

# The Process Pros The Holistic Approach

THE PROCESS PROS ■ your gateway to process improvement

The Process Pros believe that continuous improvement requires a holistic approach to implement sustainable results and a systematic method to document, analyze, control and monitor critical processes.

The two core challenges when improving processes are:

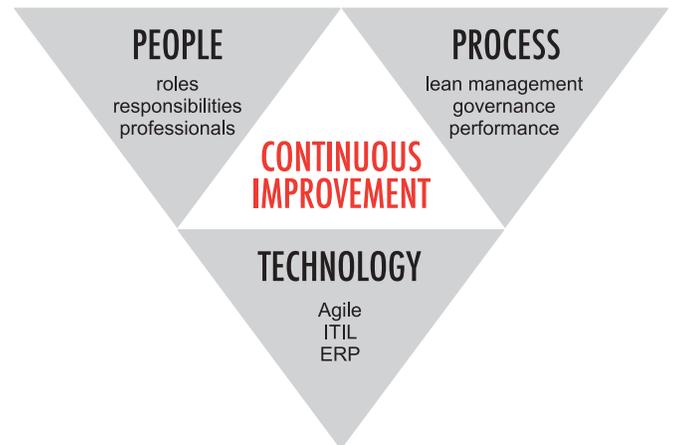
1. How do I engage staff and the team?
2. How do I implement and sustain?

We strongly believe that successful change and continuous improvement requires a holistic approach because processes cannot be improved successfully without empowering staff and managers. People and processes need to move forward in the same direction consistently. Managers need to be facilitated and trained to ensure that processes are constant and repetitive, not ad-hoc and that business decisions are specified in processes. Teams need to be engaged in defining and implementing improvements in processes, roles and systems. A prerequisite for Continuous Improvement is that people, processes and technology are connected and aligned with the voice of the customer.

Team members will take ownership for better processes and technology when engaged. The Process Pros engage team members in continuous improvement by workshops and process simulations. The team will need to experience the process, roles and the outcome for the customer. The Process Pros create tailor made process simulations or use their process improvement exercise The Stocking Factory to demonstrate a different perspective of process improvement and to really connect people, process and technology. Participants have found these workshops inspiring, because they experienced the excitement of improvement. We take Kaizen to the next level.

These workshops and simulations typically have a holistic perspective and focus on consistency with people, process and technology, when:

- Defining and analyzing current processes
- Designing future state processes
- Testing new technology
- Implementing improvements



Continuous Improvement is characterized by:

- **KNOW**; capitalize on the business' knowledge,
- **CONTROL**; balance control and responsibility,
- **SHARE**; create ownership,
- **IMPROVE**; moving forward,
- **SHOW**; exceed expectations.

“The Process Pros presented strong metaphors for our team that could easily be extrapolated to our own work environment and process challenges in our day-to-day practice. Throughout the workshop we discovered many opportunities that challenged our traditional ways of thinking, and caused a valuable paradigm shift towards a simplified and control-focused process mindset. Besides, it was lots of fun doing The Stocking Factory team-building exercise -highly recommended!”

**KNOW**

**CONTROL**

**SHARE**

**IMPROVE**

**SHOW**



**KNOW.** A good chess player knows the openings and move sequences. Knowledge is the basis for success. Most play systems are very well documented and so are processes. We typically make process maps which demonstrate the business logic.

**THE PROCESS PROS** design lean processes, and clear-cut roles and responsibilities to capitalize on your knowledge.

**CONTROL.** A volleyball player can smash the ball with all the strength or just tip it over the net. Both can be effective, but when do you use power and when tact?

The dilemma is about balancing between the controls and approvals to keep the grip on your process, and not to sacrifice flexibility. It is a balance between following procedures, and professional craftsmanship to make better business decisions.

**THE PROCESS PROS** create a better balance in roles, responsibilities, processes and professionals.



**SHARE.** Passing the baton is a very delicate action. Holding on too long means wasting time, while handing it over too loosely means losing the game. This is the dilemma of any organisation- how do we control the hand-offs in the cross company processes? Breaking the silos starts with knowing the cross company processes from the front to the tail end.

**THE PROCESS PROS** will let team members take ownership and share their findings; analyzing the end-to-end processes.

**IMPROVE.** Improvement is a team effort. Continuous improvement is to change the game and make each team member responsible for deployment and improvement. Lean and SixSigma are very well established techniques for improvement, but only effective when engaging team members in the improvement process.

**THE PROCESS PROS** engage staff in process improvement by workshops and process simulations. The Stocking Factory, our process improvement exercise, has been appreciated by many team members to experience the voice of the customer.



**SHOW.** Excellence shows! Sometimes surveys show excellent results. But are the right questions being asked? Is it really the Voice of the Customer or just what we guess it might be?

**THE PROCESS PROS** do mystery visits to get you the data about customer performance, and define a customer service strategy with real customer performance indicators.