



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.

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