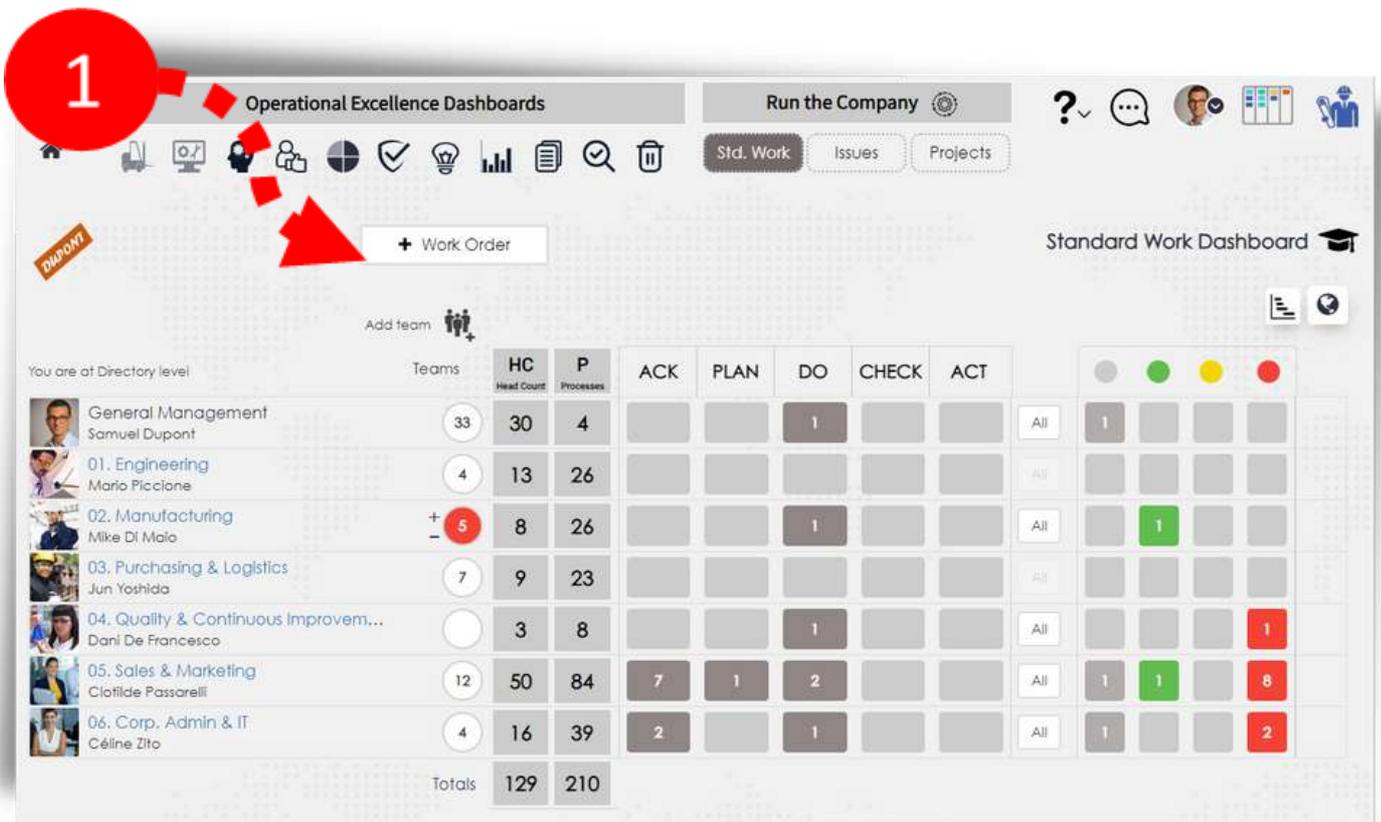
Simply navigate to a project or individual task and manually '*push*' reminder emails selecting recipients and key information with ease. Let the platform's automation take over delivering polished and informative e-mails to chosen recipients in seconds.



'Push E-Mail' via your e-mail service provider

With a single click, open a window in your integrated email platform, pre-populated with all essential project & task details and recipient email addresses. Customise the e-mail to your liking and send!

Accessing the automatic e-mail configuration panel



1. Access the Kanban activity board
2. Select the e-mail configuration button

E-Mail Cadence & Critical Warning Configuration Panel

On this panel is where each Kanban (activity type) is configured for alert notifications & e-mails based on RACI accountability ownership allocation

Customer Complaints Alert & Warning Cadence Configuration

1

| Project Alert Management | R | A | C | I | Project Owner | Initiator |
|--------------------------|---|---|---|---|---------------|-----------|
| Project open | ✉ | ✉ | ✉ | ✉ | ✉ | |
| Project closed | ✉ | ✉ | ✉ | ✉ | ✉ | |
| Project deleted | ✉ | ✉ | | ✉ | | |
| Note added | ✉ | ✉ | | ✉ | | |
| Media added | ✉ | | | ✉ | | |

2

| Task Alert Management | R | A | C | I | Project Owner | Initiator |
|-----------------------|---|---|---|---|---------------|-----------|
| Task open | ✉ | ✉ | | ✉ | | |
| Task closed | ✉ | ✉ | ✉ | ✉ | | |
| Note added | ✉ | | ✉ | | | |
| Media added | ✉ | | ✉ | | | |

3

Task Status Alert Management

Task:

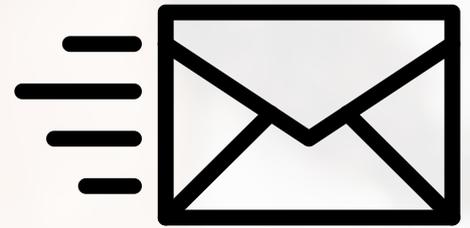
Warning: 5 days

Critical: 3 days

| Status | Priority | R | A | C | I | Project Owner | Initiator |
|----------|-------------|---|---|---|---|---------------|-----------|
| Warning | Medium,High | ✉ | ✉ | ✉ | ✉ | | |
| Critical | Medium,High | ✉ | ✉ | ✉ | ✉ | | |

Close

1. Upon creation, closure or deletion of a project, issue, best practice or standard work activity users will receive e-mails based on RACI accountability. Document & note additions also trigger e-mails
2. Upon creation, closing or deletion of a task, users will receive e-mails based on RACI accountability
3. Upon approaching a pre-defined number of days from the due date of a task, users will receive an e-mail

