

*Make a
Check-up to
the
Processes
and
Operations
of your
Company*



GOALS

This service concedes rapid results from a diagnosis made to the major processes and operations of your business, presenting a set of recommendations and guidelines for possible corrections and improvements.

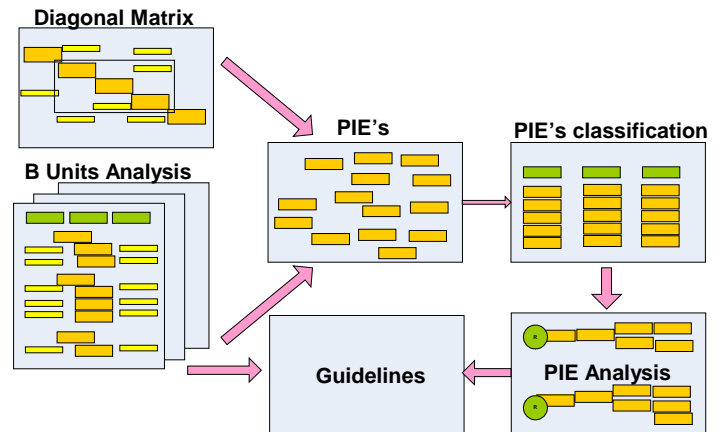
BENEFITS

- Assessment of the company current state processes and operations;
- Analysis of the key problems detected and identification of their causes and impacts;
- Identification of directives for possible corrections and improvements.

DELIVERIES

- Company business units and key processes macroscopic characterization;
- Business units detailed characterization in terms of its objectives, metrics, key success factors, tasks, sub-tasks, inputs, outputs and models of information;
- Identification, classification and analysis of PIEs (Problems, Issues and Expectations); PIEs relationship in cause/effect chains, identification of the roots and impact of the problems found;
- Presentation of a set of guidelines for processes and operations optimization.

METHODOLOGY



In a first stage, meetings with the administration and heads of several business units are carried out in order to characterize the organization's business processes, as well as the operations of each unit. The results of these sessions capture a set of PIEs (Problems, Issues and Expectations), which are then analyzed. This analysis is crucial to relate the PIEs in a cause/effect chains in order to detect the roots of the problems found. This analysis will be performed dynamically throughout the work and will always be present during various phases of the methodology.

Afterward, the directives are defined (guidelines), e.g. structured programs for correcting the root problems and other PIE's, having in mind the consequent improvement of processes and operations.

Some recommendations can lead to specific programs for redesigning processes.

Business Step within the scope of other services provides the implementations of some corrective programs, recommended by these guidelines.

DURATION

In a normal situation this service has the duration of 6 days.

Depending on each specific situation, the course structure can be revised by agreement prior to its realization.

CONTACTS

Business Step – Consultoria, Outsourcing e Formação em Desenvolvimento de Negócios, Lda.
Av. Pinhal do Caldas, 73 Verdizela 2855-609 Corroios
tel: (+351) 210 994 439 fax: (+351) 212 942 719
e-mail: info@biz-step.com web site: <http://www.biz-step.com>