"Streamlining cross-company
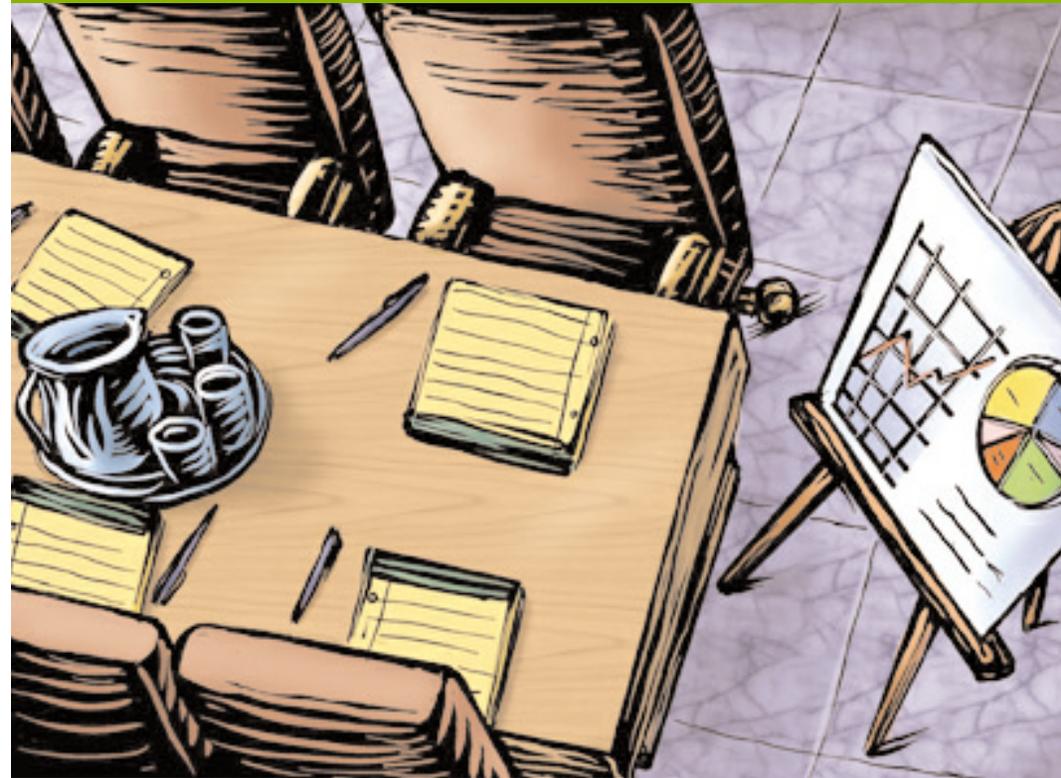processes is the next great frontier…
where this decade's
productivity wars will be fought."

> Michael Hammer
management guru, as quoted
in *Harvard Business Review*

ProcessModel™ takes ideas from your boardroom
and experiments with them—risk free.

The result? You implement the best plans—every time.

processmodel™

ProcessModel helps you identify and implement changes that will maximize performance.

While victory in gaining competitive advantage may well lie in streamlining cross-company processes, the results of making changes to processes are not always predictable. Process complexity and variability combine to obscure relationships between cause and effect.

Most companies fail to consider overall process performance as they create new policies and procedures designed to meet the shifting needs of their market, industry or strategy. Often, the resulting growth in processes creates huge inefficiencies.

First,
ProcessModel helps analyze mission-critical processes.

Using ProcessModel, you'll document existing business processes by creating a process map, typically in the form of a flowchart. Adding data about how the process operates takes the flowchart to the next level of sophistication, and allows a more rigorous analysis of potential problems.

The type of data required is relatively simple, but more detailed data can also be used if it is available.

ProcessModel combines the process map and data to create a 'model' that is used to identify problems within the process. The model has two powerful diagnostic tools—an animation of your processes in action, and a detailed statistical report. The animation works similar to video, allowing you to fast forward, zoom-in, and pause to identify problem areas. The statistical report

is also invaluable in identifying problems and their causes. Typical process-related problems include duplication, bottlenecks, staff scheduling issues, excessive non-value added time, and so on.

