



Newsletter Vol. 70 - Introduction

Softengine News is dedicated to keeping you up to date with the latest information regarding SAP Business One systems, Softengine solutions and Best Business Practices.

What's New?

Spotlight on Services: Business Process Improvement – Reengineering

If you are concerned about your business processes (are you doing things right?) before you decide to change your computer systems, you should consider "Process improvement".

What is a process?

A process is no more than a series of steps and decisions involved in the way work is accomplished. Everything we do in our lives involves processes and lots of them. Here are some examples:

- Writing a work order
- Having breakfast
- Repairing a car
- Delivering or shipping an order
- Ordering a part
- Performing a test
- Producing a finished good
- Developing a budget

What is process improvement?

"Process improvement" means making things better, not just fighting fires or managing crises. It means setting aside the customary practice of blaming someone or something for problems or failures. It is asking how we can do our work better. When we simply try to fix what's broken, we may never discover or understand the root cause of the issue.

However, when we engage in true process improvement, we seek to learn what causes things to happen in a process and to use this knowledge to remove activities that contribute no value to the product or service produced and improve customer satisfaction. A team examines all of the factors affecting the process: the materials used in the process, the methods and machines used to transform the materials into a product or service, and the people who perform the work.

How does process improvement benefit the organization?

A standardized process improvement methodology allows us to look at how we perform work. When all of the major players are involved in process improvement, they can collectively focus on eliminating waste—of money, people, materials, time, and opportunities. The ideal outcome is that jobs can be done cheaper, quicker, easier, and —most importantly—safer. A teamwork approach is intrinsic to life in any organization. Using total quality tools and methods reinforces teamwork. Using team members' collective knowledge, experiences, and efforts is a powerful approach to improving processes. Through teamwork, the whole becomes greater than the sum of its parts.

How does an organization get started on process improvement?

An essential first step in getting started on process improvement is for the ownership and top management to make it an organization's priority. The importance of process improvement must be communicated from the top. Leaders need to foster an organizational environment in which a process improvement mentality supporting change can thrive and people are using quality-related tools and techniques on a regular basis. By engaging Softengine's Consulting Services, we become part of your process improvement team.

Our main focus is your business and less the technology. We know that we will find the right solution, if we understand your business and how we can improve it. And that not just in a short run, but long-term. We see the Project as the beginning and not as the end and we like to grow together with our customers.

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Leverage our Experience

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Unlike competitors who deal in generalities and broad-based solutions, Softengine consultants focus on the vital issues that others overlook or simply do not understand. Our highly qualified consultants are with you every step of the way, leveraging decades of industry experience and advanced technical certifications to solve the unique business challenges you face. We listen to your issues, understand your objectives and guide you through process improvement implementation. The result is maximum ROI.

Business Process Improvement or **Business Process Reengineering (BPR)** involves the fundamental rethinking and redesign of processes to achieve dramatic improvements in performance, efficiency and alignment of processes with organizational strategy. Our BPR offering provides a framework, approach, and toolkit to help organizations (profit and nonprofit) propose and deliver solutions that can provide gains in overall process efficiency and effectiveness.

The demands for high performance in all sectors are requiring organizations to focus on streamlining their operations. Nonprofits are adapting more business practices typically used in the for-profit sector to achieve greater results that are based on execution and measured performance. By tapping into our BPR experience, companies develop models of operation that yield new process efficiencies—gains that directly translate into a broader ability to serve.

Softengine's collaborative working approach ensures that business process reengineering will be performed with your organization, not to it. Our team leverages private and public sector leading industry practices, benchmarks and operating models. We focus on knowledge transfer to enable nonprofits to institute continuous improvement, bringing about the change that will be needed to sustain them through uncertain times.

Post Implementation Business Consulting

Approximately six to nine months after your ERP solution goes live, we review your business processes and use of your application to help you gain maximum value from your investment. The business consulting session includes business process effectiveness, user proficiency and achievement of business objectives. Our assessment will highlight the value already realized from the solution and will identify areas where further improvements can be made to gain additional benefit.

Tools and Techniques

Understanding processes so that they can be improved by means of a systematic approach requires the knowledge of a simple kit of tools or techniques. The effective use of these tools and techniques requires their application by the people who actually work on the processes, and their commitment to this will only be possible if they are assured that management cares about improving quality. Managers must show they are committed by providing the training and implementation support necessary. One of the tools and techniques most commonly used in process improvement is Problem Solving Methodology, such as DRIVE. DRIVE is an approach to problem solving and analysis that can be used as part of process improvement.

Define the scope of the problem the criteria by which success will be measured and agree the deliverables and success factors.

Review the current situation, understand the background, identify and collect information, including performance, identify problem areas, improvements and "quick wins".

Identify improvements or solutions to the problem, required changes to enable and sustain the improvements.

Verify check that the improvements will bring about benefits that meet the defined success criteria, prioritize and pilot the improvements.

Execute plan the implementation of the solutions and improvements, agree and implement them, plan a review, gather feedback and review.

For more information about Business Process Improvement – Reengineering Consulting, please contact Barry Lederman: 818.704.7000, blederman@softengineusa.com.

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