



**Open-i  
Advisors**

## **PROCESS EVALUATION & IMPROVEMENT**

The need to improve and adapt business operations, as customer expectations and technology change, exists in every company regardless of size or industry. An effective way to stay on top of these changes and ensure effective operations, is to participate in a Business Process Improvement cycle. Open-i Advisors leads its clients through a tested four-step method of analyzing current processes, uncovering opportunities for improvement, mapping new processes, and creating a continuous improvement strategy.

Broken processes are fixed, ineffective or redundant processes are eliminated and in their place is a documented system of procedures and workflows that improve operational efficiency and the organization's bottom line.

### **Analyzing Current Processes (Audit)**

Open-i Advisors will review the current performance and effectiveness of core operational processes to identify issues and improve performance. During the audit process we will identify what procedures exist, how they are documented, and how they are consumed. Bottlenecks and single points of failure will be identified in processes missing procedures, and documentation will be illuminated.

### **Developing a Plan for Filling in the Gaps**

Following an initial audit, Open-i Advisors will produce a detailed plan for documenting missing processes, disseminating them to staff, and if necessary, build a training program. This plan will prioritize which processes should be documented based on the goals of the company, the resources available for process documentation and the desired timeline.

### **Building a Continuous Improvement Strategy**

A continuous improvement strategy defines why, when, and how, procedures and processes will be updated and maintained. It is key in maintaining effective operations. At the end of every Process Evaluation and Improvement Engagement, Open-i Advisors hands clients this crucial plan to guarantee ongoing operational efficiency.

## **About Us**

Open-i Advisors helps businesses make smarter decisions through consulting engagements that help organizations navigate their best path to growth. Whether your organization seeks to navigate from old markets to new ones, or simply maximize its success in the Internet infrastructure market, Open-i Advisors can help.

*Put our industry experience to work for you.*

## **Contact Us**

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