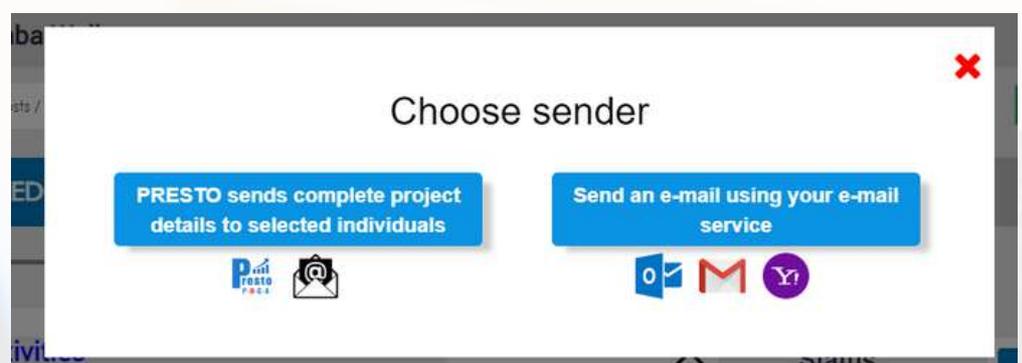


E-MAIL US

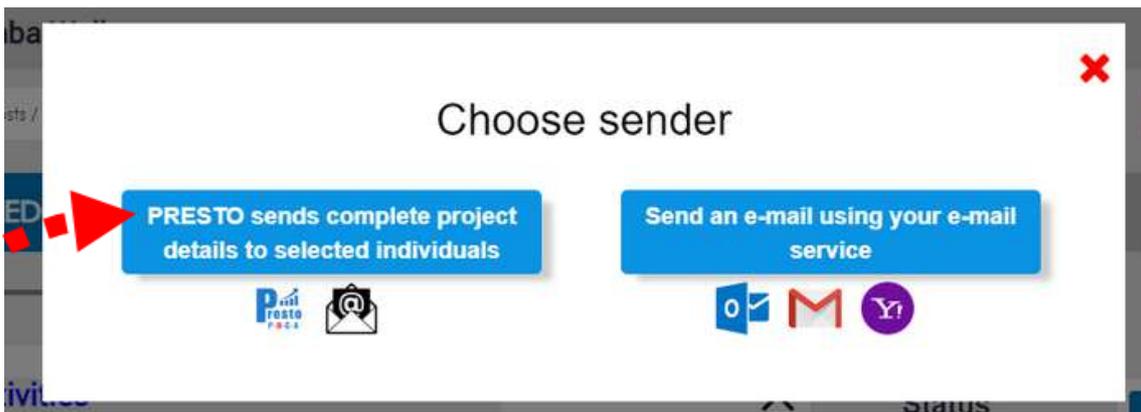
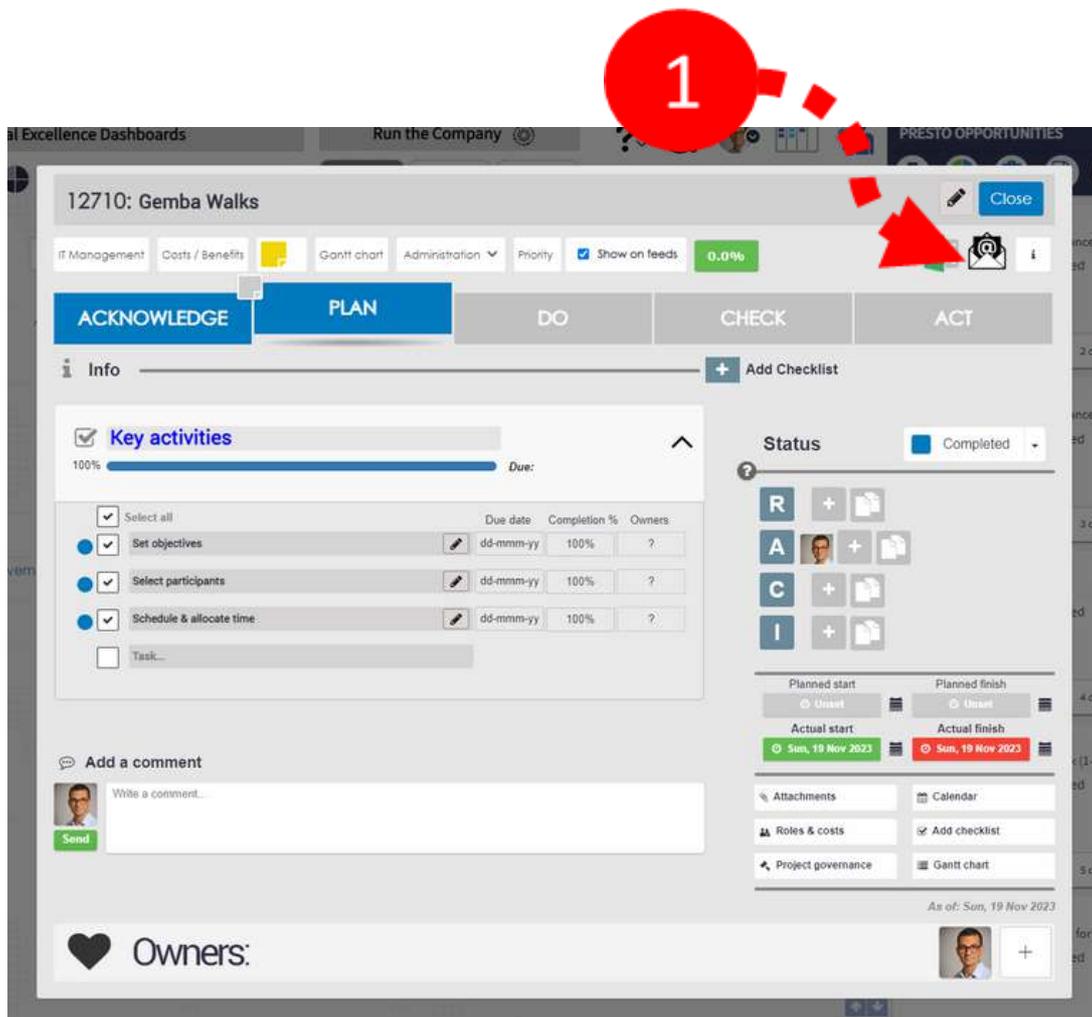


II. 'Push E-Mail' via the PRESTO P-D-C-A Platform

You 'push' a platform-generated e-mail reminder to a group of task owners.



Accessing the 'Push e-mail' panel



1. From the Project Pop-up panel select e-mail button
2. Let PRESTO P-D-C-A be the sender



Sending an e-mail 'push' directly from PRESTO P-D-C-A

Inside a project, issue or standard work activity, the user can ask the platform to send an html-formatted e-mail rich with information to all those allocated to the activity

PRESTO generated E-mail

RACI Users

Select all users

Samuel Jun Mario Clotilde Dani

Custom message

Hey guys! Looking at this project it seems to me we should get together and discuss how to make sure we don't lose traction. Please organise something and keep me in the loop! Samuel

Include last status note Send e-mail to me

Send email Close

see next page for sample e-mail

Sample e-mail automatically sent via 'push' instructions

New Activity Alert

Accountable , Due Date: 01/04/2024



Dear Samuel,

You have been allocated to a new *Product customisation* activity.

| Tasks | Due Date | Your Role | Responsible | Status |
|-------------------------------------|------------|--------------------|-------------|-------------|
| 01. Explain design fix to developer | 01/03/2024 | Informed,Consulted | RR | On going |
| 02. Build 1st design | 01/03/2024 | Informed,Consulted | RR | Not Started |
| 03. Explain work order to Developer | 01/03/2024 | Informed,Consulted | RR | Not Started |
| 04. Complete work order | 01/04/2024 | Informed,Consulted | RR | Not Started |
| 05. 1st test (by developer) | 01/04/2024 | Informed,Consulted | RR | Not Started |

Description:

On the inbound HTML e-mail advice, we need to let the reader know who/where to go for assistance. and it needs to be clear that the e-mail generated advice from PRESTO cannot be replied to.

