



Advance
your goals



Business Process Improvement

Every organization has specific core business processes that are necessary to transform inputs (people, information, materials, and equipment) into outputs that add value. Information technology can be an essential enabler in achieving significant improvements in quality, efficiency, cost, and service.

Business process improvement (BPI) involves the redesign one or more of these core business processes. We use one of the following two separate, but related, approaches:

- ✓ *Continuous Improvement (TQM): Raising the performance of existing business processes with a series of incremental improvements.*
- ✓ *Process Re-engineering: The fundamental rethinking and radical redesign of business processes to achieve dramatic breakthroughs.*

The specific needs and characteristics of each core business process will influence which approach is taken. Our approach to BPI blends these two concepts to fit the needs of the specific client's environment. We apply common tools to map both current and new processes and to establish the appropriate re-design approach for each core business process.

In either continuous improvement or process re-engineering approaches, it is critical that process improvement efforts drive information system needs, requirements definition, and subsequent system selection. Teamwork is a key ingredient in our approach, and employee involvement is a critical element to successful teamwork. We believe people who are responsible for performing work should have input in how work is done. Our clients are encouraged to assign their key personnel to process improvement teams who will be trained in BPI concepts.

Generally we play a dual role in our BPI projects: 1) as team leader or facilitator until “process owners” are able to assume the responsibility, and 2) as a member of the team, identifying obstacles with current processes and offering ideas for system and process redesign. This consensus building approach results in the redesign efforts of BPI teams becoming more than merely recommendations – they reflect the commitment of functional representatives who can become the key change agents in implementation efforts.