

Process Excellence



Facilitators Business Process Mapping

This is a structured approach to mapping your business processes - the essential first step towards understanding your business better, identifying problem areas and improving how you operate.

How can Facilitators Business Process Mapping help you?

Through a series of one-to-one discussions and focus groups we help to clarify what is done, by whom and how – either in problem areas or throughout your organisation. We provide “best practice” advice to help you to develop efficient and effective processes that add value to your business through detailed analysis of current work practices.

Using **Promanade** software we create a simple, process-based management system that places your business processes at the heart of your organisation’s operations. This software ensures that you consolidate all process descriptions into one coherent system and create flowcharts that link with each other as well as to support documentation.

The process is flexible, consistent and robust and delivers clear, concise descriptions of your key processes at the required detail without wasted effort.

What are the benefits?

- Increased motivation levels amongst staff because they understand their own roles and responsibilities and those of others
- Business risks are identified so that preventive action can be taken
- Better induction of new staff
- Inefficiencies and inappropriate tasks are recognised and improvements recommended, saving you time, effort and money
- Competence gaps are identified so training and development programmes are more focussed
- Reduced variation through clarity and consistency
- Efficient and effective management of customers leading to a higher chance of repeat business.

How can I find out more?

To find out more about how Facilitators Business Process Mapping can help you with your requirements or to arrange a meeting, please contact us on:

Telephone: 01224 628260

E mail: moreinfo@facilitators.co.uk

Or visit our website at www.facilitators.co.uk