ID: 13191

Name: Please contact e-mail info

Initiator: Samuel Dupont

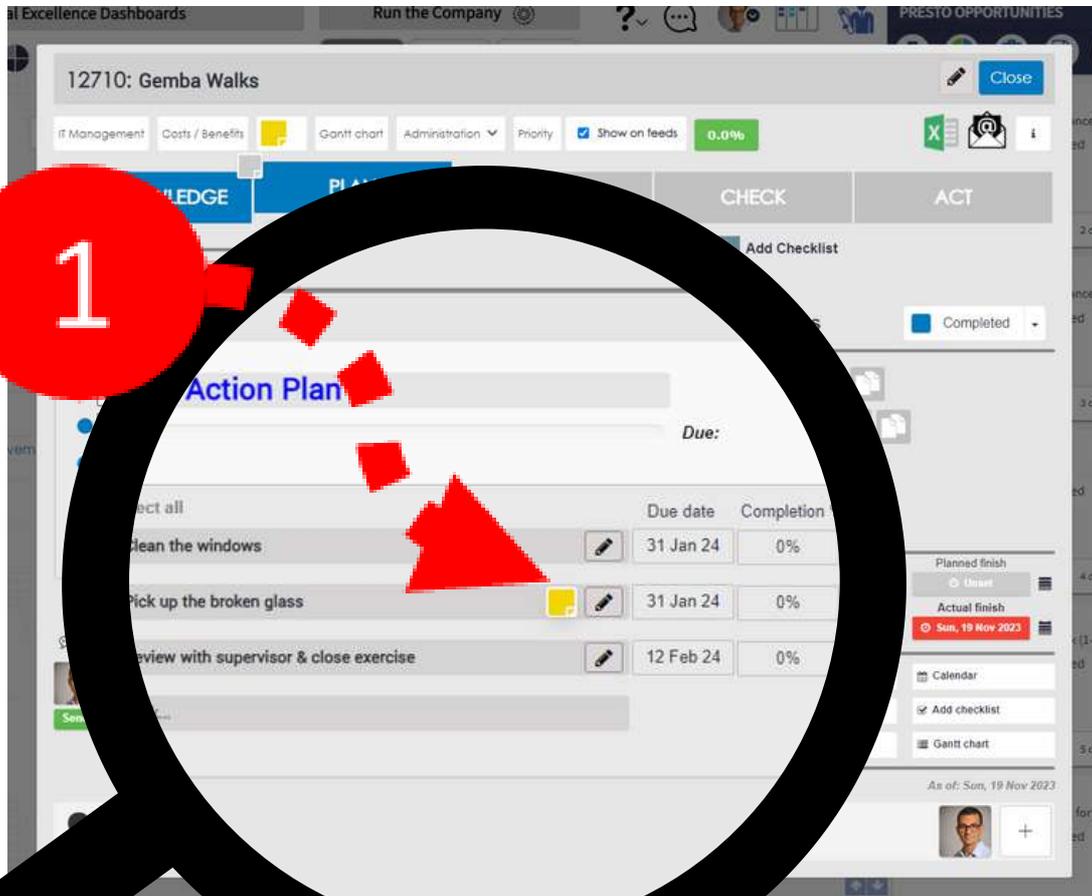
Team Owner: Ramesh Ramesh

Your Role: Accountable, Responsible, Informed, Consulted

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Login to PRESTO P-D-C-A [here](#)

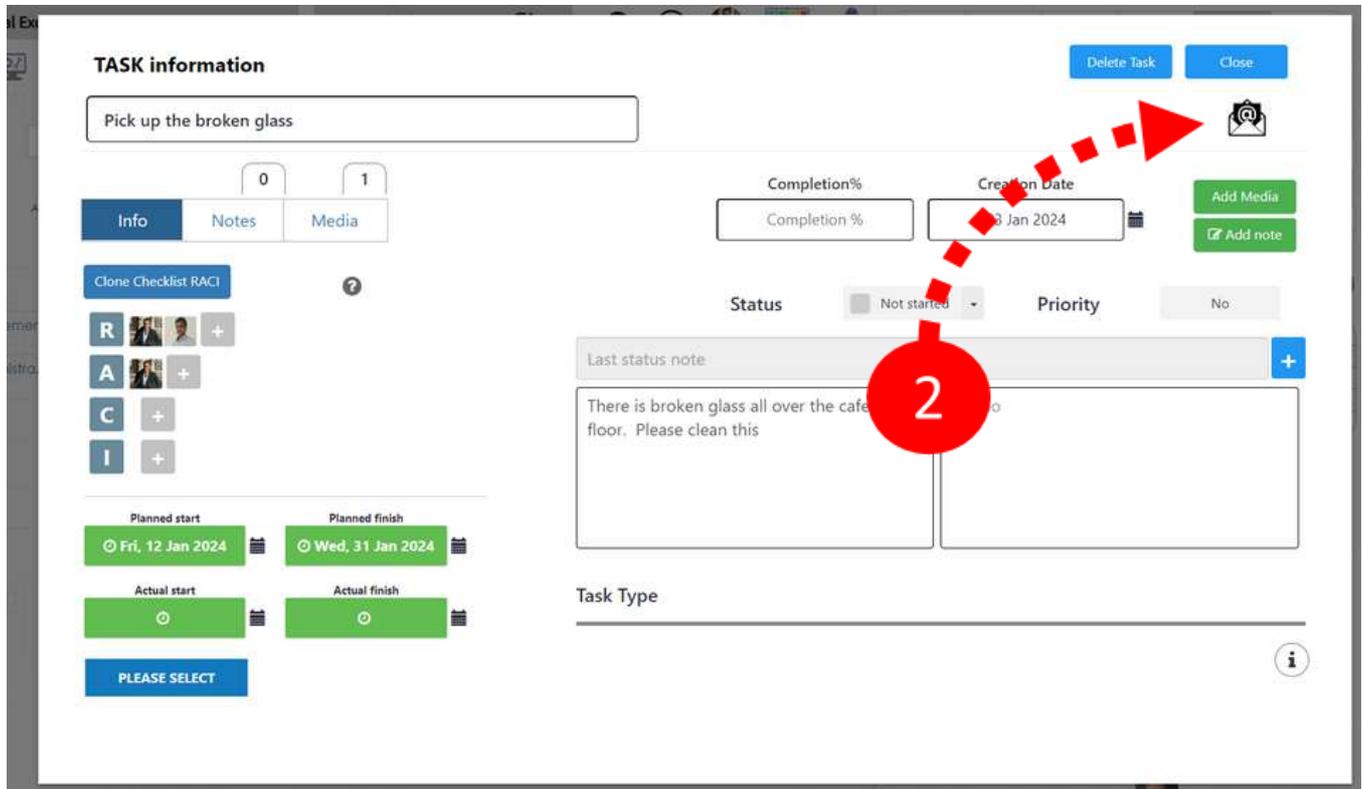
Alternatively, 'push' an e-mail for an individual task directly to it's owner



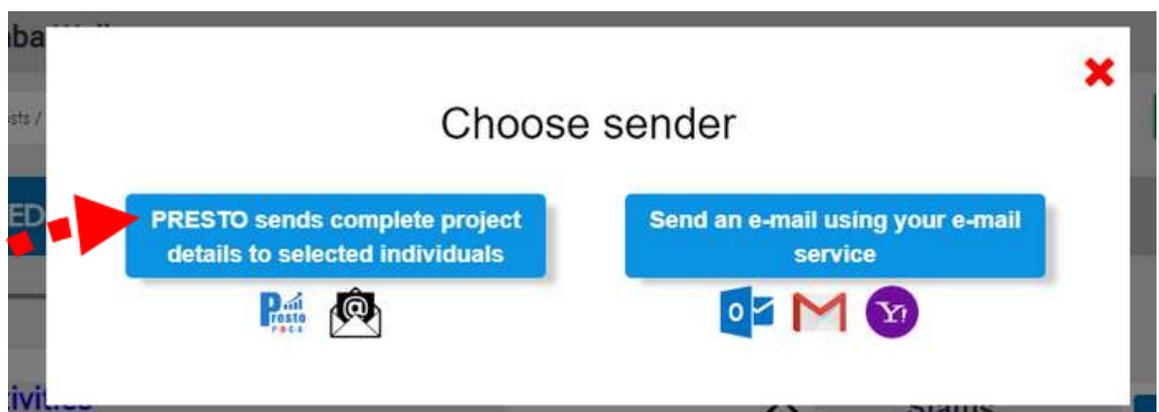
- 1. Zoom-in to the task level to send the specific task details to the task owner**



