KANE Start-Up Process

Define the scope of work

Rushing this step is a mistake. Clarity and alignment form a critical foundation for project success.

Select engagement team

Team members hand-picked from engineering, systems, operations, HR and project mgmt.

Visit customer site

It's critical that we see the business first through your eyes. Invariably, we observe nuances that will impact our process recommendations.

Establish KPIs

How do we define success? What are we measuring and how? These KPIs form the basis of regular performance reporting.

Map processes
systems & operations

We finalize a streamlined approach with tight process/technology alignment.

Hire and train staff

The core operations team is carefully selected and receives specialized training on SOPs.

Execute transition plan
systems & operations

Detailed project plans are developed and a dedicated project manager ensures timely execution.

Test

We don't assume processes will work. In fact, we try our best to "break" processes in a test environment prior to Go Live.

Go Live!

The goal: a seamless start-up where any changes go unnoticed by you and your customers.