

# PROCESS OPTIMIZATION



In a business environment characterized by constant change, companies look far and wide for innovative ways to drive costs out of their supply chains. One lever for unleashing significant value is in the optimization of business processes. Impacts associated with sub-optimal processes can be far reaching; aside from the obvious effect on operating efficiency, they can cause excess inventory, customer service failures and significant cost.

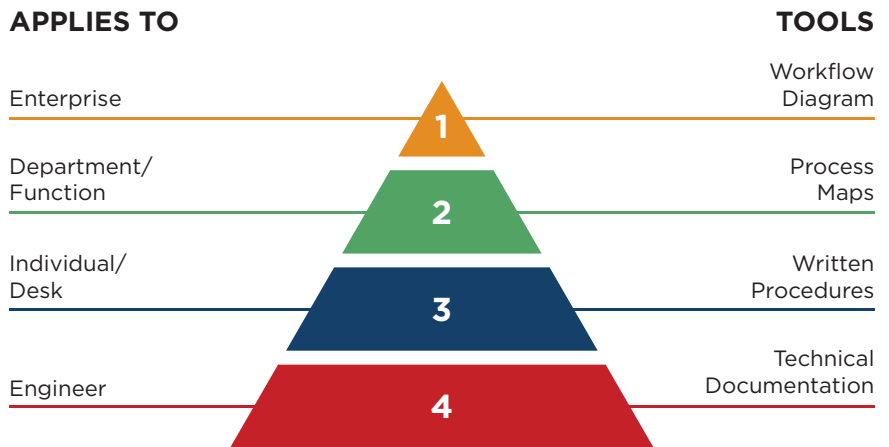
Process optimization projects can focus on a narrow set of processes in a single department, or extend to a holistic evaluation in a cross-functional environment. A best practice is to look beyond the enterprise and design processes that also encompass interactions with trading partners, such as customers, suppliers or service providers.

The Supply Chain Solutions team has considerable experience working with customers in this discipline. We use a proven methodology to help our customers establish optimal processes, reinforced by training on how to adapt the processes over time in order to sustain performance improvements.

## SERVICE OFFERINGS

The methodology we use, Hierarchical Process Decomposition, is extremely logical and simple to understand. Aside from the goal of improving the processes themselves, the effort is geared towards aligning everyone's work and unifying them in pursuit of a common goal.

As the diagram below illustrates, optimization begins at the Enterprise Level (level 1). Once this step has been completed, individual departments (level 2) can optimize their processes while adapting them to align with the Enterprise Level. Within level 2, we use multi-level process mapping techniques to ensure clarity in both the process itself and the way its execution is measured.



We have had tremendous success applying this methodology across supply chains that range dramatically in size, complexity and capability, and are confident valuable results can be achieved in any environment.