

Business Process Improvement Workshop

Every organization delivers services to its customers through cross-functional business processes. The problem is, most organizations don't manage these processes.

The key is to understand how a process is performed. This requires the people who perform the work to identify how it happens, the assumptions built into the process, and problems that occur.

Our Business Process Improvement (BPI) workshop is an interactive session that results in identified improvements to your current processes. We involve the people who do the work. With a good picture of the current process (the "As Is"), its assumption and problems, and desired capabilities, the team develops the new ("To Be") process, and identifies how to get there.

This approach provides the structure required to allow a process team to identify how to improve its processes. Any organization will gain from the insights of a BPI Workshop. It is a solid approach to engaging your employees to better understand and improve your business processes.

The workshop follows a proven approach:

1) Develop a picture of the current process. Identify:

- process boundaries
- assumptions in place,
- current problems that occur
- a map of the process to the level of detail needed to resolve the business issue at hand.

2) Develop the "To Be" process:

- Identify the capabilities that are needed in a new process.
- Address the problems in the current process
- Map the "To Be" process
- Identify the process measures you will manage on an ongoing basis.

3) Identify the process changes that are required to implement the new process:

- Identify the specific changes
- Identify the impact of the changes
- Identify what is needed to implement these changes.

For additional information, call Pat Dowdle for how this approach can help improve your processes.