



# Business Process Optimisation

Boost your entreprise performance

2017



BANQUE - FINANCE - ASSURANCE - PROTECTION SOCIALE

[www.pericles-group.com](http://www.pericles-group.com)

# Business Process Optimisation

Challenge : Adjust processes to your needs

## BACKGROUND

- A process performance below of the top management or client expectations
- High volatility of KPIs
- The root causes of the difficulties encountered are not easily identifiable
- Different perceptions between teams and experts about the corrective actions to be carried out

### YOUR REQUIREMENTS

Reconfigure targeted processes

OR

Reliability or optimization of complex processes

### OUR PERSONALISED APPROACH

Kaizen / 5S workshops

Lean / Lean Six Sigma project

**Périclès Consulting** helps you increasing your efficiency, cutting your time elapse processing and mitigating your operational risks

## Our approach

Get results in a few weeks



### Scoping

- Interview with sponsor and managers to understand the issues
- Macro process description (SIPOC)
- Definition of optimization objectives to achieve (Voice Of customer/Business)
- Definition of the project team and securing their availability
- Signing of the project charter



### Process optimisation

- **Organisation of improvement sessions over a few days (Kaizen workshops)**
  - With every stakeholders and workers involved in the process
  - Identification of wastes and sources of malfunction
  - Proposals and prioritisation of the solutions
  - Reconfiguration test and 30-day action plan
- **OU**
- **Process optimisation project conducted according to Lean or Lean Six Sigma methodology**
  - Methodology relevant for strategic processes only



### Stabilisation of gains

- Close monitoring of the action plan
- "Reality check" and adjustment of the target process if necessary
- Assistance of local managers in the implementation of continuous improvement and active supervision
- Measurement of realized gains
- Implementation of the end-of-project balance sheet

### KAIZEN AND 5S WORKSHOPS IN A PRIVATE BANKING BACK OFFICE

- **Delay** : 8 weeks
- **Results** : description of a standard process and a new workspace more

### LEAN SIX SIGMA PROJECT FOR AN ASSET SERVICER

- **Delay** : 6 months
- **Results** : cut by half of the posting delay

### KAIZEN WORKSHOPS ON DATA MANAGEMENT ACTIVITY

- **Delay** : 6 weeks
- **Results** : more than 20% of productivity gain

## Périclès Consulting's benefits

- Perfect combinaison between **our historical business expertise** and the **Lean Management** approach
- We provide **Green or Black Belt consultants** certified by the most prestigious french schools (école Centrale and Mines de Paris)
- References of missions with **measurable operational gains**
- A **partnership** with one of the best expert in Operational Excellence in order to provide **despoke training program** to your teams