ProcessProud
Optimizing Your Business Processes

Home   Real Results   Services   Vocal   Blog   About   Contact

Services
How we do it ▶
VOCAL

How We Do It

ProcessProud is an independent consultancy that partners with you to optimize your business processes. With over 25 years of process reengineering and problem-solving success in the field, we help you to be proud of your processes and the consistent, predictable results they produce for the long-term success of your customers and your business.

There are various commercial approaches to improving business processes and most of them have the following common elements: scope and measure the deficient process, identify the root causes, define and implement corrective actions, measure the impact and institutionalize the improvements.

Whether the method is inspired by Deming's Plan-Do-Check-Act structure or uses Six Sigma's DMAIC approach, all good process reengineering efforts have the same basic process improvement elements.

ProcessProud also draws on established methodology along with our own practical experience in the business trenches to partner with you to use a simple yet highly effective five-step approach to optimizing your business processes:

- Scope, measure and baseline your current process by identifying observable symptoms or issues. We don't rely on folklore or hearsay.
- Dig down to expose the underlying root causes of those symptoms. We want to know the real reasons they are occurring.
- Leverage the talent and knowledge within and outside your organization to prescribe specific corrective actions and help you write and execute a corrective action plan to gain the best results.
- Measure the impact of your improved process on the business to ensure you're getting the results you need.
- Internalize your process improvements so the new behavior becomes "normal business process."