

Process Excellence

A framework for sustainable competitive advantage

BUSINESS

PROCESS

PROJECT

IT

PEOPLE

Key Benefits

- Improved customer experience.
- Achieve key operational performance indicators such as reduced costs, increased speed to delivery and improved customer response times.
- Set operational performance at a level that is at, or superior to, 'best in class' competitors.
- Boost staff commitment and engagement.
- Build a culture and a framework that supports continuous and sustained operational improvement.

Process excellence is a journey – a continuous quest, which encompasses a program of leadership and teamwork that focuses on process driven operational improvement to achieve sustainable competitive advantage.

Clarion Consulting recognises process excellence as a key discipline that drives business strategy. It involves a focus on efficiency in the main business processes that serve your customers. Process excellence is achieved in a controlled and coordinated way, by continuously improving your operational processes recognising the interrelationship between these processes, the business functions and their shared harmonised set of performance metrics.

Our portfolio of services is designed to ensure that you achieve process excellence and sustainable change in your business, by bringing perspective to your challenges, clarity to solutions and focus on implementation of change.

Our Services

Clarion Consulting has developed a range of services to support clients in pursuit of process excellence. These services are based on best practice and have been enhanced by the extensive experience of our consultants, working with a wide variety of clients across a range of industry sectors.

1. Rapid Operating Model Assessment

This involves assessing your current operating model and the effectiveness of the alignment between this model, your business strategy and in particular how well it meets your customer's needs. We recognise that positive customer experiences are critical to business success.

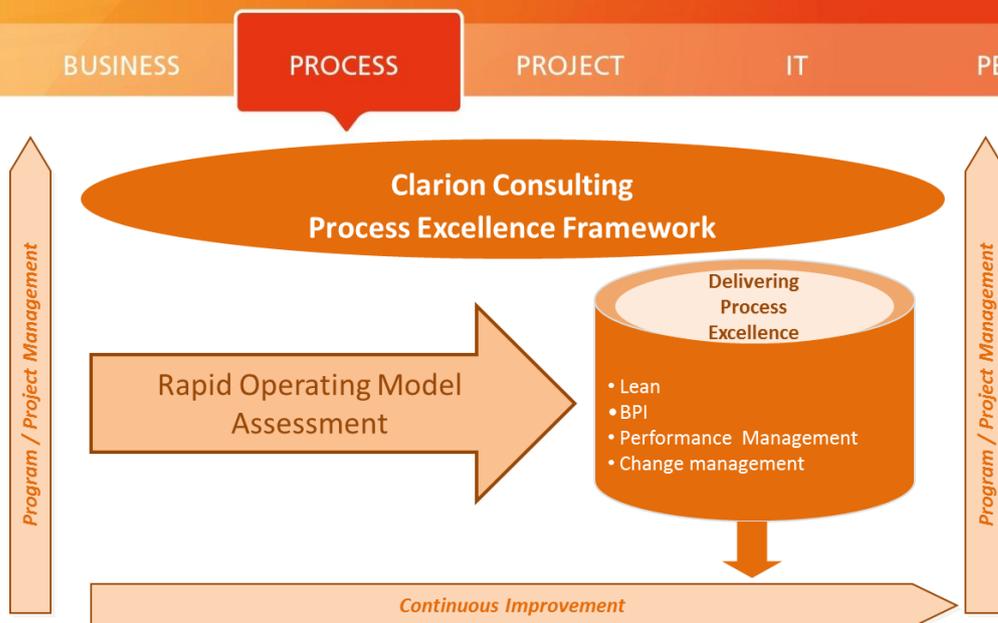
Rapid Operating Model Assessment is a short, sharp, highly focused exercise typically completed within 5 – 15 days.

Working with your senior management, we assess the strengths and shortcomings of your current operating model with particular emphasis on business processes. The primary objective is to determine how this model can be improved to better support your business strategy and customer experience.

We will provide a pragmatic roadmap to ensure that the required improvements are implemented so that you achieve process excellence reflected in tangible benefits as measured by your KPIs.

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2. Delivering Process Excellence

focuses on the “how” of process excellence.

We develop a customised program based on our range of process excellence services, which implements required improvements in a way that best addresses the challenges of implementation and particular needs of your organisation.

Business Process Improvement (BPI) examines in greater detail the opportunities for improving business processes. Taking a holistic view, our BPI service addresses all aspects of operations, i.e. people, process, structure and technology to ensure your operating model is fit for purpose.

Lean focuses on eliminating waste and non-value-adding (NVA) activities and improving efficiency and speed of operations. We will guide you on a Lean journey using best practice methodology and techniques such as ‘Plan Do Check and Adjust’ (PDCA).

Performance Management involves the development and application of a balanced scorecard of KPIs that

measure your performance against the objectives and goals that underpin your business strategy.

Change Management Achieving process excellence requires the effective and proactive management of change. We recognise that this must be integrated into any program or project that seeks to implement process change. The extent of the change will depend on the scope and scale of the proposed business transformation. In our experience, senior management commitment and regular communications with employees are critical to successful change.

Why Clarion

At Clarion Consulting, we have many years of cross-sectorial experience, helping clients map out a path to successful and

sustainable process excellence. The key to success is to foster an organisational culture with a relentless focus on continuously improving the quality of customer experience, reducing costs and increasing the speed of response to achieve competitive advantage.

- Encouraging clear leadership by and commitment from senior management
- Integrating operational excellence and change initiatives into the company’s strategy
- Creating a framework that ensures complete commitment and involvement from all business units
- Ability to measure results.

The most lasting benefit is a change in organisational culture, which encompasses the key value of continuous improvement.

Clarion Consulting is a business and information technology consultancy specialising in program and project management, IT and business consulting, process excellence and resourcing.

With offices in Ireland and the UK, Clarion Consulting helps blue chip organisations and public sector bodies to improve organisational agility and build sustainable competitive advantage. Its portfolio of consulting services focuses on creating organisational agility through information technology, human resource development and best practice approaches to project management and process excellence.

For more information, visit us at www.clarionconsulting.com