

Getting Better ROI from Your Processes

We had a great session with Process Degradation and ROI with the QESP members in Sydney recently. The slides are available from the QESP website:

<http://www.qesp.org.au>



More Checklists on our Downloads Page

We've added some more checklists to our free downloads. Check out the **End of Project Checklist for Contractors**.

www.zenkara.com/download.html
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Improve Your Business with Better Procedures

With the New Year upon us, it might be a good time to review your business procedures to see if you're getting the most value from them.

We've compiled a short list of things to check to make sure you're getting the best value from your processes and procedures.

- If your business model or structure has moved on, have you ensured your processes have been modified accordingly?
- Have you reviewed the effectiveness of your processes – are they helping where help is needed?
- How easy is it for staff to access their procedures?
- How simple are the procedures to understand? Quite often the only type of process training people will get is by reading them
- Are staff using the procedures in their day to day work? Or are procedures getting in the way when things are rushed?
- Do problems linger due to even conscientious staff not wanting to go through "the system" because it takes too long or is just too painful?
- Are there multiple versions of templates, forms lurking about?
- Could any of the procedures be removed because they don't really add value? Or are they just "left in the system"?
- Is it clear for everyone which procedure is relevant in which situation? Or is no one sure which one to use?
- Do procedures and other documents require just 1 or 2 signatures? Or do they need more like 4, 5, 6 and more?
- Is more time spent on getting the requirements of the process right, than getting the actual work done?
- Is any work being done that was mandated by managers or sponsors who have moved on? Are your current staff convinced of its benefit, or was the benefit realized years ago and it just seems an imposition now?
- Are you simply carrying on traditions or rituals and the benefit is no longer there - particularly important when sponsor drive was very strong
- Are the procedures aligned with management goals, style and intentions or do they no longer match e.g. major re-organization, change in customers, large increase/decrease in staff
- Is there a decrease in demand for your company's products/services? If so, are some procedures no longer needed?
- How do you ensure new staff are made aware of the procedures relevant for them?
- Do you have flexibility in your procedures where appropriate, since not all projects are the same? Or has it become a one-size-fits-all?

By reviewing your business processes from time to time, you can stay on top of changes and enable your team members to react quickly to changing customer and business needs.