

# Stuck in process?

- Have you heard about the benefits with value driven processes but don't know how to implement it in your organization?
- Have you tried to implement a process based way of working without gaining any concrete results?
- Have you started a change initiative and don't know how to take the next step?

*"It is very hard to transform your culture and your workforce to be a relevant company in the digital world if all of your processes are stuck in the traditional world"*

Julie Sweet

## Value driven processes made easy

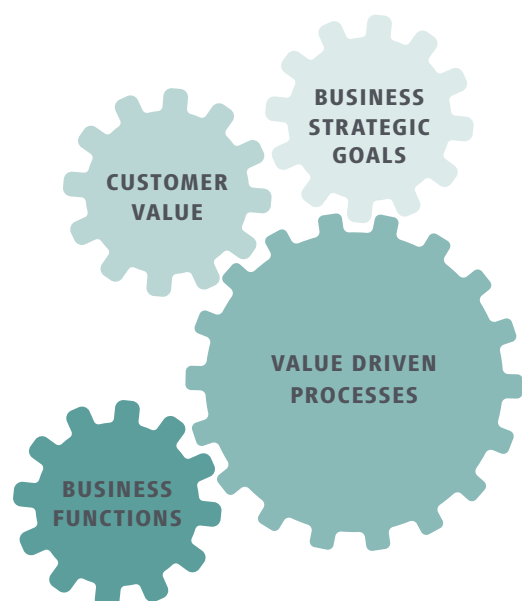
When managing organizations in today's rapidly changing environment, processes have become, and will continue to be, an efficient link between the company's strategic goals, business operations and customer needs.

In addition, process orientation and optimizations are strong concepts to gain Efficiency, Influence cultural changes, Increase quality and Improve governance.

However, while the benefits of increasing process orientation and focusing on process development are straightforward and clear, there are a number of challenges that add complexity and reduce the possibility to fully utilize the benefits.

The successfactor to manage this complexity is based on creating an eco system for value adding processes that contains:

- Reviewed processes that ensure alignment with strategical targets and customer needs
- Tools and experience to support change momentum that empowers the organization by building ownership
- Definitions of relevant and value driving KPIs, tailored for your organization's business needs.



# Four building blocks creating the platform for value adding processing

## COSTUMER VALUE

Mapping of Customer Journeys and connecting Process Activities to Customer Value Creation

Structured ways of capturing and including The Voice of the Customer

## PROCESS OPTIMIZATION

Ensuring a holistic view avoiding sub-optimization and supporting prioritisation in matrix organisations

Transparent and strategically driven KPIs connected to company goals

## EMPOWERED ORGANIZATION

Creating strategic awareness and building foundations which support local decision making

Customized target setting and flexible implementation methods

## PROCESS ADHERENCE

Increasing Involvement and ensuring Ownership

Governance methods to follow up and support continuous improvements

## Our Offer

Based on decades of experience and well-tested models and methods, we will help your organization to identify your needs and opportunities and together realize the potential of a well functioning process governance.

- Analysis and target setting of process maturity levels in the organization
- Conduct Adherence assessment of current processes and IT tools
- Challenge as-is and contribute with inspiration that opens up for new solutions
- Perform Voice of the Customer workshops and create Customer Journey Mappings for increased efficiency and hit rate
- Define the process organization
- Increase the level of process orientation and lead successful implementations
- Implement an effective process maintenance model
- Conduct End-to-End process optimizations

## EKAN MANAGEMENT

*Ekan Management is a management consulting firm with more than 30 years' experience helping companies and organizations to achieve their ambitions. We are the official partner and representative for Beyond Budgeting Institute in Sweden.*



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