Alternatively, 'push' an e-mail for an individual task directly to it's owner



2. Send task-specific e-mail to task owners



3. Launch PRESTO P-D-C-A - generated 'push' e-mail



Requesting Staff Feedback



Requesting feedback from your staff on a task list

A. Access the 'Push E-Mail' Panel

15199: Monthly sales report for March 2024

Costs / Benefits | Gantt chart | Priority 0.0%

Info + Add Checklist

Action Plan 0% Due:

| | Due date | % | Owners |
|--|-----------|-----|--------|
| <input type="checkbox"/> Select all | | | |
| <input type="checkbox"/> Agree team, tasks & timeframe | 31 Mar 24 | 65% | DD |
| <input type="checkbox"/> Draft report | 30 Apr 24 | 45% | DD |
| <input type="checkbox"/> Review report | dd-mm-yy | 0% | SD |
| <input type="checkbox"/> Publish report | dd-mm-yy | 0% | CP |
| <input type="checkbox"/> Archive | dd-mm-yy | 0% | DD |
| <input type="checkbox"/> Task... | | | |

Status: On track

Planned start: Tue, 12 Mar 2024 | Planned finish: Tue, 30 Apr 2024

Actual start: Sat, 10 Aug 2024 | Actual finish: Unset

Calendar | Roles & costs | Gantt chart

As of: Sun, 11 Aug 2024 By SD

Add a comment: Write a comment... Send

Owners: [Avatar] +

B. Let Presto do the 'heavy lifting'

Choose sender

PRESTO sends complete general details to selected individuals



Send an e-mail using your e-mail service



Request staff directly to respond to your 'push' e-mail via the online task management feedback hub

Manual 'Push' E-mail

RACI Users

Select all users

Phases

Select all phases

ACKNOWLEDGE PLAN **DRAFT** ACT

Request response via e-mail?

Send only open tasks

Cc

Add your message here..

Hi All, Can we please have the first draft complete for Monday P.M.? Sam

Include last status note Send e-mail to me

By selecting this option, the e-mail recipient will have access to the Presto task management feedback hub and be able to provide direct responses to each task updating Presto instantaneously (see next page for sample e-mail)

Sample e-mail automatically sent via 'push' instructions

Monthly sales report for APAC

R A C I (1 total tasks)



Samuel has 'Pushed' this to you

Dear Samuel,

You have been allocated to a new *Standard Work (1-step)* activity.

Send Update

Staff accesses Presto PDCA here

DO

Monthly sales and commissions report

| Action Plan | Due Date | Your Role | Responsible | Compl. status |
|---|----------|-----------|-------------|---------------|
| 01. Collect sales revenue figures | - | | JR | On going (0%) |
| 02. Reconcile figures | - | | JR | On going (0%) |
| 03. Consolidate figures | - | | JR | On going (0%) |
| 04. Present at monthly management meeting | - | I | FD | On going (0%) |
| 05. Archive | - | | JR | On going (0%) |
| 06. Send report to Natascha | - | | LG | On going (0%) |

Template documents that may be of use:

1. Monthly management reporting for Sales Team - Standard Operating Procedure

Project ID : 15362
Activity Type : Run the Company
Kanban Name : Standard Work (1-step)
Project Name : Monthly sales report for APAC
Initiator : Samuel Dupont
Team Owner : Fred DeLuca
Your Role : Informed
Sent By : Samuel Dupont
E-mail sent to : Samuel

RACI Details

| | | | |
|---|--------|----------|------------|
| R | Julie | Fred | Luis |
| A | Fred | Clotilde | |
| C | Neila | | |
| I | Samuel | Mario | Jun Céline |

Wow! With minimal training, I can log into the system and give a status update on my assigned tasks!

Please visit our [New Activity Training](#) self-help learn how to manage projects in PRESTO



Staff Feedback Response Portal

Monthly sales report for APAC

Please complete the survey below giving your best status and comments for each of the tasks listed. Thank you!

1. Collect sales revenue figures

All good Not sure Need more time Please Call me Meeting request Status: On going Due Date:

Comments

2. Reconcile figures

All good Not sure Need more time Please Call me Meeting request Status: On going Due Date:

Comments

3. Consolidate figures

All good Not sure Need more time Please Call me Meeting request Status: On going Due Date:

Comments

4. Present at monthly management meeting

All good Not sure Need more time Please Call me Meeting request Status: On going Due Date:

Comments

5. Archive

All good Not sure Need more time Please Call me Meeting request Status: On going Due Date:

Comments

Submit status update

presto Plan-Do-Check-Act

Upon submitting, the Presto notes panel is automatically updated!

Project notes

Monthly sales report for APAC

2 0 1 0

Info Notes Media Templates Goals

Samuel, 28 Aug 2024

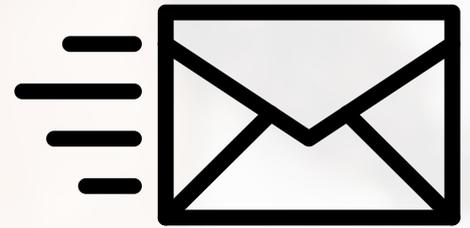
Will need additional time
Due to power outages, it seems we will take a longer than expected summer holiday.

Luis, 28 Aug 2024

Task - All Good - Send report to Natascha
Figures have been entered. Demand is strong.

Wow! It doesn't get easier than this!



