



Business Process Reengineering

Many of the Employee and Customer Experience Transformation initiatives will require the creation of new processes or the reengineering of existing business processes to mirror the new Customer and Employee Journeys by channel.

We work with organisations on:

- Reengineering business processes following Systems Thinking, Agile, Lean and Six Sigma methodologies
- Ensuring new business processes are quality controlled for consistency management and auditing purposes
- Ensuring that the new business processes are supported through relevant changes to documented policies, procedures and job descriptions

Jericho Consulting Limited

2 – 6 Boundary Row,

London,

SW1 8HP

+44 (0) 207 099 1950

info@jerichoconsulting.co.uk

 [@CustExpMan](https://twitter.com/CustExpMan)

<http://jerichoconsulting.co.uk>



JERICO