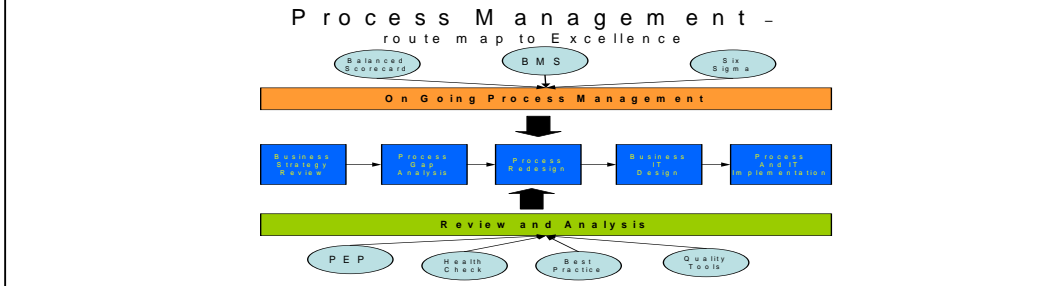


Organisations strive for best in class business processes. Dependable and effective processes allow organisations to provide consistency to internal and external clients and, therefore, bring predictability of cost and customer satisfaction

The Tribune Process Management Health Check benchmarks the quality of any organisation's Processes. It is the basis of a strong platform for driving Quality and Continuous Improvement also acting as a Road Map and mechanism for skills development and regular review.



## Operational Advantages

- Analysis of end to end processes
- Skilled expertise evaluates the capability to create strong process
- Availability of boilerplate processes for generic situations
- Expert hands on development to create top quality process skills
- Routine independent re-assessments of skill development and application progress
- Flexible skilled resources to complement in house effort whenever justified
- Regular consultancy input and recommendations to achieve best in class for Process

## Why it works

- Addresses critical factors
- Protects against indifferent processes
- Directs attention to core processes
- Reduces waste and efficiency
- Establishes root causes of quality issues

## How it works

It delivers an initial programme encompassing:

- Process Assessment
- Gap analysis
- Continuous Improvement guidelines & techniques
- Follow on audit

It will identify the potential needs for:-

- Skills development
- Business Process Management (BPM) Workshops
- Routine Audits
- Supporting tools and techniques

The steps involved are:-

- Qualified process consultant or process architect reviews typical core processes to 2 levels of decomposition
- A Gap Analysis report is provided of the status of the chosen core processes, using Red, Amber, Green method to display current situation. The report includes advice on "Best Practice" techniques.
- Recommendations tailored to conformance to the appropriate standards or methodologies for example Six Sigma, ISO, ITIL, FSA, Basle II