

PROCESS CHANGE

Meeting changing customer demands with continuous process improvement

THE CHALLENGE

Whether external or internal, the customer is still king at your organization. But as always, customer demands keep rising – for higher quality, lower costs, and faster service. Unfortunately, your organization's processes have become slow and inefficient. Unless you move quickly to improve them, your customers will be moving on to other vendors.

In process improvement, failure is not an option. Your processes comprise the engine that delivers your organization's value proposition. In fact, the most successful enterprises continuously improve and innovate their processes. To stay in the game, your organization must develop a culture that embraces continuous improvement and applies the practices embodied in principles such as Six Sigma, Business Process Re-engineering, and the ISO 9000 Standards of Operation.

Effective process improvement demands a variety of solutions to a diversity of challenges. Process goals and performance measures must be established. Existing processes must be analyzed and improvements identified. And decision-makers must carefully weigh the costs of any proposed process changes against their benefits.

SiloSmashers supplies the expertise to meet your process change needs – and get you operating at *Peak Performance*™. We help you take a hard look at your processes and practices, assessing your organization “as is,” including its external operating environment. Then we determine the processes and transition steps needed to support the enterprise you plan “to be.”

Process change is complex and often contentious. This is where SiloSmashers lives up to its name. Our proven collaboration and consensus building solutions have demolished the barriers to effective process change for government and business.

WHAT WE OFFER

Our process change services include: Process analysis, value chain analysis, and redesign • Process improvement • Business interaction modeling and simulation • Activity-based costing • Solutions engineering • Transition strategies • Implementation support.

SUPPLYING THE EXPERIENCE AND EXPERTISE TO MEET YOUR PROCESS CHANGE REQUIREMENTS FROM START-TO-FINISH.



WHY SILOSMASHERS?

Process change is where it all began for SiloSmashers. Our first engagement was a process improvement project with the Department of Defense. We've steadily expanded our expertise ever since, helping dozens of government and private industry organizations to implement process improvement systems. Applying today's most advanced methods, SiloSmashers can work collaboratively with your organization to identify process improvements and help implement the required changes.

Our work involves extensive on-site observation, data collection and analysis. We examine workflows, observe organizational units in operation, review documents and activities and use process analysis tools to capture and model existing processes. We then apply this information in a reverse-engineering process. Beginning with the desired results and walking backward through existing processes, we identify opportunities to innovate and improve processes.

SiloSmashers also specializes in facilitation and collaboration. We bring groups together to discuss and identify barriers to success and to identify practical solutions. Our facilitators don't avoid tough issues. Facilitated sessions in our Center for Leadership and Collaboration have overcome heated disagreements.

FAR-REACHING EXPERIENCE

Our solutions have helped a diverse range of government clients, including the Departments of State and Commerce and the White House. Private sector clients also rely on our expertise – from publishing to airline service, from a conference center to a major automobile donation program. They've all achieved *Peak Performance*[™] with SiloSmashers.

THE BENEFITS ARE CLEAR

With SiloSmashers, you'll have the right processes in place to support your strategic goals. Your "all-bases-covered" transition strategy will assure *Peak Performance*[™] at every turn. And we smooth the way to: senior management support ... stakeholder and user buy-in ... cross-agency collaboration ... hassle-free implementation ... and minimum risk to your enterprise.

FIND OUT MORE

Put your enterprise on the path to *Peak Performance*[™]. Contact SiloSmashers today at 703-797-5600. Visit www.silosmashers.com. Or email: info@silosmashers.com.

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