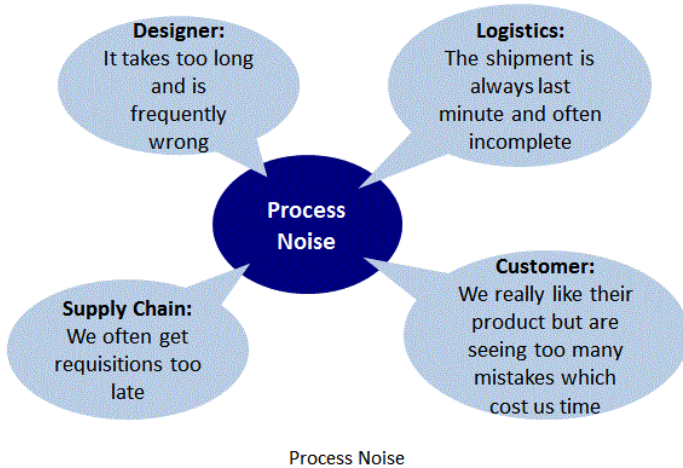


Methodology: *Process Mapping & Improvement*
Delivering: *A transparent and measurable process*

Organisations are made up of processes. When they are good, they bring competitive advantage. When they are bad they can be disastrous to performance. But it's surprising how little attention is placed on understanding and owning the core processes. Not just at a senior level, but also at the team and individual operator level. Having a clear idea of what a process is and what it should be delivering becomes a powerful tool to drive better performance.



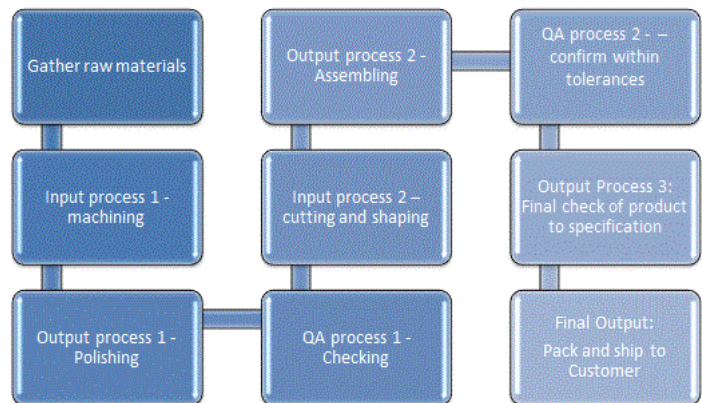
Typically our review starts with understanding what is the noise around the process. By that we mean where is it causing bottlenecks, or where is it failing to deliver. This data becomes very important when building the as-is and to-be process maps with the teams.

During the workshop process, one can find that teams or individuals are in denial about the issues, so it is important to bring some up to date and practical examples to discuss with them.

The value of Group-think

Building a process map that is meaningful and that will delivery sustainable results is best done in a workshop environment. The results come from the sharing process that happens in the workshop and from the awareness and agreement that is reached across the team about what works and what needs to be dropped.

Getting process owners (in terms of work roles) clearly defined and a set of performance measures around the process delivery really helps to focus everyone's mind.



©Agents2Change: Process Mapping

Typical results from Process Improvements include:

- Reducing waste by 15–20%
- Reducing costs by 30%
- Increasing customer satisfaction
- Increasing efficiency (time & resources) by 30%

“Once we had stopped pointing fingers, we were able to see how to do things better and work together” - Team member during Process Workshop

Agents2Change brings depth of experience and a mature approach to process mapping and improvement. If you feel you could benefit from this service, contact Mary McGuire: mary@agents2change.com, for a confidential, no obligation chat.