

Process management

Added value for customer

- Transparent interrelationships between all processes and activities
- Systematic approach to effectiveness and efficiency of processes: cost minimization through focussed use of resources
- Systematic, early identification of need for action in strategic and operative areas
- Reduction of measures to an efficient and effective minimum

Objective

Establishment of a system for the systematic design and proactive management of all business processes.

Contents

- Qualification and awareness for all employees
- Basic analysis of strategic and operative processes
- Development of a process map for the organisation
- Determination of process owners
- Development of individual processes taking opportunities for optimisation and suitable measures into account
- Re-structuring of processes and IT tools, if necessary
- Project review

Example

- Certified organisation with 100 employees
- Volume of external service: 20 days