

PRISM ERP

10

Core Modules

3

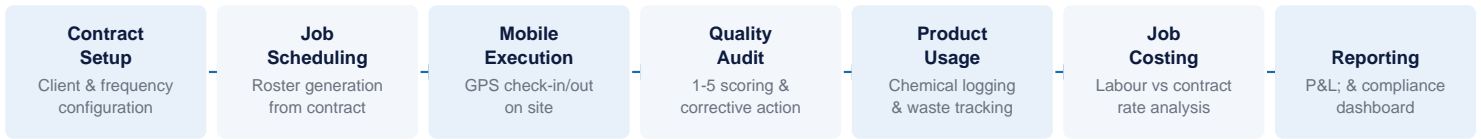
ISO Standards

7

Best Practices

An end-to-end field operations management platform covering site management, equipment tracking, contract scheduling, mobile job execution, quality auditing, OHS incident reporting, product usage monitoring, staff certification, and job costing — built to ISO 9001, 14001, and 45001 standards with full operational transparency and compliance traceability. This document provides a comprehensive specification of all modules, operational best practices, ISO compliance clauses, and technical architecture layers.

JOB-TO-INVOICE LIFECYCLE



CORE FUNCTIONALITY — 10 MODULES

<p>Site Management</p> <p>GPS-tagged site registry with square footage tracking and site-specific certification requirements (e.g., healthcare/industrial).</p>	<p>Equipment Registry</p> <p>Real-time tracking of cleaning machinery, including status (Available/In-Use/Maintenance) and dynamic site allocation.</p>
<p>Contract Management</p> <p>Comprehensive handling of recurring service contracts with support for monthly/annual fixed rates and preferred service days.</p>	<p>Automated Job Scheduling</p> <p>Roster generation based on contract frequency (Daily/Weekly/Monthly) and staff availability/qualifications.</p>
<p>Mobile Job Execution</p> <p>Real-time check-in/out for labor tracking and verification of service delivery at client locations.</p>	<p>Quality Audits & Scoring</p> <p>Field-based inspections using a 1-5 scoring scale with automated corrective action triggers for sub-standard results.</p>
<p>Safety Incident Reporting</p> <p>Dedicated workflow for logging OHS incidents (ISO 45001) with severity levels, root cause analysis, and action tracking.</p>	<p>Product Usage Tracking</p> <p>Monitoring of cleaning chemicals and consumables used per job, including mandatory logging of waste disposal methods.</p>
<p>Staff Training & Certification</p> <p>Centralized tracking of safety inductions, chemical handling certifications, and automated expiry alerts.</p>	<p>Job Costing & Payroll</p> <p>Integrated calculation of job profitability by comparing labor hours and material consumption against contract rates.</p>

OPERATIONAL BEST PRACTICES

01

Proof of Presence

Enforce the use of GPS-validated check-ins in the mobile portal to guarantee service transparency and build client trust.

03

Usage-Based Maintenance

Set maintenance intervals for floor polishers and heavy machinery based on actual job hours rather than calendar months.

05

Inventory Optimization

Analyze 'Planned vs. Actual' chemical usage per job to identify waste patterns and optimize procurement cycles.

07

Corrective Action Loop

Ensure any audit score below 3 automatically triggers a 'Corrective Action' workflow to resolve issues before the next service.

02

Proactive Quality Control

Schedule random audits immediately following high-frequency jobs to ensure consistent service standards across all sites.

04

Safety-First Onboarding

Systematically block job allocation for staff members whose 'Chemical Handling' or 'Safety Induction' certifications have expired.

06

Profitability Analysis

Regularly review the 'Site Performance' dashboard to identify contracts where labour costs are eroding margins.

ISO STANDARDS COMPLIANCE

ISO 9001:2015

Quality Management

Clause 8.5.1 (Control of Provision of Services)

Managed through automated job scheduling and real-time execution logs. Clause 9.1.2 (Customer Satisfaction) monitored via integrated Quality Audits.

ISO 14001:2015

Environmental Management

Chemical Control

Product registry includes 'IsHazardous' flags and mandatory 'WasteDisposalMethod' logging for all consumed materials.

ISO 45001:2018

Occupational Health & Safety

Risk Mitigation

Enforced through the Safety Incident reporting system and the mandatory Staff Training/Certification registry with automated expiry alerts.

TECHNICAL ARCHITECTURE LAYERS

SITES

Site & Contract Core

GPS-tagged site registry and recurring contract management with frequency-based scheduling and certification enforcement.

FIELD

Mobile Execution

Real-time GPS check-in/out for labour tracking and service delivery verification at client locations.

QUALITY

Audits & Compliance

Field inspections with 1-5 scoring, corrective action workflows, and OHS incident reporting aligned to ISO 45001.

SUPPLY

Product & Equipment

Chemical usage monitoring with hazardous flags, waste disposal logging, and equipment lifecycle status tracking.

PEOPLE

HR & Certification

Staff training records, chemical handling certifications, safety inductions, and automated expiry blocking for job allocation.

FINANCE

Costing & Reporting

Job profitability analysis comparing labour hours and material costs against contract rates, with site performance dashboards.