

Business Process Optimization

OVERVIEW

The main reason you should ever consider starting an improvement process is to generate more profits and make your organization more competitive. Process improvement is a way to ensure the long term success of your business. Process optimization is way to improve key work processes for faster cycle time, reduced expenses, establish documented and measurable processes, and enhance decision making for employees. One of the biggest opportunities you have to improve the bottom line and improving organizational effectiveness comes from improving your business processes.



Types of problems that are addressed:

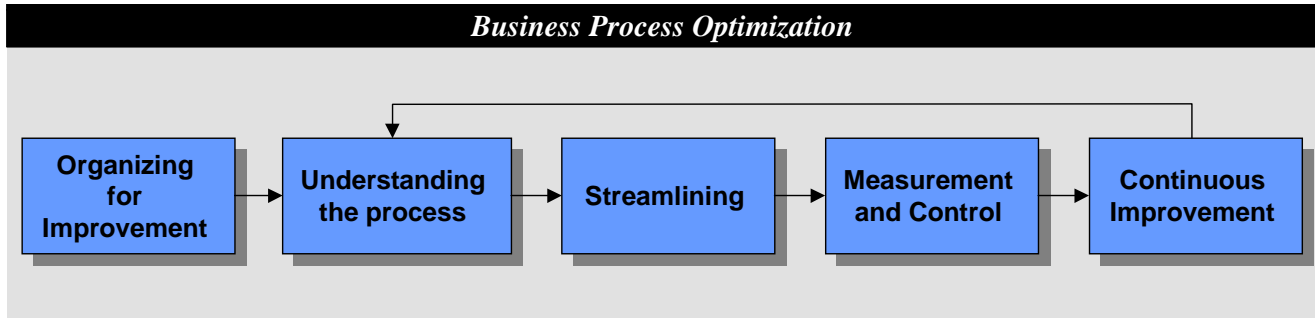
- “Our software application process gets stalled between phases because of all the hand-offs.”
- “Customers tell us our delivery process is too slow and doesn’t meet their quality expectations.”
- “The quarterly conference call on our earnings announcement needs to go really smoothly, but you should see the time it takes for us to get there!”
- “John really knows how to do this process, but what would happen if he got hit by a truck? His work is so critical!”
- “When we get product returns, we want to incorporate them back into the system, but we have to do that efficiently.”

EXAMPLES OF PROCESS OPTIMIZED

Marketing and Marketing Communications	Market Introduction Process Collateral Creation Process Press Release Process
Sales and Account Management	Launching the Account Global Account Management Process Selling and Producing Custom Merchandise
Operations	Sustaining the Account Order Management Process Commercial Loan Origination and Servicing
Finance	Worldwide Sales Compensation Process Earnings announcement process
Product Development	Software product development and Delivery Product Documentation

APPROACH AND FRAMEWORK

In only six to eight meetings of approximately two hours each (two with management and the rest with the team) we will create the following deliverables: - objectives and scope statement, process description and map, responsibility matrix, documentation responsibilities, and a report of bottom line results. Our framework follows five phases:



METHOD

The process optimization method follows the following steps:

- Get Ready
- Develop Initial process
- Build process Documentation
- Identify measures, supplier requirements, and improvements
- Finalize Documentation
- Provide results, recommendations and next steps to management

EXPECTED OUTCOMES AND RESULTS

- Improve work processes
- Fast turnaround / cycle time
- Expenses reduced and avoided
- Eliminate x number of employee work days per month
- Documented processes
- Consistent Scaleable Processes
- Enhanced decision making for employees

NEXT STEPS FOR CONSIDERATION

1. Draw upon this experience of and have an informal conversation why you feel process optimization may be an issue you need to address.
2. Request a more formal overview of the process optimization methodology and benefits.