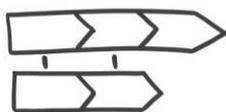


Process Audit – diagnostic of processes

Process Audits will help to identify any process area that has the most potential for improvement in terms of cost, time and customer quality. The actual audit is performed in several steps. Firstly through workshops, we map the key processes. The second step is to analyze the current process performance (fulfilment of predetermined process KPIs, comparison of the sectorial indicators). The outcome of the audit is an overview of the key processes and their performances and any suggestions in the areas with the greatest potential for improvement and cost savings.



Process audit is used to efficiently identify problem areas and the selection of projects with the greatest potential for cost savings.

Typical cases

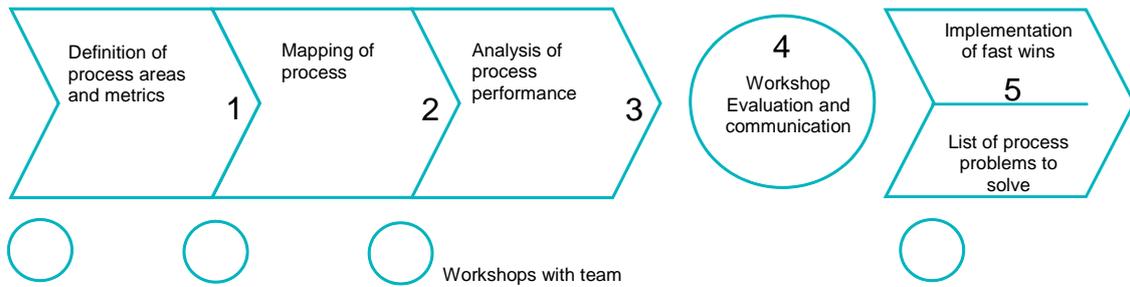
- Latest projects to reduce costs failed.
- We don't know the costs of processes and their productivity, we can't compare them with each other.
- We start to manage the processes, but we haven't an overview of them.
- We have many ideas to improve the process and we want to choose the most appropriate.

Benefits

- Overview of the key processes in organization and their structure (we will create a process model).
- Definition of the owners who are responsible for the process area.
- Analysis of current process performance.
- Create a list of projects, thus opportunities for optimization, respectively for redesign.
- We will transfer the know-how and teach you to make regular process audits



Process of audit (diagnostics)



Process diagnostics

Common procedure

1. Definition of process areas.
2. Identification of roles and responsibilities of the audit.
3. Mapping of processes SIPOC-R.
4. VSM – Value Stream Mapping.
5. Comparing KPI – radar graph.
6. Evaluation of audit.

Our support

- We create tailored audit rules.
- We propose a strategy and prepare an audit plan.
- We perform workshops for process mapping.
- We manage projects and provide regular reports.
- We evaluate the audit and suggest the next steps.

References

GE Money Bank | Vodafone | VÚB Banka

Contact

Milan Gazdík
milan.gazdik@integratedconsulting.cz

Libor Čadek
libor.cadek@integratedconsulting.cz