

PROCESS DOCUMENTATION / SERVICES

leveraging process control to improve productivity, quality, and user satisfaction

Few initiatives will add as much value to your organization – and as relatively quickly as **Process Documentation**, the keystone of effective process control and long-term business process management practice. Every enterprise, large or small, whether straightforward or complex in their product/service production and delivery, has a process management system. The only difference being the practical qualities of those systems and the waste and risk their owners/managers are tolerating by failing to develop and leverage the benefits of discovering how their businesses really operate. Documenting new and existing key processes and using that detailed knowledge to continuously improve enables success.

Are you likely to benefit from Process Documentation? Ask yourself:

- ▶ Has your business been growing, and is management keeping up with its new scale and complexity?
- ▶ What are your key processes; at core, function, process, procedure, and step levels?
- ▶ Can you survive the 'hit-by-a-bus' consequences if/when process 'owners' are suddenly lost?
- ▶ How do you train key staff – by oral history, or the 'big-binder-full-of-stuff-nobody-updates' method?
- ▶ Is your staff cross-trained to ensure continuous, high-quality operation/service?
- ▶ How much discretion or 'art' has crept into your procedures, and is some of it worth keeping/sharing?
- ▶ Are you really running the professional, efficient business you think you are?

Sippel Glidden has the methodologies and technologies to help you accomplish organizational change and improvement by establishing solid process management practice from the bottom-up. Process documentation initiatives lend themselves to a low-risk, affordable, step-by-step, 'start small and show some success first' approach that ensures process owner buy-in and participation.

How will you benefit from using our Process Documentation Services? We'll help you:

- Identify your key processes, their managers and owners, and current practice
 - Streamline business practice using clear, explicit policy, process, and procedure
 - Build an integrated, cohesive, process library – with the option of online access
 - Save money, reduce risk, and deliver better product/service results
 - Compete effectively with the advantage of consistent quality and improvement
 - Secure the benefits of giving employees a real understanding of their role and value

Contact Sippel Glidden for a free, no-obligation consultation with one of our Process Documentation specialists, or to request more information. Sippel Glidden is a business advisory services practice, providing Governance and Leadership, Strategy/Planning, Finance, Marketing and Sales, Operations/IT, and Human Resources support.



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Change and improvement will only follow a clear *understanding* of *objectives* and the **processes** that support them!