# Process Transformation

Creating efficiencies to improve performance

Privatin's Business Process Transformation Methodology creates real, quantifiable improvement

Process Transformation is an opportunity to evaluate a current business process, conceptualize improvements, and make the changes necessary to bring those improvements into operation. Privatin's Business Process Transformation Methodology was developed with the simple goal of driving realistic, practical improvements that will create lasting value in our clients' operations. A successful transformation begins with the design that encompasses the people, process, and technology characteristics of the future state process including; 1. A **description of how the process and organization will function over time**. 2. **Identify critical success factors and objectives** which will yield competitive advantage. 3. **Provide a communication tool for discussing the future state**. 4. **Evaluate stakeholder needs** for the future state process.

Future State Design Phases
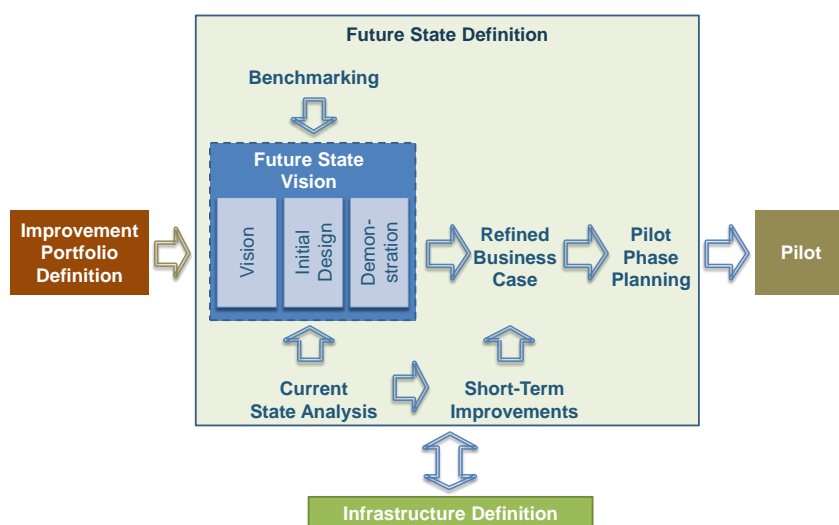
The keys to successful application of the methodology are developing a broad contextual understanding of the client organization and cultivating open communication with client staff.

Business Process Improvements Must:

Create real, lasting, and quantifiable benefits

Fit the business environment where they are being implemented

Further the organization's responsibilities and control matrix

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About Privatin Consulting

Privatin is a consulting firm that focuses on driving extraordinary client outcomes in government and non-profit environments. We enable our clients to achieve unsurpassed results by increasing productivity, reducing costs, and improving efficiencies through our strong subject matter expertise.

Our Consulting Focus

Operations Strategy, Supply Chain Strategy &Implementation, Sourcing & Supplier Management, Logistics, Transportation & Distribution, Organizational Redesign & Change Management, Program Management, Outsourcing Services

SBA Certified Small Disadvantaged Business

SBA Certified 8A Program Participant

Creating efficiencies and driving business transformation

At Privatin, business process transformation starts with working closely with clients to define an improvement portfolio – a solution that is not influenced by current business constraints and practices. We work with resources in functional areas to understand not just what is being done but why. At the same time internal and external benchmarks are leveraged to develop a gap analysis. The findings from the improvement portfolio, gap analysis, and current state analysis drive the development of a future state vision. A good vision is one that sets direction, establishes value, defines approach, stretches thinking and sets targets, is inspirational, creates personal impact, and is stable over time.

While the need to transform is evident at times, it is essential to develop a quantifiable business case that enables the vision. The business case must consider both business benefits and costs. This will determine the most effective way to allocate financial resources among the many proposed efforts. This model should also illustrate the payback period of each initiative.

Areas often considered in business transformations:

Removing or Consolidating Steps – The most traditional of process improvements involves the removal of redundant steps or the collapsing of multiple activities in the process into fewer steps.

Resource Rationalization – Adding or redeploying resources to bottle necks can yield efficiencies down the line and improve process throughput.

Improving Support Infrastructure – Reducing processing time or automating elements of the process through specialized software or technology leads to increased efficiency and throughput of the organization.

Consolidating Responsibility – There are often too many individuals involved in a process; when the key activities are assigned to fewer individuals the processing time and controls are often improved.

Staff Training – The process assessment can yield very specific tasks that are creating bottlenecks. In some of these situations the responsible staff can be trained to perform those tasks more efficiently.

Modifying External Relationships – Organizations are increasingly dependent on close partnerships with suppliers and customers. The interface with those entities can often be improved to yield efficiencies.