



Customer Focus

A Flexible and Proven Analysis Method

A Realistic Implementation Plan Leading to Concrete Results

Your Business Processes, the Reflection of a Value-Added Organization

With the ever increasing demand for information and the growing speed of transactions, administrative processes are becoming increasingly complex. Processing business data is becoming more demanding and can affect your ability to respond quickly and effectively to your customers' needs.

Inspired by the Lean philosophy, the optimization of business processes calls on the judicious use of advanced tools to identify and eliminate non valued-added activities. The involvement of concerned participants leads to the development of practical solutions and ensures a strong mobilization leading to tangible results. The approach of analyzing processes from start to finish provides us with complete coverage of each client's experience, thus ensuring total satisfaction.

Our specialists support you in the transformation of your business processes. They identify activities that are redundant and without value, pointless data searches and processing, and the overabundance of reports. These experts help you establish better business practices and adapt your organizational structure.

A value-Added Organization

Growth Management

- Business process review and analysis
- Identification and prioritization of business processes
- Updating operational and organizational strategies
- Human resources optimization plan

Continuous Improvement

- Training and simulation of Lean concepts
- Implementation of continuous improvement internal teams
- Support and coaching of improvement teams
- Implementation of scorecards/Key Performance Indicators (KPI)

Competitiveness Improvement

- Value stream mapping (VSM) and analysis
- Business process re-engineering
- Evaluation of process performances
- Workshop organization and moderating
- Analysis of task
- Simplifying data processing activities
- Judicious use of information technologies
- Evaluation of competencies

Project Management

- Forming management and advisory committees
- Elaboration of a formal project structure
- Organization of multidisciplinary teams
- Preparation and follow up on detailed work plans
- Creation and development of a communication plan

Results Achieved by our Customers:

- 70% reduction of cycle time
- 55% optimization of working hours and employee efficiency
- 35% to 40% reduction in number of stages process steps