

Process Redesign

The process map can be used to describe what a process does, what controls it, what things it works on, what means it uses to perform its functions, and what it produces." Daniel Hunt
Process Redesign is a particular kind of reengineering and it is the least radical. It involves redesigning existing processes to make them more efficient, usually to improve quality or service, or simply lower costs. A process is only worth redesigning if it is still worth doing. Before designing a new system, a company must understand its strategic objectives and capabilities to ensure that any redesign will help it meet its goals. AdVantage Consulting, using the methodologies, tools, and techniques of business process redesign, helps executives and managers systematically examine their business enterprises to identify and implement changes that can significantly improve performance, cost effectiveness, quality, and customer satisfaction. We specialize in redesign of processes into streamlined business operations linked to strategy and customer requirements. We help assess your existing business and its current processes. We identify value-adding and non-value-adding activities, evaluate improvements that streamline or eliminate activities, and make the critical link to strategy. We provide our services within a framework tailored to our client's needs. Using ToTal Quality Management (TQM) techniques, and Change Management processes, we help turn planned benefits into the reality of improved performance. Benefits of Process Redesign:

- Improved service and increased customer loyalty
- Elimination of barriers to effectiveness and efficiency
- Shorter cycle times and quicker response times
- Decreased waste and elimination of non-value process steps
- Greater employee awareness of key customer requirements
- Continual, on-going improvement actions included in the process structure

Company leaders who are committed to bringing their organizations to a higher level must take an objective look at their current business and management processes and respond with a solution for effective change. Our approach involves analyzing how things are done, focusing on blockages and inefficiencies, and working closely with line personnel to remap the processes. We draw on the knowledge, capability and expertise of our clients. It is the collective strength of your people which will help transform your business to achieve significant increases in value, profitability and effectiveness through Business Process Redesign.