



Dolphin Software's patented PQF (Portable Questionnaire Format) is a cost effective and timesaving PC software suite for managing electronic forms and automatic responses collation from your desk top.

Simplify your business processes

- performance reviews, KPIs and benchmarking
- audits, compliance, and strategic planning.

Streamline

Replace multiple handling of information with ONE simple step, from 'submit' to automatically collated results. Eliminate error and gain –

- ✓ data quality ✓ security ✓ reliability
- ✓ speed ✓ effectiveness ✓ communication

Generate value

1. Shift your focus to results, with collated PQF data always at your fingertips. Build in analysis from the start.
2. Drive cost efficiencies through your business by shifting simple core business processes from paper to PQF electronic forms.
3. Deliver executive intelligence for decision making using immediately collated results.

In the competitive e-forms market space, PQF delivers you comparable value easily, for a fraction of the price.

PQF makes it easy...

- design and create forms or questionnaires according to your business specifications, with your business' look or identity
- automatically construct a data base or spreadsheet based on each form's design, in your choice of database software
- without needing programmers or IT specialists for any forms design or data base construction
- automatically collate your audiences' responses reliably by email into that data base, ready for analysis and reporting

PQF delivers ...

- results. Collate your responses instantly, ready for analysis
- communication. Faultless across different email software using the universal PQF file format
- security - confidential responses are encrypted in PQF
- unique identification. Capitalise on email addresses' uniqueness
- easy results integration with existing data bases and corporate or executive reporting requirements

Shifting from paper to electronic communication

- how we work with you

Our team supports your shift from paper based reporting systems to electronic tools by delivering highly cost efficient, rapidly implemented business processes -

- identifying your most immediate & cost efficient opportunities
- supplying PQF electronic forms to meet your needs
- advising on maximising participation in data gathering, and on setting up your processes
- advice on reporting or supplying reports tailored to your requirements, rapidly generated and produced on demand to presentation quality, using advanced Microsoft Office® automation techniques

Why is PQF better

- the essence of the technology

PQF technology is better because it's a patented electronic document format that -

- contains a complete data acquisition session in one efficient encrypted document - all questions and all responses
- is a tiny secure file, ensuring fast reliable transmission by email, without broken links and delays
- is automatically collated into any data base by the PQF collator "engine" for your business reporting

PQF technology is underpinned by its free PQF Viewers, installed once to enable reading PQF electronic forms. PQF Viewers are easily distributed, and -

- give people the power to participate easily, reliably and quickly in any PQF data collection, no matter what email software is used
- enable the complete PQF system to function, from forms design to automatic reply collation, through firewalls
- deliver your results data easily, quickly and reliably

Communicate with PQF forms

- flexibly and easily reach your target audience

Reach people you need information from -

- directly target your audience by email with a PQF form
- with mobility- interview people face to face or record audit results using PQF forms on tablet PCs
- put your PQF form on your intranet or internet
- engage your audience by telephone interviews (or by paper), using PQF forms for data entry
- place your PQF form on a centrally located touch screen kiosk, or send it by floppy disc or CD/DVD
- store your PQF form on desk tops for regular repeat use

No matter how your audience participates, PQF sends all responses to the correct data base automatically & instantly.



Using PQF forms - three client stories

- demonstrating productivity

CeBIT Australia ICT Trade Shows (Hannover Fairs P/L)

Hannover Fairs has used PQF technology to obtain exhibitor and visitor feedback for its annual trade shows at Sydney's Darling Harbour Exhibition Centre since its inaugural 2001 Australian event.

Uses: In 2006 over the 3 days of the ICT Trade Show, 50% of exhibitors and a representative sample of visitors were interviewed using PQF forms on tablet PCs. Results were instantly collated, and analytical reports generated at the close of each day or on demand.

Benefits: Higher response rate through interviewers directly communicating with the audience. Reliable fast collation of results – no web delays and broken links with reliable email transmission. Immediate delivery of presentation quality feedback reports.

"Obtaining feedback from visitors and exhibitors, when the experience is still fresh in their minds, is very important to us. This information is invaluable for measuring our success and improving services to both visitors and exhibitors."

Jackie Taranto, Managing Director, Hannover Fairs Australia

The Northern Territory Government and the PQF Viewer

All 14,000 public servants across the Northern Territory can use the PQF Viewer, rolled out in the whole of government Standard Operating Environment, and certified in testing by outsourcers Fujitsu Australia (previously by Computer Sciences Corporation.)

It's a powerful data acquisition capability

Any one with a Northern Territory government email account can participate immediately using the standard PQF electronic format -

- responses are securely, automatically and instantly collated for analysis, irrespective of the email software used by each department
- audiences can be selected by email groups, reflecting any regional or organisational structure

Northern Territory Government: Example 1

Business Uses: Organisational culture health checks, staff choice of a mission statement, EBA ballots, selected market research.

Benefits: A fast highly effective way to obtain benchmark corporate information, replacing paper processes, with results instantly available.

Northern Territory Government: Example 2

Business Uses: Routine paper based internal administrative forms replaced by PQF electronic data capture, integrated with intranet based approval steps.

Benefits: Dramatic improvement in efficiency for daily business processes, resulting in integrated electronic data for reports and audits.

"PQF has shortened the cycle time for producing, distributing, and collating survey results by about half.... It has also reduced tremendously the labor hours required to input survey results... And no human hands (that can make an ERROR!) ever have to touch it other than the respondent who fills it out."

LTC Steve Morris, Director of Plans, Training, and Security, US Army Kwajalein Atoll, US Marshall Islands

Northern Territory Government: Example 3

Business Uses: Client evaluation of service performance upon job completion. Instantaneous reports are generated for a single service evaluation result, for a client department, of for a service type.

Benefits: Substantial savings in personnel costs and in elapsed time through the automatic collation of results and automated production of presentation quality reports in customised analytical and qualitative formats.

Northern Territory Government: Example 4

Business Uses: Private sector consultants delivered business development workshops across the Northern Territory. Participants evaluate services using a standard paper form. Consultants enter these opinions using a PQF form enabling results collation and generation of analytical and descriptive reports for the funding department, with key performance metrics.

Benefits: This program has consistent quality data to measure its success, through the acceptance of Dolphin Software's PQF format by government and its industry partners, with major process costs efficiencies.



Caltex Australia P/L

Staff at Caltex Australia's corporate headquarters and its refineries can participate in any data collection through the PQF Viewer, rolled out as part of the Standard Operating Environment and certified in testing by outsourcers Fujitsu Australia.

- Business Uses:**
- Executive leadership capabilities and talent development using a 360° feedback model.
 - Organisational culture and development benchmarking.
 - Company wide annual reviews of performance management effectiveness.
 - Evaluating the effectiveness of training for new corporate software modules.

Benefits: Staff across Australia and between business units participate in rapid and diverse data collections seamlessly, with consistent brand management, and high cost efficiency.

Additional value from the automatic collation of results with on demand generation of customised analytical and qualitative management reports.

In supplying its clients with PQF solutions, Dolphin Software is the custodian of potentially commercially sensitive intellectual property and other information, often statistical. Primarily this is held in the form of electronic documents, forms, and data bases of collated responses. In all cases Dolphin Software manages clients' information with maximum confidentiality, according to a defined agreed protocol.