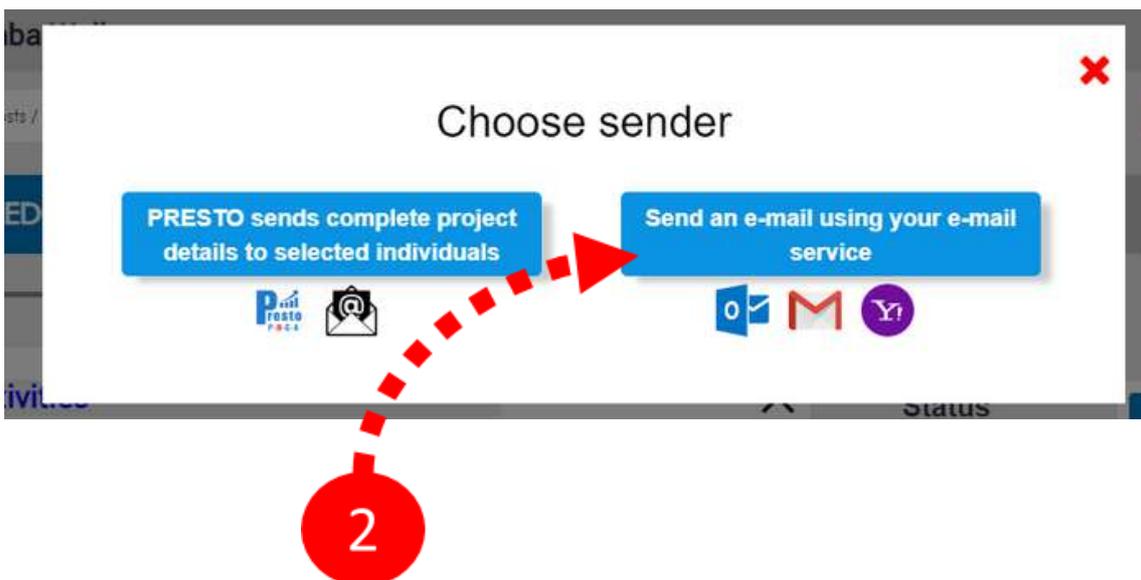
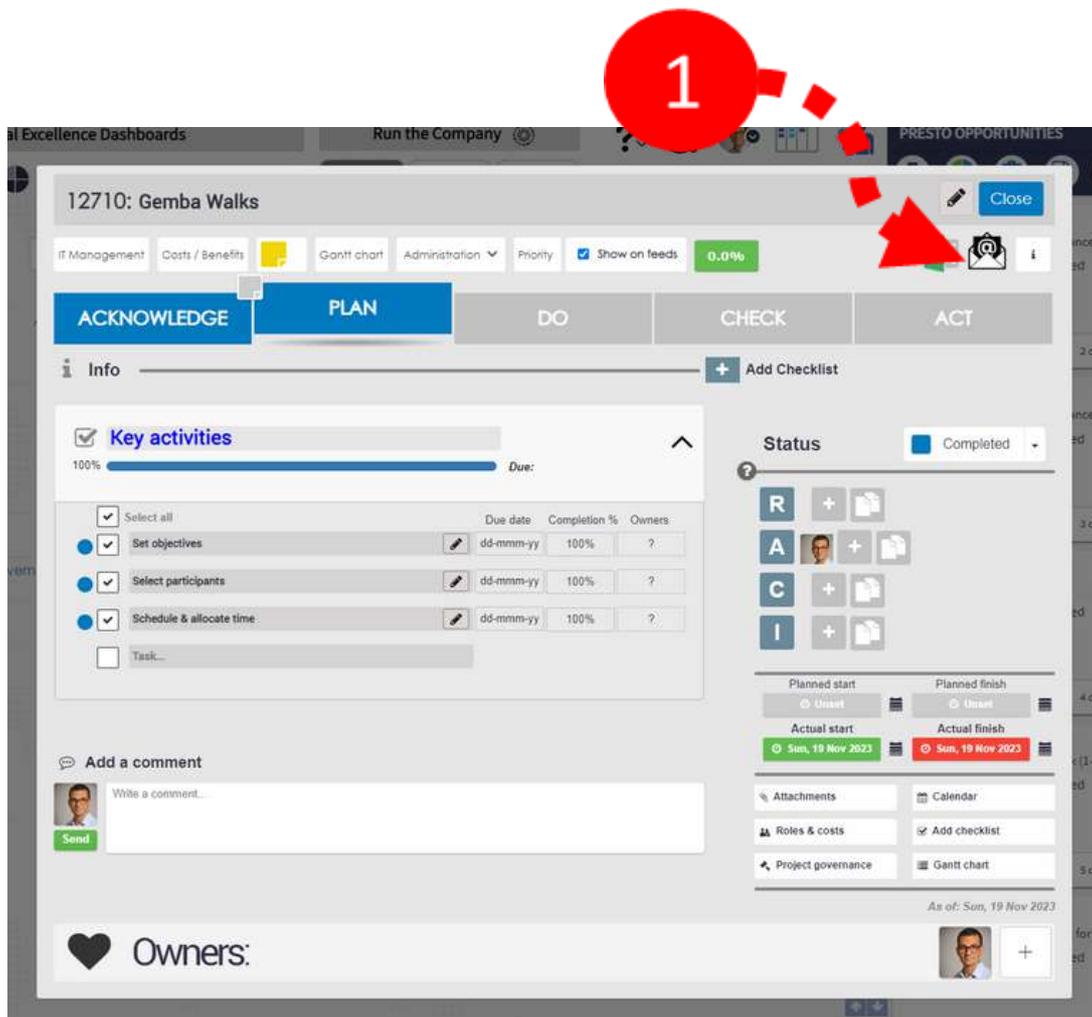


III.

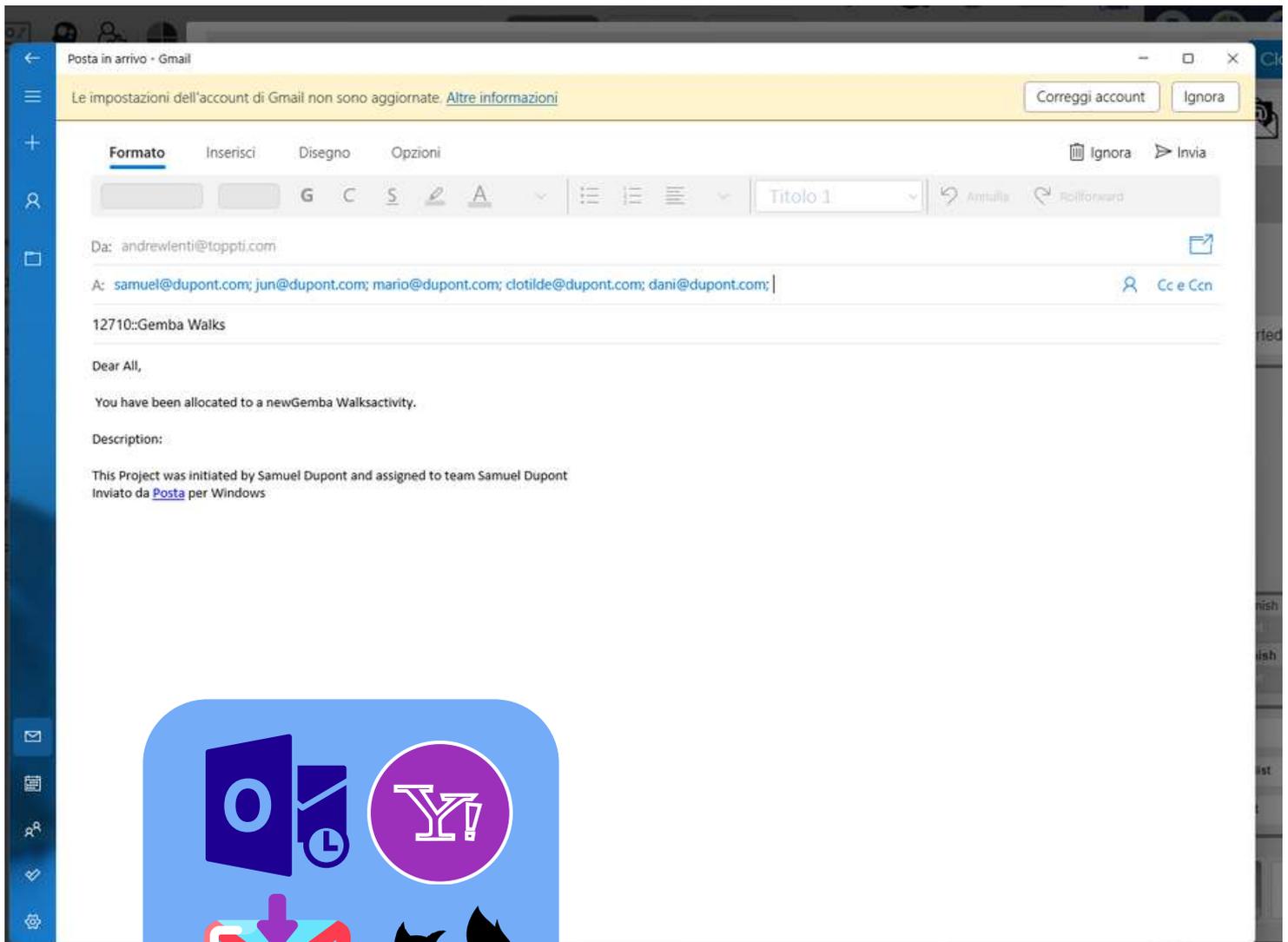
'Push E-Mail' via your
service provider

Send an e-mail from your inbox rich in pre-populated information

Accessing the 'Push e-mail' panel



Sending an e-mail 'push' directly from your e-mail service provider of choice



Pre-loaded e-mail contains e-mail addresses of activity participants, projects & task names, due dates, etc.



