



Reengineering:

The Art of Corporate Bonsai

The RADICAL redesign of business processes for DRAMATIC improvement ...

Business processes are the arteries of your organization. How well you serve your customers, how quickly you can respond to changes in the business environment and to your customers' demands, depends totally on your business processes.

Frequently, businesses get so embroiled in the "bread-and-butter" issues, fighting the endless fires and crises that plague the business, they do NOT have the time, nor the energy, nor the AWARENESS to scrutinize the very processes that give rise to those fires!

When was the last time you did a systemic review of your key business processes? If you have NOT done so for a while, it is likely that your processes will look like bushes in the wild when they should look like well-trimmed bonsais:



I call Business Process Reengineering the ART of Corporate Bonsai.

How would you like your business processes to look?

Let us help you get your corporate bonsais into shape!

We cannot transform the wild bushes into nicely shaped bonsais by just trimming the ends!

The reason why Reengineering is able to achieve quantum-leap improvements in process performance is because we are going for RADICAL makeovers, going as far as starting from a clean slate. The more radically different the reengineered process is from the original, the more likely it is to be a vast improvement!

Those who are familiar with the process, especially those who have a vested interest in the process are unlikely to be able to SEE how the process can be radically transformed! In much the same way that if you want to get a fresh new look, a makeover, you need an image consultant, so, to radically transform your run-of-the-mill business process, you need an EXTERNAL viewpoint. Let us help provide you with his fresh viewpoint. More importantly, over and above that, we will also introduce you to the world's best practices, so you won't have to reinvent the wheel!

What are you waiting for? The Reengineering literature is awash with countless success stories. One of my favorites is Ford Motor's headcount reduction from 500 to 125 in its North American Accounts Payable Function, in the late 80s!

Here, nearer home, recently, I have our own success story - a few years back, we helped a client reduce the cycle time of one of their key business processes from 37 days down to just 5 days! **Frontline customer satisfaction** also improved from **3.5 to 4.4!!** Do we need to look any further for success stories? What are we waiting for?

Here's our Post-covid new-normal business model:

1. Let us know which business process is troubling your business ...
2. We will give you a call to assess the scope of work ...
3. We give you a Quote
4. If you think the price is worth the anticipated impact, BINGO! We have a deal!
5. It's that simple!