



UNDERSTAND



DIAGNOSTIC

Diagnostic Workshops

In addition to 'walking the process', we conduct diagnostic workshops, both functionally and cross-functionally, to understand employees views on the inherent logic of the core business processes, focusing on factors such as:

- The customer centricity of business processes:
 - ◇ Are the processes designed for the ease of the business or the customer?
 - ◇ Are there too many steps; and are they the right steps?
 - ◇ Functional views on the logic of other team's processes
 - ◇ How departments' & teams' processes negatively impact each other
 - ◇ The inherent logic of policies determined by non customer-facing teams
- Where is value demand and failure demand generated?
- Functional hand-offs

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