



# Process Improvement

Customer Focussed Processes that Flow



Achieving improved performance is about efficiency or doing more with what you've got, such as increasing work produced per person.

However this needs to be in tandem with effectiveness, which is about doing more of the right things, to increase the value of work. Organisations that are both efficient and effective focus on doing more of the right things.

In today's competitive world, providing the best service at lowest cost is a goal many work towards, but few achieve. **eg** provides **intelligent operations management** software solutions and services to businesses that need to improve their processes because they need to take service to the next level without increasing operating costs, whilst also maximising the return on any investment they make.

## The **eg** approach to Process Improvement



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### MEASURE

**eg** offers a three-staged approach, which is tried, tested and proven in delivering continuous, quantifiable improvement.

In the first stage, **eg operational intelligence**® provides clients with root-cause data from the activities that make up their processes.

Using this data makes it possible to understand the effectiveness of their processes, measured as quality, service and throughput.

It also allows organisations to step back and understand why things happen.



2

### MANAGE

No matter how efficient a process looks on the drawing board, every process will face complexity and deliver variable results in the quest to satisfy customer requirements. Through re-work, repeated actions, failure demand and non value-adding administration, costs escalate while service (and reputation) suffer.

**eg operational intelligence**® automatically captures the data to inform, quantifying the volume and actual time taken in real-time and enabling your people to drill-down - qualifying why things happen. This transforms knowing how many times an activity occurs from being simply useful into valuable intelligence about how long it takes and how much it costs.



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### IMPROVE

To improve a process, we need to quantify and qualify where we are now. Providing operational intelligence drives real focus to improve everyone's efficiency and effectiveness.

It augments business improvement initiatives to improve processes and drive out waste and also provides the link to kick start, revive or enhance your use of process improvement methodologies, such as Systems Thinking, Lean and Six Sigma.

Measurement to understand current process performance and develop future capability is essential. Capturing the data that is important to you, allowing you to identify and focus on the key things that will make the difference is vital.

Reducing cost and improving the experience your customers receive through **eg's** intelligent operations management is crucial to help you meet the competitive challenge.

More information can be found at [www.egwfo.com](http://www.egwfo.com)



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**eg solutions plc** is an operations management software applications vendor. Our software provides real-time, historic and predictive Operational MI. When implemented with our training programme for Managers and Team Leaders to use this intelligence, we guarantee improvements in operational results in short timescales.