Business Process Improvement

The purpose of business process improvement is to improve bottom-line results and increase or maintain quality and customer satisfaction. In today's business environment, the objective is to find ways to work smarter. It often begins with process mapping and the analysis of work flow to uncover structural or organizational problems, poor controls, and employee/staffing issues. The focus is on working with employees (and sometimes customers) within a work unit to incorporate and/or develop appropriate best practices. Business process problems are best solved by involving those stakeholders with a direct interest.

Solution-Based Services:

- Design and facilitate group meeting(s) to flow chart the current business process by determining the boundaries (start and end points); listing and sequencing the steps; and identifying the inputs, outputs and controls.
- Assess the business process to determine if is working the way it is intended, and if not, collaborate with the group to identify the steps to add, remove or modify that will result in improvements.
- Develop action plans or implementation plans as necessary, particularly if process improvements involve significant change to the organization.