

# PROCESS MANAGEMENT

The smooth implementation of all core processes is more often than ever the key to a competitive advantage that should be systematically exploited. We are happy to help you do this.

## BENEFITS OF PROFESSIONAL PROCESS MANAGEMENT

### INCREASE CUSTOMER SATISFACTION

Nowadays no company can afford to have a poor customer service. Customers have high expectations and if they are not met, they will go with the competition. In addition to products or services that have been tailored perfectly to them, your customers expect expert advice, short response times and fast order processing. Optimally coordinated process management makes this easy for you, resulting in satisfied customers who are happy to come back.

### INCREASE EFFECTIVENESS AND EFFICIENCY

Business processes are like a machine: only when the cogs mesh is energy transferred. The machine works and fulfills its purpose.

The processes in your company must also be ideal matches for each other. Professional process control makes it clear to all parties what they should be doing at any given time and which resources they should be using. It prevents efficiency

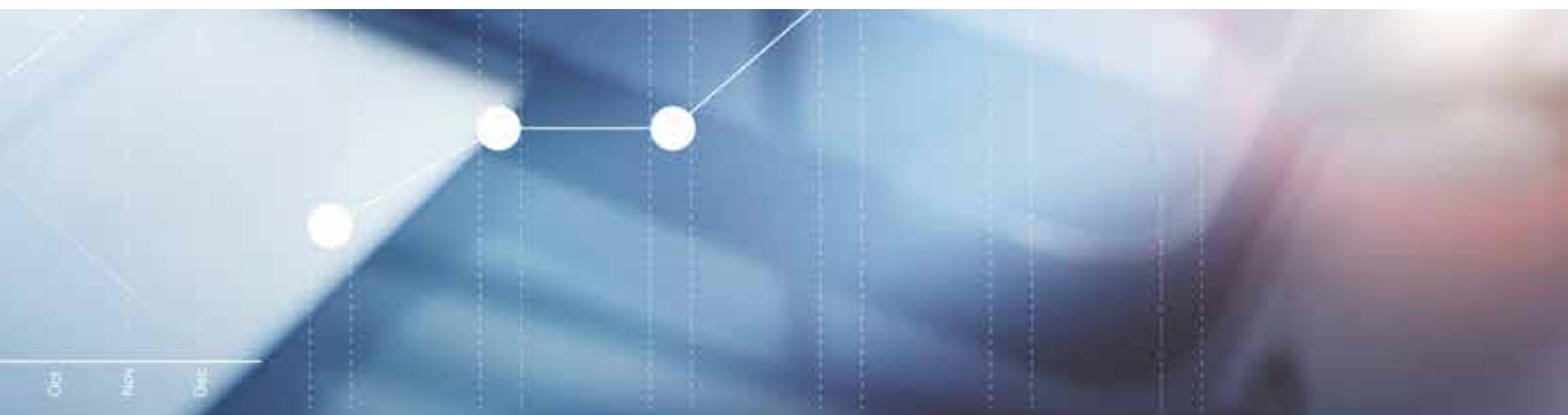
losses caused by unnecessary coordination rounds, enabling you to save time and money and secure the quality of your products or services. Simply put, you become more effective and efficient.

### IMPROVE THE CULTURE OF COOPERATION

Do optimized processes only benefit your customers and your operating result? That's far from the truth. You're also investing in your workforce. If the interplay is smooth and transparent, everyone is happier because then everyone knows how they contribute to the company's success. But that's not all. There are also fewer conflicts, the team environment improves and everyone is committed.

### CONTRIBUTE TO COMPANY TARGETS

You have set yourself ambitious targets as part of an innovative company strategy. But how do you make these a reality? Coordinated process management also helps with this, enabling you to design the processes in your company in such a way that they contribute to the overarching targets. Your strategy becomes a reality. That's what we mean when we say „make it happen“.



## OUR PROCESS MANAGEMENT SERVICES

### STRATEGIC PROCESS MANAGEMENT

Which role do processes play in your company? How do they contribute to your strategic goals? These are top management decisions. We help you to successfully implement strategic process management.

But that's not all. We also enable you to lead a process-oriented organization. For this to become reality, relevant management processes not only need to be described in a process model, they need to be practiced transparently. We support you in this process. With strategic process management, we develop a framework based on strategically consistent process goals and process planning guidelines.

### OPERATIONAL PROCESS MANAGEMENT

Then the defined framework has to be appropriately filled in. In operational process management we make the strategic process management guidelines a reality. The key to success is held by all parties: processes should be customer-oriented and sustainably implemented. This only works if management provides consistent support. Successful process management is characterized by processes that are standardized yet adaptable. Operational process management is therefore a linchpin for growth, optimizations and IT requirements.

## PROCESS COMPETENCE

Your tool for documenting and simulating processes works if it

- provides process-relevant documents locally,
- includes and passes on information from other systems,
- and accepts suggestions for improvement.

But what good is the right tool if it isn't used properly?

Human competence is required. We provide your executives with the competencies that they need to expediently manage processes. And we equip your employees with the competencies needed to implement processes. At the same time, we ensure the organization is cross-functional. In this context, it is important to

- provide the right people with the right competencies,
- plan and exploit capacities realistically,
- and clearly establish authority and responsibilities.

## QUALITY MANAGEMENT

How do we secure the quality of your processes in the long term? On the one hand, process management concerns standardization in a way that is suitable for the company's tasks. This is a prerequisite if reliable processes are to achieve the desired result. On the other hand, it concerns permanent customer orientation. Ongoing optimization and flexible adjustments are required for this. Preparing for this balance in the long term is the qualitative aim when we design and implement processes.