

Process improvement

Optimising your business processes.

Easily identify areas of your business that could be improved. And confidently make changes to improve your business' performance.

The problem(s)



Processes are slow

It seems to take too long to do simple tasks. Why is it so difficult? What is the hold-up?



Work is repetitive or mundane

Jobs involve copying and pasting between systems. It seems there should be a better way.



Tasks are duplicated

For example, the same information is typed in, checked, or reviewed more than once.



Your team are unhappy

Your team may be bored or frustrated with the current processes.



You've spotted mistakes

Important steps are being missed. You need to tighten up your processes to make sure everything gets done.



You've lost a key member of staff

Has a key member of your team left, and you're realising just how much they did?

How we help



Identify your key processes

We concentrate on your most important processes first.



Get a fresh perspective

Get an external perspective on your business processes.



Encourage teamwork

by visualising how each person contributes to the process.



Improve performance

by seeing where you can save time and money.



Provide world-class service

by following consistent, standardised procedures.



Reduce stress

by reducing confusion and introducing clarity.



Sit with your team to piece together their processes

We'll talk to front-line staff, usually one-to-one, and find out how they work in as much detail as we need.



Visualise your processes

We'll prepare diagrams to visually show you how your business processes work.



Identify wasted effort

We'll highlight steps in your processes that could be improved or removed.



Suggest improvements

We'll provide practical suggestions to improve your processes that fit your business and budget.

How it works



Discovery session

- Meet with directors or managers
- Identify key processes
- Agree the scope of work you want us to do
- Prepare a project plan



Gather information

- Talk to individual team members
- Assess your technical environment
- Read any documentation you have



Research and recommend

- Identify and quantify areas for improvement
- Consider alternative options for you
- Prepare a report detailing our findings



Decide

- Discuss your options with you
- Answer your questions
- Plan your next steps



Save time

by letting us do the hard work.



Gain a partner

We're on your side, working to make your business successful.

Related services



Process mapping

Mapping your business processes.



Software selection

Choose the right software for your business.