ProcessModel clients often see the effects of these problems in their businesses in the form of long waiting times, late deliveries, high internal costs, dissatisfied customers, etc.
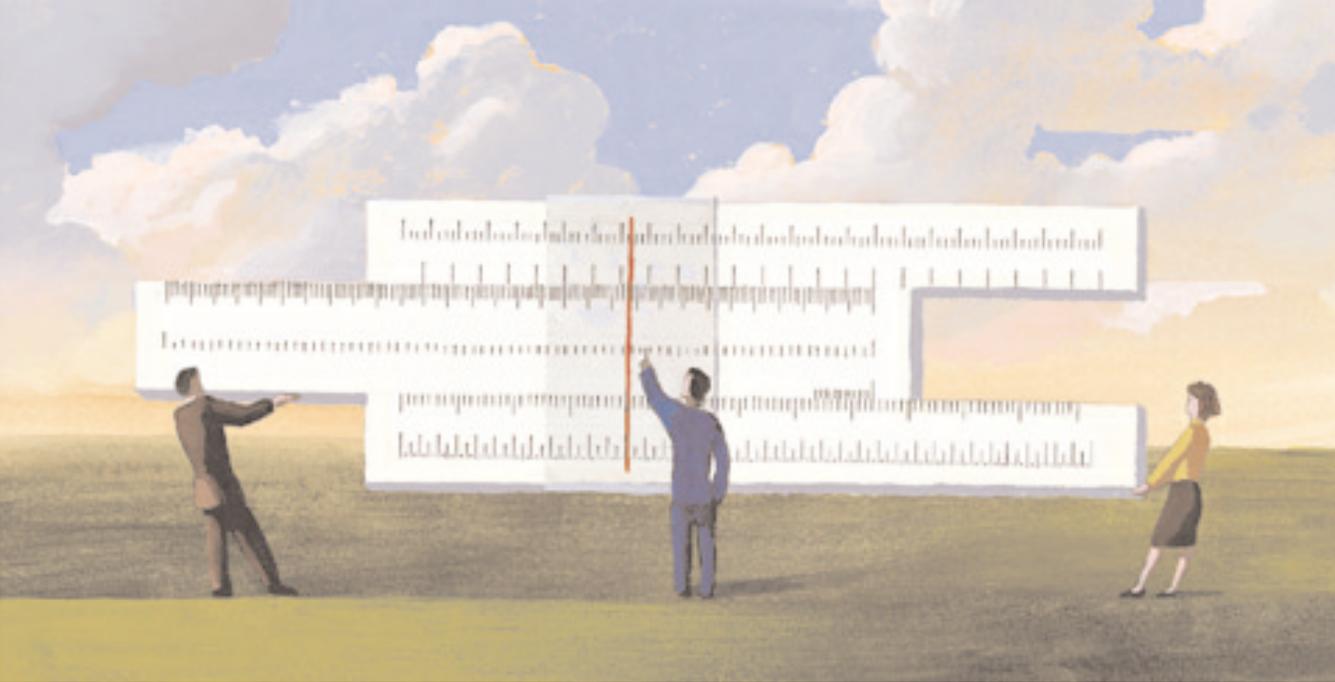
Third,
ProcessModel helps you improve your actual operations.

Confident in your plan, you'll implement *one* set of changes in the real world—*the right one.* ProcessModel clients don't make expensive mistakes, or upset actual operations with "well-intentioned" fixes. Instead, mission-critical processes are dramatically improved, risk free, building competitive advantage and aligning processes with customer requirements.
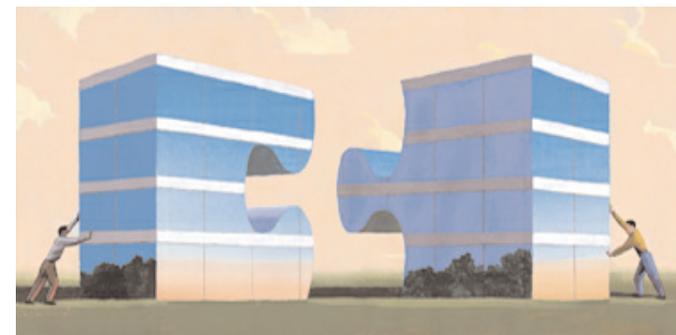
Second,
ProcessModel allows you to experiment—risk free.

