

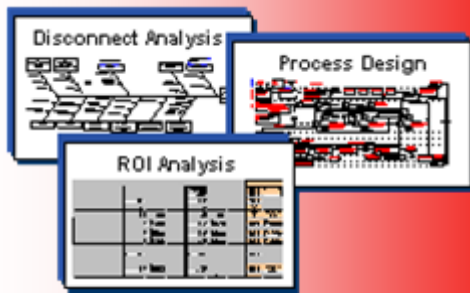


BUILDING BUSINESS PROCESS IMPROVEMENT

Endurance America

BUSINESS PROCESS AND TECHNOLOGY CONVERGENCE

COURSE CURRICULUM



Business Process and Technology Convergence (BPTC) is the process of understanding and aligning a company's business processes with technology to achieve maximum competitiveness and process efficiency.


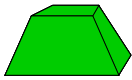
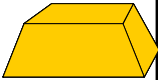
- "Technology Pull" vs. "Technology Push"
- Build Lean processes that reflect best practice
- Understanding where technology is warranted to automate a process or process step – "ROI"

PROBING QUESTIONS

- Which processes provide your company with its strategic advantage?
- Is your technology aligned with your business objectives? How can you be sure?
- Are there any processes that are out of control – purchasing, inventory, fulfillment?
- Are your core processes static or adaptable to allow for changing market, industry or operating conditions?

BENEFITS

- Disconnect between systems and processes resulting in long Cash-to-Cash -12X ROI, Self-Funded on-going improvements – Rich Products Co.
- Integration challenges created disconnects within organization. Focused Leadership review of Strategic Supply Chain Alignment. Identified organizational needs and specific areas for improvement in Supply Chain Process. Result: Identified Project Portfolio that would contribute 12X ROI for the client's investment – Faribault Foods
- Process re-design of "Order-2-Cash" resulted in a realized savings of 2.1M – Thomson West Group
- Identification of critical processes necessary to meet growth with additional processes added to support international sales – resulted in a shortened ERP selection process saving valuable time (4-6 weeks) for implementation – CARBO Ceramics

	Process Segmentation Keys	Supply Chain Example
 Strategic	<ul style="list-style-type: none"> • Processes that the customer perceives as <i>adding direct value</i> • Processes that differentiate the company from the competition - unique competitive advantage • Process that require extensive user knowledge – both art and science – " Proprietary Knowledge" • Processes that allow the business to adapt to changing market, industry and operating conditions – drive "sustainability" and long term profitability • Processes that have significant business risk if not executed properly 	<ul style="list-style-type: none"> • Calculate Order Price and Maintain Customer Order Data • Manage Repairs (Service) – Field Services
 Core	<ul style="list-style-type: none"> • Usually integration type processes – connections between strategic and infrastructure processes • Support Strategic Processes and may have some industry specific practices • Usually do not add "evident" direct value from a customer perspective • Processes that require a moderate degree of user knowledge 	<ul style="list-style-type: none"> • Manage and Track Sales/Service Orders • Manage Back Orders • Evaluate Service Performance
 Infrastructure	<ul style="list-style-type: none"> • Usually integration type processes – connections between strategic and infrastructure processes • Support Strategic Processes and may have some industry specific practices • Usually do not add "evident" direct value from a customer perspective • Processes that require a moderate degree of user knowledge 	<ul style="list-style-type: none"> • Invoicing (billing) • Accounts Receivable – Receipts and Collections • Manage Credit Exposure

WHO NEEDS THIS:

COO, CIO, VP, Directors responsible for:

- Supply or Demand Chains
- Procurement
- Logistics
- IT Organizations

Organizations:

That are not satisfied with utilization/ performance of their IT systems; Need an upgrade of their IT systems; or Need a new IT or ERP system

BUSINESS ISSUES

- Multiple ERP systems: need to standardize onto a single platform
- Identification, documentation, and segmentation of Strategic, Core, and Infrastructure processes to allow for selection of "right" ERP
- Decline in Customer Satisfaction
- Decline in Profitability
- Inefficiency within Supply or Demand Chains
- Duplicate Data within the Enterprise
- Streamlining or Automation of Business Processes

SAMPLE CLIENTS

- Thomson West Group
- CARBO Ceramics
- ECOLAB GCS Division
- Remmele Engineering

KEY CONTACTS

- Tim Allen
- George Wellock
- Jane Malin