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RISK ADVISORY SERVICES

BUSINESS PROCESS ENHANCEMENT

Maximizing Operational Effectiveness to Drive Success

SUCCESSFUL ORGANIZATIONS ARE CONSISTENTLY SEEKING TO IMPROVE AND ENHANCE OPERATIONAL EFFECTIVENESS IN ORDER TO REMAIN LEADERS IN THEIR RESPECTIVE INDUSTRIES. TAKING A PROACTIVE, HANDS-ON APPROACH TO BUSINESS IMPROVEMENT PROVIDES A SOLID FOUNDATION UPON WHICH A COMPANY'S FINANCIAL, OPERATIONAL AND CULTURAL BASES CAN FLOURISH AND GROW.

As businesses expand, needs change, and having ever-evolving support solutions in place to foster organizational growth will help increase productivity, viability and overall business performance.

What is Business Process Enhancement?

Business process enhancement (BPE) is a specialized approach to removing barriers that slow or impede the flow of work. BPE maximizes the potential of people, processes and technology to achieve business goals. It can be used to improve quality, increase productivity, reduce costs, enhance customer satisfaction and retention, lower risks and increase profitability.

The need for BPE is growing in direct correlation to the growing complexity of business. Supplies, markets, customer needs, and competitive forces – all of these are in a continuous state of flux, impacting how a business operates. As companies adapt to these changes, people, activities and workflows tend to become misaligned, leading to inefficiencies and problems.

Could your Business Benefit from a BPE?

Business process enhancement involves assessing the current state of operations to identify inefficiencies, gaps and risks and then recommending changes to specific areas that impede productivity. Below are some general questions that could help determine whether your organization is a good candidate for a business process enhancement procedure:

- Are you processes becoming increasingly technologically-driven?
- Is your operation growing quickly and is the infrastructure struggling to keep up?
- Are you introducing new systems?
- Are costs escalating?
- Is profitability falling?

How BDO Can Help

The professionals at BDO's Risk Advisory Services practice recognize the hard-work, foresight and understanding required to design an effective BPE plan. Business process enhancement involves assessing the current state of operations to identify organisational inefficiencies, gaps and risks and then recommending changes to specific areas which impede productivity. It is about turning weaknesses into strengths and disadvantages into advantages. Our professionals will work with you to create a unique, customized BPE procedure that will minimize organisational risk and enhance overall operational performance while fostering a culture of continuous improvement.

CONTACT BDO

National
Sam Khoury
416 369 6030
skhoury@bdo.ca

Central Canada
Carlo Mariglia
416 369 3078
cmariglia@bdo.ca

David Knott
416 815 3016
dknott@bdo.ca

BPE: A General Framework

Some companies appoint internal teams to undertake a BPE project. Most, however, look to external specialists to provide the experience, resources, knowledge and objective initiative needed to successfully drive the initiative. BDO's approach to BPE projects varies in nature as all projects are custom-tailored to meet the specific needs of the client.

However, five basic steps are applied to virtually every business process enhancement initiative:

BUSINESS PROCESS ENHANCEMENT (DRIVERS)

Reduce cost/Increase profits
Formalize/standardize processes
Gain control of operations
Achieve best practices
Optimize operations
Technology drives success
Align objectives or processes across the organization

SERVICES SOLUTIONS

Project Management

Quality Control

Technology Experts

Industry Experts

BPE Expertise

Benchmarking Expertise

Recommendations for Improvement

BPE FRAMEWORK

1. Identification and Definition Phase
- Understand organizational goals, objectives and KPIs
- Identify associated key risks
- Understand people, technologies and key risks
- Scope areas of focus
- Information gathering and documentation areas

2. Analytical Phase
- Assess objective setting and risk assessment processes
- Assess processes for efficiency and effectiveness
- Analyse issues, inefficiencies or other concerns

3. Recommendation Phase
- Enhance the objective setting and BPE processes
- Enhance the policies, standards or procedures
- Optimize or enhance controls
- Resolve identified issues

4. Implementation Phase
- Establish a detailed implementation plan

5. Follow-up Phase
- Review implementation for effectiveness

ORGANIZATIONAL FACTORS

Organizational Strategy/Mission

Culture

Operations

Governance

Methods & Processes

People

Information Technology

Policies & Procedures

Project Management Disciplines

Monitoring, Oversight & Reporting

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