Once problems have been identified, these models are used to experiment with multiple ideas for improving your processes. Ideas can be measured and directly compared against your specific performance metrics. This means no more expensive trial and error—all the experimentation takes place in a simulated model that is entirely risk free.

ProcessModel's optimization module will even *automate the process*

of defining experiments. Simply define your success criteria, and let the software go to work.

Now, every decision you make takes on new levels of confidence and predictability. You're fully aware of the effects of changing processes long before you begin implementation. And, ProcessModel's animation capability is a powerful visual tool for generating "buy-in" for proposed process changes.

Metrics Reporting

ProcessModel provides a detailed statistical report which allows you to directly compare your existing process with proposed fixes.

> Automatic reporting of numerous key metrics, as well as the ability to create custom measurements, gives you the information you need to make critical decisions.

> Instant conversion from raw data to compelling charts and graphs for easy incorporation into presentations.

> Easy export to Excel for advanced data manipulation.
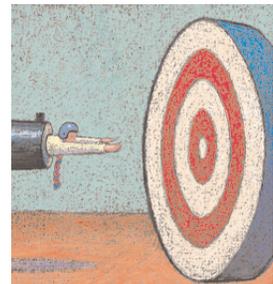
Training

ProcessModel clients receive introductory training, designed to provide the basic skills required for process improvement using ProcessModel. Advanced, Expert and "Train the Trainer" programs are available to help you successfully implement ProcessModel and gain maximum return from your process improvement investment.

Mentoring

Expert consultants provide mentoring for new improvement teams, or on critical projects. Mentoring takes place both on-site and remotely via web conferencing. Consultants can be involved at every key stage of your project, advising and coaching your team members on data collection, model building, results analysis, and process optimization. Participation in mentored projects also assists you in developing your own internal mentors.
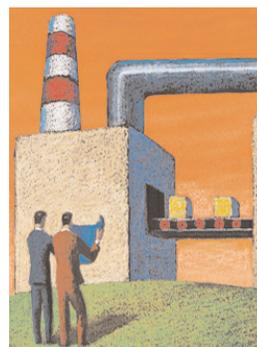
What do ProcessModel Clients Have to Say?

"ProcessModel is well suited for analyzing, understanding and improving various logistical and business processes. It was selected because it is user friendly, flexible, cost effective, and it provided the detailed features to satisfy the project requirements."
> Scott Sutherland, PricewaterhouseCoopers, LLP

"ProcessModel is one of the main tools in our toolkit. We train every Black Belt to use it. Recently, process simulation was critical in streamlining our sales admin process—that project alone saved between three million and ten million dollars."
> Angel Rivera, Master Black Belt, Cordis, Johnson & Johnson

"Using the power of simulation to model processes, Newport News Shipbuilding is able to illustrate high cost process flows and recommend cost saving solutions. ProcessModel helps us identify the redundancies in a process, the waste, and the non-value added activities."
> Mark Ristow, Production Engineer, Newport News Shipbuilding

"You can always give a paper presentation and tell people what changes they should make, but with ProcessModel, they can actually see how their flow can improve. I can show people areas they're hurting in, where their bottlenecks are, and, basically where they can save money. The visualization aspect of ProcessModel helps out tremendously."
> Todd Vernon, Black Belt, GE Capital

"I have had some great experiences with ProcessModel. It really helps to drive discipline in the process mapping of our procedures. It has been a real eye-opener and helps to illustrate bottlenecks."
> Todd Brognan, GE Energy Services