9 Triggers

**9 automatically-generated e-mail
& alert messages to ensure your
team stays on track**



1. New Activity Creation

New Activity Alert

Accountable, Due Date: 01/31/2024



Dear Samuel,

You have been allocated to a new *Just-Do-It* activity.

| Action Plan | Due Date | Your Role | Responsible | Status |
|-------------|------------|-------------------------|-------------|-----------|
| 01. task 1 | 01/24/2024 | Accountable,Responsible | AL | Completed |
| 02. task 2 | 01/31/2024 | Accountable,Responsible | AL,CW | On going |

Project ID : 13259
Activity Type : Build the company
Kanban Name : Just-Do-It
Project Name : Just-Do-It
Initiator : Andrew Lenti
Team Owner : Andrew Lenti
Your Role : Accountable, Responsible

Please visit our [New Activity Training](#) self-help learn how to manage projects in PRESTO PDCA

Samuel Dupont

Login to PRESTO P-D-C-A [here](#)

Sent upon creation of new activities (e.g. projects, process standard work, etc.)

2. Activity Closed

Activity Plan Completion

Consulted, Close Date: 01/19/2024



Dear Andrew,

The following *Design issues* activity has been closed.

Project ID : 13374
Activity Type : Build the company
Kanban Name : Design issues
Project Name : Lead generator is cut on landing pages for small screens (see attachment)
Initiator : Andrew Lenti
Team Owner : Deepa Jitesh
Your Role : Consulted

| Action Plan | Due Date | Closed Date | Responsible | Status |
|------------------|------------|-------------|-------------|-----------|
| 01. Review issue | 01/15/2024 | 01/19/2024 | AP | Completed |
| 02. Fix issue | 01/15/2024 | 01/19/2024 | AP | Completed |

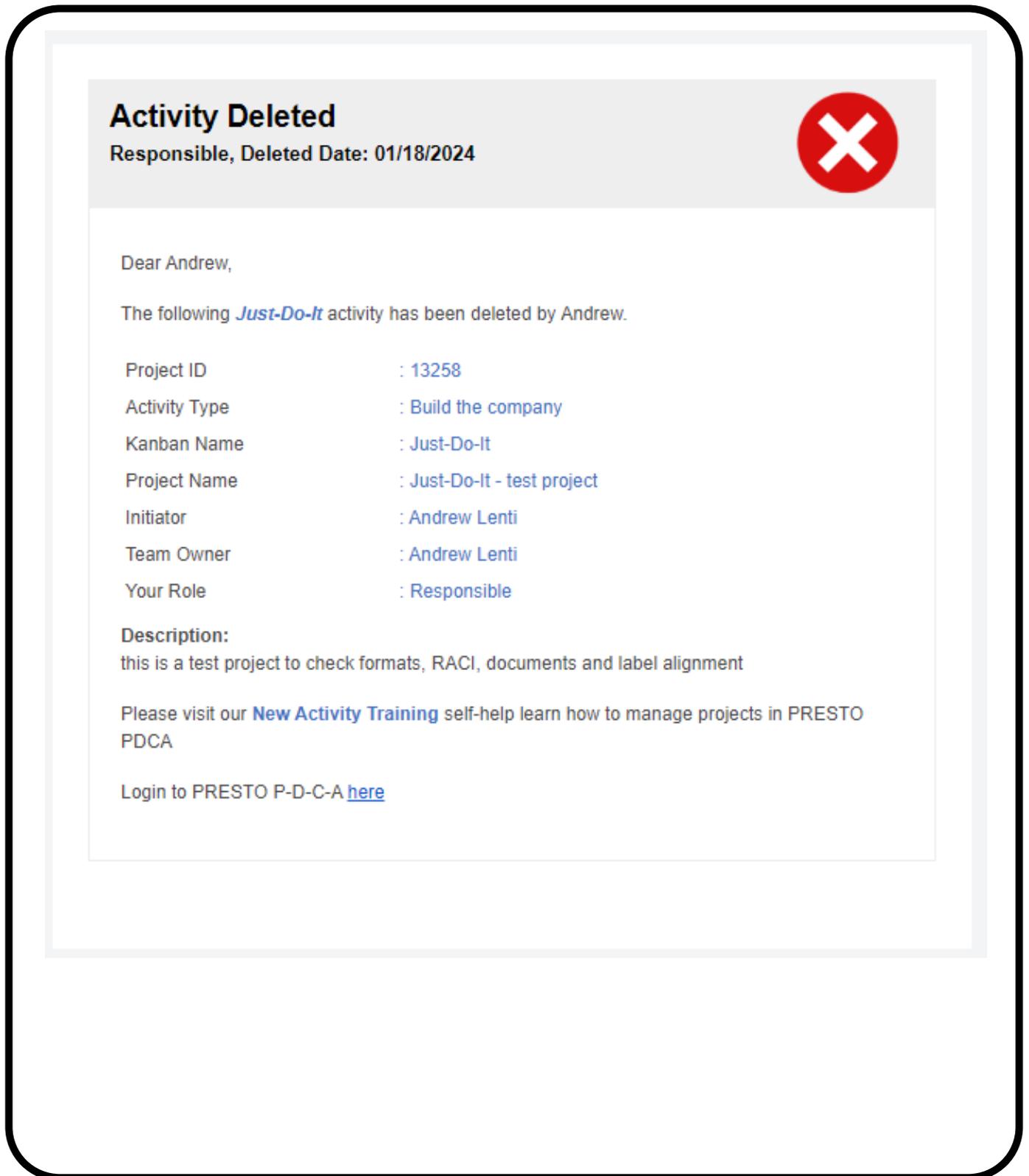
Description:
The lead generator on the feature landing pages gets cut off on small screens

Please visit our [New Activity Training](#) self-help learn how to manage projects in PRESTO PDCA

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Sent upon completion of a project, issue or process standard work activity

3. Activity Deleted



**Sent upon deletion (e.g. cancellation)
of a project, issue or process standard
work activity**

4. New Task Assignment

New task assignment

Accountable,



Arun has fixed this in Free User Dev. Please put online.

