

An investment in your processes, is an investment in your workforce

- Is the end-to-end **process** fully understood by all employees involved in the process?
- Is there evidence of inconsistency in your **process** activities?
- Are your **processes** not represented clearly in workflow diagrams for communicating with your team?

If any of these issues related to process sound familiar, you're not alone. These are some of the most common challenges faced by companies in today's dynamic, quick paced world.

Employees learn best from understanding how they fit into the overall process. What are the inputs and outputs of activities they're accountable for and who are their internal customers? **The way in which process information is made available can influence a company's success at training the workforce.**

Current State:

Organizations build processes that enable them to provide quality services for customers, but over time, new rules, products, regulations, staff turnover, undocumented changes and anomalies cause those once-streamlined business processes to become unnecessarily complex and result in a great deal of documentation. Staff can be challenged with documentation overload when process actions are difficult to locate.

Where do you begin to revamp business process documentation and the storage of it to improve the workflows in your organization?

Goal State:

Leveraging Technology has proven scalable **Business Process** solutions and methods to organize your current state and advance the company toward delivering the value expected by customers. We utilize frameworks with flexible approaches to impact results quickly without a significant time investment by the organization.

Step 1: We begin with an initial assessment to swiftly identify the most common pain points. Working with your management team and workforce, the assessment paints a picture of your current state. It will point out the low-hanging-fruit where simple changes can have immediate impact.

Step 2: Here's where the scaling comes in. This step is based on the degree of process depth desired. Whether it's a Root Cause Analysis (RCA), an improved customer value end-to-end process overhaul, or a full-blown Lean Project, Leveraging Technology has a solution that will fit your timeline and budget, focusing on the key business processes from the eye of the business customer. Our approach is to collaborate with your team on a new model that puts a greater emphasis on customer value while keeping sight of strategic business objectives.

The Return on Investment: A workforce that fully understands their role, accountabilities, internal customers, where to easily find related process information and how they add value to core strategic processes for your customers.

Want to learn more?

Contact [Sandy Kleinberg](#), Business Architect, 585.454.4250 x145 to talk about an approach that may make sense for your organization.

About Leveraging Technology

We are a business consulting firm founded in 1998. We employ a practical, partnering approach to transforming the design and architecture of your business and information technology environment to drive business performance.

Working with Leveraging Technology is different than with other consulting firms because we look at each client's organization and not just the technology. We partner with clients in unique ways to help them design and build internal capabilities and sustain them in the most cost-effective way.