



Processes are the means by which the mainstream work of organisations is managed and controlled. For a business to prosper, its major processes must function efficiently and effectively. Even more importantly, they must be closely aligned with the objectives of the organisation; ie: it must be possible to demonstrate a clear connection between the outputs of the process and the attainment of particular corporate objectives.

The “Process Opportunity Review” service is designed to deliver to management and key stakeholders a “health check” on the performance of a key business process and to identify ways of improving that process; eg: by reducing costs, increasing the quantity and quality of outputs, making the process more flexible, improving management information by-products of the process, and so on.

A team of senior Pragmat business process consultants conducts the process performance review in accordance with a written “Statement of Work”, and drawing on techniques from Pragmat’s Process Management Framework.

Typically, the key deliverables of the service are:

- ◆ A management summary of the review findings
- ◆ High level maps of the end to end process
- ◆ High level narrative describing key features and characteristics of the process
- ◆ Identification of key inputs and outputs
- ◆ Identification of resources used within the process
- ◆ Identification of IT systems and tools which support the process
- ◆ Identification of major process issues, their impacts and causes
- ◆ Opportunities for change
- ◆ Impacts on the process of any current projects which may already be under way
- ◆ A half day workshop to present the findings of the review and to build consensus amongst stakeholders as to any corrective action required.

Typically the Process Opportunity Review is delivered over a four week period, however this may vary depending on the scope and complexity of the targeted process.