

Achieve breakthrough benefit with a process built to perform

Roadmap

Time	Performance
1-2 Weeks	Process Charter
2-3 Weeks	Measurement Design
1-2 Weeks	Process Design
8-10 Weeks	BPMS Orchestration & Instrumentation
2-3 Weeks	Validation & Refinement
	Breakthrough Benefit

BP3 = Performance

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There are cases when process improvements require a more holistic approach, consider the following:

- ⇒ Nearly 70% of a process or product's cost is determined by its design
- ⇒ Approximately 80% of quality problems are designed into the process or product

Knowing when to forego investing in existing improvements to a process is a big decision but one that at times must be made. You can start by asking:

Are we introducing a new product or service?

Is the process irreparably broken?

Does the process exist, or is it hidden?

Is there a major constraint that we can no longer support or work around?

Is there something new that must be added which will be potentially disruptive?

The good news in coming to this decision is that the opportunity now exists to design the optimal process which will consistently meet or exceed expectations of the customer or the business.

We have many years experience in performing this work. Helping companies achieve breakthrough benefit with high performing processes is a passion for us. In each step of the roadmap to building these optimum processes, value is delivered.

- Process charter and business case for the new process
- Voice of Customer and Performance Analysis
- Process Design and Engineering based on KPI's
- Prototyping and pilot of process
- Training and education on methods and tools for process management

If your business is more interested in greater levels of process visibility or control, we can help there too. We look forward to hearing from you.

