

Let's Talk Process Refinement

Process improvement and optimization focuses on maximizing your bank's unrealized potential and getting the highest performance out of your day.

Feasibility Studies

Process Productivity Assessments

Gap Analysis

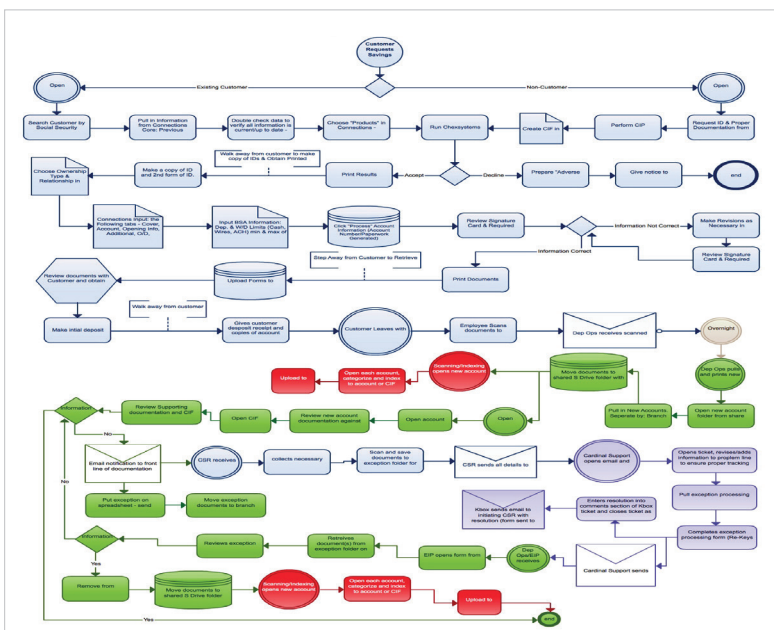
Custom Process Mapping

Project Management

Executive Seminars

Tailored Solutions | Proven Methods | Tangible Results

WHEN IS THE LAST TIME YOU REVIEWED YOUR PROCESSES FROM START TO FINISH?



1-888-797-7468
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DEFINING BEST PRACTICES

- STEP 1 — Survey Employees**

Administration and analysis of employee feedback via electronic survey helps define existing practices and knowledge of their role in the organization. We engage your workforce in the discovery, allowing them to help solve problems and identify easier ways to manage and contribute to the efficiencies you desire.
- STEP 2 — Onsite Observations**

Onsite observation of how processes and procedures are actually being performed by the employees helps uncover areas of inefficiency of working departments. To move the needle, you must first identify why people are doing things the way they are doing them.
- STEP 3 — Process Mapping**

Process maps, from start to finish, provide a foundation for how employees get work done. It includes color coding by department for easy distinction of workflow. It provides insight into consistency, aha improvements, work distribution, accountability, and overall staff knowledge
- STEP 4 — Identify Opportunities**

Identification of opportunities and best practices for process and workflow improvement to gain consistencies and efficiencies. People, technology, tools, facilities, and intellectual property are all assets to your organization. However, few organizations measure the extent to which assets serve their intended purpose. Process refinement helps you identify areas of improvement to clearly balance the assets to support the desired output.
- STEP 5 — Prioritize Opportunities**

Facilitation of onsite workshops to support departmental champions in prioritizing recommended opportunities. Once you understand the internal process of each department you can better align them to the external customer needs.
- STEP 6 — Build a Plan**

Recommended project plan and timeline to support expedited results and tracking. When organizations operate through strong consistent processes, the cost of goods and services drives visible and sustainable improvement. Process refinement helps organizations improve its costs effectiveness by improving inputs, conversion, people and overhead.

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