Dear Andrew,

You have been allocated to the following new task.

| Task | Due Date | Your Role | Responsible | Status |
|-------------------------|------------|-------------|-------------|---------|
| Approve / upload online | 01/19/2024 | Accountable | AP,DJ | Delayed |

Project ID : 13334

Task ID : 158967

Activity Type : Build the company

Kanban Name : Standard bugs

Project Name : Auto icon zoom function is blocking the 'Add Activity' button

Initiator : Andrew Lenti

Team Owner : Arun Puthan

Your Role

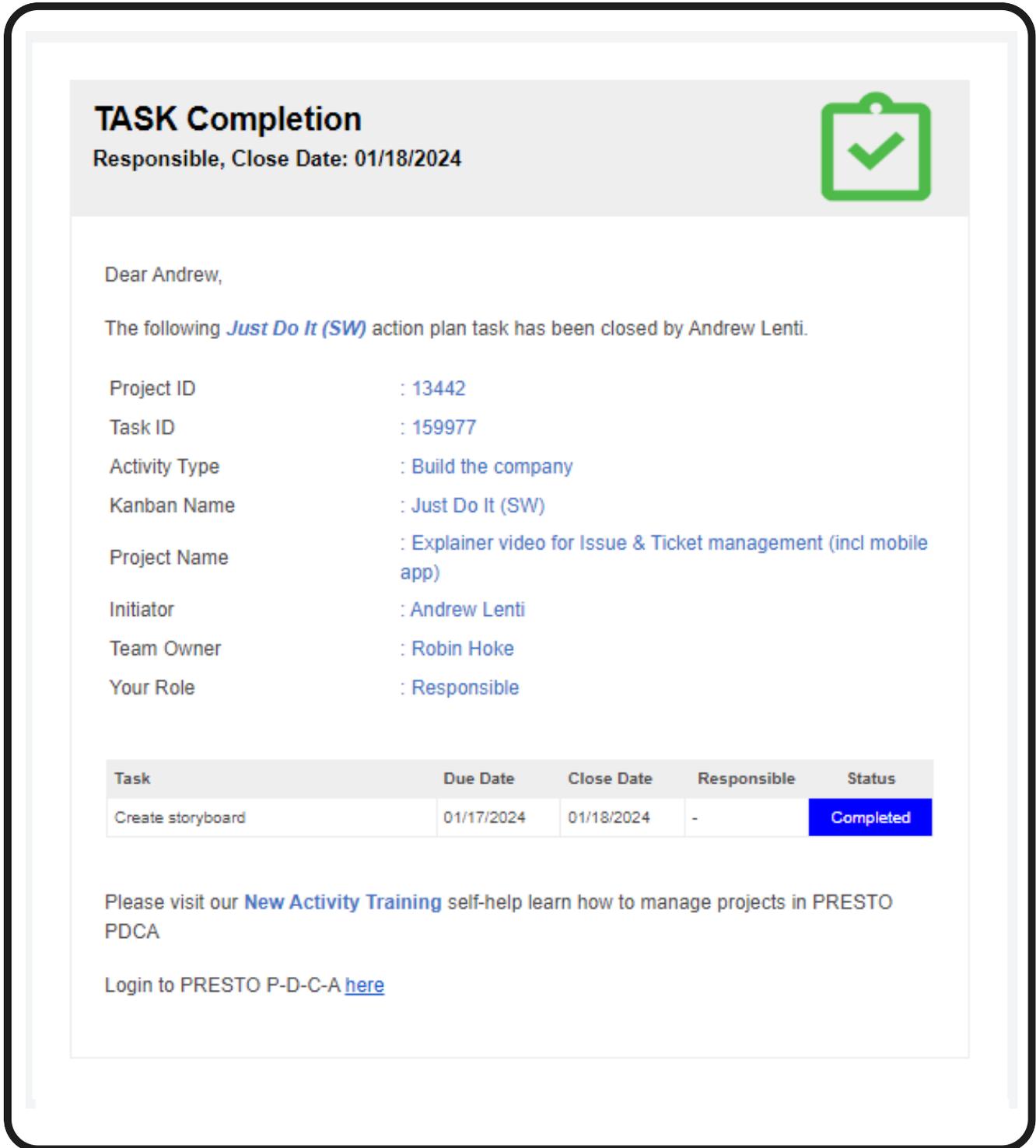
Description:

Arun fixed the icons that were blocking the new activity button. The 'Asset Management' label has been changed to 'Assets'.

Login to PRESTO P-D-C-A [here](#)

Sent upon creation of new tasks in pre-existing project / process activity

5. Task Completion



Sent upon completion of a task in pre-existing project / process activity

6.

New File or Document Assigned

DOCUMENT/FILE ADDED TO A TASK 

Accountable, Added on: 01/18/2024

Dear Andrew,

A note has been added to the following *Just-Do-It* activity.

| | |
|---------------|-----------------------------|
| Project ID | : 13258 |
| Task ID | : 157671 |
| Task Name | : task 2 |
| Activity Type | : Build the company |
| Kanban Name | : Just-Do-It |
| Project Name | : Just-Do-It - test project |
| Initiator | : Andrew Lenti |
| Team Owner | : Andrew Lenti |
| Your Role | : Accountable, Responsible |

Media:

[Business Plan](#)

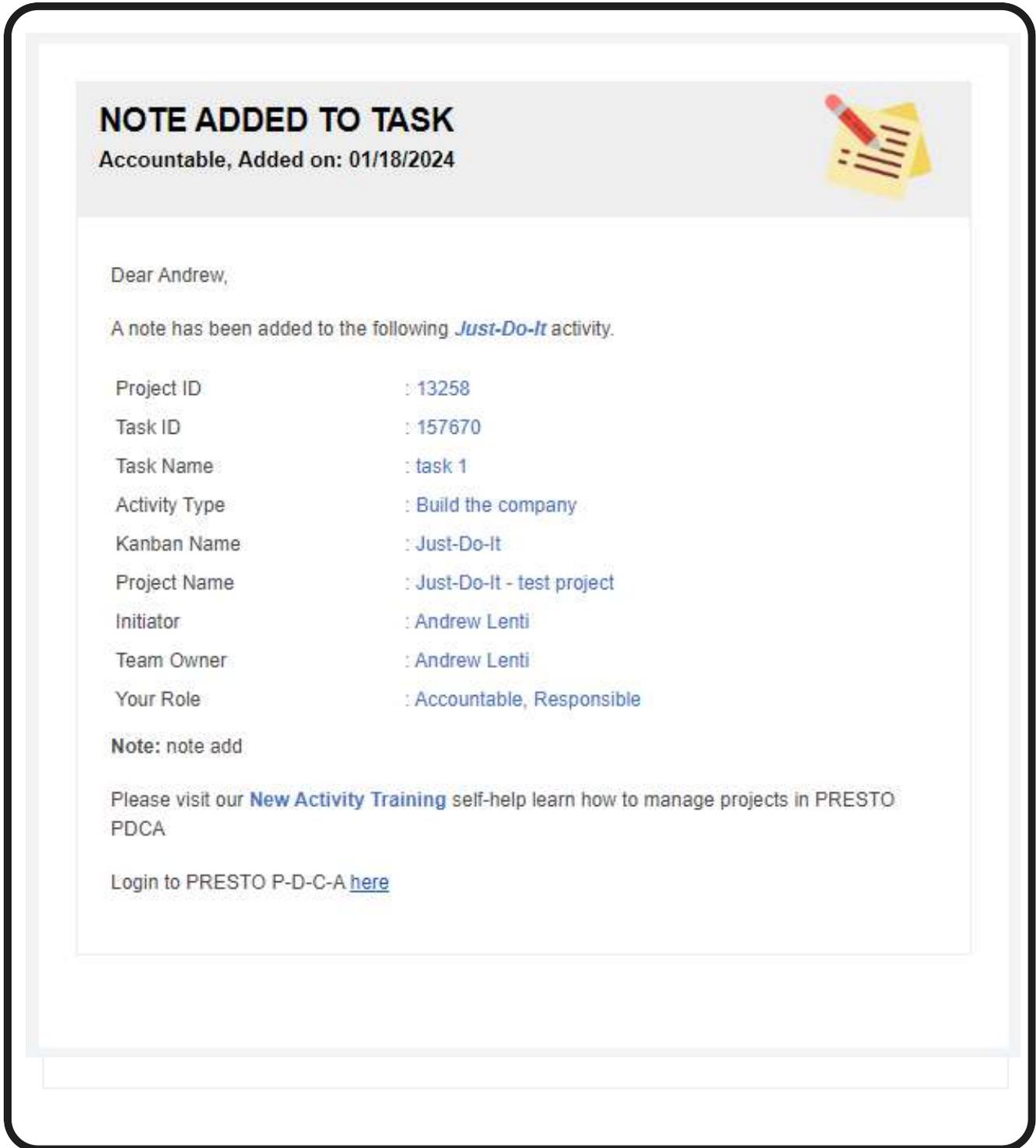
Please visit our [New Activity Training](#) self-help learn how to manage projects in PRESTO PDCA

