

If you designed your business or process from scratch – would it look anything like it does currently?

Few organisations have processes that are wholly aligned with their business goals. Management attention is often focused on the high profile functions of revenue growth, resource acquisition, or public relations. Yet business process improvement is a rich source of profitability and resource freedom. When processes are performing optimally management has more headspace for the strategic challenges ahead.

At Spire Consulting we have the approach and expertise to provide that liberation. This includes our core **Business Process Improvement Methods**, **'Whole of Business' Optimisation**, and **Business Information Transformation**.

Business Process Improvement – core methods and approach



At its simplest level, business processes are the transformation of inputs to outputs.

Processes are the building blocks of all organisations – from the production of a policy, to the transaction or sale of an item. Our experience shows that all organisations have:

- processes that cut across organisational boundaries, with conflicting resource and accountability demands;
- piecemeal processes, redundancy, duplication and latency;
- silos and protectionism;
- people 'in the process' and process owners not understanding the full impact on the organisational goals;
- proliferation of technologies that fail to optimise the people and process components.

Spire Consultings' approach is comprehensive and is summarised as:-

*"We improve **processREACH**, by applying the principles of **processMASTER**, and the techniques of **processSPREAD**"*

<p>processREACH <i>Outcomes</i></p>	<p>Reliability Efficiency Adaptability Cycle Time throughput</p>	<p>➔ meets customer requirements & standards ➔ consumes minimum resources to meet needs ➔ ability to cope with changes in demand ➔ shortest time to achieve results ➔ can meet capacity demands</p>
<p>processMASTER <i>Principles</i></p>	<p>Measure Action-orientation Systematic approach Trial Engage Review</p>	<p>➔ understanding that measurement can lead to discovery and knowledge ➔ taking action where it will have the maximum impact ➔ systematically using tools to identify improvement opportunities ➔ trialling and take controlled risks to improve processes ➔ engaging with staff & stakeholders to identify improvements & solutions ➔ reviewing the results achieved</p>
<p>processSPREAD <i>Techniques</i></p>	<p>Streamline Parallel processing Re-route Engineer Addjust roles Decision-point</p>	<p>➔ reducing complexity and moving towards simpler continuous processes ➔ enabling activities to be deployed in parallel not just as serial sequences ➔ identifying less complex cases where simpler processes can be used ➔ changing a specific task within the process to improve its efficiency ➔ multi-skilling roles to intervene in more places through the process ➔ moving decisions earlier in the process to avoid unnecessary work</p>

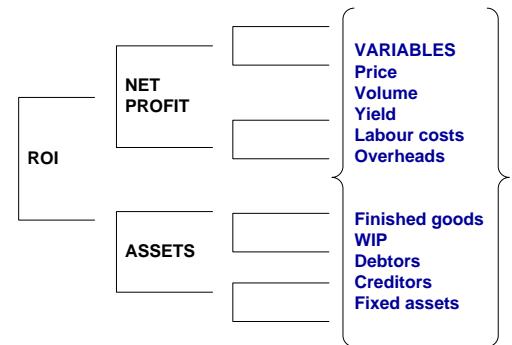
What about for the business manager who wants to prioritise effort, optimise the whole business, and understand process improvement in financial terms?

One of the fundamental principles of process optimisation is:

Optimum performance is achieved by looking at the end to end business process and is NOT achieved by solely optimising individual processes.

To help business managers understand the 'big picture', Spire Consulting has developed the businessMODEL. This links the Profit and Loss report and the Balance Sheet through to fundamental improvement in the **processREACH** outcomes.

This modelling helps identify what to improve first, and the inter-relationships of improvement, investment, and financial performance.



Business Information Transformation

At the heart of business process improvement is information. Information is the driver of action and the lens through which results are viewed. To enable people and processes we need access to information faster and more effectively than ever before. Organisations need to answer these questions:

- What information do we need?
- When and where do we need it?
- How do we efficiently access it?
- How do we manage it?

At Spire Consulting we have developed Business Information Transformation as a scaleable approach from business units to whole organisations. Our consultants look at the practical aspects of information management and identify improvements that will have a direct benefit on your organisation and its information management processes.

Start Today

If you want to take the first steps to improving your business processes, business optimisation, or information transformation, please contact:

Terry Shannon 027 438 9950

James Abel 021 515 084

Paul Rogers 027 440 0867

Philip Simpson 027 483 0877

If you wish to discuss how Spire Consulting can assist your business, please contact us at our offices below or follow one of the links below:

www.spireconsulting.co.nz or enquiries@spireconsulting.co.nz

Auckland	Wellington	Christchurch
Level 1, Tranz Building 343 Church St, Penrose PO Box 112 320 Auckland 1642 Phone: 09 634 9279 Fax: 09 634 8954	Level 1, Legal House 104 The Terrace PO Box 25 171 Wellington 6146 Phone: 04 472 2418 Fax: 04 472 2419	Level 3, Carson Building 129 Kilmore St PO Box 13 611 Christchurch 8141 Phone: 03 377 4518 Fax: 03 377 4918