

Process Optimisation

Step-change improvements, not marginal tweaks.

An end-to-end review of a core process to deliver step-change improvements in productivity, service levels, and customer experience. Every recommendation sized, sequenced, and risk-weighted, with a quantified business case attached.

WHY YOUR BUSINESS NEEDS THIS

- ▶ A core process is **underperforming** against benchmark, or against where the business needs it to be (cost-to-serve, cycle time, error rate, NPS, SLA).
- ▶ The process is **scaling badly**: costs growing faster than volume, or service levels falling as volume grows.
- ▶ A **re-platform is coming** and you want to redesign the process before automating it, not pave the cowpath.
- ▶ A **customer-facing process is brittle**: handoffs, rework, and delays are showing up in complaints, churn, or escalations.
- ▶ You want **decision-ready answers**: a dollar impact, implementation cost, and risk profile attached to every recommendation.

WHAT IT IS AND HOW IT WORKS

<p>1</p> <p>Scope and mobilise</p> <p>Process in scope, outcome metrics, target step-change, stakeholders, and timings agreed. Baseline data request issued.</p>	<p>2</p> <p>Diagnose current state</p> <p>As-is process maps, observation, data analysis, voice of the customer. A fact-based, sized pain-point register.</p>	<p>3</p> <p>Identify opportunities</p> <p>Root-cause analysis. Every change classified, sized, and sequenced across six levers: eliminate, simplify, standardise, automate, reorganise, re-skill.</p>	<p>4</p> <p>Design future state</p> <p>To-be maps, operating-model implications, business case, implementation roadmap, change and adoption plan.</p>	<p>5</p> <p>Decide and hand over</p> <p>Executive readout, decision pack, hand-over to execution. Optional follow-on into automation or implementation streams.</p>
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Outcome-led, not framework-led. Commercially literate. Hand-off ready. Every recommendation carries a dollar impact, implementation cost, and risk profile. Targeted at a **minimum 5x return** on every dollar invested. The output is decision-ready, not academic.

INVESTMENT

HOW WE GET THERE

4 steps

No charge until you sign

- ✓ Discovery: understand the process and outcome
- ✓ Proposal: written, fixed-fee, fixed-scope
- ✓ Agreement: sign off scope, fees, timeline
- ✓ Engagement: five phases delivered

WHAT SHAPES THE FEE

Scope-based

Set in writing at proposal stage

- ✓ Number of processes in scope
- ✓ Process complexity and variant count
- ✓ Annual transaction or case volume
- ✓ Number of systems, teams, and geographies