

# Business Process Enhancement (BPE)

## What does it mean to you?

The operational processes that are created to standardize workflow are the “lifeline” of any successful organization. These processes allow a business to provide a predictable and consistent product or service to its customers. When these processes breakdown, are not well defined or are incomplete, serious “pain” to an organization’s morale and bottom-line will occur.

Gordon & Associates’ BPE service provides companies a diagnostic instrument that evaluates current processes. Once the evaluation is complete, the processes are retooled and optimized to meet current and future business needs. Once the BPE service is complete, the new “best practice” process flows are effective, efficient and scalable to meet a company’s needs today and tomorrow.

## What do we accomplish for you?

- Interview business owner and set expectations for the assessment
- Create a timeline for the project
- Create project plan for the assessment
- Identify G&A and client resources needed to complete the assessment
- Analyze current state process flows of key departments
- Catalog and estimate the cost of fixing the identified “pain points”
- Create future state process flow diagrams for key departments
- Analyze the current technology infrastructure and recommend high-level enhancements based on future state processes and the business plan
- Review all redesigned processes and other recommendations with stakeholders
- Implement new process flows

## What benefits should you expect?

- Buy-in from all stakeholders due to their involvement in all aspects of the project and assisting in reconciling differing objectives
- A “value statement” that provides measured benefits that may be realized from the project
- Identification of the causes of operational inefficiencies, not just the effects, by taking a holistic view of the current business processes
- Detailed future state process flows that are scalable and will grow with the business

## What do we deliver to you?

- Detailed current state process flows that identify the points where inefficiencies, or pains, exist
- An estimate of the benefits that may be realized from correcting the inefficiencies identified
- Detailed future state process flow diagrams
- Technology recommendations to automate “best practice” future state process flows
- Detailed future state process flows with high level technology annotations

