



**next steps**  
consulting



## PROCESS PERFORMANCE ENHANCEMENT

At Next Steps Consulting, we take a common sense approach on how to improve your processes which we call “zap the process gap”. We know that many organisations have a heavy inward focus on Business Process Review when simple fixes owned by the team can achieve huge organisational benefits.

Our consultants swiftly identify process log jams, lack of understanding, engagement, poor cross functional cooperation and behaviours to prioritise the practical solutions that can save your organisation time and money.



### UNDERSTAND

Understand the organisational requirement

### EVALUATE

Map & Evaluate the current reality

### DETERMINE

Determine the desired future state

### ARTICULATE

Articulate the Gap and provide options for closure

### PLAN

Work with you to plan and implement actions

### REVIEW

Ongoing review

## HOW WE WORK

We work with you and your teams fully immersing ourselves in your world to identify where your biggest opportunities lie and how best to maximise them. We invest time getting to know not only the process but your team and operating culture too. Our consultants dig deep to fully understand your activities, relationships, capability and engagement levels.



Wow! You've made complexity manageable – enjoyable even! Analysis is arrived at together through reflection - it's grounded in my own experience and this really helps build the resilience and authenticity that leaders need.

**Alec Shepley,**  
Dean, Glyndwr University

## OUR SERVICES

We can review across all operating and support processes including the following:

- HR (e.g. absence)
- Marketing / Sales
- Delivery / Logistics
- Financial
- Customer Service
- Returns
- IT
- Health & Safety
- External relationships
- Knowledge management
- Change Capability
- Performance Management

Our reviews and audit typically include:

### BUSINESS PROCESS EVALUATION

Our consultants will understand and analyse your process, linkages and desired outcomes.

### PERFORMANCE BENCHMARKING

We seek out the most appropriate industry benchmark for your business and sense check how your organisation stacks up against the competition.

### ENGAGEMENT AND CROSS FUNCTION PROCESS UNDERSTANDING

We evaluate and test process understanding across departments, assessing accountability, understanding, overlap and identifying gaps in process linkage. We assess poor cross functional co-operation, behaviours and handover gaps.

### BEST PRACTICE INSIGHT & APPLICATION

Drawing on our consultant's years of experience, we bring class-leading thinking and best practise from other organisations to recommend the most effective process changes.



We have the technical expertise to suggest systems, process and practice realignment and our consultants support you in ensuring that your processes are optimised and mapped. Our findings and recommendations always include prioritised, practical actions that will most benefit your organisation.

**Angela Reh, Business Performance, Next Steps Consulting**