



Benefits

Success: Applies a rigorous process to a complex problem. Also utilized the knowledge within the organization gaining contributions and buy-in.

Durability: The client team is in place long after the consultants and facilitators have left the building.

Documentation: This is usable for future process improvements, transcends personnel turnover

IT Systems: This is usable by the IT Systems developer for focus in gather requirements and doing detailed system development.

Partial Client List

- US Navy (NAVFAC)
- RCI/Navy-CNP
- USMC MCSC
- DOI MARAD

Features

Official: the radical redesign of business processes for dramatic improvement

Creativity: Innovating from inside and 'borrowing' from outside

Results Focus: redesigning the system/organization for the client

Technical: simplifying & minimizing non-value-adding work

Process Improvement: seeking more efficiency and effectiveness

Experiential: very, very big change in everything

Team Based: Client teams facilitated by professionals

Adaptability

- This highly adaptable process can be used for: setting up the organization structure of a new mission area; a downsizing or consolidation; a large improvement in system performance; putting “out-of-the-box” ideas work; and many other applications.
- This can be accomplished in as little as a few months or for the massive initiatives it could take a year or two. (Longer if system programming and launch are included).
- The can have a strong partnering component built in as well as organizational and/or enterprise strategic planning.

Benefits & Limitations Compared to Other Models

- **Process Improvement Models**

These models often do not have the depth of understanding found by delving into the “AS-IS” processes before creating the new process. They also seek to keep the process intact and make improvement as needed.

- **Bad news about redesign/reengineering**

it's not algorithmic

It is, at times, a little messy

- **The good news about redesign**

It's not magic and it need not be haphazard

There are recurring patterns to be learned from others who have done this before

- **Our approach: jump-start the creative process**

Models and templates to stimulate possibilities

Use Pattern-Breaking to stimulate innovation.

Limitations

Unknown: People are naturally skeptical since this is not a usual experience for most people. They need to trust the process.

The intimidation of the blank sheet of paper: where do we start? and how? Will we be able to get the right answer?

Failure: There is a high incidence of failure in attempts at Reengineering. If leadership is truly committed to this and will build and resource a long term plan, it works.

Consultants: Reengineering is often done by consultants who provide the answers which people must adopt. Our process depends upon the client team and sub teams to do the bulk of the work, guided by our facilitator and your process champion.