

If you need to enhance quality and efficiency while reducing the cost of your current program and service, **atfocus** can help

Our customized approach to business improvement may be the right solution for you

Business process improvement can make your business operation more efficient, improve the quality of program and service delivery and reduce costs. Business process improvement can also make your organization more resilient, enabling it to adapt to changes in the legislative, policy or operating environment that alter your program or service delivery requirements.

atfocus uses a structured business process improvement methodology and modelling tools to document and communicate how work gets done and the processes and steps employees use to achieve results. One of the core advantages of our approach is that it does not require you to conquer all problems at once in order to deliver results. Projects can start small and still make a large impact.

Business Process Efficiency



atfocus will work with you to improve your current program or service. We will diagram your current processes using process mapping tools and research leading practices for comparison and assessment of successful alternative models. **atfocus** facilitators will conduct workshops and personal interviews with key staff and senior management and incorporate their insights and ideas into the analysis. Our experienced consultants will synthesize their findings and report on challenges, deficiencies and pathways to leveraging opportunities.

Benefit Assessment and Evaluation



atfocus will assist you in assessing which business process efficiency improvements will deliver the best value for money to your organization. We will evaluate proposed improvement recommendations to measure their alignment to your strategic goals and calculate the costs and benefits (both tangible and intangible) of implementing the business process improvement.

Implementing and Measuring Performance Improvement



atfocus will create a practical step by step roadmap for implementing your process improvement. The result will be an action plan that describes resources, costs, timeline and risk mitigation required to enable you to successfully deliver your improved program or service.

We will create a measuring and monitoring framework to record the results of your process improvement. Measuring and reporting on the results of performance improvement will help ensure your operational efficiencies will be sustained into the future.

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commitment · quality
flexibility · discipline
rigour · integrity

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