Login to PRESTO P-D-C-A [here](#)

Sent upon linking of new files and documents to a project, issue or standard process work activity

7.

New Note Added



Sent upon creation of a new note in a project, issue or process standard work activity

8.

Due Date Approaching Warning

WARNING 

Warning test - GREEN to YELLOW on 19 January,

Dear Andrew,

The following task is **approaching due date**.

| Task | Due Date | Your Role | Responsible | Status |
|--|------------|-----------|-------------|---------|
| Warning test - GREEN to YELLOW on 19 January | 01/24/2024 | - | - | At risk |

Project ID : 13393
Task ID : 159932
Activity Type : Build the company
Kanban Name : Just-Do-It
Project Name : WARNING / CRITICAL TESTING - WEEK OF 15 JANUARY
Initiator : Andrew Lenti
Team Owner : Andrew Lenti
Your Role : Accountable

Login to PRESTO P-D-C-A [here](#)

Automatically sent based on configured trigger cadence & RACI assignments when open task approaches deadline date

9. Task Overdue

OVERDUE

Critical test - YELLOW to RED on 19 January,



Dear Andrew,

The following task is **overdue**.

| Task | Due Date | Your Role | Responsible | Status |
|---|------------|-----------|-------------|---------|
| Critical test - YELLOW to RED on 19 January | 01/21/2024 | - | - | Delayed |

Project ID : 13393
Task ID : 159933
Activity Type : Build the company
Kanban Name : Just-Do-It
Project Name : WARNING / CRITICAL TESTING - WEEK OF 15 JANUARY
Initiator : Andrew Lenti
Team Owner : Andrew Lenti
Your Role : Accountable

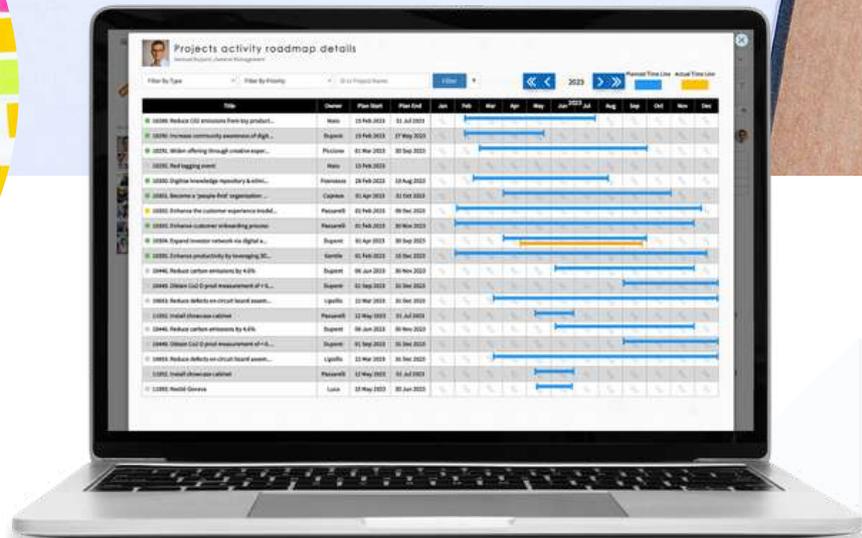
Login to PRESTO P-D-C-A [here](#)

Automatically sent based on configured trigger cadence & RACI assignments when open task is delayed from it's planned due date



Priorities

- 1.
- 2.
- 3.



**Prioritize on-the-fly and
'Just get stuff done' with
PRESTO P-D-C-A**





**QUICK
TIPS**

TIP#3

Optimize software success by reviewing and agreeing best practices and their workflows with your team BEFORE commencement of software use

** visit the online training showroom for a complete list of tips and tricks



What you get back (the benefits)

MAKE MONEY

Through enhanced accelerated decision making

SAVE MONEY

With a digitised agile organisation

ENHANCE CULTURE

Retain and share knowledge with simple and relevant information at your fingertips

- paper usage
- e-mail traffic
- spreadsheets
- knowledge gaps
- lengthy meetings
- risk

- resiliency
- flexibility
- measurability
- collaboration
- standard work
- transparency
- awareness
- problem solving



Managing Best Practices with PRESTO PDCA



A Day-in-the-Life at Dupont Toys Mfg.



Daniela Francis ★★★★★

I am looking to submit an expense reimbursement form to Finance for expenses occurred last month at a conference I attended in Geneva



Samuel Dupont ★★★★★

I would like to put a structured discipline into a safety-first monthly Gemba Walk on the shop floor

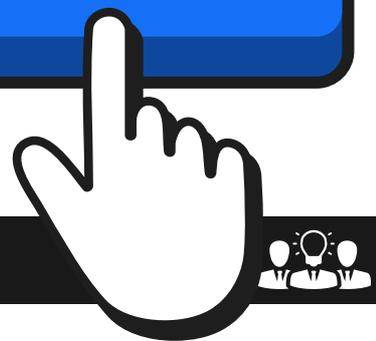


Clotilde Parisi ★★★★★

Next month I am welcoming a new staff member to my department. I would like to follow the standard best practice for employee onboarding

In this 3-minute video, witness how Samuel Dupont, MD of Dupont Toy Mfg. has embarked on a transformative journey, steering away from traditional paper-based processes to embrace efficiency and innovation. From tackling general shop floor issues to addressing customer complaints, PRESTO P-D-C-A enhances operational excellence at 360°

WATCH VIDEO





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PROJECT MGMT CASE STUDY



**FREE AU SENEGAL CHOOSES PRESTO P-D-C-A FOR
PMO ARCHITECTURE, STRATEGY DEPLOYMENT
AND PROCESS ORCHESTRATION SUPPORT**

Having the fastest 4G+ service across the country, Free Senegal operates under the Free brand, the second largest internet service provider in France responsible for voice, video, data, and internet telecommunications



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virtuelle est
maintenant
DISPONIBLE !**
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Highlights

- 6 Business divisions
- 350+ Employees
- 84 Teams
- 25 Users trained
- 150+ Processes catalogued
- 350+ Control steps reported



presto 
Plan-Do-Check-Act



'With PRESTO and its highly skilled support team, we were able to successfully create, train and sustain a PMO to govern and support our department leaders reducing risk and saving significant time'

-Mamadou Mbengue, CEO at Free au Sénégal



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INTELLIGENCE**

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