



Business Process Mapping: A Continuous Improvement Initiative

It is said that nine out of ten people don't know how important their jobs are... Or how they impact others...

It is also believed that nine out of ten managers don't see the consequence that a lack of clarity in business processes has on an organization and its employees... This further complicates a company's efforts to:

- Align company objectives with department goals.
- Make rapid, sustainable improvements.

Business Performance Improvement

The process of developing and following a standard way of doing things across an organization is essential to the quality, problem solving and overall efficiency of the organization.

These standard practices must be developed in a manner that allows the organization to report on key performance measures such as: on time delivery, inventory turns, supplier performance, cost of quality (scrap, rework, warranty) and other important measures.

How You Will Benefit

Properly documented, these standard practices should bring efficiency to the process and consistency to how the process is executed. These standards should also serve as the training materials for new hires and become a key enabler to a rapid integration of a new business merger or acquisition should the need arise.

BPM (Business Process Mapping) Workshop Description

BPM (Business Process Mapping) is the recommended approach to assessing existing processes. This is an interactive, cross-functional workshop where Synergy business professionals work with process owners and employees to assess your overall business processes. This workshop will then help to reveal specific improvement opportunities as well as gaps and/or risks in the current processes.

During the workshop the team will also clearly outline the desired future state of each process and the specific short and long term actions needed to achieve this improved state.

"I have engaged Synergy Resources to facilitate Business Process Mapping sessions on two different occasions; the first was part of an ERP Utilization Improvement project for a global manufacturer and distributor of outdoor products, and the second was part of an ERP Implementation project for a large machine tool distribution organization.

Both projects were for complex, multi-site organizations and Synergy's ability to quickly grasp the current state organization and processes, keep the group engaged and on track, as well as lead us to our organizations optimized future states were impressive.

I received excellent feedback from the session participants as well – this type of effort serves to open participants eyes to see improvement opportunities as well as aligns the team to their common goals. I strongly recommend this approach, defining process in conjunction with software, for any organization seeking drastic improvements."

- John Leavitt, VP of Technology, MGI

For more information on Business Process Mapping and other Business Performance Improvement Workshops, contact: sbs@synergyresources.net